#### Ekahau Sidekick™



The world's first purpose-built site survey and troubleshooting device for Wi-Fi / WLAN / 802.11

Ekahau Sidekick™ is a purpose-built site survey device meant for walk-testing of the wireless networks to design, validate, optimize or troubleshoot the Wi-Fi / WLAN / 802.11 networks. The device is intended for receiving and measuring the RF spectrum on 2.4 GHz and 5 GHz bands as well as specifically analyzing the signals from Wi-Fi access points. It is planned to be used together with other Ekahau provided Wi-Fi tools and applications by connecting the device via USB cable to computers

### Safety instructions - Read before use

## CAUTION



- It is not permitted to use the device for anything else than what it is originally intended for.
- Do not immerse the device or the power supply under the water, even partially. There is a risk of injury or death if not followed.
- Do not try opening or tampering the device mechanically. There is a risk of injury or death if not followed. Warranty will be void if attempted.
- Do not try replacing the battery by yourself. It is not meant to be serviced by the user. There is a risk of injury or death if not followed. Instead contact Ekahau support for more information
- Do not expose the device to the excess moisture, fluids or liquids, heat, fire, smoke or corrosive substances. There is a risk of injury or death if not followed.
- Do not use or store the product in a high-temperature location, such as inside a car under the hot sun. There is a risk of battery leakage or explosion, and thus injury or death, if not followed.
- Use only power supply provided by Ekahau. Never exceed the maximum allowed input
- rating of the power supply.

  Do not use the device as covered, or upside down for long periods, or when in enclosed
- space, e.g. pocket or bag.
  Do not drop or break the device by hitting with hard objects. Do not let children or pets play with the device.

# **Getting started**

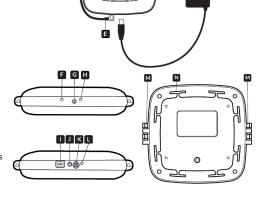
## Content of the package

- Sidekick unit
- A. B. C. Carrying strap Wall socket cable
- Power supply



## Sidekick unit

- Status indicator
- Power button Power indicator
- USB connector
- Reset button
- Power supply connector Battery indicator
- USB cable holders
- Carrying strap belt holders



### How to start

- Wear the device. Adjust the carrying strap length suitable for you.
- Connect the USB cable to the device if not connected. Exercise caution when connecting. Do not use excessive force.
- Connect the other end of the USB cable to the laptop or tablet.
- Switch on the Sidekick unit by pressing the power button. The power LED will start blinking green. Start your Ekahau application the laptop or tablet. Find more information on how to use compatible
- applications at docs.ekahau.com
- Survey like there's no tomorrow



## **IMPORTANT**

- Be sure to insert the USB connector appropriately to Sidekick unit. Do not apply excessive force to avoid breaking the device.
- It is highly recommended to use only USB cable provided by Ekahau.
- Do not connect the device to any applications and tools other than those provided or explicitly recommended by Ekahau.
- Do not use any other accessories other than those provided or explicitly recommended by Ekahau.

## Charging

The device is shipped with the battery charged for storage purposes. You should charge the device to full at your earliest convenience before use. To ensure fast charging, the unit should be charged when it is not switched on. The cooler the device is, the faster it will be charged.

- Turn off the device.
- Connect the power supply to the device
  - Plug in the power supply to the mains power.
- Observe the charging progress from the indicator.



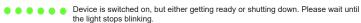
### **IMPORTANT**

Use only the power supply and its cables provided by Ekahau. Do not leave the device connected to the power supply for unnecessarily long time

# Quick guide to functions

## Power indicator III

Device is switched off. Press shortly the **power button G** to turn it on.  $\cap$ 



Device is switched on and ready to use. Press the **power button G** to turn it off.

# Status indicator [

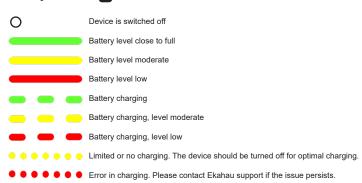
Device is either switched off, or it is on idle

Device is performing Wi-Fi measurements. Device is starting into factory firmware mode.

Battery is empty, please connect the power supply to charge it

Device is connected via USB cable.

# Battery indicator



### Good to know

The device is meant primarily for indoor use. Recommended operating temperature range is +5 °C...+35 °C (+41 °F ...+95 °F). If used in warmer or cooler environment, the operating time might be significantly reduced and the device might automatically shut down.

The device will get warm during use, as it is a powerful computing device. Especially the metallic parts in the front cover might get very warm as their purpose is to dissipate the heat. This is normal and expected. Avoid touching the warm parts unnecessarily if feeling uncomfortable



## **IMPORTANT**

Do not use the device as covered, or upside down for long periods, or when in enclosed space, e.g. pocket or bag. Proper air circulation around the front side of the device is important. If the device heats up too much, it will automatically shut down itself.



# **IMPORTANT**

Do not try hacking, alternating, modifying, copying, or reverse engineering of the Sidekick unit in any ways. Do not try opening any of the screws in the device. Warranty will be void and you will be considered a very bad boy / girl.

### Technical specifications

Wi-Fi	
Supported standards	2 x 802.11 a/b/g/n/ac
Dual band	2.4 GHz / 5 GHz (all regulatory domains)
Dynamic range	-2095 dBm
Spectrum analyzer	
Frequency range	2400-2495 MHz, 5000 – 5950 MHz 39 kHz resolution
Dynamic range	-2092 dBm
Speed	20 times per second (full frequency range)
Environment	
Operating temperature	+5 °C+35 °C (+41 °F+95 °F).
Storage temperature	-20 °C+60 °C (-4 °F+140 °F).
Others	
Battery	10.8V 6400 mAh Usage time: 8+ hours Charge time to 75%: 2 hours (depends on ambient temperature)
DC input	24V / 2.7A
Connectivity	USB 2.0 Micro-B
Storage	128 GB SSD

## Maintenance and care

Ekahau Sidekick™ has no user maintainable parts. To clean your device, you may wipe it with soft damp or dry cloth. If your device gets broken or requires other maintenance, please contact Ekahau support at www.ekahau.com/support.

## **Factory firmware mode**

The device can be switched on in a special way so that it will fall back to factory settings and load the factory provided version of the firmware. This might be beneficial in case of some trouble e.g device refusing to start due to failure with upgrading to the newer firmware. When the device is started in factory mode, it permanently erases the recent upgraded firmware and resets to use the original firmware version. As an indication of this special mode, the status indicator is blinking orange. To continue the use of Ekahau applications you will likely need to upgrade the firmware again using your Ekahau application, such as Ekahau Site Survey.

To boot up in the factory firmware mode, please press the power key and keep it pressed long enough so that the status indicator starts blinking orange. At that moment, you can release power button and the device will boot up to the factory firmware mode

### Quick troubleshooting

### Device does not get charged.

- Make sure your power supply is properly connected.

  Make sure the device is not overheated by letting it cool down.

#### Device does not get switched on.

- Make sure the battery is charged.
- Make sure the device is not overheated by letting it cool down.

#### Device does not get connected to computer.

- Check the USB cable is properly connected, especially in the Sidekick unit.
- Check your USB cable is not broken. You may want to try with another cable
- Make sure you have the latest Ekahau application, such as Ekahau Site Survey software installed in your computer.

#### If everything else fails

You may want to try Factory firmware mode (see above)

Please find more troubleshooting hints from via www.ekahau.com/support.

# Recycling and environmental information

Ekahau encourages owners of information technology (IT) equipment to responsibly recycle their equipment when it is no longer needed



The product contains a Li-ion battery which is not user replaceable. In case of need to replace the battery, please contact Ekahau via www.ekahau.com/support.

## **Limited Warranty**

All new Ekahau branded Hardware products carry a one-year limited warranty against defects in materials and workmanship. The warranty terms and conditions are available online at the following URL: http://www.ekahau.com/hardware warranty/

The Ekahau limited warranty covers Ekahau-branded hardware products only. It does not cover Software, Services or third parties' products and/or services.

Customer shall not be entitled to make any claim against Ekahau in respect of the breach of the Ekahau limited warranty unless the claim is made within one (1) year following shipment. Ekahau shall not accept any liability for loss of data caused by warranty service.

# Legal notices

Ekahau and Ekahau Sidekick are trademarks or registered trademarks of Ekahau in the United States, other countries, or both

## Service and Support information

### Ekahau Inc.

1925 Isaac Newton Square E Suite 200 Reston, VA 20190 Tel: 1-866-4EKAHAU (1-866-435-2428)

Fax: 1-703-860-2028

#### Ekahau Europe Jaakonkatu 5

00100 Helsinki, Finland Tel: +358-20-743 5910 Fax: +358-20-743 5919

wifidesign@ekahau.com www.ekahau.com/support

# **Compliance information**

#### Federal Communications Commission (FCC)



This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance. This transmitter meets both portable and mobile limits as demonstrated in the RF Exposure Analysis and should not be used closer than 5 mm from a human body in portable configuration. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter except in accordance with FCC multi-transmitter product procedures.

Any changes or modifications not expressly approved by Ekahau could void the user's authority to operate the equipment.
The product contains FCC ID: QOQBT112.

#### Canada

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication. The product contains IC: 5123A-BGTBT111.

#### **European Union**



Ekahau declares that Ekahau Sidekick™ is in conformity with the essential requirements and other relevant requirements of the Radio Equipment Directive 2014/53/EU Manufacturer Declaration of Conformity is available at www.ekahau.com/support

The product with included parts meets the requirements of Directive 2011/65/EU on the restrictions of the use of certain hazardous substances in electrical and electronic equipment. The product contains RF transmitter on 2400-2480 MHz with maximum radiated power less than 10.0 dBm (e.i.r.p).

Use of this radio equipment is not allowed in the geographical area within a radius of 20 km from the centre of Ny-Ålesund, Svalbard, Norway.

### Australia



The product complies with all the requirements needed to carry Regulatory Compliance Mark (RCM)

#### Japan

The product contains approved module with MIC ID:



Mexico

IFETEL: RCPEKEK18-1237

