# **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

Using a Algo Paging Speaker as a Ringer

Apr 04, 2024 • updated by Joey Macaluso • view change

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

### 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