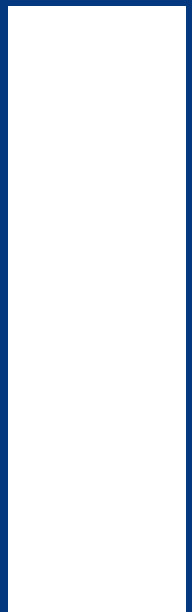


FRIDAY SYSTEMS INC.



Friday AI™ User Quick Start



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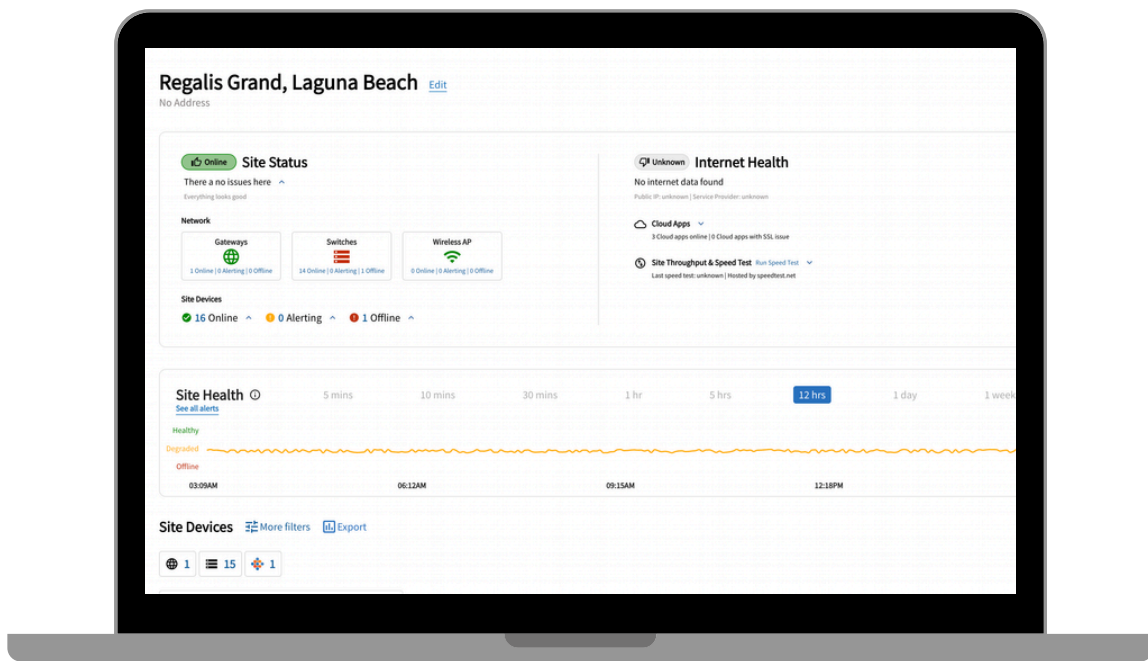
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INTRODUCTION

Overview of Friday User Handbook



I. Introduction

The Friday QuickStart Handbook is designed to help you get the most out of the Friday dashboard. Inside you'll find a clear step-by-step guidance on setting up and claiming your Friday Appliance, configuring your dashboard, and enabling Friday ClearSight. You'll also learn how to add cloud apps, set up VLANs, manage switch credentials, and add users with ease. In addition, this handbook walks you through creating and managing Incident Response (IR) Flows, giving you a complete reference to ensure consistency, efficiency, and best practices across your environment.

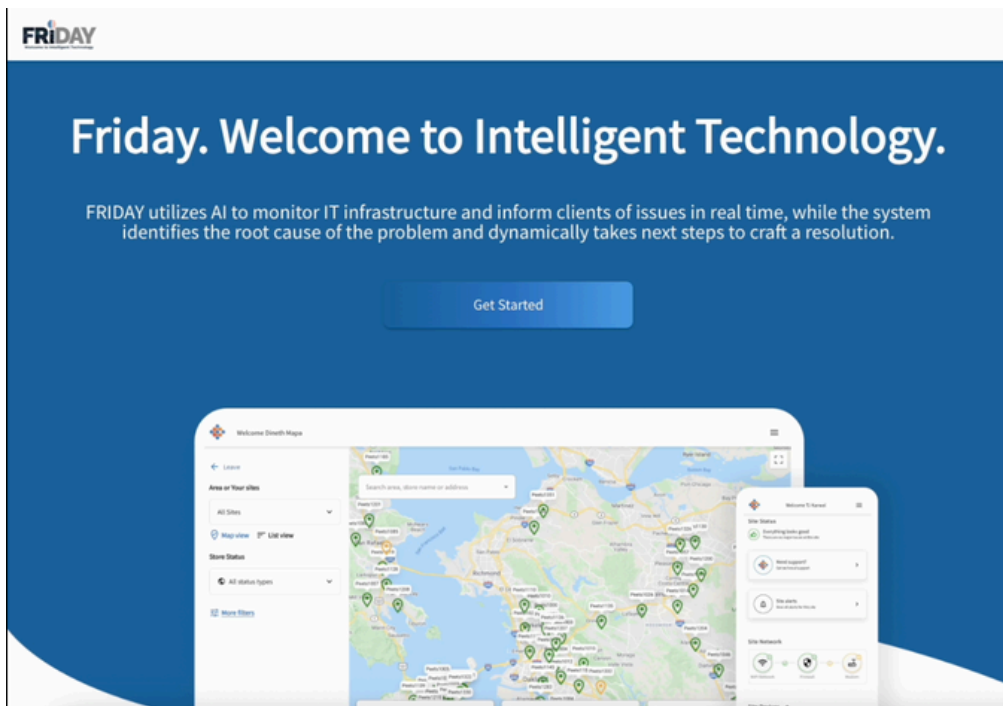
GETTING STARTED

Setting Up Your Friday Dashboard & Claiming Your Friday Appliance.

Follow these steps to set up your Friday dashboard and claim your appliance. Within minutes, Friday will begin discovering your environment.

Registration & Login

1. Click **Activate Account** on the “Welcome to Friday” email.
2. Create your password and set up two-factor authentication.
3. Log in with your new credentials.
4. On the Welcome screen, click **Get Started**.



GETTING STARTED

Help Desk Setup

1. Enter your **Help Desk Name** and **Mailing Address**.
2. (Optional) Upload your organization's logo.
3. Enter a **Support Email** — where Friday will send ticket notifications.
4. Enter a **Support Phone Number** for quick communications

Device Name Setup Wizard (Optional)

1. Review the list of devices shown
2. Define naming conventions you already use for your devices.
3. If unsure, click Skip and set up later.

GETTING STARTED

Claim Your Friday Appliance

1. In the dashboard, go to **Settings > Appliance Settings**.
2. Click **Set Up Appliance**.
3. Locate the **serial number** on the bottom of your appliance and enter it in the provided field.
4. Choose whether the appliance belongs to a:
 - **New Site**
 - **Existing Site**
 - **Replace Appliance**
5. Enter your site name and address.
6. Click **Continue**.

← Claim a client

Please provide serial number

123456

Is this client a new site or an existing site?

New Site

Existing Site

Replacing Appliance

Site Name

Site Name

Site Address

Address Line 1

Address Line 2

City State

Zipcode

Continue

GETTING STARTED

Connect Your Appliance

1. Plug your Friday appliance into power.
2. Connect it to your core switch via Ethernet.
3. Ensure the switch port provides DHCP and, ideally, is configured as a trunk port with a management VLAN.

Device Check-In

1. Your site will show Offline until the appliance checks in.
 - With correct outbound connectivity this process should only take minutes.
2. Refer to Friday Firewall Documentation if needed.

Adding Cloud Apps

Cloud apps let Friday monitor critical services like payment gateways, VoIP, email servers, productivity tool, etc. If a monitored app becomes unreachable or suffers performance issues due to loss, latency, or jitter, Friday can trigger IR Flows to proactively notify users or document the outage before tickets flood your help desk.

Note: This setup is done once at the organizational level. Any new site you bring online will automatically inherit the configuration.

Steps to Add a Cloud App

1. **Log in** to your Friday account.
2. From the left-hand menu, go to **Settings > Organizational Settings**.
3. Select **Monitored Cloud Apps**.
 - If this is your first setup, the list will be empty.
 - Click **Add New**.



The screenshot shows the 'Organizational Settings' page. Under the 'Monitored Cloud Apps' section, there is a table with the following columns: Destination, Destination name, Protocol type, Loss (%), Latency (ms), Jitter (%), and Alerts. The table is currently empty. Below the table, there is an 'Add new' link and a 'Save' button.

Destination	Destination name	Protocol type	Loss (%)	Latency (ms)	Jitter (%)	Alerts
-------------	------------------	---------------	----------	--------------	------------	--------

[Add new](#) Save

CORE FEATURES

Steps to Add a Cloud App (Continued)

4. Fill in the fields:

- **Destination** → FQDN (e.g., outlook.office365.com).
- **Destination Name** → Label for the app.
- **Protocol Type** → HTTP/HTTPS or ICMP.
- **Loss (%), Latency (ms), Jitter (%)** → Set thresholds for alerts.
- **Alerts** → Toggle on to enable notifications.

5. Click **Save**.

Adding a Sub Interface

Friday lets you create subinterfaces so you can monitor and manage multiple VLANS more effectively. Once added, your Friday appliance will continuously watch that network segment, triage issues, and take corrective actions automatically.

Steps to Add a Sub Interface

1. Log in and go to **Settings > Appliance Settings**.
2. Select **Network Interfaces**.
3. Choose the site you want to configure.
4. Click **Add New**.
5. Enter:
 - **VLAN Address** → DHCP or Static IP.
 - **VLAN Name** → A descriptive label for easy reference.
 - **VLAN ID** → The unique numeric identifier for the VLAN.
6. Click **Save**.

The screenshot shows the 'Network Interfaces' configuration page. At the top, there is a gear icon and the title 'Network Interfaces'. Below the title is a dropdown menu set to 'Friday Labs'. The main content area is a table with the following columns: 'Interface', 'Address', 'Subnet Name', 'VLAN ID', and 'Reachability'. The first row shows 'Int 0' in the 'Interface' column, 'DHCP' in the 'Address' column, and empty text boxes in the 'Subnet Name' and 'VLAN ID' columns. Below the table, there is a 'Discovered' section with a 'Scan VLANs' button and the text 'There are no discovered VLANs'. At the bottom left, there is an 'Add new' link, and at the bottom right, there is a blue 'Save' button.

Interface	Address	Subnet Name	VLAN ID	Reachability
Int 0	DHCP			

Discovered [Scan VLANs](#)
There are no discovered VLANs

[Add new](#) [Save](#)

Creating an IR Flow

Incident Response Flows are Friday's unique way of shifting from reactive methods to proactive action— moving beyond simple alerts and instead training Friday exactly how to address issues from discovery to resolution.

IR Flows consist in three core pieces:

- Triggers → events that start the flow (e.g., device offline).
- Actions → how Friday responds to the issue.
- Results → checks if the action worked, then defines what's next.

Build a New IR Flow

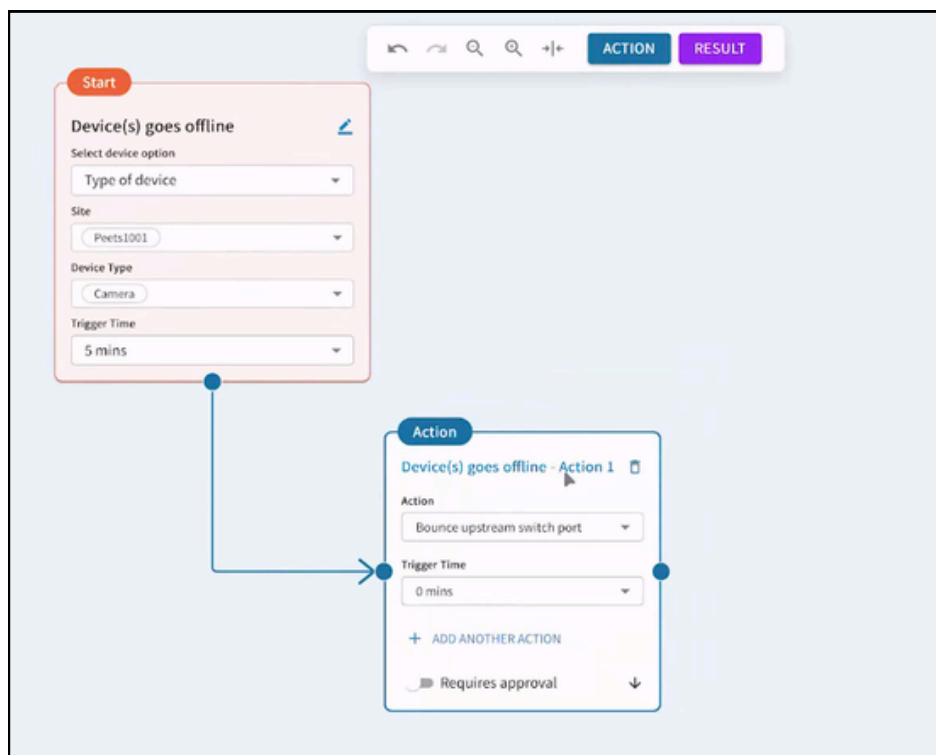
1. In the left menu, go to **Friday Actions > IR Flows**.
2. Click **Create New**.
3. From the drop-menu, select the **Incident Type** (trigger).
 - Example: Device(s) goes offline.
4. On the canvas, configure the **Start tile**:
 - **Device Type** or the specific device
 - **Site** where this will apply
 - **Trigger Time** (how long the issue must persist before Friday takes action)



GETTING STARTED

Add an Action

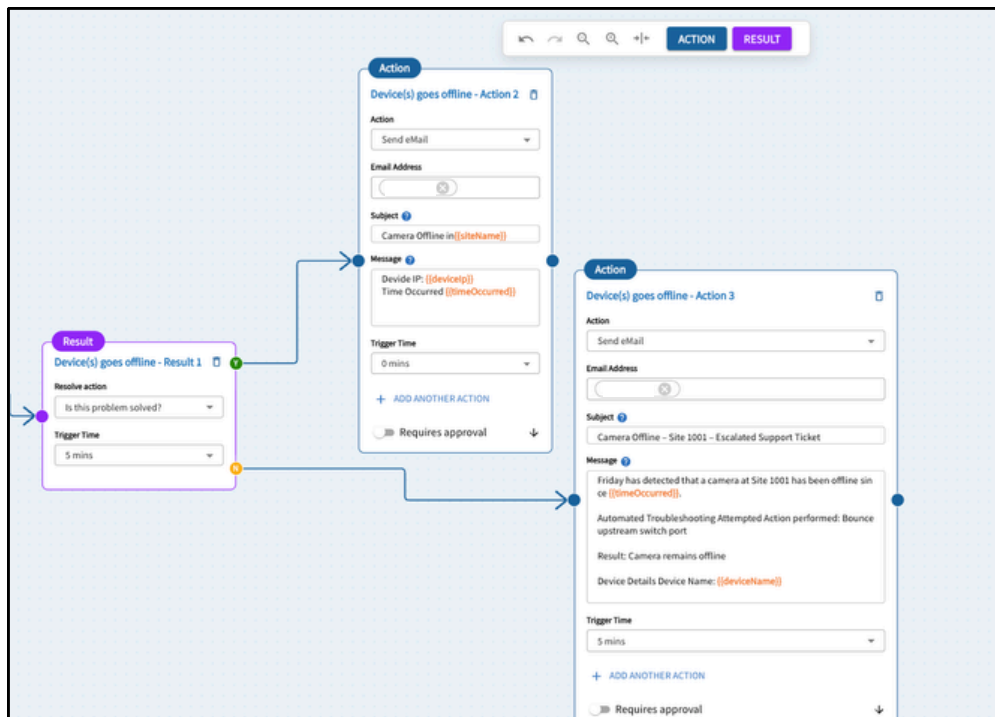
1. Click the blue **Action** button.
2. In the **Action tile**, configure:
 - **Action** → Friday's direct response to the trigger event
 - **Trigger Time** → how long to wait before executing this action.
3. (Optional) Toggle **Requires Approval**.
 - If enabled, Friday will pause here and request permission before proceeding.
 - You'll be prompted to fill in the **communication method** (text or email) and the approver's contact info.
4. Drag a line from the **Start tile** to the **Action tile** to connect them.



GETTING STARTED

Add a Result

1. Click the purple **Result** button to add a check.
2. Set a **check time** (e.g., wait 5 minutes before verifying if the device is back online).
3. Define Outcomes: **Did the previous step fix the problem?**
 - **Yes (Y) → Resolved**
 - Connect to another Action tile to send a confirmation email to the help desk.
 - **No → Still Unresolved**
 - Connect to an **Action** tile to perform a follow-up step, or automatically create a support ticket with full incident details and Friday's attempted resolutions
- **Tip:** you can Use variables like **{{deviceIP}}**, **{{macAddress}}**, or **{{deviceName}}** to auto-fill incident details.



Enabling Friday ClearSight

Friday ClearSight is a proactive monitoring feature that ensures your surveillance system consistently captures clear, actionable footage. By generating periodic thumbnails, scanning for visibility issues, and sending detailed diagnostic alerts the moment quality is compromised, ClearSight eliminates guesswork—helping your team detect and address problems before footage is found unreliable in critical moments.

Enable ClearSight

1. Log in and go to **Settings > Organizational Settings**.
2. Expand the **Friday ClearSight** section.
3. Toggle ClearSight **ON** to enable.
4. Review the terms in the confirmation modal → click **Acknowledge**.
5. Click **Save**.

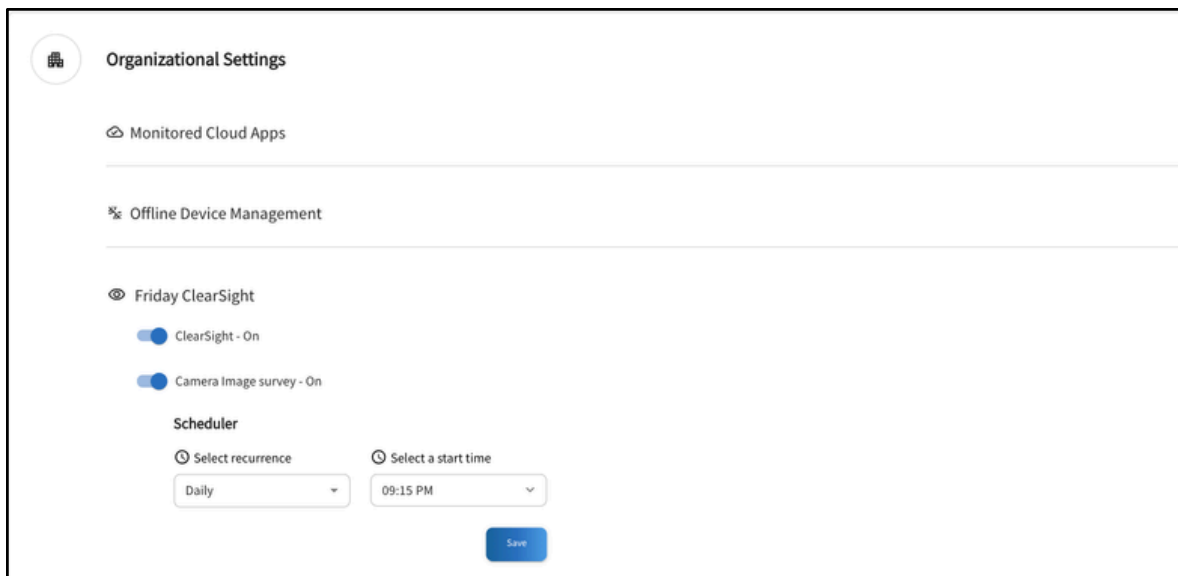
Subscribe Cameras to RTSP

1. From **On-Site Team View**, select one or more **camera devices**.
2. Click **Edit > Advanced Settings**.
3. Enter the **RTSP URL** for each camera.
 - Use the `{{ipAddress}}` variable so RTSP subscriptions automatically update if IPs change.
4. Click **Update**.

ADVANCED CONFIGURATIONS

Fine Tune ClearSight

- **Set ClearSight Frequency** → choose hourly, daily, or custom intervals for automated image quality checks.
- **Enable Camera Image Survey** → toggle to run deeper analysis on placement, lighting, and image quality.



The screenshot displays the 'Organizational Settings' interface. It features a sidebar with a menu icon and the title 'Organizational Settings'. The main content area is divided into sections: 'Monitored Cloud Apps', 'Offline Device Management', and 'Friday ClearSight'. Under 'Friday ClearSight', there are two toggle switches: 'ClearSight - On' and 'Camera Image survey - On', both of which are currently turned on. Below these toggles is a 'Scheduler' section with two dropdown menus: 'Select recurrence' (set to 'Daily') and 'Select a start time' (set to '09:15 PM'). A blue 'Save' button is located at the bottom right of the settings area.

Adding Switch Credentials

Adding switch credentials lets Friday pull live switch port details, making it smarter in IR Flows and giving you full visibility into your switching environment.

Add Switch Credentials

1. From the **On-Site Team View**, scroll down until you reach your switches.
2. Locate the switch you want to add credentials to.
 - Without credentials, you'll still see device details and alerts—but switch port details won't be visible.
3. Click **Edit**.
4. Go to **Advanced Settings**.
5. Enter the switch **username** and **password**.
6. Click **Update**.

Edit Device ✕

Update device name and device type

Action

Support tickets enabled

Device name

ES-MDF-ADMN-1

Device type

Switch

Advanced Settings ^

Device Communications

Local credentials

Username

.....

Password

.....

Global Config Password

.....

Update [Remove this device](#)

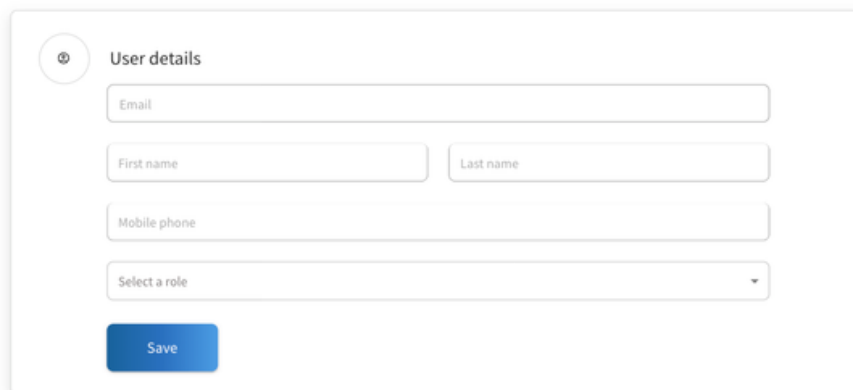
Adding a User

Adding users in Friday ensures your team members have the right visibility and permissions to do their work—whether across multiple organizations, within one organization, or at specific sites.

Add a New User

1. From the left menu, go to **User Management**.
2. Click **Add New User** (top-right).
3. Fill in the details:
 - **Email address**
 - **First name**
 - **Last name**
 - **Mobile phone number**
4. Assign a role type:
 - **Operations** → Access to multiple organizations.
 - **Admin** → Full visibility for one organization.
 - **Site Staff** → Limited to one or more specific sites.
5. If assigning Site Staff, type the site name(s) to grant access.
6. Click **Save**.

← Add a new user



The screenshot shows a form titled "User details" with a close icon in the top left corner. The form contains the following fields:

-
-
-
-

