

*Making every conversation count*

## NEOX N304G Entry Level IP Phone



The **NEOX N304G** ensures a high-performance and reliable communication experience with its **dual Gigabit network ports** and support for **HD audio** and the **wideband audio codec**. Featuring a **2.8-inch color display with 320x240 resolution**, it offers an intuitive and user-friendly interface. The device also integrates **802.3af PoE** and supports **4 SIP accounts** and **6-way local conferencing**, making it ideal for efficient communication. With these advanced capabilities, users enjoy superior voice clarity and seamless connectivity.

## Key Specifications

- **Dual Gigabit Ethernet ports**, built-in **PoE (802.3af)**, and optional external power adapter
- **Supports 4 SIP lines** and **SIP hotspot capability**
- **6-way local audio conferencing** for seamless collaboration
- **Multiple Modes available: Handset, Hands-free, and Headset**
- **1000-entry local directory, caller identification, call transfer, and call holding**
- **High-definition(HD) audio** on the **handset** and **speakerphone** for premium sound quality
- **Wide Band codec support** for crystal-clear voice communication
- **2.8" color display** for a user-friendly experience
- **Compatible with EHS wireless headsets** for hands-free operation
- **Stand with two adjustable tilt angles** of 45° and 50°
- **Desktop stand** or **wall-mountable** Installation options
- Supports **SIPv1** and **SIPv2**

## Network Features

- **IP Configuration:** DHCP, Static IP, PPPoE
- **IP Modes:** IPv4 and IPv6
- **Dual 10/100/1000 Mbps Ethernet Ports** with PC bypass support
- **Network Access Control:** 802.1X Authentication
- **VPN Support:** OpenVPN, L2TP
- **VLAN Support** for network segmentation
- **QoS (Quality of Service)** for optimized performance supporting 802.1q/p
- **LLDP for network discovery and management**
- **Call Quality Monitoring:** RTCP-XR (RFC3611) and VQ-RTCPXR (RFC6035)

## Phone Features

- **Local Phonebook:** Up to 1000 entries
- **Remote Phonebook:** XML/LDAP support
- **Call Logs:** 600 entries (Incoming, Outgoing, Missed)
- **Blocked and Allowed Lists** for call management
- **Voice Message Waiting Indication (VMWI)**
- **Programmable DSS/Soft Keys** for quick access
- **Call Recording:** Server-based support
- **Screen Saver** for display customization
- **Network Time Synchronization**
- **Action URL/Active URI** for automation
- **uaCSTA** for advanced call control
- **Variety of ringtones available for user customization**
- **Compatible with Plantronics and Plantronics wireless headsets** (via Plantronics APD-80 EHS and EHS20 EHS cables)



## Provisioning and Control

- **Web Management Portal** for easy configuration
- **Configuration Management:** Export/Import options
- **Phonebook Management:** Import/Export support
- **Firmware Upgrade** for seamless updates
- **Web-Based Packet Dump** for troubleshooting
- **Syslog Support** for system logging and diagnostics
- **Auto-Provisioning:** FTP, TFTP, HTTP, HTTPS, DHCP, OPT66, SIP PNP, TR-069
- **Primary and Backup SIP Server** Config Support

## Calling Functions

- **Make, Answer, or Reject Calls**
- **Hold and Resume Calls**
- **Mute/Unmute Microphone**
- **Call Waiting** for incoming call alerts
- **Redial Last Number**
- **Speed Dial** for quick access to contacts
- **Display or Hide Caller ID** (Anonymous Call)
- **Call Forwarding Options:** Always, Busy, No Answer
- **Call Transfer:** Attended or Blind
- **Call Pickup/Parking** (Server-dependent)
- **Auto-Answer** for hands-free convenience
- **Do Not Disturb (DND)** mode for uninterrupted time
- **6-Way Audio Conferencing** for group discussions
- **Intercom Function** for internal communication
- **Hotline Setup** for instant calling
- **Hot Desking Support** for shared workspace environments
- **Voice Messaging** (Stored on Server)

## Network Security and Protocols

- **SIP 2.0** over UDP, TCP, and TLS
- **Secure Media:** SRTP, RTP/RTCP
- **VPN Support:** OpenVPN, L2TP
- **IP Configuration:** DHCP, PPPoE
- **MD5 Authentication** Support

- **IPv6 Compatibility** for modern networks
- **Network Discovery:** LLDP (Link Layer Discovery Protocol)
- **Authentication:** 802.1X Network Access Control
- **TLSv1.1 and TLSv1.2**
- **Encryption:** AES-128 and AES-256 for data security
- **Firewall Traversal:** STUN
- **Time Synchronization:** SNTP/NTP
- **File Transfer:** FTP/TFTP
- **Web Access:** HTTP/HTTPS
- **Remote Management:** TR-069

## Audio Features

- **Wideband ADC/DAC** with 16KHz sampling for superior audio performance
- **Full-Duplex Acoustic Echo Cancellation (AEC)** for crystal-clear calls
- **Wideband Audio Codecs:** G.722, Opus
- **Narrowband Audio Codecs:** G.711a/u, G.723.1, G.726, G.729A/B, iLBC
- **Advanced Voice Processing:**
  - Noise Reduction (NR)
  - Automatic Gain Control (AGC)
  - Voice Activity Detection (VAD)
  - Comfort Noise Generation (CNG)
  - Background Noise Estimation (BNE)
- **Voice Quality Enhancements:**
  - Packet Loss Concealment (PLC)
  - Dynamic Adaptive Jitter Buffer
  - VQM (Voice Quality Monitoring)
- **DTMF Support:** In-band, Out-of-Band (RFC2833/SIP INFO)
- **Handset with HD Voice Microphone & Speaker** (Frequency Range: 0 ~ 7KHz, for Handset/Hands-free modes)



## Device Specifications

### Display and Controls

- **Main LCD:** 2.8-inch color screen (320x240 resolution)
- **Keypad** (36 keys):
  - **Standard Digits:** 12 keys
  - **Line Keys:** 3 (with LED indicator)
  - **Soft Keys:** 4
  - **Function Keys:** 9 (Hold/Transfer/  
Voice message/Conference/ Phonebook  
/MWI/Headset/Redial/Hands-free)
  - **Navigation Keys:** 4
  - **Volume Control:** 3 keys (Up, Down,  
Mute Microphone)
  - **Ok Key:** 1

### Connectivity and Ports

- **RJ9 Ports:**
  - Handset x1
  - Headset x1
- **RJ45 Ports:**
  - Network x1
  - PC x1 (Bridged to Network)

### • AC Power Adapter providing DC Power

**Input to Phone:** DC5V / 0.6A

### • DC Port: $\Phi$ 5.5x2.1x10mm

### • Safety Keyhole: 1

### • Power Supply:

- Power Consumption (Adapter): 0.84-1.43W
- Power Consumption (PoE): 1.32-2.09W

### Accessories and Installation

- **HD Handset (RJ9)** x1
- **Standard RJ9 Handset Cord** x1
- **1.5M CAT.5E Ethernet Cable** x1
- **Status Indicator Light:** Red
- **Installation:**
  - Desktop Stand
  - Wall-Mountable (Additional wall hanging parts required)

### Environmental Conditions

- **Operating Temperature:** 0°C ~ 45°C
- **Operating Humidity:** 10% ~ 95%

### Why STL-Neox?

**Trusted Globally:** CCaaS/UCaaS solution with 500+ customers worldwide

**Certified Excellence:** Make in India, Gartner-reviewed, ISO 27001/14001, CMMi Level 5, DOT-TRAI tested

**All-in-One Platform:** Unifies all communication needs on a single platform

**Open SIP Protocol:** Avoids vendor lock-in

**In-House Development & Customization:** Tailored to meet specific client needs

**24x7 Professional Support:** Strong post-sales service for seamless operations

**Value for Govt. Helplines, Telcos, Data Centers, and Enterprises**

**Multi-Vendor Compatibility:** Interoperable with various systems

**Compliance-Ready:** Meets data privacy and security standards

### About Sterlite Technologies Ltd. (STL)

STL is a leading global optical and digital solutions company providing advanced offerings to build 5G, Rural, FTTx, Enterprise, and Data Centre networks. The company, driven by its purpose of 'Transforming Billions of Lives by Connecting the World', designs and manufactures in 4 continents with customers in more than 100 countries. Telecom operators, cloud companies, citizen networks, and large enterprises recognize and rely on STL for advanced capabilities in Optical Connectivity, Global Services, and Digital and Technology solutions to build ubiquitous and future-ready digital networks. STL's business goals are driven by customer-centricity, R&D and sustainability. Championing sustainable manufacturing, the company has committed to achieving Net Zero emissions by 2030.

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