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ImageCast® X Ballot Marking Device Users Guide

Version: 4.19::22

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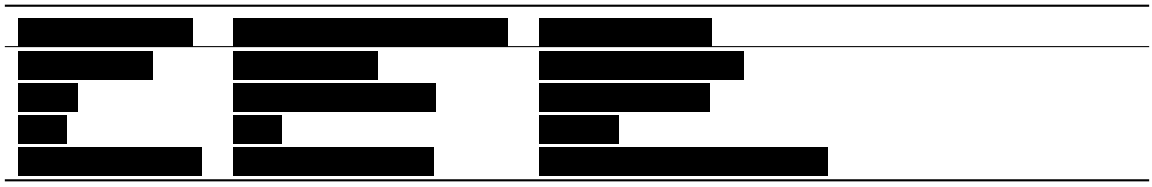
Revision History

Allowed Authors



RELEVANT DISCLAIMERS

Please be advised that this document may make reference to the following Democracy Suite® functionalities:

- EMS Enterprise configuration
- Election Data Exchange Station (EDES)
- Rank Choice Voting (RCV)
- Recall Issues
- Mode 2 asymmetric cryptography
- Mode 3 asymmetric cryptography
- NYS General and Primary Ballot Template
- Ballot Marking Device (BMD)
- Modem and transmission functionality
- AIMS Data Translator
- WinEDS Importer
- ImageCast Listener

These functionalities are not components of the current Democracy Suite® 4.19 certification campaign, and should be disregarded throughout the document.

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Chapter 1

Introduction

This document describes operation and procedures for the ImageCast® X software and Samsung Galaxy Tab Pro (12.2) tablet hereinafter referred to as devices. It provides all necessary information for the successful operation of the unit and peripheral equipment by all support personnel. The intended audience is those who use the unit for pre-election and election preparation and Ballot Marking Device activities.

Chapter 2

System Setup

This document contains procedures for setting up and using a Voting Service Polling Center (VSPC) that contains ballot marking stations. A ballot marking station is made up of the following:

- ImageCast® X BMD
- Magnetic card reader/writer
- VSPC server
- ADA hardware
- Printer

This document assumes election tabulator files for the ImageCast® X are delivered to the customer and loaded on the VSPC server and device. Additionally, this document assumes that an Election Official performs the duties outlined within this document.

The following equipment is needed for setting up a VSPC:

- Samsung Galaxy Tablet Pro 12.2 running ImageCast® X
- Magnetic card reader/writer
- Armadillo sphere with enclosure
- VSPC server - laptop or desktop computer
- Printer
- Tecla device for ADA voters - Paddles, Joystick, Audio, Sip & Puff
- Dell PowerConnect 2800 Series switch

2.1 ImageCast® X Setup

2.1.1 Unpacking the Equipment

(Performed by an Election Official)

1. Remove the tablets from the Ballot Security Unit. Note the labels indicating which printer each tablet will be paired with.
2. Remove the printers from the grey steel supply boxes labeled "ImageCast® X Printers". Note the labels indicating which tablet each printer will be paired with.
3. Remove the laptop to be used as a VSPC server for ImageCast® X from the grey steel supply box labeled "ImageCast® X Laptop & Peripherals".
4. Remove the following from the grey steel supply box labeled "ImageCast® X Laptop & Peripherals":
    - Dell PowerConnect 2800 Series switch
    - Directional switch
    - Headphones
    - Magnetic card reader/writer
    - Tecla device
    - Voter cards

2.1.2 Setting up the Equipment

(Performed by an Election Official)

1. Setup the VSPC server and Dell PowerConnect 2800 Series switch according to the site layout map contained in the *Supervisors Notebook* and plug both into a power outlet.
2. Install and configure the VSPC server and Dell PowerConnect 2800 Series switch as specified in 2.08 - ICX System Operations Procedures.
3. Setup the booth according to the site layout map in the *Supervisors Notebook*.
4. Plug both the printer and tablet into a power outlet.
5. Plug the USB cable for the magnetic card reader/writer into the VSPC server and plug the power cable for the card reader into a power outlet.
6. Plug the headphones into the headphone jack that is located on the bottom of the tablet enclosure (case).

    NOTE: Two tablets will have the accessibility features enabled and will be tagged with a blue disability sticker.

2.2 Logging onto ImageCast® X Administration

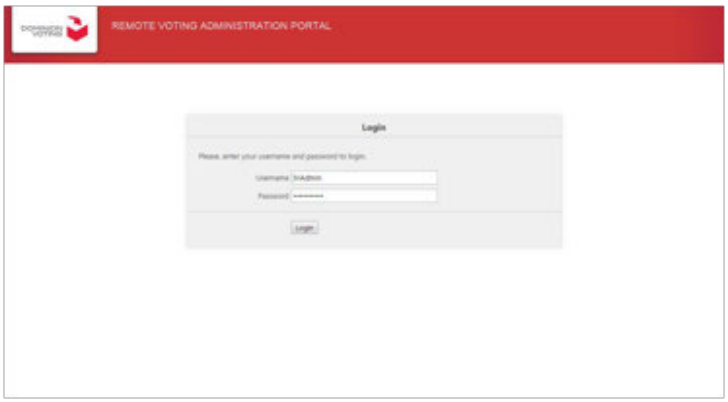


Figure 2.1: Remote Voting Administration Portal Logon Screen

1. From the VSPC server's Desktop, double-click **Login-Remote Voting Administration Portal**.
2. Log on to the Remote Voting Administration Portal by entering the username and password credentials provided in the *Supervisors Notebook*.
3. Click **Login**.

2.3 Turning on the ImageCast® X BMD and Printer

1. Using the security screwdriver supplied in the "ImageCast® X Laptop & Peripherals" box, unscrew the security screw found on the upper right side of the tablets enclosure (case).
2. Using the supplied hex key, insert it into the hole where the screw was and press the power button on the tablet to power it on.
3. Replace the security screw.
4. Power on the printer by pressing the ON button on the top of the printer.

2.4 Logging onto the ImageCast® X BMD

- When an ImageCast® X BMD has *not* been designated to be used for accessibility voting, log in using **ICX ImageCast® X** .
- When an ImageCast® X BMD has been designated to be used for accessibility voting, log in using **TouchWiz Home**. For more details on this process go to chapter 5 AVS Mode - Accessibility Voting.

The following procedures are for setting up a BMD that has *not* been designated for accessibility voting.

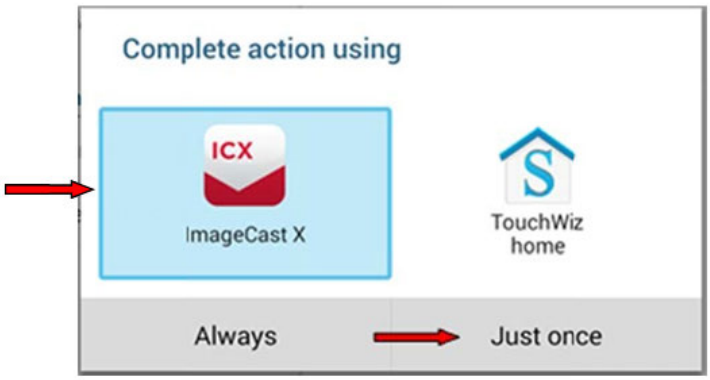


Figure 2.2: TouchWiz Screen

1. Turn the tablet on.
2. After the tablet boots up, tap **ImageCast X**, then tap **Just once**.

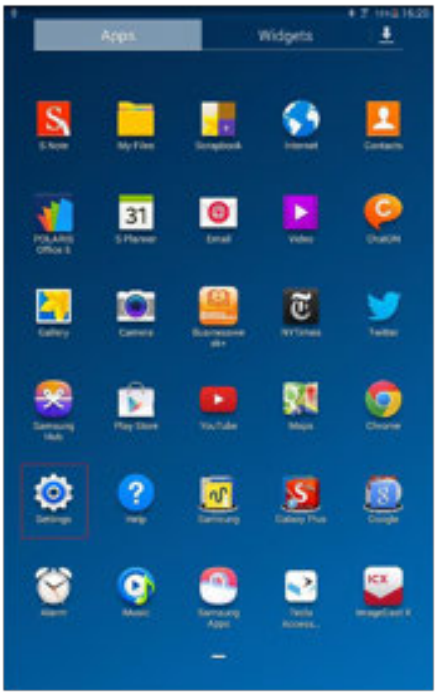


Figure 2.3: Home Screen

3. The tablet's **Home** screen appears.
4. Tap **Settings**.

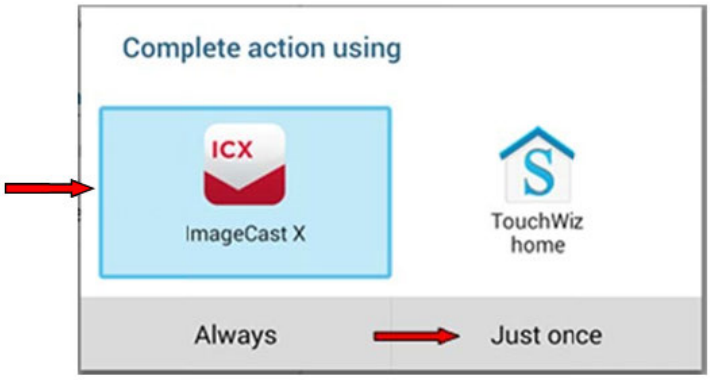


Figure 2.4: TouchWiz Screen

5. Press the **Home** button located on the left site of the tablet to bring up the option to enter the voting application.
6. Tap **ImageCast X** then tap **Just once**.

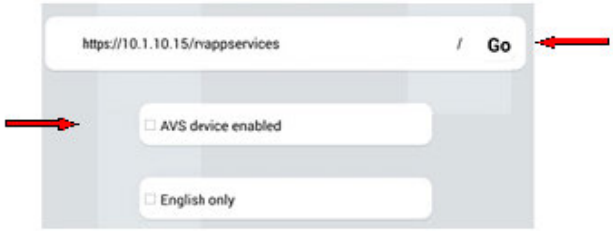


Figure 2.5: Enter Services URL

7. When logged onto ImageCast® X , the login screen displays an address in the **URL** field.
8. Ensure the **AVS device enabled** check box is not selected. Tap **Go**.
9. The message"Please enter your activation code or swipe your activation card" appears.
10. The device is now ready for voting.

2.5 Activating a Voting Session

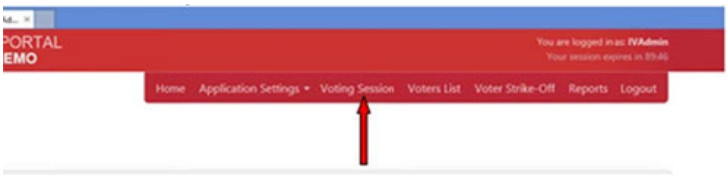


Figure 2.6: Remote Voting Administration Portal Menu Bar

1. On the VSPC server, an Election Official goes to the **Remote Voting Administration Portal** menu bar and clicks **Voting Session**.

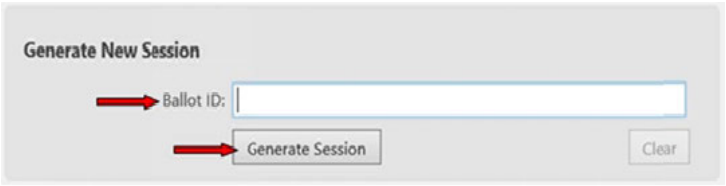


Figure 2.7: Generate New Session Screen

2. The **Generate New Session** window appears.
3. In the **Ballot ID** field, type the Ballot ID (ballot style) (three digit ballot ID – Example: 101).
4. Click **Generate Session**.

   NOTE: Ballot session IDs are random numbers assigned by the system

Figure 2.8: Swipe Card to Clear it Window

5. A **Card Programming** window appears with the message "Swipe the card to clear it!".
6. The magnetic card reader/writer displays a yellow light.
7. Swipe the voter card through the magnetic card reader/writer (with the light displaying as yellow).

Figure 2.9: Swipe Card to Program it Window

8. A **Card Programming** window appears with the message "Swipe the card to program it".
9. Swipe the voter card again through the magnetic card reader/writer.
10. After programming the voter card the magnetic card reader displays a green light.
11. The screen clears and the message "Ready to generate new session for next voter" appears.
12. An Election Official hands the activated voter card to the voter.

13. Direct the voter to a BMD.

2.6 Activating a Ballot on the ImageCast® X BMD

Once an Election Official hands a voter card to the voter, the voter uses a ImageCast® X BMD to mark the ballot. Once voted the ballot is then printed and inserted into a ballot box.

Figure 2.10: ImageCast® X BMD Magnetic Card Reader

1. Using the magnetic card reader attached to the ImageCast® X BMD a voter swipes an activated voter card.

   NOTE: Alternatively, an Election Official may enter an activation code manually. To enter an activation code manually contacts your election administrator.

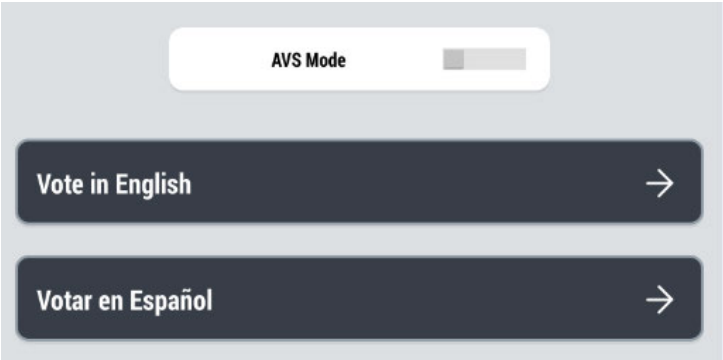


Figure 2.11: ImageCast® X Select Language Screen

2. Once an activated voter card is swiped through the magnetic card reader the ballot ID appears in the top field and the **Language** screen appears.
3. When multiple languages are present the voter can scroll up or down to view the full list.
4. The voters taps the applicable language.

   NOTE: In addition, the **Language** screen displays AVS Mode. This mode is used for the voter with accessibility needs.

5. The ImageCast® X BMD displays a ballot based on the activated voter card.
6. Contests are voted by selecting or deselecting choices. A voter can navigate and make selections by tapping the screen to select options, and candidates, and typing text for write-in candidates.

Chapter 3

ImageCast® X BMD Navigation

The ImageCast® X BMD functions as a touch screen and responds only to a single tap. The BMD does not respond to swiping.

NOTE: This is a Federal Standard due to the Americans with Disabilities Act for Accessibility requirements.

3.1 Menu Bars

The ImageCast® X BMD displays three menu bars at the top of the screen.

3.1.1 Information Bar

The **Information** bar is the topmost bar. This bar display's the following:

- Ballot ID: (ballot style)
- Battery icon
- Date
- Time

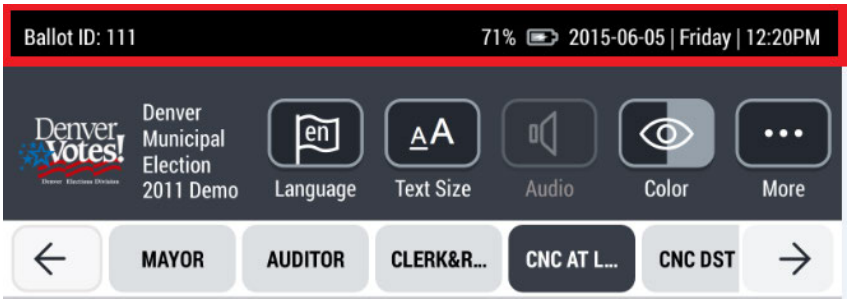


Figure 3.1: Information Bar

3.1.2 Heading Menu Bar

The **Heading** menu bar is located immediately below the **Information** bar. This menu bar displays a customizable jurisdictional logo and the following five menu options:

- Language
- Text Size
- Audio
- Color
- More

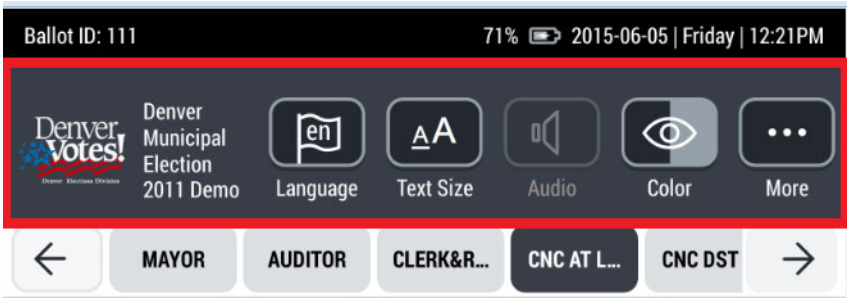


Figure 3.2: Heading Menu Bar

3.1.2.1 Language Menu

The **Language** menu displays language preference options. When multiple languages are available the **Language** menu is available. The current active language will be selected. To change the language, select the appropriate check box.

Figure 3.3: Language Menu

3.1.2.2 Text Size Menu

The **Text Size** menu allows you to change the default text size. To change the text size, select the appropriate check box.

There are two text size options:

- Normal
- Big

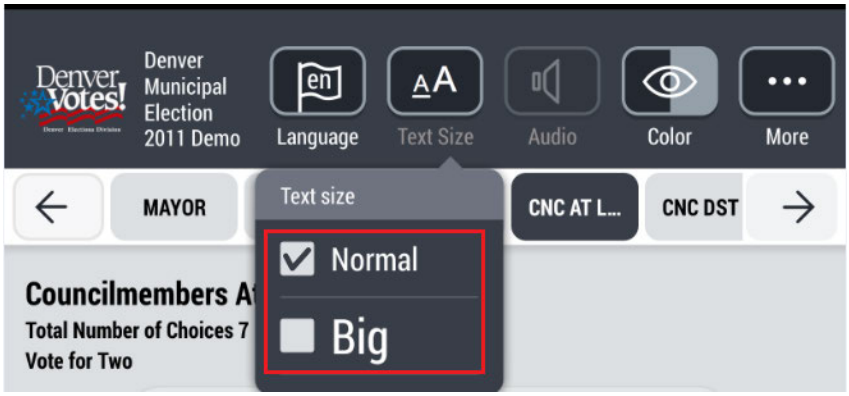


Figure 3.4: Text Size Menu

3.1.2.3 Audio Menu

The **Audio** menu is available only when the **AVS** mode is selected in the **Language** menu and headphones are attached to the ImageCast® X BMD.

There are two settings:

- **Volume** - volume level. Values are from 0 to 10. Decrease the volume level by tapping minus "**-**". Increase the volume level by tapping plus "+".
- **Voice Speed** - the speed of the recorded audio prompts. Decrease the speed by tapping minus "**-**". Increase the speed by tapping plus "+".

Tap **OK** to save the new settings.

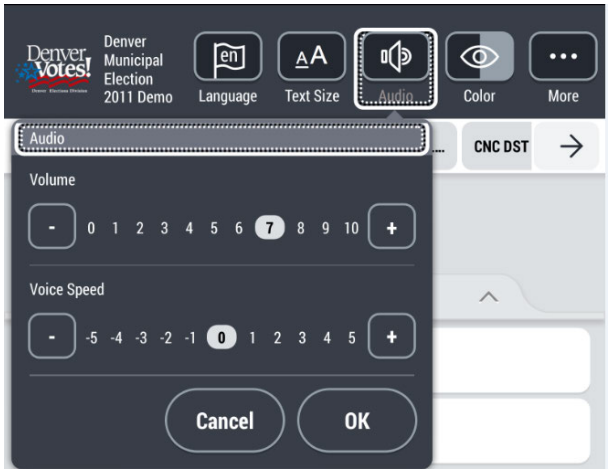


Figure 3.5: Volume Menu

3.1.2.4 Color Menu

The **Color** menu allows you to change the BMDs display colors. To change the color, select the applicable check box.

There are three contrast options:

- **Color** - Grey background with black text (default)
- **Black on White** - Black background with white text
- **White on black** - White background with black text

Warning messages display with a soft yellow background.

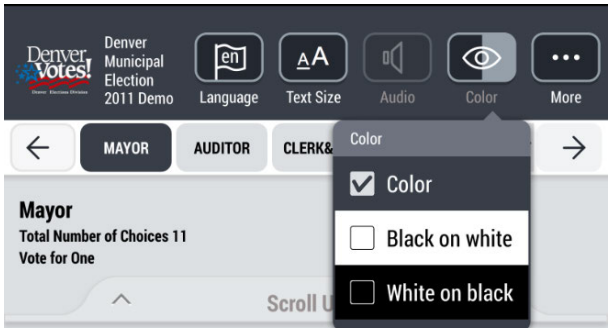


Figure 3.6: Contrast Menu

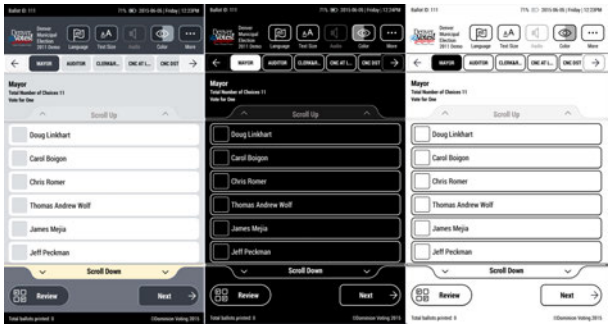


Figure 3.7: Contrast Options

3.1.2.5 More Menu

The **More** menu has two options:

Cancel Activation

This options allows activation to be cancelled. When **Cancel Activation** is selected the message "Are you sure you want to cancel activation?" is displayed along with two choices:

- **Yes, cancel my activation** - Cancels activation and returns the voter to **Activation** screen.
- **No, continue voting** - Returns the voter to the screen they came from.

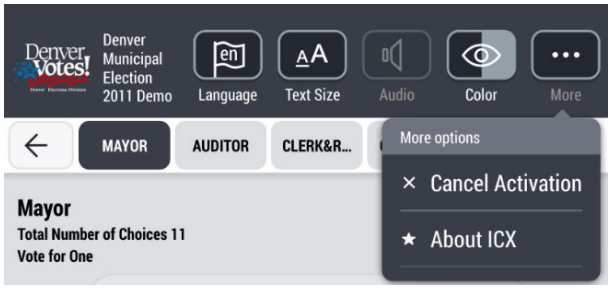


Figure 3.8: Cancel Activation Menu Option

Admin Settings

This option allows access to the administrator settings. It can only be run by the login screen.

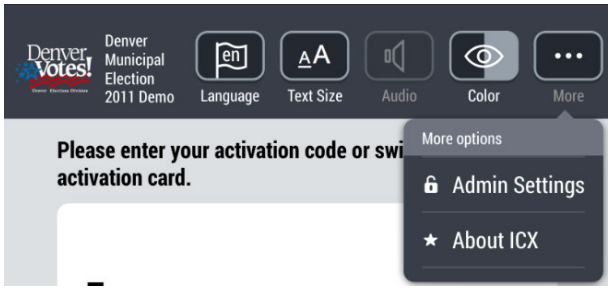
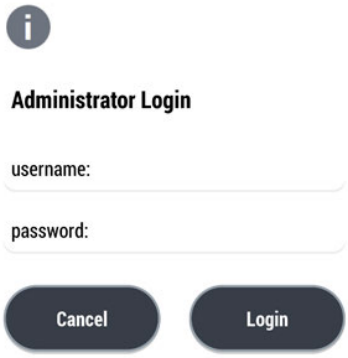


Figure 3.9: Admin Settings Menu Option

To access **Admin Settings**:



1. Tap **Admin Settings**. The **Administrator Login** screen appears.
2. Type the admin login credentials and tap **Login**.

Figure 3.10: Administrator Login Screen

After logging in, the **Administrative tools** screen appears with four administrative settings:

- **Reload Settings** - This option reloads the server settings (reloads all settings from the admin portal from the server)
- **Reset Ballot Counter** - This option resets the ballot counter (number of cast ballots). This value is seen on the Total ballots printed label in the ICX application footer.
- **Server Settings** - This option allows you to re-enter the application services URL.
- **Export Log** - This option allows you to export tabulator log to the server.

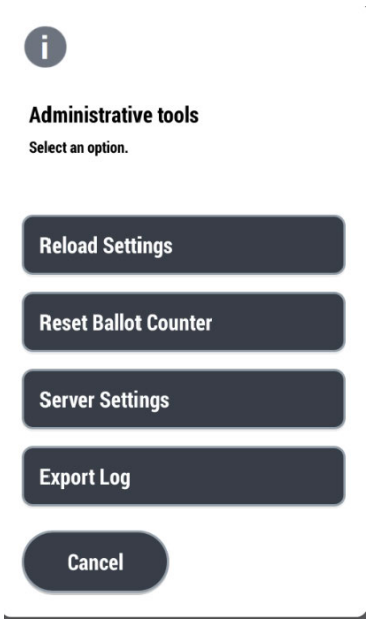


Figure 3.11: Administrative Tools Screen

3.1.3 Contest Bar

The **Contest** bar is located immediately below the **Heading** menu bar.

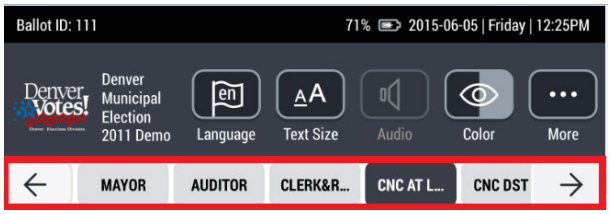


Figure 3.12: Contest Bar

Tapping a particular contest in the **Contest** bar takes the voter to a screen for the selected contest without having to tap **Next** located in the lower right corner of the ImageCast® X screen.

The **Contest** screen displays the following:

- **Contest name**
- **Total number of choices** - The total number of candidates for the selected contest
- **Vote for** - The maximum number of candidates a voter can select for the contest
- Listing of candidates

A **Scroll Up** bar is located at the top of the candidates list and a **Scroll Down** bar is located at the bottom of the candidates list. These bars are available when there are more candidates than can be displayed on the screen. The voter can navigate the candidates' list by tapping the scroll bars.

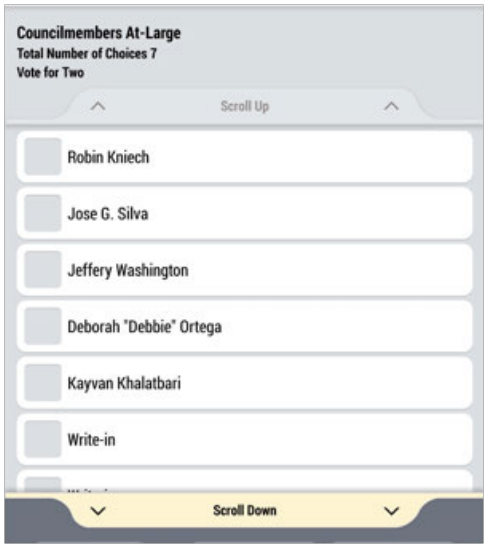


Figure 3.13: Contest Screen

If the voter selects the **Write-in** check box, a keyboard screen displays allowing a candidate name to be typed.

The voter can tap **Clear All** or **Delete** when using the keyboard. The voter can either cancel or accept their entry.

Figure 3.14: Write-in Screen

3.2 Review Ballot Screen

A **Review** button is located in the lower left corner of the ImageCast® X screen.

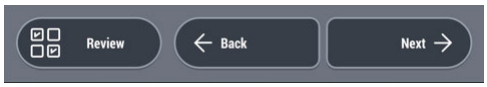


Figure 3.15: Contest Screen Navigation Buttons

When **Review** is tapped, the **Review Ballot** screen appears. The **Review Ballot** screen allows a voter to review their selections and make changes prior to printing the ballot. If the voter wishes to make a change to any selection they must first clear the check box for their previous choice. To make a change to a contest, tap the applicable contest in the **Review Ballot** screen.

Contests highlighted in yellow in the **Review Ballot** screen have no candidates selected or are under voted.

The **Review Ballot** screen displays the following two buttons:

- Back to Ballot
- Print Ballot

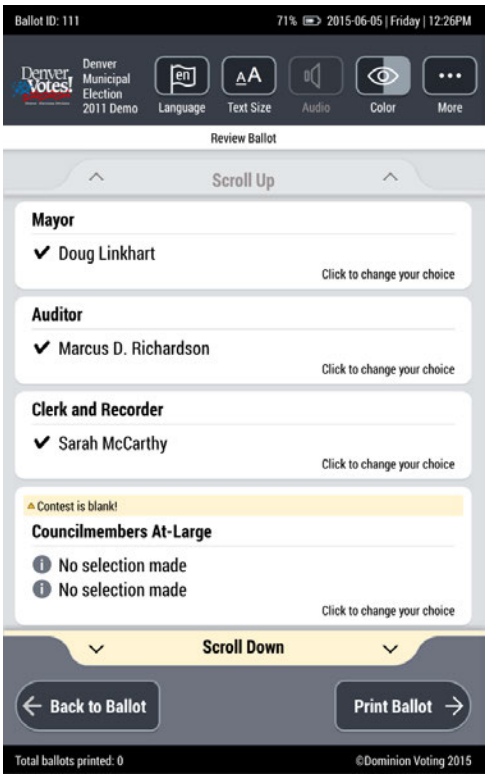


Figure 3.16: Review Ballot Screen

Back to Ballot Button
Tapping **Back to Ballot** brings the voter to the previous screen.

Print Ballot Button
Tapping **Print Ballot** beings the voter to a **Warning** screen displaying one of two messages:

- **You cannot make any more changes after printing your ballot** - This message is displayed if all contests are fully voted. The voter then taps either:
  - **Review your choices** - to return to the ballot.
  - **Print your ballot** - to cast the ballot.
- **You have not made all of the choices to which you are entitled** - This message is displayed if some contests are under voted. The voter then taps either:
  - **Review your choices** - to return to the ballot.
  - **Print your ballot** - to cast the ballot.

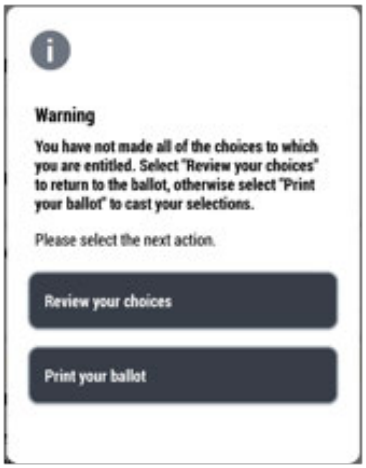


Figure 3.17: Warning Screen with Under Voted Message

Tapping **Print your Ballot** displays a processing symbol indicating "ballot cast" while the ballot prints. The message "Thank you for voting" displays.

Figure 3.18: Thank You for Voting Message

Chapter 4

Complete the Voting Session

Once the voter has completed their selections and reviewed their ballot they must perform the following:

1. Print the ballot by tapping **Print your ballot** in the **Warning** screen.
2. Place the ballot in a secrecy sleeve.
3. Place the secrecy sleeve containing the ballot in the ballot box.

NOTE: The ballot has not been cast until it has been placed in a ballot box.

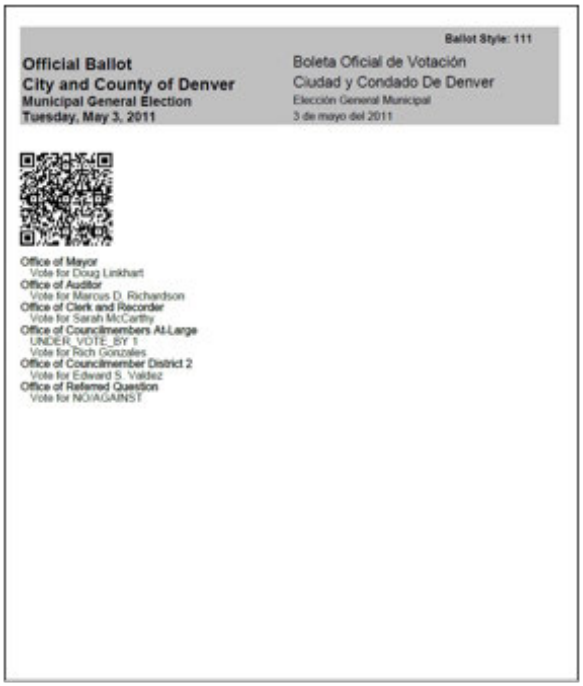


Figure 4.1: Sample Printed Ballot

A printed ballot displays the following:

- Name of the election
- QR (quick response) code used for tabulation
- Each contest on the ballot
- Choices that were selected and not selected (under voted).

Chapter 5

AVS Mode - Accessibility Voting

5.1 Logging onto the ImageCast® X Accessibility Voting BMD

Use the following procedures for setting up BMDs designated for ADA voters. An AVS mode BMD is designated with a blue disability sticker.

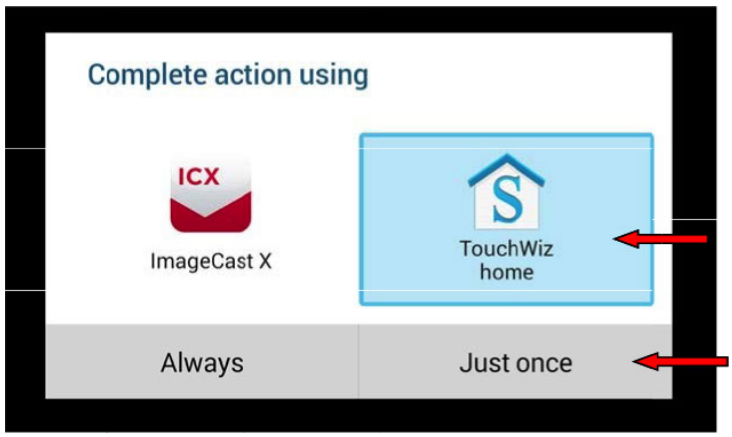


Figure 5.1: TouchWiz Screen

1. Turn the tablet on.
2. After the tablet boots up, tap **TouchWiz home** and then tap **Just Once**.

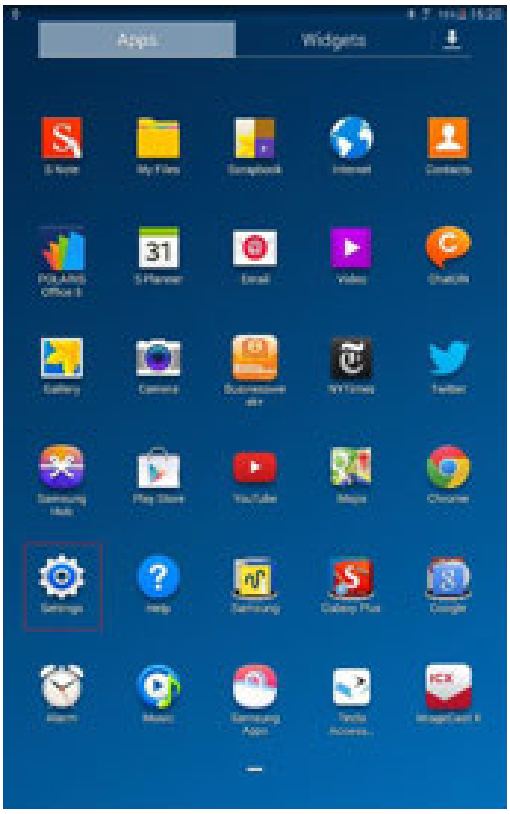


Figure 5.2: Home Screen

3. The tablet's **Home** screen appears.
4. Tap **Settings**.

Figure 5.3: Enter Services URL

5. Press the **Home** button located on the left site of the tablet to bring up the option to enter the voting application.
6. When logged into ImageCast® X , the **Login** screen displays an address in the **URL** field.
7. Ensure the **AVS device enabled** check box is selected.
8. Tap **Go**.
9. The message "Please enter your activation code or swipe your activation card" appears.
10. The device is now ready for voting.

5.2 Selecting AVS Devices and Mode Navigation

AVS mode is selected in the ImageCast® X BMD **Language** menu. It is an on or off choice. The ballot display is the same but navigation is handled using the voters selected input device.

A voter selects one of the following input devices:

- **Paddles** - The voter follows audio instructions and navigates through the ballot using L (left) and R (right) paddles.
- **Sip & Puff** - The voter navigates by listening to audio instructions and by using the sip & puff accessory.
- **4 direction joystick** - The device should be handed to the voter with the cord at the bottom of the device. The voter navigates through the ballot by listening to audio instructions and using the joystick.
- **Audio/Visual** - The voter navigates by listening to audio instructions and tapping the BMD as instructed. The voter is controlling the audio by tapping the BMD.

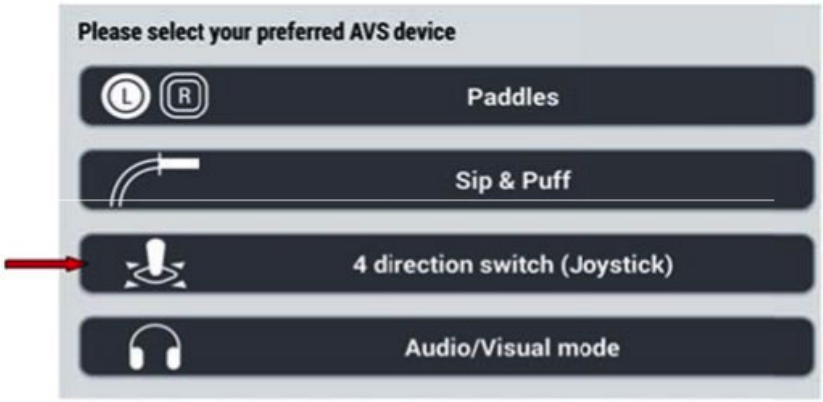


Figure 5.4: AVS Device Selection Screen

Confirm the following:

- The Tecla device is powered on. The units can be charged for 24 hours prior to an election then should run on battery for up to 22 hours.
- The input device the voter has requested is plugged in to the Tecla device. (i.e., headset, joystick, paddles or their own sip & puff)

Each ImageCast® X BMD designated as AVS is supplied with headphones and available AVS devices. AVS devices may be plugged in depending on the needs of the voter. Select the desired AVS device and start voting. During voting the voter should listen to instructions from the headset and navigate through ImageCast® X using the selected device. It is recommended that a headset is used with any of the devices during an election (jurisdictional option)

Chapter 6

Troubleshooting

6.1 General Troubleshooting Guidelines

In the event the ImageCast® X voting system is temporarily inoperable at the VSPC for any reason (loss of power, loss of connectivity to the router, loss of connectivity to the server, etc.) the Election Official shall use the Mobile Ballot Printing System (currently in use at the VSPC) for voting as a backup system.

6.2 Loss of Power

When power is lost, the Mobile Ballot Printing (MBP) system is used as the backup so that voting may continue. It is recommended that the dedicated computer and printer be connected to a Universal Power Supply (UPS).

6.3 ImageCast® X BMD

6.3.1 Loss of Connectivity

- Verify the PowerConnect 2800 Series switch lights are lit.
- Verify the VSPC server's power is in the On position.

6.3.2 Voter Fled and the Ballot is Still Active

Follow jurisdictional procedures.

6.3.3 Ballot will not Print

- Verify the printer is powered on.
- Verify the paper tray has paper.
- Call Tech Support.

6.3.4 BMD Not Responding to Touch

- Clean the tablet's screen using a soft cloth.
- If still unresponsive, power off the tablet and then power it on according to the instructions in this guide.

6.4 Magnetic Card Reader/Writer

6.4.1 Magnetic Card Reader/Writer Attached to an ImageCast® X BMD is Down

Generate the Ballot Session ID manually on the VSPC server and enter the generated ID in the **Activation** screen of the BMD.

6.4.2 Magnetic Card Reader/Writer is Non-responsive

- Verify reader is connected to the VSPC server via a USB and power source.
- Verify the green light is on when ready to program cards.

6.5 Tecla Device (AVS Voting)

6.5.1 Loss of Connectivity

- Verify the Tecla device is plugged into a power outlet. (The device is charging when plugged into a power outlet)
- Verify lights are lit.
- Verify "connectivity" on USB.

6.6 Joystick, Paddles, or Sip & Puff not Working

- Verify all connections.
- Confirm the cords are plugged in correctly.

6.7 Dell PowerConnect 2800 Series Switch

6.7.1 Loss of Connectivity

- Verify power cords and all connections are secure.
- Verify the Power symbol on the front of the switch displays a green light.

6.8 Printer

6.8.1 Loss of Connectivity

- Verify the green “READY” light is ON.
- Verify the printer is plugged into a power outlet.

6.8.2 Not Printing

- Verify the power outlet is working.
- Verify the connections are secure.
- Verify the paper tray is full.

6.8.3 Paper Jam

If a paper jam occurs the error light will flash. If the printer was just used the internal parts will be hot so use caution (let it cool down). Open the front cover and leave the machine turned on for at least 10 minutes to cool down.

Slowly take out the drum unit and toner cartridge assembly. The jammed paper may be pulled out with the drum unit and toner cartridge assembly, or this may release the paper so you can pull it out from inside of the machine. Pull the paper tray completely out of the machine. Use both hands to slowly pull out the jammed paper.

Open the back cover (face-up output tray). Pull down the tabs on the left and right hand sides to open the fuser cover. Using both hands, gently pull the jammed paper out of the fuser unit. Close the fuser cover and the back cover (face-up output tray).

Remove the drum unit and toner cartridge assembly, push down the green lock lever and take the toner cartridge out of the drum unit. Clear the jammed paper if there is any inside the drum unit.

Handle the toner cartridge carefully. If toner scatters on your hands or clothes, immediately wipe or wash it off with cold water. Put the toner cartridge back into the drum unit until you hear it lock into place. If you put the cartridge in properly, the green lock lever will lift automatically.

Open the front cover. Put the drum unit and toner cartridge assembly back into the machine Close the front cover. Verify the Error LED light is OFF and that the Ready LED light is ON. If the machine does not start printing automatically, press Go.

6.9 Other Issues

6.9.1 Invalid Voter Card

- Verify the magnetic strip on the card is facing the correct direction when swiped.
- Verify the power to the magnetic card reader/writer is ON and connections are secure.