Adding a NocTel Go2 Extension

> ⓘ **Important!**
>
> *Before adding a Go 2 desktop softphone, you must reach out to support at support@noctel.com.*
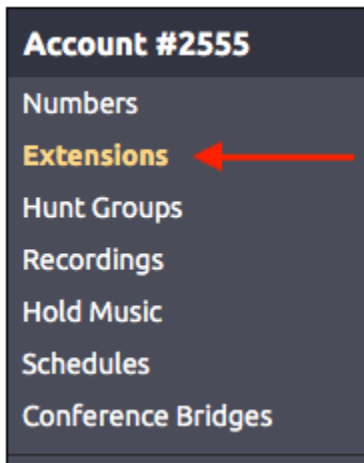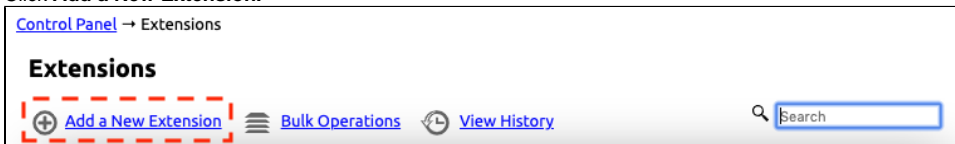
> ⓘ **LDAP Integration**
>
> If you would like to use your **organization's LDAP credentials** for your Go2 credentials, please check her guide here for more information.

Adding Extension and Provisioning:

1. Click **Extensions.**

2. Click **Add a New Extension.**

3. Locate the **NocTel Go 2 Softphone** section and click **Add Softphone**.
4. Enter the following information in the fields provided:
   a. **Ext #:** enter an extension number.
   b. **Employee Description:** enter the employee or agent's full name. (Ex: John Smith)
   c. **Login Email Address**: enter the employee or agent's email address (*Note: login email address is case-sensitive*)
   d. **Password:** Enter a password the user/agent will use to log in to the Go 2 Desktop client. (*Note: password is case sensitive*) (If using LDAP for Go, leave this field blank)

e. **LDAP Username** (Optional): If using LDAP, complete this field or otherwise leave it blank.

5. Click **Submit.**

Installing Go2 On a Device:

Desktop:

1. Download the NocTel Go 2 application for Desktop Devices:
   a. macOS
   b. Windows
2. Run the install program and follow the on-screen instructions.
3. Once installed, use the login credentials provided by your administrator.

Mobile:

1. Download the NocTel Go 2 application for mobile devices:
   a. iOS (App Store)
   b. Android (Google Play)
2. Open the app and enter the username and password created on the extension's options page.
3. **Tap Login.** We recommend that the user leave the **Remember Login** and **Auto Login** option on the login page **ON** for best results.

> ⓘ **Note: Device Limits**
>
> NocTel Go2 instances are limited to one device. If you need to move your Go client to a new device, please contact your IT team to have them reach out to our Support team at support@noctel.com.

Related articles

- Migrating a Legacy Go Extensions to Go2
- Adding a NocTel Go2 Extension
- Go2 LDAP Integration
- Go 2 Download Links
- How to Get Started With Go