



VERMONT FORENSIC LABORATORY

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DATAMASTER TECHNICAL SUPPORT INQUIRY

Agency/Site: South Burlington PD DataMaster Serial #: 100162

Date: 10/22/2013 Requestor: Dave Solomon

Instrument Supervisor: Dave Solomon Phone #: (802)846-4111

Taken By: Robert Driscoll

Problem: Printer not working after ink cartridge replacement.

Laboratory Response: Will investigate onsite.

Work Performed: HP Officejet 6100 will not print upon arrival. Re-established communication between the DMT and the printer by powering off and on the DMT. The printer would then act as if it was printing but only produce a blank sheet of paper. Performed a print head cleaning several times and printer was able to print, but very "patchy". Replaced with another HP inkjet printer. Possible that the print heads dried out while sitting with empty ink cartridges. Recommended that the agency invest in a color Laserjet printer due to their volume of use.

On Site In-house Attachments: 3 pages

Performed By: Robert Driscoll ^{RCD} Date: 10/28/13

Final Review: [Signature] Date: 10/30/2013

Driscoll, Rob

From: Driscoll, Rob
Sent: Friday, October 25, 2013 7:12 AM
To: 'Dave Solomon'
Subject: RE: printer still not working

Dave,

I know right! I should have my own set of keys by now ☺. Hopefully this one lasts for you. If you do have a chance to slide one in the budget, I know that this HP model is compatible with the DMT : HP CP1525MW. I posted a link to Amazon bellow...it looks like they run around \$300.

Rob

http://www.amazon.com/HP-LaserJet-CP1525nw-Printer-CE875A/dp/B0044XSNHG/ref=sr_1_1?ie=UTF8&qid=1382699374&sr=8-1&keywords=hp+laserjet+cp1525nw

From: Dave Solomon [mailto:dsolomon@sdpdvt.org]
Sent: Thursday, October 24, 2013 11:43 PM
To: Driscoll, Rob
Subject: RE: printer still not working

Rob,

Given the amount of time you have spent on this, the city should just put you on the payroll. I'm going to ask the command staff about getting a color laser printer (that should go over like a lead balloon), any brand in particular you recommend? As always, thanks for your help, talk to you soon.

Dave

From: Driscoll, Rob [mailto:Rob.Driscoll@state.vt.us]
Sent: Thursday, October 24, 2013 2:35 PM
To: Dave Solomon
Subject: Re: printer still not working

Dave,

I'm at the PD now replacing your printer. I wrapped up your ink in some plastic packaging material and set it in the cabinet bellow the printer (you have to setup the printer with the ink they supply). The ink that comes with the printer is only partially filled so keep an eye on the level and switch it out as soon as the indicator lights start blinking. I believe your old printer had dried out the print heads from being empty, and unfortunately I don't believe they are replaceable in this model. Oh we'll, this is strike three, if this one dies you guys may want to invest in a color laser printer. All we can do now is hope for the best! Also, I made sure to print some test pages and it was working when I left :).

Regards,
Rob

Sent from my iPhone

On Oct 23, 2013, at 8:53 PM, "Dave Solomon" <dsolomon@sbdpvt.org> wrote:

Perhaps you could ask them to make a less sucky printer, as we all have more important things to do!! Thanks again Rob, talk to you soon.

From: Driscoll, Rob [<mailto:Rob.Driscoll@state.vt.us>]
Sent: Wednesday, October 23, 2013 9:09 AM
To: Dave Solomon
Subject: RE: printer still not working

Dave,

I took a look at your printer first thing this morning. I noticed the same blank sheets printing. I completed a print head clean and the printer will now print black ink on the test page, but no color. This is what happened on the last printer. It seems as though the print heads keep getting dried out for some reason. I will try and get ahold of HP tech support to see if there is a way to resolve this issue. I think the best solution would be a color laser printer, but we don't have any in our budget 😊.

Regards,
Rob

From: Dave Solomon [<mailto:dsolomon@sbdpvt.org>]
Sent: Tuesday, October 22, 2013 11:49 PM
To: Driscoll, Rob
Subject: printer still not working

Rob,

During my days off, we got in some new printer cartridges. I installed them and tried printing your last APM report. The cartridge was going back and forth, but all I got was a blank sheet of paper the first two times. I shut down both the DMT and the printer, as well as checked all the connections (all of which were secure). When I attempted to print again, this time nothing went through and the DMT screen froze. All this happened last time as well. Not sure what else to do.

Dave

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