

Why is DOC no longer using the ATG tablets?

The Keefe-ATG contract expired. DOC awarded the new tablet contract to ICS Solutions. The DOC partnered with ICSolutions to offer a variety of new options on the tablet to include a telephone feature, more current game options and increase electronic communication with residents. Considering DOC residents have varied income and account balances, the vendor is offering different price points and levels of services. Additionally, this change in tablet vendors allows all persons in our care to be assigned a tablet at no cost to them, with the hope that this will increase accessibility and communication with friends and families (F&F).

When will the ICS tablets be distributed?

The ICS tablets will be rolled out in a phased approach by institution. A flexible schedule was developed for monthly deployments. ICS tablets have been distributed to Sanger B. Powers Correctional Center, Green Bay Correctional Institution, Waupun Correctional Institution, Oshkosh Correctional Institution, Prairie Du Chien Correctional Institution and Wisconsin Secure Program Facility. The roll-out was paused and is resuming with Columbia Correctional Institution, Oakhill Correctional Institution and Oregon Correctional Center in August. Having all DAI sites moved to the new tablet program by early 2025 continues to be the goal.

What will happen with previously purchased content once the ICS tablet is received?

The DOC is not removing purchased content from the ATG tablet/account. The previously purchased content (not applicable to downloaded materials from a subscription) remains on the ATG tablet account. ATG purchased subscriptions that have not expired, will be accessible for approximately 30 days after the ICS tablet is issued. WIDOC is aware some of the older ATG tablets may continue to access purchased content. Newer ATG tablet models may not.

What should I do with my ATG tablet after I receive the ICS tablet?

Working ATG tablets should remain in your personal property. Additional instructions will be provided once the entire division has transitioned to the new tablet program. Should a transfer occur to a site that has not transitioned to the ICS tablet, you will be able to sync to the ATG server to re-gain access to ATG services. Please do not dispose of your ATG tablet until DOC provides further guidance.

Will the ATG Kiosk remain at the institution after the site receives the ICS tablet?

No, the ATG kiosk and equipment will be removed from the sites.

Having issues with your tablet?

Power down the tablet by pressing the left power button at the same time as pressing the top portion of the volume button on the right side of the tablet until the screen goes black to do a hard re-set. Power down the tablet by pressing the left power button at the same time as pressing the top portion of the volume button on the right side of the tablet until the screen goes black to do a hard re-set. If issues persist, communicate the issue to the unit staff. The unit staff will direct next steps and if further reporting is needed.

Will I be responsible for tablet replacement costs?

Intentional damages or if a pattern of damages is determined, the PIOC will be responsible for a replacement cost via the disciplinary process. Cost is \$250. There is no depreciation factored in because there is no warranty on these tablets. They are replaced at cost of \$250.

How do I get replacement earbuds?

You are responsible for purchasing replacement earbuds (headsets as well if you were issued one through an ADA accommodation). The standard earbud/headset with mic are available for purchase at the institution. Submit a disbursement to the Property Department with the institution as the "PAY TO". The pricing for these items is subject to change without notice. The current pricing is as follows: standard earbud/headphone with mic \$2.20.

Until the entire division is rolled out to ICS tablets, the ICS magnetic charger can be replaced by contacting the property department.

Requests for equipment may take 3-5 business days to process.

Premium headsets and earbuds are available for purchase through the property vendor catalogs. The vendor flyer is located on the tablet. Be sure you are following allowable property limits.

Who owns the ICS Bridge Tablet?

ICS tablets are state property. ICS tablets and magnetic chargers shall be returned to the facility upon release or transfer to another facility. The resident shall retain the earbuds/headphone with mic for use at the next facility. Property limits apply. **Do not mark, alter or deface the tablet or tablet case.**