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### Product Advisory Notice

January 16, 2019

SUBJECT: Spanish Audio File alert message when using ImageCast Evolution (ICE) with External Monitor in an ADA session

PRODUCT: ImageCast Evolution 4.14.21 with External Monitor

***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 affect how this information is used.***

#### DESCRIPTION

In an AVS session on the ICE using the External Monitor, when the Spanish language is selected the audio playback for the candidate plays the message "The audio file is missing." This *only* occurs in an ADA session with the external monitor when the Spanish language is selected.

This *does not* occur in :

- ADA with external monitor English language session
- ADA session *without* the external monitor - English or Spanish language sessions.

#### RECOMMENDATION

The English candidate audio files can be exported from EED and then imported into the Spanish candidate audio records. This resolves the issue of the audio playback when using the "External Monitor" and selecting the Spanish language, the playback declares "audio file missing".

The following procedures detail the steps to address the issue.

Follow the standard procedures to create and setup all candidates.

After the user has performed the "**Create Ballots**" process, the audio files will have been created. On the "Desktop" create a folder called "**Audio English Files 2020 PPP Election**" this will be the folder where the user will "Export" the English audio files.

In EMS, go to the "Choices" panel and press the "**Search**" button and the list of candidates will appear.

Navigation

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Election Event - Choices

**Name:**

**Office:** <<All Offices>>

**Parent District:** <<All Areas>>

**District:** <<All Areas>>

**Contest:** <<All Contests>>

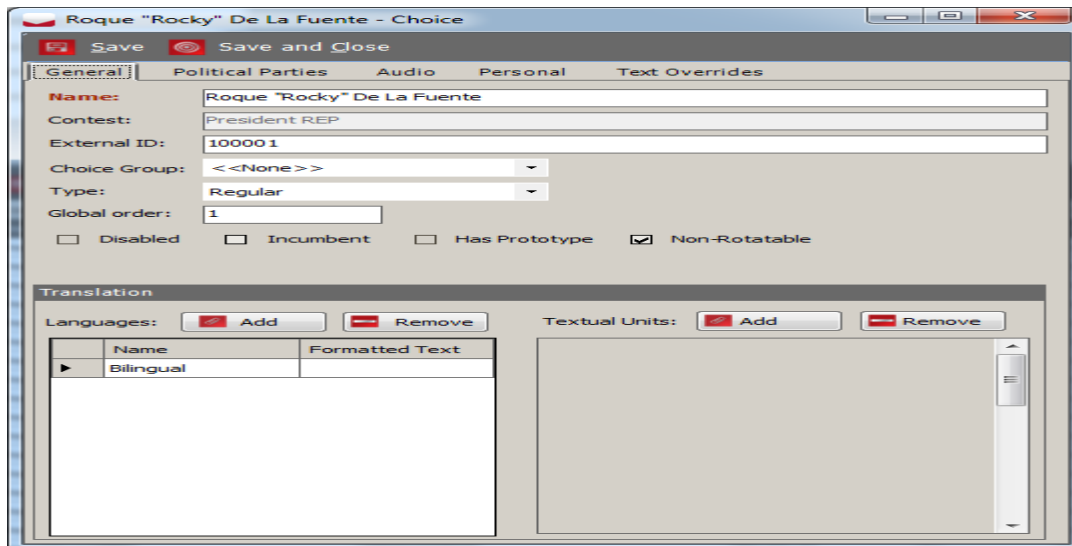
Create New
 Delete
 



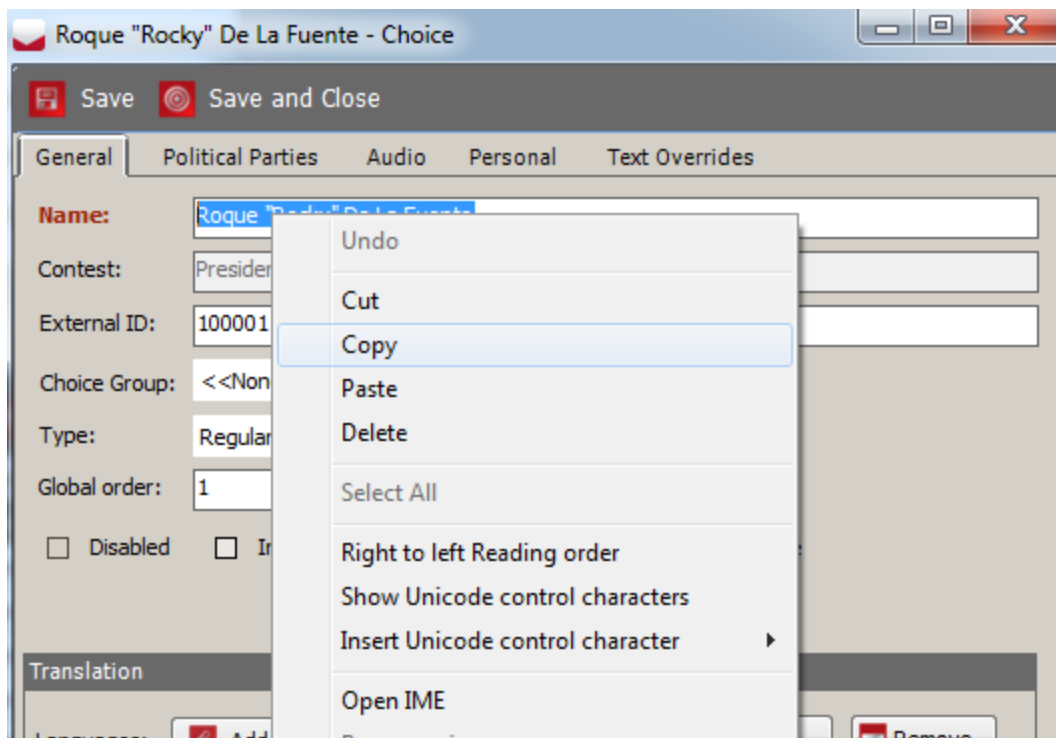
 Disable

Name	Contest	Office	District	Lang. Pref.	Audio Files	Disabled	Not
Roque "Rocky" De La Fuente	President REP	PRESIDENT	Federal	1	0	<input type="checkbox"/>	
Donald J. Trump	President REP	PRESIDENT	Federal	1	0	<input type="checkbox"/>	
Joe Walsh	President REP	PRESIDENT	Federal	1	0	<input type="checkbox"/>	
Michael Bennet	President DEM	PRESIDENT	Federal	1	0	<input type="checkbox"/>	
Joe Biden	President DEM	PRESIDENT	Federal	1	0	<input type="checkbox"/>	

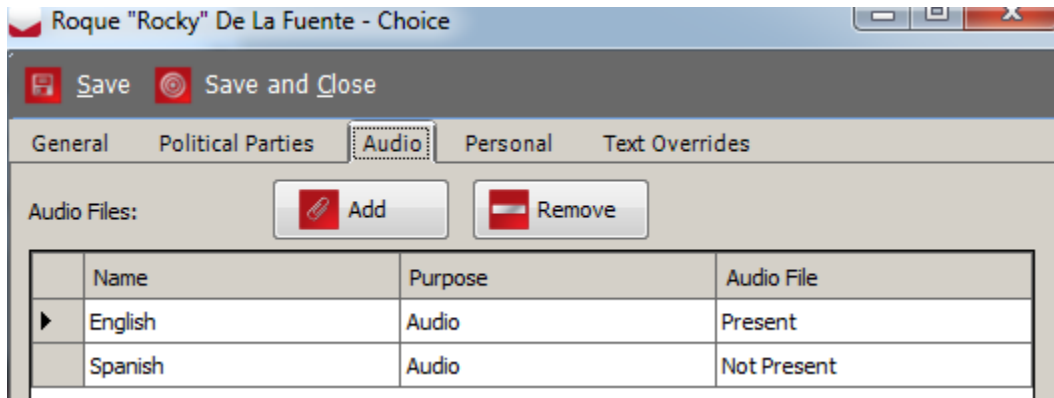
At this point “**double click**” onto the 1<sup>st</sup> candidate and the following window will appear:



“Highlight” the name of the candidate and right click and select “**Copy**”.



Select into the “**Audio**” panel and the following screen will appear:

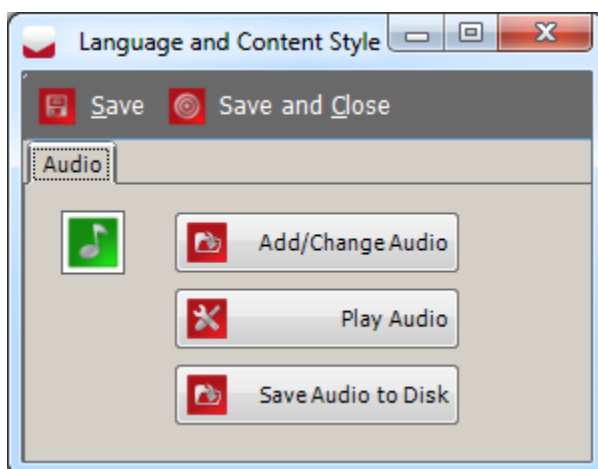


Notice the Spanish Audio file is “Not Present”.

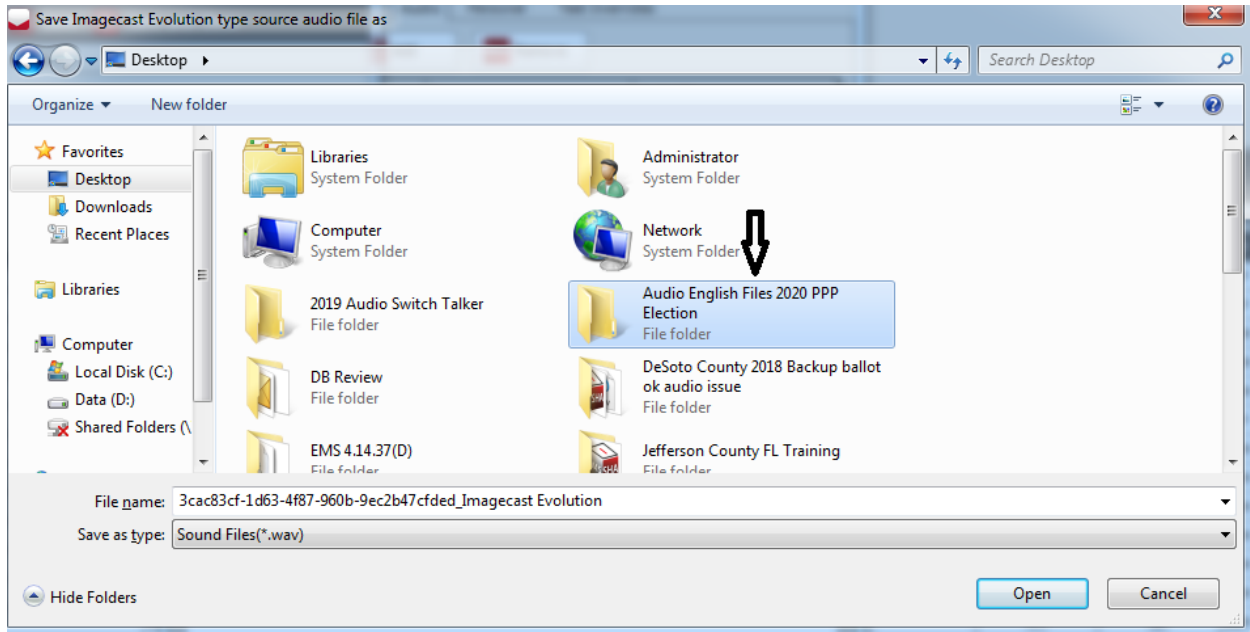
If “**Spanish**” is not showing, it must be added. Click the “Add” button, select “Spanish”, click the “OK” button, then click “Save and Close”



“**Double click**” onto the “**English**” audio record and the following screen will appear:



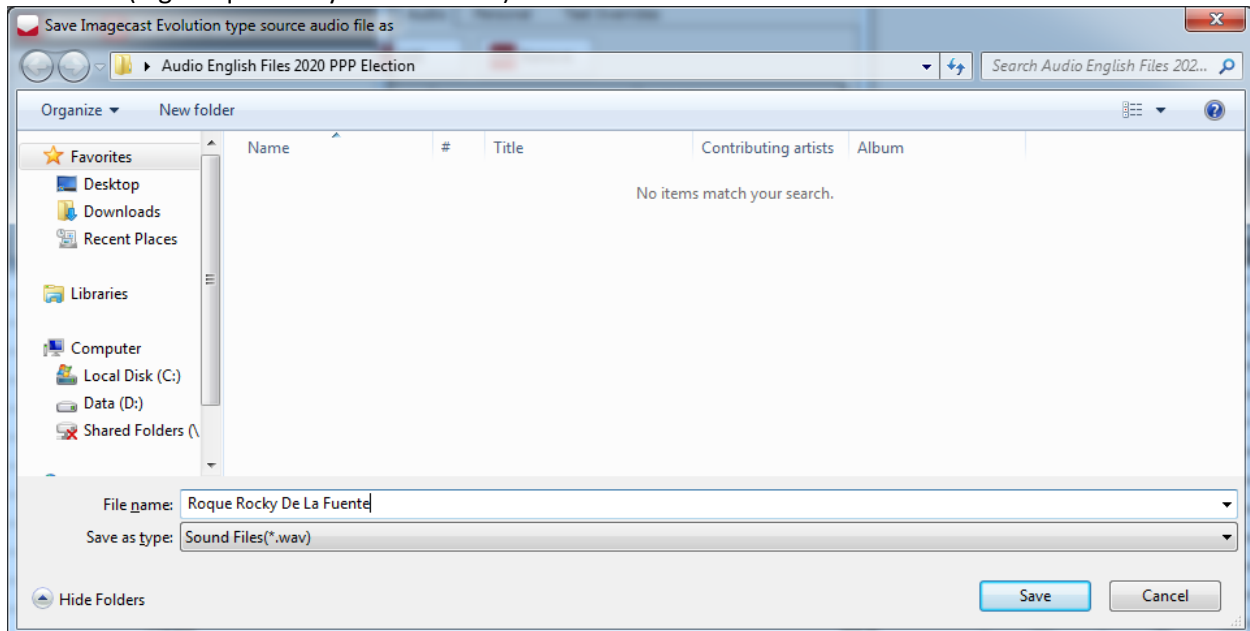
Press the “**Save Audio to Disk**” button and the following screen will appear:



Select the “**Desktop**” panel and “**Double Click**” onto the folder the user created “**Audio English Files 2020 PPP Election**”.

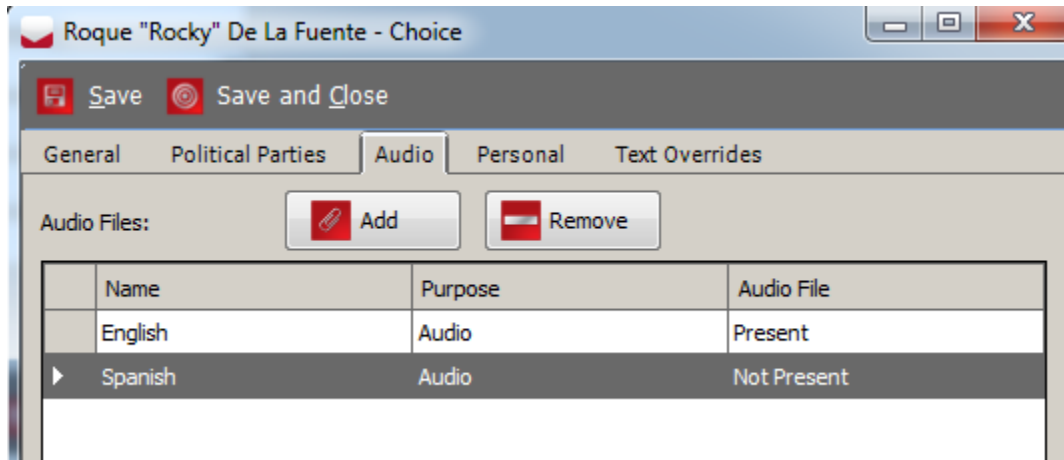
In the “File name” delete or highlight the entire record name and right click and press “**Paste**” to name the audio file, the candidate name.

NOTE: If there are quotes in a name, such as “Roque “Rocky” De La Fuente” remove the quotes around the name (e.g. Roque Rocky De La Fuente)..

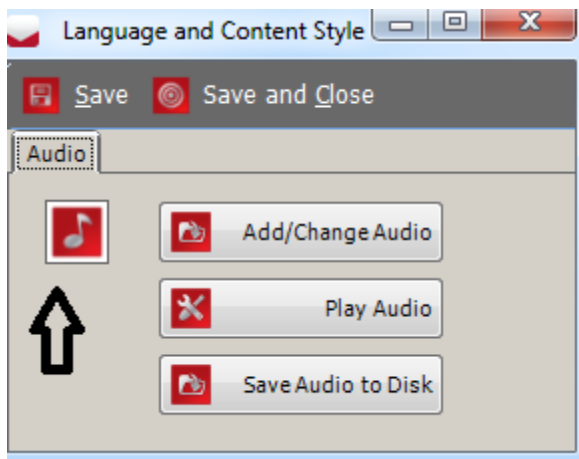


Press the “**Save**” button and the file will be saved in the Audio folder.

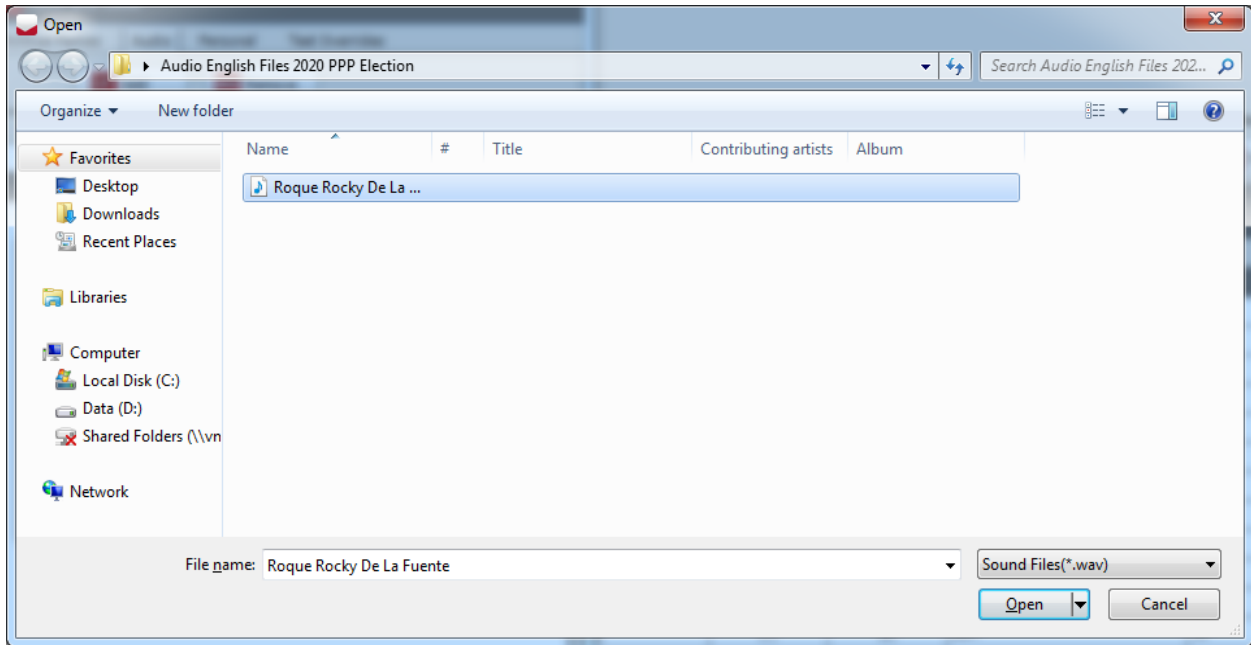
Do this for every candidate until all the English Audio files have been exported. When done return back to the 1<sup>st</sup> candidate and select the “Audio” panel.



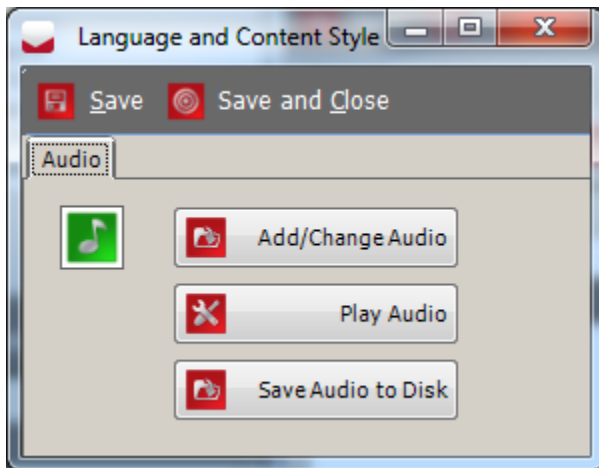
“Double Click” onto the “Spanish” audio record and the following screen will appear: Notice the audio icon is **not Green** indicating no file exists.



Press the “Add/Change Audio” button and the following screen will appear:



Select each corresponding English candidate name and Press the “Open” button and the following screen will appear: Notice the music icon now is Green, indicating an audio file present. **Press the “Play Audio” button and confirm the playback is for the current candidate. If it is not, repeat the exporting of the English name and save onto the name of the candidate.**



Repeat this procedure until all the English audio candidate files are imported into the Spanish audio files.

*When complete the user is ready to “**Create Election files**”. Make sure that the ADA session on the ICE is tested by selecting the ADA “External mode” and listening to both the English and Spanish playback.*

If you have any questions about this process, please contact your Customer Relationship Manager who will assist you.