

Why is there not a Home Screen on my IDEXX VetLab Station (IVLS)?

1. Please check that the Vetlab Station PC is powered on. The power button will be lit. Depending on the model you own, it will be either lit green or blue.



2. Please check that the power cables are connected. There are 2 types of Vetlab station screen. Please check the diagram that looks like yours.

15" Touchscreen



12" Touchscreen



3. You could also try the power cable in a different plug socket that is known to be working. Please note the 12" Touchscreen could have a power pack. Please check that this has an LED on it indicating it is working.
4. On the 12" screen there is a contrast dial, please turn this to see if that helps



5. Please check both ends of the VGA cable are in correctly. It can be worth disconnecting them and reconnecting them in case there is a bad connection. One end is connected to the Vetlab Station screen and the other end is connected to the Vetlab station PC.

15" Touchscreen



12" Touchscreen



If your issues still persist please contact our technical support team on 00800 1234 3399