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labCONSOL V1.3 FAQs (Frequently Asked Questions)

Question	Answer
On what operating system does labCONSOL run?	labCONSOL has been designed for and tested on Windows 10.
What PC specification is required to run labCONSOL?	We recommend a control PC with the following, **or higher**, specifications: • Intel i7 processor • 16 GB RAM • 256 GB SSD (512GB or higher SSD/HDD recommended) • 1 x RS232 port for desktop PCs (Ethernet to RS232 expanders can be used for laptops or if additional RS232 ports are required) • FHD Monitor (resolution 1920x1080) • Running Windows 10 Operating System
How do I upgrade from WinISO to labCONSOL?	labCONSOL upgrades are specific for each system and are performed by H.E.L. This can be done via remote deployment, via a USB drive loaded with the required files or by configuring a new PC. If your existing computer doesn't match the minimum specifications required to run labCONSOL, we will quote you for upgrading your PC.
What systems does labCONSOL work on?	labCONSOL V1.3 supports: TSu, ChemSCAN, FlowCAT, DigiCAT 96 and most PolyCAT systems.
How can I find out if my system is compatible with labCONSOL?	Please visit https://helgroup.com/products/labconsol/ and give us the details of your system. We'll evaluate your setup 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 run more than one system from the same computer?	No, each system with labCONSOL requires its own controlling PC.
Can I install labCONSOL myself, or does it need a H.E.L service visit?	labCONSOL upgrades from WinISO are specific for each system and are performed by H.E.L. If users wish to install additional copies on offline PCs, they may do so, typically assisted by H.E.L.

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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.
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 are accessed from the left-hand menu in labCONSOL.
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
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 ship the system. Users are then additionally able to build in safety warnings and safety shutdown conditions into specific plans.
How do I export labCONSOL data?	You can export the raw experimental data for analysis in other software packages. Formats available are .csv (Comma Separated Values) and .iq (to be opened with H.E.L's proprietary analysis software iQ).