

CUSTOMER ADVISORY NOTICE

Date: January 16, 2020

Subject: ICX behavior when powering on in “safe mode”

Product: ImageCast X 5.5, 5.5-A, 5.5-B (Prime)
Android Image version 5.1.1.0504 (LMY48Z Avalue-V5.1.1-01.12 test-keys)

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, which may influence how this information is used.

Description:

A scenario exists where it is possible to restart the ICX Prime in “safe mode” and access the android menu. If the mechanical power button (behind the ICX door) is pressed a power down option is presented. At this point, if the power down screen button is pressed and held, the “safe mode” option is presented.

Recommendation:

It is imperative that safety seals be used on the doors on the back side of the ICX to prevent unauthorized access to the mechanical power button. Normal power down procedures are as follows:

From the Technical Administration or the Poll Worker Administration menu:

- 1) Find the red “power off” button in the lower right-hand corner of the screen
- 2) Press the red “power off” button

You will be prompted to confirm the shut off, so press “yes”.

If at any time a screen prompt asks the user to power on in “safe mode”, the user should decline this option.

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