



Clear Ballot

ClearVote 2.3

ClearAccess Maintenance Guide

ClearAccess Maintenance Guide

Clear Ballot Part Number: 100052-10020

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Preface

This section defines the purpose of this document.

About this document

This document provides preventive and corrective maintenance procedures for the ClearAccess accessible voting system. It is compliant with the documentation requirements of *Voluntary Voting Systems Guidelines (VVSG) 2005, Volume 2, Section 2.9*.

Scope of this document

This document contains the following sections:

- Chapter 1. Maintenance facilities, tools, and personnel
- Chapter 2. Preventive maintenance
- Chapter 3. Troubleshooting and corrective maintenance
- Chapter 4. Transport and storage guidance
- Appendix A. Corrective maintenance log
- Appendix B. Preventive maintenance log

Intended audience

This document is intended for election officials and election staff who are responsible for operations and maintenance before, during, and after an election. This document is also used by Clear Ballot personnel who support election officials and election staff.

References to ClearVote products

A ClearVote® system can comprise the ClearAccess®, ClearCast®, ClearCount®, and ClearDesign® products. Jurisdictions are not required to purchase all products. You can ignore references to any ClearVote products that are not part of your voting system. Also ignore implementation options that are not relevant to your policies and procedures.

Contact us

Clear Ballot Group welcomes your feedback on our documentation. Please send comments to Documentation@ClearBallot.com.

If you have questions about using your product, contact your Clear Ballot representative.



Chapter 1. Maintenance facilities, tools, and personnel

1.1 Maintenance facilities

You can perform maintenance of ClearAccess components in any well-lit office or warehouse equipped with sufficient electrical outlets to support the equipment.

A maintenance facility must conform to the electrical, temperature, and humidity requirements specified by the manufacturers of ClearAccess equipment. These requirements include:

- 110 VAC nominal, 15 to 20 amp electrical outlets
- Temperatures between 50° and 95° F while equipment is powered
- Humidity less than 90% RH, noncondensing

1.2 Maintenance tools and supplies

Any tools or supplies required for maintenance are listed with the corresponding maintenance activity, where applicable. See the *ClearVote Approved Parts List*. You can procure the supplies required for ClearAccess voting system maintenance from Clear Ballot.

Determine the quantity and location of spare voting stations and supplies in an election according to the following criteria:

- The number of voting locations in a jurisdiction
- The quantity of the ClearAccess systems deployed in an election

1.3 Maintenance personnel

Trained maintenance technicians must perform all preventive and corrective maintenance for ClearAccess. This section describes the requirements for maintenance technicians.

1.3.1 Qualifications

Maintenance technicians must possess basic IT and mechanical repair skills. Maintenance technicians must also be familiar with the contents of this guide.

1.3.2 Affiliation

Maintenance personnel can be affiliated with the jurisdiction, Clear Ballot, or an external agency.

1.3.3 Quantity

A single technician can perform each preventive and corrective maintenance task. At least one technician should be present in the facility designated for equipment maintenance during election operations. The total number of technicians available during an election depends upon:

- The number of voting locations participating in the election
- The number of deployed voting machines

Each technician can be based at the warehouse or election office and can travel to polling locations within a designated service area as needed.

1.3.4 Responsibilities

The responsibilities of ClearAccess technicians include pre-election tasks, election tasks, and postelection tasks.

Pre-election tasks

- Manage voting equipment and supplies in the storage facility.
- Perform acceptance testing.
- Install software.
- Harden the voting system.
- Configure voting equipment.
- Perform preventive maintenance.
- Charge voting equipment.
- Perform corrective maintenance.
- Organize voting equipment and supplies for delivery to polling locations.
- Ensure that voting system maintenance and warehousing is performed in a secure manner.
- Inventory voting equipment and supplies.

Election tasks

- Provide technical support during voting.
- Perform corrective maintenance.

Postelection tasks

- Receive voting equipment from polling locations.
- Perform corrective maintenance.
- Work with Clear Ballot Technical Support on issues that cannot be resolved internally.
- Inventory voting equipment and supplies.

Chapter 2. Preventive maintenance

Preventive maintenance for your ClearAccess station helps ensure trouble-free operation during an election. Maintenance can be performed by the jurisdiction employing the ClearAccess voting system.

Perform the preventive maintenance tasks listed in Table 2-1 before each election.

Table 2-1. Preventive maintenance tasks for ClearAccess

Task	See
Verify the proper configuration.	"Maintaining and updating the ClearAccess configuration" below
Clean the voting station.	"Cleaning the ClearAccess voting system" on page 14
Update Microsoft Defender Antivirus.	"Updating Microsoft Defender Antivirus" on page 14
Check the printer toner.	"Servicing the printer toner" on page 20
Check the printer drum.	"Servicing the printer drum" on page 20
If necessary, adjust the printer settings for the upcoming election ballot size.	"Changing print settings for the Oki Data B432dn printer and Oki Data B432dn-B printers" on page 20

Record maintenance information on the "Preventive maintenance log" on page 31.

2.1 Preventive maintenance for the ClearAccess station

This section describes preventive maintenance tasks for the ClearAccess station.

2.1.1 Maintaining and updating the ClearAccess configuration

Use the Setup feature to maintain and update the following for your ClearAccess station:

- The system date and time
- Time zone
- The ClearAccess printer settings
- Barcode Scanner status
- Administrator and maintenance role passwords

Check and, if necessary, modify these settings after you install ClearAccess and before each election. Only the administrator and maintenance roles can access Setup.

Notes

- By default, the ClearAccess system uses the Windows system date and time values. Change these settings in Setup only if they are incorrect.
- Selection of a printer is required to ensure proper ballot printing. You must explicitly select a printer in Setup even if a printer is installed and connected to the ClearAccess station.
- Only the administrator role can change the administrator and maintenance passwords.

Configuring ClearAccess

To configure ClearAccess:

1. Log in to Windows on the ClearAccess station as the ClearAccess user and launch ClearAccess.

ClearAccess displays the following screen.

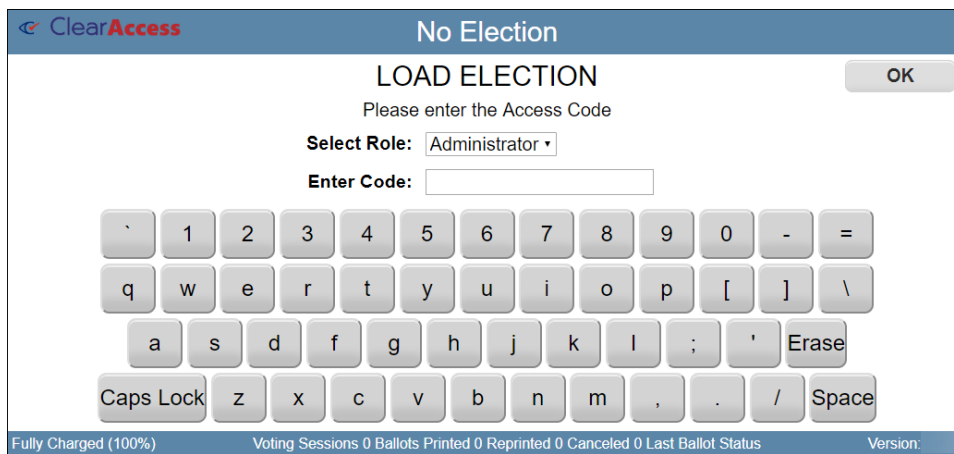


Figure 2-1. Load Election screen

2. On the Load Election screen, select **Administrator** from the Select Role drop-down list, enter the password for the administrator in the Code field, and click **OK**.

ClearAccess displays the following screen.

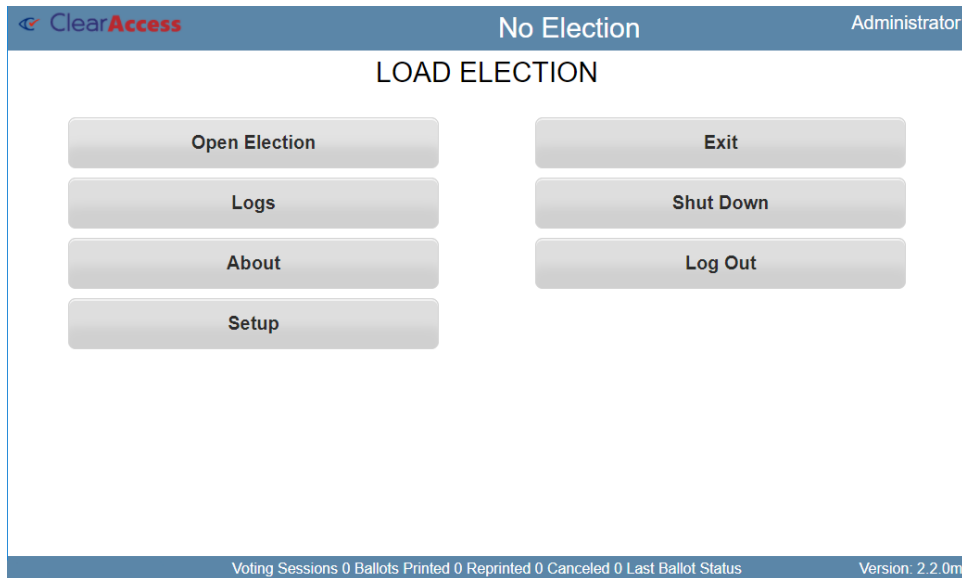


Figure 2-2. Administrator Load Election

3. Click **Setup**.

ClearAccess displays the Setup screen.

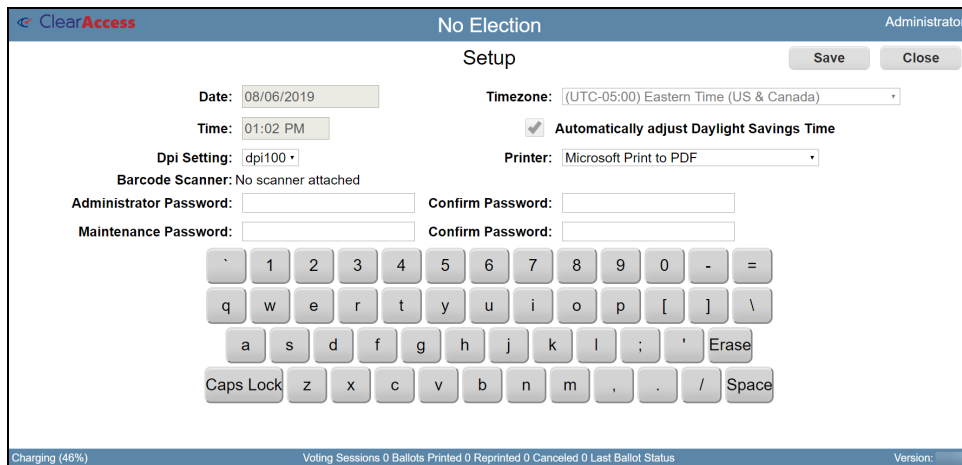


Figure 2-3. Setup screen

4. Make entries or selections for the settings listed in Table 2-2 as necessary.

Table 2-2. Settings on the ClearAccess Setup screen

Setting	Description
Date	Date for the ClearAccess station. Change if you need to override the Windows system date.
Time Zone	The local time zone. Change if you need to override the Windows system time.
Time	The local time. Change if you need to override the Windows system time. Ensure that Time Zone setting is correct before changing the time.
Automatically Adjust for Daylight Saving Time	Specifies whether ClearAccess should automatically adjust the system time for daylight saving time changes. Change if you need to override the Windows daylight saving time setting.
DPI Setting	Change to adjust the size of the buttons that display on ClearAccess screens. Use this setting to ensure that buttons on smaller, high-resolution displays render at an adequate size. Available button sizes are: <ul style="list-style-type: none"> • 100 dpi (Normal default) • 130 dpi (Large) • 160 dpi (Extra large)
Printer	Set the printer for the ClearAccess station. This is required following installation of a new printer to ensure proper ballot printing.
Administrator Password	Use to change the administrator role password. Enter and re-enter a new password.
Maintenance Password	Use to change the maintenance role password. Enter and re-enter a new password.
Bar Code Scanner	Lists the status of the barcode scanner attached to the ClearAccess machine.
“Restart printer on each session” checkbox	If checked, the Access machine will restart the printer after printing a ballot.

- When done, click **Save** to save your entries and return to the Load Election screen. To exit without saving, click **Close**.

2.1.2 Cleaning the ClearAccess voting system

Clean the ClearAccess station, printer, and personal assistive devices prior to each election and keep them clean during the election.

Use a microfiber cloth dampened with water or window cleaner to clean external surfaces. Remove stains with isopropyl alcohol. Clean the touchscreen with a microfiber cloth dampened with window cleaner.

Note: Ensure that no liquids spill on the voting station or enter its interior. Do not apply isopropyl alcohol to the touchscreen.

For cleaning instructions for Oki Data printers, see <http://my.okidata.com>.

For cleaning instructions for the Lexmark MS521dn printer, see "Cleaning the printer" in the Interactive Lexmark MS521dn user guide at <https://lexmark.com>.

Supplies for cleaning the ClearAccess station and personal assistive devices

- One microfiber cloth
- One bottle window cleaner
- One bottle isopropyl alcohol

Supplies for cleaning the printer

- Two lint-free cloths (one for cleaning, one for drying)
- One container neutral detergent

2.1.3 Updating Microsoft Defender Antivirus

Microsoft provides the Microsoft Defender Antivirus program (also called Windows Defender) with its Windows operating system. To keep the virus definitions up to date, you must update the program. Clear Ballot recommends that the Microsoft Defender Antivirus program be updated on every ClearAccess station when the following events occur:

- When the system is first installed and configured
- Before each election

Because computers used in elections must *never* be connected to the Internet, the virus definition update must be performed offline using removable media.

To download antivirus definitions:

1. On a computer outside the closed ClearAccess network that has a USB port and Internet connection, navigate to <https://www.microsoft.com/security/portal/definitions/adl.aspx>.

2. Insert a USB drive in the USB port and download the antivirus definitions to the USB drive according to the instructions on that site for your operating system and bit version.
The software is delivered as a single file named *mpam-fe.exe* or something similar.
3. Eject the USB drive and then remove it from the computer where you downloaded the antivirus definitions.

If Windows software restriction policies are in effect on the computer being updated, disable the restrictions or add a temporary path rule to allow the update to run.

To update Microsoft antivirus software offline:

1. Log in to the computer as the Windows administrator.
2. Insert the USB drive into a USB port on the computer and browse to the file.
3. Right-click the file and select the **Run as Administrator** option from the pop-up menu.
4. When the User Account Control dialog appears, click **Yes** to run the update. You may see the mouse pointer spinning as the update progresses. If not, wait 30 seconds.
5. From the task bar, type *settings* in the Search field and then select **Settings** from the search results.
The Windows Settings page appears.
6. Click **Update & security**.
7. Select **Windows Defender** on the left and then click **Open Windows Defender**.
The Windows Defender dialog opens.
8. Click the **Update** tab and check the date and time that the definitions were created. The date should be the date you downloaded the file.
9. Close the Windows Defender dialog.

Maintain the history and archive copies of each update.

2.2 Sip-and-puff servicing

This section describes how to replace mouth tube and increase the sensitivity of the sip-and-puff device.

2.2.1 Replacing the sip-and-puff mouth tube

The sip-and-puff mouth tube is a clear plastic tube shaped by an internal wire. The tube and wire can be bent and cut to meet individual needs. The mouth tube connects to a metal tube, which in turn connects to further plastic tubing and the sip-and-puff control box.

Replacing the mouth tube involves removing the existing plastic tube and wire and installing new ones.

To remove the existing plastic tube and wire:

1. Detach the sip-and-puff device from the ClearAccess station.
2. Using an Allen screwdriver unscrew and remove the cover of the bracket that connects the headpiece to the mouth tube.



Figure 2-4. Headpiece bracket removal

3. Note the position of the tubing inside the bracket. Then remove the mouth tube from the bracket.

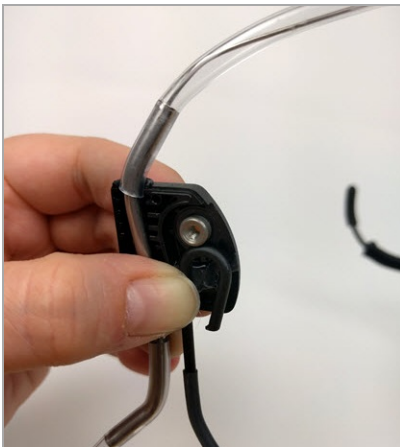


Figure 2-5. Mouth tube removal

4. Note the way the plastic mouth tube is attached to the curved metal tube.



Figure 2-6. Mouth tube attached to metal tube

5. Detach the mouth tube by working its lower end gently back and forth until it slips off the metal tube.
6. Ease the wire out of the metal tube.
7. Discard the old wire and mouth tube.

To install the new plastic tube and wire:

1. Remove the new mouth tube and wire from its packaging.



Figure 2-7. Mouth tube and wire packaging

2. Detach the wire from the new mouth tube.

3. Insert the wire into the open end of the metal tube. Slide it in carefully until it clears the bend in the metal tube.

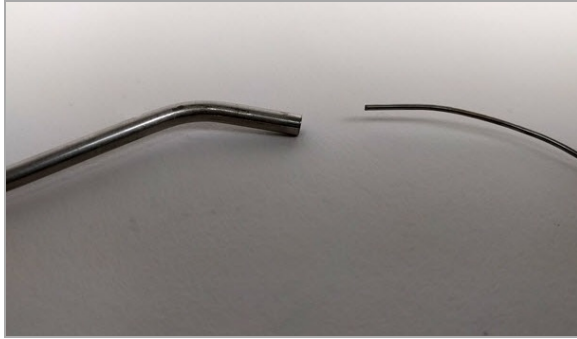


Figure 2-8. Wire and metal tube

4. Slide the new mouth tube over the wire and ease it over the metal tube. Work it gently back and forth until it reaches the bend in the metal tube.



Figure 2-9. Mouth tube installation

5. Place the mouth tube back in its original position inside the bracket.

6. Return the bracket cover and screw it shut.



Figure 2-10. Bracket installation

7. Reinstall the sip-and-puff USB connector into the designated port of the ClearAccess station.

2.2.2 Increasing sip-and-puff sensitivity

If a voter indicates that the sip-and-puff device is not responsive enough:

1. Check to see if the fourth DIP switch is in the Off position.
2. If it is not, use a paper clip to set the switch to Off.
3. Confirm with the voter whether sip-and-puff performance improves.
4. If performance does not improve, disconnect the sip-and-puff device from the ClearAccess station, and then reconnect it. Removing the sip-and-puff device from the ClearAccess station does not affect the voting session other than increasing the sip-and-puff sensitivity.

Supplies

One paper clip

2.3 Servicing the printers

To service the printers, see the following manufacturing documentation:

- For the Oki Data B432dn and Oki Data B432dn-B printers, see the user manual available at <http://my.okidata.com>.
- For the Lexmark MS521dn printer, see the "Maintain" section in the *Interactive Lexmark MS521dn user guide* at <https://lexmark.com>.

2.3.1 Servicing the printer toner

Check the status of the printer toner prior to every election. Replace the toner cartridge as necessary according to the recommendations of the manufacturer's documentation.

Supplies

- One toner cartridge
- One blank sheet of paper (to place the used toner cartridge on)
- One polyethylene bag (for discarding the used toner cartridge)

2.3.2 Servicing the printer drum

Check the status of the printer drum before every election. Replace the drum as necessary.

Supplies

- One drum
- One blank sheet of paper (to place the used drum on)
- One polyethylene bag (for discarded drum)

2.3.3 Changing print settings for the Oki Data B432dn printer and Oki Data B432dn-B printers

It may be necessary to change the settings for your ClearAccess station printer to accommodate a different ballot size for an upcoming election.

To change the print settings:

1. Log in to the ClearAccess station as the Windows administrative user.
2. Click the Windows **Start** button and then type *printers*.
3. Select **Printers & scanners** from the search results.
The Printers & scanners window opens.
4. Under Printers & Scanners, click **OKI B432**, then click **Manage**.
The Manage your device screen opens.
5. Click the **Printing preferences** link.
The Printing Preferences dialog opens.

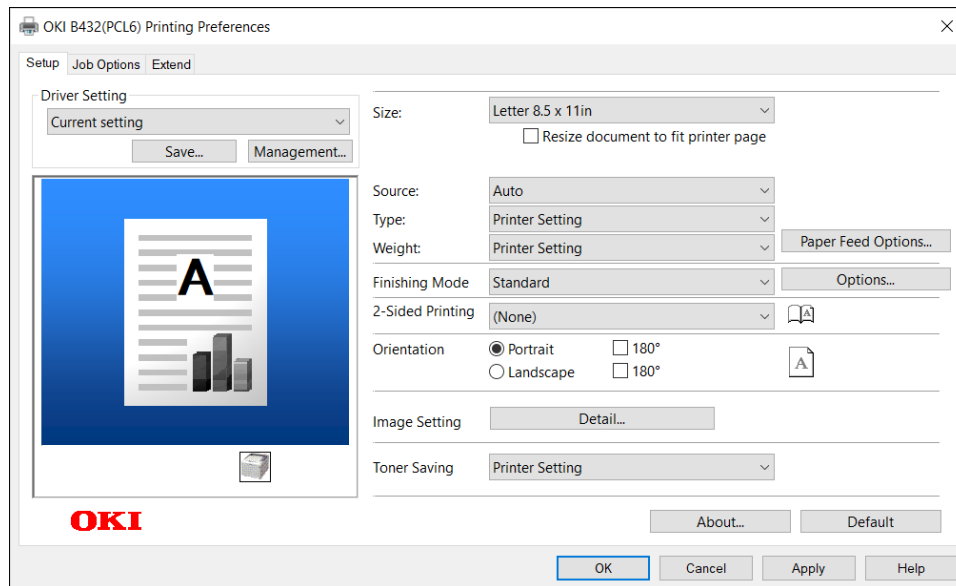


Figure 2-11. Printing Preferences dialog

6. Make the following selections:

- **Size:** Select the desired paper size.
- Select the **Resize document to fit printer page** check box.

- **Source:** Select the paper source.

Note: If 14-inch ballots do not print when using the Auto setting, try explicitly setting the tray number.

- **Weight:** Select the weight appropriate for your ballot stock (Medium to Heavy for typical stock weights).
- **2-Sided Printing:** Long Edge.

7. Click **OK** and close all open windows.

8. Print a test page to ensure proper operation.

Chapter 3. Troubleshooting and corrective maintenance

Perform troubleshooting and corrective maintenance as necessary to resolve issues with ClearAccess station operation. Troubleshooting can be performed by the jurisdiction employing the ClearAccess voting system.

Note: If the ClearAccess voting system needs to be replaced and the jurisdiction does not have a replacement available, contact Clear Ballot for assistance.

Record troubleshooting and corrective maintenance information in the "Corrective maintenance log" on page 30.

3.1 Troubleshooting the ClearAccess station

This section describes troubleshooting for the ClearAccess station.

3.1.1 Loss of power

If the ClearAccess station or printer is not receiving AC power, perform the following steps in sequence until the problem is resolved.

1. If there is a power outage, use an uninterruptible power supply (UPS) to provide power. Use only the UPS models listed in the *ClearVote Approved Parts List*.
2. Ensure that power cords are plugged into the ClearAccess station, the printer, and the power outlet properly.
3. Use a charging device, such as a mobile phone charger, to test the power outlet. If the charger receives power, but the ClearAccess station or printer does not, the ClearAccess station must be replaced. Configure the new station according to the instructions provided in the *ClearAccess Installation Guide*.
4. If the power outlet is not functioning, try plugging the station or printer into an alternate power source.
5. If none of the power outlets at the polling location are functional, use a UPS to provide power.

Supplies

- Power cord
- Mobile phone charger
- UPS

3.1.2 Troubleshooting the touchscreen

If the touchscreen is not functioning as expected, perform the following steps in sequence until the problem is resolved.

1. Cancel the ballot. Then open the same ballot, ensuring that the Preferred Input Type option is set to **Screen**.
2. Cancel the ballot, end voting, and shut down the ClearAccess station *without* closing the polls. Detach and reattach the power cord to power on the ClearAccess station. Re-enter voting mode, ensuring that the Preferred Input Type option is set to **Screen**.
3. If the touchscreen continues to malfunction, replace the ClearAccess station with a new one that has been configured according to the instructions provided in the *ClearAccess Installation Guide*.

Alternatively, you can try another method of calibrating the touchscreen if the above steps do not work:

1. Log into the ClearAccess station as the Windows user.
2. Press the Windows Start button and then type “calibrate” into the search bar. Select “Calibrate the screen for pen or touch input”.
3. On the Tablet PC Settings dialogue, select “Setup...”. Confirm that you want the app to make changes on the dialogue that appears next.
4. A white screen appears with the text “Touch this screen to identify it as the touchscreen”. Press the touchscreen in any location. The dialogue clears.
5. Press “Calibrate...” on the Tablet PC Settings screen.
6. Another white screen appears; this time it has instructions on how to calibrate the touch screen. Follow these steps to clear the white screen.
7. Press “OK” to clear the Tablet PC Settings dialogue.
8. If the touchscreen continues to malfunction, replace the ClearAccess station with a new one that has been configured according to the instructions provided in the *ClearAccess Installation Guide*.

3.1.3 Troubleshooting the audio

If the audio is not functioning as expected, perform the following steps in sequence until the problem is resolved.

1. If a voter reports a problem with the volume control, assist him or her in operating the controls.

Note: If a ballot is displayed on the touchscreen, navigate to a screen with no vote selections before adjusting the volume.

2. Cancel the ballot. Then open the same ballot again, ensuring that the Sound On option is selected.
3. Cancel the ballot, end voting, and shut down the ClearAccess station *without* closing the polls. Detach and reattach the power cord to power on the ClearAccess station. Re-enter voting mode, ensuring that the Sound On option is selected.
4. Disconnect the headphones from the ClearAccess station, and then reconnect them.
5. If the headphones continue to malfunction, replace the headphones.
6. If the headphones continue to malfunction, replace the ClearAccess station with a new one that has been configured according to the instructions provided in the *ClearAccess Installation Guide*.

Supplies

One pair of audio headphones

3.2 Troubleshooting the printer

This section describes how to troubleshoot the printer.

As you read through the following subsections, refer to the following manufacturer documentation:

- Oki Data printer
See the user manual available at <http://my.okidata.com>.
- Lexmark MS521dn printer
See the "Troubleshoot a problem" section in the *Interactive Lexmark MS521dn user guide* at <https://lexmark.com>.

3.2.1 Viewing the print queue

The following procedure is used to troubleshoot a printing disruption by checking the ClearAccess print queue:

1. Log in to the ClearAccess station as the Windows administrative user.
2. Click the Windows **Start** button and then type *printers*.

3. Select **Printers & scanners** in the list of search results.
The Printers & scanners dialog opens.
4. Select your printer from the list, then click **Open queue**.
The printer queue opens, displaying any current print jobs and error conditions.
5. If necessary, to access printer properties or preferences, in the Printers & scanners dialog, select the printer, then click **Manage**.

When printer diagnosis is complete, close any open dialogs and continue.

3.2.2 Paper jams

To resolve paper jams, see the documentation provided by the printer manufacturer listed at the beginning of this section.

If frequent jamming occurs, the paper pickup rollers may require cleaning.

If you cannot resolve the cause of the jamming, replace the printer with a new one that has been configured according to the instructions in the *ClearAccess Installation Guide*.

Supplies

- One lint-free cloth
- Warm water

3.2.3 Printer paper misfeed

To resolve paper misfeed issues, see the documentation provided by the printer manufacturer listed at the beginning of this section.

If you cannot resolve the cause of paper misfeeding, replace the printer with one that has been configured according to the instructions in the *ClearAccess Installation Guide*.

3.2.4 Toner low

If a toner low message is displayed on the printer or printed ballot pages are pale, the printer toner may need to be replaced. See "Servicing the printer toner" on page 20.

3.2.5 Miscellaneous printer problems

If the printer experiences problems not described earlier in this section and you cannot resolve the issues by using the manufacturer documentation, replace the printer with one that has been configured according to the instructions in the *ClearAccess Installation Guide*.

3.2.6 Replacing a printer

Follow the steps in this section if you need to replace the printer for your ClearAccess station.

Replacing a printer with an identical model

To replace a printer with an identical model:

1. Disconnect the old printer from the ClearAccess station and connect the new one.
2. Power on the new printer.
3. Log in to the ClearAccess station as the administrator and select **Setup**.
4. In the Printer field, select the new printer.

The name will be an iterated version of the old printer. Example: *OkidataB432dn (2)*.

No additional configuration is necessary.

Replacing a printer with a different model

To replace a printer with a different model:

1. Disconnect the old printer from the ClearAccess station.
2. Plug an external keyboard into an available USB port on the ClearAccess station.
3. Plug the media device (USB or DVD drive) containing the installation program for the new printer into an available port on the ClearAccess station.
4. Log in to the ClearAccess station as the Windows administrative user.
5. Optionally, if you want to remove the driver for the old printer:
 - a. Click the Windows **Start** button.
 - b. Type *printers* and select **Printers & scanners** from the search results.
The Printers & scanners dialog opens.
 - c. Select the printer you want to remove and click the corresponding **Remove device** button.
6. Use File Explorer to browse to the installation program for the new printer and copy it to the Windows desktop.
7. Install the new printer according to the instructions in the *ClearAccess Installation Guide*.
Note: Due to ClearAccess system hardening, you must run the printer installation program as the Windows administrator. To do so, right-click the program file and select **Run as Administrator** from the pop-up menu.
8. After installation is complete, select the new printer as the default printer in ClearAccess Setup as described in the *ClearAccess Installation Guide*.

3.3 Troubleshooting the sip-and-puff device

If the sip-and-puff device is not functioning as expected, perform the following steps in sequence until the problem is resolved.

1. If a voter's personal sip-and-puff device does not register inputs in the ClearAccess voting system, ensure that "Installing a voter's sip-and-puff device on the ClearAccess station" in the *ClearAccess Supervisor Guide* was followed correctly.
2. If the sip-and-puff mouth tube has been changed and the previous mouth tube functioned properly, ensure that "Replacing the sip-and-puff mouth tube" on page 15 was followed correctly.
3. Disconnect the sip-and-puff device from the ClearAccess station and then reconnect it.
4. Cancel and open the same ballot, ensuring that the Preferred Input Type is set to **Sip-and-Puff**.
5. Cancel the ballot, end voting, and shut down the ClearAccess station without closing the polls. Detach and reattach the power cord to power on the ClearAccess station. Re-enter voting mode, ensuring that the Preferred Input Type is set to **Sip-and-Puff**.
6. If the sip-and-puff device continues to malfunction, replace it with a new sip-and-puff device.
7. If the sip-and-puff device continues to malfunction, replace the ClearAccess station with a new one that has been configured according to the instructions in the *ClearAccess Installation Guide*.

Supplies

- One spare mouth tube (if the mouth tube is being changed)
- One sip-and-puff device (if the device is being replaced)
- One paper clip (if DIP switch settings must be changed)

3.4 Troubleshooting the keypad

If the keypad is not functioning as expected, perform the following steps in sequence until the problem is resolved.

1. Disconnect the keypad from the ClearAccess station and reinsert it into the USB port.
2. Cancel and relaunch the ballot. Ensure that the Preferred Input Type option is set to **Keypad**.
3. Cancel the ballot, end voting, and shut down the ClearAccess station without closing the polls. Detach and reattach the power cord to power on the ClearAccess station. Re-enter voting mode, ensuring that the Preferred Input Type option is set to **Keypad**.
4. If the keypad continues to malfunction, replace the keypad.

5. If the keypad continues to malfunction, replace the entire ClearAccess voting system with a new one that has been configured according to the instructions provided in the *ClearAccess Installation Guide*.

Supplies

One accessible keypad

Chapter 4. Transport and storage guidance

Transport ClearAccess stations, personal assistive devices, and printers in the original manufacturer-supplied packaging.

Store ClearAccess voting equipment at temperatures between 0° and 140° F, and at humidity at or less than 90% RH noncondensing. Keep the equipment clear of freestanding water.

Note: Remove the toner cartridge from each printer prior to shipping to eliminate the possibility of leakage. Transport the toner cartridge separately, locked in the image drum, in its designated plastic bag. Reinstall the cartridge at the destination.

Appendix A. Corrective maintenance log

Use this form to record corrective maintenance performed on a ClearAccess station.

Print the log sheet and store it with the ClearAccess voting station. Do not discard it. When the log sheet is full, archive it.

Table A-1. Corrective maintenance log for ClearAccess

ClearAccess Serial Number				
Date	Issue	Resolution	Technician	Time

Appendix B. Preventive maintenance log

Use this form to record preventive maintenance performed on a ClearAccess station.

Print the Preventive maintenance log and store it with the ClearAccess voting station. Do not discard it. When the log sheet is full, archive it.

Table B-1. Preventive maintenance log for ClearAccess

ClearAccess Serial Number:			
Activity	Initials	Date Completed	Comments
Update Microsoft Defender Antivirus			
Clean system			
Assess printer toner status			
Replace printer toner			
Assess printer drum status			
Replace printer drum			
Change printer settings (as needed)			
Charge ClearAccess station			
Configure ClearAccess Setup (as needed)			

