



Clear Ballot

ClearVote 2.3

ClearCount Scanner Operator Guide

ClearCount Scanner Operator Guide

Clear Ballot Part Number: 100013-10020

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Preface

This section defines the purpose of this document.

About this document

This guide contains all information that a scanner operator needs to scan ballots during a ClearCount central-count tabulation. This guide assumes that the equipment for scanning operation is already in place.

Intended audience

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

Scope of this document

This document contains the following sections:

- Chapter 1. High-level system description
- Chapter 2. Scanning operations
- Chapter 3. Before scanning
- Chapter 4. Scanning ballots
- Chapter 5. Specialized scanning tasks
- Appendix A. Checklist for scanning
- Appendix B. Solving common problems

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

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



Chapter 1. High-level system description

The ClearCount system is a central-count optical-scan system. The ClearCount software runs on commercial off-the-shelf (COTS) computers and supports specific models of scanners.

1.1 Hardware configuration

Figure 1-1 shows the ClearCount hardware configuration.

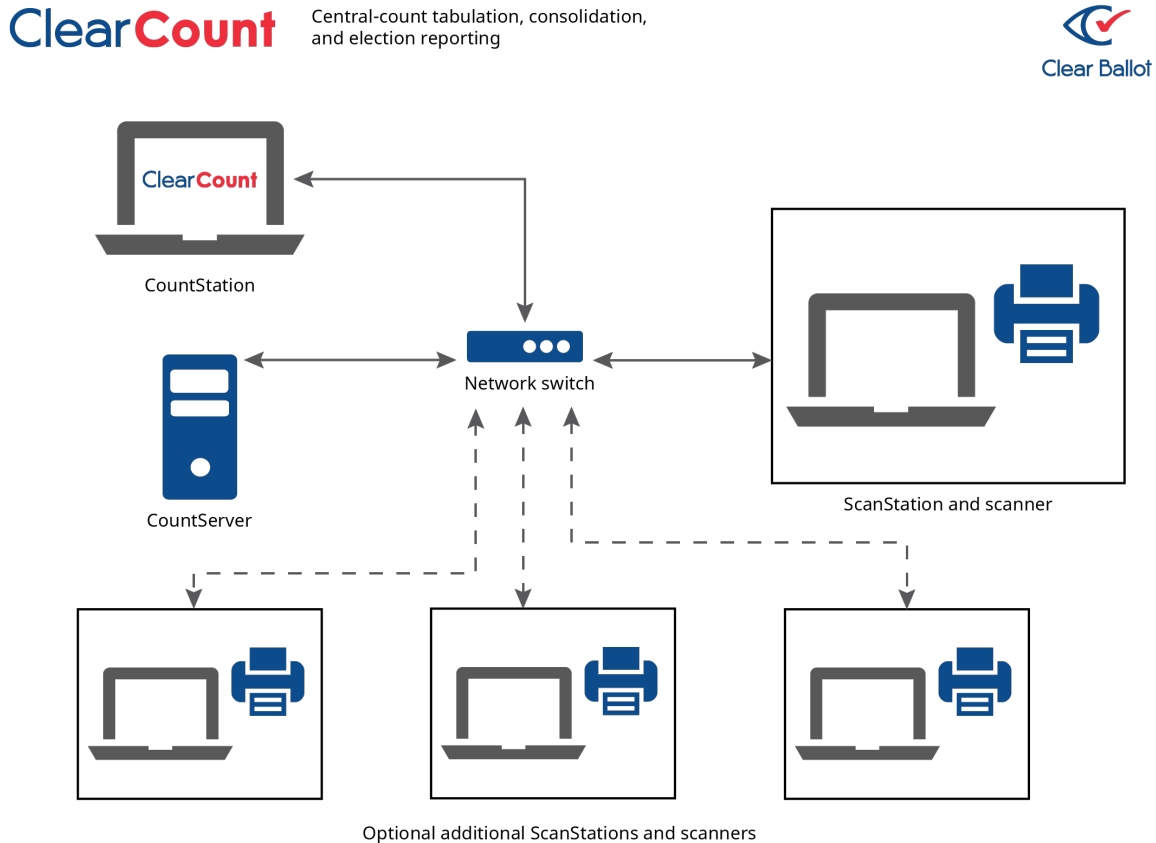


Figure 1-1. ClearCount hardware configuration

The minimum hardware configuration of the ClearCount system is one CountServer, a ScanStation with a scanner attached, and a CountStation connected by Ethernet cables to a network switch.

1.2 Physical layout of a scanning operation

Figure 1-2 provides an example of the layout of a central-count scanning operation.

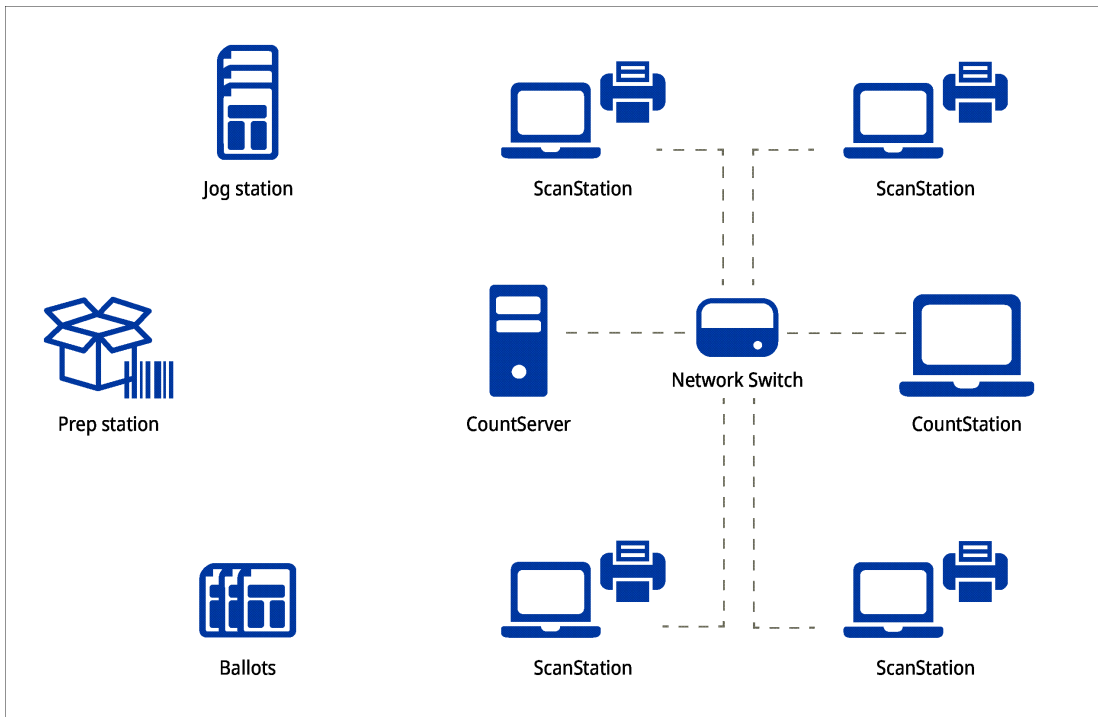


Figure 1-2. Example: physical layout of a scanning operation

Chapter 2. Scanning operations

Before you begin scanning, you should familiarize yourself with the overall process and the various workstations so that you understand how your role contributes to the ballot-scanning process.

2.1 About the work area

The work area is set up to minimize confusion as the team performs the following steps:

- Receiving and recording the ballots
- Preparing the ballots
- Scanning the ballots
- Repacking the ballots
- Sealing and recording the ballots

2.2 Workstations in a scanning operation

An end-to-end scanning operation consists of the following workstations:

- **Ballot-handling area**

The ballot-handling area consists of a clean flat surface. Election officials use this area to unseal ballot boxes, stage ballots for the preparation and jogging station, and reseal ballot boxes. Additionally, all ballot box recordkeeping occurs here as required by the jurisdiction.

- **Ballot preparation/jogging area**

The ballot preparation/jogging area consists of a ballot jogger (used to align ballots prior to scanning) and space for unjogged and jogged ballots. Target cards are assigned and box labels are affixed to ballot boxes in this area.

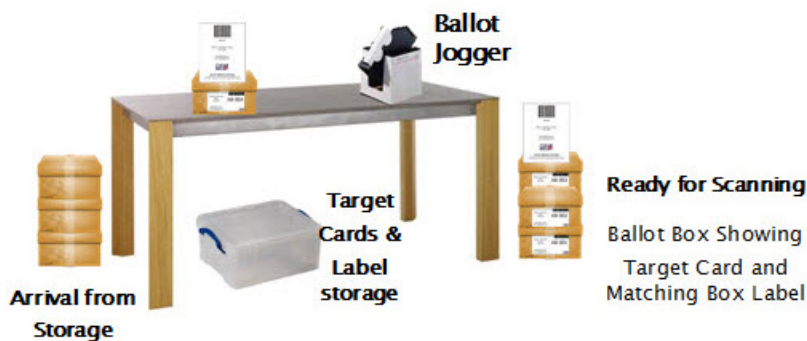


Figure 2-1. Ballot preparation/jogging area

- **Scanning area**

The scanning area consists of the ScanStation, a scanner, associated cables (USB, Ethernet), and a flat surface. Typically, the flat surface is a portable table that is large enough to hold the equipment and to provide space for inbound and outbound ballots.

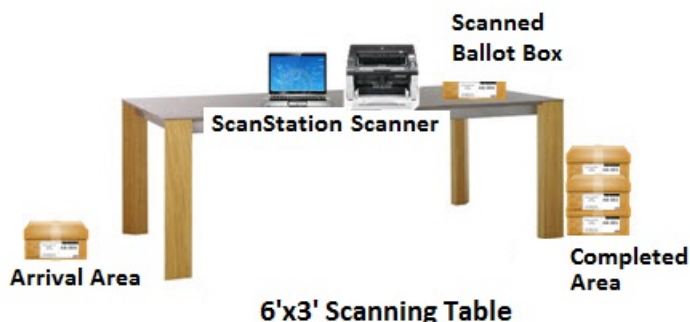


Figure 2-2. Scanning area

- **CountStation**

The CountStation consists of a computer and its Ethernet cable.

- **CountServer**

The CountServer computer, its Ethernet cable, and the network switch are often secured in a separate room.

2.3 The scanning team

Table 2-1 lists the team members that typically participate in a scanning operation.

Table 2-1. Team members of a scanning operation

Role	Description
Ballot preparation staff	The ballot preparation staff is responsible for moving ballot boxes to and from the scanning area as needed. They also jog the ballots and manage the workflow so that the scanner operators have a constant supply of ballots to scan.
Scanner operators	In general, there is one scanner operator for each ScanStation and its attached scanner.
Recordkeeper	If required, the recordkeeper records all activity regarding the opening, logging, and resealing of sealed ballot boxes or bags.
Scanning supervisor	The scanning supervisor is available to ensure all aspects of the scanning operation are functioning properly, and to answer any questions and resolve any issues.

2.4 When to contact your supervisor

Your supervisor should be your first point of contact any time you have a question or a problem while scanning ballots. Typically, the scanning supervisor has received extra training on the scanners and the software, so he or she is able to diagnose and resolve minor issues quickly and knows when it is necessary to bring in additional support.

2.4.1 Troubleshooting

If you run into any problems while scanning, such as a ballot misfeed or an unexpected message on the ScanStation, let your supervisor know immediately. Do not attempt to resolve problems without the consent of your supervisor.

Likewise, if ballots that have already been scanned are placed out of their original scanning order, let your supervisor know. He or she may need to delete the box from the system and have you rescan it.

2.4.2 Safety and security

Check with your supervisor before doing anything potentially unsafe, such as moving or attempting to open equipment.

2.5 Important terms

Everyone on the election operations team must know the terms listed in Table 2-2.

Table 2-2. Important terms

Term	Definition
Ballot jogger	This machine aligns ballots prior to scanning, helping to eliminate misfeeds and ensuring consistent ballot speed throughput.
Batch ID	This ID appears on the target card and the box label for each batch of ballots. For example, if the target card indicates a batch ID of ED-11, there is also a label marked ED-11 affixed to the box where the ballots are to be placed. This helps to identify the location of the ballots during the ballot verification process.
Box label	This label physically identifies each box and its corresponding ballots. Box labels use the batch ID as a unique identifier. The box label is affixed to a uniform spot on the outside of the ballot box after its ballots are scanned.
Counter group	This is a category of voters participating in an election, such as early voting (EV), vote-by-mail (VBM), Election Day (ED), provisional (PR), and absentee (AB).

Table 2-2. Important terms (continued)

Term	Definition
CountServer	The CountServer consists of a computer and its Ethernet cable. As the hub of the ClearCount system, it runs the ClearCount software, hosts the election database, and generates the election reports.
CountStation	A CountStation consists of a computer with browser software installed on it. Election officials use this computer to view ClearCount election reports, manage elections and users, and resolve unreadable cards. System administrators use it to monitor the system.
Ethernet	This is the closed, wired network that allows the ScanStations and CountStations to communicate with the CountServer. It does <i>not</i> connect to the Internet.
Network switch	This is the device that connects the ScanStations and CountStations to the CountServer so that they can communicate with each other. The ClearCount system does <i>not</i> use Wi-Fi.
ScanStation	The ScanStation consists of a computer, and associated cables (USB, Ethernet), with a scanner attached to it. The ScanStation computer allows team members to view information related to the scanning process, such as the number of ballots scanned, and error messages and alerts.
Tabulator application	The Tabulator application analyzes the card image files on the ScanStation computers and transfers them and the adjudication results to the CountServer.
Target card	A target card informs the scanner software that a new batch of ballots is being scanned. It assigns the value of the barcode as the batch ID prefix for all subsequent ballots.

Chapter 3. Before scanning

This chapter describes tasks to complete before scanning begins.

3.1 Setup of scanner input and the output tray

- Important:** Before scanning, do the following:
- Adjust the input and output trays to accommodate the ballots that you are scanning.
 - Extend the trays sufficiently to hold the full length of the ballots.
 - Adjust the wings of the tray to loosely touch the edges of the ballots. Wings that are too tight can result in twisted images, and wings that are too loose can increase the risk of multifeeds and paper jams.

Figure 3-1 shows the scanner trays and wings.

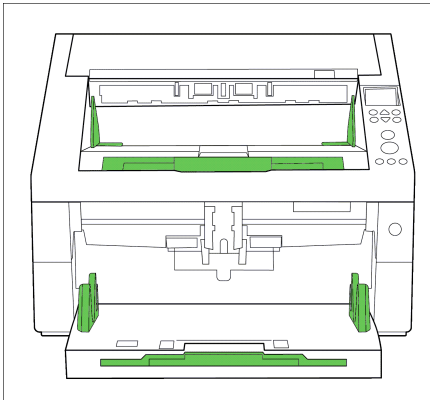


Figure 3-1. Scanner trays and wings

3.2 Automatic document feeder setup on the fi-6800, fi-7800, and fi-7900 scanners

For the Fujitsu fi-6800, fi-7800, and fi-7900 scanners to complete a batch scan successfully, the automatic document feeder (ADF) must be in the down position. When the gray lever is up (within the housing case), the ADF is not ready to guide documents into the scanner, and the scanner will not function properly. The images in this section show the fi-6800 scanner; however, the fi-7800 and fi-7900 scanners are similar.

Figure 3-2 shows the ADF in the up position (not ready to scan).

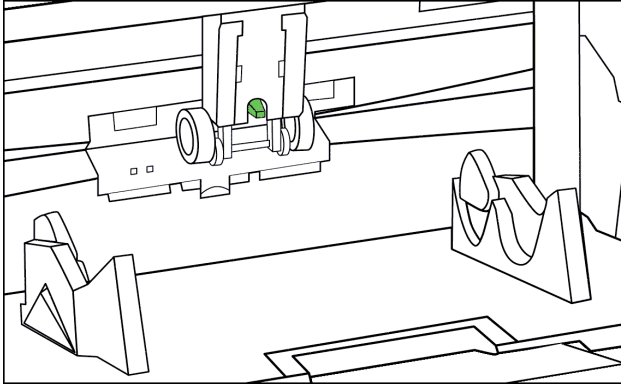


Figure 3-2. ADF in the up position on an fi-6800 scanner

Pull the gray level down as shown in Figure 3-3 to allow the ADF to feed documents into the scanner properly.

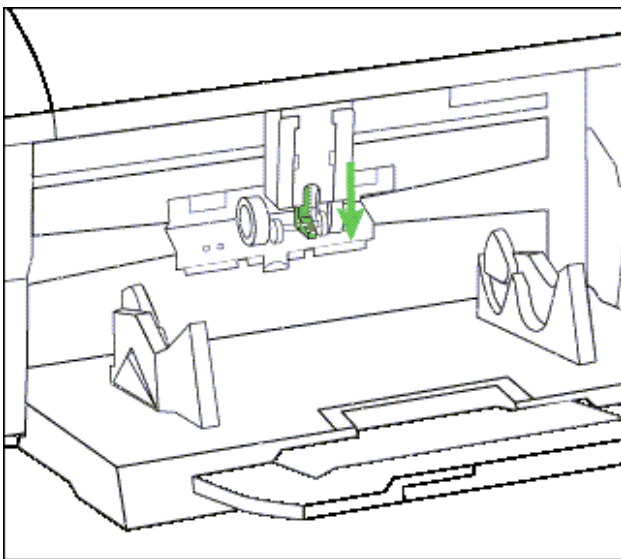


Figure 3-3. ADF in the down position on an fi-6800 scanner

3.3 Check the scanning area

Check the following items in your scanning area before you begin scanning. If anything is amiss, contact your supervisor.

- Target cards and box ID labels should be available for the ballot preparation staff.
- Ballots should be in place and ready to be scanned.
- The scanner should be powered on.
- The ScanStation computer should be powered on.

- The Tabulator application should be open and the window shown in Figure 3-4 should appear on the ScanStation computer's screen:

The screenshot shows the 'Clear Ballot Status' application window. The left sidebar contains the following sections:

- ELECTION:** xx_ClearCounty2015g
- SCANSTATION:** SCANSTATION06
- SCANNER:** Model: PaperStream IP fi-6400dj, Serial: AKHCC00252
- BOXES SCANNED:** (Empty list)

The main dashboard displays the following data:

CURRENT STATUS:			
	Scanning	Adjudicating	Saving Images
Current Box			
Total cards queued to be done	0	0	0
Time to completion	---	---	---

COMPLETION:			
Total boxes completed	0	0	0
Total cards completed	0	0	0

PERFORMANCE:			
Cards Per Minute	---	---	---
Cards Per Hour	---	---	---
Total unreadable cards		0	
Unreadable percentage		0.0%	

ALERTS:

- 2016-10-13 04:18:42 Scanner PaperStream IP fi-6400dj serial AKHCC00252 connected
- 2016-10-13 04:18:42 ClearCount (Version 1.3.2 2016-10-12) Tabulator Started

Figure 3-4. Tabulator is ready to scan

Chapter 4. Scanning ballots

The ballot-scanning process is a critical component to a successful election. This chapter provides detailed instructions for the steps in the scanning operation.

4.1 Scanning workflow

The setup of the scanning area facilitates the scanning process and minimizes confusion. Figure 4-1 displays a top-down view of the basic layout and process flow for scanning. The two bins below the table represent the ballot boxes that are placed on the floor next to the table.

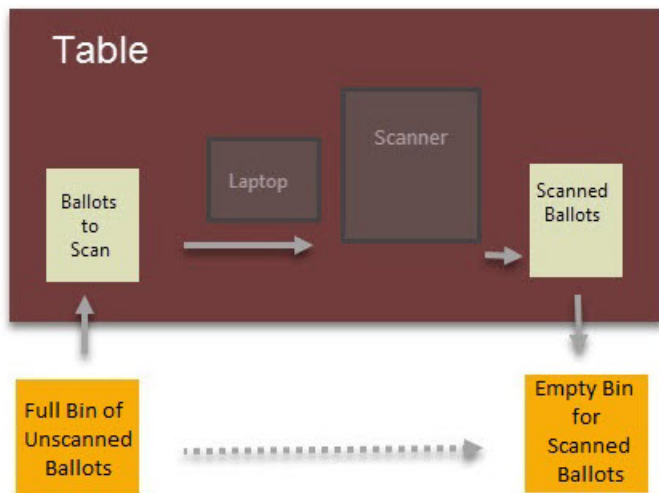


Figure 4-1. Scanning workflow

4.2 Target cards

Each batch of ballots that you scan requires a target card, which is a batch separation sheet that identifies that batch, or box, of ballots.

Note: If you receive a batch of ballots without a target card, notify your supervisor immediately. Do not scan the ballots. Similarly, if you receive a box without a box label, notify your supervisor.

Figure 4-2 shows a sample target card.

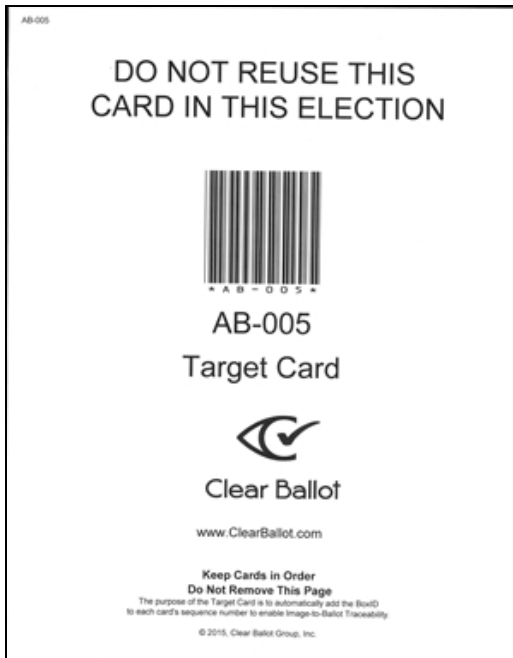


Figure 4-2. Sample target card (not actual size)

4.3 Card-scanning tasks

The process begins when the scanner operator receives a box of ballots.

It does not matter how many cards are in each box or the order in which the boxes are sent or received by election officials. The ballot preparation team divides these boxes into smaller subsets and assigns their own box labels. Labels affixed to the outsides of boxes facilitate Clear Ballot's Image-to-Ballot Traceability feature.

The remainder of this section describes each card-scanning task in order.

1. Check the Tabulator window

Check the information on the left of the Tabulator window. It should display the following:

- The name of the current election (such as ClearCounty_2018g)
- The name of the ScanStation computer (such as SCANSTATION03).
- The model of the scanner attached to the ScanStation computer (such as Fujitsu fi-7800)
- The serial number of the scanner (such as 1000295123),

Note: If any of this information is missing or incorrect, do not proceed. Contact your supervisor immediately.

2. Scan the target card

The filename convention is derived from the target card's barcode. The barcode provides part of the ID for all the card image files that ClearCount creates when you scan the ballots.

Each batch of ballots that you scan requires a target card. The target card is always scanned first. You cannot scan cards without scanning a target card.

1. Place the target card on the scanner's input tray.
 - Face up—When using the Fujitsu fi-6400, fi-6800, fi-7800, or fi-7900 scanner
 - Face down—When using the Fujitsu fi-7180
2. Press the scanner's Scan button to scan the target card (Figure 4-3).

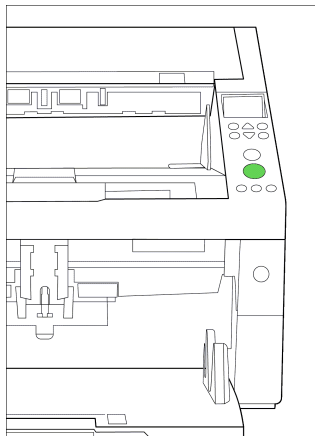


Figure 4-3. Scan button

3. If the Tabulator application has appropriately recognized the target card, it displays an alert indicating that it has found a probable target card (Figure 4-4).

CURRENT STATUS:	Scanning	Adjudicating	Saving Images
Current Box			
Total cards queued to be done	0	0	0
Time to completion	---	---	---
✓ COMPLETION:			
Total boxes completed	0	0	0
Total cards completed	0	0	0
🕒 PERFORMANCE:			
Cards Per Minute	---	---	---
Cards Per Hour	---	---	---
Total unreadable cards		0	
Unreadable percentage		0.0%	
🚨 ALERTS:			
2016-10-13 04:18:42 Scanner PaperStream IP fi-6400dj serial AKHCC00252 connected			
2016-10-13 04:18:42 ClearCount (Version 1.3.2 2016-10-12) Tabulator Started			
2016-10-13 04:18:42 EV-005 + 10001.jpg Probable target card			

Figure 4-4. Message show recognition of a possible target card

You will receive a fatal error in the Alerts pane of the Tabulator window if you attempt to scan without a valid target card.

3. Verify the target card information

Perform these steps:

1. Verify that the filename (such as, AB-005 + 10001.jpg) displayed in the Tabulator window (in the Alerts pane) matches the target card identifier and box label (such as, AB-005).
2. Verify that the correct box ID appears in the Scanning column of the Tabulator window.
If cards from a previous box are still being processed, you may see the previous box ID in the Adjudicating or Saving Images columns.
3. If an improper target card was scanned or the target card was scanned improperly, have your supervisor delete the box. Then rescan the target card and rescan the box of ballots.

4. Load the first batch of cards

Place a stack of cards onto the input tray of the scanner, following the guidelines below.

Table 4-1. Card loading guidelines

Scanner model	Card stack size (90-pound index stock)
fi-6400, fi-6800, fi-7800, fi-7900	No more than 210 cards (1.5 inches)
fi-7180	No more than 40 cards (0.25 inch)

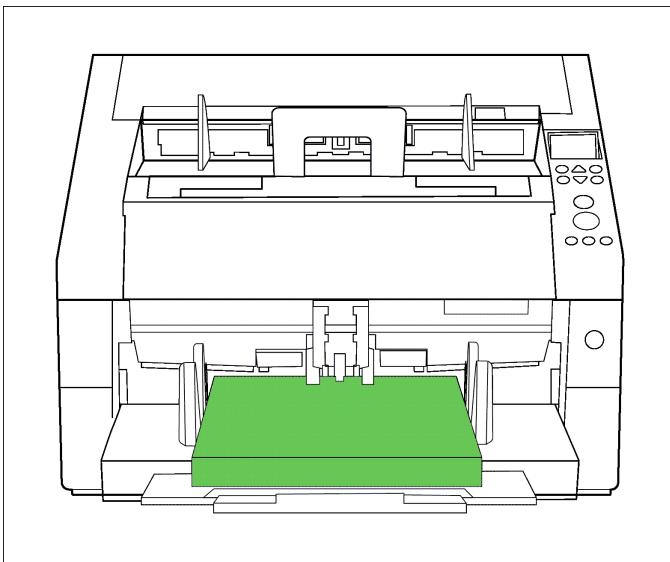


Figure 4-5. Loading the first batch of cards

5. Scan the first batch of cards

1. Begin scanning by pressing the **Scan** button on the scanner.

If the scan process from the target card scan is still active, a PaperStream message appears (Figure 4-6).

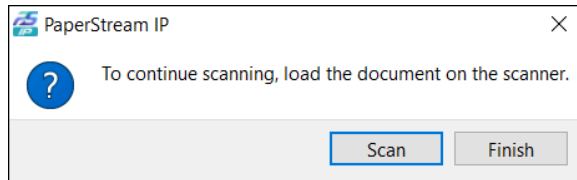


Figure 4-6. Message to continue scanning

2. Click **Scan**.

The scanner continues scanning all the cards on the input tray.

After the first batch of cards is scanned, the message reappears.

6. Remove the first batch of cards

Transfer the scanned cards from the output tray to the waiting ballot box.

After scanning cards, you *must* maintain their sequence. Remove the cards from the output tray and place them *face down* in the box, or scanned card area, with the target card on the bottom. See Figure 4-7

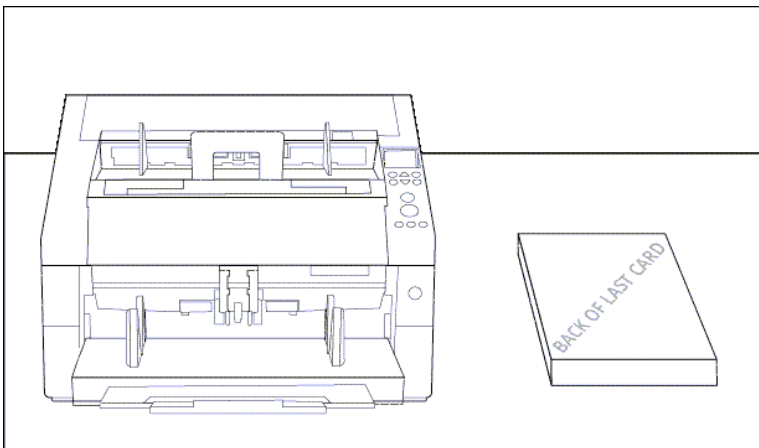


Figure 4-7. First batch of cards removed (Fujitsu fi-6800 scanner shown)

7. Scan the remaining cards

Repeat tasks 4 through 6 until all batches of cards are scanned and placed face down in the box or designated area.

8. Transfer the scanned cards

If the scanned batch is not already in the box, transfer it to the box with the corresponding box label.

The target card should be *face down* in the box.

9. Finish the ballot box and close out the batch

1. Initial the ClearCount box label to indicate that its cards have been scanned. Transfer the box to the designated area where it can be safely sealed and stored or wait for the appropriate official to collect the box.
2. When all the cards are scanned and returned to the box, close out the batch in PaperStream Capture when the message shown in Figure 4-8 reappears.

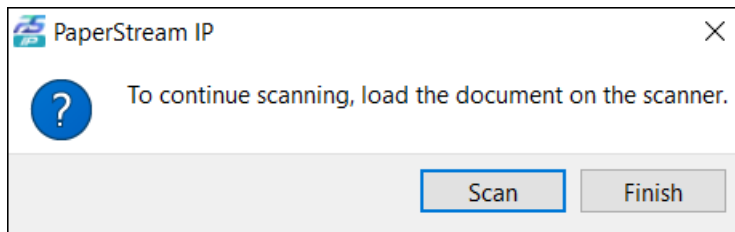


Figure 4-8. Message to continue scanning

3. Click **Finish** to complete the batch.

4.4 At the end of the day

After physical scanning is completed, it takes some time for the ScanStation to finish analyzing ballots and save them to the CountServer. You must not shut down the ScanStation computer or disconnect the network connection until processing is complete.

When the Tabulator process has completed, let your supervisor know, so he or she can assign someone to shut down and clean the equipment.

Chapter 5. Scanning for a specific card

To retrieve a specific original card for review, locate it by using a Fujitsu scanner and Fujitsu's PaperStream Capture application, which is installed on each ScanStation.

To prepare the cards and the scanner:

1. The scanning supervisor obtains the filename of the card from a CountStation.
The filename appears at the top of the image in the format of *boxID + number.jpg*
Example: ED-005 + 10123
2. Retrieve the ballot box with the corresponding box ID and gather its cards at a scanning area.

Note: It is critically important to maintain the sequence of the cards in the box. Proper organization helps to maintain card placement.

3. Begin the card verification process with the stack of cards face up on the left side of the table, with the target card on top (Figure 5-1).

The scanner should be in the middle. After scanning, the scanned cards should be placed face-down on the right side of the table.

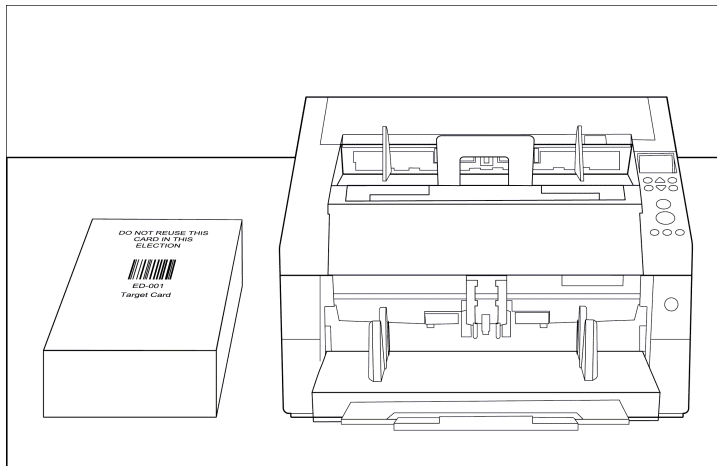


Figure 5-1. Stack of cards on the left side of the table

To set up PaperStream Capture:

1. On the ScanStation, open the PaperStream Capture program by double-clicking its desktop icon and click **Switch Modes** in the upper right corner (Figure 5-2).

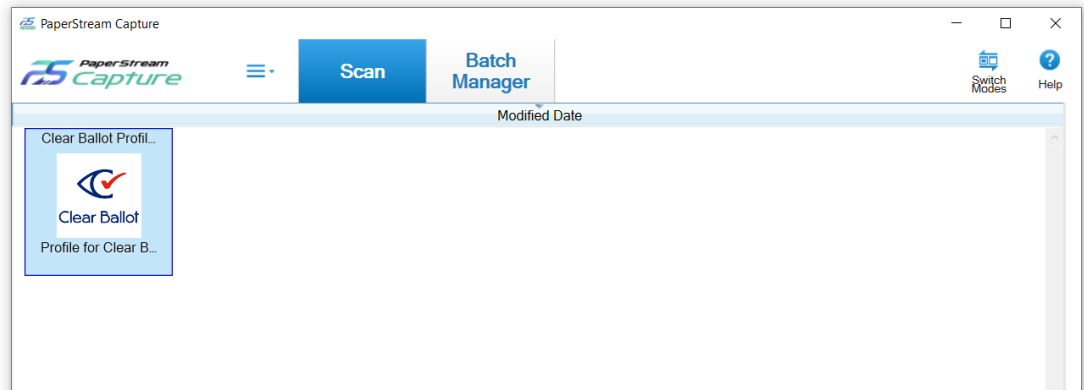


Figure 5-2. PaperStream Capture application

PaperStream Capture switches to the Simple Scan mode.

2. Ensure that your scanner is selected by clicking **Select Scanner** and selecting your model if necessary (Figure 5-3).

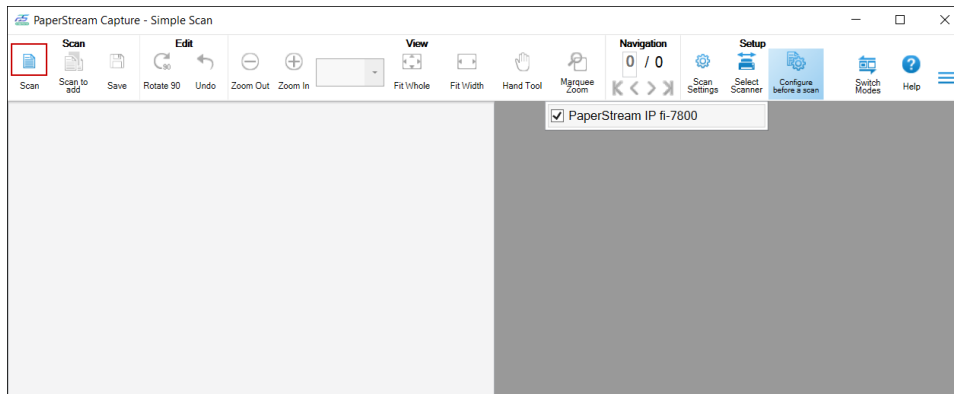


Figure 5-3. PaperStream Capture - Selecting scanner model

3. In the PaperStream Capture-Simple Scan dialog, click the **Scan** button in the tool bar (Figure 5-3).

PaperStream Capture displays the Scanning dialog (Figure 5-4).

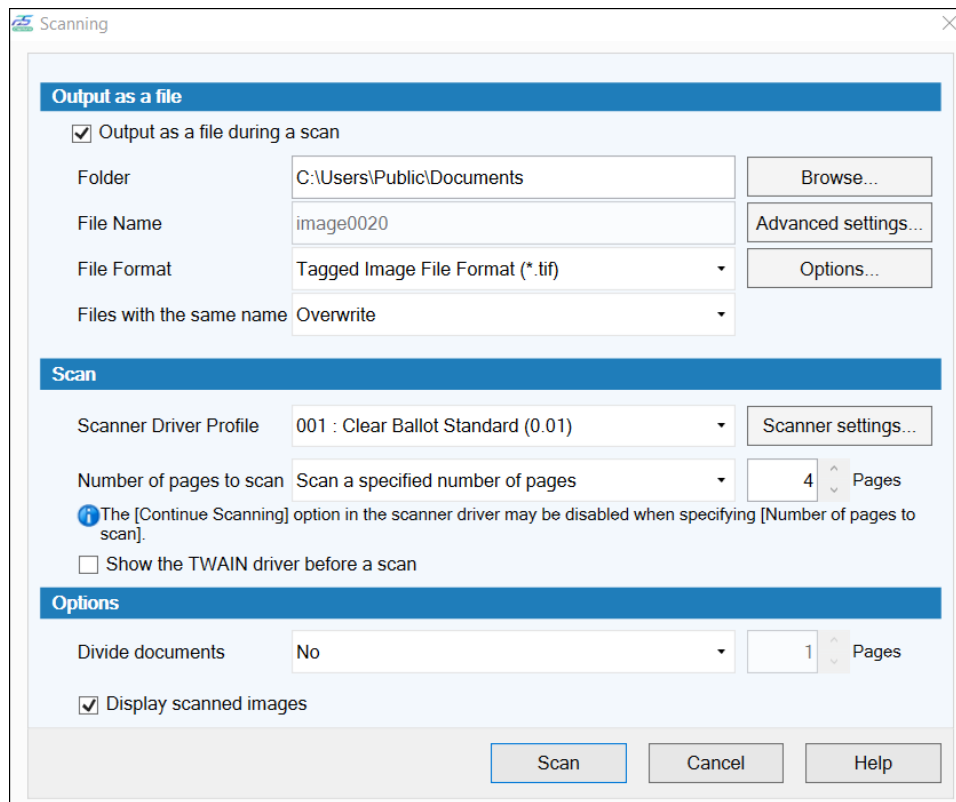


Figure 5-4. Scanning dialog

4. In the Scanning dialog, select **Scan a specified number of pages** in the **Number of pages to scan** option and enter the image number from one of the two JPEG images (front and back) created in the initial scan (such as 123), and click **Scan**.

The target card is shown in images 1 and 2, the first card is shown in images 3 and 4, and so on. Using either JPEG image number for the back or front retrieves the correct card.

To scan and locate a specific card:

1. Place a stack of cards on the input tray of the scanner (Figure 5-5).

Place the cards as follows:

- Face up—when using the Fujitsu fi-6400, fi-6800, fi-7800, or fi-7900 scanners.
- Face down—when using the Fujitsu fi-7180 scanner.

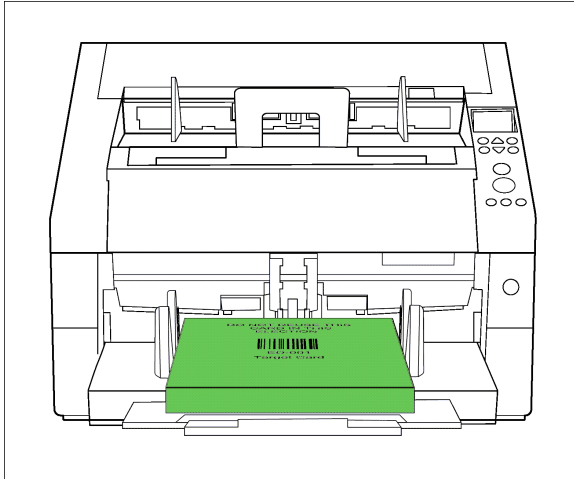


Figure 5-5. Cards in the output tray of the scanner

2. Scan all cards.

Card are delivered to the output tray.

3. Remove the scanned cards from the output tray of the scanner and place them face down on the right side of the table (Figure 5-6).

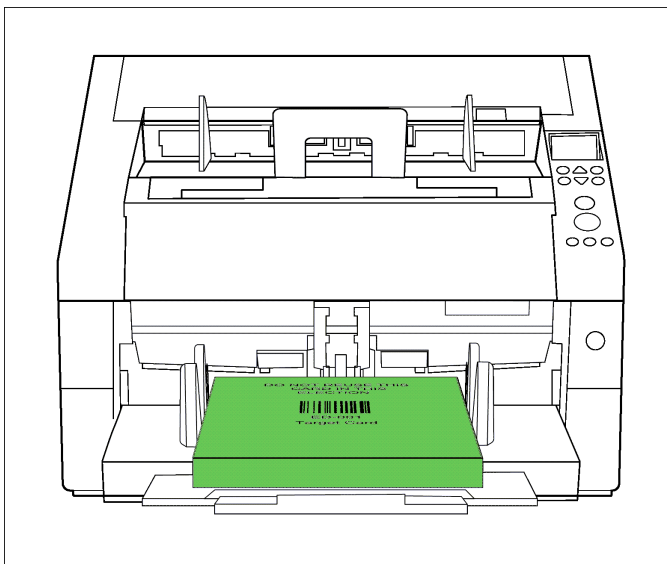


Figure 5-6. Cards placed face down on the right side of the table

4. Continue scanning the cards.

The scanner stops when it reaches the appropriate card (Figure 5-7). Note which side is on top and then remove the card from the output tray.

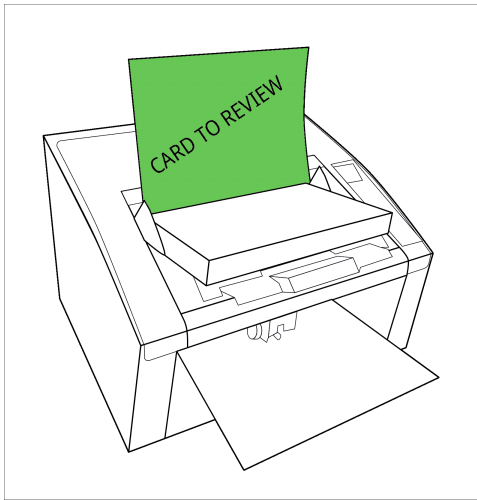


Figure 5-7. Scanner stopped after reaching the appropriate card

At this point, election officials can examine the located card to resolve any issues.

To return the card to its position:

1. After election officials have completed the card resolution process, return the card to the output tray in the same manner that it was removed.
2. Remove the scanned cards from the output tray and place them face down on the right side of the table.
3. Take the unscanned cards from the input tray and transfer them back to the top of the unscanned deck on the left side of the table (Figure 5-8).

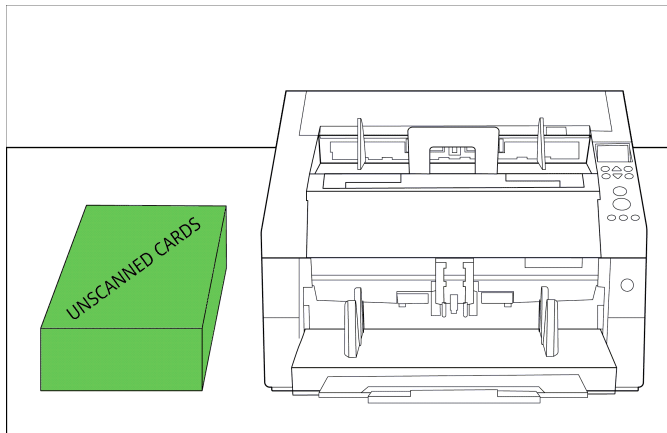


Figure 5-8. Transferring unscanned cards from the input tray to the deck on the left side of the table

4. Pick up the scanned cards from the right side of the table and flip them over so the target card is now facing up (Figure 5-9).

Place this stack on top of the unscanned stack of cards on the left side of the table.

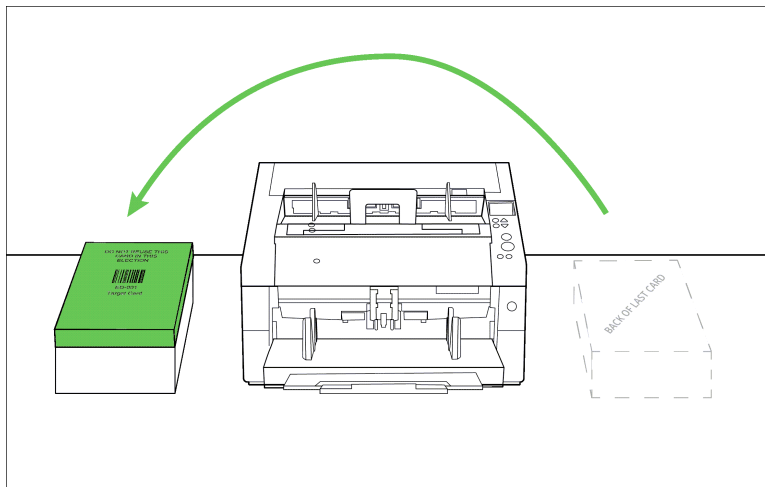


Figure 5-9. Picking up scanned cards from the right side of the table and turning them over so that target card is facing up

You now have a complete batch with the target card face up on the left side of the table. The stack of cards is restored to its original sequence (Figure 5-10).

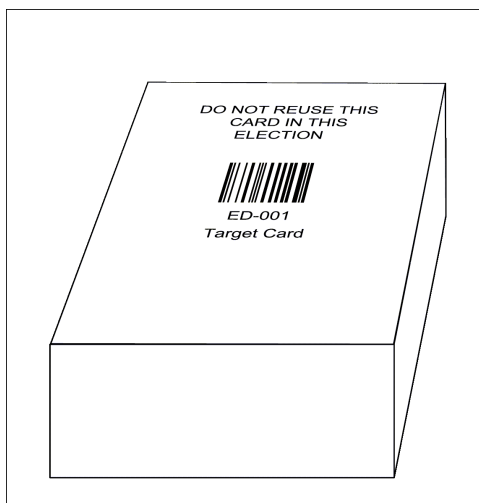


Figure 5-10. Stack of cards restored to its original position

5. To prevent the Tabulator application from accidentally counting images from the current session in the next session, the scanning supervisor *must* go to C:\CBGBallotImages (the image capture folder) and delete all of the new images that were scanned.

Note: Do not continue until the scanning supervisor has deleted all the new images that were scanned.

6. In PaperStream Capture, select **Switch Modes** again to restore PaperStream Capture to Batch Mode.
7. Exit PaperStream Capture.

Appendix A. Process flows

The checklists in this appendix summarize the various stages of the election process. To assist your team, you can print them for use while scanning ballots.

A.1 Preparing the site and cards

Figure A-1 show an example of the setup of the ballot preparation table.

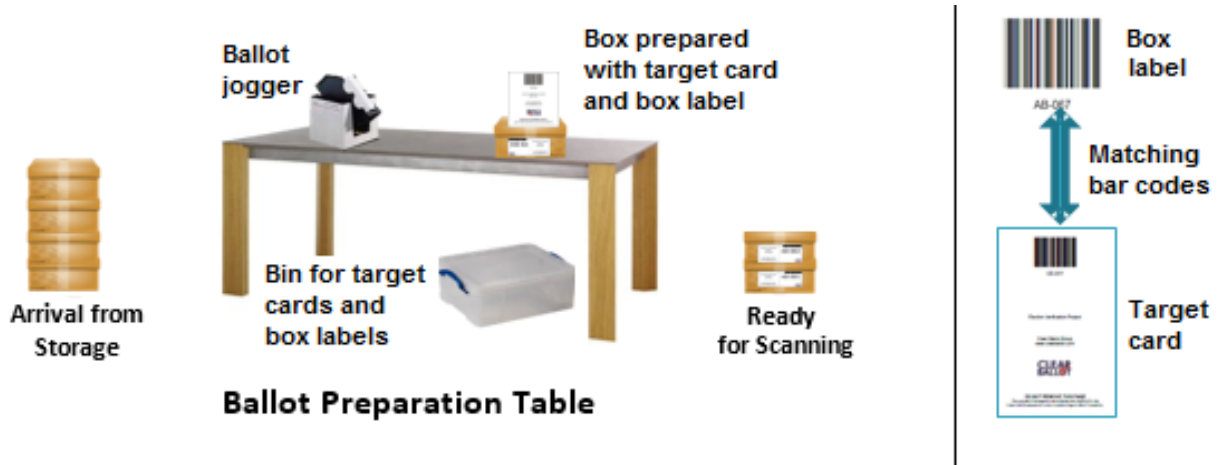


Figure A-1. Example of ballot preparation table

Complete the task in the remainder of this section to set up the site, cards, and ballot preparation table.

A. Setting up the site

1. Set up the ballot preparation table next to the scanning area.
2. Set the bin for the target cards and box labels under the table.
3. Next to the table, designate areas named:
 - Arrival from storage
 - Ready for scanning
4. Print target cards and box labels by counter group (such as AB, EV, ED, PR, VBM) and place them in the bin.

B. Sorting ballot boxes by counter group

In the arrival-from-storage area, prepare to scan *all* cards from *one* counter group at a time. For example, make a separate pile for the cards in each of these groups:

- Absentee (AB)
- Accessible vote center (AVC)

- Early voting (EV)
- Election day (ED)
- Other (OT)
- Provisional (PR)
- Uniformed and Overseas Citizens Absentee Voting Act (UOCAVA)
- Vote-by-mail (VBM)

C. Preparing each ballot box

1. Open the box.
2. Align the cards (using a jogger if available). Orientation is not important.
3. Place the cards in the box.

D. Adding target cards and box labels to boxes

1. Select the next sequential target card and corresponding box label for the counter group.
2. Place the box label on the box adjacent to the existing election label.
3. Place the corresponding target card *face up* on top of the cards.
4. Close the box and move it to the ready-for-scanning area.

A.2 Initializing the ScanStations

Initialization at the beginning of each day of scanning ensures that ScanStations are configured properly. At each ScanStation:

1. Power on the scanner.
2. Power on and log in to the ScanStation computer.
3. Run the scanner update application:
 - a. Double-click the desktop shortcut to the P: drive.
 - b. Double-click the UpdateScanner.bat file. (The .bat extension may be hidden.)
 - c. Respond to all prompts.
 - d. When the update finishes, turn off and restart the scanner.
4. Ensure no card image files from the previous scanning session remain on the computer:
 - a. Navigate to C:\CBGBallotImages and verify that the folder is empty.
 - b. Navigate away from C:\CBGBallotImages.
5. (Optional) Scan test images *outside* of the ClearCount system.

6. Have your scanning supervisor start the Tabulator application:
 - a. Double-click the desktop shortcut to the P: drive.
 - b. Double-click the StartTabulator.cmd file. (The .cmd extension may be hidden.) A command window appears, followed by the ScanStation Password dialog.
 - c. Enter the password and click **OK**. The Tabulator window appears.
7. Check the information on the left of the Tabulator window. It should display the:
 - Name of the active election (for example, ClearCounty_2018g)
 - Name of the ScanStation computer (such as SCANSTATION03)
 - Model of the scanner connected to the ScanStation (such as Fujitsu fi-7800)
 - Serial number of the scanner (such as 1002951234)

A.3 Scanning cards

Figure A-2 shows an example of the setup of a scanning table.



Figure A-2. Example of scanning table

Follow the guideline in the remainder of this section to position and scan cards.

A. Positioning the cards

1. Move *one* ballot box from the arrival area to the left side of the scanning table.
2. Open this ballot box and confirm that a target card is on top of the card stack.
3. Place the target card in the input tray of the scanner.
 - Face up—If using the Fujitsu fi-6400, fi-6800, fi-7800, or fi-7900 scanners
 - Face down—If using the Fujitsu fi-7180 scanner

4. Place the cards in the unscanned ballot area.
5. Move the empty ballot box to the scanned ballot area.

B. Scanning the cards

1. Push the Scan button on the scanner. The scanner captures the target card and moves it from the input tray to the output tray.
2. Confirm that the Tabulator data, target card, and box label all match.
3. Place the target card face down in the scanned ballot area.
4. Move cards from the unscanned stack to the scanner's input tray. Do not overload the tray. Orientation is not important.
5. When asked whether to continue scanning, press the scanner's **Scan** button or click **Scan** in the dialog.
6. Transfer the scanned cards from the scanner's output tray to the scanned ballot area *without* changing the order or orientation. Cards scanned first are on the bottom.
7. Repeat steps 4–6 until the entire stack of ballots is scanned.
8. Click **Finish** when the message asks whether to continue scanning. This completes the box.
9. Place the scanned cards face down in the original ballot box (with the target card on the bottom), seal the box and place it in the completed area.

Repeat Tasks A and B until no boxes remain in the arrival area.

A.4 Checklist 4: Solving common problems

This section describes common problems. When in doubt, delete and rescan a box to avoid errors. For additional information, refer to the scanner documentation, or contact Clear Ballot Technical Support.

Scanner does not start

Scanning cannot occur if cards do not trigger the paper sensor on the document feeder (for example, because the paper is curled upward). In these cases, there is no response to the Scan button or the scanner incorrectly reports that the input tray is empty. With your fingers, press down at the center of the leading edge of the paper and press the Scan button.

Scanner misfeed

If the scanner reports a multifeed or paper jam, remove the offending cards from the scanner and reinsert them in the input tray for rescanning. (If cards are crumpled, folded, or torn, attempt to smooth them to aid in the scanning process.) If the identity of the target card is lost, rescan the box of ballots.

If a significant number of multifeeds occur, check the sensors within the scanner. Occluded sensors can cause multifeeds.

Target card not read

Close the Tabulator application when it reports this error, delete the box, restart the Tabulator application, and rescan the box, ensuring the target card is placed so the scanner reads the bar-coded side first.

Box requires rescanning

If a scanner operator accidentally terminates a box before all cards are scanned, or cards fall out of order, the scanning supervisor must run the DeleteBox utility and start the standard procedure for scanning a box from the beginning.

Nonfatal Tabulator message

A Tabulator message or exception appears with a yellow highlight in the Tabulator Alerts pane. Take the action indicated by the message and allow the Tabulator application to continue. The Tabulator application may need to be closed and restarted. If the message repeats continuously, contact Clear Ballot Technical Support.

Fatal Tabulator error

A Tabulator error message or exception appears with a red highlight in the Tabulator Alerts pane. Close the Tabulator application, delete the box being scanned, restart the Tabulator application, and rescan the box. Report the error to Clear Ballot Technical Support.

The screenshot displays the 'Clear Ballot Status' application window. The left sidebar contains navigation options: ELECTION (xx_ClearCounty2015g), SCANSTATION (SCANSTATION06), SCANNER (Model: PaperStream IP fi-6400dj, Serial: AKHCC00252), and BOXES SCANNED. The main content area is divided into several sections:

- CURRENT STATUS:** A table with columns for Scanning, Adjudicating, and Saving Images.

	Scanning	Adjudicating	Saving Images
Total cards queued to be done	0	0	0
Time to completion	---	---	---
- COMPLETION:** A table showing progress.

Total boxes completed	0	0	0
Total cards completed	0	0	0
- PERFORMANCE:** A table showing performance metrics.

Cards Per Minute	---	---	---
Cards Per Hour	---	---	---
Total unreadable cards	0		
Unreadable percentage	0.0%		
- ALERTS:** A red banner at the bottom indicates a fatal error: '2016-10-13 04:18:42 FATAL No active election'. Below it, a message states: '2016-10-13 04:18:42 Scanner PaperStream IP fi-6400dj serial AKHCC00252 connected'.

Figure A-3. Example of fatal Tabulator error