

NocTel Help & Support

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

Getting Started

- [Create a NocTel account](#)
- [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](#)
- [Setting up balance notifications](#)
- [Obtaining reports of calls made](#)
- [Adding funds to an account](#)
- [Inviting New Control Panel 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

-  [Changing a User's Access Level](#)
Nov 09, 2018 • created by [Joey Macaluso](#)
-  [Conference Bridges](#)
Nov 01, 2018 • updated by [Joey Macaluso](#) • [view change](#)
-  [Adding a SIP Trunk](#)
Oct 10, 2018 • updated by [Cory Schruth](#) • [view change](#)
-  [Resetting a Polycom IP Soundpoint Phone](#)
Oct 10, 2018 • created by [Joey Macaluso](#)
-  [Provisioning a Yealink Phone](#)
Oct 10, 2018 • updated by [Cory Schruth](#) • [view change](#)

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, 5am – 6pm PST and we can be reached by one of the following methods:

1. E-mail us anytime at support@noctel.com.
2. Dial **611** from your NocTel Phone.
3. Call from any phone by dialing our local support line:

Portland, OR: +1 503.764.4300

Toll-Free: +1 888.400.4521

Other NocTel Documentation

- [Flow Documentation](#)
- [Flow Reporting Documentation](#)