



# SYNCT™ Software Installation Instructions



89-30000-00-611 Rev B  
April 2020  
Software Version: 1.1u2

**Technical Support**  
Telephone: 512-381-4397  
North America Toll Free: 1-877-785-2323  
International Toll Free: + 800-2939-4959  
Email: [support@luminexcorp.com](mailto:support@luminexcorp.com)  
[www.luminexcorp.com](http://www.luminexcorp.com)



Luminex Corporation  
12212 Technology Blvd.  
Austin, Texas 78727  
U.S.A.

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## Software Version and Build

**Table 1. Software Information**

Software version:	SYNCT™ 1.1u2
Software build:	349



Ensure the capability of secure data transfer to and from the system by only connecting to a secure network

**NOTE:** Please refer to the SYNCT™ 1.1u2 Release Notes for any known issues for the installation of SYNCT.

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## Luminex Technical Support

Contact Luminex Technical Support by telephone in the U.S. and Canada by calling: 1-877-785-2323

Contact outside the U.S. and Canada by calling: +1 512-381-4397

International: + 800-2939-4959

Fax: 512-219-5114

Email: [support@luminexcorp.com](mailto:support@luminexcorp.com)

Additional information is available on the website. Search on the desired topic, navigate through menus. Also, review the website's FAQ section. Enter <http://www.luminexcorp.com> in your browser's address field.

This manual can be updated periodically. To ensure that you have a current version, contact Technical Support.

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# Install SYNCT™ Software & Help

**NOTE:** A PDF Reader must be installed to view the Release Notes.

**NOTE:** Before inserting the SYNCT™ 1.1u2 USB, ensure that no other applications are running. Perform a Windows® backup of your system and archive critical application data prior to installation. See the appropriate SYNCT™ Software User Manual for instructions.

**NOTE:** If you are installing on a Windows 8 or Windows 10 PC that does not have an Internet connection, please refer to the Read Me file found on the USB.

**NOTE:** The user must be logged into Windows® as an administrator with full installation privileges to proceed.

1. Insert the SYNCT 1.1u2 USB. If the LuminexSYNCT window does not appear, navigate to the USB and run  SYNCTSet-Up application to begin installation.
  - a. A **User Account Control** dialog box may display asking **Do you want to allow... changes to this computer?** Click **Yes** to continue.
  - b. A dialog box may display with the following text: **Active content can harm your computer or disclose personal information. Are you sure that you want to allow CDs to run active content on your computer?** Click **Yes** to continue.
  - c. An Internet Explorer® setup window may display. Select **Don't use recommended settings** and click **OK**.

**NOTE:** The LuminexSYNCT Setup window opens with the following links:

- **Release Notes** - Click to view the release notes document containing contact information, installation notes, and features and enhancement information. Release Notes will not display if a PDF Reader is not installed.


**NOTE:** If using Windows 10, you can view the Release Notes by opening the README.pdf file on the SYNCT 1.1u2 USB using Microsoft Edge.
- **Installation Instructions** - Click to view the Installation Instructions (this document). Installation instructions will not display if a PDF Reader is not installed.

**NOTE:** If using Windows 10, you can view the Release Notes by opening the Install.pdf file on the SYNCT 1.1u2 USB using Microsoft Edge.
- **Training** - Click to open a link to Luminex's training website, where you can access web-based training and sign up for classroom courses. This will not display if you are installing to a computer that is not connected to the Internet.
- **Support** - Click to open the Luminex® support page, with links to training, technical support, and field service. This will not display if you are installing to a computer that is not connected to the Internet.
- **Install SYNCT Software & Help** - Click to install the SYNCT software and software user manual (see detailed steps below for your specific configuration).
- **Install SYNCT Help** - Click to install only the software user manual.
- Configuring the installer may take several minutes. Do not click **Install SYNCT™** more than once, as it may open multiple installers.

2. Click **Install SYNCT Software & Help** to begin the installation of SYNCT™ Software and the software user manual.
3. A dialog box will display prompting you to follow steps to prepare your computer prior to installing SYNCT. Click **Yes** to continue installing SYNCT.

**NOTE:** Configuring the installer may take several minutes. Do not click **Install SYNCT Software & Help** more than once, as it may open multiple installers.

**NOTE:** Depending on your system set up, you may see various warnings and security dialog boxes. Navigate through the warnings and security dialog boxes to proceed with downloading the SYNCT software.

4. A **Luminex SYNCT - InstallShield Wizard** dialog box displays. If all of the requirements to run SYNCT are not installed on the computer then you will be prompted to install the requirements missing. If the computer has all required components installed, **InstallShield** will skip to the next step. If the computer does not meet application requirements, complete the following:
  - a. Click **Install** and wait for the system to install the required components.
  - b. During the installation of .NET framework and SQL Server Express, the following may happen:
    - i. The installer may prompt you to close **Intel® Management and Security Status**. Click **Yes** to continue.
    - ii. The installer may prompt you to restart the computer. Click **Yes** to restart Windows.
    - iii. After the computer has restarted, wait for the InstallShield Wizard to display, if it does not display, browse to the USB and run  **SYNCTSet-Up** application to launch the installer.


**NOTE:** These steps may not occur in all installations, or may repeat for each missing component (.NET framework and SQL Server Express).

5. The **Welcome to the InstallShield Wizard for Luminex SYNCT** dialog box displays. Click **Next** to continue.
6. The **License Agreement** dialog box displays. Scroll down to view the **End-User License Agreement for Luminex® Software** or click the **Print** button to print the license agreement. Select **I accept the terms in the license agreement** and click **Next** to continue.
7. The **Setup Type** dialog box displays. Select **Typical** to install without the NxTAG module. Select **Custom** to install with NxTAG module. Click **Next** to continue.
  - a. If you selected **Custom**, the **Custom Setup** dialog box displays. Click to highlight the **NxTAG Module Add-on**. Click the drop-down arrow and choose **This feature, and all subfeatures, will be installed on local hard drive**. Click **Next**.
  - b. The **DatabaseServer** dialog box displays. Do not change the default values on this screen. Click **Next** to continue.
8. The **Ready to Install the Program** dialog box displays. Click **Install** and wait for the installer to complete installing SYNCT software. This may take several minutes.
9. The **InstallShield Wizard Completed** dialog box displays. Click **Finish**.
10. The **LuminexSYNCTInstaller Information** dialog box displays. Click **Yes** to restart your computer immediately, or **No** to restart at a later time.

## Upgrade from SYNCT™ 1.0 or SYNCT™ 1.1u1 to SYNCT™ 1.1u2

**NOTE:** The SYNCT™ 1.1u2 installer will perform an upgrade to bring your software up to date. This action is permanent and cannot be undone. If you wish to preserve your current version of the SYNCT software, do not install SYNCT 1.1u2 on the same computer.

**NOTE:** Upgrading from SYNCT 1.0 or SYNCT 1.1u1 to SYNCT 1.1u2 will upgrade the NxTAG® module automatically.


1. Navigate to the USB and run  **SYNCTSet-Up** application. You may see the following warning dialog boxes.
  - a. A **User Account Control** dialog box may display asking **Do you want to allow... changes to this computer?** Click **Yes** to continue.

- b. A dialog box may display with the following text: **Active content can harm your computer or disclose personal information. Are you sure that you want to allow CDs to run active content on your computer?** Click **Yes** to continue.
  - c. An Internet Explorer® setup window may display. Select **Don't use recommended settings** and click **OK**.
2. Click **Install SYNCT Software & Help** to begin installation of SYNCT software and the software user manual.
3. A **Warning** dialog box will display prompting you to follow steps to prepare your computer prior to installing SYNCT. Click **Yes** to continue installing SYNCT.
 

**NOTE:** Configuring the installer may take several minutes. Do not click **Install SYNCT** more than once, as it may open multiple installers.
4. The **InstallShield Wizard** dialog box displays asking, "This setup will perform an upgrade of 'Luminex SYNCT'. Do you want to continue?". Click **Yes** to continue.
5. The **Luminex SYNCT - InstallShield Wizard** dialog box displays stating, "Luminex SYNCT requires the following items to be installed on your computer. Click **Install** to begin installing these requirements." Click **Install**. This may take several minutes.
6. The **Luminex SYNCT - InstallShield Wizard** dialog box displays stating, "The installation of Luminex SYNCT requires a reboot. Click **Yes** to restart now or **No** if you plan to restart later." Click **Yes**.
7. Once the computer restarts, the **User Account Control** dialog box displays asking permission to make changes to the computer. Click **Yes**.
8. The **Luminex SYNCT - InstallShield Wizard** dialog box displays asking, "This setup will perform an upgrade of 'Luminex SYNCT'. Do you want to continue?" Click **Yes**.
9. The **Luminex SYNCT - InstallShield Wizard** dialog box displays stating, "The InstallShield(R) Wizard will complete the installation of Luminex SYNCT on your computer. To continue, click **Next**." Click **Next**.
10. The **Luminex SYNCT - InstallShield Wizard Files in Use** dialog box displays. Select **Automatically close and attempt to restart applications**. Click **OK**. This may take several minutes.
11. The **InstallShield Wizard Completed** dialog box displays. Click **Finish**.
12. The **Luminex SYNCT Installer Information** dialog box displays. Click **Yes** to restart your computer immediately, or **No** to restart at a later time.

## Install the NxTAG® Module in SYNCT™ Software for the First Time


If SYNCT™ Software has already been installed on the PC, complete the following steps to install the NxTAG® module:

1. Navigate to the USB and run  **SYNCTSet-Up** application.
  - a. A **User Account Control** dialog box may display asking **Do you want to allow... changes to this computer?** Click **Yes** to continue.
  - b. A dialog box may display with the following text: **Active content can harm your computer or disclose personal information. Are you sure that you want to allow CDs to run active content on your computer?** Click **Yes** to continue.
  - c. A setup window may display. Select **Don't use recommended settings** and click **OK**.
2. Click **Install SYNCT Software & Help**.
3. A dialog box will display prompting you to follow steps to prepare your computer prior to installing SYNCT. Click **Yes** to continue installing SYNCT.
4. The **Welcome to the InstallShield Wizard for Luminex SYNCT** dialog box displays. Click **Next** to continue.
5. The **Program Maintenance** dialog box displays, click **Modify**. Click **Next**.
6. Click to highlight the **NxTAG Module Add-on**, then choose **This feature, and all subfeatures, will be installed on local hard drive** from the drop-down. Click **Next**.

7. The **Database Server** dialog box displays. Do not change the default values on this screen. Click **Next** to continue.
8. The **Ready to Modify the Program** dialog box displays. Click **Install**.
9. The **InstallShield Wizard Completed** dialog box displays. Click **Finish**.

## Install the SYNCT™ 1.1u2 Help Files

The following instructions can be used to install SYNCT™ Help Files on a PC without SYNCT already installed.

1. Navigate to the USB and run  SYNCTSet-Up application. You may see a the following warning dialog boxes..
  - a. A **User Account Control** dialog box may display asking **Do you want to allow... changes to this computer?** Click **Yes** to continue.
  - b. A dialog box may display with the following text: **Active content can harm your computer or disclose personal information. Are you sure that you want to allow CDs to run active content on your computer?** Click **Yes** to continue.
  - c. An Internet Explorer® setup window may display. Select **Don't use recommended settings** and click **OK**.
2. Click the **Install SYNCT Help** to begin installation of the SYNCT Software User Manual.
3. A Security Warning dialog box may display asking for permission to allow the **Unknown Publisher** for **Luminex SYNCT Help Installer.exe** to make changes to the computer. Click **Run** to continue. This may take Windows several minutes to launch the installer.

**NOTE:** This step may not occur in all installations.

4. A **Security Warning** asking if you want to **Run** this file will display, click **Run** to continue.
5. A **Security Warning** dialog box may display asking for permission to run the **Luminex SYNCT Help Installer** software. Click **Run** to continue. This may take Windows several minutes to launch the installer.

**NOTE:** This step may not occur in all installations.

6. The **Welcome to the InstallShield Wizard for Luminex SYNCT Help Installer (IVD)** dialog box displays. Click **Next** to continue.
  - a. If you see a **Program Maintenance** dialog box that asks you to select **Modify, Repair, or Remove**, then you already have the Help files installed on the PC and do not need to perform this procedure. Click **Cancel**.
  - b. The **Luminex SYNCT Help Installer (IVD)** dialog box will display asking if **you want to cancel Luminex SYNCT Help Installer (VD) installation?**, click **Yes**.
  - c. The **InstallShield Wizard Completed** dialog box displays, click **Finish**.
7. The **Ready to Install the Program** dialog box displays. Click **Install** and wait for the installer to complete installing SYNCT Software. This may take several minutes.
8. The **InstallShield Wizard Completed** dialog box displays, click **Finish**.

## Uninstall SYNCT™ Software

1. Close all open programs.
2. Open the **Control Panel** and choose **Programs > Programs and Features**.
3. In the Programs and Features window, choose **Luminex SYNCT** and then click **Uninstall**.
4. A **Programs and Features** dialog box may display asking, *Are you sure you want to uninstall Luminex SYNCT?*, click **Yes**.

- a. If using Windows® 10, a dialog box may display asking *Do you want to allow this app to make changes to your device*. Click **Yes**.
5. A **Luminex SYNCT** dialog box may display listing applications that need to close before continuing. Select the **Automatically close applications and attempt to restart them after setup is complete** radio button. Click **OK**.
6. The **User Account Control** dialog box displays asking permission to make changes to the computer. Click **Yes**.

## Verify or Change the Windows Theme and DPI Scaling Settings in Windows 7

If you are having user interface issues, ensure that your computer has the correct DPI scaling and theme settings by completing the following.

1. To verify or set the Windows 7 theme, close any open programs, right-click on the desktop and choose **Personalize**.
2. In the **Change the visuals and sounds on your computer** window, choose the **Windows 7** theme listed under the **Aero Themes** section. The theme is automatically applied.
3. To verify or change the DPI Scaling, click **Display** in the bottom left corner.
  - a. If the **Smaller - 100% (default)** radio button is selected, close the **Display** window. No further action is required.
  - b. If the **Smaller - 100% (default)** radio button is not selected, select the radio button and click **Apply**. If a Microsoft Windows log off message displays, click **Log off now**. Upon subsequent login, the setting will take effect.

## Verify or Change the Windows Theme and DPI Scaling Settings in Windows 8.1

If you are having user interface issues, ensure that your computer has the correct DPI scaling and theme settings by completing the following.

1. To verify or set the Windows 8 theme, close any open programs, right-click on the desktop and choose **Personalize**.
2. In the **Personalization** window, select the **Windows** theme listed under the **Windows Default Themes** section. The theme will automatically be applied.
3. To verify or change the DPI Scaling, click **Display** in the bottom left corner of the **Personalization** screen.
  - a. Under **Change the size of all items** ensure that the Slider is located to the far left next to the word "Smaller". If the Slider is not located at the far left, move the slider to the correct position and click **Apply**.
  - b. It may be necessary to close the window, log off, and then log back in for the setting to take effect.

## Verify or Change Windows Scale and Layout Setting in Windows® 10

If you are having user interface issues, ensure that your computer has the correct "Scale and layout" setting by completing the following.

1. Close any open programs, right-click on the desktop and choose **Display Settings**.
2. In the **Display** window, under **Scale and layout**, ensure that 100% is chosen. If it is not the current setting, choose **100%** in the drop-down menu to apply the setting.

**NOTE:** It may be necessary to close the window, log off, and then log back in for the setting to take effect.



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