

Product Advisory Notice

Date: May 20, 2024

Subject: ImageCast X Touch Screen Responsiveness

Product: ImageCast X - AValue Classic, ICX: 5.17.17.1, Android: 8.1.0-2.2.4

Jurisdictions: Michigan, Colorado, Arizona

NOTE: The information contained in this document is for reference only. It is recommended that each jurisdiction consult with their state election authority with respect to applicable laws, regulations, procedures and other guidelines.

Description: On rare occasions during start-up, the ICX screen may be non-responsive to touch. This state will occur if the Android touchscreen driver has not started before the touchscreen controller initializes. In Android 8.1.0-2.2.4, the startup of the touchscreen driver takes a little longer than the previous Android versions.

Recommendation: The ImageCast X should be restarted using the following procedure:

1. Power down the affected unit(s) using the standard power button.
2. Unplug the unit from power.
3. Leave power disconnected for at least one minute (60 seconds).
4. Reconnect the unit to power.
5. Power up the affected unit(s) using the standard power button.

The screen will then become responsive.

Please contact your Dominion Voting customer service representative if you have any questions regarding this Product Advisory Notice.