

# KINGSTAR 3.8

LOGICLAB

## INSTALLATION GUIDE

KS-DOC-x64-0023-R05

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IntervalZero



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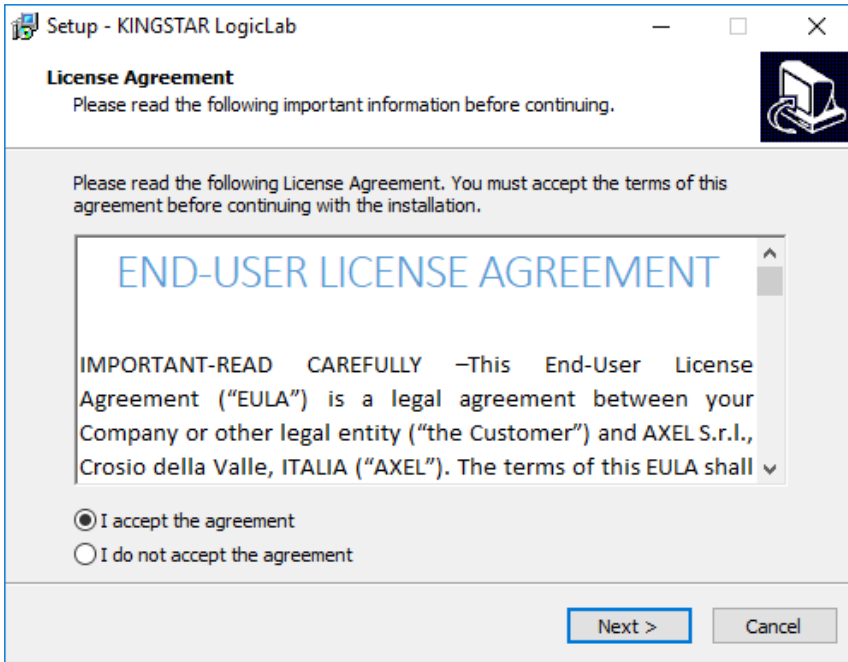
# Install KINGSTAR LogicLab

After purchasing KINGSTAR LogicLab, you will receive an email confirmation that includes the activation key and a link to the KINGSTAR LogicLab download page. After downloading KINGSTAR LogicLab, complete the steps that follow to install it.

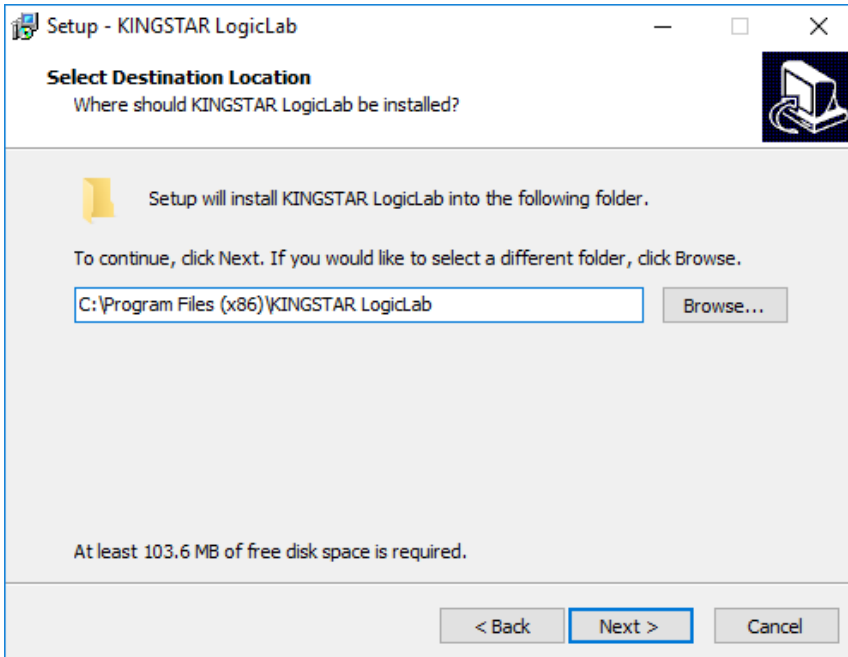
1. Double-click `KINGSTARLogicLabInstaller.exe`.
2. You must have the administrator permission to install KINGSTAR LogicLab. Before the installation begins, the **User Account Control** dialog box may ask if you want the installer to make changes to your computer. Click **Yes** to continue the installation.



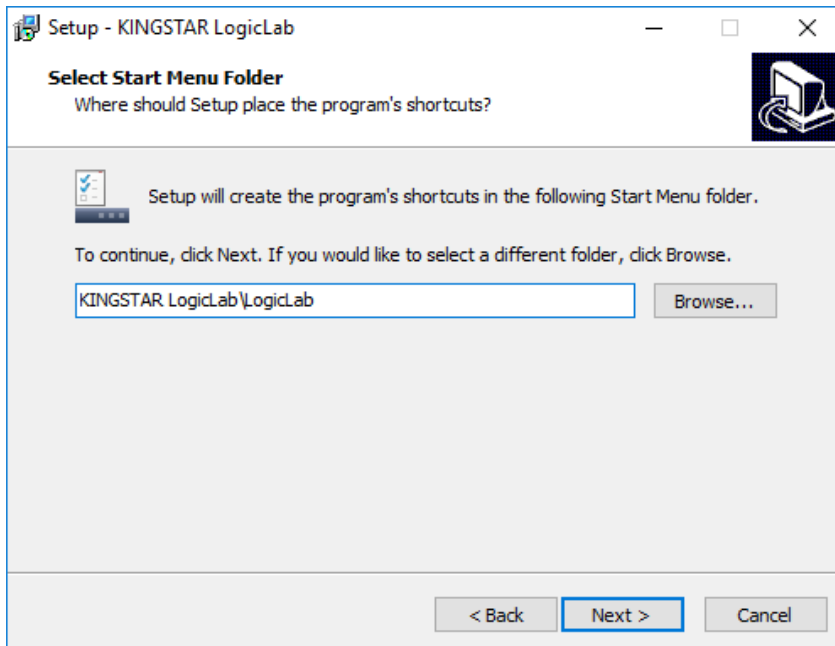
3. Read the End User License Agreement, select **I accept the agreement** and click **Next**.



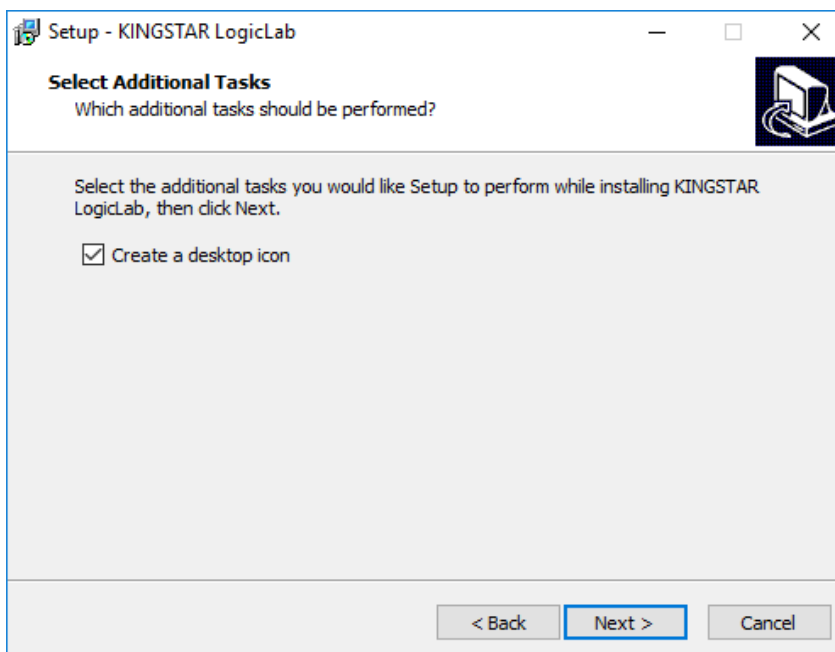
4. Choose the location you want to install KINGSTAR LogicLab. You can accept the default installation path, or click **Browse** to choose a different location. When you finish, click **Next**.



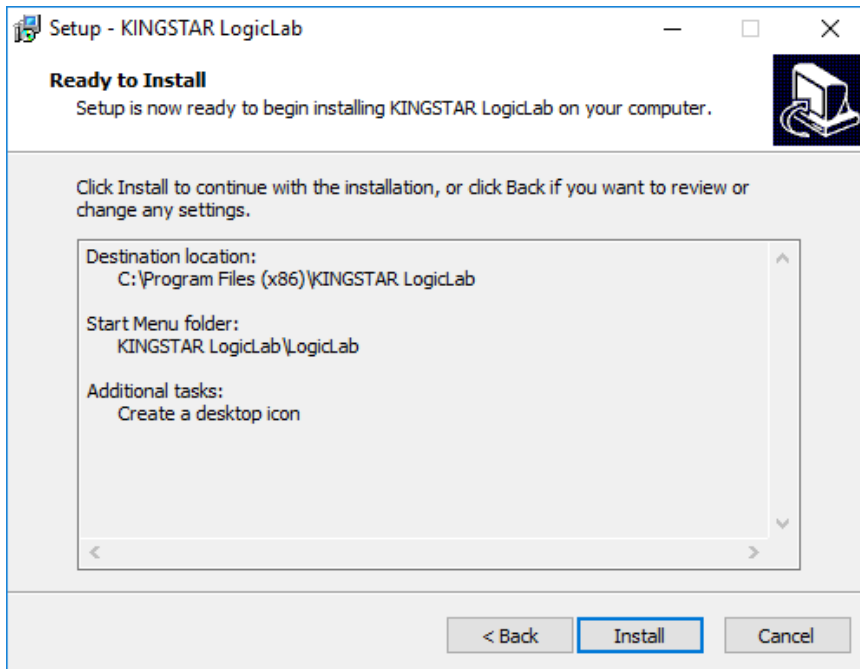
5. Select a path in Start menu to create the LogicLab's shortcut. You can accept the default location, or click **Browse** to choose a different location. When you finish, click **Next**.



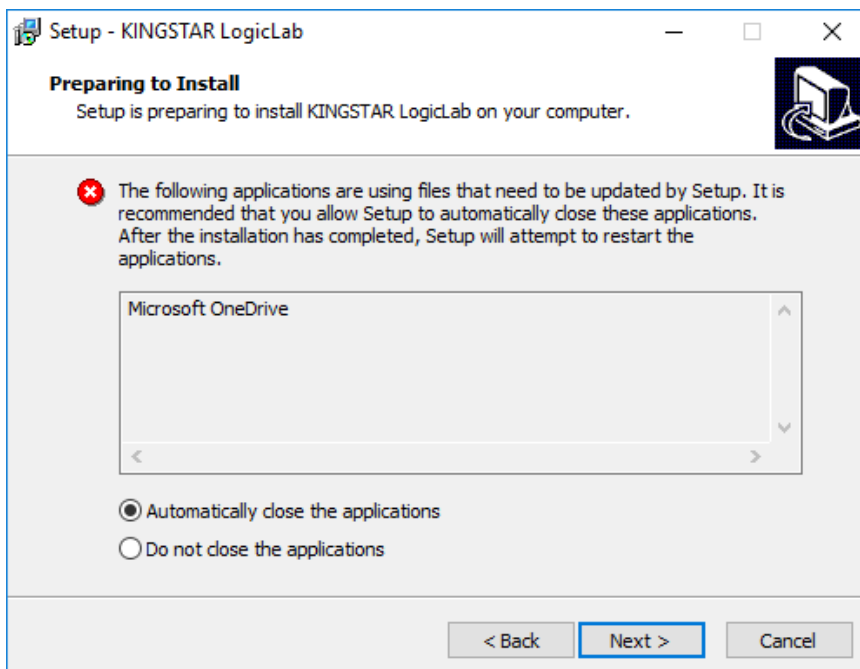
6. You can decide whether to create a desktop shortcut for LogicLab. By default, the shortcut will be automatically created. To proceed, click **Next**.



7. Click **Install** to install KINGSTAR LogicLab.



8. If there are other applications running on your computer, LogicLab may ask you to close them before the installation starts. Select **Automatically close the applications** and click **Next**.



9. After the installation is completed, click **Finish**. If you want to start LogicLab after completing the installation, select the **Launch LogicLab** check box.



**NOTE:** KINGSTAR LogicLab can be installed on a local computer or remote computer. If you install KINGSTAR LogicLab and KINGSTAR PLC Runtime on the same computer, you can use **Scanbus** to add hardware to your PLC project automatically. If you install LogicLab individually on a computer, you can't use **Scanbus**, but you can download your PLC program to the computer that has KINGSTAR PLC Runtime installed and run it remotely. KINGSTAR PLC Runtime is incorporated in KINGSTAR Motion Runtime.



# Get support

KINGSTAR offers a number of support options for KINGSTAR users, including third-party, online and phone support.

## Third-party support

If you are a customer who purchased a KINGSTAR product through a third-party reseller, contact the reseller for support.

## Online support

The KINGSTAR Customer Support web page is located at:

<http://kingstar.com/support/>

The KINGSTAR support web pages provide electronic access to the latest product releases, documentation, and release notes. You can access the online support ticketing system to submit issues or questions.

## Before calling technical support

Please have the following information ready before calling KINGSTAR Technical Support:

### The version number of your RTX64 and KINGSTAR software

To obtain the RTX64 version number:

1. Click **Start > RTX64 3.7.1 Runtime > Control Panel**.
2. In the **RTX64 3.7.1 Control Panel**, record **Version** shown in the **Runtime Information** area.

To obtain the KINGSTAR version number:

1. In **Windows Explorer**, browse to `C:\Program Files\IntervalZero\KINGSTAR\bin`.
2. click the file, and right-click the same file again.

3. On the shortcut menu, click **Properties**.
4. In the dialog box, click the **Details** tab, and record **Product version**.

## Phone support

For technical support related to installing and using KINGSTAR, please call technical support at this number:

+886-2-2556-8117

Hours are Monday – Friday from 9:30 to 17:30, UTC+08:00, excluding holidays.