

Cybex GO Wireless Connectivity and Browser FAQs

WIRELESS CONNECTIVITY FAQ

Do I need to have a dedicated Internet line installed?

It is not required, but we do recommend a separate Internet line to help prevent the Cybex GO console from slowing down computers and mobile devices on the existing network and vice versa.

Do I need to set a Static IP for the media gateway or access points?

No. The media gateway works with a DHCP and will assign Dynamic IP Addresses to all machines that connect through the gateway.

What are the internet broadband requirements?

The recommended internet bandwidth is 1 Mbps down for every four pieces of Cybex Go equipment. The minimum bandwidth is 3 Mbps down. There is no upload bandwidth requirement.

Which environment is suggested, wired or wireless, to connect my Cybex consoles?

Although Cybex consoles can work in either a wireless or wired environment, Cybex recommends that the units be in a wired IT environment. Advantages of a wired environment include higher data speeds, simplicity of setup, less IT management, and a more robust connection.

How many wireless access points are recommended?

On average, Cybex recommends one wireless access point be installed for every 20 units. This is subject to a site survey and could change based upon the physical layout of your facility.

If I already have a wireless connection (enterprise or non-enterprise network), can I use that connection to connect to the media gateway?

No. Cybex GO consoles will need to be connected through commercial grade wireless connection access points that will be contracted through Cybex.

How do the media gateway and access points get installed into the facility?

In North America and UK, the gateway and access points will be installed by AccuCode, a partner of Cybex International.

How do I receive software updates for my Cybex GO console?

All software updates are done remotely through the media gateway. The only requirement is that the units have a connection to the media gateway when the software updates are pushed.

What types of 802.11 wireless standard networking protocols (a/b/g/n) are supported by the Cybex GO Console?

Currently a/b/g standard networking protocols are supported by the Cybex GO wireless network interface card.

What wireless frequency band is used?

The SSID for the media gateway transmits at a 5GHz frequency band for wireless connectivity due to the high amounts of data transferred. A Meraki MR24 access point installation is required to support this specification.

WEB BROWSER FAQ

Does Cybex GO store any of the users' personal information?

No personal information is stored on the Cybex GO console. A user's personal information is collected when he or she opts to log in using their XID. The information is limited to name, age, gender, and weight and a history of workouts is managed. This information is stored in the Netpulse One cloud.

What happens if I lose my internet connection?

A lost internet connection will result in the inability to browse the internet through the web browser, store workout history on the Netpulse One cloud, and receive software updates. If you are experiencing issues with your internet connection, please contact your Internet Service Provider (ISP).

How is inappropriate content blocked from the web browser on the Cybex GO console?

Internet traffic and website authorization is controlled by your computer network administrator through the router (firewall) or through web security software. Content is not controlled at the console level.

If a user does not log out of their personal accounts (social media, email, other), will their account be open or information be available for the next user?

When a workout session ends, the user's information is purged from the system. If a user walks away from a unit prior to the workout ending without hitting "Stop", after 20 seconds they will be prompted by the system "are you still there". If there is not a screen touch within 10 seconds, the workout will end automatically and the user information will be purged.

Can I change the web browser home screen?

At this time the web browser home screen is set to the Google search page and cannot be changed. This is a feature that is being worked upon for a future software release.