



Dear Telrad Customer,

Thank you for registering for our Bi-Weekly onboard webinar. We value your business and would like to see things get off on the right foot. As a result, please read this document carefully to ensure the correct onboarding steps are taken.

By now you should have worked with one of our pre- sales engineers to define a baseline configuration for equipment pre- staging and equipment should be on its way to you. Following portal access setup (step 1 below), you may download and reference a high-level overview of the solution using the link below

<https://telradsupport.zendesk.com/hc/en-us/articles/115003036793-Onboard-presentation->

Step 1 – Register for Telrad support portal. To do so please send an email request with subject line “Portal Access” to the address below

[support@telradsupport.zendesk.com](mailto:support@telradsupport.zendesk.com)

Be sure to include the following details:

*First and last name*

*Organization*

*Email address*

*Contact #*

*Account Manager name*

*Channel partner name if applicable*

Step 2 – Establish remote access method with Telrad support. This may be sent to your pre- sales engineer or submitted in a Zendesk support case. VPN is always preferred and source IP based firewall rules are not feasible due to geographical distribution of our support team

NOTE: As a follow, up to your support portal access request you will receive an email from Telrad Support with login instructions. This login will be required for each of the following links

Step 3 – Prepare BreezeView NMS. Using the link below the BreezeView installation manual may be downloaded

<https://telradsupport.zendesk.com/hc/en-us/articles/115009591567-Installation-and-Administration-6-8>

In the installation document the system requirements are located on page 2. Telrad support will be happy to perform the application installation for you once you have set up the base Operating system and provided root access.

Step 4 – Once equipment is received the basic Installation manuals should be referenced

<https://telradsupport.zendesk.com/hc/en-us/articles/227202748-Installation-Guides>

The Compact may be accessed locally via DAT III using SSH to 192.168.1.1 admin/LteAdmin!. Although we expect your BreezeCOMPACT is being shipped pre-configured as part of the pilot. The following knowledgebase guide may assist you to modify or review the IP parameters

<https://telradsupport.zendesk.com/hc/en-us/articles/115002407874-BreezeCOMPACT-Basic-networking-CLI-for-BreezeView-discovery->

For the BreezeWAY2020 the default Network port configured will be port 9. The CLI may be accessed via any other ethernet port @ 192.168.1.1 via ssh admin/LteAdmin!

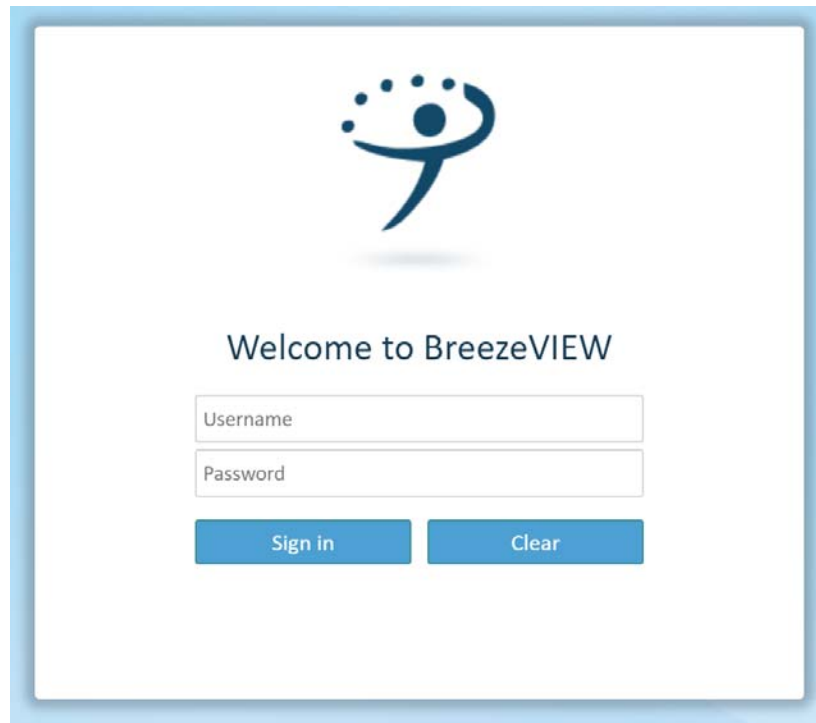
IP addressing may be modified or viewed using the following knowledge base guide

<https://telradsupport.zendesk.com/hc/en-us/articles/215549347-EPC-Basic-Network-Configuration->

Step 5 – Once all equipment has been connected to the network you may want to log into BreezeView and start to explore the GUI

BreezeView may be accessed using your web browser and IP Address you previously allocated

[http://x.x.x.x:8080  
admin/admin](http://x.x.x.x:8080/admin/admin)



We encourage you to schedule a walk through session with your SE either following or during system turn up

Questions?

Zendesk support portal along with knowledgebase may be accessed at the following link.

<https://telradsupport.zendesk.com>

Procedure for opening a support case can be found at the link below

<https://telradsupport.zendesk.com/hc/en-us/articles/115002397393-Zendesk-Support-case-Procedure->

At any time during the process if you have any questions or concerns please feel free to contact your account manager or

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