

The NocTel control panel give users control over their account, phone system and all of its feature in one convenient place that is easy to use. This guide will cover the basic function that most users might find helpful. The control panel has a number of pages that can be selected from the list located on the left hand side under the account number.

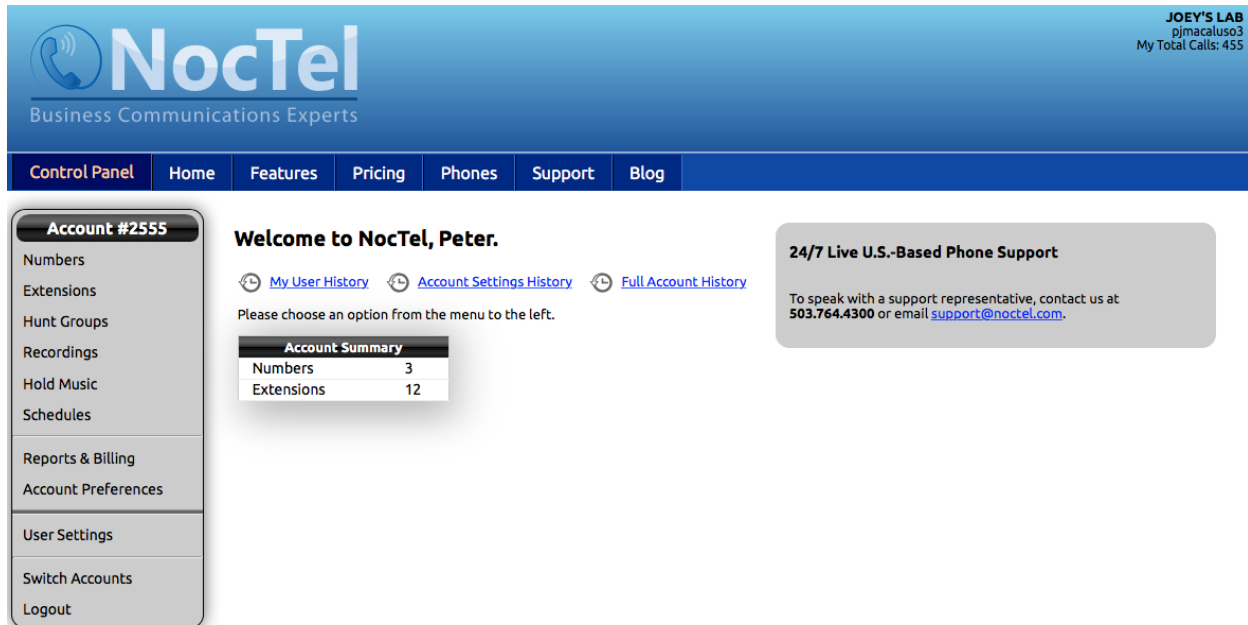


Figure 1 - Control Panel Main

Numbers:

The numbers page shows a list of all current numbers in the account along with its porting status, description, and where the number is routed to (figure 2).

From here users can purchase new numbers (*Add New Number*) or start porting an existing number (*Port an Existing Number*). Also, users can access the numbers *bulk operation* feature which is described in more detail in another guide.

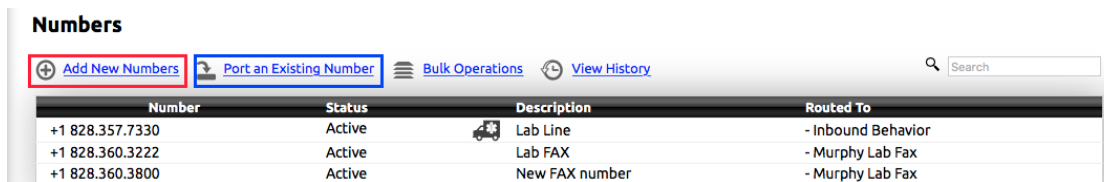


Figure 2 - Numbers Page

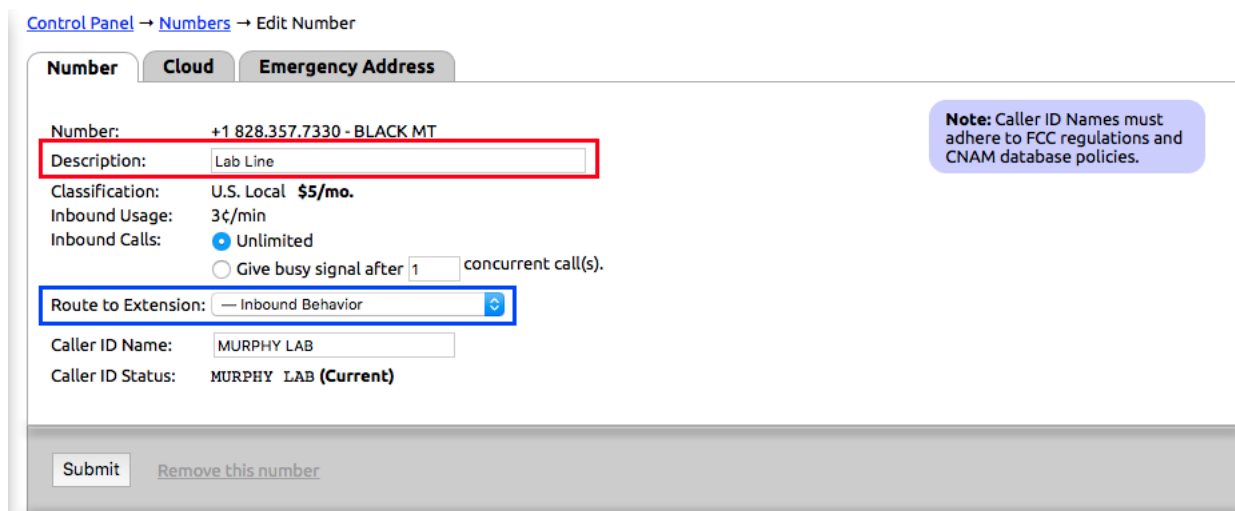
Clicking on a number in the list will bring up the number's details and edit page. From here users can see more details about the number and make changes to it. The page is divided into three tabs: *number*, *cloud*, and *emergency address*.

Number Tab: Most user will mainly use the number tab (figure 3). In this tab users can make changes to the following:

Description: Can be change to give the number an identifier, such as “Main Number”, “Main Fax”, etc. (default list the number)

Route to Extension: This directs where the number is routed to (ie, where or how the number rings). Numbers can be routed to extensions that are added in the *Extensions* page.

Submit must be clicked to save changes made to these pages.



Control Panel → Numbers → Edit Number

Number Cloud Emergency Address

Number: +1 828.357.7330 - BLACK MT

Description: Lab Line

Classification: U.S. Local \$5/mo.

Inbound Usage: 3¢/min

Inbound Calls: Unlimited
 Give busy signal after 1 concurrent call(s).

Route to Extension: — Inbound Behavior

Caller ID Name: MURPHY LAB

Caller ID Status: MURPHY LAB (Current)

Submit Remove this number

Note: Caller ID Names must adhere to FCC regulations and CNAM database policies.

Figure 3 - Edit Number Page

The **Cloud** and **Emergency Address** tabs are more advance, and will not be covered in detail here. However, the **Emergency Address** tab will allow the user to enter an emergency address or review an already entered address. Emergency address entered must be reviewed and activated by NocTel support staff. Please contact support@notcel.com for help when making changes to your 911 address.

Extensions:

The **Extensions** page (Figure 4) lists all extensions for the account with info on the extension's number, description, type, status, inbound action brief, forwarding info, and voicemail indicator. From this page users can [Add a New Extension](#), access the extension [Bulk Operations](#) feature, and [View History](#) (past changes made to extensions).

[Control Panel](#) → Extensions

Extensions

+ Add a New Extension
Bulk Operations
View History

#	Description	Type	Status	Inbound Action	Forwarding
103	Recording line	Virtual		Password+Record	
111	Remote Voicemail	Virtual		Custom	
401	Voicemail 101	Virtual		Ring+Voicemail	
500	Call-In Record Line	Virtual		Custom	
—	Inbound Behavior	Virtual		Hunt+Play+Voicemail	
—	TEST	Virtual		None	🔧
101	VVX400	Polycom (A0FE)	⊗ Offline	Ring+Voicemail	🔧
102	Sound Point IP450	Polycom (AA2C)	⊗ Offline	Custom	
301	Joey's Cell	Virtual		Ring	
401	Cisco ATA	Cisco ATA/SPA ()	⊗ Offline	Ring+Voicemail	
802	sidecartest	Polycom ()	⊗ Offline	Ring+Voicemail	
—	Murphy Lab Fax Machine Adaptor (36D3)		🟢 Enabled	RxFax+Busy	🔧

Figure 4 - Extensions Main Page - lists all extension in the account

There are two basic type of extensions that are used by most accounts, virtual and physical. A virtual extension is used for routing, menus/auto attendants and other features. A physical extension would be a device such as a Polycom desk phones, fax adaptors, or other devices.

*Clicking on the **Add a New Extension** link will bring up a full list of extensions types. All extension types and their features will not be covered in this guide. Please visit the NocTel Knowledge Base for more info on adding an extension.*

Individual Extensions Options (Physical):

Clicking on an extension in the list will open the extension's options page. From this page users can make changes to the individual extension. Most users will need to unhide the management options by clicking on the gear icon in the upper right corner.

Click the gear to view management options.



The top of the extension options pages (Figure 5) is the extension’s identifying info. This includes the extension’s number and name. These can be edited by clicking on the *pencil* icon to the right of the info. Remember to click save if making changes to this info.

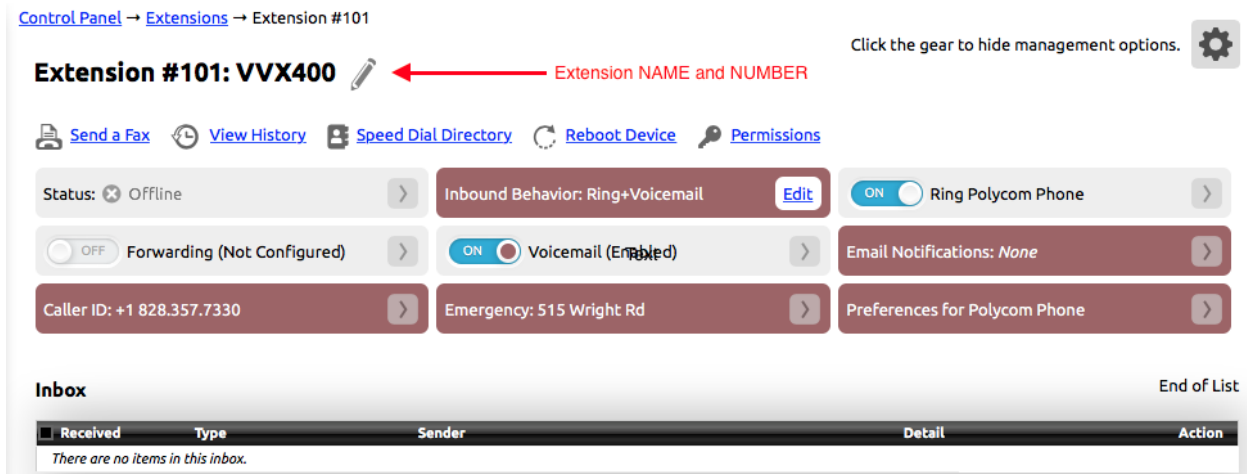


Figure 5 - Individual extension page with details and control options

Below the extension’s identifying info is a list of links:



Figure 6 - Close up of links for extension options

Send a Fax: can be used to send a fax from the extension

View History: view a list of changes made to this extension

Speed Dial Directory: make changes to the device’s speed dial. Both external numbers and extension numbers can be added from this menu.

Reboot Device: sends a command to reboot the device.

Permissions: gives more control over the extension including user permissions, dialing permissions and class assignment. These are gone over in more detail in another guide.

The individual extension page has several toggle and expandable sections to control various features of the extension. The NocTel website is design to scale to fit your devices so the layout of this area might not match what is shown below in Figure 7. Also note that the example shown is for a Polycom desk phone extension; other extension types will have different

features, and display different areas in this section. As the desk phone is the most commonly used, we will go over the option available for this type of extension in this guide.

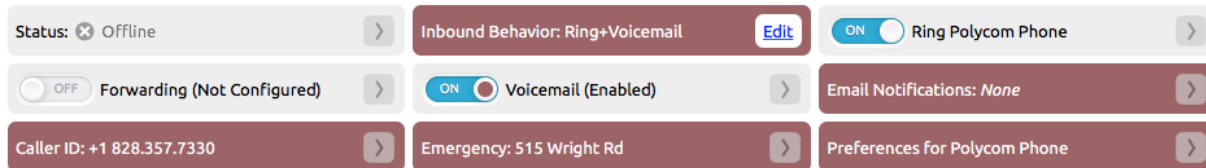


Figure 7 - Polycom desk phone extension options

Status: lists the devices current status. (offline, active, etc.)

Inbound Behavior: clicking on the edit button in this section take the user to the inbound behavior editing pages where the users can make changes to how inbound calls are handed by the extension. Making changes to inbound behavior affect how calls are handled for that extension. For more detail on the option for inbound behavior visit the [NocTel Online Knowledge Base](#).

Ring Polycom Phone: Make changes to the device's ring tone and call waiting tone, as well as enabling the auto-answer intercom calls feature, which is used with the intercom mode. Also, used to toggle ringing on/off.

Forwarding: Use to configure call forwarding and toggling the option on or off.

Voicemail: Toggle voicemail for the extension on or off and change the PIN.

Email Notification: Setup the address that the extension will send notifications to, this includes notifications about new voicemails.

Caller ID: Use to set the caller ID for the device when It makes outbound calls. Can choose from the list of numbers that are in the account. A valid caller ID must be selected to places outbound calls.

Emergency: Use to assign the e911 address to the physical extensions. Must be the valid address of the device. Can be selected from the list of address that were assigned in the numbers panel. **All devices within the United States must have a valid 911 address entered.**

Preferences for Polycom Phones: List preferences for the devices that is linked to the extension. This includes, line key, headset, and server options:

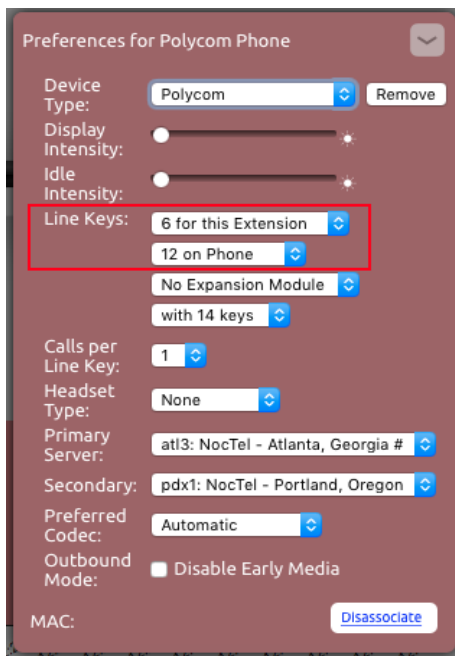


Figure SEQ Figure * ARABIC 8 - extension preferences options

Line Keys (first dropdown list): The first option under line keys controls the number of “lines” that the extension will have. These are not physical lines but can be thought of as how many calls the extension can handle at once. They will appear on the device in the upper left portion of the screen listed as the extension number.

Line Keys (second dropdown list): This is the number of speed dial and line instance that can be displayed on the device.

Also if a device has an expansion module attach use the third and fourth dropdown list to indicate that for the extension.

The **Inbox** section below the options for the extension displays any voicemails that the extension has. From here a user can listen to and manage voicemails.

Hunt Groups

Hunt Groups are groups of phones that can be selected to ring together. These groups can be used in the inbound behaviors of an extension. A hunt group can be created by:

1. click *Add a Hunt Group* link
2. Add name/description
3. Select extension to add to the group
4. Click Submit



Figure 9 - Hunt Groups main page

Recordings

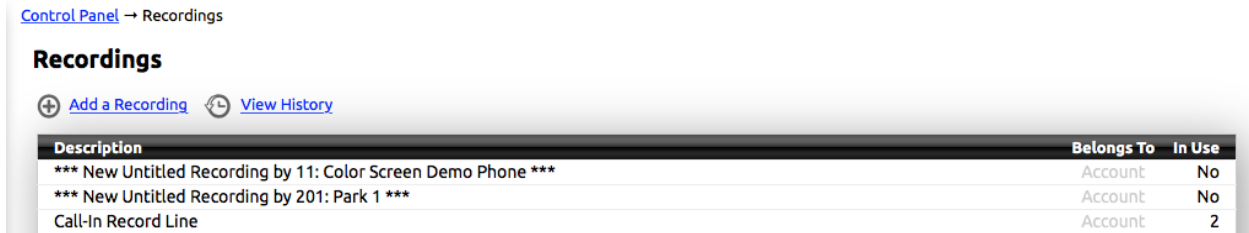


Figure 10 - Recording main page

The recordings page (Figure 10) show a list of all recording that have been created or added to the account. This includes all voicemail greetings, recordings added via the web interface, saved voicemails, and recordings made using the *97 code.

Clicking on a recording will allow the user to listen to and edit the recording. Options include: preventing a recording from being overwritten, renaming the recording, and where the recording is in use.

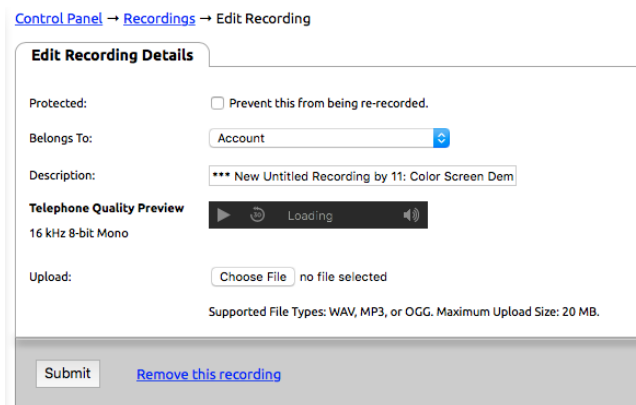


Figure SEQ Figure * ARABIC 11 - Recording details page

Schedules

The schedules page (Figure 12) shows a list of schedules that have been created for the account. from here changes can be made to existing schedules or new schedules can be made. Schedules are used in the inbound behavior actions steps to perform task, based on, if it is inside or outside the schedule’s time.

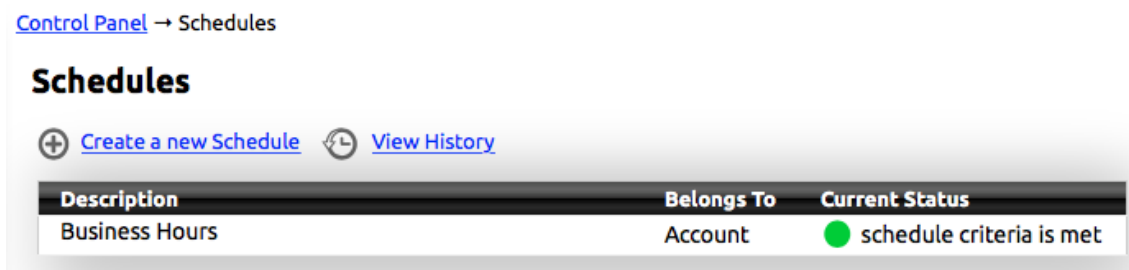


Figure 12 - Schedule main page

To create a new schedule:

1. Click *Create a new Schedule*
2. Add a description (Title or name)
3. Select the correct time zone from the list.
4. Check the day/days that belong in the schedules
5. Add start and end times in military time.
6. Click Submit

Reports & Billing

Under the reports and billing section are four pages:

Call Logs: shows the last 100 calls for the account (Figure 13). Clicking on one of the calls in the list will bring up more detailed information about the call.

[Control Panel](#) → [Reports & Billing](#) → Call Logs

Call Logs

Last 100 calls:

Timestamp	Direction	Source	Destination	Duration	Cost
2016-08-20 16:52:21	inbound	SAINT LOUIS, MO 314.449.9943	828.360.3800	0:16	\$0.03
2016-08-18 14:05:24	inbound	NOCTEL 503.764.4300	828.357.7330	0:32	\$0.03
2016-08-18 13:21:21	inbound	NOCTEL 503.764.4300	828.357.7330	0:25	\$0.03
2016-08-18 13:20:00	direct	VVX400 101	*97	0:25	—
2016-08-18 13:19:16	inbound	NOCTEL 503.764.4300	828.357.7330	0:13	\$0.03

Figure 13 - Call Log View

Rates: Gives a breakdown of rates of items that can be in an account along with a search feature to look up international call rates.

Payments & Charges: Give a basic breakdown of charges on the account.

Make a Payment: From this area funds can be added the account in different preselected amounts.

Account Preferences

Under the account preferences several sections:

General Setup: This pages has several tabs, the most common used are covered below.

General Setup: In this tab, the accounts name can be changes, an email address can be added to receive account notifications, and email alerts can be set for balances.

[Control Panel](#) → [Account Preferences](#) → General Setup

General Setup | Routing | Phone System | Cloud | On-Premise Servers | Account Owner

Name of Account:

The location chosen below is used to meet regulatory requirements such as which emergency services options are associated with your account, and does not affect your local or international dialing preferences.

Primary Physical Location:

Email for Notifications:

Emergency Email: (For E911 Emergency Dialing Notifications)

Send balance alerts via email regarding my account
 ...when my balance falls below: \$

Send daily reminder alerts

Figure 14 - General Setup

Phone System: From this tab, changes can be made to the default caller ID, emergency address, as well as make changes to advanced dialing configuration. Users should not make changes to this area unless they are certain of the effect it will have on the account.

Account Owner: Here the account owner’s contact information can be updated.

Speed Dial Setup: This page allows the user to set up speed dial defaults that the account will use for extensions that match the templet, and that do not have speed dial set on the individual extension.

Account Users: provides a list of all account users and allows for the management of users.

[Control Panel](#) → [Account Preferences](#) → Account Users

Account Users

[View History](#)

Name	Email / NocTel Username	Access Level
Joey	joey.macaluso	Account Administrator
Peter Macaluso	pjmacaluso3	Account Administrator

Invite a User to Access this Account

Display Name:

Email Address:

Figure 15 - Account Users

User Settings

This page allows the user to make changes to their user account, including username, resetting password, and changing email address.

Logout

Click to sign out of the account.

Support

At the top of the NocTel website is a link to the support page. From here the user can gain access to the NocTel Knowledge base which has information on a number of common support and how to questions.

