NAVIA – FAQs   November 15, 2016

Concern # 1 - How does Navia prevent organizations from tracking my location?
Organization and Individuals need your IP address to determine your exact location. Your IP address contains a critical piece of information, it's a unique number that can be traced and used to learn your digital identity, location, browsing history and most importantly websites you visit. Navia core objective to protect you and your family mates digital footprints leave while surfing internet without revealing your IP address from any online activity.

Concern # 2 - Do I need to setup/install anything on my computer?
Navia does not require any additional software to be installed on your smart devices alongside offers you full compatibility with any Internet browser. Navia powered by ZenMate, supports Chrome, Firefox, Internet Explorer, Safari and Opera. Navia vision is to offer stylish yet simple product which serves you with minimal technical effort. In case you might face any difficultly with your Navia device, make sure you are running the latest version of your browser.

Concern # 3 - Is Navia for everyone?
Whether you're Traveller, Social Activist, Commuter, Online Worker, Designer, Freelancer, Coder, Entrepreneur, Journalist or even Lawyer carrying sensitive information, who value privacy and want to protect themselves and their families online. Navia got it all by securing your cyber security and bypassing internet censorship. You can be anonymous while browsing and take charge of your own online freedom. Navia strives hard to offer everyone the right to protect themselves from websites and organizations that track online activities.

Concern # 4 - How secure is Navia?
Navia is extremely secure. Our mission is to provide you a safer platform, where the websites wont able to store information that identifies you on their servers by putting vulnerability on back-seat leading and blocking access to site's owners, or hacked by malicious attackers.

Concern # 5 - Does Navia store personal data?
Negative. Navia collects neither user data nor logs. User security and privacy is our ultimate concern.

Concern # 6 - Can I use Navia on my phone?
Positive. Any WiFi device or smartphone is supported. You must connect them to the secure WiFi hotspot provided by Navia.

Concern # 7 - Is there a backdoor in Navia?
Negative. Navia will never allow a backdoor as this would compromise the security of Navia and ZenMate users.

Concern # 8 - Can I use ad-blocking software with Navia?
Navia does not provide Built-in Ad-Blocking software. Anyone can use its preferred ad block app.

Concern # 9 - Can I use multiples devices with Navia?
Positive. Navia can support upto 5 devices. All devices share the same privacy preference.

Concern # 10 – Which device could be protected through Navia?
Devices connected via WiFi are protected. It includes: IoT (IP Cameras, Baby Monitors, Smart Locks, Smart Alarms, Smart TVs, Printers, Smart Thermostats, Gateways); Portable or Desktop devices (Smartphone, Tablets, Laptops, Workstations).

Concern # 11 - How much are automatic updates?
Navia Over-the-Air free updates are free and can be done remotely without any hitch. The updates will be available continuously, without service interruption. Navia will download updates against new threats around the clock. You need not to worry, your device is always up to date without a break.

Concern # 12 – Can I transfer a ZenMate standard and lifetime licenses to Navia?
Positive. Standard or Lifetime Licenses can be transferred to Navia, but each license can be activated only on one device at a time.

Concern # 13 – Is Navia equally good for Security besides privacy?
Navia is multi-utility device, works as both privacy and security device. Partnering with ZenMate enables Navia to have firewall as an intrusion detection system while surfing the web as well as block websites with malicious content including malware, viruses and phishing.

Concern # 14 – Will Navia also protect my guests devices connected? Positive, when a visitor comes to your home and connects to the Internet using your Navia, their devices will have full protection while online.

Concern # 15 - Can Navia be used for Small and Medium Size Enterprises (SMEs)?
Positive. Navia powered by ZenMate serves both as Consumer and Enterprise Product. With joint collaboration, Navia and ZenMate have powerful IT Infrastructure, strong enough to protect SMEs, Homes and Public Hotspots. We focus our efforts also towards Beachhead and Residential consumer sector, since users who are On-The-Go are most vulnerable to attacks.

Concern # 16 - What is the shelf-life of Navia? Will there be updated or improved version? If so, how often?
Positive. Our focus is to improve hardware and software simultaneously. We are on continuous run to develop series of VPN device each distinct with each other. It does not mean, our goal is to sell you a new hardware product every year. We expect your Navia device to last at least a

few years before the hardware will need to be replaced. Its upto to you, if you want to enjoy improved product with functional enhancement.

Concern # 17 - Why should I have NAVIA?
As a digital consumer, it makes you vulnerable towards confidential information, financial data, private conversations, medical history and browsing habits. You might not be aware of but you are deliberately committing to have unsecure sync, unsaved cloud storage, interception of sensitive information, malware attacks, and WiFi Sniffing. Navia acts as a online bodyguard and keep you safe from virtual criminals, who not only exploiting your networks to steal data, destroy devices, and monitor you at home or on-the-go but can harm you both virtually and physically.

Concern # 18 - Can Navia be hacked or going to completely hack-proof?
Navia puts layers of internet security, inspects attacks at the gateway level and secures information you are sending to your destination. We have encrypted connections and secured software which makes it difficult for Man-In The-Middle to penetrate. Though, our device core objective is to prevent hacking by all means but any device can be hacked. It is just a matter of how much effort and resources one would spend to do it. Remember we are talking about 1 in a billion chance.

Concern # 19 - Does my device work with Navia?
Navia supports every device that uses regular standard 802.11a/b/g/n. It includes: Streaming Media Consoles; Wireless Routers; Mobile Devices; Smartphones and Smart TVs. As long you have WiFi Internet, you are good to go.

Concern # 20 - Does Navia work only with premium service?
Positive. Navia only works well with Premium VPN service. Navia powered by ZenMate and offers Premium Service with 30+ Locations, 1000+ IP Address and 300+ Servers all over the globe. Premium service allows you to have higher speed, high level of encryption and varied locations to choose from.

Concern # 21 - Can I stream online movies, TV shows and sports games with Navia?
Navia unblocks geo-graphical filter based on locations and bypass internet censorship. You can enjoy streaming beyond restriction to the country of your choice. It means, you can access any content at any time at any place. However, it does not imply that Navia offers free online content. For instance, you are in the U.S. and want to watch BBC London at home. Though, your IP address will not let you access the content but with Navia you simple select UK based server and enjoy access desired content.

Concern # 22 - How does Navia work even when there is a government restricted access? A: We got it covered with the condition that your country has already access to ZenMate servers. In order to have fully functional Navia device, you need a WiFi network allowing your Navia device to connect to ZenMate VPN servers. In case, your government restricts entry of VPN service providers, then you cannot do much about it. Navia and ZenMate

core values are to respect country defined policies by all means and we conduct our businesses on strong moral and ethical values. Usually, Navia works in all situations except when internet is restricted by network administrators to block connections difficult, which might happen on rare occasions.

SOME OTHER POTENTIAL FAQs

How can I ensure that my browsing is really anonymous on Navia?

How much of my traffic will my Navia capture?

What do you collect and what do you keep? Do you log? Will you share with 3rd parties?

How is Navia VPN technology better than other VPN devices?

Will Navia allow anonymously torrent downloading?

Is the internal storage can be upgraded/increased, if so, then at what price?

Where does Navia store all the data from internal storage?

What is Navia's upload and download speed?

What is Navia PCB design, layout and fabrication?

Which software Navia is using?

Does Navia support IGMP snooping?

Does Navia support IPv6?

Does Navia support inspection of SSL encrypted traffic?

Does Navia use Metadata, if so, then, where it's going?

What's Navia battery life?

Does Navia need to be charged?

Does Navia come with warranty?