

# labCONSOL V1.3

## Frequently Asked Questions (FAQs)

Issue date – 10<sup>th</sup> February 2022

Question	Answer
<b>What is labCONSOL?</b>	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.
<b>Why have you developed labCONSOL?</b>	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 our users.
<b>On what operating system does labCONSOL run?</b>	labCONSOL has been designed for and tested on Windows 10.
<b>What PC specification is required to run labCONSOL?</b>	<p>We recommend a control PC with the following, or higher, specifications</p> <ul style="list-style-type: none"> <li>• i7 processor,</li> <li>• 16GM RAM,</li> <li>• 256GB SSD</li> </ul> <p>Running Windows 10 Operating System</p>
<b>How do I upgrade from WinISO to labCONSOL?</b>	<p>labCONSOL upgrades are specific for each system and are performed by H.E.L staff. This can be done via remote deployment, via a USB drive loaded with the required files or by configuring a new PC.</p> <p>If your existing computer doesn't match the specifications required to run labCONSOL, we will quote you for upgrading your PC as well.</p>
<b>How much does an upgrade from WinISO to labCONSOL cost?</b>	<p>We will conduct a technical assessment for your system and discuss the upgrade requirements and associated costs with you.</p> <p>For your system to run labCONSOL, you may also require a system upgrade.</p>
<b>Will my system(s) automatically run labCONSOL?</b>	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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<p><b>What systems does labCONSOL work on?</b></p>	<p>V1.3 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 V1.3. As a result, there are some systems that we would not recommend upgrading to Version 1.3 of labCONSOL (see later in this list).</p>
<p><b>What functionality does V1.3 of labCONSOL provide?</b></p>	<p>V1.3 of labCONSOL provides linear calibrations within labCONSOL. This now allows for the majority of H.E.L systems to be operated within just labCONSOL. The Patch Notes, detailing all the improvements made by labCONSOL V1.3 can be found <a href="#">here</a>.</p>
<p><b>How easy is it to upgrade to V1.3 of labCONSOL?</b></p>	<p>If you wish to upgrade to V1.3, a single installation file will be sent to you, which will install V1.3. Our customer service team are available should any additional help be required. Please contact them via <a href="mailto:Service@helgroup.com">Service@helgroup.com</a></p>
<p><b>Are there any known incompatibilities?</b></p>	<p><b>In Version 1.3 of labCONSOL:</b></p> <ul style="list-style-type: none"> <li>- online calorimetry / QuickCal is not supported</li> <li>- we do not support the BioXplorer systems</li> <li>- we do not support BTC-500 systems</li> </ul> <p>However, we do intend to include support for these systems and features in future versions.</p>
<p><b>How can I find out if my system will work with labCONSOL?</b></p>	<p>Please visit <a href="http://www.helgroup.com/labconsol">http://www.helgroup.com/labconsol</a> and give us the details of your system. We'll evaluate your setup and confirm your options to upgrade.</p>
<p><b>I've recently ordered a new system from H.E.L – what software will it come with?</b></p>	<p>We will discuss individual orders with each customer directly.</p>
<p><b>Can I copy across my system configurations from WinISO if I upgrade to labCONSOL?</b></p>	<p>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.</p>
<p><b>Can I copy my experimental plans to labCONSOL from WinISO?</b></p>	<p>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.</p>
<p><b>Can I run both WinISO and labCONSOL on my system?</b></p>	<p>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.</p>

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<p><b>Will you continue to support WinISO?</b></p>	<p>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.</p> <p>In the medium-to-long term, we will reduce the development of, and support for, WinISO. Eventually, labCONSOL will be our only control software.</p>
<p><b>What do you mean by regular updates?</b></p>	<p>We are announcing the launch of version 1.3 of labCONSOL today. Development work has already started on version 1.4, and we will be making this version (and all subsequent versions) available to labCONSOL users when it is ready.</p>
<p><b>How do I get the regular updates?</b></p>	<p>labCONSOL users are entitled to free version updates during the warranty period of their system. For systems with an active service agreement, labCONSOL users are entitled discounted or free version updates, depending on the service agreement level.</p>
<p><b>When will you release the next update?</b></p>	<p>We expect version 1.4 to be available within approximately six to nine months of the version 1.3 release.</p>
<p><b>Are you also making changes to your other software, such as iQ?</b></p>	<p>Yes, when relevant. For example, in the previous release cycle, iQ was updated with improved MTSR and TMR calculations. If you want to learn more about this, please contact your local sales representative.</p>
<p><b>Is the labCONSOL data still compatible with iQ?</b></p>	<p>Yes</p>
<p><b>Can I install labCONSOL myself, or does it need a H.E.L service visit?</b></p>	<p>labCONSOL upgrades from WinISO are specific for each system and are performed by H.E.L staff.</p> <p>If users wish to install additional copies on offline PCs, they may do so, typically assisted by H.E.L staff.</p>
<p><b>What are labCONSOL apps?</b></p>	<p>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.</p> <p>Apps are accessed from the left-hand menu in labCONSOL. This design approach allows us to develop new features as new apps.</p>

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<b>Can I customize the display in labCONSOL?</b>	Yes, the workspace layout is fully customizable in labCONSOL, which can be saved and loaded depending on your needs
<b>Does labCONSOL still show real-time data graphically?</b>	Yes – the graphing functionality in labCONSOL is significantly upgraded compared with WinISO.
<b>Can I export the graphs?</b>	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 and presentations.
<b>How do I save data in labCONSOL?</b>	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-configured lists of these parameters can be saved and loaded to ensure all exported files are the same.
<b>What format can I use to export labCONSOL data?</b>	CSV (Comma Separated Values) and iQ (JavaScript Object Notation's that are used in the iQ software)
<b>Does labCONSOL display a system mimic?</b>	V1.3 does not have a mimic system image, but a mimic screen is planned in future releases.
<b>Can I easily see what all my systems are doing in labCONSOL?</b>	Yes, the labCONSOL timeline viewer displays the status and history of all systems connected.
<b>How long does it take to become familiar with labCONSOL?</b>	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.
<b>Can I add notes and comments to experimental data?</b>	Yes. These are saved with all data logged.
<b>How do I define plans in labCONSOL?</b>	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.
<b>How are safety states and shutdown conditions set in labCONSOL?</b>	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.