



Backing Up Your Signs



Introduction

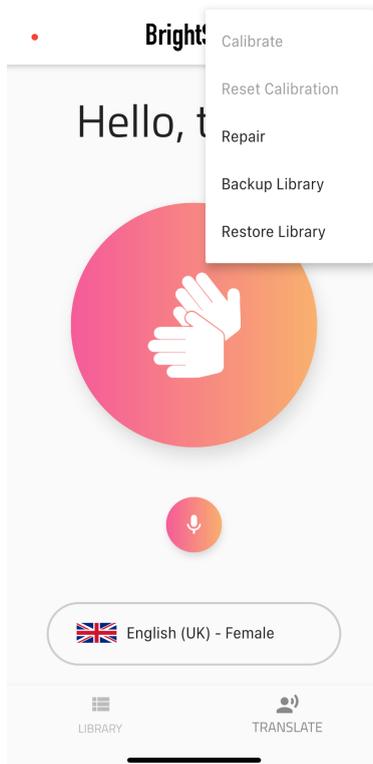
BrightSign was designed to be used by a single-user, and with privacy as one of its highest priorities. As a result, all of your signs are stored offline within the companion app on your device. However, we understand that sometimes things can happen to personal devices, and it is important to be able to move sign libraries from one device to another, and to back them up in case of the loss of a device.

Overview

In order to transfer sign data from one device to another, you will back up the sign data onto our secure servers, stored in the cloud. When you upload the data you will be given a unique passcode that allows you to restore that data again. You may then use that code to download that sign library at any time onto any device running the BrightSign app.

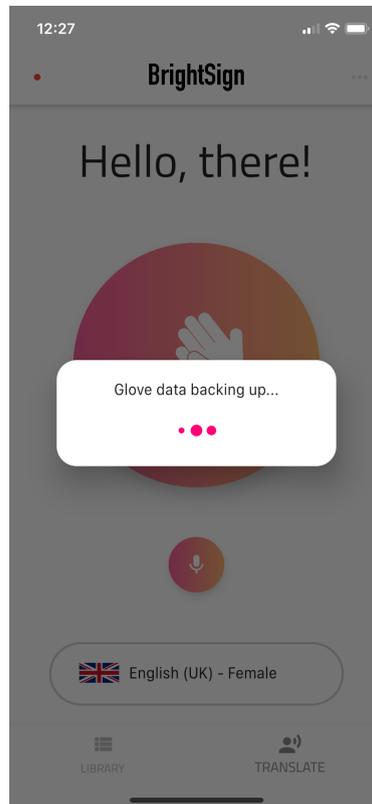
Upload (Backup)

Step 1



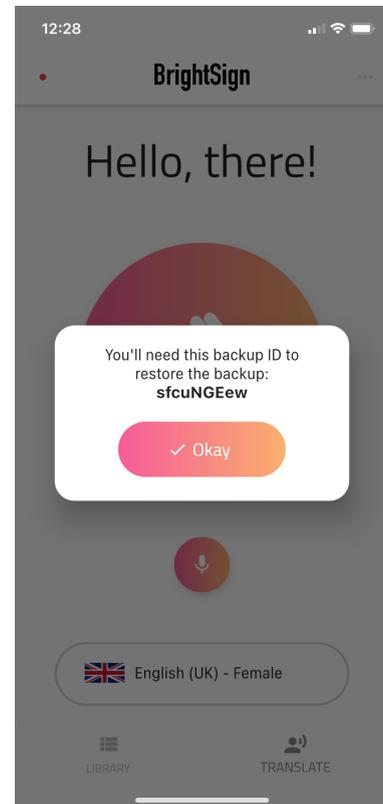
Open the BrightSign app containing the library of signs that you wish to backup to our secure servers, and tap the three-dot menu.

Step 2



After selecting the **Backup Library** option, wait for the app to upload your signs to BrightSign's secure cloud.

Step 3



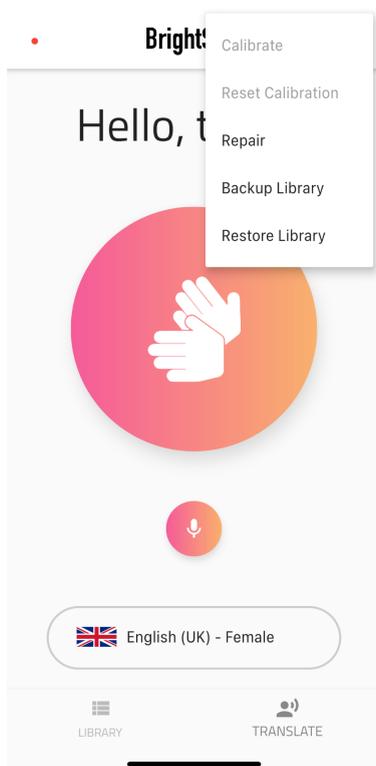
Write down and save the generated code somewhere save - you will need it in order to restore your signs back onto this or another device.

Note:

For privacy and security reasons, we aren't able to decrypt and recover a backed up sign library if you don't have this code, so it is very important that you keep a record of it.

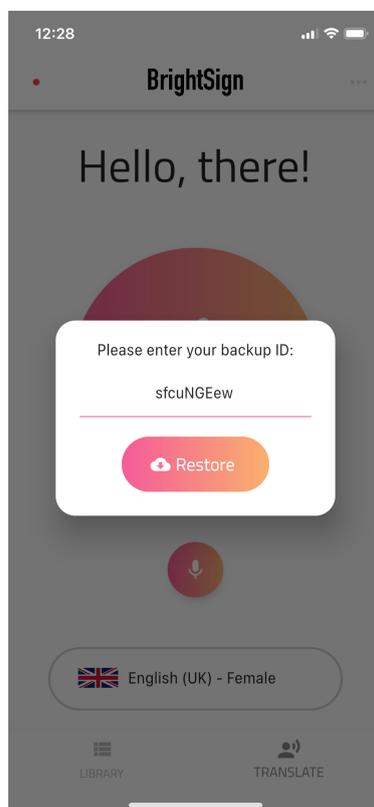
Download (Restore)

Step 1



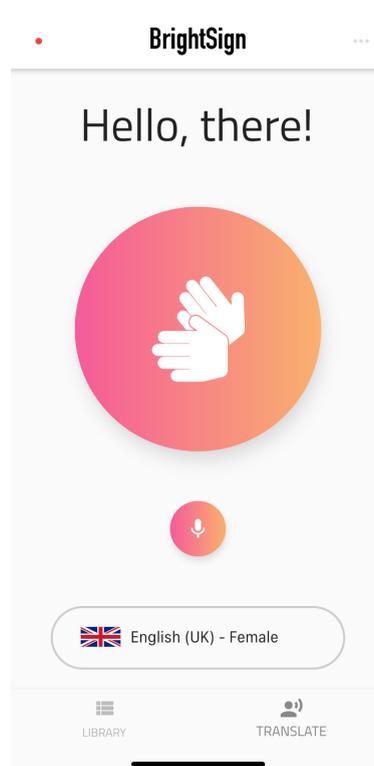
Open the BrightSign app on the device that you wish to restore your backed-up sign library onto.

Step 2



Enter the unique Backup ID you were given when you uploaded your signs, and press **Restore Library**.

Step 3



Wait for the window to disappear. Your signs are now available using this device!

Note:

Ensure that you have calibrated your new device yourself with your glove before using it. Calibration must be performed by the ultimate user of the glove.

Support

For any other help and support, please visit <https://www.brightsignlove.com/support> or get in touch by email or phone. Contact details can be found on our website.