

#### User Manual

## **Product Description**

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#### General Guide

STICKu is designed for both left-hand and right-hand users. It is recommended to hold in the middle of the handgrip with the LED light facing forward as shown in the pictures below.





## Charger



Placing Charger:

Use the double-sided adhesive tape under the STICKu charger to secure the charger onto a stable flat surface at your hand level. (Pic. 2)



(Pic.1) Removing STICKu from the charger



(Pic. 2) Placing STICKu

on the charger

# Charging Your STICKu

To charge the device, place STICKu on the charger (Pic. 2) and connect the USB side to any power source. Your STICKu will charge automatically, and the battery level will be shown by the colour of the indicator light. Please charge when the indicator light switches from green to red, signalling that the battery level is low.

STICKu	Indicator light	Indicator light
Battery	(paired with smartphone)	(not paired with smartphone)
Full Battery	Green Light	Blinking Green
Low Battery	Red Light	Blinking Red

STICKu status	Indicator light	
Charging	Yellow Light	
Fully charged	Green Light	

# Turning On Your STICKu

Ensure STICKu is turned off by checking that there is no indication light on the cane. Hold down the alert button for 2-3 seconds until the indication light starts blinking green. (Please note that the alert button can only be used for TURNING ON the STICKu)

# **Turning Off Your STICKu**

Please open your STICKu mobile application. Click the button on the bottom right corner and select "Power Off STICKu" under Settings. The indicator light will blink red once and your STICKu will shut down.

# **Device Software Requirements**

In order to use the device, you must have a smartphone that runs on one of the following operating systems:

- Android version 8.0+
- Apple iOS 13+

The smartphone used to be paired must keep Bluetooth and GPS location tracking turned on.

## Installing the Mobile Application

1. Scan the appropriate QR code below or open the "Google Play Store" / "App Store" application



- 2. Click on "INSTALL/GET" to download the "STICKu" application on your smartphone
- 3. After installation is complete, click on "OPEN" to start the mobile application



4. Upon starting the application for the first time, you need to give it permission to access certain features and personal information, including "making and managing calls, accessing your location, camera, photos, contacts and multimedia files" in order to run as intended.

### **Registering Your Account**

1. Register with your mobile phone number

< App Store III +	10-37 Am	· • 01/1
Register	a STICKu A	account
🛠 (HK) +852	12345	618
♥ C	hecked to agree	e the imer
Disclai	mer & Priva Next	cy Policy
	5	

3. Fill-in your basic

App Store 11 ?	10:39 AM	<b>4 8</b> 91% 📢
Please provide your personal information		
	Q	Sign Out
Name	Grand	Mary
Gender	Male	Female
Date of Bir	th 19	965-1
Weight	100.	Olb
Height	160	cm
	Save	

2. Enter the SMS One-Time Password (OTP)

System has sent a SMS with verification code to +85222368671
049703
Next
Resend the code(70)
5

Precautions:

- Ensure that your STICKu is fully charged before using the device for the first time.
- 2. Enable Bluetooth and GPS location tracking on your smartphone before pairing with STICKu.

## **Pairing With Your Smartphone**

1. Open your mobile application



3. Scan the QR code on your STICKu



2. Click the button on the bottom right corner, then click on "Pair with STICKu"



4. Your smartphone and STICKu have successfully paired



# **Unpairing With Your Smartphone**

When you would like to pair with a new smartphone or connect to a new account, please follow the steps listed out below:

- 1. Open the STICKu application on your smartphone
- 2. Click on the STICKu icon in the bottom right-hand corner
- 3. Select "Advanced Settings"
- 4. Click on "Unbind" and then "Ok" to unpair with your current smartphone



## **Adding New Contacts**

When you would like to add a new contact that can be reached through STICKu, please follow the steps listed out below:

1. Open the STICKu application on your smartphone and click on the portrait icon, then click on "New contact person"



2. Select who you would like to add from your contacts, then click on "Save"

◀ App Store 📶 穼	10:42 AM	🕈 🖬 92% 🚮
K Back	Edit Contacts	
		_
	Select from Phone B	ook
Name		
	Son	
Phone Numb	ber	
🛠 (HK) +85	<b>2 9876</b> 54	32
Relationship		
	Relative	
Receive SMS	6(Coming soon)	
Location(Co	ming soon)	
a 🗖		
	Save	

#### **Product Features**

#### 1. LED Light (Automatic Switch)

When you are holding the handgrip, the LED light will turn on in a dark environment and turn off in a bright environment. It will also turn off when you are not holding the handgrip.

#### 2. LED Light (Manual Switch)

When you are holding the handgrip, touch the Manual Light Switch under the LED Light to toggle the LED Light. The light will turn off when you are not holding the handgrip.

#### 3. Warming Handgrip (Automatic Switch)

At temperatures of 15°C or lower, the handgrip will heat up when in use. (Notice: the warming process takes time and the heating effect depends on the environment and user sensitivity) This function will switch off when you are not holding the handgrip.

4. Fall Assistance (Manual)

When the alert button is pressed, the STICKu will emit sound and notify the contact person (set on the mobile application) of the user's current location. (The feature requires the STICKu to be paired and connected to your smartphone.) 5. Fall Assistance (Automatic)

If the user falls and the STICKu is not picked up within a specific time duration (set on the mobile application), it will emit sound and notify the contact person (set on the mobile application) of the user's current location. (The feature requires the STICKu to be paired and connected to your smartphone.)

6. Call Notification

When the user receives a call, the STICKu handgrip will vibrate. This feature can be toggled on the mobile application. (The feature requires the STICKu to be paired and connected to your smartphone.)

7. Loss Prevention

When the distance between the STICKu and connected smartphone exceeds the safe limit, the device will emit sound and the smartphone will receive a notification. (The feature requires the STICKu to be paired and connected to your smartphone.)

#### **Firmware Updates**

Open the "STICKu" mobile application and make sure your STICKu is connected. (Note: The battery should be sufficiently charged as shown by the indicator light turning green.) Click on "Cane Setting" and follow the software update instructions.

#### Warranty & Maintenance

An one year warranty is included when you purchase a new STICKu. In case of any dispute, the company reserves the right of final decision.

The customer shall NOT have any claim under this warranty for repair or adjustment expenses if:

- The problem is caused by improper repair or adjustment made by anyone other than BNET-TECH
- The problem is caused by improper, rough or careless treatment mentioned in the User Manual including impact and water damage

## Restoring Factory Default Settings

Please follow the guidelines below to restore to factory default settings:

- 1. Place your STICKu on the charger
- 2. Gently insert a pin into the small hole next to the USB port to press the reset button
- 3. Apply a small amount of pressure for 10 seconds (indicator light will turn blue) until the STICKu beeps 3 times
- 4. STICKu has successfully restored factory default settings and will automatically switch off
- 5. Remove the STICKu from the charger briefly and place it back onto the charger to restart the device

#### **General Safety**

Warning: To prevent the risk of electric shock, please do not disassemble and repair without professional advice from a technician.

- 1. Do not use this product in humid and hot temperature environments (e.g., bathroom)
- 2. Do not put combustible and flammable materials near the vents nor block the vents
- 3. Keep the notification light away from babies, children and domestic animal eyes when in use
- 4. Keep the product away from excessive heat sources
- 5. Do not use corrosive or abrasive chemical agents such as detergents while cleaning the external surface of your product
- 6. Do not expose the product to liquids

Be careful to avoid pinching your fingers because the charger contains strong magnets. Do not place the charger near objects that are sensitive to magnetic fields, e.g., magnetic keycards, computer equipment, etc.

### **Technical Specifications**

	Item	Description
Cane	Bluetooth	5.0
(STICKu)	Voltage	5V
	Current	1.0A
	Dimension	17cm(L), 3.8cm(W), 76-92cm(H)
	Weight	~610g
	Battery Capacity	5000mAh
	Charging Time	4-6 hours
	Battery Type	Lithium-Ion Polymer Battery
Charger	Input/Output Voltage	5V
	Input/Output Current	1.0A
	Dimension	8.7cm(L), 6cm(W), 6.5cm(H)
	Weight	~180g

#### **Technical Support**

Email: support@bnet-tech.com (Technical Support)



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Note: This user manual was translated from the reference version

in Chinese. For the latest version in Chinese, please visit the

following link: https://bnet-tech.com/en/support-en/