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717 17th Street, Suite 310
Denver, CO 80202

March 1, 2011

Subject: **AccuVote-OSX Error Message "Uncounted Ballot Jammed in Reader"**

Product:
AccuVote-OSX v1.2.6

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.

Description:
When a voter's ballot consists of more than one card and the voter inserts one card of their ballot into the AccuVote-OSX (OSX) unit then inserts the second card too quickly, the following message can be displayed:
 "Paper Jam Detected, Uncounted Ballot Jammed In Reader, See Election Official".

The message is referring to the second card, and not to the first card that has already been processed and has incremented the public counter by one.

If the second card remains in the path of the scanner's ballot sensor for more than three seconds, the message described above will be displayed and remain displayed on the LCD until the card is removed and the "Reset Scanner" option is selected. If the card is removed in less than three seconds, the message "Ballot misfeed. Please reinsert ballot." will be displayed and no further action is needed except to re-feed the ballot.

It is important to note that the display of the above noted error message does not affect the vote data, vote recording, or the tabulation of any vote totals for ballots cast and captured by the OSX.

Recommendations:
It is recommended that voters are instructed to wait until they see the "Your ballot has been accepted! Thank you for voting" message before inserting a second, and (if applicable) subsequent ballots. In the event that the voter does place the second or subsequent cards into the OSX unit before it is ready to accept a new card and the "Paper Jam Detected, Uncounted Ballot Jammed In Reader, See Election Official" appears, simply clear the jam and reset the scanner by unlocking the selector buttons cover (Lock B) and press the left selector button below the LCD display.

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It is also recommended, as a common practice, that each jurisdiction ensure that the records from each polling location are audited on a daily basis throughout the Early Voting period and on Election Day to ensure that the number of voters processed corresponds with the number of ballot cards processed on the OSX unit public counter. If there are any unexplained discrepancies, it is recommended that the jurisdiction re-scan those ballots to ensure that the information contained on the AccuVote-OSX memory card is complete.