State of New Hampshire

Accessible Voting System
Set-up
Operation
Troubleshooting

Accessible Voting System - 1-800-540-5852
Toll Free Help Line – 1-800-540-5954

August 2008

NEW HAMPSHIRE

Accessible Voting System

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Introduction

The Help America Vote Act of 2002 (HAVA) requires at least one voting system equipped for individuals with disabilities at each polling place, including nonvisual accessibility for the blind and visually impaired. The State of New Hampshire has chosen the *Inspire* ™ Vote-by-Phone System to satisfy this requirement.

This system, called the Accessible Voting System (AVS), is an interactive telephone voting system. The voting system is designed to accommodate persons who cannot mark a "traditional" ballot without assistance. The AVS allows a voter to listen to the ballot over the telephone in the accessible voting booth in the voter's polling place and to make ballot selections using the telephone keypad. When the voter has made and verified the ballot selections, the voter hangs up and the marked ballot is returned to the

voter through a facsimile machine located in the accessible voting booth.

The AVS consists of a telephone and a facsimile machine. These components were purchased with state election funds and now belong to your community. This equipment must be used as part of the AVS on election days but may also be used by your community at other times as long as that use does not render the equipment inoperable or unavailable for elections.

Note to Moderators

The ballot produced by the Accessible Voting System will have a different appearance from the hand-counted ballots and the machine-counted ballots used in our elections. In order to preserve the privacy of the vote of voters who use the AVS, some minimum number of voters should use the AVS if there is any use of the AVS by voters on election day. In other words, Moderators should take steps to ensure that if the system is used, it is used by more than a single voter. We recommend that at least five (5) voters use the system so that the AVS ballots cannot be linked to a voter or voters using the system. The five (5) voter minimum is a suggestion. We trust in the judgment and discretion of our Moderators to address this issue in their own way.

EQUIPMENT SET UP

All of the equipment required to operate the Accessible Voting System from your polling place is contained in the plastic storage container. This equipment includes:

- *a Panasonic KX-FL511 Facsimile/Copier Machine (Fax Machine)*
- *an Ameriphone XL-50 accessible telephone*
- *a Capability Switch Interface*
- *a binaural mono headset*
- *50 foot telephone cord*
- *50 foot power extension cord*
- *a surge protector power strip*
- *a desk lamp for added illumination*
- *a Mini Vote Access Kit –*
  clip board, sheet magnifier, signature template, deaf/HOH communication card, poll worker disability assist buttons

Please follow these steps to set up and operate the equipment properly:

UNPACK ALL HARDWARE AND CORDS

SET UP THE Panasonic KX-FL511 Facsimile/Copier.

a. Connect the **BLACK** Power Cord to the fax machine.
The fax machine will turn on automatically when power is supplied.

b. Connect the Inbound/Regular **WHITE** telephone line (the line from the telephone jack) to the **LINE** socket on the back of the fax machine.

c. Set the Fax Mode -
Set the fax to "=FAX ONLY".
When the fax machine is powered up, press the **MENU** button and you will see:
"SYSTEM SET UP"
"PRESS NAVI. ◀▶ "
Press one of the arrows (◀▶) until you see:
"QUICK SET UP"
"PRESS SET"
Press the **SET** button and a QUICK SETUP GUIDE will print and then you will see:
"SELECT A SETUP"
"FAX ONLY"
When you see this message, press **SET** and then press **MENU.**

d. Set the Fax Ring Count to **1**-
Press **MENU**, press one of the arrows (◀▶) until **"FAX RING COUNT"** appears, then press one of the arrows (◀▶) until **"RING=1"** appears, then press **SET** and then press **MENU.**

e. Confirm that the **AUTO ANSWER** light is **ON;** if it is not, press it to light it.

AUTO ANSWER LIGHT

SET button
MENU button

NOTE: The handset on the FAX Machine should not be used when the system is set up for voting; it is recommended that it be taped down.

5
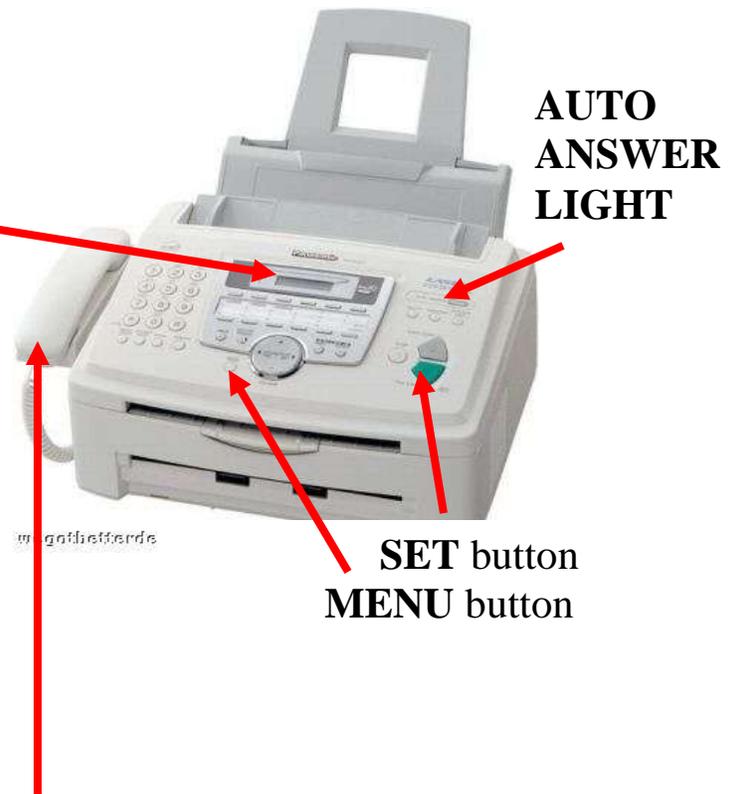
SET UP THE Ameriphone XL-50 telephone

a. The telephone has two (2) dial settings on the right-hand side of the phone – **P** (pulse) and **T** (tone). Set the Dial switch to **T** (Tone).
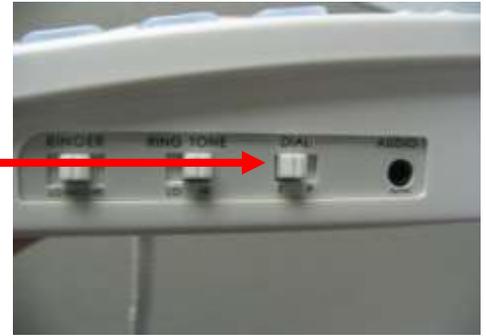
b. Connect the **WHITE** telephone power amplification cord to the telephone. The socket is located next to the telephone line socket at the back of the phone. Connect the other end to the power supply.

c. Connect the shorter telephone cord to the **EXT** socket on the back of the fax machine and to the **LINE** socket on the back of the telephone.
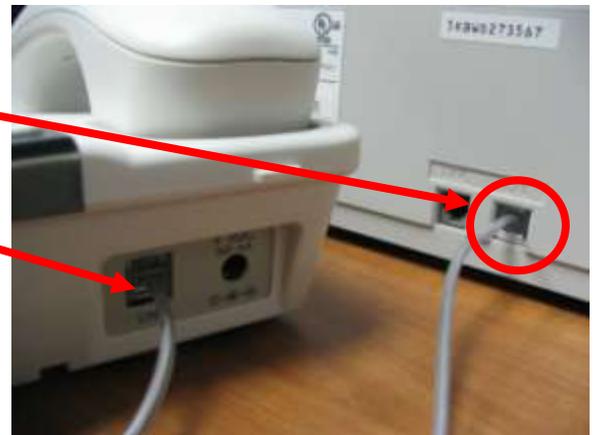
d. The underside of the telephone has a switch marked as indicated. Switch it to **OFF.**

VMAIL
MISSED CALL
OFF

SET UP THE Capability Switch Interface (CSI).

a. Place the **CSI** on the table next to the Ameriphone XL-50 telephone.

b. Plug one end of the 9V power supply into the power strip and the other end into the **CSI.** The small red power light should come on.

Red Power Light

USING THE CAPABILITY SWITCH INTERFACE

a. The poll worker makes the call to the AVS System (1-800-540-5852) using the telephone and the telephone handset.

b. The poll worker enters the Poll Worker ID # and the Ballot Access ID # when prompted by the system.

c. The poll worker puts on the headset attached to the telephone and then disconnects the handset cord from the handset and connects it to the **CSI.**

d. The poll worker places the disconnected handset on the table and follows the additional telephone prompts.

e. The Poll Worker assists the voter (if necessary) in putting on the headset and attaching the voter's personal assistive device to the **CSI**. After the voter puts on the headset, the system will instruct the voter to activate the **CSI** using the voter's personal assistive device.

USING HEADPHONES

The headphones must be set to **MONO** – if the **STEREO** setting is used, the audio will be heard in only one ear.

The **STEREO/MONO** switch is located on the left earpiece. The left earpiece is the one from which the cord extends and is marked with an **L** on the volume control.

a. Pull the **large** plug from the end of the cord to expose the **small** plug that fits the telephone. Insert the small plug into the telephone **AUDIO** slot. The **AUDIO** slot is located on the right-hand side of the telephone.
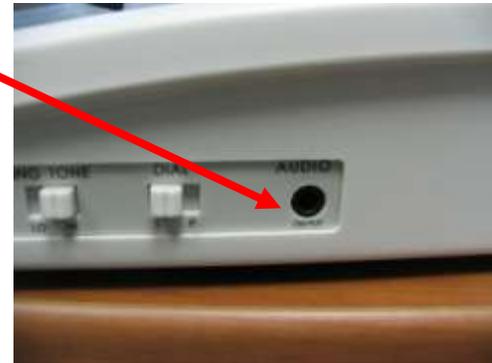
b. When the headphones are being used, the telephone handset should be placed face down on the table. You can use a mouse pad or other soft material to lower the background noise.

VOLUME and AMPLIFICATION
Voter's responsibility unless assistance is requested.
a. Volume. Incoming voice volume can be adjusted up to 18 decibels by simply sliding the **VOL** control.

b. Amplification. An additional 48 decibels of voice volume is available:

Press the **blue AMPLIFY** button as shown to turn the incoming voice amplifier on or off. When **AMPLIFY** is on, the **AMPLIFY** indicator comes on. (up to 48 dB).

OPERATION

PRE-ELECTION TESTING

The AVS should be changed from *Practice and Preview Mode* to *Election Mode* by Noon on the day before the election. ***This is a change that is made at the Data Center in Concord by the State.*** Testing can be conducted at any time before the election begins. Test ballots should be marked as such or destroyed.
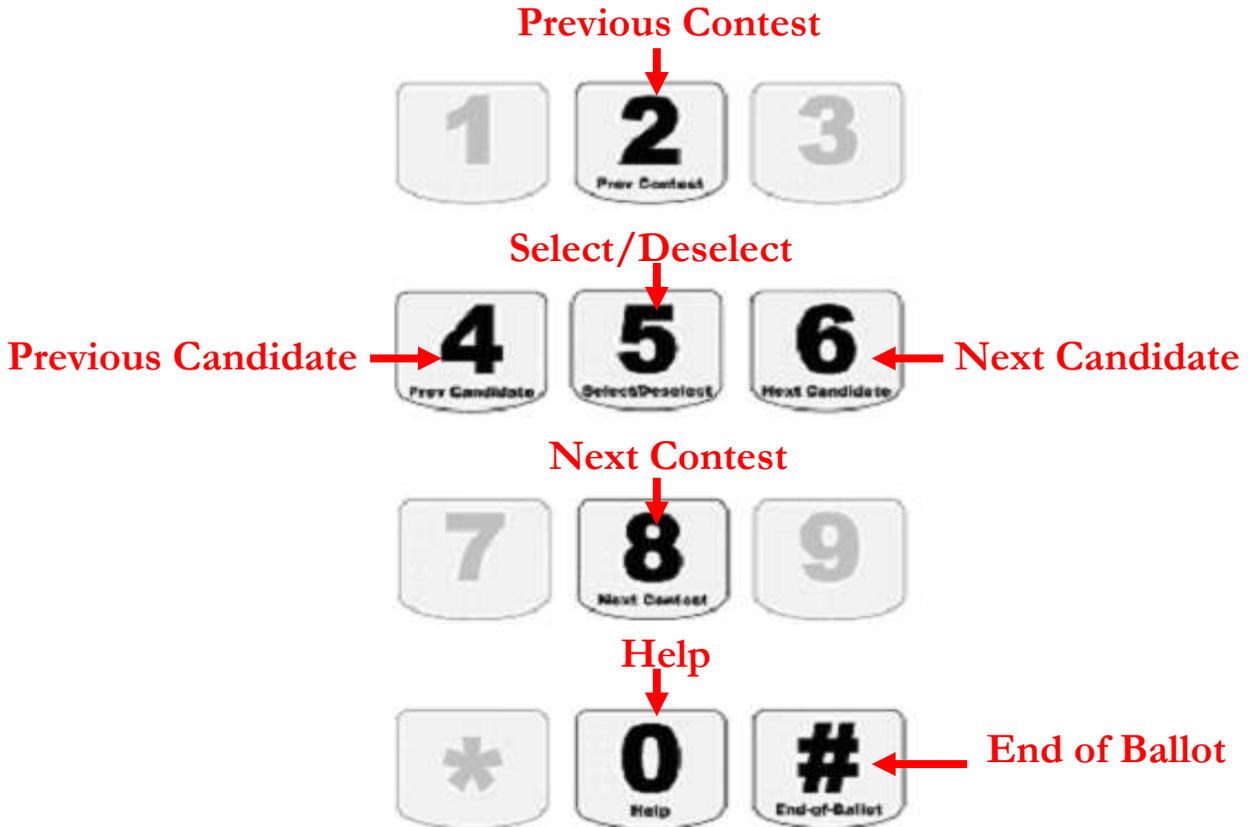
CALLING TO VOTE

1. Voter notifies Moderator/Poll Worker of intent to use the Accessible Voting System (AVS).
2. Poll Worker escorts the voter to the AVS location.
3. Poll Worker loads the AVS (facsimile machine) with the appropriate amount of ballot-colored paper.
4. Poll Worker dials the AVS telephone line @
   1-800-540-5852.
5. Poll Worker enters Poll Worker ID # _____ when prompted by the AVS.
6. Poll Worker enters Ballot Access ID # _____when prompted by the AVS.
7. **NOTE:** For Primary Elections, the Poll Worker will select the appropriate ballot (Republican or Democrat) for the voter when prompted by the AVS.
8. Poll Worker, when prompted by the AVS, instructs the voter press any key on the telephone keypad to or to activate the capability switch using the voter's personal assistive device when ready to begin the voting process.
9. Poll Worker should then leave the voting booth unless the voter requires additional assistance such as putting on the headphones
10. Poll Worker, prior to leaving the voting booth, should ask the voter if the voter will require assistance in getting the marked ballot from the AVS to the Ballot Box.

BALLOTING

The voter navigates the audio ballot by pressing the 2-4-5-6-8 keys on the telephone.

- Press 4 and 6 to go back and forth one *Candidate* at a time.
- Press 2 and 8 to go back and forth one *Contest* at a time.
- Press 5 to select/deselect a *Candidate*.

Previous Contest

Select/Deselect

Previous Candidate → ← Next Candidate

Next Contest

Help

End of Ballot

NOTE: A voter using the Capability Switch Interface along with the voter's personal assistive device navigates the audio ballot by listening to the candidate and question selections and sipping when prompted.

WRITE IN A NAME

When the voter chooses to write-in a candidate, the system will recite the alphabet one letter at a time beginning with the letter 'A'. Alphabet characters are added one letter at a time by navigating through the keys as the indicated below.

1. Pressing the five (5) key **adds** the "current letter" of the alphabet to the candidate's name
2. Pressing the "star" (*) key **deletes** the last letter added to the candidate's name
3. Pressing the four (4) key makes the **previous letter** of the alphabet the "current letter"
4. Pressing the six (6) key makes the **next letter** of the alphabet the "current letter"
5. Pressing the two (2) key moves the "current letter" **backward in the alphabet by five letters**
6. Pressing the eight (8) key moves the "current letter**" forward in the alphabet by five letters**
7. Pressing the "number" (#) key submits the selected letters as the write-in candidate's name.
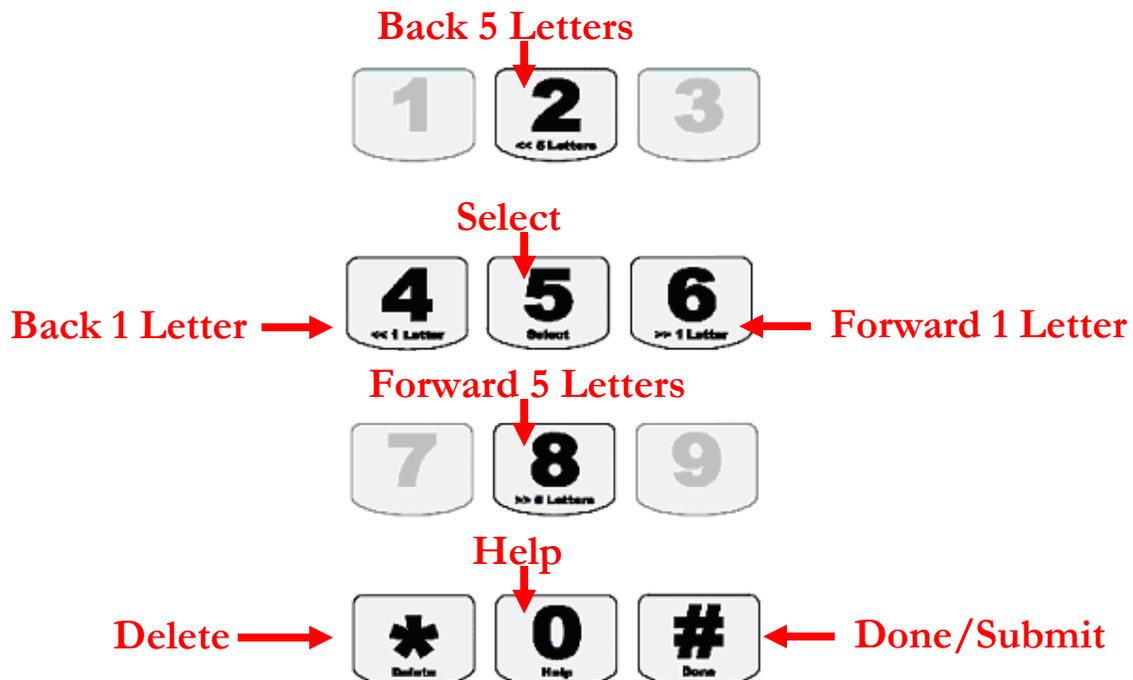
TROUBLESHOOTING

Troubleshooting Fax

When your fax is in normal mode, the display will display the date and current time or the status of an incoming fax. If your fax display indicates any other message, there is an error. Most common errors are listed below. If you cannot quickly resolve any of these errors listed below, please contact the Help Line for additional assistance at **1-800-540-5954.** You also have your fax Operations Instruction booklet if you need additional help; however it may be easiest to contact the Help Line to have us assist walking you through the possible solutions.

Common Fax Display Error Message:

Display Error	Symptom	Possible Solution
CHECK DOCUMENT	The document was not fed into the fax unit properly.	Re-insert paper (might have to push down on paper to slightly force into position) **See the diagram on Loading Ballot Paper – pages 15 and 16.**
FAX IN MEMORY	The unit has a document in memory.	Check paper tray to see if there is paper. Check for paper jam and follow paper jam solution to correct.
PLEASE WAIT	The unit is warming up	Wait for unit to warm up
OUT OF PAPER	Recording paper is not installed correctly or the paper has run out.	Install paper – **see diagram for Loading Ballot Paper – pages 15 and 16.**
PAPER JAM	Recorded paper jam occurred	**Refer to Paper Jam diagram in this document below**

PAPER JAM INSTRUCTIONS:

THE DISPLAY WILL SHOW THE FOLLOWING:

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PAPER JAMMED
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A.) Lift open the cover [(1)], holding OPEN [(2)].
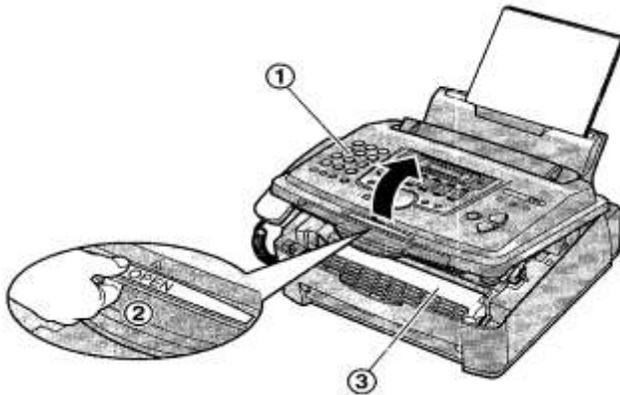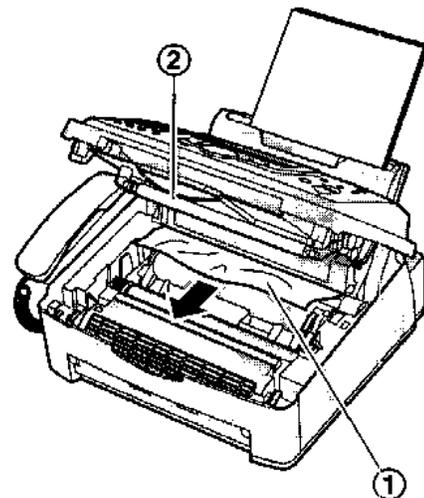

CAUTION: The fuser unit [(3)] gets hot. Do not touch it.

B.)   Remove the jammed paper.

**When the recording paper has jammed near the drum and toner unit:**

Remove the jammed paper [(1)] carefully by pulling it towards you.
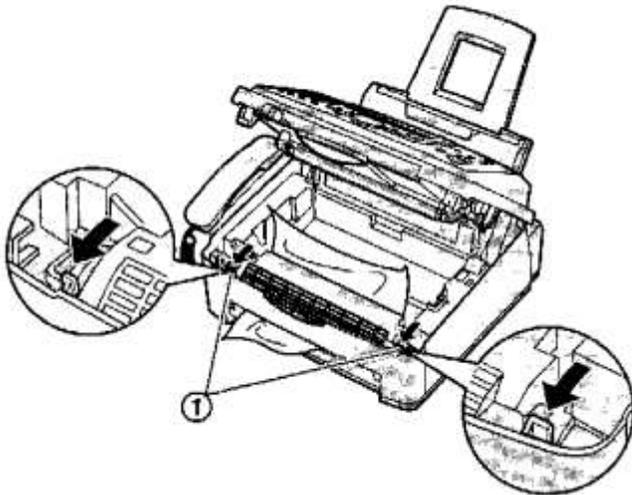**CAUTION**: Do not touch the transfer roller [(2)].

When the recording paper has jammed near the recording paper exit:
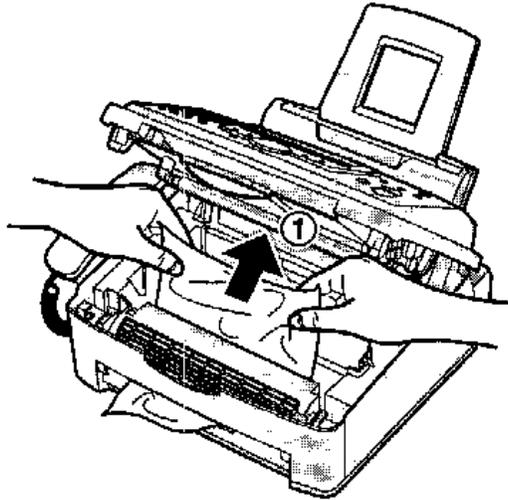
1. Remove the recording paper [(1)], and then remove the drum and toner unit [(2)] to allow the jammed paper [(3)] to pull free from the rear cabinet.
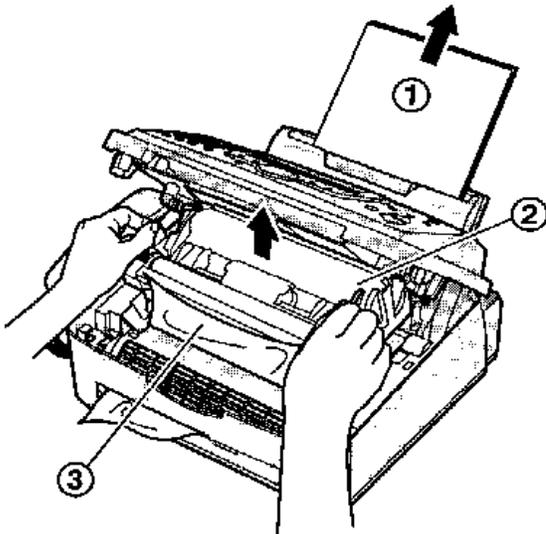
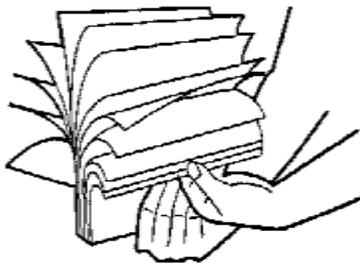2. Lift both green levers [(1)] forward until they stop.

3. Remove the jammed paper [(1)] from the fuser unit by pulling it upwards carefully, and then install the drum and toner unit.
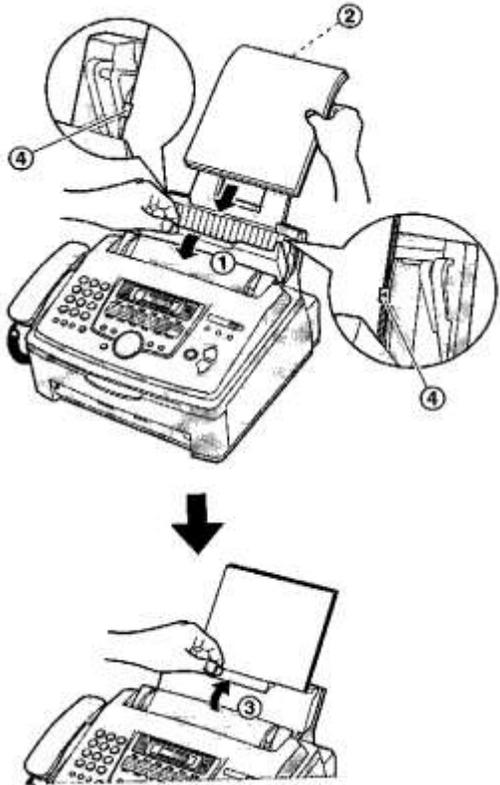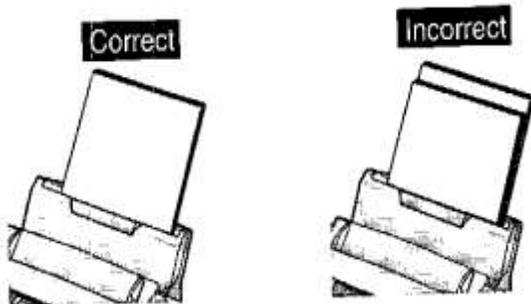

LOAD BALLOT PAPER INSTRUCTIONS:

1.) Before inserting a stack of paper, fan the paper to prevent paper jams.

2.) Pull the tension plate forward [(1)] and insert the paper, print-side down [(2)], then push the tension plate back [(3)].

- The paper should not be over the tabs [(4)].
- If the paper is not inserted correctly, readjust the paper, or the paper may jam.

Troubleshooting Telephone

Listed below are some of the most common problems that you may run into with your telephone. If your symptom is not listed below OR you are still having trouble, do not hesitate to contact the Help Line at **1-800-540-5954.** You also have your telephone User's Guide booklet if you need additional help; however it may be easiest to contact the Help Line to have us assist walking you through possible solutions.

Symptom	Cause and Corrective Action
No dial tone	Check all phone cords connections. Check ALL connection cords from fax and telephone.
Call cannot be dialed or dials very slowly	Check the DIAL mode – right hand side of the telephone.
Phone locks up – No function at all	Unplug and reinsert your white Power Cord to reset the phone.

Note: If you do not know your Fax Line Number, dial –
1-800-444-4444
MCI will answer and tell you the telephone number from which you are calling.

PACK ALL HARDWARE, CORDS & INSTRUCTIONS IN THE BIN PROVIDED FOR THAT PURPOSE WHEN THE VOTING IS FINISHED