

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](#)

Recently Updated Pages

- [Creating a Bell Schedule with the ALGO 8301](#)
Sep 09, 2021 • updated by Joey Macaluso • [view change](#)
- [Provisioning a Cisco ATA/SPA](#)
Aug 18, 2021 • updated by Joey Macaluso • [view change](#)
- [Resetting Your Password](#)
Jul 23, 2021 • updated by Joey Macaluso • [view change](#)
- [Factory Resetting a Polycom VVX Phone](#)
Jul 06, 2021 • updated by Joey Macaluso • [view change](#)
- [Vertical Service Codes \(Star Codes\)](#)
Jul 02, 2021 • updated by Joey Macaluso • [view change](#)

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@noctel.com.
2. Call from any phone by dialing our local support line:

Portland, OR: +1 503.764.4300

Toll-Free: +1 888.400.4521

Other NocTel Documentation

- [NocTel Go Documentation](#)
- [NocTel Flow Documentation](#)
- [NocTel Insight Documentation](#)
- [NocTel Fiber Documentation](#)