Mobile Control version V5.5.35 for Windows 10
December 2019

Thank you for choosing the Mobile Control (Chrom). This document describes important information about the installation and use of the Mobile Control. The Mobile Control is available in two different license types: Mobile Control (without data acquisition) and Mobile Control Chrom (with data acquisition). Chromatograms can be revisited with Data Viewer V3.5.35. Please read this document carefully before you install and start using the product.

System Configuration

Supported Instruments
AS 3950 – Firmware V01.17 or higher
AS 6.1L – Firmware V1.19 or higher
ASM 2.1L – Firmware V01.17 or higher
ASM 2.2L – Firmware V01.08 or higher
CT 2.1 – Firmware V01.06 or higher
DAD 2.1L* – Firmware V01.10 or higher
DAD 6.1L *– Firmware V01.23 or higher
IFU 2.1 LAN – Firmware V 1.05 or higher
MWD 2.1L – Firmware V01.10 or higher
P2.1S/P4.1S – Firmware V01.38 or higher
P 6.1L – Firmware V01.06 or higher
P 2.1L – Firmware V01.09 or higher
RID 2.1L – Firmware V01.24 or higher
UVD 2.1S – Firmware V01.11 or higher
UVD 2.1L – Firmware V02.06 or higher
V 2.1S – Firmware V05.01 or higher
VU 4.1 – Firmware V05.68 or higher

* no acquisition of 3D data supported (4 channels only)

Computer Requirements

Operating system
As operating system Windows 10 version 1903 is required.
The updates recommended by Microsoft must be installed.

Communication
For communication with the devices and, if desired, the chromatography software, WIFI or LAN connection is required. The respective Router (WIFI or LAN) is required to build up a network. It is not recommended cascading LAN switches to expand the number of available LAN ports, because communication problems might occur as a result. For a stable communication only use routers and switches recommended by KNAUER.

Computer Hardware

Item	Tablet, laptop or desktop PC requirements
Display size	Minimum 10"
Display resolution	Minimum 1280 x 800
Communication	LAN or WIFI
RAM	Minimum 1 GB (Mobile Control), 2 GB (Mobile Control Chrom)
Processor	Minimum 1,5 GHz Dual-Core
Disc space	Minimum 500 MB

Operating the Mobile Control

Installation and licensing of the Mobile Control
Activate the Mobile Control license after installation. The activation requires the device code and the serial number. Once the Mobile Control is installed, the device code is displayed. Send the device code and the KNAUER serial number of the Mobile Control (starts with FSA…) to KNAUER in order to receive the activation code. The device code will change every time the program started; this will not influence the validity of the activation code. The activation code cannot be used for the installation on another tablet, laptop or desktop PC.
Without a license, a trial (5 days, full feature) or Demo (simulated instruments) mode can be chosen. Until the activation code is provided, use full functionality of the software by starting the trial version.
For installation please refer to the separate installation document.

Update the Mobile Control
New versions of the Mobile Control will be provided on the KNAUER download area. The activation code can be reused.
For updating the version please refer to the separate installation document for updates.

Upgrade the Mobile Control to Mobile Control Chrom
It is possible to upgrade your Mobile Control license (licenses V2.2.0 and higher) to Mobile Control Chrom. Enter a new activation code to gain the option of data acquisition.
For upgrading your license please refer to the separate installation document for upgrades.

Energy Saving
While the Mobile Control is in use, the screen saver will not be activated, because this is usually connected to switching off the WIFI. Note that manually switching off the display most certainly leads to loss of WIFI connection. It is recommended to leave the display on and to connect the device to the power supply while in use. After 30 min Mobile Control reduces the brightness of the display.

Notes on the use of the Mobile Control

Monitor mode
The Monitor mode shows the current status of the devices in the Mobile Control program while the HPLC devices are controlled via KNAUER chromatography data system. Suitable KNAUER chromatography data systems for this version of the Mobile Control are OpenLAB CDS EZChrom Editions A.04.05, A.04.06, A.04.08 or A.04.09 with driver package version from 2165 and ClarityChrom higher than 8.1, driver 6018. If the instruments were recently connected or released by chromatography software, you need to click "Browse" to update instrument state before connecting them in Mobile Control. For Purity Chrom the Monitor Mode is not supported. Mobile Control logs off if Purity Chrom is started and reconnects if Purity Chrom (5.9.69 or higher) is closed.

What´s New in Mobile Control and Mobile Control Chrom Version 5.5.35
- P 6.1L isocratic with solvent selection valve supported
- Interactive queue and history for better accessibility of data
- Do not stop pump in case of disconnection of devices
- AS 6.1L - support of 100 µl syringe volume
- UVD 2.1S - support of further analog out scales
- Bugfixes and optimization

Known issues
- Monitor mode is not fully supported. Error messages can occur and parameters are not displayed correctly.
- If the tablet battery is below 50 %, the communication with the instruments can be interrupted.
- To remove instruments from the configuration, please use the button "Remove all" and save.
- Program start/ wavelength change is followed by an autozero of the UVD 2.1S although "Autozero at start" is not selected in program setting.
- If the runtime of the UVD 2.1L did not correspond with the real run time, stop the program and calibrate the UVD 2.1L detector.
- In case of a not starting program in combination with the request to adjust the data rate or integration time of MWD 2.1L, DAD 2.1L or DAD 6.1L, please receive an optimal integration time in the settings of the detector. Additionally, a maximum data rate corresponding to this integration time is suggested.
- By using µl Pickup, only the wash solution can be used. The selection of transport solution or transport vial is not possible.
- By using AS 3950 or AS 6.1L, using the transport liquid is not supported program for microliter-pickup. Only washing liquid can be utilized.
- If WLAN connection is lost all pumps will stop with exception of the standalone compact pumps P 4.1S /P 2.1S. Compact pumps integrated in an assistant also stop in this scenario.
- In case of an error caused by any device, pumps will be stopped and column thermostats will be turned off.
- Analog output of the IFU LAN is not supported.
- By using the ASM 2.1L with 2 pumps a HPG (high pressure gradient) is not supported. Both pumps are controlled as separate pumps.
- Device parameters which are entered out of range are automatically corrected to the minimum or maximum value.
- User with read permission can connect and disconnect devices.
- Event outputs of the ASM 2.1L are not supported in programs, only in detail view.
- Please check for the latest version at www.knauer.net/downloadmobilecontrol

General troubleshooting hints

1. Restart of Mobile Control.
2. Restart of Tablet, Devices, Router.
3. Check Windows settings (Firewall, Defender, overdue Windows Updates)
4. Remove system configuration and create a new one.
5. Delete C:\MobileControl (or rename the folder to keep old data) and create a new user (new activation of Mobile Control).
6. Uninstall Mobile Control and delete C:\Mobile Control. Install Mobile Control again. Activate the software using the activation code.
7. Contact Customer Support providing following information:
   Versions of firmware, Mobile Control; Make screenshots
   Activate Mobile Control Communication Logs (refer to manual).
   Reproduce the Mobile Control issue and provide the log files.
   Check Windows Event Viewer.

Windows 10 settings

Windows Updates
Settings → Update & Security → Windows update: Search for updates and install. Restart tablet and search for updates again. Repeat until „No updates are available" is shown.
Pause Updates (optional)
Settings → Update & Security → Windows update: Advanced options → Activate "Pause updates…for up to 35 days"

Deactivate restart after updates
Windows search: View advanced system settings → advanced system properties → Startup & Recovery → Deactivate "automatically restart".

Defender setting / deactivate firewall
Settings → Update & Security → Windows Security → Open Windows Defender Security Center
Virus & threat protection: Deactivate Real-time protection, Cloud-delivered protection, Automatic sample submission. Deactivate all functions in „Notifications" (below).
Firewall & network protection: Deactivate firewall of domain, private, public network.
App & browser control: Deactivate check apps and files, SmartScreen for Edge, SmartScreen for Store apps.