# 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.

<ol> <li>Click NocTel Go in the menu bar.</li> <li>Click Preference &gt; Devices.</li> </ol>							
	Ś	NocTel Go	Edit	View	Contacts	Window	Help
		About NocTe	l Go				
		Preferences		ж,			
		Sign Out					
		Services		>			
		Hide NocTel	Go	ЖН			
		Hide Others		7⊂ ₩ H			
		Show All					
		Quit NocTel (	Go	ЖQ			

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.

000	Preferer				ferences		
Application Ac	<b>@</b>	Alerts	Devices	Codecs	Call	Directory	Advanced
Test Devices	e integra o cancella	tion ation	Mode 0	ther Devi	005	7	
Microphone: Speaker:	Default Default	Device Device	Node C		\$		
Exit preference wh	nen finish	ed					

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.
- 1. Click Help in the menu bar, then Troubleshooting.

NocTel Go - 1651500 NocTe $  imes$								
Softphone Vie	w Contacts	Help						
Presence Status	Presence Status							
Outgoing Accou	Outgoing Account							
V NocTel Talk	•	About						
<b>∩</b> → <b>●</b> →								
Enter name or number								
1	<b>2</b> ABC	3 DEF						
<b>4</b> GHI	5 JKL	6 MNO						
<b>7</b> PQRS	<b>8</b> TUV	9 wxyz						
*	0	#						
	$\Delta$	L						

- Click the Support tab in the new window.
   Move the log level slider to Debug.

Troubleshooting -							
🚹 Devices 🚹 Audio 🚹 Video Support							
Still having problems?							
Logging You can send us a log report and we can try to help troubleshoot your problem. To improve our ability to troubleshoot, set the logging level to Verbose before reproducing your problem and sending us the log report.							
Send Log Report	Log Level						
View Current Log	Standard	Verbose	Deb	bug			
Previous Log Reports							
			Do	ne			

- Click Send Log Report
   In the note section, please list your extension number.
   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.

Ċ

- 1. Click Extensions, and then select the extension from the list.
- 2. Expanded the Go2 App Credentials section on the extension's option page. <u>Control Panel</u> → <u>Extensions</u> → Extension #468

Extension #468: Joey Go 2 Desktop 🧳					
🚊 Send a Fax 🛞 View History 👂 Per	<u>missions</u>				
Go2 App Credentials	$\rightarrow$	Status: 🔵 Available	>		
Inbound Behavior: Ring+Voicemail	Edit	ON Ring NocTel Go 2	$\rightarrow$		
OFF Forwarding (Not Configured)	$\rightarrow$	• OFF Voicemail (Disabled)	$\rightarrow$		

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