

Conti, Trisha

From: Dave Solomon <dsolomon@sbpdvt.org>
Sent: Tuesday, May 14, 2013 3:59 PM
To: Bolduc, Amanda; Conti, Trisha
Subject: Printer

Ladies,

The printer head does not seem to be moving from side to side when it starts. When it turns on, there is a cable that that moves in the back, but the head stays still. When I read the troubleshooting instructions, it said the printer head can be moved "gently" from side to side. It seems to be stuck on the left side and will not move about one inch. Not sure if that's the issue or not, I am working 12-2200 tomorrow if you have questions. Thanks for your help tonight.

Dave

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Driscoll, Rob

From: Dave Solomon <dsolomon@sbpdvt.org>
Sent: Wednesday, May 15, 2013 12:20 PM
To: Driscoll, Rob
Subject: RE: DataMaster Printer Problems

Rob,

So you did not solve all my problems and I have to do some work myself? Let me channel my inner Generation Z and respond; Wahhhhhhhhhhh!!! I appreciate the help with the printer and I was planning on doing the simulator solution change (I just needed the printer to work ☺). Thanks again, see you at the academy next month.

Dave

From: Driscoll, Rob [<mailto:Rob.Driscoll@state.vt.us>]
Sent: Wednesday, May 15, 2013 11:34 AM
To: Dave Solomon; Conti, Trisha; Bolduc, Amanda
Subject: DataMaster Printer Problems

Dave,

I stopped in this morning to take a look at your printer. I was unable to repair the printer so I replaced it with one we had in stock. I put the new printer information on top of your DataMaster Maintenance binder. You will need to order/purchase ink cartridges as the ones that come with the printer are not full from the factory. The ink cartridge part numbers are also on top of your Maintenance binder. Lastly, I noticed when printing the last few breath records, that the solution is at the bottom of its range and should be replaced. If you have any further questions please let me know.

Thanks,
Rob

Robert Driscoll
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