Technical Overview

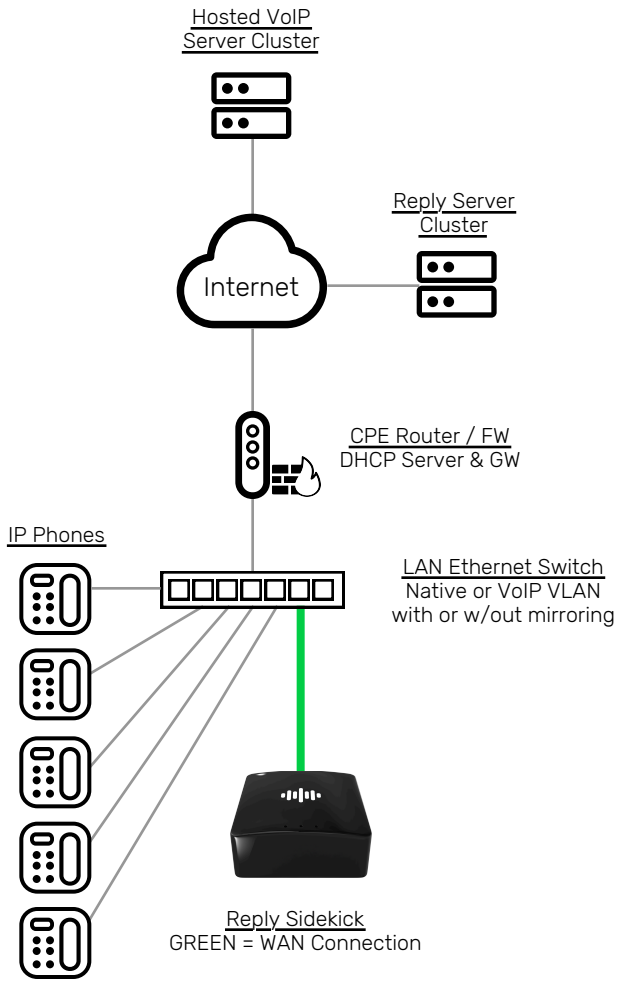
Reply Sidekick Connectivity: GREEN Wire - Primary Configuration

Reply Sidekick Connectivity

- The Reply Sidekick connects via RJ-45 into the site's Ethernet switch.
- The Reply Sidekick does not sit in line with any IP Phone or network equipment.
- If VLAN's are used at the site, the Sidekick is installed on the same VLAN as the IP Phones.
- The Reply Sidekick requests a DHCP address in the same manner as an IP Phone.
- The Reply Sidekick can connect to an open port on a router if the IP Phones are connected to the router, however optional mirror port functionallity is generally only provided by a premise Ethernet switch.

Reply Sidekick Communication

- The Reply Sidekick establishes communication with the Reply Server via HTTPS
- The Reply Sidekick operates as a host on the network and does not route or bridge any packets or impact LAN transmission speeds.
- The Reply Sidekick actively communicates only with the Reply Servers in the cloud.
- The Sidekick has Wi-Fi to communicate with the Reply mobile application for troubleshooting. Once registered with the Reply Server, the Wi-Fi is turned off until the unit is rebooted.



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Reply

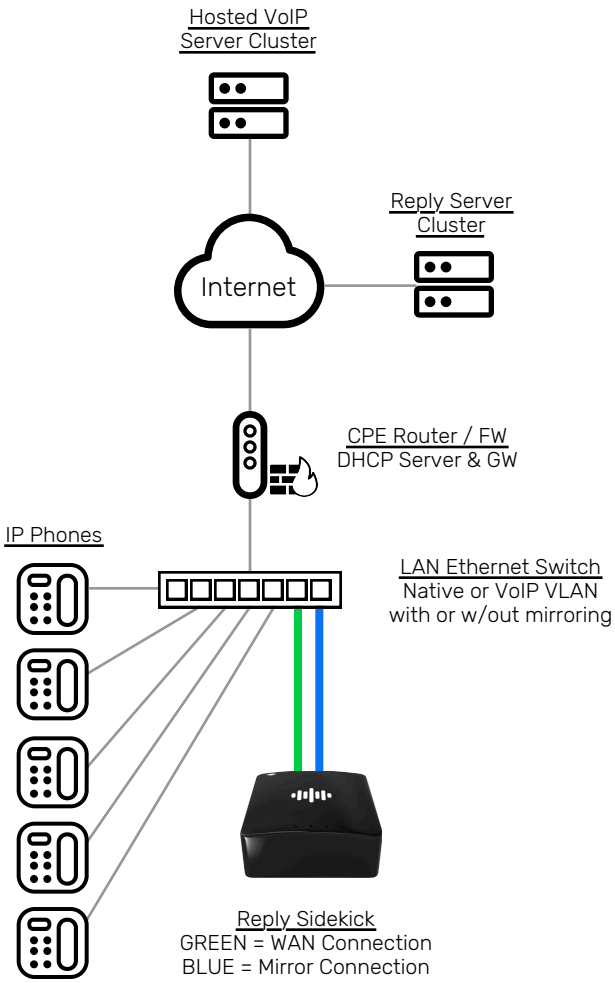
Reply Sidekick Connectivity: BLUE Wire - Mirrored Port Configuration (optional)

Reply Sidekick Monitoring

- With an Ethernet switch capable of port mirroring, the customer can configure all IP Phone ports to be mirrored to the BLUE cable port of the Reply Sidekick.
- The Reply Sidekick will capture SIP packets when TLS is not enabled, and TLS packets when it is enabled, and determine the SIP registration Status of each IP Phone.

Reply Sidekick Mirrored Port Capture Jobs

- On request through the Reply Portal, the Reply Server can request the Reply Sidekick perform a short capture of all VoIP packets to / from a specific MAC addresss and upload the PCAP file to the Reply Server when complete. The PCAP file is downloaded to the requestor and deleted from the Reply Server.



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