



**VERMONT FORENSIC LABORATORY**

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**DATAMASTER TECHNICAL SUPPORT INQUIRY**

Agency/Site: <u>FCSO - Richford</u>	DataMaster Serial #: <u>300386</u>
Date: <u>9/25/2013</u>	Requestor: <u>Jay Sweeny</u>
Instrument Supervisor: <u>Jay Sweeny</u>	Phone #: <u>802-524-2121</u>
Taken By: <u>R. Driscoll</u>	
Problem: <u>DMT printer inoperable.</u>	
Laboratory Response: <u>Will troubleshoot in the field.</u>	
Work Performed: <u>DataMaster Supervisor states that the printer will turn on but continues to cycle through the boot up process after a power outage. Found the printer stuck in the startup loop. Using HP tech support help, reset the printer and performed an ink head cleaning and alignment. Printer back in service.</u>	
<input checked="" type="checkbox"/> On Site <input type="checkbox"/> In-house	Attachments: <u>3</u> pages
Performed By: <u>Robert Driscoll RCD</u>	Date: <u>9/25/2013</u>
Final Review: <u>[Signature]</u>	Date: <u>9/25/2013</u>

**Driscoll, Rob**

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**From:** Sweeny, Jay  
**Sent:** Wednesday, September 25, 2013 7:38 AM  
**To:** Driscoll, Rob  
**Subject:** RE: Richford Printer

Consider it done.

Capt Jay H Sweeny  
Chief Deputy  
Franklin County Sheriffs Office  
P.O.Box 367  
St. Albans, VT 05478  
802 524-2121

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**From:** Driscoll, Rob  
**Sent:** Wednesday, September 25, 2013 7:37 AM  
**To:** Sweeny, Jay  
**Subject:** RE: Richford Printer

1:00 today works best.....thanks Jay

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**From:** Sweeny, Jay  
**Sent:** Wednesday, September 25, 2013 7:37 AM  
**To:** Driscoll, Rob  
**Subject:** RE: Richford Printer

Okay. I will let them know to expect you at 1:00 pm today.

Capt Jay H Sweeny  
Chief Deputy  
Franklin County Sheriffs Office  
P.O.Box 367  
St. Albans, VT 05478  
802 524-2121

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**From:** Driscoll, Rob  
**Sent:** Wednesday, September 25, 2013 7:30 AM  
**To:** Sweeny, Jay  
**Subject:** RE: Richford Printer

Jay,

On second thought....I can swing up there today after lunch...How does 1:00pm sound?

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**From:** Sweeny, Jay  
**Sent:** Wednesday, September 25, 2013 7:26 AM

**To:** Driscoll, Rob  
**Subject:** RE: Richford Printer

You can get access anytime. Just let me know when you plan to go and I will let them know to expect you. I unplugged it since it wouldn't shut down. There was a crew there working on something while I was there doing a solution change that tripped a breaker and lost power to the datamaster and printer which might have had something to do with it but I couldn't get the printer to come back online. The datamaster seemed to come back fine.

I also need some solution and mouth pieces. I have two bottles in Richford but none in Enosburg or St. Albans.

Thanks

Capt Jay H Sweeny  
Chief Deputy  
Franklin County Sheriffs Office  
P.O.Box 367  
St. Albans, VT 05478  
802 524-2121

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**From:** Driscoll, Rob  
**Sent:** Wednesday, September 25, 2013 7:16 AM  
**To:** Sweeny, Jay  
**Subject:** RE: Richford Printer

Jay,

I can come take a look at it. When is a good time for you? Or can I get access anytime?

Robert Driscoll  
Vermont Forensics Laboratory  
103 South Main Street  
Waterbury, VT 05671  
Electronics Technician  
[Rob.Driscoll@state.vt.us](mailto:Rob.Driscoll@state.vt.us)  
Desk: (802) 241-5817  
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**From:** Sweeny, Jay  
**Sent:** Tuesday, September 24, 2013 3:40 PM  
**To:** Driscoll, Rob  
**Subject:** Richford Printer

Rob: The printer for the Richford datamaster is not working. Is that something you take care of or is it in me? It comes on and try's to do a self check but keeps cycling through self check mode and wont stop. I have tried unplugging it but doesnt seem to make a difference. Any ideas or suggestions ?

Capt Jay H Sweeny

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