

QVF Refresh

Troubleshooting Guide

QVF Help Desk

3/2/2018

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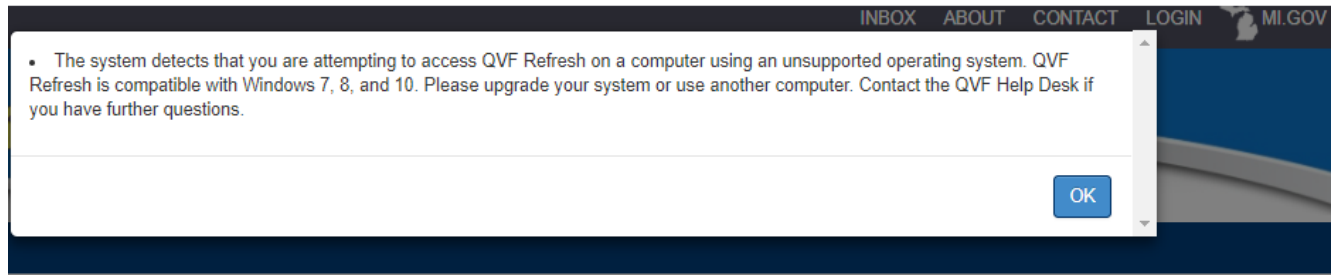
Supported Operating Systems and Web Browsers

QVF Refresh is compatible with the following operating systems and web browsers:

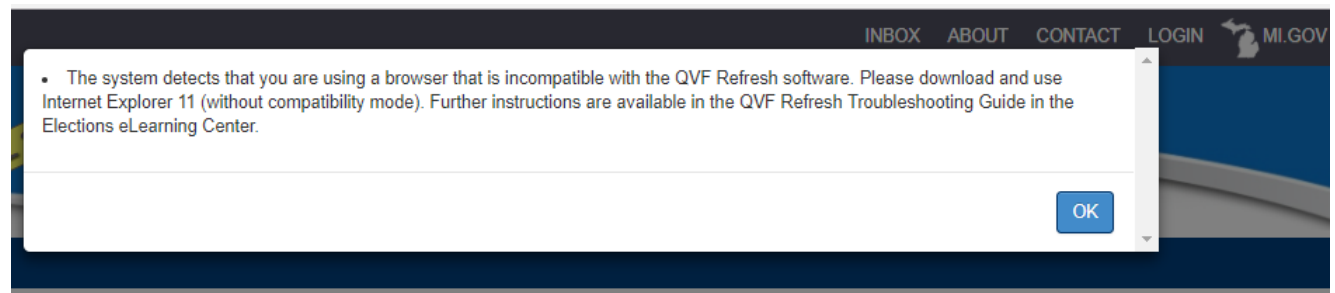
Operating Systems:	• Windows 7	• Windows 8	• Windows 10
Web Browsers:	• Internet Explorer 11 (recommended)	• Chrome	• Firefox

If you log into QVF Refresh from an incompatible operating system and/or web browser, you will get one (or both) of the following messages:

- *The system detects that you are attempting to access QVF Refresh on a computer using an unsupported operating system. QVF Refresh is compatible with Windows 7, 8, and 10. Please upgrade your system or use another computer.*



- *The system detects that you are using a browser that is incompatible with the QVF Refresh software. Please download and use Internet Explorer 11 (without compatibility mode).*



To access QVF Refresh, you will have to be using a supported operating system and web browser.

To download Internet Explorer 11, go to Microsoft.com's Download Center. IE 11

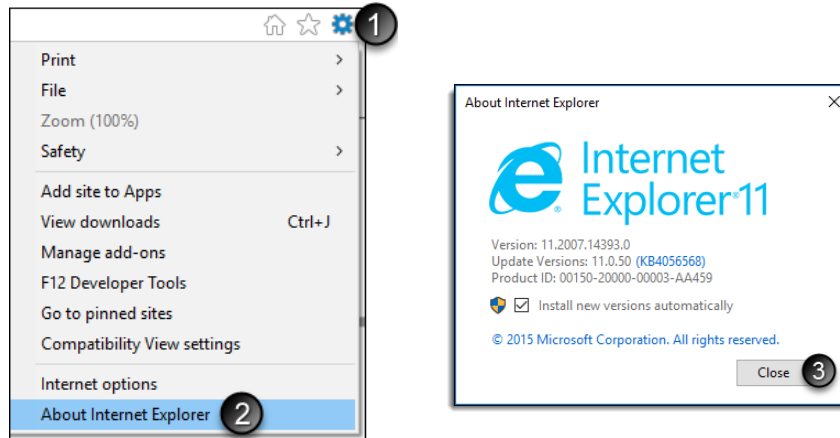
Web Browser Settings

Check Web Browser Version

QVF Refresh is supported and approved to run in Internet Explorer 11 (IE 11), Chrome, Firefox; however, IE 11 is highly recommended for the purposes of printing.

1. Click the gear icon to open the Tools menu
2. Select About Internet Explorer
3. Confirm whether the version of the IE web browser is 11 and click Close

If you are using an older version of IE, you need to download and install IE 11.

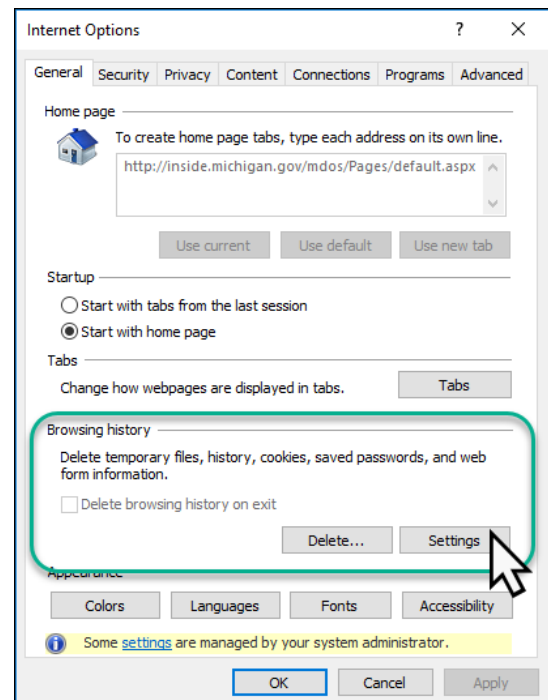


Turn off Caching

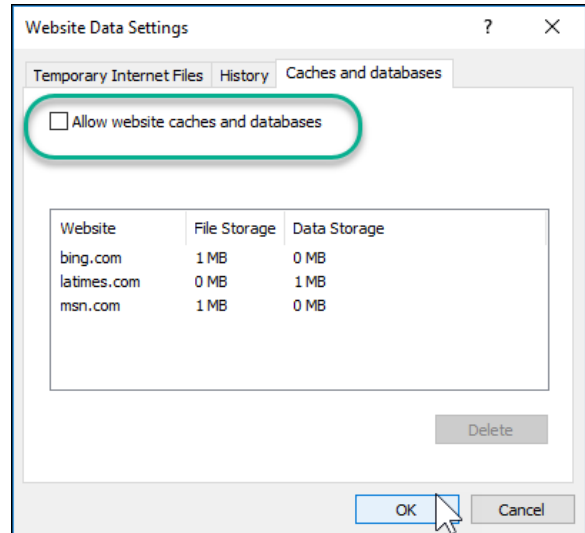
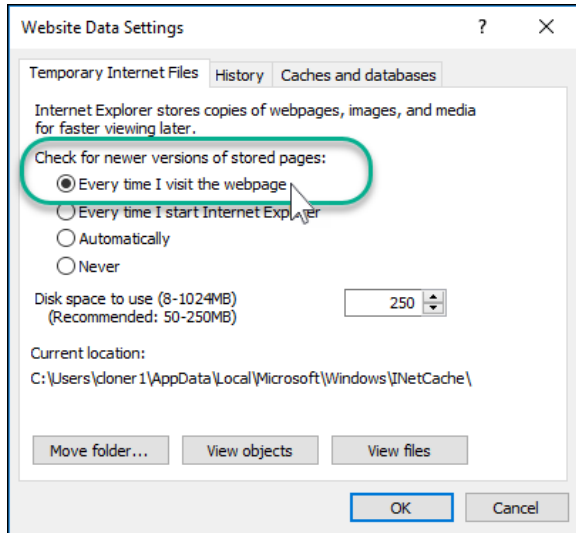
As updates are developed and pushed to the QVF website you may not be using the most current programming /software if your web browser cache's the website. Steps to turn off the cache may vary depending on the operating system and version of IE you are using.

To turn off caching on Internet Explorer 11:

1. Open Internet Explorer
2. Select Internet Options from the Tools menu
3. Under the Browsing History section, click Settings



4. From the Temporary Internet Files tab, select “Every time I visit the webpage”
5. From the Caches and Databases tab, make sure that “Allow website caches and databases” is *not* checked
6. Click OK

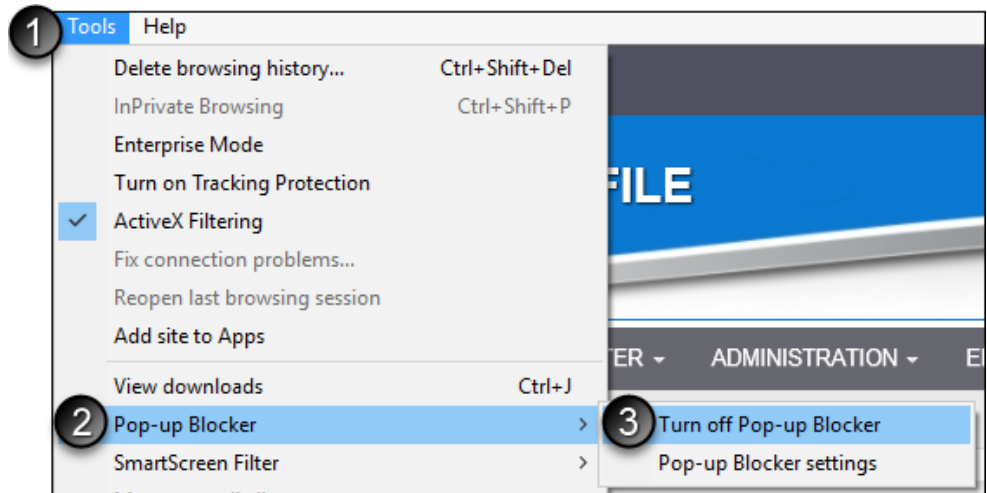


Disable Pop-Up Blocker

Many functions within QVF Refresh cause a new window to open, and you may have difficulty if your browser is not allowing pop-ups for the website. Below are some instructions to disable pop-up blockers for Internet Explorer 11 and Chrome.

Internet Explorer 11:

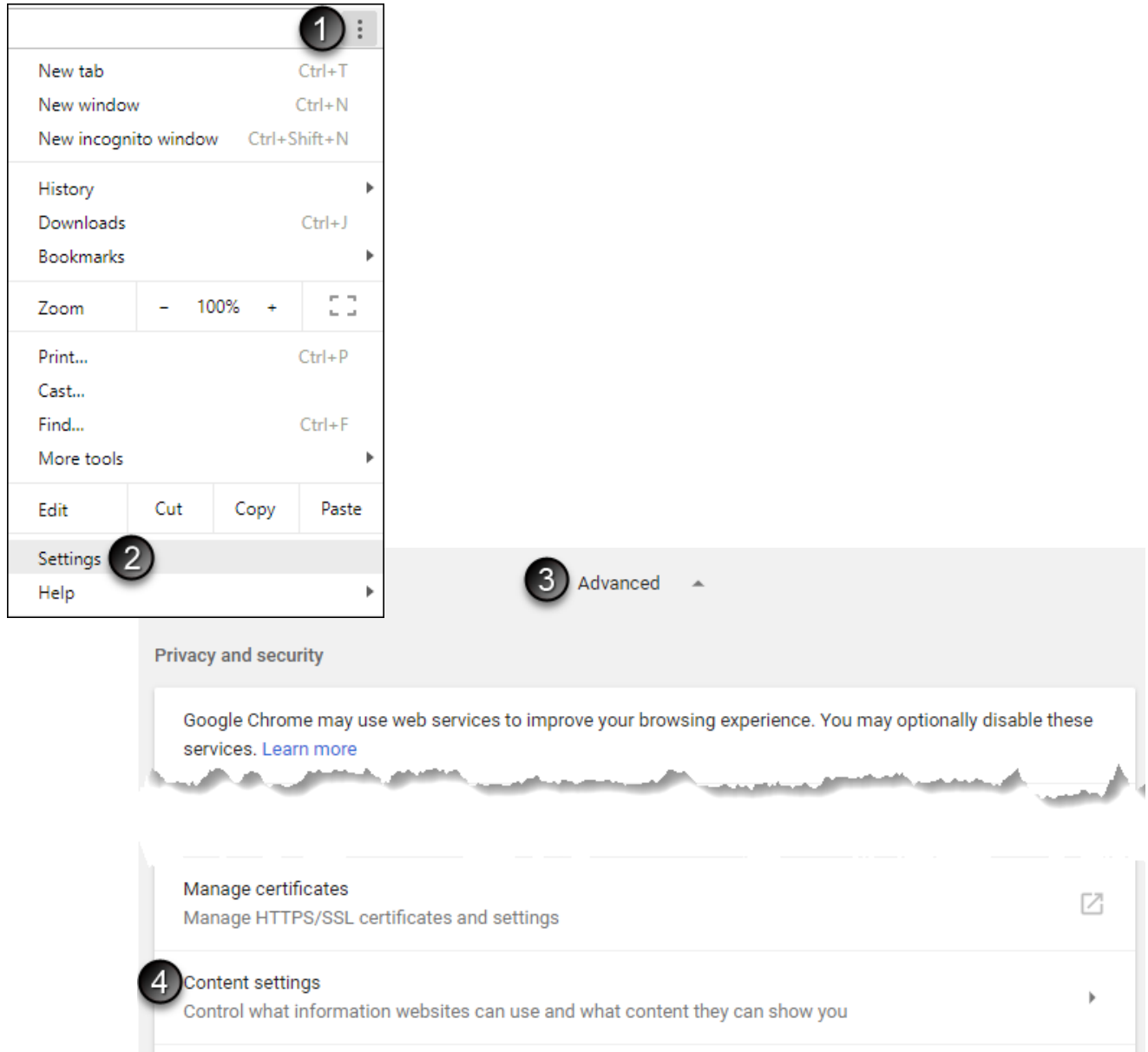
1. Click the Tools menu
2. Select Pop-up Blocker
3. Select Turn off Pop-up Blocker, or go to Pop-up Blocker settings to allow an exception for pop-ups from this website

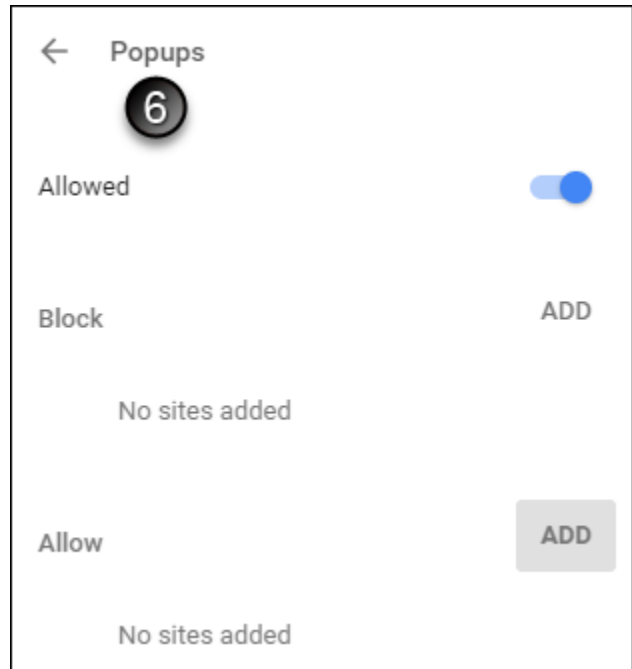
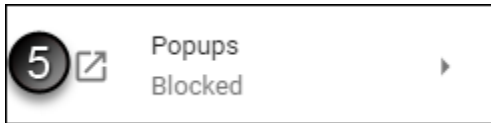


Continue to the next page for pop-up blocker help in Chrome.

Chrome:

1. Click the button with three dots at the top of the web browser
2. Click Settings
3. Scroll down and click Advanced
4. Scroll down and click Content Settings
5. Scroll down and click Popups
6. Choose to Allow all popups or add the QVF Refresh web address to allow popups just from that site



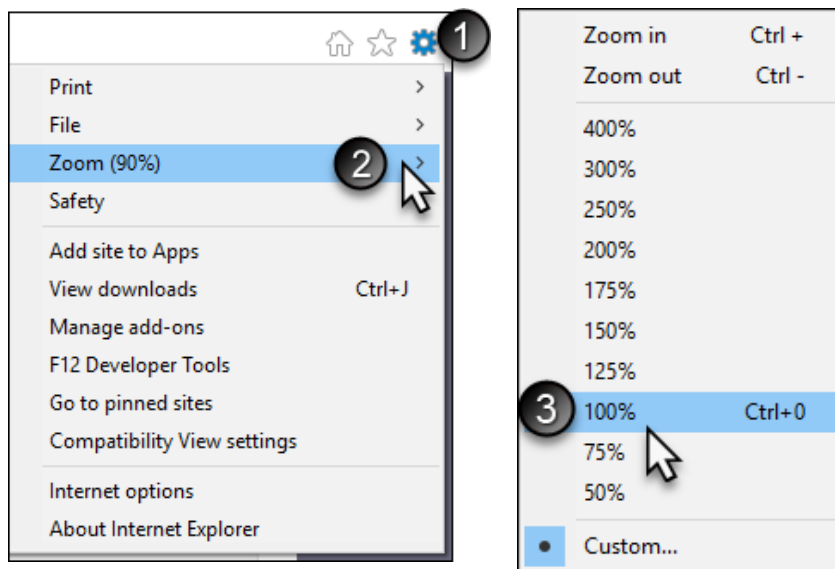


Browser Display – Zoom Setting

If you are having difficulty seeing all the content on the webpage and don't want to scroll left and right, or up and down as much, you can decrease the zoom setting for your web browser. Depending upon the size of your computer screen, you may find a zoo, of 85-100% to be the most helpful.

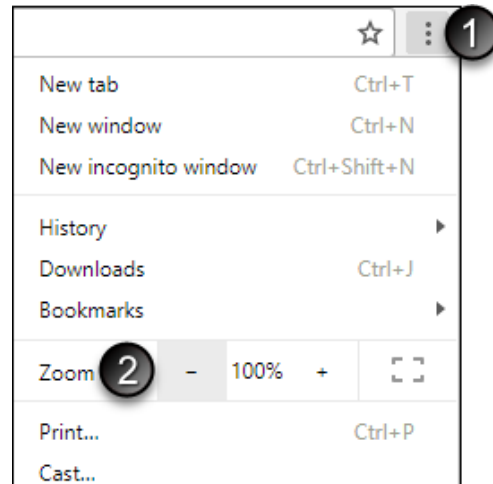
Internet Explorer 11:

1. Click the gear to open the Tools menu
2. Hover the mouse over the Zoom option
3. Select a pre-set zoom or choose a custom zoom value



Chrome:

1. Click the button with three dots
2. Adjust the zoom up or down to your liking

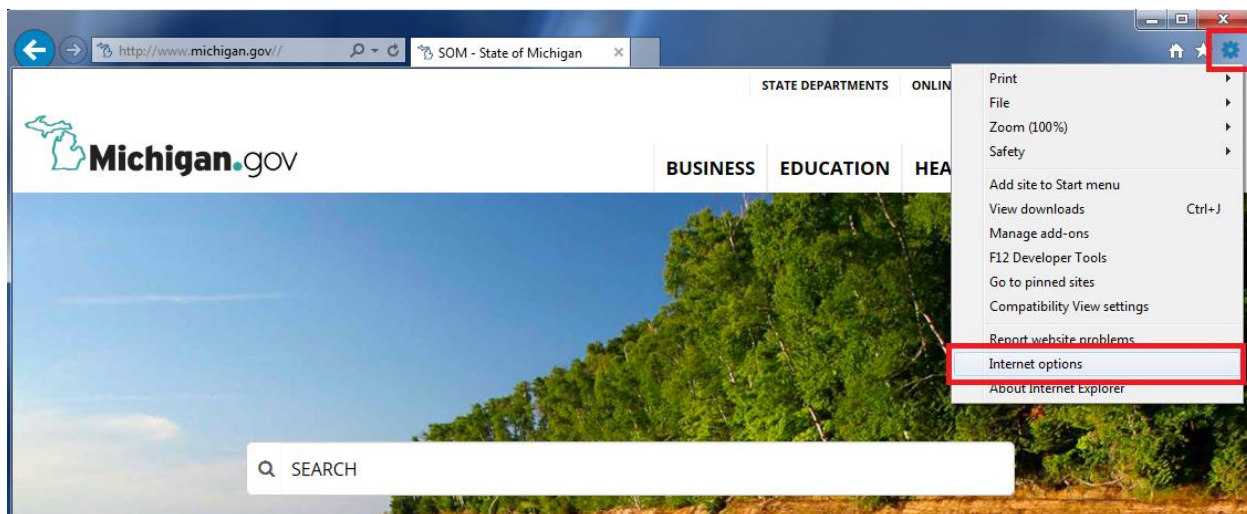


Printing

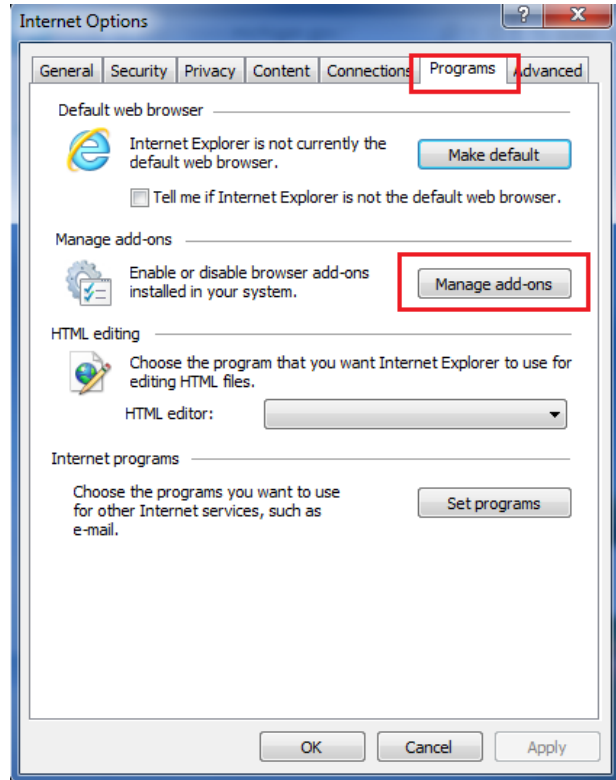
IE Settings for Printing

The following steps will make sure that all reports, notices, etc that are printed from QVF Refresh will open in a new tab in your browser.

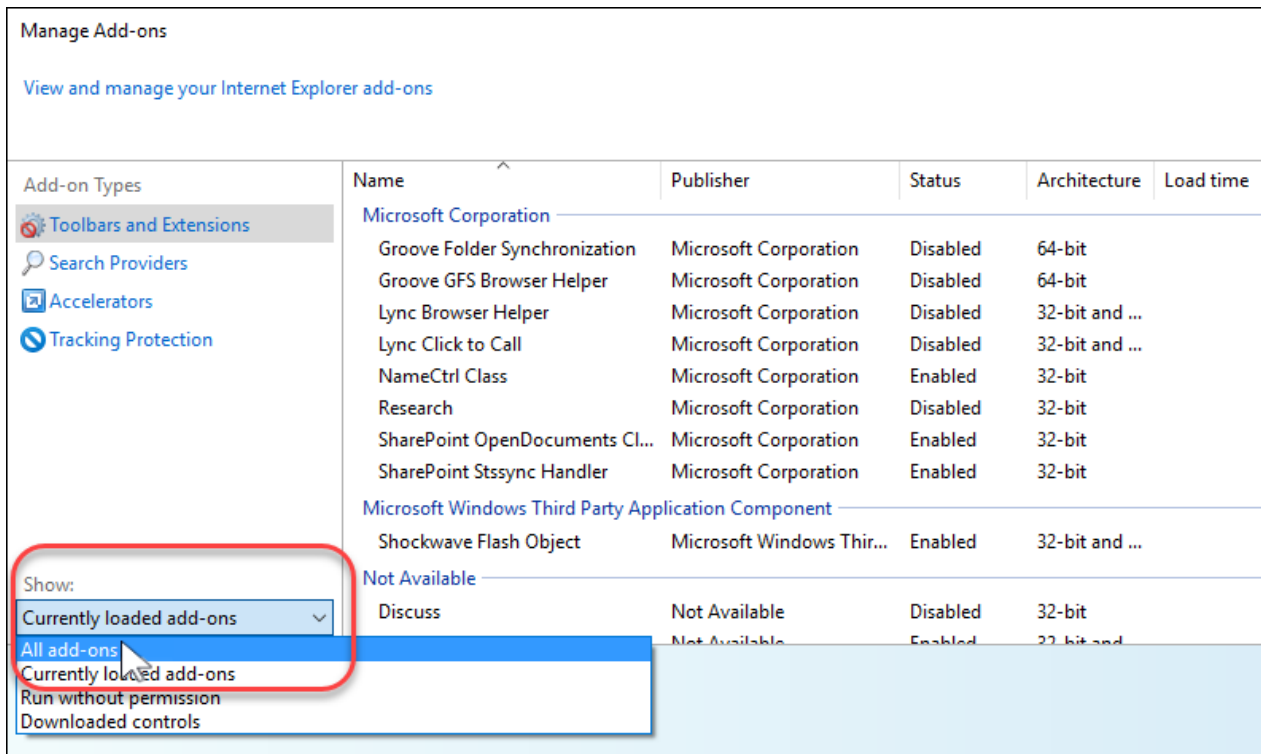
1. Open Internet Explorer
2. Click the gear icon to open the settings menu and select Internet Options



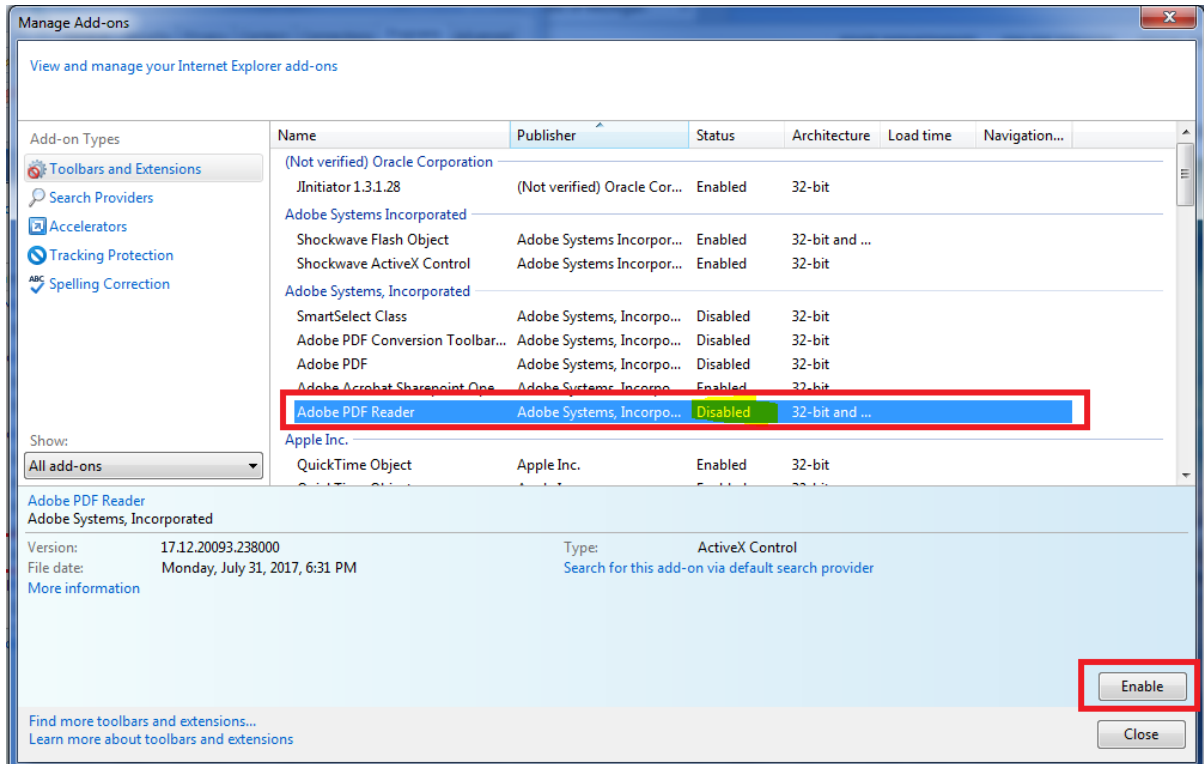
3. In the Internet options window, click the Programs tab and then the Manage add-ons button



4. In the Manage Add-ons window, open the menu under Show, and click on All add-ons



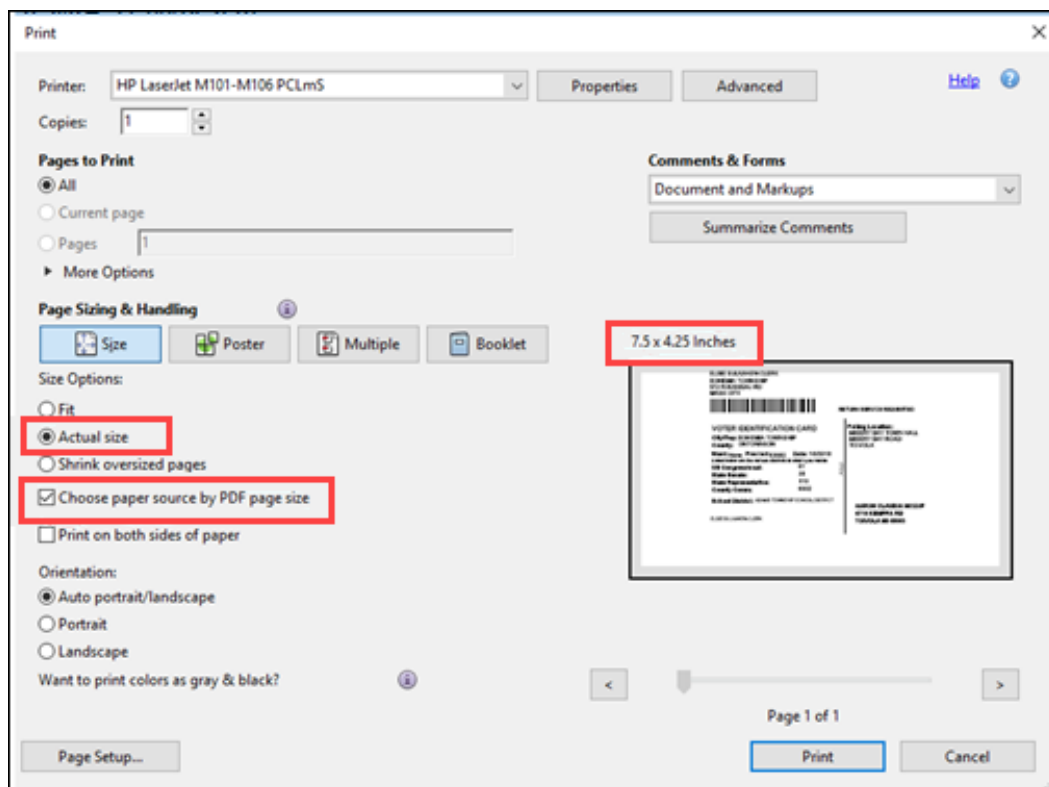
5. Find the row that ways Adobe PDF Reader and click on it, if the Status says Disabled, click the Enable button at the bottom of the screen. If the Status says Enabled then you can close the windows. Internet Explorer is set up correctly.



Print Custom Paper Sizes

If custom paper sizes for the QVF Master and Voter ID cards have already been created, but are not printing correctly follow the steps listed below. However, if the correct custom paper sizes are not already created, follow the steps in this document under “Create Custom Paper Sizes” for your type of printer prior to completing the steps in this section.

1. When printing, make sure the Actual Size and Choose Paper Source by PDF page size are selected, this will automatically select the right paper size (shown on right above the Print Preview)
 - a. If the paper size shown above the Print Preview is incorrect, proceed to the steps in this guide for “Create Custom Paper Sizes”.



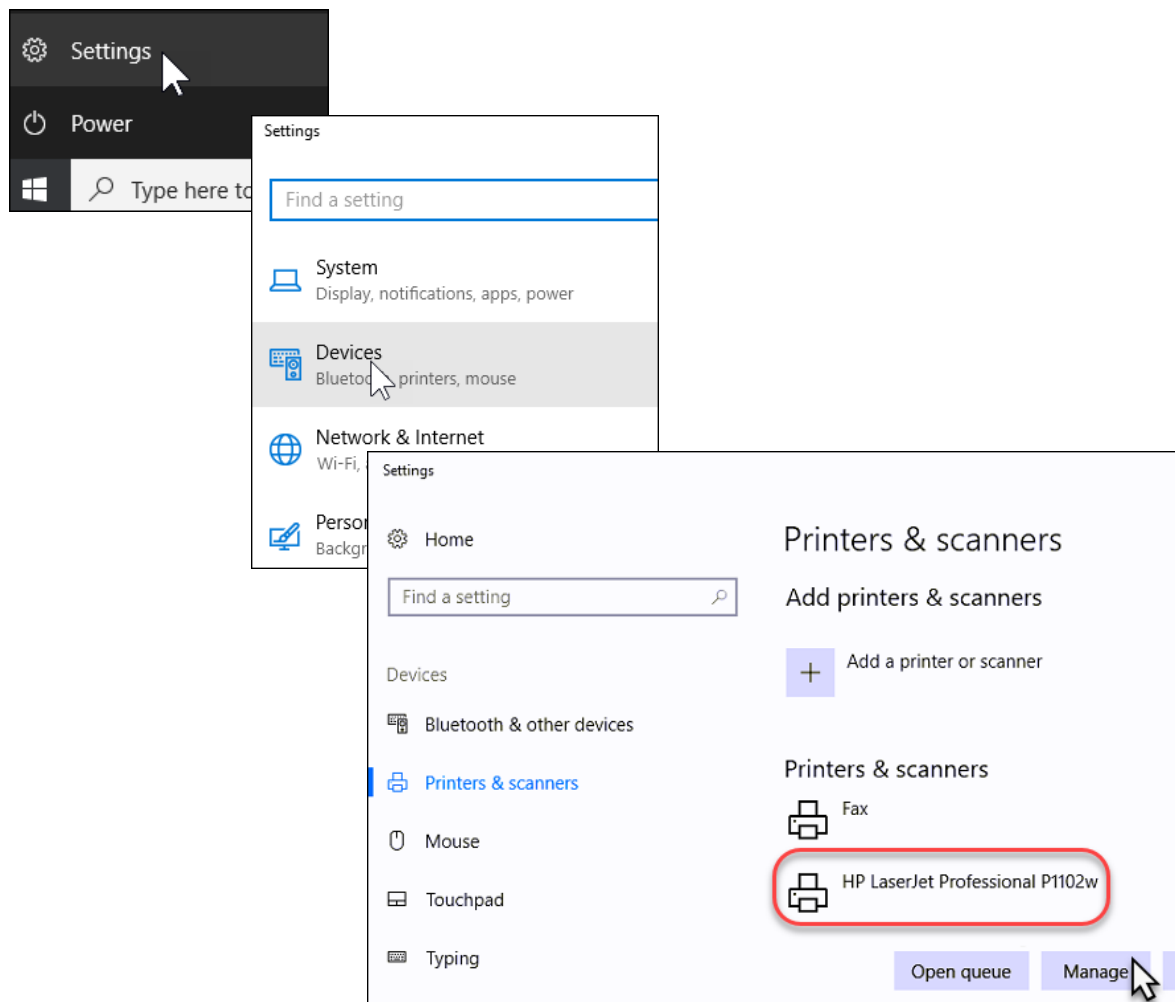
Create Custom Paper Sizes

If your computer does not already have the custom paper sizes for the Voter ID card (7.5x4.25 in.) or Master card (8x5 in.), you will need to create them manually. This problem usually presents when an ID or Master card prints an inch or more out of alignment or worse. The exact steps may differ based on your printer and operating system.

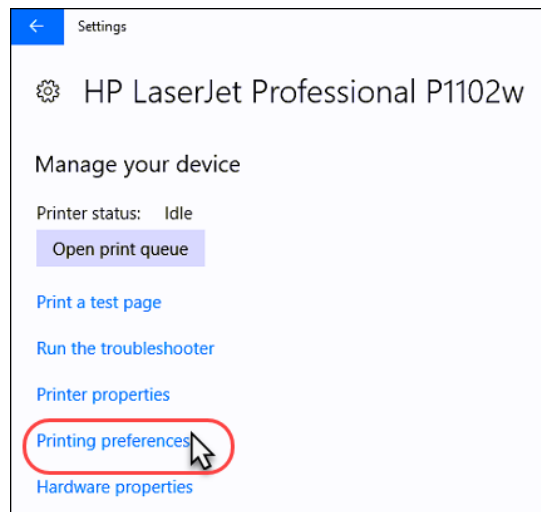
– HP LaserJet Printers

This example is with an HP LaserJet P1102w, and images taken on a Windows 10 computer.

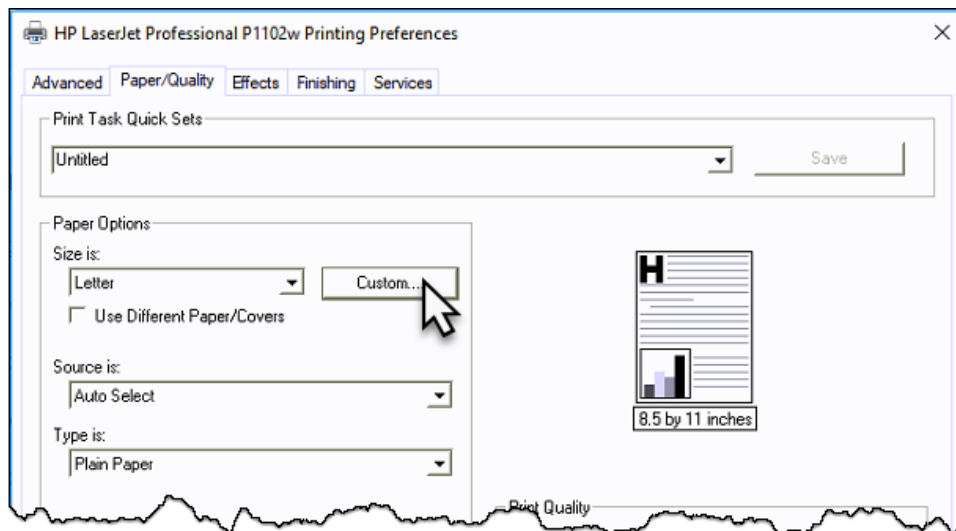
1. From the Windows Home button, select Settings, Devices, Printers & Scanners. Choose the printer you are sending Voter ID and Master cards to and click Manage.



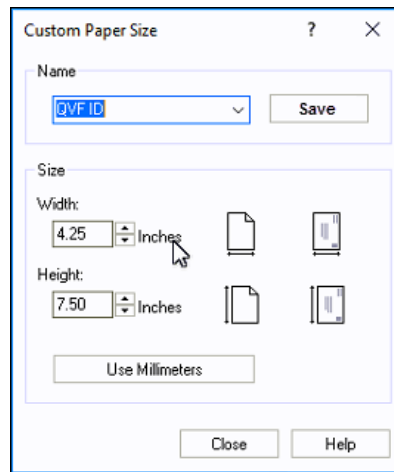
2. From the Manage your device window, select Printing Preferences



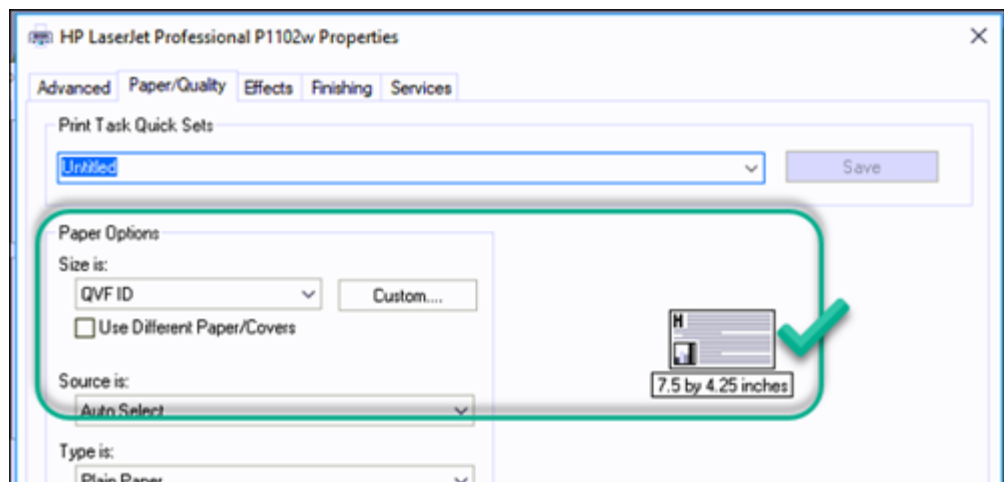
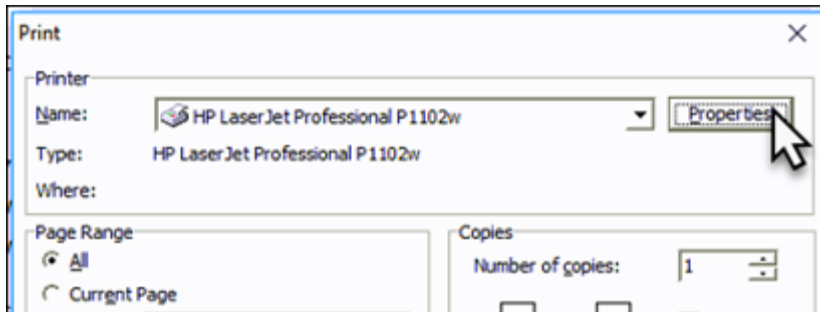
3. Under the Paper/Quality tab, click Custom



4. Enter a name for the paper size, width, height, and click Save



5. It is recommended that you close all windows and reboot the computer, then log back into QVF and begin the process to generate a Voter ID or Master card
6. Before clicking OK to print, click Properties and under the Paper/Quality tab check that the correct Paper Size is automatically selected (or available to manually select). Once verified, click OK to print.

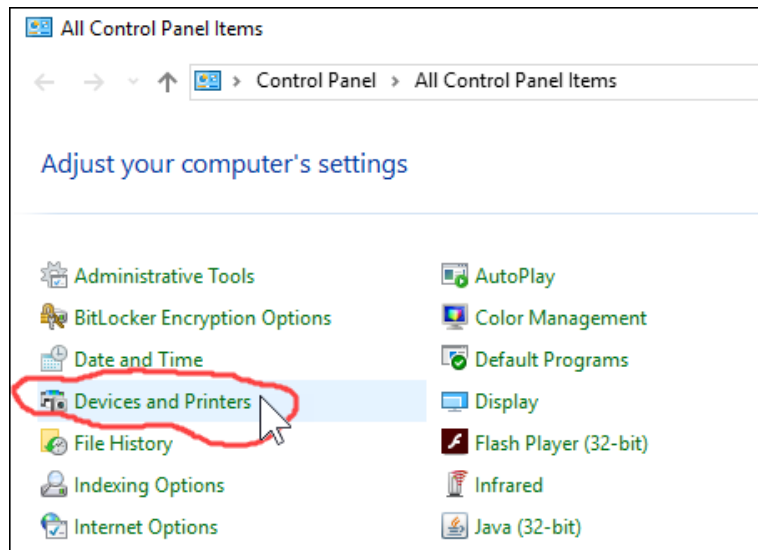


– OKI Printers

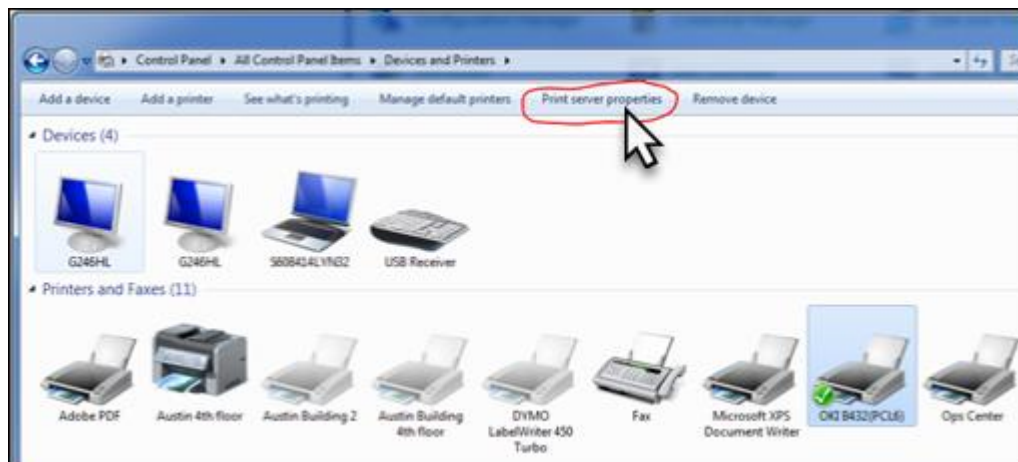
This example is with an OKI B432, and images taken on a Windows 7 computer. Be sure the PCL6 driver is installed. It is available on the OKI website at the address below.

<http://www.oki.com/us/printing/support/drivers-and-utilities/?id=46240501FZ01&tab=drivers-and-utilities&productCategory=monochrome&sku=62444401&os=ab2&lang=ac2>.

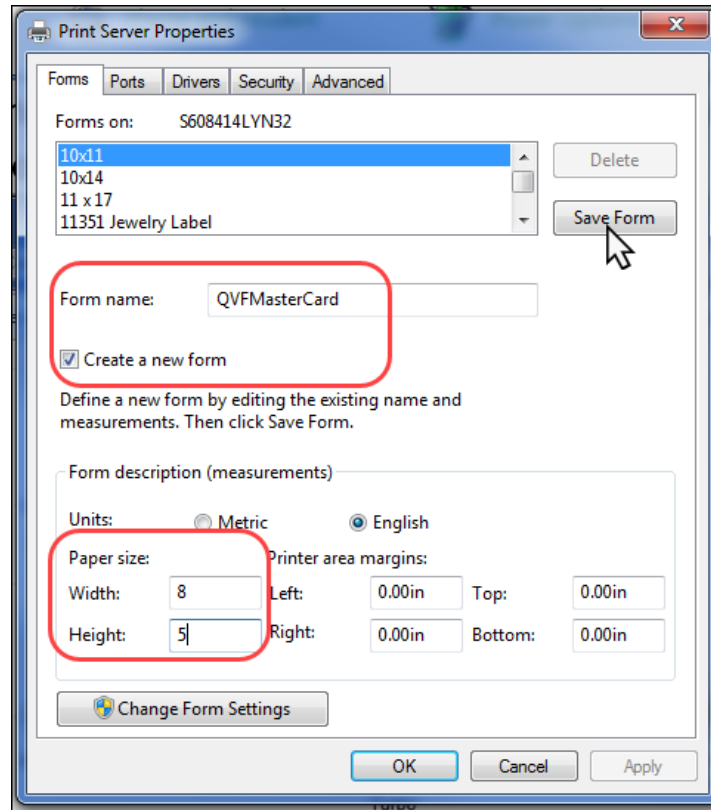
1. Go to Control Panel and click on Devices and Printers



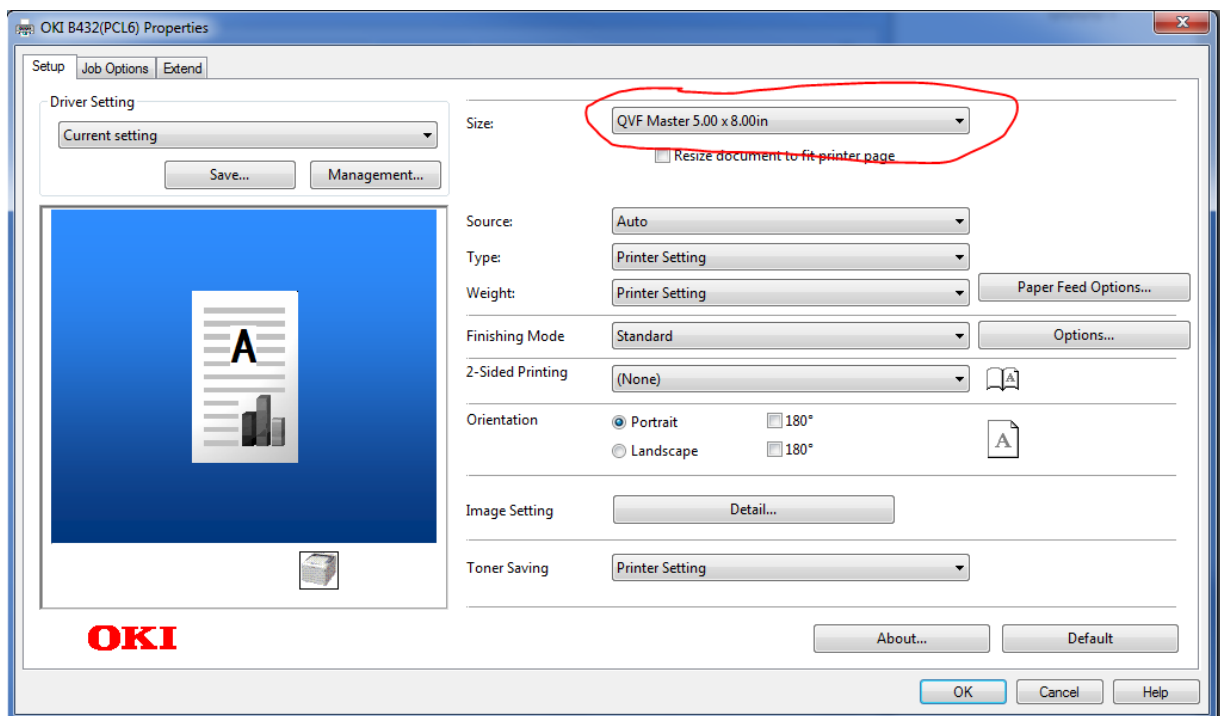
2. Click on the printer that you will print Master Cards, ID Cards, or Notices on, and then select Print Server Properties at the top of the screen.



3. Create a new form the correct size for each type or printing, and click Save Form.
 - (a) QVF Master Card: width = 8 in & height = 5 in
 - (b) QVF ID Card: width = 4.25 in & height = 7.5 in



4. When printing, select the Properties button and make sure that the correct paper size is selected.



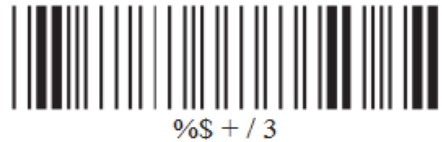
Barcode Scanners

Configuring Manhattan 460835 for use with QVF Refresh

If the download window appears in Internet Explorer when scanning, reconfigure the Manhattan scanner using the barcodes below.

1. Start Configuration

Start Configuration



2. Carriage Return

CR



3. End Configuration

End Configuration



4. Save Parameters

Save Parameters

