



# ExpressTouch<sup>®</sup> Universal

## Voting System

EVS 6.1.1.0

Firmware 1.0.3.0 (Exclusive Collection)

*Poll Worker Guide*



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# ExpressTouch® Universal Voting System Poll Worker Learning Plan

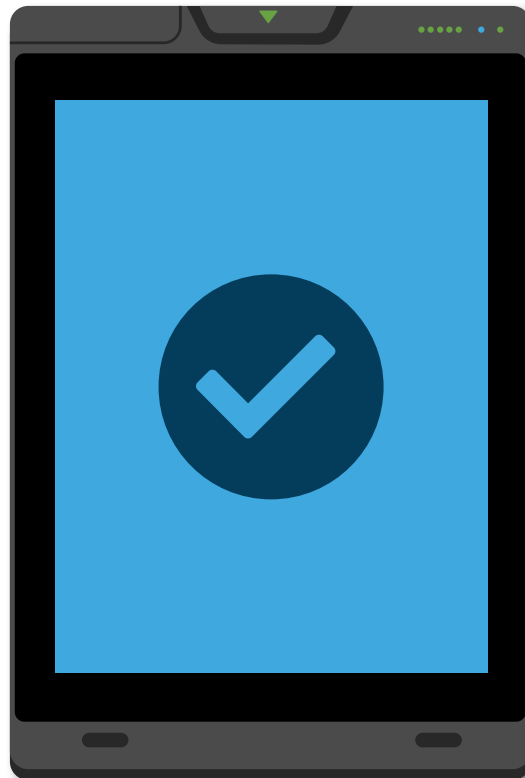
## Learning Objectives

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

- Prepare the ExpressTouch for use in a polling place
- Assist voters in using the ExpressTouch
- Troubleshoot the ExpressTouch

## Agenda

- Understanding the ExpressTouch
- Using the ExpressTouch for Voting
- Troubleshooting the ExpressTouch
- Applying what you have learned



# ExpressTouch® Universal Voting System

## Product Overview & Voting Booth Components



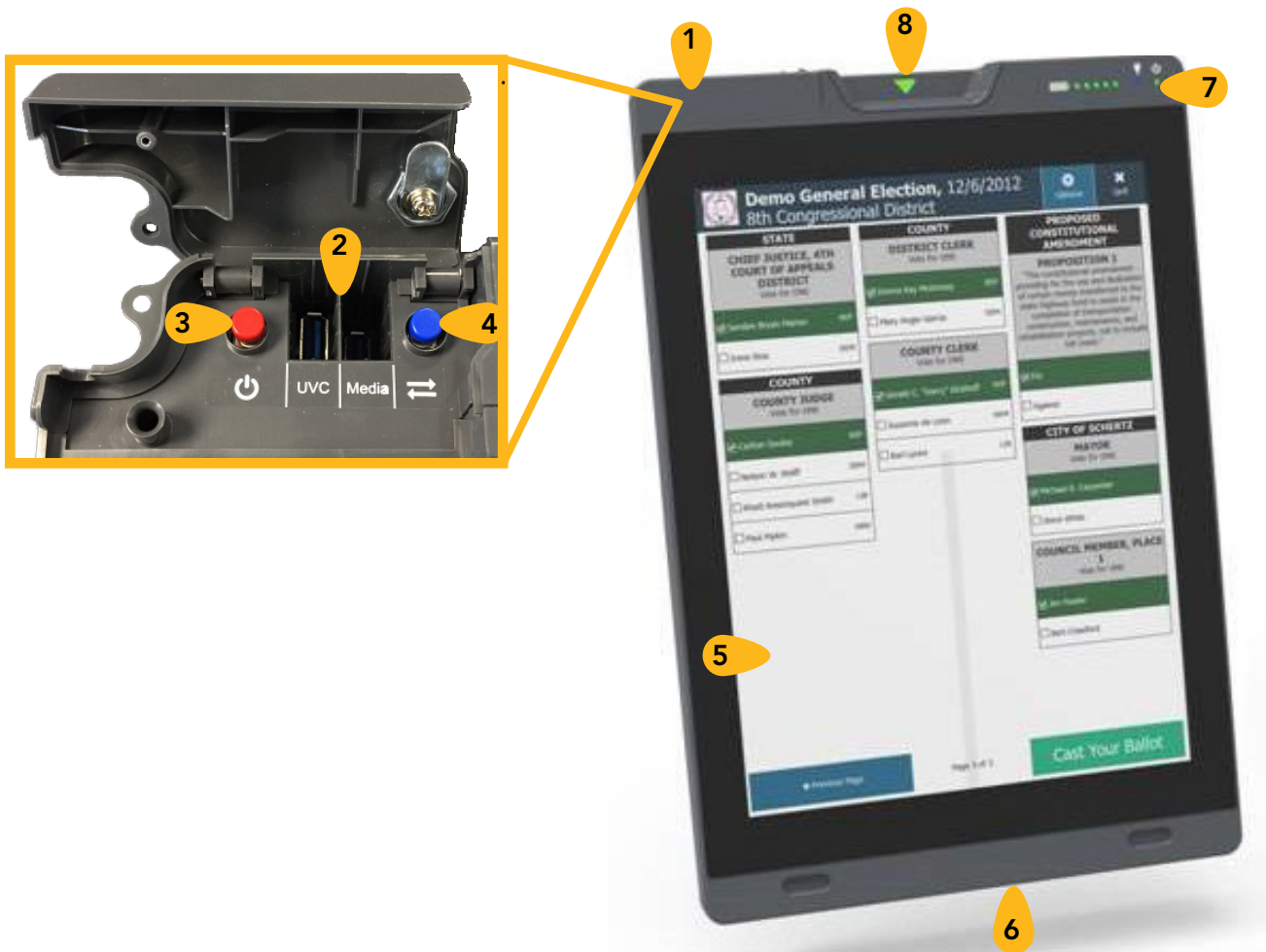
The ExpressTouch® Universal Voting System uses a 15-inch touch screen and/or assistive technology to capture a voter's choices. It can guide voters through the voting process with screen prompts, symbols, and audio playback.

The ExpressTouch voting booth features its own AC power adapter, AC power connections for daisy-chaining multiple units, and the thermal tape report printer.

### ExpressTouch Voting Booth Components

- 1 Voting booth lid
- 2 Privacy panels  
*(both sides)*
- 3 Leg assembly  
*(leg tubes & support bracket)*
- 4 Thermal printer  
*(behind privacy panel)*
- 5 ExpressTouch tablet  
*(detailed components pg. 7)*
- 6 Auxiliary AC outlet  
*(for daisy-chaining; max 8 units on 20A circuit)*
- 7 AC power cord
- 8 Circuit breaker button  
*(push to reset power on auxiliary outlet)*

## ExpressTouch Tablet & Access Compartment Components



1 Access compartment

2 USB ports

3 Power button

4 Mode button

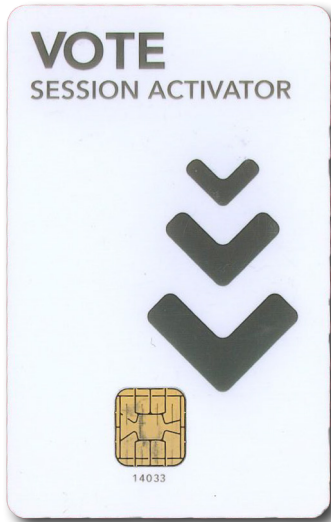
5 15" touch screen

6 Dock connector

7 Power status panel

8 Smart card slot

# ExpressTouch Smart Card Types



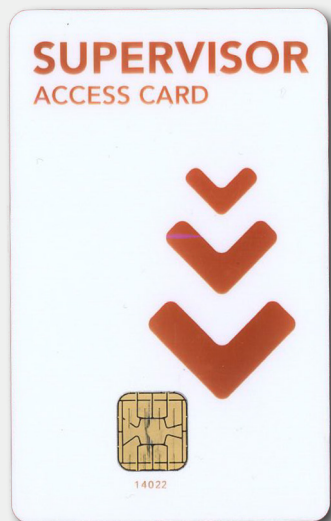
## Vote Session Activator Card

The Vote Session Activator Card contains the information required to automatically select and activate the voter's correct ballot.

This card remains inserted in the ExpressTouch terminal until the ballot is cast and the voting session is complete.

After voting, the system deactivates the card, requiring it to be reprogrammed for each new voter.

The procedure for programming Vote Session Activator Cards can be found on page 11.

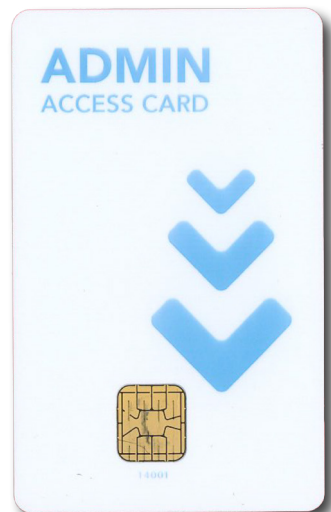


## Supervisor Access Card

The Supervisor Access Card enables you to bypass the Passcode Entry Screen when performing the following functions:

- Opening and closing the poll
- Using the Mode icon on the Poll and Device Status screen
- Exit or cancel a vote session (including ballot timeout)

The procedure for programming Supervisor Access Cards can be found on page 10.



## Admin Access Card

The Admin Access Card enables technicians to immediately access the Advanced Settings passcode entry screen.

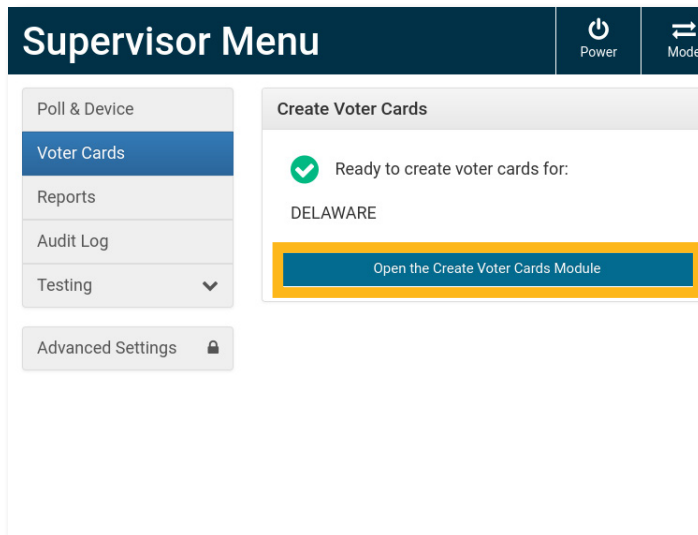
This card can be used from any screen in either Voter or Supervisor mode.

**NOTE:** Accessing the Advanced Settings options requires manual passcode entry.

The procedure for programming Admin Access Cards can be found on page 10.



# Preparing the ExpressTouch for Voting



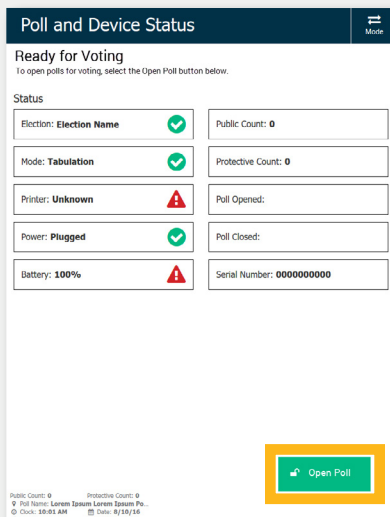
## Preparing Vote Session Activation Cards

Touch **Voter Cards** on the Supervisor Menu. Touch **Open the Create Voter Cards Module**.

Verify the correct election is displayed and insert a Vote Session Activator Card. If needed, select the appropriate precinct and ballot style on screen. Touch **Next**.

Touch **Create Card**. Remove the Vote Session Activator Card and hand it to the voter.

When programming of cards is completed, touch **Cancel**.



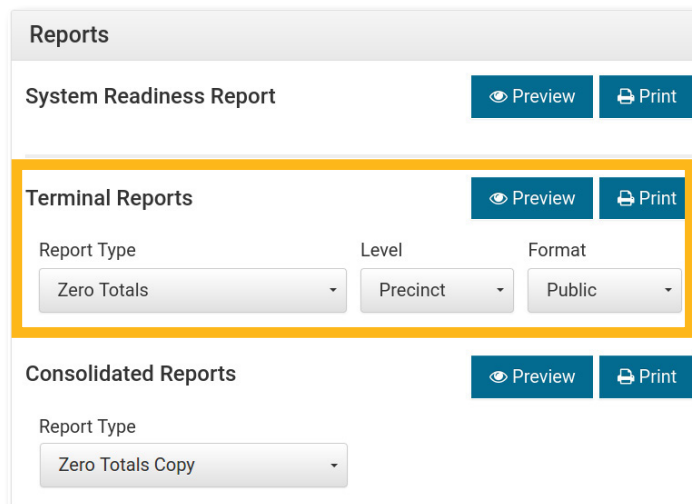
## Opening the Poll

On either the Poll and Device Screen or on the Supervisor Menu, touch **Open Poll**.

If prompted, enter the Election Code and touch Accept. You may also insert the Supervisor Card in the slot to bypass entering the code.

Touch **Continue** and the Poll & Device Status screen appears.

Touch **Go to Voting**. The card insertion screen appears, indicating the terminal is ready for voting.



## Printing Zero Totals Report

The ExpressTouch can be set up during election creation to automatically print the Zero Totals Report when the poll opens. You can manually print additional copies in Supervisor Mode.

In the Supervisor Menu, touch **Reports**. Under Terminal Reports, select **Zero Totals**. Select your values for Level and Format and touch **Print**.

**NOTE:** Printing requires the Voting Booth configuration.

An electronic copy of the Zero Report also saves to the Election Definition media when the poll is opened.

# Assisting Voters on the ExpressTouch



## Initiating a Vote Session

The vote session can be initiated by the voter (using a Vote Session Activation Card) or a poll worker (using a Supervisor Card).

If the election contains a single precinct and ballot style, the system displays the first page of the voter's correct ballot.

If the election contains multiple precincts and/or ballot styles, the system displays a confirmation window.

Touch **Continue**.

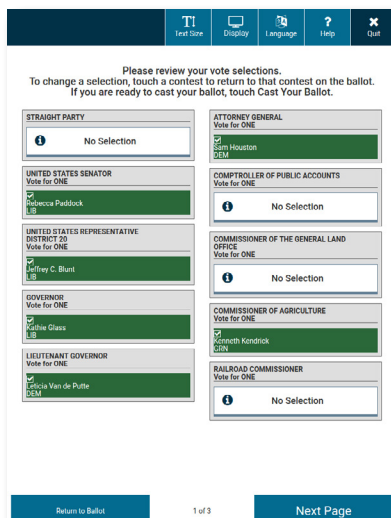
Size	Display	Language	Help	Quit
<b>NOMINATION BY PETITION</b>	<b>NOMINATION BY PETITION</b>	<b>PERSONAL CHOICE</b>		
MERLIN MILLER HARRY BERTRAM American Third Position	JAMES HARRIS MAURA DeLUCA Socialist Workers Party	Write-In		
INDER "ANDY" SONI American First	ROBERT "TURK" TURKAVAGE Responsibility Fairness	Write-In		

## Making Vote Selections on Touch Screen

Touch to select the candidate name or other contest choice. The system displays a check mark and highlights your selection in green. De-select the option by touching the name or choice again.

If the ballot is too large for a single screen, touch **Next Page** or **Previous Page** to navigate.

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



## Verifying Selections & Casting Ballots

Review selections on the Vote Summary screen; navigate through multiple summary screens, touch **Next Page** and **Back Page**.

To edit a choice, touch the contest listing to redisplay the contest on screen. Make the desired change and then touch **Return to Summary**.

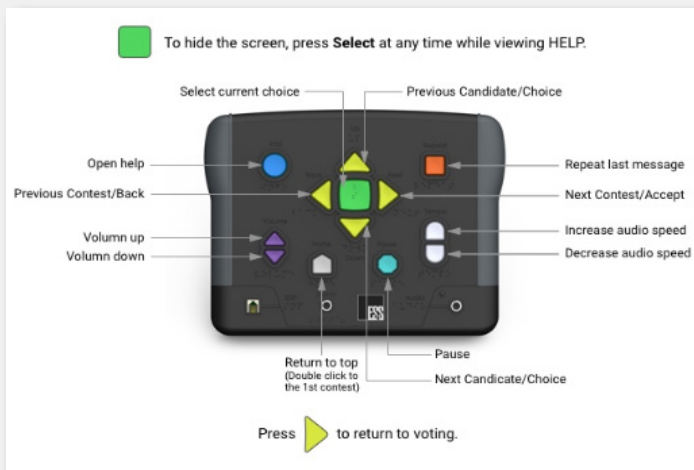
To complete the voting session, touch **Cast Your Ballot**. Touch **Confirm**. A thank you screen appears indicating the ballot was cast.

# Assisting Accessible Voters

## Universal Voting Console

Button	Symbol	Description
Up	Yellow triangle	Moves the selector box to the previous selection in a contest or option.
Right	Yellow triangle	Advances the selector box to the next contest or continues with the selected option.
Down	Yellow triangle	Moves the selector box to the next selection in a contest or option.
Left	Yellow triangle	Moves the selector box to the previous contest or cancels and returns from an option.
Select	Green square	Selects the highlighted item; activates UVC mode from the Help screen.
Info	Blue circle	Activates the Help screen.
Repeat	Orange square	Repeats the last spoken phrase of the audio playback.
Volume up/down	Purple arrows	Adjusts the volume of the audio playback.
Home	White pentagon	Press once = return to top of a contest or option. Double-press = Return to first contest.
Pause	Teal octagon	Pauses and resumes the audio playback.
Tempo up/down	White half-ovals	Adjusts the speed of the audio playback.

The Universal Voting Console (“UVC”) plugs into the back of the terminal, allowing assistive voting for voters who cannot use the touch screen. The following table explains the UVC controls:

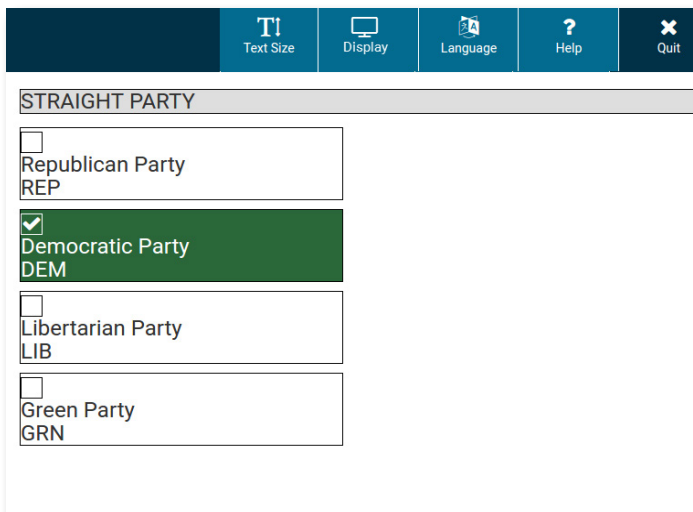


## Initiating UVC Voting Session

The poll worker or election official must activate Assistive Mode for the voter to use the UVC to make vote selections.

After the activation card is inserted and the ballot displays on-screen, press the **Select** button.

On the confirmation screen, press the **Next** key. This initiates Assistive Mode on the terminal and produces the Help screen. Press **Next** to exit or **Select** to generate a blank screen to provide voter privacy. Assist the Voter with adjusting volume, if needed.



## Voting with the UVC

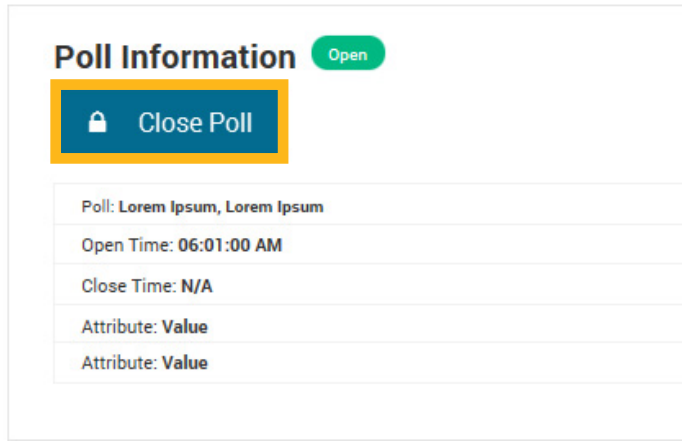
Voters using Assistive Mode will use both the UVC to navigate and headphones to listen to audio ballot instructions on how to complete their ballot. Headphones connect to the jack in the lower-right side of the UVC.

Voters may also connect a Rocker Switch device to the jack on the lower-left side of the UVC and follow the audio ballot instructions.

The Voter will use the UVC or Rocker Switch controls to make vote selections, finalize, print, and cast their ballot.

# End of Voting

## Close Poll



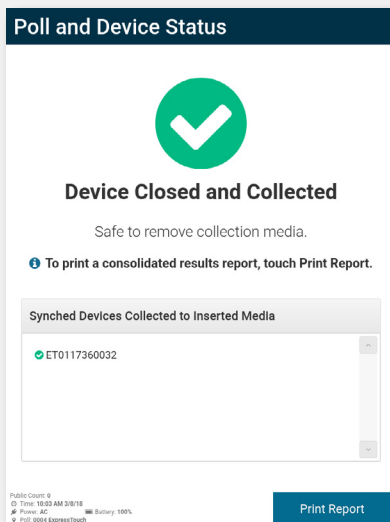
## Closing the Poll

Switch to **Supervisor** mode. Alternately, touch the system information panel in the bottom-left corner of the screen and then touch **Mode** to switch to Supervisor Mode.

Touch **Close Poll**. If prompted, enter the Election Code and touch **Accept**, or insert the Supervisor Access Card.

When the poll has closed, a confirmation screen displays showing successful poll closure.

Handle Election Definition media according to your jurisdiction's requirements.

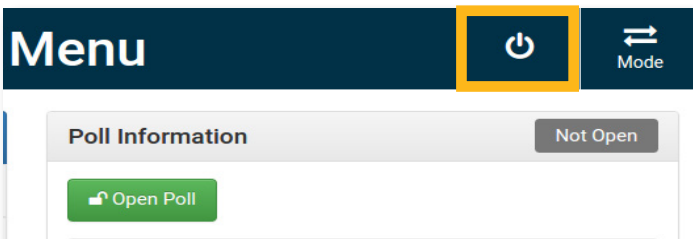


## Printing Results Report

The Voting Results report should automatically print when the poll closes.

You can print additional copies of the Results report before removing the Election Definition media from the terminal.

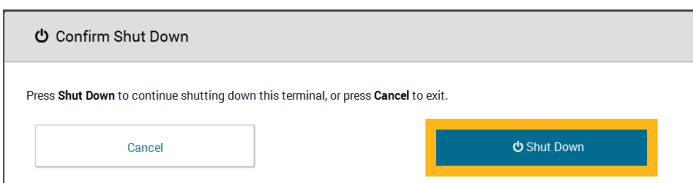
When the Poll & Device Status screen shows the Device Closed and Collected screen message, touch the **Print Report** button.



## Powering Down & Storing

There are two methods for powering down the terminal:

- Press the **red power button** inside the Access Compartment
- On the Supervisor Menu, touch the **Power** icon. To confirm, touch **Shut Down**.



The system displays a shutdown progress screen. When this process completes, the terminal will power off.

Return the terminal to its case and store according to your jurisdiction's rules.

# Appendix A: Troubleshooting the ExpressTouch

## ExpressTouch Not Powering On

**PROBLEM:** The ExpressTouch unit will not turn on. The green power source indicator does not illuminate.

**CAUSE:** The ExpressTouch is not plugged into AC power and the battery is not charged enough to power on the unit.

**SOLUTION:** Ensure the AC power cord is plugged securely both into the terminal and into a working wall outlet.

Allow the backup battery to fully charge. If unable to charge, replace the battery pack and repeat the charging process.

## USB Not Recognized

**PROBLEM:** The ExpressTouch does not recognize the USB flash drive.

**CAUSE:** The media may not be fully inserted into the USB port, or, the inserted media (EQC or Election Definition) is not properly formatted.

**SOLUTION:** Ensure that the USB is fully inserted into the port.

Ensure the USB is an ES&S secure flash drive and is specifically prepared for the ExpressTouch via Electionware with the correct volume label for the desired function.

Only one USB should be inserted at a time.

## Welcome Screen Does Not Display

**PROBLEM:** The Welcome screen does not display when in Voter Mode.

**CAUSE:** The Election Definition media has not been properly loaded, or, the ExpressTouch is not properly connected to a power supply.

**SOLUTION:** Complete the procedure for loading the Election Definition.

Ensure the AC power cord is plugged securely both into the terminal and into a working wall outlet.

## Appendix A: Troubleshooting *(continued)*

### Printer Not Found

**PROBLEM:** The system displays the following error message:

*"Printer not found"*

**CAUSE:** There could be two causes for this error. Either the printer door is fully closed and latched, or, the ExpressTouch tablet is not setup in the Voting Booth configuration.

**SOLUTION:** Check to ensure the printer door is properly shut and latched without obstruction.

If the ExpressTouch is not setup in a Voting Booth, you must connect to the Voting Booth in order to print.

### Calibrating the Touch Screen

**PROBLEM:** Touch screen does not register touches accurately.

**CAUSE:** The touch screen requires recalibration.

**SOLUTION:** In order to recalibrate, the terminal must be powered on and not in a voting session.

Press and hold the Mode switch for 10 seconds. The system will enter screen calibration mode, displaying a bullseye on a white background.

To calibrate the screen, touch the bullseye symbol in each displayed location. The system registers each touch and moves the bullseye symbol to a new location on the screen until calibration is complete.

### Results Not Collected

**PROBLEM:** The system displays the following error message:

*"EQC not allowed - Results not collected"*

**CAUSE:** The poll on the terminal is still open.

**SOLUTION:** Close the terminal and collect the results onto an Election Definition media.

# Appendix A: Troubleshooting *(continued)*

## Cleaning the ExpressTouch

Procedure may be used on all surfaces including touch screens, ADA peripherals, input trays, ballot boxes, stands and external surfaces of the equipment. Following these steps will clean and disinfect. These steps may be conducted while the device is running, but must only be applied to external surfaces.

<b>Required Supplies</b> Use one of the following options:	<ul style="list-style-type: none"><li>• Soft, lint-free cloth with isopropyl alcohol (70% or less)</li><li>• ES&amp;S Touch Screen Cleaning Kit</li><li>• Alcohol wipes</li></ul>
<b>Required Staff</b>	One trained poll worker

To clean and disinfect the external surfaces of the device:

- Lightly dampen (do not soak) a soft, lint-free cloth with isopropyl alcohol.
- Using gentle pressure and circular motions, wipe the surface until clean. To disinfect, maintain contact with the surface for a sustained duration; between 30 seconds and 10 minutes depending on the product.

## 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:** [technicalupport@essvote.com](mailto:technicalupport@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

