



VCM

Troubleshooting

Guide





Application Issues

“The VCM fails to initialize the system”



VCM – Fails to Initialize

BASIC TROUBLESHOOTING

POWER TEST

- Power off the VCM.
- Cut the tie wraps in the SD cards slots
- Make sure both SD cards are installed into the VCM.
- Eject and insert the SD cards
- Power the VCM on once again and proceed with the election

ESCALATION

- Borrow from other precincts.
- Refer to Contingency procedures/ Chain of Escalation



Application Issues

BALLOT Misread

“The paper inserted
was misread.”



VCM – Misread Ballot

BASIC TROUBLESHOOTING

ESCALATION

VISUAL TEST

- Make sure that the ballot inserted does not have any tear or spots on the areas for security markings.
- Refer to Contingency procedures/ Chain of Escalation

BALLOT DIAGNOSTIC TEST

- Re-feed the ballot and try it in different orientation
- Clean the scanner using the official cleaning sheet



Application Issues

Invalid Ballot

“Invalid Ballot
Detected.”



Invalid ballot detected

BASIC TROUBLESHOOTING

- Press **RETURN (red) button**
- Insert a different ballot. If the other ballot is valid, validate the previous ballot that is being cast. Refer to the **BALLOT ID**
- Verify if the **Clustered Precinct ID/Ballot ID** indicated in the ballot matches with the **Clustered Precinct ID** displayed on the upper right screen of the VCM
- Press the i-icon to print **STATUS report**

ESCALATION

- If there is a discrepancy, please refer to Contingency Procedures/ Chain of Escalation



Application Issues

Fake Ballot

“Fake Ballot Detected.”

Ballot Previously Scanned

“A duplicate ballot was detected.”



VCM – Fake and Duplicate

BASIC TROUBLESHOOTING

ESCALATION

FAKE BALLOT

- Verify that the Ballot inserted has UV security markings
- Contact the technical support personnel
- Refer to Contingency procedures/ Chain of Escalation



VCM – PAPER JAM

BASIC TROUBLESHOOTING

- Slowly pull the ballot from the **BALLOT ENTRY SLOT**
- Remove the VCM from the ballot box
 - If **BALLOT** is caught at the bottom of VCM, pull out the ballot gently. Insert another **BALLOT** and continue feeding
 - If **NO BALLOT** is caught at the bottom of VCM, wobble the ballot box. Remove its cover and push down the ballots inside the bin.

ESCALATION

- Refer to Contingency Procedures/ Chain of Escalation.



VCM – PAPER JAM

BASIC TROUBLESHOOTING

- Check and remove if there is any obstruction in the ballot exit slot of the VCM
- Check and fix the alignment of VCM ballot slots to the **BALLOT BOX SLOT ENTRY**. Check the orientation of the “**metal guide**” inside the ballot box

ESCALATION

- Refer to Contingency Procedures/ Chain of Escalation.



Application Issues

Voting Experience
cannot be completed

VVPAT could not
be printed



VCM – VVPAT could not be printed

BASIC TROUBLESHOOTING

- **End of Roll Indicator** – The thermal paper red smudge
 - The VCM will prompt to “shutdown”
 - SHUTDOWN the VCM
 - Install a new thermal paper
 - Turn ON the VCM and proceed to normal process

ESCALATION

- Refer to Contingency Procedures/ Chain of Escalation.



VCM

“Election cannot be opened”



VCM – Election cannot be opened

BASIC TROUBLESHOOTING

- Verify the status of VCM, it should be in the “**NOT OPEN**” state.
- If in the “**OPEN**” state, proceed to voting procedures
- If in the “**CLOSED**” state, you cannot open the election, unless perform the **RE-ZERO (done only in FTS)**, which will revert to “NOT OPEN” state.

ESCALATION

- Refer to Contingency Procedures/ Chain of Escalation.



VCM

“Election cannot be
CLOSED”



VCM – Election cannot be closed

BASIC TROUBLESHOOTING

- Verify the status of VCM, it should be in the “OPEN” state.
- If in the “CLOSED” state, proceed to closing of election.
 - Close the election by ENROLLING all three (3) digital signatures of the EB Members

ESCALATION

- Refer to Contingency Procedures/ Chain of Escalation.



Application Issues

Failed Transmission

“The results can’t be transmitted.”



VCM – Failed Transmission

BASIC TROUBLESHOOTING

USB Modem

- Make sure the VCM is in CLOSED state
- Check the connection of the USB Transmission Device
- Check the SIM card orientation in the USB Transmission Device
- Re-insert the USB device either in the low or upper port

ESCALATION

- If the same error is experienced, BORROW USB modem from another precinct.
- Refer to Contingency Procedures/ Chain of Escalation



VCM – Failed Transmission

BASIC TROUBLESHOOTING

BGAN/ iSAVi

- Check the tightness of ETHERNET cable connection. Check internet connection
- Clear units from signal attenuation
Face unit to 121° East South East and 60° elevation. Use compass for accuracy
- Borrow cable from other precinct

ESCALATION

- If the same error is experienced, BORROW a BGAN/ iSAVi from another precinct.
- Refer to Contingency Procedures/ Chain of Escalation



Application Issues

“Error attempting to
RE-ZERO results”



VCM – Error attempting to RE-ZERO results

BASIC TROUBLESHOOTING

- Make sure the VCM is in CLOSED state
- Input the **correct PIN**
 - There is only **ONE** Re-zero PIN
 - The VCM is configured with limited number of Re-zeroes. **RE-zero is done ONCE** after FTS

ESCALATION

- Refer to Contingency Procedures/ Chain of Escalation.



Application Issues

Write Protect

“Back up memory
could not be
locked”



VCM – Write Protect Error

BASIC TROUBLESHOOTING

- CHECK the following conditions:
 - The DATE must be MAY 13, 2019
 - The TIME must be after elections 7:00 pm
 - The Backup SD card must be a **WORM card (Write Once, Read Many)**

ESCALATION

- Refer to Contingency Procedures/ Chain of Escalation.



Application Issues

Scanner Cleaning Process

“Scanner cleaning process cannot be completed”



VCM – Scanner Cleaning Sheet Error

BASIC TROUBLESHOOTING

CLEANING SHEET PROCESS

- Make sure that an authorized scanning cleaning sheet is being used.
- Take note on the right orientation of the cleaning sheet.
Use only the cloth part

ESCALATION

- Refer to Contingency Procedures/ Chain of Escalation.



BALLOT

“The scanner self diagnostic has failed.”



The scanner self diagnostic has failed

BASIC TROUBLESHOOTING

- The **BALLOT** inserted is **VERY** crumpled or the timing marks were folded.

ESCALATION

- Please refer to Contingency Procedures/ Chain of Escalation



THERMAL PRINTER

Unable to Print

“The report could not be printed”



Not printing

BASIC TROUBLESHOOTING

- Make sure that the thermal paper compartment is properly closed
- Make sure that the thermal paper is installed properly
- Ensure that the thermal paper is placed correctly on its printable side

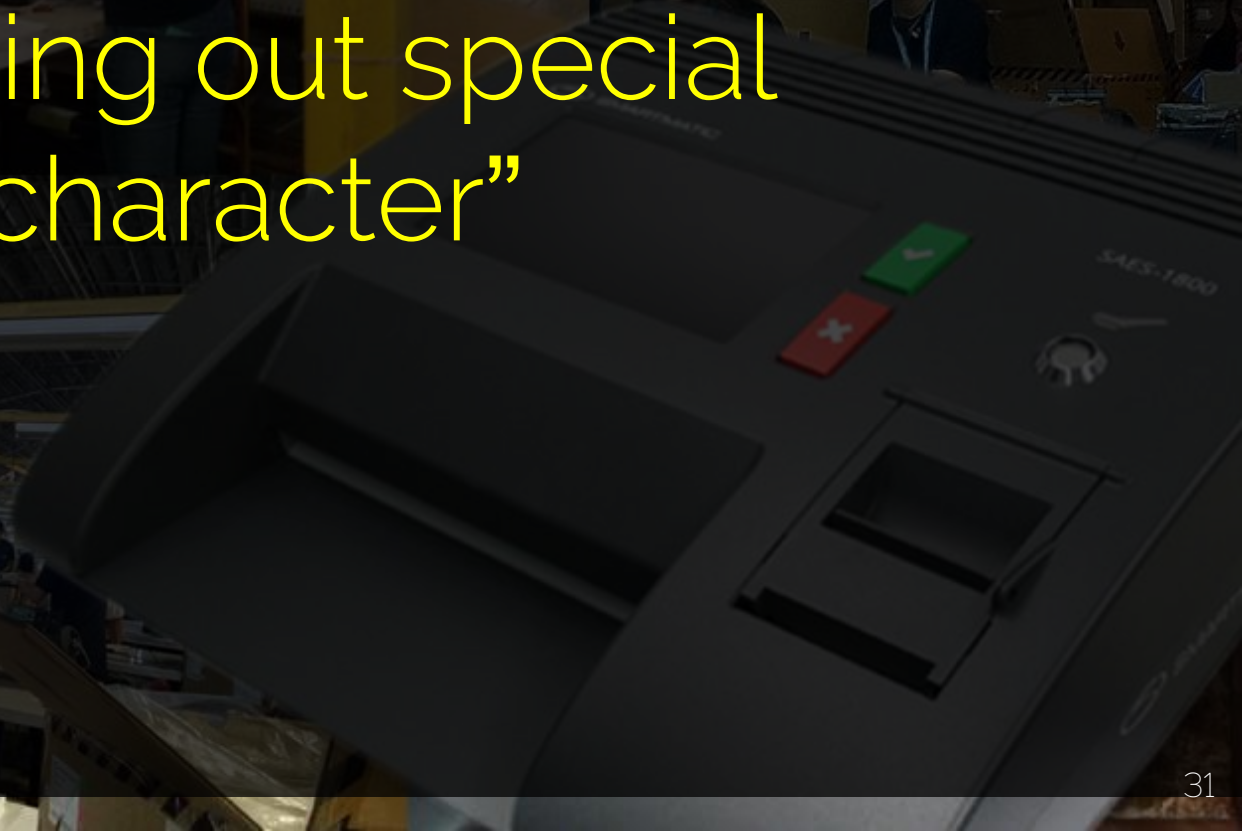
ESCALATION

- If it will still not print, please refer to Contingency Procedures/ Chain of Escalation



THERMAL PRINTER

“Printing out special character”





Printing out special character

BASIC TROUBLESHOOTING

- Turn **OFF** the VCM.
- Turn it **ON** again.
It will print a **STATUS** report

ESCALATION

- If print out is still the same, please refer to Contingency Procedures/ Chain of Escalation



Mechanical Issues

LCD Screen

“Screen has crack
(damaged)”



VCM – Screen has crack (damaged)

BASIC TROUBLESHOOTING

- Check the intensity of the damage
If the screen is still viewable
- Check if the screen can still respond to **touchscreen test**, proceed to voting process

ESCALATION

- If the **TOUCHSCREEN** is **not responding**, refer to Contingency procedures/ Chain of Escalation



VCM – Screen is FLICKERING

BASIC TROUBLESHOOTING

- Swipe the screen
Still flickering?
Proceed to **SOFT RESET > POWER TEST**
- Check if power cable/ adapter is dilapidated
Perform **BATTERY TEST**

ESCALATION

- Borrow from other precincts.
- Refer to Contingency procedures/ Chain of Escalation



VCM – LCD screen not working

BASIC TROUBLESHOOTING

SOFT RESET

- Turn off power button. Wait 10 seconds and restart the machine

HARD RESET

- Unplug the power cord from the power source
- Perform **BATTERY TEST**

ESCALATION

- Borrow from other precincts.
- Refer to Contingency procedures/ Chain of Escalation



VCM Screen Display

“System Clock is incorrect
It is done manually.”



BASIC TROUBLESHOOTING

- Call the attention of all political representative and show the clock's error.
 - Go to **UTILITIES** menu and select **CHANGE SYSTEM DATA and TIME**.
 - Input BE **PIN**
 - Select Change Time
 - Proceed with election process

ESCALATION

- If the same error is experienced, refer to Contingency Procedures/ Chain of Escalation



iBUTTON/ PIN

“PIN/ iButton is missing.”



PIN/ iButton is Missing

BASIC TROUBLESHOOTING

- Check the VCM box. If possible that it may be misplaced inside or caught between styro protection or packed inside other zip locks
- Check the thermal paper compartment
- If **LOST**, you can use the 2 other Member PINs for OPEN and CLOSE voting
- If **Member's PIN/ iButton was LOST**, you can use Chairman's PIN for OPEN Voting

ESCALATION

- Although the election may still continue, the election cannot be closed if the PINs are incomplete. refer to Contingency Procedures/ Chain of Escalation



iBUTTON/ PIN

“Wrong PINs.”





Wrong PINs

BASIC TROUBLESHOOTING

- Verify the PINs against the paper wherein the password is printed
- Mistake in packaging. Try to key-in the PIN from another VCM kit (where there is a wrong PIN incident)

ESCALATION

- Check if there is a “wrong PIN”, in other precincts. Refer to Contingency Procedures/ Chain of Escalation



iBUTTON/ PIN

“The security key is not valid
“Wrong iButton”



The security key is not valid

BASIC TROUBLESHOOTING

- Mistake in packaging. Try to key-in the iButton from another VCM kit (where there is a wrong iButton incident)

ESCALATION

- Check if there is a “wrong iButton”, in other precincts. Refer to Contingency Procedures/ Chain of Escalation



SD CARD

“SD cards cannot be ejected.”



SD cards cannot be ejected

BASIC TROUBLESHOOTING

- Push the SD card inward
- Gently pull it out
- If not ejected, push it again inwards
- Please do not pull it forcefully

ESCALATION

- If the problem persists, please refer to Contingency Procedures/ Chain of Escalation



BACKUP BATTERY

“Battery is missing.”





Battery is missing

BASIC TROUBLESHOOTING

- Check the kit, there must be one allocated backup battery per VCM
- Check in other precincts

ESCALATION

- If there is no backup battery in other precincts, please refer to Contingency Procedures/ Chain of Escalation



BACKUP BATTERY

“Battery is drained.”





Battery is drained

BASIC TROUBLESHOOTING

- The backup battery icon is colored red, there is a need to charge the battery
- When backup battery is connected to the VCM, it will be charged, but it may take some time
- Check the cable connections, make sure that the terminals are tightly connected.

ESCALATION

- If problem persists, please refer to Contingency Procedures/ Chain of Escalation



BACKUP BATTERY

“Battery is defective.”



Battery is defective

BASIC TROUBLESHOOTING

- Disconnect the backup battery cables from its connection to the VCM

ESCALATION

- If problem persists, please refer to Contingency Procedures/ Chain of Escalation



BACKUP BATTERY

“Battery is not charging.”



Battery is not charging

BASIC TROUBLESHOOTING

- Check the cables
- Check the terminal connections, make sure that the connections is tight
- Borrow cables from another precinct
Perform **BATTERY TEST**

ESCALATION

- If problem persists, please refer to Contingency Procedures/ Chain of Escalation

A person wearing a plaid shirt, dark pants, and sneakers is walking away from the camera on a wooden floor. They are carrying a brown canvas backpack with leather straps. The background shows a wooden staircase and a white wall.

thanks!

**ANY
QUESTIONS?**