

AutoMARK Voter Error Messages

The following table contains a list of error messages that may be displayed, the probable causes and resolutions.

Error Messages

Error Message/ Description	Probable Cause	Solution
ERROR – PAPER MISFEED	Ballot was inserted incorrectly and the AutoMARK paper feed mechanism was not able to align the ballot for scanning operations.	<ol style="list-style-type: none"> 1. Open the top panel or the rear clean out panel. 2. Remove the ballot. 3. If the ballot is not damaged, re-insert the ballot correctly.
ERROR – PAPER JAM	Paper ballot was inserted correctly, but the AutoMARK VAT tractor feed mechanism cannot move ballot into the next position.	<ol style="list-style-type: none"> 1. Open the top panel or the rear clean out panel. 2. Remove the ballot. 3. If the ballot is not damaged, re-insert the ballot correctly.
ERROR – Ballot Has Not Been Recognized	System is unable to read election information programmed and/or stored on the compact flash memory card (FMC).	<ol style="list-style-type: none"> 1. Shutdown AutoMARK VAT. 2. Remove compact FMC. 3. Reprogram FMC with correct data. 4. Touch the key switch with one hand to discharge any static build-up 5. Insert FMC in AutoMARK VAT. 6. Start the AutoMARK VAT. <p>Note: If the FMC allows for manually ID ballot, the voter will be allowed to select a ballot format if the AutoMARK VAT does not recognize the ballot upon insertion.</p>

Error Messages (*continued*)

Error Message/ Description	Probable Cause	Solution
<p>General Error</p> <p>-Examples include <i>Argument Out of Range Exception</i> and <i>Null Reference Exception</i>.</p>	<p>Probable cause is an error in the software or a low memory condition.</p>	<ol style="list-style-type: none"> 1. Make sure that you have election judges/ pollworkers from both parties present. 2. Turn the keyswitch to the off position. 3. Press the OK button on the message box (if there is one). 4. If the system does not power off within 5 to 10 seconds, try pressing the okay button again if it is still on the screen. <p>(Note: the system may take up to 30 seconds to turn off.)</p> <ol style="list-style-type: none"> 5. After the system has powered off, turn the keyswitch ON again. 6. The system will reboot. If there is a ballot in the VAT, it will be ejected, and any voting sessions that were in progress will have to be restarted. <p>If the ballot was being marked when the error occurred, a security cover should be placed over the ballot as it comes out, the ballot should be spoiled, and the voter should be given a new blank ballot.</p>
<p>Alert! A problem has occurred. Please notify an election official. There was an error while printing.</p>	<ul style="list-style-type: none"> • Ink cartridge is empty or not depositing ink properly. • The printer of the VAT is not calibrated. • There is a paper jam 	<ol style="list-style-type: none"> 1. Make sure ink cartridge is functioning properly and is not out of ink. Replace ink cartridge if needed. 2. Ensure that the unit is calibrated correctly for printing. Refer to the Calibrate the Printer heading in the <i>AutoMARK Poll Worker Procedures Guide</i>. 3. If the ballot has not already been ejected, turn the key to TEST mode to eject the ballot. Spoil the ballot and provide a new ballot to the voter. 4. If there a paper jam, follow the instructions under the Clear a Paper Jam heading in n the <i>AutoMARK Poll Worker Procedures Guide</i>.

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Area	Error Message/ Description	Probable Cause	Solution
Scanning	File read error. <Error number>	Displayed when a file error occurred during the scanning process.	Turn the system off, wait for 15 solid seconds with the system off, and then turn the system on again. If the problem keeps repeating, then try a different compact flash card or have the machine serviced.
Scanning	Unknown scanner event <event code>	This message and the displayed event code should be reported to the Automark customer service team.	This message and the displayed event code should be reported to the Automark customer service team.
