

X-SW-BEST-QS-eng  
Part Number: 541B214AAG/B  
February, 2019

# **Brooks Expert Support Tool (BEST)**

## **Version 5.2.0.0**

### **Quick Start Guide**



[www.BrooksInstrument.com](http://www.BrooksInstrument.com)

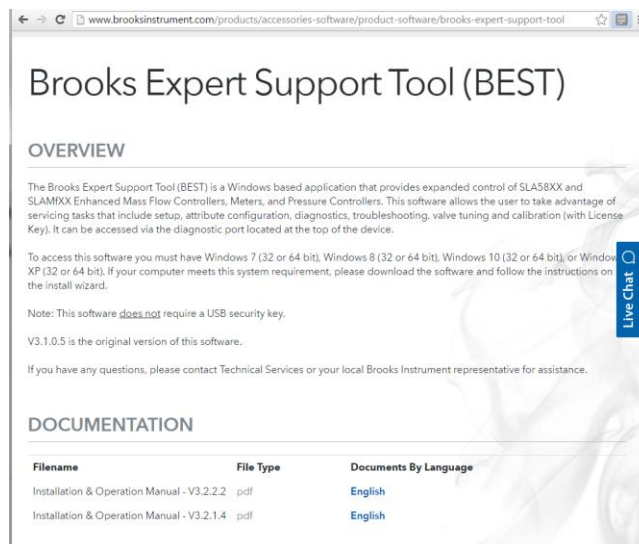
## First Time Installation

This Quick Start Guide highlights certain steps from the BEST Installation & Operation Manual. It is recommended that the user reference the manual for more details on connecting your device and how to use BEST with it.

1 - Download BEST from the Brooks Instrument website:

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

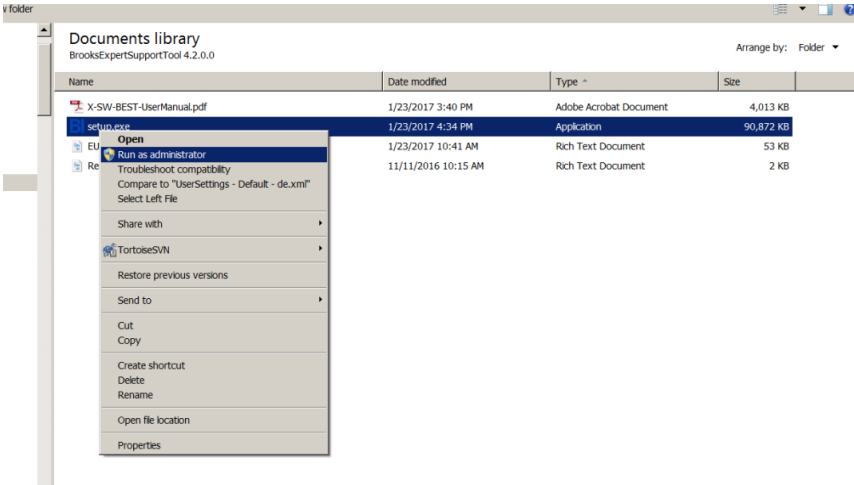
[Christine to show you screen shot to take once site is updated.]



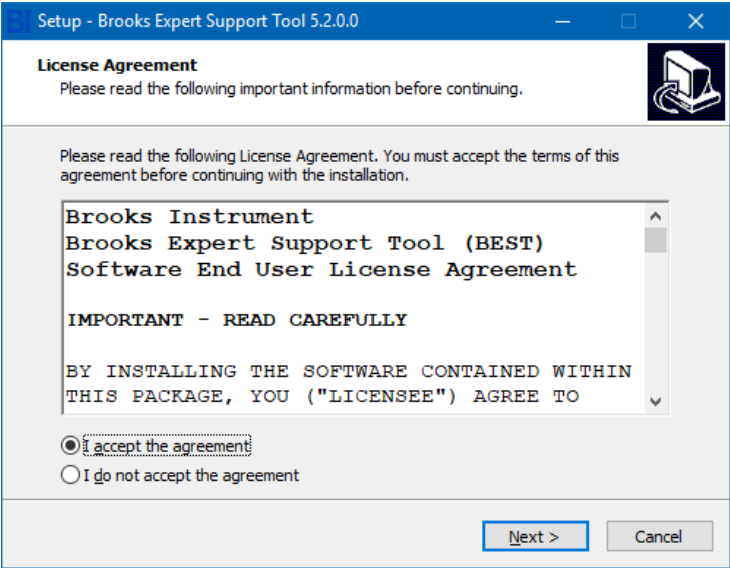
2 - Unzip the \*.zip file on your local computer's hard drive

# First Time Installation

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

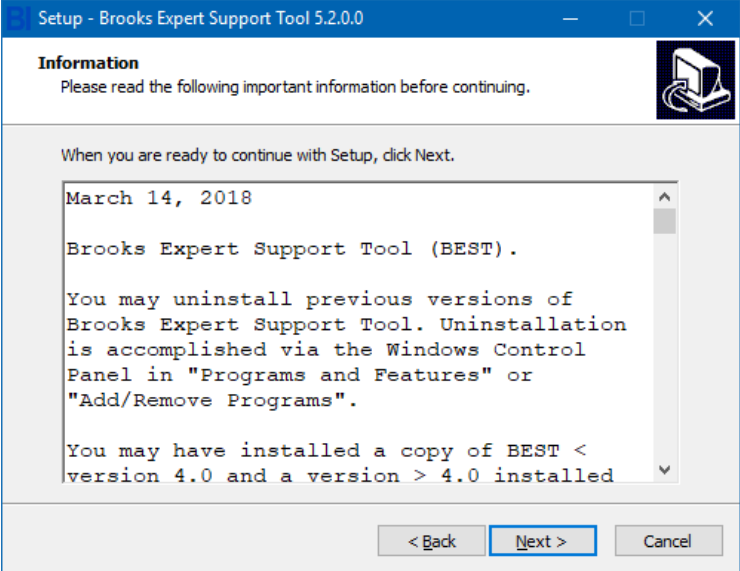


4 - Read and accept the license agreement and click Next

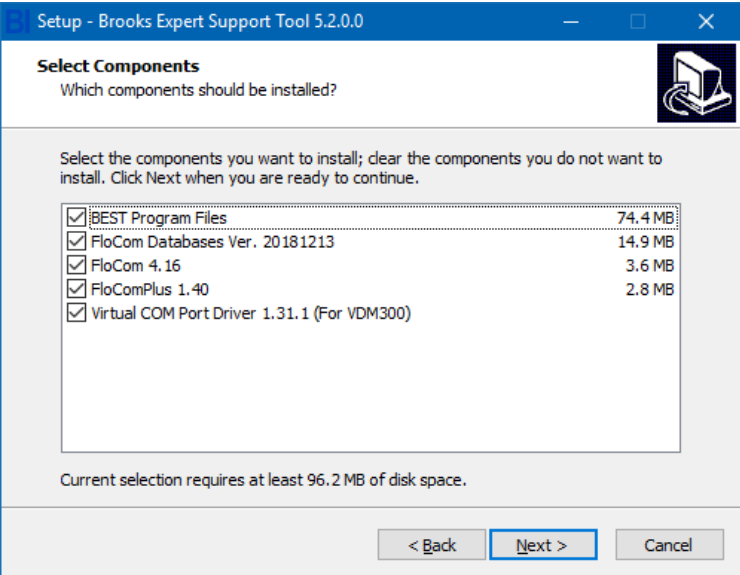


# First Time Installation

5 - Read the text from the ReadMe file, then click Next

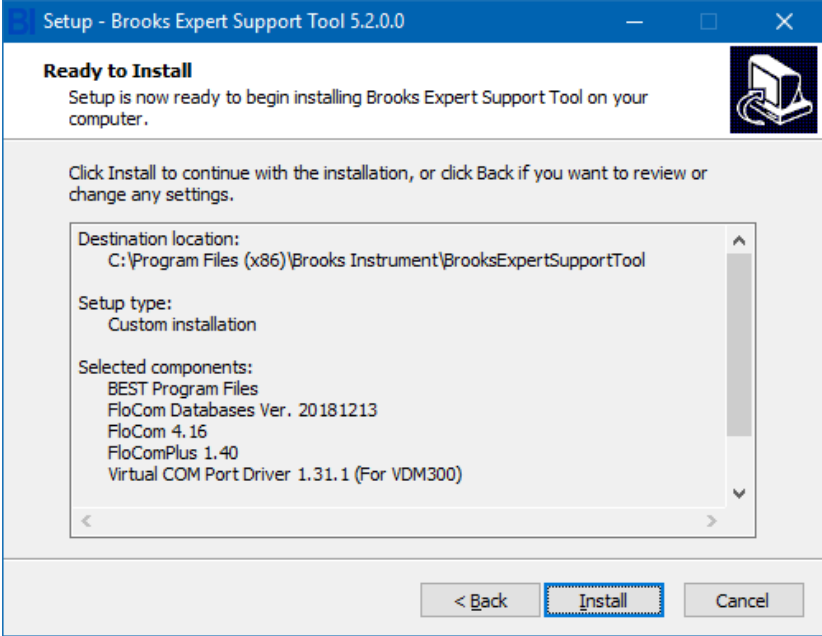


6 - If you need to maintain an existing version of FloCom (such as with CopyExact), please see additional instructions in the BEST Installation & Operation Manual. Deselect Virtual COM Port Driver if you don't need it (see manual). This is required for use with the VDM300 device. Click Next

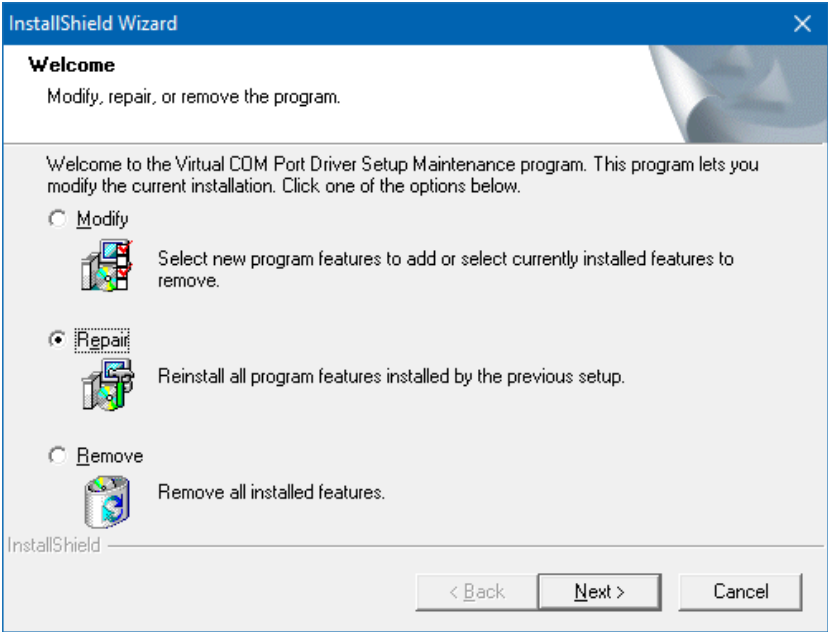


# First Time Installation

## 7 - Click Install

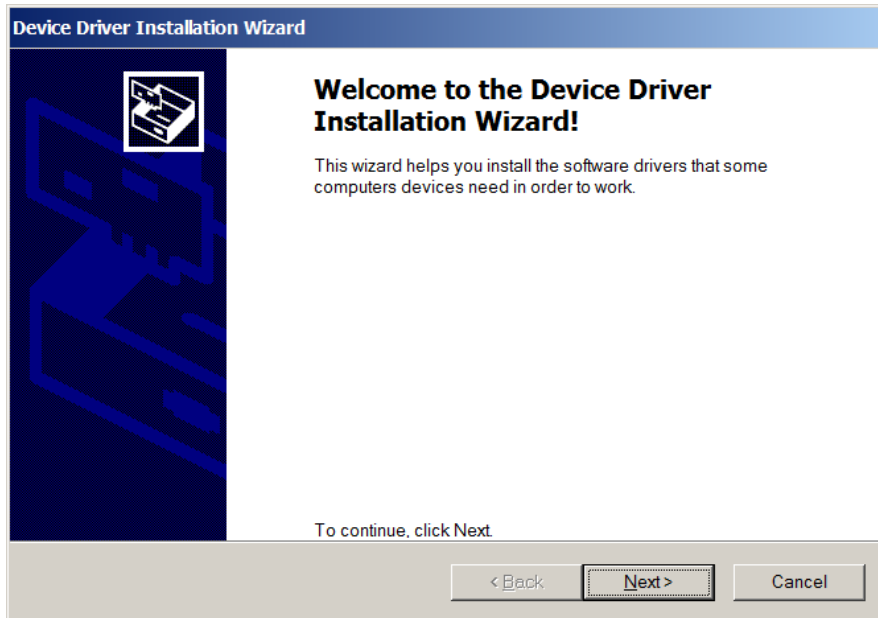


## 8 - If the maintenance window appears, click Repair



## First Time Installation

9 - If the Device Driver Installation window appears, click Next

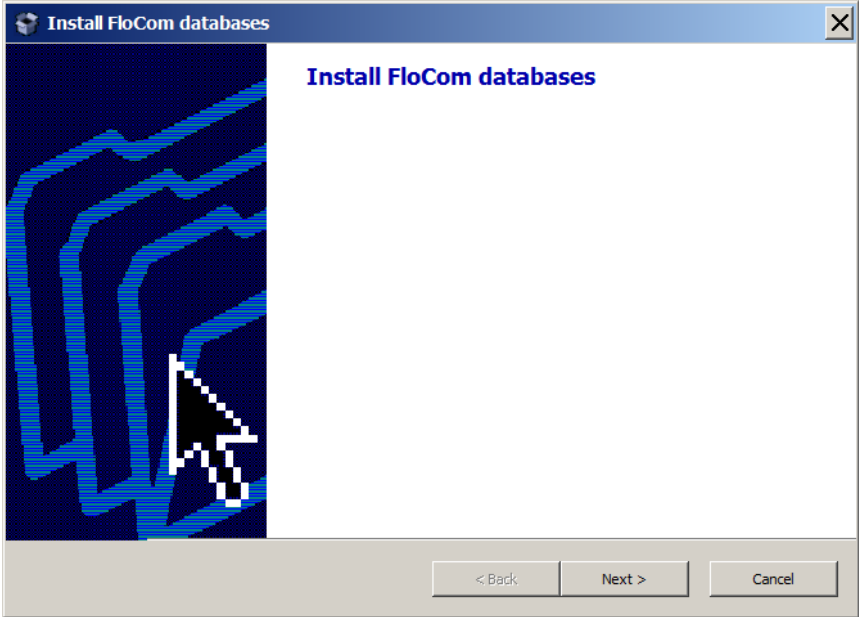


10 - When the Device Driver Installation completed window appears, click Finish

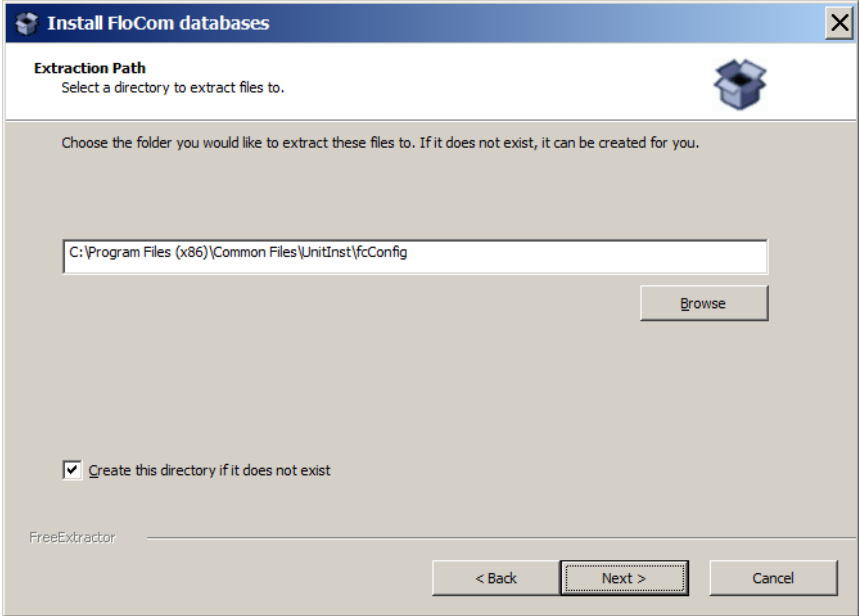


# First Time Installation

11 - Click Next to install FloCom databases



12 - Click Next (do not change the install folder)

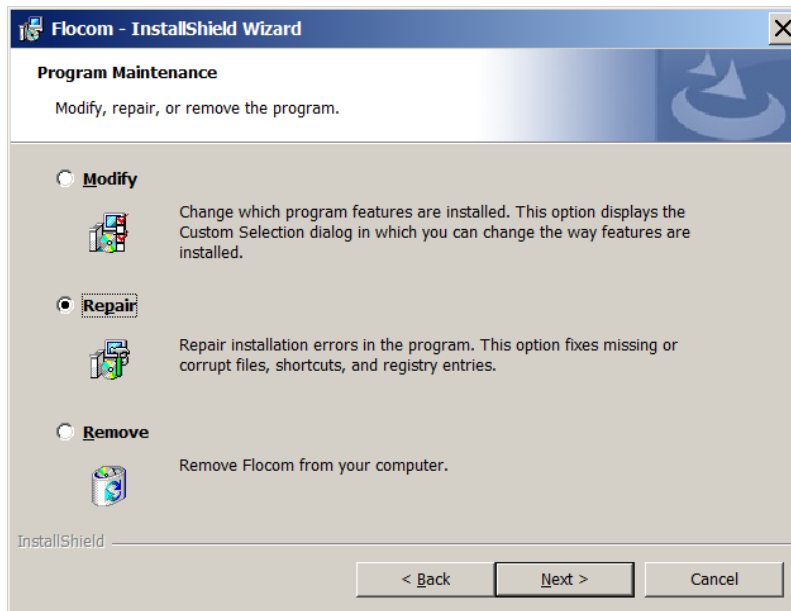


## First Time Installation

13 - Click Next to install FloCom



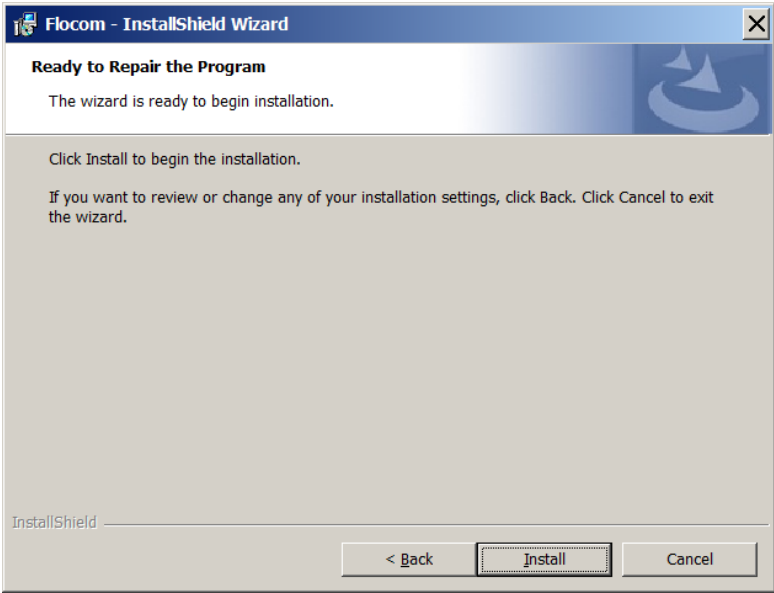
14 - If the maintenance screen appears, click Repair and then Next



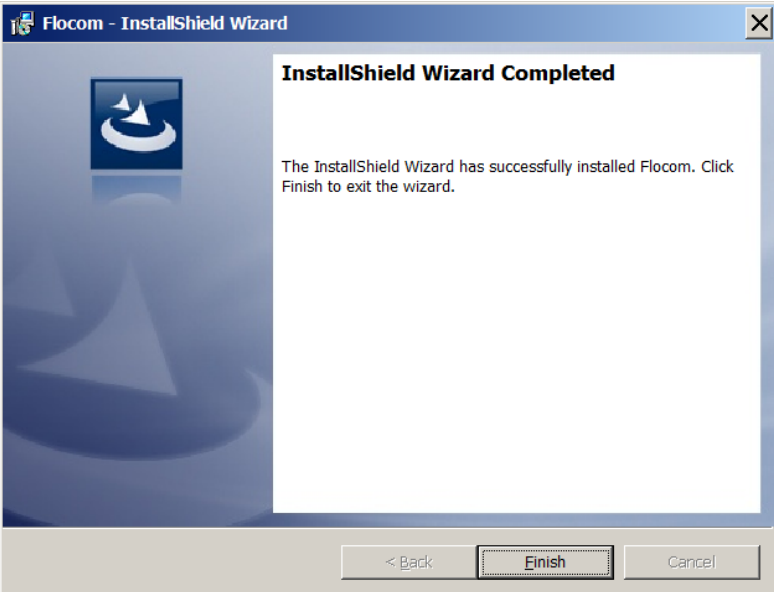


# First Time Installation

15 - Click Install

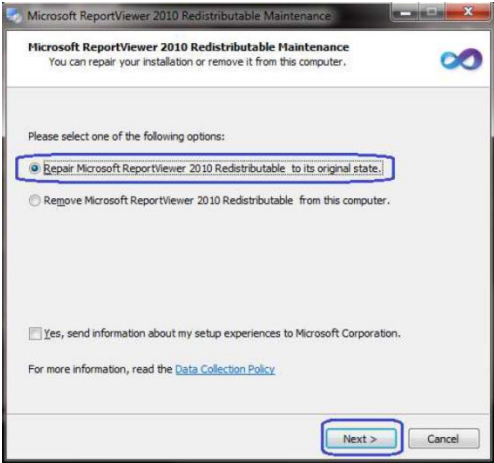


16 - Click Finish

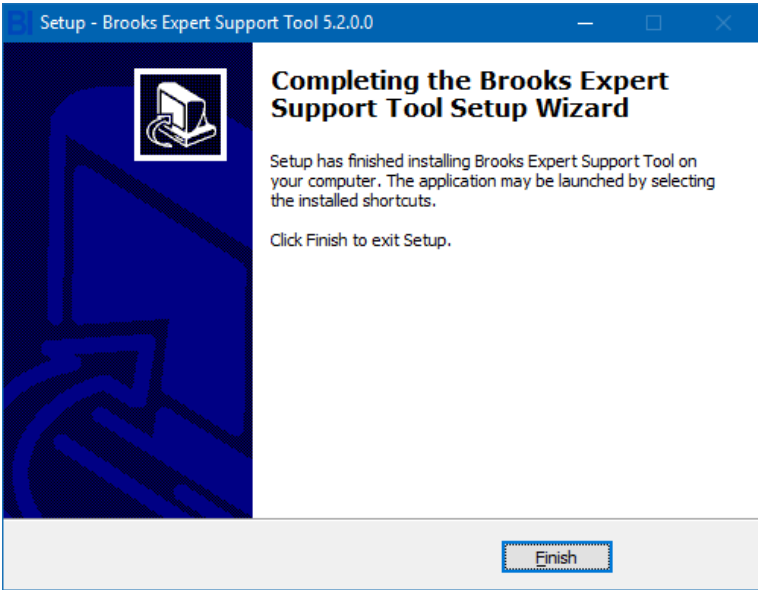


# First Time Installation

17 - If this window appears, click Repair and Next



18 - Click Finish to complete the installation



## First Time Installation

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



**20** - See the manual for instructions on connecting your device and how to use BEST with it

## LIMITED WARRANTY

Visit [www.BrooksInstrument.com](http://www.BrooksInstrument.com) for the terms and conditions of our limited warranty.

## SERVICE AND SUPPORT

Brooks is committed to assuring all of our customers receive the ideal flow solution for their application, along with outstanding service and support to back it up. We operate first class repair facilities located around the world to provide rapid response and support. Each location utilizes primary standard calibration equipment to ensure accuracy and reliability for repairs and recalibration and is certified by our local Weights and Measures Authorities and traceable to the relevant International Standards.

Visit [www.BrooksInstrument.com](http://www.BrooksInstrument.com) to locate the service location nearest to you.

## START-UP SERVICE AND IN-SITU CALIBRATION

Brooks Instrument can provide start-up service prior to operation when required.

For some process applications, where ISO-9001 Quality Certification is important, it is mandatory to verify and/or (re)calibrate the products periodically. In many cases this service can be provided under in-situ conditions, and the results will be traceable to the relevant international quality standards.

## SEMINARS AND TRAINING

Brooks Instrument can provide seminars and dedicated training to engineers, end users and maintenance persons.

Please contact your nearest sales representative for more details.

Due to Brooks Instrument's commitment to continuous improvement of our products, all specifications are subject to change without notice.

## TRADEMARKS

Brooks.....Brooks Instrument, LLC

All other trademarks are the property of their respective owners.



## Global Headquarters

**Brooks Instrument**  
407 West Vine Street  
Hatfield, PA  
19440-0903 USA

Toll-Free (USA): 888-554-FLOW

T: 215-362-3500

F: 215-362-3745

[BrooksAM@BrooksInstrument.com](mailto:BrooksAM@BrooksInstrument.com)

A list of all Brooks Instrument locations and contact details can be found at [www.BrooksInstrument.com](http://www.BrooksInstrument.com)

© Copyright 2019 Brooks Instrument, LLC All rights reserved. Printed in U.S.A.

**BROOKS**<sup>®</sup>  
**INSTRUMENT**  
*Beyond Measure*