Central count scanner indicates overvotes where no overvotes are present

Product Advisory: **FYIDS85017066**

Product: DS450 and DS850

Versions Affected: All versions

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Distribution: External

QUESTION:

The central count scanner is outstacking numerous ballots for overvotes in certain contests. However, a visual examination of the ballots reveals no overvotes. What is causing this?

SOLUTION:

Ballots that are folded, where the fold crosses through ovals and/or write-in fields, can cause the central count scanner to detect an overvote in the contest where the fold occurs. The ES&S *Ballot Production Guide for EVS* warns against folding ballots across timing marks, voting targets (ovals or arrows) and write-in spaces.

Dust on the Image Capture Device lenses can also cause scanning errors. Refer to the *Maintenance Manual* for your tabulator for information on cleaning and maintenance procedures.

If cleaning the lenses does not solve the problem, adjust the bin sort settings to outstack overvotes to the middle bin with the write-in votes. Then, manually review the ballots. If it appears that a fold is causing a contest to be overvoted, remake the ballot on an unfolded ballot and scan it.

ES&S SUPPORT

For additional technical support, contact ES&S.

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ES&S support services are subject to the prices, terms, and conditions in place at the time of service.