

Quick Start & Upgrade Guide Brooks Expert Support Tool (BEST)

Version 5.12.0.0

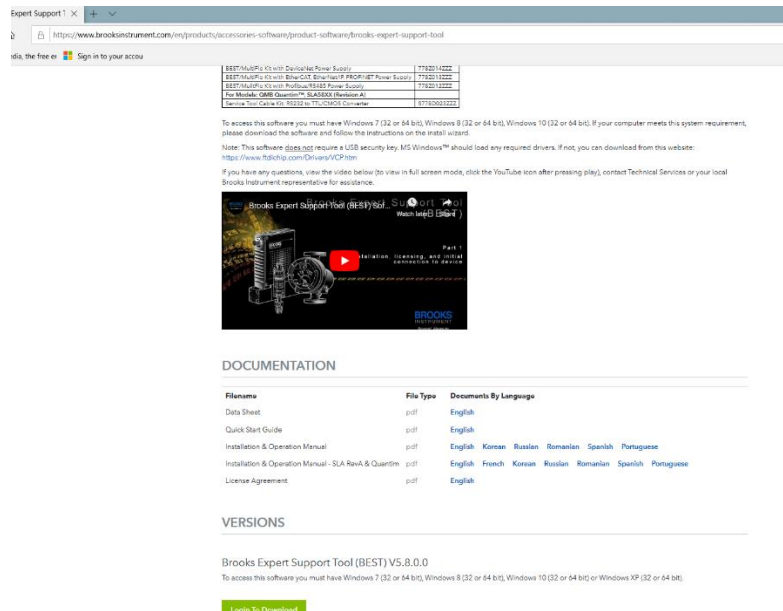
May 09, 2022

See the BEST Installation & Operation Manual for more details about installation.

1.) Download the Brooks Expert Support Tool from the Website and save file to your hard drive.

Your exact versions shown may vary.

Your exact screen appearances may vary. Your versions may vary.



Expert Support 1 x

https://www.brooksinstrument.com/my/products/accessories-software/product-software/brooks-expert-support-tool

Sign in to your account

File Name	File Type	Documents By Language
BEST Multi 1x with Desktop Pump Supply	pdf	English
BEST Multi 1x with High-Cut Strainer/PROFIP™ Power Supply	pdf	English
BEST Multi 1x with Pedestal 1000 Power Supply	pdf	English
For Models: QMB Quantum™, SLAROX Romanian AI	pdf	English, Korean, Russian, Romanian, Spanish, Portuguese
General Installation 1000 to 10000 Converter	pdf	English, French, Korean, Russian, Romanian, Spanish, Portuguese

To access this software you must have Windows 7 (32 or 64 bit), Windows 8 (32 or 64 bit), Windows 10 (32 or 64 bit). If your computer meets this system requirement, please download the software and follow the instructions on the trial wizard.

Note: This software [does not](#) require a USB security key. MS Windows™ should load any required drivers. If not, you can download from this website: <https://www.fidchip.com/Drivers/VCPI.htm>

If you have any questions, view the video below (to view in full screen mode, click the YouTube icon after pressing play), contact Technical Services or your local Brooks Instrument representative for assistance.

Brooks Expert Support Tool (BEST) Sol...
 Installation (3:45) [English] [Spanish] [Portuguese]

DOCUMENTATION

Filename	File Type	Documents By Language
Data Sheet	pdf	English
Quick Start Guide	pdf	English
Installation & Operation Manual	pdf	English, Korean, Russian, Romanian, Spanish, Portuguese
Installation & Operation Manual - SLA, RYA & Quantum	pdf	English, French, Korean, Russian, Romanian, Spanish, Portuguese
License Agreement	pdf	English

VERSIONS

Brooks Expert Support Tool (BEST) V5.8.0.0

To access this software you must have Windows 7 (32 or 64 bit), Windows 8 (32 or 64 bit), Windows 10 (32 or 64 bit) or Windows XP (32 or 64 bit).

[Click To Download](#)

Link: <http://www.brooksinstrument.com/products/accessories-software/product-software/brooks-expert-support-tool>

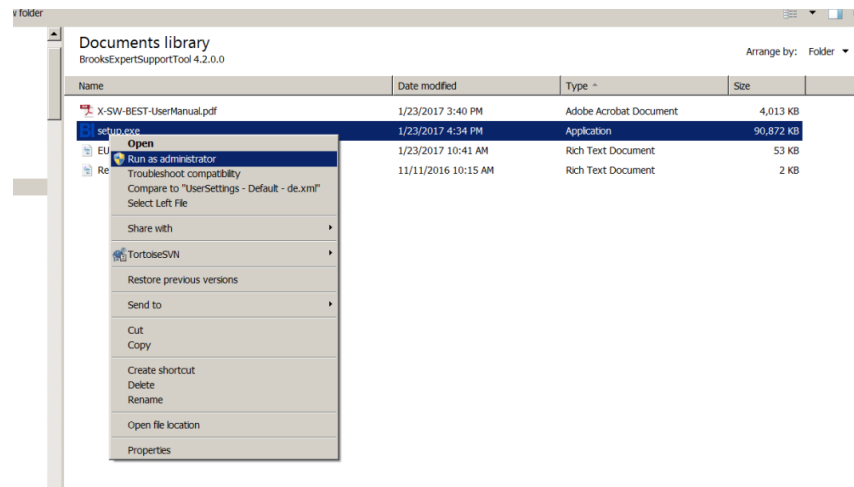
2.) Unzip the *.zip file on your local computer's hard drive.

Quick Start & Upgrade Guide Brooks Expert Support Tool (BEST)

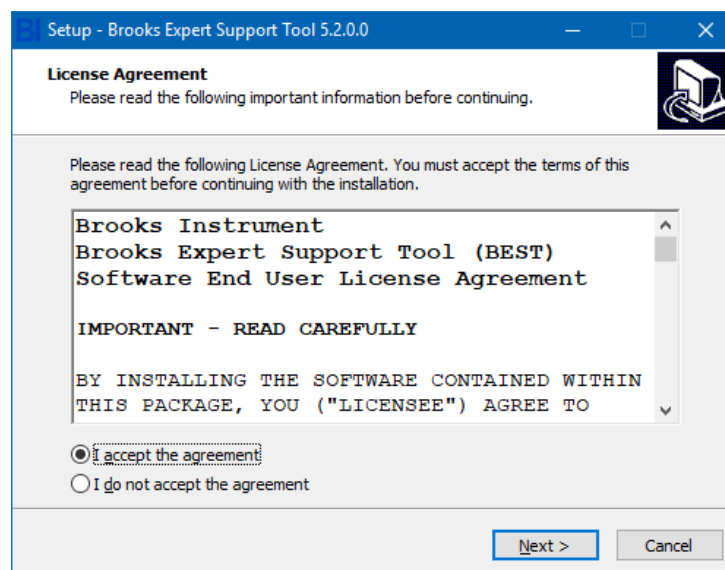
Version 5.12.0.0

May 09, 2022

3.) Execute the setup.exe (right click on the executable and run as administrator):



4.) Read and accept the license agreement and click next:

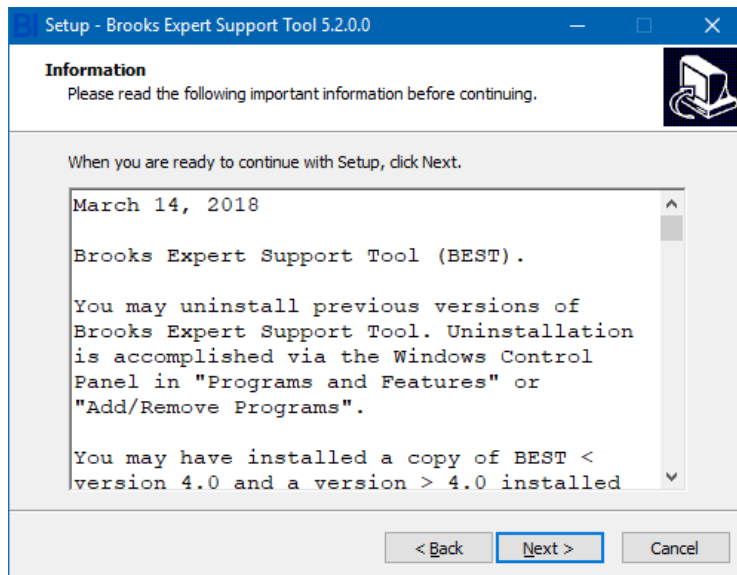


Quick Start & Upgrade Guide Brooks Expert Support Tool (BEST)

Version 5.12.0.0

May 09, 2022

5.) Read the text from the ReadMe file, then click Next:

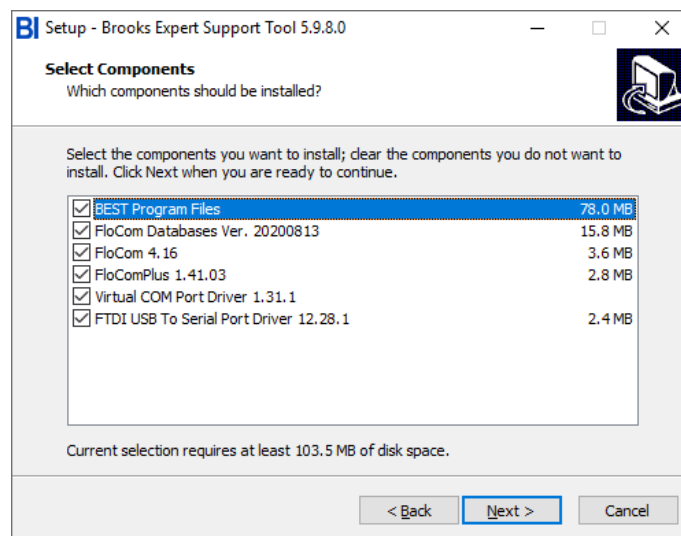


Quick Start & Upgrade Guide Brooks Expert Support Tool (BEST)

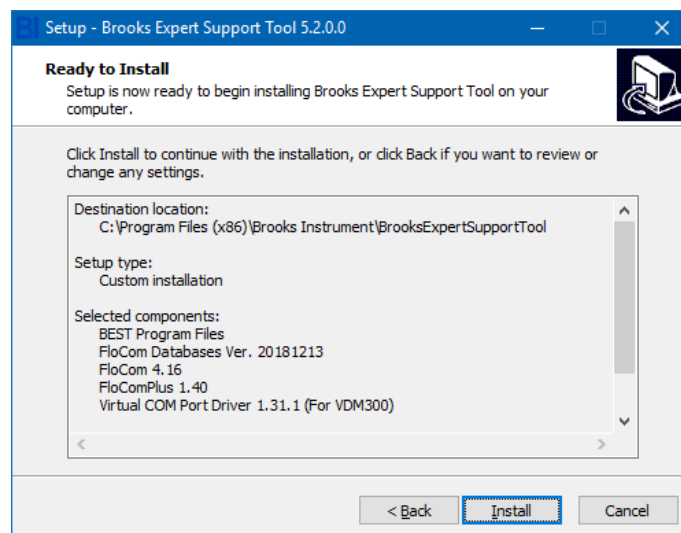
Version 5.12.0.0

May 09, 2022

6.) If you need to maintain an existing version of FloCom (such as with CopyExact), please see additional instructions in the user manual. Deselect Virtual COM Port Driver if you don't need it (see user manual). This is required for use with the VDM300 device. Click Next.



7.) Click Install.

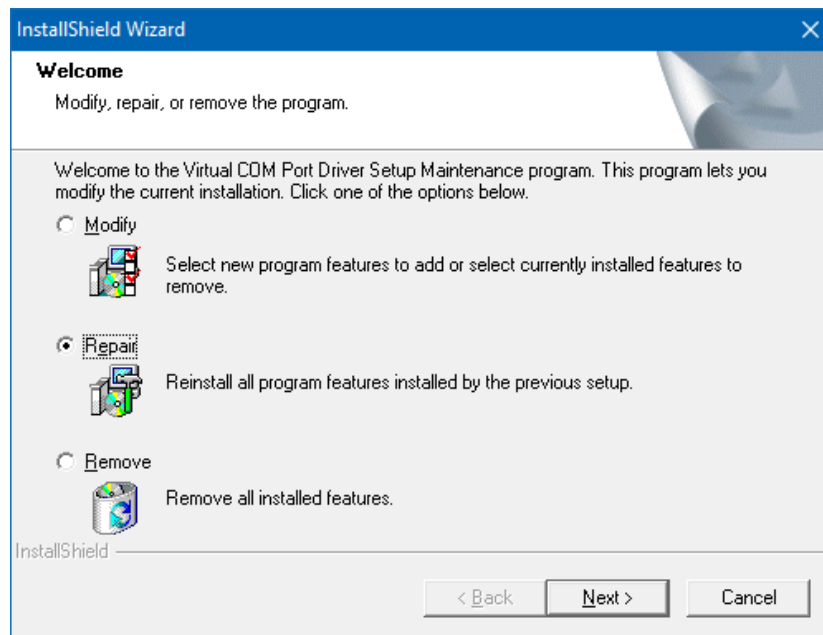


**Quick Start & Upgrade Guide
Brooks Expert Support Tool (BEST)**

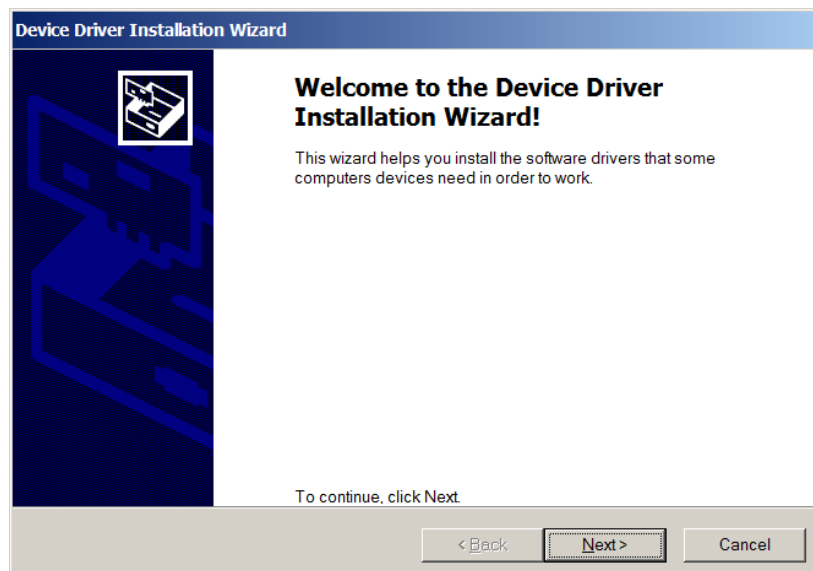
Version 5.12.0.0

May 09, 2022

8.) If the maintenance window appears, click repair:



9.) If the driver installation windows appears, click Next:



**Quick Start & Upgrade Guide
Brooks Expert Support Tool (BEST)**

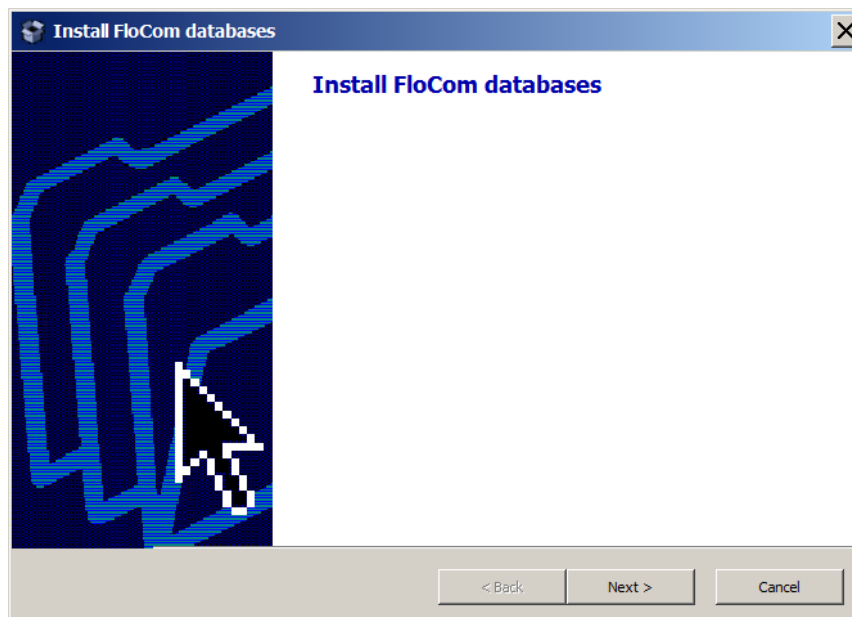
Version 5.12.0.0

May 09, 2022

10.) When the driver installation completed window appears, click Finish:



11.) Click Next to install FloCom databases:

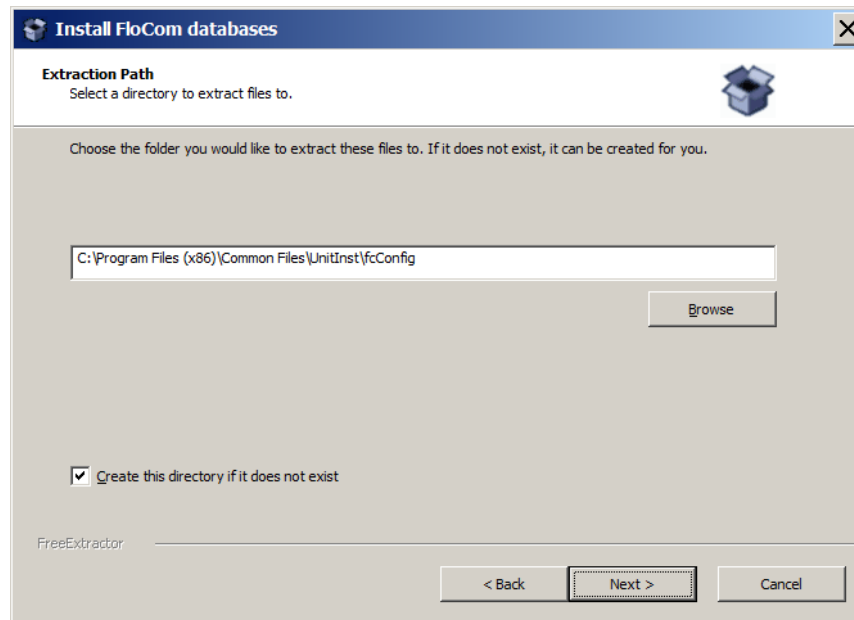


**Quick Start & Upgrade Guide
Brooks Expert Support Tool (BEST)**

Version 5.12.0.0

May 09, 2022

12.) Click Next (do not change the install folder):



13.) Click Next to install FloCom:

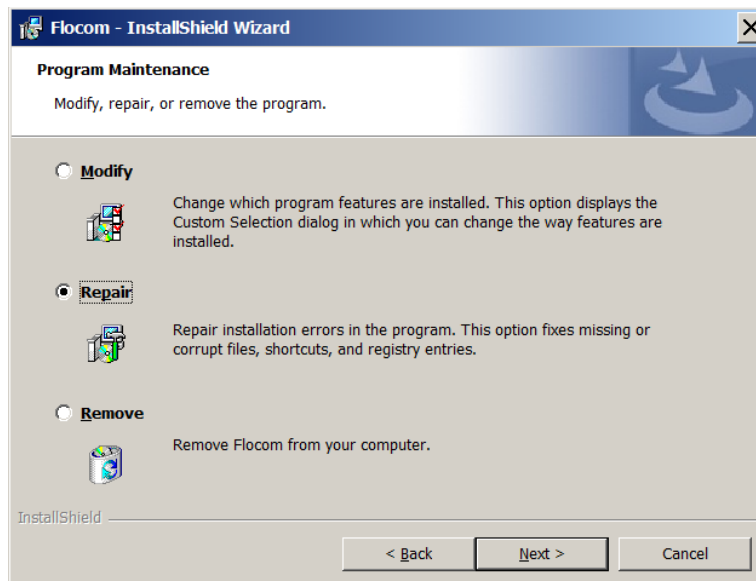


Quick Start & Upgrade Guide Brooks Expert Support Tool (BEST)

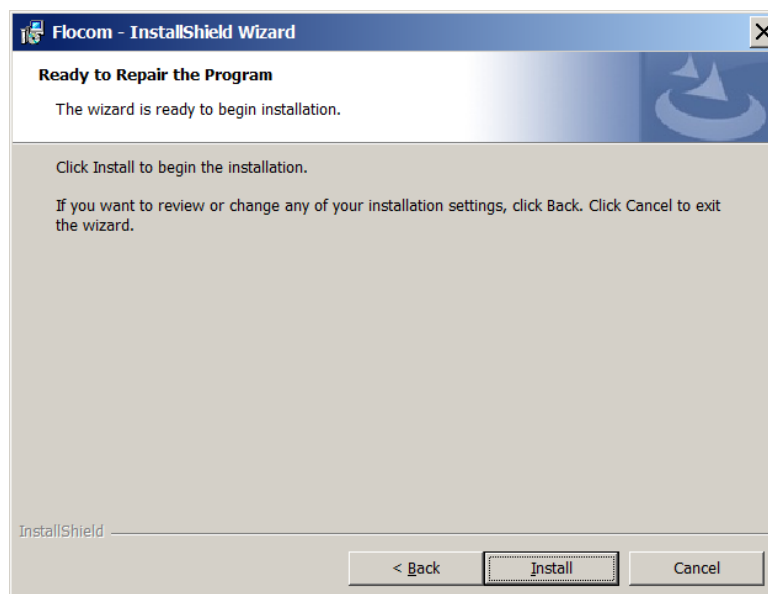
Version 5.12.0.0

May 09, 2022

14.) IF the maintenance screen appears, click Repair and then Next:



15.) Click Install:



Quick Start & Upgrade Guide Brooks Expert Support Tool (BEST)

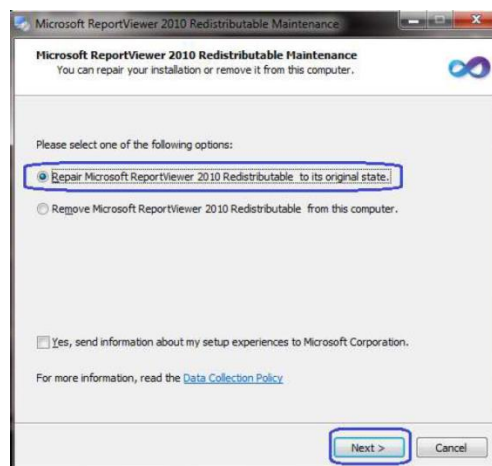
Version 5.12.0.0

May 09, 2022

16.) Click Finish:



17.) If this window appears, click repair and Next:

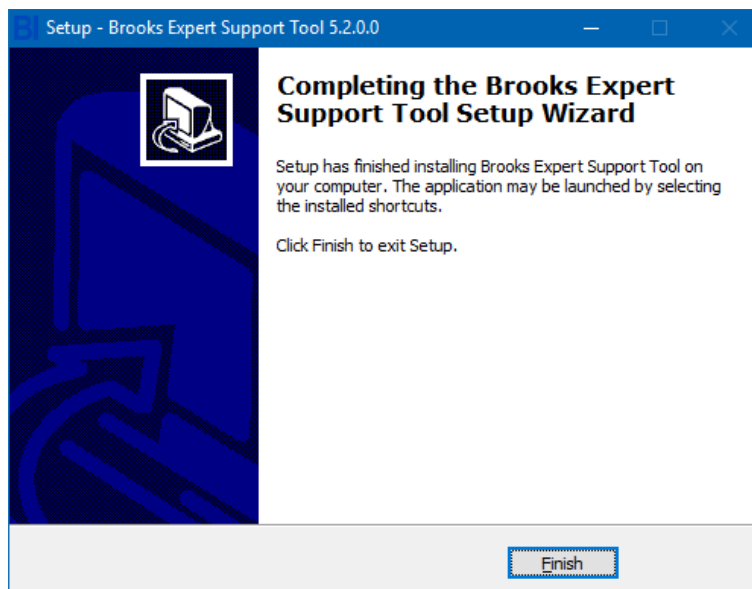


**Quick Start & Upgrade Guide
Brooks Expert Support Tool (BEST)**

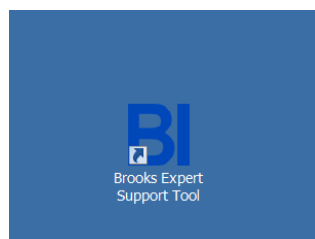
Version 5.12.0.0

May 09, 2022

18.) Click Finish to complete the installation:



19.) A desktop short cut will be added to your Windows desktop. Double click it to start BEST:



20.) See the user manual for instructions to connect your device and use BEST with it.