



**VERMONT FORENSIC LABORATORY**

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**DATAMASTER TECHNICAL SUPPORT INQUIRY**

Agency/Site: <u>South Burlington PD</u>	DataMaster Serial #: <u>100162</u>
Date: <u>09/06/2013</u>	Requestor: <u>Dave Solomon</u>
Instrument Supervisor: <u>Dave Solomon</u>	Phone #: <u>(802)846-4111</u>
Taken By: <u>R. Driscoll</u>	
Problem: <u>DMT printer out of ink / will not print</u>	
Laboratory Response: <u>DMT Technician will investigate on site.</u>	
Work Performed: <u>DMT printer will not print color. Contacted HP technical support which recommended the print heads needed cleaning. Performed the print head clean procedure several times which improved printing, but the colors were not correct. Replaced printer and will troubleshoot malfunctioning printer at the VFL. Time of DMT clock reading 8 minutes slow so corrected.</u>	
<input checked="" type="checkbox"/> On Site <input type="checkbox"/> In-house	Attachments: <u>2</u> pages
Performed By: <u>R. Driscoll</u> <i>RCD</i>	Date: <u>09/17/2013</u>
Final Review: <u><i>[Signature]</i></u>	Date: <u>9/18/2013</u>

## Driscoll, Rob

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**From:** Dave Solomon <dsolomon@sbpdvt.org>  
**Sent:** Tuesday, September 17, 2013 2:09 PM  
**To:** Driscoll, Rob  
**Subject:** RE: Printer issue

Rob,

Isn't this the 3<sup>rd</sup> printer this year for this DMT? Oh well, maybe we should go back to the Crimper. Ok, maybe not, but I have another question; we have the RPC coming up next month. My simulator solution is probably going to need to be changed before then. Can I do the RPC before October 1<sup>st</sup>? As always, thanks for your help, you r the best, talk to you soon.

Dave

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**From:** Driscoll, Rob [<mailto:Rob.Driscoll@state.vt.us>]  
**Sent:** Monday, September 16, 2013 1:40 PM  
**To:** Dave Solomon  
**Subject:** RE: Printer issue

Dave,

I came and looked at your printer this morning. In talking with HP tech support, I was able to get the printer to work, but the colors are off. I plan to bring down another printer for you and get that one replaced under warranty. I plan to stop in on my way to Waterbury tomorrow morning.

Regards,  
Rob

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**From:** Dave Solomon [<mailto:dsolomon@sbpdvt.org>]  
**Sent:** Friday, September 13, 2013 11:00 PM  
**To:** Driscoll, Rob  
**Subject:** RE: Printer issue

Rob,

I replaced all the ink cartridges on the printer, and shut off the DMT, but still no luck. It would feed the paper through and you could hear the printer working, but nothing was printed. Officer Namdar does a lot of IT work for the department and I asked him for some help. He was able to get a test page printed, but the quality was poor (see attached). We checked the cartridges to make sure they had punctured, shut both machines down and tried again, but got the same blank piece of paper. What is it with this DMT and printers? Do you have any other suggestions or does it require your expertise? ☺ We have two court cases that need to be printed, but the initial arraignments are still 1 ½ weeks away so it's not an emergency. Thanks for any help.

Dave

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**From:** Driscoll, Rob [<mailto:Rob.Driscoll@state.vt.us>]  
**Sent:** Friday, September 06, 2013 7:11 AM  
**To:** Dave Solomon  
**Subject:** RE: Printer issue

Dave,

It sounds like your printer needs an ink cartridge. I believe that printer takes a HP933 cartridge. We do not supply the ink for the printers, but you should be able to purchase a cartridge at any Staples. Once the ink cartridge has been replaced you will need to turn the DMT off then back on to reestablish communication. Let me know if you have any other issues and I can come take a look.

Regards,

Rob

**From:** Dave Solomon [mailto:[dsolomon@sbpdvt.org](mailto:dsolomon@sbpdvt.org)]

**Sent:** Friday, September 06, 2013 6:17 AM

**To:** Driscoll, Rob

**Cc:** Bolduc, Amanda

**Subject:** Printer issue

Hey Rob,

I had a DUI last night and the ticket would not print. I thought it was a paper jam initially, but even after clearing it, the ticket would not print. All the connections seemed good and there was paper in the machine. I shut it off and turned it back on as well, but it would not work. There are four colored icons on the printer, which I am guessing means toner color. The yellow one was flashing, but we do not have a replacement cartridge. Not sure what else to do. The printer model is a HP H611a and the case # is 13SB013014. Thanks in advance for any assistance.

Dave

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