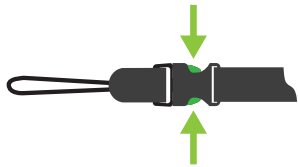
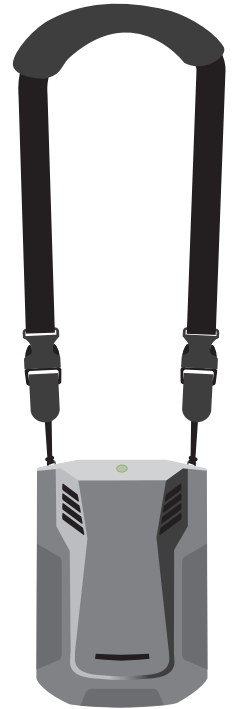
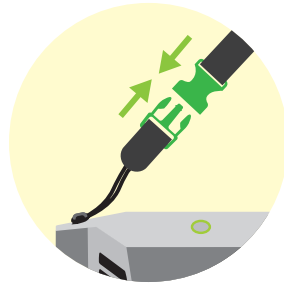


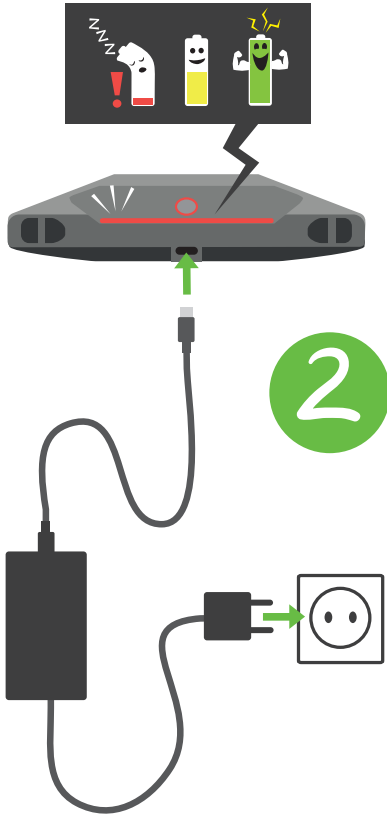
**EKAHAU SIDEKICK 2**

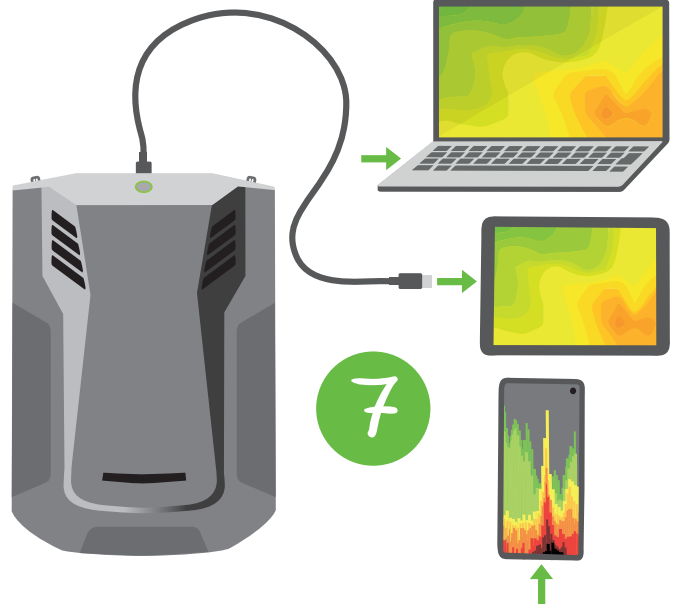
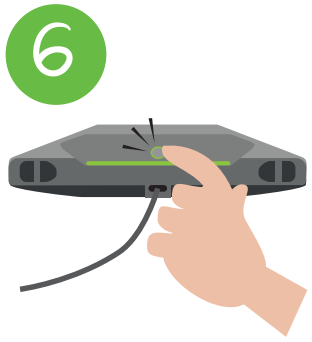
**USER GUIDE**

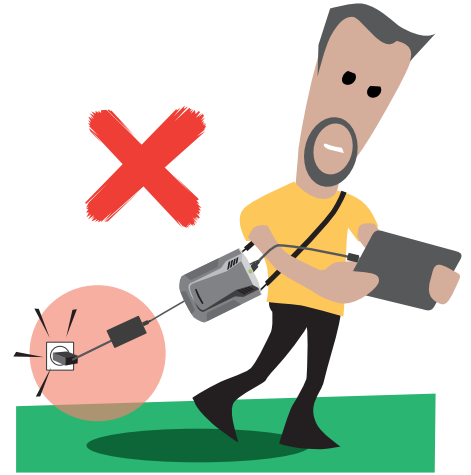


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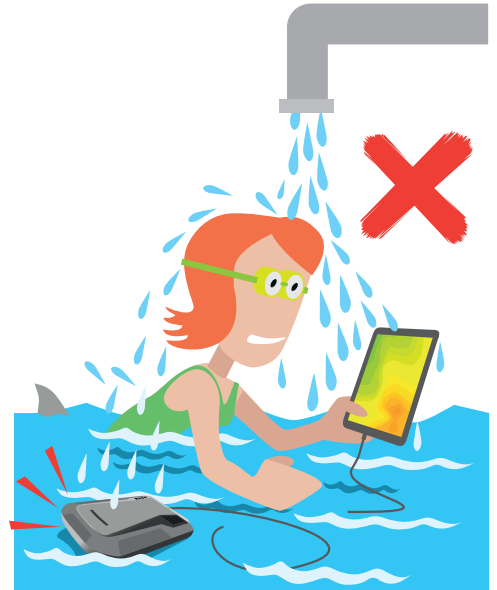
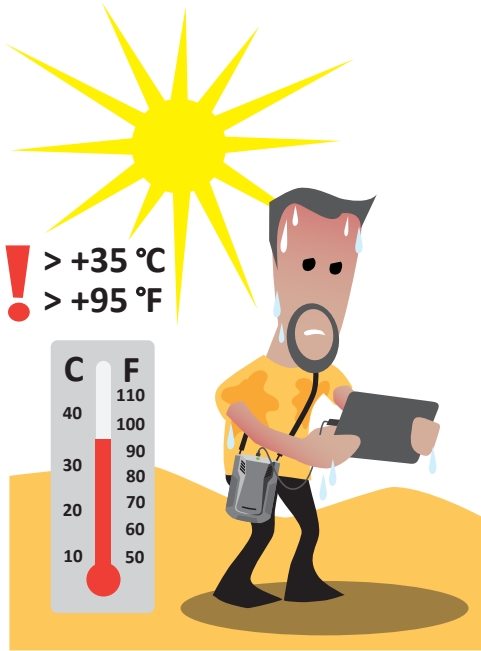












## Ekahau Sidekick 2

Ekahau Sidekick 2 is a purpose-built site survey device meant for walk-testing of the wireless networks in order 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, 5 GHz and 6 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 and tablets.

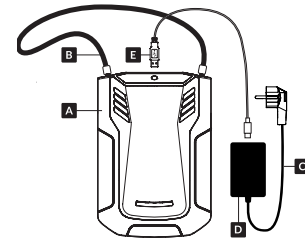
### CAUTION

- 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 the 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 hard objects. Do not let children or pets play with the device.

## Getting started

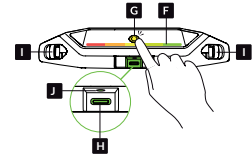
### Content of the package

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



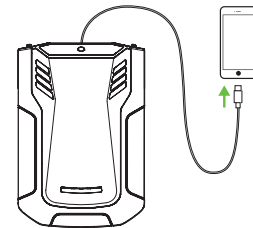
### Sidekick unit

- F. Status indicator
- G. Power button
- H. USB-C connector
- I. Carrying strap holders
- J. Reset button



### How to start

1. Fix the carrying strap to the device.
2. Wear the device. Adjust the carrying strap to a length suitable for you.
3. Connect the USB cable to the device if not connected. Exercise caution when connecting. Do not use excessive force.
4. Connect the other end of the USB cable to the laptop, tablet or phone.



5. Switch on the Sidekick 2 unit by pressing the power button. The indicator will start pulsating yellow indicating that the device is starting up.
6. Start your Ekahau application the laptop, tablet or phone. Find more information on how to use compatible applications at <http://docs.ekahau.com>



7. Once the start-up has been completed and Sidekick 2 has established the connection to laptop, tablet or phone, the indicator will turn green.
8. Survey and analyze data 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.










1. Turn off the device.
2. Connect the power supply to the device.
3. Plug in the power supply to the mains power.
4. 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

Sidekick 2 is operated with one button and all status is displayed by one indicator.

Status check	Status indicator
Device is switched off. To start it up, press the power button for 2 seconds	
Device is switched on, but either getting ready or shutting down. Please wait until the light stops blinking.	
Device is switched on but it has not yet established a connection to laptop, tablet or phone	
Device is connected successfully via USB cable	
Device is performing Wi-Fi measurements	
Battery charging	
Battery charging, level low	
Battery is very empty; please connect the power supply to charge it before continuing	
Device is starting into factory firmware mode	
Error. Please contact Ekahau support if the issue persists	

### 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 a 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. This is normal and expected. Avoid touching the warm parts unnecessarily if feeling uncomfortable.

### **! IMPORTANT**

Do not cover 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**

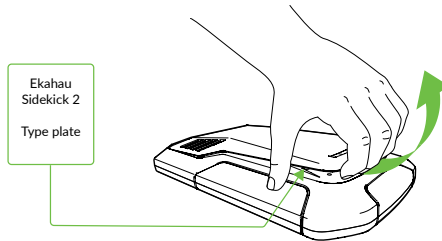
Do not try hacking, alternating, modifying, copying, or reverse engineering of the Sidekick unit in any ways. Do not try opening any of the screws in the device. Warranty will be void and you will be considered a very bad boy / girl.

## Technical specifications

Wi-Fi	Supported standards	802.11 a/b/g/n/ac/ax
	Tri band	2.4 GHz / 5 GHz / 6 GHz (all regulatory domains)
	Dynamic range	-20...92 dBm
Spectrum analyzer	Frequency range	2400-2495 MHz, 5000 – 7125 MHz 39 kHz resolution
	Dynamic range	-20...92 dBm
	Speed	45 sweeps 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	96.4 Wh Li-ion
	DC input	USB-C 20V / 3A
	Connectivity	USB-C
	Storage	120 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 <http://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

showing blue color. To continue the use of Ekahau applications you will likely need to upgrade the firmware again using your Ekahau applications..

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 blue. At that moment, you can release the 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 applications installed in your computer or mobile device.

### 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](http://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 <http://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/](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.

Customers 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 Oy  
Jaakonkatu 5  
00100 Helsinki, Finland  
Tel: +358-20-743 5910  
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[wifidesign@ekahau.com](mailto:wifidesign@ekahau.com)  
[www.ekahau.com/support](http://www.ekahau.com/support)

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## Compliance information

### Federal Communications Commission (FCC)

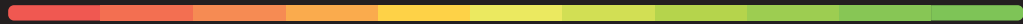
This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Any changes or modifications not expressly approved by Ekahau could void the user's authority to operate the equipment.

### European Union

Ekahau declares that the product conforms with the essential requirements and other relevant requirements of the Radio Equipment Directive 2014/53/EU. 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.

Manufacturer Declaration of Conformity is available at [www.ekahau.com/support](http://www.ekahau.com/support).

# ekahau



WIRELESS DESIGN

