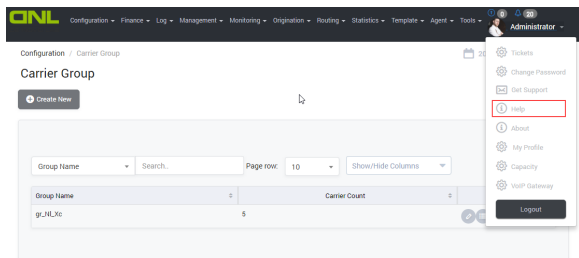# Getting Help and Support

Do you need help?. You may have some questions while using the software or unclear information, save your time by using our Getting Help and Support functions.

Getting Help

From any page, click on the user option. The following drop-down list will be displayed. Click on the Help option.

Getting Help

The **Home Page** of the document will be displayed:

Welcome to Denovo Class4V6

Created by admin, last modified by Dang Nguyen Hai about 2 hours ago

Welcome to Denovo Class4V6 Documentation Portal

What is DeNovoLab Class 4 Switch?

The **DeNovo Switching Platform** composes of **intelligent call routing**, **billing**, **real-time monitoring**, **reporting**, and **customer management**. It is a high performance and extremely scalable Class 4 Soft Switch that suitable for both retail and dialer traffic. The DeNovo Switching Platform is designed to be the **single integrated system** that a carrier needs to run a successful VoIP business.

The platform utilizes a fully-redundant design with live-call migration; it is capable of automatic failover, thus ensuring unparalleled reliability. Our multi-dimensional reporting capability provides you all the tools necessary for you to run your business most efficiently, such as traffic statistics report and real-time profitability analysis.

How to get started with DeNovoLab Class 4 Switch?

This **Documentation Portal** is designed to make you immediately productive with DeNovoLab Class 4 Switch and provides real-time access to all software documentation including how to work with application, common usage cases, step-by-step configuration instructions, etc.

The first step is to decide what kind of information you are looking for:

Getting Started	User Guide	Integration Manual	Knowledge Base	Release Notes
This section will provide you the **general informations** about DeNovoLab as well as the **first steps** to use the application such as login, logout and getting help.	To have an **overview of the platform key features** and useful information regarding its usage. Please follow **User Guide**.	To view step-by-step guides describing **integration** with our features.It will help a lot in System Configuration.	Have questions about common **usage cases**, troubleshooting. Visit the **Knowledge Base** guide.	To see **what's new** in the system. Please also check **Release Notes** before scheduling your upgrades.

Please select one of the guides on **the left navigation bar** to get started. It definitely helps you understand how all of the pieces fit together.

Can't find what you want?

- **Search** for a page using *Quick search toolbar* on the top that shows results from the current space only.

- **Ask** *questions* to our support team please contact directly through skype name: **dnl_support** or via e-mail to **support@denovolab.com.**
- **Search** in the **Knowledge Base** guide.
- **Browse** all topics in the *sidebar menu.*
- **View** the *site map* via Space Directory.

On this page, you can click on **related guides**, use **Quick Search toolbar** to find or research information on **all topics** and **sitemap.**

Getting Support

From any page, click on the user option. The following drop-down list is displayed. Click on the Get Support option.

Get Support

The Get Support dialog will be displayed. Enter the subject of your inquiry and a description. Click the Submit button to submit the inquiry or the Close button to cancel the inquiry.

Getting Support dialog

Besides, you can send an email to our Support Executives at **support@denovolab.com** or contact directly through skype name: **dnl_support**.

Related pages

- Getting started
- Introduction

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