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Preface

This preface describes this guide and provides information about the conventions used in this guide, along with details about related documentation. It includes the following sections:

- Document Conventions, on page vii
- Obtaining Documentation and Submitting a Service Request, on page ix

Document Conventions

This document uses the following conventions:

<table>
<thead>
<tr>
<th>Convention</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>bold</strong> font</td>
<td>Commands and keywords and user-entered text appear in <strong>bold</strong> font.</td>
</tr>
<tr>
<td><em>Italic</em> font</td>
<td>Document titles, new or emphasized terms, and arguments for which you supply values are in <em>italic</em> font.</td>
</tr>
<tr>
<td><strong>Courier</strong> font</td>
<td>Terminal sessions and information that the system displays appear in <strong>courier</strong>.</td>
</tr>
<tr>
<td><strong>Bold Courier</strong> font</td>
<td><strong>Bold Courier</strong> font indicates text that the user must enter.</td>
</tr>
<tr>
<td>[X]</td>
<td>Elements in square brackets are optional.</td>
</tr>
<tr>
<td>...</td>
<td>An ellipsis (three consecutive nonbolded periods without spaces) after a syntax element indicates that the element can be repeated.</td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
<tr>
<td>{x</td>
<td>y</td>
</tr>
<tr>
<td>[x</td>
<td>y</td>
</tr>
<tr>
<td>Convention</td>
<td>Description</td>
</tr>
<tr>
<td>------------</td>
<td>-------------</td>
</tr>
<tr>
<td>[x {y</td>
<td>z}]</td>
</tr>
<tr>
<td>String</td>
<td>A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.</td>
</tr>
<tr>
<td>&lt;&gt;</td>
<td>Nonprinting characters such as passwords are in angle brackets.</td>
</tr>
<tr>
<td>[]</td>
<td>Default responses to system prompts are in square brackets.</td>
</tr>
<tr>
<td>!</td>
<td>An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.</td>
</tr>
</tbody>
</table>

**Reader Alert Conventions**

This document may use the following conventions for reader alerts:

- **Note**: Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the document.

- **Tip**: Means *the following information will help you solve a problem*.

- **Caution**: Means *reader be careful*. In this situation, you might perform an action that could result in equipment damage or loss of data.

  **Timesaver**: Means *the described action saves time*. You can save time by performing the action described in the paragraph.

- **Warning**: IMPORTANT SAFETY INSTRUCTIONS

  This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device.

  SAVE THESE INSTRUCTIONS
Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly What's New in Cisco Product Documentation. It also lists all new and revised Cisco technical documentation.

Subscribe to the What's New in Cisco Product Documentation as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.
Overview of the Cisco User Defined Network Mobile Application

Revision History for Cisco User Defined Network Mobile Application

This table provides release related information.

Table 1: Revision History for Cisco User Defined Network Mobile Application

<table>
<thead>
<tr>
<th>Release</th>
<th>Added or Changed Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cisco User Defined Network Mobile Application 1.0</td>
<td>This is the primary document. It covers all the UDN features.</td>
</tr>
<tr>
<td>Cisco User Defined Network Mobile Application 1.4</td>
<td>The following modules were added in this release:</td>
</tr>
<tr>
<td></td>
<td>• Auto-Registering Random MAC Address</td>
</tr>
<tr>
<td></td>
<td>• Retrying Option for Deleting a Device</td>
</tr>
<tr>
<td></td>
<td>• Retrying Option for Reclaiming a Device</td>
</tr>
<tr>
<td></td>
<td>• Retrying Accept Notifications</td>
</tr>
<tr>
<td>Cisco User Defined Network Mobile Application 1.5</td>
<td>The following modules were added in this release:</td>
</tr>
<tr>
<td></td>
<td>• Selecting Region</td>
</tr>
<tr>
<td></td>
<td>• Managing Selected Region</td>
</tr>
</tbody>
</table>
Information About the User Defined Network

Any network deployment must adhere to the following key factors:

- Ease of use
- Security

In shared services environment, such as dorm rooms, resident halls, class rooms, auditoriums, and so on, the services running on wireless and wired networks are shared between multiple users.

Users find it difficult to discover and have limited access to their devices. This results in poor user experience and brings in security concern where users knowingly or unknowingly can take control of devices which belong to other users. For instance, the higher education students use their home network SSID that is dedicated for their homes. As network is private, they can easily discover services and limit access to their devices. This provides consistent experience throughout home and friends allowed on home network. When the same set of users move to university residential halls, they become part of the shared network, where network is shared with students residing in the same or different rooms. They find it difficult to discover and limit access to their devices which gives them poor personal or dorm-room user experience. This also results in security concern as their devices can be accessed and taken control by other users in that shared network environment.

User Defined Network (UDN) solution provides home like network experience to users in shared network and service environments where they can easily discover and limit access to their devices making it available for personal or shared use with the other users. The users who are added to the private network have the privilege to accept or deny the request. Once the user joins the private network, they get the flexibility to leave the private network as well.

The Cisco User Defined Network (UDN) mobile application interface is created to be used by end users. The mobile application requires end users to authenticate against the organisation’s credentials through a normal SSO service provided by the organisation. Once authenticated, end users can register their devices using different ways:

- Network scan (on Android devices) when at home.
- Camera scan of MAC address
- Image scan from gallery
- Manual entry of MAC address

Once the device is registered, end users can view the status of the devices with respect to their registration and connectivity on the dorm network. Also, the end users can remove a previously registered device.

Using this mobile application, end users can invite other users to share their devices in end user's private network.

---

Note

The documentation set for this product strives to use bias-free language. For purposes of this documentation set, bias-free is defined as language that does not imply discrimination based on age, disability, gender, racial identity, ethnic identity, sexual orientation, socioeconomic status, and intersectionality. Exceptions may be present in the documentation due to language that is hardcoded in the user interfaces of the product software, language used based on RFP documentation, or language that is used by a referenced third-party product.
Information About the Cisco User Defined Network Mobile Application

The Cisco User Defined Network (UDN) mobile application helps create a user-defined network and restrict access to devices unless they are invited to share the network.

The Cisco UDN mobile application provides the following key features:

• Device Registration—Cisco UDN mobile application enables you to register devices you want to bring to the premises. You can register your devices in the following ways:
  • Manual Entry—To manually enter the device type, device name, and MAC address.
  • Scan Network—To scan your home network for connected devices. This feature is applicable for Android applications only when connected to the home network.
  • Add Current Device—To automatically discover your current device details and provide options to add the current device. This feature is applicable for Android applications only.
  • Scan Image for MAC Addresses—To scan the MAC address from an image in the Manual Entry page.
  • Scan MAC Addresses Using Camera—To scan the MAC address using camera in the Manual Entry page.

• Managing your Device
• Managing your Guest
• Inviting Guest
• Managing Notifications
• Managing Settings
• Logging out of the Application

Platform Requirements

The Cisco UDN mobile application is compatible with mobile devices meeting the following platform requirements:

• Android Oreo and above
• iOS 12 and above
Platform Requirements
CHAPTER 2

Downloading and Installing the Mobile Application

• Download and Installation, on page 5

Download and Installation

You can download the Cisco UDN mobile application from the following locations:

• **Apple App Store**—For iOS devices, the download location is available in the following link: https://apps.apple.com/us/app/cisco-udn/id1523362849.

• **Google Play Store**—For Android devices, the download location is available in the following link: https://play.google.com/store/apps/details?id=com.cisco.udn&hl=en_IN.
Depending on where you download the Cisco UDN mobile app, follow the instructions given in the Apple App Store or Google Play Store.
Getting Started

- Prerequisites for App Usage, on page 7
- Signing into the Application, on page 7
- Selecting Region, on page 10

Prerequisites for App Usage

To enable convenient usage and proper functioning of the Cisco UDN mobile application, you need to grant permissions for the following on your mobile device:

- Location
- Camera

Signing into the Application

Procedure

Step 1 Open the Cisco User Defined Network mobile application.
Figure 2: Cisco User Defined Network Mobile Application

Step 2: Enter your registered email address.
Step 3: Click Next.

The Cisco UDN mobile application redirects you to the browser for authentication.
Figure 3: Authentication Page

Step 4  Click **Continue** to proceed with the authentication.
The Add Devices page is displayed when you login for the first time or when there are no devices or guests.

## Selecting Region

While launching the Cisco User Defined Network mobile application for the first time, you will need to select the region where you would be carrying your device to create a home like network experience.

### Procedure

<table>
<thead>
<tr>
<th>Step 1</th>
<th>Open the Cisco User Defined Network mobile application.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 2</td>
<td>Select a region.</td>
</tr>
</tbody>
</table>
Figure 4: Selecting a Region

Regions

Please select the region where you would be carrying your devices to create a home-like network experience.

- US Region
- EU Region
- AP Region
- JP Region

Note: You will get to re-confirm the selected region.

Step 3: Click Continue to proceed with the selected region.
Figure 5: Confirmation Dialogue

Please select the region where you would be carrying your devices to create a home-like network experience.

- US Region
- AP Region
- JP Region

You have selected EU Region, would you like to continue with your selection?

Cancel  Continue

The Devices page is displayed.
Registering your Device

Cisco UDN application enables you to register the devices you want to bring to the premises.

- Adding Devices on Android Application, on page 13
- Adding Devices on iOS Application, on page 21

Adding Devices on Android Application

Accessing your Device Location

While launching the Cisco UDN mobile application for the first time, you will need to permit the Cisco UDN network to access the location of the device. The location permission is necessary to access the current Wi-Fi name.

On the Add Devices page, tap ALLOW to permit the Cisco UDN network to access your device location.
Registering your Device with Random MAC Address

Random MAC address is a special MAC address generated by OS to prevent user tracking using MAC address. Random MAC is differentiated by the second from the last bit of the first octet.

This location permission alert is mandatory as per the new OS restrictions.
A MAC address that contains 2, 6, A, E, a, e in the second letter of the MAC address, refers to the random MAC address.

The following snippet refers to the universally defined random MAC address:
Use cases with random MAC address:

- Devices with random MAC address can only be added when connected to an on-premise network.
- Devices with random MAC address will not display Add This Device option.
- Android 10+ devices generate random MAC addresses. These addresses can only be added when connected to an on-premise network.
- When an on-premise user tries to add a device other than the current device and it has random MAC, the user needs to check, if the device is connected to an on-premise network or not. If the user then tries to add the device, he/she will be able to add the device.

Auto-Registering Random MAC Address

The Auto-Registering Random MAC Address applies to Android devices lesser than version 11.

If your current device is in UDN-enabled SSID and you want to move to another UDN-enabled SSID, due to MAC randomisation on android, the MAC address of the device changes. The current device is then registered to the current UDN-enabled SSID using the auto-register process.
Note

- If the current device is in user's room, you will be notified with the following banner message:
  
  'Device name' network changed, re-registering.

- If the device is in other's room, you will get the following banner message:
  
  'Device name' network changed, device reclaimed.

You can add devices in the Android application in the following ways:

- Adding Device by Scanning the Wi-Fi Network
- Adding Device Manually
  - Scanning MAC Address Using Camera
  - Scanning Image for MAC Address
- Adding Your Current Device
Adding Device by Scanning the Wi-Fi Network

Procedure

Step 1  On the Add Devices page, tap Scan The Network to scan your Wi-Fi network for connected devices.

Note  You will be able to view Scan The Network on Android devices lesser than version 11.
Step 2  Select the device to be added to your private network.

Step 3  Tap Next.

The device type, device name, and MAC address details are displayed.

Step 4  From the Device Type drop-down list, choose one of the following device types:

- Computer
- Tablet
- Printer
- Streaming/Entertainment
- Mobile Phone
- Speaker
- Other

Step 5  Tap Next.

The Summary page is displayed.

Note  If you want to add more devices to the list of devices to be registered, tap Add More Devices and repeat Step 1 through Step 5.

Step 6  Tap Submit.

The device is registered on the Cisco UDN mobile application.

---

**Adding Device Manually**

You can add devices manually in the following ways:

- Scanning MAC Address Using Camera
- Scanning Image for MAC Address

**Scanning MAC Address Using Camera**

**Procedure**

Step 1  On the Add Devices page, tap Manual Entry.

Step 2  Tap Scan MAC Address to view the scan options.

Step 3  Tap Use camera to scan your MAC address.

Step 4  Select your device’s Wi-Fi MAC address and tap Next.
Scanning Image for MAC Address

**Procedure**

**Step 1** On the Add Devices page, tap Manual Entry.

**Step 2** Tap Scan MAC Address to view the scan options.

**Step 3** Tap Scan a picture of your MAC address.

**Note** Your system requests for permission to access your image gallery.

**Step 4** Tap OK.

**Step 5** Select an image from your gallery and tap Next.

Adding Your Current Device

You will be able to detect the MAC address of your current device on an Android application.

**Procedure**

**Step 1** On the Add Devices page, tap Add This Device.

**Note** You will be able to view Add This Device on Android devices lesser than version 11.

**Step 2** From the Device Type drop-down list, choose one of the following device types:

- Computer
- Tablet
- Printer
- Streaming/Entertainment
- Mobile Phone
- Speaker
- Other

**Step 3** Enter the device name.

**Note** The MAC address of your device is pre-filled by the application.

**Step 4** Update the MAC address.

**Step 5** Tap Next and then Submit.
Adding Devices on iOS Application

Adding Device Manually

You can add devices manually in the following ways:

• Scanning MAC Address Using Camera
• Scanning Image for MAC Address

Scanning MAC Address Using Camera

Procedure

Step 1 On the Add Devices page, tap Manual Entry.
Step 2 Tap Scan MAC Address to view the scan options.
Step 3 Tap Use camera to scan your MAC address.
Step 4 Select your device’s Wi-Fi MAC address and tap Next.

Scanning Image for MAC Address

Procedure

Step 1 On the Add Devices page, tap Manual Entry.
Step 2 Tap Scan MAC Address to view the scan options.
Step 3 Tap Scan a picture of your MAC address.

Note Your system requests for permission to access your image gallery.

Step 4 Tap OK.
Step 5 Select an image from your gallery and tap Next.
Managing Your Devices

* Devices in Your Room, on page 23
* Devices in Other's Room, on page 26

Devices in Your Room

The Devices > IN MY ROOM section covers all devices in my own room as well as my guest devices. Tap the device name to view the device details.
Editing a Device

**Procedure**

**Step 1**  On the Devices page, under IN MY ROOM, select a device and swipe to your left.

**Step 2**  Tap Edit to update the details of the registered device.
Step 3  From the Device Type drop-down list, choose the desired device type.

Step 4  In the Name field, enter the desired name.

Step 5  Tap Done.

Deleting a Device

Procedure

Step 1  On the Devices page, under IN MY ROOM, select a device and swipe to your left.

Step 2  Tap Delete.

Note  A pop-up message is displayed to confirm, if you want to delete the device or not.

Step 3  Tap Delete to deregister the device.

The following pop-up message is displayed:

Device unregistered

Retrying Option for Deleting a Device

If your deleting device is in In Progress state, you will be able to retry the entire delete device process.

Procedure

Step 1  On the Devices page, under IN MY ROOM, select an In Progress device, swipe to your left or click the device.

Step 2  Tap Retry Delete.

Note  In case the server is down, you will need to retry the delete device action again after a specified time in the pop-up window.

Retrying an Action on a Device

In case your device is In Progress state, you will be able to retry the last action.

Procedure

Step 1 On the Devices page, under IN MY ROOM, select an In Progress device and swipe to your left.
Step 2  Tap the refresh icon to retry devices with **In Progress** status.

---

**Devices in Other's Room**

On the **Devices** page, under **IN ANOTHER ROOM**, you will be able to view all the devices shared with the other users.
Figure 11: Devices > IN ANOTHER ROOM

5:28

- Devices

In my room
- My Phone
  Guest Device
- Jennifer’s Phone
  Guest Device

In another room
- Ron’s Streaming Device
  In John’s Room

Edit
Delete
Reclaim
Delete
Reclaiming a Device

You will be able to bring back your own device to your room.

Procedure

Step 1  On the Devices page, under IN ANOTHER ROOM, select a device and swipe to your left.
Step 2  Tap Reclaim.

Retrying Option for Reclaiming a Device

If your reclaiming device is in In Progress state, you will be able to retry the entire reclaim process.

Procedure

Step 1  On the Devices page, under IN ANOTHER ROOM, select a device and swipe to your left or click the device.
Step 2  Tap Retry Reclaim.

Deleting a Device

Procedure

Step 1  On the Devices page, under IN ANOTHER ROOM, select a device and swipe to your left.
Step 2  Tap Delete.
Step 3  Tap Delete to remove the device from your room and other’s room as well.
Managing Your Guests

• Overview About Guests, on page 29
• Viewing Guest Details, on page 29
• Deleting a Guest, on page 29

Overview About Guests

An end user can invite other end users into their UDN. The receiving end user must have the Cisco UDN mobile application to view the invitation which can be declined or accepted. If the user accepts the invitation, the guest end user can select the device among the ones registered to be part of the host's UDN. The Cisco UDN application provides visibility to the user's devices as well as the guest's invitation status, and the guest devices in the UDN. The guest can reclaim or delete the shared device from the host's UDN. The host also has an option to delete the guest. Also, if a user receives an invite and does not accept the invite, the invite expires automatically after 30 mins.

Viewing Guest Details

Procedure

Step 1 Under Cisco User Defined Network, tap My Guest.
Step 2 Under My Guests, select a guest to view the guest detail.

Deleting a Guest

Procedure

Step 1 Under Cisco User Defined Network, tap My Guest.
Step 2 Under My Guests, select a guest.
Step 3  Tap **Remove** to delete the guest from the guest list.
The deleted guest device is moved to the guest UDN.
Inviting Guests

The following flowchart describes the invitation flow:

*Figure 13: Invitation Flow*

This chapter contains the following sections:

- Searching a Guest, on page 32
- Adding a Guest, on page 34
Searching a Guest

Procedure

- **Step 1** Under Cisco User Defined Network, tap My Guest.
- **Step 2** From the top right-hand corner in the My Guests page, tap the + sign.

The Invite Guests page is displayed.
Inviting Guests

Step 3
Enter the first name, last name, or email address of the user.

Step 4
Tap Search.
The user is populated as per the search.

Step 5
Select the user and tap Next.

Step 6
Under GUESTS TO BE INVITED, select the guests and tap Invite Guests.
Adding a Guest

The following flowchart describes how to add a guest:

*Figure 15: How to Add a Guest*

1. User A Sends Invitation → User B
2. Accept
   - Yes: Added as a Guest to User A’s mobile app
   - No: Shared devices also get added to User A’s mobile app
Managing Notifications

You get to view the following message once a user invites you to join the UDN:

You are invited to join xxx’s UDN

- Viewing Notifications, on page 35
- Accepting Notifications, on page 35
- Retrying Accept Notifications, on page 36
- Declining a Notification, on page 36

Viewing Notifications

Under Cisco User Defined Network, tap Notifications.

You get to view the list of notifications.

Accepting Notifications

Procedure

Step 1  Under Cisco User Defined Network, tap Notifications.
        A list of notifications is displayed.

Step 2  Select a notification and swipe to your left.

Step 3  Tap Accept.
        The Select Devices page is displayed.

Step 4  Select a device you would like to bring to your invitee’s network.

Step 5  Tap Join.
Retrying Accept Notifications

While accepting an invitation, if you get an In Progress status, you will be able to retry the entire accept notifications process.

**Procedure**

**Step 1** Under Cisco User Defined Network, tap Notifications.
A list of notifications is displayed.

**Step 2** Select a notification and swipe to your left.

**Step 3** Tap Retry Accept.
The Device List page is displayed.
You get to view the devices in the invitation.

**Step 4** Tap Join.

**Note** In case the server is down, you will need to retry the accept notifications action again after a specified time in the pop-up window.

Declining a Notification

**Procedure**

**Step 1** Under Cisco User Defined Network, tap Notifications.
You get to view the list of notifications.

**Step 2** Select a notification and swipe to your left.

**Step 3** Tap Decline.
Managing Selected Region

- Viewing Selected Region Settings, on page 37
- Updating Selected Region Settings, on page 37

Viewing Selected Region Settings

Procedure

Step 1 Under Cisco User Defined Network, tap Devices.
The Settings page is displayed.

Step 2 Tap Selected Region.
The Settings page is displayed.
You get to view the selected region.

Updating Selected Region Settings

Procedure

Step 1 Under Cisco User Defined Network, tap Devices.
The Settings page is displayed.

Step 2 Tap Selected Region.
The Settings page is displayed.

Step 3 Select a region of your choice.
**Figure 16: Selecting a Region Settings**

<table>
<thead>
<tr>
<th>Settings</th>
</tr>
</thead>
<tbody>
<tr>
<td>- US Region</td>
</tr>
<tr>
<td>- EU Region</td>
</tr>
<tr>
<td>- AP Region</td>
</tr>
<tr>
<td>- JP Region</td>
</tr>
</tbody>
</table>

**Note**  
You will get to re-confirm the selected region.

**Step 4**  
Tap **Continue** to proceed with the selected region.
The **Settings** page is displayed.

**Note** If you choose a wrong region, the existing devices will not be visible.
CHAPTER 10

Managing Settings

• Information or Feedback Settings
  • Terms and Conditions Settings
  • Privacy Policy Settings
  • Third Party and Open Source Software
  • Contact Us Settings

• Information or Feedback Settings, on page 41
• Contact Us Settings, on page 42

Information or Feedback Settings

Terms and Conditions Settings

Procedure

Step 1 Under Cisco User Defined Network, tap Settings.
Step 2 Under INFO/FEEDBACK, tap Terms & Conditions.
The Cisco website's terms of use is displayed.
For more information on the end-user license agreement, see:
Privacy Policy Settings

Procedure

Step 1   Under Cisco User Defined Network, tap Settings.
Step 2   Under INFO/FEEDBACK, tap Privacy Policy.

The Cisco Online Privacy Statement is displayed.
For more information on the Cisco online privacy statement, see:

Third Party and Open Source Software

To view the open source updates and documentation, see:

Contact Us Settings

Procedure

Step 1   Under Cisco User Defined Network, tap Settings.
Step 2   Under INFO/FEEDBACK, tap Contact Us.

You get to view support for the following:

• Email Support
• Go to Help URL
• Call Us

Email Support

The To address and subject details are pre-filled. Also, the application gathers required logs and adds it as an attachment to the email.

From the top right-hand corner on the New message page, tap the arrow key.

Go to Help URL

You get to view the Help page of your organization.
Call Us

You get to dial the number and start a call.
Logging Out of the Application

- Android and iOS Devices, on page 45

Android and iOS Devices

Logging Out

Procedure

Step 1
Under Cisco User Defined Network, tap the logout icon at the left-most side.
You get to view the following message:
Are you sure you want to logout?

Step 2
Tap LOGOUT.

Note    If you want to login as a different user, clear the cache from the browser (Android app: Chrome browser; iOS app: Safari browser).