Software Subscription Upgrade Manager

What is the Subscription Upgrade Manager feature??
The new Subscription Upgrade Manager feature is available exclusively to customers who have purchased a software subscription. This feature notifies subscribers of new software upgrades as they become available. Subscribers 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 subscription customers, upgrades may be downloaded and installed at their convenience.

Can I get online upgrade delivery?
Yes, as long as you currently participate in the Snap-on® Software Subscription Program.

How do I receive my upgrades?
Subscription software upgrades are delivered through the new Software Subscription Upgrade Manager feature in ShopStream Connect™ and the ShopStream® Update Tool.

ShopStream Connect supports eligible MODIS™, SOLUS™ and ETHOS® family platforms. The ShopStream® Update Tool supports VERUS® and VERDICT® family products.

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

Subscription Upgrade Manager via ShopStream Connect for Eligible MODIS, SOLUS and ETHOS Family Platforms

What is ShopStream Connect?
ShopStream Connect is available for MODIS, SOLUS and ETHOS family platforms. It is a Windows-based Snap-on application software that helps keep you and your diagnostic tool productive and profitable every day.
- A practical in-shop software tool to transfer, save, manage, review, annotate, e-mail and print files that were saved or recorded on your Snap-on diagnostic platform
- Diagnostic platform support with timely service release downloads to keep your tool performing at the top of its game
- Convenient Software Subscription Program support with automatic upgrade availability notifications with anytime download and installation capabilities

ShopStream Connect is an easy way to manage your diagnostic tool, data and software. It simply installs onto a PC or laptop. For more information or to download ShopStream Connect software, visit diagnostics.snapon.com/ssc.

Which Operating Systems (OS) does ShopStream Connect support?
ShopStream Connect supports use with Windows® 10, 8/8.1, Windows 7, or Windows XP. The update is available for download.

Do I need to disable my anti-virus software prior to downloading software?
Only disable anti-virus software if it blocks your ability to download an upgrade.

Which eligible subscription platforms use ShopStream Connect?
MODIS, SOLUS and ETHOS Family platforms

What do I need to download and install a software upgrade?
You need:
- A PC or laptop running ® 10, 8/8.1, Windows 7, or Windows XP are supported
- Internet connectivity
- Type A to Mini A USB cable that came with the platform (p/n EAX0066L05B) for connection between diagnostic platform and PC/laptop
- Snap-on diagnostic platform plugged in and powered up with at least a 25% charged battery

How will I know when an upgrade is available?
When the device is connected to ShopStream Connect it performs a software check. If the unit needs an upgrade you are given the option to download then or later.

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 do I download the latest diagnostic software upgrade using ShopStream Connect?
Download the current ShopStream Connect manual at diagnostics.snapon.com/ssc to obtain easy instructions on how to get the latest subscription software upgrade.

If I missed an upgrade am I still able to use ShopStream Connect to perform the upgrade myself?
Yes. ShopStream Connect checks your subscribed unit and notifies you of an available upgrade. It offers you the option to download then or later.

How long does it take to download and install software using ShopStream Connect?
The average download time is 20-30 minutes, but may vary dependent on the quality of your connection and speed. Downloads may be conducted at any time, 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 10 minutes, but may vary depending on device and PC.

Does the tool need to be connected to ShopStream Connect during the download of software?
Once the download starts you may disconnect the unit and the download will continue.

Can I stop and start the download?
Yes. ShopStream Connect offers the option to terminate the download.

If I stop the download voluntarily, can I start it again from the same place I left off?
Yes, although you will need to reconnect the platform to ShopStream Connect and reinitiate the download manually.

What do I do if the download is interrupted?
The Resumable Download feature handles a short intermittent loss of Internet of about 60 seconds. In this case ShopStream Connect will resume the download automatically from where it left off. If the interruption is more than a minute, then you may need to reconnect the platform to ShopStream Connect and reinitiate the download manually. The download begins again from the point where it left off.

Can I stop and start the software installation?
No. If you interrupt or end the software installation you risk irreparable harm to the device that may require it to be sent back to the factory for repair.

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. The software version number appears at the bottom right corner of the screen. It should now be updated to match that of the version of the upgrade indicated by ShopStream Connect.

Subscription Upgrade Manager via ShopStream Update Tool for VERUS and VERDICT Platform Families

What is the ShopStream Update Tool?
The ShopStream Update Tool application downloads new software upgrades and service releases on 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?
VERUS and VERDICT family 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 <u>installation</u> 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 subscription 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 Subscription 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 <u>installation</u> 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 Subscription Upgrade Manager, how do I get my SureTrack Authorization Code?
As long as the Subscriber agrees to receive electronic communications an Authorization Code is forwarded by email within a week of downloading the software upgrade or you may contact Customer Care to obtain it. If

Note: To receive these and other types of notifications by email in the future, please provide permission by contacting our Customer Care team at diagnostics_support@snapon.com or 800-424-7226. You can also forward written correspondence to us at Snap-on Credit, 950 Technology Way, Suite 301, Libertyville, IL 60048, Attn: Software Subscription Program.