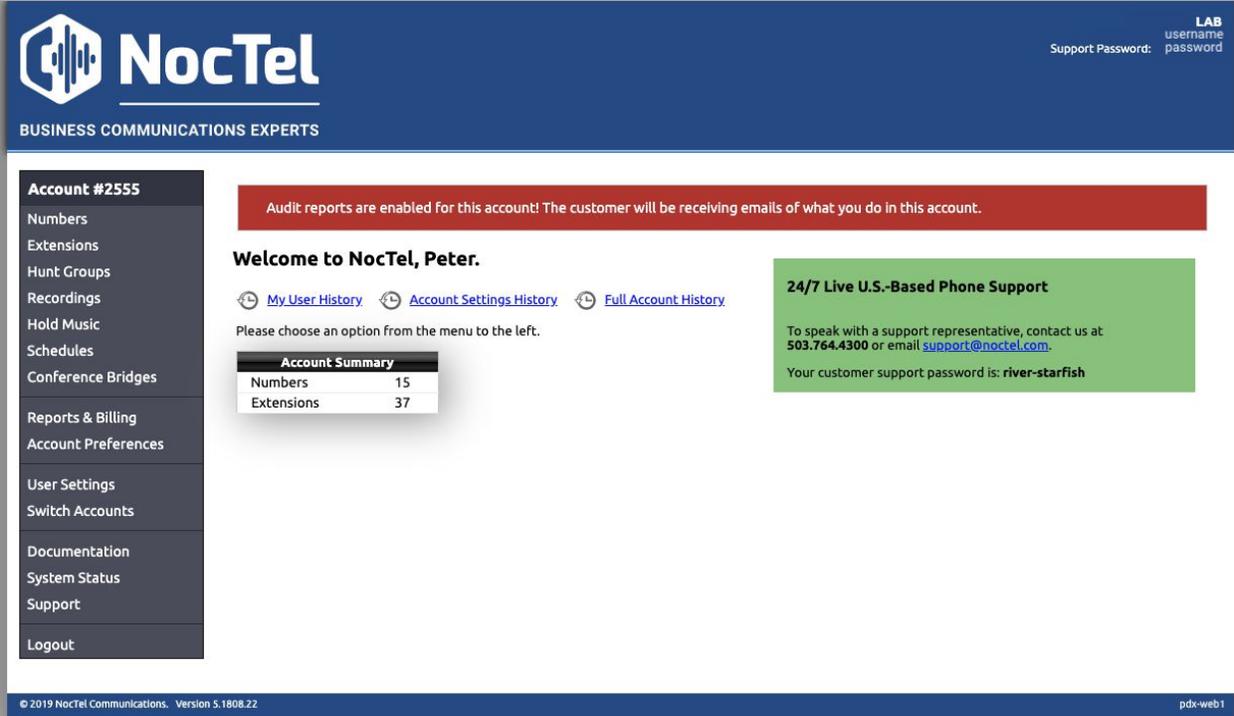


About this Guide

This guide is intended to give users a basic understanding of some of the most common features of the NocTel control panel. User can find more detailed how-to guides on specific topics at NocTel online knowledge base at www.noctel.com/help.

Introduction

The control panel gives a user control over their account, phone system, and all of its features in one convenient place that is easy to use. The main page contains basic info about the account, support information, and navigation menu. The menu will display different options based on the user's access level. Figure 1 is an example of what an account administrator will see with all the menu options listed.



Account #2555

- Numbers
- Extensions
- Hunt Groups
- Recordings
- Hold Music
- Schedules
- Conference Bridges
- Reports & Billing
- Account Preferences
- User Settings
- Switch Accounts
- Documentation
- System Status
- Support
- Logout

Audit reports are enabled for this account! The customer will be receiving emails of what you do in this account.

Welcome to NocTel, Peter.

[My User History](#)
[Account Settings History](#)
[Full Account History](#)

Please choose an option from the menu to the left.

Account Summary	
Numbers	15
Extensions	37

24/7 Live U.S.-Based Phone Support

To speak with a support representative, contact us at 503.764.4300 or email support@noctel.com.

Your customer support password is: **river-starfish**

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Figure 1 - Control Panel Main Page

Support Password

The support password is an access code for the account that changes daily. It is used by NocTel's support staff to verify that a user has access to the account's control panel when working with them. Requests for changes to an account will not be completed unless the user supplies the correct password.

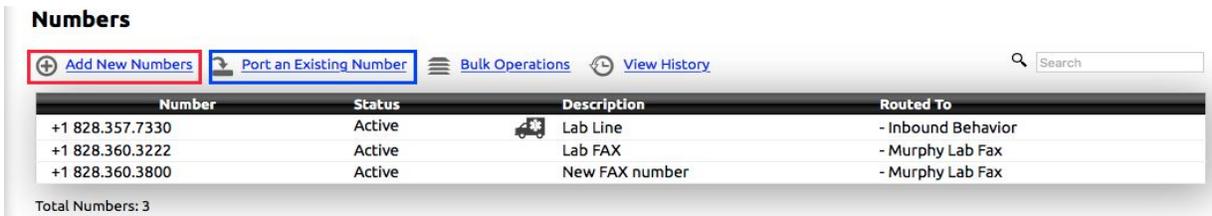


Figure 2 - Account Support Password

Numbers

The numbers page shows a list of all current numbers in the account along with its status, description, and to what extension the number is routed to (figure 3).

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 on our knowledge base.



The image shows the 'Numbers' page interface. At the top, there are four buttons: 'Add New Numbers' (highlighted with a red box), 'Port an Existing Number' (highlighted with a blue box), 'Bulk Operations', and 'View History'. A search bar is on the right. Below the buttons is a table with the following data:

Number	Status	Description	Routed To
+1 828.357.7330	Active	Lab Line	- Inbound Behavior
+1 828.360.3222	Active	Lab FAX	- Murphy Lab Fax
+1 828.360.3800	Active	New FAX number	- Murphy Lab Fax

Below the table, it says 'Total Numbers: 3'.

Figure 3 - 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 four tabs: *Number*, *Cloud*, *Emergency Address*, and *Class Assignment*.

Number Tab: Most user will mainly use the number tab (figure 4). In this tab users can make changes to the following:

Description: Can be changed to give the number an identifier, such as "Main Number", "Main Fax". default list the number.

Route to Extension: This area shows to what extension a number is currently routed to. Inbound calls to this number are controlled by the inbound behavior of the extension selected. Using the drop-down box a user can change how the number is routed.

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

[Control Panel](#) → [Numbers](#) → Edit Number

Number | **Cloud** | **Emergency Address** | **Class Assignment**

Number:	+1 503.388.5322 - PORTLAND
Description:	PORTLAND AREA TEST NUMBER - PDX16/PDX16
Classification:	U.S. Local \$0.25/mo.
Inbound Usage:	3.5¢/min
Inbound Calls:	<input checked="" type="radio"/> Unlimited <input type="radio"/> Give busy signal after 1 concurrent call(s).
Route to Extension:	— (Unrouted, Not in Service)
Caller ID Name:	
Caller ID Status:	Not Submitted

[Remove this number](#)

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

Figure 4 - Edit Number Page

Cloud Tab: The cloud tab contains more advanced features, and most normal users will not need to make changes to the settings in the cloud tab so it will not be covered in this guide.

Emergency Address Tab: The [Emergency Address](#) tab allows the user to enter an emergency (E911) address or review an already entered address. Emergency address entered must be reviewed and activated by NocTel support staff. Entered addresses can then be assigned to an entire account or specific extensions to provide the extension emergency address to Emergency Management personal when 911 is called. It is important that E911 be correct and up to date, please contact support@noctel.com for help when making changes to your 911 address.

Class Tab: The Class tab allows classes to be added to a number. Class are user determined distinctions that can be assigned to numbers and extensions in order to group them in meaningful ways and are used with other features to make changes. More info on classes can be found on our public knowledge base.

Extensions

The **Extensions** page lists all extensions for the account with info on the extension's number, description, type, status, inbound action, 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 5 - Extensions Main Page - lists all extension in the account

There are two basic types 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 adapters, or other physical 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.



At the top of the extension options page 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.

[Control Panel](#) → [Extensions](#) → Extension #2001

Click the gear to hide management options.



Extension #2001: Lab 1 (VVX400)

 [Send a Fax](#)
 [View History](#)
 [Speed Dial Directory](#)
 [Reboot Device](#)
 [Permissions](#)

Status: ● Available	Inbound Behavior: Ring+Voicemail Edit	<input checked="" type="checkbox"/> Ring Polycom Phone
<input type="checkbox"/> Forwarding (Not Configured)	<input checked="" type="checkbox"/> Voicemail (Enabled)	Email Notifications: Joey.macaluso@noc.tel.com
Caller ID: +1 828.357.7330	Emergency: 2727 Barnett Rd	Preferences for Polycom Phone
Network & Cloud Settings	<input checked="" type="checkbox"/> Group Paging	

Inbox

End of List

Received	Type	Sender	Detail	Action
There are no items in this inbox.				

No items found.

End of List

Figure 6 - Individual extension page with details and control options

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

 [Send a Fax](#)
 [View History](#)
 [Speed Dial Directory](#)
 [Reboot Device](#)
 [Permissions](#)

- **Send a Fax:** Used to send a fax from this extension.
- **View History:** View a list of changes made to this extension.
- **Speed Dial Directory:** Make changes to the device's speed dial buttons. Both external numbers and extensions can be added from this menu.
- **Reboot Device:** Sends a command to reboot the device if it is online.
- **Permissions:** gives more control over the extension including user permissions, dialing permissions and class assignment.

The individual extension page has several toggle and expandable sections or widgets to control various features of the extension. The NocTel website is designed to scale to fit your devices so the layout of this area might not match what is shown in the figure below. Also note that the

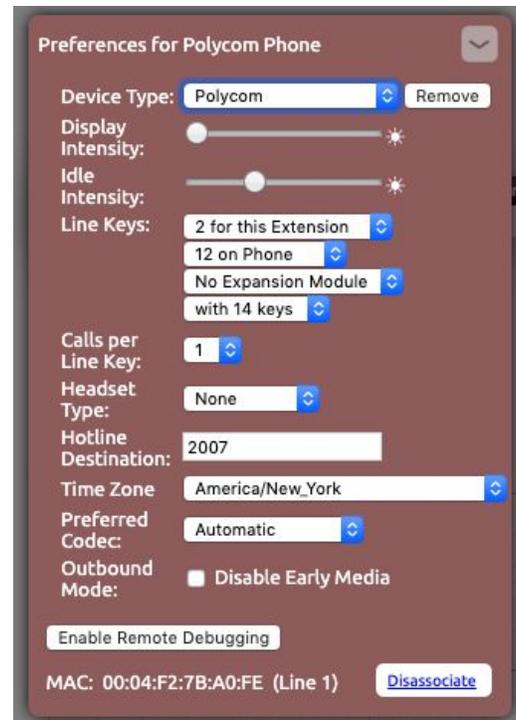
example shown is for a Polycom desk phone extension; other extension types will have different features, and display different areas in this section.



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. View our how-to article on inbound Behavior to learn more.
- **Ring Polycom Phone:** Make changes to the device’s ringtone 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 and greeting.
- **Email Notification:** Email Notification: Set the notification address for the extension; this includes notifications about new voicemails. Additional options allow for voicemail audio to be attached to notifications, and the ability to auto-delete voicemail once sent.
- **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. View our how-to article on [Caller ID](#) to learn more.
- **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 addresses that were assigned in the numbers panel. **All devices within the United States must have a valid 911 address entered.** View our how-to article on [emergency addresses](#) to learn more.

- **Preferences for Polycom Phones:** List preferences for the devices that is linked to the extension. Includes, line key, display intensity, headset options, device time zones, and the devices MAC address.
 - *Remove Button:* converts the extension to a virtual extension, removing the device.
 - *Line Keys (first dropdown box):* 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 appear on the device in the upper left of the screen as the extension number.
 - *Line Keys (second dropdown box):* The number of speed dial and line instances that can be displayed on the device as a whole. The interface will select this for the extension model and usually doesn’t need to be adjusted.
 - *Third & Fourth Line Key options:* used to select if the device has an expansion module (sidecar) connected and how many keys the module contains.
 - *Headset Type:* Sets the type of headset that is attached to the device.
 - *Hotline Destination:* A hotline is a point-to-point communication link which calls a set extension when the phone is off-hook (handset lifted). Commonly used for secure door entry where a person has to be bussed in by security personnel.
 - *Time Zone:* use to override the default account time zone for the extension.
 - *Disassociate:* Disassociates the attached physical device form the extension (removes the MAC address).
- **Network & Cloud Setting:** Shows the server location of the device.
- **Group Paging:** Toggle on or off group paging for the extension and assign the extension to different paging groups for receiving or transmitting. View our how-to article on [Paging with Polycom Phones](#) to learn more.



- **Inbox:** 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



Figure 9 - Hunt Groups main page

[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 to the hunt group.
3. Select extension to add to the group.
4. Click Submit.

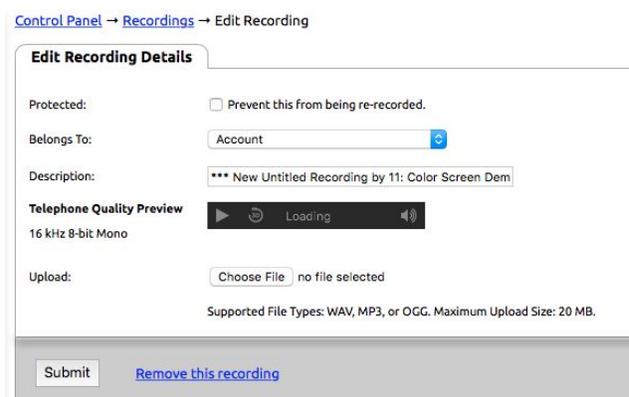
Recordings



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.

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 created. Schedules are used in the inbound behavior actions steps to perform task, based on, if the current time is inside or outside the schedule.

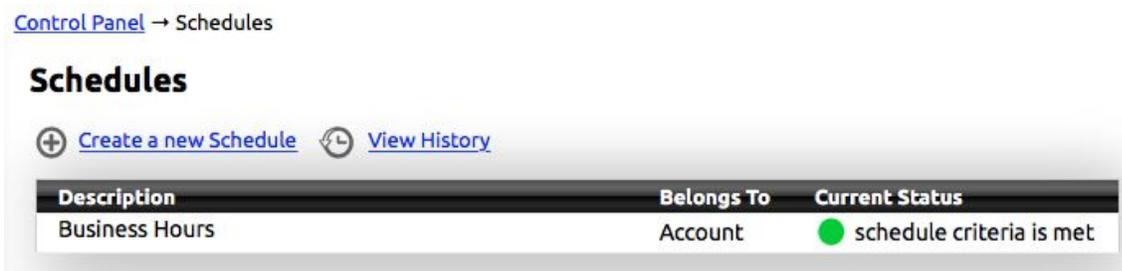


Figure 12 - Schedule main page

To create a new schedule:

1. Click *Create a new Schedule*.
2. Add a description/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 (24-hour format).
6. Click Submit.

Reports & Billing

Under the reports and billing section are Fire pages: Audit reports, Call Logs, Rates, Payments & Changes, and Make a Payment.

Audit Reports: From this section users can create customer audit report. Audit Reports can be used to track changes made to the control panel and can be generated on different time frames (Daily, weekly, etc.) and tailored to what type of information is reported. View our how-to article on [audit report](#) to learn more.

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

The call log page has search capabilities that allow users to query older logs up to 90 days. Call can be searched based on the timestamp, direction, source number/extension, and destination. View our how-to article on [call logs](#) to learn more about the search function and detailed call logs.

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

Call Logs

Last 100 calls:

Timestamp	Direction	Source	Destination	Duration	Cost
	Any			Search	
2019-06-05 11:00:12	inbound	RABON WILLIAM 828.516.1510	828.360.3800	0:00	\$0.04
2019-06-05 09:14:24	inbound	MURPHY LAB 828.357.7330	828.360.3800	0:00	\$0.04
2019-06-05 09:12:47	inbound	MURPHY LAB 828.357.7330	828.360.3800	0:00	\$0.04
2019-06-04 16:14:46	inbound	NOCTEL 503.764.4300	828.516.5316	0:00	—

Figure 13 - Call Log View

Rates: Gives a breakdown of the 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 to the account in different preselected amounts for prepaid accounts.

Account Preferences

Under the account preferences several sections:

General Setup: This page contains several tabs, the most common used are covered below.

General Setup: In this tab, the account's name can be changed, an email address can be added to receive account notifications and emergency email notification (when 911 is dialed), and email alerts can be set for balances for prepaid accounts.

[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 Tab

Phone System: From this tab, changes can be made to the default caller ID, default 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.

Account Users: Provides a list of all users in the account, and the ability to invite new users to the account. Clicking on a user in the list open the edit user page where changes the users access level can be made.

Adjustable toggles: Used to create and manage adjustable toggles that can be used in inbound behaviors for extensions. View our how-to article on [adjustable toggles](#) to learn more about this advance routing feature.

Certificates: For advance users. Allows users to provide certificate to push to Polycom devices for uses with secure services.

LDAP Integrations: For advance users. Allows integration with LDAP servers to bring telephone directory information into Polycom desk phones.

[Paging Groups](#): The paging groups pages allows uses to manage and create paging group for Polycom phones. Once a paging group is created here, extensions can be added to the group and enable to receive or transmit a page.

[Speed Dial Setup](#): This page allows the user to set up speed dial defaults that the account will be used for extensions that match the template, and that do not have speed dial set on the individual extension.

User Settings

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

Switch Accounts

From here users with access to more than one NocTel business account can switch between them.

Documentation

Link to [NocTel's online knowledge base](#) where users can find a number of user guides and how-to articles that give detailed information about NocTel features.

System Status

Link to [NocTel System Status](#) page. Here users can see the current system status, upcoming maintenance notices, and notice on any service impairments.

Support

Link to NocTel support information. support@noctel.com or 503.467.4300 TF- 888.400.4521

Logout

Logs the user out of the NocTel control Panel.