

## **DS200 Troubleshooting Guide Anoka County Elections**

**NOTE:** For all ballot counter problems, be sure to open the auxiliary compartment so that voting can continue without interruption.

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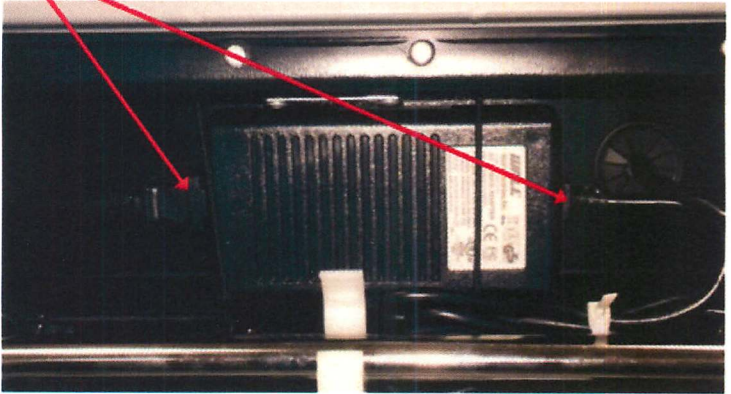
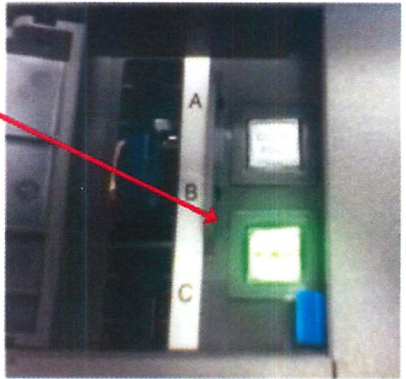
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**DS200 POWER ISSUES**

<b>Problem:</b>	<b>DS200 won't turn on when screen is lifted</b>
<b>Cause:</b>	No electrical power to machine
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• Lower screen</li> <li>• Check power connections</li> <li>• Make sure DS200 is plugged into an electrical outlet</li> <li>• Make sure power supply cords at back of machine are connected</li> <li>• Test wall outlet for power</li> <li>• Ensure extension cords and surge protectors are connected and turned on</li> <li>• Raise screen to power on.</li> </ul>  <p>A photograph showing the back of a DS200 machine. Two red arrows point to the power supply area. One arrow points to a power cord plugged into a wall outlet, and the other points to a power supply cord connected to the machine's back panel.</p>
<b>If Solution Unsuccessful:</b>	<ul style="list-style-type: none"> <li>• Raise screen</li> <li>• Press the POWER button located in the access door to turn on machine</li> </ul>  <p>A photograph of a DS200 machine with its access door open. A red arrow points to a green-lit button labeled 'B' on the door. The door has three labels: 'A' at the top, 'B' in the middle, and 'C' at the bottom.</p>
<b>If Solution Unsuccessful:</b>	<ul style="list-style-type: none"> <li>• <u>Note:</u> Machine will operate on battery power (approximately 3 hours)</li> <li>• CALL YOUR CLERK TO REPORT THE ISSUE</li> </ul>

**DS200 PRINTING ISSUES**

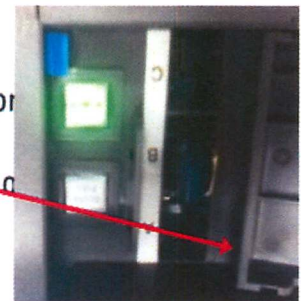
<b>Problem:</b>	<b>Machine starts up, but stops prior to printing zero tape</b>
<b>Cause:</b>	Printer compartment door not latched
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• Press printer compartment door down</li> <li>• Listen for the “click” when door latches</li> <li>• Press “ok” button</li> <li>• Press “resume” button</li> </ul>
<b>If Solution Unsuccessful</b>	<ul style="list-style-type: none"> <li>• CALL YOUR CLERK</li> </ul>

<b>Problem:</b>	<b>Machine is printing, tape is feeding, but no text shows</b>
<b>Cause:</b>	Tape roll is installed incorrectly
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• Press red “cancel printing” button on screen</li> <li>• Open access panel, press blue lever to open printer tape compartment</li> </ul>  <ul style="list-style-type: none"> <li>• Remove print tape roll, turn so that tape feeds from the right side of the roll (as you face the machine) like this </li> <li>• Pull a small amount of tape out of the compartment (to get it started) and snap printer compartment closed</li> <li>• Press “ok” button</li> <li>• Press “resume” button - Tape should begin printing right away</li> </ul>
<b>If Solution Unsuccessful</b>	<ul style="list-style-type: none"> <li>• If unsuccessful, press “cancel printing” button again</li> <li>• CALL YOUR CLERK</li> </ul>



<b>Problem:</b>	<b>Machine is printing, but nothing is coming out</b>
<b>Cause:</b>	Tape stuck in printer compartment
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• Press red "cancel printing" button on screen and open tape compartment</li> <li>• Pull a small amount of tape out of the compartment (to get it started) and snap printer compartment closed</li> <li>• Press "Report Options" button</li> <li>• Select Zero Report, print report</li> <li>• Press "cancel" button after report has printed</li> <li>• Press "go to voting mode" button</li> <li>• Tape should begin printing right away</li> </ul>
<b>If Solution Unsuccessful</b>	<ul style="list-style-type: none"> <li>• CALL YOUR CLERK</li> </ul>

<b>Problem:</b>	<b>Machine is printing, tape is folded, mangled or feeding sideways</b>
<b>Cause:</b>	Tape roll is feeding off center
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• MUST be done with assistance from Clerk</li> <li>• CALL YOUR CLERK – While on the line the clerk will walk you through the following steps:               <ul style="list-style-type: none"> <li>○ Press red "cancel print" button on screen</li> <li>○ Open access panel, press blue lever to open printer compartment</li> <li>○ Pull out enough tape to get to a "clean" area of tape</li> <li>○ Snap printer compartment closed</li> <li>○ Listen for the "click" when door is latched</li> <li>○ Press "re-open poll" button</li> <li>○ Enter Override code: CLERK WILL PROVIDE</li> <li>○ Press "report options", print zero tape</li> <li>○ Press "cancel" button once report has printed</li> <li>○ Press "re-open poll" button</li> <li>○ Press "go to voting mode" button</li> </ul> </li> </ul>
<b>If Solution Unsuccessful</b>	<ul style="list-style-type: none"> <li>• If unsuccessful, press "cancel print" button again</li> <li>• CLERK WILL CONTACT ANOKA COUNTY</li> </ul>



<b>Problem:</b>	<b>Machine screen is frozen, will not allow any selections to be made</b>
<b>Cause:</b>	DS200 lag in communication due to processing speed
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• MUST be done with assistance from Clerk, stay connected until process is complete.</li> <li>• Using the barrel key, open the access panel and locate the power button.               <ul style="list-style-type: none"> <li>○ Press and hold the power button until red light goes out.</li> <li>○ DS200 will take at least 30 seconds to power off</li> <li>○ Press the power button to reboot DS200, green light will appear</li> <li>○ When prompted, enter election code and press</li> <li>○ Press "cancel print" button</li> <li>○ Press "re-open poll" button</li> <li>○ Enter Override code: CLERK WILL PROVIDE and</li> <li>○ Press "re-open poll" button</li> <li>○ Press "Go to voting mode" button</li> </ul> </li> </ul>
<b>If Solution Unsuccessful</b>	• CLERK WILL CONTACT ANOKA COUNTY



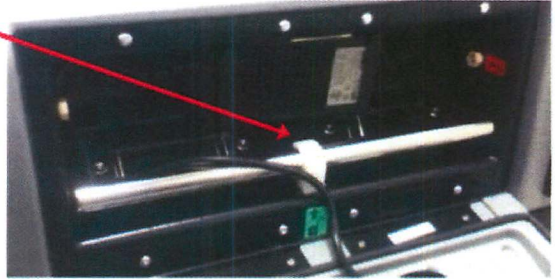
<b>Problem:</b>	<b>AutoMARK has printing error message on the screen</b>
<b>Cause:</b>	Printer cartridge is dirty or clogged with ink
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• Turn AutoMARK key to "Test" position and select "eject ballot"               <ul style="list-style-type: none"> <li>○ If ballot will not eject you will need to remove the ballot manually</li> <li>○ Open access printer lid, press plastic tabs to open printer compartment</li> <li>○ Lift out print tray, remove ballot from inside AutoMARK</li> </ul> </li> <li>• To clear print error message, remove print cartridge side of AutoMARK               <ul style="list-style-type: none"> <li>○ Use a wet paper towel to wipe the bottom of cartridge, you will see ink on cartridge if dirty</li> <li>○ Replace ink cartridge into print compartment on back side of the AutoMARK</li> <li>○ Insert ballot and continue with printing</li> </ul> </li> </ul>



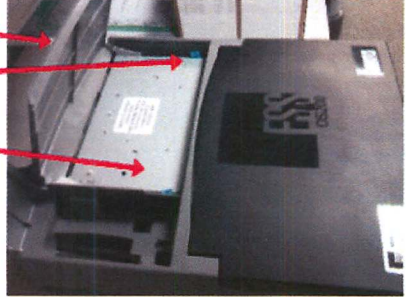


<b>If Solution Unsuccessful</b>	<ul style="list-style-type: none"> <li>If unsuccessful, turn AutoMARK key to "Test" position and select "eject ballot" contact your clerk. Replacement machine may be provided.</li> </ul>
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**DS200 BALLOT FEED ISSUES**

<b>Problem:</b>	<b>First ballot of the day will not go into the ballot counter</b>
<b>Cause:</b>	Ballot path is not open
<b>Solution:</b>	<ul style="list-style-type: none"> <li>Verify ballot is correct for your precinct</li> <li>Open back of the machine and inspect "metal bar"</li> <li>Bar should be down with plastic clip holding it in place</li> </ul>  <ul style="list-style-type: none"> <li>If bar is "up", push down and secure plastic clip</li> </ul>
<b>If Solution Unsuccessful</b>	<ul style="list-style-type: none"> <li>Proceed to next step (Ballots will not feed into the ballot counter)</li> </ul>

<b>Problem:</b>	<b>Ballots will not feed into the ballot counter</b>
<b>Cause:</b>	Ballot path is obstructed or read heads are dirty

<b>Solution:</b>	<ul style="list-style-type: none"> <li>Verify ballot is correct for your precinct</li> <li>Retrieve cleaning kit from machine supply bag</li> <li>Unlock antenna compartment</li> <li>Lift grey tab to open read head compartment cover</li> <li>Press blue clips and lift to expose read heads</li> <li>Remove any foreign objects (like a paper clip, or tag of paper)</li> <li>Spray cleaning cloth with cleaning solution provided</li> </ul> 
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Wipe read heads to clean

- Close read head compartment and antenna compartment



<b>If Solution Unsuccessful</b>	<ul style="list-style-type: none"><li>• CALL YOUR CLERK</li></ul>
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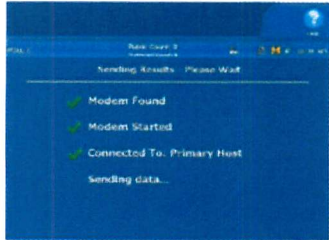
<b>Problem:</b>	<b>"Jammed Ballot" Error Message Displays</b>
<b>Cause:</b>	Ballot is stuck in machine
<b>Solution:</b>	<ul style="list-style-type: none"><li>• Retrieve <b>Ballot Counter Judge Duty Card</b></li><li>• Follow "Jammed Ballot" instructions on back of Duty Card</li><li>• NOTE: Error message will indicate that ballot HAS or HAS NOT been counted – be sure to follow correct procedures</li></ul>
<b>If Solution Unsuccessful</b>	<ul style="list-style-type: none"><li>• If jams continue, check for obstructions or dirty read heads</li><li>• Follow instructions for "Ballots will not feed into the ballot counter" above</li><li>• If that is unsuccessful, CALL YOUR CLERK</li></ul>



**PUBLIC COUNTER ISSUES**

<b>Problem:</b>	<b>Public counter is not at zero at the start of the day</b>
<b>Cause:</b>	Test results not deleted from machine
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• Clear vote totals and re-open polls</li> <li>• MUST be done with assistance from Clerk</li> <li>• CALL YOUR CLERK – While on the line the clerk will walk you through the following steps: <ul style="list-style-type: none"> <li>○ Open Access Panel and press “Close Polls” button</li> <li>○ Press “Close Polls” on DS200 screen</li> <li>○ Cancel printing of tapes</li> <li>○ Cancel modem results</li> <li>○ Press “Re-Open Polls” button on DS200 screen</li> <li>○ Enter Override Code: CLERK WILL PROVIDE</li> <li>○ Press “Clear Votes” button (yellow) on DS200 screen</li> <li>○ Press and confirm “Clear Votes” button (blue)</li> <li>○ Confirm Public Count = 0</li> <li>○ Press “Go to Voting Mode”</li> </ul> </li> </ul>
<b>If Solution Unsuccessful</b>	<ul style="list-style-type: none"> <li>• CLERK WILL CONTACT ANOKA COUNTY ELECTIONS</li> </ul>

## MODEM ISSUES

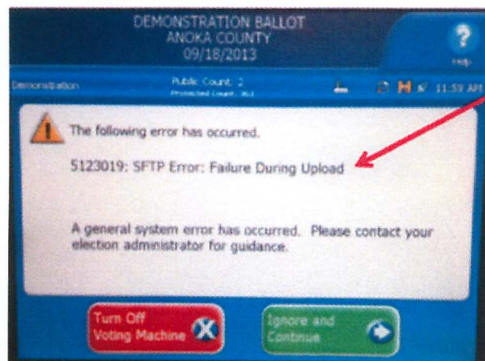
<b>Problem:</b>	<b>Closed Polls but won't modem immediately</b>
<b>Cause:</b>	DS200 is trying to transfer
<b>Solution:</b>	<ul style="list-style-type: none"> <li>DS200 will place a green check next to each completed step as you modem results.</li> <li>DS200 will show "Successfully sent results" when results have been modemed.</li> <li>Please wait for successful notice on the screen.</li> </ul>  <ul style="list-style-type: none"> <li><b><u>Modem can take at least 15 minutes or more to send successfully.</u></b></li> </ul>
<b>If Solution Unsuccessful</b>	<ul style="list-style-type: none"> <li>Follow instructions in "Closing the Polls Checklist – Part 3" (Troubleshooting Unsuccessful Modem Transmission)</li> </ul>

<b>Problem:</b>	<b>Modem Transmission Fails</b>
<b>Cause:</b>	Varies
<b>Solution:</b>	Move machine to area with better reception

### Modem Process Unsuccessful at First Attempt – Try Again in Different Location

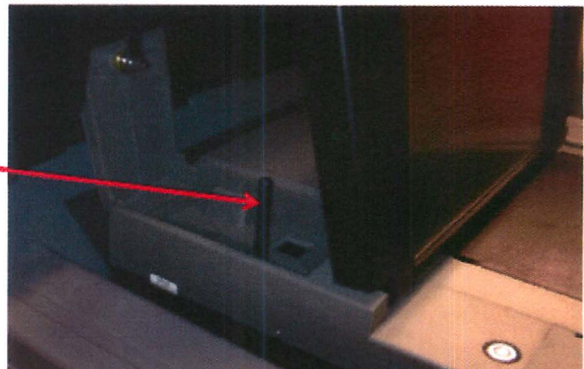
If modem process is NOT successful, the screen will display an error message

Retrieve Incident Log and make a notation of the Error Type (second line of the message)

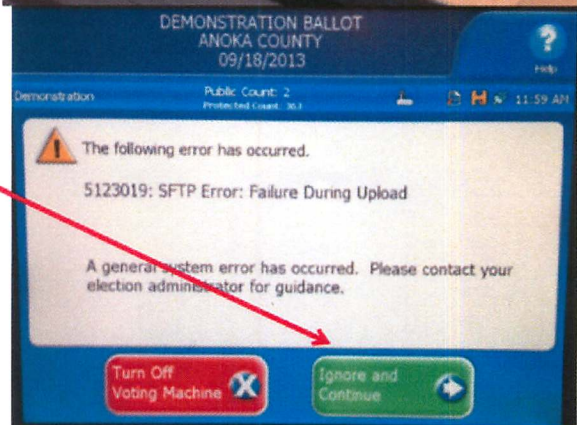


Unplug machine and move to area where reception may be better (near window or other unobstructed area). Machine will continue to operate on battery power.

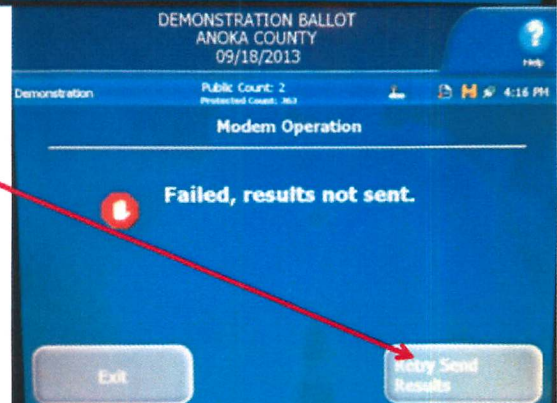
Open antenna compartment on the top of machine just behind the screen – lift antenna



Select "Ignore and Continue"

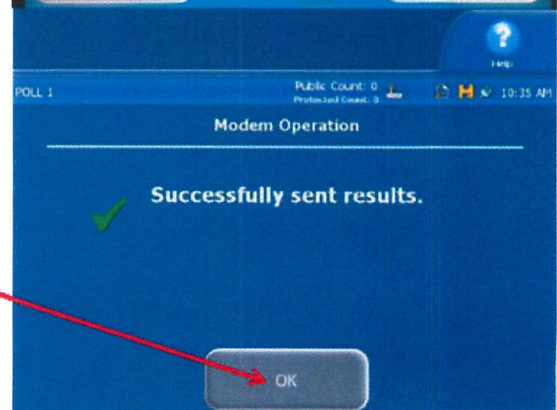


Select "Retry Send Results"



If modem process is successful you will see this screen

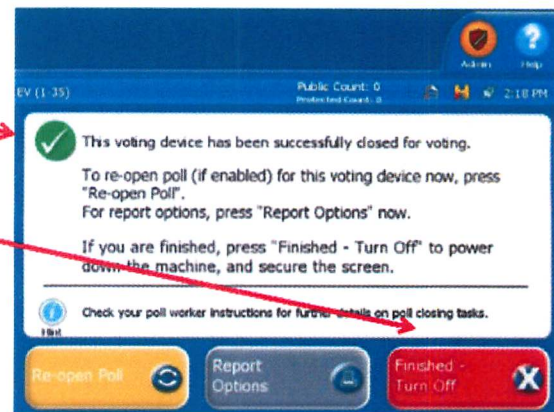
Select OK





After successful modem transmission and after you've selected "OK" you will see a "Successfully Closed for Voting" message

Select "Finished Turn Off"



"Power" button inside Access Door will change from green to red light

Wait for red power button light to go off before proceeding to next step

### Remove and package Memory Device

Compare Memory Device seal number to seal number on Official Precinct Certification sheet

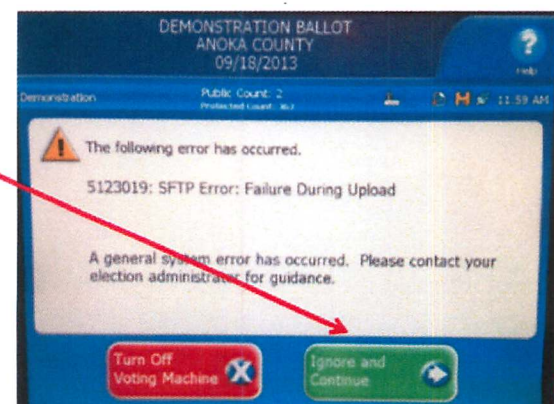
Cut wire seal with scissors – Pull out memory device

Place memory device AND wire seal in Memory Device Transmittal Envelope

Give Memory Device Transmittal Envelope AND Results Tapes to Head Judge

<b>Problem:</b>	<b>Modem Transmission Troubleshooting Unsuccessful Shut Down and Return Memory Device to Clerk</b>
<b>Cause:</b>	Varies
<b>Solution:</b>	If modem transmission will not send after completing troubleshooting steps beginning on page 9 above, remove memory device and return to Clerk

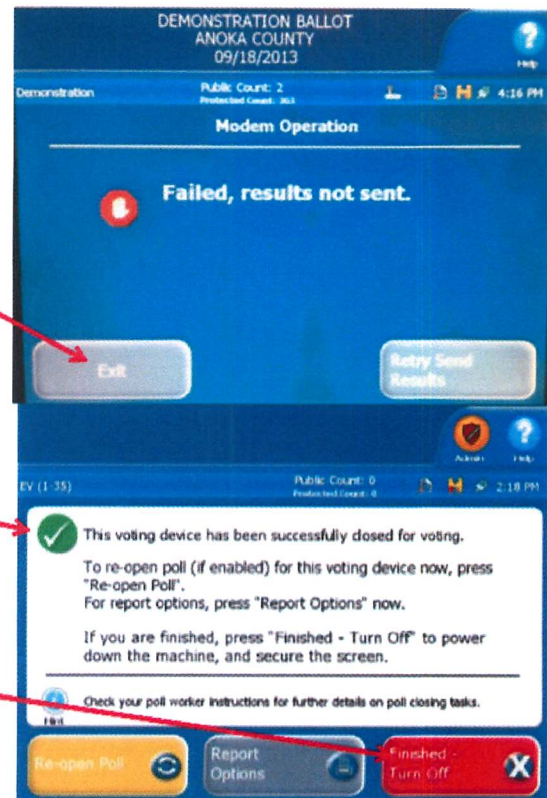
Select "Ignore and Continue"



Select "Exit"

After successful modem transmission and after you've selected "OK" you will see a "Successfully Closed for Voting" message

Select "Finished Turn Off" Off



"Power" button inside Access Door will change from green to red light

Wait for red power button light to go off before proceeding to next step

Compare Memory Device seal number to seal number on Precinct Certification

Cut wire seal, place memory device AND wire seal in Memory Device Transmittal Envelope

Call City Clerk to inform of situation and make notation in Incident Log

Give Results Tapes to Head Judge

**Dispatch an Election Judge to deliver Memory Device Transmittal Envelope to City Clerk**

**Any additional questions or concerns please call your city clerk.**

**NOTE:** For all ballot counter problems, be sure to open the auxiliary compartment so that voting can continue without interruption.

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