



**PIMA COUNTY**

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**ELECTIONS**

**Touch Screen  
Troubleshooting  
Guide**

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# Chime Sounding



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3

## • **Solution:**

1. Confirm that the unit is receiving power.  
(Green OK, Yellow battery)
2. Check that the power cord is attached to the unit and plugged into a power source.
3. Check the outlet for power.
4. Last resort – call HOTLINE

- **Problem:** Touch Screen is continuously sounding a low chime.
- **Condition:** TSX is not receiving power and is running on battery

# Dark Tablet

1, 2, 4



3



5



- **Problem:** Touch Screen tablet is dark.
- **Condition:** TSX is not on or not receiving power.

- **Solution:**

1. Check the power indicators at the top of the TSX tablet.
2. If the middle light is not glowing blue, the machine is not on.
3. Use the chopstick to turn on the machine.
4. If the topmost indicator light is not glowing green, the unit is not receiving power.
5. Check the power cord and/or outlet for power.
6. Last resort – call HOTLINE.

# Printer Not Working

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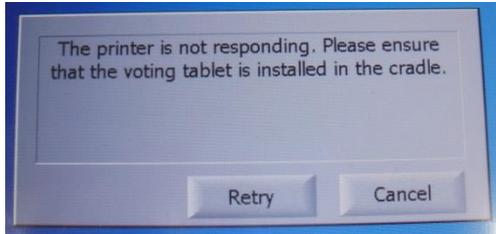


- **Problem:** Touch Screen printer module is not working.
- **Condition:** Printer is not attached properly.

## • **Solution:**

1. Unlock and open the printer housing cover.
2. Remove canister and reset the printing housing cover on its hinges.
3. Press firmly on the hook shaped latch at the top of the printer housing.
4. Replace the canister.
5. Check that the smoky brown printer cover is firmly closed on both corners.
6. Close and lock printer housing cover.
7. Last resort – call HOTLINE.

# Printer Not Responding



## 1 • **Solution:**

1. Check to make sure tablet is set fully into place in cradle.

2



- **Problem:** Screen reads, "The printer is not responding. Please ensure that the voting tablet is installed in the cradle: Retry or Cancel."

- **Condition:** Tablet not in cradle or smoky brown cover is not latched.



3,4

2. Unlock and open the printer housing cover.
3. Locate the smoky brown cover and press firmly on both corners.
4. If you hear a click, the cover was not securely fastened.
5. Close and lock printer housing cover.
6. Last resort – call HOTLINE.

# Shut Down Without Printing Tapes

1



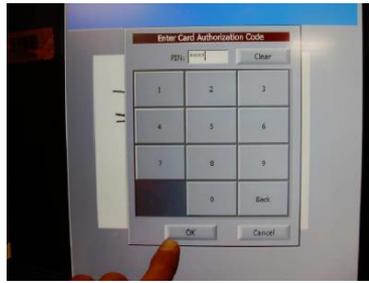
2



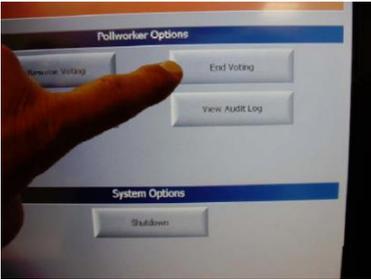
3



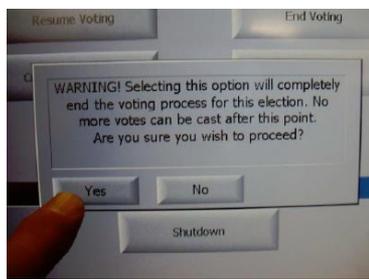
4



5



6



- **Solution:**

1. If printer housing is not in place, reattach printer housing.
2. Insert chopstick to power unit back up.
3. Insert supervisors card.
4. Enter authorization code and press OK.
5. Remove the Supervisor's Card and select End Voting.
6. At the warning screen, select YES.
7. Follow remaining closing procedures.

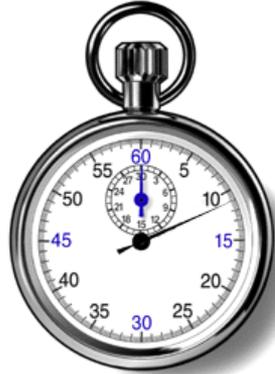
- **Problem:** Touch Screen shut down without ending voting
- **Condition:** Poll workers didn't follow closing instructions for Touch Screen.

# Reset Touch Screen

2, 4



3



- **Problem:** Touch Screen needs to be reset
- **Condition:** Variety of reasons

- **Solution:**
  1. Many times, the only solution is to reset the Touch Screen.
  2. Use the chopstick to power down the unit.
  3. Wait at least 30 seconds.
  4. Insert the chopstick to power the unit back up.
  5. Check to see if problem is still occurring.

# Wrong Ballot Issued

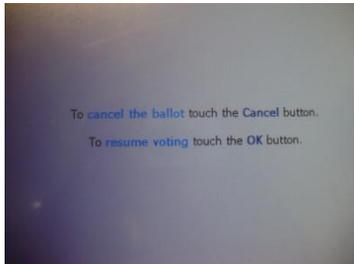
1



4



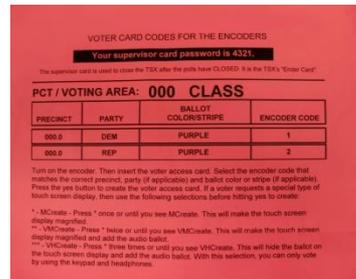
2



5



3



## • Solution:

1. Press and hold the “page” button for at least 60 seconds with continuous pressure (or until display changes).
2. Screen display asks if you want to cancel ballot
3. Select CANCEL (tape will print, “Ballot Cancelled”)
4. Remove card (ballot count should reflect as before)
5. Encode Voter Access Card with correct ballot and reissue the card to the voter.

- **Problem:** Wrong ballot issued to voter
- **Condition:** Improperly encoded Voter Access Card

**Follow the encoding instructions printed on the guide for the current election.**