IDEXX

Dear Valued Customer:

I wanted to let you know that we recently sent you the latest upgrade (software version **2.0**) to your SNAP Pro* Analyzer via SmartService* Solutions. This version includes new ProRead* functionality, which **reads SNAP* tests results automatically—you no longer have to read the results window and enter each positive or negative result.** Tap **Print** for more information on using ProRead.

Software upgrades ensure that your IDEXX analyzers provide the consistent and accurate results you depend on. It is important that you upgrade at your practice's earliest convenience.

To upgrade your analyzer:

Note: The upgrade process takes less than 6 minutes to complete.

1. Reboot your SNAP Pro Analyzer (power it off and then on again using its power button).

2. Ensure the battery life indicator on the analyzer is showing 75% (▭) or 100% (▭) power and then plug it into an appropriate electrical outlet.

3. Tap the round blue icon with the revolving white arrow 🔵 near the battery icon in the upper-right corner of the screen.

4. Tap **Yes** to proceed with the installation.

5. Tap **Restart** when prompted. The analyzer restarts and is ready for use when the Home screen appears.

    Note: Once the upgrade process is complete, the status light on the analyzer may remain off until a run is started or the instrument reboots.

6. Confirm the software was upgraded successfully by tapping **More** at the bottom of the Home screen, tapping **About SNAP Pro**, and then confirming the software version is 2.0.4. If there is a discrepancy, contact IDEXX Technical Support.

We appreciate the opportunity to provide you with innovative products and services that help you deliver high-quality care and grow your practice. If you have any questions about this upgrade, please contact IDEXX Technical Support at 1-800-248-2483.

Regards,

Cameron Wise
SNAP Pro* Product Manager