



AGILISDUO™ TABLETOP BALLOT PACKET SORTING SYSTEM

USER GUIDE



Runbeck Election Services
America's Election Partner

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Revision History

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AGILIS DUO EQUIPMENT INFORMATION

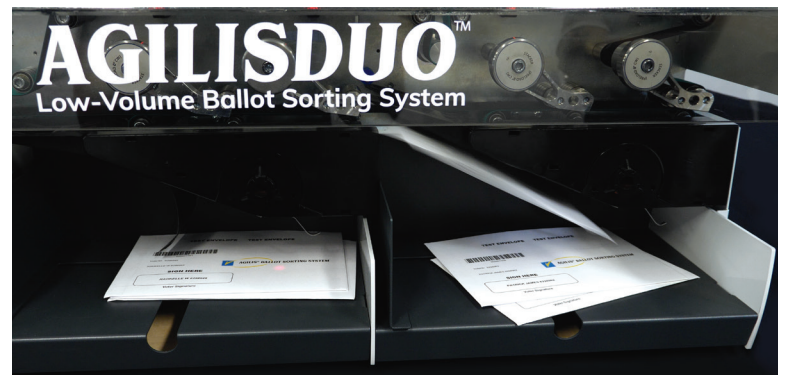
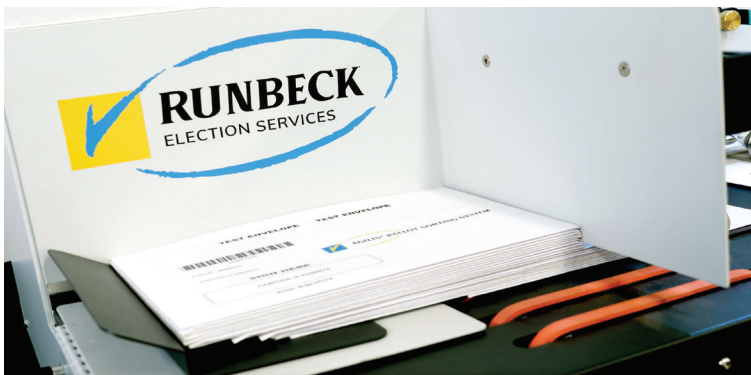
OVERVIEW

The AgilisDuo Tabletop Ballot Packet Sorting System is an innovative, low-to-mid volume ballot packet sorting solution that makes vote-by-mail ballot processing quick, easy and affordable. AgilisDuo's compact size makes it ideal for jurisdictions with limited space to experience the efficiencies and cost reduction generated by automated sorting of ballot packets.

HIGHLIGHTS:

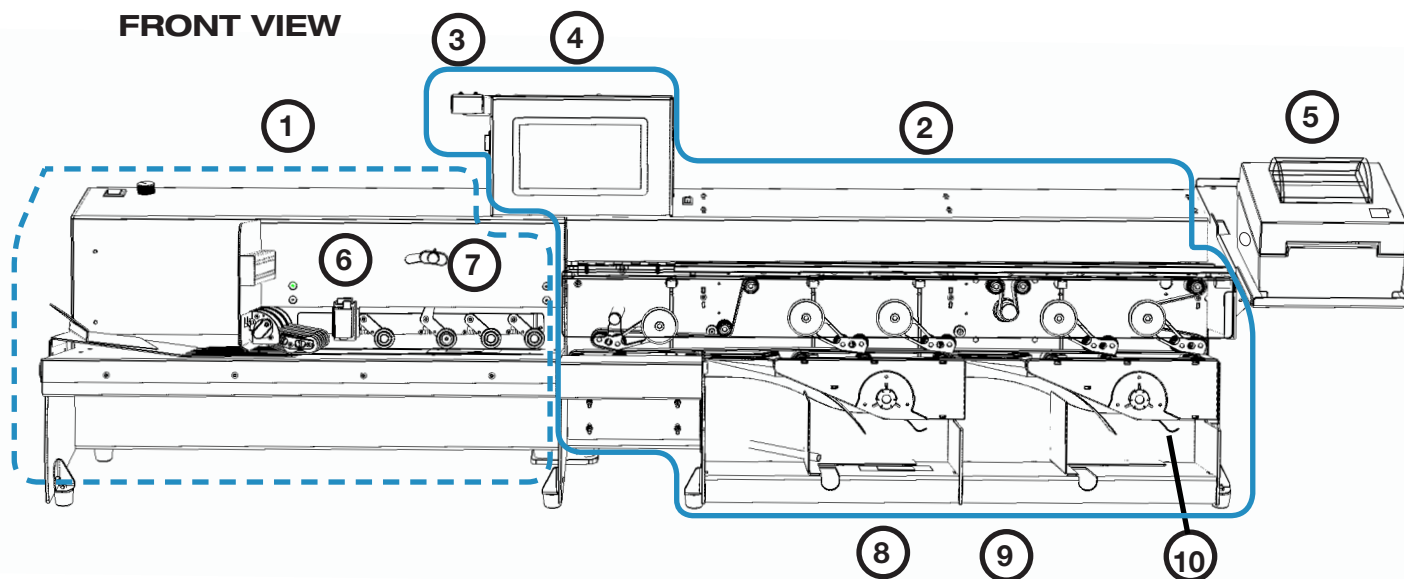
- As ballot packets are scanned, AgilisDuo sorts qualified and unqualified ballot packets into separate pockets. If a scan issue occurs the ballot packet can be rerun, otherwise a manual cure process can occur.
- During the scan, the entire front side of a ballot packet is also captured. An image of the cropped signature is recorded so that election workers can easily perform signature verification on every packet using AgilisDuo's Signature Verification client.
- During verification, AgilisDuo digitally records the reason for the challenge and the tray where the packet is located. Election workers go to specific trays and find the packets to review for a manual cure. Alternately, the signature verification information can be exported for use with another VR client.

This guide will provide a system overview of the AgilisDuo and step the User through usage before, during and after an election. Additionally, it provides Troubleshooting and issue resolution options so the User is empowered to understand the capabilities of the equipment for their jurisdiction.

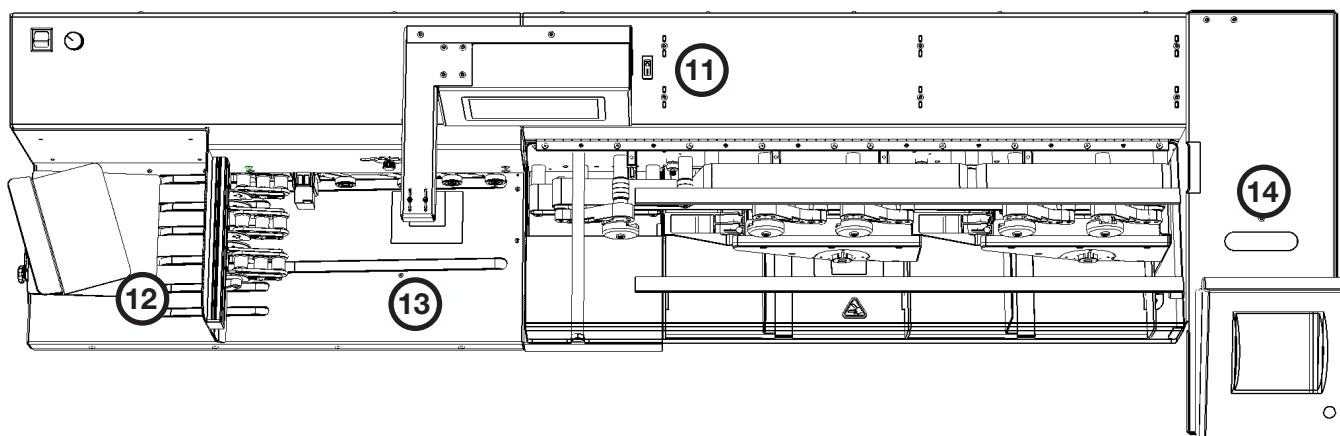


Equipment Diagrams

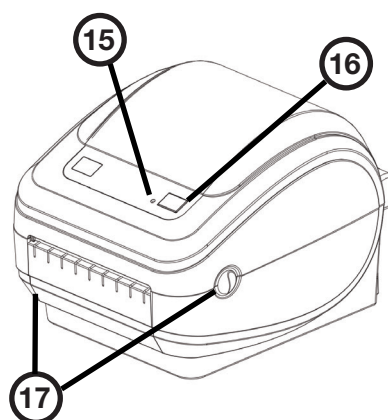
FRONT VIEW



TOP VIEW



**ZEBRA DESKTOP
THERMAL PRINTER**



Equipment Diagrams Terms

FRONT VIEW

1. FEEDER - houses the mechanisms and belts that “feed” the ballot packet from the Feeder to the Stacker (left side of AgilisDuo - dotted outline)
2. STACKER - contains equipment such as the Camera, Machine Control Touchscreen, Cover, Pockets, etc. (right side of AgilisDuo - solid outline)
3. CAMERA - captures an image of each ballot packet (underside of Camera Mount)
4. MACHINE CONTROL TOUCHSCREEN - an onboard computer that controls AgilisDuo’s hardware components and the sorting logic used during the scan pass.
5. TRAY TAG PRINTER - prints a tag with ballot packet and Tray information about the ballot packets in a pocket
6. DATE/TIME PRINTER - prints the date and time of the scan on the ballot packet. Software to enable this functionality will be forthcoming.
7. DOUBLE DETECT ADJUST - an adjustable knob that prevents equipment jams by calibrating the machine to accept the ballot packet’s exact thickness
8. POCKETS - trays onto which ballot packets are sorted. There are two pockets
9. MAGNETIC TRAY ADJUSTER - L-shaped, magnetic, metallic guide which can be moved up or down to adjust the size of the pocket to the exact width of ballot packet
10. POCKET FULL SWITCH - regulates the amount of ballot packets that accumulate in a pocket. When the ballot packet stack is thick enough, it will trigger the switch and stop the belts so the pocket can be emptied. (Each pocket is equipped with a switch.)

TOP VIEW

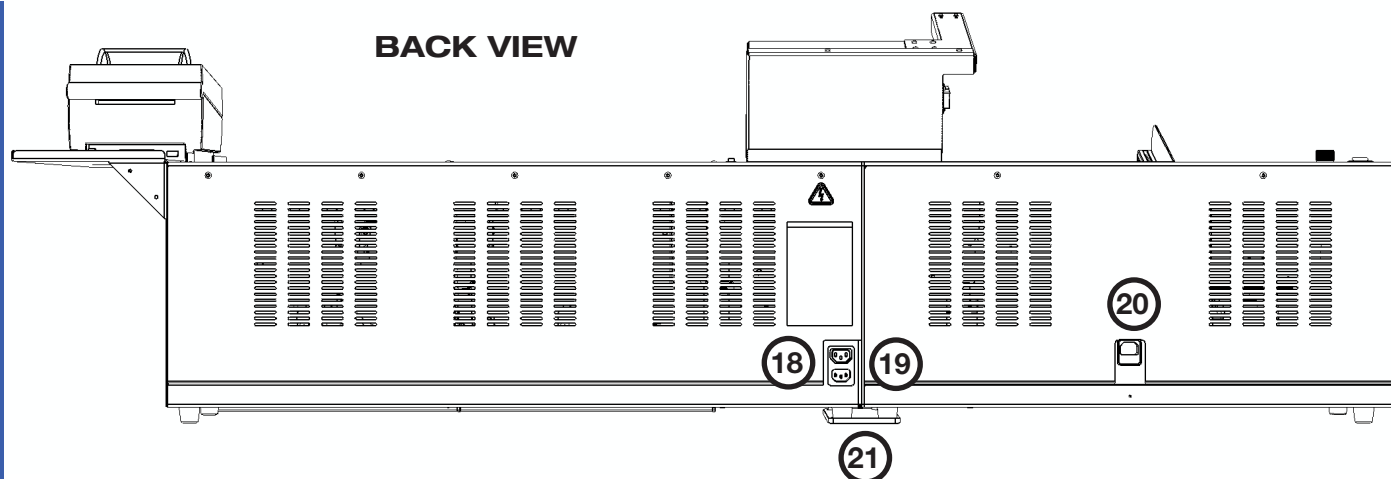
11. POWER ON/OFF - turns the AgilisDuo on or off (to the immediate right of the Machine Control Touchscreen). Users should never press this switch to power down the unit without having shut down the Machine Control Touchscreen first.
12. MAGAZINE - area on the feeder where stacks of ballot packets are placed so they can be run through the equipment during a scan pass
13. SCAN AREA - area underneath the Camera Mount where the ballot packet stops so an image can be captured by the Camera
14. WIRE FEED - cutout in the printer tray which permits wires from the printer to be fed neatly into the corresponding components within the Stacker

ZEBRA DESKTOP THERMAL PRINTER

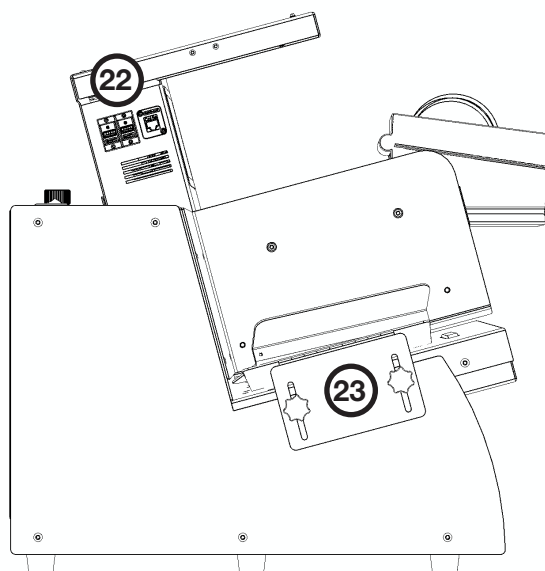
15. STATUS LIGHT - located on the top case next to the feed button, the status light functions as a printer operational indicator
16. FEED BUTTON - feeds labels onto the tray tag printer one at a time
17. RELEASE LATCHES - provide access to the media compartment of the printer, pull forward on the latches on both sides to open the compartment.

NOTE: for more information on the Zebra Desktop Thermal Printer click [here](#).

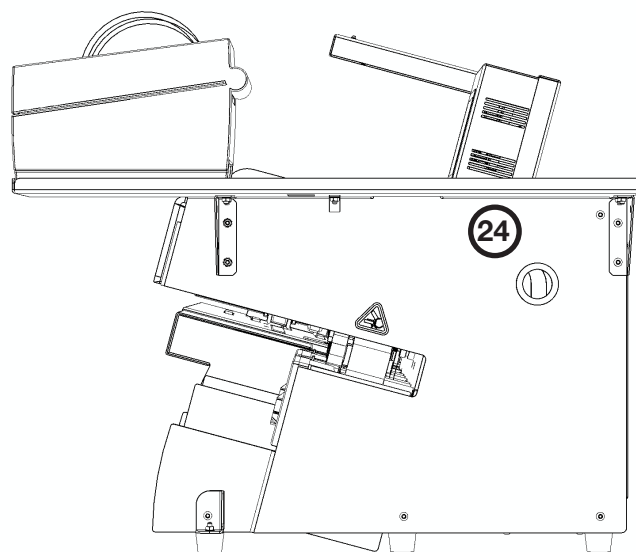
Equipment Diagrams



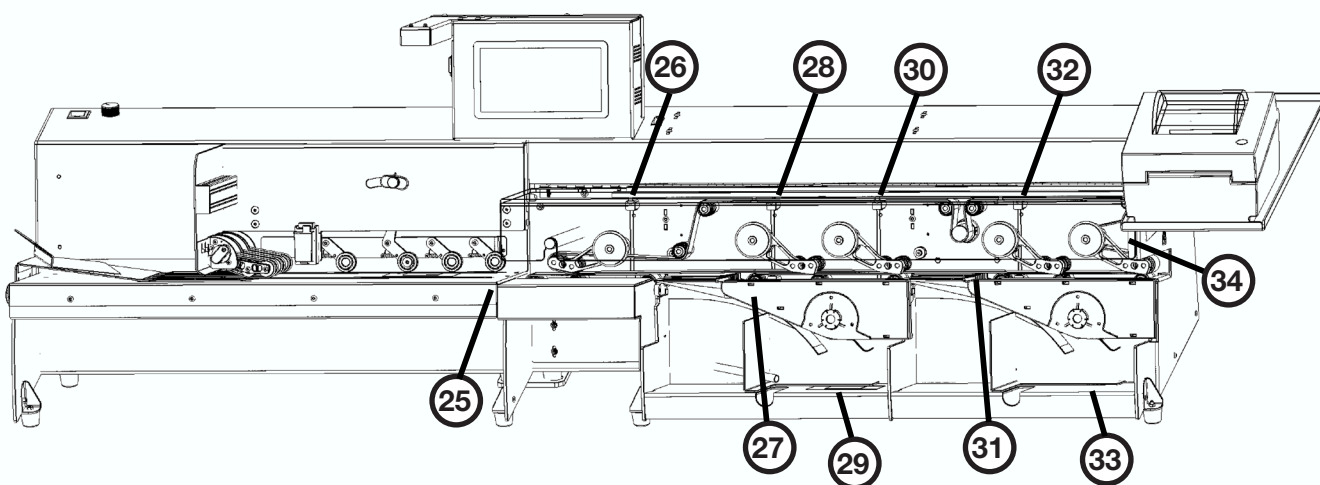
LEFT-SIDE VIEW



RIGHT-SIDE VIEW



SENSORS AND DIVERTERS



Equipment Diagram Terms

BACK VIEW

- 18. SERIAL NUMBER PLATE - plate with the AgilisDuo's unique serial number information.
- 19. POWER OUTLETS - used to connect AgilisDuo's components within the machine and also to the wall socket (on Stacker side).
- 20. POWER OUTLET - used to daisy-chain a power connection from the Feeder to the outlets on the Stacker side.
- 21. UNION PLATE - rhomboid-shaped plate used to connect the Feeder with the Stacker to ensure the feet of the AgilisDuo are locked in place.

LEFT-SIDE VIEW

- 22. PORTS - the AgilisDuo is equipped with two external USB 2.0 ports and one Ethernet port.
- 23. FEED HEIGHT ADJUSTMENT PLATE - plate on which ballot packets are placed that can be adjusted up or down to modify the slope of the feed. This ensures that the ballot packets are fed properly onto the belts on the packet feeder.

RIGHT-SIDE VIEW

- 24. WIRE FEED - cutout on the side panel which permits wires from the printer to be fed neatly into the corresponding components within the stacker.

SENSORS AND DIVERTERS

The AgilisDuo is equipped with multiple Sensors and Diverters. Sensors track ballot packets as they travel through the equipment. Diverters route ballot packets to the correct pocket in accordance with the logic that was established prior to running an Incoming Scan Pass.

- 25. FEEDER SENSOR 1
- 26. STACKER SENSOR 1
- 27. DIVERTER 1
- 28. STACKER SENSOR 2
- 29. POCKET FULL 1
- 30. STACKER SENSOR 3
- 31. DIVERTER 2
- 32. STACKER SENSOR 4
- 33. POCKET FULL 2
- 34. STACKER SENSOR 5

Software Components and Terms

AGILIS DUO APPLICATION

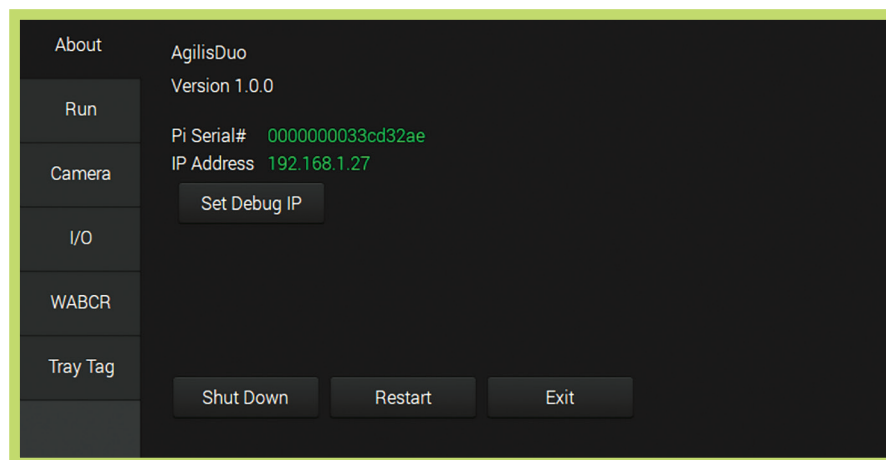
The Machine Control Touchscreen is an on board computer that runs on Raspberry Pi v7.0 hardware. It controls the AgilisDuo's hardware components and the sorting logic used during the scan pass. The software that runs the equipment is called AgilisDuo Diagnostic Application.

The AgilisDuo Diagnostic Application is comprised of six interfaces:

ABOUT

The About tab displays information about the hardware and software that constitute the application, as well as controls for initializing and closing the software

- **Pi Serial Number** - the AgilisDuo application provides serial number information so that Users requesting service or support can provide this information to the Runbeck Field Services team to facilitate the support process
- **IP Address** - when the AgilisDuo successfully connects to the local network, the IP Address assigned to it is displayed. Users will need this information to access the AgilisDuo Console
- **Set Debug IP** - forces the application to assign an IP address when one is not automatically set up
- **Shut Down** - conducts a shutdown of the on-board computer
- **Restart** - conducts a restart of the on-board computer, ensuring no cached data is lost
- **Exit** - shuts down the AgilisDuo software and displays the Raspberry Pi home screen



RUN

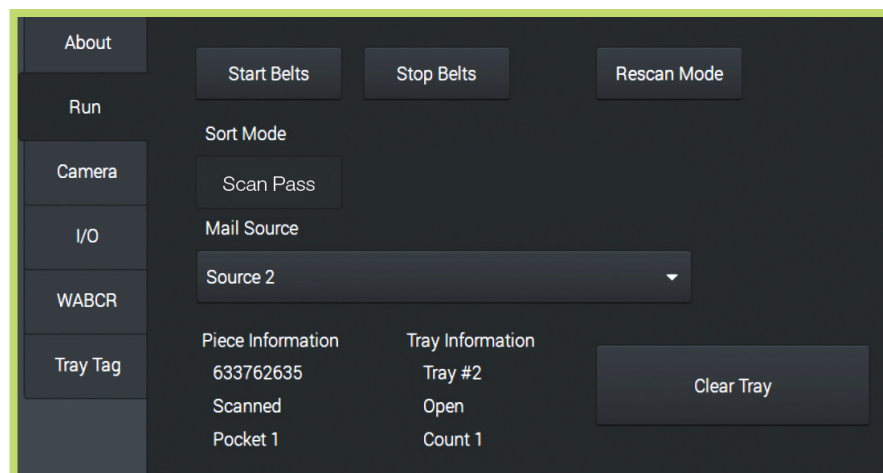
The Run tab manages AgilisDuo's ballot packet sorting functionality as follows:

- **Start Belts** - press button to run the equipment and scan ballot packets. AgilisDuo runs the batch according to the specifications provided during setup and stops when the tray is full.
- **Stop Belts** - press button to stop belts anywhere along the process.
- **Rescan Mode** - press this button to rescan ballot packets. When enabled, the button will show as red and AgilisDuo will be set to rescan mode. This scans the ballot packets that require rescanning without placing them in the duplicate queue. Press this button again to disable the rescan mode and go back to scan in regular mode when finished rescanning ballot packets.
- **Scan Pass** - found in the Sort Mode section. When this mode is enabled, AgilisDuo will use imported data as a reference when conducting scans and making sorting decisions.
- **Mail Source** - when Mail Sources are set up, this button provides the ability to select which source the mail packets came from so that this information is recorded as part of each mail packet's record.
- **Clear Tray** - use this button when the AgilisDuo comes to a logical stop to:
 - ✓ reopen a logically closed pocket
 - ✓ close a pocket not yet at the limit logically set, i.e. the last in a run

Press Clear Tray button to print a tray card with information about the tray.

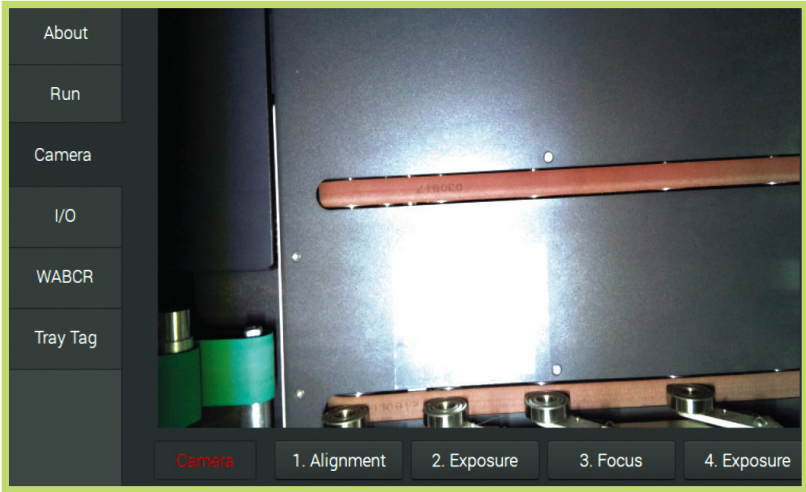
To the left of the Clear Tray button, AgilisDuo displays information about the current ballot packet including packet information and tray information.

NOTE: See *Running an Incoming Scan Pass* section for more information on logical and physical stops and tray cards.



CAMERA

The Camera tab provides functionality to assist in setting up the camera’s lenses to register alignment, exposure and proper focus during scanning (otherwise known as Calibrating the Camera).



I/O

The Input/Output (I/O) screen tracks the status of each of AgilisDuo’s sensors and provides functionality to address issues. Each Sensor is represented on the screen.

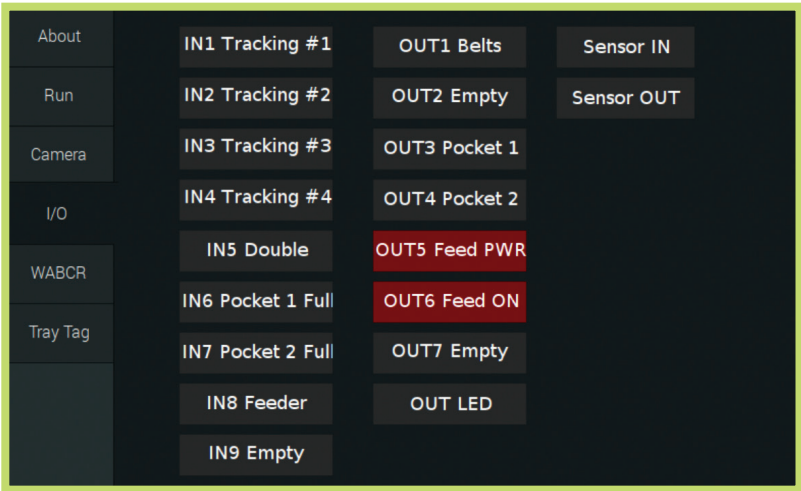
Each sensor is monitored and assessed

When the Sensor detects a ballot packet, the button will display in red. Issues with sensors can be:

- ✓ related to a jam
- ✓ a sensor that needs to be reviewed to continue sorting
- ✓ communication issues with the sensors

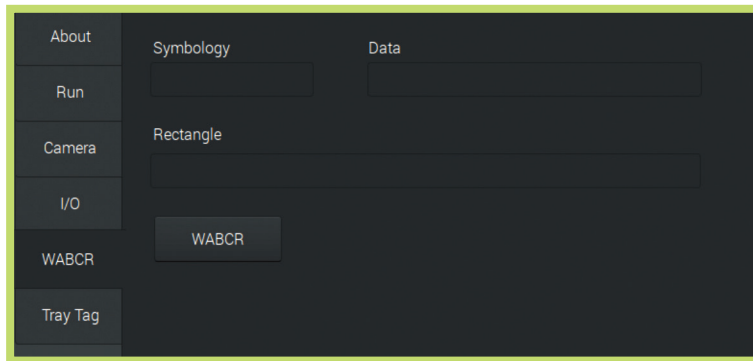
If the AgilisDuo stops:

- ✓ This is most likely caused by a jam. Check the equipment and clear any jams.



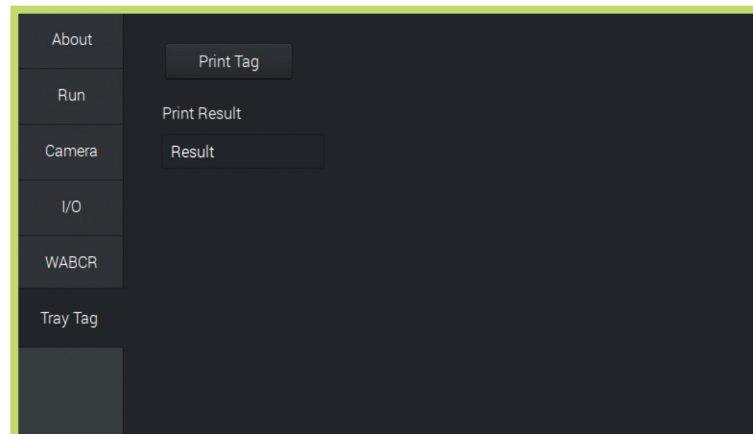
WIDE AREA BARCODE READER (WABCR)

The Wide Area Barcode Reader screen defines the area that the camera will survey in order to read, record and sort the ballot packet.



TRAY TAG

The Tray Tag screen contains the Print Tag button which will print a tray tag with details about the ballot packets, quantity and disposition about the tray. It accompanies the mail packets in the tray once they are removed from the AgilisDuo so there is reference information.



HOW TO PRINT A TRAY TAG

1. On the Run tab >> press Stop Belts to stop the equipment from continuing to process ballot packets.
2. On the Tray Tag tab >> press Print Tag. This closes the tray in the system.
3. Remove the ballot packets from the pocket.
4. Place the newly printed tray tag with the ballot packets from the pocket.
5. On the Run tab >> press Start Belts.

NOTE: It may be necessary to go to the Run tab and press Clear Tray to continue processing ballot packets.

AGILIS DUO CONSOLE

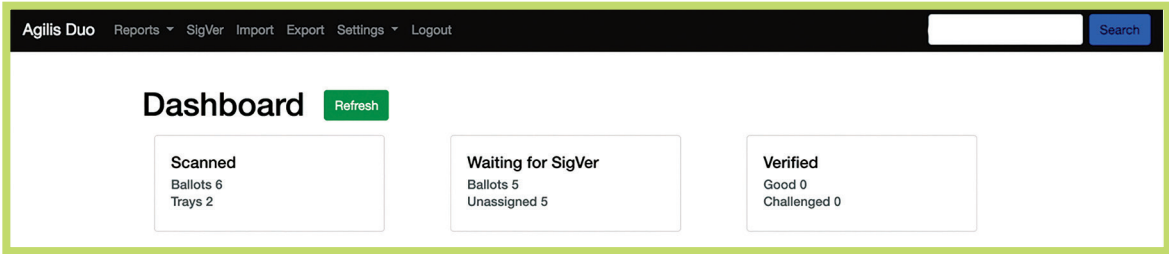
The AgilisDuo Console is the web application that compiles and processes information gathered during the scan pass. The interface houses the following functionality:

LOGIN

Login provides access to the AgilisDuo Console interfaces. It tracks who is going into the system and for what purposes.

DASHBOARD

The Dashboard displays a summary of items that have been processed by the AgilisDuo. It has three sections: Scanned, Waiting for SigVer and Verified. Each section displays metrics from the latest scanning activity.



REPORTS

The Reports menu houses reports that can be run using the AgilisDuo Console including:

Report Name	Purpose
Challenge Report	Displays a listing of ballot packets that were identified as needing further inspection during the Signature Verification process
Tray Report	Gives an accounting of the past and current trays that AgilisDuo has processed along with information about the tray and its status
Tray Detail	Drills down on a specific tray’s information to provide a full picture of the ballot packets in that tray
AppID Report	Provides detailed information about a scanned ballot packet including sorter and reference images
SigVer Checkout Report	Displays each ballot packet that is currently checked out for processing, who is processing it, and includes functionality to release it for processing by another User

SIGVER

The SigVer menu item provides access to AgilisDuo's native Signature Verification interface.

IMPORT

This interface provides functionality to import Voter Registration (VR) data prior to running an incoming scan pass.

EXPORT

This interface provides functionality to export scan pass information for upload into the jurisdiction's VR system.

SETTINGS

This menu provides access to various configuration interfaces:

Menu Item	Description
Machine Config	Provides functionality to set up and adjust AgilisDuo's equipment (May not be available on all equipment)
Users	Allows jurisdictions to add, edit or delete Users to the system
Clock	Interface used to set the system clock
Challenge Codes	Sets up challenge codes for the jurisdiction

SPECIFICATIONS

AgilisDuo Tabletop Ballot Packet Sorter

Item	Specification
Dimensions	73" x 23" x 23"
Weight	130 lbs
Version	v20190823-01
Electrical Requirements	One 110 Volt power outlet
Laptop Requirements	<ul style="list-style-type: none">• Windows 7 or 10 workstation (PC or laptop)• Internet Browser (Chrome recommended)• Ability to connect to the same network as the AgilisDuo
Software (Pi)	Raspberry Pi v7
Tray Tag Printer	Zebra Thermal Printer

PREPARATION BEFORE ELECTION

With the descriptions of AgilisDuo's hardware and software components outlined in the previous section, this section discusses issues relating to equipment set up, operating during the election and care after the election.

INSTALLATION PROCESS

The purchase of the AgilisDuo Ballot Packet Sorting System comes with installation of the equipment at the jurisdiction's location by Runbeck's Field Services team. The Field Services technicians will set up the equipment, calibrate the hardware and configure the software components.

WHAT YOU NEED

To assist Field Services in setting up the AgilisDuo, the following items will be required:

- ✓ A solid, flat, strong level table or surface (folding tables are not recommended)
- ✓ One 110 volt electrical socket to accommodate the six foot power cord on the AgilisDuo
- ✓ Access to the same local network as the one that the equipment will be connected to
- ✓ One network ethernet switch
- ✓ One ethernet connection near the surface where the equipment will be placed
- ✓ One Cat 5e or higher ethernet cable
- ✓ Microsoft Windows 7 or 10 workstation (e.g. desktop or laptop) connected to the local network
- ✓ Mail sorting trays to keep scanned ballot packets

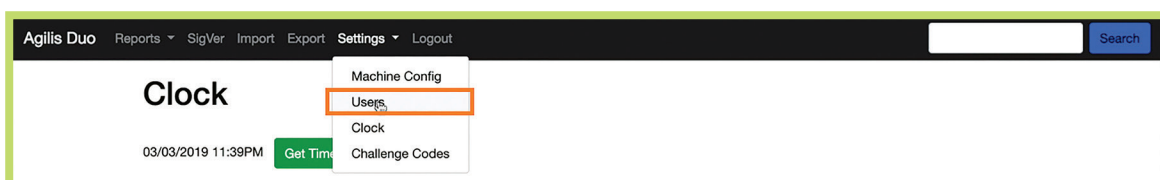
The Field Service technicians that set up the AgilisDuo will help elections staff to test the equipment and provide training on how to use it. Elections staff will also be shown how to add Users, set up Mail Sources, and set up Signature Verification reasons. The following sections describe each of those procedures.

ADDING USERS

Adding Users gives jurisdictions the ability to audit who has been using AgilisDuo's systems, for signature verification, reporting, etc.

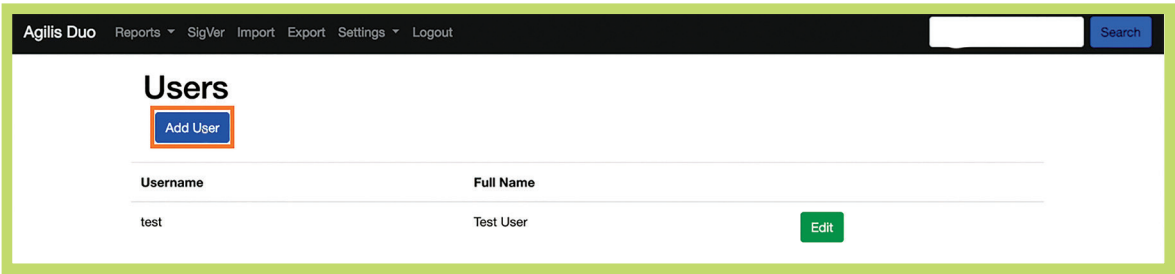
To add Users:

1. Go to Settings > Users

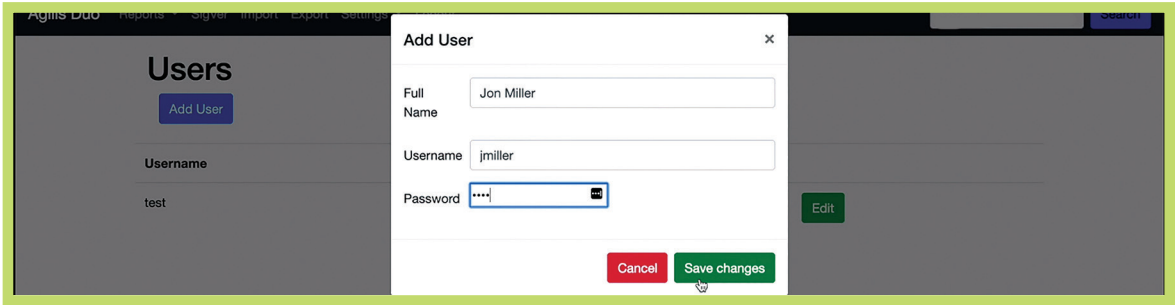


The Users interface will display showing any Users already entered into the system.

2. Press Add User.

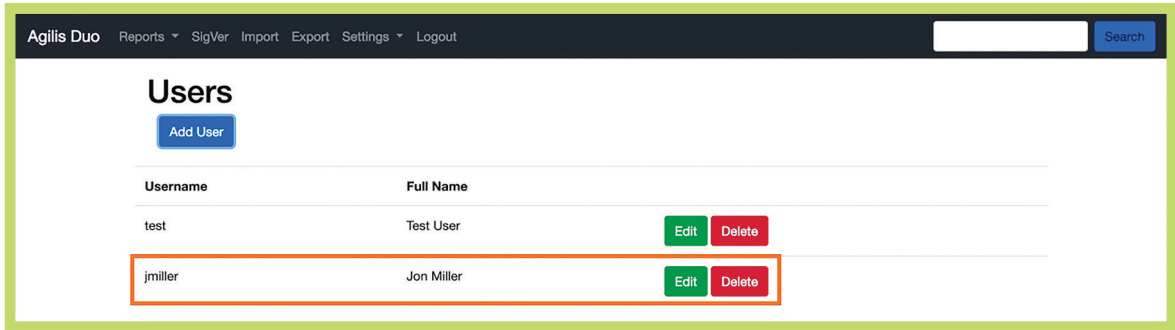


The Add User dialogue will display.



- 3. Enter a Username.
- 4. Enter a Password.
- 5. Press Save Changes.

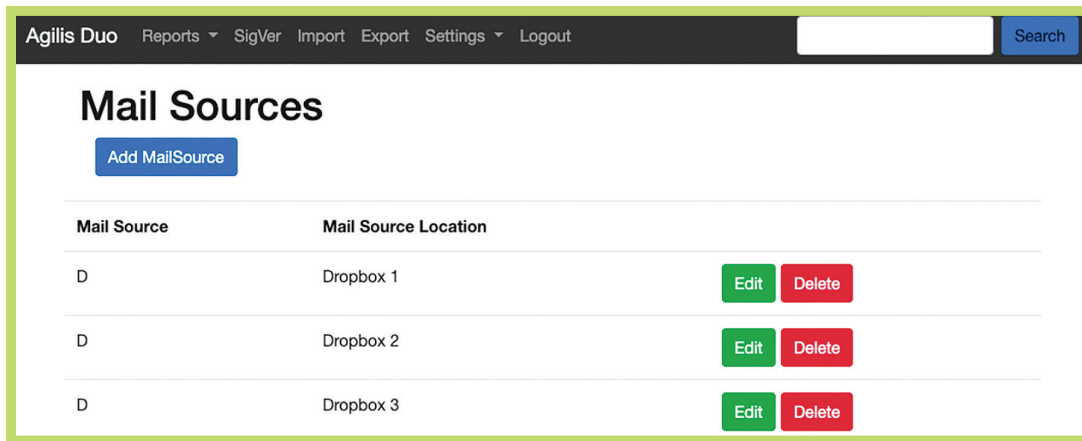
The User will be added to the system. Repeat steps 2–5 to add more Users.
It is important that Signature Verification judges have their own logins in the AgilisDuo’s system so that their names will be recorded on the ballot packets on which they conduct signature certification for reporting purposes.



SETTING UP MAIL SOURCES

Setting up Mail Sources gives jurisdictions the ability to run scan passes for ballot packets that come from a specific source. Access to the interface can be gained by navigating to Settings > Mail Sources.

» The Mail Sources interface will display.



Adding a Mail Source:

Press Add Mail Source.

» The Add Mail Source dialogue will display.

1. Enter a Mail Source.

! Important!

It is very important that the Mail Source matches the source entered into the jurisdiction's Voter Registration system exactly, otherwise reporting may be affected when attempting to upload election information into the VR system.

2. Enter a Description.
3. Enter a numeric value in the Sort Order field in increments of 10. This value will place the newly created code in the right order based on the numeric value entered in the field in ascending order.
4. Press Save changes.

» The new Mail Source will be added to the list.

Editing a Mail Source:

1. Find the Mail Source that will be edited and press Edit.
2. Make the necessary changes on the Add Mail Sources dialogue.
3. Press Save Changes.

» The Mail Source will be edited to reflect the requested changes.

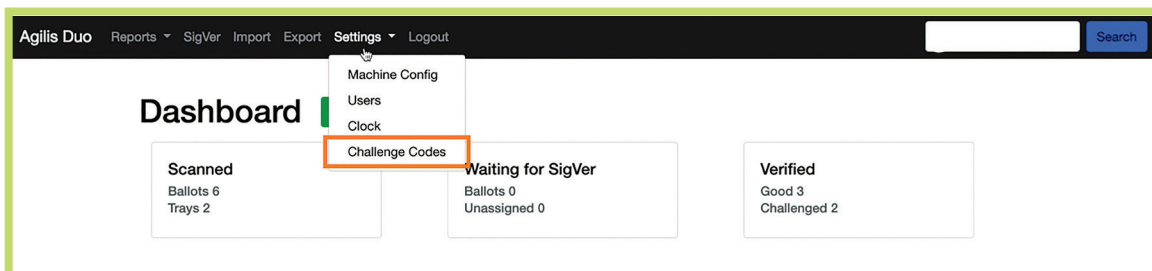
Deleting a Mail Source:

1. Find the Mail Source that will be deleted and press Delete.

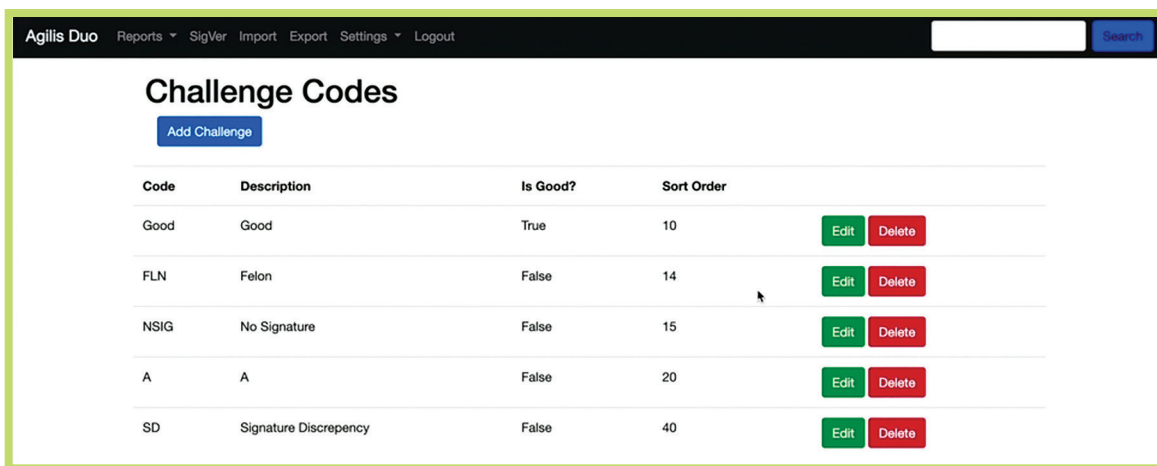
» The Mail Source will be removed from the list.

SETTING UP SIGNATURE VERIFICATION CHALLENGE CODES

Signature Verification Challenge Codes give SigVer judges reasons for accepting or rejecting a ballot packet. Set up of these codes takes place in the Challenge Codes interface. Go to Settings > Challenge Codes to access this interface.

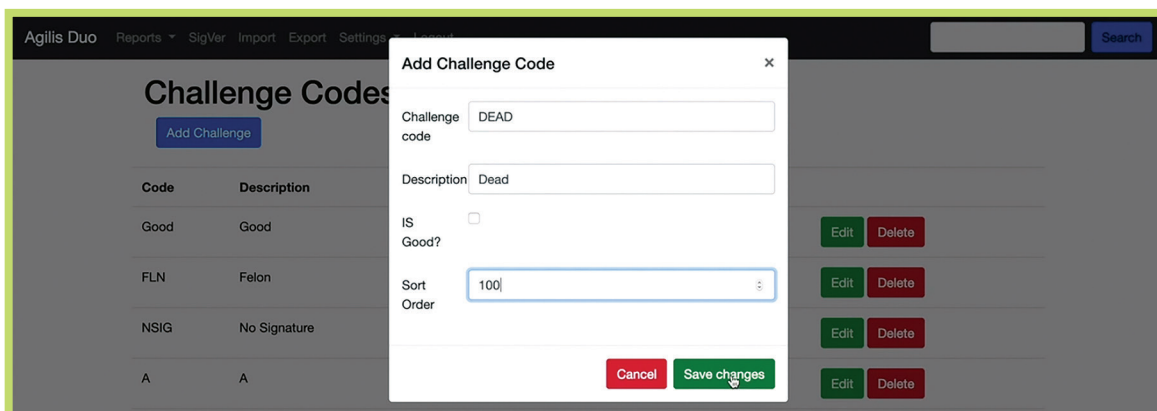


The Challenge Codes interface has functionality to add, edit and delete Challenge Codes.



Adding a Challenge Code:

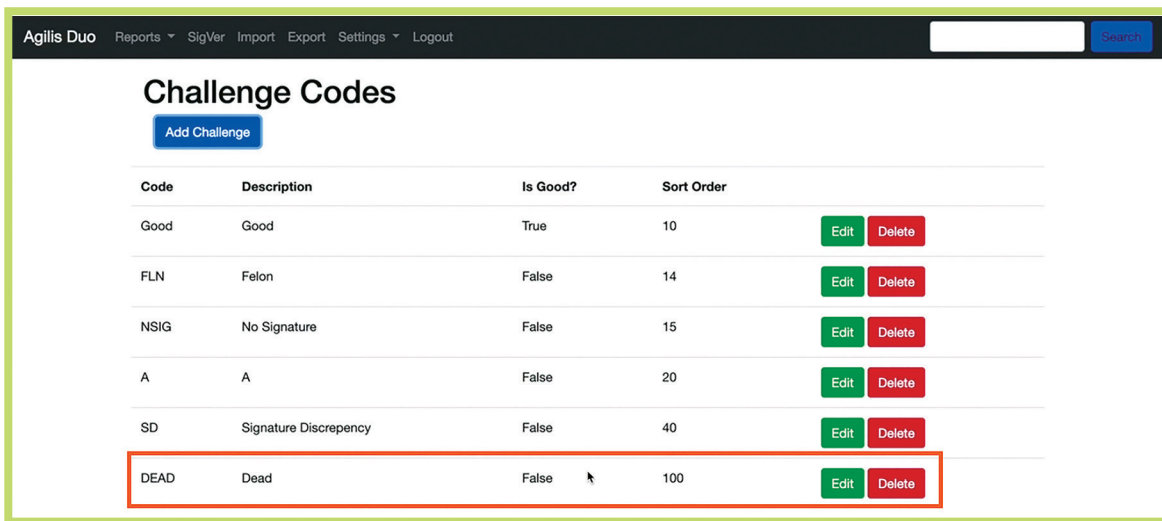
1. Press Add Challenge.
- » The Add Challenge Code dialogue will display.
2. Enter a Challenge Code.



! Important!

It is essential that the Challenge Code matches the code within jurisdiction's Voter Registration system exactly, otherwise reporting may be affected when attempting to upload election information into the VR system.

3. Enter a Description.
4. If the code is good, select the Is Good checkbox. Otherwise leave it blank.
NOTE: This "Good" designation lets the system know it does not need to report this code as a challenge on any reports.
5. Enter a numeric value in the Sort Order field. This value will place the newly created code in the right order based on the numeric value entered in the field in ascending order.
6. Press Save changes.



Code	Description	Is Good?	Sort Order		
Good	Good	True	10	Edit	Delete
FLN	Felon	False	14	Edit	Delete
NSIG	No Signature	False	15	Edit	Delete
A	A	False	20	Edit	Delete
SD	Signature Discrepancy	False	40	Edit	Delete
DEAD	Dead	False	100	Edit	Delete

» The new Challenge Code will be added to the list.

Editing a Challenge Code:

Find the Challenge Code that will be edited and press Edit.

7. Make the necessary changes on the Add Challenge Codes dialogue.
8. Press Save Changes.

» The Challenge Code will be edited to reflect the requested changes.

Deleting a Challenge Code:

1. Find the Challenge Code that will be deleted and press Delete.

» The Challenge Code will be removed from the Challenge Codes list.

! Important!

Do not delete or modify Challenge Codes during an election. This creates issues with the history accounting for each ballot packet that has been run through the incoming scan pass.

OPERATIONS DURING ELECTION

Once the AgilisDuo is configured, it is ready to start scanning ballot packets. Begin a manual pre-sort of the packets received into the election office prior to scanning. This can begin as ballot packets are delivered in the mail or dropped at locations.

IMPORTS

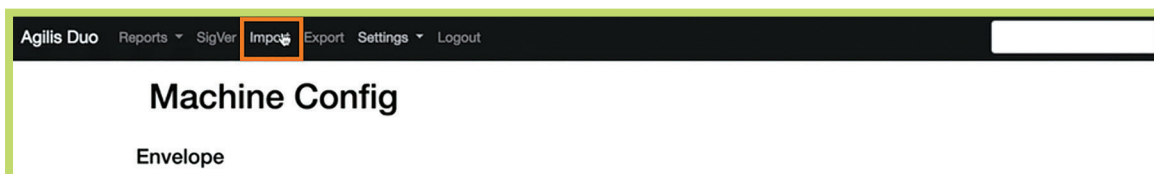
It is recommended that a daily import of the VR list is conducted daily prior to election day and on multiple occasions during election day to have the most updated voter registration information available as ballot packets are scanned using the AgilisDuo. The VR information will assist in sorting and signature verification.

***TIP:** On election day, it will likely be necessary that the import process be done more than once a day to have the most accurate information available when running the scan pass.*

IMPORTING THE VOTER REGISTRATION (VR) LIST

To import the VR list and reference image files:

1. Prepare the import file on the jurisdiction's VR client (.txt file).
2. Log into the AgilisDuo Console.



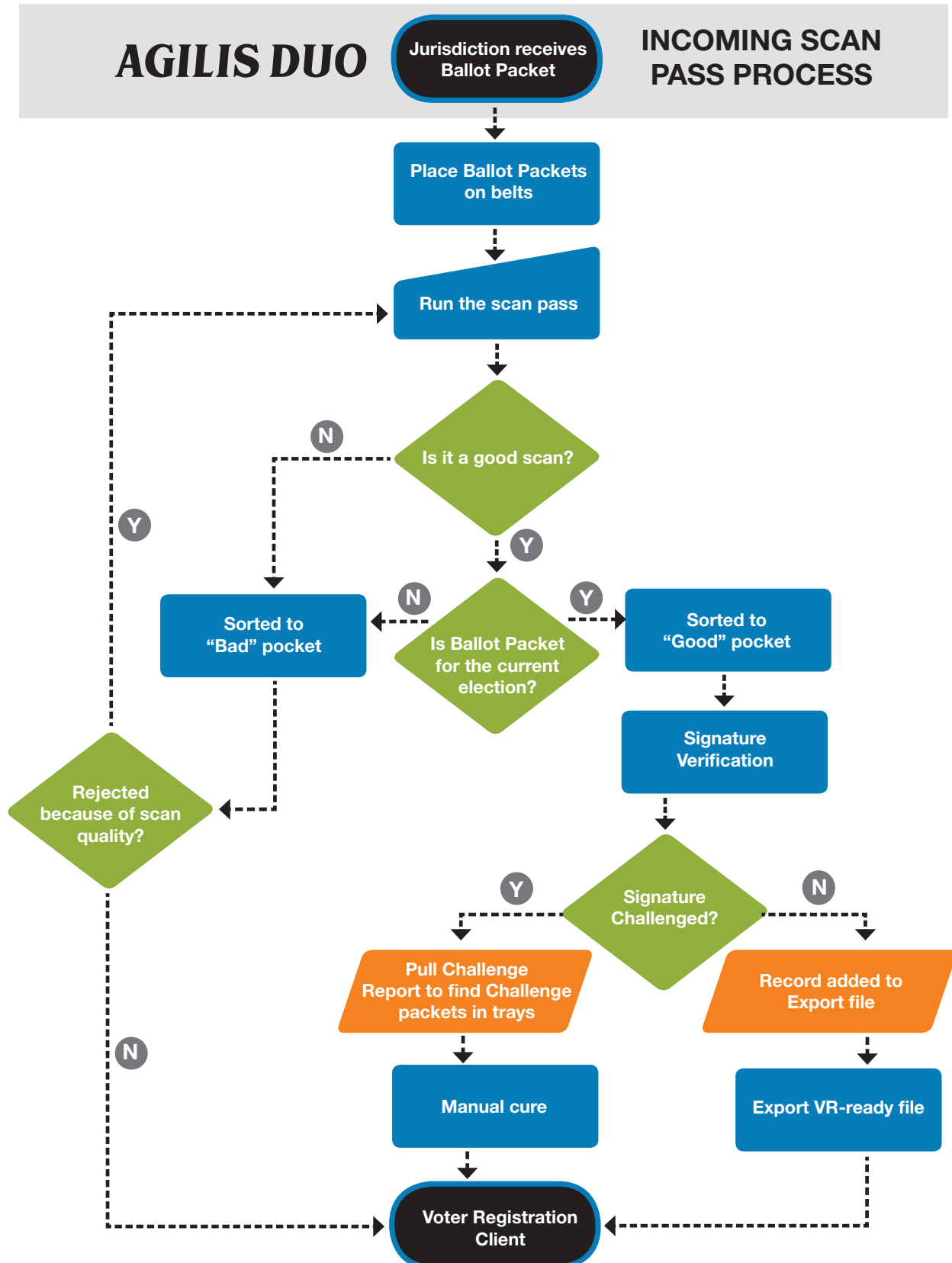
3. Press Import on the AgilisDuo menu.
4. On the Import interface, press Choose File.
5. On the Open dialogue screen, navigate to the file's location, select it and press Open.
- » A "Success" message will display upon successful upload.
6. Repeat steps 4 and 5 to upload any supplemental VR data.

IMPORTING REFERENCE IMAGE FILES

Reference images are currently added manually to the Reference Image folder (Duo/ReferencImages) on the system flash drive that is connected to the Machine Control Touchscreen. The AgilisDuo setup is now complete. Congratulations! It is now time to start scanning ballot packets.

RUNNING AN INCOMING SCAN PASS

Prior to the election as mail-in ballot packets start coming into the election office, use AgilisDuo to begin processing the ballots. Running a job on the AgilisDuo is called “Running an Incoming Scan Pass”.



To run an incoming scan pass:

1. Place a stack of ballot packets on the belts in front of the feeder wall.



On the Machine Control Touchscreen's AgilisDuo Diagnostic Application:

2. Press Run.
3. Press Scan Pass.
4. Press Start Belts. The sorting mechanisms on the AgilisDuo will run.
5. Ballot packets will be pulled through the conveyer belt and placed under the mounted camera for scanning.
6. The following processing takes place when the ballot packet is directly under the Camera:
 - ✓ A front-facing image of the entire ballot packet will be captured.
 - ✓ The system will evaluate the packet determine the pocket to which it will be sorted using the logic in Status Logic Chart.

The system will record whether the scan was "Good" or "Bad".

Status	Logic
Good	The image quality was clear The barcode was clearly scanned The ballot packet is for the current election import file The record corresponding to the barcode was in the VR import file
Bad	No Appld: Unable to read the barcode (damaged, marked on, etc). Invalid ApplID: Unable to find barcode in the system or unable to find ballot packet in the current electionimport file Duplicate ApplID: Duplicate ballot packet.

7. The machine will run until it reaches a logical or physical stop.

Stop Type	Description
Logical Stop	Stop based on how AgilisDuo is configured to run. For example, if it is configured to consider that a pocket is full at 50 ballot packets, then it stops at the 50th packet.
Physical Stop	1) A ballot packet is jammed in equipment and belts stop 2) The Pocket Full switch is triggered on a pocket

8. When a pocket is logically full, the belts stop and a tag is printed which contains information about the pocket.



In certain instances, a physical stop may occur because the Pocket Full Switch is activated by an accumulation of ballot packets. In this instance a tray card may not print because the logical stop number of ballot packets has not been reached.

Proceed with these steps:

- A) Clear the tray
- B) Restart the belts. The equipment will continue sorting until a logical stop is reached.
- C) The printer will print a Tray Tag for the batch.

Tray Ticket Element	Description
Tray Status	The processing status of the ballot packets in the pocket
Tray Number	The number assigned to the tray by AgilisDuo
Pocket Number	The pocket to which the ballot packets were sorted
Date/Time Printed	The date and time that the tray card was printed
AppID	Unique identification number (or Barcode) assigned to a ballot. This is different than a Voter ID.
First AppID	The AppID on the first ballot packet of the tray
Last AppID	The AppID on the last ballot packet of the tray

» *The Machine Control Touchscreen will display a “Tray is full” message.*

9. Physically clear the tray and place the tray tag together with the tray contents in a mail sort tray. Affix the label to the tray.
10. Press Clear Tray on the AgilisDuo Diagnostic application to continue processing packets. The belts will start and ballot packets will be fed through the equipment again.
NOTE: Clearing the tray will mark it as “Closed” in the system. This status will be displayed in the Tray Report.
11. Press Stop Belts when finished.

RESCANNING BALLOT PACKETS

When a ballot has been sorted to the second pocket (ie. rejected), Users can rescan the ballot packet if it was rejected for barcode damage issues or if it was jammed in the equipment after being scanned by the Camera.

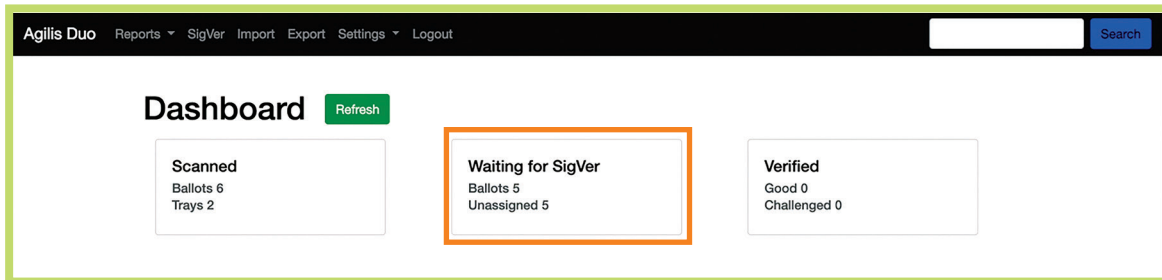
To Rescan Ballot Packets

1. Analyze the ballot packet and fix any damage to the barcode.
2. Place rescan eligible ballot packets in the Feeder Tray.
3. Tap Rescan on the Run tab of the AgilisDuo Diagnostic application.

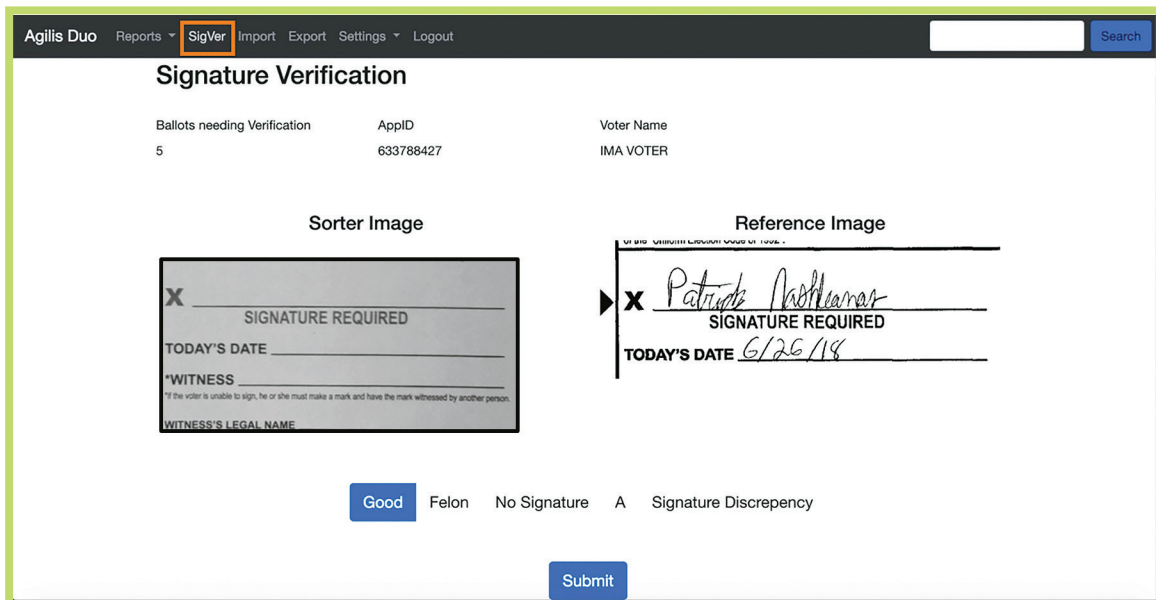
The belts will start and the ballot packets will be run through the scanner. If the ballot packet is accepted, Users can conduct Signature Verification. If it is rejected again, manually sort the ballot packet out and perform a manual cure process on the VR system.

SIGNATURE VERIFICATION (SigVer)

Scanned ballot packets are recorded in AgilisDuo's internal database and can be accessed through the AgilisDuo Console. The Dashboard will display the amount of ballot packets waiting for signature verification on the Waiting for SigVer section.



The Signature Verification interface is AgilisDuo's native signature verification client. Pressing SigVer on the main menu to access the interface. It will display the next available ballot packet that needs verification upon loading. The interface will also display how many ballots need verification, the AppID of the ballot packet image to be verified, Voter Name, Sorter Image and Reference Image.



Each VR systems' approved signature verification codes are represented as buttons below the sorter and reference images. Press Good to verify the signature or select a Challenge Code then press Submit. If the ballot packet is challenged, it will be placed on the Challenge Report.



The Signature Verification interface will then display the next available ballot packet requiring signature verification until there are no more packets to process.

Note: While this processing is taking place, the interface will update the *Ballots Needing Verification* section counter every few seconds to give the User a near real time count of how many ballot packets are left to process.

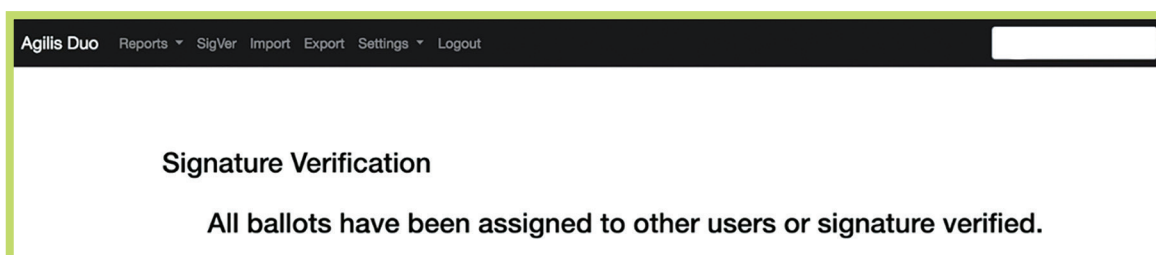
If more than one User is judging ballot packets, an internal locking mechanism will keep track of which User is processing which ballot packet. This ensures there is no duplication of efforts.

Under certain circumstances (e.g. SigVer taking a break, computer crash, etc.) a ballot packet may get “locked” on a User. To “unlock” a ballot packet:

1. Open the Sigver Checkout Report (Reports > SigVer Checkout)
2. Locate the ballot packet in question
3. Press Return to Pool

UserID	AppID	CheckOut Date	
test (1)	633788427	03/11/2019 11:16 AM	Return to Pool

When all ballot packets have been assigned to Users and/or signature verification is complete on all available ballot packets in the system, the following message will display:

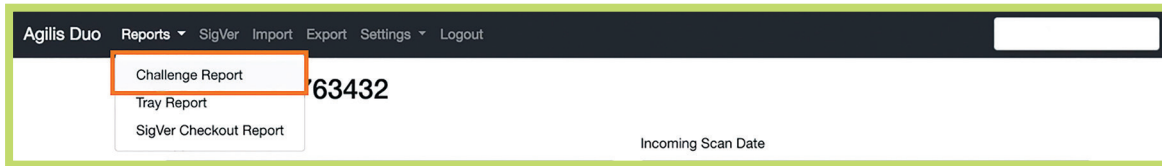


The Waiting for SigVer counter on the Dashboard will be updated to reflect zero ballot packets waiting to be verified. The Verified counter will reflect the number of Good (verified) ballot packets and the number of Challenged ballot packets.

To examine the information that AgilisDuo has accumulated on the ballot packets for a specific tray up to this point, go to the Tray Report (Reports > Tray Report).

PULLING OUT CHALLENGES

The next step in the signature verification process is to pull out the challenged ballot packets from their respective trays.



1. Go to the Dashboard and press Report > Challenge Report menu item to pull a report of challenged ballot packets. The Challenge Report interface will display.

AppID	Name	Tray Number	Disposition
633719006	CHAD GREEN	34	No Signature
633763713	ALAN HENSON	34	No Signature
633794312	WILLIE FURNESS	34	No Signature
633717402	MARK GONZALES	34	Invalid Signature
633719037	VALERIE BRIDGEMAN	34	Invalid Signature
634546657	HENRY SANCHEZ	34	Already Voted
633762781	CHRISTOPHER CARROLL	35	No Signature
633763719	HARVEY HENDERSON	35	Spoiled
633724640	DAVID GONZALES	35	Felon

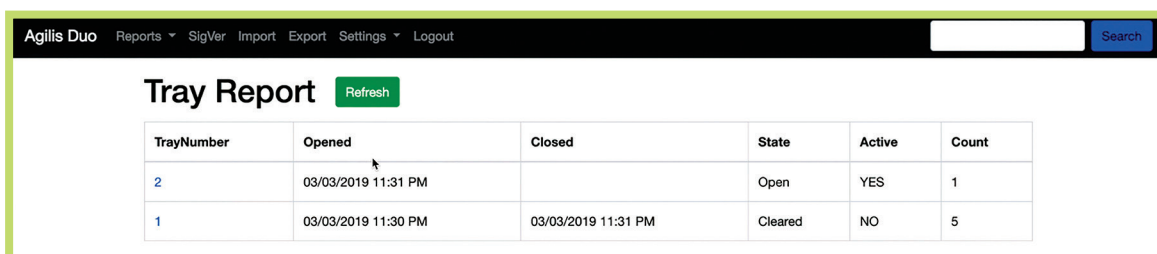
2. Print the report using the browser's printing capabilities.
3. Use the printout to pull the packets for manual cure according to the jurisdiction's procedures.

REPORTS

The AgilisDuo Console interface comes equipped with various reports designed to provide varying degrees of detail on ballot packets ranging from a birds-eye view accounting (Tray Report) to a granular audit (AppID Report) and details in between.

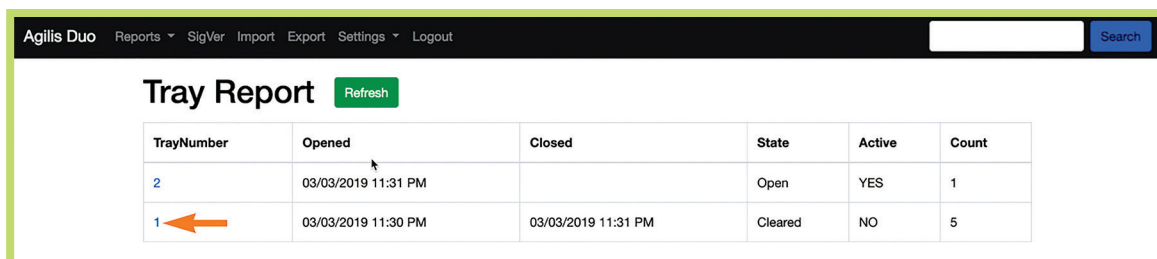
TRAY REPORT

The Tray Report provides an account of opened trays, their Tray Number, State of the tray, whether it's Active or not, and the Count of ballot packets in the tray.



TrayNumber	Opened	Closed	State	Active	Count
2	03/03/2019 11:31 PM		Open	YES	1
1	03/03/2019 11:30 PM	03/03/2019 11:31 PM	Cleared	NO	5

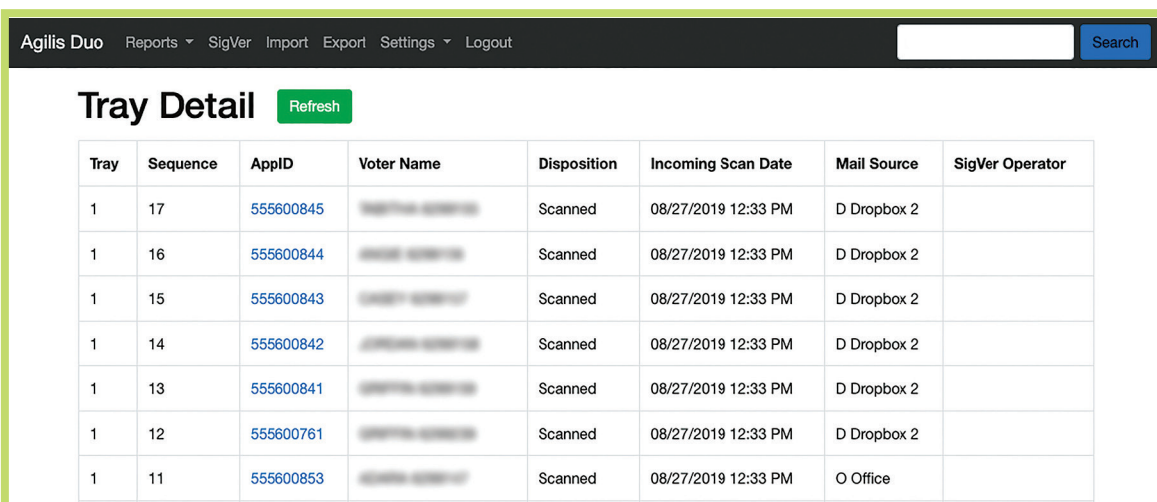
To drill down further into the individual ballot packets which is contained in the tray, press a tray's number on the Tray Number column to display the Tray Detail report.



TrayNumber	Opened	Closed	State	Active	Count
2	03/03/2019 11:31 PM		Open	YES	1
1	03/03/2019 11:30 PM	03/03/2019 11:31 PM	Cleared	NO	5

TRAY DETAIL REPORT

The Tray Detail Report provides information about each ballot packet in the selected tray including: Tray number, the scan number for the ballot packet (known as its Sequence), the AppID of the ballot packet, its Disposition, the Incoming Scan Date (or when it was scanned), and the SigVer Operator that verified the ballot packet.



Tray	Sequence	AppID	Voter Name	Disposition	Incoming Scan Date	Mail Source	SigVer Operator
1	17	555600845	[REDACTED]	Scanned	08/27/2019 12:33 PM	D Dropbox 2	
1	16	555600844	[REDACTED]	Scanned	08/27/2019 12:33 PM	D Dropbox 2	
1	15	555600843	[REDACTED]	Scanned	08/27/2019 12:33 PM	D Dropbox 2	
1	14	555600842	[REDACTED]	Scanned	08/27/2019 12:33 PM	D Dropbox 2	
1	13	555600841	[REDACTED]	Scanned	08/27/2019 12:33 PM	D Dropbox 2	
1	12	555600761	[REDACTED]	Scanned	08/27/2019 12:33 PM	D Dropbox 2	
1	11	555600853	[REDACTED]	Scanned	08/27/2019 12:33 PM	O Office	

To further audit specific ballot packets, press an AppID on the report to display all processing information for that specific ballot packet via the AppID Report.

Agilis Duo Reports SigVer Import Export Settings Logout							
Tray Detail Refresh							
Tray	Sequence	AppID	Voter Name	Disposition	Incoming Scan Date	Mail Source	SigVer Operator
1	17	555600845		Scanned	08/27/2019 12:33 PM	D Dropbox 2	
1	16	555600844		Scanned	08/27/2019 12:33 PM	D Dropbox 2	

AppID REPORT

The AppID Report gives Users a full picture of a ballot packet's activity on AgilisDuo. It contains ballot packet, voter and scan information, as well as SigVer data including Sorter and Reference images.

Agilis Duo Reports SigVer Import Export Settings Logout	
AppID 633763432	
App ID 633763432	Incoming Scan Date 03/03/2019 11:31 PM
Voter ID 633767528	First Name IMA
Tray Number 1	Last Name VOTER
Tray Sequence 5	Precinct 3034751004
SigVer	
SigVer Checkout Time 03/03/2019 11:41 PM	SigVer Operator Jon Miller (6)
SigVer Checkin Time 03/03/2019 11:41 PM	Disposition Good
Sorter Signature	Reference Signature

CHALLENGE REPORT

During the Signature Verification process Users can pull the Challenge Report to obtain a listing of the ballot packets that have been challenged and need to be cured via a manual process. Go to Reports > Challenge Report to pull the report.

Agilis Duo Reports SigVer Import Export Settings Logout	
Challenge Report	63432
Tray Report	
SigVer Checkout Report	
	Incoming Scan Date

When accessed, the report displays the ApplID of the challenged ballot packet, the name of the person who voted, the Tray Number where the challenged ballot packet is located and the disposition or reason why the ballot packet signature was challenged.

AppID	Name	Tray Number	Disposition
633719006	CHAD GREEN	34	No Signature
633763713	KEVIN ARNONE	34	No Signature
633794312	DAVID FORD	34	No Signature
633717402	MARK CONRAD	34	Invalid Signature
633719037	WILLIAM BARNETT	34	Invalid Signature
634546657	KEVIN ARNONE	34	Already Voted
633762781	CHRISTOPHER CARROLL	35	No Signature

Use the report to go to the specific trays and pull the challenged ballot packet to process them via the jurisdiction's manual cure process.

SIGVER CHECKOUT REPORT

Go to Reports > SigVer Checkout Report.

Agilis Duo

Reports

SigVer

Import

Export

Settings

Logout

Search

SigVer Checkout Report

Refresh

The SigVer Checkout Report shows Users any ballot packet that is checked out to a User at the current time. It also provides functionality to release a checked-out ballot packet so another User can process it should that be necessary.

Agilis Duo

Reports ▾

SigVer

Import

Export

Settings ▾

Logout

Search

SigVer Checkout Report

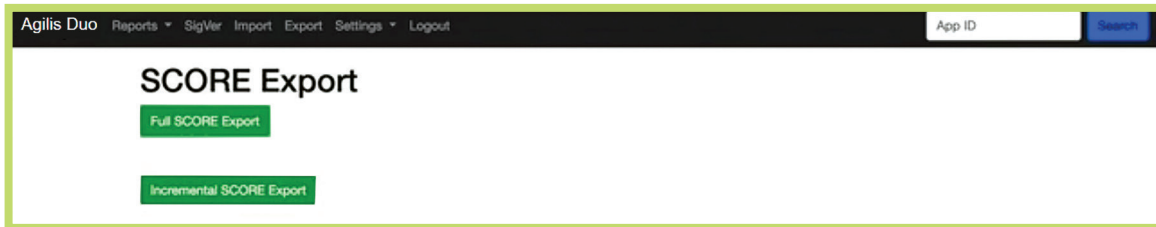
Refresh

UserID	AppID	CheckOut Date	
test (1)	633788427	03/11/2019 11:16 AM	<div>Return to Pool</div>

EXPORTING ELECTION DATA

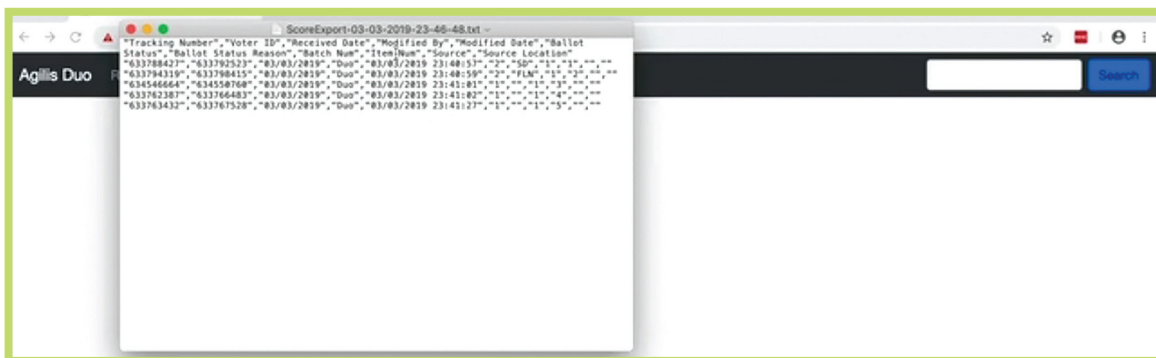
The last step in the process is to export the data to be imported into the jurisdiction's VR system. To access this functionality, press the Export button on the menu.

» The Export interface will display. Press the Export or Incremental Export button.



A download will be generated by the browser. Use the browser's capabilities to store the export on the local drive and take that file to the appropriate application for upload.

The file will look like this:



AFTER ELECTION INFORMATION

CARE, MAINTENANCE AND STORAGE

This section provides information on Shut Down, Clean, Maintenance and Storage of the AgilisDuo after an election.

SHUT DOWN

To shut down the AgilisDuo:

1. Use the Machine Control Touchscreen to shut down the equipment (About > Shut Down).
2. Switch the Power switch to the Off position.
3. Unplug the machine from the wall outlet.

CLEANING

When cleaning the AgilisDuo's components, Runbeck Field Services recommends:

- ✓ Power down the equipment as recommended in this Guide prior to cleaning.
- ✓ Dust the equipment with a dry cloth.
- ✓ Clean belts with a warm slightly damp cloth.
- ✓ Clean rollers with a cloth moistened with a little bit of rubbing alcohol.
- ✓ Clean the Lexan cover which protects the Sensors and Diverters with a damp cloth.

MAINTENANCE

It is strongly recommended that any maintenance other than light cleaning on the AgilisDuo be performed by Runbeck Field Services. Typically, the AgilisDuo contract contains a maintenance package. Check the contract to see what maintenance is available for your AgilisDuo.

STORAGE

When storing the AgilisDuo, Runbeck Field Services recommends:

- ✓ Ensure the equipment has been properly shut down.
- ✓ Unplug the equipment from the power outlet.
- ✓ Clean the equipment according to the recommendations in this User Guide.
- ✓ Check all the equipment's components, belts and rollers are in good condition and all pockets are clear.
- ✓ Place a tarp or blanket over the equipment to prevent dust from collecting on it and to protect the belts at risk of deteriorating if exposed to direct light.
- ✓ Store the equipment in a room where the temperature does not exceed 75°F or is below 45°F. The AgilisDuo's belts are susceptible to cracking in dry climates so check that the relative humidity in the room is adjusted accordingly.

SUPPORT

RESOLVING ISSUES AND SAFETY INFORMATION

Review this section when issues arise and for recommendations to keep Users safe.

TROUBLESHOOTING

Issue	Resolution
The AgilisDuo won't turn on when the Power switch is set to the "On" position	<ol style="list-style-type: none"> 1. Make sure the AgilisDuo is plugged in to a power source 2. Contact Runbeck Field Services
Touchscreen won't turn on	<ol style="list-style-type: none"> 1. Make sure the AgilisDuo is plugged in and power turned on 2. Contact Runbeck Field Services. This is could be a hardware issue with the connections from the display to its corresponding circuit board
Belt is cracked or broken	<ol style="list-style-type: none"> 1. It is not recommended for Users to replace belts 2. Contact Runbeck Field Services
AgilisDuo is not sorting ballot packets	<ol style="list-style-type: none"> 1. Check the feeder to see if it has run out of ballot packets to sort 2. Stop the belts. Make sure no ballot packets are jammed in any part of the equipment 3. Restart the AgilisDuo Diagnostic Application (About > Restart) 4. Contact Runbeck Field Services
Ballot Packets jammed in the equipment	<ol style="list-style-type: none"> 1. Stop belts if they are not already stopped 2. Remove ballot packets from belts 3. Start belts 4. Run the affected ballots as normal
Internet is down at the facility.	Continue running scans. The AgilisDuo's onboard computer has a local database installed on it and will record all ballot packet information and store it on device memory. The software runs on a web service ensuring that Users have access to the Agilis Console and SigVer functionality.

IMPORTANT PRODUCT NOTES

Tray Ticket Element	Description
Camera Calibration	The camera must be in 1920 x 1080 resolution.
Camera Resolution	After the camera resolution is changed, the AgilisDuo must be rebooted.
Date/Time Printer	Printer is currently not implemented.
Changing equipment settings	After settings are changed, a reboot is recommended.
Mail Location Data	Data cannot contain special characters. Mail locations must match exactly to how they are entered in the VR system.



SAFETY AND COMPLIANCE

Follow these precautions when using the AgilisDuo Tabletop Ballot Packet Sorting System:

- ➔ Read all instructions before operating the equipment.
- ➔ Inspect equipment and follow all safety guidelines on the machine.
- ➔ Use this equipment only for its intended purpose.
- ➔ Place the equipment close to an easily accessible wall outlet.
- ➔ Place the equipment in an accessible location to allow for proper venting and easily accessible for servicing.
- ➔ Plug the equipment directly into a properly grounded wall outlet located near the equipment and easily accessible.
- ➔ DO NOT place the equipment on folding tables as they may not be able to properly hold the weight.
- ➔ The equipment has various safety mechanisms designed to protect Users from bodily injury. DO NOT disable them while the equipment is being operated.
- ➔ Keep the Lexan cover which protects the Sensors and Diverters in the closed (down) position when the equipment is in use.
- ➔ Always keep fingers, long hair, jewelry and loose clothing away from moving parts.
- ➔ Avoid touching moving parts or materials while the unit is in use. Before clearing a jam, be sure the equipment's mechanisms come to a complete stop.
- ➔ DO NOT remove covers. Covers protect hazardous parts that should only be accessed by properly trained service personnel.
- ➔ Operation of this equipment without periodic maintenance will inhibit optimum operating performance and could cause the equipment to malfunction.

FCC Statement

This device complies with Part 15 of the FCC Rules. Operation of this product is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Changes or modifications not expressly approved by the party responsible for compliance with the FCC Rules could void the User's authority to operate this equipment.

Runbeck Election Services and Solutions

Runbeck Election Services, Inc. has provided election solutions since 1972. Runbeck successfully innovates the process of producing elections for jurisdictions around the country. Our expertise is trusted to deliver customized election solutions. We touch more than 42 million registered voters—that's 22%—and we value every single one.

■ Print & Mail - Ballot Production Services

Technology-driven, accurate and reliable ballot print and mail processing of in/outbound mail ballots completed in one secure location. Services include a 100% chain of custody with full control of the client's data, printing, inserting, mail sorting and final audit paperwork. Automated systems eradicate errors of manual insertion which lowers costs and increases speeds for successful elections.

■ Agilis® Ballot Packet Sorting System

The Agilis Sorting System is an innovative ballot packet sorting solution that makes vote-by-mail ballot packet processing quick, easy and affordable. It's a customizable, portable and an ideal inbound packet processing system. Product features include: scalability for sorting needs, automated Image capture and signature verification, time/date stamp and full audit capabilities.

■ AgilisDuo™ Tabletop Ballot Packet Sorting System

The AgilisDuo is an innovative low- to mid-volume ballot packet sorting solution. As a tabletop sorter, it allows counties with lower volumes to reduce costs and get faster tabulation results and immediate updates to VR databases. The AgilisDuo delivers exceptional throughput, scanned image quality for signature image capture. **Do in three hours what would take three days!** Download our AgilisDuo Case Study at www.Runbeck.net/Resources.

■ Verus™ & Verus Pro™ Automatic Signature Verification

This innovative software and computer evaluates current signature images from the sorter folder and compares them to the reference images from the voter registration database. Automated Signature Verification saves time and ultimately prepares ballots for faster tabulation. Verus works with the Agilis Sorting System and the Verus Pro integrates with a client's current inbound sorter.

■ Vocem™ Petition Management Software

Using advanced technology for signature and address recognition, Vocem streamlines the petition process accurately for faster results with automated row count along with name, address and signature comparison. The easy-to-use software integrates with any VR database and places updated petition information into that database. Vocem produces audit trails and reports in expedited time.

■ Sentio Ballot Printing System® - Bulk and On-demand Printing

This Software System provides election officials the ability to produce ballots on-site and on-demand— from individual early voting or counter ballots to vote center and absentee ballots. The software can work with multiple state-of-the-art printers to produce varying quantities. The custom cart option provides convenience in transporting and storage. It's flexible, secure and cost-effective, and jurisdictions print correct ballots with complete accuracy and a full audit trail.

Our equipment, software and production methods provide peace of mind during elections. All hardware, software and printing services are completed in the United States—no offshore resources are used! Top Service along with advanced technology ensures that partners receive reliable solutions.

- **Simulo® UOCAVA EBallot Duplication System**

Simulo Software is uniquely designed to duplicate live UOCAVA eballots. Election Officials can print tabulation-ready paper ballots that match the voter's electronic selections. It can be coupled with the Sentio Ballot Printing System to print UOCAVA ballots in minutes. The Simulo/Sentio compatibility is the perfect on-site solution to save time and money and eliminate human error.

- **Novus® Ballot Duplication Software**

Officials can recreate damaged ballots onscreen within a secure and transparent environment. Novus software allows jurisdictions to process up to 150 ballots/hour vs. 30 ballots/hour with traditional methods. It features full audit and faster tabulation reporting, duplicate ID to eliminate errors, a time-stamped processing queue window and interface compatible with touchscreen.

- **Sollus™ - In-house Ballot Printing**

Sollus Software along with the Sentio printer gives small to midsize counties control of their own ballot printing in-house. Sollus allows Users to save time by printing when their schedule allows instead of waiting behind large print jobs. Several features include: printing of damaged ballots, easy-to-use software and installation support, control over distribution and long-term ROI.

- **Service -**

- ✓ **Client Services Management**

Runbeck's Client Services Management process begins with a face-to-face requirements session and is followed by comprehensive "backward pass" scheduling. Production is adjusted and customized to your needs to ensure that all printing and mailing services are completed on or before scheduled dates.

- ✓ **Customer Service**

Support is available for all of election or specific project needs. The Field Services team provides services and support. Our Field Services team members work with Client Services Managers to coordinate support and service. We use a support model that includes telecommunications and in-person service. Runbeck works to deepen the understanding of our partner's operation and environment to build and deliver quality support.

- **Cybersecurity - Guidance, Security, Training and Support**

Runbeck provides safety through securing the highest level of cybersecurity to ensure clients are prepared to address all cybersecurity challenges. The range of services include guidance and assessment, full issue mitigation, full security monitoring, incidence response and preparedness tabletop exercises and Cyber Academy.



SUPPORT

The User Guide was developed as a tool so Users can quickly resolve issues they may encounter during elections. Please refer to this Guide to find answers to your questions. If you need further assistance or immediate answers, you may reach out to the Field Services Team.

Reporting Issues

Contact your Runbeck Field Services Technician or call 1-877-230-2737 to consult with Field Services Team.

CONTACT

Regional Field Services Representative

East Coast: fieldsupporteast@Runbeck.net

West Coast: fieldsupportwest@Runbeck.net

Phone number provided by Representative

General Contact for Runbeck Elections Services

1-877-230-2737 or 1-602-230-0510

2800 S. 36th Street, Phoenix, Arizona 85034

www.Runbecknet



Defending Democracy since 1972



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