ExpressVote XL® Universal Voting System

EVS 6.0.5.1
Firmware 1.0.4.1

Poll Worker Guide

Disclaimer

Election Systems & Software does not extend any warranties by this document. All product information and material disclosure contained in this document is furnished subject to the terms and conditions of a purchase or lease agreement. The only warranties made by Election Systems & Software are contained in such agreements. You should ensure that the use of this equipment complies with all legal or other obligations of their governmental jurisdictions.

All products described in this document are registered trademarks of Election Systems & Software Inc. All other products mentioned are the sole property of their respective manufacturers.

Proprietary Information

ES&S has identified and appropriately marked relevant portions of this document, which it considers confidential and proprietary. We request confidential treatment by the EAC of such information and would expect that such information is exempt from required disclosure. In the event a third-party requests disclosure of information which ES&S considers confidential and proprietary, we would ask that the EAC notify ES&S of such requested disclosure in order to provide us with an opportunity to seek exemption from disclosure.

The document sections referenced below contain Election Systems and Software, Inc. (ES&S) confidential information, which is provided for the sole purpose of permitting the recipient, to evaluate the ES&S Voting System submitted herewith. The following sections are designated as "Proprietary and Confidential" by Election Systems & Software.

ExpressVote XL™ Universal Voting System Poll Worker Learning Plan

Learning Objectives

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

- Set up the ExpressVote XL for voting
- Assist voters in using the ExpressVote XL
- Troubleshoot issues in use of the ExpressVote XL

Agenda

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

ExpressVote XL® Universal Voting System

Product Overview & ExpressVote XL Components

The ExpressVote XL Universal Voting System is a full-face, 32" touch screen ballot. It can provide a full-face ballot on a single screen or multiple screens, if required. The ExpressVote XL captures a voter's choices by marking a vote activation card while also tabulating the vote data for later collection and reporting.

With this system, voters may cast their vote choices independently either via the touch-operated screen or the Universal Voting Console ("UVC").

ExpressVote XL Components

1 Rolling cart

2 32" touch screen

3 Power status panel

4 Access compartment

5 Protective screen cover

6 Report printer

7 Paper path module ("PPM")

8 Activation card slot

ExpressVote XL Rear Components

1	Privacy curtain rod mount	**6**	Power cord
2	Secure card container	**7**	Headphones
3	Privacy curtain storage	**8**	Rolling cart handle
4	Universal voting console ("UVC")	**9**	Emergency slot & bin *(with zoom to exterior view)*
5	Backup battery storage area		

Seal Placement

ExpressVote XL Seal

The voting machine will be delivered with (4) seals in place. Please have the poll workers verify the seal #'s as identified on the "OPENING" envelope provided and ensure that the recorded numbers match the seals on the machine.

The voting machine will be delivered with a leather cover, affixed with a seal. The Cover Seal # should be verified with the seal # provided on the outside of the "OPENING" envelope. This seal can be cut and placed inside of the "OPENING" envelope.

Removing the cover

The voting machine will be delivered with a leather cover, affixed with a seal. The Cover Seal # should be verified with the seal # provided on the outside of the "OPENING" envelope. This seal can be cut and placed inside of the "OPENING" envelope.

Remove the cover on the ExpressVote XL. Fold neatly and place to the side.

The top door of the machine will be delivered with a red rectangular seal. This seal should be removed after the seal # is verified with the seal # provided on the outside of the envelope and placed within the envelope.
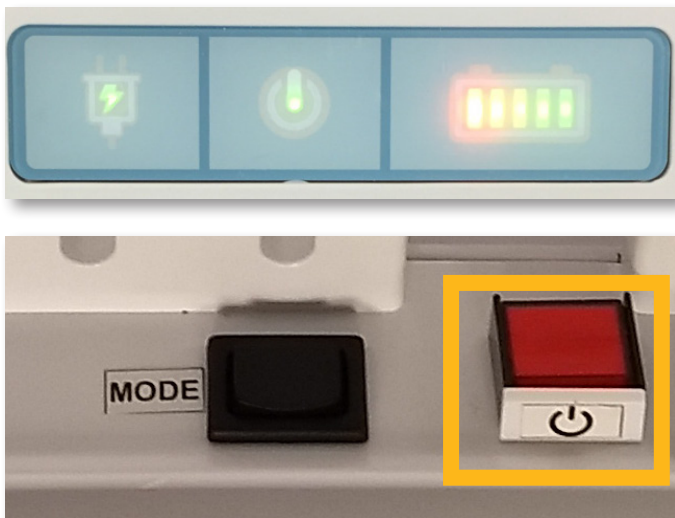
ExpressVote XL Setup

On the left side of the machine, there is a power cable that is wrapped up. Unwrap the power cable and plug into your power source.

You will notice the green light has turned on where the power cable is plugged into the side of the machine. Lift the cover over the XL touch screen to the open position.

Take the key for the ExpressVote XL and unlock the top access compartment. Once the compartment is open, hit the red power button on the right side of the compartment to turn on the machine. Close the compartment once the screen powers on.

You will see all three lights on the top left of the ExpressVote XL lit up once the machine turns on.

Preparing the ExpressVote XL for Use

Additional Seals

The USB tape seal in number should be verified with the number found on the outside of the "OPENING" envelope. This seal should not be removed at the opening of the polls. It is to remain intact throughout election day. After the number of the Top Door Seal and USB seal have been verified, poll worker should lock top door of machine with keys provided.

The Back Door will be delivered with a green rectangular seal. This seal # should be verified with the number found on the outside of the "OPENING" envelope. This seal should be removed at the opening of the polls and placed within the "OPENING" envelope. Poll workers will find audio kit and emergency ballots in the back of the machine. However, NO EMERGENCY BALLOTS to be used without express authorization of the SOE. Also located in the back of the machine will be bubble bags with "CLOSING" envelope/seals and USB envelopes for closing of polls. The back door should be closed and locked at all times.
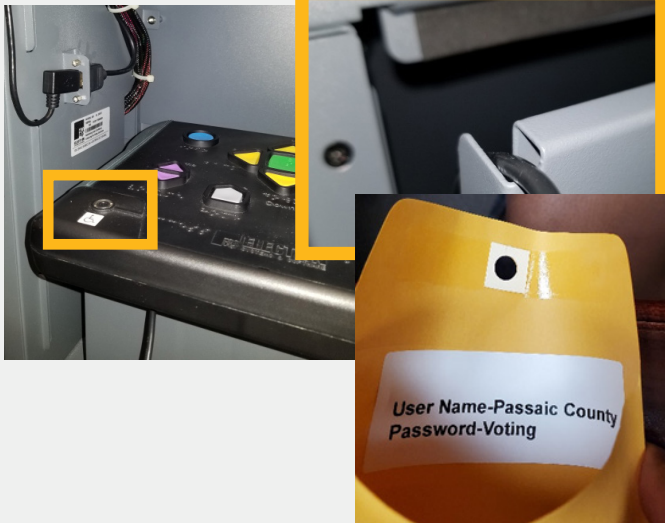
Connecting Assistive Voting Equipment

The Universal Voting Console ("UVC") allows voters to vote without using the touch screen. The UVC plugs into the USB port in the backup back compartment.

Once the UVC is plugged in, place the UVC on the on the ledge of the machine and close the back compartment door. Make sure to feed the UVC cable through the slot allowed.

> **NOTE**: The backup battery storage door is intended to be snug when closed. When opening, push in on the door with one hand while turning the key with the other.

Poll workers will find voting machine username/password affixed to the inside of the "OPENING" envelope.

Installing Privacy Curtain & Adjusting Touch Screen Angle

Unclamp the white clamps on the Mounting Brackets on each side of the machine. Slide up the Mounting Brackets until they are up all of the way, then close the clamps to hold the brackets at their height.

Remove the privacy booth curtain from the tube on the bottom of the back of the terminal.

Unroll the privacy booth, then place the rods from the curtains into the mounting brackets on both sides of cart to create a fully formed privacy booth.
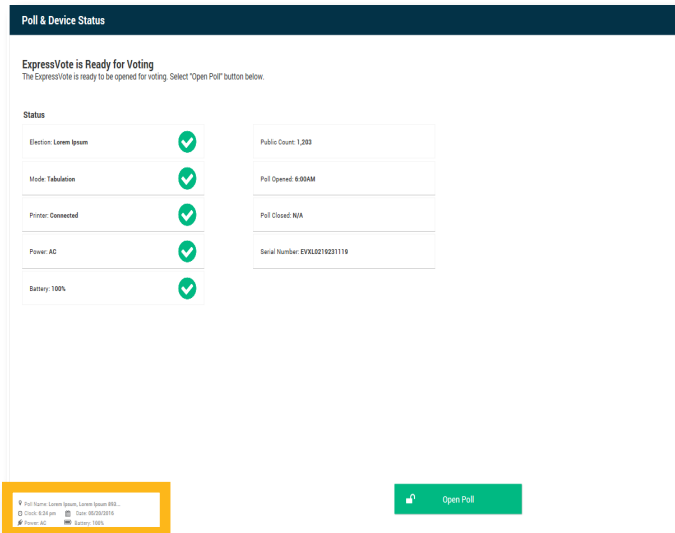
Opening the Poll

When machine powers on it will automatically launch into your password screen. Type in your election password provided to you. Once it is accepted it will take you to an Open Poll sreen.

Touch **Open Poll**, then re-enter the same Election Code you previously entered and touch **Accept**. The screen will indicate when the opening procedure is completed.

> **Note:** The bottom left corner of the screen is where you will always frind the Public Count.
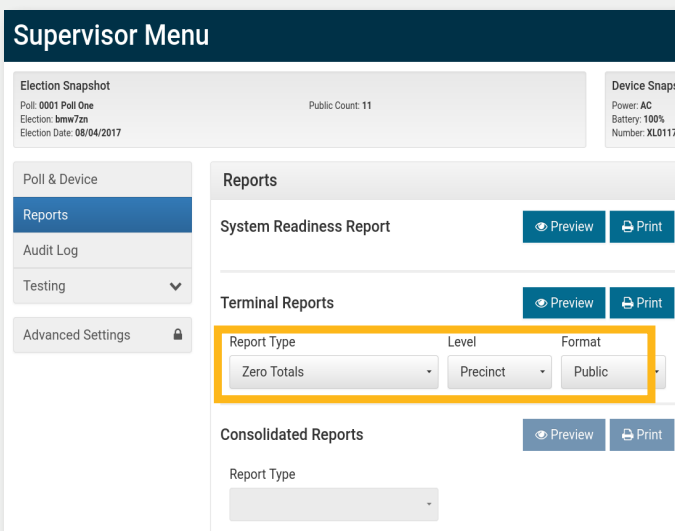
Printing Zero Totals Report

The Expressvote XL will print the zero tape automatically for you.

If the terminal does not automatically print, you can manually print additional copies of the report by clicking the Mode button in the security compartment above. Once you hit mode, it will take you to a Supervisor Menu.

In the Supervisor Menu, touch **Reports**. Under Report Type, select **Zero Totals** and touch **Print**.

Assisting Voters on ExpressVote XL

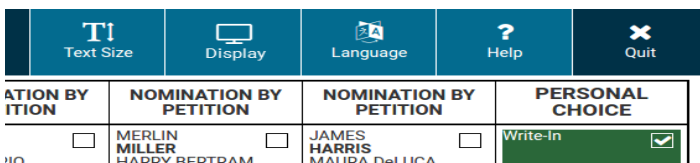## Precinct & Language Selection

To initiate a voting session, insert an activation card with the corner cut to the right into the card slot. This card will pull up the voter's ballot style.

To zoom in and enlargen the text, touch the Text Size button and confirm what size you want to display.

To change the contrast, select the Display Button and select the contrast option to display the screen in black and white only.

To change languages, select the language button and choose the language needed.

If the voter needs instructions, they can select the Help Button and instructions will appear on how to vote on the ExpressVote XL.

Making Vote Selections on Touch Screen

Touch to select the candidate name or other contest choice. The system highlights your selection in green. De-select by touching the choice again. If you want to change your selection, you do not have to de-select, you can simply just touch the other option and it will make the change for you.

Once you have made all of your selections, touch the Cast Your Ballot button on the bottom right of the ballot.

Note: The public count is always at the bottom let of the screen.

Verifying Selections & Casting Ballots

You will be prompted to print your card or go back to make changes if you want. If your selections are correct, touch Print Card.

The printed card will appear in the review pane on the right. If the printed ballot is correct, touch Cast. The printed card is deposited into the secure card container and tabulated at this time.

If you want to change any choices after reviewing printed card, touch Quit to cancel the voting session. An alert will pop-up on the screen and you will need to touch the red dot on the screen. Follow the on-screen instructions to return the printed card to spoil and re-issue a new card.

Assisting Accessible Voters

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.

Universal Voting Console

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.
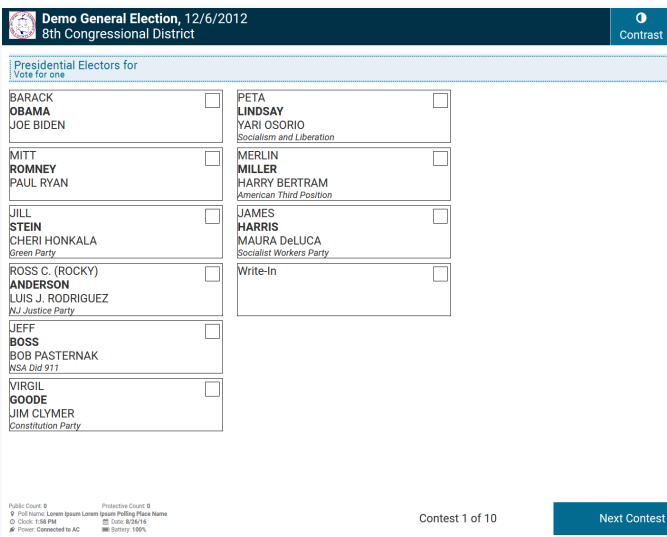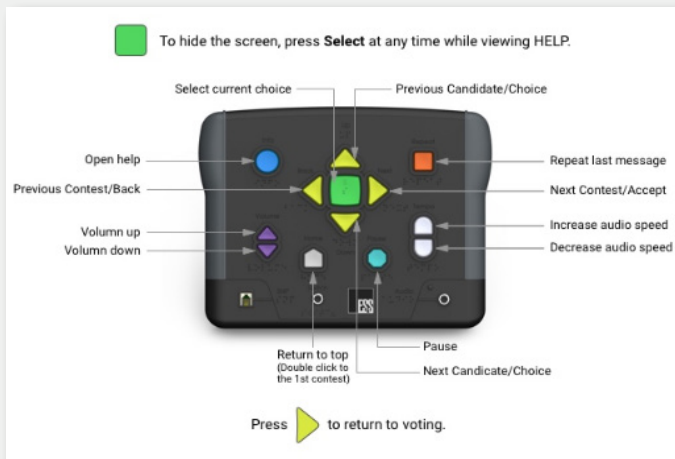
Voting with the UVC

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

Closing the Poll

At close of polls, poll worker should fill out the protective counter # and public counter # on "CLOSING" envelope; the USB seal should then be removed and the USB flash drive should be placed in USB Flash Drive Manila Envelope provided and then placed in bubble bag to be returned to County Clerk in blue bag as done in previous elections.

Printing Results Report

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

You can print additional copies of the Results report by selecting Print Report on the bottom right of the screen.
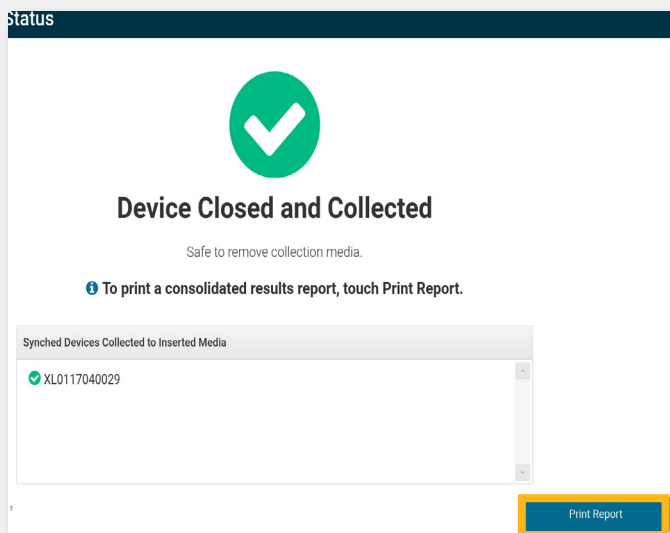
Powering Down & Storing

The **USB flash drive** now contains all results from this machine.

The **Device is Closed and Collected** screen will display, indicating the unit results have been collected and written to the flash drive.

It is now safe to **remove** the Election Definition **thumb drive** by removing the red seal over it and pulling the thumb drive out.

Once the thumb drive has been removed, the screen will update and have a **Power Off** button. Touch the Power Off button to shut down the ExpressVote XL.

End of Voting

Powering Down & Storing

The **USB flash drive** now contains all results from this machine.

The **Device is Closed and Collected** screen will display, indicating the unit results have been collected and written to the flash drive.

It is now safe to **remove** the Election Definition **thumb drive** by removing the red seal over it and pulling the thumb drive out.

Once the thumb drive has been removed, the screen will update and have a **Power Off** button. Touch the Power Off button to shut down the ExpressVote XL.

Access Compartment and Cover

ExpressVote XL Breakdown

After USB flash drive is secured, poll worker should lock top door and affix top door seal after verifying seal # provided on "CLOSING" envelope.

Close the cover over the XL screen.

On the left side of the machine, unplug the power cable and wrap it up around the guides like it was originally delivered.

Privacy Curtain

Mounting Brackets

Remove the privacy booth curtain from mounting brackets, fold them towards the inside and roll the curtain into itself. Once it is complety rolled up, place back into the tube on the back of the XL and place the tube back into place.

Unclamp the white clamps on the Mounting Brackets on each side of the machine. Slide the Mounting Brackets until they are in the lowered position.

Once they are down, clamp the clamps of the Mounting Brackets to hold them in place.

Breakdown of the XL

Putting away Assistive Voting Equipment

Open the back compartment door and place the UVC and headphones back into the compartment.

> **NOTE**: The back compartment storage door is intended to be snug when closed. When opening, push in on the door with one hand while turning the key with the other.

The Back door should be locked and properly sealed after ensuring all closing materials are removed and properly secured. Verify back door seal number.

Putting away Assistive Voting Equipment

The Back door should be locked and properly sealed after ensuring all closing materials are removed and properly secured. Verify back door seal number.

Under no circumstances, at any time during the election, should ballot box be handled or removed by any poll worker. Ballot box can only be removed by a representative of the Office of the SOE. If removal or replacement of the ballot box is necessary at any time during the election, the Office of the SOE must be contacted at 973-881-4515.

Appendix A: Troubleshooting the ExpressVote XL

ExpressVote XL Not Accepting Ballot Card

PROBLEM: When the voter feeds their card, the ExpressVote XL is not accepting the card.

CAUSE: Either the pre-printed activation bar code does not contain a valid ballot style for the loaded election, or the card could be damaged.

SOLUTION: Depending on the problem, one or more of these suggestions may help:

·Check the card to assure there is no damage. If damaged discard and issue another card to the voter.
·Verify the correct type of card has been given to the voter
·Try re-feeding the card into the activation card slot, being careful to feed it as straight as possible. Use canned air to clear any paper dust from the Paper Path Module, taking care to not tip the can upside down while spraying. Do not shake the can before using the canned air.

Fleeing Voter

PROBLEM: The voter has left the XL with their voting session still active and you need to cancel their voting session.

CAUSE:The voter decided they needed to leave and left.

SOLUTION: On the screen touch if there is an alert prompting you to an inactive voter, press OK and follow the onscreen instructions to cancel the voting session and reutrn the card to you.

If the the session has night timed out, touch the Exit button. Enter the Election Code and touch Accept. Select Cancel to return the card and select the appropriate reason for canceling the vote session. Touch continue and the card will be ejected to you.

Session Timeout & Canceling a Vote Session

PROBLEM: After several minutes, the following message appears on the ExpressVote screen:

<p align="center">"Vote Session Timed Out</p>
<p align="center">There has been no activity for five minutes.</p>
<p align="center">To continue, touch End Voting."</p>

CAUSE: The terminal has been idle for five minutes during an active voting session.

SOLUTION: Touch **End Voting**. Enter the Election Code and touch **Accept**. Based on your jurisdiction's requirements, either touch **Cast** to cast the ballot, or **Cancel** to return the card.

Touch the appropriate reason for canceling the vote session, then touch **Continue**. Follow all jurisdiction procedures for canceling a vote session with proper ballot handling.

Appendix A: Troubleshooting *(continued)*

System Error During Voting

PROBLEM: The ExpressVote XL screen displays the following message during a voting session:

*"**Election Official Message***

The system encountered a fatal error. To attempt to continue, turn the power off and then back on. If the problem persists, contact election headquarters."

SOLUTION: Follow the on-screen instructions and power down the terminal. Once powered down, turn the terminal back on again. If this does not resolve the problem, contact your election officials for further action.

Cleaning the ExpressVote XL

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.

Requred Supplies **Use one of the following options:**	• Soft, lint-free cloth with isopropyl alcohol (70% or less) • ES&S Touch Screen Cleaning Kit • Alcohol wipes
Required Staff	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.

CAUTION: The touch screen manufacturer recommends disinfectants do NOT touch the black sensor tracks along the edges of the screen. Exposing the sensors to disinfectants may damage the entire touch screen. Instead, focus cleaning on the areas where voters come in contact with the touch 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: 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