



FAQ for EnGenius Fit Solution

Question 1.

What is EnGenius Fit?

Answer:

EnGenius offers more management options:

1. Cloud-Based: FitXpress allows you to check your network anyplace, any time. Even the not-so-tech-savvy user can easily monitor and troubleshoot from a single pane of glass.

- FitXpress App
- FitXpress Web Portal "*fit.engenius.ai*" (coming soon)

2. On-Premises:

- **FitController:** a local portal ideal for examining deep-level analytics on any device, with a plug-n-play network controller with pre-installed network management software, which allows even junior IT pros to set up an on-premises network management infrastructure.
- **Standalone:** a local graphical user interface allows you to quickly set up one or several access points with no management.

Question 2.

Is EnGenius FitXpress true Cloud-Based network management?

Answer:

Yes, EnGenius FitXpress is a true Cloud-based network management solution and provides all the essential, streamlined network management tools for your small business.

Question 3.

Which Fit management option should I choose?

Answer:

FitXpress Cloud-Based Management Option:

1. No IT teams
 2. Non-tech savvy
 3. Small business owner
 - Independent Retail Local and independently owned storefronts
 - Hospitality Local shops with less than 20 employees
- Law office
 - Accounting office
 - Locksmith
 - Coffee shop
 - Architecture studio
 - Design studio
 - Hair salon
 - Bar
 - Independent real estate office
 - Single-location retail
 - Niche retail
 - Restaurant
 - Medical/dental office
 - Independent gym
 - Cafe
 - Inn/B&B

FitController On-Premises Management Option:

1. IT professional

- IT director
- IT technician
- Network engineer

2. System integrator

Question 4.

How many devices and networks can FitXpress or FitController support?

Answer:

FitXpress (Cloud-Based):

- Up to 8 networks
- Up to 30 devices (Fit APs & Switches) per network

FitController (On-Premises):

- Up to 50 networks
- Up to 100 devices (Fit APs & switches) per FitController

Question 5.

What are the key benefits for the FitController?

Answer:

I want to keep business autonomy and secure data privacy.

Fitcontroller supports local storage and control packets, which are all encrypted through the secure tunnel, allowing businesses to use these features securely while maintaining autonomy and data privacy.

I need more advanced features for network management.

You can manage devices hierarchically through a multi-layered group of networks and monitor networks based on deployment locations or business setups.

I need simple and fast on-boarding for network deployment.

The plug & play FitController simplifies onsite network management with built-in software. There is no need for a computer or server, no extra installation, and no complicated configuration. The group configuration will complete your device onboarding in minutes.

Question 6.

Can I manage EnGenius Fit APs and EnGenius Fit switches by EnGenius **FitXpress** and **FitController** at the same time?

Answer:

No, you can only choose one management option (FitXpress or FitController) at a time. Once your Fit devices are being managed by one management option, but you decide you want to move to another one, you will have to perform a factory reset.

Question 7.

Does EnGenius Fit L2+ PoE+ switch support or embedded network management software (controller) allow me to manage EnGenius Fit access points?

Answer:

No, EnGenius Fit L2+ PoE+ switch does not support embedded network management software (controller) and **CANNOT** manage EnGenius Fit access points.

Question 8.

Can I manage EnGenius Fit access points and EnGenius Fit switches through ezMaster, SkyKey, or the EWS Switch Controller?

Answer:

No, EnGenius Fit access point and EnGenius Fit Switches **CANNOT** be managed by ezMaster, SkyKey or EWS Switch.

Question 9.

Can I manage EnGenius EnSky access points (Prefix: EWS or EAP or ENH) or EnGenius EnSky L2 PoE switches (Prefix: EWS) by EnGenius FitXpress or EnGenius FitController?

Answer:

No, EnGenius EnSky access points and EnGenius EnSky L2 PoE switches **CANNOT** be managed by EnGenius FitXpress or EnGenius FitController.

Question 10.

Can I manage EnGenius Cloud access points (Prefix: ECW) or EnGenius Cloud switches (Prefix: ECS) by EnGenius FitXpress or EnGenius FitController?

Answer:

No, EnGenius Cloud Access Point (Prefix: ECW) or EnGenius Cloud Switch (Prefix: ECS) **CANNOT** be managed by EnGenius FitXpress or EnGenius FitController.

Question 11.

Do you have plans to do migration from EnGenius EnSky series (EWS, EAP, ENH or ENS) to EnGenius Fit Series (-FIT)?

Answer:

We have NO plans for migration between the EnGenius Fit solution and EnGenius EnSky solution.

Question 12.

Can EnGenius FitController be registered and accessible remotely via EnGenius FitXpress cloud-based web portal?

Answer:

Not yet. However, we will provide an update when this can be done.

Question 13.

Is the FitController graphical user interface or features like SkyKey (ezMaster)?

Answer:

No, FitController is a completely new network management software and supports more sophisticated features compared to EnGenius EnSky SkyKey (ezMaster).

Question 14.

Can EnGenius FitXpress manage the Fit hardware controller?

Answer:

No, Fit hardware controller (FitController) **CANNOT** be managed by FitXpress.