My VetTest screen is black/blank/locked up or shows static...

1. Switch your VetTest off
2. Check if all possible cables in the back are inserted correctly – reseat if needed
3. Make sure the software diskette is inserted correctly – if not, reseat, if yes, take out and check for
   I. Damage or bent diskettes
   II. If the silver cover can freely slide from left to right
4. Switch your VetTest back on
5. If issue persists call IDEXX technical support