



**VERMONT FORENSIC LABORATORY**

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**DATAMASTER TECHNICAL SUPPORT INQUIRY**

Agency/Site: <u>Brandon PD</u>	DataMaster Serial #: <u>100142</u>
Date: <u>06/05/2013</u>	Requestor: <u>Frank Spaulding</u>
Instrument Supervisor: <u>Frank Spaulding</u>	Phone #: <u>(802) 247-0221</u>
Taken By: <u>R. Driscoll</u>	
Problem: <u>Printer problems</u>	
Laboratory Response: <u>R. Driscoll will troubleshoot printer in the field</u>	
Work Performed: <u>Found printer to be un-repairable. Replaced with new HP Officejet 6100 and tested; printer now functional.</u>	
<input checked="" type="checkbox"/> On Site <input type="checkbox"/> In-house	Attachments: <u>2</u> pages
Performed By: <u>R. Driscoll</u> <i>RED</i>	Date: <u>6/17/2013</u>
Final Review: <i>[Signature]</i>	Date: <u>6/18/2013</u>

**Driscoll, Rob**

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**From:** Spaulding, Frank E  
**Sent:** Saturday, June 15, 2013 10:36 PM  
**To:** Driscoll, Rob  
**Cc:** Butterfield, David  
**Subject:** RE: Simulator Solution Inventory  
**Attachments:** June RPC.pdf

Hello Rob,

Attached is our June RPC. And yes the printer I believe is shot. It ate through 3 new ink cartridges last night and when you open the top up to see if there is a jam or not, it looks like ink is all throughout the machine. So if you would like to come and look at it that would be great. The datamaster works fine and it passed the RPC, we just do not have a working printer.

Not sure what to do...

Ofc. Frank Spaulding  
Brandon Police Department  
(802)247-0222 Ext. 18  
Fax (802) 247-0221  
e-mail [frank.e.spaulding@state.vt.us](mailto:frank.e.spaulding@state.vt.us)

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**From:** Driscoll, Rob  
**Sent:** Monday, June 10, 2013 7:53 AM  
**To:** Spaulding, Frank E  
**Cc:** Butterfield, David  
**Subject:** RE: Simulator Solution Inventory

Are you guys still having problems with your DMT printer? I can come take a look if it is still malfunctioning, just let me know.

Thanks,  
Rob

Robert Driscoll  
Vermont Forensics Laboratory  
Electronics Technician  
[Rob.Driscoll@state.vt.us](mailto:Rob.Driscoll@state.vt.us)  
Desk: (802) 241-5817  
Cell: (802) 585-0123

**From:** Spaulding, Frank E  
**Sent:** Wednesday, June 05, 2013 1:41 AM  
**To:** Driscoll, Rob  
**Cc:** Butterfield, David  
**Subject:** RE: Simulator Solution Inventory

Hello Rob,

We currently have 2 bottles (we will have 1 once we do our June RPC). We are however having a problem with our printer. The "Paper jam" yellow light is flashing along with the power button. I went online and accessed the user guide and all it pretty much states is that there is a jam somewhere but I have thoroughly checked and there is not. I have also power on and off the machine, unplugged and re-plugged all the wires several times and it is still occurring. Do you happen to know if this has been an issue in other agencies and also can you offer up anything that we can try to resolve the issue.

Thanks in advance

Ofc. Frank Spaulding  
Brandon Police Department  
(802)247-0222 Ext. 18  
Fax (802) 247-0221  
e-mail [frank.e.spaulding@state.vt.us](mailto:frank.e.spaulding@state.vt.us)

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**From:** Driscoll, Rob

**Sent:** Thursday, May 23, 2013 8:25 AM

**To:** Abell, Dustin; Adams, Jonathan; Allen, Blake; Allen, Ray; Ambroz, Todd; Bassette, Chad; Benoit, Richard; Bickford, Mark; Bohnyak, William; Butterfield, David; Campbell, Greg; Carignan, Mark; Chad Bean; Christopher Mason; Cleary, Lester; Clifford, Eric; Cochran, Aaron; Cota, Drew; Crowe(DPS), Thomas; Cushing, Blake; David Solomon; Denault, Mark; Deslauriers, Katherine; Dominic Brodeur; Draper, Sarah; DuPont, Tom; Dwayne Mellis; Dziobek, James; Eggum, David; Ellis, Holly; Emery, Chad; Evans, Jeremy; Gauld, Bruce; Gene Martin (Bradford PD); Gero, Michael; Gibbs, Kevin; Greenslet, Patrick; Hall, Michael L; Hanson, William; Hebert, MaryBeth; Hebert, Richard; Herbes, Cassandra; Howard, Joel; James Goslin; James Mills; Jason Covey; John Dunn; Jollymore, Eric; Jones, Christopher; Keefe, Michael; Kevin Emilio; King, Peter G; King, Richard; Kinney, Tyson; Kipnes, Ethan; Kirkpatrick, Robert; Kirkpatrick, Troy; Knight, David; LaFlam, Jody; LaFountain, Gordon; Lauzon, Chris; Lavoie, Michael; Lehman, Jack; Leonard, Anthony; Loomis, Seth; Lynch, James; Marceau, Andrew; Matt Collins; Maurice, Crista; Mayer, Nick; McGuire, Howard; Meyer, Bret; Monteith, Mark; Moore, Holly; Morgan Lawton; Moulton, Charles; Newton, Brent; Noblet, Jason; Nokes, Jason; Norton, Christopher; Noyes, Jeffrey; O'Donnell, Hugh; O'Keefe, Christopher; Paul Fabiani; Perkins, Robert; Plante, Andrew; Poulin, Marc; Quesnel, Christopher; Rainault, Gil; Ravelin, Paul; Reeve, Michael; Robert Kissinger; Robinson, Dustin; Robson, Jesse; Roy, James; Sarah Superneau; Satterfield, Charles; Simpson, Tom; Skochin, Kerry; Sly, John; Spacapan, Patricia; Spaulding, Frank E; Stearns, Steven; Steere, Daniel; Steeves, Matthew; stephen Dunning; Stephen Nolan; Sweeny, Jay; Taylor, Stephanie; Tienken, Derrick; Vail, Braedon; Walker, Kyle; Watson, Christian; Welch, Michael; Werner, Rich; White, David; Whitehead, Charles; Whitney, Patricia; William Austin; Winn, Charles; Witherbee, Penny

**Subject:** Simulator Solution Inventory

DMT Supervisors,

We are asking that you please check your simulator solution inventory. Based on observations at multiple agencies, we do not feel it necessary to send every agency two bottles in the June mailing. Please be sure to check the expiration date of any solution you currently have in stock and send us any empty or expired bottles.

Thanks for you cooperation,

Rob

Robert Driscoll  
Vermont Forensics Laboratory  
Electronics Technician  
[Rob.Driscoll@state.vt.us](mailto:Rob.Driscoll@state.vt.us)  
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