

# Adding a NocTel Go2 Extension



## Important!

Before adding a Go 2 desktop softphone, you must reach out to support at [support@nocotel.com](mailto:support@nocotel.com).

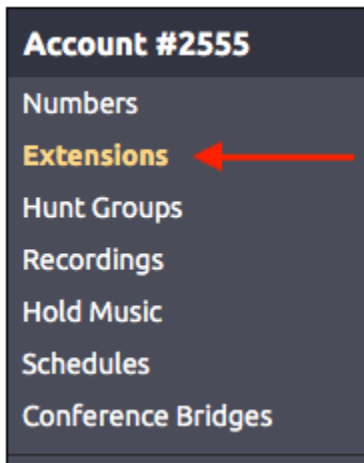


## LDAP Integration

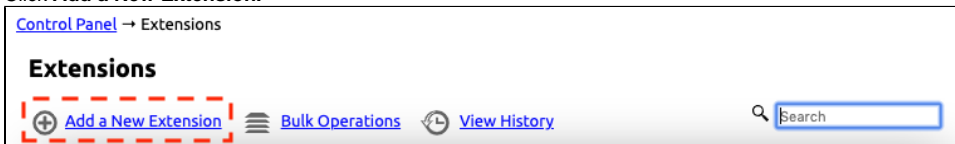
If you would like to use your organization's LDAP credentials for your Go2 credentials, please check her guide [here](#) for more information.

## 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.

### NocTel Go 2 Provisioning

NocTel Go 2 is a software VoIP phone that works with NocTel's hosted business VoIP services. Follow these steps in order to provision your NocTel Go 2 soft phone to work with the NocTel.com service.

1. Download the current [Mac](#) or [Windows](#) clients.
2. Enter the desired extension information and login credentials for each of your new NocTel Go 2 soft phones here:

Ext #	Extension Description	Login Email Address	Password	LDAP Username (optional)
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Leave blank for LDAP"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Leave blank for LDAP"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Leave blank for LDAP"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Leave blank for LDAP"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Leave blank for LDAP"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Leave blank for LDAP"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Leave blank for LDAP"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Leave blank for LDAP"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Leave blank for LDAP"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Leave blank for LDAP"/>	<input type="text"/>

3. Click submit, and follow the instructions on the next screen to activate your new device(s).

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](mailto: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](#)