



Go2 iOS Preferences and Advanced Settings

Preferences

Field	Description
Mobile Data Network	
Use When Available	<p>Appears only on devices with mobile connectivity.</p> <ul style="list-style-type: none">• On: Noctel Go attempts to connect to SIP/XMPP services using the mobile data network when a Wi-Fi connection is not available. You receive messages and voice mail notifications when Noctel Go is in the mobile data network.• Off: If a Wi-Fi connection is not available, SIP and XMPP services are unregistered; you will not receive any messages or notifications and will not be able to place or receive calls. <p>You can allow or disallow VoIP calls using a separate setting Settings > Preferences > Allow VoIP Calls.</p> <p>Data charges with your mobile carrier may apply.</p>
Allow VoIP Calls	<p>Appears when Use When Available is enabled in Preferences > Mobile Data Network.</p> <ul style="list-style-type: none">• On: Noctel Go attempts to place calls using the mobile data channel when a Wi-Fi connection is not available. Voice quality may be impacted as mobile data is not ideal for voice calls.• Off (default): If a Wi-Fi connection is not available, you cannot place or receive calls. <p>Data charges with your mobile carrier may apply.</p>
General	
Private When in Background	<ul style="list-style-type: none">• On: When Noctel Go is in the background and you navigate to the App Switcher, you see the splash screen for Noctel Go rather than any details.• Off: When Noctel Go is in the background and you navigate to the App Switcher, you see the last screen that you used in Noctel Go before you sent Noctel Go to the background.
Call Handling	
Native Integration — iPhone	<p>Appears on iPhone or iPads running iOS 10+. When on, Noctel Go enables CallKit native call integration and users see the following differences:</p> <ul style="list-style-type: none">• Easier to answer Noctel Go calls when a device is locked. No need to rely on a small notification on the unlock screen.• A native incoming call no longer takes over during a Noctel Go call; it is presented as Call Waiting. You now have a chance to tell the person that you have to pick up another call.• You can switch between a native call and a Noctel Gocall.• All Noctel Go calls are captured in the native dialer call history, with the option to click on an entry to call back using Noctel Go.• Improved Bluetooth headset support. You can answer and hang up Noctel Go using the button on your Bluetooth device.• CarPlay support.
Native Integration — iPad	<p>Appears on iPads running iOS 10+.</p> <ul style="list-style-type: none">• On: Noctel Go enables CallKit native call integration. Users find it easier to answer Noctel Go calls when a device is locked. No need to rely on a small notification on the unlock screen.
Display Account Name	<p>Appears when Settings > Preferences > Native Integration is on.</p> <ul style="list-style-type: none">• On: the incoming call screen displays the SIP account name in front of the Caller ID. This setting helps the user identify which SIP account is receiving the call when Noctel Go has multiple SIP accounts configured.• Off: the incoming call screen does not display the SIP account that is receiving the call.
Incoming Call	
Custom Ringtone	<p>Appears when Settings > Preferences > Native Integration is on.</p> <ul style="list-style-type: none">• On: Use a ringtone configured in Noctel Go for incoming calls.• Off: Use a ringtone configured in iOS.
Play Ringtone	<p>Appears when Settings > Preferences > Native Integration is off.</p> <ul style="list-style-type: none">• On: Noctel Go plays a ringtone for incoming calls.• Off: Noctel Go does not play a ringtone for incoming calls.

Ringtone	The default ringtone for incoming calls. Played if no specific ringtone is assigned to the contact.
Vibrate — iPhone	<p>Appears when Settings > Preferences > Native Integration is off.</p> <ul style="list-style-type: none"> • On: The device vibrates when you receive a call. • Off: The device does not vibrate when you receive a call.
Alert Answer	<p>Appears when Settings > Preferences > Native Integration is off.</p> <p>Controls the behavior of the incoming Noctel Go call prompt (when Noctel Go is in the background):</p> <ul style="list-style-type: none"> • On: You can immediately answer the call by tapping on the alert. • Off: After tapping the alert, you have a choice to answer or decline the call.
Alert Missed	<p>Controls the behavior of the missed call prompt (when you receive a call when Noctel Go is in the background):</p> <ul style="list-style-type: none"> • On: Noctel Go shows a missed call notification when Noctel Go is in the background. • Off: Noctel Go does not send a missed call notification.
Match Contacts for Caller-Id	<p>Controls what name appears in caller ID for an incoming call.</p> <ul style="list-style-type: none"> • On (default): Noctel Go tries to match incoming calls with Contacts or Roster. If a match is found, Noctel Go uses the contact's Display name in the caller ID. • Off: Noctel Go uses the information in the SIP header for the caller ID. <p>When Native Integration is enabled in Settings > Preferences – Call Handling, all numbers other than Softphone use the contact's Display Name for the incoming caller ID if there is a matching contact, even though when the Match Contacts for Caller-Id setting is turned OFF. This is a limitation due to CallKit; once you answer the call, Noctel Go uses the information in the SIP header for the caller ID as you set in the preference.</p>
Show Number in Notification	<p>Controls what information appears in incoming call notifications. This setting helps you identify incoming calls if you receive many calls with the same label such as UNKNOWN.</p> <p>There is another setting for adding a SIP account name in notifications; see Display Account Name.</p> <ul style="list-style-type: none"> • On: The incoming call panel shows the phone number/SIP username followed by the SIP display name. Ex: 6045551234 Kokila • For the number/SIP username, Noctel Go takes the value from <code>P-Asserted-Identity</code> by default. • Off (default): The incoming call panel shows only the SIP display name. Ex: Kokila
Disable Call Waiting	<p>Controls whether call waiting is enabled or disabled.</p> <ul style="list-style-type: none"> • On: Call waiting is disabled and while on another call, incoming calls ring busy to the caller or go straight to voice mail if you have voice mail configured. • Off: Call waiting is enabled and while on another call, you are alerted of the incoming call.
Call Blocking	<p>Select what kind of phone numbers to block.</p> <ul style="list-style-type: none"> • No number, • Anonymous Caller ID, and/or • any number you added to the block list. You can add up to 20 phone numbers in Noctel Go.
Client-side Call Forwarding	
Forward Calls	<ul style="list-style-type: none"> • On: Send all incoming calls to a specific number if Noctel Go is enabled and registered. <p>This setting controls all the SIP accounts in the softphone client. If you have multiple SIP accounts and want to forward calls in only one of the SIP accounts, use the per-account call forwarding settings. When both global and per-account call forwarding settings are enabled, the global one takes precedence; all incoming calls on <i>all</i> the SIP accounts will be forwarded to a specified number.</p>
To Number	Appears when Settings > Preferences > Forward Calls is on. Enter the number to which calls are forwarded.
Outgoing Call	
Turn Letter to Numbers	<p>Controls whether letters entered in the dial pad are converted to numbers.</p> <ul style="list-style-type: none"> • On: Letters entered in the dial pad are converted to numbers. • Off: Letters entered in the dial pad are not converted to numbers.

Hide My Number	<p>Controls whether anonymous calling is enabled.</p> <ul style="list-style-type: none"> • On: Remote parties do not see your name or number on their phone. • Off: Remote parties see your caller ID information.
Default Account for History	<p>Changes Noctel Go's dialing behavior on History when multiple SIP accounts are configured in Noctel Go.</p> <ul style="list-style-type: none"> • On: Noctel Go dials using the default/primary account. A useful option when you want to use only one account for all outgoing calls. • Off (default): Noctel Go dials using the account that received the call.
Call in Progress	
Contact Image	<p>Changes the way Noctel Go displays the image of a contact during a call. Add an image to a contact in the Contact tab of the resource panel. Make sure your images are smaller in size so they display faster.</p> <ul style="list-style-type: none"> • Don't Show: Noctel Go does not show an image of the remote party during a call. • Full Screen: Noctel Go shows an image of the remote party in the full screen a call. • Small Avatar: Noctel Go shows a small photo of the remote party next to their name during a call.
Auto Record Calls	<ul style="list-style-type: none"> • On: Noctel Go automatically records all calls made with Noctel Go. • Off(default): Noctel Go records a call only if you tap manually to start recording during a call.
Mobile Call Interrupt — iPhone	<p>Appears when Settings > Preferences> Native Integration is off.</p> <p>When you receive a native call while already in a Noctel Go call, the Noctel Go call is put on hold. You will not be able to speak to the remote party in the Noctel Go call until you answer or decline the incoming mobile call. Noctel Go can play feedback to the person who is put on hold without any notice.</p> <ul style="list-style-type: none"> • Silence: Noctel Go plays nothing. • Tones: Noctel Go plays beeps every 5 seconds to the person on hold. • Announcement: Noctel Go plays an audio message to the remote party on hold in English, "Your call has been interrupted by an incoming mobile call. Please wait for the other party to return."
Play Music On Hold	<p>This setting controls music played locally by Noctel Go; it does not control the server side if your service provider has ability to play music on the server side.</p> <ul style="list-style-type: none"> • On: Play classical music to the party on hold. All the participants hear music if it is a conference call. • Off: Default
Play Tone On Network Lost	<ul style="list-style-type: none"> • On: Noctel Go plays an audio tone to alert you if the network connection is lost while you are on a call. • Off (default): Noctel Go only displays the visual indicator if the network connection is lost while you are on a call.
Mute when face down	<ul style="list-style-type: none"> • On: Noctel Go automatically mutes your microphone and pause video when the device is placed face down during a call (audio, video and Collaboration meeting). • Off : Noctel Go does not change the mute or video status in the above situation.
Phone Number	
Single Touch to Call	<p>When IM, SMS, and/or video are enabled, this setting is ignored. Noctel Go displays a prompt to choose an option.</p> <ul style="list-style-type: none"> • On: When making a call from Contacts or History, the call is placed when you tap a phone number. • Off: When you tap the phone number, a prompt appears. Tap the prompt to place the call.
Digits To Match	<p>Controls a number of digits in phone numbers Noctel Go uses to match contacts. This aims to solve an issue where Noctel Go matches a phone number with a different area code.</p>
Video Calls	
Video Quality Wi-Fi	<p>The video quality for calls started on a Wi-Fi network. If you move to a mobile network during a call, the video quality retains this setting.</p> <ul style="list-style-type: none"> • Medium (VGA): Uses 640 x 480 pixels. • HD (480p): Uses 848 x 480 pixels. • HD (720p) : Default. Uses 1280 x 720 pixels.

Video Quality Mobile	<p>The video quality for calls started on a mobile network. If you move to a Wi-Fi network during a call, the video quality retains this setting.</p> <ul style="list-style-type: none"> • Medium (VGA): Uses 640 x 480 pixels. • HD (480p): Uses 848 x 480 pixels. • HD (720p) : Default. Uses 1280 x 720 pixels.
Messages	
Alert Sound	<ul style="list-style-type: none"> • On: Noctel Go plays a ring tone when you receive a new message.
Alert Vibration — iPhone	<ul style="list-style-type: none"> • On: Your device vibrates when you receive a new message.
Hyperlink Preview	<ul style="list-style-type: none"> • On: You see a small preview of hyperlinks in Noctel Go messages • Off: Hyperlink previews do not appear in Noctel Go messages
Private When Locked	<ul style="list-style-type: none"> • On: Noctel Go does not display the incoming call information on the lock screen and the notification drawer. • Off: Default
[Enter] As Newline	<ul style="list-style-type: none"> • On: Tap the Enter key to add a new line in IM/SMS conversations. Tap the  Send icon to send IM. • Off: Tap the Enter key to send an IM. Tap  Quick Responses and select Enter a new line to insert a line break in the message you are writing. You might want to turn it off when using physical keyboard with the device.
Alert Text Tone	The default text tone for incoming messages. Played if no specific text tone is assigned to the contact. Assign text tones in the native iOS contacts.
Login Control	
Auto Login	On: Automatically log into Noctel Go when you start Noctel Go.
Use Touch ID or Use Face ID	<p>This setting determines if you can use Touch ID or Face ID to sign in to Noctel Go. This settings does not show if there is no biometric profile in your device.</p> <ul style="list-style-type: none"> • On: You can use biometric authentication or your password to log in to Noctel Go. • Off: You can only use your password to log in to Noctel Go.

Advanced Settings

If you make changes to the fields identified by a , you must tap the Apply Changes button at the bottom of the screen or restart Noctel Go.

Field	Description
Media Options	
Voice Activity Detection	<ul style="list-style-type: none"> • On: Audio is not transmitted when no one talking. Turning this feature on may reduce bandwidth usage. • Off (default): Audio is transmitted when there is no one talking.
Noise Reduction	<ul style="list-style-type: none"> • On: Noctel Go attempts to reduce background noise from your microphone. Typically on when you are not using a headset. • Off: Typically off when you are using a headset.
Account Registration Issues	

Alert Push Notification Issue	<p>This setting applies to registrations issues in which the Noctel Go Push Server continues attempting to re-register. Even with the setting turn Off, Noctel Go sends an alert for registration errors that can not be recovered from or if the Noctel Go Push Server stops trying to re-register.</p> <ul style="list-style-type: none"> • On (default): Noctel Go sends notifications when the Noctel Go Push Server is not able to register with the SIP server on behalf of Client. Noctel Go also sends notifications when the Noctel Go Push Server is able to re-registered with the SIP server. Noctel Go sends alerts for the following errors: <ul style="list-style-type: none"> • 403: Forbidden • 408: Request Timeout • 480: Temporarily Unavailable • 500: Server Internal Error • 503: Service Unavailable • 504: Server Time-out <p>See Request Failure 4xx or Server Failure 5xx for more information on these errors.</p> <p>Make sure that Noctel Go notifications are enabled under iOS Settings > Notifications.</p> <ul style="list-style-type: none"> • Off: Noctel Go does not send notifications regarding push notification registration errors.
Application Logging	
Verbose Logging	<p>Leave this off unless Technical Support instructs you to turn it on to troubleshoot a problem you are having on your device. Troubleshooting.</p>
Share Anonymous Usage Data	<ul style="list-style-type: none"> • On (default): Noctel Go sends anonymous usage data to CounterPath. It contains no personally identifiable information and is used to improve the quality and performance of Noctel Go. • Off: Noctel Go does not send anonymous usage data to CounterPath.
Call Statistics	<p>Shows detailed information about the current/last call, such as the number of packets lost.</p> <p>For an ongoing call, the statistics information refreshes every second.</p> <ul style="list-style-type: none"> • Tap the Refresh button to stop auto refresh and present a snapshot of the most current statistics. • To enable auto refresh again, either long-press the Refresh button, or leave the statistics page and come back again.
Send Log	<p>Tap to upload the current log to Technical Support. Troubleshooting.</p>
Delete Log	<p>Clears the content of the Noctel Go log on the device so that the log starts over empty.</p>