



VERMONT FORENSIC LABORATORY

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DATAMASTER TECHNICAL SUPPORT INQUIRY

Agency/Site: Windsor PD DataMaster Serial #: 104309

Date: 3/4/2015 Requestor: Jonathan Adams

Instrument Supervisor: Jonathan Adams Phone #: (802) 674-9042

Taken By: Robert Driscoll

Problem: Touch screen and keyboard unresponsive

Laboratory Response: DMT supervisor asked to reboot the instrument and check touch screen operation. Still no response from inputs, Alcohol Program staff to investigate onsite.

Work Performed: Found DataMaster in a state of "printing" on arrival, so rebooted the instrument. Found that the keyboard was communicating with the instrument but the touch screen was unresponsive. Removed touch screen and cleaned the glass screen as well as the metal mating surface of the front cover. Reinstalled and checked operation. Touch screen is now fully operational.

On Site In-house Attachments: 2 pages

Performed By: Robert Driscoll Date: 3/4/2015
Final Review: [Signature] Date: 3/9/15

Driscoll, Rob

From: Driscoll, Rob
Sent: Wednesday, March 04, 2015 7:13 AM
To: Adams, Jonathan
Subject: RE: DMT is Down

Jonathan,

I will take a ride down today to see if we can get to the bottom of this.

Regards,
Rob

From: Adams, Jonathan
Sent: Tuesday, March 03, 2015 3:01 PM
To: Driscoll, Rob
Subject: RE: DMT is Down

Rob,

I tried that, and it is still not responding. I also tried unplugging the entire unit but it's the same thing. No response from keyboard or touch screen, and woke wake up from sleep mode.

Sergeant Jonathan Adams
Windsor Police Department
29 Union Street
Windsor, Vermont 05089
(802)-674-9042 (Office)
(802)-674-5189 (Fax)
(802)-295-9425 (Hartford Dispatch)

From: Driscoll, Rob
Sent: Monday, March 02, 2015 7:04 AM
To: Adams, Jonathan
Subject: RE: DMT is Down

Jonathan,

Please try turning off the instrument, wait a few minutes, then turn it back on. This usually will correct any communication issues with the DMT. Let me know if this works.

Thanks,
Rob

Robert Driscoll
Vermont Forensics Laboratory
103 South Main Street
Waterbury, VT 05671
Electronics Technician
Rob.Driscoll@state.vt.us
Desk: (802) 241-5817

Cell: (802) 585-0123

From: Adams, Jonathan
Sent: Sunday, March 01, 2015 12:45 PM
To: Driscoll, Rob
Subject: DMT is Down

Rob,
The Windsor DMT is down. The keyboard, and touch screen are not responding. Any thoughts on corrective action/
I didn't find anything in my manual.

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