

SECURE

QUICK START GUIDE



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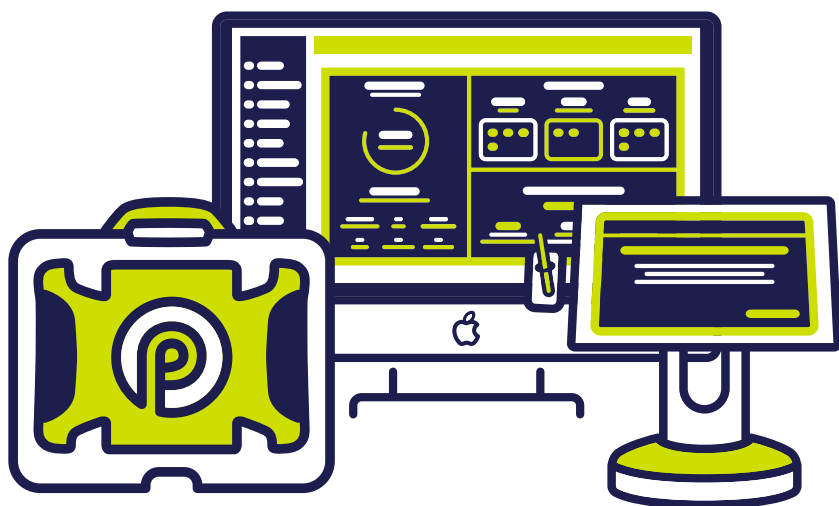
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Morning Checklist

- ☐ Verify the numbers on the Poll Pad, printer & case match
- ☐ Remove the contents of the case
- ☐ Plug in & turn on printer
- ☐ Attached Poll Pad to stand arm
- ☐ Place stand arm in base
- ☐ Attach ID clip to back of Poll Pad
- ☐ Place 1 stylus in ID clip
- ☐ Plug in Poll Pad
- ☐ Power on the Poll Pad
- ☐ Launch the Poll Pad application & verify that:
 - ☐ The Poll Pad is in the correct polling location
 - ☐ Check-in count = 0
 - ☐ Printer icon is **GREEN**.
Press icon and 'Test Print' button
- ☐ Have a GREAT Election Day!

meet the

POLL PAD[®]



1 Power Button

2 Home Button

3 Poll Pad & Plastic Shell

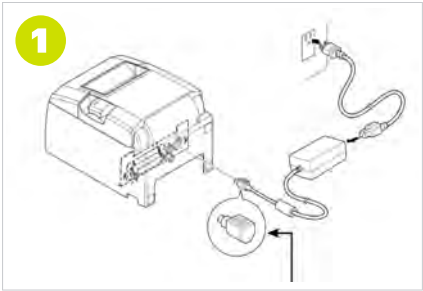
4 Stand Arm

5 Poll Pad Base

6 Camera

7 ID Tray

OPENING PROCEDURES



1 LOCATE PRINTER

Open the transport case and remove printer, adapter and power cord.

2 CONNECT TO POWER ADAPTER

Connect the power cord to the power adapter.

NOTE: Ensure secure connection

3 CONNECT TO PRINTER

Plug the connector into the back of the printer.

NOTE: Ensure secure connection

4 PLUG PRINTER INTO OUTLET

Plug your printer into a wall outlet. **NOTE:** Make sure your check-in table is close to the wall outlet or you have an extension cord available.

REMINDER: If you are using a power strip, be sure it is turned on.

5 TURN PRINTER ON

The ON/OFF switch is located on the left side of the printer.

If you do not see a green power light on the front panel, check the power cord connections and make sure the outlet has power.

6 STAND ARM

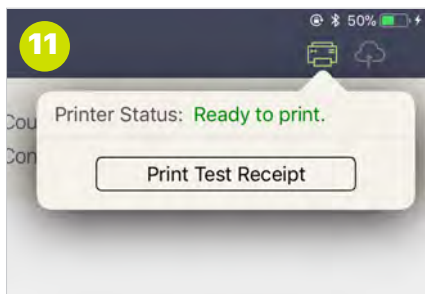
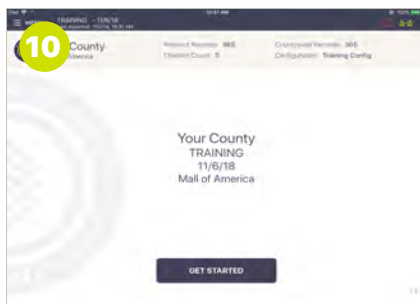
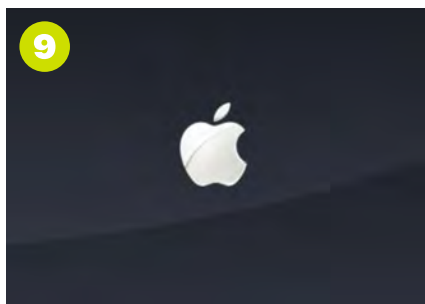
To attach the stand arm to the iPad shell, pinch the buttons on the side of the arm and place in circular opening. Release buttons and rotate the arm until you hear a click.

7 CONNECT ARM TO BASE

Take arm and place into Poll Pad Base. Once attached rotate iPad making sure the camera is on top, oriented in a landscape position.

8 ATTACH PHOTO ID TRAY

Slide the ID tray to the iPad using the mounting slide. Once attached, insert stylus into the holding slot. Adjust the iPad to a suitable angle.



9 POWER ON POLL PAD

Press the power button on the top left edge of the unit until you see the Apple icon, then release. The iPad will power on, and the Poll Pad application will launch automatically. **NOTE:** Poll Pad will power on automatically if connected to AC power.

10 HOME SCREEN CHECKLIST

- Name of Jurisdiction
- Election Name and Date
- Polling Place Location is Correct (Most Important)
- Check-in Count = 0
- Battery Life is Close to Full (90% or greater)

11 CONNECT & TEST PRINT

A green printer icon on the Poll Pad means you are connected to the printer. Press the green printer icon and select 'Print Test Receipt' and a sample receipt will print. You are now ready to sign in and process voters.

POLL PAD ICONS

PRINTER ICONS & COLORS



Poll Pad is paired with the printer. A receipt will print out for checked-in voters and those who are in the wrong precinct.



Poll Pad recognizes the printer and is currently in the process of pairing with the device.



Poll Pad is not paired with the printer. Select the printer icon, followed by Pair and Connect.

MULTI-PEER ICONS & COLORS



Poll Pad is currently connected and synchronizing with the other precinct Poll Pads.



The number inside of the blue circle indicates the number of precinct units the Poll Pad is connected to.



Poll Pad recognizes the presence of other precinct Poll Pads but is not connected or synchronizing with these units.



The Poll Pad is currently disconnected and not synchronizing with the other precinct Poll Pads. Contact your Election Authority.

CLOUD SYNC ICONS & COLORS



Poll Pad is currently connected and synchronizing with the central election database.



Poll Pad is in the process of connecting to the central election database.

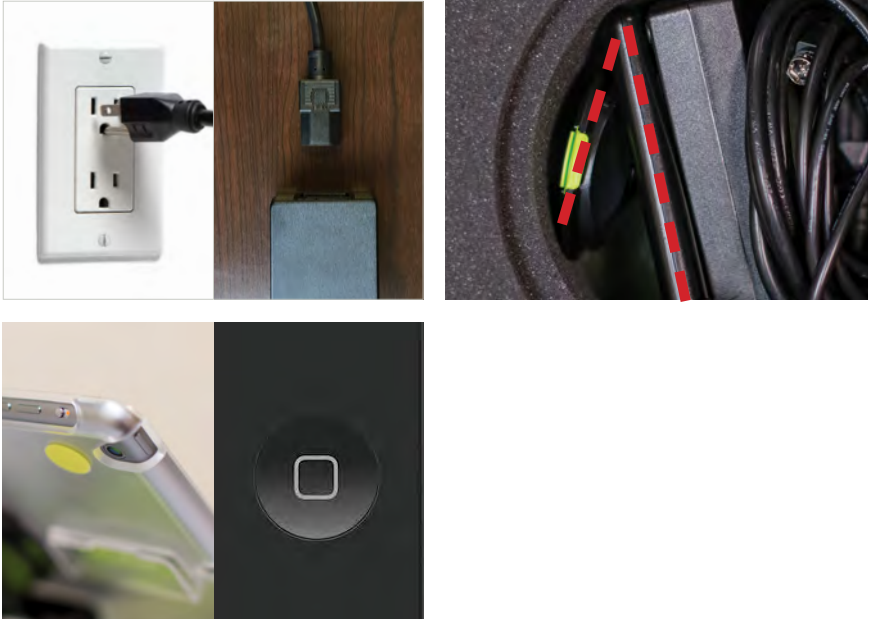


Poll Pad is currently disconnected and not synchronizing with the central election database. Contact your Election Authority.

Closing Checklist

- ☐ Turn off printer and unplug
- ☐ Return printer to case
- ☐ Wrap printer cords nicely & return to case
- ☐ Unplug Poll Pad (leave powered on)
- ☐ Return Poll Pad cord & USB power brick to case
- ☐ Remove the stylus from the ID tray & return to case
- ☐ Remove ID tray from back of Poll Pad & return to case
- ☐ Remove Poll Pad from stand arm (leave powered on)
- ☐ Remove stand arm from base & return to case
- ☐ Return base to case
- ☐ Power off Poll Pad
- ☐ Return Poll Pad to case
- ☐ Verify the numbers on the Poll Pad, printer & case match

CLOSING PROCEDURES



❶ POWER OFF & UNPLUG PRINTER

Power off the printer and unplug from outlet, disconnect printer cable from transformer box and printer. **NOTE:** Keep Poll Pad powered ON

❷ FOLD STAND ARM

After disconnecting hardware from the iPad, place components back in carrying case. Once the stand arm has been removed from the iPad and battery base, fold the stand arm backwards to fit in the case.

NOTE: Keep Poll Pad powered ON

❸ POWER OFF IPAD

Turn off iPad by holding the power button and the home button (pictured) simultaneously until the screen goes black. Place iPad in the carrying case.



1 PACK POLL PAD CASE

Disassemble the Poll Pad and return the supplies to the Poll Pad Case.

Close the lid and secure.

- 1 Green Case 2 Poll Pad & Stand Arm 3 Poll Pad Base
- 4 Power Cube and Cord 5 (2) Stylus 6 Photo ID Tray
- 7 iPad Screen Cloth 8 Printer

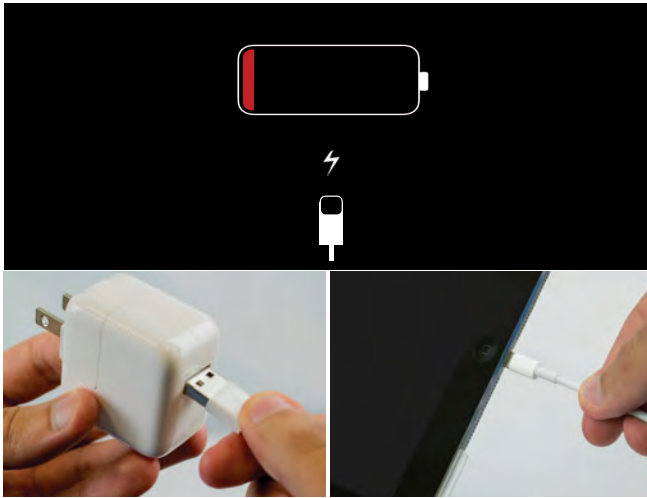


2 RETURN SUPPLIES

Return Poll Pad Case to the Election's office on election night, along with other precinct supplies.

NOTE: To ensure accuracy, remember to place the Poll Pad supplies in the appropriate case/tote.

TROUBLESHOOTING



CHARGING POLL PAD

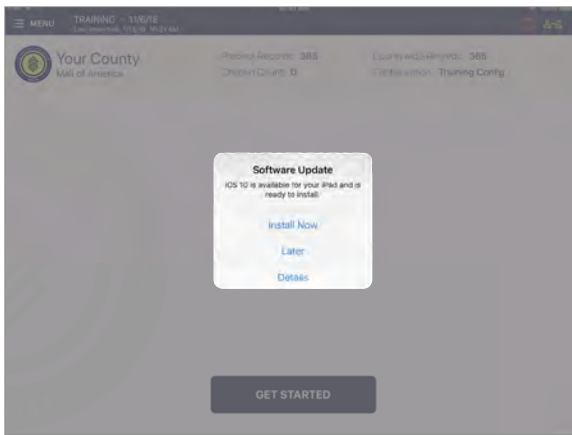
- 1 Plug USB end of power cable into power cube
- 2 Plug power cube into an AC wall outlet
- 3 Plug power cable into Lightning Connector on Poll Pad
- 4 Wait about five minutes for the Poll Pad to charge
- 5 Once there is sufficient power, Poll Pad will auto power on
- 6 Resume normal operations

NOTE: To confirm your unit is charging, verify battery icon is green and lightning bolt is displayed.



OPENING POLL PAD

- 1 If application does not automatically launch when powered on, touch the Poll Pad App at the bottom of the Home Screen
- 2 Verify your county's homepage displays on screen



iOS SOFTWARE UPDATE

DO NOT perform a software update on the Poll Pad. In the unlikely event that an iOS update prompt displays on the device, perform the following steps:

- 1 Touch Later from the list of on screen options
- 2 Press the Home button and verify Poll Pad app remains open

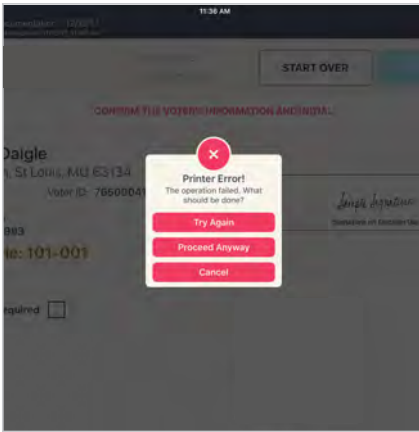


POLL PAD SCREEN IS UNRESPONSIVE

- 1 Unplug unit from power source (electrical outlet, battery, etc.)

If the Poll Pad screen is unresponsive, perform the following steps:

- 2 Hold down the Sleep/Wake and Home buttons simultaneously
- 3 Release both buttons once the Apple logo displays on screen
- 4 After application launches, return to previous activity.



NOT PRINTING / STOPS PRINTING

- 1 Make sure the printer is turned 'ON.'
- 2 Confirm the printer is plugged into outlet and cords are securely connected.
- 3 Check paper is installed correctly.
- 4 Confirm connection with Poll Pad (green icon).



CHANGING PAPER

- 1 Open printer
- 2 Reload paper with the paper flap toward you, feeding from the bottom/ underneath roll.
- 3 Close and Print Test Receipt

POLL PAD QUICK START GUIDE



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For assistance contact Customer Support at
855.765.5723 or **support@knowink.com**