

Cisco Business Wireless Day Zero Configuration

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


Beginner Help

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://` (of the Primary AP) into a web browser.

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.

Note:

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.



WAP571

Secured



CiscoBusiness-Setup

Secured



Connect automatically

Connect



OptimaLink4815

Network & Internet settings

Change settings, such as making a connection metered.



Wi-Fi



Airplane mode



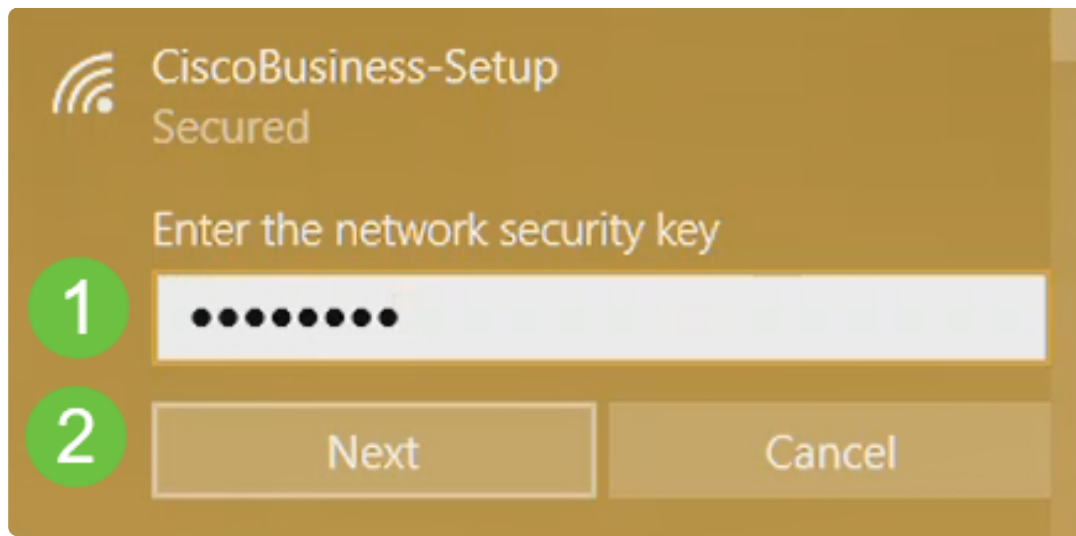
Mobile
hotspot

Note:

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.

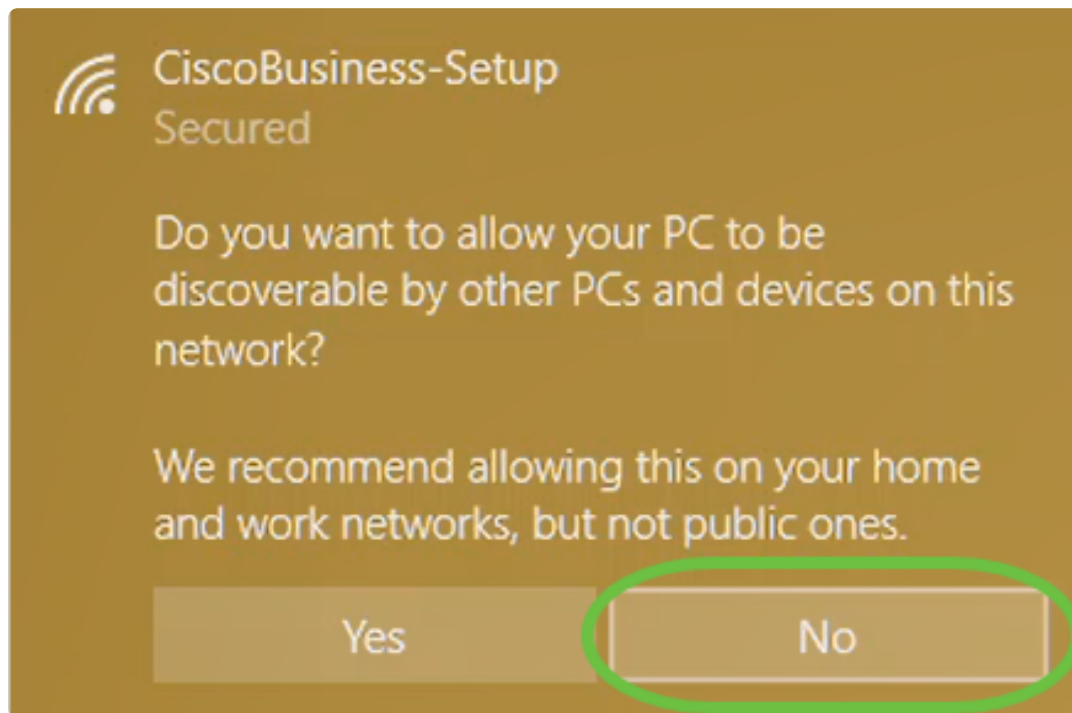
Step 3

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**.



① Note:

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.



Cisco Business Wireless Access Point

Welcome! Thank you for choosing Cisco Access Points. This setup wizard will help you install your Access Point.

Start

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Note:

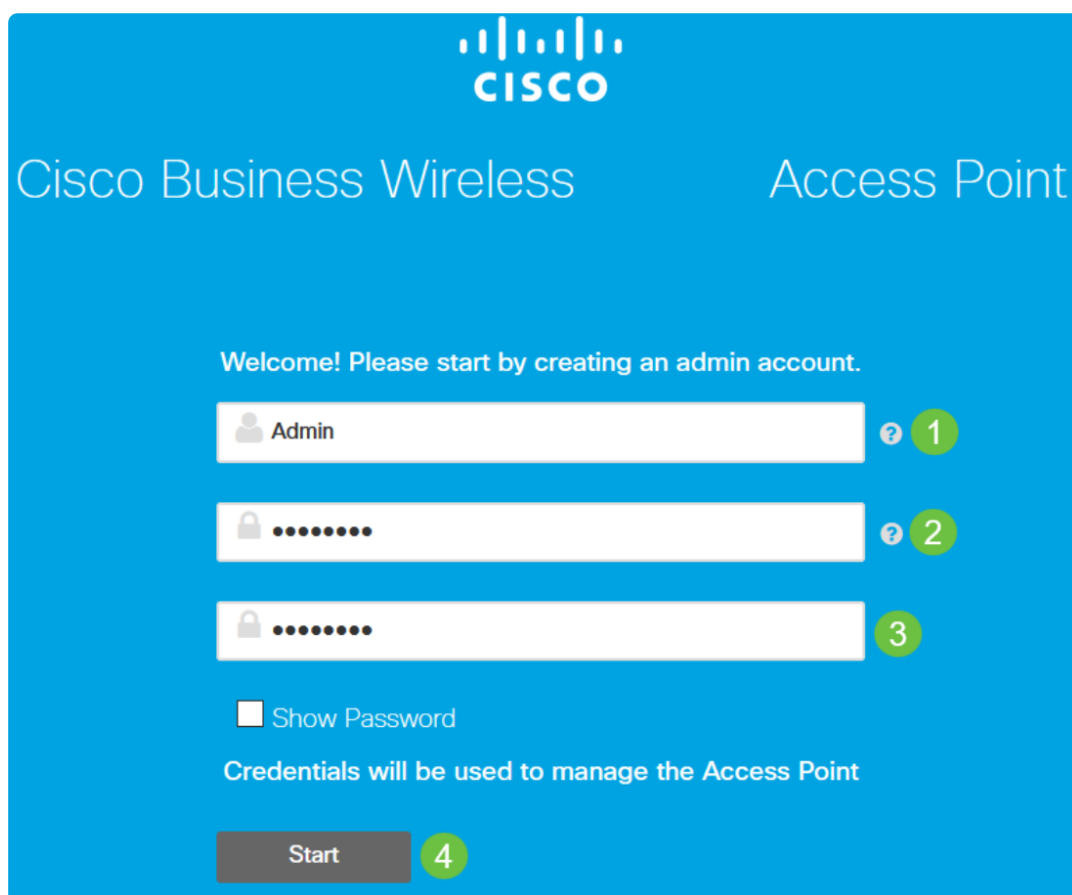
If you do not see the webpage, wait for a few more minutes or reload the page. After this initial setup, you will use <https://ciscobusiness.cisco> to log in. If your web browser auto-populates with <http://>, you need to manually type in the <https://> to gain access.

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 image shows the Cisco Business Wireless Access Point configuration interface. At the top, the Cisco logo is displayed. Below it, the text "Cisco Business Wireless" and "Access Point" are shown. A welcome message reads: "Welcome! Please start by creating an admin account." There are three input fields: a username field with "Admin" entered, a password field with masked characters, and a confirmation password field with masked characters. Each field has a green circle with a number (1, 2, 3) next to it. Below the password fields is a checkbox labeled "Show Password". A message states: "Credentials will be used to manage the Access Point". At the bottom is a "Start" button with a green circle with the number 4 next to it.

Cisco Business Wireless Access Point

Welcome! Please start by creating an admin account.

Admin

.....

.....

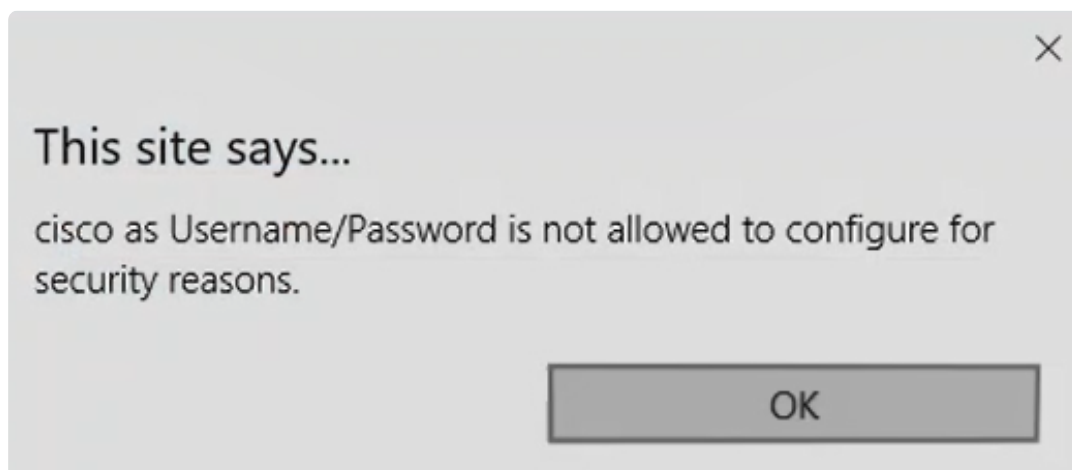
☐ Show Password

Credentials will be used to manage the Access Point

Start

Note:

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 Cisco Business Wireless Access Point configuration interface. The top bar is blue with the Cisco logo and the text "Cisco Business Wireless" and "Access Point". Below this is a green bar with the number "1" and the text "Set Up Your Primary AP". A yellow bar with a downward arrow is below the green bar. The main configuration area has a light blue background. It contains the following fields:

- Primary AP Name:** A text input field containing "Test". A blue question mark icon and a green circle with the number "1" are to the right.
- Country:** A dropdown menu showing "United States (US)". A blue question mark icon and a green circle with the number "2" are to the right.
- Date & Time:** Two input fields. The first contains "04/09/2021" and has a calendar icon. The second contains "9:11:17". A green circle with the number "3" is to the right.
- Timezone:** A dropdown menu showing "Central Time (US and Canada)". A blue question mark icon and a green circle with the number "4" are to the right.
- Mesh:** A toggle switch that is currently turned off. A blue question mark icon and a green circle with the number "5" are to the right.

Note:

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**.

2

Create Your Wireless Network

Network Name

Test123

1

Security

WPA2 Personal

2

Passphrase

••••••••

3

Confirm Passphrase

••••••••

4

☐ Show Passphrase

5

Back

Next

6

Note:

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

Step 9

Confirm the settings and click **Apply**.



Cisco Business Wireless 140AC Access Point

Please confirm the configurations and Apply

1 Primary AP Settings

Username **Admin**
PrimaryAP 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

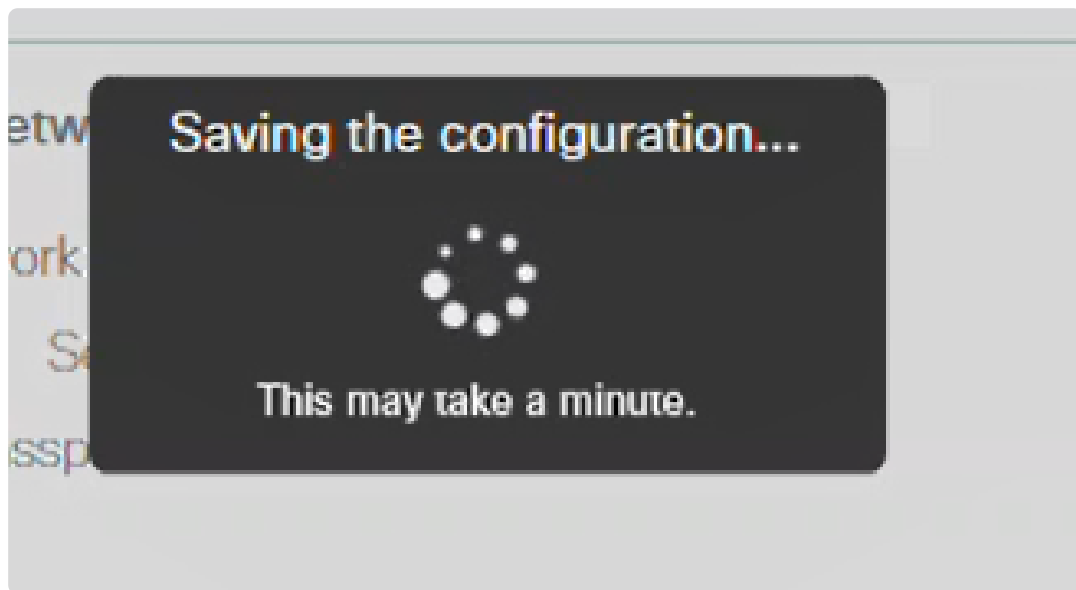
Click **OK** to apply the settings.

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.



Note:

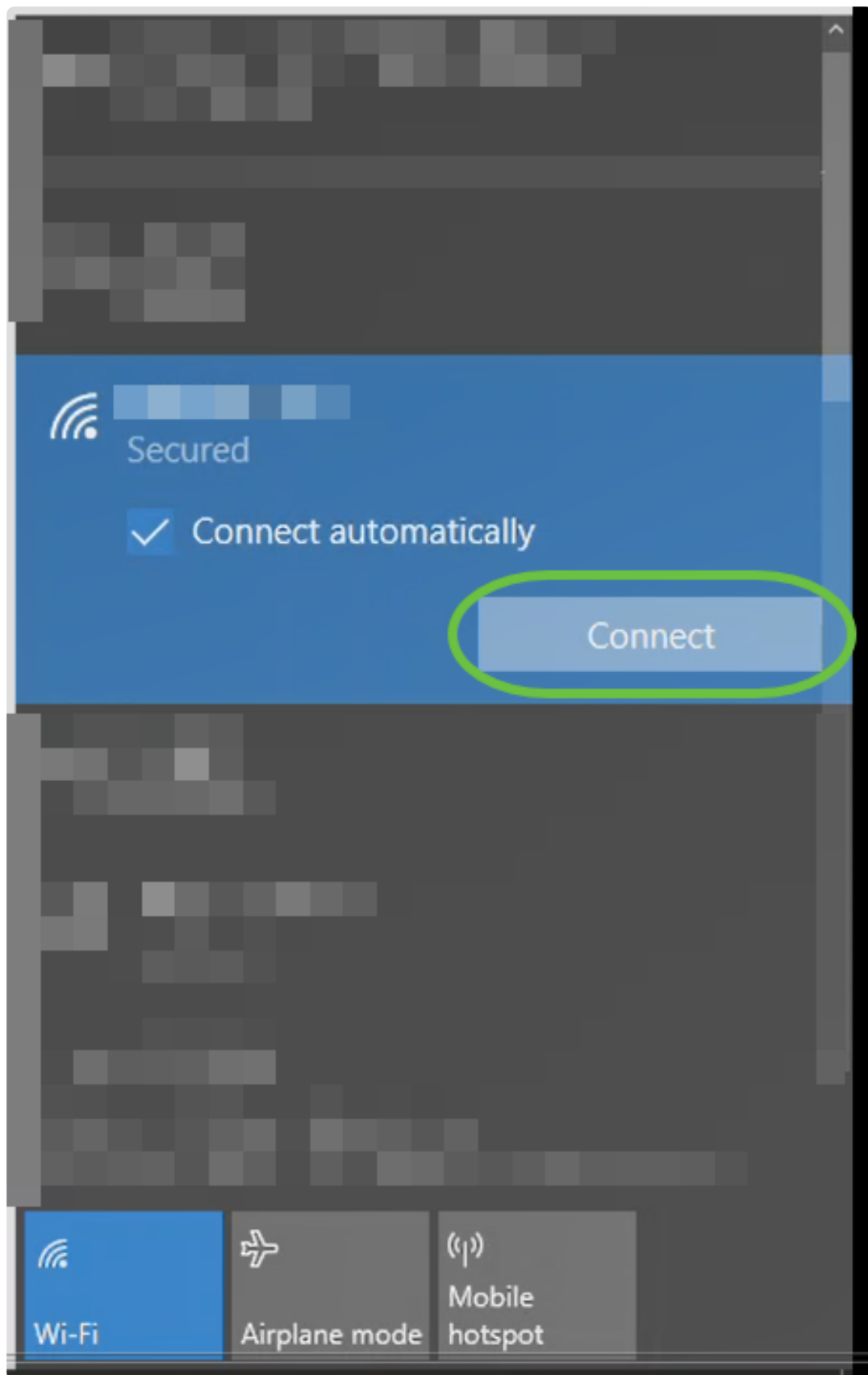
During reboot, the LED in the access point will go through multiple color patterns. When the LED is blinking green, proceed to the next step. If the LED does not get past red flashing pattern, it indicates that there is no DHCP server in your network. Make sure a DHCP server is present to provide IP 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**.

Note:

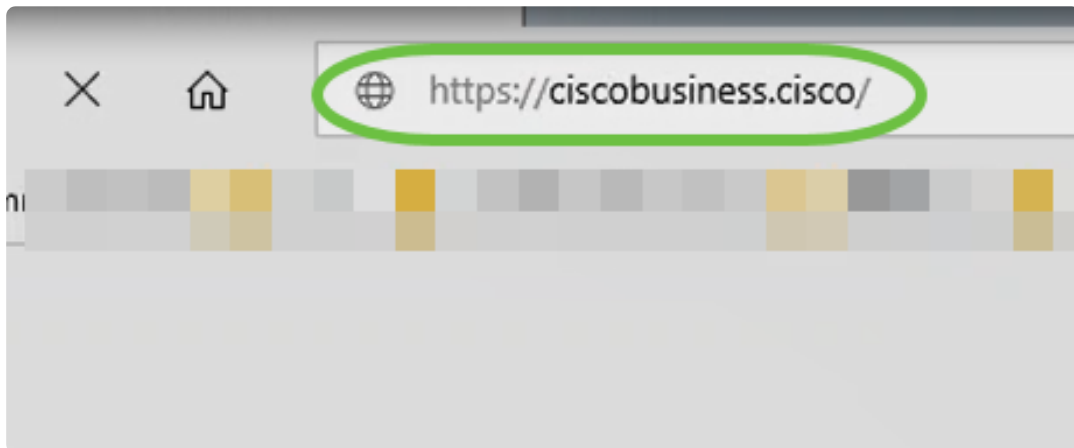
In this example, the network is **CBWWlan**. The CiscoBusiness-Setup SSID will disappear after reboot.



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.



Note:

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.

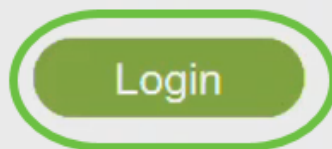
Step 13

Click **Login**.



Cisco Business Wireless Access Point

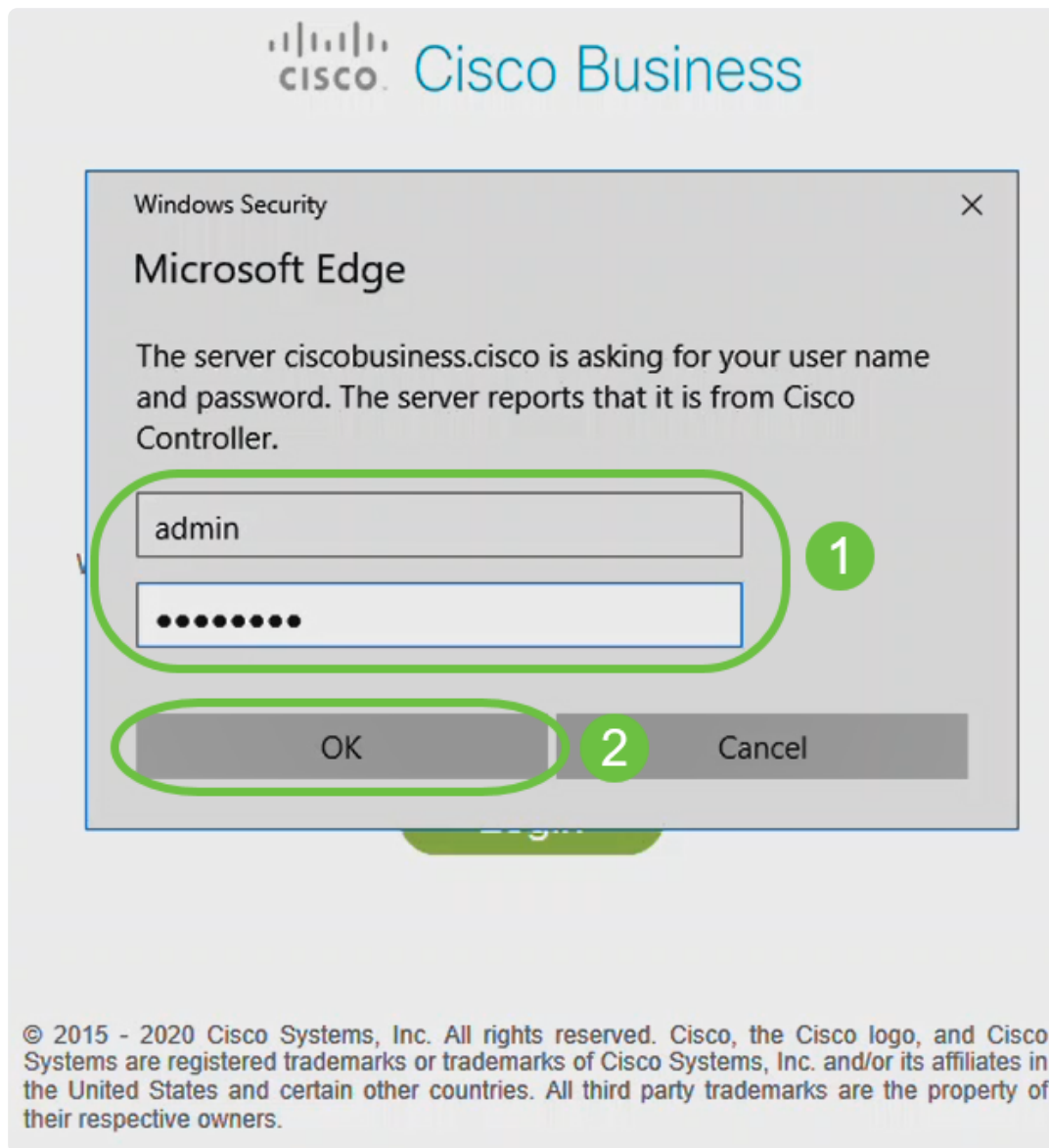
Welcome! Please click the login button to enter your user name and password



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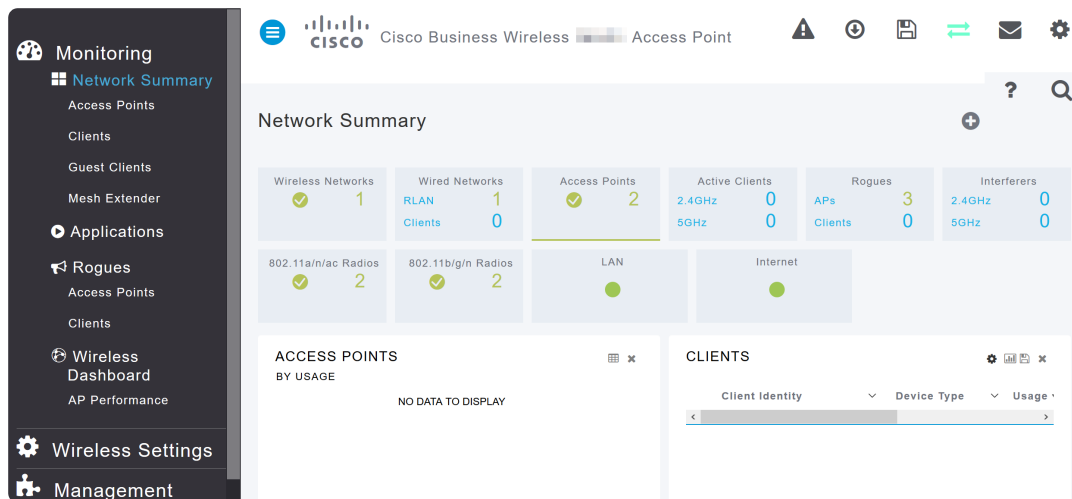
Step 14

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](#))
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- 145AC ([Data Sheet](#)) | 10.4.1.0 ([Download latest](#))
- 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.

Beginner Help

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:// \(of the Primary AP\)](#) into a web browser.

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

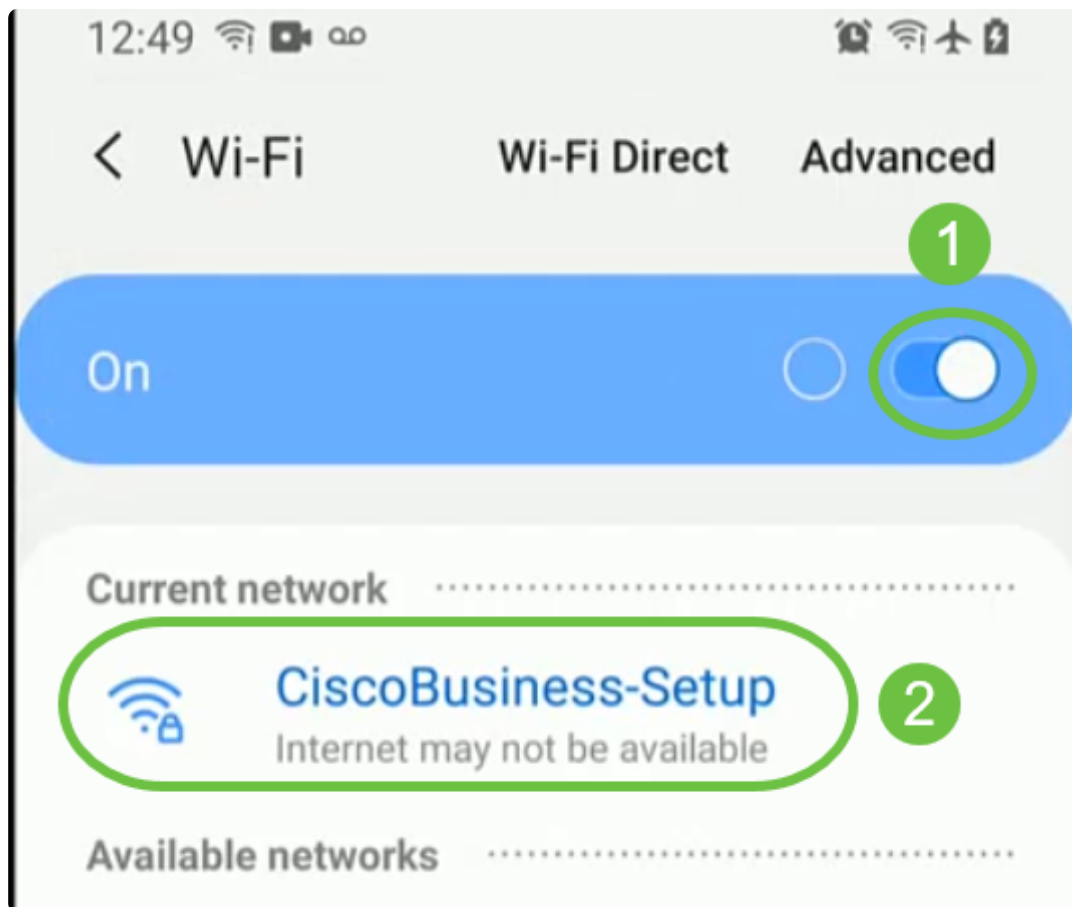
To get started, power up the Access Point. The access point will take about 8 - 10 minutes to boot. The LED will blink green in multiple patterns, alternating rapidly through green, red, and amber before turning green again. There may be small variations in the LED color intensity and hue from unit to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

Note:

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**.



Enter the password for "CiscoBusiness-Setup"

Cancel Enter Password Join

Password 1

Note:

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.

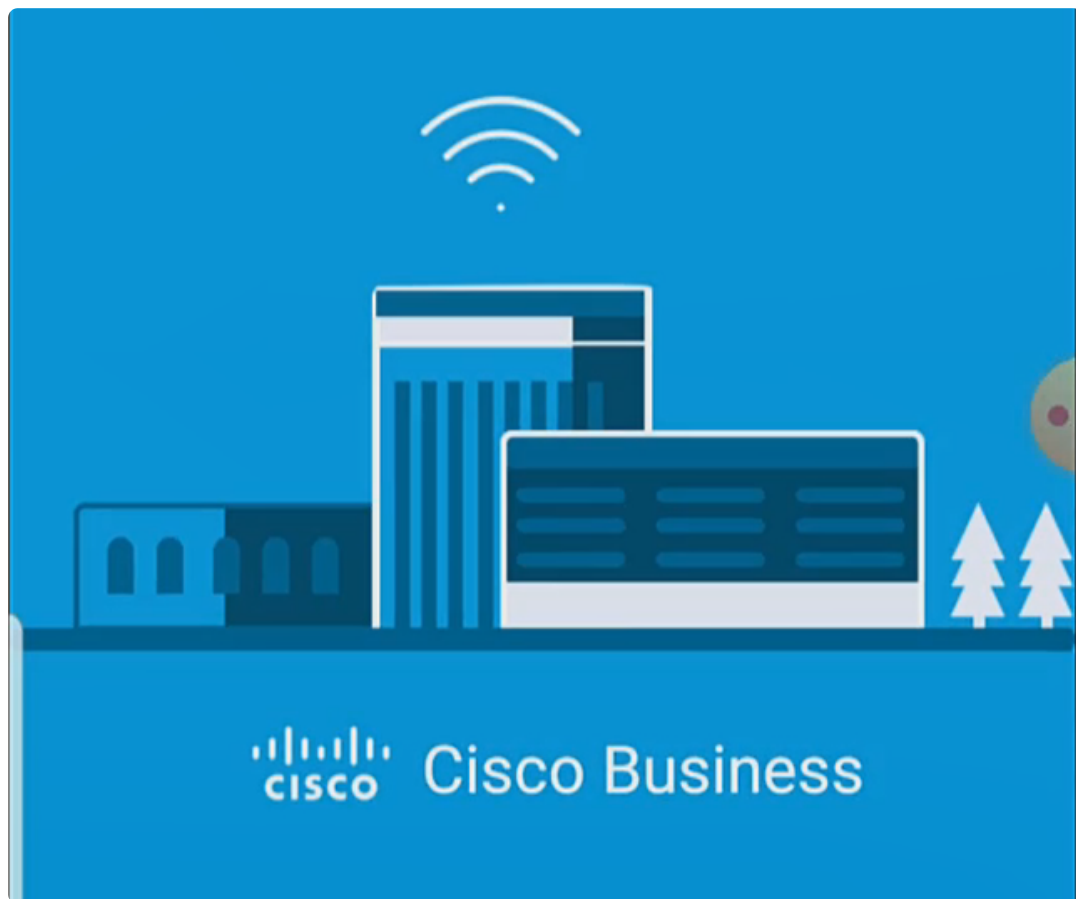
Step 3

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**.



Cisco Business



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 Access Point

Welcome

Please start by creating an
admin account.

Create admin username

1

Create admin password

2

Confirm admin password

3

☐

Show password

4

Cancel

Get Started

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

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



Cisco Business Wireless 140AC Access Point

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

2

Previous

Next

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](#)