

Go2 - Android Preferences and 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>
Contacts	
Show All Contacts	<ul style="list-style-type: none">• On: Noctel Go displays all device contacts regardless of contact groups.• Off: Noctel Go might not show all your contacts saved on your phone. It depends on your device and how contacts are organized.
Contact Sort Order	<p>Change your contact sort order preference.</p> <ul style="list-style-type: none">• First Name: Sorts Contacts based on their first name.• Last Name: Sorts Contacts based on their last name. <p>This setting can only be changed when Noctel Go cannot access the preferences on the Android device OS. If this setting is read-only in Noctel Go, go to the Android device settings (such as the Contacts app) and change the sort preference.</p>
Contact Display Order	<p>Change your contact display preference in your Contacts and Buddies lists.</p> <ul style="list-style-type: none">• First Name First: Displays a contact name as John Smith.• Last Name First: Displays as Smith, John. <p>This setting can only be changed when Noctel Go cannot access the preferences on the Android device OS. If this setting is read-only in Noctel Go, go to the Android device settings (such as the Contacts app) and change the display preference.</p>
Telecom Framework	
Native Integration	<p>Requires Android 8.0+. Not supported on Chromebooks.</p> <p>When on, users see the following differences:</p> <ul style="list-style-type: none">• Improved Bluetooth headset support. You can answer and hang up Noctel Go using the buttons on your Bluetooth device.• Receive and answer a Noctel Go incoming call while you already have a native call.
Incoming Call	
Ringtone	<p>The default ringtone for incoming calls.</p>
Incoming Call Notification Settings	<p>Opens the notification settings page for incoming calls. You can:</p> <p>enable or disable notifications,</p> <p>select alerts with or without sounds and vibration,</p> <p>change the sound,</p> <p>set what to show on the lock screen, and more.</p>

Call Heads	<ul style="list-style-type: none"> • On: Tap on Call Heads from any screen on your Android to go back to the call screen or end a call. • Off: Call Heads are not available.
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.
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 Show account name on heads-up notification.</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
Decline Options	Tap to set up Quick Responses and Call Reminder.
Snooze Time	For devices running Android 5.0 (Lollipop) or higher, the length of time to snooze a heads-up notification for an incoming message
Use heads-up notifications for incoming calls	<p>For devices running Android 5.0 (Lollipop) or higher.</p> <ul style="list-style-type: none"> • On: You receive a heads-ups notification for incoming calls • Off: You receive a regular notification for incoming calls
Show account name on heads-up notification	<ul style="list-style-type: none"> • On: the incoming call notification displays the SIP account name in brackets. 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 notification does not display the SIP account that is receiving the call.
WearOS Notifications	<p>Optimizes incoming call notifications for Android wearOS devices.</p> <ul style="list-style-type: none"> • On: Incoming call notifications are optimized for Android WearOS devices. Calls can be rejected by clearing notifications. • Off (default): Incoming call notifications are optimized for Android phones and tablets.
Auto Answer Calls	<p>Controls whether client-side auto answer is enabled or disabled.</p> <ul style="list-style-type: none"> • On: Noctel Go answers incoming calls after a specified period of time without user intervention. • Off: auto answer is disabled.
Auto Answer After (seconds)	The time, in seconds, that Noctel Go waits to answer a call when Auto Answer is enabled. Set 0 if you want Noctel Go to answer calls immediately.
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.
Flip to silence ringer	<ul style="list-style-type: none"> • On (default): Placing the phone screen-down on a flat surface stops the ringtone. Note that a ringtone will be played if the phone is already faced down before ringing; the user has to pick it up and place it face down in order to stop the ringtone. • Off: Noctel Go does not stop a ringtone when the user places the phone face down.
Decline Options	

Quick Response	A list of pre-defined IMs that can be used when you send an IM. Create, edit, and delete Quick Responses.
Call Reminder – Enable Call Reminder	<ul style="list-style-type: none"> • On: Noctel Go will ask if you want a call reminder to be set when you decline a call. • Off: Noctel Go will not set a call reminder.
Call Reminder – Call Reminder Delay	<p>Set the interval between the declined call and the call reminder.</p> <ul style="list-style-type: none"> • 5 minutes • 15 minutes • 30 minutes • 1 hour • 3 hours • Tomorrow
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>a//</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"> • On: Noctel Go shows an image of the remote party during a call. • Off: Noctel Go does not show an image of the remote party 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.
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
Use Proximity Sensor	<p>Turn this off only if you encounter difficulties on your device.</p> <ul style="list-style-type: none"> • On: Noctel Go uses the proximity sensor for the device. • Off: Noctel Go does not use the proximity sensor for the device.

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.
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 Android N and lower	<ul style="list-style-type: none"> • On: Noctel Go plays a ring tone when you receive a new message. <p>In Android Oreo and higher, change IM notifications in device Settings > Apps & Notifications > App info > Noctel Go > App notifications .</p>
Alert Vibration Android N and lower	<ul style="list-style-type: none"> • On: Your device vibrates when you receive a new message. <p>In Android Oreo and higher, change IM notifications in device Settings > Apps & Notifications > App info > Noctel Go > App notifications .</p>
Show hyperlink preview on messages	<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
Alert Text Tone Android N and lower	<p>The default text tone for incoming messages.</p> <p>In Android Oreo and higher, change IM notifications in device Settings > Apps & Notifications > App info > Noctel Go > App notifications .</p>
Message Notification Settings	<p>Opens the notification settings page for IMs. You can:</p> <p>enable or disable notifications,</p> <p>select alerts with or without sounds and vibration,</p> <p>change the sound,</p> <p>set what to show on the lock screen, and more.</p>
Chat Room Notification Settings	<p>Opens the notification settings page for chat rooms. You can:</p> <p>enable or disable notifications,</p> <p>select alerts with or without sounds and vibration,</p> <p>change the sound,</p> <p>set what to show on the lock screen, and more.</p>

Android OS Support	
Auto Start on Boot	<ul style="list-style-type: none"> • On: Automatically start and log into Noctel Go when you start your Android. Even if Noctel Go was logged out when you powered off the phone, Noctel Go will start and log in when the phone starts.
Use fingerprint to authenticate	<p>This setting determines if you can use your fingerprint to log in to Noctel Go. This settings does not show if there is no fingerprint 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.
Display Theme	Available on Android 10+. Sets the appearance of Noctel Go: Light, Dark, or System default. When choosing System default, Noctel Go follows preferences set on your device (under Android Settings > Display). When choosing Light or Dark, Noctel Go uses the theme specified regardless of system settings.

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.
Advanced Media Options	
Use Audio Track	Allows you to change the audio API type for playback. If you experience poor audio, try changing this setting.
Low Latency Mode	<p>Only appears when Use AudioTrack is disabled.</p> <p>While lower latency is desirable, enabling this settings on newer devices running android 9 or higher may cause audio to be distorted or missing.</p> <p>On devices running Android 8 or lower, this settings is enabled by default.</p> <p>On devices running Android 9 or higher, this settings is disabled by default.</p>
Echo Cancellation	<ul style="list-style-type: none"> • On (default): If you or the remote party is experiencing echo, this can help eliminate the echo. • Off: Echo cancellation is not used. <p>If you or the remote party still experience echo, turn this setting off.</p>
Use Software AEC	<p>Appears when Settings > Advanced Settings > Echo Cancellation is on.</p> <ul style="list-style-type: none"> • On: Enables software audio echo cancellation in Noctel Go. • Off: Disables software audio echo cancellation in Noctel Go. <p>Turn this setting on only if you encounter issues with echo and your device does not have hardware support for echo cancellation. CounterPath recommends using hardware support if it is available.</p>
Noise Suppression	<ul style="list-style-type: none"> • On (default): Noctel Go attempts to reduce background noise from your microphone. • Off: Noctel Go does not attempt to reduce background noise.
Use Software NS	<p>Appears when Settings > Advanced Settings > Noise Suppression in on.</p> <ul style="list-style-type: none"> • On: Enables software noise suppression on Noctel Go. • Off: Does not enable software noise suppression on Noctel Go. <p>Turn this setting on only if you encounter issues with background noise and your device does not have hardware support for noise suppression. CounterPath recommends using hardware support if it is available.</p>
Auto Gain Control	<ul style="list-style-type: none"> • On (default): Noctel Go automatically adjusts microphone gain using hardware gain control • Off: Noctel Go does not adjust microphone gain using hardware gain control

Use Software AGC	<ul style="list-style-type: none"> • On: Noctel Go automatically adjusts microphone gain using software gain control. • Off (default): Noctel Go does not adjust microphone gain using software gain control
Configure Microphone Level	<p>Appears only when Settings > Advanced Settings - Advanced Media Options > Use Software AGC is enabled.</p> <ul style="list-style-type: none"> • Tap on Configure Microphone Level and adjust the slider to adjust microphone gain in 5 steps (-2, -1, 0, +1, +2).
TLS Cert Management	
Verify HTTPS TLS Cert	<p>Applies to HTTPS connections except for provisioning.</p> <ul style="list-style-type: none"> • On(default): Noctel Go attempts to verify the certificates, sent by the corresponding HTTPS server, to see if it is trusted • Off: Noctel Go accepts the certificate without attempting to verify it. <p>If the certificate is trusted by a well-known certificate authority such as VeriSign, you do not need further action.</p> <p>If the certificate is a self-signed certificate, you need to install a corresponding CA certificate on your device in advance. Contact your VoIP service provider to get a corresponding CA certificate, and save it to your device. Enter the CA certificate in Android Settings > Security > Credential Storage.</p> <p>The CA cert should appear under Android Settings > Security > Credential Storage > Trusted credentials.</p>
Device Hardware	
Playback Stream	<p>This settings controls how the device processes the audio receiving from the remote party. If you are receiving poor audio, try changing the playback stream.</p> <ul style="list-style-type: none"> • Voice call • System • Ring • Music • Alarm • Notification
Application Logging	
Verbose Logging	Leave this off unless Technical Support instructs you to turn it on to troubleshoot a problem you are having on your device.
Send Log	Tap to upload the current log to Technical Support.
Delete Log	Clears the content of the Noctel Go log on the device so that the log starts over empty.
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	
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.