Election Day Common Issues ImageCast Evolution (ICE)

ICE Tabulator

ICE won't power up.

> **Solution**: Confirm the plug for the ICE is plugged into a functioning outlet. Confirm the power switch is in the ON position under the thermal printer door. Confirm the screen to the ICE has been raised and locked into the guides under the screen. If the problem persists, contact Command Central at 320.259.7027.

The ICE shuts down suddenly or the LCD display goes blank.

> **Solution**: Double check the power cords to make sure you were NOT running on battery and the battery was depleted. Lower the ICE screen into the storage position and try raising again. If the problem persists, contact Command Central.

The system fails to power up and is emitting continuous frequent beeping.

> **Solution**: Under normal circumstances, the system produces a single beep followed by a rising tone when it is powered on. Contact Command Central.

When I boot up the machine (<u>before voting begins</u>), all Poll Worker Menu options aren't visible. I only see Reports, Results Transfer and Advanced Admin buttons.

> **Solution**: The machine needs to be re-zeroed. If that's your intent, press the Advanced Admin option and enter the advanced admin password. This is NOT the same password used in other places. From the Advanced Admin menu, press the Re-zero button on the left menu, followed by the Re-zero button on the right-hand menu. Enter your normal password. The Confirmation screen will appear asking for approval to set the results to zero. Press OK to proceed. Finally, the Poll Worker main screen will be presented. On the activity bar, the Ballot Counter indicates that the results are zero (00000).

LCD screen isn't responding to touch.

> **Solution**: Call 320.259.7027 for directions on calibrating your touchscreen.

ICE shows more ballots cast than voters that have checked in.

> **Solution**: Discuss with the Chief Election Judge. The counter displays all ballots cast.

Error Message - Any error during Standard Voting will manifest itself with the message **"An unexpected error condition occurred. Please call an authorized person"** displayed on the LCD Touchscreen.

> **Solution**: Place your **<u>black</u>** Security Key on the receptacle to display the precise error condition and call Command Central with that information. **Please do not proceed any further as it's important to see the messaging that appears.**

Time or Date are not correct.

     Solution: On Election Day only, you'll want to do this **BEFORE** polls are opened (you don't want to change time/date during Election Day voting). At the **Main Menu** Screen, press **Exit**, then place your **yellow** security key on the receptacle on the side of the ICE until you see the **Technician Menu**. Enter your regular username and password. Select **Settings**, then **Date** and **Time**. Use the **+** or **−** and **AM/PM** buttons to adjust the time and date. When finished press the **Set** button, then **Back** until the ICE beeps. At that point, you'll use your **black** security key to get back to the **Main Menu** where you can **Open Polls**.

     If polls are open and you notice this during Election Day, log according to your election procedures.

Printer Issues (for reports, not assisted voting)

Printer is out of paper.

     Solution: The system software continuously performs a check of the thermal printer module prior to and during printing. With the help of the "near-end of paper sensor" on the thermal printer hardware, the system can identify conditions when it is out of thermal paper.

     1. Confirm that the thermal printer is out of paper.

     2. Refer to your Appendix in your ICE User Guide for instructions on how to install a new roll of thermal paper.

     Note: The system provides the option to re-print a print report as many times as desired, even if paper runs out during printing.

Thermal Head is up.

     Solution: Access the printer unit by lifting the Thermal Printer Door upward. Note the position of the green thumb switch. If angled, press the green release lever in order to seat it into a horizontal position.

No print on thermal paper.

     Solution: During installation of the paper roll, the thermally treated side of the paper must be placed against the thermal head for printing to be visible. A fingernail swipe quickly across either side of the paper will easily help determine the treated side by producing a mark on that side.

     1. Check the orientation of thermal paper installation. The paper must unreel from underneath the roll.

     2. If necessary, refer to your Appendix in your ICE User Guide for changing paper roll instructions.

Accessible Voting Issues

The incorrect assisted voting device was selected and the ICE is looking for response from that device.

     Solution: Place your Security Key on the receptacle to display the AV Session Cancellation error message. It will ask your approval to exit the session and your blank ballot will be ejected and you can restart the process.

Error Message – ATI Device is Unplugged.

     Solution: The system software performs a connectivity check with the ATI device prior to and continuously during an AVS session.

     1. Check the connection between the ATI and the tabulator at both the tabulator and ATI ends. The ATI must be plugged into the ICE prior to entering Assisted Voting mode. If it isn't, you'll get an error message, need to back out, plug ATI in and start another session.

     2. Confirm that the ATI Plug LED on the tabulator side panel (near the AVS Door) is ON.

     3. If the problem persists, contact Command Central.

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Results Transfer (Modeming) Issues

I'm not connecting to the county or it's taking too long.

Solution: Be patient as it may take a few minutes to connect. If, after that time, you're still not connecting, please try again. If you're still not connecting, it may be necessary to move the ICE to an outside wall or window for better connectivity.

Call Command Central at 320.259.7027 if you still cannot connect.

ICE is beeping after unplugging the tabulator to move to a better location to transmit.

Solution: Restart the machine on your ICE screen. If the screen is black, do a "hard restart" by lowering the screen, turning the power switch (located inside the thermal printer compartment) to "off". Turn back "on", then raise the screen and boot back up and try to transmit again.

Write-In Reports

If you do not want to print the Write-In report on your ICE:

Solution: When closing polls, on the write-hand menu, next to "**Print Write-In Tape**" touch "**Change**" to not print.

If you forget to change this and the write-in report begins to print, just press **Cancel** on the screen and then **No** when it asks if you want another copy.

If you'd like to print just one copy of the Write-In report, but multiple copies of the Results Report:

Solution: **After Polls Close, follow these steps:**
1. Print your results.
2. At the prompt, do not print another copy.
3. Print write-in report.
4. At the prompt, do not print another copy.

This takes you back to menu where you can choose **Reports**, **Write-Ins**, then press the **printer icon** to print again.

Other Questions You May have

How many ballots does the ballot box hold?
Answer: Up to 4,000, depending on ballot size.

How many ballots does the write-in bin hold?
Answer: Up to 250, depending on ballot size.

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