BERMAD CONNECT

Frequently ask questions

1. Who can view my data?
   You, and currently also BERMAD Connect team.

2. Will I be able to access my data if I lose or change my phone?
   Yes, simply login with the same user name and password to access all your data.

3. Can I share my data with anyone else?
   Not at this stage.

4. Who owns the data?
   BERMAD cloud, and you as a customer.

5. Is it safe to store the data in the BERMAD cloud?
   BERMAD cloud is hosted by Amazon, with its secured system and backups policies.

6. How far back can BERMAD Connect retrieve data from a valve's serial number?
   Since 2005.

7. What is the backup policy of BERMAD Connect?
   Daily backups, on a 7 day retention.

8. Can I use BERMAD Connect off-line, or do I need cellular communication to use it?
   At this stage you must have internet communication.

9. Can I manage my account and change the password?
   Yes, under the menu -> User Profile.

10. Can I export my valves' data and Service Logs to other computers?
    No.

11. Who owns BERMAD Connect server? Is it BERMAD, AWS, Microsoft or other?
    BERMAD Cloud is the server for BERMAD Connect and is hosted by Amazon.

12. Can I attach pictures to my log or to my "Contact Us" forms?
    Not at this stage.

13. How do I make sure I have the latest version of BERMAD Connect?
    Check for updates at your APP store.

14. Can I use BERMAD Connect with languages other than English?
    Yes, from the available languages in the app, matching your phone language during registration, or selecting a language under the menu -> User Profile

For any further questions please contact us through our web site bermad.com
or through "Contact Us" in BERMAD Connect.