

NOVATIUM NAVIGATOR FAQ

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Novatium

Novatium Solutions Pvt Ltd provides utility computing as a service (**UCaaS**) with the vision to take next the future of computing to the tech and savvy users. The company has been working toward this goal by creating a solution that provides superior technology while maintaining simplicity, accessibility and affordability. Novatium offers a variety of products to suit your needs.

Technology

1. What is UCaaS?

Utility computing as a Service provides the complete packaging of computing along with storage, as a metered service similar to electricity, telephone network, etc. This lowers cost to acquire hardware; instead, computational resources are essentially rented.

2. Who benefits the UCaaS and how?

Novatium's utility computing as a service follows the unique 'Pay as you' model where you pay only for what you buy. Unlike a normal PC where you pay for all the applications that come along with the system invariable to whether you use it or not.

Customers with very large computation requirements can avoid the delays to physically acquiring and assembling a large number of computers and also have an option to pick and choose the applications they need.

3. What are the features of the UCaaS?

- Latest technology in its simplest form
- Single window support system
- Customized computing device
- User can choose to have different network devices
- Users can remotely access content and application through LAN over network in Home or Office environments
- Web based desktop- Desktop as a Service (DaaS)
- Web based softwares- Software as a Service (SaaS)
- Provides and manages the user's hardware and software.
- Superior Performance that is Simple to use with Substantial Savings.
- An end to end computing solution

Features

4. What is the Novatium Desktop?

The Novatium desktop, referred to as the Novatium Desktop, is an activity based desktop. It gives a One Touch access to all your computing needs. Using this you can access all your favorite information from the Internet right on your desktop – you don't have to open a browser to do this. The central section of the Desktop is the Widget Desktop to access mails, information on railway tickets, new feed from the web, calendar, etc.

5. Can I change the background colours and themes on my Novatium Desktop?

Yes. Go to 'Personalise' on your Novatium Desktop and click on 'Skins' to change according to your desires.

6. Do I have to log out of my system to switch operating systems?

No. Novatium devices offer simultaneous use of all the operating systems available. Just click on the operating system of your choice and start computing. You can always get back to the Novatium Desktop by just clicking the 'Novatium Desktop' title bar on the task bar.

7. What is media player provided?

The media player provided is the SM Player that supports all media file formats.

8. What if my system gets corrupted with virus?

The Novatium Navigator provides absolutely virus free computing environment. This is because the virus has nothing to feed on. No more worries about virus, corrupted hard disk and softwares etc. Enjoy virus free computing environment.

9. What should I do if I my hardware crashes and I lose my software?

All Novatium access devices have a unique self healing technology that heals on its own. If by any chance you lose your software, once you restart your system, the same set of software will be available to you without any initialization from your end.

10. Should I install Linux or other OS, antivirus software and other software?

No. Novatium access devices are simple plug and play options that come pre-loaded with Novatium computing service. This service needs no OS or software installations, etc. Just Plug 'n' Compute. All the required softwares can be accessed directly from the central server. This saves time and cost of installing new softwares.

11. What is visual access?

Visual access helps you stay connected from across the globe. All you need is an internet connection and a webcam. Connect to webcam and chat with loved ones, or do video conferencing or just simply login from remote location and access your desktop from anywhere.

12. What are the applications that come by default?

We offer a unique 'pay as you use' application sets, where you get to choose the applications you want and as long as you want.

13. Where do I choose my applications from?

The Novatium customer portal called 'nGene' provides all the necessary information such as applications, price, subscription charges, recharge coupons and transaction details, etc.

14. How many users can I create for my system?

All Novatium devices permit one master user plus 4 sub users.

15. Are the applications that are available to the master user are for the sub user too?

No. Each individual sub user can have a unique profile with customized desktop, applications and services.

16. Will each user have to pay individually?

We offer a single payment system where the payment and recharge facility is available only from the master user.

17. Do I need internet to work on your device?

Without internet, the Novatium access devices works like any normal PC. You can access your games, file manager, media player. But the internet is a necessity for all other applications.

18. What happens if the server crashes? Will I lose my files?

In such cases, the backup servers would take over immediately.

19. What happens if my files are corrupt?

Novatium Navigator has got self healing capabilities, in case of any issues the moment Navigator is connected to the server it will auto heal, so all issues can be addressed from server side, at the same time our Toll helpline is there 1860 500 6682 to assist you.

20. What services is available for the Novatium monthly subscription?

- 24 x 7 Call center support for Hardware and Software
- Genuine Software applications and products.
- Automatic software new releases and upgrades
- 24 x 7 Access to remote Novell Suse Linux Desktop (Includes Open office productivity suite, upgrades)
- Compatibility to Microsoft Office application suite.
- New Application releases, upgrades
- No Spam and Viruses.
- Support for data security.
- Creation of Multiple User profiles (Child ID)
- Software application as a Service (SaaS)
- No AMC cost. (Approx Rs.2000 per Year)
- 20% reduction in monthly internet consumption (Auto updates, Auto Upgrades, new releases, patches, virus, spam on PCs through internet)

Additional Features

- User Access controls (Parental Control)
- Application specific
- Time specific
- URL Specific (White List and Black List)
- Access to customized Customer Portal
- Remote/Roaming file access system for Novatium Navigator users
- Remote surveillance system for Novatium Navigator users

Product

Novatium Navigator

21. What is Novatium Navigator?

Novatium Navigator is a simple, plug and play maintenance free PC that provides desktop, office applications, desktop utilities, faster internet browsing, through a broadband internet connection.

22. Why should I buy a Novatium Navigator rather than a normal PC?

A Navigator provides superior performance while maintaining the simplicity of your normal PC. Enjoy the same features as your normal PC with a far superior technology and performance. A one-time purchase to enjoy a wholesome computing experience.

23. How is it different from a normal computer?

DESCRIPTION	ORDINARY PC	NOVATIUM NAVIGATOR
Maintenance	Needs Regular Maintenance	No Cost of Maintenance
Software	Need to Purchase separately	Genuine Software Pre Loaded
Up-gradation	Needs Regular Up-gradation that also consumes additional broadband	No Up-gradation required by user
Anti Virus	Need to Purchase separately	Pre Loaded / Regularly Updated
Data Safety	Need to take back up regularly / protect from Virus & Spam	Password protected Login / Regular Data Back up taken
Usability	Complicated Boot up process	Simple one switch boot up process
Protection & Security	Need to buy additional antivirus, internet sec s/w.	Nothing, taken care as a part of computing service
System management	User's responsibility	End to end within Novatium service
Performance	Deteriorates over a period of time	Consistent and reliable. Never deteriorates
Network	Unpredictable and Slow streaming of multimedia	Consistent and Faster streaming of multimedia and internet
Applications	Slow response Software / Hardware crash Not available	Faster Response Crash Proof Managed Upgrade

24. How is Novatium Navigator offering superior technology that is still simple to use?

All applications and data reside in a common server maintained by the administrator, thus the complexity of software upgrades and maintenance is moved away from the user –unlike a PC, where maintenance is the main concern post-purchase. Moreover, the Navigator is so simple to use that even those with no knowledge on computer can operate on it.

25. Are there any other products like the Novatium Navigator?

Yes. On the whole Novatium provides 3 variants of products namely, the Novatium Navigator, Novatium Navigator+ and the laptop version Novatium Neon. Each product has its own versatility. Please refer the separate sections on each of these products for further clarifications.

26. Do I need to purchase a UPS along with the Navigator?

Novatium devices need no external UPS as they all have back up on the central server. Even if

the system switches off at your work place due to a power cut, your applications will still be open in the server. So when the system comes on, it will restart from your last session, even if you had not saved your operation.

27. What broadband connections are supported?

The Novatium devices come with any ISP of your choice. Pick any connection and package of your choice.

28. What is memory or storage Desktop?

Customer can purchase the desired server storage Desktop from the wallet. A 10GB Desktop would cost Rs 50/-. Please refer the section on 'nGene' for further clarifications.

29. Memory Desktop in server which is provided to the customer

The customer has an option to store data locally with their USB Mass storage devices or the customer can use storage Desktop on the server by choosing from the price plan. The Novatium Navigator does not have any inbuilt storage but a hard disk can be fit for an additional cost.

30 . What is the processing speed?

1.6 GHZ

31. Can I play games?

By default , a variety of addicting games are provided such a Bubble shooter , etc . You can also subscribe to the Games available on the server or play games online

32. Can I connect a scanner to the Novatium Navigator?

No - Scanner is not supported in the Novatium Desktop. But the same can be used if the software required is loaded onto the internal hard disk from which it can be operated.

33. What about OS?

You can subscribe Windows, Linux, apple Mac or all 3 together.

34. Can I do programming using Novatium Navigator?

No

Novatium Navigator+

35. What is the Novatium Navigator+?

A sequel to Novatium Navigator, the PLUS reforms the CPU of a normal PC with a 160 GB internal hard disk and Wi Fi connectivity. Refer the separate section on the Novatium Navigator+ for further details at www.novatium.com or www.novanavigator.com

36. Is it possible for me to upgrade the Novatium Navigator+ further?

The Novatium Navigator+ can be further expanded over network with 3G/EVDO over USB and is also compatible with wireless keyboard and mouse.

37. Can I use the Novatium Navigator+ on Plasma?

The Novatium Navigator+ can be mounted behind any Plasma TV or TFT Monitor, making it almost invisible yet giving an unmatched home computing experience. Connect your Novatium Navigator+ to any VGA enabled TV along with speakers and enjoy a home theatre effect.

38. What is the power consumption of the Novatium Navigator+?

Just 20 – 30 W for all Novatium access devices– A normal computer would consume 240W of power. Therefore, the Novatium Navigator+ saves on your electricity bill. Moreover the Novatium access devices do not require air conditioned environment – so there is no direct or hidden increase in power consumption charges

39. Does the Novatium Navigator+ read memory cards?

Novatium Navigator+ has SD and MMCD memory card slots.

40. Should I use only Wi Fi connectivity in the Novatium Navigator+?

No. Novatium Navigator+ offers both Wi Fi and LAN connectivity. Choose network devices of your choice and connect to your world of internet instantly.

Novatium Neon

41. Is the Novatium Neon a Laptop?

No. The Novatium Neon is a netbook that works exactly the same as Laptop but without a CD/DVD drive. It is far smaller yet lightweight making it easily portable. Access your Novatium Desktop from any corner of the globe with just an internet connection.

42. What is the configuration of the Novatium Neon?

Intel Atom N270, 1.6 GHz CPU, 1GB RAM DDR2, QWERTY 82 keys, touch pad enabled, 160 GB HDD, Built in Wi fi ,etc. For further details, refer the separate section

on Novatium Neon in www.novatium.com or www.novanavigator.com

43. How big is the display screen of the Neon?

The screen size of a Novatium Neon is 10.1”

44. I would like to have a bigger screen size , is it available?

No, It is not available

45. What is the speed of internet?

As per the plan – Customer would get broadband connection from their respective Internet Service Provider. Please refer to the Broadband as defined by TRAI – Govt of India.

46. Are there separate charges for Download?

The download charges varies according to your internet price plan.

47. Can I use the Novatium Neon for Voice Chat, Skype, Multimedia, etc?

Yes, all these features are possible with and supported by the Novatium Neon.

48. Can I load my own software?

Novatium has tied up with most of the software providers to provide you with genuine software at the best possible rate. Please mail us at support@novatium.com and our representatives will contact you at the earliest.

49. Can I download my own song selection on the Novatium Neon?

Yes. Download your songs, movies and save them in your Neon hard disk, pen drive or even in your server.

50. Does the Novatium Neon support the following features?

- VoIP – Yes, Yahoo, Google talk, Skype can be used
- CD/DVD drive – although a CD drive cannot be used, a USB CD/DVD drive is supported
- Printers – Yes (only printing function is allowed)
- Other peripheral like webcam/printer/scanner/USB stick- supports all these peripherals without any installations. Just plug in and use

51. Is tax applicable for all the subscription charges?

All subscription charges have additional tax charges of 10.3%.

52. What is the maximum number of users allowed to use the Novatium Navigator?

Each Novatium device can have 1 master user and 4 sub users.

53. What is the warranty for all the softwares provided?

Novatium's service provides lifetime software warranty for all the software available.

Security

54. How secure is my data, which is stored at a centralized server in my locality?

Your data is absolutely secure at the centralized server. We follow stringent security policies to ensure data security. All data is stored in an encrypted format. As long as you keep your password a secret, your information is also safe. Your password is your key to all your data in the centralized server. In addition to the user id and password, data access is also controlled by the MAC ID provided to all BSNL Novatium Navigator users. The MAC ID provision is for BSNL subscribers only.

55. Will I face virus problems, spywares and hacking problems due to the centralized server?

No, you will not, because the centralized servers are protected in a DMZ (Demilitarized Zone) with top-class antivirus software.

56. Will there be a data backup?

Yes.

nGene

57. What is the nGene?

nGene is Novatium's unique customer centric portal.

58. What do I, as a customer do in the nGene?

You get to manage your whole device. Add the number of users, monitor their usage, recharge and transaction details, Shop your applications, etc

59. How do I shop for my applications?

Go to the nGene and click 'My Shop' . This option display a list of all the applications available for you to buy. Just select and pay. When you get back to your system, the application will be loaded automatically. The same procedure can be followed to change your applications whenever required.

60. What other features are available on Novatium customer portal.

The customers can buy other value added services like education content, dual booting, access data remotely saved on Novatium server, remote surveillance, change user profile and settings, etc.

61. Can files be downloaded from the server even if I m not available on Novatium Navigator?

Yes, the files on the server can be downloaded from the server by signing into the customer account with the password.

Billing and Payment

62. How will I receive the bills?

All BSNL Novatium Navigator users will get the bill as a part of their BSNL telephonic bill. For those who use the Novatium Navigator that comes with other ISP's, it is a prepaid choice that can be recharged online or through the nGene.

63. How do I make monthly payments?

You can buy Novatium Subscription Scratch cards or online banking. Refer our customer portal 'nGene' for further clarification. BSNL Novatium Navigator customers can pay through their broadband connections

64. Where do I get Novatium recharge card from?

Buy Novatium Recharge scratch cards from your local dealers. For information on your local dealers, refer the 'Contact Us' section in the homepage.

65. Are the plans post paid or prepaid?

BSNL customers can have post paid services and the charges would come as a part of their telephone bill. For those with other ISP , prepaid services are available.

66. What if there is some problem in recharge card?

Call us at Toll free **1860 500 6682**. You can also SMS "Nova" to **575758**.

67. How do I pay for all my applications?

You can make your payment through online banking, scratch card system, or credit card payment.

68. What happens to the remaining amount, once paid?

The remaining amount goes into your account. Check nGene for your balance details.

69. What do I do with this balance amount in my account?

Buy more applications from nGene with the balance amount in your account.

Product Procurement

70. I want to buy this product. What do I do?

Look up for your nearest dealer on the website, contact them and fill the CAF.

71. What all documents I have to provide to get Novatium access devices?

Please fill up the Customer application form(CAF), Passport size photograph, Address proof.

72. I'll discuss with my parents, so where can I get Novatium devices from later?

Call us at Toll free **1860 500 6682**. You can also SMS “Nova” to **575758**.

73. Do you offer payment in installments?

No

74. Is there any guarantee/warranty?

The device provides a lifetime software warranty. Except when the device is damaged by neglect / willful act of customer, in which case the customer will be required to pay the prevailing price of the device, Novatium will maintain the device on return to bench basis.

75. Can I use Novatium device with any ISP?

Yes.

76. In how many days will I get the Novatium device?

Within 7 working days from the day of booking, depending on the ISP requested as a broadband connection is required.

Product Installation

77. How will I install my Novatium device?

Installing Novatium device is simple as you just have to connect it to your broadband line, and fill a simple registration form online and then it will auto configure itself. You can also call into our customer service centre 1860 500 6682 for further help.

78. How long does it takes for installation?

The installation time is just 15 minutes.

79. Do I have to pay anything for installation?

No

80. What if it does not work?

Call us at Toll free **1860 500 6682**. You can also SMS “Nova” to **575758**.

81. I am not confident that I would be able to install can you send your engineer?

We would send our engineers on Request. You may also call up the toll free number 1860 500 6682 for further help.

82. Can I use any Modem that is available in the market?

Novatium devices are compatible with any Modem.

83. Do I need to have a broadband connection to use a Novatium Navigator?

Yes.

84. Can I share the modem to multiple Novatium Devices?

yes, if supported by the ISP and the modem.

85. I have a dial up connection can I use Novatium device?

No

Service

86. What about after sales services? Where do I go if I face any problem with Novatium device?

Call us at Toll free **1860 500 6682**. You can also SMS “Nova” to **575758**.

87. Do you have alternate means of contacting you?

Yes you can mail us through www.novatium.com ,www.novanavigator.com or email us to support@novatium.com .

88. I have plans to move to Rohtak can I use Novatium devices there? What if I face problem in Novatium device there?

You may use Novatium devices through any Broadband connection with any service provider. Please call the helpline at 1860 500 6682 for further support.

89. Will anybody see my files since it is on the server?

Your files are password protected and can be viewed only by you on keying in your password.

90. If I put Novatium device on some other ADSL line do I have to register again?

No

91. How Secure is the data on the server?

We honor and protect all users data and personal information and data which resides in our server and within our service. Your data is protected via a protocol called USER AUTHENTICATION PROTOCOL

92. What if I do not pay my subscription on time?

If the subscription is not paid on time, the service will be canceled and if the same prolongs, it will lead to legal issues.

93. What happens if I forget the password?

Just call us at our Toll free **1860 500 6682**. We would get your password reset. You can also SMS “Nova” to **575758**.

94. Would you share the data with a third part under any circumstances?

No

95. How can I access the data stored in the server?

All you have to do is just login to the nGene to view your data. You can view these files from across the globe over any broadband connection.

96. Will I get compensation in case of any service failure?

For immediate assistance , do contact us at 1800 500 6682

97. What happens if the power goes down in my house while working on Novatium Navigator?

If the power goes down at the user end, the system gets switched off. And when the system is switched on again after power returns, the Novatium Navigator will start up from the same place where the system was shut down. Therefore, even your files were not saved, it will restart on the same from the server end so the files can be saved. Novatium's services may be interrupted by weak/ non availability of Broad band connection which is to be resolved by the customer directly with his/her broad band service provider. On

Server side, Novatium is committing 99.5% uptime. Any disruption in the Novatium Service attributable to the Server down time will be suitably compensated by way of prorate reduction in the recurring service charges.

98. Will I be able to play all audio/video on Novatium Navigator?

Yes

99. Is it Wi-fi enabled?

The Novatium Navigator+ and the Novatium Neon are Wi Fi enabled.

100. Will the Novatium device write & run CD/DVD?

You may connect an external CD/DVD drive with an USB Interface for the same operations ..

101. Can I use a Hard Disk Storage device with USB Interface?

Yes

102. Can I load my own software?

You can load all your own softwares on the hard disk of your Novatium Navigator+ and Novatium Neon.

103. Would I be able to run Google earth?

No

104. I have a HP8230 inkjet printer will it run with Novatium Navigator?

Yes

105. Can I do programming in Novatium Navigator?

No

106. When I play games, can I connect my joy stick to Novatium Navigator?

No - Joy Stick is not supported.

107. Can I connect a Laptop and Novatium device to the Same Broadband line?

Yes, if two Ethernet cables are available. Also both the Novatium Navigator+ and Novatium Neon That are Wi-Fi enabled can be connected through a Wi-Fi a router and used simultaneously.

108. Will you provide all other Accessories like Printer, Speakers, Mike etc?

No

109. What would be the speed of Data Transfer?

The speed of Data Transfer would vary according to the speed of the internet service provider, much like any legacy PC.

110. Can I run a DTP centre using Novatium device?

If the software required to run a DTP centre suit the configuration of the Novatium Navigator, it can be used.

111. Can I use a Web Cam?

Yes you can connect Web Cam to all your Novatium Navigator and Navigator+. The Novatium Neon comes with an inbuilt Web camera.

112. What is the power consumption of Novatium devices?

20-30 watts

113. How is Novatium Navigator different from a Desktop PC?

A stand alone PC is a machine by itself containing OS + Application + Content at the customer premises leaving the customer with a lot of worries of maintaining the same. Novatium computing device that works like a plug and play device at the customer premises leaves all the hassles to the server side, thereby giving the user a “Hassle Free” enjoyable computing experience.

114. Can I run a cyber café using Novatium Navigator?

Yes. Please leave your contact number at www.novanavigator.com and our Engineers will visit you soon to discuss further.

115. Can I connect the Novatium Navigator to a television display?

The Novatium Navigator can be connected to any VGA enabled television sets like LCD and Plasma TVs , etc.

116. Where are the customers files created and saved?

The files that are created can be saved on the Server - Protected within their respective user profile. It can also be saved on a pen drive or Hard disk in the system , if available.

117. What happens if the server crashes? Will I loose my files?

We have redundant servers to take care. Enough back up is available, enabling no loss of data or server crash..

118. Is tally available? Can I load Tally?

No - It is not available and also cannot be loaded. Please call up the customer care for more information.

119. Is it product mobile?

Novatium Neon and Novatium cNergy are mobile devices

120. What about services in area Novatium is not present?

Novatium Navigator is Area and ISP independent.

Trouble Shooting

121. Whom should I call when there is a problem or when the server is down?

You can call the support no. Toll free **1860 500 6682** - and lodge a complaint. Our service department would attend to the complaint within 24 hours. You can also SMS “Nova” to **575758**.

Legalities

122. Once I have bought the product, does it become my property?

Yes