

Migrating a Legacy Go Extensions to Go2

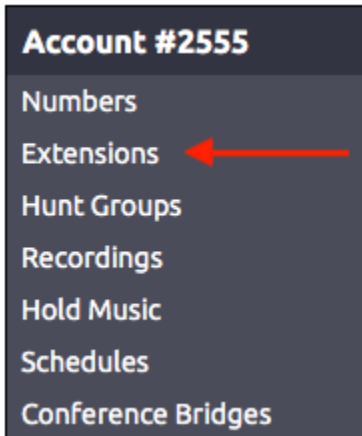
Please use the steps below to change a Go extension to a Go2 extension:

LDAP Integration

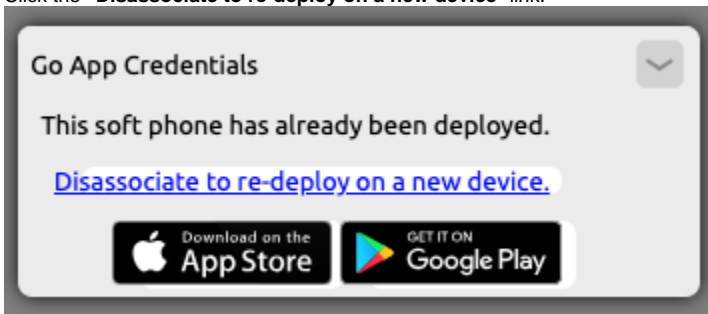
If you would like to use your **organization's LDAP credentials** for your Go2 credentials, please check the guide [here](#) for more information.

Converting a Legacy Go to Go2:

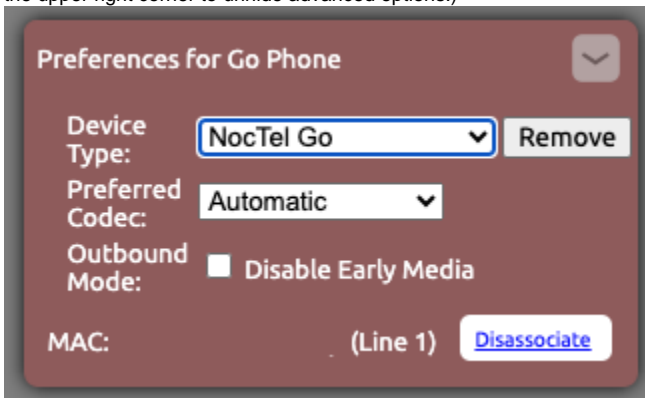
1. In the NocTel Control Panel, navigate to **Extensions**, and search for the Go extension you wish to update. Click on the extension name from the list to open its option page.



2. Click the **arrow (>)** in the **Go App Credentials** section to expand it.
3. Click the **"Disassociate to re-deploy on a new device"** link.

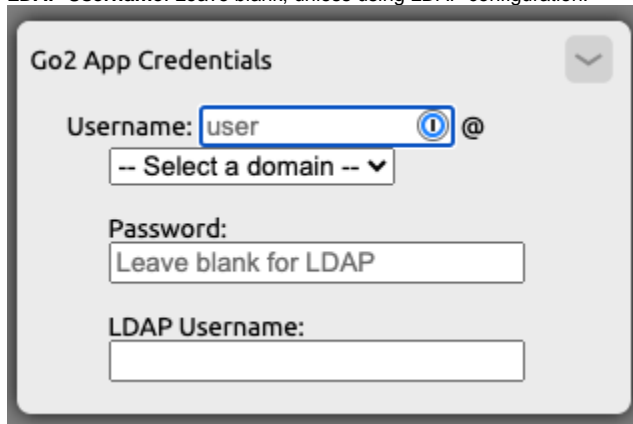


4. Click the **arrow (>)** in the **Preference for Go Phone** section to expand it. (If you do not see the **Preference for Go Phone** click the gear icon in the upper right corner to unhide advanced options.)



5. Use the drop-down box for **Device Type** and select **NocTel Go 2**. The preference selection will close automatically after making the selection. The page will refresh.
6. Click the **arrow (>)** in the **Go2 App Credentials** section to expand it. Fill in the following fields:
 - a. **Username:** Enter the user's username portion from their company email in the "user" text box. (*Note: username is case-sensitive*)
 - b. **Domain:** Use the dropdown list to select the domain for the user's company email address. (If the domain is not listed, please contact support@noctel.com)

- c. **Password:** Enter a unique password or leave blank if you are using LDAP authentication.
d. **LDAP Username:** Leave blank, unless using LDAP configuration.



7. Close the Go2 App Credentials section to save the information.

Continue to **Installing Go2 on a Device** below for download links.



IMPORTANT NOTICE - Device Limit

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@nocstel.com.

Installing Go2 On a Device

1. Have your user download Go2 from their respective app store:
 - a. For Desktop Devices:
 - i. [macOS](#)
 - ii. [Windows](#)
 - b. For Mobile Devices:
 - i. [iOS \(App Store\)](#)
 - ii. [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.

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](#)