



## Diagnostic Thermal Imager - Elite

This User's Guide includes Snap-on Cloud registration and operation instructions.

The Snap-on Cloud is a mobile-friendly cloud-based application designed specifically for technicians to store, organize and share diagnostic information.

The Diagnostic Thermal Imager Elite includes a built-in feature that automatically transfers captured images to the Snap-on Cloud.

### Topic Links

- [Thermal Imager Elite Wi-Fi Connection](#)
- [Snap-on Cloud Registration](#)
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  - [Snap-on Cloud - SureTrack User Setup](#)
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### Features

- Automatically transfer thermal images to your Snap-on Cloud account.
- Access your online thermal image gallery using your mobile device or PC.
- Share/send individual images or your entire image gallery via e-mail, text and social media.
- Download images to your PC (transfer/print/share).
- Tag images (attach descriptive text) to help you search your gallery.
- Add images to Favorites for easy recall.
- Use the Search function to quickly find images in your gallery by user defined Tag, Description and Title text.


### Important Notes

- To use the Snap-on Cloud, the tool must have a Wi-Fi connection, and you will need to register.
- Wi-Fi connection is required to upload the images to the Snap-on Cloud. If the device is not connected to a Wi-Fi network when the images are taken, they will not be sent to your account.
- The Diagnostic Thermal Imager Elite only transfers images to the Snap-on Cloud, not videos.
- Navigation and menu options will vary by device and/or operating system (PC, mobile, etc). Some menu selections may be grayed out or not shown, indicating the option is not supported on your device/system. Some menu options shown in these instructions may be not be available on your device.
- The Snap-on Cloud is continuously monitored for inappropriate content. Abuse (as determined by moderator) will result in account deactivation.

### Thermal Imager Elite Wi-Fi Connection

#### Connecting the thermal imager to a Wi-Fi network:

Selecting **Wi-Fi Connection** from the settings menu allows you to turn Wi-Fi on/off and select a wireless network (Figure 1).

1. Turn on the thermal imager and press the **Menu** button.
2. From the toolbar select the **Settings** icon .
3. Select **Wi-Fi Connection** from the menu.
4. To turn Wi-Fi on/off, press the **UP** control button to select the **Wi-Fi Power** icon, then press the **Y** button to turn (toggle) Wi-Fi on/off (Figure 1).

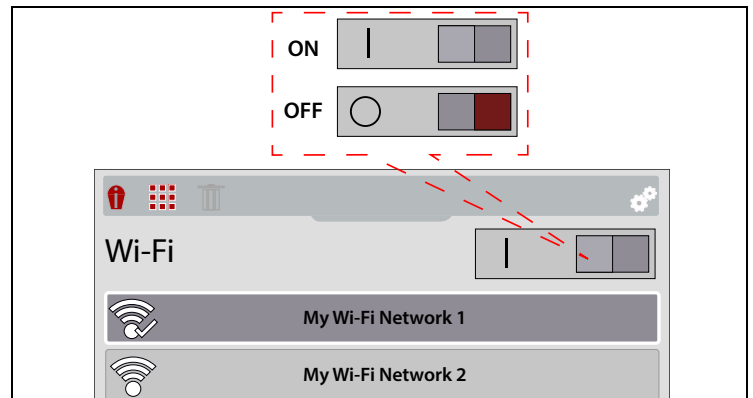


Figure 1 Wi-Fi On/Off / Network Selection

- Press the **Down** control button to enter the Wi-Fi network list, then use the **Up / Down** control buttons to select a wireless network. Press the **Y** button to enable the selection.
- If a password is required when choosing a secured (protected) network, enter the password using the on-screen keyboard and the directional control buttons. Select the **“enter/done”** key when finished (Figure 2).

**Notes:**

- A password is required when choosing a secured (protected) network. Enter the password using the on-screen keyboard and then select the check mark on the keyboard to continue.
- Networks with a proxy, challenge page, or that require the user to accept terms of usage are not supported.
- Wi-Fi performance varies depending on your wireless network equipment and ISP.

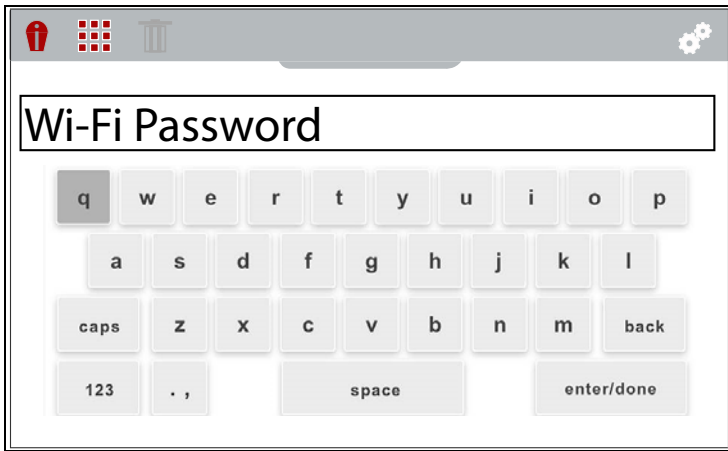


Figure 2 Wi-Fi Password Screen

When successfully connected to a Wi-Fi network, a check mark will display on the Wi-Fi icon.

- A confirmation screen displays showing the device serial number, PIN and Code. These numbers are needed for account setup (Figure 3), see [Snap-on Cloud Registration on page 2](#).

Use the QR code to open the Snap-on Cloud on your personal mobile device (Figure 3).



Figure 3 Wi-Fi Password Screen

For additional information on Wi-Fi, see the Diagnostic Thermal Imager Elite user manual. User manuals are located at: [www.snapon.com/diagnostics/us/UserManuals](http://www.snapon.com/diagnostics/us/UserManuals)

## Snap-on Cloud Registration

**IMPORTANT** - If you are a new owner of this tool (acquired secondhand), you must register this tool with your Snap-on Cloud account in order to transfer files to your account. If you do not register the tool with your account, captured files will be sent to the previous owners account.

To use Snap-on Cloud:

- The Diagnostic Thermal Imager Elite must be connected to a Wi-Fi network, see [Thermal Imager Elite Wi-Fi Connection on page 1](#).
- Snap-on Cloud registration is required.
  - If you are a new user, you will need to create a new account, see [Snap-on Cloud - New User Registration](#).
  - If you already have a SureTrack® account, see [Snap-on Cloud - SureTrack User Setup](#).

## Snap-on Cloud - New User Registration

**If you are a new user, follow these steps to register and create a new account:**

- Connect the thermal imager to a Wi-Fi network, see [Thermal Imager Elite Wi-Fi Connection on page 1](#).
- Write down the Serial Number, PIN and Code that are displayed when the device connects to the Wi-Fi network, or leave the screen displayed. These codes can also be found in the Settings menu, see [Snap-on Cloud Setup Information Screen on page 3](#).
- Using a mobile device or PC, visit <https://ALTUSDRIVE.com> and select **Create Individual Account** from the Login screen.
- Enter the required information and create a **Username** and **Password**, then select **Create**.
- At the “Success” confirmation screen, select **Done**.
- Log in using your **Username** and **Password**.
- Answer the security questions, then select **Submit**.
- From “Technician Profile Manager” select the **Device Management** tab. See [Device Management on page 9](#) for a description of this screen.
- Select **Add Device**, then enter your **Serial Number**, **PIN**, **Code**, and **Device Name** and select **Save** when done.
- Log out of “Profile Manager”, then select the **ALTUS Home Page** browser tab to get started.
- Turn the thermal imager off, and then on.
- See [Using the Snap-on Cloud](#) for operation instructions.

Your thermal imager is now registered to your Snap-on Cloud account. When connected to Wi-Fi, your images will be automatically sent to the online account from the device.

## Snap-on Cloud - SureTrack User Setup

**If you already have a SureTrack account, follow these steps to setup and register:**

From a PC or mobile device:

1. Connect the thermal imager to a Wi-Fi network, see [Thermal Imager Elite Wi-Fi Connection on page 1](#).
2. Write down the Serial Number, PIN and Code that are displayed when the device connects to the Wi-Fi network, or leave the screen displayed. These codes can also be found in the Settings menu, see [Snap-on Cloud Setup Information Screen on page 3](#).
3. Using a mobile device or PC, visit <https://ALTUSDRIVE.com> and select **Login** (upper right screen).
4. Log in using your SureTrack **Username** and **Password**.
5. Open **Profile Manager** (additional login may be required).
6. From the **Device Management** tab, select **Add Device**. See [Device Management on page 9](#) for a description of this screen.
7. Enter your **Serial Number**, **PIN**, **Code**, and **Device Name**.
8. Log out of "Profile Manager", then select the **ALTUS Home Page** browser tab to get started.
9. Turn the thermal imager off, and then on.
10. See [Using the Snap-on Cloud](#) for operation instructions.

Your thermal imager is now registered to your Snap-on Cloud account. When connected to Wi-Fi, your images will be automatically sent to the online account from the device.

### Snap-on Cloud Setup Information Screen

From the imager, selecting **ALTUS Setup** ([Figure 4](#)) from the Settings menu allows you to view the diagnostic tool serial number, PIN and Code needed to register.

1. Press the **Menu** button.
2. Select the **Settings** icon from the toolbar, then select **ALTUS Setup** from the menu.

**ALTUS Setup** displays the following:

- Device Serial Number
- PIN
- Code
- ALTUSDRIVE.com QR code

This information is used when registering.



Figure 4

**Note:** The PIN and Code numbers will change each time you view the Setup screen ([Figure 4](#)). This is normal, any displayed set of PIN and Code numbers may be used to register.

### Using the Snap-on Cloud

**Note:** Navigation and menu options will vary by device and/or operating system (PC, mobile, etc). Some menu selections may be grayed out or not shown, indicating the option is not supported on your device/system. Some menu options shown in these instructions may not be available on your device.

#### To use the Snap-on Cloud:

- An Snap-on Cloud account is required, see [Snap-on Cloud Registration on page 2](#).
- The thermal imager must be connected to a Wi-Fi network, see [Thermal Imager Elite Wi-Fi Connection on page 1](#).

### Logging In to the Snap-on Cloud

1. Using your mobile device or PC visit [ALTUSDRIVE.com](https://ALTUSDRIVE.com).
2. Select the **Login** icon ([Figure 5](#)).

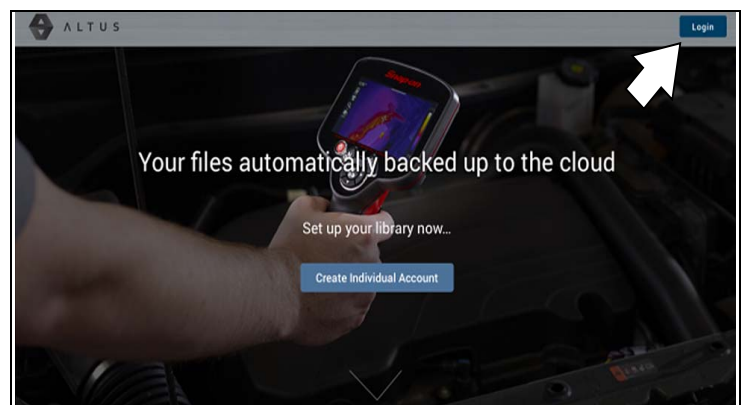


Figure 5

3. Log in using your **Username** and **Password** (Figure 6).

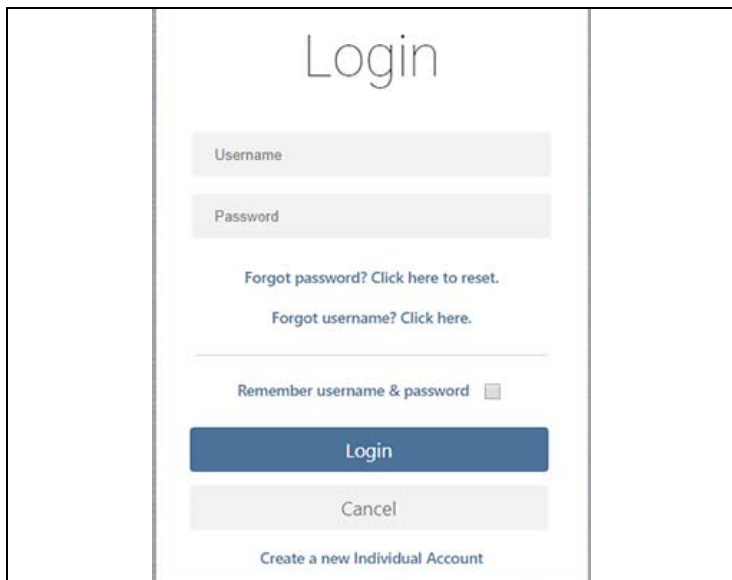


Figure 6

## Navigating the Snap-on Cloud (Toolbars)

The upper and lower toolbars are available from all screens.

The upper toolbar includes a menu icon (right side) (Figure 7). This menu allows you to share all your files, see [Sharing all Images from My Files on page 6](#).



Figure 7

The lower toolbar (Figure 8) includes the following links:

- [My Files](#), see page 4
- [Shop Files](#), see page 7
- [Favorites](#), see page 7
- [Profile](#), see page 8



Figure 8

## My Files

My Files displays all the images uploaded from the thermal imager (Figure 9). Each image is displayed in a navigation card.



Figure 9

**1— File Upload Date** - Images are displayed with the most recent uploads at the top. The file Upload Date is displayed at the upper left of the image(s). The date is shown once at the top of the series of images, scroll up / down to see all files within a specific date.

**2— File Name** - See [File Detail \(Tags\) on page 5](#) for additional information.

**3— Your Account Username** (and timestamp) - See [Account on page 8](#) for additional information. The timestamp indicates the date/time the file was posted.

**4— Menu Icon** - options:

- **Download** - Select to download the file to your device.
- **Delete** - Select to delete the file.

**5— Favorites Icon** - See [Favorites on page 7](#) for additional information.

**6— Copy Icon** - See [Shop Files on page 6](#) for additional information.

**7— Link Icon** - See [Sharing an Individual Image from My Files on page 6](#) for additional information.

Selecting an image opens File Details. The File Detail screen allows you to see alternate views of an image and edit metadata. See [File Detail \(Tags\) on page 5](#).

## File Detail (Tags)

As shown in [Figure 10](#) selecting (touching) an image from My Files opens the File Detail card. Selecting the image again opens that image in a new browser tab.

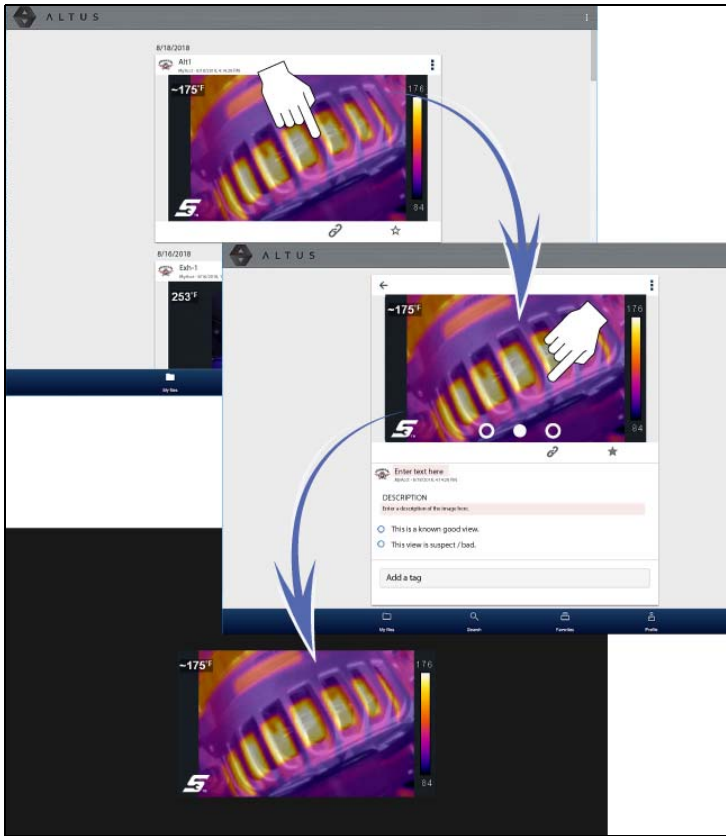


Figure 10

The following describes the File Detail card features.



Figure 11

**1— Back Icon** - Returns to My Files

**2— Page Indicators** (View Alternate Versions) - Select the page indicators to see three alternate views of the same image, (1) visual light, (2) opacity and (3) full thermal.

**3— File Name** (user entered searchable text) - Select the file name to open the editor. Enter text (alphanumeric) in the field as desired.

**4— Your Account Username** (and timestamp) - See [Account on page 8](#) for additional information. The timestamp indicates the date/time the file was posted.

**5— Description** (user entered searchable text) - Enter text (alphanumeric) in the description field as desired.

**6— Known Good / Bad Checkboxes** (user defined and searchable) - Selecting a checkbox automatically creates a tag (e.g. #good) and is displayed in the Active Tag(s) field.

**7— Tag** (user entered searchable text) - Enter text (alphanumeric) in this field as desired. Tagging a file allows you to associate (tag) descriptive text to a file. Tagging can be used to associate multiple images with a common tag. The tag text then can be used when performing a search to find all images with the same tag. Each text entry (word) that is separated by a space (return) is added as a tag, and is displayed in the Active Tag field.

**8— Active Tag(s)** - Displays the active tag(s). Tags can include the “good” or “bad” entry from the Known Good / Bad checkboxes, and text entered in the file Name, Description and Tag fields. Each entry is automatically preceded with the “#” symbol.

## About Image File Names

When an image is captured, the thermal imager automatically assigns a system generated ID (name) to each file in the saved file set. The following describes the ID naming protocol:

Media Type	Unique ID Number	Thermal Image View Type		Image File Format
IMG	0153	X	Indicates one of the following: Opacity View Split Screen View Picture-in-Picture View	BMP (Bitmap)
		V	Visual Light View	
		T	Full Thermal View	

All images are named as shown in the table above, with the four digit numeral being the unique identifier (e.g. IMG0153V.BMP).

**Note:** Images are converted from .BMP to .JPG when uploaded to the Snap-on Cloud.

## Sharing Images from My Files

Sharing images from My Files allows you to share an image(s) with others via e-mail, text, social media, etc. My File links are intended as temporary links, and are useful when sharing an image(s) with another user, technician, or shop. If you delete the image from My Files, the shared link will be broken.

**Note:** The file details displayed in a shared link will be different depending if the message recipient is logged in or not. If the recipient is not logged in, only limited details are displayed.

Typical details that are displayed in a link that are displayed by a recipient that is logged in:

- The image
- File name
- Your user name
- Date file was posted
- Description

## Sharing an Individual Image from My Files

1. From My Files, select the **Link icon** (Figure 12) on the card.

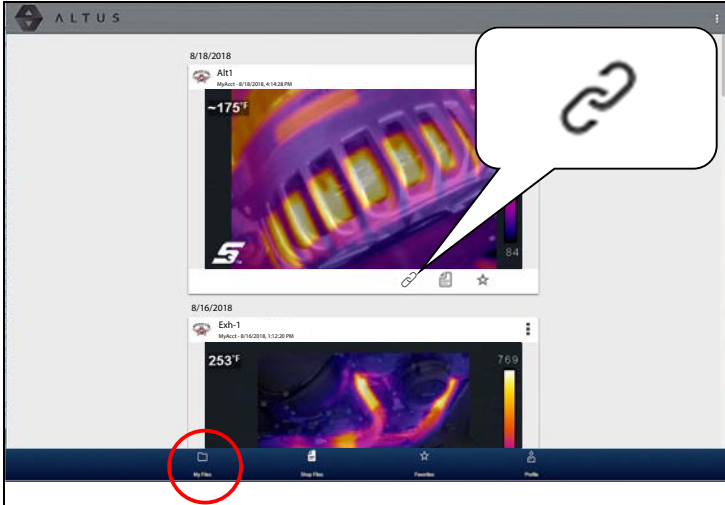


Figure 12

2. Select **Copy to Clipboard** (Figure 13) from the pop-up window.



Figure 13

3. Open your (e-mail, text, social media, etc.) application and paste the URL into a message to share with others.

## Sharing all Images from My Files

1. From My Files (Figure 12), select the **Menu icon** (Figure 14) from the upper toolbar.



Figure 14

2. Select **Share My Files**.
3. Select **Copy to Clipboard** (Figure 15) from the pop-up window.



Figure 15

4. Open your (e-mail, text, social media, etc) application and paste the URL into a message to share with others.

## Shop Files

Shop Files allows you to share an image(s) with others via e-mail, text, social media, etc, from a permanent location in the cloud. Unlike sharing an image(s) from My Files, the link is permanent and will work, even if the original file is deleted.

Shop Files links are useful when sharing an image with a customer that is not a registered user that just needs to see the image, and that may need access to the image in the future.

**Note:** The file details displayed in a shared link will be different depending if the message recipient is logged in or not. If the recipient is not logged in, only limited details are displayed.

### To add a image(s) to Shop Files:

From My Files, select the **Copy icon** (Figure 16) on the image card to copy the image to Shop Files. This copies the image to a permanent location in the cloud.

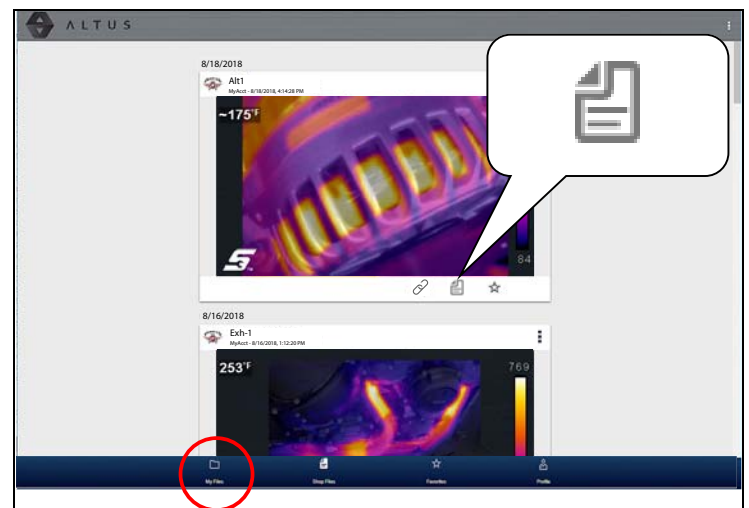


Figure 16

### To share an individual Shop File image:

1. From Shop Files, select the **Copy icon** (Figure 17) on the image card.

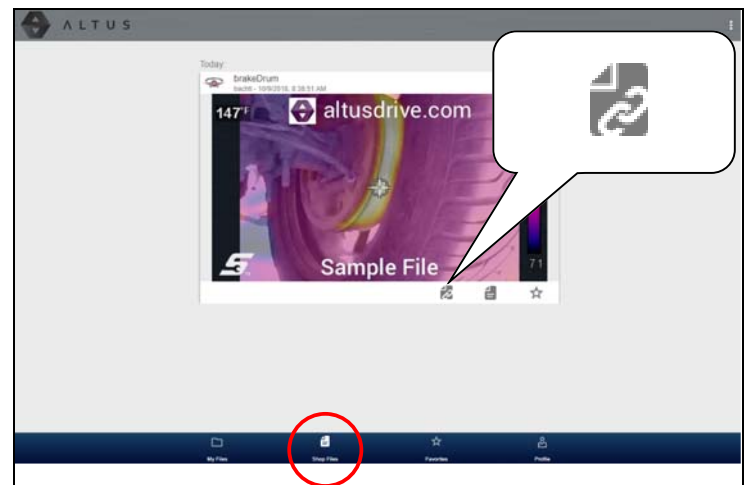


Figure 17

2. Select an option (Figure 18) from the pop-up window.

**Note:** Some selections may be grayed out or not shown, indicating the option is not supported on your device/system.

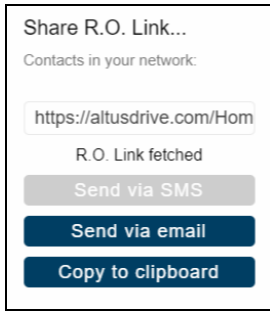


Figure 18

- **Copy to Clipboard** - open your (e-mail, text, social media, etc.) application and paste the URL into a message to share with others.
- **Send via Email** - your system default e-mail application will open a new message with the link attached, ready to be sent.
- **Send via SMS** (Short Message Service) - this option is used with supporting mobile devices, and will typically open a new text message with the link attached, ready to be sent.

**To share all files in Shop Files:**

1. Open Shop Files, see [Figure 17](#).
2. Select the **Menu** icon ([Figure 19](#)) from the upper toolbar.



Figure 19

3. Select **Share My Shop Files**.
4. Select **Copy to Clipboard** ([Figure 20](#)) from the pop-up window.



Figure 20

5. Open your (e-mail, text, social media, etc) application and paste the URL into a message to share with others.

**Search**

The Search field is available from My Files, and allows you to perform text searches on all uploaded files and view the results.

To search for a specific image or set of images, enter a **search term** in the search field and select the **magnifying glass** icon ([Figure 21](#)) (or press Enter).

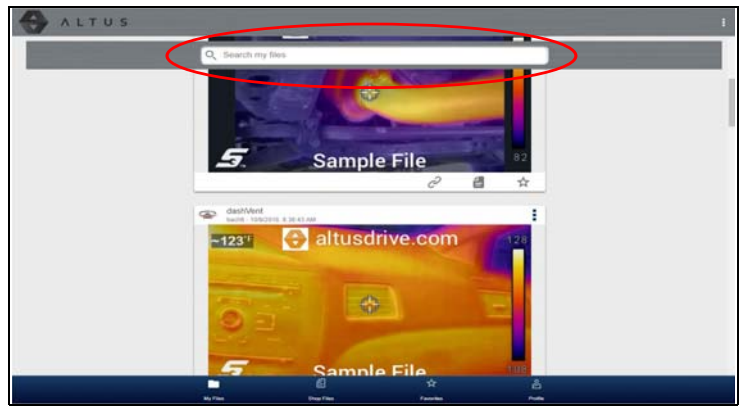


Figure 21

Use the following image details to search and find results:

- **Image Name**
- **Known Good / Bad Checkboxes**
- **Description**
- **Tag**

See [File Detail \(Tags\) on page 5](#) for additional information on the above “user entered” text.

**Favorites**

The Favorites screen displays all the images selected as favorites ([Figure 22](#)).

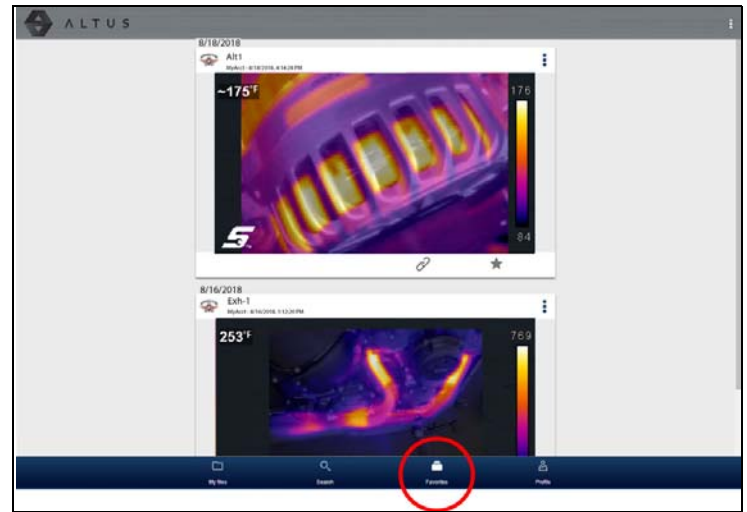


Figure 22

To set an image as a “Favorite”, select the **Favorite** icon (star symbol) to highlight the icon.

Description	Icon
Favorite (on)	
Favorite (off)	

The Favorites icon can be selected/deselected at anytime when displaying files.

## Profile

The Profile screen allows you to:

- Open Profile Manager (Figure 23), see [Using Profile Manager on page 8](#)
- Logout, see [Logging Out on page 9](#)

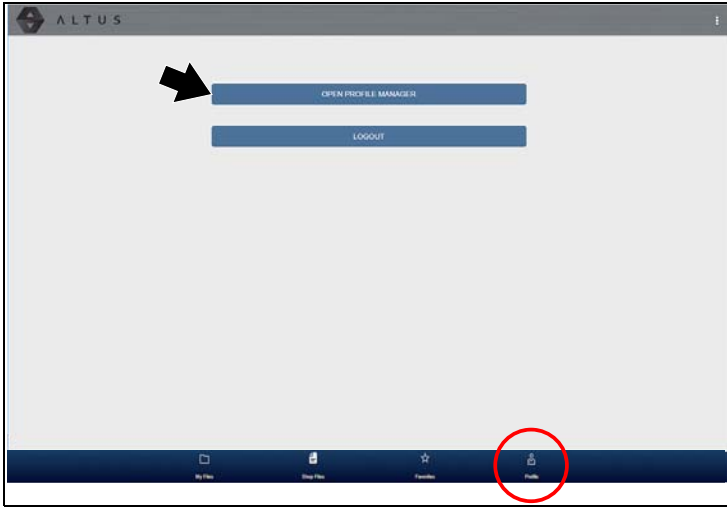


Figure 23

## Using Profile Manager

To open the Profile Manager screen, select **Profile** from lower toolbar, then select **Open Profile Manager** (Figure 23).

**Note:** Profile Manager opens a new browser tab. To return after logging out of Profile Manager, you must select the ALTUS Home Page browser tab.

Enter your **Username** and **Password** at the Login screen.

If you are a SureTrack user, please note that Profile Manager is the same as your SureTrack Profile Manager. Any changes you make will also be reflected in your SureTrack account.

Profile Manager includes five tabbed categories to help you manage your account information:

- [Account on page 8](#)
- [Personal Information on page 8](#)
- [Expertise on page 9](#)
- [Profile Picture on page 8](#)
- [Device Management on page 9](#)

## Account

This screen manages the following account information (Figure 24):

- Authorization Key (not required for account registration)
- Account Expiration Date
- Shop Nickname
- Email
- Username
- Password

Figure 24

## Profile Picture

This screen allows you to personalize your profile picture, by selecting one of the provided images.

## Personal Information

This screen manages the following personal account information (Figure 25):

- First Name
- Last Name
- City
- State
- Zip Code

Figure 25



## Expertise

(SureTrack users only) - Select the vehicles from the list that you have expertise with. When a question is asked within the SureTrack community about one of the selected vehicles, you will receive an email with the details and a link back to the question.

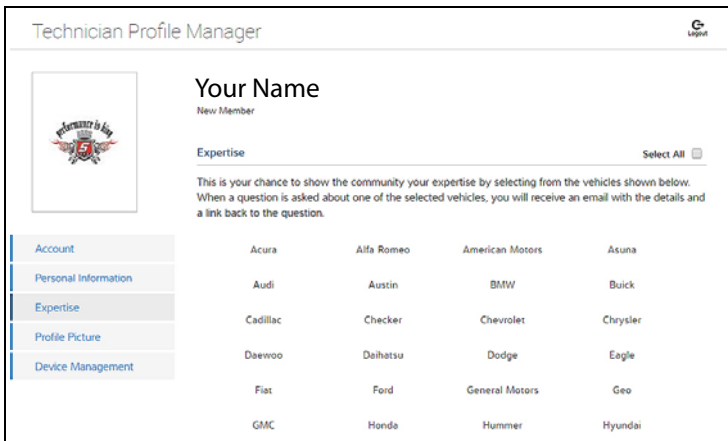


Figure 26

## Device Management

This screen manages devices associated with your account (Figure 27):

Select **Add a Device** to setup and add an authorized device (e.g. Diagnostic Thermal Imager Elite or Diagnostic Tool).

Enter the device:

- **Serial Number** - serial number of the device
- **Code** - authorization code specific to the device
- **PIN** - specific PIN associated to the device
- **Device Name** - user define name

When finished select **Save** to save and link the device to your account.

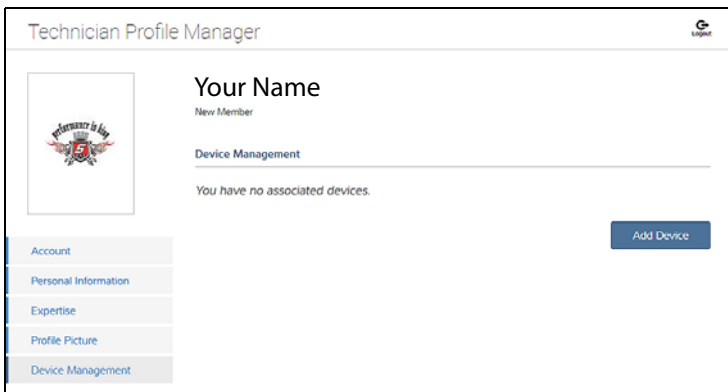


Figure 27

## Logging Out of Profile Manager

Select the **logout** icon (upper right screen) to log out of Profile Manager (Figure 28).



Figure 28

**Note:** Profile Manager opens a new browser tab. To return after logging out of Profile Manager, you must select the ALTUS Home Page browser tab.

## Logging Out

To log out, select **Profile** from lower toolbar, then select **Logout** (Figure 29).

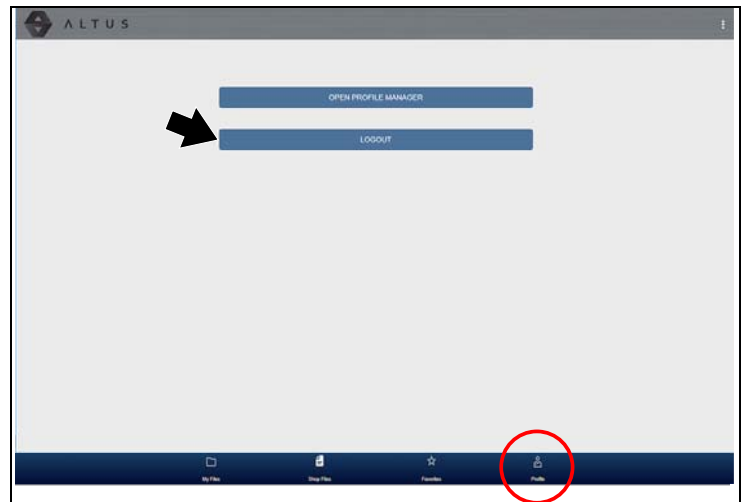


Figure 29

# Printing

## Notes:

- Navigation and menu options will vary by device and/or operating system (PC, mobile, etc).
- Images are in .JPG format.

## Printing on a PC - Typical

1. Find the image to print and select the menu icon on the file card (upper right).
2. Select **Download** from the menu options (Figure 30).
3. Once downloaded to your PC, print the image file.

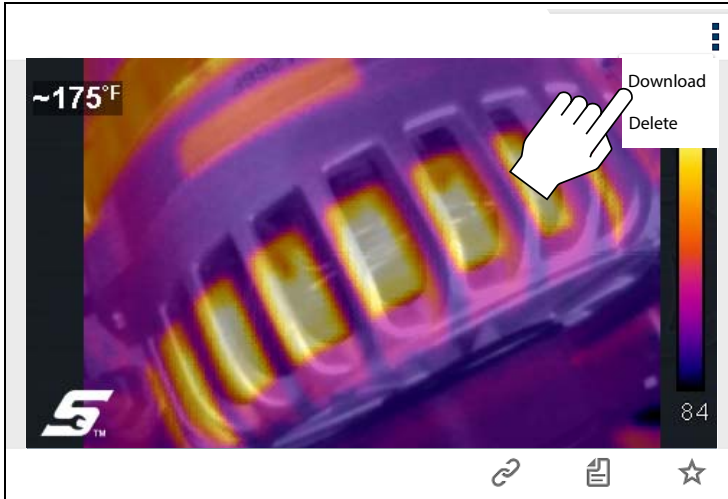


Figure 30

## Printing on a Mobile Device - Typical

1. Find the image to print and tap and hold it to display the options menu.  
Typical options will include **Download Image** or similar.
2. If you have print capabilities on your device, download the image.
3. Once downloaded to your device, print the image file.

**Note:** If you do not have print capabilities on your device, you may be able to download or transfer/share the file to another device with print capabilities. Refer to the “User Guide” of your device for printer setup information.