Sidekick™

There are 2 ways to activate and install the Reply Sidekick

1. Login to replycloud.io and Activate via the Reply web portal.

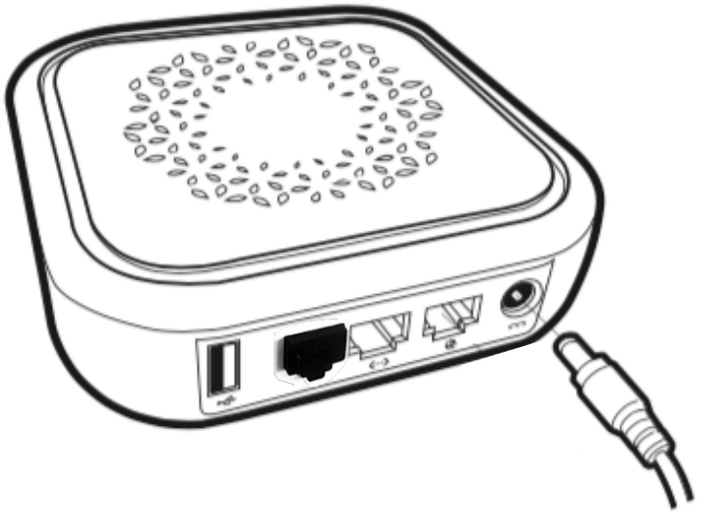
2. Download the Reply mobile app from the Apple App Store or Google Play Store. Type “Reply” in the search and download

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

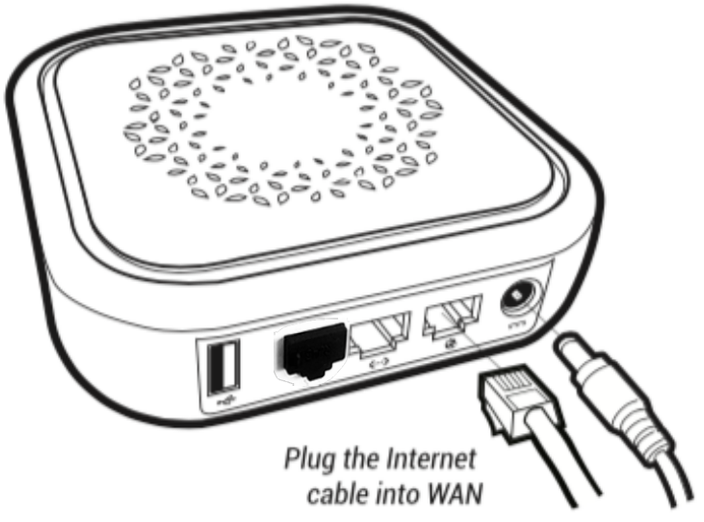
1. **Power**

Connect the power cord found in the Sidekick box to an AC or USB power source. Power Over Ethernet (POE) also supported.



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.



Plug the Internet cable into WAN

Stages

Stage 1: Booting Up

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

Stage 2: Establishing Connection

You will see one solid GREEN light, one blinking GREEN light, and one flashing RED light whlie the device is estlablishing 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.

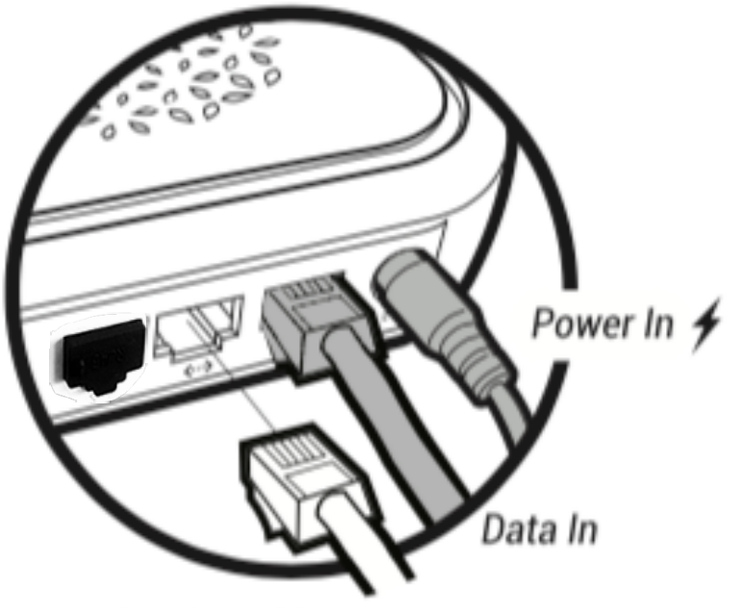
Reply Mirrored Port Setup

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 packet capture on a specific device
4. Monitor SIP Signal Data & export to PCAP for troublelshooting

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 576 bytes of VoIP data packets
- Captured data deleted after download
- No customer VoIP media stored in cloud
- All meta-data is aggregated for portal reporting

CPU	Atheros IPQ4028 Quad-Core ARM, @717MHz
Memory / Storage	DDR3L 256MB / FLASH 32MB
Ethernet Type	10 / 100 / 1000M
Power Input	PoE or 12V-1.5A
Power Consumption	<7W
Interface	1WAN, 1LAN
Wi-Fi Protocol	IEEE 802.11 a/b/g/n/ac
Working Temperature	0 - 45 degrees C (32 - 113 F)
Dimension / Weight	116*116*37mm / 270g

For support please email support@replycloud.io

Reply

replycloud.io