



BSNL NOVA netPC - FREQUENTLY ASKED QUESTIONS

CATEGORY	S ON	QUESTION	ANSWERS
PRODUCT PROCUREMENT	1	What is Nova netPC?	Nova netPC is the world' first home computing service.
	2	How does a Nova netPC Work?	Nova netPC uses your broadband connection to manage, upgrade and provide you with your application and information needs.
	3	I want to buy this product. What do I do?	Please fill up the CAF. You need to make a payment by Cash or credit card. You may book the product by paying Rs. 500/-
	4	What all documents I have to provide to get Nova netPC	Please fill up the Customer application form & Address proof.
	5	I'll discuss with my parents, so where can I get Nova netPC from later?	Call us at 1504 / 1800 425 6682
	6	Do you offer payment in installments?	Not as of now.
	7	Is there any guarantee/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.
	8	In how many days will I get the Nova netPC?	3 working days from the date of order booking subject to technical feasibility from BSNL.
INSTALLATION	9	Who will install it?	Novatium's service engineers would visit your home and install the BSNL Nova netPC.
	10	How long does it take for installation?	30 Minutes at your Home / Office.
	11	Do I have to pay anything for installation?	Yes - Novatium would charge and additional amount of Rs. 700/- for installation. Taxes Extra.
	12	What if it does not work?	Call us at 1504 / 1800 425 6682
	13	Can I use any Modem that is available in the market.	Novatium would provide you with a free modem.
	14	Do I need to have a broadband connection to use a Nova netPC.	Yes.
	15	Can I share the modem to multiple Nova netPC Devices?	No - This is not supported by BSNL. Please contact Novatium.
	16	I have a dial up connection can I use Nova netPC	No

SERVICE	17	What about after sales services? Where do I go if I face any problem with Nova netPC?	Call us at 1504 / 1800 425 6682
	18	Do you have alternate means of contacting you?	Yes you can mail us at info@novatium.com
	19	I have plans to move to kerala - can I use Nova netPC there? What if I face problem in Nova netPC there?	Please contact Novatium. You would need to move your BSNL telephone connection also.
	20	Will anybody see my files since it is on the server?	Your files are username, password & MacID protected.
	21	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. we use a combination of User and Device authentication and Encryption to ensure that the data is secure
	22	What happens if the customer forgets the password?	Just need to call the Customer Support no. We would get your password reset.
	23	Would you share the data with a third party under any circumstances?	No, except for complying with the Legal Interception by Government.
	24	Will I get compensation in case of any service failure?	Novatium's services may be Interrupted by weak/non-availability of Broad band connection which is to be resolved by BSNL. In such an event please contact 1504. 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 pro-rata reduction in the recurring service charges.
	25	What happens if the power goes down in my house while working on Nova netPC.	Data related to server is safe however unsaved data will be lost request you to keep saving your data if you do not have UPS.
	26	What warranty can I avail?	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.
27	What happens if my files are corrupt.	Nova netPC has got self healing capabilities, in case of some problem the moment you connect to our server it will auto heal, so all issues can be addressed from server side, at the same time our Toll free helpline is there 1800-180-5522 assist you.	
BILLING / PAYMENTS	28	How do I make monthly payments?	The monthly subscription is added to your BSNL bill.
	29	Are the plans post paid or prepaid?	Post Paid

PRODUCT CONFIGURATION	30	What is memory or storage space?	Server Storage space is charged @ Rs. 5 per Gb per month. You can save your data onto your pen drive /thumb drive or an external hard disc.
	31	What is the processing speed?	1.6 GHz backed with very powerful servers in the backend.
	32	Can I play games?	12 Games are already available. Additional games are available thru Fxlabs.
	33	Can I connect a scanner to the Nova netPC.	No - Scanner is not supported as on date.
	34	What about OS?	Linux OS with Open office and Zoho (online) is available.
PRODUCT FEATURES	35	Will I be able to play all audio/video on Nova netPC?	Yes
	36	Is it Wi-Fi enabled?	The device does not have inbuilt Wi-Fi but it can support external USB based Wi-Fi devices.
	37	Will it write & run CD/DVD.	As on date only the reading facility is activated. Write Facility is not available on Nova Space. You can use the same if you get a internal hard disc installed.
	38	Can I use a Hard Disk Storage device with USB Interface?	YES. Additionally you can get 160 hard disc installed into the Nova netPC at an additional cost of Rs. 2300 only. Taxes extra.
	39	Can I load my own software	NO - Not on Nova Space. But You can use the same if you get a internal hard disc installed.
	40	Would I be able to run Google earth?	NO - Not on Nova Space. But You can use the same if you get a internal hard disc installed.
	41	I have a HP8230 inkjet printer will it run with Nova netPC	The server farm consists of a number of servers that have a definite role in providing you with a good computing experience. Our farm has a number of backups to provide you uninterrupted and good computing experience. In case you face any problems - Please contact the customer support.
	42	Can I do programming in Nova netPC?	NO - Not on Nova Space. But You can use the same if you get a internal hard disc installed.
	43	I play games can I connect my joy stick to Nova netPC?	NO - Not on Nova Space. But You can use the same if you get a internal hard disc installed.
	44	Can I connect a Laptop and Nova netPC to the Same Broadband line?	No
	45	Will you provide all other Accessories like Printer, Speakers, Microphone etc	Yes - Our Local Channel Partner would make it available at extra cost.
	46	What would be the speed of Data Transfer?	This would depend on your Internet Plan.
	47	Can I run a DTP (Desktop processing) centre using Nova netPC?	NO - Not on Nova Space. But You can use the same if you get a internal hard disc installed.
	48	Can I use a Web Cam?	Yes you can connect Web Cam to this computing device.
	49	What is the power consumption of Nova netPC?	20-30 watts

	50	How is Nova netPC different from a Desktop PC?	A stand alone pc is a machine itself and contains OS + Application + Content at the customer premises and hence the customer has the hassle of maintain all the above mentioned. A Nova netPC is a computing device that works like a plug and play device at the customer premises leaving all the other hassles to the server side, i.e. to the service provider.
	51	Where are the customers files created and saved?	On the Server - Protected within your user profile. You may also save it on your pen drive or Hard disk.
	52	What happens if the server crashes? Will I loose my files?	It has never happened in our 2 yr of history. We have back up servers to take care.
	53	Is tally available? - Can I load tally	No - It is not available in Nova Space but You can load the same if you get a internal hard disc installed.
	54	If I switch on Nova netPC without connecting to Net will it work?	Local applications would work.
	55	What if I have to change the password?	Nova Wallet has a mechanism for you to change your password.
	56	Is this product mobile?	NO
LEGAL	57	Once I have bought the product does it become my property?	YES