# NocTel Help & Support

This is a collection of support documents that will walk you through setting up and maintaining your NocTel account.

## Getting Started

- NocTel Talk FAQ
- Creating a User Account
- Control Panel User Guide
- Purchase a Phone Number
- Porting a phone number
- Creating an extension
- Provisioning a phone
- Physically Connecting a VoIP Phone to Your Network
- Hunt groups
- Time of day routing
- Inbound Behavior Functions for Extensions

## Account Management

- Managing recordings
- Obtaining Reports of Calls Made
- Adding New Users to an Account
- Changing your password
- Updating email contact information
- Forwarding Your Extension to a Mobile Phone
- Dialing International Numbers

## Faxing

- Setting up a Fax Line
- Sending a Fax

## Voicemail

- Voicemail Setup
- Listening to voicemail on your NocTel phone
- Listening to Voicemail from a Web Browser

### Recently Updated Pages

Creating an Auto Attendant
Mar 08, 2024 • updated by Joey Macaluso • view change

Quick Start Guides
Feb 19, 2024 • updated by Joey Macaluso • view change

Provisioning and Setup of Grandstream HT802 ATA
Feb 15, 2024 • updated by Joey Macaluso • view change

Jabra Engage 65 Headset Guide
Feb 08, 2024 • updated by Joey Macaluso • view change

Jabra Evolve 65 Headset Guide
Feb 08, 2024 • updated by Joey Macaluso • view change

## Other NocTel Documentation

NocTel Go Documentation

NocTel Flow Documentation

NocTel Insight Documentation

NocTel Alert Documentation

NocTel Fiber Documentation

## Customer Support

Technical support for your service is included and we're happy to assist with any questions or comments you may have.

Our hours are Monday – Friday, 6am – 6pm PST and we can be reached by one of the following methods:

1. E-mail us anytime at **support@noctel.com**.
2. Call from any phone by dialing our local support line:

   Portland, OR: +1 503.764.4300

   Toll-Free: +1 888.400.4521