FAQ's

I'M THE SYSTEM ADMINISTRATOR

HOW DO I KNOW WHICH DEVICE EACH BERT IS CONTROLLING?
Each Bert has a unique MAC address and a unique name which is based on the building name, the location of the device and the device type being controlled. For example, a medium printer located in room 100 at Jones Elementary School would be called JONES-100-MPRNT.

DO I HAVE TO CREATE INDIVIDUAL SCHEDULES FOR EACH BERT?
No, Berts are grouped together for ease of administration. Berts can be scheduled by building or building type, device type, or specific location with a building.

CAN I MAKE CHANGES TO THE GROUPS AFTER THEY ARE CREATED?
Yes, you can add and delete groups and move Berts into and out of groups as needed.

WHAT IF I WANT TO MAKE CHANGES TO THE SCHEDULE?
It's easy to adjust schedules for summer hours or holidays. Multiple schedules can be stored on the server so you can either modify the current schedules or enable saved schedules (school year, summer break, etc.) as needed.

CAN BERT HANDLE CHANGES FROM STANDARD TO DAYLIGHT SAVINGS TIME?
Time changes are automatic because the Bert clocks are updated automatically by the server.

WHEN SHOULD I UPDATE OUR SCHEDULES FOR SUMMER VACATION?
Ideally, you should change your schedules from "school year" to "summer vacation" the day after the teachers' last day. The schedule should be changed back to "school year" schedules the week before the teachers report to school. Areas of buildings that are open 12 months and require regular access to devices should be grouped together and should not be scheduled using the summer vacation schedule.

CAN YOU MOVE BERT PLUGS TO OTHER LOCATIONS ONCE THEY HAVE BEEN INSTALLED?
Yes. Berts can be moved to another location. Unplug the Bert and move it to another outlet with a different device to control. Rename and group the Bert based on its new location/device and apply an updated schedule if necessary.

WHAT IF THE WI-FI NETWORK GOES DOWN?
Berts continue to operate normally. Each Bert stores a copy of its schedule locally so it continues to operate using its current schedule indefinitely. Hourly measurement data is also stored in the Bert in a rolling 14-day log. When connectivity is restored, Berts automatically check for new schedules and update the server with stored measurement data.

WHAT IF THE BERT LOSES POWER?
Berts retain their schedule, name and network credentials even if power is lost. When power is restored, the Bert immediately synchronizes its clock with the server, checks for new schedules and transmits stored measurement data.