



TelNet Insight

Set-up Guide

This guide is intended to demonstrate the setup and configuration process for your TelNet Insight Sidekick. After reading through this guide you'll be able to unpack and set up your Insight Sidekick in minutes!

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Receiving your Insight Sidekick.

After signing up for TelNet's Insight service, a network testing and quality monitoring device will be shipped to your site. Delivery usually takes 3-5 business days.



A TelNet Insight package after delivery

Unboxing and preparing your Insight Sidekick

After opening the packaging for your Sidekick device, you will see all the components that you need to bring your device online.

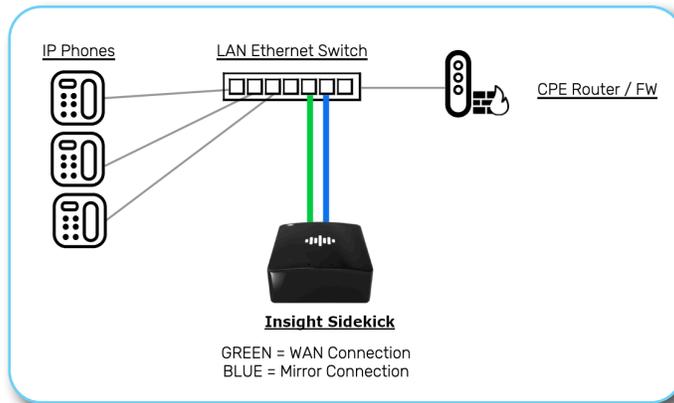


TelNet Insight components and packaging

- **(x1) Insight Sidekick**
- **(x1) USB charging brick**
- **(x1) MicroUSB charging cable**
- **(x2) ethernet cable**

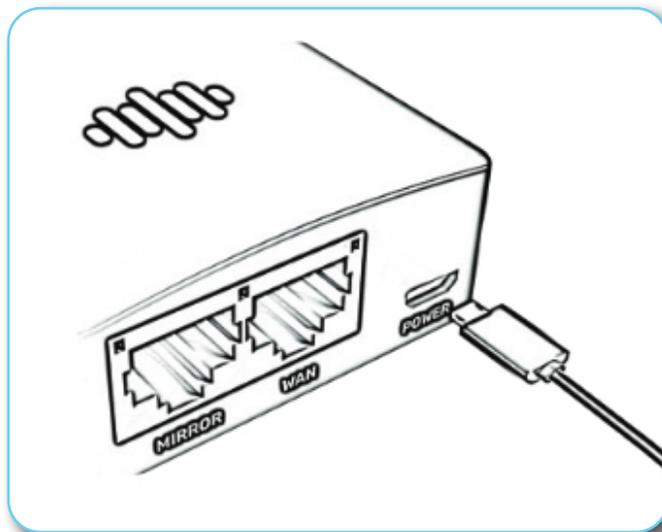
Where to Install a TelNet Sidekick

To get the most out of your sidekick's feature set, you will need to make a minor change to your network equipment. By enabling mirroring on a switch port you will be able to track the SIP registration status of all the devices on your network.

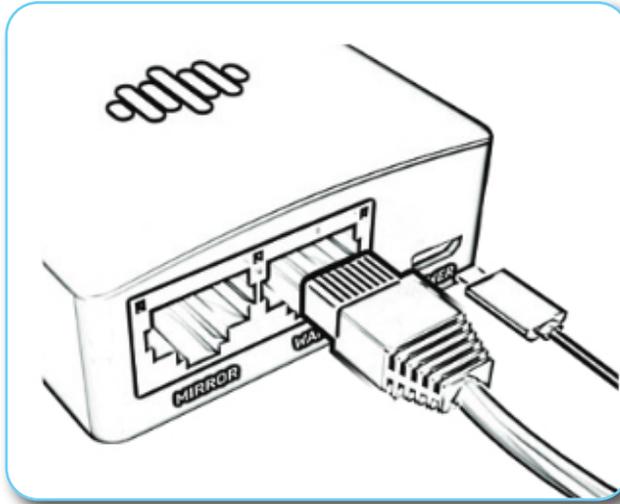


Setting Up the Insight Sidekick

1. After unboxing your Sidekick plug the microUSB cable into the sidekick and a power source near your Ethernet switch.



2. Plug the provided ethernet cable into an available port on your switch and the WAN port on the Sidekick.

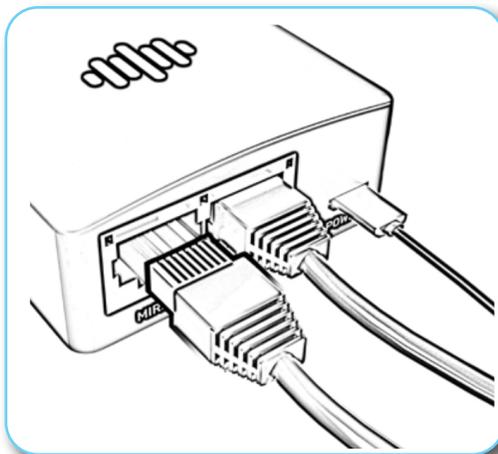


3. Monitor the green and red lights on the front of the sidekick (the side without the power port and network interfaces)

- Booting Up - you will see one solid green light during while the device is booting up
- 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 TelNet Insight Service.
- Connected - you will see two blinking green lights when the device is successfully connected to the TelNet Insight Service.

Connecting the Mirrored Port to the Sidekick

Configuring a mirrored port is covered in our Mirrored Port Setup Guide. To connect the mirrored port Connect one end of the ethernet cord into the port on your sidekick labeled “Mirror”, and then the other end into the port on your switch that is mirroring VoIP traffic.



Required IPs and Services

TelNet's Sidekick device needs to be able to reach out to TelNet's infrastructure to provide you insight into your network's VoIP readiness. This list of IP addresses and ports will need to be accessible by the sidekick from within your network.

IP Address	Port	Description
34.234.245.213	HTTPS: 443/TCP	Insight Sidekick API
52.70.49.68	HTTPS: 443/TCP	Insight Sidekick Job Server
34.237.134.227	HTTPS: 443/TCP	Insight Sidekick Management
18.233.142.154	NTP: 123/UDP	Insight Sidekick NTP Server
66.79.221.156	SIP: 5060/TCP & 5060/UDP	Insight Call Test Server
66.79.221.156	RTP: 10,000-20,000/UDP	Insight Call Test Server
66.79.221.155	ANY	Insight Firewall Test Server
66.79.221.157	DATA: 984/TCP & 984/UDP	Insight Speedtest Server