



VERMONT FORENSIC LABORATORY

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DATAMASTER TECHNICAL SUPPORT INQUIRY

Agency/Site: Milton PD DataMaster Serial #: 100159

Date: 2/20/2013 Requestor: Gordon LaFountain

Instrument Supervisor: Gordon LaFountain Phone #: (802) 893-2424

Taken By: R. Driscoll

Problem: Touch screen not responding to user input.

Laboratory Response: R. Driscoll will visit agency to troubleshoot.

Work Performed: No response from the touch screen upon arrival. Touch screen worked intermittently when front panel was removed from DMT. Use of a new ribbon cable did not correct the issue. Found the touch screen fasteners very tight and warping PCB. Loosened the fasteners and tested; touch screen works consistently.

On Site In-house

Attachments: 1 page

Performed By: R. Driscoll *RCD*

Date: 2/21/2013

Final Review: [Signature]

Date: 2/21/2013

Driscoll, Rob

From: LaFountain, Gordon
Sent: Wednesday, February 20, 2013 6:18 PM
To: Driscoll, Rob
Cc: Conti, Trisha
Subject: RE: February RPC Reminder

Rob and Trisha,

We are having an issue with our DMT where the touch screen isn't working. We had this issue a couple of weeks ago and I cleaned the screen and it worked fine after that. We are now having the same issue and cleaning the screen is not helping. I've tried turning it off and back on but this did not help either. I am able to use the keyboard to tab through some of the functions but that is all I can do. When possible can you have someone come and look at? Thank you.

Corporal Gordon J LaFountain Jr
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