



VERMONT FORENSIC LABORATORY

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DATAMASTER TECHNICAL SUPPORT INQUIRY

Agency/Site: Newport PD DataMaster Serial #: 100151

Date: 8/3/2016 Requestor: Charles Moulton

Instrument Supervisor: Charles Moulton Phone #: (802) 334-6733

Taken By: Rob Driscoll

Problem: DMT touch screen is unresponsive.

Laboratory Response: Alcohol program staff will troubleshoot onsite.

Work Performed: DMT touchscreen not responding to any inputs. Calibrated the stylus and the screen was responsive. Rebooted the DMT to make sure the screen would continue operating and it did not. Tried to calibrate and reboot several times with the same results. The touchscreen control board was very warm. Replaced the touchscreen with a new spare. Calibrated the screen and checked that the screen would function if the power was cycled several times. The new touchscreen works as expected.

☒ On Site ☐ In-house

Attachments: 1 pages

Performed By: Rob Driscoll RPD

Date: 8/4/2016

Final Review: [Signature]

Date: 8/23/16

Re: Newport Police DMT

Thu 8/4/2016 6:46 AM

Sent Items

To: Charles Moulton <charles.moulton@newportpd.org>;

Charles,
I will come take a look at it today.

Regards,
Rob

Sent from my iPhone

On Aug 3, 2016, at 10:10 PM, Charles Moulton <charles.moulton@newportpd.org> wrote:

Mr. Driscoll,

I was advised by one of my officers the DMT screen was not working, you could not utilize the touch screen.

When I looked at it, I could touch anywhere on the display screen and nothing would happen, using either my finger or the stylus. Using the cursor arrow, the outline (showing which icon was selected) would shift around the three task icons (Run, Copy and Timer). Using the space bar it would open said icon.

I have tried turning it off/on and the DMT touch screen would either continue to not work or work once then go back to the touch screen not working again.

I cannot enter the Tree Menu to take it out of service so have just placed a note on it for now.
Recommendations?

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