InCoag
Software Update Guide

Installing Software onto the InCoag Analyzer Using a USB Drive

1. Go to: https://www.zoetisdiagnostics.com/us/point-of-care/hematology/incoag
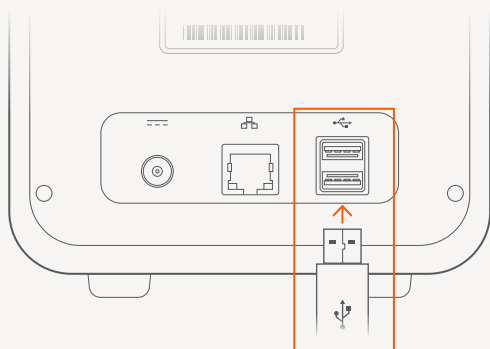
2. Go to Downloadable Resources and select the Software Update

3. Save the file (zip folder) onto a FAT32 formatted USB device
- Do not extract the files
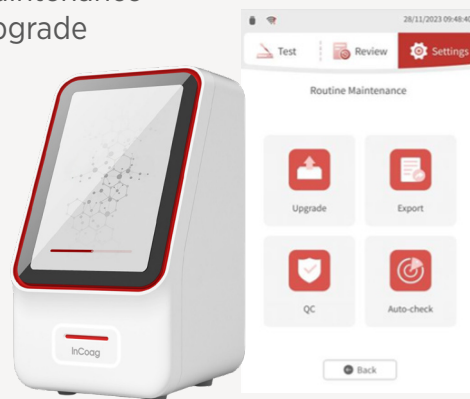- File must be saved on the top-level directory of the USB drive

4. Turn on the analyzer by pressing and holding the power button for 3 seconds

5. Insert USB drive into one of the USB ports on the back of the analyzer

6. From the Home screen, tap: Settings > Maintenance > Upgrade

7. A progress bar will appear during the upgrade

8. Once the update is complete, you'll be prompted to restart the analyzer

9. Tap OK to restart and complete the upgrade

Please note: If you tap Cancel, it will skip the restart and keep the current version.

You can check what version of software you have installed by going to the 'About' section within the settings menu.

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For technical assistance, please contact Diagnostic Technical Support
1-888-963-8471 or **email DXSupport@zoetis.com**

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