NovaTech Solutions — Troubleshooting Guide

NovaTech Cloud Suite — Common Issues

Issue: I cannot log in to my NovaTech account. Solution: First, verify that you are using the correct email address associated with your account. If you have forgotten your password, click "Forgot Password" on the login page and follow the instructions sent to your email. If you have two-factor authentication enabled, make sure you have access to your authenticator app or backup codes. If you are still unable to log in, contact support@novatech.com and we will help verify your identity and restore access within 24 hours.

Issue: My documents are not syncing across devices. Solution: Ensure that you are signed in to the same NovaTech account on all devices. Check that your internet connection is active and stable. If sync is delayed, try clicking the sync icon in the top-right corner of NovaDocs to force a manual sync. If the problem persists, clear your browser cache, log out, and log back in. Documents last synced more than 7 days ago will automatically sync when you reconnect.

Issue: I cannot share a document with external users. Solution: External sharing must be enabled by your team administrator in the Admin Console under Settings, then Sharing, then External Sharing. If you are on the Free plan, external sharing is limited to view-only access. Paid plans support full edit permissions for external collaborators. Make sure the person you are inviting has a valid email address.

Issue: NovaMail is not receiving emails. Solution: Check your spam and junk folders. Verify that your custom domain DNS records (MX, SPF, DKIM) are correctly configured — you can check this in the NovaMail Admin Console under Domain Settings, then DNS Status. If all records are correct but you are still not receiving emails, check if any email filtering rules are redirecting messages. Contact support if the issue persists for more than 2 hours.

NovaHome Hub — Common Issues

Issue: The NovaHome Hub is not connecting to Wi-Fi. Solution: Make sure your Wi-Fi router is broadcasting on the 2.4 GHz band — the Hub supports both 2.4 GHz and 5 GHz, but initial setup requires 2.4 GHz. Move the Hub closer to your router during setup (within 15 feet). If the Hub was previously connected and lost connection, press and hold the reset button on the back for 5 seconds until the LED flashes blue, then restart the setup process in the NovaHome app. Make sure your router firmware is up to date.

Issue: Voice commands are not being recognized. Solution: Ensure the Hub's microphone is not muted (check the physical mute button on the top of the device). Speak clearly and face the Hub from within 15 feet. If the Hub responds with "I didn't understand that," try rephrasing your command. You can view a list of supported voice commands in the NovaHome app under Settings, then Voice Commands. If recognition accuracy is low, go to Settings, then

Voice Training, and complete the 2-minute calibration exercise.

Issue: Smart devices are showing as "offline" in the app. Solution: Check that the smart device is powered on and within range of the Hub (up to 100 feet for Zigbee devices, 30 feet for Bluetooth). Try power-cycling the device by unplugging it for 10 seconds and plugging it back in. If the device still shows offline, remove it from the app and re-add it by going to Devices, then Add Device. If you recently updated the Hub firmware, some devices may need to be re-paired.

NovaHome Camera — Common Issues

Issue: Camera video feed is blurry or low quality. Solution: Clean the camera lens with a soft, dry cloth. Check your internet connection — the camera requires at least 2 Mbps upload speed for 2K streaming. If you are on a slow connection, the camera automatically reduces video quality. You can adjust quality preferences in the NovaHome app under the camera settings. If the camera is mounted outdoors, check for water droplets or condensation on the lens.

Issue: Motion detection is sending too many false alerts. Solution: Adjust the motion sensitivity in the NovaHome app — go to the camera settings, then Motion Detection, then Sensitivity. Set it to "Medium" or "Low" to reduce false triggers from trees, animals, or passing cars. You can also set up custom motion zones to monitor only specific areas of the camera's field of view. Enable "Person Detection Only" mode to receive alerts only when a person is detected.

Issue: Night vision is not working. Solution: Verify that night vision is enabled in the camera settings (it is on by default). Check that the infrared LEDs on the front of the camera are not obstructed. Note that highly reflective surfaces near the camera (glass windows, mirrors) can cause IR glare. If the camera is mounted behind a window, disable night vision and use ambient lighting instead, as IR light reflects off glass.

NovaHome Thermostat — Common Issues

Issue: The thermostat is not heating or cooling my home. Solution: Verify that your HVAC system is turned on at the breaker. Check that the thermostat is set to the correct mode (Heat, Cool, or Auto). If the display shows "Waiting," the thermostat is applying a compressor protection delay — wait 5 minutes for the system to start. Check that the temperature differential is at least 2 degrees between the set temperature and the current room temperature. If the thermostat display is blank, the C-wire may not be connected — refer to the installation guide or contact support.

Issue: The energy report shows unusual usage spikes. Solution: Energy spikes can be caused by extreme weather, HVAC maintenance issues (such as a dirty air filter), or changes in occupancy patterns. Check and replace your HVAC air filter if it has not been changed in the last 3 months. If your system is running constantly without reaching the set temperature,

your HVAC system may need professional servicing. You can view detailed energy reports in the NovaHome app under Thermostat, then Energy History.

Account and Billing Issues

Issue: I was charged twice for my subscription. Solution: Duplicate charges occasionally occur due to payment processing delays. Check your bank statement after 3 to 5 business days — one of the charges may be a pending authorization that will automatically drop off. If the duplicate charge persists after 5 business days, contact support@novatech.com with your order number and a screenshot of the duplicate charges. We will investigate and issue a refund within 2 business days.

Issue: I want to upgrade or downgrade my plan. Solution: Log in to your NovaTech account and go to Account Settings, then Subscription. Click "Change Plan" and select your desired plan. Upgrades take effect immediately and you will be charged the prorated difference for the remainder of your billing period. Downgrades take effect at the start of your next billing period — you retain access to premium features until then.

Issue: My account was suspended. Solution: Account suspension can occur due to payment failure, a Terms of Service violation, or suspicious activity detected on the account. If your payment method failed, update your payment information at novatech.com/account/billing. If you believe the suspension is an error, contact support@novatech.com with your account email and we will review your account within 24 hours. During suspension, your data is safely preserved for 90 days.