



GigaFox™ FAQ

Q: What is GigaFox?

Meet the fast, responsive, and agile new product from Mobile Labs: GigaFox. GigaFox is the evolution of Mobile Labs' deviceConnect™ combining the great device management and testing capabilities with a new Graphics Extension Manager (the GEM) delivering world class speed to testers and developers. The response from customers is clear - we have the fastest device cloud available and with the GEM, our device cloud is even faster. GigaFox will be the only option in the market to be able to produce a real-time, live display of the device. It is so fast, you will not want to use anything but GigaFox, not even a device in your hand. Welcome to the new normal of mobile testing.

Q: What is the GEM (Graphics Extension Manager)?

The GEM, or the Graphics Extension Manager, is a revolutionary component of GigaFox that achieves new levels of smooth, responsive, and real-time graphics performance in the cloud. The experience of using a GigaFox cloud device is now like the real-time performance of having one in your hands, making GigaFox perfect for all categories of mobile apps including active content web, gaming, and streaming audio and video.

The GEM is an embedded appliance that decodes device-speed video and graphics output and re-encodes it for high-performance transport over a network to a Mobile Labs remote viewer. The GEM optimizes a device's screen output for transport over Ethernet, overcoming performance problems caused by remote, limited bandwidth. Make network-caused response lags and choppy video or audio a thing of the past with GigaFox. Dedicated to graphics transport performance, the GEM maximizes network efficiency by forwarding device graphics directly to a viewer using standard Ethernet protocols.

Q: What is included with GigaFox?

GigaFox includes all features available from Mobile Labs including the GEM, built-in Appium server, deviceBridge™, and Mobile Labs Trust™. For the on-premises option, the form factor is included. For the hosted option, devices are included in the cost of GigaFox.

Q: What is the maximum number of GigaFox devices?

The maximum number of GigaFox devices is 48 online and active devices. All 48 devices can be used at the same time for manual, real-time testing. There is a tested limit of 8 devices in parallel for Appium sessions.

Q: When is GigaFox going to be available?

GigaFox will be available on for an on-premises option on October 31st, 2018. The hosted options are available now.

Q: Are free trials available for GigaFox?

Yes, free trials are available for hosted and on-premises GigaFox. We customize our trials based on your needs to make sure you get the best experience.

Q: I'm a current Mobile Labs customer. Does GigaFox replace deviceConnect?

No. GigaFox is a new product and includes all features: The GEM, Appium, deviceBridge, and Trust. deviceConnect is still available and will be supported for the foreseeable future.

Q: Does GigaFox have the same form factor as on-premises deviceConnect?

No. GigaFox has a new form factor that contains everything in a GigaFox branded enclosed rack. The n new form factor includes 15 port USB hubs along with shorter cables that will be used alongside a new sliding device tray making it easier than ever to add or swap devices. The same parts of the GigaFox form factor will also be used in our hosting center and can also be used in our customers' data centers. It will no longer be a cart!

Q: What device operating systems does GigaFox support?

iOS device support is available now.

GigaFox fully supports Android at standard deviceConnect speeds (which are already the industry's best). Enhanced Android speed is in development and will be announced by year end.

Q: What desktop browsers does GigaFox support?

Currently, Google Chrome is the only browser supported. All other browsers will function at the deviceConnect speeds. Additional browsers will be supported in the future.

Want to learn more about Mobile Labs GigaFox? Visit us at mobilelabsinc.com or email margaret@mobilelabsinc.com or your account manager for more information.