

Software Upgrade Manager

ShopStream Update Tool for ZEUS™, VERUS® Edge, VERUS PRO and VERDICT® Diagnostic Tools

What is the Upgrade Manager feature??

The Software Upgrade Manager feature is available exclusively to customers who have purchased a software upgrade. This feature notifies customers of new software upgrades as they become available. Customers may download and install the latest upgrade at their convenience

What is a Snap-on diagnostic software upgrade?

A Snap-on diagnostic software upgrade includes new and enhanced coverage and features for Snap-on diagnostic tools. For customers, upgrades may be downloaded and installed at their convenience.

Can I get online upgrade delivery?

Yes, as long as you purchase the most current software upgrade.

How do I receive my upgrades?

Software upgrades are delivered through the Software Upgrade Manager feature in ShopStream Connect™ and the ShopStream® Update Tool.

Will my Snap-on Representative be notified if I download and install the upgrade?

Yes. Snap-on Representatives are able to monitor upgrade status through their Snap-on system.

Who do I call for technical support?

Snap-on Diagnostics Customer Care

Monday–Friday 8AM–7PM CST

(800) 424-7226 or diagnostics_support@snapon.com

Software Upgrade Manager via ShopStream Update Tool for ZEUS, VERUS Edge, VERUS PRO and VERDICT Diagnostic Tools

What is the ShopStream Update Tool?

The ShopStream Update Tool application downloads new software upgrades and service releases on eligible ZEUS, VERUS and VERDICT platform types, and is also capable of updating its own program. When connected to the Internet, the ShopStream Update Tool checks to see if an upgrade or service release has become available for the diagnostic tool. This check occurs once every 4 hours. The tool also checks for updates when the device powers up. If a software upgrade or service release is available, the ShopStream Update Tool downloads it in the background. The ShopStream Update Tool is a low priority application that only downloads an upgrade when there is unused bandwidth available. If there are other applications running on the device that communicate over the network, such as a browser or instant messaging, a download may be temporarily suspended. This allows the diagnostic tool to remain fully functional.

In addition to automatic updates, the ShopStream Update Tool can also be activated manually to check for software upgrades, service releases and firmware updates. Manual operation is explained in the diagnostic tool's user manual or the ShopStream Update Tool Information Guide, both available at diagnostics.snapon.com.

Which platforms use the ShopStream Update Tool?

Eligible ZEUS, VERUS and VERDICT platforms.

What do I need to download and install a software upgrade?

You need:

- Internet connectivity
- Type A to Micro B USB cable that came with the platform (p/n EAX0068L02A) for connection between the display device and the Wireless Scan Module

- Scanner Module – The software upgrade includes firmware updates for the Wireless Scan Module

How do I know an upgrade is available?

When the device is connected to the Internet the ShopStream Update Tool performs a software check. If the unit needs an upgrade it will begin to download the software automatically. The customer may also perform a manual check through the ShopStream Update Tool by right-clicking on the ShopStream Update Tool icon in the system tray at the bottom right side of your PC desktop and selecting Check For Updates.

When is it recommended to perform the software upgrade download and installation process?

It is recommended that you perform the platform software installation Monday – Friday, during business hours to ensure customer care representatives are available for support.

How long does it take to download and install software using ShopStream Update Tool?

The download time is approximately 4 hours, but may be variable and dependent on the quality of your connection and speed. Downloads may be conducted at any time, including overnight. But, it is recommended that you perform the platform software installation Monday – Friday, during business hours to ensure customer care representatives are available for support.

How long does it take to install software on my diagnostic platform?

The approximate installation time is 30 minutes, but may vary depending on device and PC.

How do I manually download the latest diagnostic software upgrade using the ShopStream Update Tool?

To manually download the latest software upgrade refer to the current ShopStream Update Tool instructions at diagnostics.snapon.com/ssc.

Can I stop the download?

Yes. The ShopStream Update Tool offers the option to terminate the download.

Can I postpone software installation?

If you select to postpone an upgrade when prompted, then all service release and software upgrades are not delivered at that time but will be offered again in 4 hours or the next time you restart the unit.

If I stop the download voluntarily, can I start it again from the same place I left off?

No, but you may choose to manually check for an upgrade or service release and restart the process. If not, the ShopStream Update Tool will automatically initiate a software check in 4 hours or the next time you restart the unit and download it.

What do I do if the download is interrupted?

The Software Upgrade Manager's Resumable Download feature handles short intermittent loss of Internet. The ShopStream Update Tool resumes the download automatically from the point where it left off.

What should I do if software installation is interrupted?

Contact Snap-on Diagnostics Customer Care, Monday–Friday 8AM–7PM CST, at (800) 424-7226 or diagnostics_support@snapon.com.

How do I know if the upgrade was successful?

Re-boot the device after download and installation are complete. Check the upgrade version by accessing the “Menu” button at the bottom left side of the screen, then select Help. In the Help menu, select Version Info. The new version will be displayed here.

Can I download the upgrade, but have my Snap-on Representative install it?

Yes. The Snap-on Representative may install an upgrade as long as you have only downloaded the upgrade and not installed it.

If I missed an upgrade am I still able to use the ShopStream Update Tool to perform the upgrade myself?

Yes. ShopStream Update Tool checks the subscribed unit and notifies you of an available upgrade. It downloads the file and offers you the option to install then or later.

If I obtain my upgrade using the Software Upgrade Manager, how do I get my SureTrack Authorization Code?

Ensure your email address is update to date in your Snap-on Representative's system to receive your Authorization Code by email. It will arrive within a week of downloading the software upgrade or you may contact Customer Care to obtain it.