

I'M AN INSTALLER:

DOES BERT TRAIN NEW INSTALLATION PARTNERS?

Yes, Bert trains new installation partners prior to their first installation.

HOW LONG DOES IT TAKE TO INSTALL A BERT?

It varies based on the type of device and its location. Typically, it takes between 5 to 10 minutes per Smart Plug. Inline Berts take about the same amount of time to install as it takes to replace an outlet.

HOW DO I KNOW WHERE EACH BERT GOES?

Bert provides the installation partner with a detailed survey, broken down by building, room, and device type to guide the installer through the installation.

HOW DO I KNOW THE BERT IS INSTALLED PROPERLY?

Once the Bert is installed, it will blink three times, indicating the Bert is on and communicating with the server. After you see the three blinks, verify that the plug load device is turned on.

WHAT DOES IT MEAN IF THE BERT ONLY BLINKS TWO TIMES?

This means the Bert is communicating with the network but it is in the off state. Press the power button for a few seconds until you hear an audible click. The Bert will start blinking 3 times and the device will have power.

THE BERT ONLY BLINKS ONE TIME, WHAT DOES THIS MEAN?

A single blink indicates that the Bert is not communicating with the network. You may be instructed by the Bert support team to move the Bert to a different location. Unless specifically instructed otherwise by the support team, you should not leave a building until all Berts that aren't communicating have been moved to different locations and the information about the new location and device has been entered into the mobile application using the "Moved to a Different Location" option.

WHAT DOES IT MEAN IF THE LED IS SOLID GREEN?

The solid green LED indicates the Bert is in ad hoc mode. Unplug the Bert, wait a few seconds, and plug it back in. The LED should blink 3 times. If it blinks 2 times, press the power button for a few seconds until you hear an audible click. If it blinks 1 time, contact the Bert support team for further instructions.

WHAT TOOLS DO I NEED TO INSTALL A SMART PLUG?

You will need the Bert Installer mobile application, cell phone or tablet, Wi-Fi credentials for the building and flat-blade and Phillips screwdrivers.

HOW DO I RECORD WHERE EACH BERT IS INSTALLED?

Use the Bert Installer mobile application to record the room number, device type, MAC address, installation accessories for each Bert you install.

DOES BERT SUPPORT ME DURING AN INSTALLATION?

Yes, the Bert support team remotely monitors the installation in real-time to make sure each Bert appears on the network.

WHAT IF I ENTER A BERT TWICE?

It's not a problem. The support team member will realize it is a duplicate entry and will delete the second entry for you.

WHAT IF I FORGET TO ENTER A BERT?

The support team member will let you know that a Bert has appeared in the software that was not recorded in the mobile application. You should retrace your steps until you locate and enter the Bert. The support team member may be able to give you the time the Bert was installed and what other rooms were installed around the same time to help you locate the Bert. Unless specifically instructed otherwise by the support team, don't leave a building until you have located and recorded the location and device type for any missing Bert(s) using the "Located Missing Bert" option in the application.

HOW DO I KEEP TRACK OF THE BERTS I'VE INSTALLED?

Once the data has been submitted for each Bert, it is saved in an installation workbook for your project. The data is time-stamped and organized by building. The workbook lists the install date/time, room/office where the Bert was installed, the device type, and the MAC address for each installed Bert. The support team member has access to this data and can answer any questions.

I'VE FINISHED A BUILDING, WHAT DO I NEED TO DO?

Check in with the support team member to make sure there are no outstanding issues and let the building administrator know you are leaving their facility.

DO INLINE UNITS NEED TO BE INSTALLED BY AN ELECTRICIAN?

Yes, all Inline units need to be installed by a licensed electrician per local electrical codes.