

Reply 



SidekickTM

There are 2 ways to activate and install the Reply Sidekick

1. Login to replycloud.io and Activate via the Reply web portal.
2. Download the Reply mobile app from the Apple App Store or Google Play Store. Type "Reply" in the search field and download.

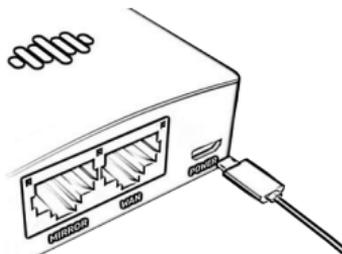


When using the Reply mobile app, you will need the Activation Code for the location. The Activation Code can be found on the "Locations" tab of the Reply Portal. Once you have logged in, or entered the activation code into the mobile app, follow the setup instructions.

How to install

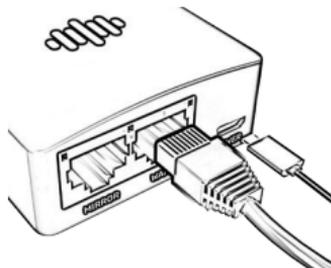
1. **Power**

Connect the power cord found in the Sidekick box to an AC or USB power source



2. **Connect to the Internet**

Connect one end of the **GREEN** ethernet cord into the port labeled "WAN", and then the other end into any open port on the switch.



Stages

Stage 1: Booting Up

You will see one solid GREEN light during while the device is booting up

Stage 2: Establishing Connection

You will see one solid GREEN light, one blinking GREEN light, and one flashing RED light while the device is establishing a connection to the Reply Server.

Stage 3: Connected

You will see two blinking GREEN lights when the device is successfully connected to the Reply Server.

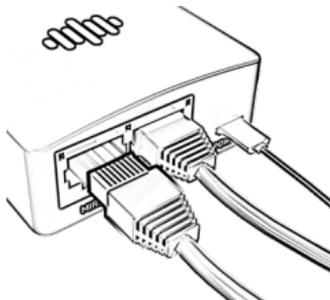
Reply Mirrored Port Setup

Enabling a **Mirrored Port** on your switch with the Sidekick will allow you to:

1. Monitor device registration status
2. Get notifications when devices drop registration
3. Run a local trace to identify cause of registration failure
4. Provide trace log file to carrier support representative for troubleshooting

First, enable a port on your local switch to mirror all VoIP traffic then proceed with the instructions here:

Connect one end of the **BLUE** ethernet cord into the port labeled "Mirror", and then the other end into the port that is mirroring the VoIP traffic on your switch



Reply Technical Specifications

Device Security

- Signed firmware to prevent modifications
- Unused ports (Ethernet/USB) disabled at firmware layer
- Wi-Fi (802.11) disabled outside of troubleshooting mode
- FCC & CE Certification

Communications

- (1) WAN port + (1) Mirrored port on local switch
- Cloud Server connection only HTTPS over port 443
- Firewall validation between Sidekick Device and Cloud Server

Data Capture & Storage

- Only on request in timed windows
- Captures only first 128 bites of VoIP data packets
- Captured data deleted after forwarded via email
- No customer signal or media data stored in cloud
- All meta-data is aggregated for portal reporting



CPU	Atheros 9531, @650MHz
Memory / Storage	DDR2 128MB / Nor 16MB + Nand 128MB
Frequency	2.4GHz
Transmission Rate	300 Mbps
Max Tx Power	20dBm
Protocol	02.11 b/g/n
WAN / LAN	10 / 100 Mbps
Power Input	5V / 1A
Power Consumption	< 2W
Dimensions / Weight	58 x 58 x 25 mm / 40g
GPIO Count	2
Working Temperature	- 45° (32 - 113°F)

For support you can call (844) 311-3012 M-F: 8:00am - 5pm CST
or email Support@replycloud.io

replycloud.io

