

Replacing a Defective ClearCast with an Operational Touchscreen



(see page 2 if touchscreen is defective)

NOTE
Unit 1 is the old unit that needs to be replaced.
Unit 2 is the new unit.

1. Record the ballots scanned number in the lower right corner of the screen.
2. Tap the ClearCast logo in the upper right to suspend voting. The Suspend Voting report prints.
3. Log in as Poll Worker.
4. Tap **Shut Down** in the lower right corner of the screen and unplug the unit from power, if applicable.
5. Unlock the scanner compartment and remove the USB sticks from Unit 1.
6. Verify the seals of the ballot bag and remove it from Unit 1.
7. Set aside Unit 1 and place Unit 2 on the table.
8. Attach the ballot bag to Unit 2.
9. Unlock the printer compartment door of Unit 2, and insert the USB sticks taken from Unit 1.
10. Power on Unit 2 and wait for the Power On report to print.
11. Log in as the election administrator.
12. Tap **Resume Election**.
13. Insert the password for the election. The Polls Open report prints.
14. Verify that the number of ballots scanned noted in step 1 matches the Public Counter number on the Polls Open report. Call mission control if they do not match. They may advise resetting and rescanning all ballots in the ballot bag to get a clean count.
15. Select **Resume Voting** and wait for the Voting Started report to print.

The new unit is ready to scan ballots.

Replacing a Defective ClearCast with a Defective Touchscreen



(see page 1 if touchscreen is operational)

NOTE
Unit 1 is the old unit that needs to be replaced.
Unit 2 is the new unit.

1. Unplug Unit 1 from power, if applicable.
2. Unlock the printer compartment door.
3. Hold down the power button until you see the green LED light on the printer go off (usually 7-10 seconds).
4. Hold down the power button for a 5 seconds to restart Unit 1. The LED lights on the printer come on and the unit beeps.
5. The Power On report prints. Note the Protected Counter number on this report.
6. Hold down the power button until you see the green LED light on the printer go off (usually 7-10 seconds).
7. Remove the USB sticks from Unit 1.
8. Verify the seals of the ballot bag and remove it from Unit 1.
9. Set aside Unit 1 and place Unit 2 on the table.
10. Attach the ballot bag to Unit 2.
11. Unlock the printer compartment door of Unit 2, and insert the USB sticks taken from Unit 1.
12. Power on Unit 2 and wait for the Power On report to print.
13. Log in as the election administrator.
14. Tap **Resume Election**.
15. Insert the password for the election. The Polls Open report prints.
16. Verify that the Protected Counter noted in step 1 matches the Protected Counter number on the Polls Open report. Call mission control if they do not match. They may advise resetting and rescanning all ballots in the ballot bag to get a clean count.
17. Select **Resume Voting** and wait for the Voting Started report to print.

The new unit is ready to scan ballots.