



LOS ANGELES COUNTY REGISTRAR-RECORDER/COUNTY CLERK

# INKA *plus* VOTE MANUAL

Operating the InkaVote Plus Reader and Audio Ballot Booth on Election Day



Also available: Audio Ballot



# VOTE

**July 12, 2011**

**Congressional District 36 Special General Election**

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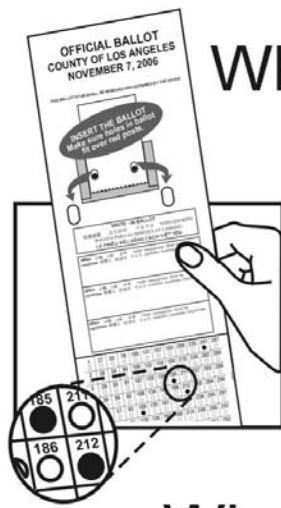
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# InkaVote<sup>plus</sup>...



## What is *InkaVote*?

InkaVote is an optical scan voting system.

Voters use an ink marking device to fill in bubbles on the ballot that correspond with vote selections.

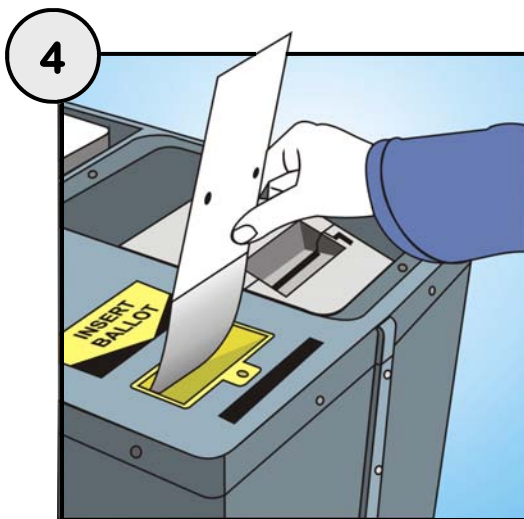
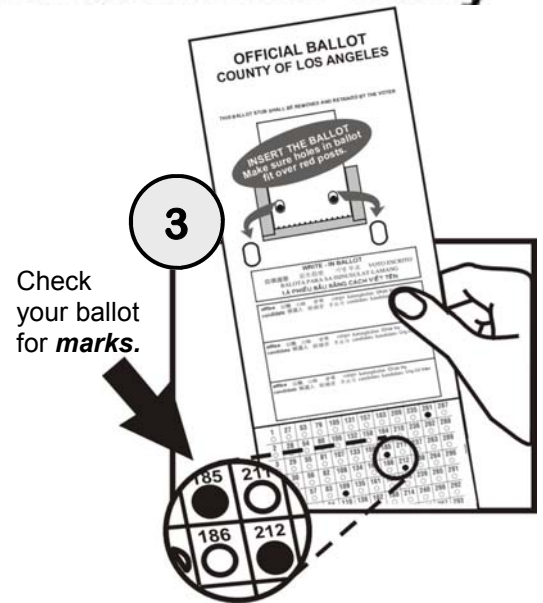
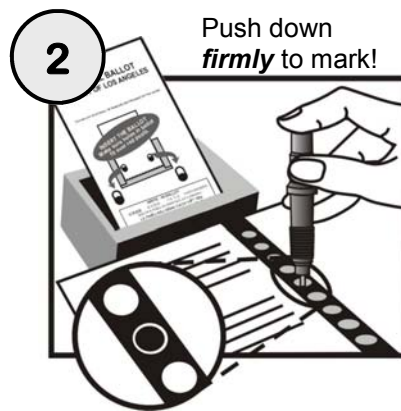
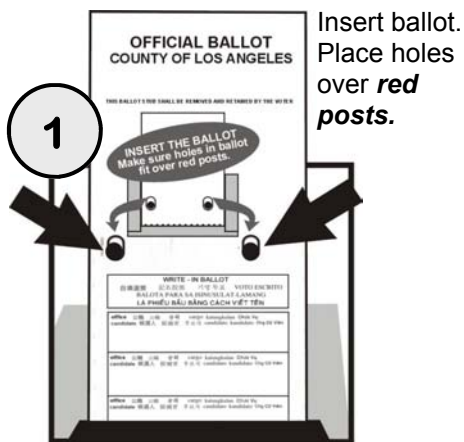
## Why the *plus*?

InkaVote Plus is an enhancement to the InkaVote paper ballot voting system used in Los Angeles County elections since November 2003. It consists of three parts:

1. The voting device, called a Vote Recorder, with special ink stylus attached. Each voter inserts the ballot into the device securing the ballot over the red post and then “inks” the inserted ballot using the stylus.
2. The Precinct Ballot Reader (PBR) or Reader sits on top of the Ballot Box. The Reader checks ballots for Overvotes (more selections than a contest allows) and for completely Blank Ballots and notifies the voter by printing a Ballot Alert Notification Slip. This provides a second chance to correct errors.
3. An Audio Ballot Booth (ABB) is available to all voters, but will most likely be used to assist Voters with Disabilities and multilingual voters.

Voters who are disabled, including those who are blind or visually impaired, may vote privately and independently using an audio headset and a simple keypad. Also, voters may choose to hear an Audio Ballot played in English or in any of the following languages: Chinese, Japanese, Korean, Spanish, Tagalog/Filipino, and Vietnamese.

# How voters will use *InkaVote plus* on Election Day

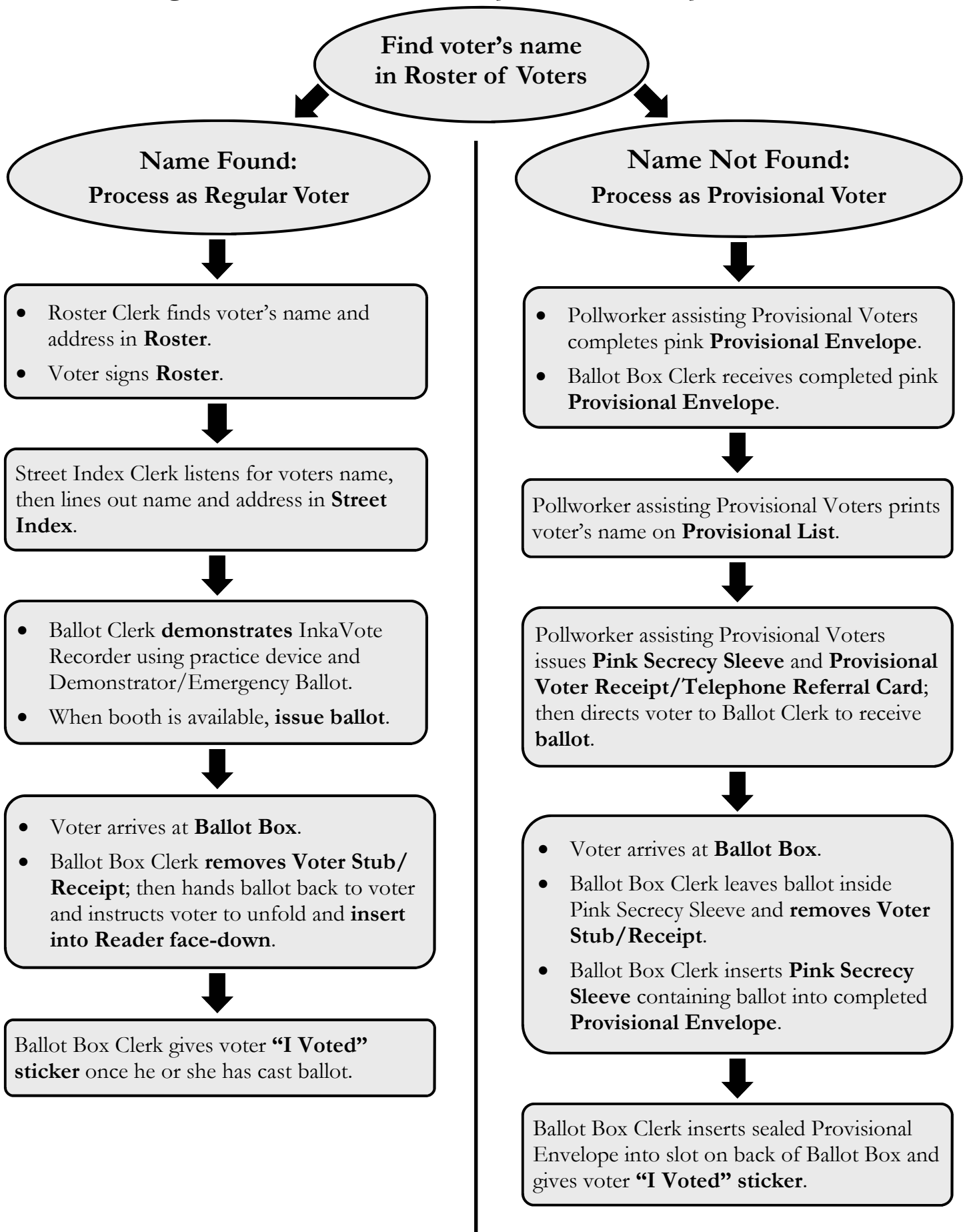


**Also Available to All Voters**

Audio equipment also available to all voters, but will most likely be used to assist Voters with Disabilities and multilingual voters!



# How Voting Works on Election Day—A Summary



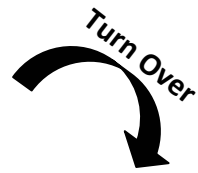
# Setting-Up: Ballot Box and Reader

1

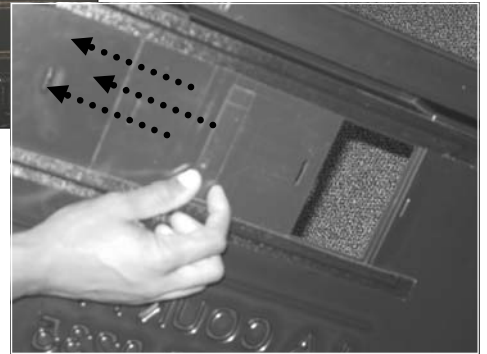
Turn Ballot Box lid over and **open** sliding door.

(Instructions also on top of sliding door.)

Top of Ballot Box Lid



Underside of Ballot Box Lid



2

**Hook** Ballot Box lid to back of Ballot Box, along the edge.



Hook to back of Ballot Box along the edge

3

**Drop** Ballot Box lid so that it fits snugly over edges of the Ballot Box.

**Note:** Sliding door on Ballot Box lid **must** remain open.

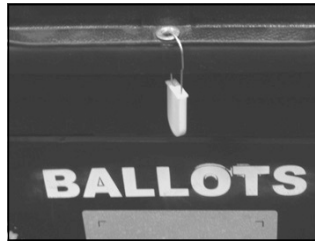


Sliding door **must** remain open

## Setting-Up: Ballot Box and Reader (continued...)

4

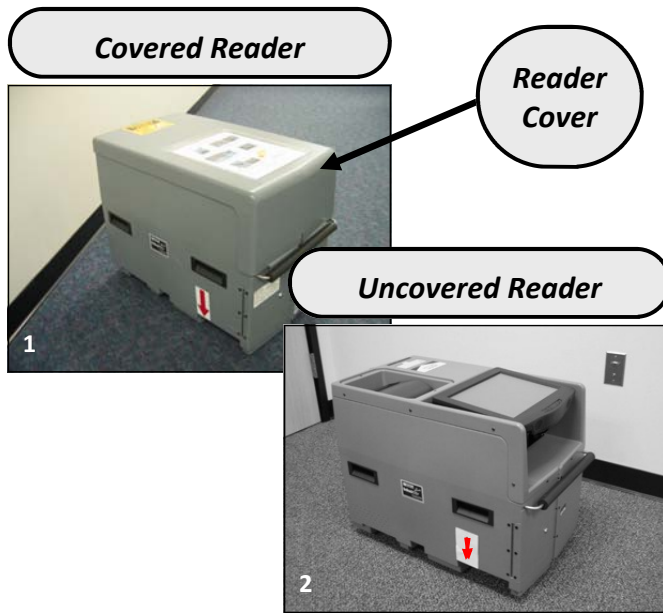
**Lock** Ballot Box using yellow plastic lock, found in Blue Supply Bag.



5

Lift-off the gray Reader cover. You will not need this cover again until you close.

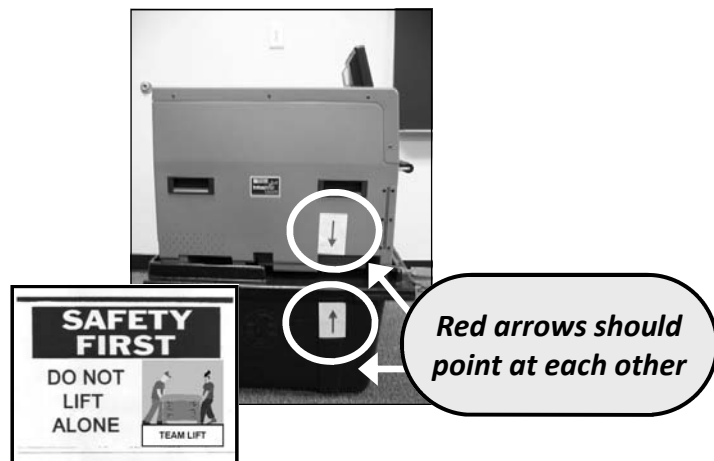
**Note:** A "Quick Start Guide" for set-up is attached to the top of the gray Reader cover.



6

Place InkaVote Plus Reader on top of locked Ballot Box and near an outlet.

When placing Reader on Ballot Box, red arrows should point at each other. Always use two people when lifting.

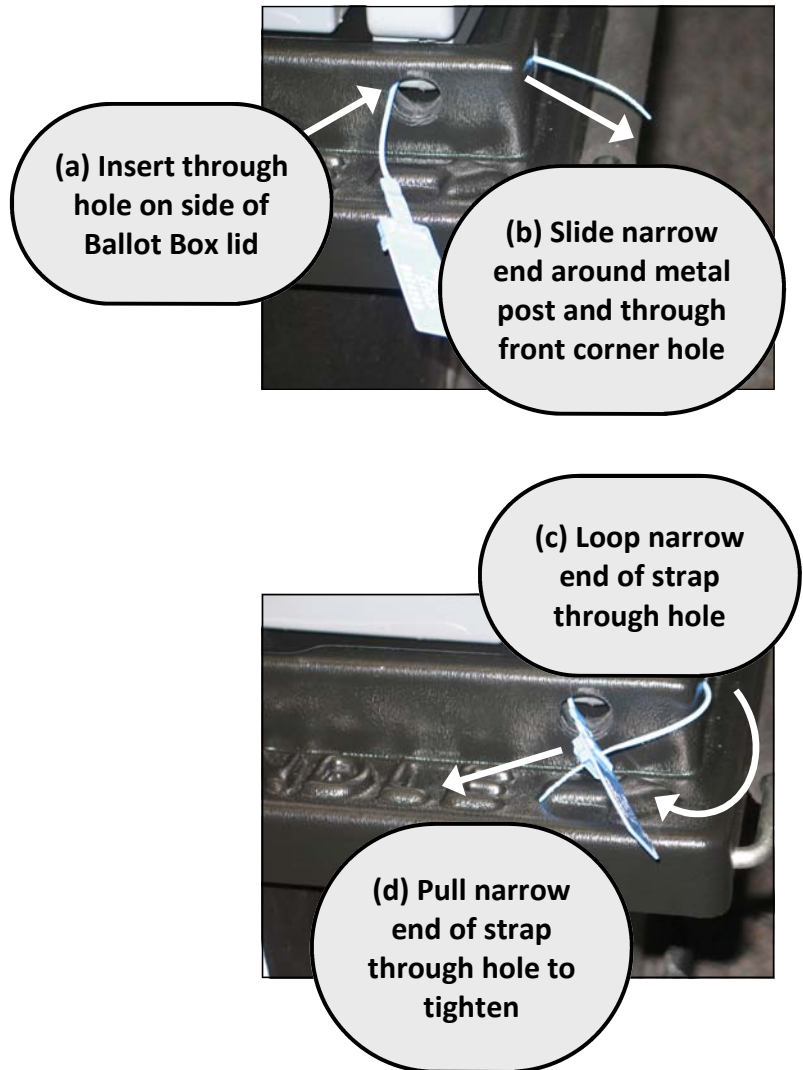


## Setting-Up: Ballot Box and Reader (continued...)

7

Attach the Blue InkaVote Plus Cable Tie (found in the Blue Supply Bag) to secure the Reader to Ballot Box.

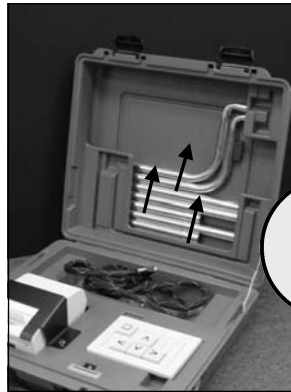
- (a) **Insert** Blue InkaVote Plus Cable Tie through hole on side of Ballot Box lid.
- (b) **Slide** narrow end of strap around metal post and through front corner hole of the Ballot Box lid.
- (c) **Loop** narrow end of strap through the hole in the flat end of cable tie.
- (d) **Pull** narrow end of strap through the hole in the flat end to tighten.





# Setting-Up: Audio Ballot Booth

- 1 Remove leg components from blue case.

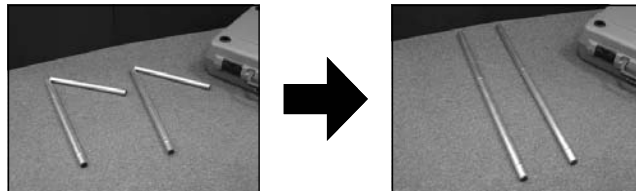


*Lift leg components to remove*

- 2 Close case and turn over with leg slots facing up.

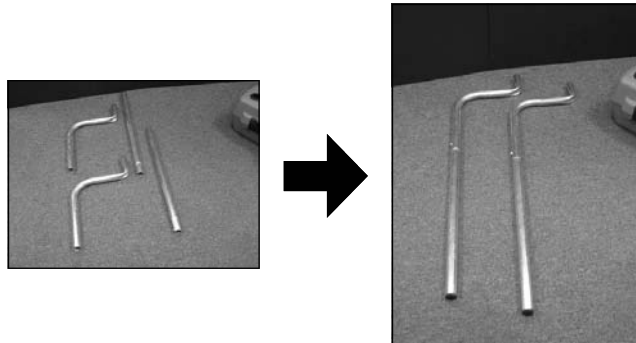


*Straighten roped legs*

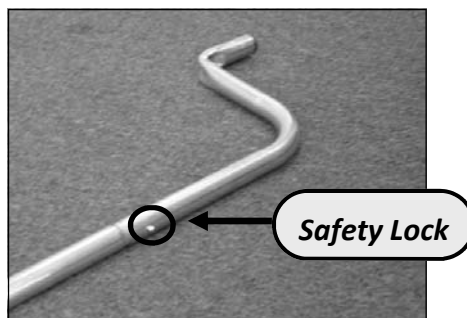


- 3 Assemble the legs as shown.

*Insert short rod into curved rod*



- 4 Make sure safety locks click into place.



## Setting-Up: Audio Ballot Booth (continued...)

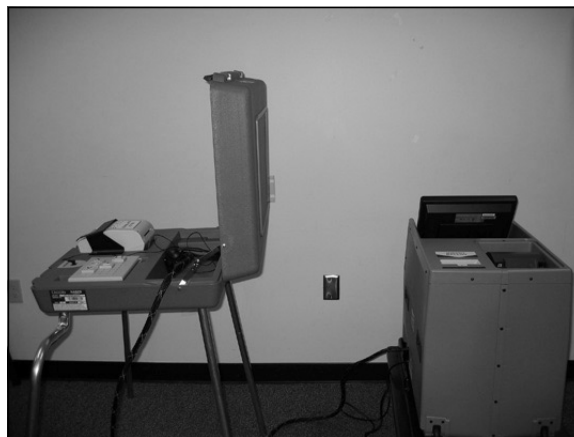
- 5 Insert legs as shown.

Push **down** and **slightly twist** each leg until it fits snugly inside the leg slots.

*Note: If the legs are not snugly inserted into the slots, they may fall out.*

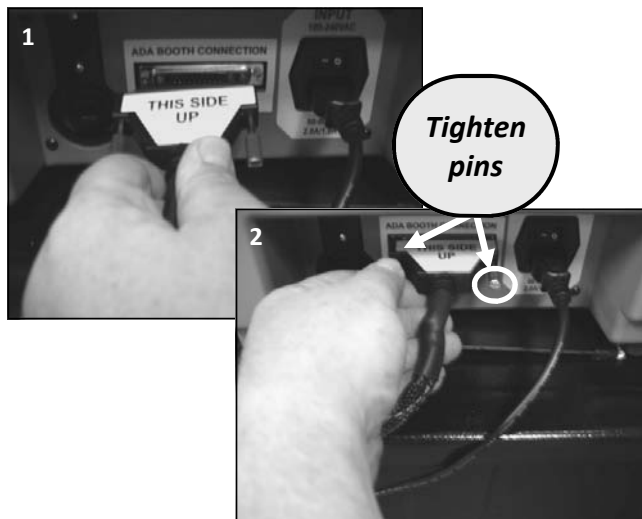


- 6 With one person on each side, turn over and stand up the Audio Ballot Booth near the Reader. Face Audio Ballot Booth away from Reader, ensuring privacy for voter.



- 7 Insert Audio Ballot Booth cable into the side of Reader with the yellow label that reads “ADA Booth Connection”.

Tighten the pins on each end by twisting them to the right (like a screw).



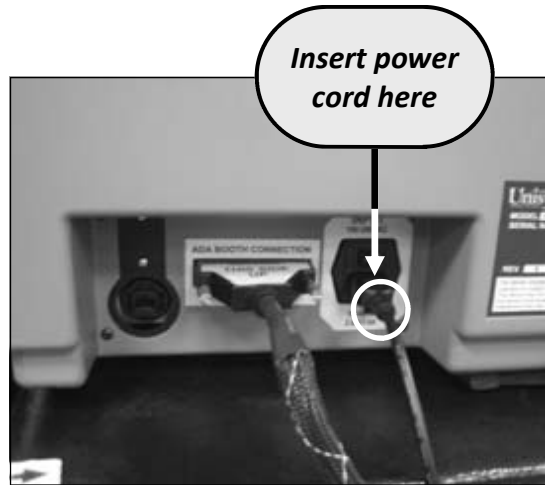
- 8 Make sure cords are not in the path of travel.

# Activating Reader and Audio Ballot Booth: Turning On Reader

- 1 Remove the Reader power cord from behind the Reader screen.

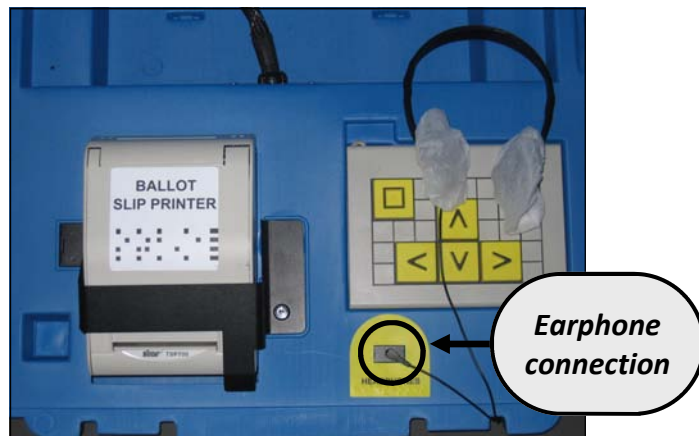
Insert end of power cord into the side of Reader (located to the right of the Audio Ballot Booth cord connection).

Then, insert power cord into wall outlet.

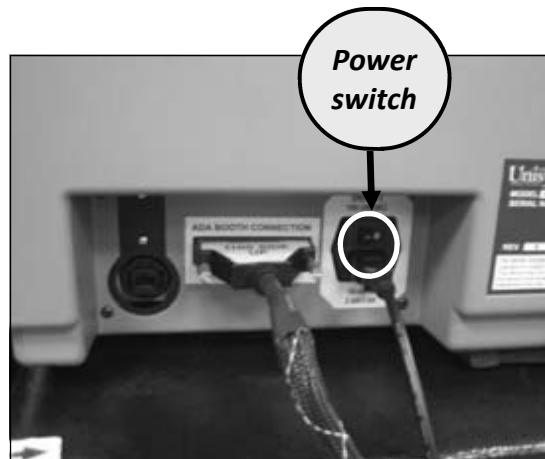


- 2 Plug earphones into connection on Audio Ballot Booth. After voter uses earphones replace the earphone covers.

Earphone covers can be found in your Paper Supply Kit.



- 3 Turn on power switch as shown.

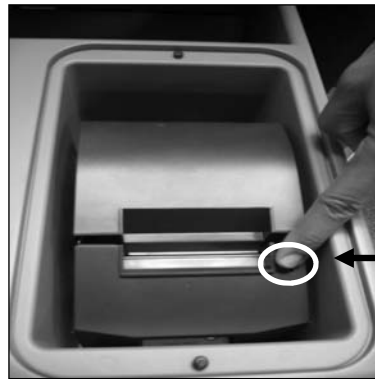


**Wait!**  
**Do not press anything else until the screen asks to insert the Ballot Header Card!**

## Activating Reader and Audio Ballot Booth: Reader Printer

1

Slide down the latch to open Reader Printer cover. The cover will pop open.



*Latch to open printer cover*

2

Pull paper a few inches out of printer.



3

Press down on both sides of Reader Printer cover until you hear a click. The paper should be extending out of printer a few inches.



4

Attach "InkaVote Plus is here" Poster to the front of the Reader. (This is the side that faces the voter.)



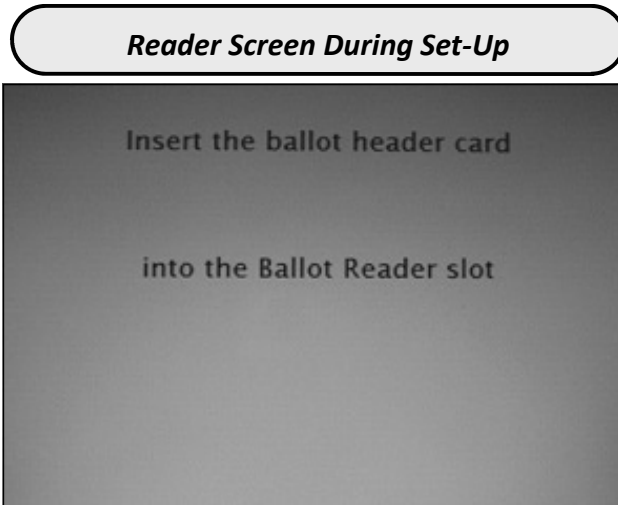
*"InkaVote is here"  
Poster attached to front of Reader*

# Activating Reader and Audio Ballot Booth: Ballot Header Card

1

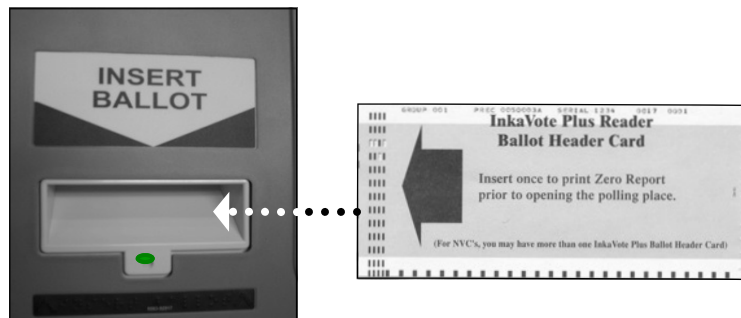
Allow about **five** minutes for Reader to start up. **Do not do anything until screen looks like picture on right.**

While you wait, continue setting-up Polling Place until screen notifies you to “Insert ballot header card into the Ballot Reader slot.”



2

- Retrieve Ballot Header Card from Green Stripe Envelope and insert into Ballot Reader Slot.
- Ballot Header Card will return.
- A Zero Report and Test Audio Ballot will print. Set aside.
- Void the Test Audio Ballot and place in White Box.
- Place Ballot Header Card into envelope behind Reader screen.

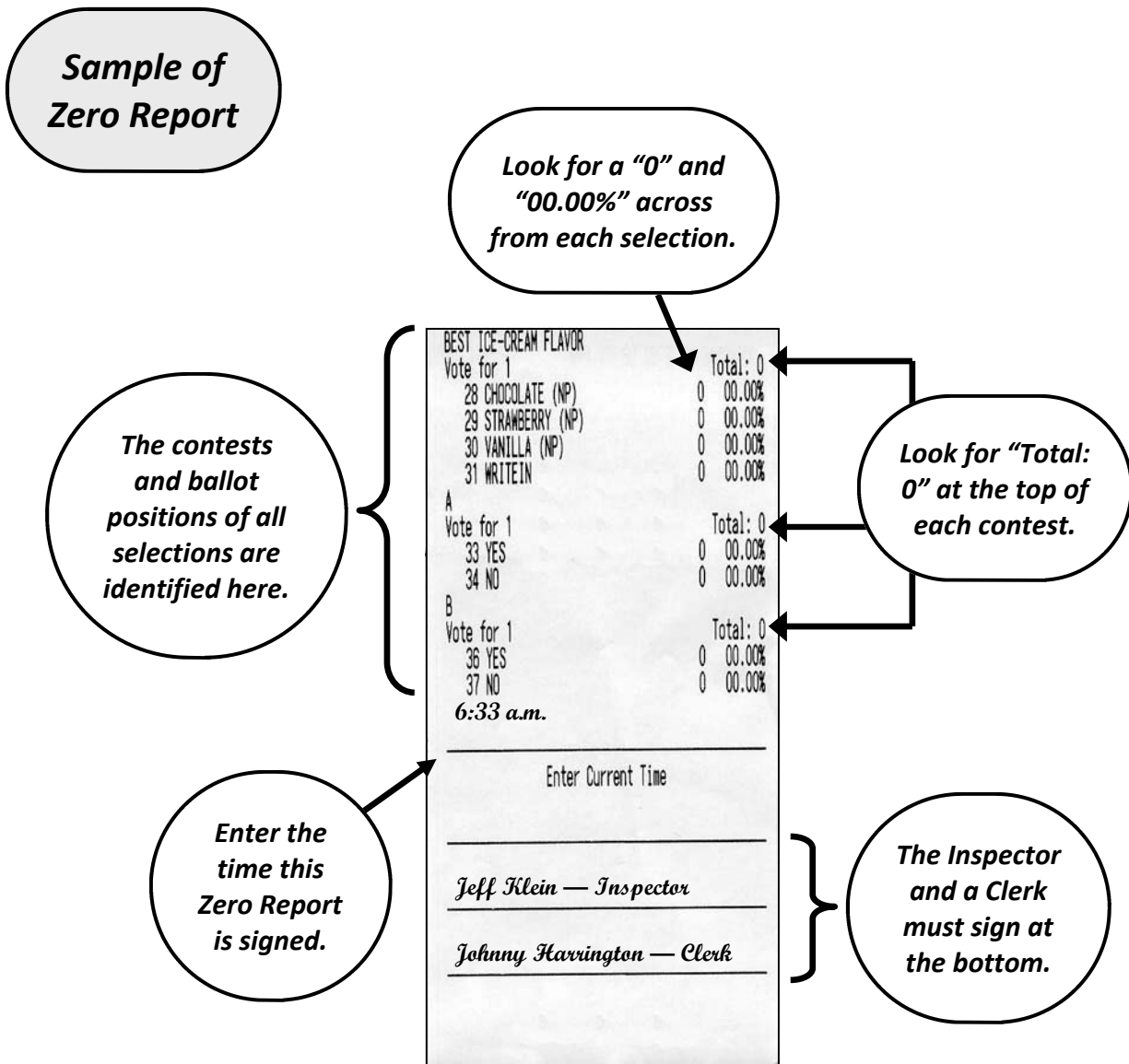


# Activating Reader and Audio Ballot Booth: Zero Report

## Reviewing the Zero Report:

The Zero Report verifies that the Reader has not been used before Election Day.

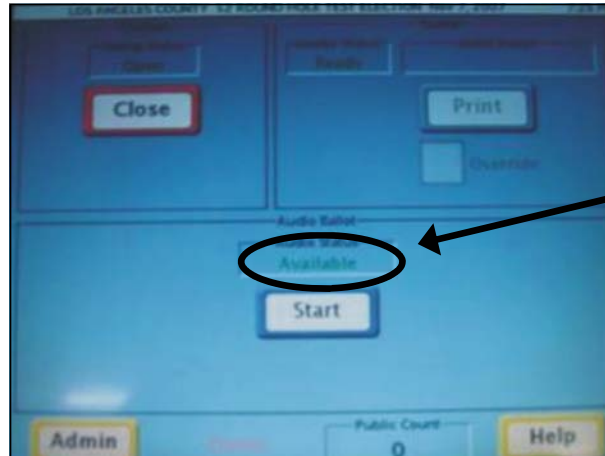
- ➔ Compare the Zero Report with the corresponding ballot. All ballot positions and candidates should match the Sample Ballot issued to precinct.
- ➔ Enter the current time and two Pollworkers should sign Zero Report, then place in envelope behind Reader screen along with the Ballot Header Card.



# Activating Reader and Audio Ballot Booth: Final Check

## Audio Status: Available

Reader ready to accept ballots and Audio Ballot Booth may be used.



*When Reader screen says "Available" under Audio Ballot, the Audio Ballot Booth is ready.*

## Audio Status: Not Connected

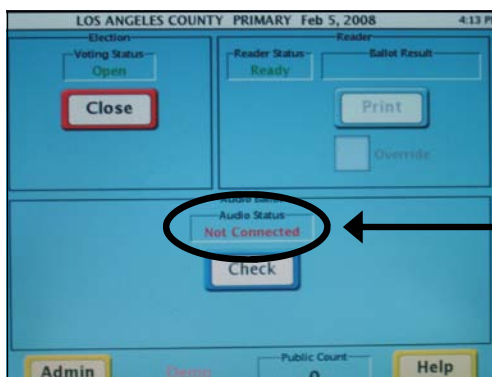
Reader ready to accept ballots, but Audio Ballot Booth not connected. Do the following:

1. Turn the Reader off.
2. Remove the Audio Ballot Booth cable. Then, reconnect the cable so it is firmly attached and pins are tightened.
3. Tilt Audio Ballot Booth forward and backward a couple of times. (This will help the roll of ballot paper fall into place.)
4. Turn the Reader on.
5. Press *"Check"*.

If *"Not Connected"* still appears:

Contact Polls Section and open Polling Place at 7:00 a.m.

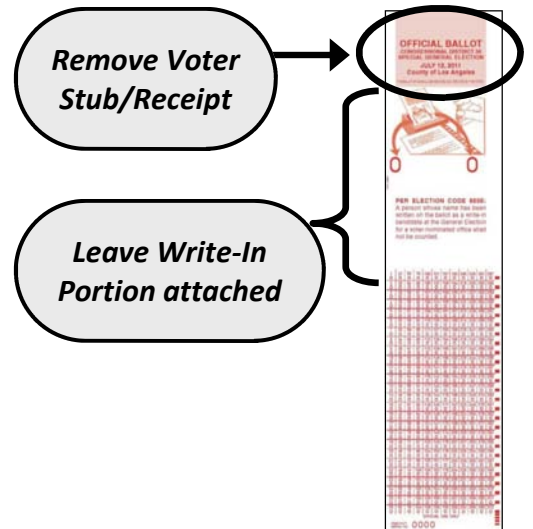
Always open the Polling Place at 7:00 a.m. Voting never stops!



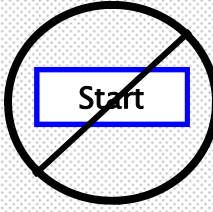
*"Not Connected" indicates the Audio Ballot Booth is not functioning, but the Reader still checks ballots.*

# Once Polls are Open

1. After a voter finishes marking his or her ballot, he or she will approach the Ballot Box Clerk. The Clerk should greet the voter and ask if he or she is ready to cast ballot.
2. If the voter is ready, ask for his or her ballot.
3. Remove Voter Stub/Receipt and hand it to the voter. Leave Write-In Portion attached.
4. Return ballot to voter instructing him or her to open the ballot and insert it face down into the Ballot Reader Slot.
5. When Reader is ready for ballot, the light will be green. (A red light will appear for a few seconds while the Reader is checking ballot.)

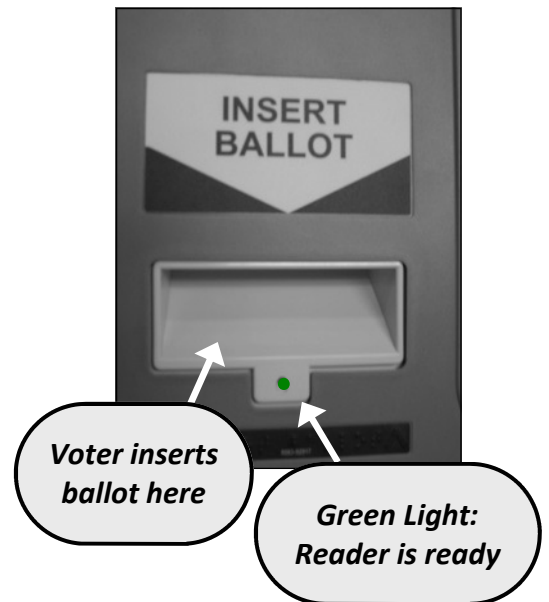


**Note:** If red light stays on, continue voting by inserting each voted ballot into slot on back of Ballot Box. Then, contact Polls Section for further assistance.

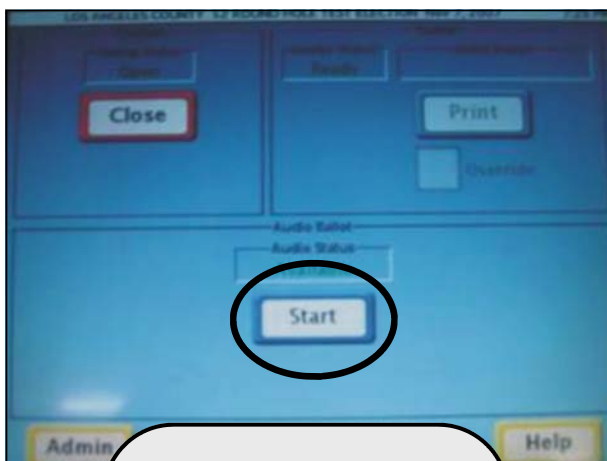


Do **not** press *Start* on the screen. (Pressing *Start* activates the Audio Ballot Booth.)

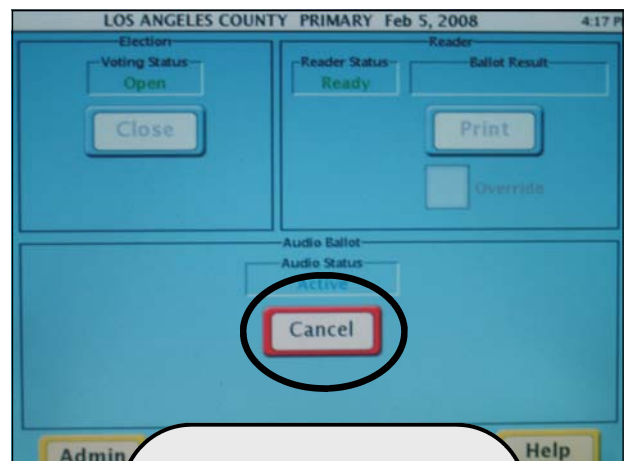
If you accidentally press *Start*, simply touch *Cancel* to deactivate the Audio Ballot Booth function. (See Diagram below.)



## Sample of Reader Screen



Pressing Start activates the Audio Ballot Booth



Pressing Cancel stops the Audio Ballot Booth



## Screen Messages

### Regular Ballot

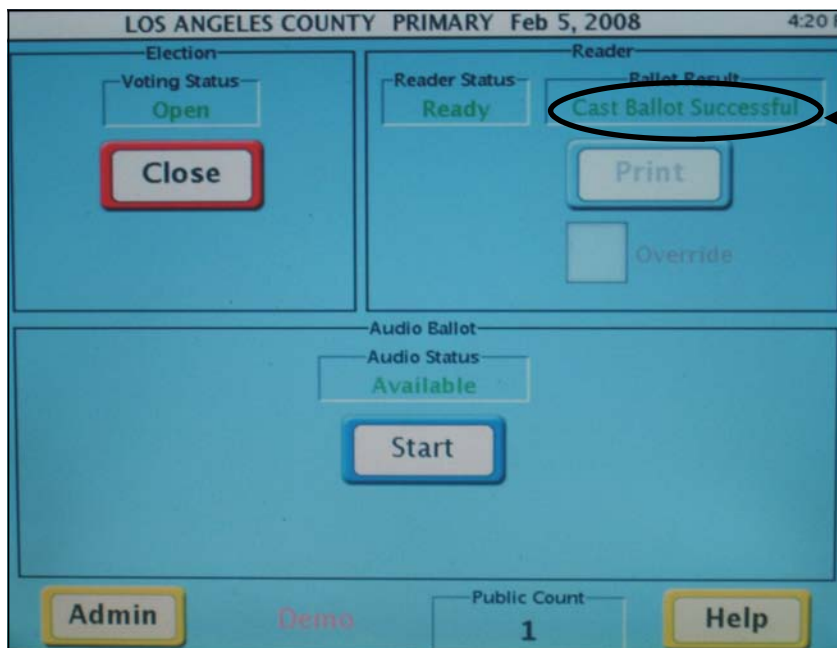
If there are no errors, the screen will display Cast Ballot Successful. The ballot will drop automatically into the Ballot Box.

#### Screen Message Display: Cast Ballot Successful

⇒ **What To Do:** Give the voter an “I Voted” sticker.

- Regular ballots will drop into the Ballot Box requiring no further action.  
(Voter will **not** receive a notification slip.)

#### Sample of Reader Screen

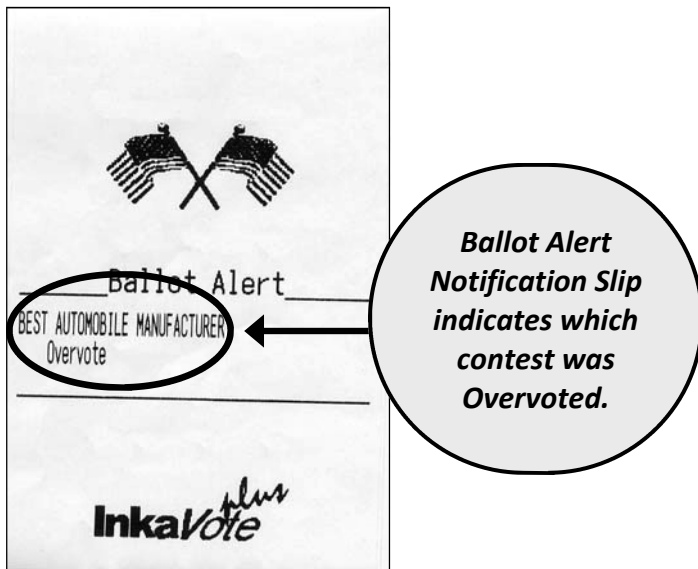


Screen displays  
Cast Ballot  
Successful here

## Screen Messages (continued...)

### Overvoted Ballot

- If a ballot contains an Overvote error, the Reader screen will display **Ballot Alert**.
- Reader will return the ballot to voter. A **Ballot Alert Notification Slip** will print which shows the contest(s) where the Overvote(s) occurred.



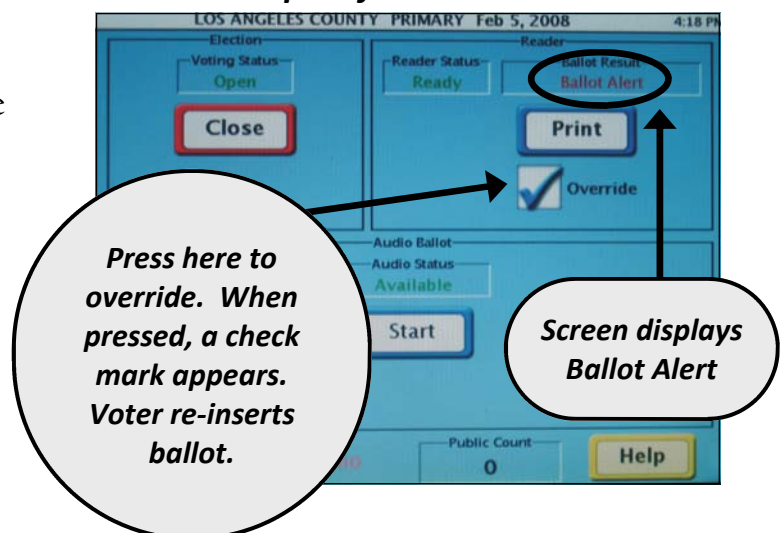
### What To Do:

- Offer voter new ballot. Instruct him or her to return to voting booth to re-vote with the new ballot. When voter returns, he or she will insert new ballot into the Reader.

**OR**

- Voter may decide to cast his or her ballot as originally voted. The Ballot Box Clerk presses **Override**. When a check mark appears in the box next to **Override**, voter re-inserts ballot into the Reader.

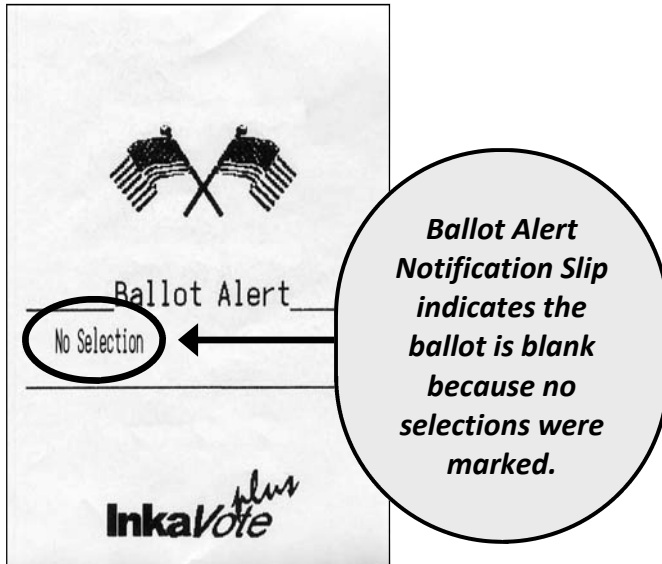
### *Sample of Reader screen*



## Screen Messages (continued...)

### No Selection / Blank Ballot

- If a Blank Ballot is inserted, the Reader screen will display Ballot Alert.
- The Reader will return the ballot to the voter, with a Ballot Alert Notification Slip that reads: No Selection.



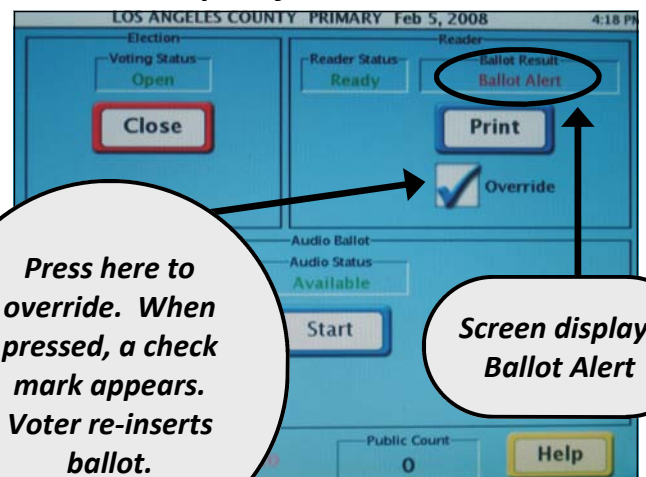
### ⇒ What To Do:

- Suggest voter return to a voting booth to correct the Blank Ballot by properly marking his or her selections.

### OR

- Voter may decide to cast a Blank Ballot if he or she chooses. The Ballot Box Clerk will press **Override**. When a check mark appears in the box next to **Override**, re-insert ballot into Reader.

### Sample of Reader screen

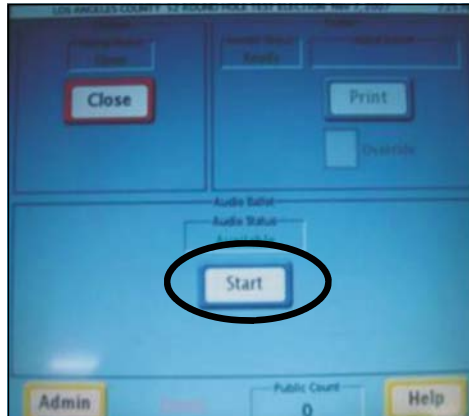


# Operating the Audio Ballot Booth

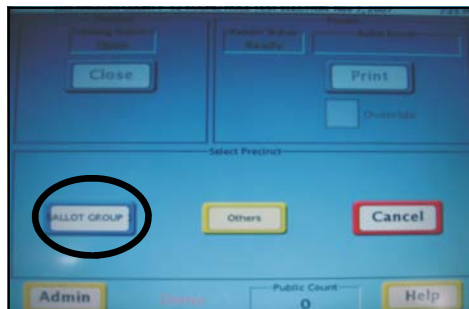
1. Help voter locate earphones, if necessary.

2. Once voter is ready, press **Start** on the Reader screen.

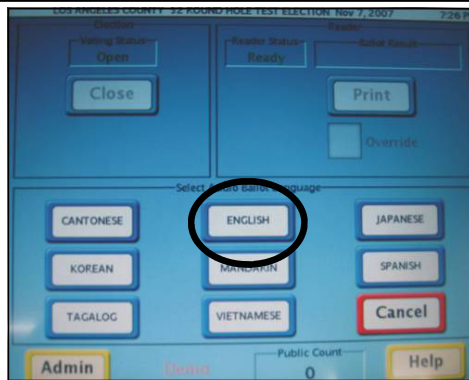
**Note:** If the screen says **Not Connected** check Audio Ballot Booth cable.



3. Press the Ballot Group number shown on the Reader screen..



4. Press language selected by the voter.



## *Who Might Request an Audio Ballot and How is it Used?*

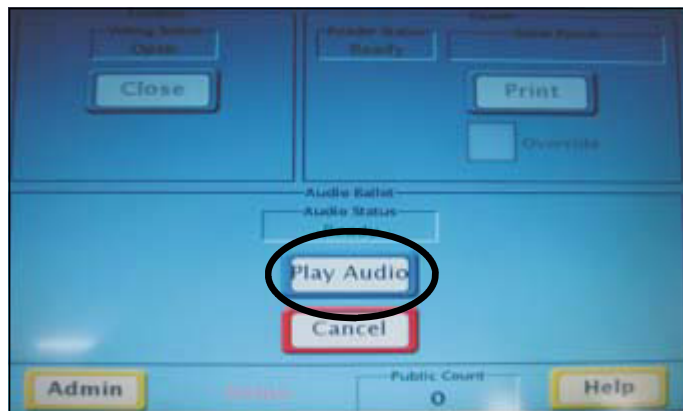
The Audio Ballot Booth (ABB) should be set-up, made accessible, and offered to all voters. Any voter may use the ABB, however, voters who will most likely use it are Voters with Disabilities or voters who need multilingual assistance.

Voters may choose an Audio Ballot in a language mandated by the Federal Voting Rights Act. For this election, mandated languages are: Chinese, English, Japanese, Korean, Spanish, Tagalog/Filipino, and Vietnamese.

Once a voter has finished making selections, an Audio Ballot is printed. Audio Ballots are inserted into the Reader just like all other ballots.

## Operating the Audio Ballot Booth (continued...)

5. Press *Play Audio*.



**After the instructions, the voter must press the right arrow to begin voting.**

Voter will hear instructions and uses keypad to navigate ballot:

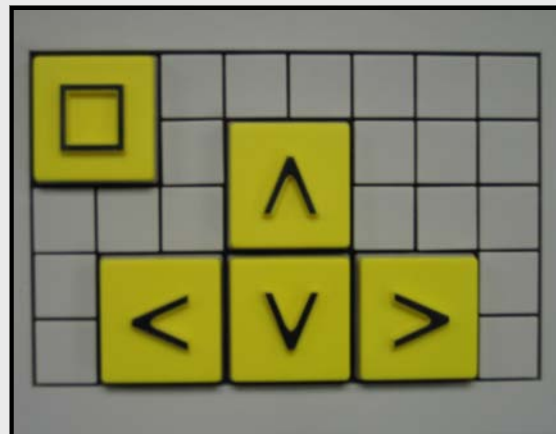
**Square** — *make selection*

**Up/Down Arrow Once** — *scroll through list of candidates or selections*

**Up/Down Arrow Multiple Times** — *raise/lower volume*

**Left Arrow** — *move to previous contest*

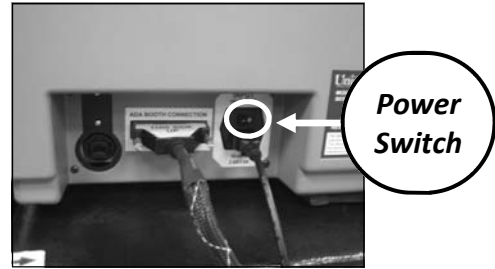
**Right Arrow** — *move to next contest*



# Closing

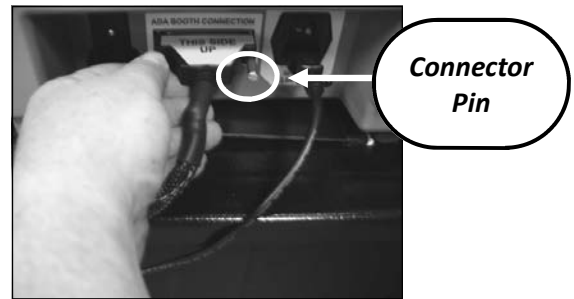
Once the last voter has cast his or her ballot, shut down the Reader and Audio Ballot Booth as follows:

1. Find the power switch next to the power cord and turn Reader off.



2. Unplug Reader power cord from the wall. Then unplug the power cord from Reader. Wind-up the power cord and place behind Reader screen.

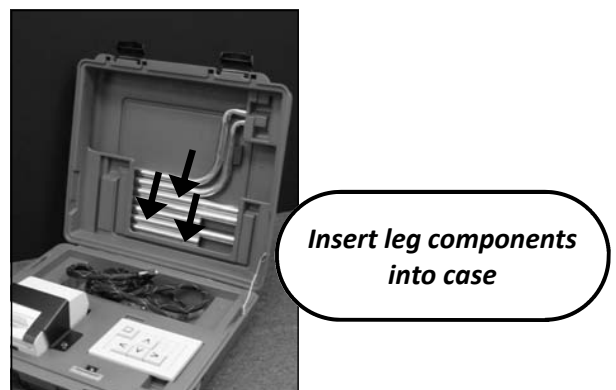
3. Unscrew the pins on the Audio Ballot Booth cable by twisting to the left. This will allow you to disconnect the Audio Ballot Booth cable from the Reader. Wind-up the Audio Ballot Booth cable and store it inside the Audio Ballot Booth.



4. Remove and wind-up the earphones and its cord. Store them inside the Audio Ballot Booth.

5. Close the Audio Ballot Booth. Turn it upside-down to remove the legs.

6. Disassemble the legs and place back into the Audio Ballot Booth, inside the cover (see photograph to the right).



7. Close the Audio Ballot Booth, locking it with latches located next to the handle.

## Closing (continued...)

8. Twist the flat end of the Blue InkaVote Plus Cable Tie to break. Place pieces in White Box.



9. **Two people** should remove Reader from the top of the Ballot Box.

10. Place the gray cover on top of Reader. You have now completely shut down your InkaVote Plus Reader and Audio Ballot Booth.



***Return the following supplies, along with your other election materials, to your assigned Check-in-Center:***

- InkaVote Plus Reader with cover
- Zero Report, signed and date entered, plus Ballot Header Card, **both placed inside envelope behind Reader screen**
- Power cord, placed behind Reader screen
- InkaVote Plus Audio Ballot Booth packed (with earphones inside)
- Extension cord, placed inside Black Supply Tub
- Three-prong converter, placed inside Blue Supply Bag

# InkaVote Plus Troubleshooting

**Voting never stops!** If the Reader will not accept ballots, insert voted ballots through the slot on back of Ballot Box until the problem is resolved.

The table below and on the next few pages offers some easy solutions to problems you may encounter with your Reader and/or Audio Ballot Booth.

<b>Problem:</b>	<b>Solution:</b>
1. Ballot Header Card missing from supplies.	<p>Check to see if Ballot Header Card is loose inside Black Supply Tub. If not found:</p> <ul style="list-style-type: none"> <li>• Use first ballot on pad as your Ballot Header Card.</li> <li>• Remove Voter Stub/Receipt and insert into the Reader.</li> <li>• Ballot will return to you.</li> <li>• Write “Void” on ballot and place it in White Box.</li> </ul>
2. Zero Report does not print.	<ul style="list-style-type: none"> <li>• Press: <b>Admin.</b></li> <li>• Press: <b>View summary.</b></li> <li>• Press: <b>Print.</b></li> <li>• If Zero Report now prints, problem resolved.</li> </ul> <p><b><i>If Zero Report does not print:</i></b> Do not use Reader. Insert voted ballots into slot on back of Ballot Box.</p> <p>Contact Polls Section.</p>
3. Reader only accepts ballots when inserted in specific directions (e.g. does not read ballot when ballot is inserted upside-down or right-side-up).	<p>Insert ballots in the direction which the Reader <b><u>will</u></b> accept.</p>
4. Reader will not accept any ballots (light is red; will not change to green).	<p>Stop inserting ballots. Continue voting. Insert voted ballots into slot on back of Ballot Box.</p> <p>Contact Polls Section.</p>



## InkaVote Plus Troubleshooting (continued...)

Remember: Voting Never Stops!

<b>Problem:</b>	<b>Solution:</b>
5. Reader rejects ballots. Message displayed on screen reads <i>jammed</i> or <i>incorrect ballot</i> .	Stop inserting ballots into Reader. Continue voting. Insert voted ballots into slot on back of Ballot Box.  Contact Polls Section.
6. Reader Printer jammed.	<ul style="list-style-type: none"><li>• Open Reader Printer cover using latch on bottom-right corner of printer.</li><li>• Adjust paper roll.</li><li>• Close cover.</li><li>• See page 10.</li></ul> <p><b><i>If still jammed:</i></b> Stop inserting ballots into Reader. Continue voting. Insert voted ballots into slot on back of Ballot Box.</p> <p>Contact Polls Section.</p>
7. Audio Ballot Booth Printer jammed.	Do not use Audio Ballot Booth, but continue using Reader.  Contact Polls Section.
8. Audio Ballot Booth Printer rapidly ejects multiple Audio Ballots.	Do not use Audio Ballot Booth. Continue voting and using Reader.  Contact Polls Section.  <b><i>Be prepared to describe situation in detail.</i></b>

# InkaVote Plus Troubleshooting (continued...)

Remember: Voting Never Stops!

<b>Problem:</b>	<b>Solution:</b>
<p>9. Reader screen displays: <b>Not Connected.</b></p>	<ul style="list-style-type: none"> <li>• Turn off the Reader.</li> <li>• Remove the Audio Ballot Booth cable. Then, reconnect the cable so it is firmly attached and pins are tightened.</li> <li>• Tilt Audio Ballot Booth forward and backward a couple of times. (This will help the roll of ballot paper to fall into place.)</li> <li>• Turn the Reader on.</li> <li>• Press: <b>Check.</b></li> </ul> <p>If <b>Not Connected</b> still appears:</p> <ul style="list-style-type: none"> <li>• Contact Polls Section.</li> <li>• Close cover of Audio Ballot Booth. (Reader will still accept ballots.)</li> </ul>
<p>10. Ballot Box sliding door not opened and Ballot Box now locked. <b>If sliding door is not opened ballots will jam.</b></p>	<p>Stop inserting ballots into Reader. Continue voting. Insert voted ballots into slot on back of Ballot Box.</p> <p>Contact Polls Section.</p>
<p>11. Reader motor will not stop running.</p>	<p>Stop inserting ballots into Reader. Continue voting. Insert voted ballots into slot on back of Ballot Box.</p> <p>Contact Polls Section.</p>
<p>12. Voter cannot hear Audio Ballot.</p>	<p>Push earphone connector all the way in.</p> <p>If voter still cannot hear ballot, do not use Audio Ballot Booth.</p> <p>Contact Polls Section.</p>

## Glossary of Terms

- Audio Ballot** - A ballot printed by the InkaVote Plus Audio Ballot Booth Printer. Audio Ballots require the precinct number to be written on the back during closing procedures, prior to being packed into the Red Box.
- Audio Ballot Booth** - A voter may vote using the Audio Ballot Booth by listening to his or her ballot through use of earphones and while making selections using a keypad. Although the Audio Ballot Booth can be used by any voter, it is primarily used by voters who are visually impaired or voters who would like multilingual assistance. Sometimes referred to as the “InkaVote Plus Audio Ballot Booth”.
- Audio Ballot Booth Printer** - The printer attached to the Audio Ballot Booth that prints an Audio Ballot.
- Ballot Alert** - This message will appear when a voter inserts a ballot that contains an error—either an Overvote or is a Blank Ballot.
- Ballot Alert Notification Slip** - A paper notification that prints from the Reader Printer as a result of a Ballot Alert. The Ballot Alert Notification Slip informs a voter of the contest(s) he or she Overvoted or if he or she casts a Blank Ballot.
- Ballot Box/Black Supply Tub** - A large black tub used to deliver and return supplies. Once supplies are emptied it becomes the Ballot Box. Sometimes referred to as “Black Supply Tub/Ballot Box.”
- Ballot Header Card** - Used to initiate the Reader and prepare it to accept voted ballots. Ballot Header Card is inserted through the Ballot Reader Slot.
- Ballot Reader Slot** - The yellow slot, on the voter’s side of the Reader, where a voter inserts his or her ballot or where a Pollworker inserts the Ballot Header Card.
- Black Supply Tub/Ballot Box** - A large black tub used to deliver and return supplies. Once supplies are emptied it becomes the Ballot Box. Sometimes referred to as “Ballot Box/Black Supply Tub.”
- Blank Ballot** - The term applied to a ballot that contains no marks or votes. A voter who casts a Blank Ballot will receive a Ballot Alert Notification Slip stating “No selection”.
- Blue InkaVote Plus Cable Tie** - Found in the Blue Supply Kit Box, this item is used during set-up to attach the Reader to the Ballot Box.
- InkaVote Plus** - The method of voting used in Los Angeles County, which includes an InkaVote Recorder, InkaVote Plus Reader, and InkaVote Plus Audio Ballot Booth.
- InkaVote Plus Audio Ballot Booth** - A voter may vote using the InkaVote Plus Audio Ballot Booth by listening to his or her ballot through use of a headset and while making selections using a keypad. Although the InkaVote Plus Audio Ballot Booth can be used by any voter, it is primarily used by voters who are visually impaired or voters who would like multilingual assistance. Sometimes referred to as the “Audio Ballot Booth”.
- InkaVote Plus Reader** - A device that sits on top of the Ballot Box and checks voter inserted ballots for Overvotes or Blank Ballots. Sometimes referred to as the “Reader”.

**InkaVote Plus Reader Printer** - The printer attached to the InkaVote Plus Reader that prints Ballot Alert Notification Slips, which informs voters of any Overvotes or Blank Ballots. The Zero Reports are also printed from here upon insertion of each Ballot Header Card. Sometimes referred to as the “Reader Printer”.

**“Not Connected” Audio Ballot Message** - A Reader screen message that occurs when the Audio Booth does not function.

**Overvote** - Casting more votes than allowed for a contest. Overvoting will cause a voter’s selections for that specific contest to not count, resulting in no votes cast for that contest.

**Reader** - A device that sits on top of the Ballot Box and checks voter inserted ballots for Overvotes or Blank Ballots. Sometimes referred to as the “InkaVote Plus Reader”.

**Reader Printer** - The printer attached to the InkaVote Plus Reader that prints Ballot Alert Notification Slips, which informs voters of any Overvotes or Blank Ballots. The Zero Reports are also printed from here upon insertion of each Ballot Header Card. Sometimes referred to as the “InkaVote Plus Reader Printer”.

**Test Audio Ballot** - A blank Audio Ballot that prints from the Audio Ballot Booth Printer during equipment set-up. This ballot should be voided and placed in the White Box during set-up

**Zero Report** - A report that is printed from the Reader Printer after each Ballot Header Card is inserted. It should show all zeros, indicating that no ballots have been previously inserted into the Reader.