# DS300® Poll Place Tabulator

**EVS 6.3.0.0**
**Firmware 3.0.0.0**

***Poll Worker Guide***

*v. 1.1*

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# Poll Worker Learning Plan

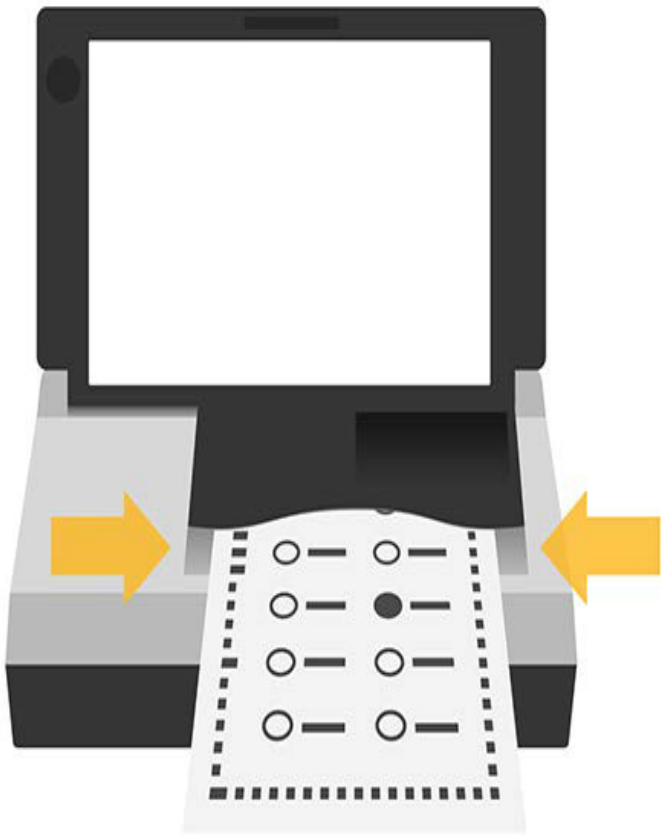
## Learning Objectives

This course will provide you with the skills to successfully use the DS300 in your jurisdiction. Upon completion of this course, you will be able to:

- Set up the DS300 for voting
- Assist voters in using the DS300

## Agenda

- **Understanding the DS300**
- **Using the DS300 for voting**
- **Applying what you have learned**



# DS300® Poll Place Tabulator

## Product Overview & Ballot Box Components

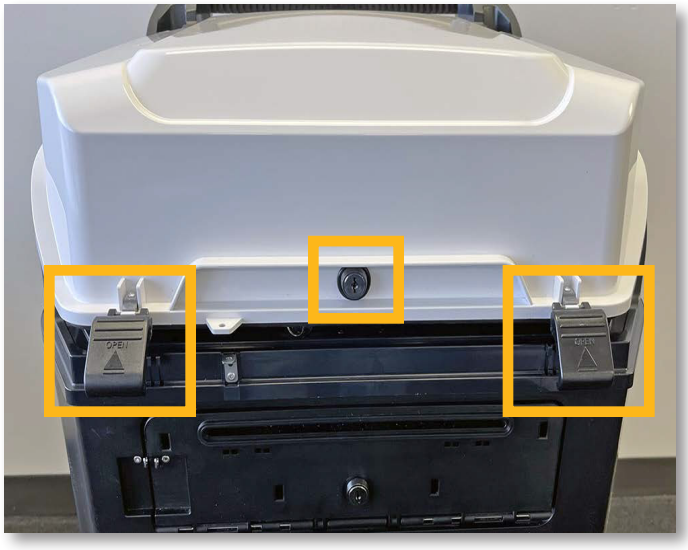
The DS300 is a poll place tabulator that can also be used as a central count tabulator for voting over an extended period, as with early or absentee voting. Both one and two-sided ballots can be read by the DS300 to determine valid ballot marks and extraneous marks, such as smudges or folds. All election results are stored on an encrypted removable USB flash drive, which is used to transfer results to the Electionware Results module.

1. Lockable lid with internal padding
2. Auxiliary ballot box
3. Main ballot compartment
4. Locking wheels

## Digital Scanner Components

1. Audible alert speaker
2. Rear access compartment
3. Locked cover of front access compartment
4. Thermal printer cover
5. Lock to secure touchscreen in closed position
6. Paper ballot feed
7. ExpressVote card ballot feed
8. Touchscreen

# Preparing the DS300 for Use



## DS300 Scanner Setup

All locks on the DS300 ballot box are pick-resistant locks which require that the key be pushed in while turning to unlock. The key does not need to be pushed in while locking. Also, the locks must be in the "locked" position for the key to be removed.

Open the lid of the ballot box by using the larger of the two keys to unlock the lid, and unlatch the two front tabs.

## Powering Up the Scanner

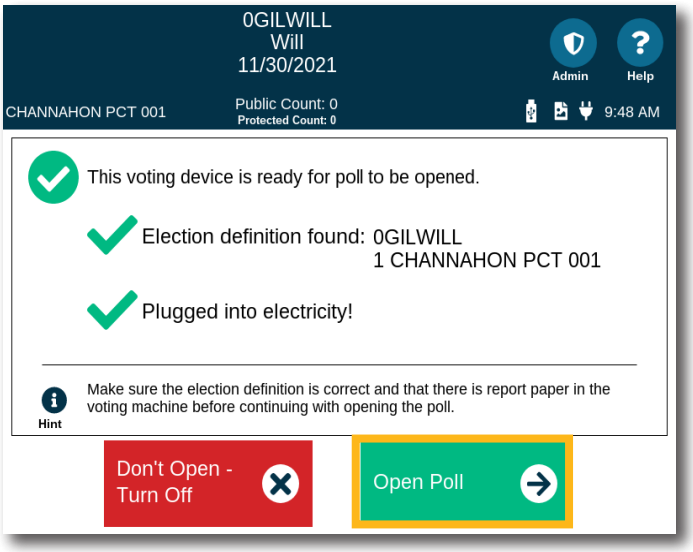
Using the smaller key, open the DS300 touch screen.

If the machine is plugged in to AC power, the scanner should automatically power on when the screen is lifted.

If the scanner does not automatically power on, check that the scanner is connected to AC power, close lid, and reopen. If this does not work, use the smaller key to open the Front Access Compartment and press the **Power** button.

*More information: DS300 Operator's Guide, p. 41*

# Opening the Polls for Voting




## Opening the Poll

Once the machine powers on, enter the Election Code. Verify the Public Count at the top of the screen is at "0" before voting starts on the first day of tabulation or testing. This count will increase by one each time a ballot is cast.

Touch **Open Poll**.

Allow default reports to complete printing. If you need to print any additional Zero Totals Reports, proceed to the next section for instructions.

*More information: DS300 Operator's Guide, p. 113*

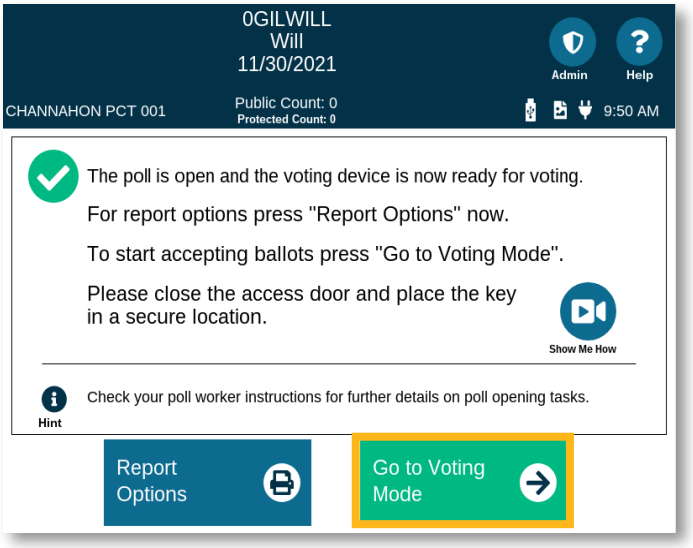
## Printing the Zero Totals Report

The DS300 should be configured to automatically print at least one Zero Totals Report when the poll opens.

Should you need to print additional copies, you must do so before going to voting mode.

Touch **Report Options** from the Open Poll screen and select the **Zero Totals Report**. Make sure the Report Format is set to **Public** and touch **Print Report**.

*More information: DS300 Operator's Guide, p. 178*




## Go to Voting Mode

When you are ready to start scanning ballots for live voting, touch **Go To Voting Mode**.

*More information: DS300 Operator's Guide, p. 115*

# Casting Ballots with the DS300

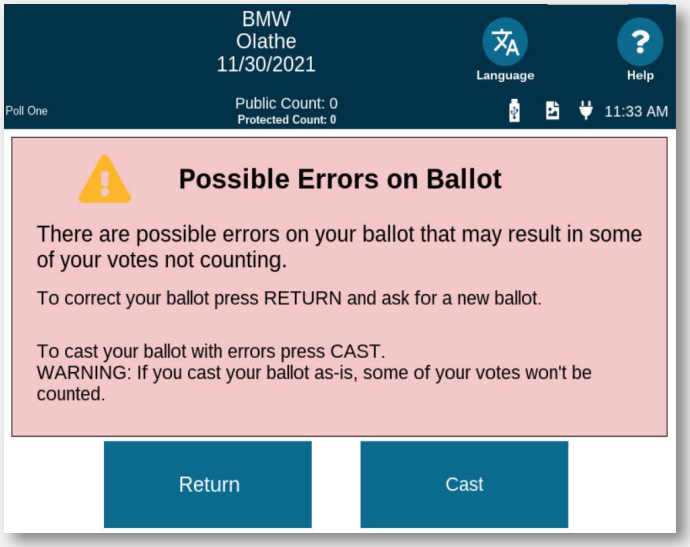
## Inserting Ballot for Tabulation

You can scan both paper ballots and ExpressVote cards with the DS300.

When the DS300 is ready for ballots to be tabulated, the ballot insertion screen will appear, providing instructions on how to insert the ballot.

Ballots may be inserted in any orientation. Do not push the ballot too hard into the scanner; insert the leading edge into the scanner and allow it to grab and pull the ballot automatically.

*More information: DS300 Operator's Guide, p. 116*

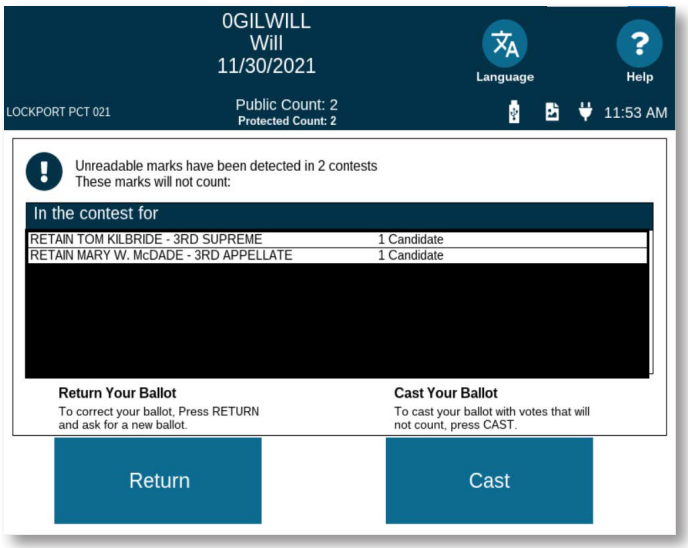



## Ballot Exceptions

If your election is coded to prompt for ballot exceptions, a message may appear asking whether the voter wishes to cast their ballot as is, or return it for corrections. The following instances may prompt such a message:

- **Blank Ballots**: no voting marks detected
- **Undervoted Ballots**: fewer marks than allowed "Vote For" number
- **Overvoted Ballots**: more marks than allowed "Vote For" number

*More information: DS300 Operator's Guide, p. 120*




## Unreadable Marks on Ballots

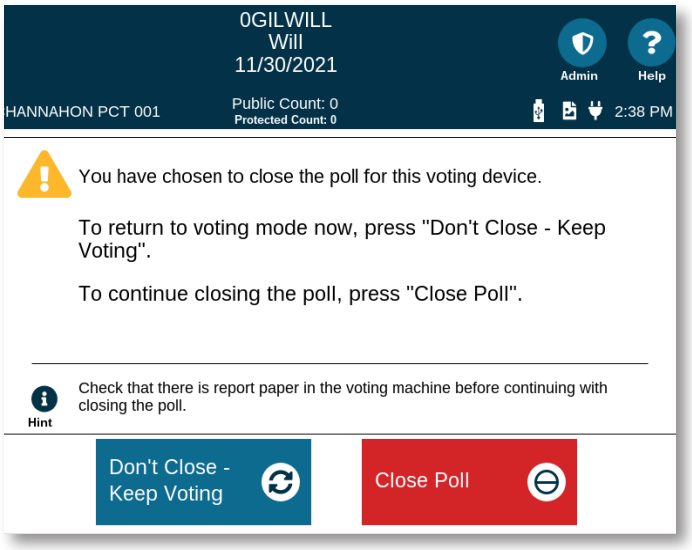
An alert message indicating which contest(s) are impacted may appear if the ballot contains unreadable marks.

If the ballot is unreadable in its entirety (due to damage, markings, etc.), the DS300 will return the ballot automatically and begin beeping.

For any ballot automatically returned, read the error message on the screen before removing the ballot. Once the ballot is removed from the tray, the error message disappears.

*More information: DS300 Operator's Guide, p. 124*

# End of Voting




## Closing Polls & Printing Reports

To close the poll at the end of voting, open the Front Access Compartment using the small key and push the **Close Poll** button. On the touch screen, touch **Close Poll** to end voting.

Allow the default reports to print. A confirmation screen appears indicating successful poll closure.

If any further report copies are needed, touch **Report Options** and print. Touch **Finished - Turn Off** if you are ready to power down the scanner.

*More information: DS300 Operator's Guide, p. 138*

## Power Down Methods (Early Voting Only)

During early voting, to power down with polls open, touch the **Tools** icon and enter the Election Code. Touch **Report Options** and select the **Admin** icon. Touch **Shutdown**.

At the end of early voting, follow the close polls procedure described in the Closing Polls & Printing Reports section.

*More information: DS300 Operator's Guide, p. 89*

# Appendix A: Troubleshooting the DS300

## Boot-Up Error Messages

**PROBLEM**: While powering on, the DS300 displays one of the following messages:

- ***No Hard disk found***
- ***GRUB Read Error***
- ***System and Hard disk do not match!***

**CAUSE**: The installed CompactFlash (CF) card is either a non-Security CF card or is a Security CF card that has paired with another DS300 unit.

**SOLUTION**: Install the Security CF card that came pre-installed in the DS300 unit.

If the problem persists, contact ES&S technical support.

## Election Definition Not Found

**PROBLEM**: The scanner has been turned on and the message "Election Definition Not Found" appears. What does this mean? Can polls be opened for voting?

**CAUSE**: The USB memory drive is missing, blank or not installed correctly.

**SOLUTION**: Ensure the USB memory drive is installed correctly in one of the slots available.

If the DS300 is still unable to detect the card, contact Election Central for another USB memory drive.

The DS300 will not be ready for voters to use until a working drive is obtained, as the poll opening process cannot be completed. Utilize the Auxiliary Ballot Bin until the alternate USB memory drive is delivered and installed.

## Risk-Limiting Audit (RLA) Number is not Printing on Ballots

**PROBLEM**: The scanner is not printing a RLA number on voted ballots.

**CAUSE**: The inkjet printer cartridge is not properly installed.

**SOLUTION**: Open the Rear Access Compartment and then open the ballot transport compartment, and ensure that an inkjet cartridge is properly installed in the integrated inkjet imprinter. To deactivate the printer, simply remove the cartridge.

NOTE: **There are no indicators or alerts whether an inkjet cartridge is installed. If the election requires RLA numbers, the operator must remember to install an inkjet cartridge.**

# Appendix A: Troubleshooting *(continued)*

## DS300 Not Plugged Into Power Source

**PROBLEM**: After turning on the DS300 the screen power icon on the top right of the screen shows the plug is not connected. What does this mean?

**CAUSE**: The DS300 is not plugged into the AC power cord or the wall outlet is defective.

**SOLUTION**: Ensure all power cords are plugged in securely.

> REMINDER: there are two parts to the DS300 power supply; make sure the transformer is plugged into the cord.

Test all outlets using a night light or other small electrical device. If using a strip power cord (not recommended) assure the strip is turned on. Check DS300 power cord for damage. If damage is found, replace the cord.

## Reports Not Visible on Paper

**PROBLEM**: The reports are generating, but no printing is visible on the paper. What's wrong?

**CAUSE**: The DS300 printer uses thermal paper and heat transfer to print the information. Printer functionality without visible print means the paper roll is inserted incorrectly, causing the printer to print to the untreated side of the tape roll.

**SOLUTION**: Open the Front Access Compartment and press the blue lever to open the printer door. Reinsert the paper roll with the treated side of the paper to the right side of the scanner. Reprint report(s) as necessary.

## Cleaning the DS300 Touch Screen & Scanner

**PROBLEM**: What do I use to clean the exterior of the DS300 including the touch screen?

**SOLUTION**: TheDS300 touch screen and exterior can be cleaned with isopropyl alcohol wipes or isopropyl alcohol on soft cloth. Do not spray or apply the isopropyl alcohol directly onto the touch screen or DS300 scanner

> WARNING: Do not use products containing ammonia, such as Windex. This can cause the screen to become deteriorated over time. Use only isopropyl alcohol for cleaning the touch screen and scanner.

Use canned air to clear any paper dust from the scanner area, taking care to not tip the can upside down while spraying. Do not shake the can before using the canned air.

# Appendix A: Troubleshooting *(continued)*

## Replacing a DS300 with Another Unit

**PROBLEM**: The DS300 equipment has failed and is being replaced by another unit. What steps are needed to preserve the votes and ballots already cast by voters?

**CAUSE**: The DS300 equipment is inoperable due to equipment failure or ballot jammed scenario.

**SOLUTION**: Typically, Election Central personnel deal with the replacement of equipment along with appropriate polling place people and witnesses.

The USB memory stick will need to be removed from the unit before it is replaced and reinserted into the new DS300 unit for use.

> NOTE: The USB memory drive retrieved from the inoperable equipment contains the results of the ballots in the ballot box. Do not rescan the ballots.

## Preparing the Printer Tape

The DS300 contains an internal thermal printer for reports. To change a tape roll, open the Front Access Compartment and press the black lever.

Replace the tape roll and pull the end of the paper out of the tape opening with the treated side facing the right side of the opening.

> NOTE: Thermal treated side of paper will leave gray streak when scratched.

Hold the end of the tape roll while pressing firmly on the printer door to ensure it is locked.

*More information: DS300 Operator's Guide, p. 90*

## Contacting Technical Support

If you need assistance, ES&S technical support staff can provide advice and help you resolve the situation. Support representatives are available Monday through Friday, between 7:00 a.m. and 7:00 p.m. Central Time.

**Phone:** 1-877-ESS-VOTE (1-877-377-8683), Option 4
**E-mail:** technicalsupport@essvote.com

When you contact ES&S for technical support, have the equipment on hand and be prepared to provide the following information to the support representative:

- Model number of the product you are using
- Firmware version of the product
- Exact wording of any messages that appeared
- Description of what was happening when the problem occurred

# Appendix B: Function Icons and Status Indicators

## Function Icons

| Icon | Description |
|---|---|
| | **Admin -** Grants election workers access to the administration menu. This icon is available only when the poll is not open. |
| | **Help -** Grants election workers access to help messages specific to the current screen. |
| | **Language -** Grants election workers and voters access to multiple language options. This icon is available only if your election definition includes multiple languages. |
| | **Tools -** Grants election workers access to the Tools menu and a limited set of administration functions while the poll is open. |
| | **Write-Ins -** Grants election workers access to on-screen review of write-in votes. This icon is available only after the poll is closed and if supported by the version of the election system. |

## Status Indicators

| Icon | Description |
|---|---|
| | **Full battery charge -** The battery is full and does not need charging. |
| | **75 percent charge -** It should take about 2 to 3 hours to fully charge the battery. |
| | **50 percent charge -** It should take about 3 to 4 hours to fully charge the battery. |
| | **25 percent charge -** It should take about 5 to 7 hours to fully charge the battery. |
| | **No charge -** It should take 5 to 7 hours to fully charge the battery. |
| | **AC Power plugged in -** Icon is white. |
| | **No AC Power -** Icon is red. |
| | **Images are being saved -** White image icon. |
| | **Images are not being saved -** Red image icon. |
| | **Election Definition is inserted -** White USB flash drive icon. |
| | **Election Definition not found -** Red USB flash drive icon. |
| | **Modem is present -** White modem icon. |
| | **Modem not present/not functional -** Red modem icon. |

# Appendix B: Function Icons and Status Indicators *(continued)*

The battery power indicator light at the back of the DS300 provides information about the status of the backup battery. When using the DS300 Ballot Box, the power indicator light can be viewed through a window on the back of the ballot chute.

| If the light is... | When AC power is connected, the battery is... |
|---|---|
| **Steady green** | **Fully charged** and the DS300 is connected to an external power source. |
| **Solid amber** | Near 100% charged. |
| **Flashing amber** | **Charging** - The rate at which the light flashes indicates the amount of charge in the battery. The slower it flashes the more it is charged. When it is steady amber, the battery is about 75 percent charged. Allow the DS300 to charge until the light turns green, up to six hours if the battery was completely discharged. |
| **Flashing red** | **Not taking a charge** - This can be caused by a dead battery, a bad connection to the battery, or a missing battery. |
| **If the light is...** | **When AC power is disconnected and unit is powered on, the battery is...** |
| **Slow flashing green** | 50% battery life remaining. |
| **Medium flashing green** | More than 25% battery life remaining. |
| **Fast flashing green** | Less than 25% battery life remaining. |
| **Fast flashing red** | Battery charge out of tolerance or battery is defective. |
| **Slow flashing red** | No battery connected or battery is defective. |

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