






Dear Valued Customer:

I wanted to let you know that we recently sent you the latest upgrade (software version **2.10**) to your SNAP Pro\* Analyzer via IDEXX SmartService\* Solutions.

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:** During the upgrade process, the screen and status light may turn off and on several times.
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 2.10.0. 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.

Regards,

Cameron Wise  
SNAP Pro\* Product Manager

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