Idaho Poll Workers' AutoMARK Troubleshooting Guide

Before calling your election office for assistance, document the error and actions taken. Include date, time, machine number, polling place and name of technician. For any issue not listed, or if the problem cannot be fixed, call your election office.

Re-starting the AutoMARK can solve many issues. Turn the key to **OFF, wait at least 1 minute before turning the key to ON.** The unit may take a few minutes to re-start.

Problem or Error Message	Probable Causes	Solutions
AutoMARK "locks" up	Unknown	Shut down and restart
AutoMARK will not turn on.	Power cord	Check connections
Unable to hear the audio ballot	Headphones not properly inserted in audio jack. Volume set too low.	Check connections Check volume
The compact flashcard has been removed while unit is ON.	Unit needs to be reset.	Shut down, carefully insert flash card and re-start. Don't bend pins.
Error reading flash card	1. Unit needs to be reset. 2. Wrong flash card.	1. Shut down and re-start. 2. Call election office.
Unit does not respond when screen or keypad is touched	Unknown	Shut down and re-start.
Ballot rejected, not recognized or misfed.	Wrong ballot for precinct. Ballot inserted incorrectly. Stub attached. Damaged ballot. Feed tray misaligned. Unit optical sensors are dirty.	Call election office. Re-insert. Remove stub. Re-insert or re-issue ballot. Align tray. Clean sensors with compressed air.
Ballot jammed.	Misfed or damaged ballot. Rear unit door ajar. Battery power too low.	Remove ballot. Re-insert. Check rear door. Check connections.
To remove jammed ballot manually.		1. Notify elector ballot must be removed and every effort will be made to protect their privacy. 2. Lift lid behind screen. 3. Push in tabs at rear of tray and lift up to remove tray. 4. Remove jammed ballot. 5. Replace tray, close lid.
To remove jammed ballot in test mode.		Insert security key, turn to test mode and press "Eject Ballot". Reset to "On" and remove key.
Ballot returned unmarked.	1. Ballot ejected before printing. 2. Elector may have touched "EXIT return Ballot" button. 3. Ballot misfed. 4. Ink supply low.	Re-insert ballot. Re-insert ballot. Re-insert ballot. Replace ink cartridge.
Ballot marked on one side only.	Programming error. Ballot misfed. Ink supply low.	Call election office. Issue new ballot. Replace ink cartridge.