

Alaska Scientific Crime Detection Laboratory
Change in Instrument Status Form

Version: 6.0

Effective: 1/17/2024

Date: 1/14/2025

Instrument #: 100352

Instrument Location: North Slope Borough PD

Supervisor Name and Agency: Carlie Glaister - SCDL

Describe the Status Change or Issue with the Instrument:

On 12/31/2024 I was notified that line was changed to one with internet/VOIP which was why the instrument was no longer connecting to DMHost (See 100352 2024.12.31 Change In Status). On 1/8/2025 I was notified that the telecommunications agency added a new line and was provided the phone number. However, the crime lab was still unable to connect to the line. On 1/14/2025 the telecommunications company did further troubleshooting and I spoke to them directly. They explained that they no longer have copper lines and have switched to fiber. After their troubleshooting, the DMHost polling managed to establish a connection (it appears to take 3 attempts to connect [No answer, then Number busy, then modem connects normally]). The telecommunications company provided me an email with the technical breakdown of their fix. Most conversations with the agency supervisor (Christopher Dominey) and the telecommunications company technician occurred over the phone. Emails are attached.

If instrument was placed in service or removed from service, fill out the appropriate sections below.

In Service Date/Time: NA

Out of Service Date/Time: NA

For Use by SCDL

Additional Notes

Click or tap here to enter text.

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Email completed form to dps.scdl.toxicology@alaska.gov.

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All printed copies are uncontrolled.

Approved by: Chemistry Supervisor

Glaister, Carlie K (DPS)

From: Christopher R. Dominey <Christopher.Dominey@north-slope.org>
Sent: Wednesday, January 8, 2025 2:06 PM
To: Glaister, Carlie K (DPS)
Subject: Re: 100352 North Slope Borough PD DataMaster

CAUTION: This email originated from outside the State of Alaska mail system. Do not click links or open attachments unless you recognize the sender and know the content is safe.

The fax number should be:

907-852-3386



North Slope Borough Police Department
Police Officer: Christopher R Dominey
NSBPD Badge: # 767
Dispatch: (907) 852 – 6111
christopher.dominey@north-slope.org

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Tuesday, December 31, 2024 2:38:53 PM
To: thomas.harris@north-slope.org <thomas.harris@north-slope.org>; christopher.dominey@north-slope.org <christopher.dominey@north-slope.org>
Subject: 100352 North Slope Borough PD DataMaster

Hello Thomas and Christohper,

I am not sure how much contact/troubleshooting has been done to try to figure out why your instrument is no longer connecting. I know this agency used to have a working modem line, this instrument went in to service 8/16/2021 and did not have connection issues until 8/16/2024. We have been unable to communicate with the instrument since then and I would like to try to resolve this.

Can you please try the following troubleshooting for me?

- 1) Verify that the modem line is properly plugged in to the back of the instrument and the wall outlet.
- 2) Restart the instrument
- 3) Can you please verify what phone number is being used for the modem line connected to the instrument

Please let me know when this is complete and I will try to connect to it again.

Thank you for your assistance.

Carlie Glaister

Forensic Scientist 3

State of Alaska Scientific Crime Detection Laboratory

907-269-5689

Glaister, Carlie K (DPS)

From: Terry McNamara <Terry@astac.net>
Sent: Tuesday, January 14, 2025 2:39 PM
To: Glaister, Carlie K (DPS)
Subject: Data master line settings

You don't often get email from terry@astac.net. [Learn why this is important](#)

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We are a fiber to the home/business company. We have a C15 for a telco switched, the lines are fed out of a CALIX ONT. The lines are built as a VOIP line through SIP gateways. At the ONT the sip is converted back into analog Dial Tone. In the CALIX ONT I have set the transmit Gain for -3.0 and the receive gain for -6.0, this is the only thing that I change to make it work as a fax/modem line.

I wish there was some bug tech break through here but this is it. Now some equipment will not have the capability of setting the transmit and receive gain.

Hope this helps.

Terry McNamara
terry@astac.net
Desk 907-852-7343
Cell 907-448-1230

