SNAP Pro Analyzer

Operator's Guide

IDEXX

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Getting Started

Introduction

The SNAP Pro* Analyzer helps you to increase efficiency and improve work flow:

- Automatically activate SNAP* tests and display results to streamline your work flow.
- Send SNAP test results to the patient record.
- Electronically capture SNAP test invoice charges to reduce lost revenue and improve profits.
- Display results and add them to the patient record instantly for customized, client-friendly reports with IDEXX VetConnect* PLUS.

The SNAP Pro Analyzer is for veterinary use only.

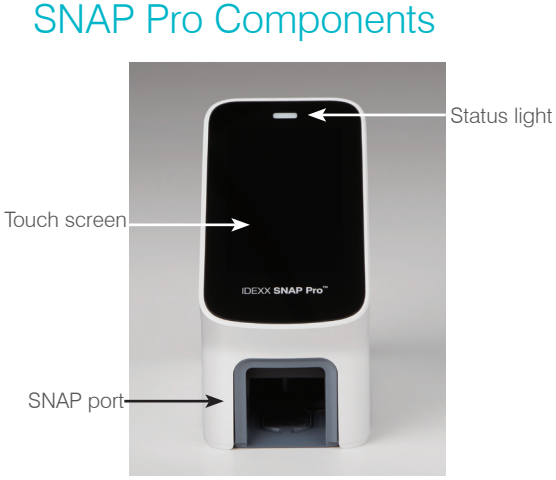
IDEXX VetLab* Station Connectivity

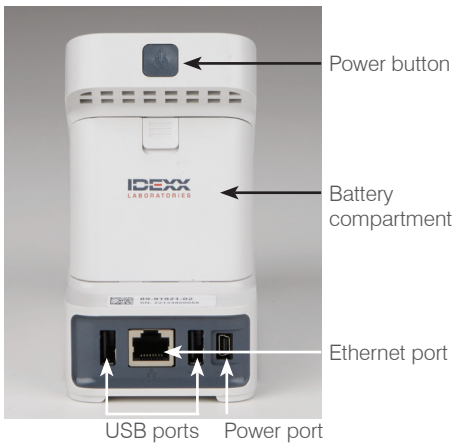
The SNAP Pro Analyzer can be connected to the IDEXX VetLab* Station (the IDEXX laboratory information management system). Connecting multiple analyzers to the IDEXX VetLab Station helps you attain a comprehensive picture of your patient's health, with the ability to view test results from multiple analyzers on a single report, determine disease progression with parameter-trending capabilities, and more.

By connecting the SNAP Pro Analyzer to the IDEXX VetLab Station, you can:

- Automatically review patients' prior results on every printout for easy comparison.
- Improve client communications with illustrated diagnostic or treatment progress printouts.
- Link to expert descriptions and common causes of abnormal values.
- Print information to help explain the significance of results to your clients.
- Allow new staff to train independently.
- View educational on-screen guides and videos, such as how to properly prepare a plasma sample.

SNAP Pro Components



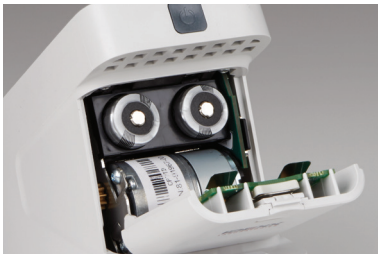


Setting Up the SNAP Pro Analyzer

Note: The analyzer should be placed on a level surface in a well-ventilated area away from obvious sources of heat, direct sunlight, cold, humidity, or vibrations. For optimum results, room temperature should be at 15°C–30°C (59°F–86°F) and relative humidity should be at 30%–85%.

To Set Up the SNAP Pro Analyzer

IMPORTANT: If you are planning to wirelessly connect your analyzer to an IDEXX VetLab* Station, you must set up the IDEXX VetLab* wireless router and confirm the wireless antenna is enabled on the IDEXX VetLab Station (Settings > Advanced > Edit > Wireless Settings > Enabled) before completing the steps below. For more information about setting up the IDEXX VetLab wireless router, read its accompanying documentation.



1. Open the battery compartment on the **back** of the SNAP Pro* Analyzer and then place two batteries (provided), **negative end first**, into the compartment.

   IMPORTANT: Do not power on the SNAP Pro Analyzer until you have completed steps 2 and 3.

2. Connect the appropriate adapter for your region to the power cord using these steps:

   a. Remove the protective insert while sliding the locking key towards the cord.

   b. Insert the adapter top-side first and then snap into place.

3. Connect the power cord to the analyzer and an appropriate electrical outlet. The status light should appear steady yellow.

   Note: It will take up to 8 hours to fully charge the analyzer (the status light will turn green when fully charged). The analyzer may be used while charging.

4. If you are planning to connect the analyzer wirelessly to an IDEXX VetLab Station, proceed to step 5.

   Note: Wireless router required.

   OR

   If you are connecting the analyzer to an IDEXX VetLab Station using a wired router, connect the analyzer to a numbered port on the router using a CAT5 cable (provided).

5. Press the **Power** button at the top of the back of the SNAP Pro Analyzer to power it on. After the startup screen, follow the on-screen instructions.

6. When prompted, do the following:

   a. Select your language and then tap the **Next** icon.

   b. Select your location and then tap the **Next** icon.

   c. If you are connecting the analyzer to an IDEXX VetLab Station, tap **Yes**, select the IDEXX network from the list, and then tap the **Next** icon. If the IDEXX network is not listed, tap the **Refresh** icon.

      OR

      If you are not connecting the analyzer to an IDEXX VetLab Station, tap **No** and then tap the **Next** icon. When prompted, confirm that you are not connecting the analyzer to an IDEXX VetLab Station.

   d. Select the desired date format, enter today's date using the numeric keypad, and then tap the **Next** icon.

e. Select the desired time format, enter the current time using the numeric keypad, and then tap the **Next** icon.

f. If you want the analyzer to beep at the end of all runs or when there is an error, warning, or other information displayed, select the **Sound** icon, select the check boxes next to the desired options, and then select if you would like the sound to be **Soft** or **Loud**. Then tap the **Check Mark** icon.

   OR

   If you do not want the analyzer to beep, select the **Mute** icon and then tap the **Check Mark** icon.

   Note: Critical errors will always beep.

g. When prompted, tap **OK** to restart the analyzer.

Interpreting the Status Light

The status light will change color and/or flash depending on the status of the analyzer and if the analyzer is being used cordlessly or plugged into an electrical outlet (corded).

When the status light appears...	And is...	The analyzer...
Green	Solid	Has interpreted that all results on the test are negative OR Is ready for use OR Battery is full (when the analyzer is plugged in and powered off)
	Flashing, then solid	Is powering up
Yellow	Solid	Is analyzing a SNAP test OR Battery is charging (when analyzer is powered off and plugged in)
	Flashing	Requires visual confirmation of the results
Blue	Flashing	Has interpreted at least one result as positive
Red	Flashing	Is experiencing an error/malfunction

Interpreting the SNAP Pro Icons

Icon	Description
	Wireless signal status (5 gray bars = best signal; 5 red bars = no signal)
	Connected and communicating with the IDEXX VetLab* Station via a wired connection (red icon indicates the analyzer is offline)
	Battery at 100% power
	Battery at 75% power
	Battery at 50% power

Icon	Description
	Battery at 25% power
	Battery critically low
	Battery empty
	Battery charging
	Software upgrade is available (SmartService* Solutions customers only)
	Warning notification (gray icon indicates the warning has been viewed and is unresolved)
	Error notification (gray icon indicates the error has been viewed and is unresolved)
	Lost communication with IDEXX VetLab Station
	Lost Wi-fi communication
	Lost Ethernet connection

Powering the Analyzer On/Off

To Power the Analyzer On

Hold the power button until you hear a beep.

To Power the Analyzer Off

Hold the power button for 3 seconds and release when you hear a beep.

Charging the Analyzer

The analyzer will charge automatically when it is plugged into a power source. You can charge the analyzer while it is powered on or off, but it will charge faster when the analyzer is powered off. It will take approximately 8 hours to charge a completely expired battery when the analyzer is powered off during the charging process.

To Charge the Analyzer

1. Plug the USB mini B end of the power cord into the power port on the back of the analyzer.
2. Plug the AC end of the power cord into an appropriate electrical outlet.

Using the SNAP Pro Analyzer

Running a SNAP Test (When Connected to an IDEXX VetLab Station)

1. Tap **Analyze Sample** on the IDEXX VetLab* Station Home screen to enter the patient information and start a run.

   OR

   If the IDEXX VetLab Station is integrated with a practice management system, proceed to step 2 or select the patient from the Pending or Census list on the IDEXX VetLab Station Home screen.

   Note: Patients that appear in the Pending list on the IDEXX VetLab Station also appear on the SNAP Pro Home screen.

   OR

   Enter the patient's name and IDEXX VetLab Station client ID. When you have finished entering the information, tap the **Check Mark** icon and proceed to step 3.

2. Once the patient's name appears in the list on the SNAP Pro Home screen, tap the patient's name and then tap the **Check Mark** icon.

3. Prepare the SNAP* test, but **do not activate the test**.

4. Gently slide the SNAP test into the port at the bottom of the analyzer (well-end first) until it clicks into position. The SNAP Pro* analyzer activates the test and then a countdown timer displays. When analysis is complete, results are shown on the results screen and are sent to the IDEXX VetLab Station automatically.

   Tip: The color of the status light indicates the results of the run:

   Green—all results are negative

   Blue—at least one result is positive

   Yellow—visual confirmation needed (use the instructions on the next page)

Running a SNAP Test (When NOT Connected to an IDEXX VetLab Station)

1. Tap **New Patient** on the SNAP Pro Home screen to enter the patient's name and client ID. When you have finished entering the information, tap the **Check Mark** icon.

2. Prepare the SNAP test, but **do not activate the test**.

3. Slide the SNAP test into the port at the bottom of the analyzer well end first until it clicks into position. The SNAP Pro analyzer activates the test and then a countdown timer displays. When analysis is complete, results are shown on the results screen and are saved on the analyzer automatically.

   Tip: The color of the status light indicates the results of the run:

   Green—all results are negative

   Blue—at least one result is positive

   Yellow—visual confirmation needed (use the instructions on the next page)

Confirming Results

If there are very light spots or unexpected color development (such as debris or a blue tint) in the results window, you may be prompted to confirm some or all of a test's results. Results that need to be confirmed are highlighted yellow.

1. If you believe the highlighted result is positive, tap the plus icon.

   OR

   If you believe the highlighted result to be negative, tap the minus icon.

2. When you have finished confirming the results, tap the **Check Mark** icon. The results will then be saved on the analyzer and sent to the IDEXX VetLab Station (if applicable).

Note: To cancel the test and return to the Home screen, tap the **Close** icon.

Viewing Test Results

The SNAP Pro Analyzer stores the last 100 results in reverse chronological order.

1. At the bottom of the Home screen, tap **More** and then tap **Results**. The most recent results display at the top of the list.
2. Select the result that you want to view.

Note: If your analyzer is connected to an IDEXX VetLab Station, you can view, print, and trend the results on the IDEXX VetLab Station or in VetConnect* PLUS.

Modifying the Preferences

Changing the ProRead Settings

1. At the bottom of the Home screen, tap **More** and then tap **ProRead**.
2. Tap **Yes** if you want the analyzer to automatically read and save results.

   OR

   Tap **No** if you want to manually enter results on the results screen.
3. If you want to confirm results whenever very light spots are detected, select the **Ask Me to Interpret Very Light Spots** check box.
4. Tap the **Home** icon to return to the Home screen.

Changing the Connection Settings

1. At the bottom of the Home screen, tap **More** and then tap **Connections**.
2. Tap **Yes** if you want to connect the analyzer to an IDEXX VetLab* Station. Then, tap **Change Network** and select the IDEXX network.

   OR

   Tap **No** if you do not want to connect the analyzer to an IDEXX VetLab Station.
3. Tap the **Home** icon to return to the Home screen.

Viewing Past Notifications

1. At the bottom of the Home screen, tap **More** and then tap **Notifications**.
2. Select the check box next to the **Critical Errors** icon to view a list of all critical errors on the analyzer.

   AND/OR

   Select the check box next to the **Alerts** icon to view a list of all alerts on the analyzer.

   AND/OR

   Select the check box next to the **Status** icon to view the status of the analyzer.
3. Tap the **Home** icon to return to the Home screen.

Changing the Settings Preferences

To Change the Sound Preferences

1. At the bottom of the Home screen, tap **More**, tap **Settings**, and then tap **Sound**.
2. Modify the sound preferences as desired.
3. Tap the **Home** icon to return to the Home screen.

To Change the Date Settings

1. At the bottom of the Home screen, tap **More**, tap **Settings**, and then tap **Date**.
2. If you want to change the date format, tap the current format (underneath the current date display) and then select a new date format.
3. Use the numeric keypad to change the date, if necessary.
4. Tap the **Home** icon to return to the Home screen.

To Change the Time Settings

1. At the bottom of the Home screen, tap **More**, tap **Settings**, and then tap **Time**.
2. If you want to change the time format, select a new format (underneath the current time display).
3. Use the numeric keypad to change the time, if necessary.
4. Tap the **Home** icon to return to the Home screen.

To Change the Language Settings

1. At the bottom of the Home screen, tap **More**, tap **Settings**, and then tap **Language**.
2. Select a new language.
3. Tap the **Home** icon to return to the Home screen.

To Change the Location Settings

1. At the bottom of the Home screen, tap **More**, tap **Settings**, and then tap **Location**.
2. Select a new location.
3. Tap the **Home** icon to return to the Home screen.

Maintenance and Troubleshooting

Upgrading the Software

IDEXX will provide you, at no charge, updated analyzer software on a periodic basis. Be sure to read the software notes sent with each new release.

The instructions for upgrading your software will vary depending on if the analyzer is connected to an IDEXX VetLab* Station with SmartService* Solutions.

- If your analyzer is connected to an IDEXX VetLab Station with SmartService Solutions, you will receive software upgrades electronically via the IDEXX VetLab Station Message Center. Be sure to follow the detailed upgrade instructions provided with the upgrade message.
- If your analyzer is NOT connected to an IDEXX VetLab Station or is connected to an IDEXX VetLab Station WITHOUT SmartService Solutions, IDEXX will mail you the updated software for the analyzer. For detailed upgrading instructions, see the insert included with the upgrade USB drive.

Cleaning the Internal Components (To Be Performed Weekly or As Needed)

IMPORTANT:

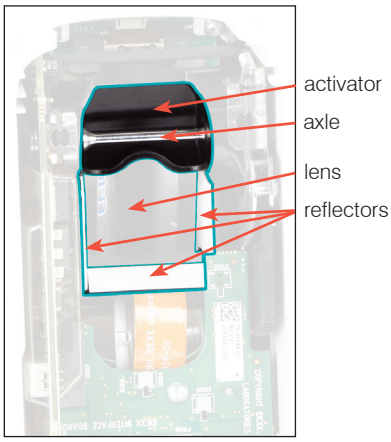
- DO NOT immerse or submerge the analyzer when cleaning.
- Always disconnect the power cable before cleaning the analyzer.
- Do not use any of the following near the analyzer: organic solvents, ammonia-based cleaners, ink markers, sprays containing volatile liquids, insecticides, disinfectant, polish, or room freshener. Care should be taken not to spill any samples, chemicals, cleaning agents, water, or other fluids on/in the analyzer.
- When cleaning the outside of the analyzer, do not wipe the vents underneath the power button or the USB/power/Ethernet ports.

1. Power off the analyzer and disconnect the power and/or Ethernet cord.

2. On the bottom of the powered-off analyzer, use a flat-tip screw driver or coin to turn the 2 silver fasteners counterclockwise a quarter turn.

3. Remove the base from the analyzer.

4. Clean the **entire** base using a lint-free wipe or cotton swab dampened with 70% isopropyl alcohol, mild liquid soap and water, or a 10% bleach solution.



5. Clean the 3 white reflectors, the axle, and the activator using a new lint-free wipe or cotton swab dampened with 70% isopropyl alcohol, mild liquid soap and water, or a 10% bleach solution. **DO NOT clean the lens.**

6. After the base has dried, reattach it to the analyzer and ensure it is locked into place.

7. Turn the silver fasteners clockwise a quarter turn to lock the base into place.

8. Ensure the base and silver fasteners are flush with the analyzer and locked into place. **Not locking the base and fasteners properly can impact analyzer performance.**

Cleaning the Case and Screen (To Be Performed As Needed)

Clean the case and screen using a lint-free cloth dampened with 70% isopropyl alcohol, mild liquid soap and water, or a 10% bleach solution. DO NOT wipe the vents underneath the power button or the USB/power/Ethernet ports.

Replacing the Batteries

The analyzer uses two different types of batteries:

- Two 3.7 V DC, 2,600 mAh batteries
- One 3 V DC, 48 mAh button cell battery

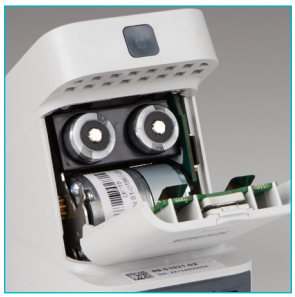
Note: IDEXX recommends replacing all batteries at the same time. Contact IDEXX Laboratories to obtain replacement batteries.

This symbol is placed in accordance with the European Union Directive 2002/96 on the Waste Electrical and Electronic Equipment (the WEEE Directive). If disposed of within the European Union, this product should be treated and recycled in accordance with the laws of your jurisdiction implementing the WEEE Directive. For additional information, visit idexx.com/weee.

To Replace the Two 3.7 V DC, 2,600 mAh Batteries

1. Power off and unplug the analyzer.
2. Open the battery compartment on the back of the analyzer by pressing down on the latch on the top of the door.
3. Remove the two batteries from the compartment.
4. Insert two new batteries, **negative end first**, into the compartment.
5. Close the battery compartment.

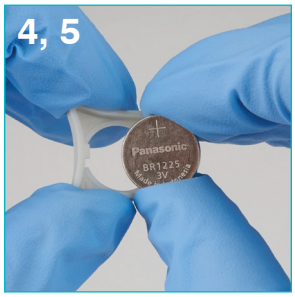
   Note: It will take up to 8 hours to fully charge the analyzer (the status light will turn green when fully charged). The analyzer may be used while charging.



To Replace the 3 V DC, 48 mAh Button Cell Battery

This battery is used to monitor the clock on the analyzer.

1. Power off and unplug the analyzer.
2. Open the battery compartment on the back of the analyzer by pressing down on the latch on the top of the door. The button cell battery is located on the inside of the battery compartment door.
3. Remove the button cell battery holder from the analyzer.
4. Remove the button cell battery from the holder.
5. Insert a new button cell battery in the holder, ensuring the negative side of the battery is facing the window of the holder.
6. Replace the button cell battery holder so that the positive side is facing the battery compartment door.
7. Close the battery compartment.



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 section 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.

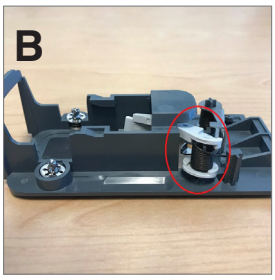
The analyzer failed to read the bar code on the SNAP test

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—ensure the arm is fully seated on the post (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—ensure the arm is fully seated on the post.

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

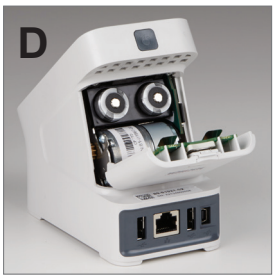
This can be the result of:

- 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 creating 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).



Appendix

Technical Specifications

Power Supply Adapter

External USB power supply adapter

Input: 100–240 V AC, 47–63 Hz, 0.3 A

Output: 5 V DC, 1 A

Consumption

Operating: maximum 5 W

Batteries

Main Batteries Output: 3.7 V DC, 2,600 mAh

Chemistry: Lithium-ion
Type: Portable/18650
Rechargeable: Yes
Weight: 50.0 g

Button Cell Battery Output: 3 V DC, 48 mAh

Chemistry: Lithium
Type: Portable/button cell/BR1225
Rechargable: No
Weight: 0.8 g

Operating Conditions

Operating Temperature 15°C–30°C (59°F–86°F)

Safety Precautions

- The SNAP Pro Analyzer contains no user-serviceable components. DO NOT disassemble. Call IDEXX Technical Support for any service issues.
- DO NOT insert anything in the SNAP* test port except SNAP tests approved for use with the SNAP Pro* Analyzer.
- PROTECT the analyzer by keeping it away from sources of heat or flames.
- Use only the supplied power adapter.
- Use only IDEXX-supplied batteries.
  - Dispose of used batteries only in accordance with your local ordinances. These batteries contain lithium. Recycling is required in the European Union and is strongly encouraged in all other countries.
- If the equipment is used in a manner other than specified, the protection provided by the analyzer may be impaired.
- The SNAP Pro Analyzer should be placed on a flat surface during operation.

Notice: To satisfy Industry Canada (IC) radio frequency (RF) exposure requirements for mobile and base station transmission analyzers, a separation distance of 20 cm or more should be maintained between the antenna of this analyzer and persons during operation. To ensure compliance, operation at closer than this distance is not recommended. The antenna(s) used for this transmitter must not be colocated or operating in conjunction with any other antenna or transmitter.