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Election Guide

Optech Insight

This document is intended for general use. While the information contained provides an excellent overview of the Optech Insight procedures and policies, it is not intended to cover every aspect of your election.

As an election worker, it is your responsibility to understand and to meet the needs of your community.

If you have questions about how this document applies to your specific situation, please contact your local election headquarters.



For technical support, please contact Command Central at [320.259.7027](tel:320.259.7027).

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OPERATIONAL PROCEDURES

IMPORTANT: This section should be reviewed prior to starting your Pre-LAT.

Section Contents

County Clerk's Duties – Election Programming

Municipal Clerk's Duties – Election Programming

County Clerk's Duties – Election Programming

The County Clerk will be working with two forms, the **Ballot Layout Certificate** and the **XChart**.

Ballot Layout Certificate

The County Clerk or the Municipal Clerk should complete this form. For the most part, the County Clerk will fill it out for Fall elections and the Municipal Clerk will fill it out for Spring elections and forward it to the County Clerk. The Ballot Layout Certificate lists all contest titles, candidate names, party affiliation, write-ins, vote fors, etc. as they will appear on the ballot.

XChart

The XChart should be completed by the County Clerk when all information is gathered for the Ballot Layout Certificate. The XChart will list all the polling locations/wards in the County and all the contests that could appear on the ballot. Placing an "X" in the appropriate column tells Command Central which contests will appear for each poll location/ward.

When the Ballot Layout Certificate and XChart are complete, the County Clerk will email both forms to Command Central to begin the programming process. Both of these forms are electronic forms that have been emailed to the County Clerk. Command Central will not accept faxed copies of these forms. The information is too critical to depend on a faxed copy. If a faxed copy is the only means of sending this information to Command Central, the County Clerk will be responsible for any misspellings and changes that may be necessary once the Results Cartridges have been programmed. This can be costly and time consuming.

Municipal Clerk's Duties – Election Programming

The Municipal Clerk will provide local election information to the County Clerk as soon as possible. The County Clerk will then fill out the XChart and send the information to Command Central to start the programming and ballot process. Typically absentee ballots are shipped first, followed by the Official ballots. If time allows, we will ship both at the same time. Command Central will be programming your Insight while the above is happening. After the programming is complete and the election is loaded onto the Memory Pack(s), Command Central will do preliminary testing of all contests, candidates, referenda, write-ins and vote fors. (This is preliminary testing only; the Municipal Clerk must do more testing when they receive the media.) After Command Central has completed the internal testing process, the media will be shipped to the County or directly to municipalities, per the direction provided by the County Clerk.

Immediately after receiving the Memory Pack(s), the clerk must start the testing process.

Pre-LAT Procedures

IMPORTANT: Please review the Operational Procedures section prior to starting your Pre-LAT.

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Pre-Election Checklist of Supplies for the Insight

- The Insight Ballot Box
- The Insight Tabulator
- Set of 3 Insight Keys
- Insight Paper Rolls
- Memory Pack(s)
- Security Seals
- Testing Ballots
- Official Ballot Marking Pens
- Optech Test Deck (see Appendix of this guide for instructions to create)
- Insight Election Guide (the latest version can be downloaded at www.ccelections.com in **Customers**, then **Downloads**.)

Download instructions on how to change ballot widths www.ccelections.com in the **Customers, Online Training** section.

Supplies for Election Day can be ordered online at www.ccelections.com !

Pre-LAT Test Overview

The first test of the Insight programming is called a “**Logic and Accuracy Test**”, often referred to as the “**Pre-LAT**”. This test is necessary to check the overall accuracy of the election programming, including order of the contests, party affiliation, spelling of all candidate names, headings, titles, number of write-ins for each contest, referendum wording and correct number of vote totals for each contest.

IMPORTANT: The Pre-LAT test must be performed as soon as possible after receiving your Memory Pack(s) in order to allow Command Central to make any changes or corrections and return new media to the municipalities on a timely basis.

Testing on the Insight should include casting votes for each position of each contest using a **test listing**, referred to as an “Edit List” (see **Appendix** for Edit List instructions). State guidelines should be followed during this process. The Edit List is a list of predetermined voted ballots that will be entered into the Insight in order to test the accuracy of the vote totals.

Steps to Perform the Insight PRE-LAT Test

Important: Please follow the instructions below exactly and in order.

1. Unlock the ballot box doors. Unlock the side and back ballot box doors using the silver or gold key (labeled AH02 key). This color may vary per box.
2. Verify that all ballot box compartments are empty.
3. Close and lock all ballot box doors.
4. Raise the flap on top of the ballot box to open the slots.
5. If not already assembled, lift the Insight and place it on top of the ballot box. Align the Insight with the sides of the ballot box. The ballot entry slot on the front of the Insight must face the same direction as the front of the ballot box.
6. Lower the front of the Insight onto the alignment pin on the front right corner of the ballot box. Maneuver the Insight to firmly seat it on the ballot box.
7. Use the butterfly key to open the back access panel of the Insight and remove the power cord. Do NOT Plug In at this time.
8. In the back panel, lower the Memory Pack door. Lift the black post while sliding to the right. It will fall into a notch at the bottom right of the slide track.
9. Insert the Insight Memory Pack into the pack slot on the Insight. Lift the black post slide to the left to lock the pack in place. Close the Memory Pack door. You should now place a seal on the Memory Pack Door.
10. Make sure that the paper tape extends through the slot on top of the Insight.



11. Re-lock the back access panel door with the butterfly key. Store the key in a safe place.

Warning: never insert or remove the Memory Pack with the machine plugged into the wall outlet.

12. Plug the Insight into a 3-prong grounded outlet. The red LED power light, located on the front panel, now illuminates. The Insight begins printing a tape immediately. Ballot statistics, acceptable security ID code(s), and zero totals will automatically print.



13. Verify that the tape prints the correct jurisdiction name.

14. Verify that the time and date are correct. If not do the following:
 - a. Unplug the Insight
 - b. While pressing the "9" key on the key pad, plug the Insight into the wall outlet. Press and hold the "9" key until "Diagnostic Monitor" prints.
 - c. While holding down the "Paper Feed" key, press and hold the "2" key at the same time.
 - d. Follow the instructions on the tape.
 - e. Unplug the Insight and plug back in.



15. All offices and propositions should print in the same order in which they appear on the official ballot.
16. Verify that the ballots supplied are correct for your ward(s).
17. A zero total should print for each office, candidate, and proposition. If there are more than three (3) separate totals, you must press "5".

Note: If the candidates listed on the tape do not match your ballot, call Command Central immediately at 320.259.7027. If your County programs your media, please call them directly.

18. Check the front panel of the Insight. The red LED lamp should be illuminated. The green LED indicates that the Insight is ready to accept ballots.



19. The Public Counter display must be at 0000.

20. The Insight is now ready to accept ballots.
21. Process the **Insight Test Deck**, using **Edit List** instructions from the **Appendix** of this guide, if necessary.
22. Once your test deck has been inserted into the Insight, it's time to close the polls and print your Pre-LAT test totals:
 - a. Open the back access door of the Insight.
 - b. Press "Print Totals" on the key pad.
 - c. Press "0" for "yes" on the key pad. A results tape will print. If there are more than three (3) separate totals, you must press "5".
 - d. Verify the results tape matches your Insight Test Deck/Edit List.
23. Once you've verified results match, you will need to reset the Insight so it's ready for your Public Test. From the back access door of the Insight, complete the following:
 - a. Press "5" "6" "5" "7" on the keypad, then press the "5" and "7" at the same time.
 - b. Press "0" for "yes" and results will be set back to zero.
 - c. Confirm the Public Counter is at 0000.
24. Unplug the Insight until your Public Test, which is held at a later time.



Pre-LAT

Public Test Procedures

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Public Test Overview

A Public Test of election equipment and programming is required before every election according to Wisconsin State Statute 5.84 (Testing of equipment; requirements for programs and ballots).

Important: See the statute for specifics regarding timing and expectations of the test.

After the time and location are published, the Public Test is performed in a process very similar to the Pre-LAT testing. The premise of the Public Test is that anyone has the right to view the performance of the voting system that will be used on Election Day. The Clerk and/or Clerk's staff will perform the Public Test.

Note: This is not the time for the poll workers or the public to try out the voting system.

Steps to Perform the Insight Public Test

1. If the Insight was removed after the Pre-LAT, place it on the prepared ballot box (refer to the Pre-LAT section of this guide, if necessary, for assembly instructions).
2. Use the butterfly key to open the back access panel of the Insight and remove the power cord. **Do NOT Plug In at this time.**
3. Make sure that the paper tape extends through the slot on top of the Insight.
4. Re-lock the back access panel door with the butterfly key. Store the key in a safe place.

Warning: never insert or remove the memory pack with the machine plugged into the wall outlet.

5. Plug the Insight into a 3-prong grounded outlet. The red LED power light, located on the front panel, now illuminates. The Insight begins printing a tape immediately. Ballot statistics, acceptable security ID code(s), and zero totals will automatically print. If there are more than three (3) separate totals, you must press "5".
6. Verify that the time and date are correct. If not do the following:
 - a. Unplug the Insight
 - b. While pressing the "9" key on the key pad, plug the Insight into the wall outlet. Press and hold the "9" key until "Diagnostic Monitor" prints.
 - c. While holding down the "Paper Feed" key, press and hold the "2" key at the same time.
 - d. Follow the instructions on the tape.
 - e. Unplug the Insight and plug back in.
7. All offices and propositions should print in the same order in which they appear on the official ballot.
8. Verify that the ballots supplied are correct for your ward(s).
9. A zero total should print for each office, candidate, and proposition.



Note: If the candidates listed on the tape do not match your ballot, call Command Central immediately at 320.259.7027. If your County programs your media, please call them directly.

10. Check the front panel of the Insight. The red LED lamp should be illuminated and indicates the power is on. The green LED indicates that the Insight is ready to accept ballots.

11. The Public Counter display must be at 0000.

12. The Insight is now ready to accept ballots.

13. Process the Insight Test Deck, using Edit List instructions from the Appendix of this guide, if necessary.



14. Once your test deck has been inserted into the Insight, it's time to close the polls and print your Public Test totals:

- a. Open the back access door of the Insight.
- b. Press "Print Totals" on the key pad.
- c. Press "0" for "yes" on the key pad. A results tape will print. If there are more than three (3) separate totals, you must press "5".
- d. Verify the results tape matches your Insight Test Deck/Edit List.

15. Once you've verified results match, you will need to reset the Insight so it's ready for Election Day. From the back access door of the Insight, complete the following:

- a. Press "5" "6" "5" "7" on the keypad, then press the "5" and "7" at the same time.
- b. Press "0" for "yes" and results will be set back to zero.
- c. Confirm the Public Counter is at 0000.

16. Unplug the Insight until **Election Day**.

Preparing for Election Day

- Double-check to make sure the same seal and respective number is on the memory pack door.
- Record all seal numbers on appropriate paper work.

NOTE: Be sure that extra paper rolls and seals are in your election supply kit for Election Day.

Election Day Procedures

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Opening the Polls

Closing the Polls on Election Day

Take Down Procedures

Opening the Polls

1. If the Insight was removed after the Public Test, place it on the prepared ballot box (refer to the Pre-LAT section of this guide, if necessary, for assembly instructions).
2. Use the butterfly key to open the back access panel of the Insight and remove the power cord. **Do NOT Plug In at this time.**
3. Make sure that the paper tape extends through the slot on top of the Insight.
4. Re-lock the back access panel door with the butterfly key. Store the key in a safe place.
5. Open the ballot box and auxiliary bin and make sure no ballots were left in there from testing.

Warning: never insert or remove the memory pack with the machine plugged into the wall outlet.

6. Plug the Insight into a 3-prong grounded outlet. The red LED power light, located on the front panel, now illuminates. The Insight begins printing a tape immediately. Ballot statistics, acceptable security ID code(s), and zero totals will automatically print. If there are more than three (3) separate totals, you must press "5".
7. Verify that the time and date are correct. If not do the following:
 - a. Unplug the Insight
 - b. While pressing the "9" key on the key pad, plug the Insight into the wall outlet. Press and hold the "9" key until "Diagnostic Monitor" prints.
 - c. While holding down the "Paper Feed" key, press and hold the "2" key at the same time.
 - d. Follow the instructions on the tape.
 - e. Unplug the Insight and plug back in.
8. A zero total should print for each office, candidate, and proposition. If there are more than three (3) separate totals, you must press "5".
9. Check the front panel of the Insight. The red LED lamp should be illuminated, indicating the power is on. The green LED indicates that the Insight is ready to accept ballots.
10. The Public Counter display must be at 0000.
11. The Insight is now ready to accept ballots.



Closing the Polls on Election Day

1. Verify that there are no ballots in the Auxiliary Bin.
2. Open the back access door of the Insight and complete the following:
 - a. Press "Print Totals" on the key pad.
 - b. Press "0" for "yes" on the key pad. A Results Tape will print. If there are more than three (3) separate totals, you must press "5".
3. Remove ballots from the main compartment and write-in bin and follow jurisdictional guidelines for next steps.

Take Down Procedures

After Election Day is over and your reports have been run and removed, it's time to pack up the Insight, following these steps:

1. Unplug the Insight from the outlet.
2. Remove the Memory Pack by breaking the seal on the Memory Pack Door.
3. Open the Memory Pack Door, lift the black knob, move the lever to the right and pull the Memory Pack from the Insight.
4. Lift the black knob, move the lever to the left and make sure the Memory Pack door is closed.
5. Coil the electrical cord and store in the cover below the keypad area.
6. Re-lock the rear panel door.
7. If you need to remove the Insight from the ballot box, lift it straight up and off the positioning peg, place the Insight in the storage bag (if you have one) or in the box.

The Insight is now ready for storage.

APPENDIX

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Edit List Instructions

Wisconsin election laws require a Public Test of tabulating equipment prior to the official count on Election Night. Preliminary testing of tabulating equipment (also known as Pre-LAT) must be completed prior to Public Test and Election Day tabulation. Pre-LAT testing is done to verify that all counts tally accurately for each ward.

Pre-LAT testing starts with creating an Edit List for each ballot style. The Edit List defines how the ballots in the test deck will be voted. Test ballots are voted to coincide with the Edit List. The test ballots are then scanned on the Insight and a results tape is generated. All totals on the Insight tape must match the totals on the Edit List. Once this is confirmed, the test ballots become the official test deck to be used for the Public Test.

Note: Sample Edit Lists corresponding to the test deck instructions are found at the end of this section.

Steps to Create a Test Deck

Understanding the Edit List

Jurisdiction - Use this line to identify the ballot. Examples: Demo-Ballot.

Header Code - Identify the header code of the ballot to which this Edit List pertains. The header code is printed in the upper right-hand corner of the ballot, next to the bar code. Also referred to as a "Ballot Style".

Vote For - The Vote For is used to identify the number of candidates for whom the voter is allowed to vote in each particular contest.

Candidate - The Candidate column is used to identify each candidate running for office, followed by a line for each write-in position on the ballot. One line for overvotes and one line for undervotes should follow the write-in line(s).

All questions printed on the ballot are recorded here as well. Use one candidate line for "Yes" and a second candidate line for "No". Use one line each for overvotes and undervotes.

B1 – B25 - Each ballot in the test deck will be assigned a ballot number. The ballot number will be written on the ballot by the person voting it. The row of the Edit List with a "B" followed by a number represents the test ballot number. For example, "B1" represents test ballot number 1, "B2" represents test ballot 2, etc.

Use the grid to lay out how ballots will be voted, following these guidelines:

- Record votes by placing a “1” under the column identifying the ballot number and the horizontal row established for the candidate, question, write-in, overvote, or undervote.
- Record a “W” or a “1” to represent a write-in vote.
- “X” represents an overvote.
- “C” represents a crossover vote.

The following codes are used for Party Preference elections:

- “P” represents a Party Preference vote.
- “N” represents a vote that does not tally because this vote is not cast for the designated Party Preference.

Ballots to Include in the Test Deck

1. Vote the first candidate position in each office on Ballot B1. When voting a question, the first candidate position (representing “Yes”) requires one vote.
2. Vote the second candidate position in each office on ballots B2 and B3. Only those offices that have a second candidate position should receive a vote. When voting a question, the second candidate position (representing “No”) requires two votes.
3. Vote the third candidate position in each office on ballots B4, B5, and B6. Only those offices that have three or more candidates should receive a vote. Offices that list only one or two candidates on the ballot would not be voted, resulting in an undervote on these ballots. On a “Vote for Two” race, the first and second candidates on B1 should receive a vote, the second and third candidates on B2 should receive a vote, etc., until all candidates are voted.
4. Continue updating the Edit List until all candidates have received votes in the office for which they are running.
 - a. There are times when there are not enough test ballots to give each candidate a different number of votes. This is particularly true when there are more than five candidates running for an office. When this is the case, consider starting the counts over again by giving the fifth candidate one vote, the sixth candidate two votes, etc. When doing this, the last candidate should have a tally different from the write-in tally.
5. If write-in votes are applicable to the ballot, vote all write-in positions on one ballot. A write-in vote is recorded on the Edit List with either a “1” or a “W”.
6. Include one blank ballot in the test deck.
7. If this is a primary election, include one crossvoted ballot. A crossvoted ballot contains votes for more than one political party. A crossover vote is recorded on the Edit List with a “C”.

Recording Vote Tallies

When the Edit List is complete, record the totals for each candidate, question, write-in, and undervote in the “Total Votes” column of the Edit List.

Note: a “C” on the Edit List represents a crossover vote and should not be included in the vote totals for any candidate.

Undervotes are determined by subtracting the number of votes cast for a particular office or question from the number to “Vote for...”. For example, if the ballot instructs the voter to “Vote for One” but the voter refrains from voting for that particular office or question, one undervote is tallied. If the ballot instructs the voter to “Vote for Two” but again, no votes are cast, then two undervotes are tallied. However, if the ballot instructs the voter to “Vote for Two” but the voter votes for only one of the two positions, then one undervote is tallied.

Voting Test Ballots

The test ballots are now ready to be voted.

1. Consult the Edit List for the number of ballots needed for the test deck. Number the front and back of each ballot with a red pen. A red pen is used because the INSIGHT does not read red ink; therefore, the location of the ballot numbers will not cause a misread when the ballots are processed.
2. Vote all test ballots to match the Edit List.

Steps to Process the Test Deck

1. Follow the Pre-LAT testing instructions in this guide to verify that the correct Memory Pack is inserted into the INSIGHT. Follow steps to produce your Zero Tape and verify that that ballot counter is “0000”.
2. Process the test deck through the INSIGHT to test all four orientations below. The test deck should be inserted in different directions as follows:
 - Ballot-1. FUHF (Face Up, Head First)
 - Ballot-2. FUFF (Face Up, Feet First)
 - Ballot-3. FDHF (Face Down, Head First)
 - Ballot-4. FDFF (Face Down, Feet First)
 - Ballot-5. Same as Ballot-1.
 - Ballot-6. Same as Ballot-2. etc.

Important: Overvoted ballots and crossvoted ballots will be returned.

3. Confirm that each ballot with a marked write-in position has been deposited in the write-in compartment in the ballot box.
4. Follow the Pre-LAT instructions completely and print the testing totals.

Steps to Proof the Zero and Results Tapes

1. Verify that the correct ward number is printed.

2. Check all contests and candidates for correct spelling.
3. Compare all manual totals on the Edit List to the totals printed by the INSIGHT. If a discrepancy should occur, each marked ballot and manual tally must be checked, particularly those ballots which had votes cast for the total in question.

The manual count on the Edit List must match the Insight count!

When the manual totals on the Edit List match the totals printed by the INSIGHT, this pre-marked deck of ballots becomes the Official Test Deck to be used for the Public Test.

Test Deck Supplement (for Party Preference elections only)

If your election is not a Party Preference election, please disregard this section when building your INSIGHT test deck.

Voters may cast votes for candidates of only one political party in a Party Preference election. A Party Preference vote is an optional means of designating which political party should tabulate votes for a particular ballot. By designating a Party Preference on the ballot, all votes cast for that political party will be tabulated, and all votes cast for any other political party will be ignored, thereby preventing a cross-over ballot from tabulating.

Only partisan contests are affected by Party Preference voting.

Testing for Party Preference election requires additional test ballots and Edit List information. The sample Edit List for Party Preference elections details this information.

Edit List Format

The Party Preference Edit List should list information in the following order:

1. Ballots Counted Totals
2. Non-Partisan contests
3. Party Preference contests
4. Partisan contests

Ballots Counted Totals

Designate Page 1 of the Edit List for Ballots Counted Totals.

The INSIGHT prints a ballot count for each political party identified on the ballot, as well as a Non-Partisan ballot count.

- The Republican count is incremented each time a voter votes a Republican ballot.
- The Democratic count is incremented each time a voter votes a Democratic ballot.

- Additional named parties' counts are incremented each time a voter votes for that particular named party.

The Non-Partisan count is incremented when the voter does not cast a vote for any political party. The INSIGHT will also increment this count when a crossvoted ballot is accepted.

Additional Ballots to Include in the INSIGHT Test Deck

This section describes the ballots that should be included in the INSIGHT test deck in addition to those described earlier in this section ("Ballots to Include in the INSIGHT Test Deck").

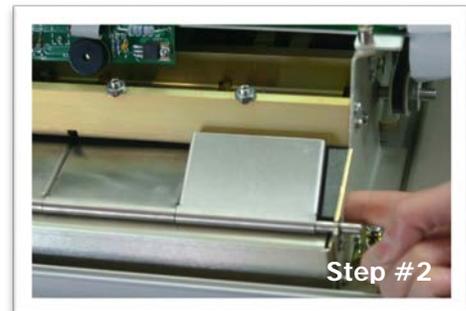
Command Central recommends voting one Party Preference ballot for each party identified on the ballot. Each of these ballots would include a vote for the Party Preference contest, a vote for at least one candidate from the preferred party, and one candidate from another political party. Use a "P" on the Edit List to identify the candidate corresponding to the Party Preference vote, and an "N" to identify the candidate that does not match the designated Party Preference. When tallying the vote totals, count the "P" as one vote. The "N" votes will not be included in the vote totals.

Note: **Sample** and **Blank Edit List** templates available on the next couple of pages.

Adjusting Ballot Width to Accept Two-Column Ballots

The below steps should be followed when your tabulator that normally accepts three-column ballots will need to read two-column ballots:

1. Remove the cover from your Insight.
2. From the front of the machine where ballots are inserted, place your finger into the hole on the right side to lift the metal plates.
3. Remove the guide bar from the magnetic strip below the raised plates. If your guide bar is missing, replacements are available as a supply item at www.ccelections.com/supplies
4. Insert the guide bar (notched side facing upward) into the first adjustment slot from the right. Insert the guide bar all the way in.
5. Raise and lower the left and center plates until they are seated.
6. Raise and lower the right plate so that it's resting on the guide bar.
7. You should now be able to accept two-column ballots.



Common Issues and Solutions - Error Messages

Un-voted Ballot - These ballots are read by the Insight as an unvoted or blank ballot and have been returned to the voter for review. The voter may have not marked the ballot correctly (i.e. circled the candidate's name) or may have used the wrong kind of marking pen.

Over-Voted Office - More selections have been made on the ballot than are allowed. Have the voter correct the problem (must obtain new ballot). Should the voter wish to count this ballot, press the "3" key to override the over-vote. The contests that were properly voted will count and the over-voted contest will not be counted.

Cross-over voted Ballot - In an Open Primary, these ballots will be returned to the voter. Have the voter correct the problem (must obtain new ballot) Should the voter wish to count this ballot, press the "3" key to override the cross-over vote. All non-partisan votes are counted and all party votes are not counted.

Wrong number of arrows! Ballot is (2-022), Should be (2-021) - An incorrect number of arrows have been found on this ballot. This message says the Insight sees "22 arrows in column 2 and the memory pack tells it there should be 21 arrows in column 2." Inspect the ballot for misprints or extra marks. Verify the ballot is for the correct ward and issue the voter a new ballot.

Error Reading Ballot (Startbar detect) - Remove the ballot and insert in a different orientation. The printed start bar on the ballot is printed too light or misprinted and is not being read by the Insight. Issue the voter a new ballot.

Error Reading Ballot (Orientation) - Remove the ballot and insert in different orientation. The orientation marks at the edge of the ballot are not correct. Check the printing of the orientation marks for light printing or missing marks, or the cut of the ballot may be skewed. Issue the voter a new ballot.

Defective Ballot - Ballot security ID header does not match! - The security ID in the ballot header code does not match the codes programmed into the memory pack. Check the security ID code for stray marks. The wrong ballots may have been delivered to the polling place. If the ID code is correct and no stray marks are found, call Command Central.

Infrequently, a ballot will become stuck or jammed in the tabulator. A message will print. The inspector should carefully read the message and follow the instructions on the tape.

Message examples that will print:

PULL: There is likely a ballot stuck in the ballot path. Turn off the power, remove the ballot, and turn the power back on. Feed the ballot again.

THERE IS AN OBSTRUCTION IN THE BALLOT PATH. PLEASE CLEAR IT. There may be a ballot in the path or a piece of a ballot in the read path. Check and clear.

BALLOT JAMMED WHILE ATTEMPTING TO RETURN TO VOTER: Remove it and follow instructions. Check the corners of the ballot for damage. The ballot has not been processed.

BALLOT APPEARS TO HAVE BEEN REMOVED: Please re-insert the ballot.

BALLOT HAS JAMMED or BALLOT JAMMED WHILE READING: It may be stuck or the bin may be full. Make sure the ballot has cleared the machine and is in the center bin. The ballot has been processed.

Common Issues and Solutions - Public Counter Messages

Message: Prn1

Solution: The grey thumb switch on the side of the paper on the printer is in the wrong position. It should be pulled toward the back of the Insight. The switch can be accessed through the back door.

Message: Prn2

Solution: The printer is out of paper. See the diagram inside the printer cover for directions on changing the paper roll.

Message: PULL

Solution: There most likely is a paper jam. Lift the machine and open the door. See if you can identify a jam. If so, remove the ballot, unplug and plug back in. Make sure the printer indicates it's working.

Message: HELO

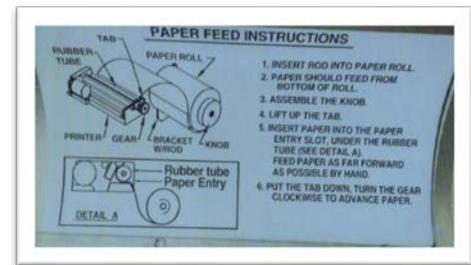
Solution: The Insight wasn't completely booted up. Unplug the Insight and plug it back in. Allow the Insight to complete its boot up.

Note: Anytime the Insight fails to work **DO NOT** stop the voting process. Proceed with the election using the Auxiliary Bin.

Common Issues and Solutions – Printing Issues

Problem: The printer paper is advancing but nothing is printing.

Solution: There is the possibility that the paper is loaded backwards. Refer to the directions on the inside cover of the Insight for instructions.



Problem: The printer is running out of paper (red line begins to show on edge of tape).

Solution: Press the “Print Totals” key. The printer will stop printing. Follow the diagram on the cover of the Insight to replace the paper roll. Press “Print Totals” key to resume printing.

Problem: The Insight does not generate a Zero Report when plugged in.

Solution: If the public counter shows more than 0000, the Insight must be “zeroed out” before you can start voting. Press “5” “6” “5” “7” on the keypad, then press the “5” and “7” at the same time. Press “0” for “yes” and results will be set back to zero. If there are more than three (3) separate totals, you must press “5”.

Common Issues and Solutions – Ballot Issues

Problem: A ballot is returned to the voter.

Solution: Read the printer tape to determine the problem.

Problem: During voting hours, the Insight stops accepting ballots.

Solution: Check to see if there is an error message indicating a ballot is stuck. If an obstruction message is given, locate and remove the stuck ballot. Check to see if both lamps are illuminated and the cord is still plugged into AC power; or, if sunlight falls onto the sensor, move the Insight out of direct sunlight.

Problem: A ballot is jammed.

Solution: Slowly pull the ballot out, being careful not to tear the ballot. Examine and remake or reinsert the ballot. If the ballot tears, all pieces must be removed or the Insight will not work. The rubber belt on the right side of the Insight (under the main green board, the Insight cover must be raised and removed to view the belt) can be used to back up the ballot or move it forward. Call Command Central if the issue is not resolved. The message will tell you if the ballot has been processed.

Problem: A ballot is read and ends up on top of the ballot box when exiting the machine.

Solution: Make sure the door on top of the ballot box is open. Raise the machine and open the door.

Common Issues and Solutions – Miscellaneous Issues

Problem: The Insight is accidentally unplugged during the voting process.

Solution: Plug the Insight back in. A short heading will print and you can continue with the voting.

Problem: The red power light is not on.

Solution: Plug the Insight into a wall outlet. If the Insight is plugged into a wall outlet, make sure the outlet is working properly by plugging another electrical device into that outlet.

Problem: The time is not correct when zero tape is printed.

Solution: Complete the following:

- a. Unplug the Insight.
- b. While pressing the "9" key on the key pad, plug the Insight into the wall outlet. Press and hold the "9" key until "Diagnostic Monitor" prints.
- c. While holding down the "Paper Feed" key, press and hold the "2" key at the same time.
- d. Follow the instructions on the tape.

Problem: You need to replace a defective Insight on Election Day.

Solution: Follow these steps:

1. Unplug the defective Insight.
2. Open the back access panel and break the seal on the memory pack door.
3. Remove the memory pack.
4. Carefully tear printer tape from the Insight.
5. Remove the Insight from the ballot box.
6. Place the new Insight on the ballot box.
7. Insert the memory pack from the defective Insight into the new Insight and seal it with a new seal.
8. Plug the Insight into an outlet.
9. A short heading will print. Using clear tape, tape the printer tape from the defective Insight to the printer tape of the new Insight.
10. Resume Voting.