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# 1 Software Installation

## 1.1 Background

In order to better meet the market demand and better serve the dealers, Bafang has launched the stronger software BESST Pro on the basis of updating the existing BESST software. After streamlining part of functions, BESST Pro has added a large amount of new functions to provide accurate fault diagnosis and professional technical support, contributing to a comfortable riding experience for customers. Hence, we have been committed to developing innovative products to set a new standard for the EPAC industry.

## 1.2 System environment requirements

Windows 8 and above

MacOS High Sierra 10.13 and above

BESST Pro only supports the products certified by Bafang in a list of matching system, which is kept up-to-date constantly. If the product is not listed, it will be incompatible with BESST Pro. Additionally, note that Bafang products released prior to the implementation of EN 15194:2017 regulations are not supported by BESST pro as well.

## 1.3 Installation

Download address : <https://bafang-e.com/en/oem-area/service/besstpro/>

Unzip the software installation package, double click to enter the software installation program, and follow the prompts to complete the installation.

## 1.4 Hardware connection

The hardware connection is shown as the Fig. 1-1 (The hardware version of the BESST Box needs to be 3.0 and above).



Fig. 1-1 Hardware connection

## 2 Login Function

### 2.1 Offline login

Offline login is not required to enter account and password. You can select "Offline Login" to enter the interface of part inspection directly (e.g. Fig. 2-1). There is an icon to the left of the "Local Update" icon and click on it to view the updating steps (e.g. Fig. 2-2). The current firmware version of the system part is displayed and the latest firmware file is obtained locally. The firmware file for offline updating should be obtained by contacting Bafang after-sales personnel.

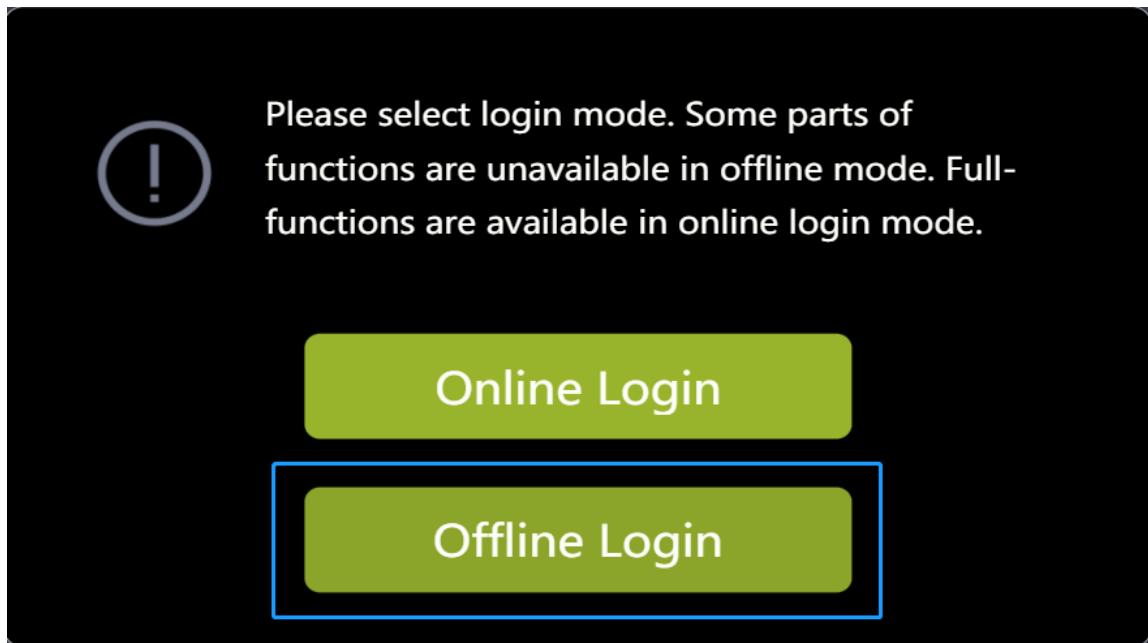


Fig. 2-1 Offline login

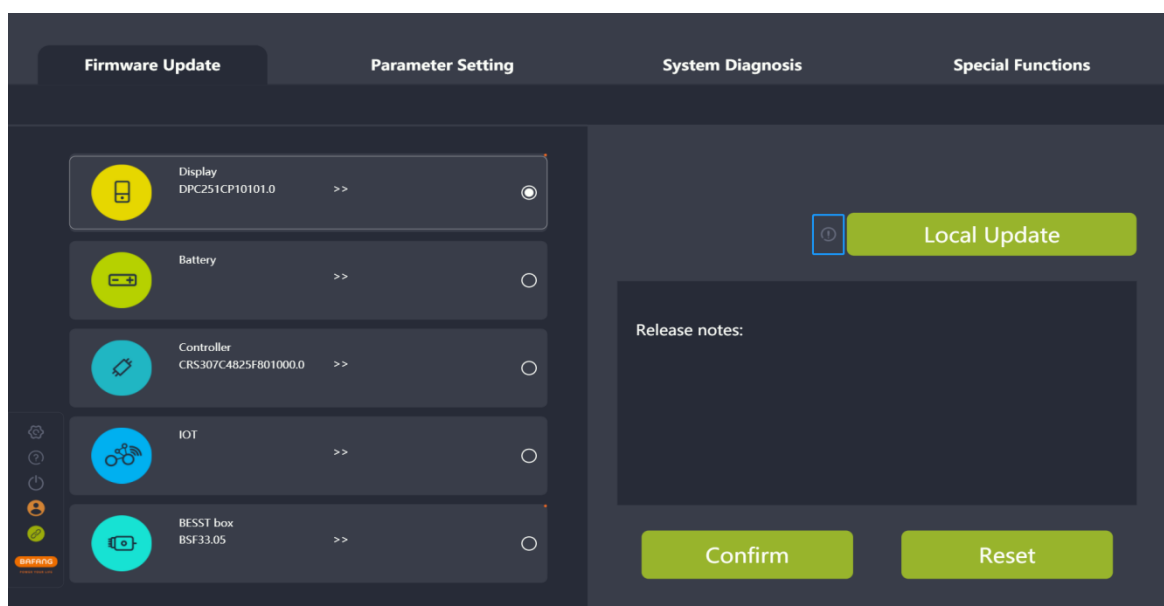


Fig. 2-2 Tips for updating steps

## 2.2 Online login

Online login requires the account and password (of BESST). You must check the box to agree to the "User Agreement" to login. You can choose whether to check the "Remember me" icon or not. If any update of system parts, the latest firmware version will be displayed and the latest firmware can be obtained directly from the cloud.

The steps are as follows:

- (1) Select the "Online Login";
- (2) Enter the "UserName";
- (3) Enter the "Password";
- (4) Check the box to agree to the "User Agreement";
- (5) Click the "Login".

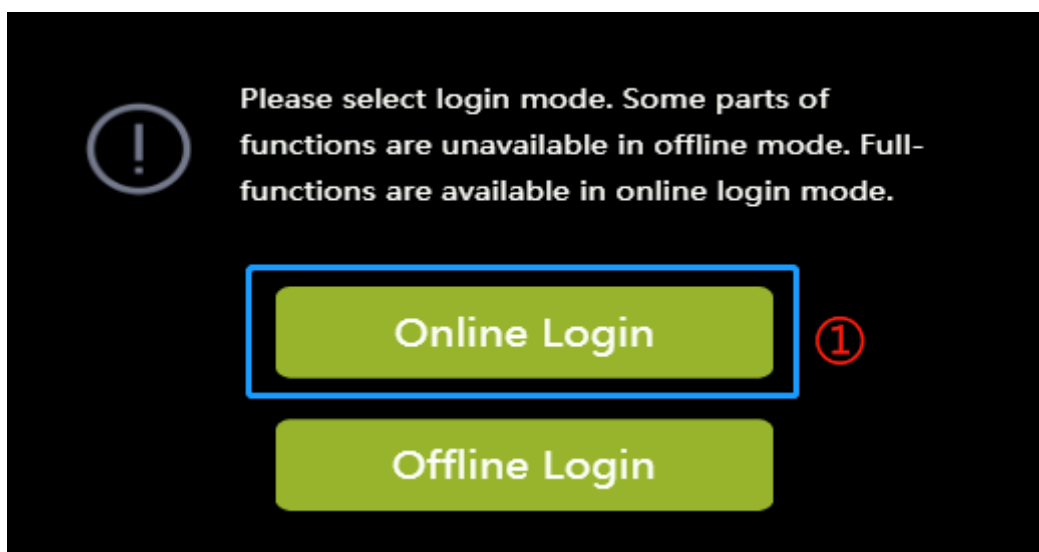


Fig. 2-3 Online login

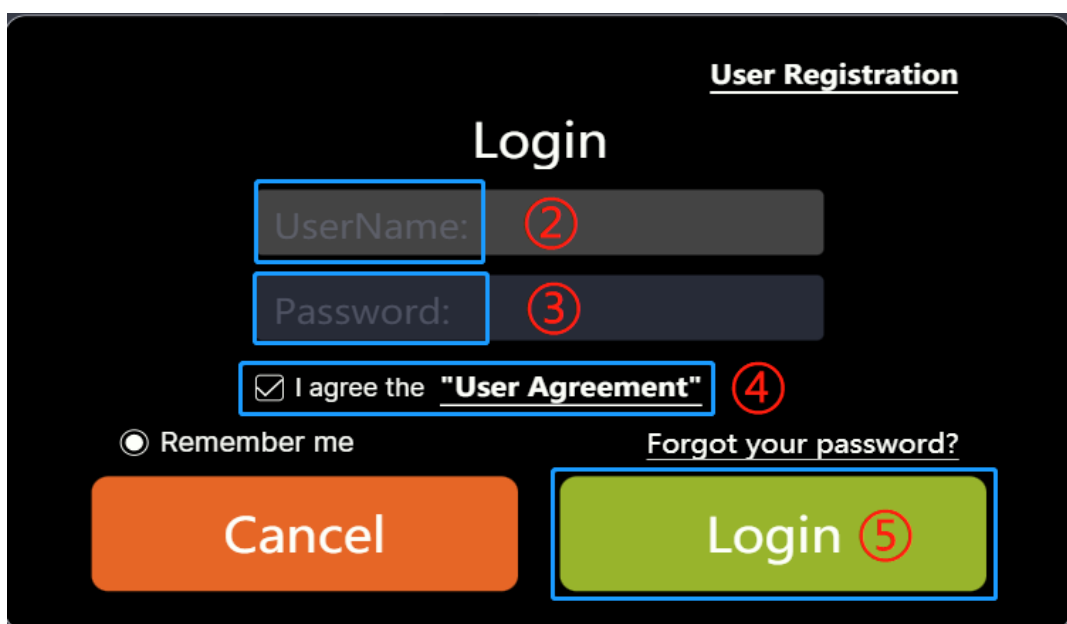


Fig. 2-4 Online login

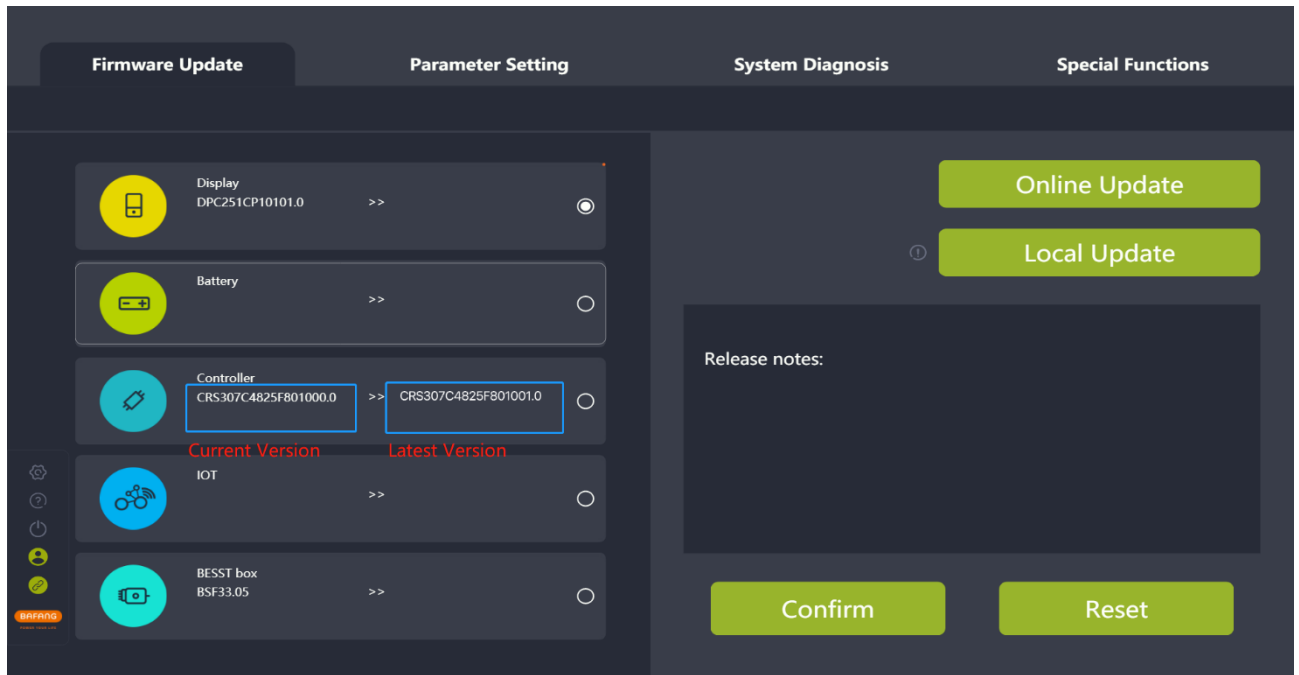


Fig. 2-5 Firmware version

## 2.3 User Registration

- (1) If you don't have the login account, click "User Registration" in the login interface;

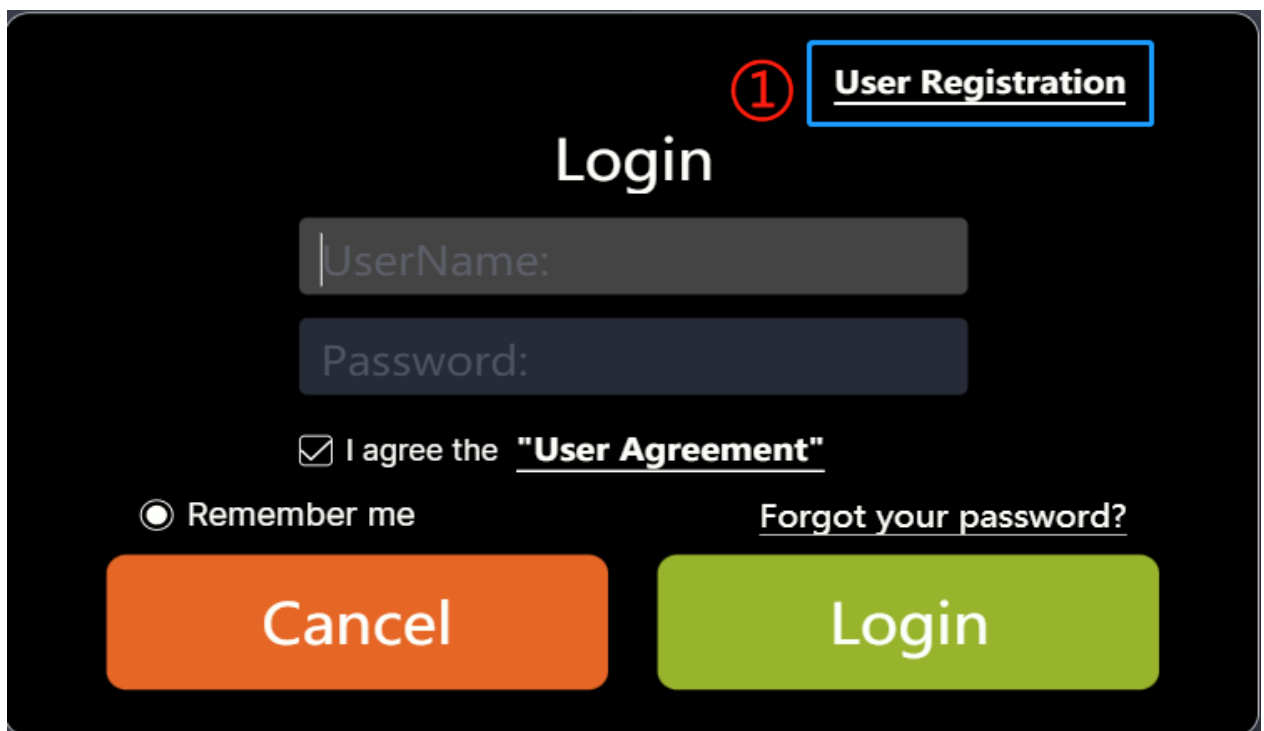
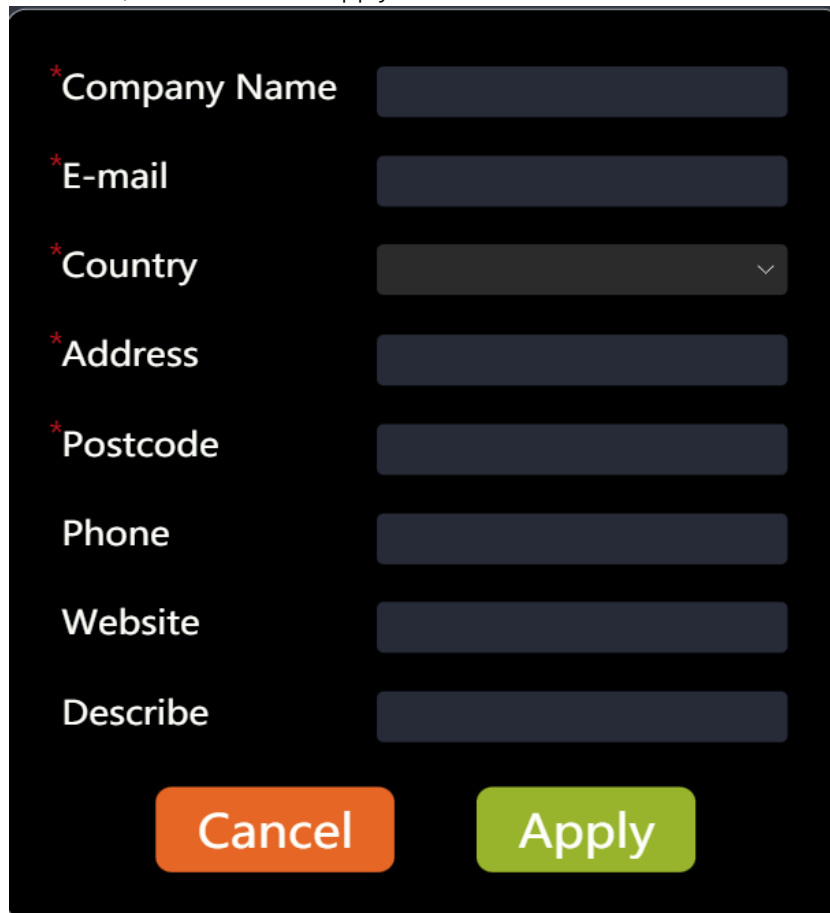


Fig. 2-6 User Registration

- (2) Fill in the registration information (Company Name, Email, Country, Address, Postcode is required fields), then click the "Apply";



A registration form with the following fields and buttons:

- \*Company Name
- \*E-mail
- \*Country
- \*Address
- \*Postcode
- Phone
- Website
- Describe
- Cancel (orange button)
- Apply (green button)

Fig. 2-7 Fill in registration information

- (3) After registering, it will prompt "Application has been submitted and the review result will be notified by e-mail";

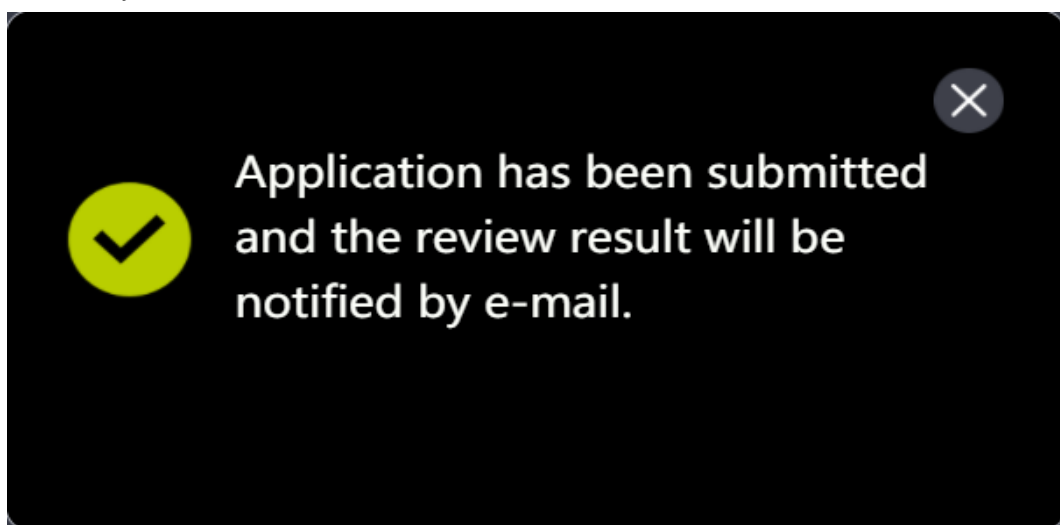


Fig. 2-8 Tips



## 2.4 Forgot password

If you forgot your login password, BESST Pro supports reset password. The steps are as follows:

- (1) Click the "Forgot your Password?" icon on the login pop-up window;

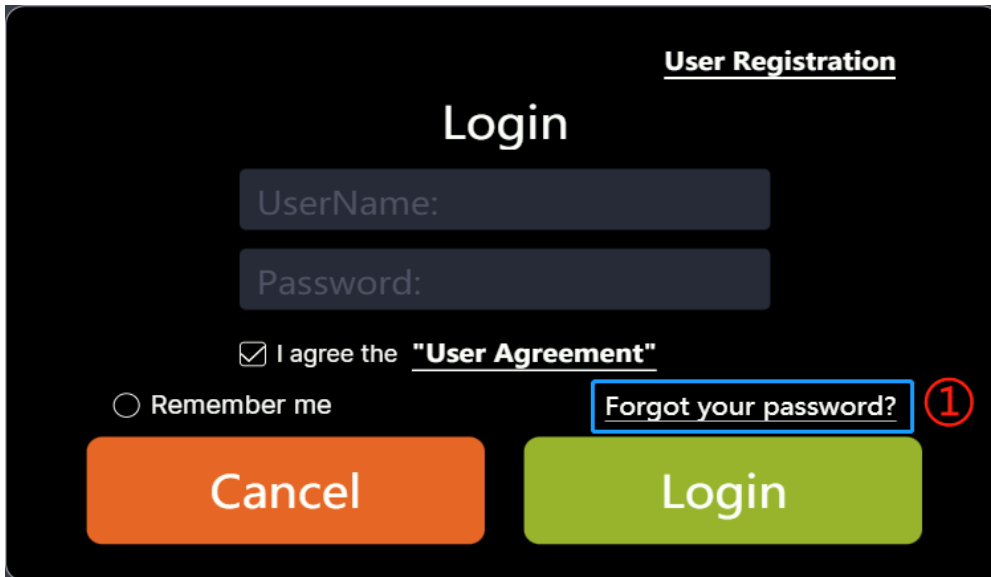


Fig. 2-9 Forgot your password?

- (2) If you have logged in before, you will get the email address automatically; If you have never logged in, you need to enter the email address manually;
- (3) Click on the "Verify" icon;
- (4) Enter the "Verification Code" received by email;
- (5) Enter the "New Password";
- (6) Enter the "New Password" again;
- (7) Click on the "Reset".

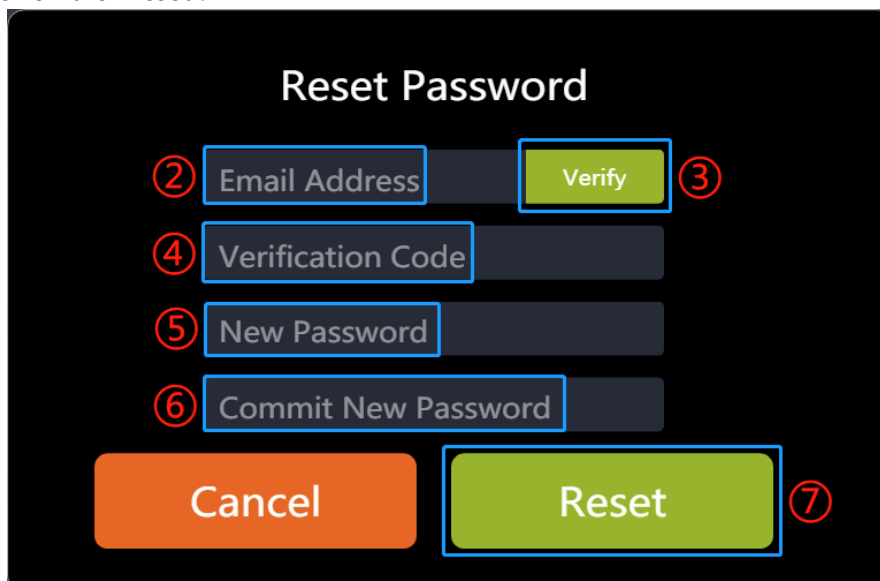


Fig. 2-10 Reset password

## 2.5 Reset password

If you want to reset the password after logging in, you can follow the steps as below:

- (1) Click the “Login ” icon;

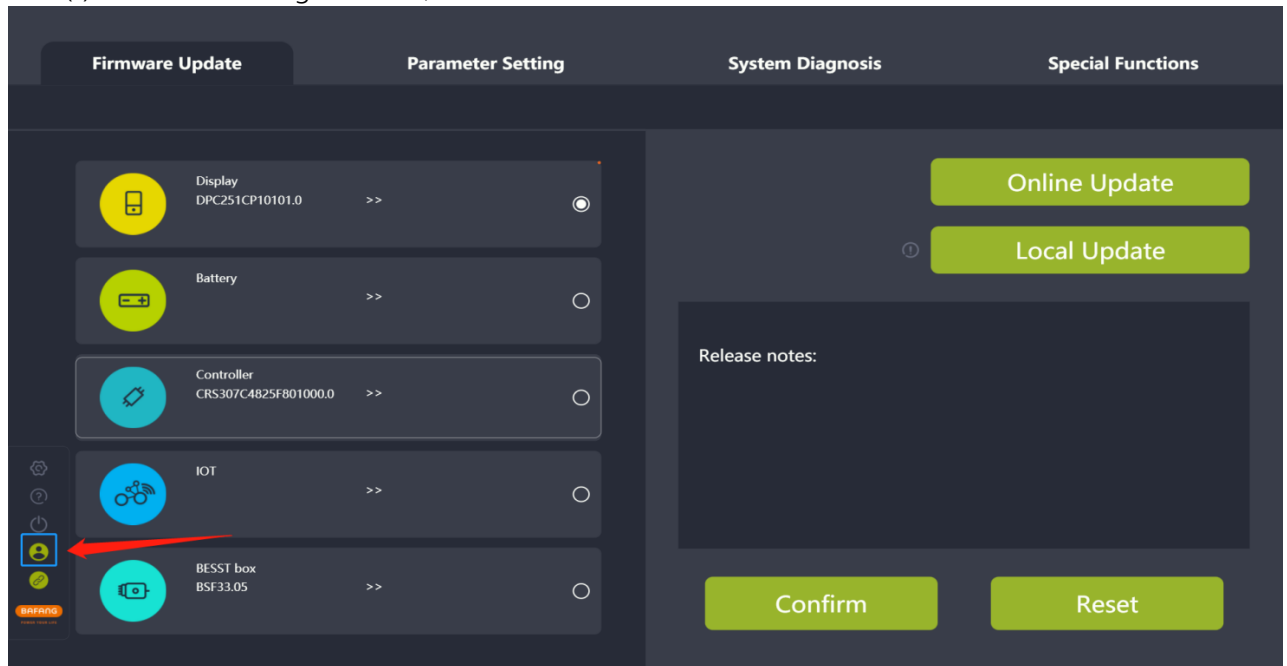


Fig. 2-11 Click the “Login” icon

- (2) Click the “Reset Password” in the pop-up window;

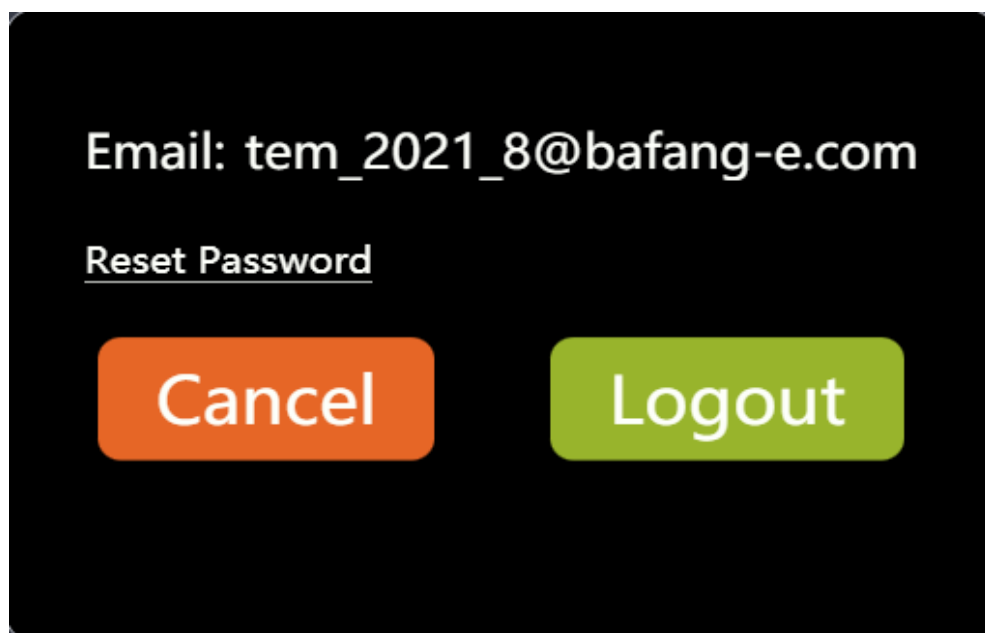


Fig. 2-12 Reset Password

- (3) The system will get the email address automatically and click the “Verify” ;
- (4) Enter the “Verification Code” received by Email;
- (5) Enter the “New Password” ;
- (6) Enter the “New Password” again;

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Any disposal such as copying and passing on to third parties is forbidden.

(7) Click the “Reset” ;

The image shows a 'Reset Password' form on a dark background. The form contains the following elements:

- 2**: A text input field labeled 'Email Address'.
- 3**: A green button labeled 'Verify'.
- 4**: A text input field labeled 'Verification Code'.
- 5**: A text input field labeled 'New Password'.
- 6**: A text input field labeled 'Commit New Password'.
- 7**: A green button labeled 'Reset'.
- An orange button labeled 'Cancel' is also present.

Fig. 2-13 Reset Password

### 3 Part Inspection

BESST Pro supports automatic detection of the connection of parts in the current system. This operation takes some time, please wait patiently. The steps are as follows:

- (1) After logging in, the system will detect the connection of the whole bicycle parts and prompt the user to check whether the system is correctly connected (e.g. Fig. 3-1);

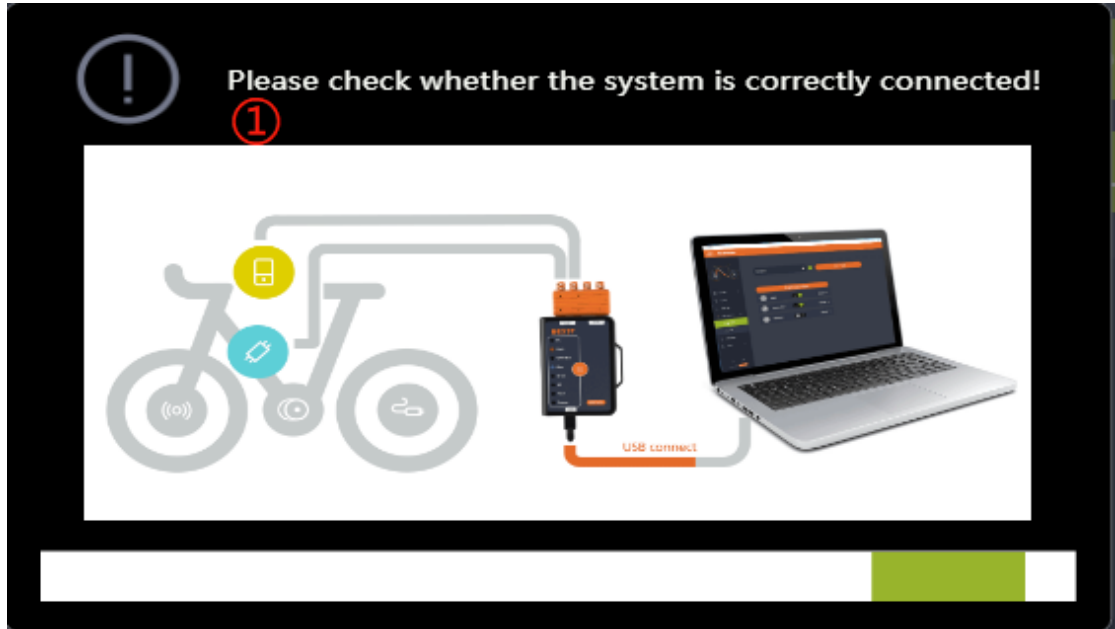


Fig. 3-1 Part inspection

- (2) Read each part information at the same time, and then display the information of connected parts (e.g. Fig. 3-2);

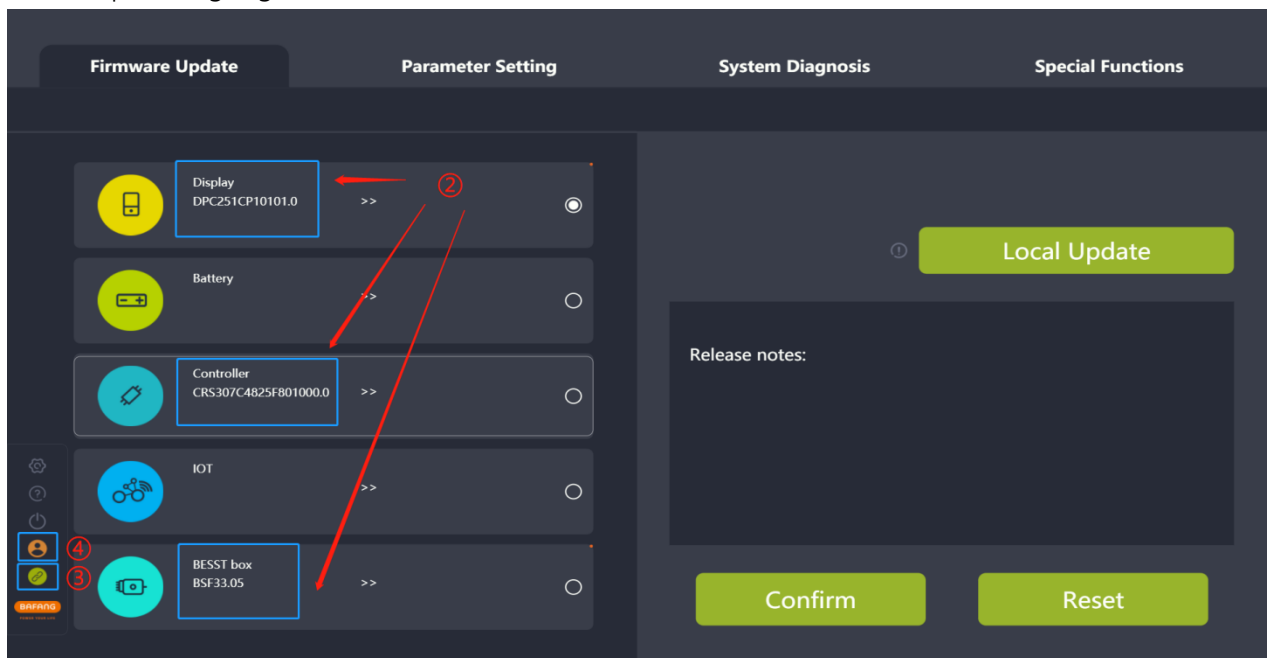


Fig. 3-2 Part Inspection

- (3) BESST Box and computer connection status icon: green: successful connection; orange: disconnection;
- (4) Login status icon: Orange: offline login; Green: online login;
- (5) Orange dot in the upper right corner of the component: It indicates that the product is not certified and BESST PRO software is not guaranteed to be fully compatible. The absence of the orange dot indicates that the product is certified and can be used normally on BESST Pro (Fig. 3-3).

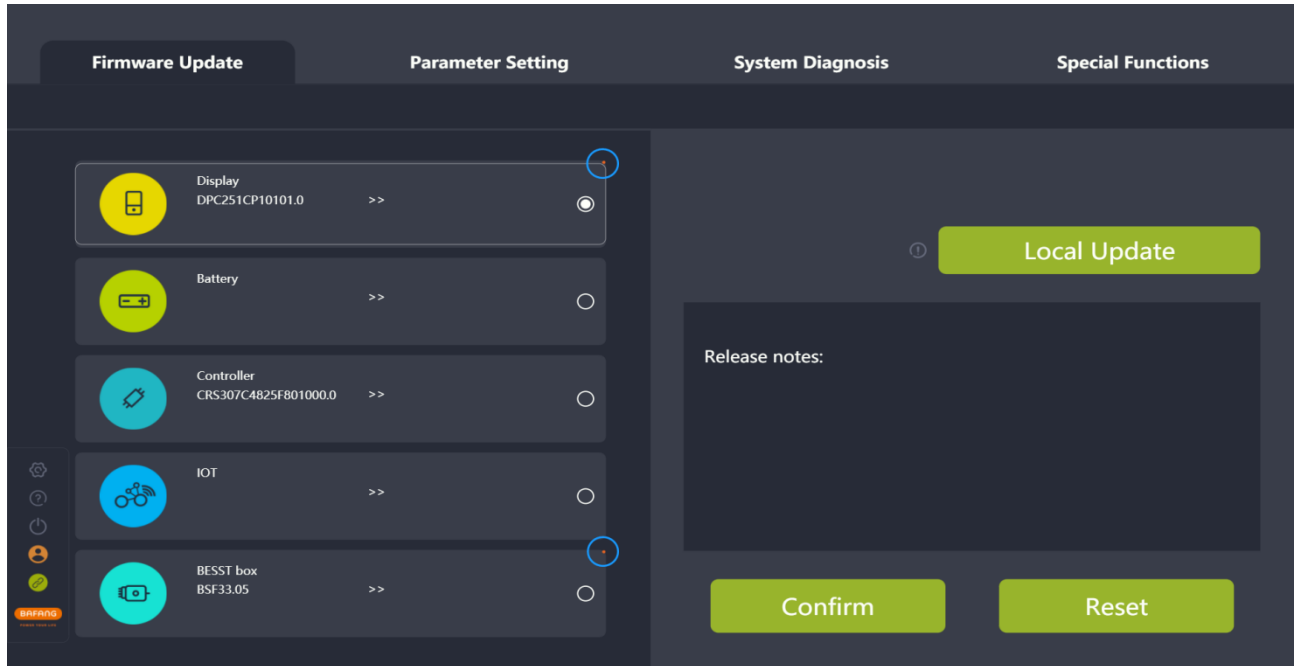


Fig. 3-3 Part inspection

## 4 Firmware Update

The firmware update module supports local update and online update of display, battery, controller, IOT, and BESST Box.

### 4.1 Local update

Before updating the firmware, connect one end of the BESST Box to the computer and the other end to the system parts (The controller needs to be connected with the battery in the meanwhile). The steps are as follows:

- (1) Select the parts to be updated;
- (2) Click the "Local Update" icon and select the firmware to be updated;

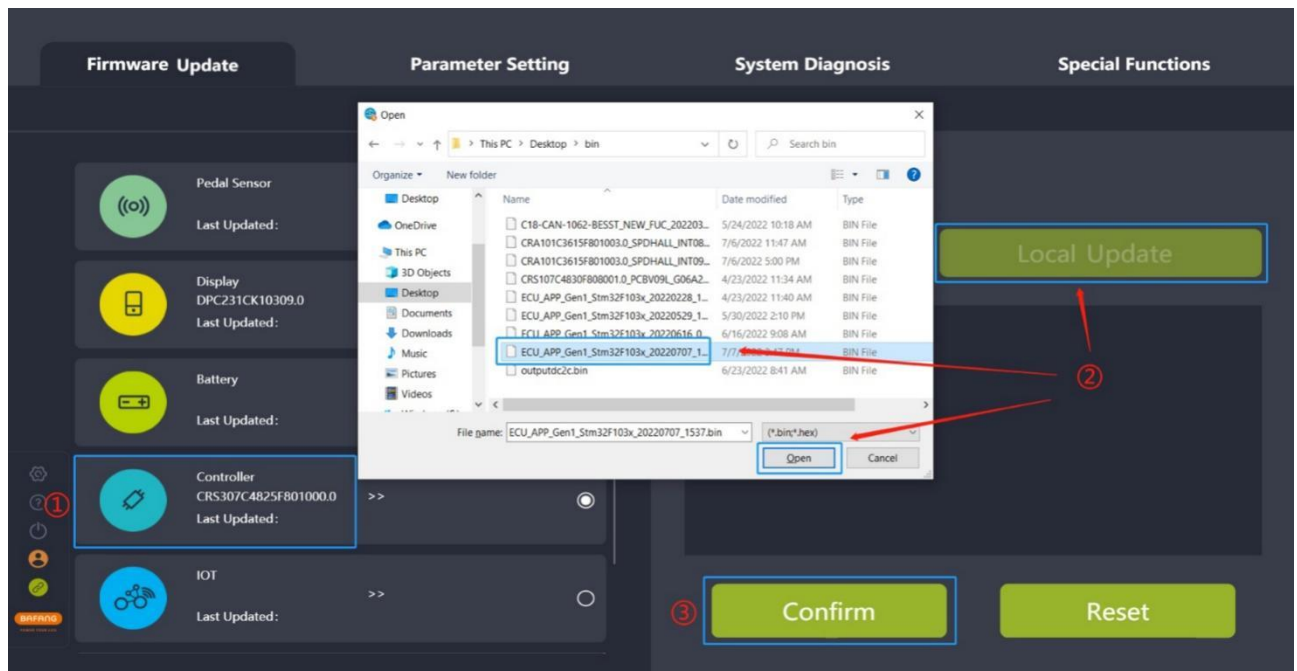


Fig. 4-1 Local update

- (3) Click the "Confirm" icon, the firmware will be downloaded to the BESST Box and the buzzer will sound a short beep after successful download. If the buzzer sounds for a long time, it means the update is failed. Please click the "Reset" icon to update again;

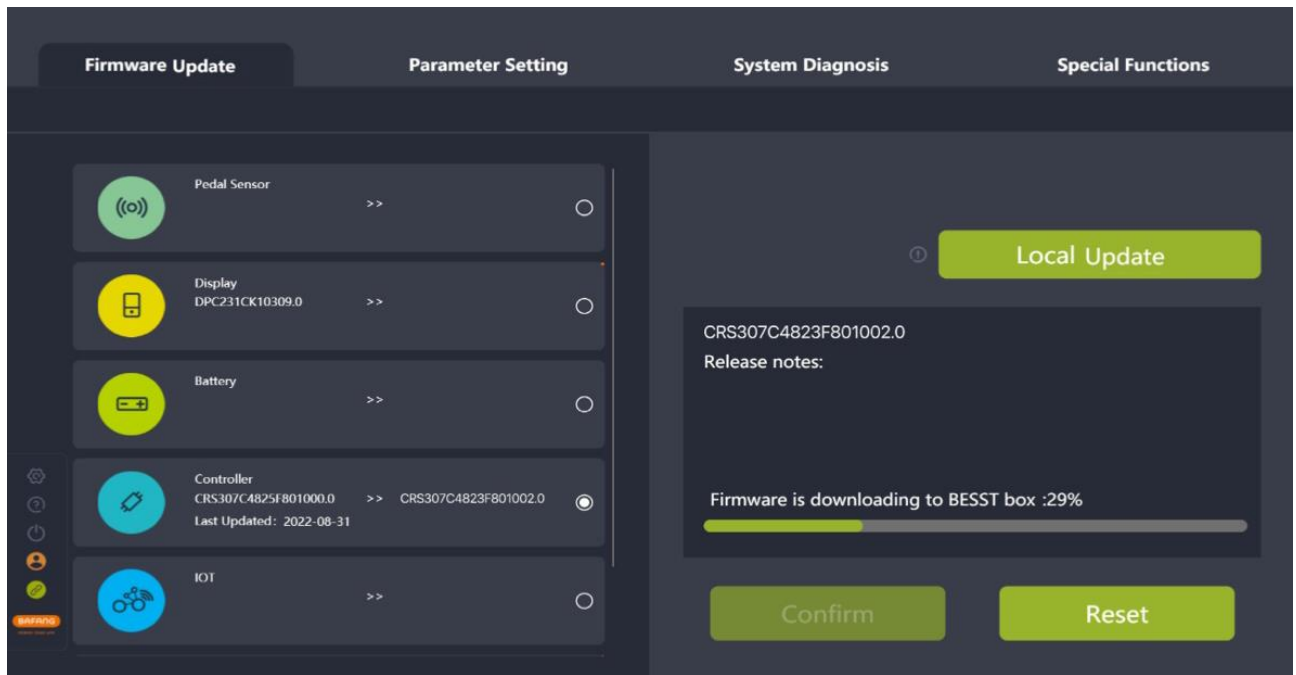


Fig. 4-2 Firmware is downloading to BESST Box

- (4) After the firmware is successfully updated to the BESST Box, the firmware will automatically download to the parts and update the parts. (If the updating progress bar does not start within 10 seconds, please try to reconnect the BESST Box and the parts to be updated.)

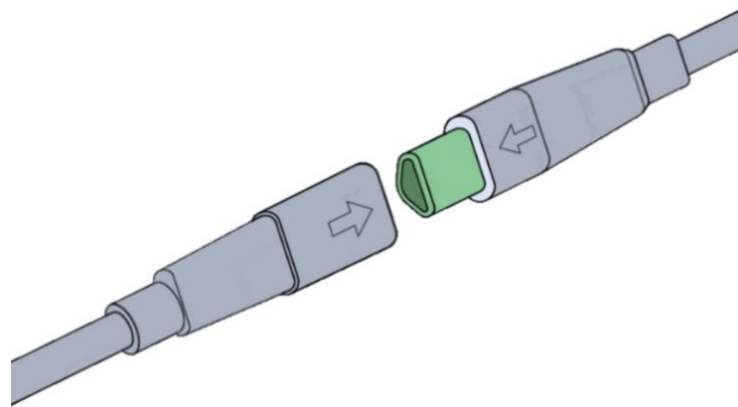


Fig. 4-3 Prompt for plugging and unplugging

- (5) In the process of BESST Box updating, the buzzer will sound a short beep after successful update. If the buzzer sounds for a long time, it means the update is failed. Please click the central reset button to cancel the updating state, and update again after once connection of parts and BESST Box.

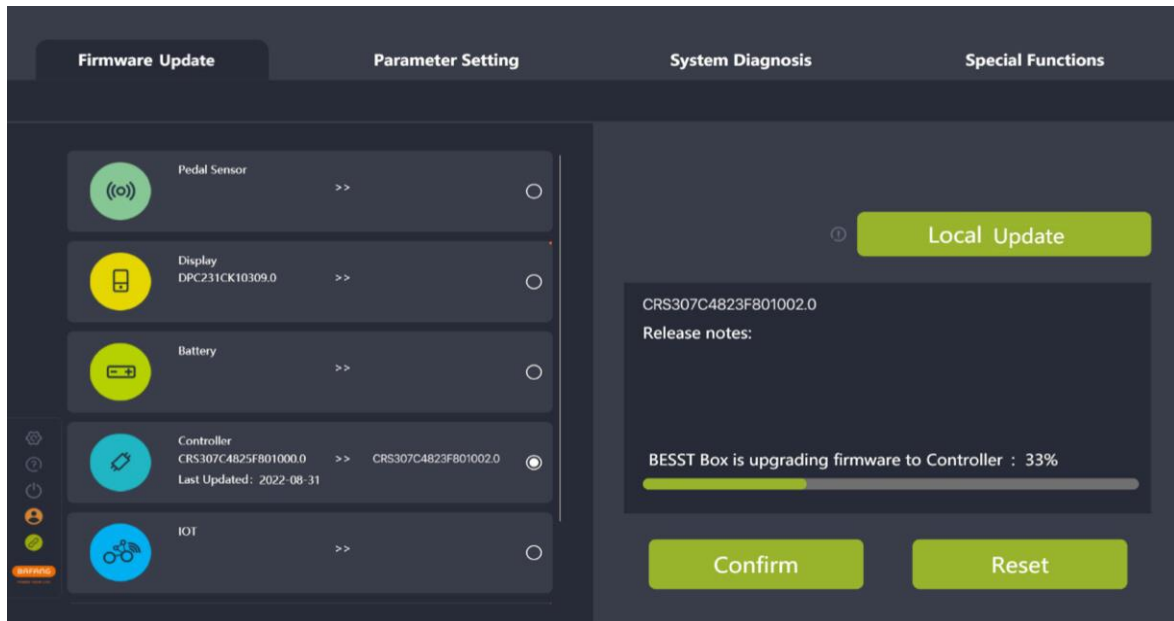


Fig. 4-4 BESST Box is downloading to the parts

- (6) After the firmware updating successfully, if the information cannot be read, you need to plug and unplug to give the part a restart and reconnect again.

## 4.2 Online update

Before updating the firmware, connect one end of the BESST Box to the computer and the other end to the system parts (The controller needs to be connected to the battery in the meanwhile). The steps are as follows:

- (1) Select the parts to be updated;
- (2) Click the "Online Update" icon;

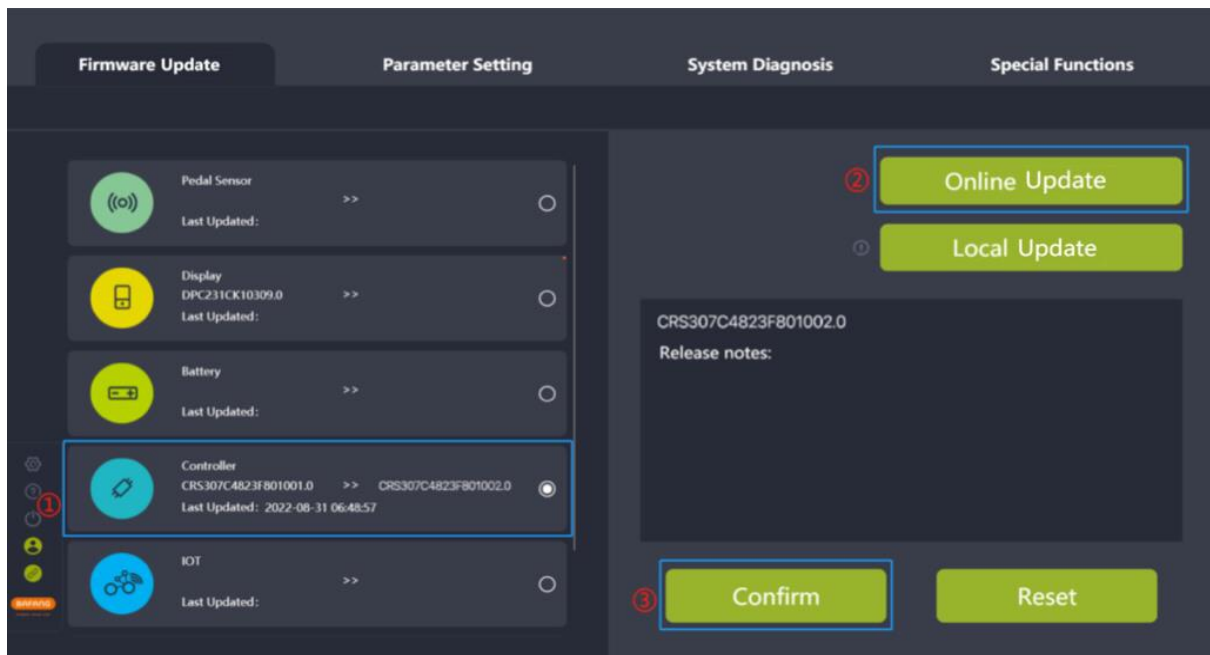


Fig. 4-5 Online update



- (4) After the firmware is successfully updated to the BESST Box, the firmware will automatically download to the parts and update the parts. (If the updating progress bar does not start within 10 seconds, please try to reconnect the BESST Box and the parts to be updated.)

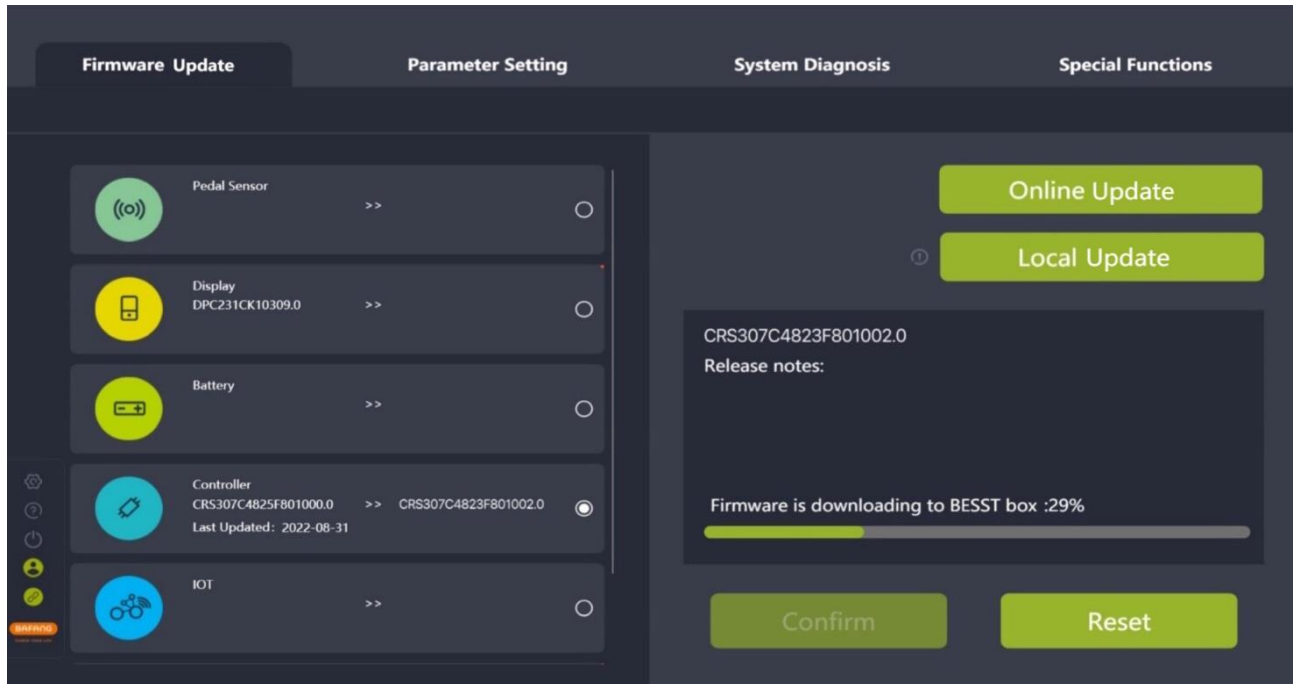


Fig. 4-6 Firmware is downloading to BESST Box

- (4) After the firmware is successfully updated to the BESST Box, the firmware will automatically download to the parts and update the parts. (If the updating progress bar does not start within 10 seconds, please try to reconnect the BESST Box and the parts to be updated.)

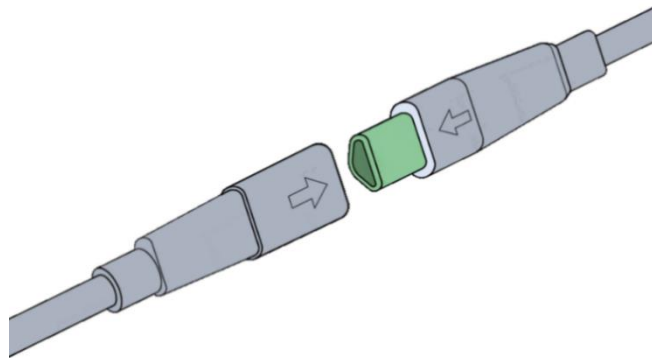


Fig. 4-7 Prompt for plugging and unplugging

- (5) In the process of BESST Box updating, the buzzer will sound a short beep after successful update. If the buzzer sounds for a long time, it means the update is failed. Please click the central reset button to cancel the updating state, and update again after once connection of parts and BESST Box.

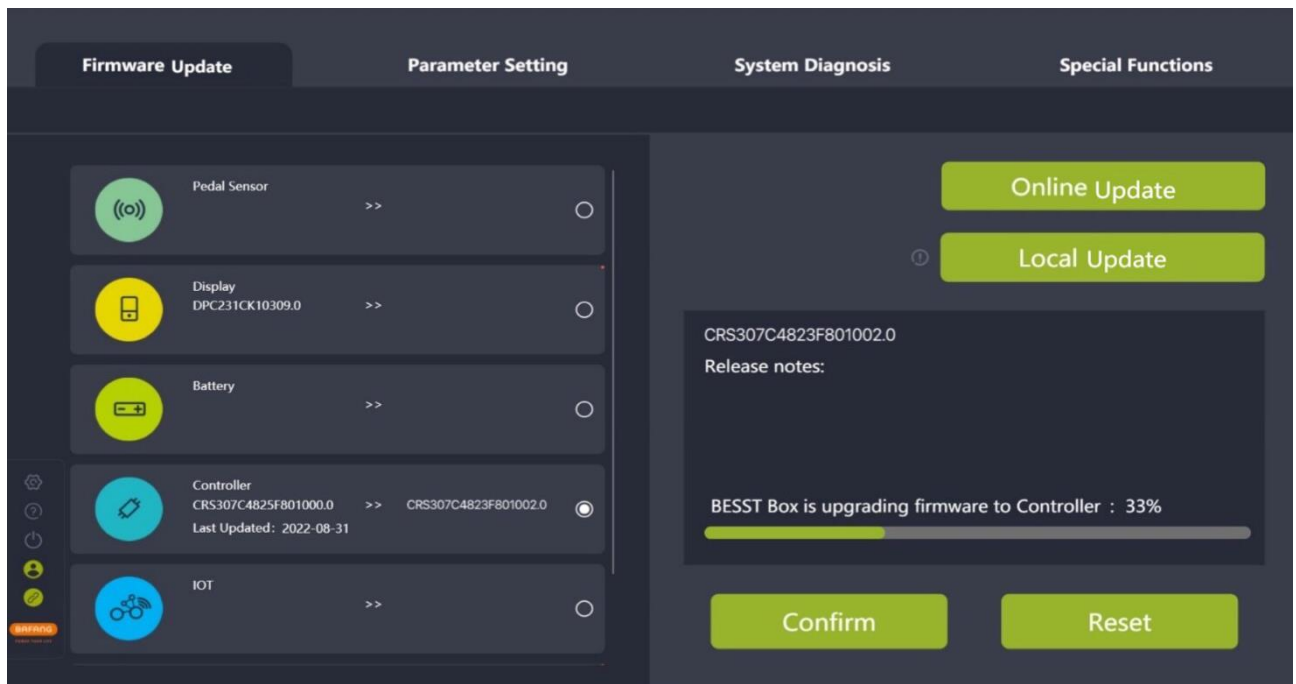


Fig. 4-8 BESST Box is downloading to the parts

- (6) After the firmware updating successfully, if the information cannot be read, you need to plug and unplug to give the part a restart and reconnect again.

# 5 Parameter Setting

The parameter setting module mainly consists of reading and setting basic parameters and cycling parameters, parameter reset and parameter configuration files' import and export.

BESST Pro displays different interfaces depending on the actual connected products. The function of param reset and cycling parameter interface is supported only for some specific products of Bafang (e.g. Fig. 5-1), otherwise the interfaces will be hidden (e.g. Fig. 5-2).

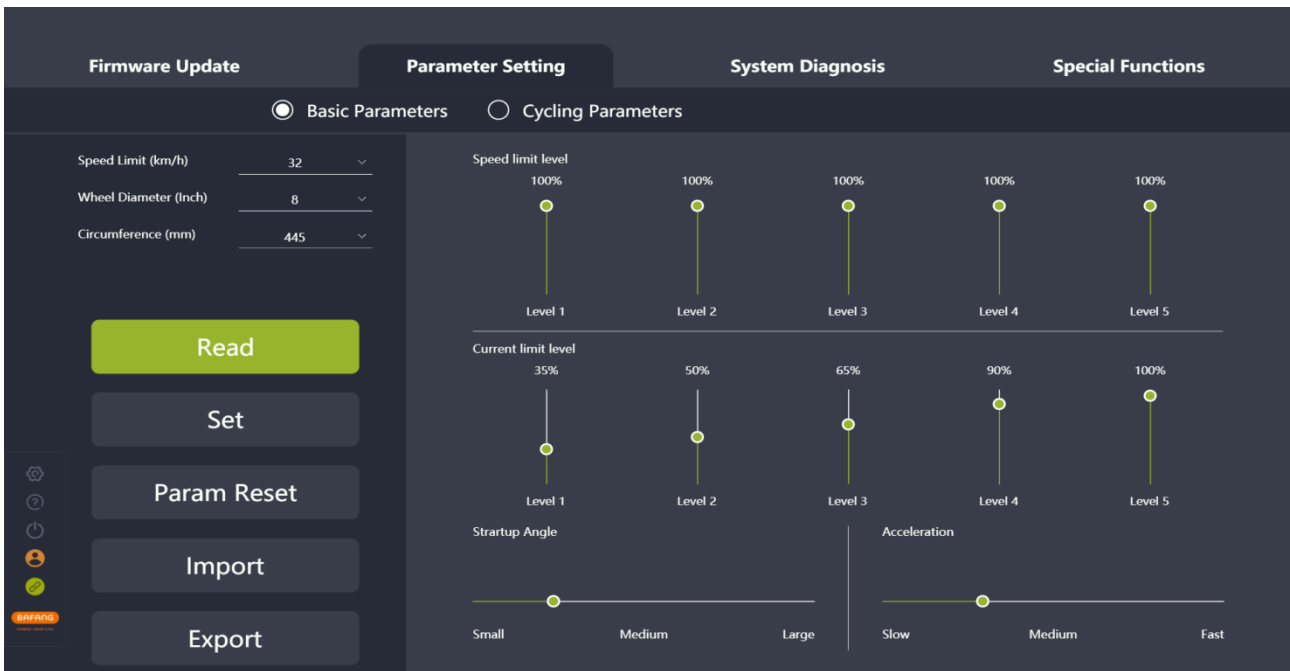


Fig.5-1 Parameter Setting

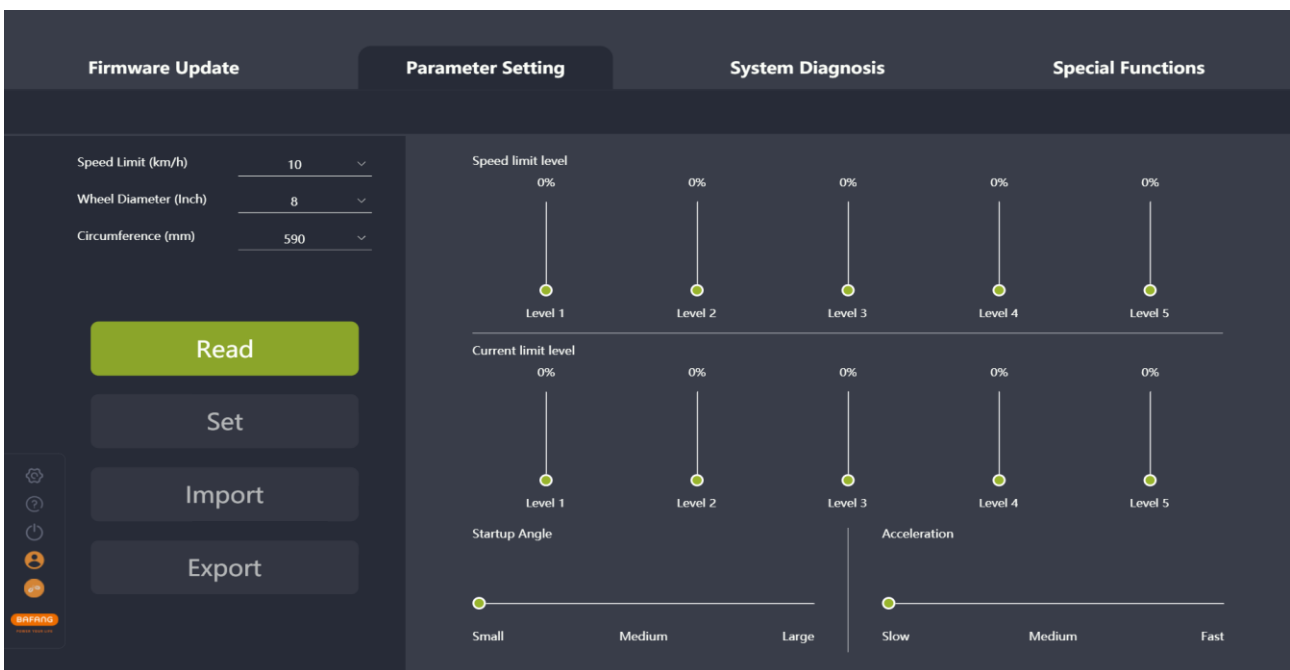


Fig.5-2 Parameter Setting

## 5.1 Basic parameters

The parameters on the left side (Speed Limit, Wheel Diameter and Circumference) and the parameters on the right side (Speed Limit Level, Current Limit Level, Startup Angle and Acceleration) can be adjusted by pulling the slider.

The support level (sliders) displayed by the BESST Pro software is the same as the display's support level. The speed limit and current limit of the lower level cannot be larger than the higher level (but equal is available).

The "Speed Limit Level" is used to adjust the power assisted speed of different levels to enrich the feeling of riding. The smaller the percentage, the slower the speed limit of that support level.

The "Current Limit Level" is used to adjust the power assisted ratio of different levels. The smaller the percentage, the weaker the power, and the more power saving.

The "Startup Angle" indicates the crank rotation angle before motor starts the power assisting. The minimum starting angle varies with different products. Adjust the minimum startup angle based on the actual product.

The "Acceleration" indicates the time before the system reaches the maximum booster. The greater the acceleration, the shorter the time. The slide on the left means slow, the slide on the right means fast.

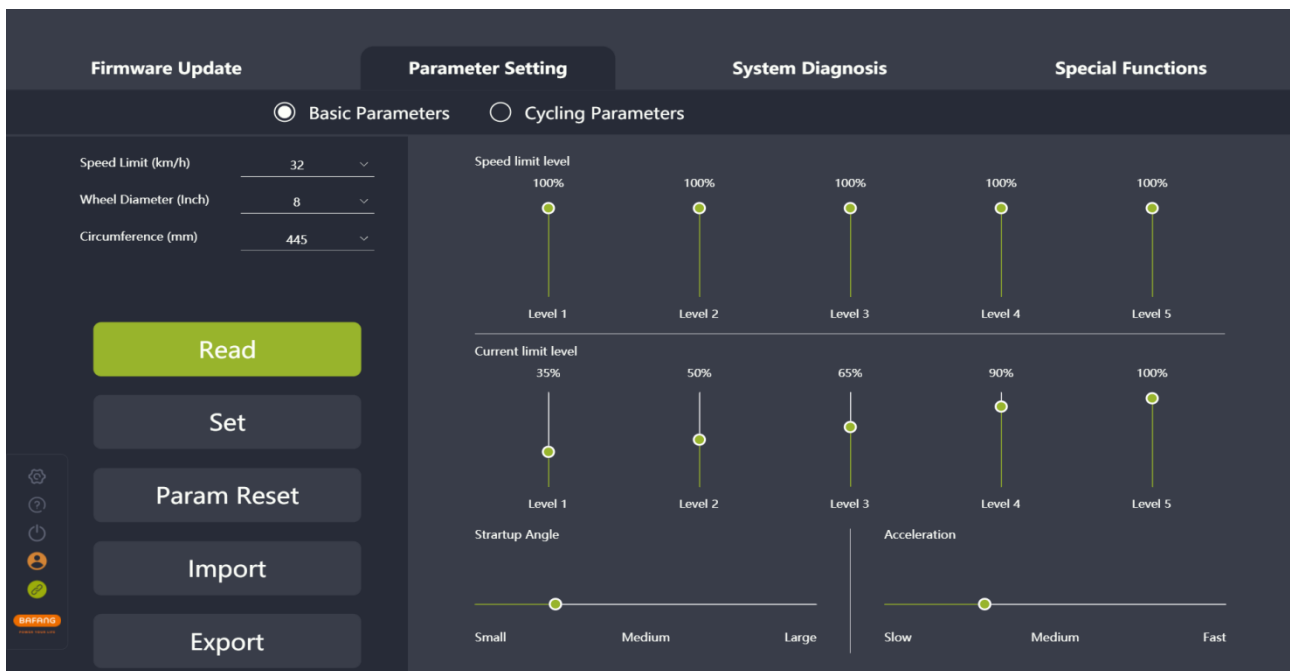


Fig. 5-3 Basic parameters

### 5.1.1 Read parameters

- (1) Confirm that the BESST Box is connected to the controller and the controller has power, click the "Read" icon;
- (2) Each parameter in the interface is displayed as number and slider (e.g. Fig. 5-4).

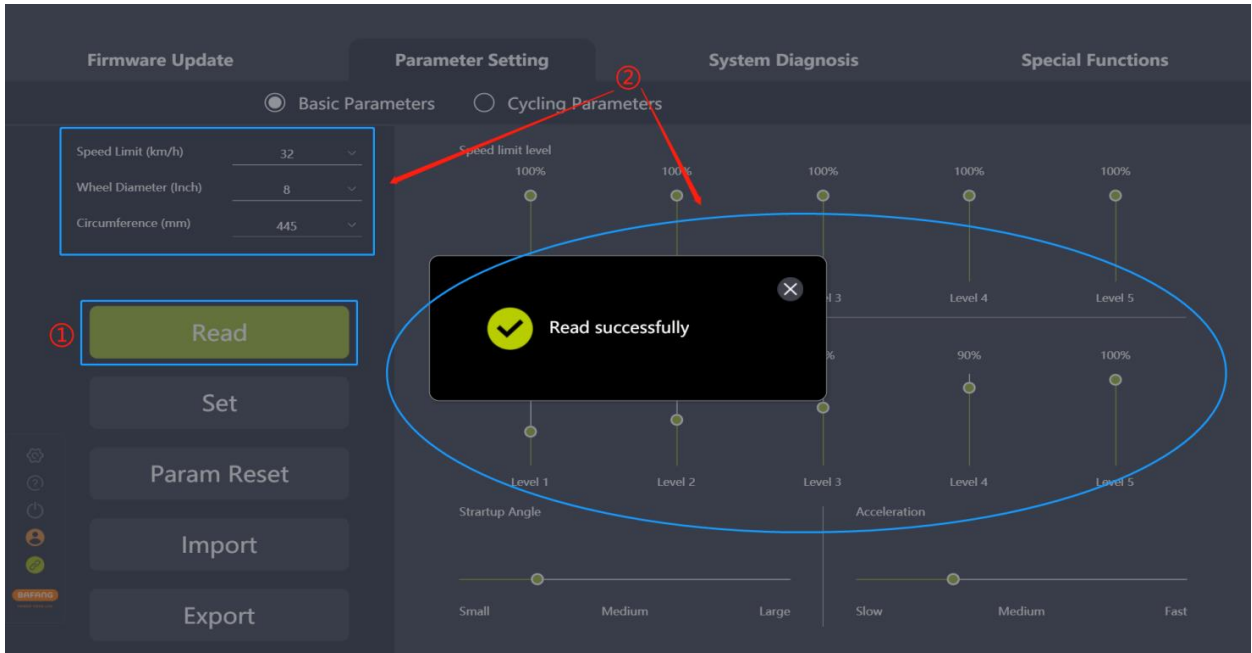


Fig. 5-4 Read

### 5.1.2 Set parameters

You can adjust the parameters of the controller only when the controller supports it.

- (1) After reading successfully, adjust the parameters on the right side by pulling the slider;
- (2) After adjusting, click the "Set" icon to save the new parameters to the controller;
- (3) If you are not logged in, "Login" interface will pop up, prompting you to login (e.g. Fig. 5-5).

Note that you cannot set parameters without logging in to obtain authorization;

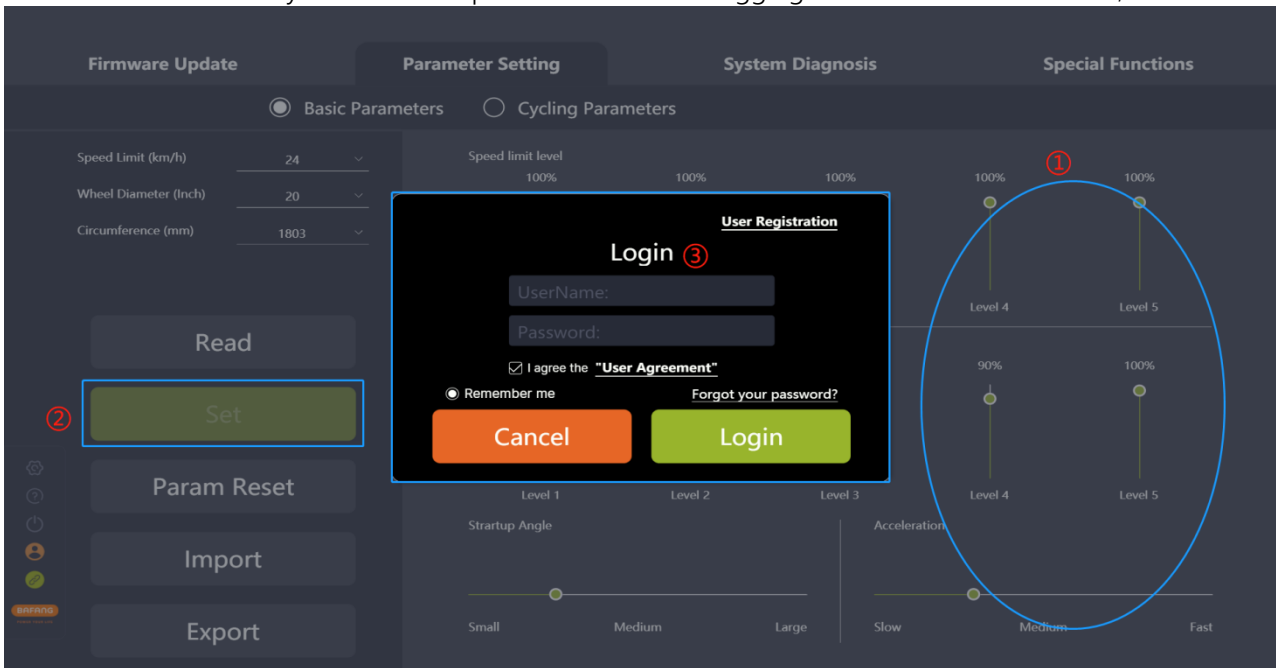


Fig. 5-5 Login

(4) Parameters can be set after login account verification is approved (e.g. Fig. 5-6).

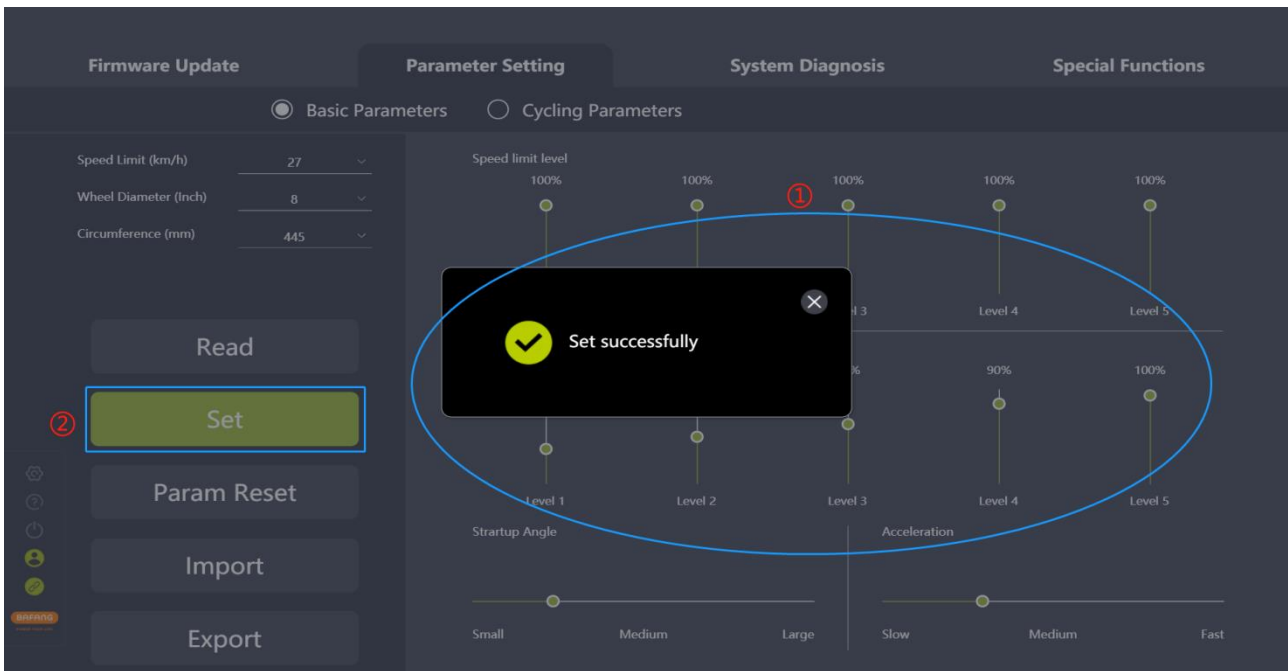


Fig. 5-6 Set parameters

### 5.1.3 Param reset

This function is only available for certain specific products of Bafang.

- (1) Confirm the connection between the BESST box and the controller and click the "Param Reset" icon;
- (2) The parameters are reset to default values.

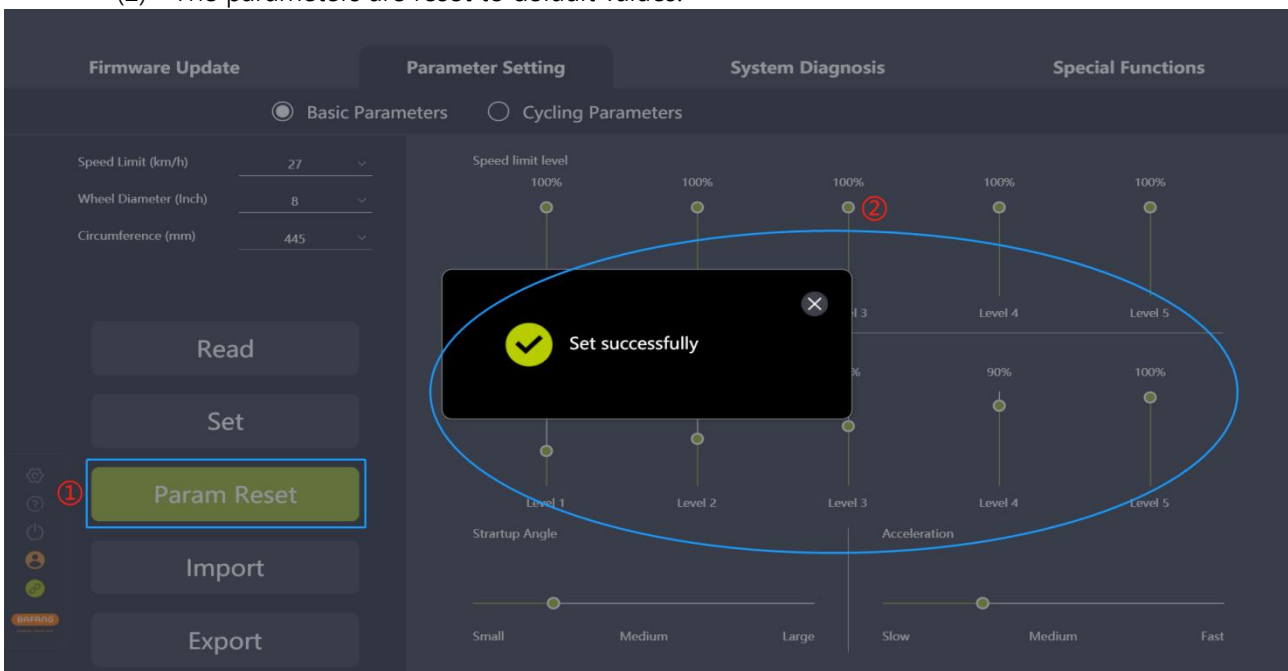


Fig. 5-7 Param reset

### 5.1.4 Import configuration files

- (1) If you want to import the previously generated configuration file (in xml format) to the controller, click the "Import" icon;
- (2) Validation rules: The hardware version of the imported controller and the hardware version of the controller in the parameter file are consistent. If not consistent, a prompt should be given and the import should be rejected;
- (3) Select the parameter local file;
- (4) Click the "Open" icon.

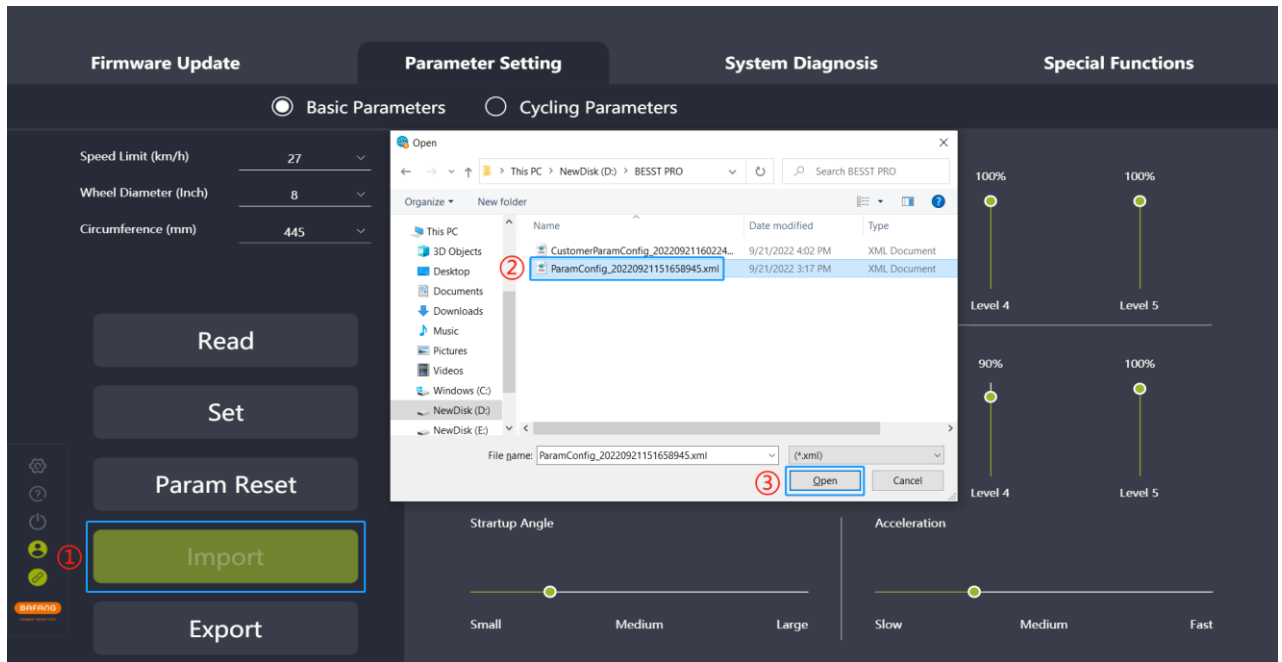


Fig. 5-8 Import

### 5.1.5 Export configuration files

- (1) Set the parameters;
- (2) Click the "Export" icon;
- (3) Export the configuration information of the parameter interface and the controller hardware version (for import verification) to a file and save it locally. The path can be chosen independently and the file name can be edited, for example:  
ParamConfig\_20220922094143245.xml (e.g. Fig. 5-9).

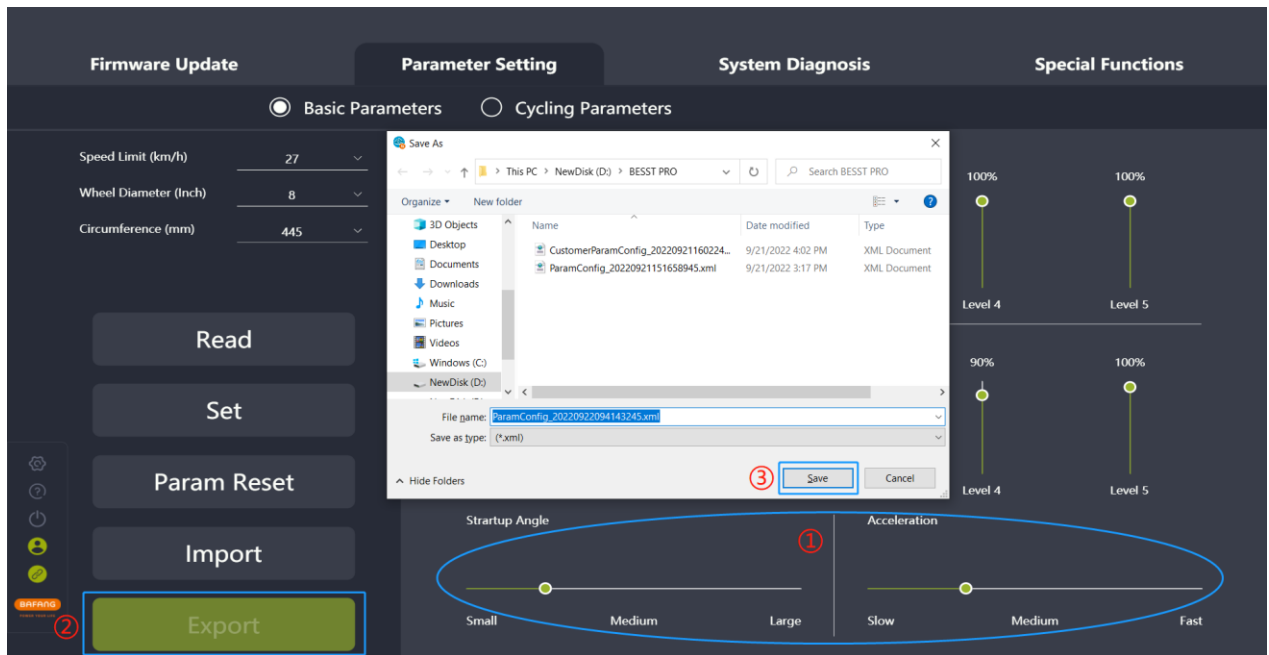


Fig. 5-9 Export

## 5.2 Cycling parameters

This interface will be displayed only for certain specific products of Bafang.

The “cycling parameters” mainly consists of the parameters of “Acceleration”, “Support Relation” and “Max. Power”, which can be adjusted by pulling the slider.

The support level (sliders) displayed by the BESST Pro software is the same as the display’s support level. The acceleration, support relation and max. power of the lower level cannot be larger than that of the higher level (but equal is available).

The “Acceleration” refers to the speed of normal power loading. The greater the acceleration, the faster the startup. The slider from top to bottom indicates the acceleration from fast to slow.

The “Support Relation” refers to the output power of the motor/human power, set by adjusting the support relation of each support level. The greater the support relation, the stronger the power assist.

The “Max. Power” refers to the maximum output power of motor. The slider from top to bottom indicates the maximum power from large to small.



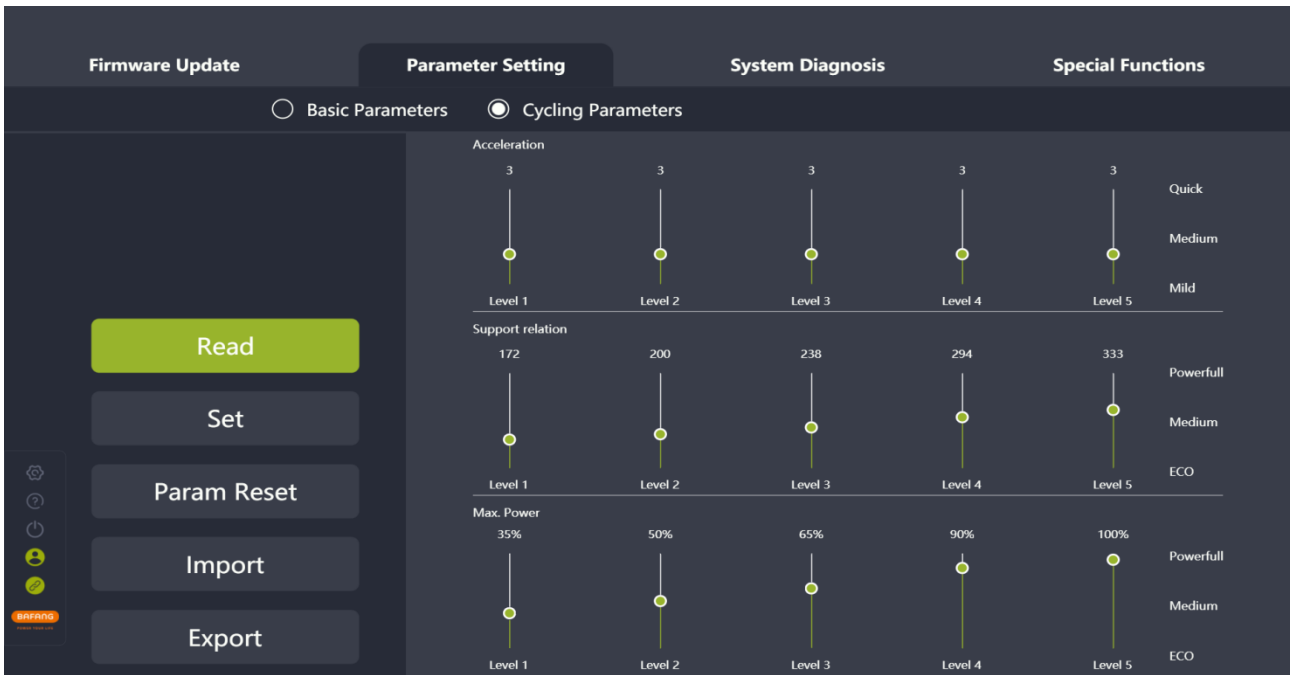


Fig. 5-10 Cycling parameters

### 5.2.1 Read parameters

- (1) Confirm that the BESST Box is connected to the controller and click the "Read" icon;
- (2) Each parameter in the interface is displayed as number and slider (e.g. Fig. 5-11).

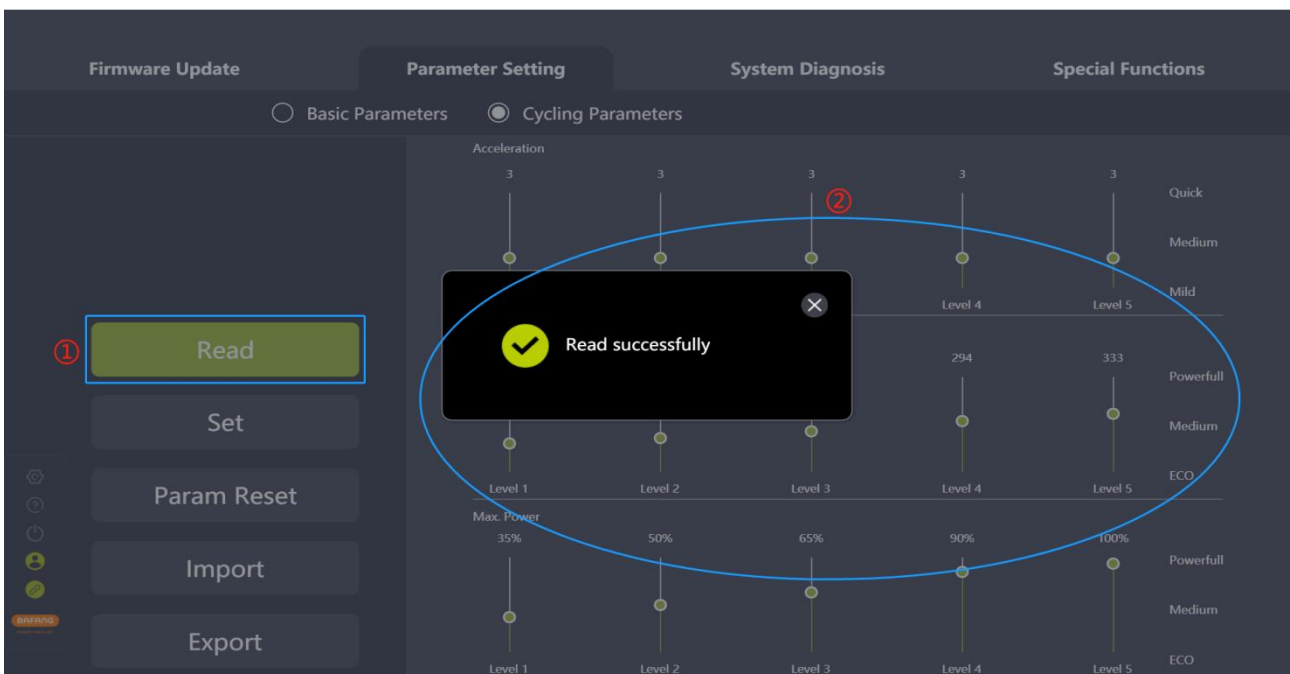


Fig. 5-11 Read

## 5.2.2 Set parameters

You can adjust the parameters of the controller only when the controller supports it.

- (1) After reading successfully, adjust the parameters on the right side by pulling the slider;
- (2) Click the "Set" icon;
- (3) If you are not logged in, "Login" interface will pop up, prompting you to login (e.g. Fig. 5-12). Note that you cannot set parameters without logging in to obtain authorization;
- (4) Parameters can be set after login account verification is approved (e.g. Fig. 5-13).

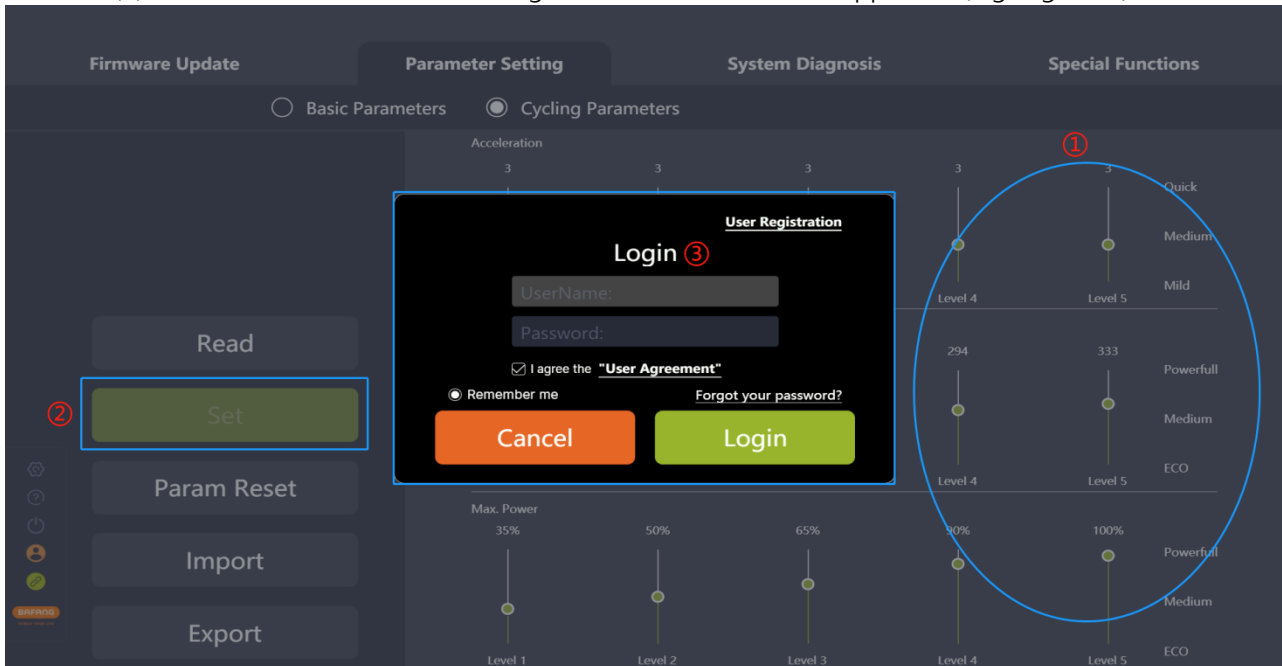


Fig. 5-12 Login

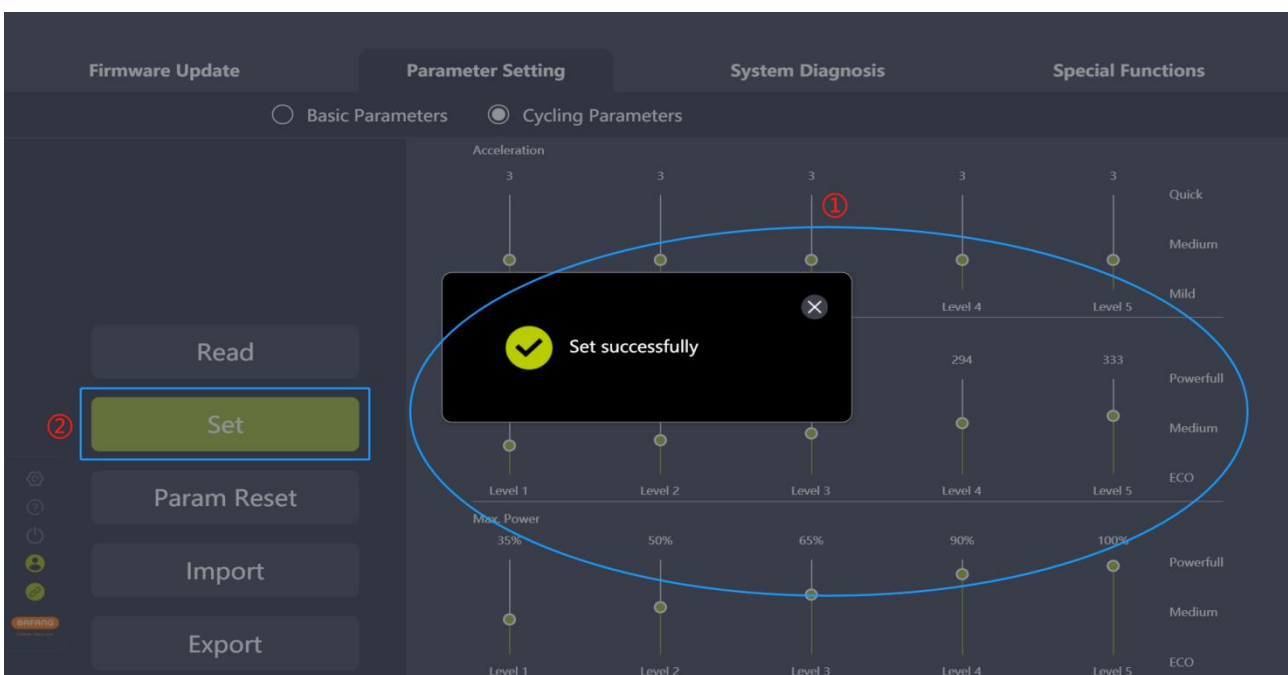


Fig. 5-13 Set parameter

### 5.2.3 Param reset

- (1) Confirm the connection between the BESST box and the controller and click the "Param Reset";
- (2) The parameters are reset to default values.

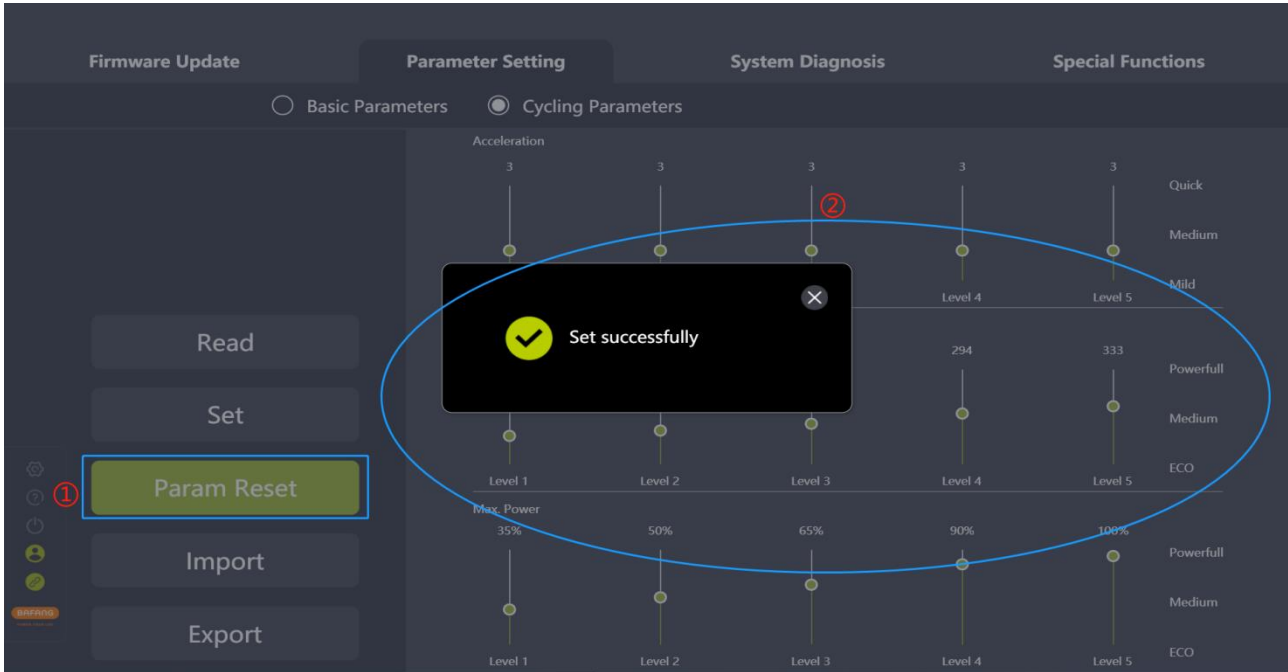


Fig. 5-14 Param reset

### 5.2.4 Import configuration files

- (1) If you want to import the previously generated configuration file (in xml format) to the controller, click the "Import" icon;
- (2) Validation rules: The hardware version of the imported controller and the hardware version of the controller in the parameter file are consistent. If not consistent, a prompt should be given and the import should be rejected;
- (3) Select the parameter local file;
- (4) Click the "Open" icon.

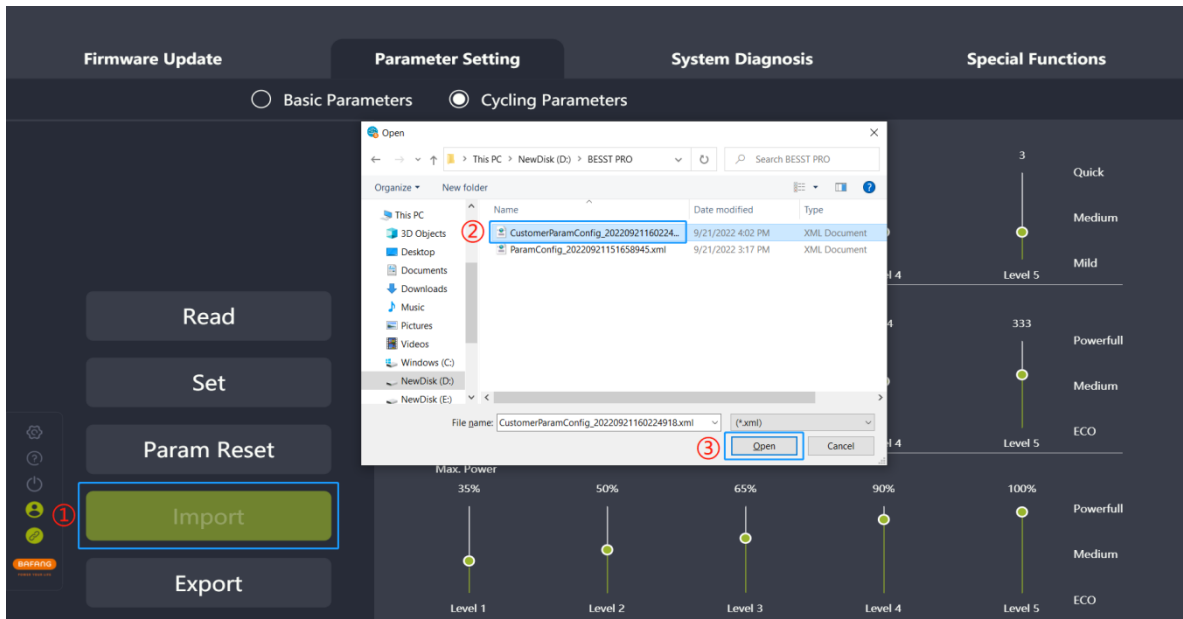


Fig. 5-15 Import

### 5.2.5 Export Configuration Files

- (1) Set the parameters;
- (2) Click the “Export” icon;
- (3) Export the configuration information of the parameter interface and the controller hardware version (for import verification) to a file and save it locally. The path can be chosen independently and the file name can be edited, for example: CustomerParamConfig\_20220922095254112.xml (e.g. Fig. 5-16).

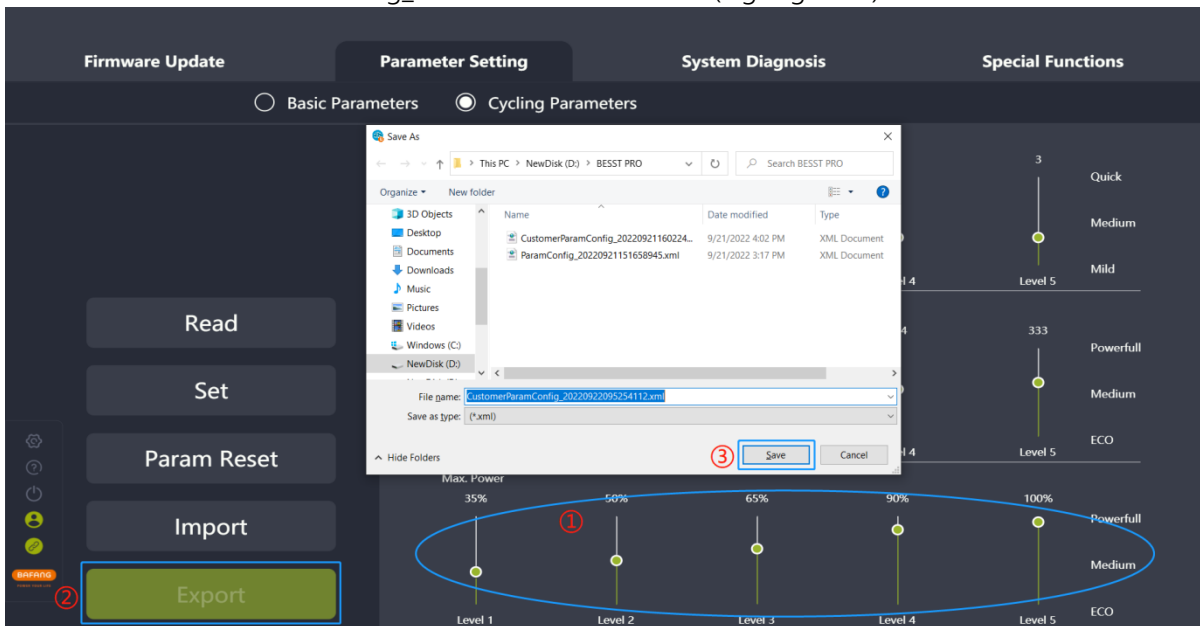


Fig. 5-16 Export

## 6 System Diagnosis

The system diagnosis module can be divided into the electronic diagnosis and mechanical diagnosis. Electronic diagnosis mainly consists of the system parts information, system test, FAQs and online reports.

### 6.1 Electronic diagnosis

#### 6.1.1 System info

- (1) Select the "System Info" icon to enter the interface of part version information;
- (2) Click the "Select" icon, select the desired parts that need to read the version information in the pop-up window (display and controller must be selected) and click the "Confirm" icon;
- (3) Click the "Read" icon to read all the selected parts at once;
- (4) a. Success: read the information of SN, model, software version number and hardware version number successfully, display successfully;

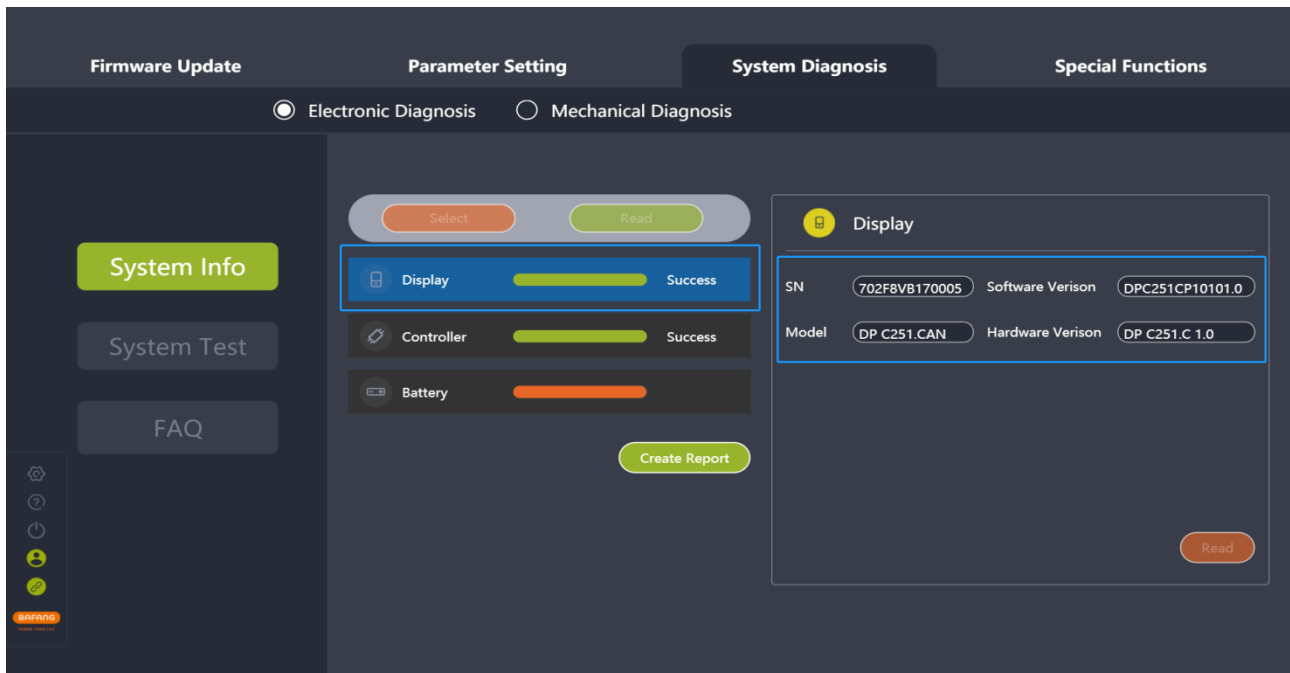


Fig.6-1 Read successfully

- b. N/A: If the SN, model, software version number, and hardware version number are null, the "Result" displays "N/A" and the "Description" displays "The system connection may be faulty".

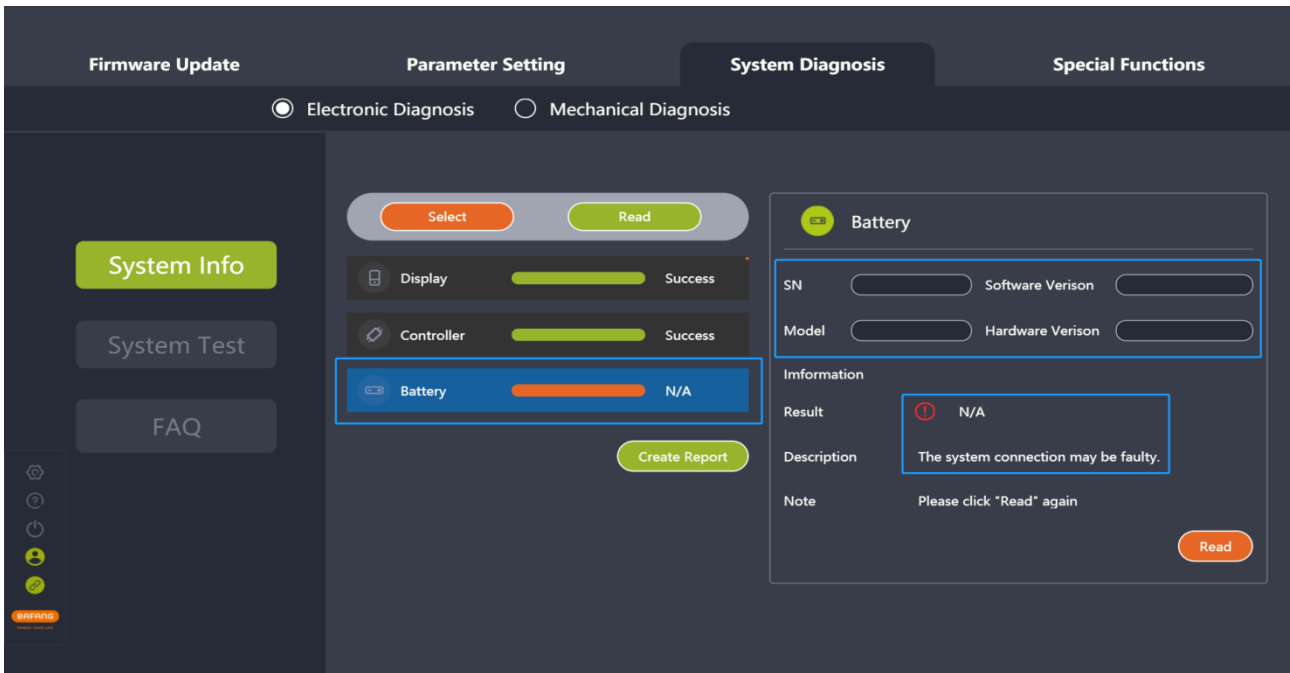


Fig.6-2 N/A

c. Lost: If only one or more than one are null, (but not all of them), the "Result" dispalys "Lost", and the "Description" displays "No information was read".

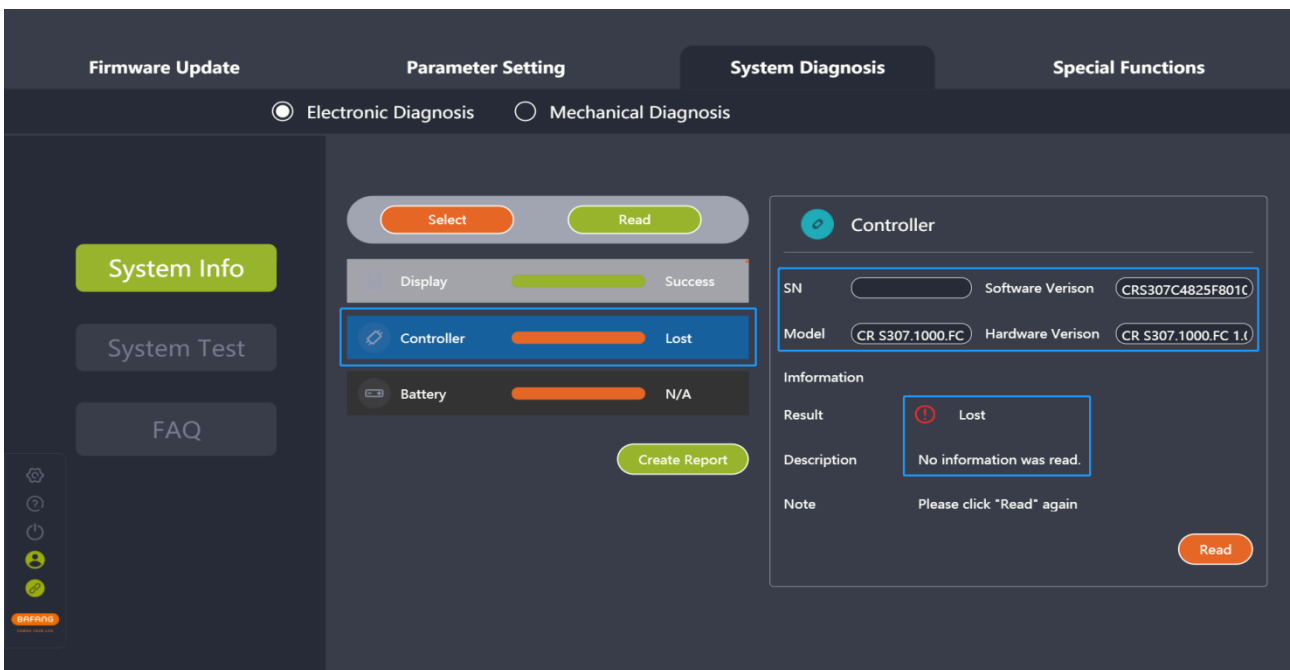


Fig.6-3 Lost

- (5) Select a single part and click on the "Read" icon in the lower right corner to read its SN, model number and version number of its hardware and software;
- (6) Click on the "Create Report" icon to generate a report and save it locally.

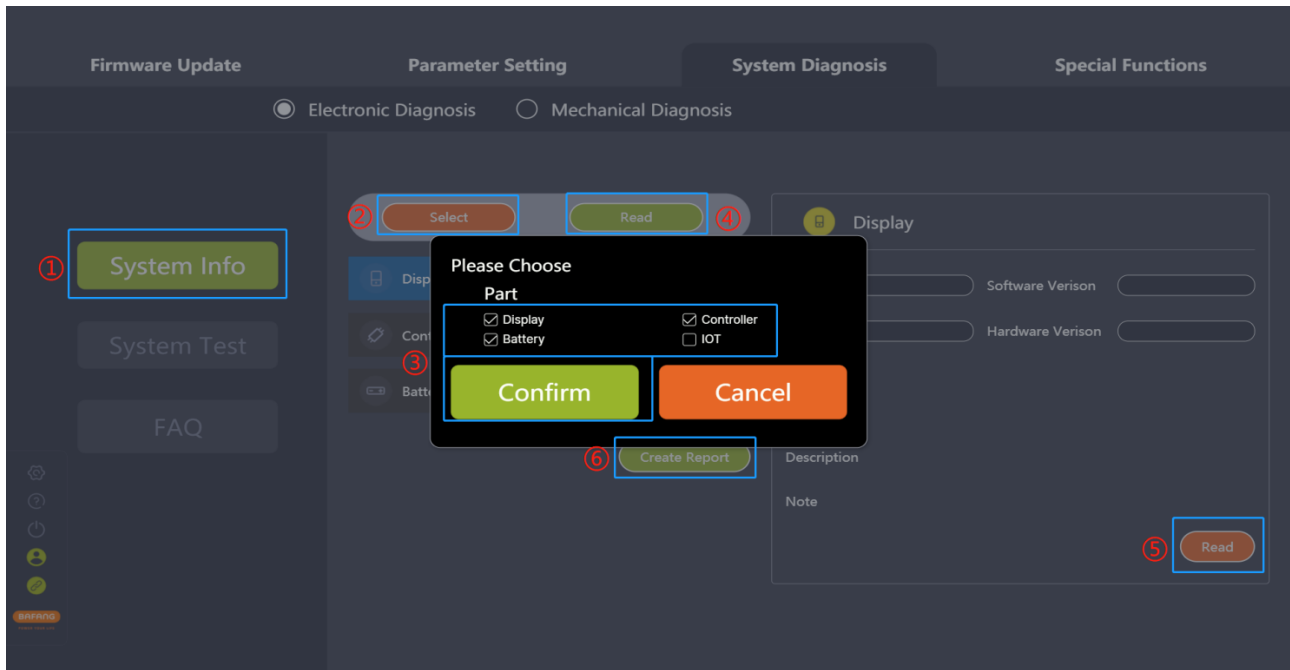


Fig. 6-4 System Diagnosis

## 6.1.2 System test

The system test is used to detect whether the current system parts have functional faults. It can be used as a reference for maintenance personnel. The steps are as follows:

- (1) Select the "System Test" icon to enter the interface of system test;
- (2) Click the "Select" icon to select the parts to be tested in the pop-up window and click the "Confirm" icon;
- (3) Click the "Enter" icon and the interface prompts the boot animation and the display will shut down. It will start testing after restarting by manually pressing the on/off button for more than 3 seconds;
- (4) Select the part in the parts list and follow the instructions on the right-hand interface;
- (5) Click the "Create Report" icon to generate a report and save it locally.

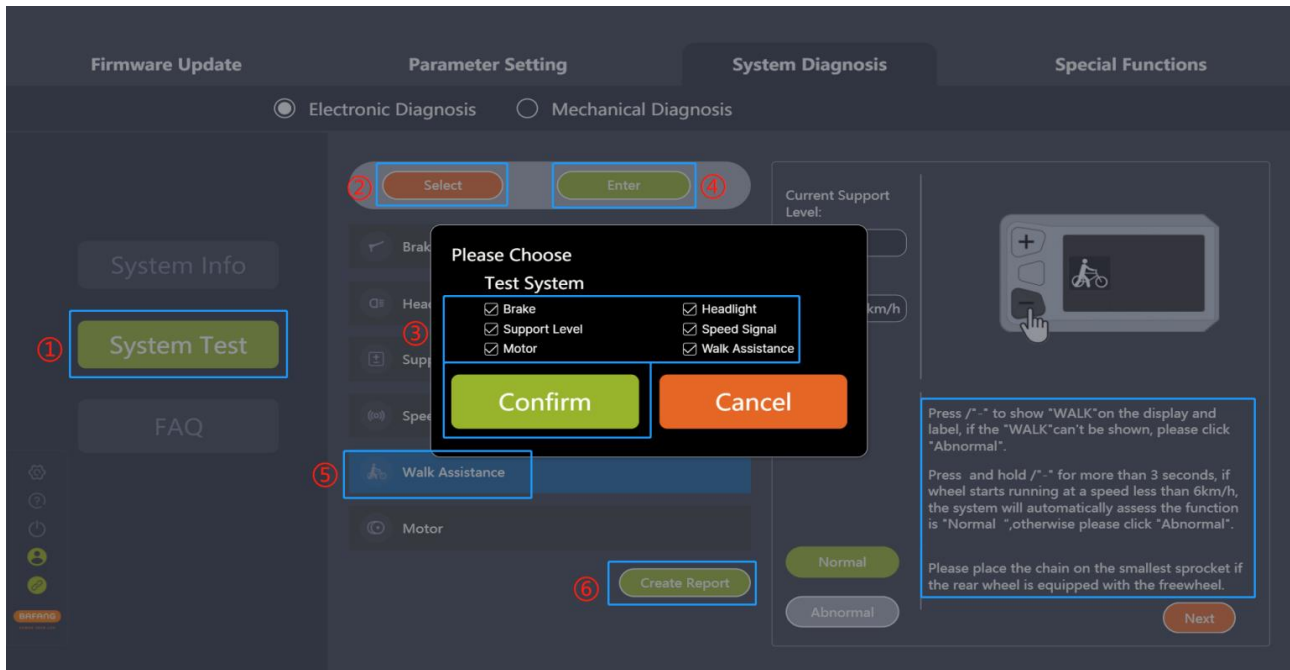


Fig. 6-5 System Test

After entering the test mode, if the display is switched off, you need to press and hold the display on/off button for more than 3 seconds until the display is turned on again for testing. The boot animation prompts as shown in the figure:



Fig. 6-6 display boot animation

The test is interrupted, please wait 3 seconds and click the "Enter" again to enter the test state. (e.g.Fig. 6-7)



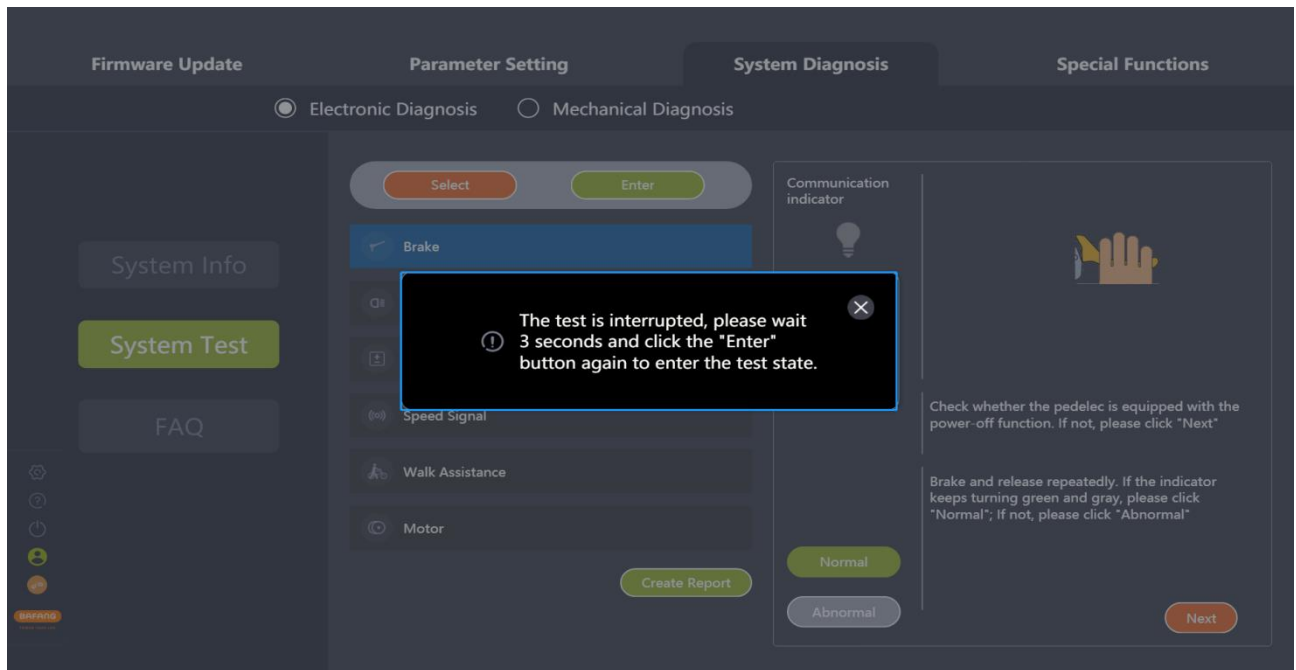


Fig. 6-7 The test is interrupted

### 6.1.3 FAQ

This page is used to definite the error code and the corresponding troubleshooting. The steps are as follows:

- (1) Select the "FAQ" icon;
- (2) Select the error code to be interpreted in the drop-down list;
- (3) The "Description" and "Troubleshooting" are displayed on the interface.

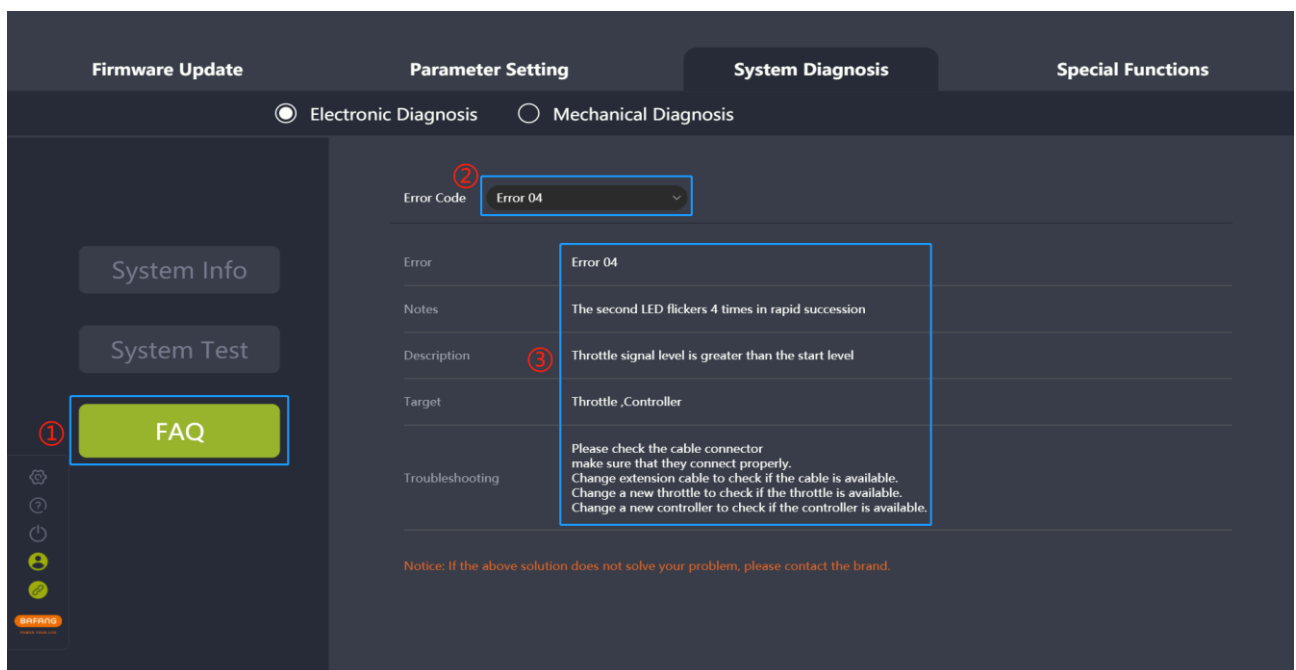


Fig. 6-8 Error code

## 6.2 Mechanical diagnosis

When mechanical failure occurs in the system, it can be described in words and pictures, and a diagnosis report can be created for the demander to handle or seek technical support. The steps are as follows:

- (1) Select the “Mechanical Diagnosis” icon and enter the interface of mechanical diagnosis;
- (2) A problem description of the faulty function can be provided. A maximum of 600 characters including Spaces can be entered;
- (3) Pictures can be uploaded. A maximum of 5 images can be added;
- (4) Problems of each part can be selected. The part read successfully in the electronic diagnosis can be read SN automatically in the mechanical diagnosis;
- (5) Click the “Create Report” icon to generate a report and save it locally.

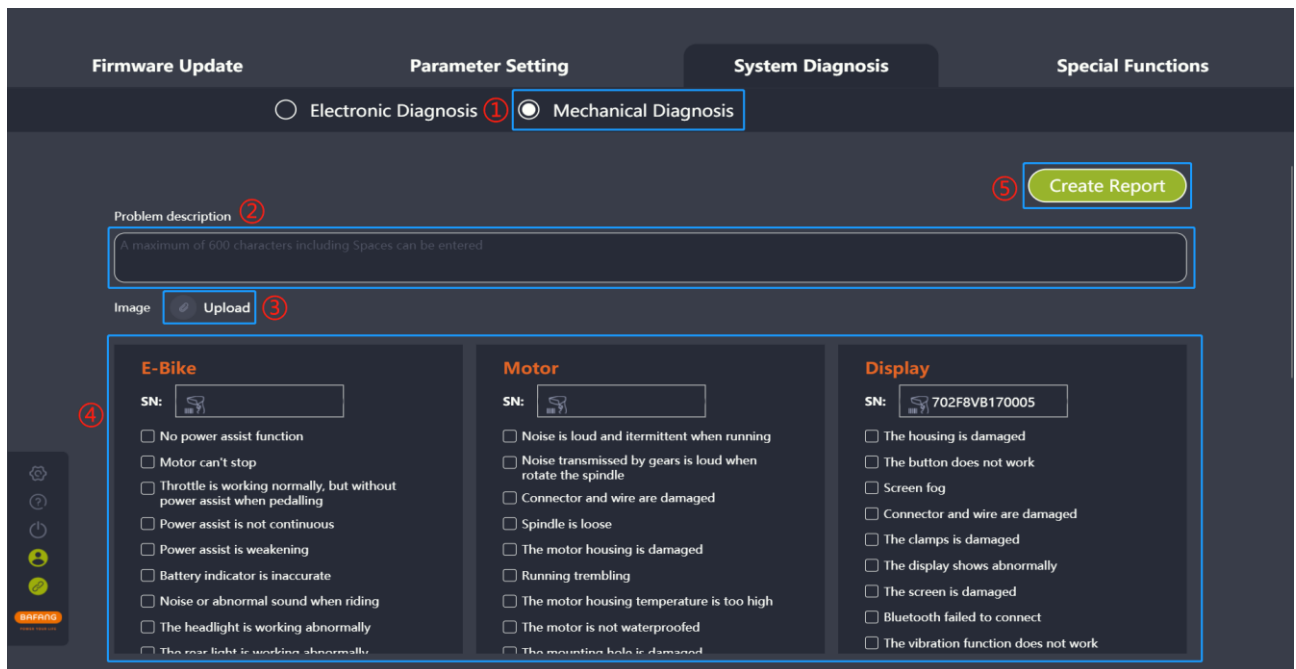


Fig. 6-9 Mechanical diagnosis

## 6.3 Create report

Both the electronic diagnosis and mechanical diagnosis have the function of creating a report. Creating an electronic or mechanical diagnosis report will prompt if you want to jump to another diagnosis. The generated report can be exported according to the template, and the save path can be selected. The generated report should display the filled-in problem description, inserted images, SN of the read or written part and checked fault information.

### 6.3.1 Create report in electronic diagnosis

- (1) Click on the “Create Report” icon and the software will prompt “Do you want to jump to the Mechanical Diagnosis?” (e.g. Fig. 6-10);

- (2) For mechanical diagnosis, select “Mechanical Diagnosis” to jump to the mechanical diagnosis interface;
- (3) If not, click on the “Create Report” icon;
- (4) Select the local save path;
- (5) Click the “Save” icon to generate a report.

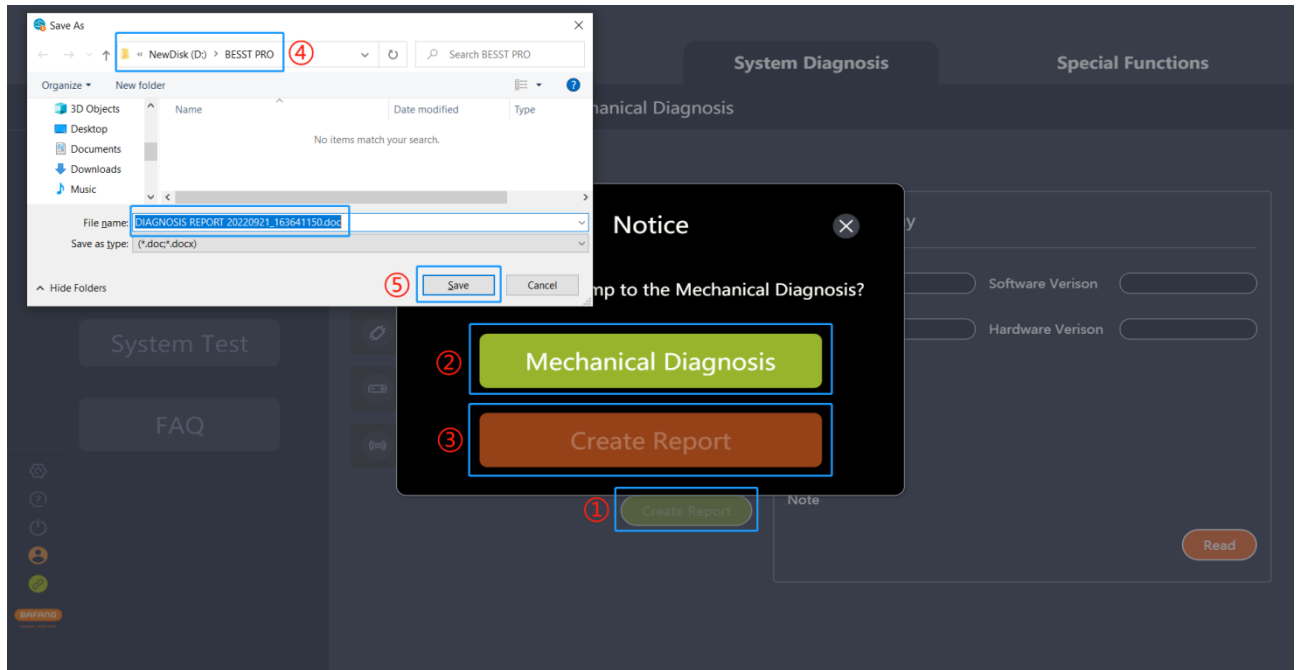


Fig. 6-10 Create report in electronic diagnosis

### 6.3.2 Create report in mechanical diagnosis

- (1) Click on the “Create Report” icon and the software will prompt “Do you want to jump to the Electronic Diagnosis?” (e.g. Fig. 6-11);
- (2) For electronic diagnosis, select “Electronic Diagnosis” to jump to the electronic diagnosis interface;
- (3) If not, click on the “Create Report” icon;
- (4) Select the local save path;
- (5) Click on the “Save” icon to generate a report.

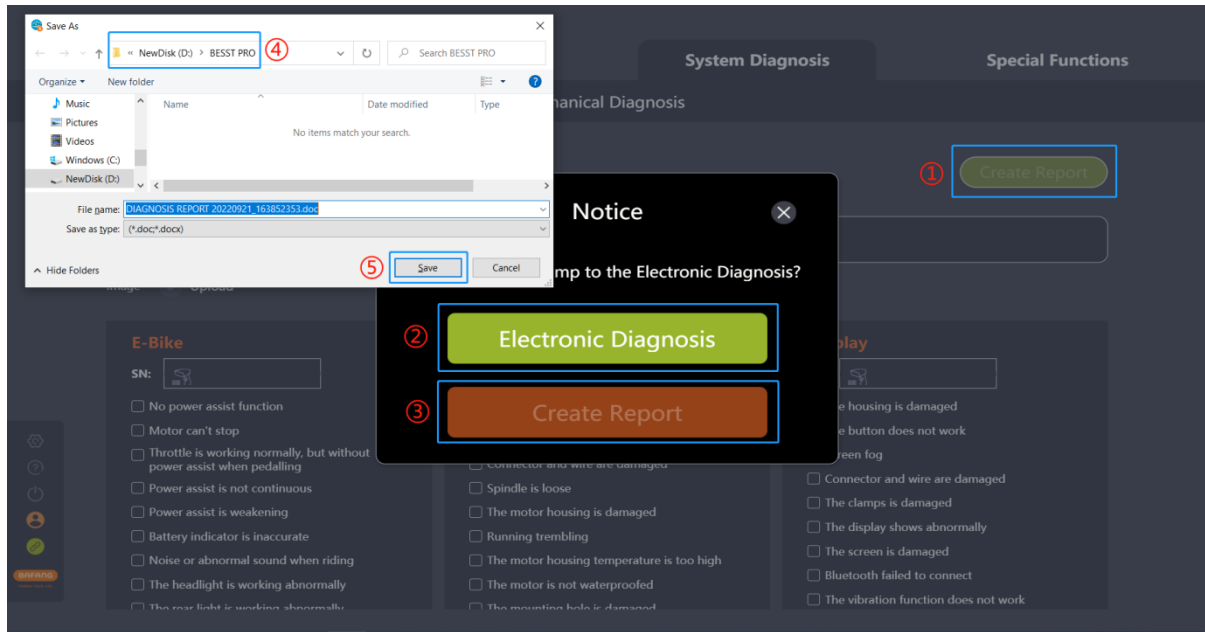


Fig. 6-11 Create report in mechanical diagnosis

## 7 Special Functions

The special function module mainly consists of the setting of service mileage and total mileage, password reset, key card pairing, position sensor calibration and torque sensor calibration.

### 7.1 Set service mileage

The display will prompt for maintenance service when the riding mileage reaches the set value of service mileage. The service mileage can be set 0 or 1000-5000km (The variable is an integer multiple of 100).

- (1) Connect the BESST Box to the display and select the "Set Service Mileage" icon;
- (2) Make sure whether the display supports this function. If it supports, enter the service mileage in the input box;
- (3) Click the "Set" icon (e.g. Fig. 7-1).

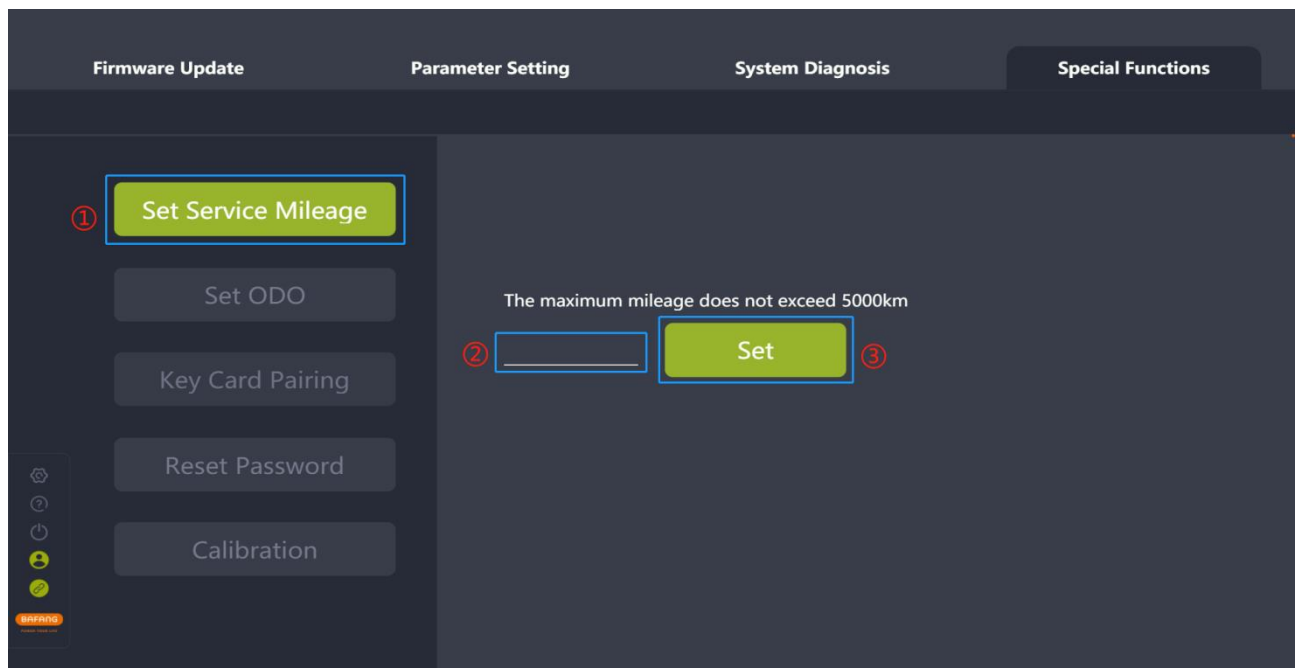


Fig. 7-1 Set service mileage

### 7.2 Set ODO

If some users want to transmit the total mileage data of the old display to the new display after replacing the new one, they can use this function. The steps are as follows:

- (1) Connect the BESST Box to the display and select the "Set ODO" icon;
- (2) Enter the total mileage (ODO) in the input box and the value is an integer from 0 to 9999;
- (3) Click the "Set" icon (e.g. Fig. 7-2).

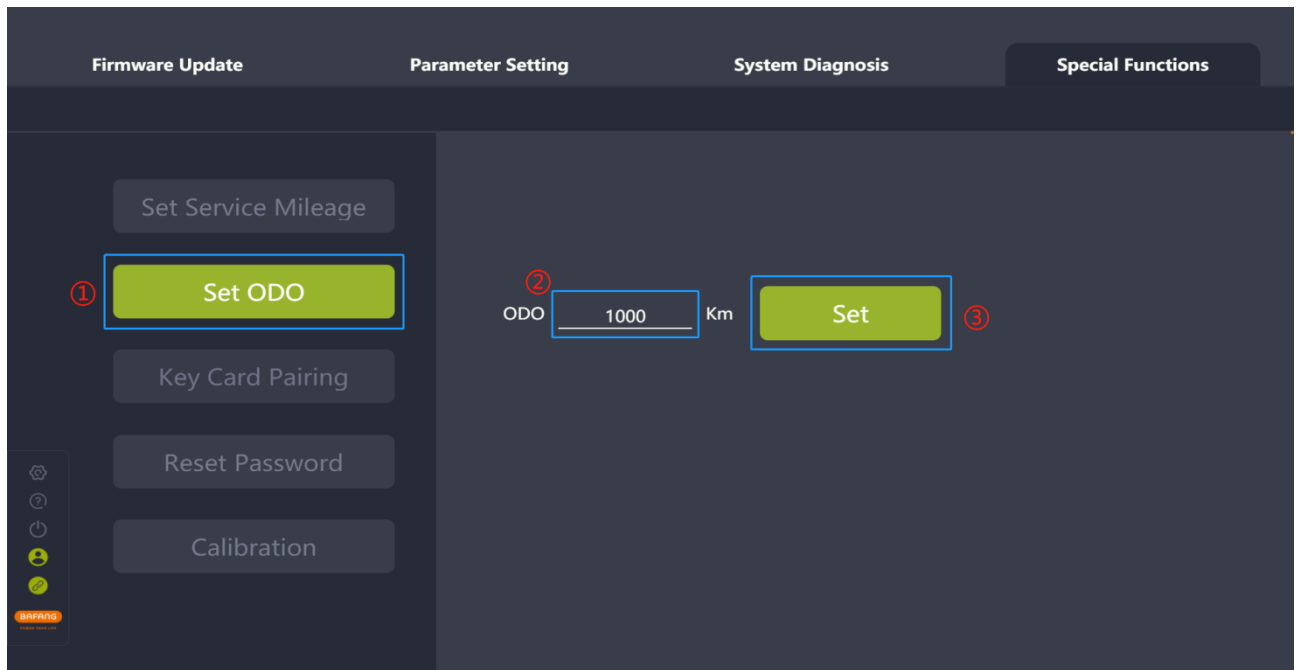


Fig. 7-2 Set ODO

### 7.3 Key card pairing

For part of displays that support the key card function, if the key card is lost, you can use this function to replace the key card. The steps are as follows:

- (1) Connect the BESST Box to the display (make sure the display supports this function in advance) and select the "Key Card Pairing" icon;
- (2) Click the "Start" icon (e.g. Fig. 7-3);

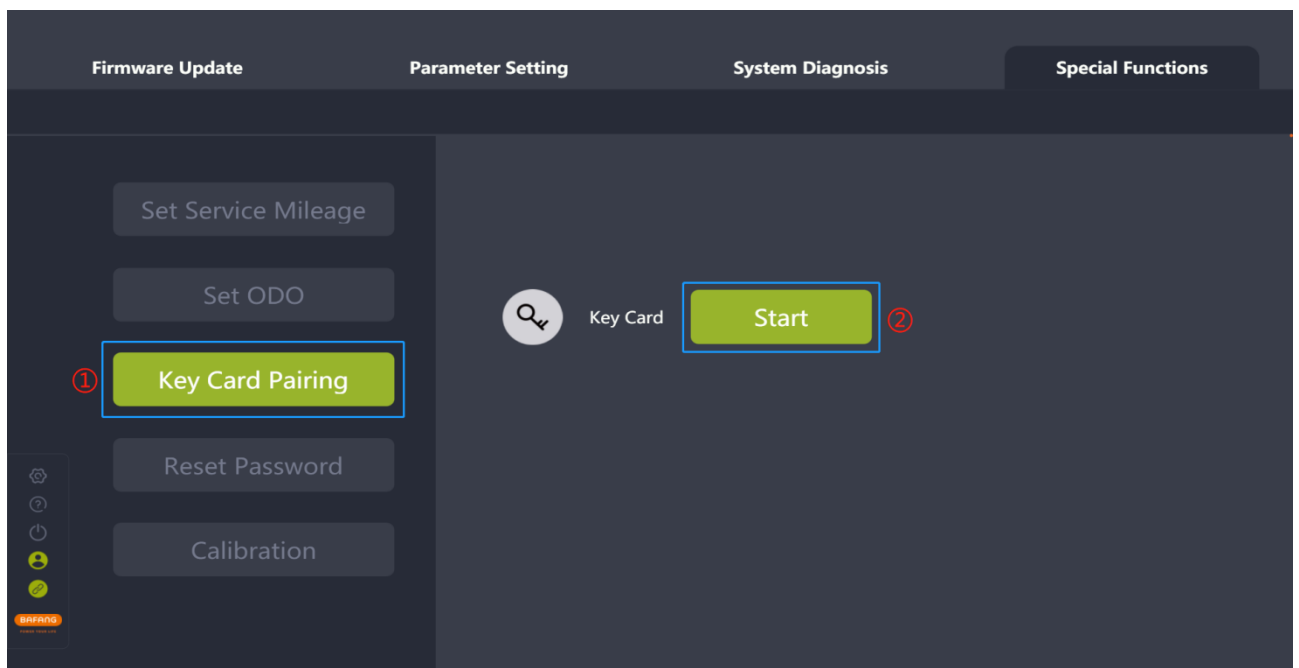


Fig. 7-3 Key card pairing

- (3) Place the key card close to the scanning area on the controller panel to pair the card (e.g. Fig. 7-4).



Fig. 7-4 Key card pairing

## 7.4 Reset password

If you forget the display startup password, you can use this function to restore the password to the factory default value. The steps are as follows:

- (1) Connect the BESST Box to the display (make sure the display supports this function in advance) and select the "Reset Password" icon;
- (2) Click the "Reset" icon (e.g. Fig. 7-5) to restore the factory password. For details, see the product specification of the corresponding display.

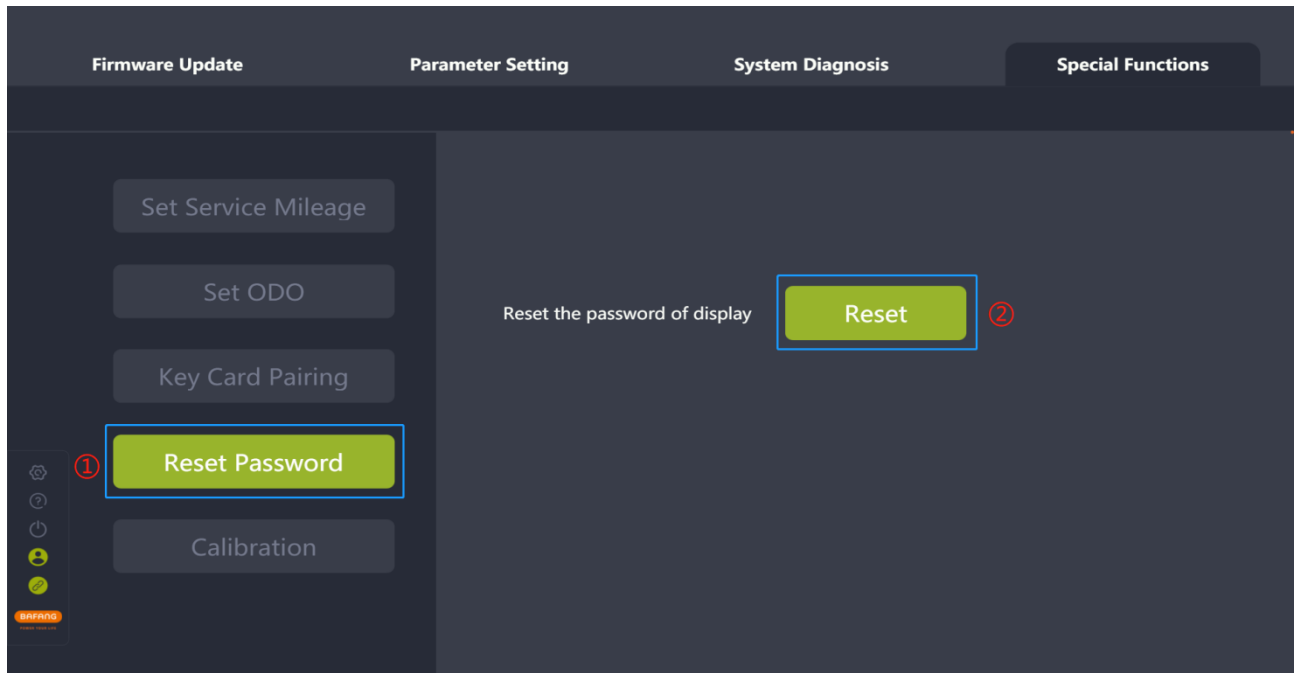


Fig. 7-5 Reset password

## 7.5 Calibration

### 7.5.1 Position sensor calibration

- (1) Connect the BESST Box to the controller and select the "Calibration" icon;
- (2) Click the "Start" icon next to the tag "Position sensor calibration" to start the position sensor calibration (e.g. Fig. 7-6).
- (3) Click the icon next to the icon "Start" to view the tips for position sensor calibration (e.g. Fig. 7-7).

Tips: Position sensor calibration function should be used under the guidance of professionals, otherwise it may lead to the whole bicycle failure.

1. Please ensure that the whole bicycle is fully charged, more than 20% necessarily.
2. Please ensure that the driving wheel and the pedals are suspended.
3. After calibrating, the driving wheel will rotate automatically. Please take care of your safety and prevent personal injury.



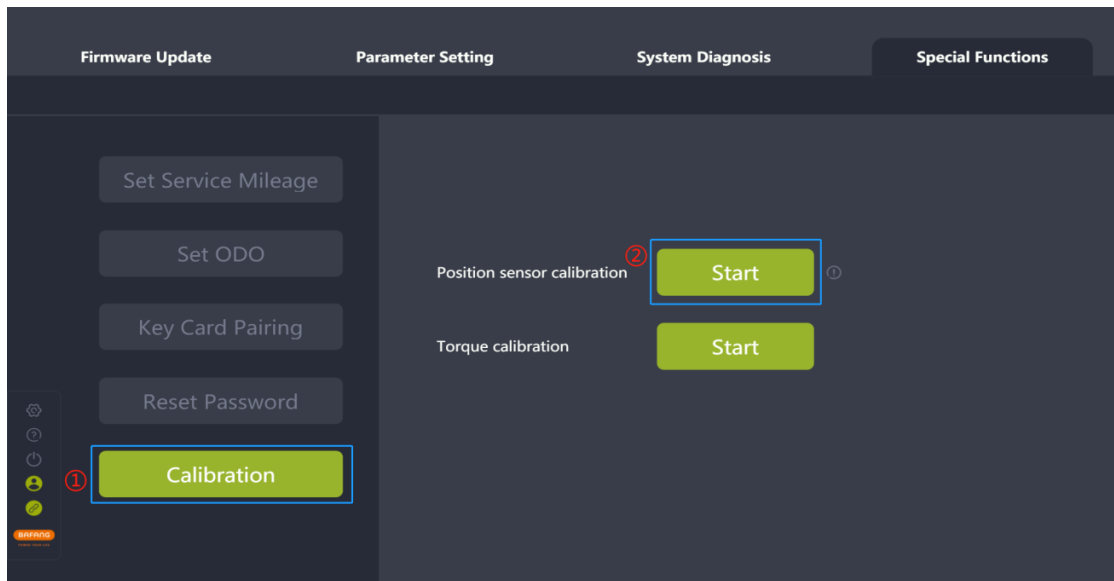


Fig. 7-6 Position sensor calibration

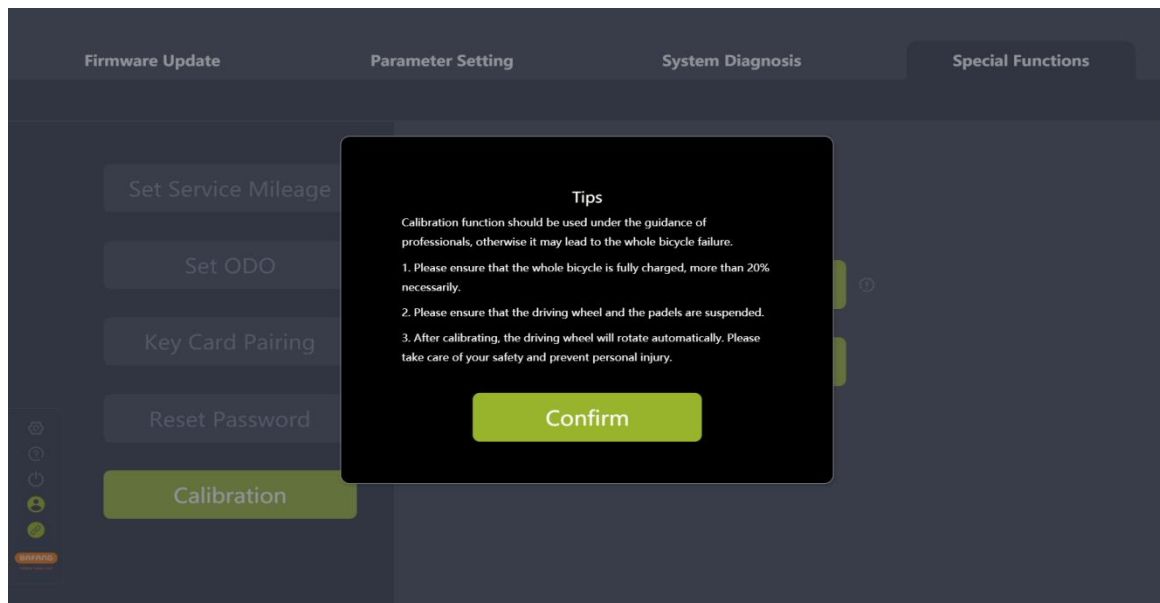


Fig. 7-7 Tips for position sensor calibration

## 7.5.2 Torque calibration

- (1) Connect the BESST Box to the display and select the "calibration" icon;
- (2) Click the "Start" icon next to the tag "Torque calibration" to start the torque calibration (e.g. Fig. 7-8).

Tips: Torque calibration function should be used under the guidance of professionals, otherwise it may lead to the whole bicycle failure.

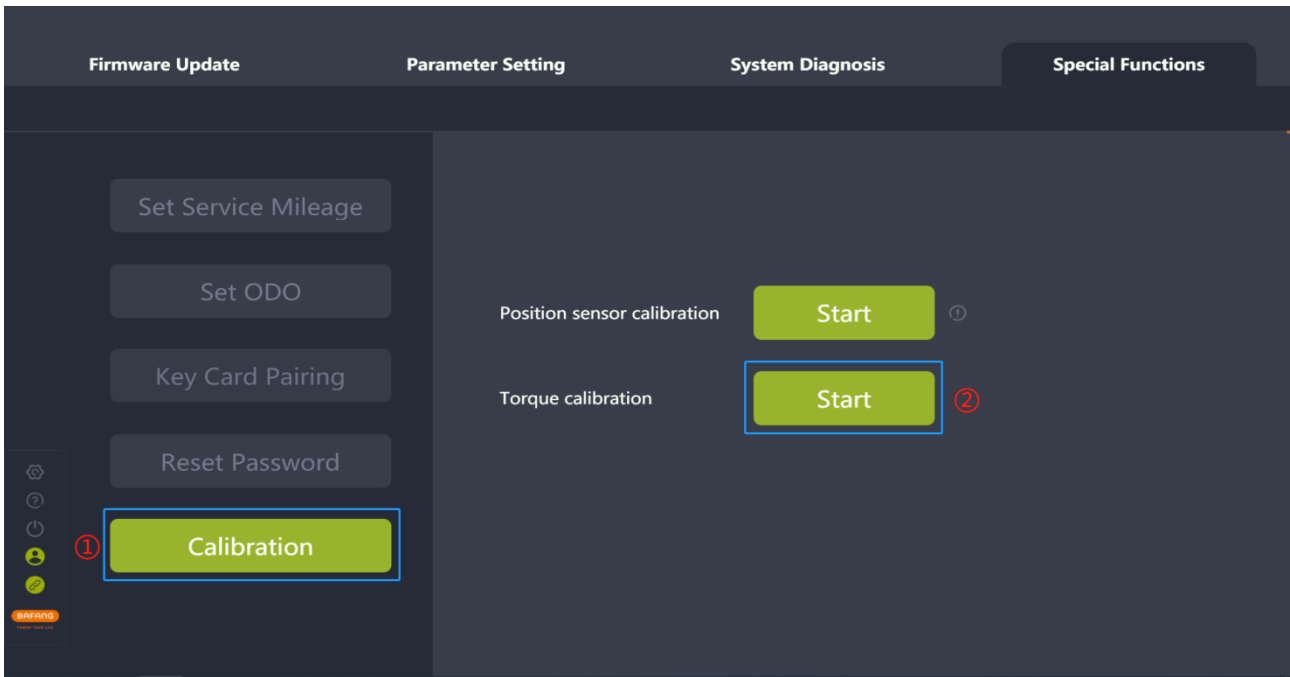


Fig. 7-8 Torque calibration

## 8 System Environment

### 8.1 Language

Six languages can be set, respectively Chinese, Czech, Dutch, English, German and Italian, which takes effect after restarting the BESST Pro software.

- (1) Set the language in the right corner of the Login interface (as shown in the Fig.8-1) or select the "Settings" icon on the left interface (as shown in the Fig.8-2);
- (2) Select the desired language in the drop-down list;
- (3) Click the "Confirm" icon;
- (4) Restart the software and the selected language will take effect.

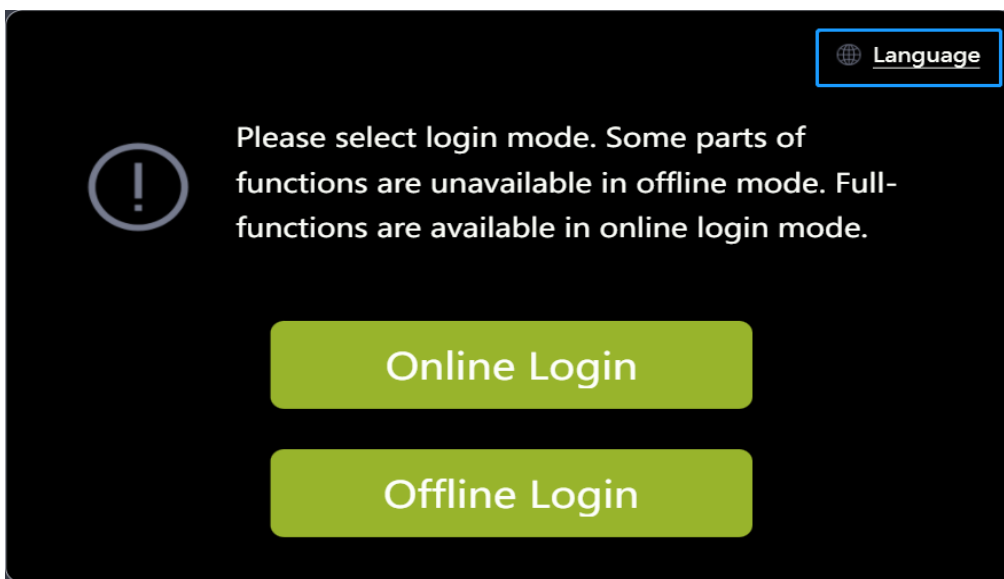


Fig. 8-1 Language

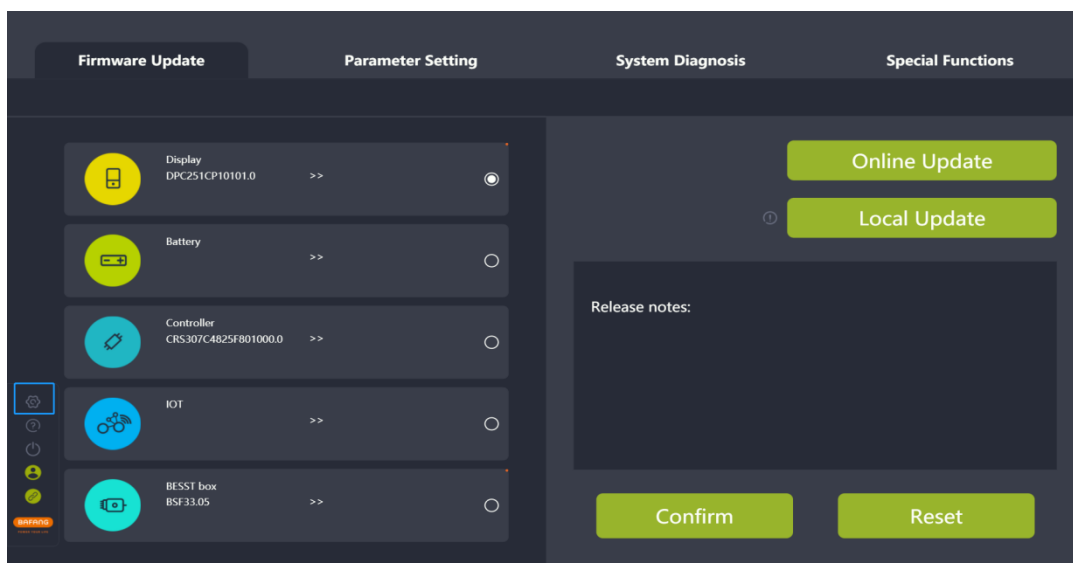


Fig. 8-2 Language

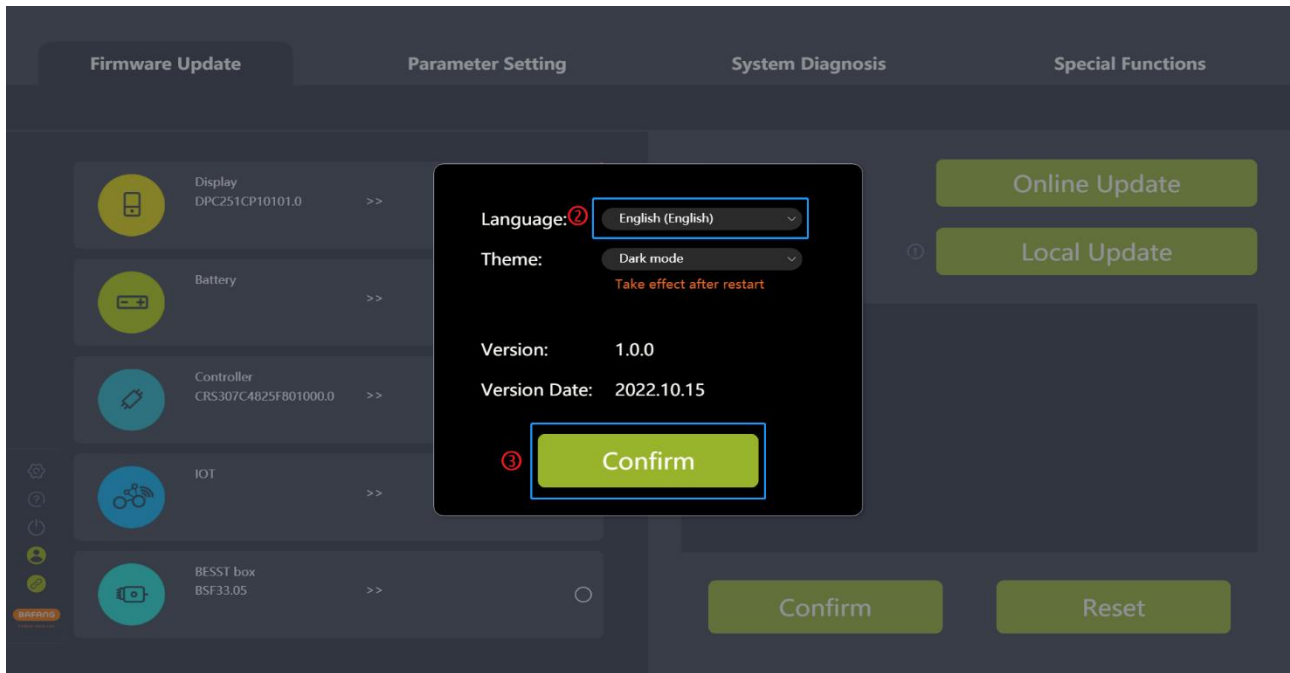


Fig. 8-3 Language

## 8.2 Theme

The theme can be set to dark or light, which takes effect after restarting the BESST Pro software.

- (1) Select the "Settings" icon;
- (2) Select the desired theme in the drop-down list (e.g. Fig. 8-4);
- (3) Click the "Confirm" icon;
- (4) Restart the software and the selected theme will take effect.

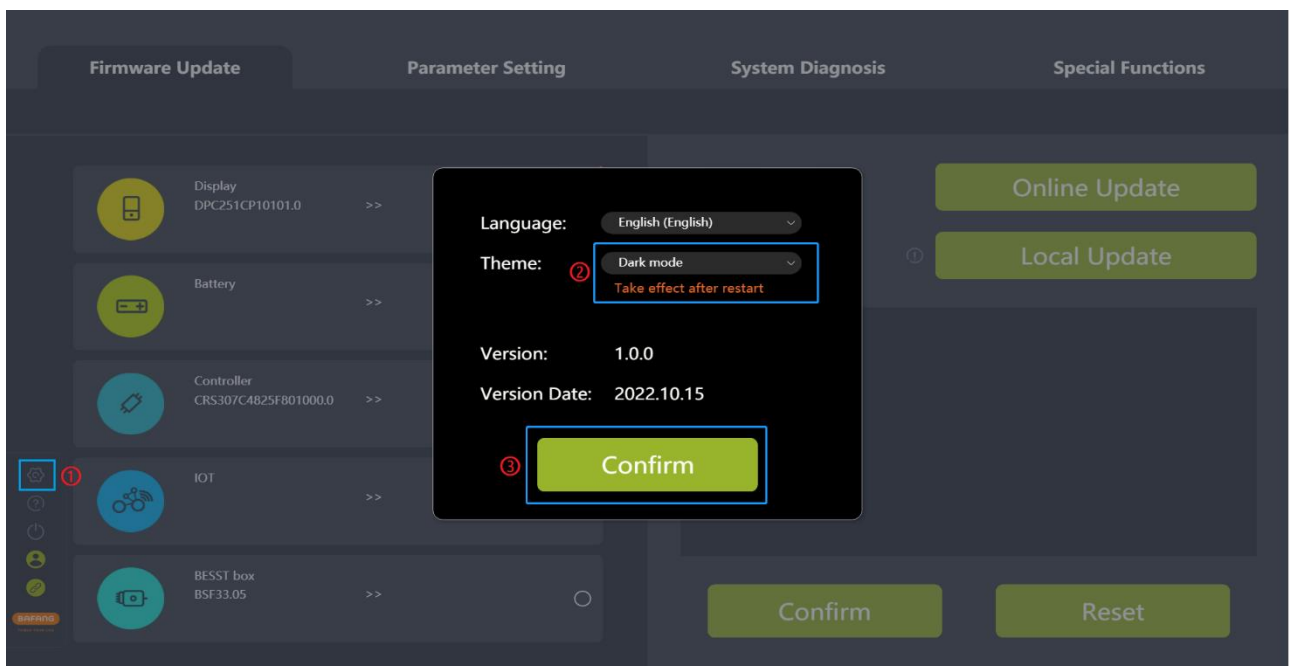


Fig. 8-4 Theme

## 8.3 Version

It displays the version number of the BESST Pro software.

## 8.4 Version date

It displays the version date of the BESST Pro software.

## 8.5 New version

Compare with the cloud version, if it is not the new version, it will prompt to download the new version of BESST PRO. (e.g.Fig. 8-5)

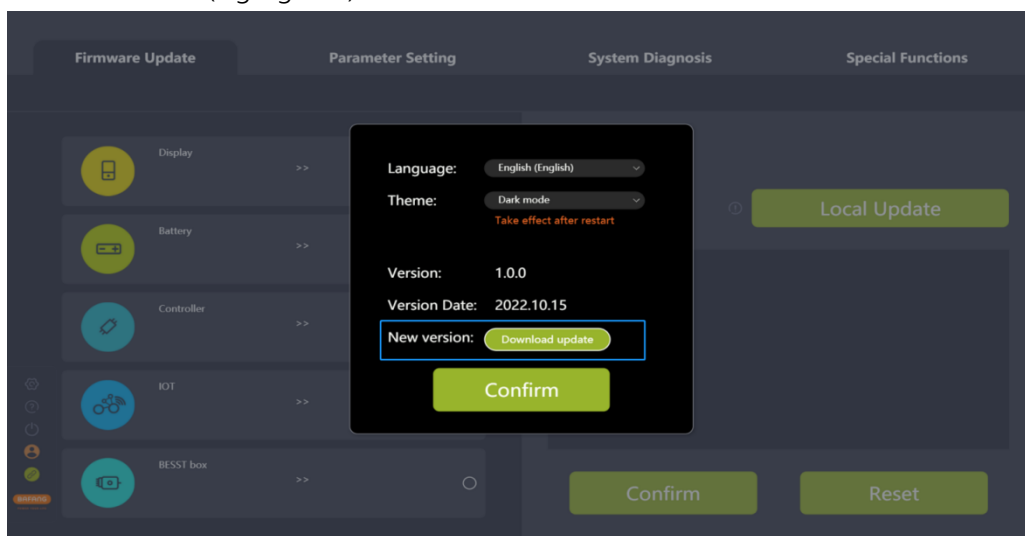


Fig. 8-5 Update the new version

If it is the new version, no prompt will appear. (e.g.Fig. 8-6)

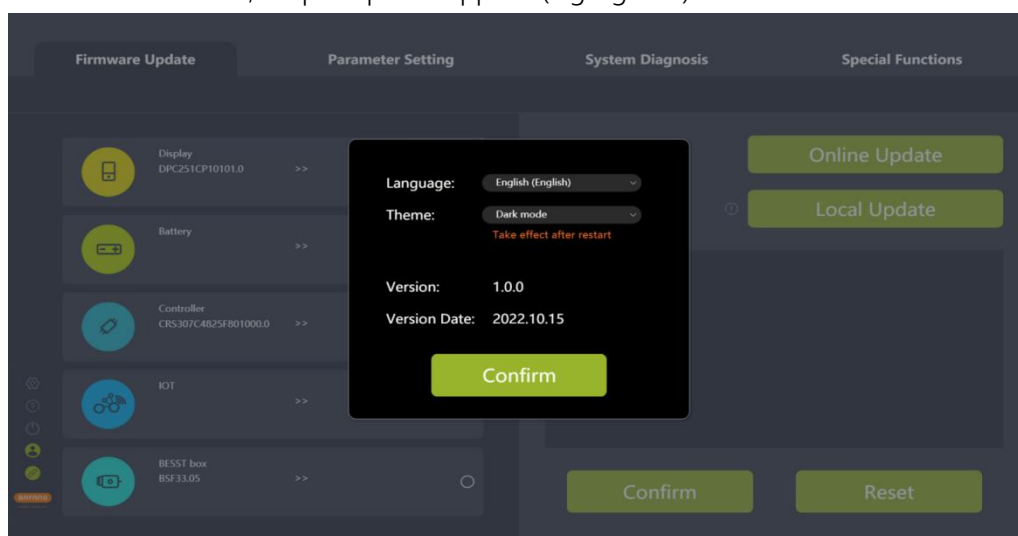


Fig. 8-6 Version Information