



State of Vermont
Department of Public Safety
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DMT Technical Support Inquiry

DMT Serial #: 100146
Agency/Site: VSP Berlin
Date: 11/01/2022
DMT Supervisor: Crista Maurice

Problem:

DMT Supervisor reported that the screen was inoperable. The DMT Supervisor was unable to resolve the issue through some basic troubleshooting. VFL staff responded on site.

JSO 11/10/22

Work Performed:

On 11/09/2022, the DMT power was toggled on and off with no change to screen response. The screen was removed from the DMT and a build up of dust was observed between the screen and the metal surface of the DMT. The screen was cleaned with a paper towel and operation was verified prior to reinstallation of the screen into the DMT. After reinstallation, the touch screen was calibrated and operation was verified. The DMT Supervisor was notified the screen was operational, but they still needed to complete their RPC. See RPC dated 11/09/2022.

Performed On Site ☒
Performed In house ☐

Performed By: Jeff Dukette

Date: 11/10/2022

Technical Reviewer: *JSO*

Date: 11/10/2022

Administrative Reviewer: *JSO*

Date: 11/14/2022

Director Reviewer: *[Signature]*

Date: 11/14/2022

RE: DMT screen not working

Maurice, Crista <Crista.Maurice@vermont.gov>

Wed 2022-11-09 4:27 PM

To: DPS - DMT <DPS.DMT@vermont.gov>

Awesome! Thank you for getting it working. I'll do the RPC tonight

Tpr. Crista Maurice & K9 Borys

Vermont State Police – Berlin

578 Paine Turn Pike North

Berlin, Vermont

Phone: (802) 229-9191

Fax: (802) 229-2648

From: DPS - DMT <DPS.DMT@vermont.gov>

Sent: Wednesday, November 9, 2022 16:19

To: Maurice, Crista <Crista.Maurice@vermont.gov>

Subject: Re: DMT screen not working

Update, I was able to get there in time to get let in. The DMT screen has been fixed. There was just a little build up of dust between the screen and metal frame. I did not perform the RPC so you will still need to do that. Please let me know if you have any other issues

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From: DPS - DMT <DPS.DMT@vermont.gov>

Sent: Wednesday, November 9, 2022 3:07:05 PM

To: Maurice, Crista <Crista.Maurice@vermont.gov>

Subject: Re: DMT screen not working

Hey Crista,

Sorry for not getting there sooner. To be honest, the new phone system makes it impossible to get a hold of anyone at the barracks. I drive by in the morning and evening but haven't been able to get a hold of anyone to gain access. I sent Chelsea an email to see if she will be there this afternoon to give me access. DO you have any better suggestions on getting ahold of someone to let me in around 4pm?

From: Maurice, Crista <Crista.Maurice@vermont.gov>

Sent: Tuesday, November 8, 2022 8:50 PM

To: DPS - DMT <DPS.DMT@vermont.gov>

Subject: Re: DMT screen not working

Good evening,

I wanted to check in and see what the status is for our DMT. The screen is still frozen and we can't do the RPC

Thanks,
Crista

Trooper Crista Maurice & K9 Borys

Vermont State Police - Berlin

578 Paine Turn Pike North

Berlin, Vermont

Phone: (802) 229-9191

Fax: (802) 229-2648

From: DPS - DMT <DPS.DMT@vermont.gov>

Sent: Wednesday, November 9, 2022 8:55:27 AM

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To: Maurice, Crista <Crista.Maurice@vermont.gov>
Subject: Re: DMT screen not working

I will try to swing by later today to see if I can do a quick fix. It should be a fairly straightforward issue.

From: Maurice, Crista <Crista.Maurice@vermont.gov>
Sent: Tuesday, November 1, 2022 10:38 PM
To: DPS - DMT <DPS.DMT@vermont.gov>
Subject: RE: DMT screen not working

I gave that a shot and it didn't work. I can use the arrow keys to cycle from Run to Start Time to Copy, but I'm not able to select any of them. Not sure if that helps or not.

Tpr. Crista Maurice & K9 Borys
Vermont State Police – Berlin
578 Paine Turn Pike North
Berlin, Vermont
Phone: (802) 229-9191
Fax: (802) 229-2648

From: DPS - DMT <DPS.DMT@vermont.gov>
Sent: Tuesday, November 1, 2022 21:45
To: Maurice, Crista <Crista.Maurice@vermont.gov>
Subject: Re: DMT screen not working

Hi Crista, try pushing down on the metal near the outside corners of the screen. Some times it just comes a little out of balance and need a physical head start. Dont be too aggressive but just a little push to see if that gets out any dust/particulate there. If that doesn't work, I can swing by and take a look

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From: Maurice, Crista <Crista.Maurice@vermont.gov>
Sent: Tuesday, November 1, 2022 8:50:33 PM
To: DPS - DMT <DPS.DMT@vermont.gov>
Subject: DMT screen not working

Hello,

The datamater at the Berlin barracks is not working.
I tried to do the RPC and it seems the screen is frozen/locked. I tried turning it off, waited a minute, then turned it back on. That did not fix the problem.

The screen does not respond to the stylist or our finger.

Is there any troubleshooting I can do at my level?

Thanks
Crista

Trooper Crista Maurice & K9 Borys
Vermont State Police - Berlin
578 Paine Turn Pike North
Berlin, Vermont
Phone: (802) 229-9191
Fax: (802) 229-2648

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Re: DMT access

Dukette, Jeffery <Jeffery.Dukette@vermont.gov>

Wed 11/9/2022 3:27 PM

To: Delphia, Chelsea <Chelsea.Delphia@vermont.gov>

I should be there by 4. Thanks!

From: Delphia, Chelsea <Chelsea.Delphia@vermont.gov>

Sent: Wednesday, November 9, 2022 3:26 PM

To: Dukette, Jeffery <Jeffery.Dukette@vermont.gov>

Subject: RE: DMT access

Hey Jeff,

I normally leave at 4, but if you need to get in I can stay.

Thank you,
Chelsea

From: Dukette, Jeffery <Jeffery.Dukette@vermont.gov>

Sent: Wednesday, November 9, 2022 3:06 PM

To: Delphia, Chelsea <Chelsea.Delphia@vermont.gov>

Subject: DMT access

Chelsea,

How late will you be at the barracks today? Crista reported that your screen isn't working and the new phone system makes it impossible to get ahold of anyone at the barracks. I need to stop by but can't get ahold of anyone.

Thanks,

Jeff Dukette

Forensic Chemist

Vermont Forensic Laboratory

45 State Drive

Waterbury, VT 05671

(802) 241-5275 (Direct)

(802) 585-5843 (Cell)

Jeffery.Dukette@vermont.gov

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