



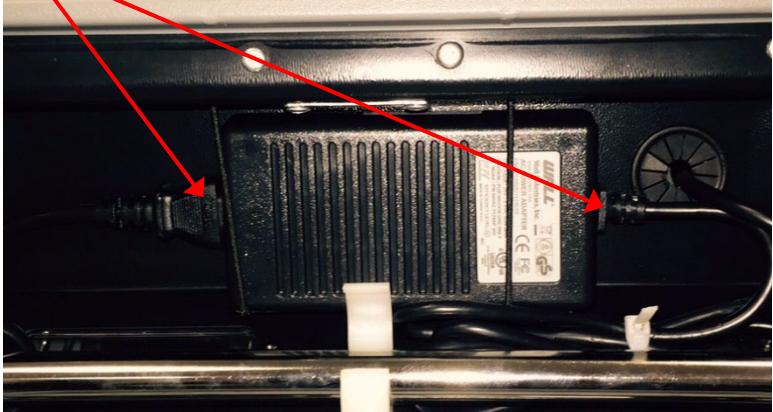
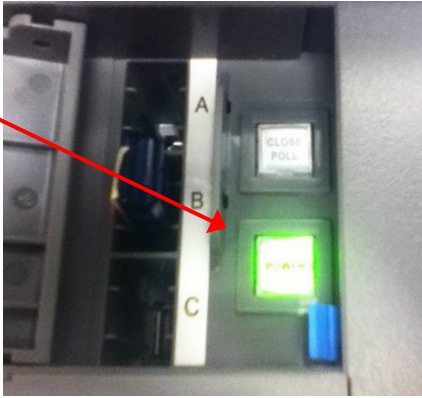
## DS200 Troubleshooting Guide

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

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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> 
<b>If Solution Unsuccessful:</b>	<ul style="list-style-type: none"> <li>• Raise screen</li> <li>• Press the <b>POWER</b> button located in the access door to turn on machine</li> </ul> 
<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</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>	CALL YOUR CLERK

<b>PROBLEM:</b>	<b>MACHINE IS PRINTING, TAPE IS FEEDING, BUT NO TEXT SHOWS ON TAPE</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> <div style="text-align: right; margin-right: 50px;">  </div> <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> </ul> <div style="text-align: right; margin-right: 50px;">  </div> <ul style="list-style-type: none"> <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>

## DS200 PRINTING ISSUES cont.

<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>	CALL YOUR CLERK

<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 tape compartment</li> <li>○ Pull out enough tape to get to a “clean” area of paper</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>



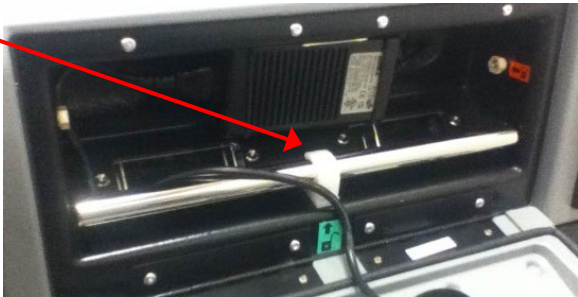
### DS200 PRINTING ISSUES cont.

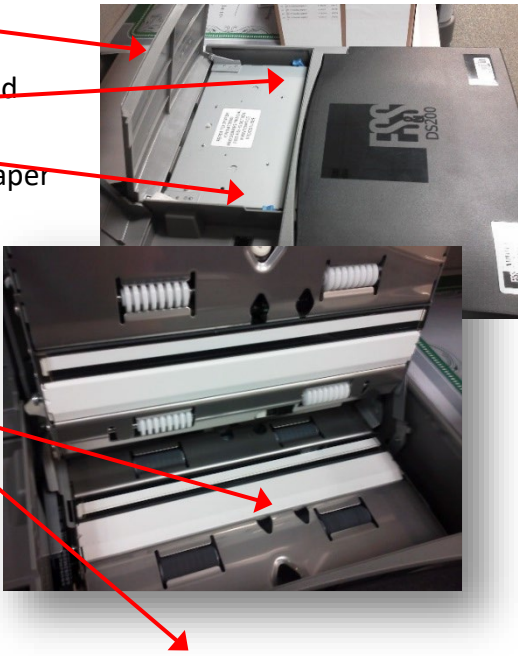
<b>PROBLEM:</b>	<b>MACHINE SCREEN IS FROZEN, WILL NOT ALLOW ANY SELECTIONS TO BE MADE</b>
<b>Cause:</b>	DS200 lag in communication due to processing speed
<b>Solution:</b>	<ul style="list-style-type: none"> <li>• MUST be done with assistance from Clerk, stay connected until process is complete.</li> <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 “accept” button</li> <li>○ Press “cancel print” button</li> <li>○ Press “re-open poll” button</li> <li>○ Enter Override code: CLERK WILL PROVIDE and press “accept” button</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



POWER BUTTON –  
Located inside the access panel.

## 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>	Proceed to next step (Ballots will not feed into the ballot counter)

<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>  <ul style="list-style-type: none"> <li>• Wipe read heads to clean</li> <li>• Close read head compartment and antenna compartment</li> </ul>

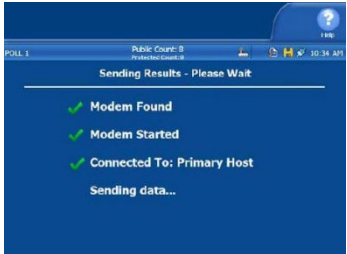
## DS200 BALLOT FEED ISSUES cont.

<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>• <b>NOTE:</b> Error message will indicate if the 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>	CLERK WILL CONTACT ANOKA COUNTY ELECTIONS

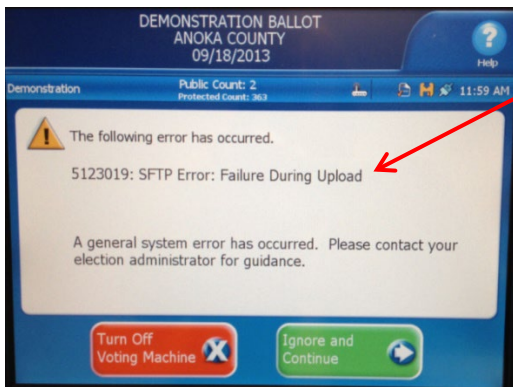
## MODEM ISSUES

<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> <div style="text-align: right; margin-top: 10px;">  </div> <ul style="list-style-type: none"> <li>• <b><u>Modem can take 15 minutes or more to send successfully.</u></b></li> </ul>
<b>If Solution Unsuccessful</b>	Proceed to next section – “Modem Transmission Fails”

<b>PROBLEM:</b>	<b>MODEM TRANSMISSION FAILS</b>
<b>Cause:</b>	Varies
<b>Solution:</b>	Move machine to area with better reception
<b>If Solution Unsuccessful</b>	Proceed to next section – “Modem Transmission Troubleshooting Unsuccessful - Shut Down and Return Memory Device to Clerk”

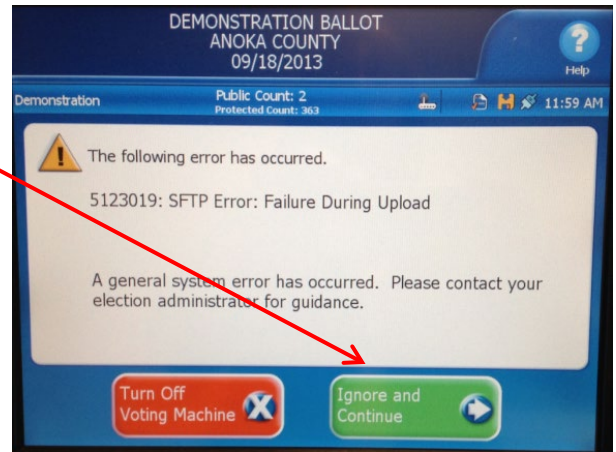
### MODEM PROCESS UNSUCCESSFUL AT FIRST ATTEMPT – TRY AGAIN IN DIFFERENT LOCATION

- 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)

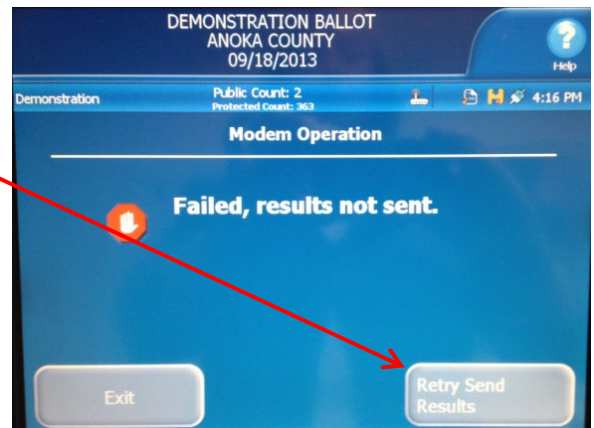


- Unplug machine and move to area where reception may be better (near window or other unobstructed area). Machine will continue to operate on battery power.

- Select "Ignore and Continue"

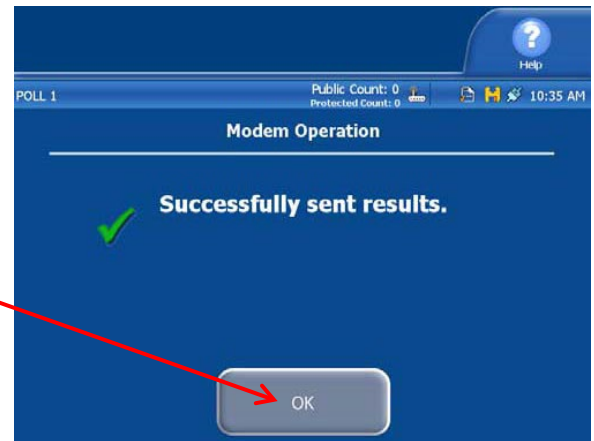


- Select "Retry Send Results"

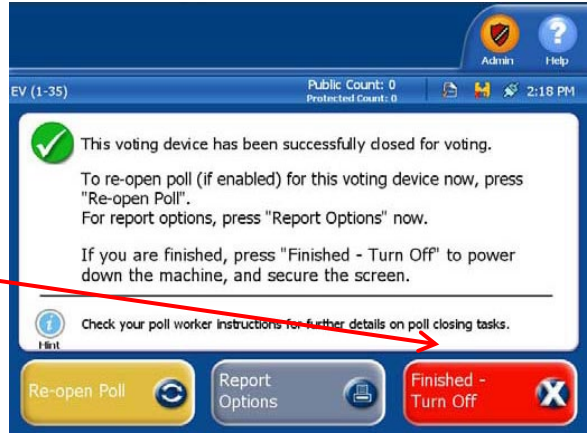


- If modem process is successful you will see this screen

- 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"

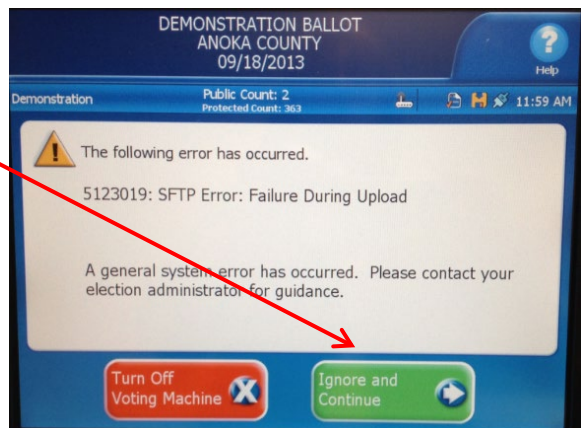
- "Power" button inside Access Door will change from green to red light
- Wait for red power button light to go off before proceeding to next step

**REMOVE AND PACKAGE MEMORY DEVICE**

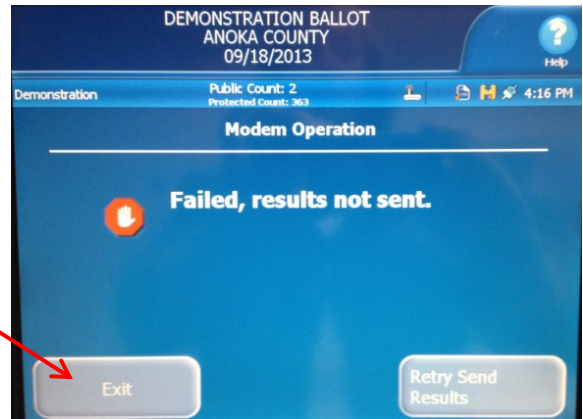
- Compare Memory Device seal number to seal number on Official Precinct Certification sheet
- Cut wire seal with scissors – Pull out memory device
- Place memory device AND wire seal in Memory Device Transmittal Envelope
- Give Memory Device Transmittal Envelope AND Results Tapes to Head Judge

<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

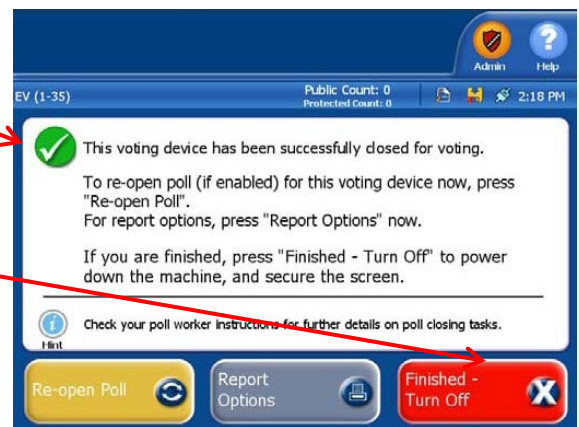
- Select "Ignore and Continue"



- Select “Exit”



- After you select “Exit” 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
- 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

**DELIVER MEMORY DEVICE TRANSMITTAL ENVELOPE & RESULTS TAPES TO CITY CLERK**

**AS QUICKLY AS POSSIBLE**

**ANY ADDITIONAL QUESTIONS OR CONCERNS PLEASE CALL YOUR CITY CLERK**