ExpressVote XL™ Universal Voting System

Poll Worker Guide

Table of Contents

ExpressVote XL™ Universal Voting System Poll Worker Learning Plan

Agenda

- Understanding the ExpressVote XL
- Using the ExpressVote XL for Voting
- Troubleshooting the ExpressVote XL
- Applying what you have learned

ExpressVote XL® Universal Voting System
Product Overview & ExpressVote XL Components

The ExpressVote XL Universal Voting System is a full-face, 32" touch screen ballot. The ExpressVote XL captures a voter's choices by marking a paper ballot while also tabulating the vote data for later collection and reporting.

With the ExpressVote XL, voters can cast their vote choices independently either via the touch-operated screen or the Universal Voting Console ("UVC").

ExpressVote XL Components

1. Rolling cart

2. 32" touch screen

3. Power status panel

4. Access compartment

5. Protective screen cover

6. Report printer

7. Paper path module ("PPM")

8. Paper ballot slot

ExpressVote XL Rear Components

1 Privacy curtain rod mount

2 Hopper

3 Privacy curtain storage

4 Universal voting console ("UVC")

5 Storage area*
(storage door intended to be snug when closed; when opening, push in on the door with one hand while turning the key with the other)

6 Power cord

7 Headphones

8 Rolling cart handle

9 Emergency slot & bin
(with zoom to exterior view)

Hopper Components & Functionality

1 Ballot level window

2 Handle (two views)

3 Secure seal attachment loop *(seal will be placed here at the end of the night)*

4 Kiosk attachment (two views)

5 Door

6 Secure seal attachment loop *(seal will be placed here at the end of the night)*

The Hopper provides secure storage for printed paper ballots ejected from the rear of the machine.

It attaches to the back of the PPM via the green handle at the top of the hopper. The hopper is removed by pushing the bottom green lever forward within the Paper Path Module and lifting it off the mounting hook.

The following images display the container mounting and disconnect steps. Poll Workers will need to perform these steps at the end of the night.
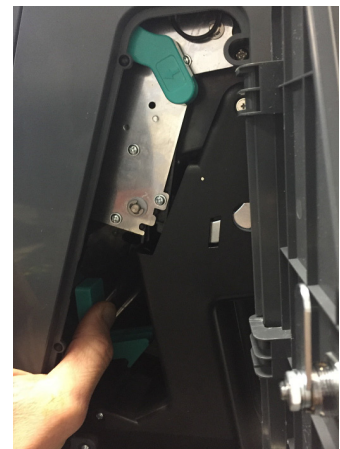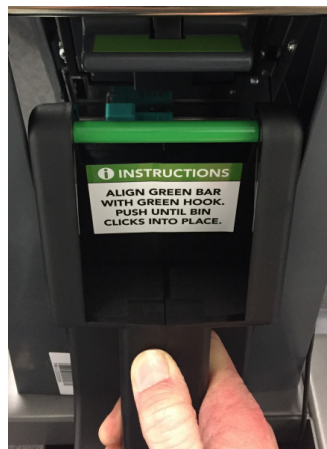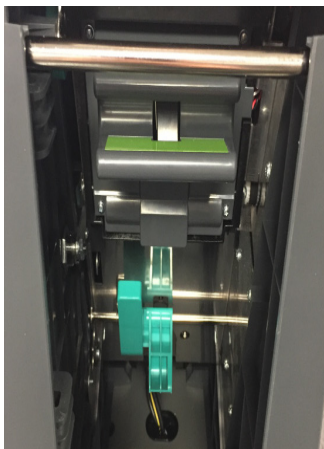
Preparing the ExpressVote XL for Use
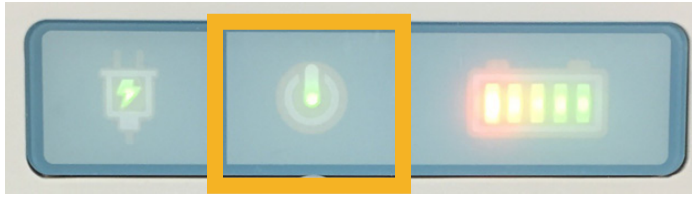
ExpressVote XL Setup

Confirm the green power indicator light is illuminated on the front status panel. This indicates the ExpressVote XL is plugged into AC power.
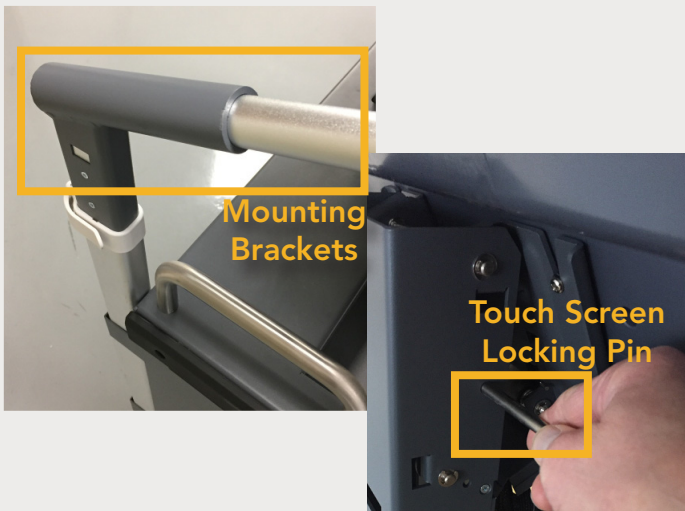
Lift the protective screen cover from the touch screen. Unlock and open the Access Compartment door on top of the terminal.

Inside the Access Compartment, press and release the red power button. Once powered on, the power light is illuminated.

Installing Privacy Curtain & Adjusting Touch Screen Angle

Remove the curtain assembly from the storage tube on the bottom back of the terminal.

Insert rods into the mounting brackets on either side of cart. Loosen the white plastic clamps on the assembly to adjust height, then re-tighten.

Mounting Brackets

Touch Screen Locking Pin

Connecting Assistive Voting Equipment

The Universal Voting Console ("UVC") allows voters to vote without using the touch screen. The UVC plugs into the USB port in the Access Compartment. Only one unit per polling loction will have a UVC.

Headphones connect to the UVC via the headphone jack on the bottom right corner.

Thread the UVC wire carefully through the notch in the upper-left corner of the door as you close it. Not doing so could cause damage to the wire.

Using the ExpressVote XL on Election Day

USB Collection

The USB drive must remain in the ExpressVote XL while the polls are open.

When the poll is closed, results will be saved to the USB and collected at the end of the night.
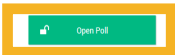

Opening the Poll

Touch the **Open Poll** button. Enter the Election Code and touch **Accept**. The screen will indicate when the opening procedure is completed.

```
*** ZERO TOTALS REPORT ***
08:46 AM December 18, 2014
Unit Serial Number: EV0214390011

BMW
BMW
0001 Poll One
Election Date: December 18, 2014
Poll Opened Date: December 18, 2014
Poll Opened Time: 08:46 AM
Poll Closed Date: No
Poll Closed Time: No
Public Count: 0


Precinct
 Voting Report
```

Printing Zero Tape

The ExpressVote XL will print a Zero Tape automatically.

Voting on ExpressVote XL

Initiate Voting & Language Selection

To initiate a vote session, insert a paper ballot into the card slot. This ballot can be blank or have a pre-printed bar code.

Select the correct language from the Language Selection screen and touch **Next**.

Making Vote Selections on Touch Screen

Touch to select the candidate. The system displays a check mark and highlights your selection in green. De-select by touching the choice again.

For write-in votes, touch **Write-in** and enter choice. Touch **Accept**.

> **NOTE**: If a Straight Party selection is made and you vote manually in a contest for a candidate of a different party, Straight Party vote(s) for that contest are de-selected automatically.

Verifying Selections & Casting Ballots

After making your vote selections, verify they are correct. If you want to change choices after reviewing printed selections, touch **Quit** to vote ballot. To vote your ballot, touch **Print Ballot**.

The printed ballot will appear in the preview pane. If correct, touch **Vote**. The printed ballot is deposited into the hopper.

Accessible Voting

Button	Symbol	Description
Up	Yellow triangle	Moves the selector box to the previous selection in a contest or option.
Right	Yellow triangle	Advances the selector box to the next contest or continues with the selected option.
Down	Yellow triangle	Moves the selector box to the next selection in a contest or option.
Left	Yellow triangle	Moves the selector box to the previous contest or cancels and returns from an option.
Select	Green square	Selects the highlighted item; activates UVC mode from the Help screen.
Info	Blue circle	Activates the Help screen.
Repeat	Orange square	Repeats the last spoken phrase of the audio playback.
Volume up/down	Purple arrows	Adjusts the volume of the audio playback.
Home	White pentagon	Press once = return to top of a contest or option. Double-press = Return to first contest.
Pause	Teal octagon	Pauses and resumes the audio playback.
Tempo up/down	White half-ovals	Adjusts the speed of the audio playback.

Universal Voting Console

The Universal Voting Console ("UVC") plugs into the back of the terminal, allowing assistive voting for voters who cannot use the touch screen.
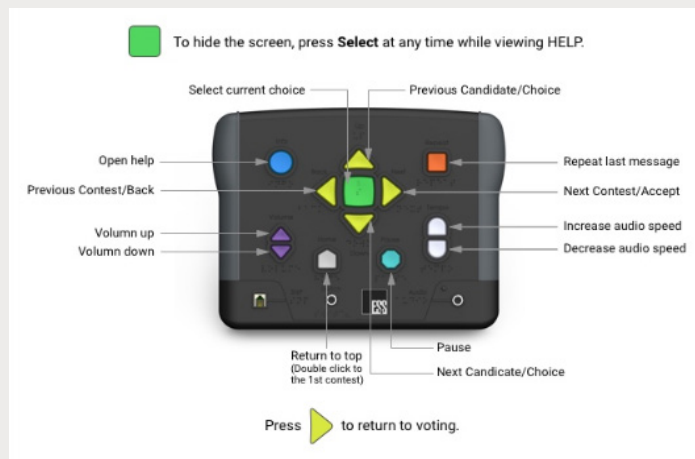
Initiating UVC Voting Session

To help activate Assistive Mode for voters to use the UVC to make vote selections after the paper ballot is inserted and the ballot displays on-screen. Press the **Select** button.

Press the **Next** button on-screen. This initiates Assistive Mode on the terminal and produces the Help screen.

Press **Next** to exit or **Select** to generate a blank screen to provide voter privacy. Assist the Voter with adjusting volume, if needed, before they begin voting.

Voting with the UVC

Voters using Assistive Mode will use the UVC to navigate and headphones to listen to audio ballot instructions. Headphones connect to the jack in the lower-right side of the UVC.

Voters may also connect a Rocker Switch device to the jack on the lower-left side of the UVC and follow the audio ballot instructions.

The Voter will use the UVC or Rocker Switch controls to make vote selections, finalize, print, and cast their ballot.

End of Voting

Supervisor Menu

Election Snapshot
Poll: **0001 Division 1**
Election: **GENERAL AND SPECIAL ELECTION**
Election Date: **11/03/2020**

Public Count: **2**

Poll & Device	Poll Information ✓ Open	So
Reports		
Audit Log	🔒 Close Poll	Bl
Testing ⌄		Fi
	Election: **GENERAL AND SPECIAL ELECTION**	OS
Advanced Settings 🔒	Poll: **0001 Division 1**	Pr
	Poll Opened: **7/2/2019 10:01:33 AM**	Pr
	Poll Closed: **N/A**	
	Public Count: **2**	

Closing the Poll

Use the barrel key to open the front Access Door.

Press the black **Mode** switch button to go to Supervisor Mode.

Touch **Close Poll**. If required, enter the Election Code if required and touch **Accept**.

Printing Results Report

Poll and Device Status

✓

Device Closed and Collected

Safe to remove collection media.

ⓘ To print a consolidated results report, touch Print Report.

Synched Devices Collected to Inserted Media

✓ XL0117040029

Public Count: **2**
Time: 09:49 AM 3/8/19
Power: AC
Poll: 0001 Poll One
Card Container Count: **2**
Battery: **100%**

Print Report

Voting Results report will automatically print when the poll closes.

If additional copies are needed of the Results Report press the **Print Report** button BEFORE removing the USB from the Expressvote XL.

Powering Down

Poll and Device Status

✓

Device Closed and Collected

Files saved to collection media.

ⓘ Safe to power off the device.

⏻ Power off

Public Count: **2**
Time: 10:12 AM 7/2/19
Power: AC
Poll: 0001 Division 1
Card Container Count: **2**
Battery: **100%**

To remove the USB from the top Access Compartment, pull straight up.

To power off the ExpressVote XL press the **Power Off** button on the screen.

To confirm, touch **Shut Down**.

When this process is complete, the terminal will power off.

Appendix A: Troubleshooting the ExpressVote XL

Jammed Paper Ballot

PROBLEM: The ballot is jammed inside the ExpressVote XL Paper Path Module.

CAUSE: Although causes vary, the more typical reasons for ballot jams are:
·The ballot was inserted incorrectly, or
·The Paper Path Module rollers are not functioning properly.

SOLUTION: Unlock and open the side access door to the Paper Path Module. Remove the Hopper and open the front transport access panel. Locate and clear the jammed paper ballot, including all fragments.

If you cannot clear the paper jam via the described process without the use of tools, contact the Commissioners' Office help line for further assistance.

ExpressVote XL Not Accepting Paper Ballot

PROBLEM: When the voter feeds their card, the ExpressVote XL is not accepting the ballot.

CAUSE: Either the pre-printed activation bar code does not contain a valid ballot style for the loaded election, or the ballot could be damaged.

SOLUTION: Depending on the problem, one or more of these suggestions may help:

·Check the ballot to assure there is no damage. If damaged, follow the spoiled ballot procedures.
·Verify the correct type of ballot has been given to the voter.
·Try re-feeding the ballot into the ballot slot, being careful to feed it as straight as possible. Make sure it is being inserted with the notch in and to the right. If unable to resolve, call Commissioners' Office help line for further assistance.

Session Timeout & Canceling a Vote Session

PROBLEM: After several minutes, the following message appears on the ExpressVote screen:

"Vote Session Timed Out
There has been no activity for five minutes.
*To continue, touch **End Voting**."*

CAUSE: The terminal has been idle for five minutes during an active voting session.

SOLUTION: Touch **End Voting**. Enter the Election Code and touch **Accept**.

Touch the appropriate reason for canceling the vote session, then touch **Continue**.

Appendix A: Troubleshooting *(continued)*

System Error During Voting

PROBLEM: The ExpressVote XL screen displays the following message during a voting session:

*"**Election Official Message***

The system encountered a fatal error. To attempt to continue, turn the power off and then back on. If the problem persists, contact election headquarters."

SOLUTION: Follow the on-screen instructions and power down the terminal. Once powered down, turn the terminal back on again. If this does not resolve the problem, contact the Commissioners' Office help line for further action.

Screen Calibration Issues

PROBLEM: The voter pushes the oval for one candidate and another candidate is selected.

CAUSE: This could be caused by a dirty touch screen, or the alignment of the touch screen is not adjusted correctly.

SOLUTION: Contact the Commissioners' Office help line for further assistance.