

Scanning ballots

This quick guide describes the following ballot-scanning processes:

- [Preparing the site and cards](#)
- [Initializing ScanStations](#)
- [Scanning cards](#)
- [Solving common problems](#)

1.1 Preparing the site and cards

Tasks include:

- A. Setting up the site
- B. Sorting ballot boxes by counter group
- C. Preparing each ballot box
- D. Adding target cards and labels to boxes



Figure 1-1. Example of ballot preparation table

A. Setting up the site

1. Set up the ballot preparation table next to the scanning area.
2. Set the bin for the target cards and box labels under the table.

3. Next to the table, designate areas named:
 - Arrival from storage
 - Ready for scanning
4. Print target cards and box labels by counter group (such as AB, EV, ED, PR, OT) and place them in the bin.

B. Sorting ballot boxes by counter group

In the arrival-from-storage area, prepare to scan *all* cards from *one* counter group at a time. For example, make a separate pile for the cards in each of these groups:

- Absentee (AB)
- Accessible vote center (AVC)
- Early voting (EV)
- Election Day (ED)
- Other (OT)
- Provisional (PR)
- Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA)
- Vote by mail (VBM)

C. Preparing each ballot box

1. Open the box.
2. Align the cards (using a jogger if available). Orientation is not important.
3. Place the cards in the box.

D. Adding target cards and box labels to boxes

1. Select the next sequential target card and corresponding box label.
2. Place the box label on the box adjacent to the existing election label.
3. Place the corresponding target card *face up* on top of the cards.
4. Close the box and move it to the ready-for-scanning area.

1.2 Initializing ScanStations

Initialization at the beginning of each day of scanning ensures that ScanStations are configured properly. At each ScanStation:

1. Power on the scanner.
2. Power on and log in to the ScanStation computer.



3. Run the scanner update configuration for the scanner model you are using:
 - a. Double-click the desktop shortcut to the P: drive.
 - b. Double-click the **UpdateModel_Id.bat** file, where *Model_Id* is the scanner model. (The .bat extension may be hidden.)
 - c. Respond to all prompts.
4. Ensure no card image files from the previous scanning session remain on the computer:
 - a. Browse to C:\CBGBallotImages and verify that the folder is empty.
 - b. Browse away from C:\CBGBallotImages.
5. (Optional) Scan test images *outside* of ClearCount.
6. Start the Tabulator:
 - a. Double-click the desktop shortcut to the P: drive.
 - b. Double-click the **StartTabulator.cmd** file. (The .cmd extension may be hidden.) A command window appears, followed by the ScanStation Password dialog.
 - c. Enter the ScanStation operator password and click **OK**. The Tabulator window appears.
7. Check the title bar at the top of the window. It should display the:
 - Name of the active election (for example, ClearCounty_2016g)
 - Model of the scanner connected to the ScanStation (such as Fujitsu fi-6800dj)
 - Serial number of the scanner (such as 100295)
 - Name of the ScanStation computer (such as SCANSTATION03)

1.3 Scanning cards



Figure 1-2. Example of ScanStation table

A. Position the cards

1. Move *one* ballot box from the arrival area to the left side of the ScanStation table.
2. Open this ballot box and confirm that a target card is on top of the card stack.
3. Place the target card in the input tray of the scanner:
 - Face up—If using the Fujitsu fi-6400 or fi-6800 scanner.
 - Face down—If using the Fujitsu fi-7180 scanner.
4. Place the cards in the unscanned ballot stack area.
5. Move the empty ballot box to the scanned ballot box area.

B. Scan the cards

1. Push the Start Scan button on the scanner. The scanner captures the target card, and moves it from the input tray to the output tray.
2. Confirm that the Tabulator data, target card, and box label all match.
3. Place the target card face down in the scanned ballot box area.
4. Move cards from the unscanned stack to the scanner's input tray. Do not overload the tray. Orientation is not important.
5. When asked whether to continue scanning, press the scanner's Start button or click **Yes**.
6. Transfer the scanned cards from the scanner's output tray to the scanned ballot box area *without* changing the order or orientation. Cards scanned first are on the bottom.
7. Repeat steps 4–6 until the entire stack is scanned.
8. Click **No** when the Tabulator asks whether to continue scanning. This completes the box.
9. Place the scanned cards face down in the original ballot box (with the target card on the bottom), seal the box and place it in the completed area.

Repeat Tasks A and B until no boxes remain in the arrival from storage area.

1.4 Solving common problems

This section describes common problems. When in doubt, delete and rescan a box to avoid errors. For additional information, refer to the Fujitsu scanner documentation, or contact Clear Ballot Technical Support.

Box requires rescanning

If an operator accidentally terminates a box before all cards are scanned, or cards fall out of order, run the DeleteBox utility and start the standard procedure for scanning a box from the beginning.



Scanner does not start

Scanning cannot occur if cards do not trigger the paper sensor on the document feeder (for example, because the paper is curled upward). In these cases, there is no response to the Start Scan button or the scanner incorrectly reports that the input tray is empty. With your fingers, press down at the center of the leading edge of the paper and press the Start Scan button.

Scanner misfeed

If the scanner reports a multifeed or paper jam, remove the offending cards from the scanner and reinsert them in the input tray for rescanning. (If cards are crumpled, folded, or torn, attempt to smooth them to aid in the scanning process.) If the identity of the target card is lost, rescan the box.

If a significant number of multifeeds occur, check the sensors within the scanner. Occluded sensors can cause multifeeds.

Target card not read

Close the Tabulator when it reports this error, delete the box, restart the Tabulator, and rescan the box, ensuring the target card is placed so the scanner reads the bar-coded side first.

Nonfatal Tabulator message

A Tabulator message or exception appears with a yellow highlight in the Tabulator Alerts pane. Take the action indicated by the message and allow the Tabulator to continue. The Tabulator may need to be closed and restarted. If the message repeats continuously, contact Clear Ballot Technical Support.

Fatal Tabulator error

A Tabulator error message or exception appears with a red highlight in the Tabulator Alerts pane. Close the Tabulator, delete the box being scanned, restart the Tabulator, and rescan the box. Report the error to Clear Ballot Technical Support.

The screenshot displays the 'Clear Ballot' software interface. On the left is a navigation pane with icons for ELECTION, SCANSTATION, SCANNER, and BOXES SCANNED. The main area is divided into several sections: 'CURRENT STATUS' with a table for Scanning, Adjudicating, and Saving Images; 'COMPLETION' with a table for boxes and cards completed; 'PERFORMANCE' with a table for cards per minute/hour and unreadable cards; and 'ALERTS' at the bottom. A red alert message is visible in the Alerts section.

Current Box	Scanning	Adjudicating	Saving Images
Total cards queued to be dor	0	0	0
Time to completion	---	---	---

Total boxes completed	0	0	0
Total cards completed	0	0	0

Cards Per Minute	---	---	---
Cards Per Hour	---	---	---
Total unreadable cards		0	
Unreadable percentage		0.0%	

ALERTS:

2016-10-13 04:18:42 FATAL: No active election

2016-10-13 04:18:42 Scanner PaperStream IP fi-6400dj serial AKHCC00252 connected

Figure 1-3. Example of fatal Tabulator error