



VERMONT FORENSIC LABORATORY

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DATAMASTER TECHNICAL SUPPORT INQUIRY

Agency/Site: Montpelier PD DataMaster Serial #: 100136

Date: 9/25/2013 Requestor: Chad Bean

Instrument Supervisor: Chad Bean Phone #: 802-223-3445

Taken By: R. Driscoll

Problem: DMT printer will not print after ink cartridge replacement.

Laboratory Response: Instructed DMT supervisor to re-boot the DMT to re-establish communication with the printer. Supervisor was unsuccessful so will investigate on site.

Work Performed: Printer was operable, so re-booted the DMT and tried to print. The printer was still not communicating with the DMT, so re-booted the printer and shut down the DMT; waited five minutes before re-starting the DataMaster. The printer is now communicating and working properly.

On Site In-house

Attachments: 2 pages

Performed By: R. Driscoll RCD

Date: 9/25/2013

Final Review: [Signature]

Date: 9/26/2013

Driscoll, Rob

From: Driscoll, Rob
Sent: Wednesday, September 25, 2013 11:34 AM
To: 'Chad Bean'
Subject: RE: DMT printer issue

Chad,

I stopped in and was able to regain communication between the printer and DMT. You are all set!

Regards,
Rob

From: Chad Bean [<mailto:CBean@montpelier-vt.org>]
Sent: Wednesday, September 25, 2013 9:11 AM
To: Driscoll, Rob
Subject: RE: DMT printer issue

No such luck, I've shut it down and restarted, the print appears happy, no blinking lights, but it still won't print.

-Chad

*Officer Chad Bean
Montpelier Police Department
1 Pitkin Court
Montpelier, VT 05602
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CBean@montpelier-vt.org*

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From: Driscoll, Rob [<mailto:Rob.Driscoll@state.vt.us>]
Sent: Wednesday, September 25, 2013 8:41 AM
To: Chad Bean
Subject: RE: DMT printer issue

Chad,

Make sure the printer is "happy" (no blinking yellow lights for paper or ink), turn the DMT off (switch in the middle of the back panel of DMT), wait a few minutes, and turn the DMT back on. Now try and print....this should reestablish communication with the printer. If you need any further assistance let me know.

Regards,
Rob

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From: Chad Bean [<mailto:CBean@montpelier-vt.org>]
Sent: Wednesday, September 25, 2013 8:37 AM
To: Driscoll, Rob
Subject: DMT printer issue

Rob,

Having problems with our DMT. Couple weeks ago one of our guys took it upon himself to change the print cartridge and apparently had a hard time doing so and now the printer will not work at all. It appears to not be communicating with the DMT. I've checked all cords, replaced the printer cartridge the correct way, but nothing is working. Any thoughts or ideas?

Thanks
Chad

*Officer Chad Bean
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