



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 2010.
- 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

