

Category	Inquiry	Answer
Business	When do you release Shimano's web services and alternative Pioneer Products?	Shimano's new web service, SHIMANO CONNECT Lab, launched on June 30, 2021. Pioneer no longer offers Cycle Sports products. Information about Shimano products can be found by visiting the following links. https://bike.shimano.com/ For information on SHIMANO CONNECT Lab, please visit the follow link. https://bike.shimano.com/en-US/shimanoconnect/lab.html
Sales	How do I buy consumables in the future?	Please visit the Pioneer site for your region for information on purchasing parts, as applicable.
After service	What happens to repairs?	Products within the warranty period will be handled by Pioneer based on the contents of the warranty.
After service	Will Pioneer continue to repair products out of warranty?	Out-of-warranty service for products will be provided according to the usual service policies of the Pioneer company for your region.
After service	What will happen to inquiries about Pioneer Cycle Sports related products in the future?	Please continue to contact Pioneer Customer Service for your region for questions about your products.
Cycle computer	Can "SGX-CA600" be used as before?	The SGX-CA600 will work with SHIMANO CONNECT Lab in available regions after the user completes the necessary procedures to use this service. FIT files previously downloaded from Cyclo-Sphere can be used with other services that accept FIT files. For more information, please visit the following link. https://global.pioneer/en/support/oshirase_etc/cycle/info2107_??.php .
Web sevice	How long can Cyclo-Sphere be used?	The Cyclo-Sphere web service ended on June 18, 2021. Users can use SHIMANO CONNECT Lab in available regions after completing the necessary procedures to use this service. The transfer procedure can be found by visiting the following links. https://global.pioneer/en/support/oshirase_etc/cycle/info2107_??.php .
Web sevice	Can I still browse homepages and web contents?	The Pioneer company in your region will determine the information made available on its website.
Transition Procedures	What is required to migrate from Cyclo-Sphere to SHIMANO CONNECT Lab?	For a step-by-step guide on transferring your data, please visit the following link. https://global.pioneer/en/support/oshirase_etc/cycle/info210630.php
Transition Procedures	What kind of data can be transferred from Cyclo-Sphere to SHIMANO CONNECT Lab?	The workouts you have uploaded to Cyclo-Sphere will be transferred along with statistical data and MMP (Shimano function name: Power Curve). Certain functions including Training Assist, FTP Sync and MMP Acquisition do not have equivalents in SHIMANO CONNECT Lab.

Transition Procedures	Is there a deadline for data transfer?	To accommodate the expansion of SHIMANO CONNECT Lab to more regions, the data transfer deadline has been extended to December 31, 2021. If you wish to transfer your data, please do so before this deadline. For more information about the regional expansion of SHIMANO CONNECT Lab, please visit the following link. https://bike.shimano.com/en-US/information/news/dataservice-intro2.html for information
During the transition period (6/18-6/30)	Will the Cyclo-Sphere Control app still be available?	Following the launch of SHIMANO CONNECT Lab, all functions other than firmware update and map update will remain available through the Cyclo-Sphere Control app.
Shimano's Web Service	Can Wi-Fi be used to upload data to SHIMANO CONNECT Lab?	SGX-CA600: You can upload data via Wi-Fi. For details, please visit https://global.pioneer/en/support/oshirase_etc/cycle/info210630.php . SGX-CA500: Older devices that do not use the TLS 1.2 encryption protocol cannot connect via Wi-Fi to SHIMANO CONNECT Lab, but you can still transfer your data by downloading it via USB to your computer and uploading the data to SHIMANO CONNECT Lab.
Shimano's Web Service	Is pedaling analysis available in SHIMANO CONNECT Lab?	Yes, by uploading your pedaling monitor data.
After Sales Service	Will it be possible to update cycle computer firmware after June 18, 2021?	We are arranging for Pioneer Customer Service for your region to be able to perform firmware updates as needed and will provide further information once this is in place.
After Sales Service	Will it be possible to download maps for the SGX-CA600 after June 18, 2021?	You can download maps for the SGX-CA600 by visiting the following site. https://global.pioneer/en/support/cycle/sgx-ca600_mapdata/ Downloaded maps can be transferred to the SGX-CA600 by connecting it to your computer via USB cable and copying the files to the map folder on the SGX-CA600's internal storage.
Other services	Is it possible to use STRAVA's Live Segments function with the SGX-CA600?	You can use it the same as before.
Shimano's Web Service	Can SHIMANO CONNECT Lab transfer workouts to other web services that were compatible with Cyclo-Sphere, such as STRAVA?	Yes, however you will need to configure SHIMANO CONNECT Lab to work with other web services.
Shimano's Web Service	Can I log into SHIMANO CONNECT Lab through other accounts such as Facebook?	Yes, by selecting "Social Login" when you create your SHIMANO ID.
Shimano's Web Service	Will SHIMANO CONNECT Lab be available in more regions in the future?	SHIMANO CONNECT Lab will be expanded to Australia, Canada, New Zealand, Switzerland and Taiwan by the end of 2021.
Cyclo-Sphere Control App	Is it possible to log into SHIMANO CONNECT Lab using the Cyclo-Sphere Control App?	Yes, but you will need to reset the password for SGX-CA600 / Cyclo-Sphere Control from the SHIMANO CONNECT Lab Settings screen.
Cyclo-Sphere Control App	Is it still possible to use the Cyclo-Sphere Control App to set up a pedaling monitor?	Zero point calibration, mode selection, and magnet calibration can still be performed. Updating the firmware, if needed, will be done by Pioneer Customer Service for your region rather than through the Cyclo-Sphere Control app.