

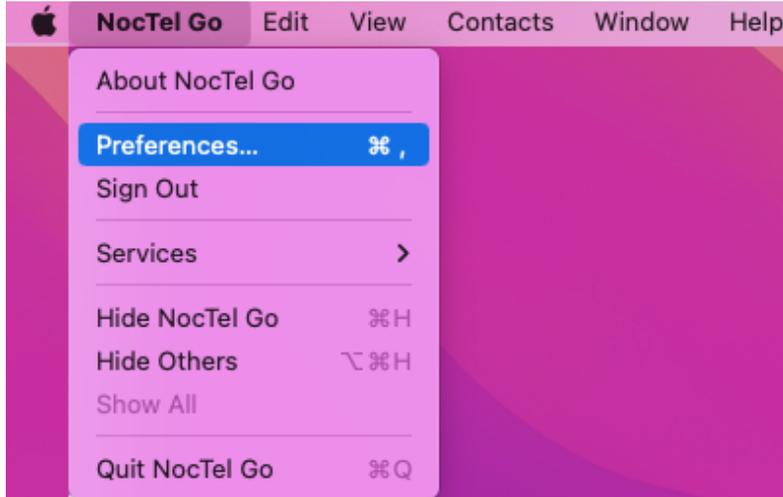
Go2 Troubleshooting (Desktop)

Solutions to some common issues that you may encounter while using Go2 Desktop.

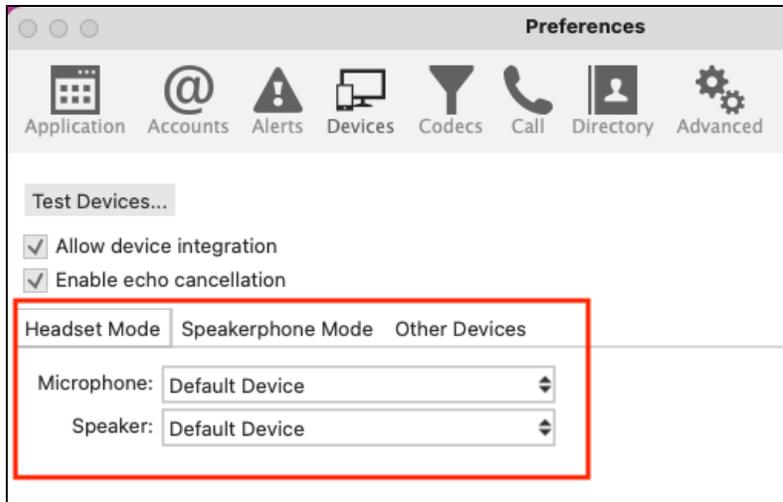
Audio Issues - Step-by-step guide

If you are having trouble hearing the caller or being heard by the caller, a good first step is to check if the correct microphone and speaker are selected.

1. Click **NocTel Go** in the menu bar.
2. Click **Preference > Devices**.



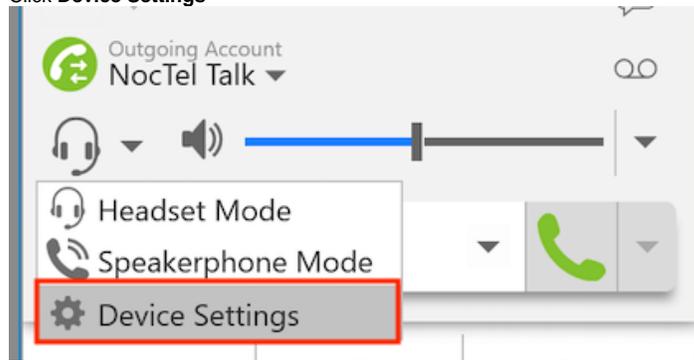
3. Check the tab for **headset or speakerphone mode**, depending on your use. Ensure that the correct microphone and speaker are selected from the drop-down fields. Changes made are saved.



4. Exit preference when finished

1. Click the arrow next to the headset mode  or speakerphone mode  icon to expand the menu.

2. Click **Device Settings**

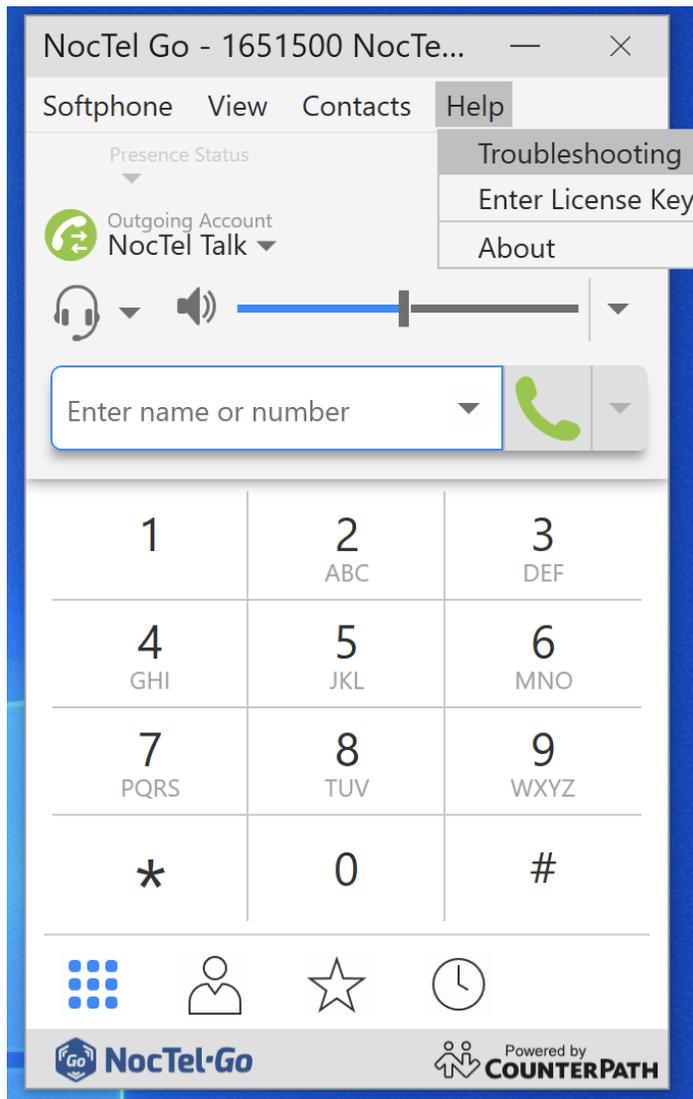


3. In the **Preference** window under **Devices**, check the tab for **Headset Mode** or **Speakerphone Mode**, depending on which you are using. Ensure that the correct microphone and speaker are selected from the drop-down fields.
4. Click **OK** to save the changes.

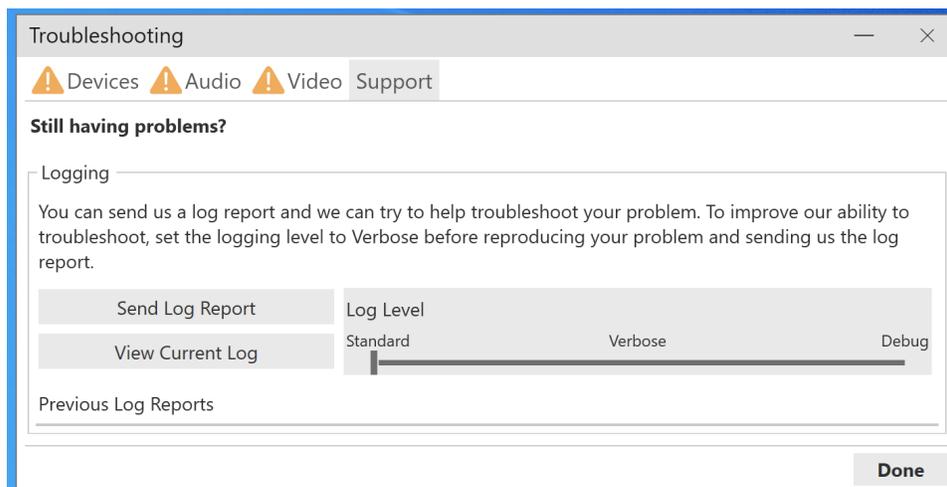
Sending a Debug log - Step-by-step guide

If you are having trouble with your Go2 desktop client and have reached out to our support team, we may request a debugging log. Please note that our support team is not automatically notified of debug reports sent. If you are having issues with your Go2 desktop application, please get in touch with our support team at support@noctel.com first. We will request the debugging report if needed.

1. Click **Help** in the menu bar, then **Troubleshooting**.
 2. Click the **Support** tab in the new window.
 3. Move the log level slider to **Debug**.
 4. Click **Send Log Report**
 5. In the note section, please list your **extension number**.
 6. Click **Send Log Report**.
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1. Click **Help** in the menu bar, then **Troubleshooting**.



2. Click the **Support** tab in the new window.
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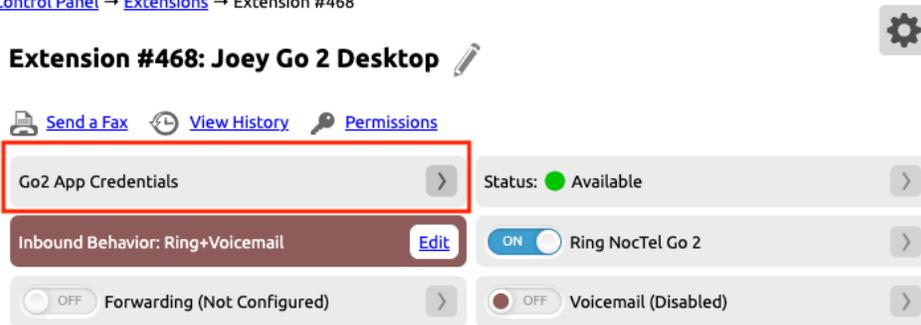
4. Click **Send Log Report**
5. In the note section, please list your **extension number**.
6. Click **Send Log Report**.

Password Reset - Step-by-step guide

Account Administrators can reset Go2 desktop passwords via the NocTel control panel. Please reach out to your IT team if you don't have access to the NocTel control panel.

1. Click Extensions, and then select the extension from the list.
2. Expanded the Go2 App Credentials section on the extension's option page.

[Control Panel](#) → [Extensions](#) → Extension #468



Extension #468: Joey Go 2 Desktop 

[Send a Fax](#) [View History](#) [Permissions](#)

Go2 App Credentials  Status: ● Available 

Inbound Behavior: Ring+Voicemail [Edit](#) ON Ring NocTel Go 2 

OFF Forwarding (Not Configured)  OFF Voicemail (Disabled) 

3. Enter the new password in the field. Close the section to save.

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](#)