



Model 650 Frequently Asked Questions

Technical Bulletin: FYI6500010
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Product Name: Model 650
Version: All

1Q.) Why doesn't the Model 650 log printer respond to any command? I am unable to load paper because the paper will not advance.

A.) The log printer will not function if the scanner is turned off. Turn the 650 on when loading paper into the log printer.

2Q.) Should I format my zip disk before using?

A.) Yes, format in FAT or FAT 16, never FAT 32.

3Q.) How often should a pick belt be changed?

A.) Pick belts should be changed before every election. The shelf life of a pick belt is six months. Belts are date stamped on the inside of the belt. One pick belt can handle about 20 to 30 thousand ballots.

4Q.) Which printer is my log printer?

A.) The top printer port on the 650 is the log printer.

5Q.) What should I use to clean my Model 650?

A.) For paper dust, use compressed air. Use a soft cloth with rubbing alcohol. Rubbing alcohol is the only solvent to be used on the sensors.

6Q.) Can I store election results on the same zip disk as my election definition?

A.) It is not recommended. You should use a new zip disk for election results.

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7Q.) Can I use a UPS with my 650?

A.) It is not recommended. The 650 has an internal hard drive that retains information during power failure.

8Q.) Where do I find my System ID and Firmware version?

A.) Both appear on the configuration report, which prints automatically after system has booted.

9Q.) My 650 keeps pulling multiple ballots, what can I do?

A.) Listed below are some steps to take

- 1) Use new pick belt.
- 2) Put more tension on ballot using the (black) upstop knob.
- 3) Jog ballots or fan ballots with hand.

10Q.) Should I lock down the input hopper tray when 650 is not in use?

A.) No, the hopper should never be locked down for storage.

11Q.) Why doesn't the 650 display over votes/undervotes and Write ins on Result reports?

A.) The 650 uses two different format modes for reports. Use the long format mode to include these results on the result reports.