

# Day Zero Configuration Via Web or Via App

## Objective

The objective of this document is to show you how to configure the day zero setup of a Cisco Business Wireless (CBW) Access Point (AP) using the Setup Wizard on your PC running Windows 10.

## Applicable Devices | Firmware Version

- 140AC ([Data Sheet](#)) | 10.4.1.0 ([Download latest](#))
- 141ACM ([Data Sheet](#)) | 10.4.1.0 ([Download latest](#))
- 142ACM ([Data Sheet](#)) | 10.4.1.0 ([Download latest](#))
- 143ACM ([Data Sheet](#)) | 10.4.1.0 ([Download latest](#))
- 145AC ([Data Sheet](#)) | 10.4.1.0 ([Download latest](#))
- 240AC ([Data Sheet](#)) | 10.4.1.0 ([Download latest](#))

## Supported Browsers

CBW APs are administered through a web user interface. To use this interface, your browser must be one of the following:

- Microsoft Internet Explorer 10 or above
- Apple Safari version 7 or above
- Mozilla Firefox version 33 or above
- Google Chrome version 38 or above

## Requirements

- A DHCP Server is required for the day zero setup.
- Only ONE CBW deployment per LAN is feasible. If you need more than one deployment, it is required to isolate the networks.
- All primary-capable APs must be on the same VLAN.

## Introduction

If you are looking to set up your Cisco Business wireless device, you have come to the right place! The day zero configuration will guide you through setting up your new, out of the box CBW AP. The CBW APs are 802.11 a/b/g/n/ac (Wave 2) based, with internal antennas. These access points support the latest 802.11ac Wave 2 standard for higher performance, greater access, and higher-density networks. They deliver industry-leading performance with highly secure and reliable wireless connections, for a robust, mobile end-user experience.

These APs can be used as traditional standalone devices or as part of a mesh

network. Are you interested in learning more about mesh networking? Read the article on [Wireless Mesh Networking](#) to get more details.

If you are ready to configure your CBW AP, let's get you setup!


## Setup Wizard

This toggled section highlights tips for beginners.


### Logging In

Log into the Web User Interface (UI) of the Primary AP. To do this, open a web browser and enter `https://ciscobusiness.cisco`. You may receive a warning before proceeding. Enter your credentials. You can also access the Primary AP by entering `https://`

### Tool Tips

If you have questions about a field in the user interface, check for a tool tip that looks like the following: 

### Trouble locating the Expand Main Menu icon?

Navigate to the menu on the left-hand side of the screen, if you don't see the menu button, click this icon to open the side-bar menu. 

### Frequently Asked Questions

If you still have unanswered questions, you can check our frequently asked questions document. [FAQ](#)

### Step 1

To get started, power up the access point. Check the status of the indicator lights. The access point will take about 8 - 10 minutes to boot. The LED will blink green in multiple patterns, alternating rapidly through green, red, and amber before turning green again. There may be small variations in the LED color intensity and hue from unit to unit. When the LED light is blinking green, proceed to the next step.

The PoE Ethernet Uplink Port on the Primary AP can ONLY be used to provide uplink to the LAN, and NOT to connect to any other primary-capable or mesh extender devices.

If you are unfamiliar with the terms used, check out [Cisco Business: Glossary of New Terms](#).

## Step 2

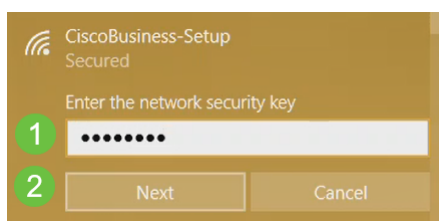
On your PC, click the Wi-Fi icon and choose CiscoBusiness-Setup wireless network. Click Connect.



If your access point isn't new, out of the box, make sure it is reset to factory default settings for the CiscoBusiness-Setup SSID to show up in your Wi-Fi options.

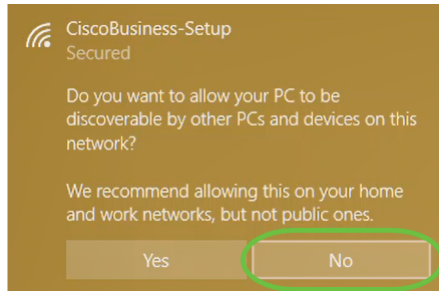
## Step 3

Enter the passphrase **cisco123** and click **Next**.



## Step 4

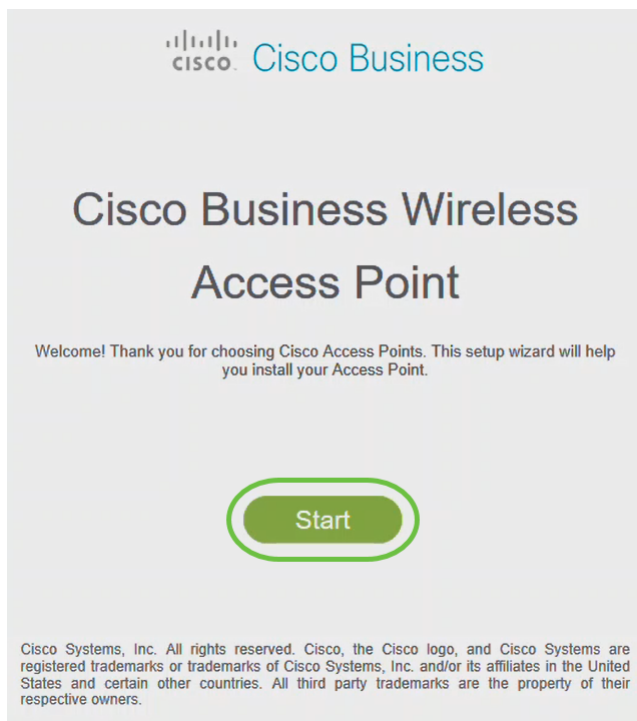
You will get the following screen. As you can configure only one device at a time, Click **No**.



Only one device can be connected to the *CiscoBusiness-Setup* ssid. If a second device attempts to connect, it will not be able to. If you are unable to connect to the SSID and have validated the password, some other device may have made the connection. Restart the AP and try again.

## Step 5

Once connected, the web browser should auto-redirect to the CBW AP setup wizard. If not, open a web browser, such as Internet Explorer, Firefox, Chrome or Safari. In the address bar, type **http://ciscobusiness.cisco** and press **Enter**. Click **Start** on the webpage.



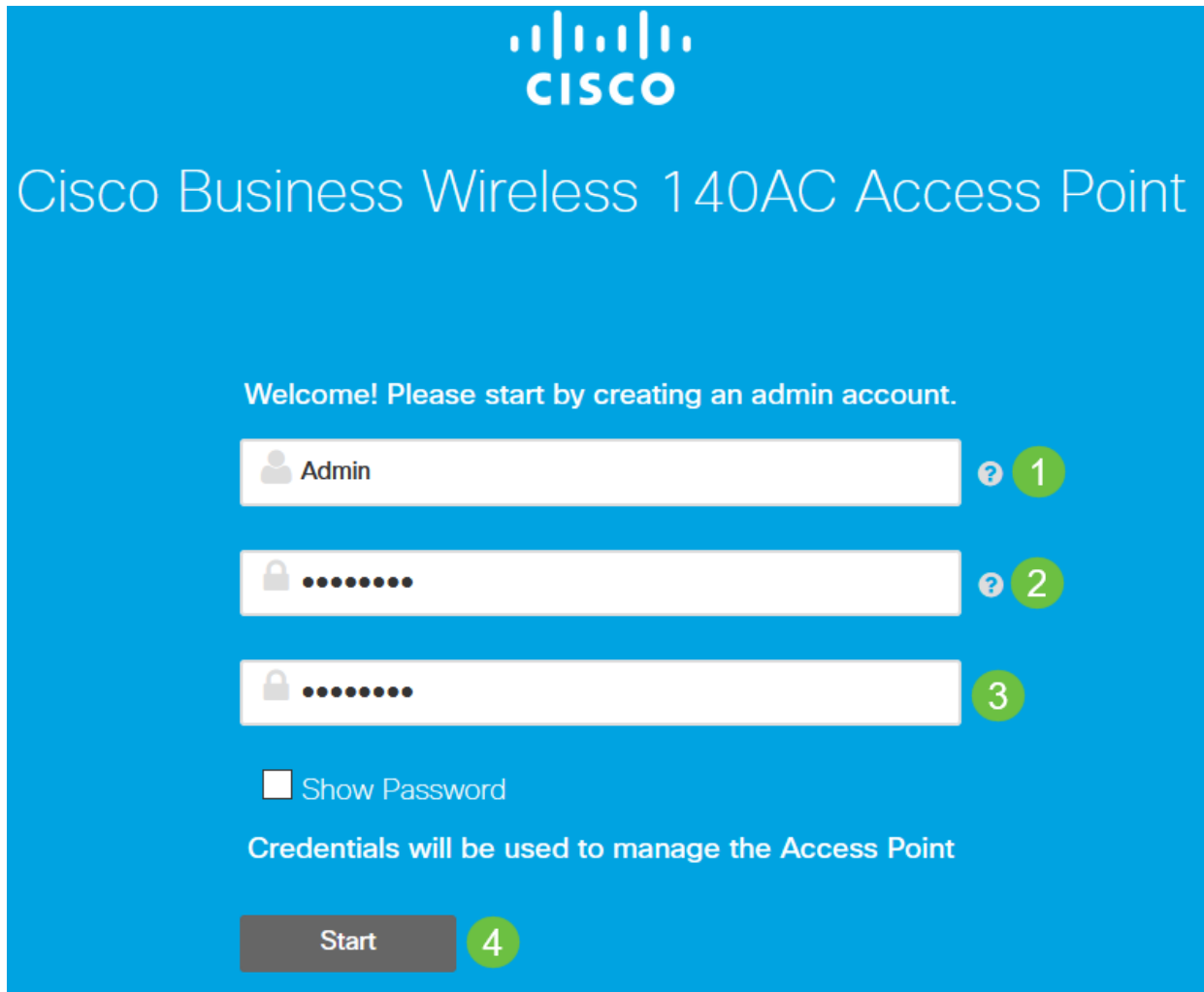
If you do not see the webpage, wait for a few more minutes or reload the page. After this initial setup, you will use **https://ciscobusiness.cisco** to log in. If your web browser auto-populates with **http://**, you need to manually type in the **https://** to gain access.

## Step 6

Create an *admin account* by entering the following:

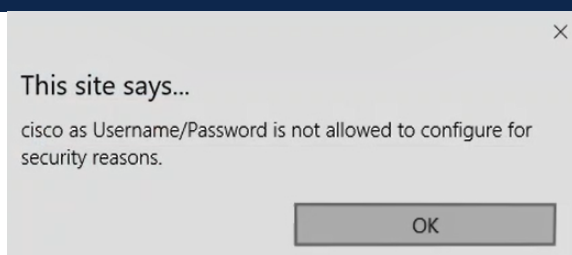
- Admin username (Maximum of 24 characters)
- Admin password
- Confirm admin password

You can choose to show the password by checking the checkbox next to *Show Password*. Click **Start**.



The screenshot shows the Cisco Business Wireless 140AC Access Point configuration interface. At the top, the Cisco logo is displayed. Below it, the title "Cisco Business Wireless 140AC Access Point" is shown. The main heading reads "Welcome! Please start by creating an admin account." There are three input fields: the first is for the username, labeled "Admin" with a green circle containing the number "1"; the second is for the password, with a green circle containing the number "2"; and the third is for the confirm password, with a green circle containing the number "3". Below these fields is a checkbox labeled "Show Password". At the bottom, there is a "Start" button with a green circle containing the number "4". A note below the password fields states "Credentials will be used to manage the Access Point".

Do not use "cisco" or variations of it in the username or password fields. If you do, you will get an error message as shown below.



## Step 7

Set Up Your Primary AP by entering the following:

- Primary AP Name
- Country
- Date & Time
- Timezone
- (Optional) Mesh

Click **Next**.

The screenshot shows the configuration interface for a Cisco Business Wireless 140AC Access Point. The page title is "Cisco Business Wireless 140AC Access Point". The current step is "1 Set Up Your Primary AP". The configuration fields are:

- Primary AP Name:  (Step 1)
- Country:  (Step 2)
- Date & Time:  (Step 3) and  (Step 3)
- Timezone:  (Step 4)
- Mesh:  (Step 5)

*Mesh* should be enabled only if you plan to create a mesh network. By default, it is disabled.

## Step 8

Create Your Wireless Networks by entering the following:

- Network Name
- Choose Security
- Passphrase
- Confirm Passphrase
- (Optional) Check the checkbox to *Show Passphrase*.

Click **Next**.



Network Name  ? 1

Security  2

Passphrase  ? 3

Confirm Passphrase  4

Show Passphrase 5

6

Wi-Fi protected Access (WPA) version 2 (WPA2), is the current standard for Wi-Fi security.

**Step 9**

Confirm the settings and click **Apply**.



Please confirm the configurations and Apply

## 1 Primary AP Settings

Username **Admin**  
Primary AP Name **Test**  
Country **United States (US)**  
Date & Time **04/09/2021 9:14:16**  
Timezone **Central Time (US and Canada)**  
Mesh **No**  
Management IP Address **DHCP assigned IP Address**

## 2 Wireless Network Settings

Network Name **Test123**  
Security **WPA2 Personal**  
Passphrase: **\*\*\*\*\***

Back

Apply

### Step 10

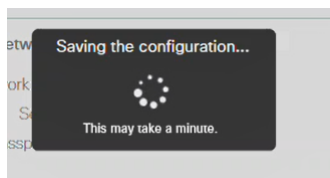
Click **OK** to apply the settings.

Primary AP will reboot after these configurations are applied. Click OK to continue or click Cancel to return to the set up wizard.

OK

Cancel

You will see the following screen while the configurations are being saved and the system reboots. This might take 5 - 6 minutes.



During reboot, the LED in the access point will go through multiple color patterns. When the LED is blinking green, proceed to the next step. If the LED does not get past red flashing

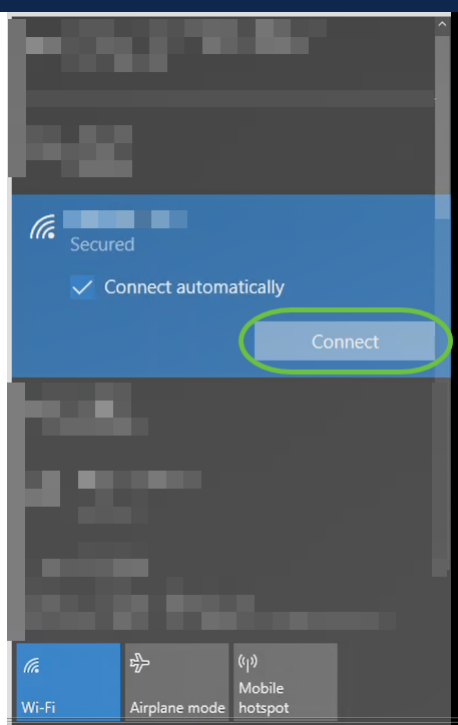


pattern, it indicates that there is no DHCP server in your network. Make sure a DHCP server is present to provide IP addresses for CBW devices during the initial installation process. Ensure that the AP is connected to a switch or a router with a DHCP server.

## Step 11

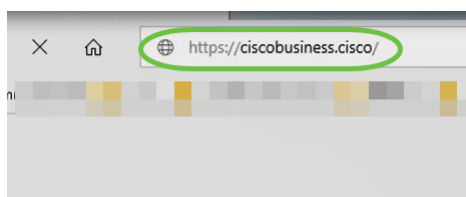
Go to the wireless options on your PC and choose the network that you configured. Click **Connect**.

In this example, the network is **CBWWlan**. The CiscoBusiness-Setup SSID will disappear after reboot.



## Step 12

Open a web-browser and type in *https://[IP address of the CBW AP]*. Alternatively you can type *https://ciscobusiness.cisco* in the address bar and press enter. Ensure that you type https and not http at this step.

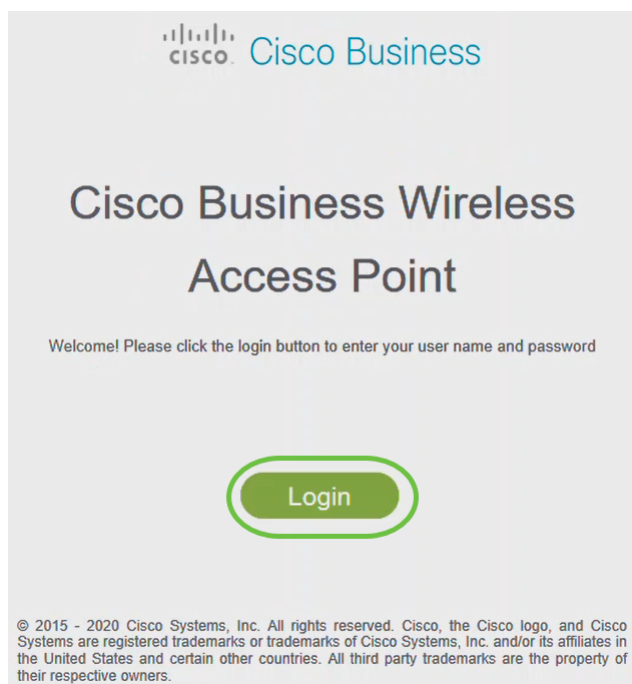


If you are using a wired connection after the initial setup, make sure to use *https://[IP*

address of the CBW AP] and not *https://ciscobusiness.cisco*. The latter will only work in a wireless setting.

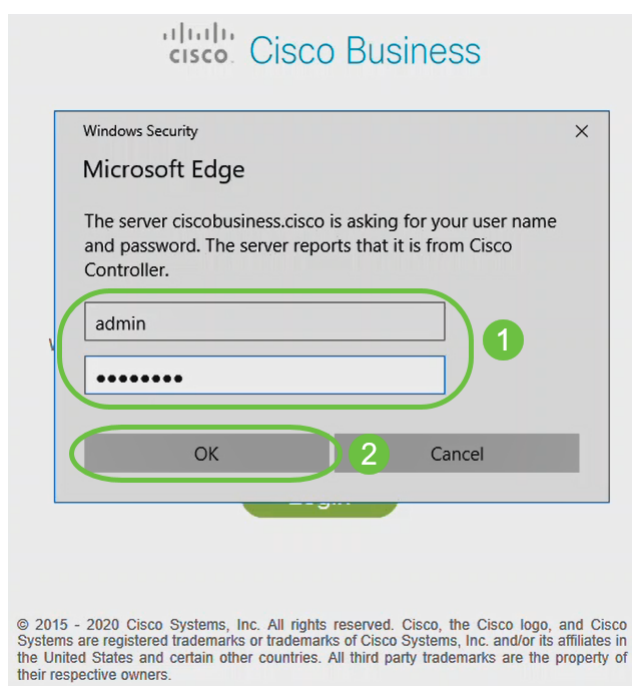
### Step 13

Click **Login**.



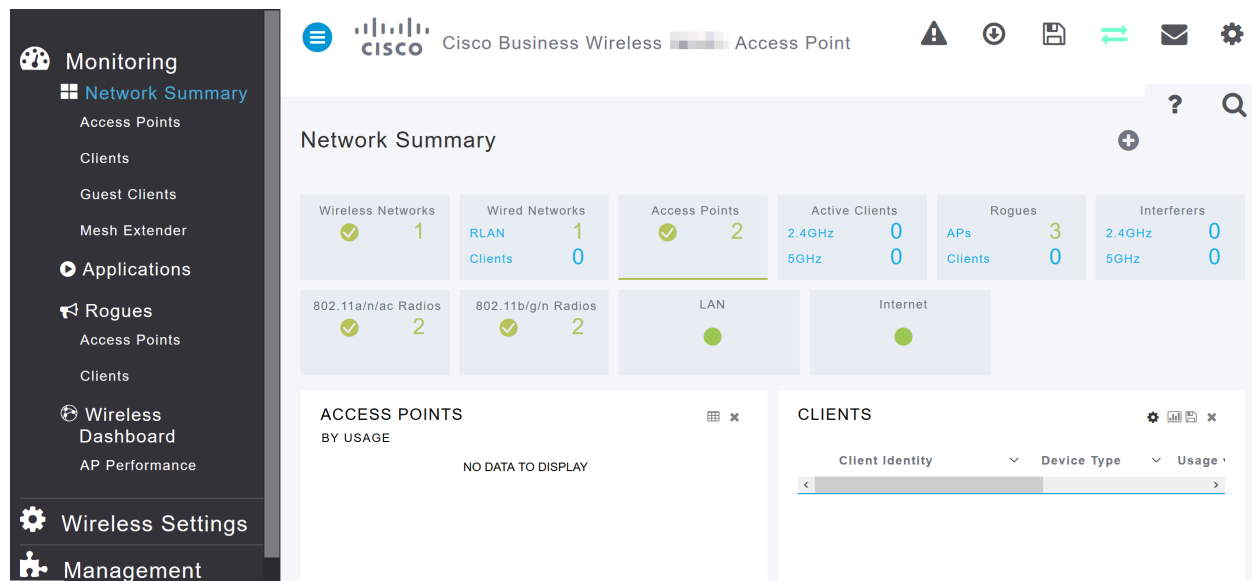
### Step 14

Log in using the credentials that were configured. Click **OK**.



### Step 15

You will be able to access the web-configuration page of the AP.



If you have any issues, check out the following tips:

- Make sure the correct Service Set Identifier (SSID) is selected. This is the name that you created for the wireless network.
- Disconnect any VPN for either the mobile app or on a laptop. You might even be connected to a VPN that your mobile service provider uses that you might not even know. For example, an Android (Pixel 3) phone with Google Fi as a service provider there is a built-in VPN that auto-connects without notification. This would need to be disabled to find the Primary AP.
- Log into the Primary AP with `https://<IP address of the Primary AP>`.
- Once you do initial setup, be sure `https://` is being used whether you are logging into `ciscobusiness.cisco` or by entering the IP address into your web browser. Depending on your settings, your computer may have auto-populated with `http://` since that is what you used the very first time you logged in.
- To help with problems related to accessing the web UI or browser issues during the use of the AP, in the web browser (Firefox in this case) click on Open menu, go to Help > Troubleshooting Information and click on Refresh Firefox.

## Conclusion

There you have it! You have now successfully configured the day zero setup of your CBW AP. Enjoy the benefits of adding a reliable and secure device to your network! For more advanced configurations, refer to the *Cisco Business Wireless Access Point Administration Guide*.

[Intro to Mesh](#) [Mesh FAQ](#) [Cisco Business Wireless Model Decoder](#) [Reboot Tips](#) [Reset to Factory Default](#) [Day Zero: Configure Via App / Web](#) [Mobile App vs Web UI](#) [Best Practices for a Cisco Business Wireless Mesh Network](#) [Allow Lists](#) [Update Software](#) [Get Familiar with the CBW App](#) [Troubleshooting](#) [Time Settings](#) [Troubleshoot Red LED](#) [Bridge Group Names](#)

# Article Skeleton w/ Content

## Objective

The objective of this document is to show you how to configure the day zero setup of a Cisco Business Wireless Access Point (CBW AP) using the Cisco Business Wireless Application.

## Applicable Devices | Firmware Version

- 140AC ([Data Sheet](#)) | 10.4.1.0 ([Download latest](#))
- 141ACM ([Data Sheet](#)) | 10.4.1.0 ([Download latest](#))
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- 240AC ([Data Sheet](#)) | 10.4.1.0 ([Download latest](#))

## Requirements

- A DHCP Server is required for the day zero setup.
- Only ONE CBW deployment per LAN is feasible. If you need more than one deployment, it is required to isolate the networks.
- All primary-capable APs must be on the same VLAN.
- Download the Cisco Business App (from Google Play or App Store) on your mobile phone to monitor and administer the Access Points. You will need one of the following Operating Systems:
  - Android version 5.0 or above
  - iOS version 8.0 or above

## Introduction

If you are looking to set up your Cisco Business Wireless device using the Cisco Business Wireless app, you have come to the right place! The day zero configuration will guide you through setting up your new, out of the box CBW AP. The CBW APs support the latest 802.11ac Wave 2 standard for higher performance, greater access, and higher-density networks. They deliver industry-leading performance with highly secure and reliable wireless connections, for a robust, mobile end-user experience.


The day zero set up of the CBW AP is easier using the Cisco Business Wireless app. The set up can be completed in minutes and you can also manage your network with ease. The CBW APs can be used as traditional standalone devices or as part of a mesh network. Are you interested in learning more about mesh networking? Read the article on [Wireless Mesh Networking](#) to get more details.

This toggled section highlights tips for beginners.


## Logging In

Log into the Web User Interface (UI) of the Primary AP. To do this, open a web browser and enter <https://ciscobusiness.cisco>. You may receive a warning before proceeding. Enter your credentials. You can also access the Primary AP by entering <https://>

## Tool Tips

If you have questions about a field in the user interface, check for a tool tip that looks like the following: 

## Trouble locating the Expand Main Menu icon?

Navigate to the menu on the left-hand side of the screen, if you don't see the menu button, click this icon to open the side-bar menu. 

## Cisco Business App

These devices have companion apps that share some management features with the web user interface. Not all features in the Web user interface will be available in the App.

[Download iOS App](#) [Download Android App](#)

## Frequently Asked Questions

If you still have unanswered questions, you can check our frequently asked questions document. [FAQ](#)

If you are ready to configure using the Mobile App, let's get you setup!

## A new Cisco Business wireless implementation using the Mobile App

### Step 1

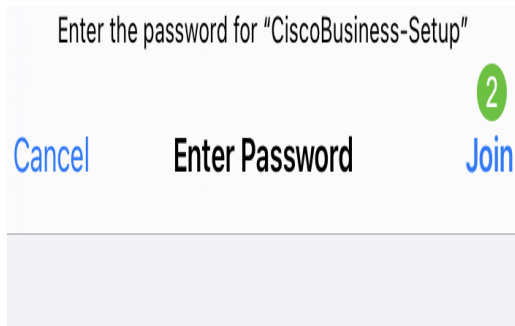
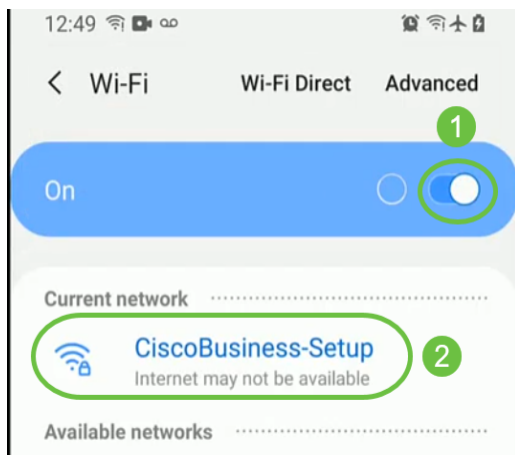
To get started, power up the Access Point. The access point will take about 8 - 10 minutes to boot. The LED will blink green in multiple patterns, alternating rapidly through green, red, and amber before turning green again. There may be small

variations in the LED color intensity and hue from unit to unit. Check the status of the indicator lights. When the LED light is blinking green, proceed to the next step.

The PoE Ethernet Uplink Port on the Primary AP can ONLY be used to provide uplink to the LAN, and NOT to connect to any other primary-capable or mesh extender devices.

## Step 2

Connect to the **CiscoBusiness-Setup** wireless network on your mobile device. The password is **cisco123**. Click **Join**.



Password 1

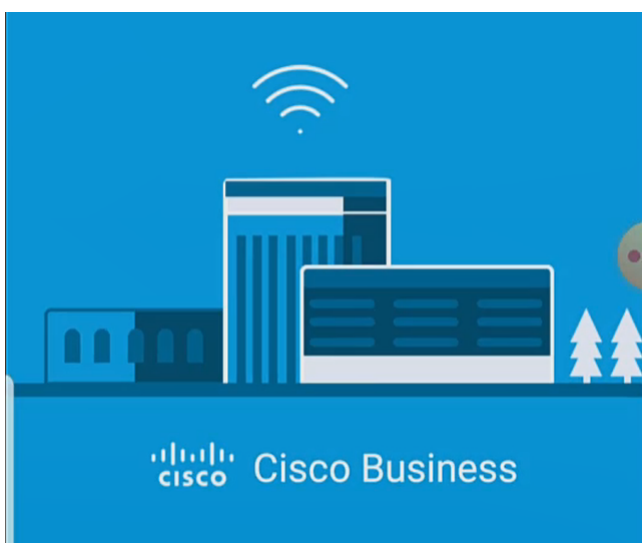
If your access point isn't new, out of the box, make sure it is reset to factory default settings for the CiscoBusiness-Setup SSID to show up in your Wi-Fi options.

## Step 3

Download the Cisco Business Wireless app available on Google Play or the App Store on your mobile.

## Step 4

Open the **Cisco Business** Application on your mobile device.



### Step 5

The App automatically detects the mobile network. Select **Set up My Network**.



Monitor My Network



Set up My Network



*Enter the name of the Primary AP / IP*

## Discovered Primary

### Step 6

To set up the network enter the following:

- *Create admin username*
- *Create admin password*
- *Confirm admin password* by reentering it
- (Optional) Check the checkbox to *Show Password*.

Select **Get Started**.



Cisco Business Wireless  
140AC Access Point

# Welcome

Please start by creating an admin account.

1

2

3

Show password 4

5

## Step 7

To configure *Name and Place*, enter the following:

- *Primary AP Name* for your wireless network.
- Appropriate *Country*
- *Date and Time*
- *Timezone*

1 Name and Place ?

Primary AP Name  
1 TestAP

Country  
2 United States (US) ▼

Date and Time  
3 04/09/2021 05:05:37 PM ▼

Timezone  
4 Central Time (US and Canada) ▼

Mesh

Previous

Next

### Step 8

If you would like to enable mesh, slide the option to select *Mesh*. Click **Next**.

1 Name and Place ?

Primary AP Name  
TestAP

Country  
United States (US) ▼

Date and Time  
04/09/2021 05:05:37 PM ▼

Timezone  
Central Time (US and Canada) ▼

1  Mesh

Previous

2 Next

By default, *Mesh* is disabled.

## Step 9

Configure the *Wireless Network* by entering the following:

- *Network name/SSID*
- *Security*
- *Passphrase*
- *Confirm Passphrase*
- (Optional) *Check Show Passphrase*

Click **Next**.

← Cisco Business Wireless 140AC Access Point

3 Wireless Network ?

1 Network name  
TestAP

2 Security  
WPA2 Personal

3 Passphrase  
●●●●●●●●

4 Confirm Passphrase  
●●●●●●●●

5  Show Passphrase

6  
Previous Next

Wi-Fi protected Access (WPA) version 2 (WPA2), is the current standard for Wi-Fi security.

## Step 10

To confirm settings on the *Submit to Primary AP* screen, click **Submit**.



✓ 1 Name and Place Edit ?

✓ 2 Connect to Network Edit ?

✓ 3 Wireless Network Edit ?

4 Submit to Primary AP

You have done all the configurations, please submit to Primary AP.

Note: After initial setup and reboot, the Primary AP needs to be connected to a DHCP server even if the management IP address was set to static (access point functionality and client connections use dynamically assigned

Previous

Submit

Wait for the reboot to complete.



Saving the configuration...  
This may take a minute.

The reboot can take about 8 - 10 minutes. During reboot, the LED in the access point will go through multiple color patterns. When the LED is blinking green, proceed to the next step. If the LED does not get past red flashing pattern, it indicates that there is no DHCP server in your network. Make sure a DHCP server is present to provide IP addresses for CBW devices during the initial installation process. Ensure that the AP is connected to a switch or a router with a DHCP server.

## Step 11

You will see the following *Confirmation* screen. Click **OK**.

## Confirmation

The Primary AP has been fully configured and will restart in 6 minutes. After the Primary AP is restarted, it will be accessible from the network by going to this URL - <https://ciscobusiness.cisco> via browser or using Discovered Primary list in Cisco Business Mobile Application provided client should be connected to configured ' TestAP ' SSID.



Ensure to close the App and relaunch it to successfully complete the day zero set up and to start managing your network.

If you have any issues, check out the following tips:

- Make sure the correct Service Set Identifier (SSID) is selected. This is the name that you created for the wireless network.
- Disconnect any VPN for either the mobile app or on a laptop. You might even be connected to a VPN that your mobile service provider uses that you might not even know. For example, an Android (Pixel 3) phone with Google Fi as a service provider there is a built-in VPN that auto-connects without notification. This would need to be disabled to find the Primary AP.
- If you have an Android phone, you may be using a private Domain Name Server (DNS) and may need to disable this feature for connectivity. To check this, you can typically find this under **Settings > Network and Internet > Advanced > Private DNS**.
- Log into the Primary AP with *https://<IP address of the Primary AP>*.
- Once you do initial setup, be sure *https://* is being used whether you are logging into *ciscobusiness.cisco* or by entering the IP address into your web browser. Depending on your settings, your computer may have auto-populated with *http://* since that is what you used the very first time you logged in.
- To help with problems related to accessing the web UI or browser issues during the use of the AP, in the web browser (Firefox in this case) click on Open menu, go to Help > Troubleshooting Information and click on Refresh Firefox.

## Conclusion

There you have it! You have now successfully configured the day zero setup of your CBW AP using the Cisco Business Mobile App. That was easy wasn't it?! See below for additional Configuration Guides

[Intro to Mesh](#) [Mesh FAQ](#) [Cisco Business Wireless Model Decoder](#) [Reboot Tips](#) [Reset to Factory Default](#) [Day Zero: Configure Via App / Web](#) [Mobile App vs Web UI](#) [Best Practices for a Cisco Business Wireless Mesh Network](#) [Allow Lists](#) [Update Software](#) [Get Familiar with the CBW App](#) [Troubleshooting](#) [Time Settings](#) [Troubleshoot Red LED](#) [Bridge Group Names](#)