

NetPC -FAQ

NetPC Equipment

1. Do I need a telephone line to get NetPC?

Yes, you need to have a telephone line from Mauritius Telecom. However the line should not be on Wireless Local Loop (WLL) or an ISDN line.

2. What equipment do I need to buy to use the NetPC service?

a) You will have to buy the NetPC kit from Mauritius Telecom. The kit includes the NetPC box, a USB keyboard and a USB mouse.

b) You will also need to have (in working condition) or to buy the following peripherals:

1. A monitor (mandatory)
2. Speakers (optional)
3. An extension equipped with 4 UK-sockets (preferably surge-protected)

Note:

In the event of cancellation of service, the NetPC kit bought by you at Mauritius Telecom will remain your property. However the modem (if it is an external one), remains the property of Mauritius Telecom.

2.1 What is the warranty period on equipment bought from Mauritius Telecom?

NetPC box : Lifetime warranty
USB keyboard : 1 year
from the date of purchase
USB mouse : 1 year from the date of purchase

3. What do I do when the peripherals (monitors, speakers, printers, etc.) other than the NetPC kit are faulty?

You will have to contact a peripherals vendor for any problems regarding your peripherals. Vendor's warranty applies.

4. What do I do when the NetPC kit is faulty (either NetPC box, mouse or keyboard as supplied in the kit) ?

You will have to bring your faulty equipment to the nearest MT Repair Shop:

- a) Repair Centre, Chan Bldg, Dr Rouget Street, Port Louis
- b) SAV Counter, MT Orange Shop, Flacq
- c) MT Exchange, Forest Side

5. What happens in case of loss or robbery of the NetPC kit and modem?

In case of loss, robbery, tampering, misuse or damage (including but not limited to power surge and lightning) of the NetPC kit and modem, the equipment will have to be replaced at your own cost.

6. Do I need to buy any electrical/electronic adaptor or plug?

Yes you will need to have an extension (preferably surge-protected) equipped with 4 UK sockets. You will also need to provide an electrical socket in good working condition where the installation of the NetPC will be done.

7. Do I have to carry out extra telephone wiring to get the service?

No, you do not need to carry out any additional telephone wiring prior to our intervention. If you do not wish to install NetPC next to your telephone, MT's installation team will do needful. In cases where there is more than 1 level in your building, or significant distance of additional wiring, a survey will be made and a quotation will be provided to you for acceptance prior to your installation. Please do specify the distance and number of floors at the time of subscription.

8. Do I need to have a good earth on my electrical installation for NetPC?

Yes, a good earth is a pre-requisite for the installation as all pieces of equipment are on three pin UK standard. You will be liable for any problem / damage if this is not strictly respected.

9. Do you provide other accessories like printer, microphone, etc?

No, these are readily available on the market.

10. What is the power consumption of the NetPC box?

The NetPC box consumes only 5 Watts which is a saving on your electricity bill. (A normal PC consumes around 100 Watts excluding the monitor). The monitor consumes around 75 watts.

11. What type of monitor do I need? Can I connect my LCD monitor?

Both CRT monitor and LCD monitor are supported. We recommend monitors no bigger than 17" since the resolution of your NetPC is 800x600 pixels

12. Is it wireless (Wi-Fi/Bluetooth) enabled?

No, not for the time being.

13. Can I use an external USB flash-disk (pen drive/USB key)?

Yes you can. But you must connect either a USB flash-disk or an external hard disk at a time. The USB storage device can be accessed by double-clicking on "My Computer" and on "USB on NetPC".

14. Can I connect a printer to my NetPC?

All HP printers which are Windows 2003 Server compatible will work with the NetPC.

15. Can I use a local scanner?

No.

16. Can I use a webcam on my NetPC?

No, not for the time being.

17.Can I use an external CD/DVD drive?

No, not for the time being.

18.What happens if the power goes off at my place?

You will not lose your data because of the Session Management feature. This is a feature where which keeps your last session open on the server for a duration of 15 minutes. If the power comes back within 15 minutes you will resume your work where you left just before the power cut after you have login. In case the power comes back after 15 minutes, the server will close your working session automatically.

19.Can I connect the NetPC to my TV set?

No.

NetPC Offer

20. Is the NetPC service opened to both residential and business customers?

Currently, the NetPC service is for residential customers only.

21. How do I know that my telephone line can support this service?

Call our hotline on 8902 and ask the operator to test your telephone line by providing your number. The result of the test will determine whether you are eligible to the NetPC service.

22. What are the charges associated with the NetPC Services?

a) Once off purchase of the NetPC Kit at Rs 4,300 (Vat incl.)

In the NetPC kit, you will find a NetPC box, a keyboard and a mouse (monitor and speakers are not included, you need to acquire these separately)

b) A monthly subscription fee of Rs 383 (Vat incl.)

This includes:

-broadband internet access at 256kbps with a volume cap of 3GB (excess usage is charged at Rs 0.58/MB)

-Microsoft Office 2007 Standard Edition (Word, Excel, PowerPoint) with FREE upgrades

-500 MB of secured disk storage space (Rs 10/month for each additional 100 MB)

-Virus and Spyware protection.

-1 free email address of type username@intnet.mu of capacity 25 MB

-FREE conversion fee of telephone line to broadband access

-FREE installation at customer's premises

-FREE Games

23. Are there separate charges for volume downloads?

You can download up to 3GB per month. For each additional MB downloaded, Rs 0.58 is charged.

24. Is there any payment facility for the NetPC kit?

1. You can pay the NetPC kit, worth Rs 4,300, on your MT telephone bill in equal installments over a period of 1 to 6 months without interest

2. Loan facilities with the DBM for the payment of equipment are coming soon

25. Is there any contractual period?

The minimum contractual period for the NetPC service is 12 consecutive calendar months. The contractual period starts as from the date of installation of the NetPC service at the customer's premises.

Important note:

1. If Mauritius Telecom receives no intent of cancellation from a subscriber, the NetPC service subscription contract is automatically renewed for another period of 12 months
2. If a subscriber wishes to cancel his NetPC subscription, after the minimum subscription period, he must notify Mauritius Telecom in writing with two months notice

26. Where can I subscribe to the NetPC service?

You can subscribe to the service in any of the MT Orange shops around the island or simply call 8902 or apply online on our website (<http://www.mauritiustelecom.com>). Please don't forget to call us first on 8902 to test the eligibility of your telephone line prior to subscribing.

27. How will I pay for the NetPC rental?

You will be billed on your MT telephone bill.

28. When do I start paying the NetPC rental?

You will be billed as soon as the NetPC service is installed at your premises.

Please note that on the first MT bill, you will pay pro-rata for the first month (installation date of NetPC to your billing cycle date) + a NetPC monthly rental in advance for the next month.

29. How long must I wait to get NetPC services after having subscribed?

You can subscribe to NetPC only after your line has been tested for eligibility and deemed eligible.

MT will use reasonable endeavours to provide the NetPC service by the date indicated to the subscriber. However, MT has no liability for any failure to meet an indicated date for activation of service.

30. Where can I see a working demonstration of the NetPC?

In all MT Orange Shops around the Island.

NetPC Software Services

31. I don't know how to use some of the applications provided. Do you provide any training?

Yes, the subscription to the NetPC service entitles you to a FREE 45-hours training called the IC3 programme offered by the National Computer Board. You will learn how to use Microsoft Office applications, surf the Internet and how to use email as a communication tool.

32. How can I get access to this IC3 training?

You will need to go to NCB, 7th Floor, Stratton Court, La Poudriere Street, Port-Louis. Bring along with you:

- i. your National ID card
- ii. a STAMPED copy of your NetPC application form (this will be provided to you by an MT sales staff where you subscribed)

NCB will give you an IC3 card and you can then use this card to register for the IC3 course. We recommend that you wait at least 3 days between subscribing and claiming your card at the NCB.

33. Is there any BIOS password like on a normal PC?

No. The NetPC is a thin-client and the operating system as well as the software reside on the remote server. However access to the service is password-protected. You will only be able to access your files and applications only after you have keyed in your password.

34. Can I change my NetPC password afterwards?

Yes, you can personally change your NetPC password at any time and we highly recommend you to do so on a regular basis as a pro-active security measure. Please note that [your password will expire after 30 days](#) and must be changed.

35. How do I change my NetPC password?

Log in Windows. Go to: Start > Security > Change Password

Your password should be as follows:

1. At least 7 characters long
2. There should be at least one special character (e.g. !, @, #, \$) in the password
3. There should be at least one numeric character in the password

Sample passwords:

[-nickharp@123](#)
[-reset@321](#)

36. Do I lose my files if the NetPC box is damaged or stolen?

No, since all your files are remotely stored on our secured servers which are backup on a regular basis. However files stored locally on your external USB key or Hard Disk are under your responsibility.

37. Can I install my own software?

No. The NetPC service functions on the ASP (Application Service Provider) model and all software are on our servers and are accessed by you. You do not need to buy any licences and all is catered for in the monthly rental. If you **DO** require any additional software, please send us an email with your requirement and we will be glad to help you.

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

No. Your profile is password-protected. You should not share your password, unless with members of your household whom you wish to grant access to use the NetPC service. We also recommend that you change your password on a regular basis.

39. What happens if I forget my password?

You will need to call in at the nearest Orange Shop of Mauritius Telecom with a proof of identity.

40. Where are my files created and saved?

All of your files in the “My Documents” are stored on the server and you are eligible to 500MB storage space. Should you require more space, you can order for more and will be billed accordingly.

41. Can I play songs I have on my external USB flash disk?

Yes, you can. All you would need is a pair of speakers connected to the NetPC.

42. I am trying to save files on my USB key and it's not working

Click “My Computer” and click on the icon for the USB key (USB on NetPC). Click on the file that is being saved and right-mouse click to check size of file. Please note that since your file is being transferred from our servers to your USB key, this will take some time.

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

Redundant Servers will take over immediately. Regular backups are done to ensure no data loss.

44. What about the confidentiality of my documents stored on the server?

All information stored on the Remote Server is protected by your Username and Password. The password stored on the server is encrypted and cannot be tampered with.

You also have the choice to store all your sensitive data on local USB drives (pen drive or external hard disk). However please note that data you store on our servers is backed-up on a daily basis whereas we shall not be liable for corruption or loss of data you store locally on external USB drives.

45. Will there be any network traffic problems during peak hours?

No, not as far as MS Office 2007 Standard Edition and other desktop applications are concerned as the NetPC is on a private network.

Internet speed, on the other hand, will follow the usual global pattern of Internet usage during peak hours, as it would on a normal PC.

46. Can I do programming using NetPC?

No. You will be allowed to use only software installed on our servers, namely Microsoft Office 2007 (Excel, Word and Powerpoint), Internet Explorer, Outlook Express and Adobe Acrobat. Programming is not possible on the NetPC.

47. Can I ask specifically for a version of Office?

No. We will have only one version of Office running and since it will be the latest version of Office, you should have no problem accessing all your Microsoft Office files as it is backwards compatible.

48. Do you have Adobe Acrobat reader installed to read PDFs?

Yes

49. What about Macromedia Flash?

Yes. The Internet Explorer browser is equipped with the Flash plug-in.

50. What happens if I try to download something and then try to install it?

You don't have the necessary rights/privileges to install anything on the server.

51. Can I download and install my own software and applications?

No, not for the time being. This is a preventive measure in order not to endanger the proper running of the service if malicious software is inadvertently or intentionally being installed on the server. Along with this, there is the problem of spyware, trojans and viruses, etc. If there is an increasing demand for a particular software, MT can install its servers after making sure that it poses no threat to the proper running of the NetPC services.

52. Do we have Windows Media Player and Real Player?

Yes we have both.

53. What printer drivers are installed on the server?

All HP printers which are compatible with Windows 2003 Server will work with the NetPC.

54. Do you have any chat applications installed on the server?

Yes, we have MSN Messenger and Yahoo Messenger

55. Can I watch youtube videos?

Yes, you can. But you must know that streaming video requires heavy bandwidth and the quality of the video will not be optimum

56. How can I type French characters?

To type French characters in MS Word for e.g:

1. Press the Ctrl key and the special character
2. Release both keys and press the alphabet character

So if you want to type è, you should:

- Press at the same time Ctrl and ` -
- Release and press e

NetPC Internet

57. What is the maximum speed I can surf on my PC?

256kbps. The internet connection is an ADSL one. ADSL is a 'best effort service', which does not guarantee the maximum speed connection.

58. Is the ADSL internet unlimited in the NetPC offer?

You have an ADSL offer of 256kbps with a usage allowance of 3GB.

59. Is there any restriction on the volume transfer on the NetPC internet?

Yes. You have a total data volume of 3GB each month. If the 3GB volume is used up, you will be charged Rs 0.58 per additional MB.

60. Can I talk and surf at the same time?

Yes

61. Is there a drop in the surfing speed when I am calling someone on my phone line?

There is no change in the surfing speed.

62. Are there session timeouts on the Internet?

Yes, if your Internet session is idle for more than 15 minutes, your Internet connection will be closed.

63. Can I take only the internet on NetPC without taking the other services of NetPC?

No, the service is a whole package including access to software services, a volume based ADSL connection and storage space on our secured servers.

64. If I am getting my Internet dial-up services from an ISP other than MT, can I still subscribe to NetPC?

Yes, you can: you will need to have an available normal line with MT and be technically eligible for the service.

Please note that NetPC service is fully compatible with all dial-up offers from any ISP in Mauritius making use of Mauritius Telecom's fixed line.

65. I already have a PC at home: can I surf simultaneously on NetPC and my PC?

No, the Internet connection is for the NetPC only.

66. I already have a PC at home: can I connect my PC on the NetPC modem and get my 256kbps 3GB volume cap internet connection?

No, the Internet connection is for the NetPC only.

67. Can I use online booking sites for ticket, e-shopping?

Yes.

68. Can I play files from youtube.com?

Yes, but the quality of the video will not be optimum as it requires heavy bandwidth

69. What is the billing cycle?

This would be same as your MT Billing Cycle. Your monthly fee will appear on your telephone bill.

70. Is the NetPC a post paid or prepaid Service?

The NetPC is a prepaid service where the monthly rental is billed in advance on your telephone bill.

However excess charges (i.e. after exceeding the 3GB data volume and being billed at Rs 0.58/MB) are post-paid and are billed on your next telephone bill.

71. What happens if the power goes down at the server location?

The server is supported by 24/24 7/7 power backup.

72. Which number do I call for Customer Service?

8902