

Troubleshooting

Having trouble with the SNAP Pro* Analyzer? First, ensure your software is up to date—SNAP Pro upgrades include many behind-the-scenes improvements. We also recommend rebooting the analyzer weekly. If your software is up to date and rebooting did not resolve your issue, consult this document for more information.



The connection to the IDEXX VetLab Station isn't working properly

You can troubleshoot this issue by looking at the icons on the analyzer:

- If the lost connection icon  appears, the analyzer has lost connection to the IDEXX VetLab* Station. To resolve the issue, reboot the analyzer.
- If the Ethernet icon is red , the analyzer has lost connection to the router. To resolve, ensure both ends of the Ethernet cable are connected.
- If the wireless icon is red , the analyzer cannot detect a Wi-Fi signal from the router. To resolve, move the analyzer closer to the IDEXX VetLab Station to reestablish connection to the router.

The analyzer failed to read the bar code on the SNAP test

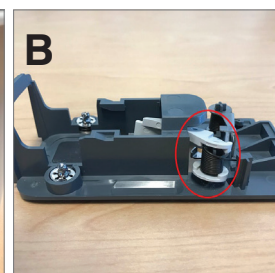
This error can be caused by:

- Handwriting on the surface of the SNAP* test.
- Sample contaminating the surface of the SNAP test.

The SNAP test is ejected during the run

This may happen if:

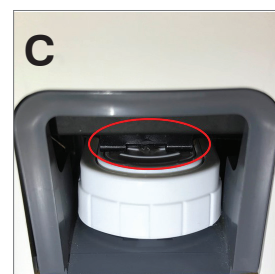
- The SNAP test was activated prior to insertion.
- The SNAP test is manually held in place during the run (see photo A).
- The analyzer base isn't properly locked into place—ensure the base is secure and that both fasteners on the base are in the locked position.
- The ejector arm is not seated properly (see circled area in photo B).



The SNAP test does not eject after the run is complete

This may be because:

- The activator is stuck (see circled area in photo C), which may be the result of low or no power. Ensure the analyzer is charged or plugged in and then reboot the analyzer.
- The ejector arm is not seated properly.



The analyzer failed to detect adequate sample flow

If you receive this error, it may be because:

- The analyzer software is out of date—always upgrade the software when prompted.
- Improper sample preparation:
 - An anticoagulant was not used with the whole blood sample.
 - The pipette provided with the SNAP test was not used to properly measure the sample drops.
 - The test and conjugate may not have been brought to room temperature for 30 minutes once taken out of storage.
- Insufficient sample volume in the sample well.

There is streaking/speckling/blue background on the results window

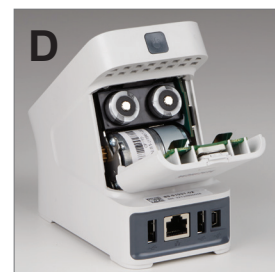
This can be the result of:

- Not cleaning the analyzer—it is recommended that you clean the internal components and base of the analyzer weekly as dried blood falling on tests can create streaking. For more information, see *Cleaning the SNAP Pro Analyzer* at idexx.com/library.
- The SNAP test was activated too late—if the SNAP test was inserted **after** the sample reached the test's activation circle, streaking, speckling, and/or a blue background may appear in the results window. Be sure to insert SNAP tests immediately after the sample/conjugate is poured into the sample well.
- A contaminated result window.

The analyzer doesn't activate the test

This may be because:

- The analyzer base isn't properly locked into place—ensure the base is secure and that both fasteners on the base are in the locked position.
- The batteries are in backwards or missing (see photo D showing correct placement).



Interpreting SNAP Pro icons

Icon	Description	Icon	Description
	Wireless signal status (5 gray bars = best signal; 5 red bars = no signal)		Supported USB printer is connected to the analyzer (red icon indicates the printer is offline)
	Connected and communicating with the IDEXX VetLab* Station via a wired connection (red icon indicates the analyzer is offline)		Software upgrade is available (SmartService* Solutions customers only)
	Battery at 100% power		Warning notification (gray icon indicates the warning has been viewed and is unresolved)
	Battery at 75% power		Error notification (gray icon indicates the error has been viewed and is unresolved)
	Battery at 50% power		Lost communication with IDEXX VetLab Station
	Battery at 25% power		
	Battery critically low		
	Battery empty		
	Battery charging		