



# Important Information

## Application

These instructions may apply to many different diagnostic tools used/sold over multiple global markets. The list of applicable diagnostic tools shown below is not inclusive and subject to change without notice.

- ZEUS®
- VERUS EDGE®

## Safety Information

Read, understand and follow all safety messages and instructions within this document, and in the *Important Safety Instructions* manual (supplied with the diagnostic tool, and available on our website).

## Disclaimers

The information within this document may be applicable to multiple markets. Not all the information included may be applicable to your diagnostic tool, device or product.

All information, specifications and illustrations in this document are based on the latest information available at the time of publishing and are subject to change without notice.

The illustrations/pictures in this document are intended as reference only and may not depict actual screen results, information, functions or standard equipment.

## Copyright Information

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## Software License Information

Use of Software is governed by the terms and conditions of the End User License Agreement. The diagnostic tool should not be initially operated until the End User License Agreement is read. Use of the device acknowledges your acceptance of the End User License Agreement. The Snap-on Incorporated Software End User License Agreement may be provided with the diagnostic tool, and is available at:

<https://eula.snapon.com/diagnostics>

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## Application / Introduction

These instructions are only applicable with the diagnostic tools listed in the preceding **Important Information** section.

The ShopStream Update Tool (SST) feature allows you to directly download and install the latest software updates, upgrades and service releases (updates) as soon as they become available.

Whenever the diagnostic tool is turned on, rebooted and connected to the Internet, the SST automatically checks for new software updates. This automatic check also occurs every four hours. If a software update is available, the SST will download it.

The SST is a low priority program that only downloads software updates when unused bandwidth is available. If other programs are running that communicate over the Wi-Fi network, such as a browser or instant messaging, the download may be temporarily suspended. This allows you to continue normal diagnostic tool operation, without interruptions or loss of performance.

### NOTE

As an alternative to downloading software in the background, you can select the *Fast Download* from the update status window, see Step 3 in [Manual Software Download](#) for details.

## Terminology

The following terms are used in this instruction sheet:

- **Software Upgrade** - a new diagnostic software version. Software upgrades include new and enhanced coverage and features.
- **Software Update** - a service release “update” for a existing diagnostic software version.

For clarity, the term “software update(s)” will be used to collectively describe “software updates, upgrades and SST program updates” using the SST, except where noted.

## Basic Operation

The SST program is normally running in the Windows background and available from the Windows system tray. The program can be accessed as follows:

- **SST icon in the Windows system tray** - opens the SST program menu.
- **SST program selection from the Windows “All Programs” or “Startup” menus** - starts the SST program and adds the SST icon to the Windows system tray.



If necessary, select the expand arrow to see the SST icon in the system tray

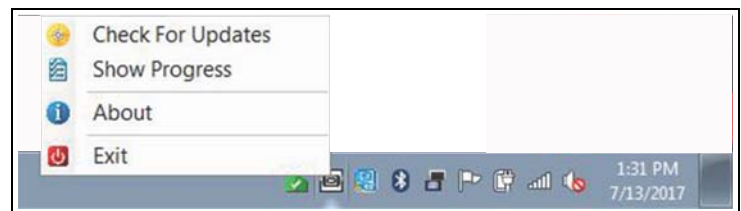


Figure 1 SST Icon in system tray

Selecting the SST icon from the system tray provides the following menu choices:

- **Check for Updates** - Allows you to manually check for software updates anytime. See [Manual Software Download](#) on page 2.
- **Show Progress** - allows you to check the status of an active download.
- **About** - displays the SST program software version number
- **Exit** - closes the SST program

# End User License Agreement

Before software installation, at the initial purchase, and before all subsequent software updates/upgrades installations acceptance of the End User License Agreement (EULA) acceptance is required.

## IMPORTANT

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**To Accept**, at the screen prompt (*Figure 2*) click the checkbox on the left side of the window, and then select **Agree and Continue**. The software will be installed automatically.

*Figure 2* below represents a typical EULA acceptance agreement screen.

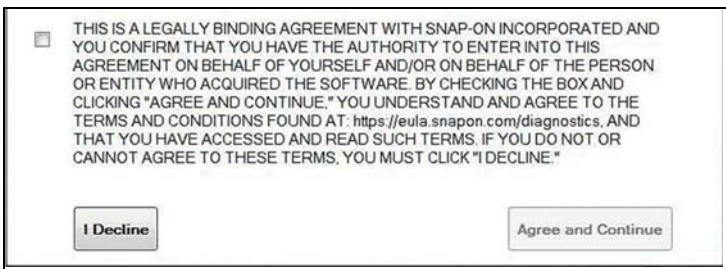


Figure 2 Typical EULA acceptance screen

**To Decline**, at the screen prompt (*Figure 2*) select **I Decline**. A confirmation message is displayed providing options to Go Back or Exit the software installation (*Figure 3*).

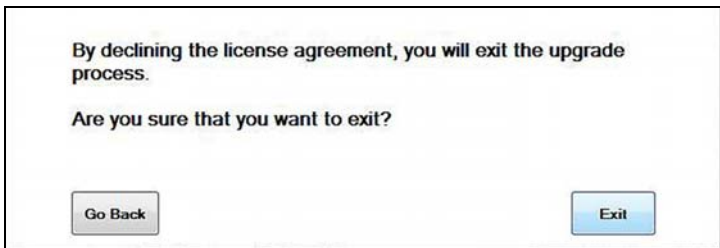


Figure 3 Typical EULA acceptance screen

# Manual Software Download

This section describes the basic procedures for manually downloading software updates and upgrades.

Normally, the SST will automatically detect and download software. If necessary, use the following procedure to manually check for and download software.

## IMPORTANT

*It is recommend that you download software upgrades when not actively using the diagnostic tool. Download times will vary as they are dependent on the file size of the upgrade (some upgrades may exceed 2Gb) and your connection speed. It is suggested that you start the download at the end of your day and let it run overnight. It is also suggested that you ensure a download of this size is within the available data allowance of the Internet connection or data plan being used. For software upgrade installation instructions, see [Installing Software Upgrades](#) on page 4.*

**To manually download software:**

1. Select the SST icon in the system tray to open the menu (*Figure 4*).

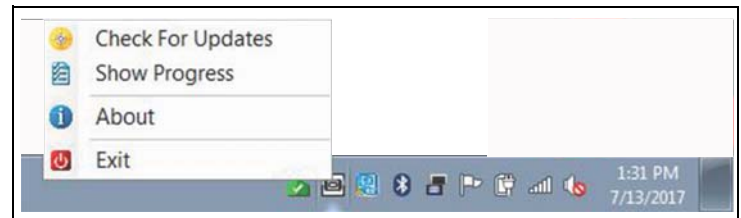


Figure 4 ShopStream Update Tool icon and menu

2. Select **Check for Updates** from the menu.

A series of message boxes will display as the SST searches for updates (*Figure 5*).



Figure 5 Typical - Checking for Updates message

Once the search is complete, one of two results are expected:

- If no updates are found, the message box closes and a “No updates available” message displays.
- If updates are found, they will automatically begin to download ([Figure 6](#)).

To view the update status window ([Figure 6](#)), select **Show Progress** from the SST icon menu ([Figure 4](#)).

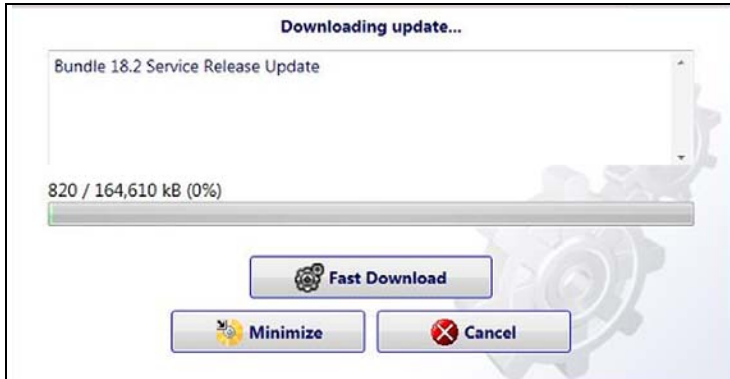


Figure 6 Typical - Update status window

## NOTE

The percentage status bar may not always be displayed while downloading ([Figure 6](#)).

3. During an active download, three options are available from the update status window ([Figure 6](#)):

- **Fast Download**—selecting Fast Download provides the option to either initiate a faster download, or continue downloading the background. If Fast Download is selected, it may adversely affect diagnostic tool performance, only choose if you are not actively using the Diagnostic Suite.
- **Minimize**—minimizes the message box. The download continues as a background task and the diagnostic tool can be used normally.
- **Cancel**—stops the download and closes the message box. You can select Cancel, and then resume the download at a later time.

4. Once the download completes, it will be installed automatically. See the applicable instructions for [Installing Software Updates](#) on page 3 or [Installing Software Upgrades](#) on page 4.

## NOTE

If the Internet connection is interrupted during a download, the download is suspended and a “network unavailable” message displays. The message disappears and the download resumes automatically once the Internet connection is restored.

## Installing Software Updates

When a software update is ready for installation, an installation update message will appear ([Figure 7](#)). You can select the message or the SST icon from the system tray at anytime to start the software update installation process.



Figure 7 Typical update installation message

## NOTE

If applicable, before installing a software update, have your Compact Scan Module (CSM) and USB cable available. The software update may include CSM firmware updates that need to be installed.

### To install a software update:

1. Select the software update available message ([Figure 7](#)), or the SST icon from the system tray.

A software update installation window will display ([Figure 8](#)).



Figure 8 Typical update installation window

2. Select an installation option to continue:

- **Install Now**—starts the software update installation. Proceed to step 3.
- **Install Later**—closes the message. The message will reappear at a later time as a reminder.

## NOTE

If **Install Later** is chosen, you can select the SST icon from the system tray to restart the installation at anytime.

3. Close the **ShopStream Diagnostic Suite** application. The ShopStream Diagnostic Suite should remain closed until the software installation has completed.
4. Follow the on-screen instructions to complete the installation.
5. After the installation is complete, open the **ShopStream Diagnostic Suite** application.
6. If applicable, select **Scanner** from the Home Screen. If a CSM firmware update has been received, a “Compact Scan Module firmware update” message will display. Install the firmware update as instructed.
  - If the Scanner opens normally and no update message is displayed, proceed to step 7.
7. Turn the diagnostic tool off, then turn it on (re-boot).
8. From the toolbar, select **Menu > Help > Version Info** to confirm the new version number is installed.

## Installing Software Upgrades

### IMPORTANT

*It is recommended that you perform software upgrade installations Monday – Friday, during business hours to ensure customer care representatives are available for support. The installation will take approximately 30 minutes. If the installation is interrupted, contact Snap-on Diagnostics Customer Care for assistance.*

#### **i** NOTE

*If applicable, before installing a software upgrade, have your CSM and USB cable available. The software upgrade may include firmware updates that need to be installed to the CSM.*

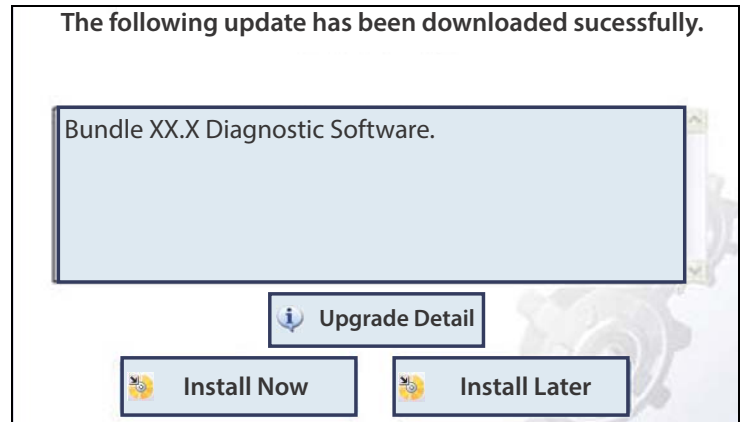
#### To install a software upgrade:

1. Select the software upgrade available message ([Figure 9](#)), or the SST icon from the system tray.



**Figure 9** Typical upgrade installation message

An upgrade installation window will display ([Figure 10](#)).



**Figure 10** Typical upgrade installation window

2. Select an installation option to continue:
  - **Upgrade Detail**—opens a PDF file describing the details of the software upgrade, including any accessories that may be required.
  - **Install Now**—starts the software upgrade installation. Proceed to step 3.
  - **Install Later**—closes the upgrade message. The upgrade available message reappears at a later time as a reminder.

#### **i** NOTE

*If **Install Later** is chosen, you can select the SST icon from the system tray to restart the installation at anytime.*

3. Close the **ShopStream Diagnostic Suite** application. The ShopStream Diagnostic Suite should remain closed until the software installation has completed.
4. Follow the on-screen instructions to complete the installation.
5. After the installation is complete, open the **ShopStream Diagnostic Suite** application.
6. If applicable, select **Scanner** from the Home Screen, if a CSM firmware update has been received, a “Compact Scan Module firmware update” message will display. Install the firmware update as instructed.
  - If the Scanner opens normally and no update message is displayed, proceed to step 7.
7. Turn the diagnostic tool off, then turn it on (re-boot).
8. From the toolbar, select **Menu > Help > Version Info** to confirm the new version number is installed.