Adding a NocTel Go2 Extension

(i) Important!

Before adding a Go 2 desktop softphone, you must reach out to support at support@noctel.com.

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LDAP Integration
(i)
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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.

Download the current Mac or Windows clients. Enter the desired extension information and login credentials for each of your new Noc Fxt # Extension Description Login Email Address Password	:Tel Go 2 soft phones h
Enter the desired extension information and login credentials for each of your new Noc	:Tel Go 2 soft phones h
Ext # Extension Description Login Email Address Password	
	LDAP Username (optional)
Leave blank for LE	DAP
Leave blank for LD	DAP
Leave blank for LE	DAP
Leave blank for LD	DAP
Leave blank for LE	DAP
Leave blank for L	DAP

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.

(i) 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