

# Election Day Common Issues AVC EDGE II



## Start Up Issues

### Error Message – “Can’t INIT Touch Screen”

**Solution:** One reason this message appears if the screen is being touched while it is booting up (can be human touch, the curtain, etc. The screen is very sensitive). Turn Edge off and back on, making certain no one or nothing is touching the screen.

### Error Message – “Report Files Present”

**Solution:** Call Command Central at 320.259.7027.

### Error Message – “Results Cartridge Removed Service Required”

**Solution:** Call Command Central at 320.259.7027.

### EDGE says “Ready to Open PreLAT Polls” when you should see “Ready to Open Official Election Polls”

**Solution:** The Public Test wasn’t done (at least not on this cartridge). Leave all as is and call 320.259.7027.

### Time or Date aren’t correct

**Solution:** It’s too late to change at this point. Log according to your election procedures.

### Forgot to print Zero Report and “Done” was pressed (no votes have been cast yet).

**Solution:** Press the yellow “Activate” button until it beeps. On front screen, touch the green “Zero proof report” button. Touch the yellow “Print report” on bottom of screen. After the zero report prints, have poll workers sign the tape, touch “Done”.

### Chose wrong ballot style

**Solution:** See page 49 of your EDGE User Guide. It’s the same process as voter leaving without casting ballot. Follow steps specific to the situation and call Command Central if it any questions.

### The small screen on the back of the EDGE went dark

**Solution:** No reason for alarm. This can happen from time to time. Usually powering off and on will solve.

### Screen not sensitive to touch

**Solution:** It may be limited to a particular voter. Trying using stylus. If issues persist, please call Command Central

### **Error Message – Battery Low**

**Solution:** Check the “AC ON” light at the back of the EDGE to be sure the EDGE is getting power. If not, is the cord plugged into the EDGE securely? Be certain you have a functioning outlet by testing another device in that outlet. If plugged into a power strip, confirm the strip is “on”.

### **Can’t activate a ballot**

**Solution:** You’re holding the yellow “Activate” ballot too long. It should be a brief touch.

### **EDGE shows more ballots cast than voters than have checked in**

**Solution:** Discuss with Chief Election Judge. The EDGE counter in the lower right displays all ballots cast.

### **After polls are closed, you need another Results Report.**

**Solution:** Press the green “Results report” button. Press the yellow “Print report” button.

## **Printer (VVPAT)**

### **Printer says “Printing...”, but isn’t.**

**Solution:** Look at the lower left corner of the printer. Is the green light blinking? If so, remove the printer cover and make sure the green thumb switch on the left side of the paper is in the correct position.

### **Printer spool keeps spinning.**

**Solution:** Power the EDGE off. Once the EDGE is off, remove the printer cover and check the top “take up” roll. The black take-up roll that you tape your paper to is not engaged in the cutout notch on the white wheel. It needs to lock into place. Once it’s in the notch, make sure paper is threaded OK, replace printer cover and power EDGE on. You should be able to resume voting.

### **Printer is moving, but not printing.**

**Solution:** You may have the incorrect paper on the EDGE. The core of the EDGE paper roll is solid. If it’s honeycomb, you have the wrong paper for the EDGE. If that’s not the issue, your EDGE paper is likely on backwards. The paper has to be threaded correctly to print as it’s thermal paper. See page 42 of your EDGE Election Guide for a threading diagram.

### **Error Message: “Printer is Offline” or “Printer Paper is Low”.**

**Solution:** Confirm the EDGE printer cord and cable (round black and flat wide one) are plugged into the EDGE securely. If that’s not it, is the cover on the printer? There is a sensor behind the paper roll that needs pressure to operate correctly. Once the cover is on, press “Retry”. If it still doesn’t work, please call 320.259.7027.

### **Printer paper is bunching or running to one side of the printer.**

**Solution:** Confirm the paper is threaded correctly and centered appropriately. Try replacing the paper roll to see if that alleviates the issue. Always use care when placing the printer cover to make sure you’re not disturbing the paper. If that fails, call 320.259.7027.

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## Audio Voting

### How do I start an assisted voting session on Election Day?

**Solution:** See page 29 of your EDGE Election Guide. Make sure you refresh yourself as to how it works by testing during each PreLAT and Public Test, following the guidelines that begin on page 26.

### The EDGE is in Audio Voting mode, but nothing is happening.

**Solution:** On page 29, after you've made sure the audio voting unit is plugged in and selected Audio Voting, you will need to press the yellow "Activate" button *briefly* to begin the instructions. After the instructions, the voter will need to press the round red "Select" button to start voting.

### Voter needing assistance decided they want to vote on paper. Now what?

**Solution:** If you need to cancel an audio ballot, turn the EDGE **power** off, then on. It will discard the ballot and return you to Standard Voting.

### Consolidation Cartridge (if applicable)

**Solution:** See instructions on page 32 of your EDGE User Guide or those that were sent with the cartridge.

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