Frequently asked questions

Q: May Napoleon Software SAS (company) withdraw funds from my account?
A: No, Napoleon Software SAS (company) can only have access to a trade feature on the exchange and may only automate trading signals of the strategies you have selected based on API permission. Your funds are stored on the exchange and Napoleon Software SAS does not have withdrawal rights, therefore may not access your account to withdraw funds.

Q: Which exchanges are you work with?
A: Our platform currently supports Kraken and BitMEX exchanges. We are planning to enhance the number of exchanges we would like to collaborate with. We will keep you posted on those enhancements and the development of the additional trading bots.

Credits payment

Q: Which coins are available for execution Credits payment?
A: Credit are priced in USD but payments are being made in ETH only.

Q: Can I pay from my exchange account?
A: No, you need to pay from a registered ETH account on our platform which can only be private wallets. It allows us to recognize the origin of payment and attribute the Credit to the right account.

Q: Is there any minimum and maximum payment?
A: Yes, you can purchase minimum 30 Credits (equivalent to ~$30) at the subscription. The maximum onetime payment is limited to $2,000.

Q: Is there any time limit for payment?
A: Yes, considering USD/ETH rate fluctuation, please make the payment as soon as possible after you get the payment amount in ETH. Make the transfer no longer than an hour after.

Q: Can I ask for a refund for not used Credits?
A: No. Unfortunately, the subscriptions are not refundable. See Terms of Sale.

Q: What will happen to my Trades when my number of Credits fall to 0?
A: You won't be able to place any new trades. You will need to recharge your account.

Q: I have $ 1,000 for the bot and I set a 1,5x leverage. How many Credits it cost me per day regardless of my NPX status? 1 or 1,5 Credits?
A: We apply the following pricing: 1 Credit = $ 0,99 per day for $ 1,000 traded amount (that also takes into account the leverage effect). So, if you want to trade $ 1,000 with 1,5 leverage, the traded amount will represent $ 1,500, therefore you will need 1,5 Credits per day.

Q: What ETH rate is considered for purchasing Credits? Is it the available rate at the moment of purchasing Credits or you apply the rate at the moment you receive Credits?
A: We use the exchange rate USD/ETH derived from CryptoCompare platform at the time of receiving your ETH on our account to determine your final number of Credits.

Q: CryptoCompare is down and does not display exchange rate? How can I do the conversion ETH/EUD in order to send the right amount to buy Credits?
A: You may manually check the approximate ETH-USD rate on, for example, TradingView platform.

Q: I have purchased Credits/sent ETH but it still does not appear on my account
A: The process of crediting your account is automated and we credit your account within 1 hour. However, in some cases a manual manipulation may delay the process of accounting your credits. This may especially occur in following situations:

- When you don't send enough funds to purchase at least 30 Credits that may result, for example, from the imputation of ETH transfer fees;
- When you buy Credits with your exchange account (and not personal wallet); in this case we cannot identify you and therefore credit your account;
- This also may occur if you don't register/declare your personal ETH address on napoleonx.ai platform.

Q: I bought 30 Credits but the platform has only 29,74 credits received, presumably due to the price change. Are those credits are now wasted?
A: Considering USD/ETH rate fluctuation and transfer fees charged, we may account less Credits compared to the amount displayed at the moment of purchasing Credits. But we will still credit your account in case you target to buy at least 30 Credits taking into consideration the final amount received to calculate the exact number of Credits.

Q: For those who have bot running on 2 exchanges. Do we pay double in credits?
A: Yes, Credits are used per exchange and per strategy. If you have $ 1,000 on Kraken and $ 1,000 on BitMEX then you will pay 2 Credits per day.

NPX tokens

Q: What is the utility of NPX tokens?
A: NPX is an Ethereum ERC 20 token that offer advantages related to the usage of Credits. Depending on the number of NPX you can get a discount on the usage of Credits. In addition, holding NPX token will also allow you to receive performance fees from DAFs (DAFs are designed by Napoleon Asset Management). Please note that these tokens are not burnt while using our services just stacked.

Q: How can I buy NPX tokens?
A: You can buy NPX tokens on a variety of exchanges. Follow the link https://www.napoleonx.ai/signals/tradingsignals, click on "Buy NPX token here" and then you can select an exchange.

Q: Should I purchase NPX tokens to access trading bots?
There is no obligation to hold NPX tokens to access our services. So, you just need to buy execution Credits. We will still offer advantages to NPX token holders who will benefit from a discount on the usage of credits. In case of regular usage of our service, it might be cheaper to hold some NPX tokens.

Q: Is it possible to cumulate the discount related to Credits packs with the discount linked to NPX holding?
A: Yes, these two discounts can be cumulated as Credit price and Credit usage are independent.

Technical aspects

Q: Is the Software mac/windows/linux/android/Ios compatible?
A: During the launch phase the Software will be available on Windows only. We will progressively enhance configuration to other devices.

Q: Should I keep my laptop run on a daily basis?
Yes, unless you downloaded the Software on your private cloud, you will need to make sure that your bot is turned on, your internet connection is up and running from at least 23:00 UTC to 4 a.m. UTC time slot on a daily basis.

Q: What is the interest running Software from cloud compared to a classic local laptop? Just so it can stay "on" all the time?
Hosting the Software in your own cloud will allow you to not keep your laptop turned on daily during trading time slot (least 23:00 UTC to 4 a.m. UTC). You may, for example, rely on 12 month free trial Amazon Web Services (EC2) solution or any other private cloud solution you may have.

Q: I have received an alert from Amazon (AWS) that my usage tier reached 25G in 1 month, how much should I pay?
A: With AWS free offer you have 30 GB of EBS storage and 750 hours of your EC2 t2.micro usage per month. Normally, if you only run our bots on AWS, 30 GB storage should not be exceeded. Beyond the free tier of 30GB, you will be charged $ 0,119 per GB.

Q: The Software tells me there is a new version available. Is there a particular process to update or we can just download and install it?
A: Normally you just need uninstall the previous version and then download and install the new one. There is no need to configure your bot again (i.e. exchange credentials, leverage…) unless you install a new version on another laptop.

Q: Is it necessary to update, once a new version is released?
A: No, it's not mandatory to install the new version, the bots will continue running with previous one. However, we recommend downloading new versions as we constantly improve user experience and also fixe some bugs.

Q: I closed the SW. I reopened it and it ask me again my Napoleon API Key and Secret Key. The website shows me still the API Key but no more API Secret. How can I find it? Do I have to generate a new Key?
A: For security reason, the Secret Key is displayed once on napoleon.ai web platform. The user has to save it in a safe place. Nevertheless, if you lose or forget it, you may generate a new one on napoleon.ai platform.

A: Why there isn't any mobile version of trading bot?
A: We plan to develop a mobile application in a close future that will allow to handle some settings and follow-up your positions.

Funding

Q: Funds on the exchange to be recognized must be in USD or EUR or ETH?
A: You can select the funding of your choice. However, please note that BitMEX only accepts Bitcoin (BTC) as deposit. On Kraken, you can make a deposit in fiat and crypto currency/assets. Please note that your P&L is also in BTC on BitMEX and on Kraken it's in USD.

Q: Is there any minimum amount required to start trading?
A: No, you can trade amount of your chose. However, a minimum of 0,5 Credit will be charged for daily use.

Q: What is a recommended amount to invest to start trading on your platform?
A: We are not allowed to provide any financial advice.

Bots functioning

Q: In relation to BTC-ETH-USD bot. Let's say you have one day LONG 50% ETH-USD and 50% LONG BTC-USD. The next day you have either 100% BTC-USD or 100% ETH-USD. Does the bot close both previous trades and reopens 1 full trade or only add 50% extra on the order?
A: Normally it should just sell 50% of say the ETH position and buy the 50% BTC position or vice versa depending on which one is 100% long.

Q: Does "unsubscribe" option available in the Software allows to close the position?
A: Unsubscribe option allows to stop trading with the bots. Additional feature will be available soon that will allow to close the position from the Software. In a meantime, you may close your position directly from your exchange account on Kraken and/or BitMEX.

Q: To suspend the bot and stop credits usage, should I just uncheck "subscribe" option in the Software? Or this does not prevent from suspending of credits usage?
A: Yes, you just need to uncheck "subscribe" option in the Software before 22:00 UTC time.

Q: May I do my own trades if I use the bots?
A: Yes, the general idea around which we have developed the Software is that people can still run other strategies and can have their own trading on the same account.

Q: What is "Readjust position" option? When should I use it and what value should I specify in the "New position" field?
A: Readjustment option allows to align bots' positions with the exchange ones. You may, for example, use this option:
- in case you want to cancel effects due to trades handled on your side,
- in case there are any issues related to the NPX strategy execution by the exchange (ex. trades canceled or not executed by the exchange).

So, in order to adjust your position, you need to specify the exchange position figures in the "New position" field. For example, if my bot position on ETH-USD is 40 and my exchange position related to the same pair is 90, you would then need to indicate the same number as displayed on the exchange tab - in this case it would be 90 value.

Strategies

Q: How many strategies and signal I can access via your platform?
A: We have released a number of the existing NapoleonX crypto strategies for automated execution via bots (8 pure crypto strategies currently available) on Kraken and BitMEX. Please note that regarding EOS-USD and LTC-USD strategies – they are available on BitMEX only.
We also keep working on the development of additional strategies such as BCH-USD (Bitcoin Cash) and BNB-USD (Binance coin).

Q: Will it be possible to split capital allocation to 2 different strategies on the same exchange account?
A: Yes, you can now split your capital allocation to 2 different strategies on the same exchange account. We offer the possibility to either allocate your funds to only one available strategy or opt for the allocation of your funds between different available strategies. So, you can now diversify your investments and compose your own basket of crypto assets.

Q: How strategies allocation option works?
A: Capital allocation option allow you to choose the number of strategies and spread allocation of your capital among those strategies. For example, you may allocate 30% to ETH-BTC-USD, 20% to BTC-USD, 10% to ETH-USD, 0% LTC-USD and so on. The total allocation should be 100%.

You may also choose to allocate 100% of the capital available on your exchange account to only one strategy.

Q: Do you apply different pricing in case of strategies allocation?

A: No, for the moment, the pricing remains unchanged. We will charge 1 Credit = $ 0,99 per day for $ 1,000 traded amount.

Q: Can you explain how you combine 3 assets in one strategy (BTC-ETH-USD)

A: This strategy is based on allocation model between BTC-ETH-USD. Depending on the signals we may:

- Either allocate 100% of traded amount to BTC or to ETH or to USD
- Or we may allocate 50% to ETH and 50% to BTC

This model takes into consideration the mix of signals related to each crypto currency taken separately and also the signals of one crypto currency compared to another one.

Q: What data the bot takes where purely price or also other factors like volume?

A: For the moment we rely on prices only.

Q: On your website, the BTC-ETH-USD strategy display 353% performance over 12 months. This performance has been estimated based on which currency?

A: These performance indicators are calculated based on USD.

Signals & trades

Q: At what time UTC users receive signals? Does Silver-Gold-Platinum NPX tokens holders priority is respected when executing trades?

There are 3 levels of speed at which the signals are provided depending on the number of NPX tokens you hold (i.e. your status). For Silver users signals are provided starting from 00:30 UTC, for Gold – from 00:15 UTC and for Platinum – from 23:45 UTC.

Regarding execution, we apply a random selection process for all users regardless of the NPX status (Silver-Gold-Platinum) at the time of executing trades that starts at midnight UTC for all users.

Q: How many trades the bot places per day?

A: We have specialized in low to medium frequency strategies. Our trading signals are updated once per day, they thus generate one trade per day.

Q: Why don't you allow to trade 24/7? But only 23:00 UTC to 5:00 UTC. What's the reason? Do you adjust bot manually?

A: Please refer to previous answers.

Q: In case the signal doesn't change the next day, meaning that there is no new trade, should I still pay/use credits?

A: Yes, we will still charge Credits in case of neutral signal. We have designed the Software to solve the problem related to manual verification of signals on a daily basis and manual execution of those signals. With this solution there is no need to stay behind your computer after midnight. Therefore, we charge Credits for providing this comfort.

Q: My order has been canceled by Kraken? What happen?

A: This kind of issues come from Kraken and not from the bots itself. These issues have been escalated to Kraken.

Q: Is there any stop loss?

A: No, we have a time frame horizon over which we are investing and stop loss that we experienced does not work for us.

Q: I see in Kraken a leverage position of 4:1 whether I selected the leverage of 1 in the Software. Is this a bug?
A: The leverage you set in the Software indicate what portion of the available funds on your exchange account you would like to place in NPX strategy. Whether the leverage on the exchange itself means the margin you would like to use to reach the expected traded amount.

Q : The bots use leverage for both short and long positions. Couldn't the bot be programmed to only use leverage when short and just buy the assets normally when long to reduce fees?
A: We don't plan to have different leverage on long and short side because that would change the way the strategies work and we want to provide strategies that are easy to understand. Therefore, we offer a global leverage for long and short positions.

Q: I don't understand why the signal for the bot is long for BTC and ETH and my bot put a short on ETH/USD?
A: These adjustments trades are due to the consideration of P&L and exchange fees that may impact your position. So those adjustments are used to maintain the leverage you set in the Software that may result in a tiny order.

Q: Why the bots little trades on his side? What are they?
A: Refer to the above answer.

Q: What happen if the position reach above 25K – i.e. max amount allowed par exchange? Does it close a daily position in order to not overpass the 25K cap? If the bot long $ 25,000 of BTC and bitcoin gain 5% the position will then worth $ 26,250 will the bot close $ 1,250 position on the next signal even if the signal remains long on BTC.?
A: No, it will not close the position i.e. it will leave $ 1,250 of BTC unhedged and the bot would not send order above $ 25,000. It will be up to you to decide what you want to do with this position.
If you want more money to be managed by the bots, you may set one account on Kraken and one account on BitMEX.

Q: Are there plans to allow orders above $25,000 with the bots?
A: No. We want to keep this offer for retail only. Above this threshold you can contact us directly so that we can discuss a tailor-made solution.

Q: My Kraken account is in BTC 100%. The signal is long BTC so I presume that there is no order to be placed or will the bot still open a position to borrow USD in order to buy BTC?
A: Yes, the bot will borrow USD to purchase BTC (with leverage 4x on Kraken). The BTC available on your account will serve as collateral for borrowing USD.

Q: Also, the bot trades or takes greater positions when the signal continues? Or trades only happen when the signal "turns"?
A: Globally the trades only happen when the signal turns. So, for example, if on a Day-1 the signal is long BTC and on a Day-2 the signal is still long BTC, the bots would not process new trades to buy BTC. However, you may still notice some small trades due to the adjustment of your position in order to maintain your leverage that could be impacted by P&L you made with your bots, exchange fees and trading you may have on your side.

Q: Let's say signal was long on ETH, bot buys ETH. next day signal is again long. Then I manually sell the ETH for profit. The bot will go long and buy again if 3rd day signal is long?
A: In this example, the bot would not process the ETH buy order on the 3rd day. This is due to the fact that the bots are not aware about your personal trades – outside of the bots, so on the 3rd day, the bot would consider that you still have an open position on ETH.