

Alaska Scientific Crime Detection Laboratory
Change in Instrument Status Form

Version: 6.0

Effective: 1/17/2024

Date: 2/11/2025

Instrument #: 100362

Instrument Location: Whittier PD - Girdwood

Supervisor Name and Agency: Carlie Glaister - SCDL

Describe the Status Change or Issue with the Instrument:

On 12/31/2024 I reached out to the agency (Andre Achee and Jerry Harrod) to troubleshoot why we have been unable to communicate with their DataMaster (see email chain). On 2/11/2025 Derek Walton removed the 1 at the start of the phone number from the DMHost software and then the instrument was able to communicate. The instrument was in service during this time and working properly for the purposes of breath testing.

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.

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

Page 1 of 1

All printed copies are uncontrolled.

Approved by: Chemistry Supervisor

Glaister, Carlie K (DPS)

From: Andre Achee <policechief@whittieralaska.gov>
Sent: Monday, January 6, 2025 3:05 PM
To: Glaister, Carlie K (DPS); jherrod
Subject: RE: 100362 AST/Girdwood DataMaster

Carlie:

I just got off the phone with ACS. I have a trouble ticket in for that Pots line (907) 783-0144.

They have created a trouble ticket (# 2070476) for the Girdwood phone. They were not able to tell me when the service for the trouble ticket would be scheduled.

I will keep you updated.

Thanks,

Andre

Andre Achee

Director of Public Safety
Whittier Police Department
PO Box 687
Whittier, Alaska 99693
(907) 472-2340 Dispatch
(907) 472-2404 Fax

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Monday, January 6, 2025 1:52 PM
To: Andre Achee <policechief@whittieralaska.gov>; Jerry Herrod <jherrod@whittieralaska.gov>
Subject: RE: 100362 AST/Girdwood DataMaster

Sorry I just sat down at my computer and missed your call.

We have discovered that some telecommunications agencies have upgraded modem lines to be a combined fax/internet line or has VOIP. This is not compatible with the datamaster and it requires an old school fax only modem line. Please specifically ask the telecommunications company if there have been any upgrades/changes to the line to include internet/VOIP.

It has occurred to several agencies but if you don't know what to ask for its hard to diagnose why its not connecting, because to the telecommunications company they see that its working just fine, but for us its not compatible.

Thank you for your assistance!

Carlie Glaister
Forensic Scientist 3

State of Alaska Scientific Crime Detection Laboratory
907-269-5689

From: Andre Achee <policechief@whittieralaska.gov>
Sent: Monday, January 6, 2025 1:45 PM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>; jherrod <jherrod@whittieralaska.gov>
Subject: RE: 100362 AST/Girdwood DataMaster

Greeting and Happy New Year:

I just returned back to the office today. I have contacted the our City's POC for our ACS contract. I hopefully I will hear back from them by today to have a trouble ticket scheduled for this line.

When we had this line installed, we requested a separate pots line for the fax/modem. Do not know if this information helps. Once ACS contacts me I will get additional details regarding this line.

Thanks,

Andre

Andre Achee
Director of Public Safety
Whittier Police Department
PO Box 687
Whittier, Alaska 99693
(907) 472-2340 Dispatch
(907) 472-2404 Fax

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Monday, January 6, 2025 9:54 AM
To: Jerry Herrod <jherrod@whittieralaska.gov>
Cc: Andre Achee <policechief@whittieralaska.gov>
Subject: RE: 100362 AST/Girdwood DataMaster

Hello, have you contacted the telecommunications company yet? Did they say whether the line is fax only, or if it was changed to fax/internet (VOIP)?

Carlie Glaister
Forensic Scientist 3
State of Alaska Scientific Crime Detection Laboratory
907-269-5689

From: Glaister, Carlie K (DPS)
Sent: Thursday, January 2, 2025 8:25 AM
To: Jerry Herrod <jherrod@whittieralaska.gov>
Cc: Andre Achee <policechief@whittieralaska.gov>
Subject: RE: 100362 AST/Girdwood DataMaster

Okay, can you please reach out to whomever is the telecommunications provider and see if they can determine why the line isn't working?

One thing that I need you to ask/verify with them is that the line is an old school fax only line. Ensure that it is not fax/internet combined, or have VOIP. If this is the case then it is not compatible with the DataMaster and they need to switch it to a normal fax line.

Carlie Glaister

Forensic Scientist 3

State of Alaska Scientific Crime Detection Laboratory

907-269-5689

From: Jerry Herrod <jherrod@whittieralaska.gov>

Sent: Wednesday, January 1, 2025 12:47 AM

To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>

Cc: Andre Achee <policechief@whittieralaska.gov>

Subject: Re: 100362 AST/Girdwood DataMaster

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Looks like it is hooked up. I am off until Tuesday but I had someone check it. It's plugged into the wall and datamaster.

I have only been the datamaster supervisor for a short while now, but I believe in the past we may have had to bring the instrument in.

Officer Jerry Herrod

Whittier Police Department-Servicing Girdwood

660 Whittier St.

PO Box 687

Whittier, Alaska 99693

Office 907-472-2340

Fax 907-472-2344

Email jherrod@whittieralaska.gov

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>

Sent: Tuesday, December 31, 2024 2:59 PM

To: Jerry Herrod <jherrod@whittieralaska.gov>

Subject: 100362 AST/Girdwood DataMaster

Hello Jerry,

I am reviewing some instruments that do not have modem line connection and I am just trying to follow up. AST/Girdwood's instrument does not have a working modem line. I am trying to determine why we are unable to connect to this instrument.

Can you please answer the following questions for me?

1) is it plugged in to a modem line?

- 2) if so can you please verify the connection to the back of the instrument and wall outlet
- 3) can you please verify what phone number is being used for the modem line?

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: Jerry Herrod <jherrod@whittieralaska.gov>
Sent: Friday, February 7, 2025 10:29 AM
To: Glaister, Carlie K (DPS)
Subject: Re: Data master line settings

This is the contact for ACS I got from the boss.

Derek
907-615-2305

Officer Jerry Herrod
Whittier Police Department-Servicing Girdwood
660 Whittier St.
PO Box 687
Whittier, Alaska 99693
Office 907-472-2340
Fax 907-472-2344
Email jherrod@whittieralaska.gov

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Thursday, February 6, 2025 2:09 PM
To: Jerry Herrod <jherrod@whittieralaska.gov>
Subject: Re: Data master line settings

I just gave it a go (ast/girdwood 100362) and got no answer 4 times. So I wasn't able to connect.

Carlie Glaister

Forensic Scientist 3
State of Alaska Scientific Crime Detection Laboratory
[907-269-5689](tel:907-269-5689)

From: Jerry Herrod <jherrod@whittieralaska.gov>
Sent: Thursday, February 6, 2025 12:58 PM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Subject: Re: Data master line settings

Can you check and see if the line is working now?

Officer Jerry Herrod
Whittier Police Department-Servicing Girdwood
660 Whittier St.

PO Box 687
Whittier, Alaska 99693
Office 907-472-2340
Fax 907-472-2344
Email jherrod@whittieralaska.gov

From: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
Sent: Monday, January 27, 2025 12:29 PM
To: Jerry Herrod <jherrod@whittieralaska.gov>; Andre Achee <policechief@whittieralaska.gov>
Subject: RE: Data master line settings

Hello. I am checking back on the Girdwood line. I was wondering if the technician provided any useful information?

Carlie Glaister
Forensic Scientist 3
State of Alaska Scientific Crime Detection Laboratory
907-269-5689

From: Glaister, Carlie K (DPS)
Sent: Tuesday, January 14, 2025 3:38 PM
To: Thompson, Patrick J <patrick_thompson@nps.gov>; Eric Wolf <ewolf@petersburgak.gov>; Jerry Herrod <jherrod@whittieralaska.gov>; Andre Achee <policechief@whittieralaska.gov>
Subject: FW: Data master line settings

Hello! This email is for Denali NP, Petersburg, and AST/Girdwood, all of which I am assisting with troubleshooting their line right now. I have some information that will be helpful for you to pass along to your telecommunications company when they contact you to troubleshoot your line.

So troubleshooting North Slope Borough PDs line I learned something new that I am curious if a similar thing is occurring at your communities. The telecommunications company in the North Slope Borough removed the copper wiring, which has been traditionally used for the modem line telecommunications and upgraded to fiber. They have expressed that these changes are likely occurring everywhere. If your community has done this it WILL impact the communication with the DataMaster. The technician sent me the technical breakdown (below) of how he fixed the agencies line connection to be compatible.

So when your telecommunications company technicians come to troubleshoot your lines, please give them this email chain to see if this seems like this is relevant to your location, and if so here is how they made it work.

Carlie Glaister
Forensic Scientist 3
State of Alaska Scientific Crime Detection Laboratory
907-269-5689

From: Terry McNamara <Terry@astac.net>
Sent: Tuesday, January 14, 2025 2:39 PM
To: Glaister, Carlie K (DPS) <carlie.glaister@alaska.gov>
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

