

# NocTel Help & Support

This is a collection of support documents that will walk you through setting up and maintaining your NocTel account.

## Getting Started

- [NocTel Talk FAQ](#)
- [Creating a User Account](#)
- [Control Panel User Guide](#)
- [Purchase a Phone Number](#)
- [Porting a phone number](#)
- [Creating an extension](#)
- [Provisioning a phone](#)
- [Physically Connecting a VoIP Phone to Your Network](#)
- [Hunt groups](#)
- [Time of day routing](#)
- [Inbound Behavior Functions for Extensions](#)

## Account Management

- [Managing recordings](#)
- [Obtaining Reports of Calls Made](#)
- [Adding New Users to an Account](#)
- [Changing your password](#)
- [Updating email contact information](#)
- [Forwarding Your Extension to a Mobile Phone](#)
- [Dialing International Numbers](#)

## Faxing

- [Setting up a Fax Line](#)
- [Sending a Fax](#)

## Voicemail

- [Voicemail Setup](#)
- [Listening to voicemail on your NocTel phone](#)
- [Listening to Voicemail from a Web Browser](#)

## Other NocTel Documentation



[NocTel Go Documentation](#)



[NocTel Flow Documentation](#)



[NocTel Insight Documentation](#)



[NocTel Alert Documentation](#)



[NocTel Fiber Documentation](#)

## Device Provisioning

- [Provisioning a Polycom Phone](#)
- [Provisioning and Setup of Grandstream HT801 or HT802 ATA](#)
- [Provisioning a Yealink W76P Wireless Phone](#)

## Customer Support

Technical support for your service is included and we're happy to assist with any questions or comments you may have.

Our hours are Monday – Friday, 6am – 6pm PST and we can be reached by one of the following methods:

1. E-mail us anytime at [support@nocstel.com](mailto:support@nocstel.com).
2. Call from any phone by dialing our local support line:

Portland, OR: +1 503.764.4300

Toll-Free: +1 888.400.4521

## Recently Updated Pages

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Jun 03, 2024 • updated by Joey Macaluso • [view change](#)

[Provisioning and Setup of Grandstream HT801 or HT802 ATA](#)

Jun 03, 2024 • updated by Joey Macaluso • [view change](#)

[Transferring a Call Directly to Voicemail](#)

Jun 03, 2024 • updated by Joey Macaluso • [view change](#)

[Voicemail Setup](#)

May 14, 2024 • updated by Chris Kobata • [view change](#)

[Call Forwarding](#)

Apr 19, 2024 • updated by Joey Macaluso • [view change](#)