A guide for:
The Shor-Connect Software Installation
 {Wireless Connectivity For Your Scale}

⚠️WARNING The user must read and understand this guide before installation of this product.

{Save This Guide For Future Reference}
Introduction

Thank you for purchasing Shor-Line products. As a leader in animal care equipment, our commitment to you is exactly the same as it was in 1927.

We hope this guide answers any questions you might have in regards to installation. If you can’t find the answers to your question(s), have further questions or would like to purchase additional products, please contact us at 800.444.1579 or 913.281.1500. If in Europe phone +44 1446 77 20 41.

Consider keeping this guide in a safe and convenient place for future assistance.

⚠️WARNING The user must read and understand this guide before installation of this product.

If Concealed Damage:
Follow instructions within Section 13: Shor-Line’s Warranty Information. For more information visit: www.shor-line.com/warranty. Then click the Damages/Returns/Repairs link on the left.

Call Shor-Line immediately so we can expedite replacements or repairs.

IMPORTANT: After fifteen (15) calendar days of receipt of merchandise, this policy becomes void.

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**THIS SCALE IS CALIBRATED AT THE FACTORY.**
Calibration is not required at initial set-up.
For questions, contact Shor-Line Technical Service at 800.444.1579 option 6.

**IMPORTANT!**
Your Shor-Connect Blue USB Drive and Display with Operation Keys are a matched set. It is very important that you provide ample room around the inserted Shor-Connect Blue USB Drive so that damage does not occur. Do not misplace the Shor-Connect Blue USB Drive.

**IMPORTANT!**
Your Shor-Connect Green USB Drive contains the Shor-Connect Software installer. After installation, remove and store the Shor-Connect Green USB Drive in a safe place for future installations or reinstallation.
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Section 1: System Requirements

Minimum Requirements

Windows XP Service Pack 3
Windows 7
20MB of free space

IMPORTANT: Multiple applications of the Shor-Connect Viewer and Scales are only supported on Windows 7.

Shor-Connect Item List

<table>
<thead>
<tr>
<th>Shor-Connect</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(1) Shor-Connect Green USB Drive (Software Installation)</td>
<td>(1) Shor-Connect Blue USB Drive (Wireless)</td>
</tr>
</tbody>
</table>
Section 2: Starting the Installation Process

Pre-Installation

Step 1: Insert the Shor-Connect Green USB Drive
Insert the Shor-Connect Green USB Drive into a USB port on the computer.

NOTE: The computer must be running Windows XP Service Pack 3 or Windows 7. If you are running Windows XP but not Service Pack 3 please update the computer to Service Pack 3 before continuing.

Starting the Installer

If the installer does not start automatically:
Locate and open the Shor-Connect Green USB Drive on the computer by clicking on the Start Menu -> Computer or My Computer and double click the Shor-Connect Green USB Drive and double click the Shor-Connect Setup file.

Section 3: Installing the Shor-Connect Drivers

Driver Installation

Step 1: Installation Security Confirmation

If the Security Alert window appears:
Choose yes to continue with the installation.(Fig. 3A)
Step 2: Installation Introduction
The installation process should begin. Select Next on the window in (Fig. 3B). Then Install on window in (Fig. 3C).
Section 3: Shor-Connect Driver Installation

**Driver Extraction**

**Step 1: Driver Extraction for the Shor-Connect Scale.**
Select Next to begin the extraction of the Shor-Connect Drivers for Windows. (Fig. 3D)

![Fig. 3D](image)

**IMPORTANT:** If the Drivers already exist:
Approve the replacement of the current drivers, uninstall the old drivers and restart the computer. Once the computer has restarted, start the install from the beginning.
Step 2: License Agreement.
Read the End-User License Agreement and select "I accept...", then select next to continue the driver installation. (Fig. 3E)

![License Agreement Screen](image)

Step 3: Driver Extraction Destination.
Select Next on the Driver Destination Folder. (Fig. 3F)

![Destination Location Screen](image)
Step 4: Starting the Driver Install Wizard.
Select Install to start the driver installation. (Fig. 3G)
Step 5: Upon Completion of the Driver Extraction for the Shor-Connect Scale.
Make sure the Launch button is selected. Select Finish to complete the extraction of the Shor-Connect Drivers for Windows. (Fig. 3H)

NOTE: Once the extraction is complete the Shor-Connect Driver installation will automatically begin.
Step 1: Driver Installation Destination.
Select Install to start the Driver Installation. (Fig. 3I)

Step 2: Complete the Driver Installation.
During the Driver installation the installer will scan the computer for the correct location of the extracted drivers and then begin the install. A few windows may appear and then disappear. (Fig. 3J)

Once the installation is complete Select OK. (Fig. 3K)
IMPORTANT: Driver installation may take a minute to finalize. Please do not force quit the installer. Once the drivers are installed the installation will proceed.

Section 4: Shor-Connect Scale Viewer Installation

Step 1: Starting the Installation
Select Next to start the Shor-Connect Scale Viewer Setup Wizard. (Fig. 4A)
Step 2: Choosing the Installation Account.
Select Install for anyone using this computer to make the application available to all accounts. Or, select Install just for me to only be installed on the current windows account. (Fig. 4B) Then select Next.
Step 3: Choosing the Installation Location.
Select the destination folder for the Shor-Line Shor-Connect Scale Viewer. Select Next to continue the installation. (Fig. 4C)

If the folder location needs to be changed or renamed:
Replace the default destination folder path highlighted in blue.

NOTE: The default location is C:\Program Files\Shor-Line\Scale Viewer. This will create the folder in the desired destination and install the application to that folder.
Step 4: Choosing the Start Menu Folder.

Select the Start Menu folder for the Shor-Line Shor-Connect Scale Viewer. Select Install to continue the installation. (Fig. 4D)

If the Start Menu Name needs to be renamed:
Replace the default Start Menu name highlighted in blue.

NOTE: The default Start Menu name is Shor-Line. This will create an icon in the Start Menu named Shor-Line which is the Shor-Connect Scale Viewer.
Step 5: Shor-Connect Scale Viewer Installation Completion.
The Shor-Connect Installation process will now begin. Once complete select Next and then Finish. (Fig. 4E, Fig. 4F)

NOTE: Once the Shor-Connect Scale Viewer Installation is complete the driver installation will automatically begin.

![Fig. 4E]

![Fig. 4F]
Section 5: Completing the Installation

[Shor-Line ComPortNotifier]

Step 1:
During the final installation (Fig. 5A) the Shor-Line ComPortNotifier application will be placed on the computer desktop (Fig. 5B) and started. To see this application running refer to the windows application activity tray. (Fig. 5C)

IMPORTANT: Do not throw the Shor-Line ComPortNotifier Application away. This application will be needed to find the COM Port of all Shor-Connect Scales.
Step 2: Remove and Restart
Upon final installation of the software, remove the Shor-Connect Green USB Drive and store it in a safe place. Then restart the computer.

If any security windows appear:
Click okay to continue.

Section 6: Before Configuring the Software

{ Connecting the Display to the Scale }

Step 1: Connect the Display to the Scale and apply power.
See page:12, Section 6: Installing Your Scale, Non-Table Scales in the Scale Guide for complete instructions.

NOTE: After a period of time with no wireless connection to the scale the power will need to be disconnected and reconnected to establish/re-establish the wireless connection.

Section 7: Setting up the Shor-Connect Viewer

{Shor-Line ComPortNotifier}

Step 1:
Double click the Shor-Line ComPortNotifier on the desktop (Fig. 7A) and verify it is running in the application tray. (Fig. 7B)

Step 2:
Insert the Shor-Connect Blue USB Drive into a USB Port on the computer.

Step 3:
Look for Shor-Line ComPortNotifier to display the port information of the Shor-Connect Blue USB Drive. (Fig.7C)

If Shor-line ComPortNotifier does not display the COM Port of the Shor-Connect Blue USB Drive automatically:
Remove the Shor-Connect Blue USB Drive, exit the ComPortNotifier by right clicking on the icon in the activity tray and choosing Exit. Restart the ComPortNotifier by double clicking the application on the desktop.

Important: The Shor-Line ComPortNotifier needs to be running in the application tray before the Shor-Connect Blue USB Drive is inserted in the computer. This ensures the correct COM Port is displayed for the Shor-Connect Scale Viewer configuration.
Step 3: Note the COM Port that is displayed with the ComPortNotifier e.g. Com3 (Fig. 7C)

NOTE: The COM Port maybe a different number. In this example the COM Port was COM3.

Step 4:
Open the Shor-Connect Scale Viewer from the Start Menu or All Programs and look for the Shor-Line folder. (Fig. 7D)

Step 4:
The Shor-Connect Scale Viewer will open on the desktop. (Fig. 7E)
Step 5:
Right click on the face of the Shor-Connect Scale Viewer and select Setup. (Fig. 7F)

Step 6:
Change the port number to the port number displayed in Shor-Line ComPortNotifier. (Fig. 7G)

Step 7:
Multiple shortcuts can be saved to the desktop and named to your preference by changing the Scale Name. (Fig. 7H)
Step 8:
Check the box Connect on Start, to have the computer automatically connect to the Shor-Line Scale when the Shor-Connect Scale Viewer is launched (Fig. 7I)

Step 9:
Click on the Save Link button and select the Desktop to place a shortcut on the Desktop of the viewer you named. (Fig. 7J)

Step 10:
Click OK to complete the setup of the scale. (Fig. 7K)
Step 11:
The viewer should now be connected to the scale. (Fig. 7L)

NOTE: The Shor-Connect Scale Viewer can be re-sized and minimized by right clicking on the viewer and selecting the desired function or feature.

If The Scale Viewer does not connect to the scale:
Right click the Scale Viewer and select Exit. Then double click the newly named shortcut on the desktop to restart the Scale Viewer. If the Scale still doesn't connect, see Section 9: Trouble Shooting.

Section 8: Shor-Connect Scale Viewer

{Drop Down Menu Functions}

Step 1:
The viewer has a drop-down menu (arrow) in the center that exposes the buttons and provides full control of the scale from the computer. (Fig. 8A)

NOTE: Refer to the scale guide Page 15, Section 7: Operation & Functionality, for the functionality of each button.

NOTE: The Auto/Manual button is the same as the long press function of the Free/Lock button of the Display with Operation Keys.
Section 9: Troubleshooting

(Display with Operation Keys Not Connecting)

Step 1:
Exit the Shor-Connect Scale Viewer Application by right clicking on the Shor-Connect Scale Viewer and selecting Exit.

Step 2:
Exit the Shor-Line ComPortNotifier Application in the Application Tray by right clicking the Application and selecting Exit.

Step 3:
Remove the Shor-Connect Blue USB Drive from the USB Port.

Step 4:
Disconnect and reconnect power on the Display with Operation Keys

Step 5:
Restart the computer.

Step 6:
Reverse steps starting with 4 and working back to Step 1. Turning on and starting the Display with Operation keys and the Shor-Connect Scale Viewer Application.

(Reinstall)

Step 1:
See uninstall before attempting to reinstall the Shor-Connect Software.

If reinstall is attempted before uninstall, errors will occur:
To fix issues with a reinstall attempt over currently installed software it is recommended to uninstall all software and then reinstall. See below: Uninstall.

(Uninstall)

Step 1:
Exit the Shor-Line ComPortNotifier in the application tray by right clicking on the application and Selecting Exit. (Fig. 9A)
Step 2:
Delete the Shor-Line ComPortNotifier Application from the Desktop by right clicking and Selecting Delete.

Step 3:
Remove the Shor-Connect Scale Viewer software and Drivers by Selecting Start Menu -> Control Panel.

Step 3:
Select Add and Remove Programs in Windows XP or Uninstall a Program in Windows 7.

Step 4:
Find and uninstall all three in the following order. Then restart the computer if not prompted. (Fig. 9B)

IMPORTANT: It is important to uninstall in the proper order to insure accurate removal of all elements of the Shor-Connect software.

1. Uninstall the Scale Viewer
2. Uninstall the Silicon Laboratories CP210c VCP Drivers for Windows XP/2003 Server/Vista/7
3. Uninstall the Silicon Laboratories CP210c USB UART Bridge (Driver Removal)

Step 5:
Upon restart all of the Shor-Connect Software will have been removed from the computer. The computer is ready for a fresh reinstall. Start from the beginning of the guide to reinstall the software.
Section 10: Services, Terms & Conditions, & Warranty

ORDER & ACCEPTANCE By submitting an order for the products described herein, Buyer shall have agreed to purchase the products subject to all Seller’s terms including these TERMS and CONDITIONS. Buyer’s order is subject to and effective only upon acceptance and approval at Seller’s offices in Kansas City, Kansas as evidenced by Seller’s issuance of an Order Acknowledgement or Invoice. Processing of an order shall not commence until receipt of any applicable deposit and all required paperwork and customer sign-offs. The resulting contract shall be deemed made in Kansas and shall in all respects be governed and interpreted according to the laws of the State of Kansas. Buyer also consents to the jurisdiction of Kansas courts over any dispute involving this order.

ENTIRE AGREEMENT This order as accepted and approved by Seller constitutes the entire final agreement between the parties. Except as otherwise provided in writing by Seller, the terms set forth herein constitute the sole TERMS AND CONDITIONS for Buyer’s order. Seller’s acceptance of Buyer’s order is expressly conditioned on Buyer’s assent to these TERMS AND CONDITIONS which may not be supplemented, modified, superseded or otherwise altered except as authorized in writing by Seller. Any different, conflicting or additional terms in Buyer’s purchase order or any other document of Buyer are rejected and Seller’s TERMS AND CONDITIONS shall prevail.

TERMS OF PAYMENT Unless otherwise expressly specified by Seller in writing, payment shall be due 30 days from the date of invoice, payable in U.S. Funds. Seller reserves the right to negotiate terms or orders of any unique or special nature and may require full or partial payment in advance in its sole discretion. Acceptance of all orders and the payment terms for such orders are subject to approval by Seller’s Credit Department. Seller may decline to make any shipment or perform any work except upon terms satisfactory to said Department. A charge of 1½% per month (or the highest monthly interest rate that may be imposed under applicable law) will be imposed on overdue accounts. Buyer will be liable for all expenses (including reasonable attorneys’ fees) incurred in collecting any overdue accounts.

PRICES & QUOTES Prices on products specified herein are F.O.B. Seller’s factory unless otherwise specified in writing and are exclusive of any city, state, local or federal tax. Prices are subject to adjustment without notice and Seller reserves the right to correct errors in prices or specifications. Any quotation (whether written or oral) is not an offer to contract or acceptance of an order. Similarly, neither a price list nor a catalog constitutes an offer to sell or contract, but are provided solely for customers’ convenience.

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INSPECTION Buyer must inspect all materials for shortages, damages, conformity with order and defects before signing any documentation requested by the carrier. Buyer must immediately complete such inspection and shall not accept delivery of goods that are damaged or not in accordance with the bill of lading or packing slip without proper notification to the carrier and Seller. If goods are damaged, defective, shorted or appear not to conform to the order, Buyer shall discontinue their use and immediately notify the carrier and Seller of such condition and afford a reasonable opportunity to inspect the same. Buyer shall make, or provide Seller in writing with all information necessary to make, a claim against such carrier for any shortage, damage, or discrepancy of the shipment within fifteen (15) days after receipt of the goods. Claims or written information thereon not so presented within fifteen (15) days after receipt of the goods will not be allowed. No products will be taken back and credited or replaced unless arrangements for their return have been made in compliance with Seller’s Return Policy stated below. SEE SELLER’S CATALOG FOR INFORMATION ON HOW TO FILE A FREIGHT CLAIM.
PRODUCT SATISFACTION  In the event Buyer is not fully satisfied with the quality or workmanship of a product purchased hereunder, Seller in its sole discretion may arrange either to credit Seller’s account (excluding shipping and handling costs) or replace the product. However, Buyer must notify Seller in writing of its dissatisfaction within fifteen (15) days of receipt of the product from Seller and immediately discontinue its use. Buyer also must return the rejected product to Seller freight paid within thirty (30) days of its receipt in compliance with Seller’s Return Policy stated below. Seller’s obligation is limited to providing the applicable credit or product replacement, which will be processed only after receipt of the returned product. In addition, this Product Satisfaction policy does not apply to specially designed, discontinued, used, factory second or repaired products.

LIMITED WARRANTY  Seller warrants to the initial purchaser only of products manufactured by it that such products are free from defects in materials or labor for varying periods depending on the particular product and subject to the limitations and conditions set forth herein. Seller’s stainless steel products are warranted to be free from such defects for their normal useful life. Seller’s mechanical and electrical products, parts, devices and components (including such parts, devices and components of stainless steel products), and other-non-stainless steel products are warranted to be free from such defects for only one year. Seller disclaims any express or implied warranty for products not manufactured by Seller and the only warranty available therefore to Buyer is that offered by the products’ manufacturers.

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Buyer agrees that the products subject to this Limited Warranty will be properly maintained in the ordinary course of business. Buyer agrees to comply with all instructions and specifications furnished by Seller relating to the installation, care, use and application of products purchased. Buyer agrees that it will not modify, misapply, or misuse such products in any manner which would deviate from Seller’s instructions. Any repairs, alterations or service provided by parties other than Seller, or its authorized representative, may void this Limited Warranty. This Limited Warranty shall not apply to normal wear and tear, improper or insufficient maintenance, routine maintenance, or damage caused by accident, negligence, improper operation or the use of corrosive materials (including without limitation bleach or sodium hypochlorite used on stainless steel surfaces). THE SELLER’S LIMITED WARRANTY MADE IN CONNECTION WITH THIS SALE SHALL NOT BE EFFECTIVE AND SHALL BE VOID UNLESS SUCH GOODS ARE APPLIED AND USED IN ACCORDANCE WITH SELLER’S INSTRUCTIONS.

LIMITATION OF LIABILITY UNDER NO CIRCUMSTANCES SHALL SELLER BE LIABLE TO BUYER OR ANY OTHER PERSON FOR ANY SPECIAL, LIQUIDATED, INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, WITHOUT LIMITATION, DAMAGES BASED UPON LOST GOODWILL, LOST SALES OR PROFITS, WORK STOPPAGE, DELAY, PRODUCT FAILURE, IMPAIRMENT OF GOODS OR OTHERWISE AND WHETHER ARISING OUT OF BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE OR OTHERWISE, and in any case, Seller’s liability for any and all losses and damages sustained by Buyer and others, rising out of or by reason of this contract, shall not exceed the original purchase price of the products upon which liability is founded.

IN NO EVENT SHALL ANY ACTION BE COMMENCED AGAINST THE SELLER MORE THAN ONE YEAR AFTER THE CAUSE OF ACTION WITH RESPECT TO WHICH THE CLAIM IS MADE HAS ACCRUED. SELLER SHALL NOT BE RESPONSIBLE FOR EXPENSES FOR REPAIRS NOT MADE BY SELLER WITHOUT THE PRIOR WRITTEN CONSENT OF SELLER.
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INDEMNITY  Buyer agrees to protect, defend, indemnify and hold harmless the Seller from and against any and all direct loss suffered and any liability to third parties due to bodily injury (including death) to any person or animal, or damage to any property as a result of Buyer’s misuse, misapplication or failure to inspect or maintain the Seller’s products, or such loss or liability caused by the act or omission of the Buyer in the performance of any services using said products. Buyer also agrees to indemnify and hold harmless the Seller for any taxes paid as discussed in paragraph five above. This indemnity provision expressly includes attorney’s fees and settlements of claims in a reasonable manner under the circumstances.

UNLAWFUL USE  Buyer agrees that no goods covered by this contract shall be used in any manner violative of any laws of the United States, whether state or federal, or local ordinance, and no such goods shall be distributed to any foreign country in any manner prohibited by United States law.

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SELLER’S REMEDIES  Seller hereby expressly reserves all remedies provided for by the Uniform Commercial Code and such remedies are expressly cumulative in nature and include all of the available remedies for breach and Seller need not make any election of remedy.

MISCELLANEOUS  Buyer may not assign its rights or duties relative to this order without Seller’s written consent, but Seller may assign its interest in such order to any affiliate or successor in interest. The waiver of any breach of these TERMS AND CONDITIONS found to be invalid, illegal or unenforceable, shall be considered inoperative and the remaining TERMS AND CONDITIONS shall be valid and enforceable as though such provisions are not included herein. Contact our Credit Department toll-free for questions: 800.444.1579