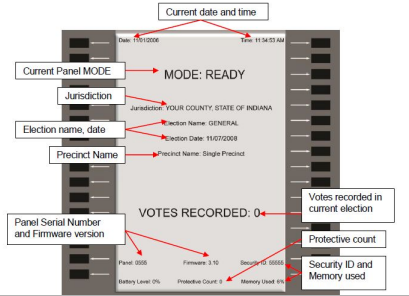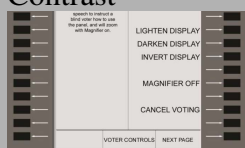MicroVote

Problem/Question	Solution/Suggestion

To see the CURRENT STATUS screen	Press the Cast Vote Button with no cards in the panel. A status screen appears for 8 seconds that will show the following information.
	1. Election Mode
	   a. READY - Panel will be in this mode until election is started with green start card.
	   b. VOTING ENABLED - Panel will be in this mode during the entire Election Day.
	   c. TALLIED- Panel will be in this mode after the panel has been tallied with the red Tally card.
	2. VOTES RECORDED - Number of votes from the current election (Public counter).
	3. Precinct Name – This will read Multiple if more than one precinct is loaded on the panel.
	4. Panel Serial Number (located on bottom left of screen)
	5. Protective Count – This is a count of votes made on this panel for its entire life.
	6. Election Name- Name that was given to the election
	7. Election Date
	8. Current Date
	9. Current Time

Panel reads MODE:READY VOTE CARD NOT ALLOWED	The panel has not been taken to VOTING ENABLED mode. Remove the Vote Card and follow the instructions on the checklist to start the election.
INVALID PASSWORD Panel will alarm and read: SECURITY CODE INVALID OR OPERATION CANCELLED	This message will appear if the password is entered incorrectly. To clear the message and re-enter the password: 1. Remove card 2. Press any button 3. Insert the card and retry the password If it is still incorrect and you believe you may have the wrong password, Call the Election Director/ County Clerk's office.
Adjusting Contrast	Insert the green Start Card, enter the 4-digit password, and press the button next to DONE. Tap the buttons next to LIGHTEN DISPLAY or DARKEN DISPLAY to adjust the contrast. NOTE: The button must be tapped. Holding the button down will not adjust the contrast.
A Voter can't cast their ballot. Nothing happens when they press the CAST VOTE BUTTON	To cast a ballot, a voter must do the following: 1. Vote for at least one candidate or option 2. Go to the final page of the ballot (CONFIRM VOTE page) 3. Press the CAST VOTE button

Problem/Question	Solution/Suggestion

Printing Problems	1. Verify that printer is both plugged into electrical outlet and Infinity Panel
	2. Verify that printer is turned on and online. The power switch is on the side
	   a. If powered correctly the green light on top will be on and green light in front will be flashing.
	   b. If printer is offline, the orange light will be on.
	3. Make sure printer cable is connected before pressing "PRINT" button.
	4. If alarm sounds, the Print process will have to be restarted by pressing CANCEL and selecting PRINT TALLY or PRINT ZERO PROOF again.
	5. Verify that printer is plugged into rear port of Infinity Panel

CANCELLED BALLOT A ballot is cancelled for the following reasons • Wrong ballot selected • Voter leaves booth without making **any** selections Screen will read: WARNING! VOTE CANCELLATION	1. Pollworker should insert the Vote Card 2. Panel will acknowledge the cancellation 3. Remove the Vote Card. The screen will go blank 4. If the voter was given the wrong ballot, insert the Vote Card and select the correct one.
POWER FAILURE If a power failure occurs while a voter is making selections the screen will read POWER INTERRUPTION, Previous Vote has been cancelled. The panel will need to be reset for the voter and they will be allowed to vote a new ballot.	1. Poll worker should insert the Vote Card 2. Panel will acknowledge the power interruption 3. Remove the Vote Card. The screen will go blank 4. Insert the Vote Card and select the correct ballot for the voter.

Voter makes selections but leaves booth without selecting CONFIRM VOTE and pressing the "Cast Vote" button.	1. Close voting booth lid.
	2. Call the Election Office.
	3. You will probably be directed to do one of the following:
	   a. Cancel the ballot.
	   b. Two managers/judges go to the booth, press CONFIRM VOTE, and press the "Cast Vote" button without looking at voter's choices.

MicroVote

Problem/Question	Solution/Suggestion
Voting panel mal-functions (button failure, etc.)	Check all buttons to make sure no buttons are stuck under the cover. 1. Call Election Office 2. May be told how to correct problem 3. May be told to shut down voting panel a. Technical Staff person will respond
No ballot appears when vote card inserted	1. Remove Vote Card and insert again. Make sure card is inserted all the way. It takes a good push to insert the card completely. 2. Make sure the Vote Card is in correctly. The arrow on the card should line up with the arrow on the voting machine. 3. Make sure that you do not remove Vote Card until the panel reads REMOVE VOTE CARD or the ballot selections appear.
A voter turns the MAGNIFIER ON and can't get it to go off.	If a voter selects MAGNIFIER OFF it will enlarge the text and read MAGNIFIER ON. Any button they press from that point will become large, even the NEXT PAGE button. They will need to press the MAGNIFIER ON option two times to shut it off and proceed voting.
ENGLISH/ESPANOL Options	The ballot will automatically come up to the English ballot. Selecting English will not change anything. The voter will have the option to select a Spanish ballot. Selecting Espanol will change only instructional text to Spanish. Selecting English will change the instructional text back to English.
LIGHTEN DISPLAY DARKEN DISPLAY	The voter has the ability to Lighten and Darken the screen to their liking. Any changes the voter makes will not affect any voters to use the panel after them.
INVERT DISPLAY	The Invert Display function will change the display from a black background with white writing to a white background with black writing.
MAGNIFIER OFF MAGNIFIER ON	The magnifier option allows the voter to enlarge text, offices and candidates. When the magnifier is on, one push will magnify and a second push will select the candidate or option. NOTE: The voter must push MAGNIFIER ON two times to shut the option off if they turn it on accidentally.
CANCEL VOTING	A voter has the right to cancel a ballot if they feel that they received the wrong ballot. This option may also be used if a voter leaves the booth without making any selections. If a voter presses CANCEL VOTING, a second screen comes and asks them if they really wish to do this. If they select YES, their ballot will be cancelled. If they select NO, they will return to the ballot and may continue voting. If a voter cancels a ballot, see CANCELLED BALLOT instructions above.