



Election Support

Clear Ballot Technical Support provides remote technical assistance during all phases of the election. Our business hours are 8am through 8pm eastern, Monday through Friday. These hours are extended during peak election periods such as during ballot design, early voting, election days and canvassing. Technical Support is available by phone and email during business hours. Customers can request on-site assistance at negotiated support fees outlined in your Service Level Agreement (SLA). On-site support requests received with less than four weeks’ notice may carry a 25% travel surcharge.

Getting Technical Support – We're Here For You!

Support cases can be created by sending email to support@clearballot.com or by phone. If you call outside of our business hours and leave a voicemail, a case will be created with your voicemail attached. Creating a case alerts the Technical Support Team and the next available Agent will respond. Please send a detailed problem description with pictures of error messages or other symptoms to support@clearballot.com.

Technical Support Contact Information

E-mail	Phone
<p data-bbox="344 919 659 951" style="text-align: center;">Support@clearballot.com</p> <p data-bbox="206 995 794 1056" style="text-align: center;">Your e-mail creates a support ticket and available agents will respond.</p>	<p data-bbox="1019 921 1224 951" style="text-align: center;">+1 857-250-4961</p> <p data-bbox="1003 995 1240 1056" style="text-align: center;">Choose Option 3 for Technical Support</p>

Maintenance

Clear Ballot divides system maintenance into two sections:

- A. Software
- B. Hardware

A. Software maintenance

With a paid annual support and maintenance agreement, Clear Ballot provides customers with state certified software updates as they become available. Clear Ballot Technical Support is available to assist customers with product installation, operation and system administration issues. Clear Ballot Professional Services are available to install software updates for an additional fee. Call Technical Support for a Professional Services quote.

B. Hardware purchased through Clear Ballot

Create a support case to report issues with equipment purchased through Clear Ballot (ie Dell and ELO computers, Fujitsu scanners, ibml scanners, Brother printers and Oki printers). If the Clear Ballot Technical Support Agent is unable to resolve the problem, they will facilitate creating a support case with the manufacturer and will track the issue to a successful conclusion. Equipment purchased through Clear Ballot typically includes 3rd party vendor warranty and support. If you bought your equipment direct from these vendors, refer to your warranty and support agreement. All vendors require a serial number, and Dell also requires a service tag number, to create a support case. Be sure to gather that information before calling or emailing for support.

Vendor	Email	Phone
Dell	www.dell.com/support	800-945-3355
ELO	support.elotouch.com	800-557-1458
OKI	Support@okidata.com	877-VOTE-OKI / 877-868-3654
Fujitsu	Tsupport@fujitsu.us.com	888.282.0444
ibml	Support@ibml.com	866-798-ibml (4265)

Clear Ballot recommends complying with Fujitsu and ibml extended warranty agreements¹, and to ensure optimum scanner performance, customers should clean scanners and replace consumables as recommended by the manufacturer. See your scanner operator guide for details.

Clear Ballot recommends that the jurisdiction schedules a manufacturer-authorized service provider for scanner preventive maintenance annually. Scanner reliability and performance is maximized by cleaning the scanners every 4 to 6 hours of continuous operation.

The customer should purchase and store a full set of backup scanner consumables prior to each election to ensure proper system performance. See your scanner operator guide for cleaning and consumable replacement instructions. Clear Ballot recommends the following:

Scanner model	Item	Replacement Frequency
Fujitsu fi-6670	ScanAid Kit: 3 pick rollers, 3 brake rollers, cleaning kit	100,000 cards scanned
Fujitsu fi-6800	ScanAid Kit: 1 pick roller, 1 brake roller, 1 separation roller, 1 pad assembly, cleaning kit	100,000 cards scanned
Fujitsu fi-6400	ScanAid Kit: 1 pick roller, 1 brake roller, 1 separation roller, 1 pad assembly, cleaning kit	100,000 cards scanned
Fujitsu fi-7180	ScanAid Kit: 1 pick roller, 1 brake roller, cleaning kit	100,000 cards scanned
ibml, all models	1 feed tire, black	1,000,000 cards scanned
ibml, all models	1 reverse belt, gray foam	1,000,000 cards scanned
ibml, all models	1 cleaning brush (for daily reverse belt cleaning)	As needed
ibml, all models	1 can of air	As needed
ibml, all models	Optical lens wipes (150 count)	As needed
ibml ImageTracDS 1210	Roller kit: 2 pick rollers, 2 separator rollers, 2 reverse rollers	Annually

¹If applicable, see your contract for details related to hardware manufacturer extended warranties purchased through Clear Ballot.