Snap-on Software Subscription Update Guide

ETHOS, SOLUS & MODIS Platforms

Please Note - new software updates can only be downloaded if you are a current Subscription customer

Updating using ShopStream Connect

Before you start:

You need to have a programme called ShopStream Connect installed to your PC/Laptop.

What is ShopStream Connect (SSC)?

A PC-based programme that will allow subscribed customers to update software on Snap-on diagnostic tools.

More information on ShopStream Connect can be found here:
https://www.snapon.com/diagnostics/UK/Diagnostics/ShopStreamConnect.htm

Step 1: Installing ShopStream Connect

If you have already installed SSC, continue to Step 1b

Before downloading ShopStream Connect, please verify your PC/laptop meets the following system requirements:

- Intel® Pentium 4 or Equivalent Business-Class Processor
- Windows XP®, 7, 8/8.1 or 10. See FAQs for this info
- 512MB RAM Minimum, 1GB RAM Recommended
- 500 MB Available Hard Drive Space
- Internet Connection
- Internet Explorer 6 or Higher
- Display Resolution XGA 1024 x 768 or Higher
- USB 2.0 or Later for Diagnostic Platform Connection
- Adobe® Reader 8.0 or higher, for displaying User Manual (free download at **www.adobe.com/products/reader**)

To download SSC to your PC/laptop, access the below website and click 'Download ShopStream Connect': https://www.snapon.com/diagnostics/UK/Diagnostics/ShopStreamConnect.htm

The system will guide you through the download via step-by-step instructions on-screen

Once the download and install is complete, please proceed to Step 2

Snap-on

Step 1b: How to check that your SSC is the current version

Online Update

If you already have ShopStream Connect installed to your PC, it may need to be updated to the current version before you can download the latest software update to your diagnostic platform.

To do this, open SSC on your PC/laptop

Select "Tools" then "Update Software", and select "ShopStream Connect"
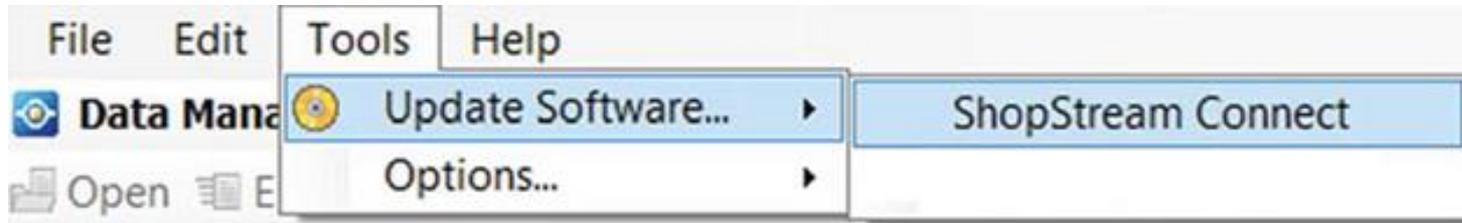
If a SSC update is required, the system will system will guide you through the process via step-by-step instructions on-screen

If a SSC update is not required, you will see a message confirming no updates are available

Once complete, please proceed to Step 2

Step 2: Connecting your Diagnostic tool to your PC/Laptop

Before you begin, please ensure your PC/laptop is connected to the internet and your diagnostic tool is plugged into the mains.

Put your tool in to PC Mode:

Select the "Tools" icon then select "Connect-to-PC"
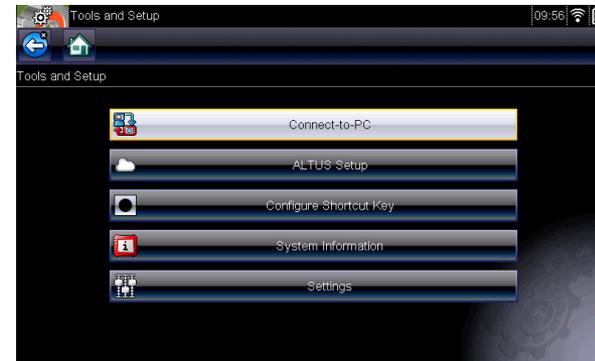
Using the mini USB cable supplied with your diagnostic tool, connect your diagnostic platform to your PC/laptop

You're now ready to download your new software to the platform - please proceed to Step 3

Step 3: Upgrading your diagnostic tool software

The new software update may automatically begin as soon as your diagnostic tool is connected; if this is the case, you will then be guided through the update process via on-screen instructions.

If the software update does not begin automatically, follow the below steps:

In SSC Select "Tools" then "Update Software" and select your Diagnostic Tool
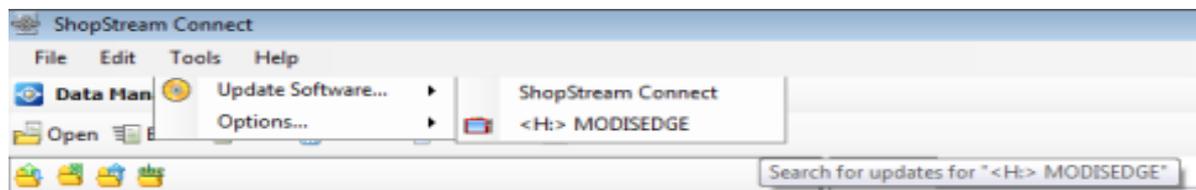
ShopStream Connect will search for the software update, and then guide you through the update process via on-screen instructions

If you encounter any issues throughout this process, please contact
Snap-on Diagnostics Customer Care on **0845 606 6512**
Available - Monday to Friday 8.30 AM to 5.00 PM