

Product Advisory Notice

Product Type/Version:
AccuVote-OS with Version 1.94w firmware

Advisory #: PAN2008-005
Revision: 1.0
Date: 01-25-2008

Distribution:

- √ Premier Election Solutions Associates
- √ Florida AccuVote-OS Customers

NOTE: The information contained in this document is for reference only. It is recommended that each jurisdiction consult with their state election authority in respect to applicable laws, regulations, procedures and other guidelines, which may impact how this information is used.

Summary: No Error Message is Displayed when Ballot Fails to Feed Completely Through AccuVote-OS

Description:

Isolated reports from Florida jurisdictions describe an intermittent issue with AV-OS units using 1.94w firmware. The issue occurs during the scanning of a ballot in either TEST mode or ELECTION mode. The ballot scanning stops and the ballot is left in a position roughly 1/2 to 2/3 of the way through the read head. No error message is displayed and the AVOS unit is non-responsive at this point.

Recommended Resolution(s):

NOTE: It is important to understand that the ballot has not been tabulated in this situation, and that no error message is displayed. This is NOT the same condition as may be encountered when error messages are displayed, such as, "COUNTED BALLOT JAMMED IN READER" or "RETURNED BALLOT JAMMED IN READER". Situations where error messages are displayed should be handled in the manner already described in the AccuVote-OS User's Guide.

If the issue described above is encountered, perform the following process:

1. Unlock the front door of the ballot box. Slide the AV-OS unit partially out of the ballot box. Turn the AV-OS power to OFF.
2. Manually remove the ballot from the read head by gently pulling it out of the read head, being careful not to damage the ballot. Ensure the privacy of the ballot selections are not compromised by covering the ballot with a privacy sleeve.

NOTE: DO NOT DROP THE BALLOT INTO THE COUNTED BALLOTS LOCATION in the Ballot Box. The ballot has not yet been tabulated and needs to be properly scanned through the unit.

3. Turn the AV-OS power to the ON position and slide the AV-OS unit back into position on the Ballot Box. Lock the front door of the Ballot Box.
4. Re-feed the ballot, which was removed from the read head, through the AV-OS unit so it can be properly scanned and tabulated. Regular ballot scanning may now resume.

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Technical Background:

Premier Election Solutions' technical staff is researching the underlying cause of this intermittent AV-OS issue. The above process should be followed until further notice. Please note that there should be no loss of tabulation for the ballots previously processed. We apologize for the inconvenience.