ICX-BMD Maintenance and Troubleshooting

Cleaning the ICX Tablet

To clean the screen on the tablet, use a soft, lint-free microfiber cloth. Never use a paper towel or other paper-based towels as they can leave scratches on the screen. For fingerprint smudges, dust, and lint, wipe the screen gently using a dry microfiber cloth.

For more stubborn contaminants or stains, turn your device off and lightly dampen a section of a microfiber cloth with water and gently wipe the screen, then go over it again with a dry section of the cloth to wipe away any moisture. Alternative to using water, tablet screen cleaning solutions can be purchased, which consists of equal parts distilled water and rubbing alcohol (70 percent isopropyl alcohol).

ICX-BMD Troubleshooting

Unable to read the card

Verify the smart card contact is facing down when inserting the smart card into the reader.

ATI Device loss of connectivity

Verify that the ATI device is plugged into the proper USB port on the ICX tablet and verify that the power indicator light is lit.

Perform hardware test of the ATI device.

Audio Cannot be Heard While in AVS Mode

- Check to make sure the headphones are plugged in all the way to the port on the ATI.
- Check to make sure that volume hasn't been turned all the way down.
- Replace headphones if neither of the above resolves the issue.

Paper Jam in Tray 2 on the BMD Printer

If a paper jam occurs during ballot printing, printing functionality is suspended, and an error message is displayed on the ICX. The voter is prompted to contact the poll worker to resolve the issue and resume printing.

> **** NOTE ****: *When printing resumes, an interrupted ballot may continue printing. This is a spoiled ballot and must be discarded.*

To resolve a paper jam in tray 2, the poll worker should complete the following:

1. Insert the Poll Worker card and enter access code.
2. To clear the buffer, press the Cancel **X** button on the printer.
3. Clear paper jam in the printer.
4. Printing can resume when the control panel's Ready light is green. **Ready** will also be visible in the printer's control panel display.
5. On the ICX screen, press **Reprint**.
6. Remove the Poll Worker card.

** NOTE **: *Please make sure to spoil any interrupted ballots.*

BMD Printer Not printing

- Verify that the printer is plugged in and powered on.
- Verify the printer's Ready light is on and that **Ready** is displayed on the printer's screen.
- Verify the connection from the ICX tablet to the printer.
- Verify there is ballot paper in the paper tray.

Device not responding to touch

- Clean the tablet's screen using a soft cloth.
- If still unresponsive, power the tablet off and then power it on.

If rebooting fails to resolve the issue, follow county guidelines.

Troubleshooting BMD-Printer

If printer screen reads "load paper" load in paper and press the X button. Verify that the printer is "Ready".

If printer screen reads "sleep mode" press the "OK" button. Verify that the printer is "Ready".
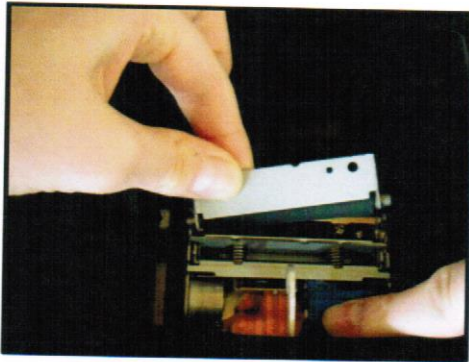
Ready mode.

Do not use regular copy paper. Must be ballot stock.
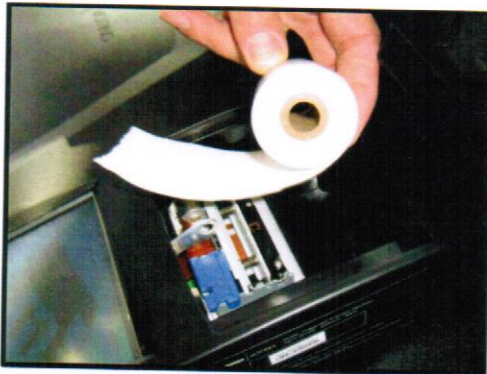
Thermal Printer Paper Replacement

When the current paper roll in the unit is running out, the paper will usually show colored markings to warn election officials that the paper roll is nearing its end. If the paper runs out, you will get a warning message on the LCD screen.

To remove the low or empty paper roll and insert a new roll, perform the following steps:

1. Lift the printer cover door. This will allow entry to the printer compartment.

2. Press the blue button to release the platen pressure roller.

3. The platen pressure roller will pop out of its position. Pick up the platen pressure roller and remove it from the printer compartment.

5. Remove the remaining paper roll.

6. Insert the new paper roll into the rear section of the printer compartment. Ensure the new paper roll is positioned so that the paper feeds from the bottom of the roll.
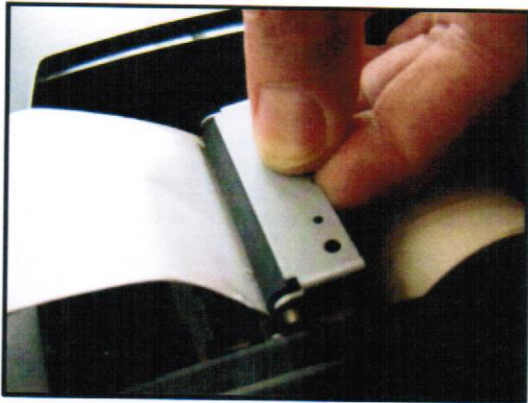

** NOTE**: *Thermal Paper is chemically coated usually only on a single side of the roll. Heat from the thermal printer will therefore print only on that side of the paper. A fingernail swiped quickly across either side of the paper can generate enough heat from friction to produce a mark and thus identify the coated side of the paper roll. This is the side that needs to be placed against the thermal printer head.*

7. Pull the end of the new paper roll forward, so that the paper lies between the two printer roller pivots.
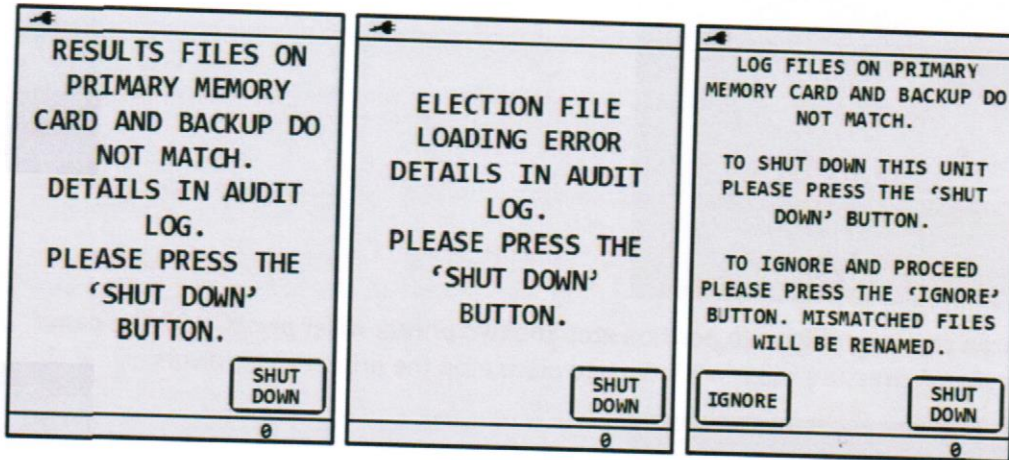

8. Press the platen pressure roller into position atop the two printer roller pivots, with the paper below it. The platen pressure roller will snap into place atop the printer roller pivots.

9. Feed the end of the paper through the slot in the printer cover door then close the door.

For security reasons, all information (results, images and audit logs) are stored on both Compact Flash memory cards on the tabulator. Every time the tabulator powers up and loads the Election Database, it performs a check to ensure that the information on both the memory cards is identical and has not been tampered with in any way.

RESULTS FILES ON PRIMARY MEMORY CARD AND BACKUP DO NOT MATCH. DETAILS IN AUDIT LOG. PLEASE PRESS THE 'SHUT DOWN' BUTTON. [SHUT DOWN]	ELECTION FILE LOADING ERROR DETAILS IN AUDIT LOG. PLEASE PRESS THE 'SHUT DOWN' BUTTON. [SHUT DOWN]	LOG FILES ON PRIMARY MEMORY CARD AND BACKUP DO NOT MATCH. TO SHUT DOWN THIS UNIT PLEASE PRESS THE 'SHUT DOWN' BUTTON. TO IGNORE AND PROCEED PLEASE PRESS THE 'IGNORE' BUTTON. MISMATCHED FILES WILL BE RENAMED. [IGNORE] [SHUT DOWN]

These error messages essentially imply one of the following:

- The memory cards are programmed for two different tabulators

- The Election Database contained on the memory cards has been corrupted to a point where the Election Application does not consider it safe to proceed.

- The Election Database contained on the memory cards could have become damaged.

- The Election Database contained on the memory cards has been programmed from an EMS version other than the one compatible with the Firmware version loaded on the tabulator.

Follow the steps below to resolve Election Files mismatch or loading errors:

1. If the error is encountered during Logic and Accuracy Testing, reprogram the memory cards and perform the full Logic and Accuracy Test on the newly programmed memory cards.

2. If the Ignore button is present on the LCD display screen, press it and proceed as normal.

** NOTE **: *The Ignore button will appear only if Log Files are mismatched.*

** CAUTION **: *In the extremely rare case of a Results File mismatch error on Election Day or when there are results on the memory cards, contact the appropriate authority for further guidance.*

Operator Interface Issues

Operator LCD Touchscreen Not Responding

When the LCD touchscreen is not active or responsive at all, calibrate the touchscreen from the boot-up sequence by following the steps below.

1. Power down the tabulator and unplug it from the power outlet.

2. With the tabulator shut off, press and hold both the Cast and Return buttons.

3. While holding down the Cast & Return buttons, plug the tabulator back in. The LCD touchscreen on the tabulator will be cloudy white—like an old TV that has lost reception.

4. Release the Cast and Return buttons. This action opens the Calibration screen.

5. Touch the Target to Calibrate: Touch the center of the X in the top left- hand corner, then the X in the bottom right-hand corner.

6. Repeat until accepted.

7. The tabulator continues to power on as normal