

labCONSOL V1.1

Frequently Asked Questions (FAQ's)

Issue date -25th May 2021

Question	Answer
What is labCONSOL?	labCONSOL is software for laboratory automation, device control, experimental planning, and data capture. labCONSOL builds on the WinISO platform developed by H.E.L Group with a more user-centric interface.
Why have you developed labCONSOL?	Ultimately, due to the feedback we received from our existing customers. They recognize the power of WinISO, but the user interface needed updating to better support scientists in the lab. We also took this opportunity to update our approach to how we provide software to our users. With labCONSOL, we will regularly provide updates to our systems to all of our users.
On what operating system does labCONSOL run?	labCONSOL has been designed for and tested on Windows 10.
What PC specification is required run labCONSOL	<p>We recommend a control PC with the following, or higher, specifications</p> <ul style="list-style-type: none"> • i7 processor, • 16GM RAM, • 256GB SSD <p>Running Windows 10 Operating System</p>
How do I upgrade from WinISO to labCONSOL?	<p>If your system (or systems) have an active warranty or service cover, then we're happy to offer you the labCONSOL upgrade at no cost, although there may be a cost associated with upgrading your PC (if required)</p> <p>Customers who do not have active system cover can purchase an upgrade to labCONSOL.</p>
How much does a labCONSOL upgrade cost?	labCONSOL upgrades are supplied pre-installed and tested on a new PC. For your system to run labCONSOL, you may also require system upgrades. We will conduct a technical assessment for all systems and discuss the upgrade requirements and associated costs with users directly.
Will my system(s) automatically run labCONSOL?	It may be necessary to upgrade specific hardware components to enable your system to run labCONSOL. Due to the customized nature of many of our systems', we will be happy to review your equipment and confirm your options.

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What systems does labCONSOL work on?	V1.1 of labCONSOL supports the majority of H.E.L's current portfolio. A small number of features available in WinISO are not available in labCONSOL V1.1. As a result, there are some systems that we would not recommend upgrading to Version 1.1 of labCONSOL (see later in this list).
What functionality dose V1.1 of labCONSOL provide?	V1.1 of labCONSOL provides tools making the operation of parallel systems easier and more user friendly. There have been improvements in naming of data files and improving the code base. A copy of the patch notes can be found here. (LINK NEEDED!)
How easy is it to upgrade to V1.1 of labCONSOL	If you wish to upgrade to V1.1, single installation file will be sent to you which will install V1.1. Our customer service team are available should any additional help be required. Please contact them via Service@helgroup.com
Are there any known incompatibilities?	<p>In Version 1.1 of labCONSOL:</p> <ul style="list-style-type: none"> -online calorimetry / QuickCal is not supported -we do not support the BioXplorer systems <p>However, we do intend to include support for these systems and features in future versions.</p>
How can I find out if my system will work with labCONSOL?	Please visit http://www.helgroup.com/labconsol and give us the details of your system. We'll evaluate your set-up and confirm your options to upgrade.
I've recently ordered a new system from H.E.L – what software will it come with?	We will discuss individual orders with each customer directly.
Can I copy across my system configurations from WinISO if I upgrade to labCONSOL?	We will supply labCONSOL upgrades pre-installed on a new PC, including the correct system configuration, so there is no need for users to copy system configuration across.
Can I copy my experimental plans to labCONSOL from WinISO?	We can support the transfer of critical experimental plans from WinISO into labCONSOL, but this is something that end-users would not be expected to do.
Can I run both WinISO and labCONSOL on my system?	It is possible to have both programs installed on the same PC, but we do not advise running them simultaneously, as both programs will attempt to access the same systems resources, resulting in conflicts.

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Will you continue to support WinISO?	In the short-term, we will continue to support WinISO, and specific customer development requests. We are aware that there are certain features available in WinISO, which we have not yet implemented in labCONSOL. In the medium-to-long term, we will reduce the development of, and support for, WinISO. Eventually, labCONSOL will be our only control software.
What do you mean by regular updates?	We are announcing the launch of version 1.1 of labCONSOL today. Development work has already started on version 1.2, and we will be issuing that (and all subsequent versions) to all labCONSOL users when it is ready.
How do I get the regular updates?	Any customer using labCONSOL, covered by an active product warranty or service contract, will automatically receive labCONSOL version updates.
When will you release the next update?	We expect version 1.2 to be available within approximately six months of the version 1.1 release.
Are you also making changes to your other software, such as iQ?	We have made some minor updates to iQ, which allow it to read data from both labCONSOL and WinISO. We expect to continue to develop our overall software portfolio.
Is the labCONSOL data still compatible with iQ?	Yes
Can I install labCONSOL myself, or does it need a H.E.L service visit?	We supply labCONSOL pre-installed on a PC for customers requesting an upgrade, so there is no need for users to install it for their systems. If users wish to install additional copies on off-line PCs, they may do so, typically assisted by H.E.L staff.
What are labCONSOL apps?	Different functions in labCONSOL are treated as separate apps within the labCONSOL workspace. For example, the planning app is distinct from the graphing app. All apps are connected within the labCONSOL workspace and appear as on a unified software package. Apps are accessed from the left-hand menu in labCONSOL. This design approach allows us to develop new features as new apps.
Question	Answer

Can I customize the display in labCONSOL?	Yes, the workspace layout is fully customizable in labCONSOL, which can be saved and loaded depending on your needs
Does labCONSOL still show real-time data graphically?	Yes – the graphing functionality in labCONSOL is significantly upgraded compared with WinISO.
Can I export the graphs?	You can export the raw experimental data for analysis in other software packages. The graphs can be saved as image data for use in reports & presentations.
How do I save data in labCONSOL	labCONSOL now utilizes a database for saving its data. This means that no data or experiment is ever lost from any experiment run. Data can be exported from this database using the "data management App", where parameters can be selected and exported. Pre-configure lists of these parameters can be saved and loaded to ensure all exported files are the same.
What format can I use to export labCONSOL data?	CSV (Comma Separated Values) and JSON (JavaScript Object Notation)
Does labCONSOL display a system mimic?	V1.1 does not have a system mimic image, but an interactive mimic screen is planned in future releases.
Can I easily see what all my systems are doing in labCONSOL?	Yes, the labCONSOL timeline viewer displays the status and history of all systems connected.
How long does it take to become familiar with labCONSOL?	We have found that most users can define a plan, set it running, and show experimental data on a chart within ~30 minutes with minimal instruction.
Can I add notes and comments to experimental data?	Yes. These are saved with all data logged
How do I define plans in labCONSOL?	Plans are defined using a graphic interface, which allows for easy drop and drag arrangement. Values and actions are set in the context-driven right-hand menu.
How are safety states and shutdown conditions set in labCONSOL?	Like WinISO, there are hard-coded safety limits in labCONSOL, defined by H.E.L before we deliver equipment. Users are then additionally able to build in safety warnings and safety shutdown conditions into specific plans.