



Making every Conversation Count

FAQ for Neox Unified Communication Solution



FAQ for Neox Unified Communication Solutions

1. What is Neox Unified Communication (UC) Solution?

A: Neox UC Solution is a comprehensive communication platform integrating voice, video, instant messaging, presence, media sharing, DID management, and two-way messaging. It offers streamlined connectivity for seamless collaboration across devices and networks.

2. What devices and operating systems are supported by the Neox UC Solution?

A: The solution supports mobile devices (iOS/Android), desktops (Windows), and offers apps for both platforms.

3. What networks are compatible with Neox UC Solution?

A: It supports 3G, 4G, 5G, GPRS, EDGE, and Wi-Fi for internet connectivity.

4. What features does the UC Mobile Client offer?

A: The UC Mobile Client includes:

- Voice calls, HD video, and chat
- 6-way conferencing
- File sharing
- Call Class-5 features like call park, transfer, forward, and waiting
- Integration with the mobile phonebook and enterprise contacts

5. How do I download and install the STL Neox Mobile App?

Visit <https://stl.tech/solutions/neox/> to download the app. Follow installation instructions specific to your device.

6. What are the login options available, and how do I use them?

- **Auto Provisioning:** Enter the FQDN token and tap **Sign In**.
- **Manual Provisioning:** Provide your registered email and mobile number, then verify via OTP.

7. How do I make audio or video calls using the app?

Use the dial pad to enter a number and select either the Audio Call or Video Call icon.

8. What features are available during an ongoing call?

- Mute/Unmute microphone
- Change audio route (e.g., speaker, earphones, Bluetooth)
- Send messages **during calls (if the caller is a system user)**

- Place the call on hold

9. How can I access and manage my call logs?

Visit the **Call History** tab to view incoming, outgoing, and missed calls. Use filters to organize the logs or initiate callbacks directly.

10. What type of Chat is supported?

It supports One to One as well as group chat

11. What file type's can I share in chats?

You can share images, videos, audio, and documents.

12. How do I enable or disable call forwarding and DND?

Under Settings > Call Handling, configure forwarding options or toggle Do Not Disturb (DND).

13. Is there a desktop client available?

Yes, the UC solution offers a desktop client with full Class-5 features and functionality for Windows OS.

14. What tools does the UC Admin Portal provide?

The Admin Portal includes:

- Remote configuration and monitoring
- Seamless upgrades and updates
- Mobile SIP client administration
- Advanced client configurations and provisioning
- Event logs, license management, and detailed reporting

15. Can administrators track transactions and generate reports?

Yes, all transactions are recorded in the database, and a detailed reporting section is available.

16. Does it support single sign-on (SSO)?

A: Yes, users can sign in with the same extension as their IP phone.

17. What should I do if I encounter login issues?

- Verify credentials are correct.
- If issues persist, reset your password via the **Forgot Password** option.

18. How can I reset my password for any of the STL Neox applications?

Use the **Forgot Password** option on the login screen. Follow the instructions to reset via email verification.

19. Why am I unable to make calls or access certain features?

- Ensure your account has sufficient licenses.
- Check network connectivity.
- Confirm feature packages are enabled for your account.

20. What are the steps to resolve device limit errors during login?

STL Neox allows up to 3 devices per account. If the limit is reached, log out from one device to log in to another.

21. How can I contact Neox for queries or demos?

Phone: +91 9712900567, Email: presales.neox@stl.tech



Making every conversation count

