



**VERMONT FORENSIC LABORATORY**

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**DATAMASTER TECHNICAL SUPPORT INQUIRY**

Agency/Site: Bellows Falls PD DataMaster Serial #: 100169

Date: 7/21/15 Requestor: Michael Keefe

Instrument Supervisor: Michael Keefe Phone #: (802) 463-1234

Taken By: Robert Driscoll

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Problem: DMT Supervisor states that printer is malfunctioning.

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Laboratory Response: Alcohol program staff to troubleshoot onsite.

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Work Performed: Replaced the malfunctioning printer with a new spare. Downloaded data to a USB drive, installed an upgraded communication PCB, uploaded new software to the instrument, and completed the APM protocol. The DMT is now on the DPS network.

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On Site     In-house    Attachments: 1 pages

Performed By: Robert Driscoll (CD) Date: 7/22/15  
Final Review: [Signature] Date: 7/27/15

## Driscoll, Rob

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**From:** Keefe, Michael  
**Sent:** Tuesday, July 21, 2015 6:29 PM  
**To:** Driscoll, Rob  
**Subject:** DMT Printer

Rob,

Our printer is not working well and I have had about enough of trying to do the troubleshooting methods with it. Historically it has had a problem with communicating with the DMT and will often not print or save to PDF without resetting the DMT after the first few attempts to print. Now the color cartridge indicator light on the printer is flashing and I put a new cartridge in.

I am hoping that you will be able to send us a new one so that we do not incur anymore delays in getting DUI printouts to the necessary people upon the completion of a DUI process.

I work nights now so hit me up on email if you have any questions or suggestions. The printer you assigned us is the HP Deskjet 6940.

**Corporal Michael Keefe**  
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