# TROUBLESHOOTING THE AutoMARK
*Please call the BOE for **"Voting Machine Problems"** phone numbers if you have any problems*

ERROR MESSAGE	PROBLEM	SOLUTION
Setup failed	*Initial setup procedures failed.*	Turn unit off and then back on
Unrecognized ballot	*Unit did not recognize ballot. The ballot may not have been inserted properly or the stub may be attached.*	"EXIT" ballot and re-insert ballot.
Ballot Marked Successful	*Ballot was marked but no printed ballot was ejected from unit.*	See instructions on Jammed Ballot Procedure
Ballot Returned Unmarked	*Ballot was ejected before it was printed. Voter may have accidentally touched the "EXIT Return Ballot" button, or ballot was misfed.*	**Re-insert ballot.**
Mark Ballot Inserted	*Marked ballot was reinserted into the unit*	Voter may re-insert the ballot to verify the AutoMARK can read the choices; but no changes may be made.
Printer Malfunction	*Paper jam, paper too long/short*	Verify stub was removed from ballot.
Paper Misfed	*Ballot was not inserted properly*	Re-insert the ballot making sure it is straight and the stub has been removed.
Jammed	*Ballot has become jammed in printer*	See instructions on Jammed Ballot Procedure
Battery Low or Running on Battery	*Battery power is low and a yellow light appears above the "ON" switch.*	Check to be sure the unit is plugged in correctly.

IF the Ballot is Jammed………….

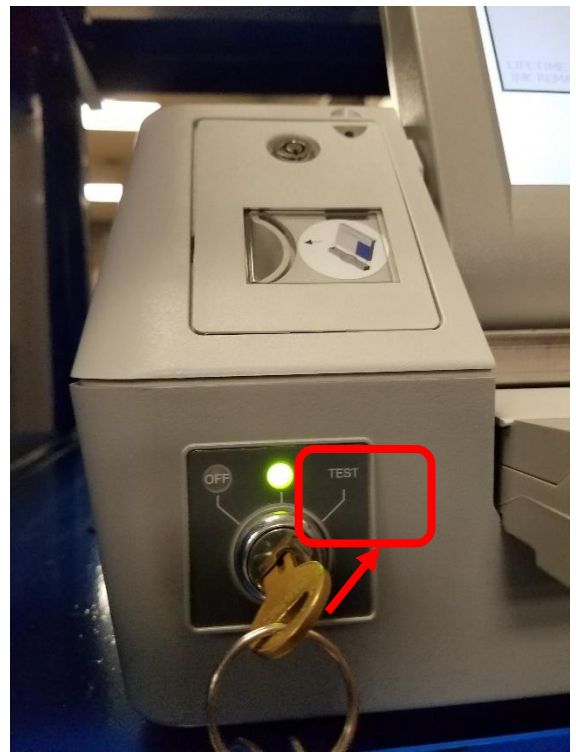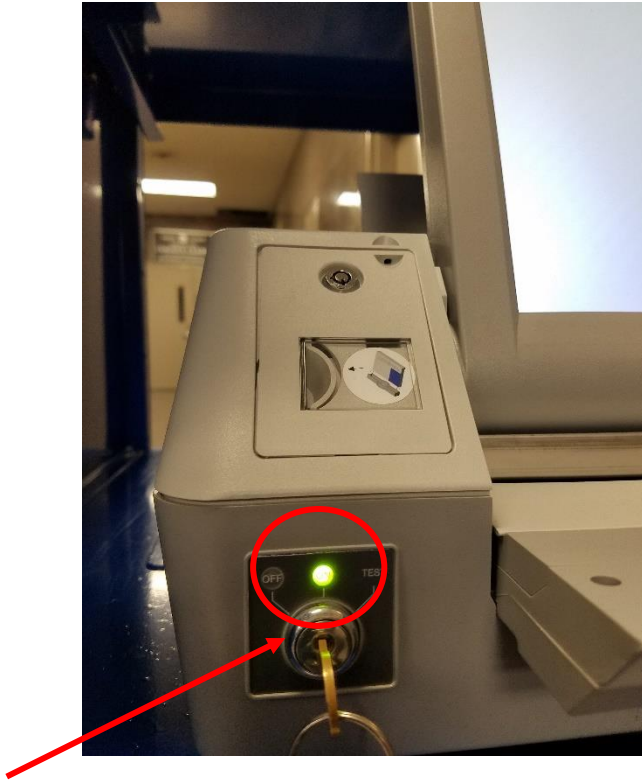If the ballot is jammed this the message you will see on the screen
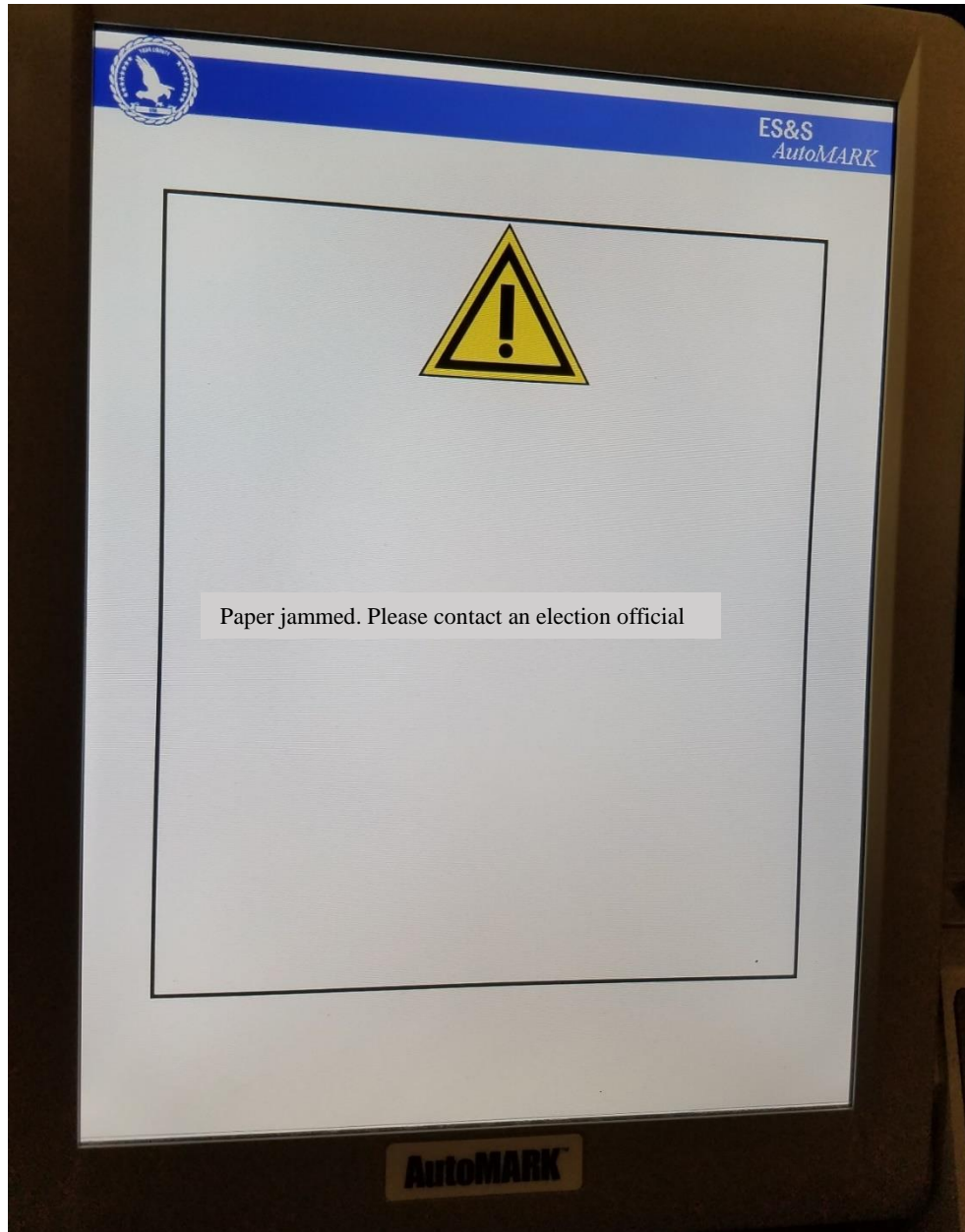
You as the Poll Coordinator, can remove the jammed ballot

There are three (2) possible jams that may occur in the AutoMark. The following will outline all three jams and how to clear them.

1st POSSIBLE JAMMED BALLOT

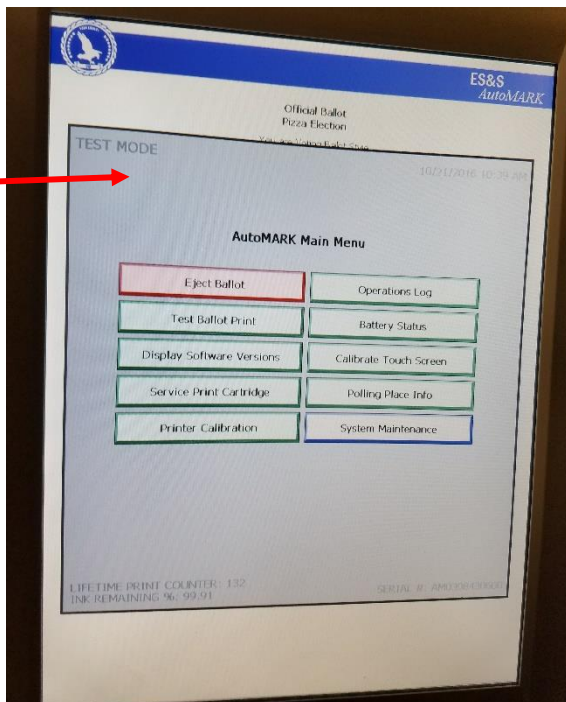1. Insert the gold key into the ON/OFF control and turn it to the "TEST" position.

2. An AutoMARK Main Menu Screen Appears.

Select "EJECT BALLOT"

The Ballot should come out

DO NOT TOUCH ANY OTHER BAR ON THE SCREEN.

If Ballot ejects, Re-Set key to ON position and Remove key
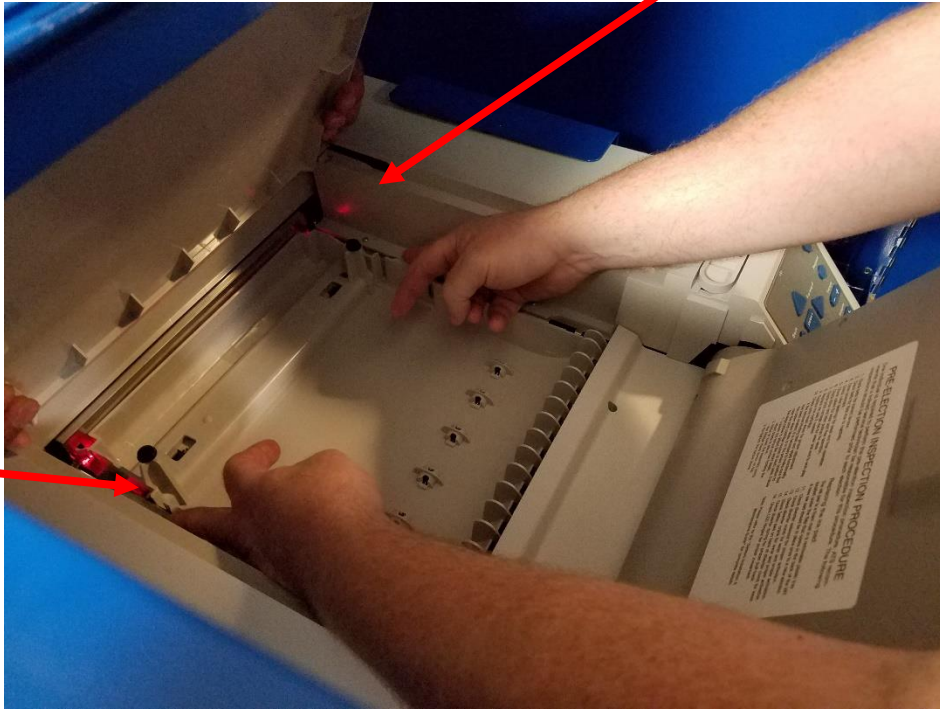
2nd POSSIBLE JAMMED BALLOT

If the ballot does not eject you will need a bipartisan team to get to the ballot in the machine:
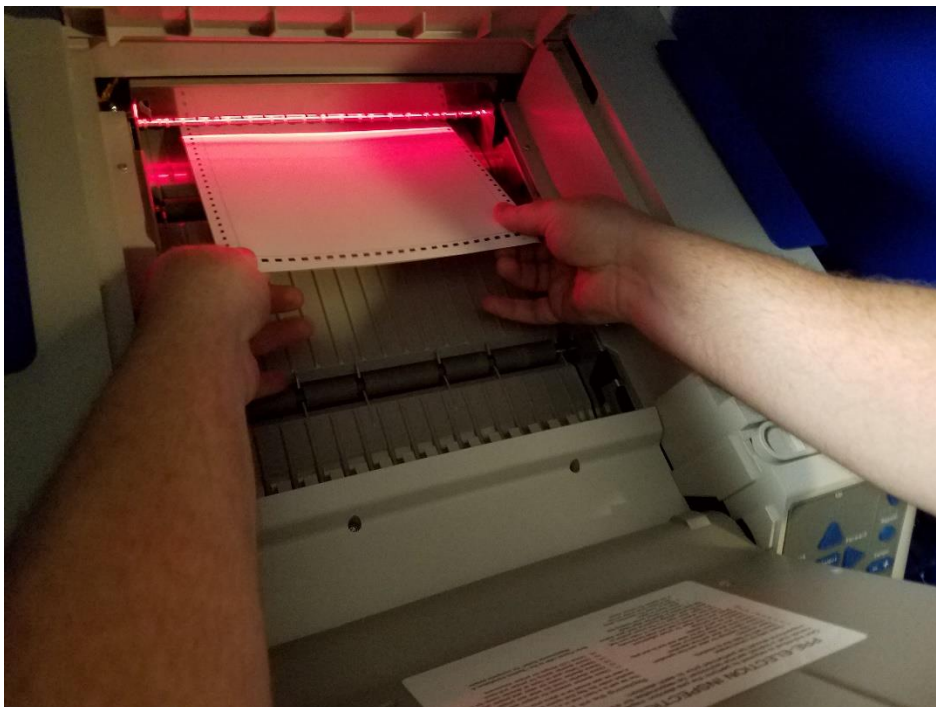

1. Open the back of the cart and lift the lid behind the screen and hold it

2. To remove the tray push inward on the half oval tabs and pull up. Place tray on top of cart.

3. Look for ballot, if found, remove carefully using two hands, so it doesn't rip.
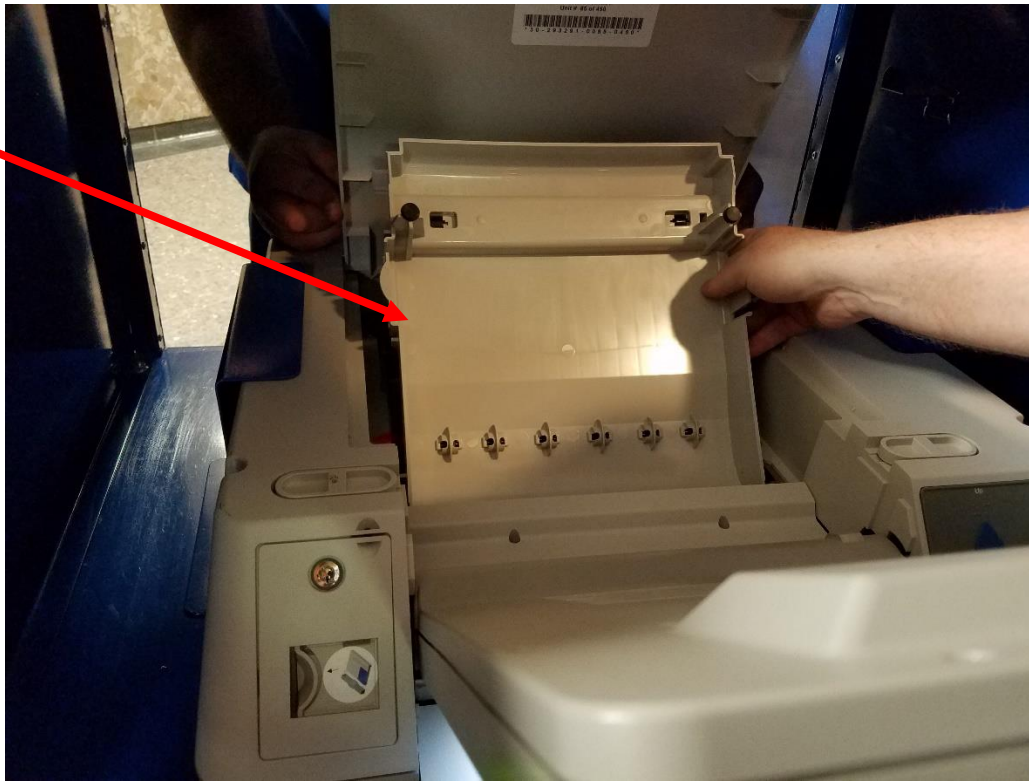
4. Once ballot is removed, it's time to return the tray. Look for the black buttons – that is the back of the tray.

5. Hold the tray straight up with the black buttons on top

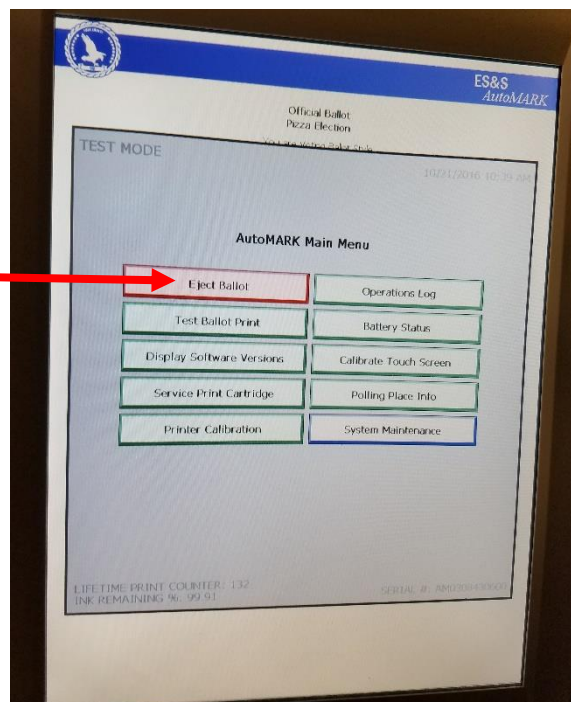6. Carefully lower the front of the tray into the slot in front

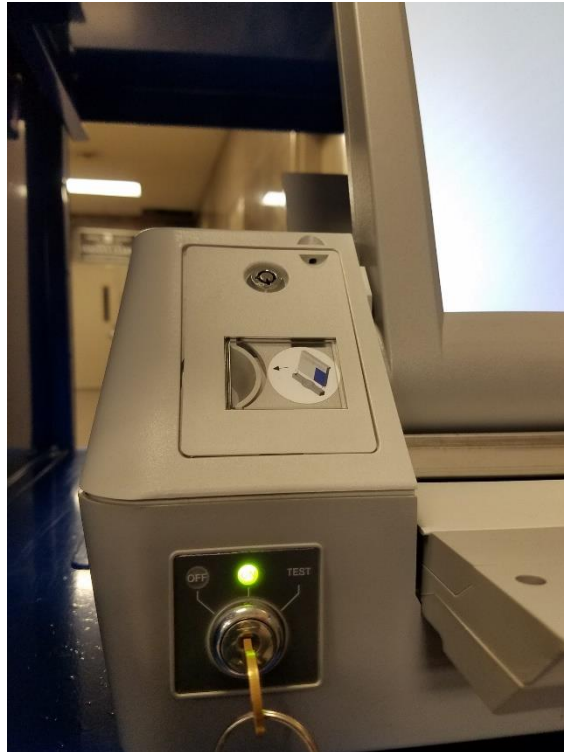7. Lower the tray flat and snap into place

8. Gently lower the lid behind the screen.

9. Lift the monitor back up to position and once again select **EJECT BALLOT** to clear the message.

10.	Return the key to the ON/OFF (middle) and remove the key. The AutoMARK is now ready

In the event you do not see the ballot when you remove the tray, you will need to call the Board of Elections Machine Problems numbers. Tell them you have a DEEP PAPER JAM, they will know what that means.

What to do with the ballot that has been removed:

1. If ballot has been marked you must place the ballot in the Privacy Folder when pulled out (*do not look at the ballot*).

2. Give ballot to the voter, ask voter to check ballot to make sure all marks have been made.

3. If voter says ballot is marked correctly, keep the ballot in the Privacy Folder and bring the voter to their ED table so that the voter can cast their ballot in the DS200 (*they do not have to wait online for the DS200*).

4. If the ballot was inserted incorrectly, feed the ballot again.

5. If it the ballot is wrinkled or torn, bring the voter back to the ED table for voter to 'Spoil' the ballot, so Inspectors can issue a new one.

If you have any other error message on the screen: Turn the AutoMARK off, wait and turn it back on to re-set.

If the error message still appears, call the Board of Elections