

## Feature Overview

The Reply Sidekick is a feature rich VoIP network monitoring, testing, and troubleshooting tool. The feature set includes pre-Installation VoIP network assessment, persistent network monitoring and alerts, remote network testing and troubleshooting, and historic network reporting. Most features only require the Sidekick to be installed on an open WAN port, some also require a mirrored port on a local network switch.

Testing / Alerting / Reporting	WAN Port	Mirror Port
Pre-installation VoIP Network Assessment	X	
Bandwidth Capacity (Speed test)	X	
VoIP Call Quality (MOS Score, R-Factor)	X	
Latency & Packet Loss	X	
DNS Lookup Validation (NAPTR, SVR, A)	X	
VoIP Concurrent Call Test	X	
VoIP Concurrent Call Test with Data Load	X	
Firewall Configuration Verification	X	
SIP ALG Discovery	X	
Double NAT Discovery	X	
UDP Timeout Discovery	X	
Full range UDP Scan (10000 - 65530)	X	
Remote inbound test calls to devices	X	
Remote outbound test calls any number	X	
Persistent Voice Quality Reporting	X	
Device network visibility	X	
Schedule Automated Testing	X	
Sidekick Availability	X	
Device Registration (IP, DECT, ATA)		X
Remote Packet Capture (PCAP)		X
Multiple VoIP VLAN support		X
SIP Signal Data Monitoring		X