

! You do not need to have green icons to process voters using the Electronic Pollbook (EPB). The colored icons will alert you to possible errors, but the EPB will still allow you to check-in a voter. You should troubleshoot any issues as soon as possible, but **DO NOT TURN AWAY VOTERS.**

STATUS MENU



- 1** Sideways Communication Status
- 2** Printer Status
- 3** Central Communication Status
- 4** Battery Status

SIDEWAYS COMMUNICATION STATUS

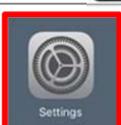
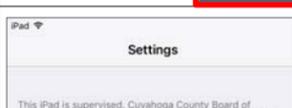
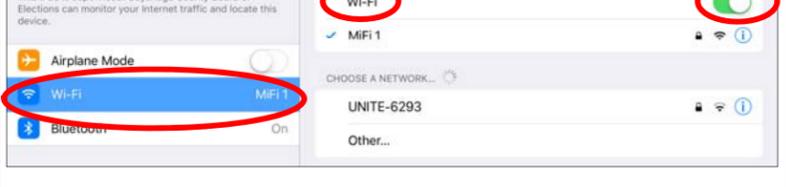
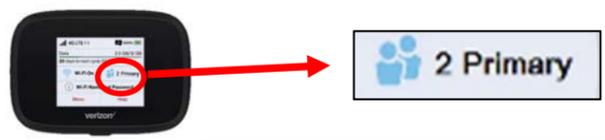
1	This icon shows the status of the internal connection between the EPBs in your polling location. The EPBs send and receive check-in information to each other, which prevents double voting. This process is conducted by using built-in Bluetooth technology on the EPBs.
	The number of EPBs connected should be equal to the number of EPBs at your polling location.
	You can touch the link icon to help identify which EPB is not connected.
	<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px;"> 2 Touchpads Connected </div> <div style="border: 1px solid black; padding: 5px;"> No Touchpads Connected </div> </div> <p>A green link icon indicates there are other EPBs connected to the EPB.</p> <p>A red broken link icon indicates there are no EPBs connected to the EPB.</p>
!	If an EPB was used to process a curbside voter, it will take a few moments to resume sideways communication. Once an EPB is reconnected to the other units at the location, syncing will take place automatically.
i	Troubleshooting Sideways Communication
	Check that all EPBs are powered on with the EPB program open.
	Ensure all EPBs are located within 30 feet of each other.
	Force quit and restart the EPB application (see <i>Advanced Troubleshooting</i> sheet located in the colored folder in the Electronic Pollbook transport case).

PRINTER STATUS

2	This icon shows the status of the printer connection.
!	You can still process voters without the “authority to vote” or “referral” slips, but you must take more care to give the voter the correct ballot style.
	<div style="display: flex; justify-content: space-between;"> <div style="border: 1px solid black; padding: 5px;"> Printer 0214 Printer 0214 No printer </div> <div> <p>A green status indicates a printer is connected.</p> <p>A yellow status indicates a printer had been connected, but currently is not.</p> <p>A white status indicates a printer has never been connected.</p> </div> </div>
i	Troubleshooting Printer Communication
	<p>Blue Light </p> <p>Verify the printer is properly plugged in and shows a blue light (no amber light).</p>
	<div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; padding: 5px;"> Printer 0214 </div> <div style="border: 1px solid black; padding: 5px;"> No printer </div> </div> <p>Touch the yellow or white printer icon to enter the printer connection settings and complete steps 1-6 below.</p>
	<div style="border: 1px solid black; padding: 5px;"> <p style="text-align: center; color: red; font-weight: bold;">PRINTER NOT FOUND</p> <p>Confirm the steps below, then touch “SELECT A DIFFERENT PRINTER”:</p> <ul style="list-style-type: none"> - Is the printer plugged in correct? Check both sections of the printer cord. - Is the printer turned on? - Is there a single blue light on the printer? <p style="text-align: center;"> CONTINUE WITHOUT PRINTER SELECT A DIFFERENT PRINTER TRY AGAIN </p> </div> <p>If your printer is not connected to the EPB after entering the passwords on election morning, the PRINTER NOT FOUND message will appear.</p> <p>If this message is received, touch SELECT A DIFFERENT PRINTER and continue with Step 1 below.</p>

Step 1	Step 2	Step 3
<p>The printer connection window will appear. Touch FIND PRINTER.</p> <p>NOTE: The popup may list printer information, but could be blank.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p style="text-align: center; color: red; font-weight: bold;">FIND PRINTER</p> <p>Printer 0215 Model: TM-m30 Bluetooth Address (MAC Address): BT:00:01:90:C7:6B:76</p> <p style="text-align: center;"> FIND PRINTER TEST SAVE </p> </div>	<p>The “Select an Accessory” window will appear.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p style="text-align: center; color: yellow; font-weight: bold;">Select An Accessory</p> <p>Printer 0215</p> <p style="text-align: center; color: blue; font-weight: bold;">Cancel</p> </div>	<p>Touch “Printer #####” from the list.</p> <p>NOTE: The printer number will match the label on the printer.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p style="text-align: center; color: yellow; font-weight: bold;">Select An Accessory</p> <p style="text-align: center; color: red; font-weight: bold;">Printer 0215</p> <p style="text-align: center; color: blue; font-weight: bold;">Cancel</p> </div>
Step 4	Step 5	Step 6
<p>Touch TEST. The printer will print a test report confirming the printer connected properly.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p style="text-align: center; color: red; font-weight: bold;">FIND PRINTER</p> <p>Printer 0215 Model: TM-m30 Bluetooth Address (MAC Address): BT:00:01:90:C7:6B:76</p> <p style="text-align: center;"> FIND PRINTER TEST SAVE </p> </div>	<p>Touch SAVE.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p style="text-align: center; color: blue; font-weight: bold;">FIND PRINTER</p> <p>Printer 0215 Model: TM-m30 Bluetooth Address (MAC Address): BT:00:01:90:C7:6B:76</p> <p style="text-align: center;"> FIND PRINTER TEST SAVE </p> </div>	<p>The printer icon will now appear green indicating it is connected properly.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; background-color: #333; color: white; text-align: center;"> <p>Printer 0214</p> </div>

CENTRAL COMMUNICATION STATUS

3	This icon shows status of the connection of the EPBs to Election Headquarters through the MiFi Hotspot.
	This connection allows Election Headquarters to monitor pertinent information, which includes the scanning of “Absentee Supplemental Updates”, printing the 11AM / 4PM reports, and ballot inventory.
  	<p>A green fan status indicates the EPB is connected to the MiFi Hotspot, which is connected to Election Headquarters.</p> <p>A yellow warning status indicates the EPB is not connected to the MiFi Hotspot (or is connected to an untrusted network).</p> <p>A red broken heart status indicates the EPB is connected to the MiFi Hotspot, but not connected to Election Headquarters.</p>
	General Central Communication Troubleshooting
	Ensure the EPBs and MiFi Hotspot are placed in the exact location identified on the Location Setup Diagram. Board of Elections staff went to each polling location and tested the connection.
 	Troubleshooting connectivity between the EPB and the MiFi Hotspot
	Ensure the MiFi Hotspot is plugged in and turned on.
	<p>Press the iPad home button of the EPB (circular indent button on the right side of your tablet) to exit the EPB app.</p> 
	<p>Touch the settings icon in the top left portion of the screen.</p> 
	<p>Touch the Wi-Fi icon from the left side menu. Touch “MiFi Zone X” on the right-hand side.</p> 
	<p>If you do not see “MiFi Zone X” listed, reset the connection by sliding the green toggle switch to the left (OFF position) and then back to the right (ON position). The EPB will begin searching for the available network and should successfully connect within 15 seconds.</p> 
	<p>Once the iPad WiFi Settings Screen is showing a successful connection, press the iPad home button of the EPB (circular indent button on the right side of your tablet) and then touch the EPB icon to launch the Electronic Pollbook application.</p> 
	<p>Verify the EPB has successfully connected on the MiFi Hotspot display screen. There should be one connection for each EPB. For example, a location with two EPBs will show “2 Primary”.</p> 
	<p>It may take up to five minutes for the status icon to change from  to </p>
 	Troubleshooting connectivity between the MiFi Hotspot and Election Headquarters
	<p>Check the bars indicating the level of cellular service located on the MiFi Hotspot display screen.</p> 
	<p>If there are two bars or less, the MiFi Hotspot needs to be moved to a different place inside the polling location. Unplug the MiFi Hotspot and slowly move around the room while looking at the cellular service indicator to try to receive a stronger signal. Keep in mind the new location will need to be within 100 feet of all EPBs and the MiFi Hotspot must be plugged into an electrical outlet.</p>

BATTERY STATUS

4	This icon shows the status of the battery and whether it is currently receiving power.
  	<p>A green plug indicates the EPB is receiving power.</p> <p>A battery indicates the EPB is using its internal battery and is not plugged into a working electrical outlet.</p> <p>The percentage shown beneath a green plug or battery indicates how much battery life is remaining.</p>
	The EPB should be plugged into its surge protector at all times, except when processing a curbside voter.
	Troubleshooting Charging Issues
	Confirm the white charging cable is securely connected to both the EPB and the surge protector.
	Verify the surge protector is glowing blue to indicate it is on and receiving power from the wall outlet.