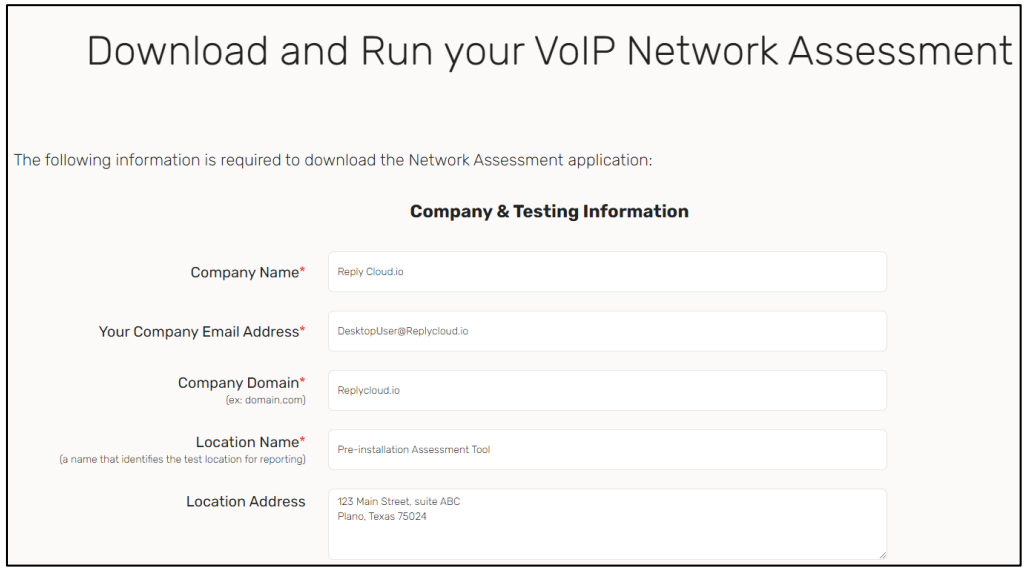
Reply Cloud Desktop Application

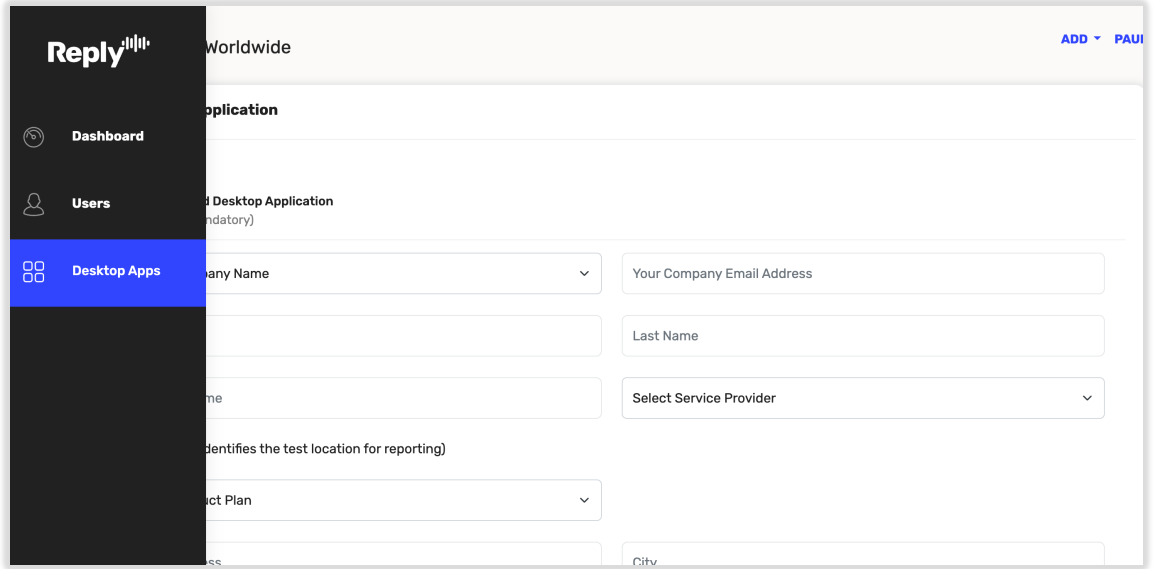
App Download Options

Customers can either be provided an App Download Page or an invitation can be sent via the Admin portal. Once this step is completed, an invitation email is sent to the customer with an Activation key.

Download Page



Invitation Generation (via portal)



Host Computer Requirements

Windows 10 or later. Does not run on Windows Surface tablets.

Mac OS X 10.15.7 Catalina or later

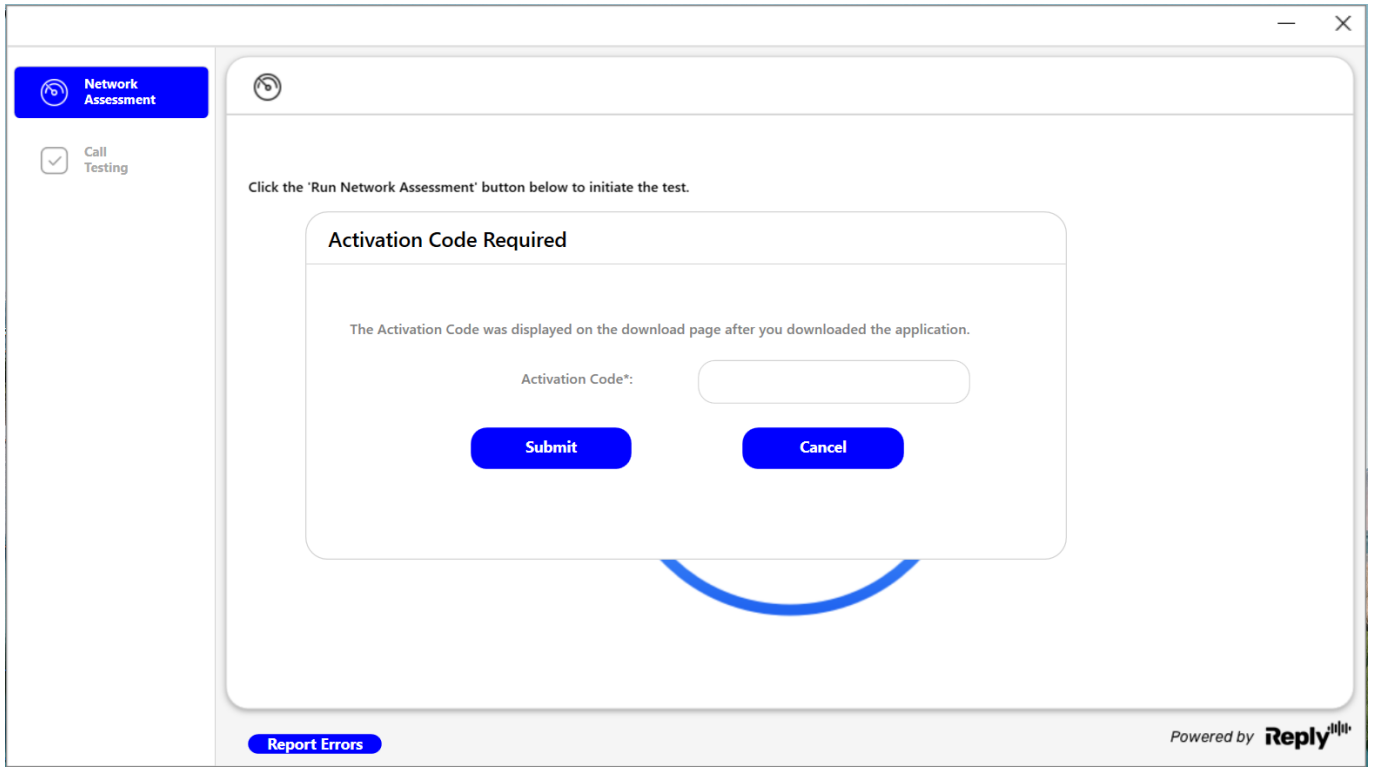
- Application runs **extremely** light with very low CPU usage at rest
- Latest VoIP Quality and Path Analysis details are gathered every two minutes
- Full Network Assessments are exportable from app and portal as PDF for local storage and reference.
- A Microsoft Teams version of the software is available upon request.
- If errors are encountered, a report with log data can be submitted via the interface.

Reply

Verification

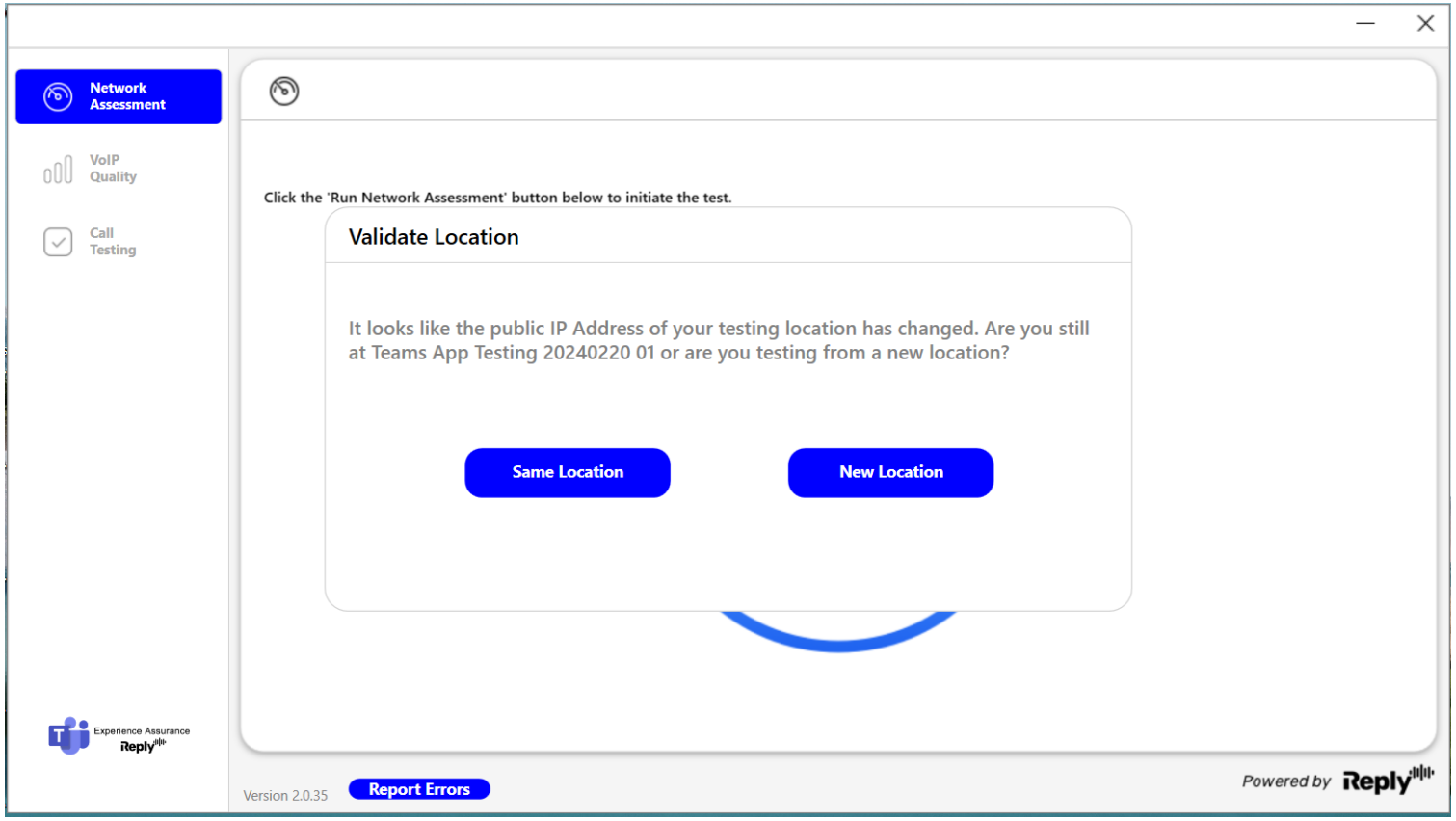
After successful installation, open the app from the icon. A prompt appears to enter the Activation code. Cut / Paste the activation code and the app completes the verification process and is ready to run tests. The tester should click on Run Network Assessment Test.

The app verification is a one-time process. If the app is closed and restarted the app will open without validation.

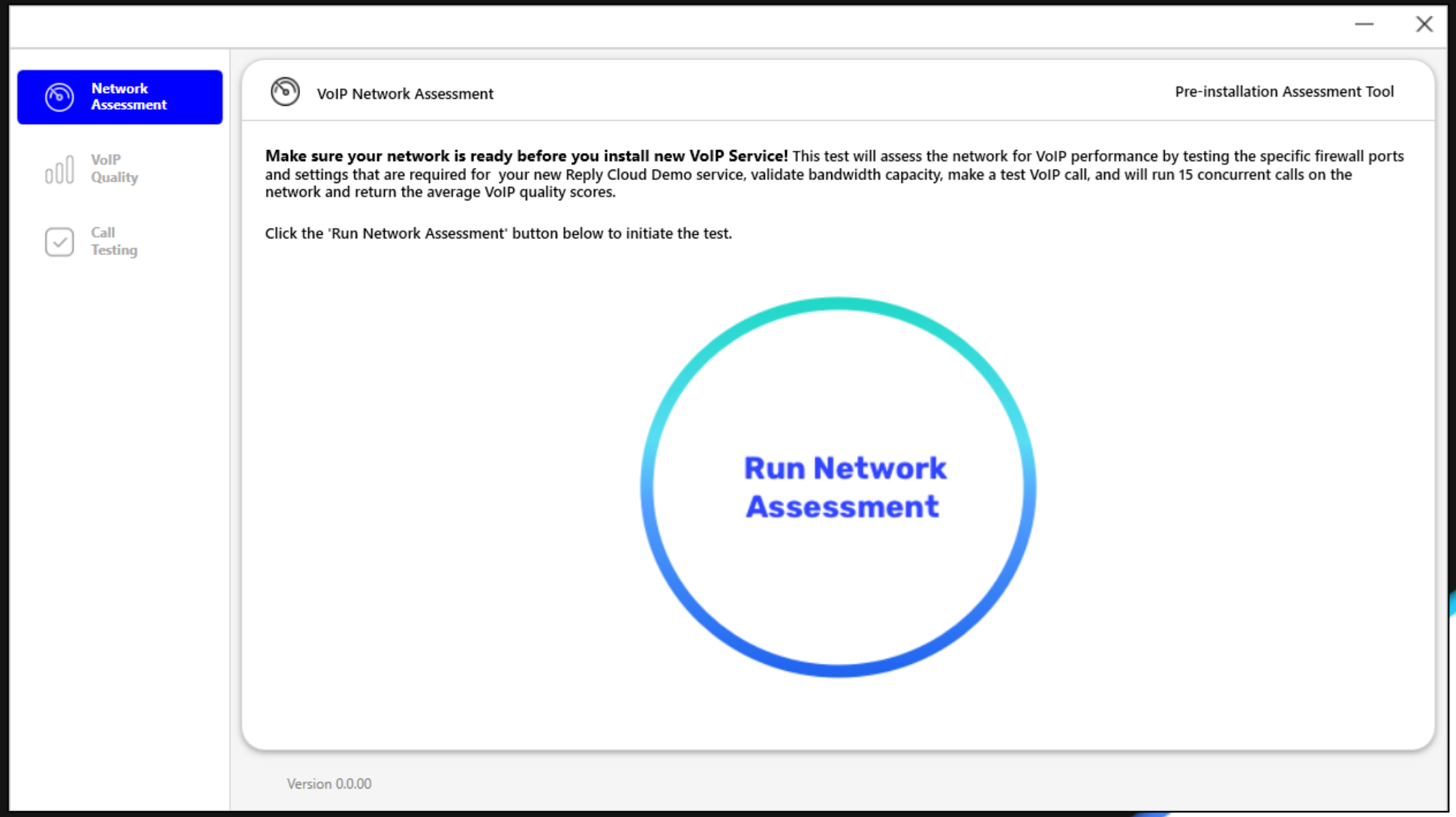


New Location

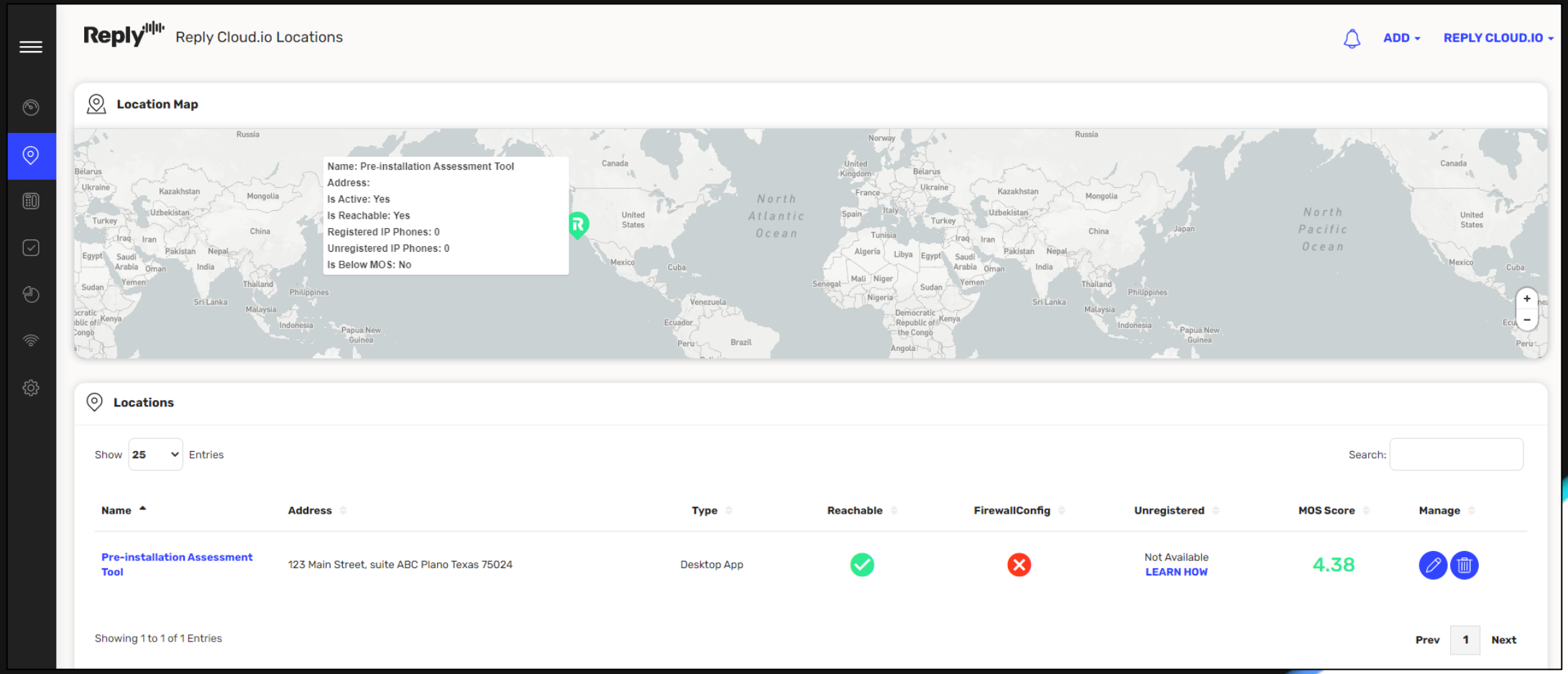
If the app is moved from one location to another, a prompt will appear that asks if another location in the Reply system is requested. This allows for tests to be completed for multiple locations and saved in the system using a single key. There is no charge to create new Locations.



Assess network performance and readiness

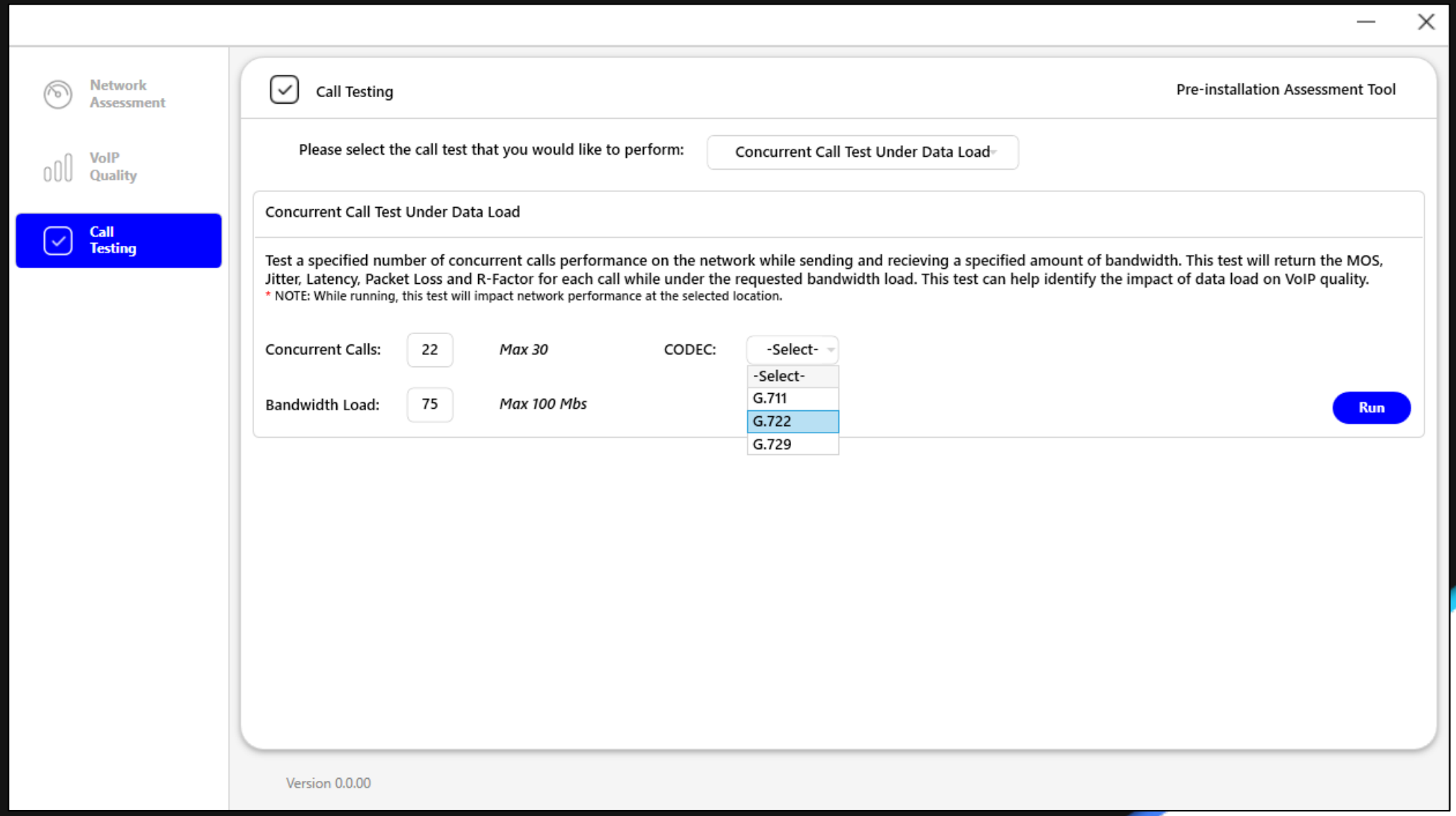


Remotely view results from Reply portal



Persistently monitor VoIP call quality

Simulate concurrent calls and bandwidth loads



Thank You!

www.replycloud.io

Reply Cloud

Assess | Monitor | Troubleshoot