



# ExpressVote<sup>®</sup> Universal Voting System

EVS 6.3.0.0  
Firmware 4.2.1.0

*Poll Worker Guide*



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# Poll Worker Learning Plan

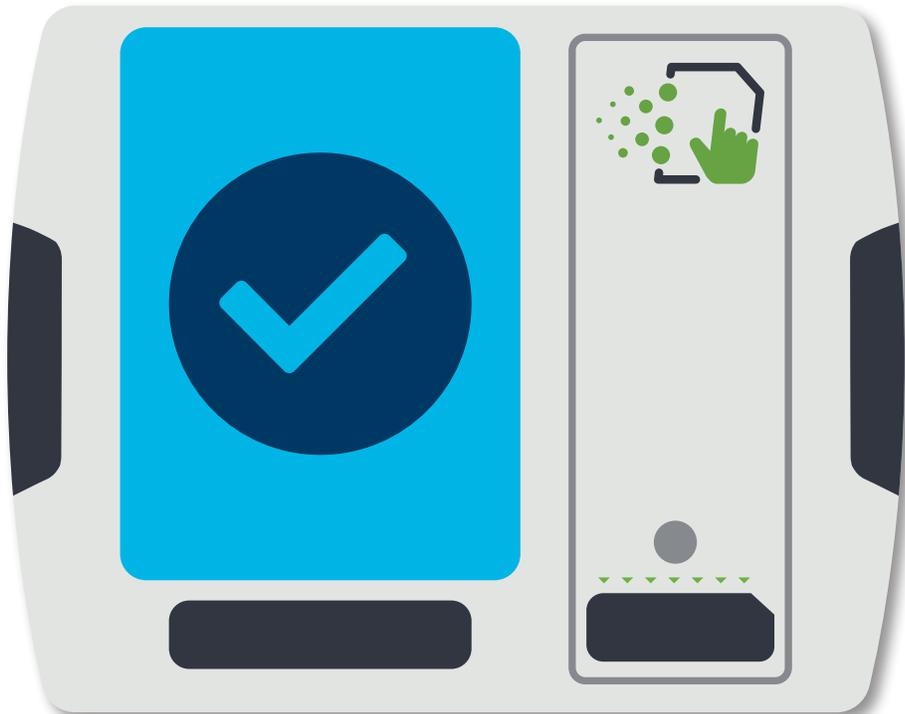
## Learning Objectives

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

- Set up the ExpressVote
- Assist voters in using the ExpressVote
- Power down & store the ExpressVote
- Troubleshoot the ExpressVote

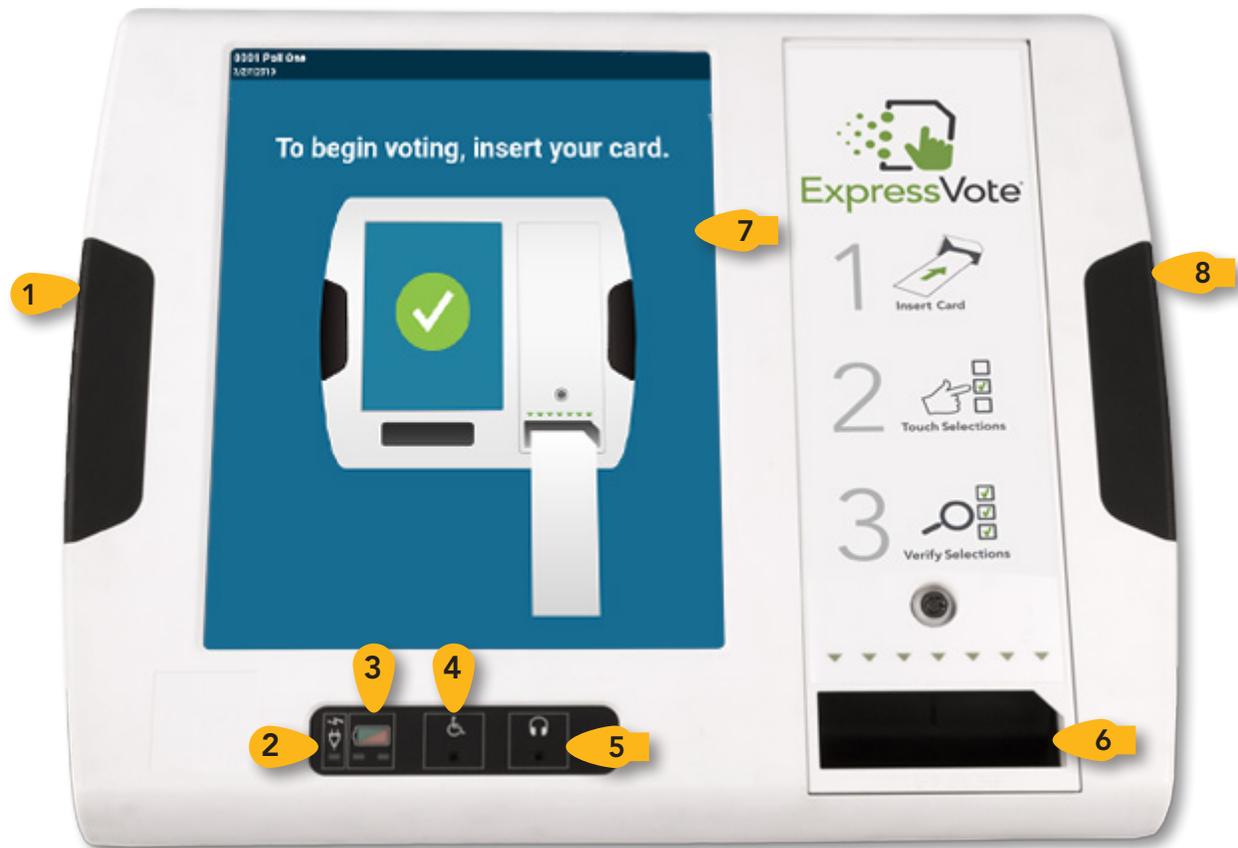
## Agenda

- Understanding the ExpressVote
- Setting Up the ExpressVote
- Using the ExpressVote for Voting
- Troubleshooting the ExpressVote
- Applying what you have learned



# ExpressVote® Universal Voting System

## Product Overview & ExpressVote Components

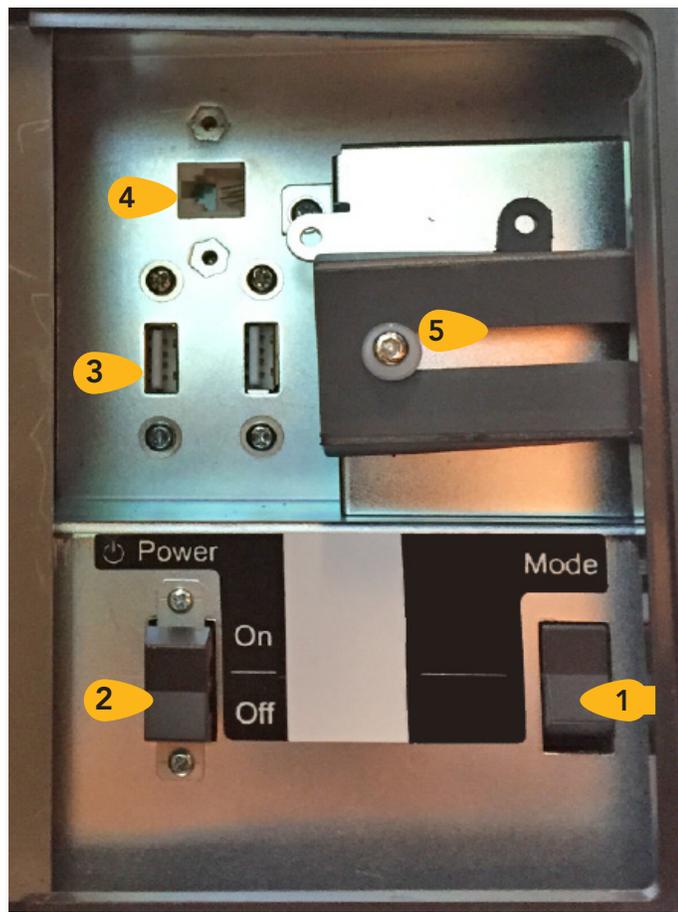


The ExpressVote Universal Voting System as a Ballot Marking Device is designed to capture and mark voting cards for all voters. The ExpressVote concept reduces voting time, enhances the voting experience, and provides voting access for those who require it.

### ExpressVote Components

- 1 Access compartment
- 2 Power source indicator
- 3 Battery status indicator
- 4 Accessibility device port
- 5 Headphone jack
- 6 Paper ballot feed
- 7 Touch screen
- 8 Paper Path Access Compartment

## Access Compartment Components



1 Mode switch

4 Audio-tactile keypad jack

2 Power switch

5 Sliding protective USB port cover

3 USB ports

# Vote Session Initiation and Controls

## Powering Up and Initiating a Vote Session

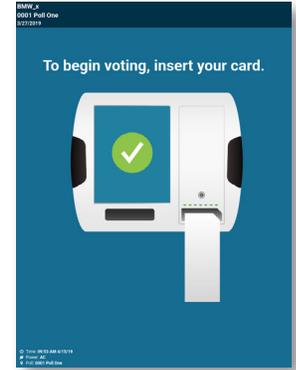
To begin, plug the ExpressVote into AC power. Next, unlock and open the **Access Compartment** on the left side of the ExpressVote. Within the Access Compartment, flip the Power Switch to the **On** position. Ensure the Mode Switch is set to the **Voter** position. Close and lock the Access Compartment.

To initiate a vote session, insert an unmarked ExpressVote card into the Activation Card Slot. If multiple languages are available, select the appropriate language.

On the Precinct Search screen, touch **Search** to view a list of all available precincts. Touch the correct precinct. Once selections are made, touch **Activate** to initiate the voting session.

If using a pre-printed activation card, scan the barcode using the QR scanner on the front of the kiosk. The correct ballot will display for the voter.

More information: *ExpressVote Operator's Guide*, p. 119



Button	Description
<b>Text Size</b>	Allows voter to choose large or small text size.
<b>Contrast</b>	Changes display to white text on black background.
<b>Language</b>	Enables the voter to select a preferred language.
<b>Help</b>	Enables the voter to display the Help screen.
<b>Quit</b>	Enables a poll worker to quit the voting session.
<b>Previous</b>	Returns to the previous screen.
<b>Next</b>	Enters selection and opens the next screen.

## Touch Screen Controls

When using the touch screen to complete a vote session, voters can use both the Title Bar (top of screen) and the Navigation Bar (bottom of screen).

The Title Bar contains buttons allowing voters to adjust the appearance of the screen, including the text size and contrast.

The Navigation Bar contains the controls to move between different screens of the ballot.

Refer to the table on the left for complete descriptions of each touch screen control.

More information: *ExpressVote Operator's Guide*, p. 39



## Audio-Tactile Keypad Controls

Button	Description
<b>Up Arrow</b>	Moves the cursor up the screen menu.
<b>Back Arrow</b>	Moves to the previous screen.
<b>Select</b>	Selects the voter's contest choices.
<b>Forward Arrow</b>	Advances to next screen.
<b>Down Arrow</b>	Opens screen with voting instructions.
<b>Home</b>	Opens screen with voting instructions.
<b>Pause</b>	Stops the audio message momentarily.
<b>Screen</b>	Darkens the monitor for privacy viewing.
<b>Repeat</b>	Repeats the last spoken phrase of audio.
<b>Tempo</b>	Adjusts the audio speed.
<b>Volume</b>	Adjusts the audio level.

More information: *ExpressVote Operator's Guide*, p. 61

# Voting on the ExpressVote



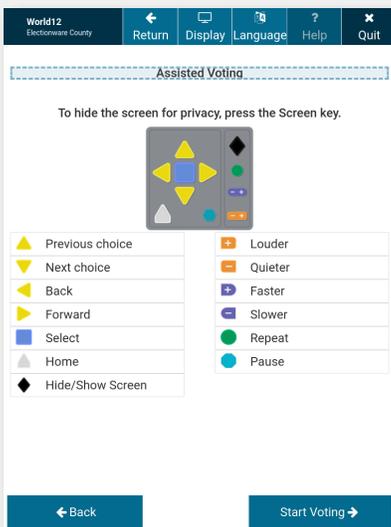
## Vote Using Touch Screen

On the voting screens, touch the candidate or other contest choice to select. If there are more candidates than will fit on the screen, press the yellow **More** bar at the bottom of the screen to see remaining candidates.

To navigate between contests, touch the **Next** or **Previous** buttons in the Navigation Bar.

For contests allowing write-in votes, touch the **Write-in** option and use the on-screen keyboard to enter your write-in name. Touch **Accept**.

*More information: ExpressVote Operator's Guide, p. 133*



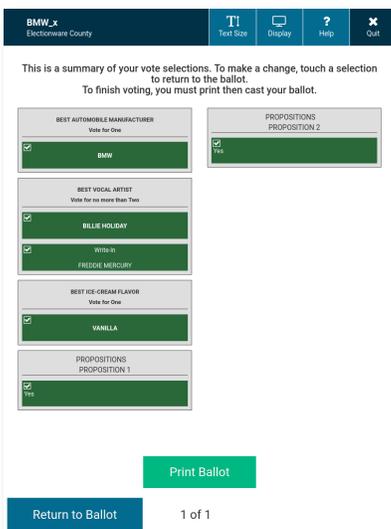
## Vote Using Audio-Tactile Keypad

If you are using the ExpressVote for an accessible voting session, make sure the headphones are plugged into the Headphone Jack.

Use the controls on the Audio-Tactile Keypad to navigate the ballot, as instructed on page 8.

For contests allowing write-in votes, the letters will be read in alphabetical order on the ballot audio as you select letters for your write-in.

*More information: ExpressVote Operator's Guide, p. 61*  
*For instructions on using the rocker switch or sip-and-puff devices, please see Appendix B.*



## Editing Vote Selections & Printing a Ballot

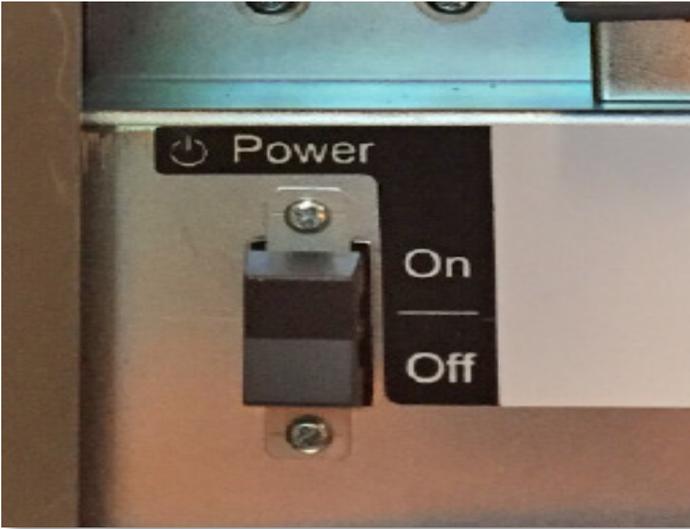
Once all selections have been entered, the Verify Selections screen will display a summary of your ballot selections.

If needed, touch the contest for which you wish to make changes. Make the desired changes, and return to the Verify Selections screen.

When done verifying selections, the Print Card screen displays. Touch **Print Ballot** to print the completed ballot onto the activation card.

*More information: ExpressVote Operator's Guide, p. 137*

# Powering Down the ExpressVote



## Powering Down & Storing the ExpressVote

Using the barrel key, open the Access Compartment and set the Power Switch to **Off**. Remove the Election Definition media. Lock the Access Compartment door and remove the key.

Ensure all doors on the machine are locked.

Unplug the headphones and power cord from the ExpressVote system. Store according to the jurisdictional instructions.

*More information: ExpressVote Operator's Guide, p. 28*



# ExpressVote

# Appendix A: Troubleshooting

## Jammed Ballot Card

**PROBLEM:** The card is jammed inside the ExpressVote equipment.

**CAUSE:** Although causes vary, the most typical reasons for card jams are:

- The card was inserted incorrectly, or
- The ExpressVote rollers are not functioning properly.

**SOLUTION:** Open the security compartment on the left side of the machine. Power down and restart the ExpressVote unit.

**NOTE:** The **Eject Card** button is reserved for use in future releases and is not active in this version.

If the card does not eject when power cycled, open the paper path module on the front of the machine. Locate the card and use the top roller to try and eject the ballot. Remove the card jam being careful to not rip the paper. Close and re-lock the security panel. Follow your jurisdictions procedures for spoiling and issuing a new card if necessary.

## Screen Calibration Issues

**PROBLEM:** The voter pushes the oval for one candidate and another candidate is selected.

**CAUSE:** This could be caused by a dirty touch screen, or the alignment of the touch screen is not adjusted correctly.

**SOLUTION:** Put isopropyl alcohol on a soft cloth and wipe clean.

**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.

If the screen calibration issue is not due to a dirty screen, contact an election official.

## Canceling an Active or Idle Vote Session

**PROBLEM:** If a vote session is inactive for five minutes or an active vote session needs to be canceled, a poll worker will need to complete the on-screen cancel procedure.

**CAUSE:** A voter wants to cancel their vote session and/or the vote session was left idle for five (5) or more minutes.

**SOLUTION:** If a timeout alert appears, touch **End Voting**. Enter the Election Code then touch **Accept**. The system displays the Vote Session Canceled screen; touch **Continue**. Select a reason for cancellation, then touch **Continue**. The card should automatically eject and the welcome screen will indicate the terminal is ready for the next voter.

To cancel an active vote session, touch **Quit** in the title bar. On the confirmation screen, touch **Quit Voting** then touch **Continue**. Enter the Election Code and touch **Accept**. Select a reason for cancellation, then touch **Continue**. The card should automatically eject and the welcome screen will indicate the terminal is ready for the next voter.

# Appendix A: Troubleshooting *(continued)*

## Protecting Privacy While Assisting Voters

**PROBLEM:** As a poll worker I don't want to invade the voters privacy when answering their questions.

**SOLUTION:** The ExpressVote Keypad is equipped with a privacy key which will turn the screen black when viewing. The diamond shaped key at the top-right of the keypad allows the screen to be not viewable.

If the Keypad is connected, this will preserve the privacy for the voters who are using only the audio feature to select their votes or for voters who request assistance from a poll worker. Poll workers can easily access the button when approaching the ExpressVote™ from behind as long as the keypad is connected.

Make sure you tell the voter who is using a visual card to press the button again to resume the card on the screen.

## 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

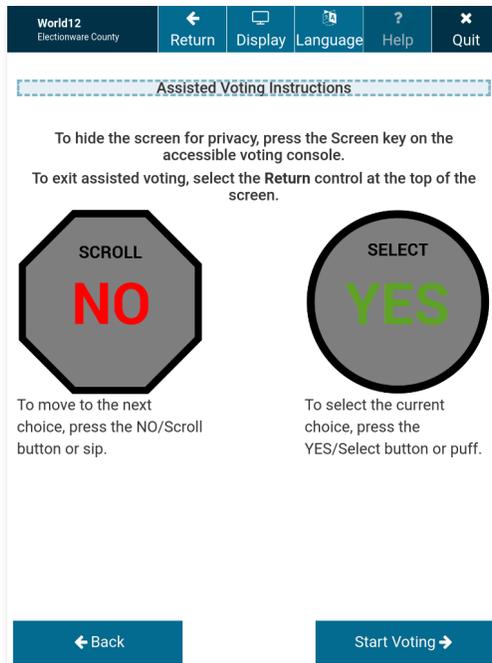
**E-mail:** [technicalsupport@essvote.com](mailto:technicalsupport@essvote.com)

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: Accessible Voting Options

## Voting with the Rocker Switch Device



The rocker switch is a large-button, two-position switch assistive technology that can assist voter's who are unable to use the ExpressVote touch screen or the audio-tactile keypad. The rocker switch device can be hand-held, placed on a table, or placed on the floor for foot operation.

Voters can use **Scroll/NO** and **Select/YES** buttons to navigate on-screen ballot contests and select their voting choices. The rocker switch buttons feature both visible text and embossed Braille identification labels. The voter can use the following rocker switch controls to conduct the voting session.

To vote using the rocker switch, press the **NO** switch to sequentially scroll through the on-screen elements in a clockwise direction.

If the voter scrolls past the desired selection, press **NO** to scroll through all subsequent clockwise selections to return to the desired voting choice.

Press the **YES** switch to highlight the desired on-screen element. When the desired element is highlighted, press **YES** again to select the choice.

More information: *ExpressVote Operator's Guide*, p. 67

## Voting with the Sip & Puff Device



Sip-and-puff refers to the assistive technology device commonly used by individuals with motor disabilities or limited dexterity. Voters use a mouthpiece to navigate on-screen ballot contests with inhalations (sips) and make their selections with exhalations (puffs).

The air tube is attached to a small switch box connected to the ExpressVote's auxiliary panel. The switch box converts sips and puffs into electrical signals that correspond to selection and navigation commands.

The voter should **sip** to sequentially scroll through the on-screen elements in a clockwise direction.

Each sip highlights the next on-screen element. If the voter scrolls past the desired selection, the voter should **sip** through all subsequent clockwise selections to return to the desired voting choice.

The voter should **puff** to select the desired on-screen element.

More information: *ExpressVote Operator's Guide*, p. 69

