

North Carolina Board of Elections INDICIUM Vote-by Mail Scan System State Installation Guide

Who do I contact if I have questions about the scanner or INDICIUM VBM?

Call (800) 356-3253. Have your service agreement handy for important reference information including

- Phone number to call for service
- Contract #
- Contract Start and End Dates
- Serial numbers of equipment/software covered
- Description of the length and type of service

What resources are available for training?

- The INDICIUM VBM Scan user Video
- Kodak Alaris User Manual
- INDICIUM VBM Scan Manual
- INDICIUM VBM Scan Standard Operating Procedures and Best Practices document
- INDICIUM VBM Scan FAQ document
- Service contracts for each site
- State Installation Guidelines
 - These are also available on the BizTech website
 - [Indicium Election Ballot Resources - Biztech \(forbiztech.com\)](#)

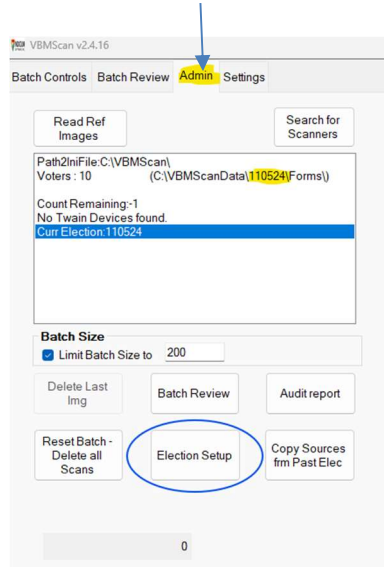
Where do I load the config (.ini) file and what does it contain?

The Config file lives in the VBM Folder on the C: (C:\VBMScan\VBMScan.ini) drive and contains application configuration settings based on best practices from results from all ten counties. In order update this file, simply copy and paste the new .ini file that has been provided into the folder and replace the existing .ini file.

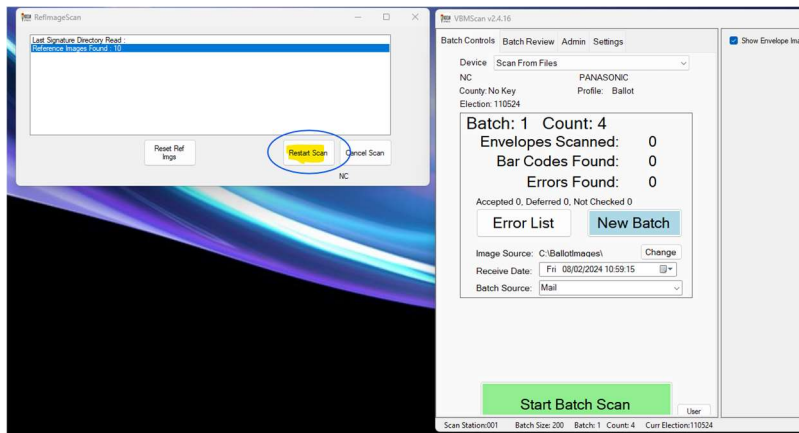
Where do I load the reference signatures

The Reference signature files live in the VBM Folder on the C: drive (C:\VBMScanData\XXX\RefSigs\1). The folder “XXX” is named during the Election Setup Process in INDICIUM Scan.

The system will automatically detect when new signatures have been added to the directory regardless of the name of the folder. To load RefSigs in the appropriate location, please refer to the “Admin” tab of the Batch Control window.



Remember to click the “Restart Scan” button on the RefImageScan window that is in the background of the Batch Control pane (see below).



Preventative Maintenance

A BizTech representative (Kodak Alaris Field Engineer) will reach out directly to each county to schedule one preventative maintenance call per year.