



# Device Troubleshooting Field Guide

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VERSION 2.6

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# Device Troubleshooting Field Guide



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**VERSION 2.6**

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# introduction

## about this guide

This Field Guide is intended to provide support personnel and jurisdiction staff with recommended troubleshooting procedures for all Verity devices, including Verity Controller, Touch Writer Duo, Scan, Touch Writer, and Print. For procedures related to Verity software workstations, please consult the appropriate Verity software *Administrator's Guide*.

## how to use this guide

This troubleshooting guide is organized into two sections:

- ▶ **troubleshooting issue directory**: This section contains a list of potential error messages and issues, separated by device type, and listed in alphabetical order. Resolution steps are provided for each, in the order they should be attempted.
- ▶ **procedure reference**: This section provides detailed instructions for certain resolution procedures.

The procedure for using this guide is outlined below:

- 1** Gather information, including the device type and nature of the error.
- 2** Look up the problem you are having in the **issue directory** for the appropriate device type.
- 3** Follow the resolution steps in order; **check for success after each step**.
- 4** Some resolution steps may indicate a page number or numbers; For further details on these procedures, look up the indicated page number for that step in the **procedure reference**.

## basic troubleshooting process

Troubleshooting works best when you follow a systematic approach, using the following general guidelines:

- ✓ Remain calm
- ✓ Listen to the symptoms
- ✓ Ask questions
- ✓ Do not jump to conclusions
- ✓ Establish a theory
- ✓ Research resolution steps
- ✓ Attempt resolution
- ✓ Check for success
- ✓ Repeat

When troubleshooting, the first step is to listen and gather information. Use a **troubleshooting log** to record relevant details for future reference. A troubleshooting log is useful for tracking issues and flagging them for follow-up later.

On your troubleshooting log, record the following information, wherever applicable:

### Contact information

- Name and role of the person reporting the problem
- Call-back phone number of the person reporting the problem
- Location/polling place where the problem was reported

### Device information

- Device type
- Serial number
- Does device contain live votes?
- Is a replacement device needed/available?

## **basic troubleshooting process, *continued***

### **Error information**

- What was the user trying to accomplish when the error occurred?
- What resolution steps (if any) were taken before the problem was reported?
- What screen is displaying on the device (if applicable)?
- Is the issue preventing voting from occurring, and/or what steps need to be taken to ensure voting access?
- If a device needs to be taken out of service, follow all applicable chain of custody procedures, and take steps to ensure that the problem(s) encountered are fully documented for future reference. Follow the recommended steps for device replacement (see [page 50](#)).

# troubleshooting issue directory

This section lists each error or issue in alphabetical order, with a separate section for each device type.

## Verity Controller

<b>Error Message or Issue Found</b>	<b>Resolution</b>
<b>Alert</b> <i>(booth status)</i>	The Verity Controller screen will indicate when there is a problem requiring attention on one of the connected Verity Touch Writer Duo booths. Go to the Verity Duo booth indicated, and follow the instructions on the screen.
<i>Battery not present</i>	If the battery indicator on the device screen shows a white battery with a red line through it, follow standard procedure to check/replace the battery ( <a href="#">page 37</a> ).
<b>Battery power is running low</b>	If a warning appears indicating that the battery power is low, connect the device to AC power to resume operation. If AC power is not available, check/replace the battery ( <a href="#">page 37</a> ). <b>NOTE:</b> <i>If the battery is replaced without following the proper procedure, you must restart the device to clear this message.</i>
<i>Closed polls too soon</i>	In most jurisdictions, once polls have been closed they cannot be reopened. In those jurisdictions, if polls have been closed too soon, replace the device ( <a href="#">page 50</a> ).
<b>Communication error</b>	This message will display if a Controller device tablet is reconnected to a Touch Writer Duo base station, or if a tablet from a Touch Writer Duo is connected to a Controller base station. Remove the tablet and reconnect/re-dock the tablet with the correct base station. See also: <b>Wrong base station.</b>



## Verity Controller, *continued*

Error Message or Issue Found	Resolution
<i>Device won't power on (black/dark screen)</i>	<p>If a Verity device has a sufficiently charged battery, the power button on the back of the unit should power on the device even without AC power. If the device screen is black/dark, and there is no response when pressing the power button, it is possible that both the battery is missing/discharged, and the AC power is not connected properly.</p> <ol style="list-style-type: none"> <li>1. Disconnect AC power from the wall or power strip and check/replace the device battery (<a href="#">page 37</a>). When done, check the power supply (<a href="#">page 36</a>), and then press the power button on the device.</li> <li>2. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol>
<b>Help Needed</b> <i>(booth status)</i>	<p>The Verity Controller screen will indicate when a voter at a Verity Duo booth has requested poll worker assistance. Go to the booth indicated, and offer assistance.</p>
<b>Invalid vDrive</b>	<p>If the vDrive is not present, or cannot be read, replace the device (<a href="#">page 50</a>).</p>
<i>No AC power</i>	<ol style="list-style-type: none"> <li>1. If the AC power indicator on the bottom right of the screen shows a white plug with red line through it, wait for all voters to finish voting, and then check the power supply (<a href="#">page 36</a>) and restart the device (<a href="#">page 39</a>).</li> <li>2. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol> <p><i>see also <b>Device won't power on (black/dark screen)</b></i></p>
<b>No vDrive Found</b>	<p>If the vDrive is not present, or cannot be read, replace the device (<a href="#">page 50</a>).</p>

**Verity Controller**, *continued*

<b>Error Message or Issue Found</b>	<b>Resolution</b>
<b>Not Connected</b> <i>(booth status)</i>	<p>The Verity Controller screen will indicate when a Verity Duo booth is no longer connected.</p> <ol style="list-style-type: none"> <li>1. Go to the Verity Touch Writer Duo booth indicated, and follow the instructions on the screen.</li> <li>2. If the issue persists, wait for all voters to finish voting, and then check the cable connection between the Duo &amp; Controller; replace the booth cable if necessary.</li> <li>3. If the issue persists, restart the Verity Duo (<a href="#">page 39</a>).</li> <li>4. If the issue persists, wait for all voters to finish voting, and then restart Verity Controller (<a href="#">page 39</a>) and reassign all booths.</li> <li>5. If the issue persists, replace the Verity Duo (<a href="#">page 50</a>).</li> </ol>
<b>Paper Not Removed</b> <i>(booth status)</i>	Displayed on Controller, if a voter has printed the final sheet of their printed vote record, and has not removed the final page from the Duo after 10 seconds.
<i>Password does not work</i>	Confirm the correct password with the elections office and re-enter.
<i>Polling place (incorrect on device)</i>	Verify the polling place using any device report. If the polling place is incorrect, replace the device with a correctly configured device ( <a href="#">page 50</a> ).
<i>Power issues</i>	see <b>Device won't power on / No AC power</b>
<i>Precincts (incorrect on device)</i>	Verify the polling place using any device report. If the polling place is incorrect, replace the device with a correctly configured device ( <a href="#">page 50</a> ). If the polling place is correct but the precincts are not correctly programmed, contact the elections office.

## Verity Controller, *continued*

Error Message or Issue Found	Resolution
<i>Printing reports after powering down</i>	If a device was inadvertently powered down before the necessary reports were printed, press the red power button on the back of device to power it back on and print reports.
<b>Report printer error</b>	<p><b>NOTE:</b> <i>If the printer is printing a long string of numbers, see <b>Report printer has entered diagnostic mode</b>.</i></p> <p>If the printer is not printing:</p> <ol style="list-style-type: none"> <li>1. Check/make note of any screen message(s). If necessary, load/reload thermal paper. Ensure the printer door is closed when done and the printer indicator light is green.</li> <li>2. If report printer is still not functioning, wait for all voters to finish voting, and then restart the device (<b>page 39</b>).</li> </ol> <p><b>NOTE:</b> <i>When issuing access codes, you can select 'Touch here to preview the code' to view the access code on the screen; the access code may be written on a piece of paper for the voter.</i></p> <ol style="list-style-type: none"> <li>3. If necessary, replace the device (<b>page 50</b>).</li> </ol>
<i>Report printer has entered diagnostic mode</i>	If a user inadvertently holds down the printer feed button while powering up, the printer will enter diagnostic mode and cannot be used normally. If printing is attempted while in diagnostic mode, a long string of numbers will print. To reset the printer to normal operations mode, restart the Verity device ( <b>page 39</b> ).
<b>System Alert</b>	<ol style="list-style-type: none"> <li>1. Make note of any information on the device screen. Press the power button to power off the device, and disconnect the power brick. Unlock and remove the tablet, and then re-seat the tablet in its cradle and lock it in place. Connect the power brick and ensure the green docking light is on. Press the power button to power on the device.</li> <li>2. If the issue persists, replace the device (<b>page 50</b>).</li> </ol>

**Verity Controller**, *continued*

<b>Error Message or Issue Found</b>	<b>Resolution</b>
<b>The barcode contains a precinct that is not valid for this polling place</b>	This error may occur when using the AutoBallot barcode scanner, if the precinct on the poll book/poll pad label is not included in the polling place defined on the Verity device. Verify, using any device report, that the Verity Controller is programmed with the correct polling place, and then contact your elections office.
<b>The barcode format is invalid</b>	This error may occur when using the AutoBallot barcode scanner, if the barcode label from the poll book/poll pad is incorrectly formatted, or cannot be read. Contact your elections office.
<b>There is a ballot loaded on one of the Duo devices...</b>	When attempting to suspend/close polls, this message occurs when one or more connected Duo devices have an open ballot. Verify that all ballots are printed (if the voter is present) or spoiled before attempting to suspend/close polls.
<b>A Duo with an active voting session was disconnected...</b>	When attempting to suspend or close polls, this message indicates that one or more Duo tablets are undocked. <ol style="list-style-type: none"> <li data-bbox="491 1065 1217 1190">1. Select <b>No, don't suspend/close the polls</b>. Verify that all Duo tablets are re-docked to their base stations, and that all open ballots are printed (if the voter is present) or spoiled. Reattempt the suspend/close polls process.</li> <li data-bbox="491 1203 1217 1328">2. If the error reappears, or if you are unable to reconnect the Duo device(s), you may select <b>Yes, suspend/close polls</b> when prompted to dismiss the message (an Administrator override is required).</li> </ol>

## Verity Controller, *continued*

Error Message or Issue Found	Resolution
<i>Unassigned booths</i>	On Verity Controller, if there are Duo devices connected that have not been assigned a booth number, the message "Unassigned booths: #" will appear in red on the lower right of the Controller screen. If there are unassigned booths, look at each Verity Duo screen. If a Duo booth is not assigned, select an available booth number on the Verity Duo screen.
<b>Wrong base station</b>	This message will display if a Verity Controller tablet is reconnected to the base station belonging to a different device type, or to the wrong Verity Controller base station. Remove the Verity Controller tablet and reconnect/re-dock the tablet with the correct base station. See also: <b>Communication error.</b>

## Verity Touch Writer Duo/Duo Standalone

Error Message or Issue Found	Resolution
<i>Access code does not work (not applicable to Duo Standalone)</i>	<ol style="list-style-type: none"> <li>1. Confirm that the access code was entered correctly.</li> <li>2. If the access code does not work, check the access code status using Verity Controller. Issue a new code, if applicable.</li> </ol>
<i>Access controller does not work</i>	<p><b>NOTE:</b> <i>Verity Access is designed for use on voter screens only.</i></p> <ol style="list-style-type: none"> <li>1. Check that headphones are connected to the left port, and any other assistive devices are connected to the right port (<a href="#">page 41</a>).</li> <li>2. If the issue persists, test the Verity Access (<a href="#">page 41</a>).</li> <li>3. If the issue persists, restart the device (<a href="#">page 39</a>).</li> <li>4. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol>
<i>Battery not present</i>	<p>If the battery indicator on the screen shows a white battery with a red line through it, wait for all voters to finish voting, and then follow standard procedure to check/replace the battery (<a href="#">page 37</a>).</p>
<b>Battery power is running low</b>	<p>If a warning appears indicating that the battery power is low, connect the device to AC power to resume operation. If AC power is not available, check/replace the battery (<a href="#">page 37</a>).</p> <p><b>NOTE:</b> <i>If the battery is replaced without following the proper procedure, you must restart the device to clear this message.</i></p>
<b>Booth Number Assignment</b> <i>(when polls are open - not applicable to Duo Standalone)</i>	<p>If a Touch Writer Duo booth is not assigned before opening polls on Verity Controller, the Touch Writer Duo screen will remain on the Booth Number Assignment screen. Select an available booth number on the Touch Writer Duo screen to assign the booth.</p>

## Verity Touch Writer Duo, *continued*

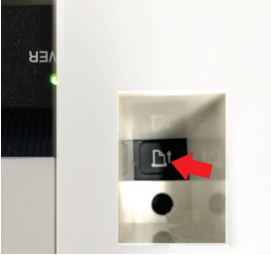
Error Message or Issue Found	Resolution
<b>Communication error</b>	This message will display if a Touch Writer Duo device tablet is reconnected to the base station belong to a different device type (e.g., Scan, etc.), or if a tablet from another device type is connected to a Touch Writer Duo base station. Remove the tablet and reconnect/re-dock the tablet with the correct base station. See also: <b>Wrong base station</b> .
<i>Device won't power on (black/dark screen)</i>	<p>If a Verity device has a sufficiently charged battery, the power button on the back of the unit should power on the device even without AC power. If the device screen is black/dark, and there is no response when pressing the power button, it is possible that both the battery is missing/discharged, and the AC power is not connected properly.</p> <ol style="list-style-type: none"> <li>1. Disconnect AC power from the wall or power strip and check/replace the device battery (<a href="#">page 37</a>). When done, check the power supply (<a href="#">page 36</a>), and then press the power button on the device.</li> <li>2. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol>
<i>Dirt/marks on ballot</i>	see <b>Print quality poor</b>
<i>Headphones do not work/no sound</i>	<ol style="list-style-type: none"> <li>1. Check the headphones (<a href="#">page 41</a>).</li> <li>2. If the issue persists, verify the device audio settings (<a href="#">page 42</a>).</li> <li>3. If the issue persists, test the Verity Access (<a href="#">page 41</a>).</li> <li>4. If the issue persists, restart the device (<a href="#">page 39</a>).</li> <li>5. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol>
<b>More than one sheet inserted</b>	Insert only one sheet of thermal paper at a time. To resolve the error, remove all sheets and insert one blank sheet.

**Verity Touch Writer Duo**, *continued*

<b>Error Message or Issue Found</b>	<b>Resolution</b>
<i>No AC power</i>	<ol style="list-style-type: none"> <li>1. If the power indicator on the bottom right of the screen shows a white plug with red line through it, wait for all voters to finish voting, and then check the power supply (<a href="#">page 36</a>) and restart the device (<a href="#">page 39</a>).</li> <li>2. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol> <p><i>see also</i> <b>Device won't power on (black/dark screen)</b></p>
<b>No Controller found</b> ( <i>not applicable to Duo Standalone</i> )	<p>This message displays on the Duo if it is unable to communicate to the Verity Controller. If the Controller is in the process of starting up/restarting, wait until that process has finished and then recheck the Duo screen. If the issue persists, check the following:</p> <ol style="list-style-type: none"> <li>1. Check the booth cable connection between the Duo and Controller; replace the booth cable if necessary.</li> <li>2. If the issue persists, restart the Duo (<a href="#">page 39</a>).</li> <li>3. If the issue persists, wait for all voters to finish voting, and then restart Verity Controller (<a href="#">page 39</a>) and reassign all booths.</li> <li>4. If the issue persists, replace the Duo device (<a href="#">page 50</a>).</li> </ol>



## Verity Touch Writer Duo, *continued*

Error Message or Issue Found	Resolution	
<p><i>Paper Jam/ballot stuck in printer</i></p>	<p>If there is a paper jam, select <b>To resolve, touch here</b>. Enter the Poll Worker code, select <b>Accept</b>.</p> <p>If there is a paper jam, you will be given the option to feed the paper forward or backward.</p> <p>If the ballot cannot be easily removed, and the on-screen eject feature is not available: Lift the cover of the Duo printer. To the right of the printer is a printer feed button. ►</p> <p>Press the button using a thin stylus (or pen with the ink cartridge removed) to eject the paper.</p>	
<p><i>Power issues</i></p>	<p>see <b>Device won't power on / No AC power</b></p>	
<p><i>Print quality poor</i></p>	<p>In case of streaks, dirt or marks on the printed vote record that appear to have come from the Duo ballot printer, cleaning kits are available from Hart. Duo printers should be cleaned prior to each election, however they may be cleaned at any time if needed. Do not attempt to open or take apart the Duo printer; follow the instructions included with the kits. There are two cleaning kits available, both of which may be used: The roller kit (1005775) removes debris from the rollers and paper path, which typically cause pale blotches on the printed sheet. The printhead kit (1005728) addresses dirt on the printhead, which typically causes vertical streaks on the printed sheet. If the Duo device must be removed from service, spoil the printed vote record following local procedure and issue a new voter access code if required.</p>	

Verity Touch Writer Duo, *continued*

Error Message or Issue Found	Resolution
<i>Printing reports after powering down</i>	<i>(Standalone only)</i> If a device was powered down before the necessary reports were printed, press the red power button on the back of device to power it back on and print reports.
<b>Report printer error</b> <i>(Standalone only)</i>	<p><b>NOTE:</b> <i>If the printer is printing a long string of numbers, see <b>Report printer has entered diagnostic mode</b>.</i></p> <p>If the printer is not printing:</p> <ol style="list-style-type: none"> <li>1. Check/make note of any screen message(s). If necessary, load/reload thermal paper. Ensure the printer door is closed when done and the printer indicator light is green.</li> <li>2. If report printer is still not functioning, wait for all voters to finish voting, and then restart the device (<b>page 39</b>).</li> </ol> <p><b>NOTE:</b> <i>When issuing access codes, you can select 'Touch here to preview the code' to view the access code on the screen; the access code may be written on a piece of paper for the voter.</i></p> <ol style="list-style-type: none"> <li>3. If necessary, replace the device (<b>page 50</b>).</li> </ol>
<i>Report printer has entered diagnostic mode</i>	<i>(Standalone only)</i> If a user holds down the printer feed button while powering up, the printer will enter diagnostic mode and cannot be used normally. If printing is attempted while in diagnostic mode, a long string of numbers will print. To reset the printer to normal mode, restart the device ( <b>page 39</b> ).
<i>Streaks on Ballot</i>	see <b>Print quality poor</b>
<b>System Alert</b>	<ol style="list-style-type: none"> <li>1. Make note of any information on the device screen. Press the power button to power off the device, and disconnect the power brick. Unlock and remove the tablet, replace the tablet in its cradle and lock it in place. Connect the power brick and ensure the green docking light is on. Press the power button to power on the device.</li> <li>2. If the issue persists, replace the device (<b>page 50</b>).</li> </ol>

<b>Error Message or Issue Found</b>	<b>Resolution</b>
<b>Tablet undocked/ removed during voting</b>	If a Touch Writer Duo tablet is removed during a voting session (i.e. while a ballot is loaded), the current ballot will automatically be spoiled.
<b>The barcode contains a precinct that is not valid for this polling place</b> <i>(Standalone only)</i>	This error may occur when using the AutoBallot barcode scanner, if the precinct on the poll book/poll pad label is not included in the polling place defined on the Verity device. Verify, using any device report, that the Verity Duo Standalone is programmed with the correct polling place, and then contact your elections office.
<b>The barcode format is invalid</b> <i>(Standalone only)</i>	This error may occur when using the AutoBallot barcode scanner, if the barcode label from the poll book/poll pad is incorrectly formatted, or cannot be read. Contact your elections office.
<b>Warning - paper removed</b>	Insert one sheet of thermal paper with the arrow facing up and pointed toward the Verity Touch Writer Duo device.
<b>Wrong base station</b>	This message will display if a Touch Writer Duo tablet is reconnected to the wrong Touch Writer Duo base station (booth). Remove the Touch Writer Duo tablet and reconnect/re-dock the tablet with the correct base station/booth. See also: <b>Communication error.</b>
<b>You inserted your sheet the wrong way</b>	Thermal paper must be inserted with the arrow facing up and pointed toward the Verity Touch Writer Duo device.

## Verity Scan

**NOTE:** In addition to the plain-language error messages displayed on the device screen, Verity Scan may also display a numeric error code in the bottom right of the screen. A list of these codes is found on page 51.

Error Message or Issue Found	Resolution
<i>Ballot will not scan</i>	In addition to the plain-language error messages displayed on the device screen, Verity Scan may also display a numeric error code in the bottom right of the screen. A list of these codes is found on page 51.
<i>Battery not present</i>	If the battery indicator on screen shows a white battery with a red line through it, follow standard procedure to check/replace the battery (page 37).
<b>Battery power is running low</b>	If a warning appears indicating that the battery power is low, connect the device to AC power to resume operation. If AC power is not available, check/replace the battery (page 37). <b>NOTE:</b> <i>If the battery is replaced without following the proper procedure, you must restart the device to clear this message.</i>
<i>'Calibrating...!' (Scan stuck on Calibrate screen)</i>	If the Scan device becomes stuck/locked on the "Calibrating..." screen, briefly unlock and then relock the tablet. This will exit the calibration menu. If an election is open, you will need to re-enter the Open Polls code. You may also then reattempt calibration.
<i>Closed polls too soon</i>	In most jurisdictions, once polls have been closed they cannot be reopened. In those jurisdictions, if polls have been closed too soon, replace the device (page 50). Follow local procedures to use the emergency ballot slot until a new device is available.

## Verity Scan, *continued*

Error Message or Issue Found	Resolution
<b>Communication error</b>	This message will display if a Scan device tablet is connected to a Touch Writer Duo base station, or if a tablet from a Verity Touch Writer Duo is connected to a Scan base station. Remove the tablet and reconnect/re-dock the tablet with the correct base station. See also: <b>Wrong base station</b> .
<i>Device won't power on (black/dark screen)</i>	<p>If a Verity device has a sufficiently charged battery, the power button on the back of the unit should power on the device even without AC power. If the device screen is black/dark, and there is no response when pressing the power button, it is possible that both the battery is missing/discharged, and the AC power is not connected properly.</p> <ol style="list-style-type: none"> <li>1. Disconnect AC power from the wall or power strip and check/replace the device battery (<a href="#">page 37</a>). When done, check the power supply (<a href="#">page 36</a>), and then press the power button on the device.</li> <li>2. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol>
<i>Error codes</i>	In addition to the plain-language error messages displayed on the device screen, Verity Scan may also display a numeric error code in the bottom right of the screen. A list of these codes is found on <a href="#">page 51</a> .
<b>Invalid vDrive</b>	If the vDrive is not present, or cannot be read, replace the device ( <a href="#">page 50</a> ).
<i>No AC power</i>	<ol style="list-style-type: none"> <li>1. If the power indicator on the bottom right of the screen shows white plug with a red line through it, check the power supply (<a href="#">page 36</a>) and restart the device (<a href="#">page 39</a>).</li> <li>2. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol> <p>see also <b>Device won't power on (black/dark screen)</b></p>

**Verity Scan**, *continued*

<b>Error Message or Issue Found</b>	<b>Resolution</b>
<b>No vDrive Found</b>	If the vDrive is not present, or cannot be read, replace the device ( <a href="#">page 50</a> ).
<i>Password does not work</i>	Confirm the correct password with the elections office and re-enter.
<i>Polling place (incorrect on device)</i>	Verify the polling place using any device report. If the polling place is incorrect, replace the device with a correctly configured device ( <a href="#">page 50</a> ).
<i>Power issues</i>	see <b>Device won't power on / No AC power</b>
<i>Precincts (incorrect on device)</i>	Verify the polling place using any device report. If the polling place is incorrect, replace the device with a correctly configured device ( <a href="#">page 50</a> ). If the polling place is correct but the precincts are not correctly programmed, contact the elections office.
<i>Printing reports after powering down</i>	If a device was inadvertently powered down before the necessary reports were printed, press the red power button on the back of device to power it back on and print reports.
<b>Report printer error</b>	<p><b>NOTE:</b> <i>If the printer is printing a long string of numbers, see <a href="#">Report printer has entered diagnostic mode</a>.</i></p> <p>If the printer is not printing:</p> <ol style="list-style-type: none"> <li>1. Check/make note of any screen message(s). If necessary, load/reload thermal paper. Ensure the printer door is closed when done and the printer indicator light is green.</li> <li>2. If the report printer is still not functioning, wait for all voters to finish voting, and then restart the device (<a href="#">page 39</a>).</li> <li>3. If necessary, replace the device (<a href="#">page 50</a>).</li> </ol>

## Verity Scan, continued

Error Message or Issue Found	Resolution
<i>Report printer has entered diagnostic mode</i>	If a user inadvertently holds down the printer feed button while powering up, the printer will enter diagnostic mode and cannot be used normally. If printing is attempted while in diagnostic mode, a long string of numbers will print. To reset the printer to normal operations mode, restart the Verity device ( <a href="#">page 39</a> ).
<b>System Alert</b>	<ol style="list-style-type: none"> <li>1. Make note of any information on the device screen. Press the power button to power off the device, and disconnect the power brick. Unlock and remove the tablet, and then replace the tablet in its cradle and lock it in place. Connect the power brick and ensure the green docking light is on. Press the power button to power on the device.</li> <li>2. If the issue persists, use emergency ballot slot and/or replace the device (<a href="#">page 50</a>).</li> </ol>
<b>Transmission Failed</b> <i>(Verity Scan with Relay only)</i>	<ol style="list-style-type: none"> <li>1. Select <b>Retry</b>, or if you are on the Polls Closed screen, select <b>Send Results</b>.</li> <li>2. If the issue persists, contact your elections office.</li> </ol>
<b>Wrong base station</b>	This message will display if a Verity Scan tablet is reconnected to the base station belonging to a different device type, or to the wrong Verity Scan base station. Remove the Verity Scan tablet and reconnect/re-dock the tablet with the correct base station. See also: <b>Communication error</b> .

**Verity Scan**, *continued*

<b>Error Message or Issue Found</b>	<b>Resolution</b>
<p><b>Your ballot did not scan; The machine could not read one of the barcodes</b></p>	<p>See also page <a href="#">51</a>.</p> <p>Check/note device message(s), if any; confirm the ballot has <i>not</i> been cast, reconciling the device ballot count against the poll book if necessary</p> <ol style="list-style-type: none"> <li>1. If the ballot is visible: DO NOT open the scanner cover; remove, flatten, and re-feed the ballot. If the ballot is not visible: following local procedure, open the back compartment door on ballot box and physically clear the jam. Flatten and re-feed the ballot.</li> <li>2. If the scanner will not accept ballots, use the emergency ballot slot and/or replace the device (<a href="#">page 50</a>).</li> </ol>
<p><b>Your ballot did not scan; The machine has a paper jam</b></p>	<p>See also page <a href="#">51</a>.</p> <ol style="list-style-type: none"> <li>1. DO NOT open the scanner cover; remove the ballot and confirm the ballot is not damaged, and then flatten and re-feed the ballot. (If the ballot is damaged, spoil the ballot and issue a new ballot following local procedure).</li> <li>2. If the scanner is still unable to scan ballots, remove the ballot and clean the scanner (<a href="#">page 43</a>).</li> <li>3. If the scanner jams repeatedly, use the emergency ballot slot and/or replace the device (<a href="#">page 50</a>).</li> </ol>



**Verity Scan**, *continued*

<b>Error Message or Issue Found</b>	<b>Resolution</b>
<b>Your ballot has jammed; Your ballot was counted</b>	<p>See also page <a href="#">51</a>.</p> <p>Check/note device message(s), if any; confirm the ballot has been cast, reconciling the device ballot count against the poll book if necessary.</p> <ol style="list-style-type: none"><li data-bbox="395 594 1116 846">1. If the ballot has been cast, and no ballot is visible at the scanner, open the scanner cover and check for any obstructions to the scanner feed path. Close the scanner cover and restart the device (<a href="#">page 39</a>). This should clear the scan path. If a ballot is ejected, remove the ballot and follow local procedures to open the back compartment door and manually place the ballot in the ballot box.</li><li data-bbox="395 862 1059 922">2. If the scanner is still unable to scan ballots, clean the scanner (<a href="#">page 43</a>).</li><li data-bbox="395 938 1107 998">3. If the scanner jams repeatedly, use the emergency ballot slot and/or replace the device (<a href="#">page 50</a>).</li></ol>

## Verity Touch Writer

Error Message or Issue Found	Resolution
<i>Access code does not work</i>	<ol style="list-style-type: none"> <li>1. Confirm the access code was entered correctly</li> <li>2. If the access code does not work, deactivate the access code/confirm code status. Issue a new code, if applicable.</li> </ol>
<i>Access controller does not work</i>	<p><b>NOTE:</b> <i>Verity Access is designed for use on voter screens only.</i></p> <ol style="list-style-type: none"> <li>1. Check that headphones are connected to the left port, and any other assistive devices are connected to the right port (<a href="#">page 41</a>).</li> <li>2. If the issue persists, test the Verity Access (<a href="#">page 41</a>).</li> <li>3. If the issue persists, restart the device (<a href="#">page 40</a>).</li> <li>4. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol>
<i>Battery not present</i>	<p>If the battery indicator on the screen shows a white battery with a red line through it, follow standard procedure to check/replace the battery (<a href="#">page 37</a>).</p>
<b>Battery power is running low</b>	<p>If a warning appears indicating that the battery power is low, connect the device to AC power to resume operation. If AC power is not available, check/replace the battery (<a href="#">page 37</a>).</p> <p><b>NOTE:</b> <i>If the battery is replaced without following the proper procedure, you must restart the device to clear this message.</i></p>
<i>Closed polls too soon</i>	<p>In most jurisdictions, once polls have been closed they cannot be reopened. In those jurisdictions, if polls have been closed too soon, replace the device (<a href="#">page 50</a>).</p>

## Verity Touch Writer, *continued*

Error Message or Issue Found	Resolution
<b>Communication error</b>	This message will display if a Touch Writer device tablet is connected to a Touch Writer Duo base station, or if a tablet from a Verity Touch Writer Duo is connected to a Touch Writer base station. Remove the tablet and reconnect/re-dock the tablet with the correct base station. See also: <b>Wrong base station</b> .
<i>Device won't power on (black/dark screen)</i>	<p>If a Verity device has a sufficiently charged battery, the power button on the back of the unit should power on the device even without AC power. If the device screen is black/dark, and there is no response when pressing the power button, it is possible that both the battery is missing/discharged, and the AC power is not connected properly.</p> <ol style="list-style-type: none"> <li>1. Disconnect AC power from the wall or power strip and check/replace the device battery (<a href="#">page 37</a>). When done, check the power supply (<a href="#">page 36</a>), and then press the power button on the device.</li> <li>2. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol>
<i>Headphones do not work/no sound</i>	<ol style="list-style-type: none"> <li>1. Check the headphones (<a href="#">page 41</a>).</li> <li>2. If the issue persists, verify the device audio settings (<a href="#">page 42</a>).</li> <li>3. If the issue persists, test the Verity Access (<a href="#">page 41</a>).</li> <li>4. If the issue persists, restart the device (<a href="#">page 40</a>).</li> <li>5. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol>
<b>Invalid vDrive</b>	If the vDrive is not present, or cannot be read, replace the device ( <a href="#">page 50</a> ).

Verity Touch Writer, *continued*

Error Message or Issue Found	Resolution
<i>No AC power</i>	<ol style="list-style-type: none"> <li data-bbox="491 444 1193 568">1. If the power indicator on the bottom right of the screen shows a white plug with red line through it, check the power supply (<a href="#">page 36</a>) and restart the device (<a href="#">page 40</a>).</li> <li data-bbox="491 581 1116 656">2. If the issue persists, replace the device (<a href="#">page 50</a>). <i>see also</i> <b>Device won't power on (black/dark screen)</b></li> </ol>
<b>No vDrive Found</b>	If the vDrive is not present, or cannot be read, replace the device ( <a href="#">page 50</a> ).
<i>Password does not work</i>	Confirm the correct password with the elections office and re-enter.
<i>Polling place (incorrect on device)</i>	Verify the polling place using any device report. If the polling place is incorrect, replace the device with a correctly configured device ( <a href="#">page 50</a> ).
<i>Power issues</i>	<i>see</i> <b>Device won't power on / No AC power</b>
<i>Precincts (incorrect on device)</i>	Verify the polling place using any device report. If the polling place is incorrect, replace the device with a correctly configured device ( <a href="#">page 50</a> ). If the polling place is correct but the precincts are not correctly programmed, contact the elections office.
<b>Printer error</b>	<i>see</i> <b>Resolve printer error</b>
<b>Printer missing/ not found</b>	<i>see</i> <b>Resolve printer error</b>

## Verity Touch Writer, *continued*

Error Message or Issue Found	Resolution
<i>Printing reports after powering down</i>	If a device was inadvertently powered down before the necessary reports were printed, press the red power button on the back of device to power it back on and print reports.
<b>Report printer error</b>	<p><b>NOTE:</b> <i>If the printer is printing a long string of numbers, see <b>Report printer has entered diagnostic mode</b>.</i></p> <p>If the printer is not printing:</p> <ol style="list-style-type: none"> <li><b>1.</b> Check/make note of any screen message(s). If necessary, load/reload thermal paper. Ensure the printer door is closed when done and the printer indicator light is green.</li> <li><b>2.</b> If the report printer is still not functioning, wait for all voters to finish voting, and then restart the device (<b>page 39</b>).</li> </ol> <p><b>NOTE:</b> <i>When issuing access codes, you can select 'Touch here to preview the code' to view the access code on the screen; the access code may be written on a piece of paper for the voter.</i></p> <ol style="list-style-type: none"> <li><b>3.</b> If necessary, replace the device (<b>page 50</b>).</li> </ol>
<i>Report printer has entered diagnostic mode</i>	If a user inadvertently holds down the printer feed button while powering up, the printer will enter diagnostic mode and cannot be used normally. If printing is attempted while in diagnostic mode, a long string of numbers will print. To reset the printer to normal operations mode, restart the Verity device ( <b>page 39</b> ).

Verity Touch Writer, *continued*

Error Message or Issue Found	Resolution
<p><b>Resolve printer error</b> <i>(error did NOT occur while attempting to print a ballot)</i></p>	<p>If the error occurred during startup (<b>Printer Missing/Not Found</b>), verify that the printer is powered on, and then unplug the printer cable from the back of the printer and plug it back in. Wait a moment for the printer to reconnect.</p> <p>If the error occurred after startup, prior to a voting session, or in the middle of a voting session (but not while printing):</p> <ol style="list-style-type: none"> <li>1. On the "Printer error" screen, select <b>To view details, touch here</b>. Enter the Poll Worker code, select <b>Accept</b>, and then resolve the printer error (<a href="#">page 44</a>). After resolving the error on the printer, the Touch Writer should return to the screen you were on before the error occurred.</li> <li>2. If resolving the error on the printer does not clear the error on the Touch Writer, restart the Touch Writer (<a href="#">page 40</a>).</li> <li>3. If the issue persists, replace the printer (<a href="#">page 50</a>).</li> </ol>
<p><b>Resolve printer error</b> <i>(error occurred while attempting to print a ballot)</i></p>	<ol style="list-style-type: none"> <li>1. On the "Your ballot did not print" screen, select <b>To resolve, touch here</b>. Enter the Poll Worker code, select <b>Accept</b>, and then resolve the printer error (<a href="#">page 44</a>). After resolving the error on the printer, the ballot should print (please be patient). Once the ballot has printed, on the Touch Writer, select <b>The ballot printed correctly</b>.</li> <li>2. If after resolving the issue on the printer the ballot has not been printed, select <b>Reprint Ballot</b> on the Verity Touch Writer screen (this option will only be available once the error on the printer has been corrected).</li> <li>3. If after resolving the issue, the ballot has not been printed, and the Reprint Ballot option is not available on the Touch Writer screen, select <b>Spoil Ballot</b> on the Touch Writer screen. Restart the Touch Writer (<a href="#">page 40</a>), and issue a new access code on the Touch Writer.</li> </ol>

## Verity Touch Writer, *continued*

Error Message or Issue Found	Resolution
<b>System Alert</b>	<ol style="list-style-type: none"> <li>1. Make note of any information on the device screen. Press the power button to power off the device, and disconnect the power brick. Unlock and remove the tablet, and then replace the tablet in its cradle and lock it in place. Connect the power brick and ensure the green docking light is on. Press the power button to power on the device.</li> <li>2. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol>
<b>Wrong base station</b>	<p>This message will display if a Verity Touch Writer tablet is reconnected to the base station belonging to a different device type, or to the wrong Verity Touch Writer base station. Remove the Verity Touch Writer tablet and reconnect/re-dock the tablet with the correct base station. See also: <b>Communication error</b>.</p>
<b>Your ballot did not print</b>	<p>see <b>Resolve printer error</b> (<i>error occurred while attempting to print a ballot</i>)</p>

## Verity Print

Error Message or Issue Found	Resolution
<i>Battery not present</i>	If the battery indicator on the screen shows a white battery with a red line through it, follow standard procedure to check/replace the battery ( <a href="#">page 37</a> ).
<b>Battery power is running low</b>	If a warning appears indicating that the battery power is low, connect the device to AC power to resume operation. If AC power is not available, check/replace the battery ( <a href="#">page 37</a> ). <b>NOTE:</b> <i>If the battery is replaced without following the proper procedure, you must restart the device to clear this message.</i>
<b>Communication error</b>	This message will display if a Print device tablet is connected to a Touch Writer Duo base station, or if a tablet from a Verity Touch Writer Duo is connected to a Print base station. Remove the tablet and reconnect/re-dock the tablet with the correct base station. See also: <b>Wrong base station</b> .
<i>Device won't power on (black/dark screen)</i>	If a Verity device has a sufficiently charged battery, the power button on the back of the unit should power on the device even without AC power. If the device screen is black/dark, and there is no response when pressing the power button, it is possible that both the battery is missing/discharged, and the AC power is not connected properly. <ol style="list-style-type: none"><li>1. Disconnect AC power from the wall or power strip and check/replace the device battery (<a href="#">page 37</a>). When done, check the power supply (<a href="#">page 36</a>), and then press the power button on the device.</li><li>2. If the issue persists, replace the device (<a href="#">page 50</a>).</li></ol>
<b>Invalid vDrive</b>	If the vDrive is not present, or cannot be read, replace the device ( <a href="#">page 50</a> ).



## Verity Print, *continued*

Error Message or Issue Found	Resolution
<i>No AC power</i>	<ol style="list-style-type: none"> <li data-bbox="393 443 1096 565">1. If the power indicator on the bottom right of the screen shows a white plug with red line through it, check the power supply (<a href="#">page 36</a>) and restart the device (<a href="#">page 40</a>).</li> <li data-bbox="393 581 897 610">2. If the issue persists, replace the device.</li> </ol> <p data-bbox="393 626 1029 656"><i>see also</i> <b>Device won't power on (black/dark screen)</b></p>
<b>No vDrive Found</b>	If the vDrive is not present, or cannot be read, replace the device ( <a href="#">page 50</a> ).
<i>Password does not work</i>	Confirm the correct password with the elections office and re-enter.
<i>Polling place (incorrect on device)</i>	Verify the polling place using any device report. If the polling place is incorrect, replace the device with a correctly configured device ( <a href="#">page 50</a> ).
<i>Power issues</i>	<i>see</i> <b>Device won't power on / No AC power</b>
<i>Precincts (incorrect on device)</i>	Verify the polling place using any device report. If the polling place is incorrect, replace the device with a correctly configured device ( <a href="#">page 50</a> ). If the polling place is correct but the precincts are not correctly programmed, contact the elections office.
<b>Printer error</b>	<i>see</i> <b>Resolve printer error</b>
<b>Printer Missing/ Not Found</b>	<i>see</i> <b>Resolve printer error</b>
<i>Printing reports after powering down</i>	If a device was inadvertently powered down before the necessary reports were printed, press the red power button on the back of device to power it back on and print reports.

**Verity Print**, *continued*

<b>Error Message or Issue Found</b>	<b>Resolution</b>
<b>Report printer error</b>	<p><b>NOTE:</b> <i>If the printer is printing a long string of numbers, see <b>Report printer has entered diagnostic mode</b>.</i></p> <p>If the printer is not printing:</p> <ol style="list-style-type: none"> <li>1. Check/make note of any screen message(s). If necessary, load/reload thermal paper. Ensure the printer door is closed when done and the printer indicator light is green.</li> <li>2. If the report printer is still not functioning, restart the device (<b>page 39</b>).</li> <li>3. If necessary, replace the device (<b>page 50</b>).</li> </ol>
<i>Report printer has entered diagnostic mode</i>	<p>If a user inadvertently holds down the printer feed button while powering up, the printer will enter diagnostic mode and cannot be used normally. If printing is attempted while in diagnostic mode, a long string of numbers will print. To reset the printer to normal operations mode, restart the Verity device (<b>page 39</b>).</p>
<b>Resolve printer error</b> <i>(error did NOT occur while attempting to print a ballot)</i>	<p>If the error occurred during startup (<b>Printer Missing/Not Found</b>), verify that the printer is powered on, then unplug the USB cable from the back of the printer, and plug it back in. Wait a moment for the printer to reconnect.</p> <p>If the error occurred after startup, but <i>not</i> while attempting to print a ballot (for instance, the error occurred prior to attempting to issue ballots):</p> <ol style="list-style-type: none"> <li>1. Resolve the printer error (<b>page 44</b>). After resolving the error on the printer, the Verity Print should return to the screen you were on before the error occurred.</li> <li>2. If resolving the error on the printer does not clear the error on the Verity Print, restart the Verity Print (<b>page 40</b>).</li> <li>3. If the issue persists, replace the printer.</li> </ol>

## Verity Print, *continued*

Error Message or Issue Found	Resolution
<p><b>Resolve printer error</b> <i>(error occurred while attempting to print a ballot)</i></p>	<ol style="list-style-type: none"> <li>1. Resolve the printer error (<a href="#">page 44</a>). The printer should automatically print the ballot(s) (please be patient).</li> <li>2. If after resolving the error on the printer, the printer does not print a usable ballot automatically, you may need to start the print process over (on the “Ready to issue ballots” screen, select <b>Issue a ballot</b>).</li> <li>3. If the issue persists, restart the Verity Print (<a href="#">page 40</a>).</li> </ol>
<p><b>System Alert</b></p>	<ol style="list-style-type: none"> <li>1. Make note of any information on the device screen. Press the power button to power off the device, and disconnect the power brick. Unlock and remove the tablet, replace the tablet in its cradle, and lock it in place. Connect the power brick and ensure the green docking light is on. Press the power button to power on the device.</li> <li>2. If the issue persists, replace the device (<a href="#">page 50</a>).</li> </ol>
<p><b>The barcode contains a precinct that is not valid for this polling place</b></p>	<p>This error may occur when using the AutoBallot barcode scanner, if the precinct on the poll book/poll pad label is not included in the polling place defined on the Verity device. Verify, using any device report, that the Verity Print is programmed with the correct polling place, and then contact your elections office.</p>
<p><b>The barcode format is invalid</b></p>	<p>This error may occur when using the AutoBallot barcode scanner, if the barcode label from the poll book/poll pad is incorrectly formatted, or cannot be read. Contact your elections office.</p>
<p><b>Wrong base station</b></p>	<p>This message will display if a Verity Print tablet is reconnected to the base station belonging to a different device type, or to the wrong Verity Print base station. Remove the Verity Print tablet and reconnect/re-dock the tablet with the correct base station. See also: <b>Communication error</b>.</p>

# procedure reference

## checking power supply

- 1 Verify the AC power cord is plugged in to the back of the device.



- 2 Verify the power cord and power brick are plugged in securely.



- 3 If you are using a power strip (or UPS), verify the plug coming from the power brick is plugged into the power strip/UPS, and the power strip/UPS is switched on and in working order.

- 4 Verify the power cord/power strip/extension cord is plugged into a working, 3-prong wall outlet.



- 5 After checking connections, press the *red* power button on the back of the device to power on the device.



## checking/replacing the battery

**1** Make certain all voters using the device have finished voting. If restarting Scan, make sure voters have access to the emergency ballot slot.

**2** Press the *red* power button on the back of the device, and then wait until the device shuts down completely (black screen).



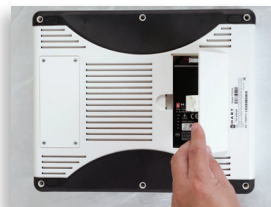
**3** Unplug the AC power cord from the wall/power strip.



**4** Unlock the device tablet (A) and remove it from its cradle (B).



**5** Open the battery door on the back of the tablet and confirm that the battery is present.



*continued on following page*

**checking/replacing the battery, *continued***

- 6** Check that the battery is connected properly. The tab on the connector coming from the battery must snap over the tab on the wire coming from the tablet.



- 7** Check the battery charge by pressing on the test button on the bottom left of the front of the battery. If necessary, replace the battery with a fully charged one.



- 8** Close the battery compartment, re-seat the tablet, tilt it back, and lock the tablet in place.



- 9** Plug the AC power cord back into the wall/power strip.



- 10** Press the *red* power button on the back of the device to power it on.



## restarting a device *(Controller, Duo, Duo standalone, Scan)*

**1** Make certain all voters using the device have finished voting (including *all* attached Duo devices if restarting Controller). If restarting Scan, make sure voters have access to the emergency ballot slot.

**2** Press the *red* power button on the back of the device, and then wait until the device shuts down completely (black screen).



**3** Wait 15-30 seconds.

**4** Press the *red* power button on the back of the device again to power the device on.



**5** When the device has finished restarting, follow the prompts on the device screen.

## restarting a device (*Touch Writer, Print*)

**1** Make certain all voters using the device have finished voting.

**2** Press the *red* power button on the back of the device, and then wait until the device shuts down completely (black screen).



**3** Disconnect the ballot printer cable from the back of the Verity Touch Writer/Print. For Verity Print with AutoBallot, disconnect the barcode reader from the Verity Print.



**4** Wait 15-30 seconds. Reconnect the ballot printer cable to the back of the Verity Touch Writer/Print.

**5** Press the *red* power button on the back of the device again to power the device on.



**6** (*Verity Print with AutoBallot*) When the screen displays **Enter Poll Worker Code**, reconnect the barcode reader.





## checking headphones

- 1 Check that the headphones are connected to the proper (left) port on the Verity Access, and that the connection is secure.



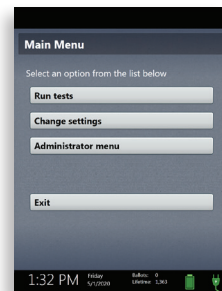
- 2 If your headphones have a built-in volume switch, verify that the switch is turned up.

## testing Verity Access

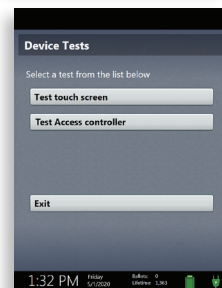
- 1 Verify headphones (left port) and/or tactile switches/assistive devices (right port) are plugged into the correct ports on the Access controller. On Touch Writer Duo, verify that the Access device is plugged in to the back of the device.



- 2 Press the poll worker button and enter the Poll Worker code to access the main menu. From the main menu, select **Run tests**.

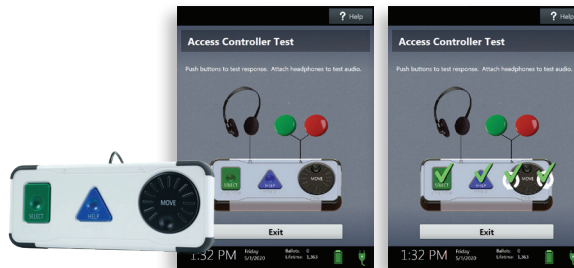


- 3 Select **Test Access controller**.



### testing Verity Access, *continued*

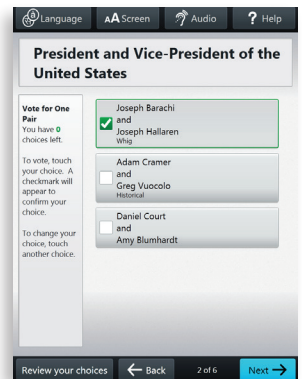
- 4** On the Access controller, press each button once to test the response. To test the Move wheel, turn the wheel to the left and then to the right. On the screen, testing success is indicated by a green check mark appearing over each button.



- 5** Repeat step 4 using headphones and/or tactile switches to test their function (note that these must be connected *before* beginning testing).
- 6** Select **Exit** when done.

### verifying device audio settings

- 1** On the top center right of the Verity device screen, select **Audio**. ▶



- 2** Verify the device audio settings. Select **Volume** to check the volume settings.

## cleaning the Verity Scan scanner

**1** Make certain all voters using the device have finished. Make sure voters have access to the emergency ballot slot.

**2** Press the *red* power button on the back of the Verity Scan to power it off.



**3** Unplug the AC power cord from the back of the Verity Scan.



**4** Gently lift the scanner door. Dab a small amount of 50% isopropyl alcohol onto a lint-free cloth and apply to the upper and lower glass plates.

- Do not pour or spray liquids on the scanner.
- Do not use compressed air to remove dust.



**5** When finished, plug in AC power, press the *red* power button, and follow on-screen prompts to resume using the device.

## resolving ballot printer errors *(Touch Writer, Print)*

On the “Resolve printer error” screen, note the error type and any instructions provided, and then resolve the issue on the printer. Resolution steps for specific error types are included on the following pages.

**COMMUNICATION FAILURE:** Communication problems can be caused by several factors; check the following:

- Check that the printer is powered on. If not, press the power switch on the side of the printer.
- Check that the printer is on-line. If not, press the Online button on the printer.
- Unplug the printer cable from the back of the printer, then plug it back in.
- Note that it may take some time for the Verity device to recognize the printer after correcting the communication issue. If, after attempting the above, and the error does not resolve (communication problems persist), restart the Verity Touch Writer/Print following the steps given on [page 40](#).

**COVER OPENED:** Close the printer cover.

**OUT OF PAPER:** Load paper in the printer. If you are using the Manual Paper Tray:

- 1) Ensure a few sheets of LTR paper are loaded in Tray 1 (the main paper drawer)
- 2) If you are using the OKI 431 printer, ensure the blue tray release button in the Manual Paper Tray is engaged.



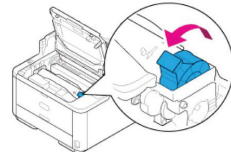
**PAPER JAM:** Follow the instructions on the printer screen to clear the jam. Paper jams may occur in the rear cover, top cover, MP Tray, and/or Tray 1.

## resolving ballot printer errors, *continued*

**TONER LOW/EMPTY:** Replace the toner cartridge:

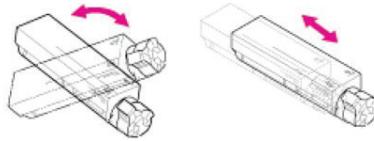
- 1) Press the round cover open button on the top of the printer and open the top cover.
- 2) Rotate the blue lever of the toner cartridge in the direction of the UNLOCKED position until it stops.

**IMPORTANT: Ensure the cartridge lever is firmly in the UNLOCKED position before attempting to remove the cartridge. Failure to do so can result in toner spillage.**

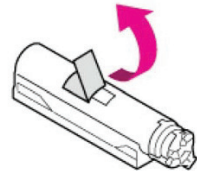


- 3) Remove the toner cartridge by lifting it gently. Dispose of the used cartridge in the black bag provided with the new cartridge.
- 4) Shake the new cartridge several times vertically and horizontally.

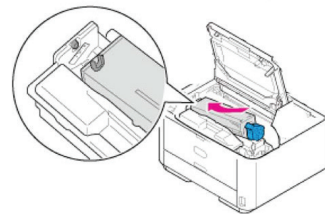
**IMPORTANT: Ensure the cartridge lever is firmly in the UNLOCKED position before shaking the cartridge. Failure to do so can result in toner spillage.**



- 5) Holding the new cartridge level, gently remove the protective tape.



- 6) Insert the left end of the toner cartridge while aligning the left end with the pin on the top of the image drum, and then insert the right end.

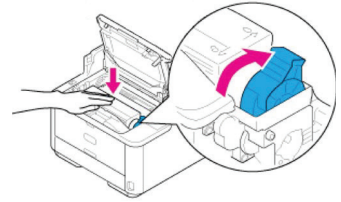


*continued on following page*

**resolving ballot printer errors, *continued***

- 7) Rotate the blue lever of the toner cartridge in the direction of the LOCKED position until it stops.

**IMPORTANT:** Ensure that the cartridge lever remains in the UNLOCKED position until the cartridge is fully seated in the printer, and then move the lever to the LOCKED position. Failure to do so can result in toner spillage. If the toner cartridge is not securely attached, printing quality may deteriorate.



- 8) Close the top cover.

**WRONG PAPER SIZE:** Load the correct paper size; if necessary you may need to configure the printer tray for the correct paper size. If a printer attached to a Verity Touch Writer or Print is not configured correctly for the current election's ballot size, an error will occur. If the error is not handled correctly, the ballot may be lost and/or the device's ballot count may appear to be incorrect. Follow the steps relevant to your printer type and accessories to properly resolve the error and print the ballot.

- OKI b431 - page [47](#)
- OKI b432 without Tray Extension Kit - page [48](#)
- OKI b432 with Tray Extension Kit - page [49](#)

## resolving ballot printer errors, *continued*

### resolving wrong paper size error - OKI b431 printer















#### 1) Identify the error:

- The printer displays the error [PAPER SIZE ERROR], and an incomplete or incorrect ballot may have printed.
- The Verity Touch Writer displays the Wrong Paper Size error.

**IMPORTANT: Do NOT press CANCEL on the printer's operator panel, or the marked ballot will be lost and the ballot will need to be reissued. This may also cause an incorrect the ballot count on the Verity device.**

#### 2) Load the correct paper size in Tray 1 or in the Manual Paper Tray.

#### 3) If the ballot does not print correctly, and/or to prevent the issue from occurring again, verify the tray settings:







- a) With the printer displaying {ONLINE}, load the correct size of paper stock in the appropriate paper tray (Tray 1 or the MP Tray). If loading Tray 1, replace the tray when done.
- b) Press  (OK), then press  (UP) 3 times to get to the Media Menu
- c) To verify the Tray 1 settings: Press  (OK). The Tray 1 paper size is displayed. To change the size, press  (OK) again and the size with flash. Press the  (UP) or  (DOWN) arrows to navigate to the correct size (LETTER or LEGAL14, for example). Press  (BACK) 2 times.
- d) To verify the MPT settings: Press  (OK), then press  (UP) three times. The MPT paper size is displayed (for 17" or 20" ballots, it should read CUSTOM). To change the size, press  (OK) again and the size will flash. Use the up and down arrows to navigate to the correct size (CUSTOM). Press  (BACK), then press  (UP) 5 times to display the Y DIMENSION. Press  (OK) and the size will flash. Press UP repeatedly until the dimension reads 17.0. Press  (BACK) 3 times.

## resolving ballot printer errors, *continued*

### resolving wrong paper size error (OKI b432, NO Tray Extension Kit)

OKI b432 printers may be used with or without a Tray Extension Kit to allow printing of all paper sizes from Tray 1. If your jurisdiction does NOT use this kit, see below. If your jurisdiction does use this kit, see the following page.

- 1) Identify the error:
  - The printer displays the error [MP TRAY SIZE MISMATCH] or [TRAY 1 PAPER SIZE MISMATCH], and an incomplete or incorrect ballot may have printed.
  - The Verity Touch Writer displays the Wrong Paper Size error.

**IMPORTANT: Do NOT press  (CANCEL) on the printer's operator panel, or the marked ballot will be lost and the ballot will need to be reissued. This may also cause an incorrect the ballot count on Verity device.**
- 2) While the paper size error is displayed on the Touch Writer screen, open the MP Tray on the front of the printer and load enough of the correct size ballot stock to complete one ballot.
- 3) Press the  (ONLINE) button on the printer to continue printing. The ballot will print from the MP Tray.
- 4) Reconfigure the printer trays to avoid the issue for future ballots:
  - a) With the printer displaying {READY TO PRINT}, load the correct size of paper stock in the appropriate paper tray (Tray 1 for LTR/LGL, MP Tray for larger sizes). If loading Tray 1, replace the tray when done.
  - b) The printer screen displays the current paper size configuration for the tray. Press  (OK) and the current paper size will flash.
  - c) Press the  (UP) or  (DOWN) arrows on the operator panel until the CORRECT paper size is displayed, and then press  (OK).




## resolving ballot printer errors, *continued*



### resolving wrong paper size error (OKI b432 with Tray Extension Kit)

For information about configuring printers with the Tray Extension Kit, see also the Kit Installation document (6675-011). After installation, the paper tray must be set for the type of paper that will be used (8.5" x 17" or 8.5" x 20"). If using 8.5" x 11" or 8.5" x 14" paper, no settings need to be changed. However, to print on 8.5" x 11" paper, you must remove the extender components and reinstall the stock components.

#### 1) Identify the error:

- The printer displays the error [TRAY 1 PAPER SIZE MISMATCH], and an incomplete or incorrect ballot may have printed.
- The Verity Touch Writer displays the Wrong Paper Size error.

**IMPORTANT: Do NOT press  (CANCEL) on the printer's operator panel, or the marked ballot will be lost and the ballot will need to be reissued. This may also cause an incorrect the ballot count on Verity device.**

- 2) On the printer, press the down arrow () on the control panel until MENUS is visible, and then press OK.
- 3) Press the down arrow () until TRAY CONFIG is visible, and then press OK.
- 4) Press the down arrow until TRAY1 CONFIG is visible, and then press OK.
- 5) With PAPERSIZE visible, press OK - the paper size will flash.
- 6) Use the down arrow to change the paper size to CUSTOM, and then press OK.
- 7) Press the down arrow until Y DIMENSION is displayed, and then press OK – the dimension will flash.
- 8) Use the down arrow to change the paper size to either 17.0 or 20.0 inches.

## replacing a device

In some cases, replacing a device may be the most efficient way to ensure voters' timely access to a working voting device, provided that a spare device is available to replace the one being taken out of service. **It is of utmost importance to follow local procedures and rules regarding chain of custody and the replacement of equipment at the polling place.**

- 1** Record the serial number for the device you are replacing on an Out of Service tag and affix the tag to the device. Log a full description of the problem on the Equipment Chain of Custody form or equivalent.
- 2** Predefine spare devices for the correct polling place before they are deployed (see the *Verity Support Procedures Guide* for instructions).
- 3** Follow local procedures when creating/reading recovery vDrives, and/or retrieving vote and audit data from replaced or replacement equipment. If a device must be replaced due to a System Alert failure, you can create a recovery vDrive and/or export temporary device logs from the device. Consult the *Verity Support Procedures Guide* for details.
- 4** If a piece of equipment requires repair at Hart, see instructions for creating a Return Materials Authorization in the *Verity Support Procedures Guide*, or call Hart Support at 1-866 ASK HART for instructions.

## replacing Verity Controller

When replacing a Verity Controller device, ensure no voter is using a connected Verity Duo device.

## Verity Scan error codes

In addition to the plain-language error messages displayed on the device screen, Verity Scan may also display a numeric error code in the bottom right of the screen. These error codes are intended to assist troubleshooters with diagnosing the nature of issues that may occur when the device attempts to read an inserted ballot or printed vote record. A list of the potential error codes, their description, and the corresponding tag in the device Audit Log are listed below.

Error Code	Description	Audit Log Tag
1	Barcode not found	BarcodeDecodeError
2	Problem reading one or more barcodes	PageDecodeError
3	Problem reading one or more option boxes	OptionLocationError
4	Error processing barcode data	ProcessingError
5	Paper Jam	PaperJam
6	Ballot polling place does not match device	PollingPlaceError
7	Scanner hardware error	ScanningError
8	Ballot election does not match device	WrongElectionError
9	Ballot type does not match device/vDrive (Test ballot)	TestBallotError
10	Ballot type does not match device/vDrive (Official ballot)	OfficialBallotError
11	Ballot serial number has been previously scanned	DuplicateBallotError
12	Multiple sheets scanned simultaneously	MultiSheetError
13	Ballot election version does not match device/vDrive	BallotCompatibilityError
14	Ballot is a provisional ballot	ProvisionalBallotError
15	(Duo PVRs) Ballot sheet inserted is not a printed vote record	WrongSheetType
16	(Duo PVRs) Unable to read ballot QR code	UnableToDeserialize
17	(Duo PVRs) Sheet size does not match device/vDrive	WrongSheetSize
18	(Duo PVRs) Error processing the PVR; view device log for details	PvrProcessingError
19	(Duo PVRs) Multiple QR codes found	MultipleQrCodeFound

# Hart Support

NOTE: the following contact information is for use by election officials and staff only; poll workers should not be encouraged to call the Hart CSC Help Desk directly.

## **Hart Customer Support Center (Help Desk)**

**1.866.ASK HART**



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