Cisco Business Wireless: Mobile App vs Web UI Features

Objective

The objective of this article is to explicitly outline the features Cisco Business Wireless App supports versus web User Interface (UI) in Cisco Business Wireless (CBW) network for indoor environments.

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

Applicable Devices | Software 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](#))

Introduction

Cisco Business Wireless (CBW) Access Points (APs) and Mesh Extenders deliver a simple-to-deploy solution designed for small and medium-sized businesses.

Cisco Business Wireless Access Points 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

Also, Cisco Business Wireless access points and mesh extenders are operated directly from your mobile device through the Cisco Business Wireles app, an intuitive client application that simplifies conventional wireless network deployment challenges. You will need one of the following Operating Systems to operate Cisco Business Wireless On the mobile app, navigate to

• Android version 5.0 or above

• iOS version 8.0 or above

Updates will occur to both the Web UI and the mobile application. This article was accurate at the time of the Cisco Business Wireless AP release. Features may be changed or added that were not available at the time this article was published. To have access to all the available features, make sure you are running the [latest version of the software for the Web UI](#), and the latest version of the mobile application.

Cisco Business Wireless Support by Feature

Most of the options available in web UI and Mobile App are common. However, there are some options that are available in web UI but not in Mobile App and vice versa. Please refer the following comparison table to get more details about the options available. To jump to the section that you are interested in, you press ctrl + click on any of the hyperlinks below.

When using the Web UI, not all options are shown unless you are in *Expert View*. To enter *Expert View*, select the arrow icons on the top right of the Web UI.

During initial setup, it is easiest to use the mobile app.

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.com You may receive a warning before proceeding. Enter your credentials.You can also access the Primary AP by entering https://[ipaddress] (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 Wireless 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

Features Available on Both the Web UI and the App

Features	Present in Web User Interface	Present in Mobile Application
View the AP usage and Numbers of Clients	Yes	Yes

Associated		
Adding new Wireless LAN (WLAN)	Yes	Yes
MAC Address / Hostname and IP address details of the Associated Clients	Yes	Yes
Network Summary (Access Points, Active Clients, Rogues, and Interferers)	Yes	Yes
Details for top Access Points in terms of data usage	Yes	Yes
Details for top clients in terms of data usage	Yes	Yes
Details for top Guest Clients	Yes	Yes
Details of top Applications	Yes	Yes
Details of top Wireless LANs (WLANs)	Yes	Yes
Wireless Dashboard (Max. Configured Data Rate, Client Capability - Spatial Streams, Max Protocol)	Yes	Yes
AP Performance - Channel Utilization - Top APs, Interference - Top APs	Yes	Yes
Client Performance - Signal Strength, Signal Quality, Connection Rate, Client Connectivity States	Yes	Yes
Access Point View - Complete summary of the AP	Yes	Yes
Client View - Complete summary of the client	Yes	Yes
Ping Tool (IP and Domain Name)	Yes	Yes
Option to save device configuration and restore the device to factory default settings	Yes	Yes
Software Update	Yes	Yes

Features Only Available on the Web UI

Features	Present in Web User Interface	Present in Mobile Application
RF Optimization	Yes	No
Download Tech-support files	Yes	No
Radius Response test	Yes	No
Configure and view log details	Yes	No
Spectrum Intelligence	Yes	No
RF Troubleshoot	Yes	No
Configuration option for SNMP and NTP, mDNS and Umbrella	Yes	No

Features Only Available on the App

Features	Present in Web User Interface	Present in Mobile Application
Touch ID authentication	No	Yes
Details of top Operating Systems	No	Yes
Client Performance - (Connection Score, Connected Protocols)	No	Yes
Speed Test Tool (Internal and Internet)	No	Yes
Options to access online resource related to products	No	Yes

Available on both the Web UI and the Mobile Application

View the AP usage and Numbers of Clients Associated

On the Web UI, navigate to **Monitoring > Network Summary > Access Points**.

On the mobile app, select **Devices**.

Adding new Wireless LAN (WLAN)

On the Web UI, navigate to **Wireless Settings > WLANs**. Select **Add new WLAN/RLAN**.

On the mobile app, select **WLAN**.
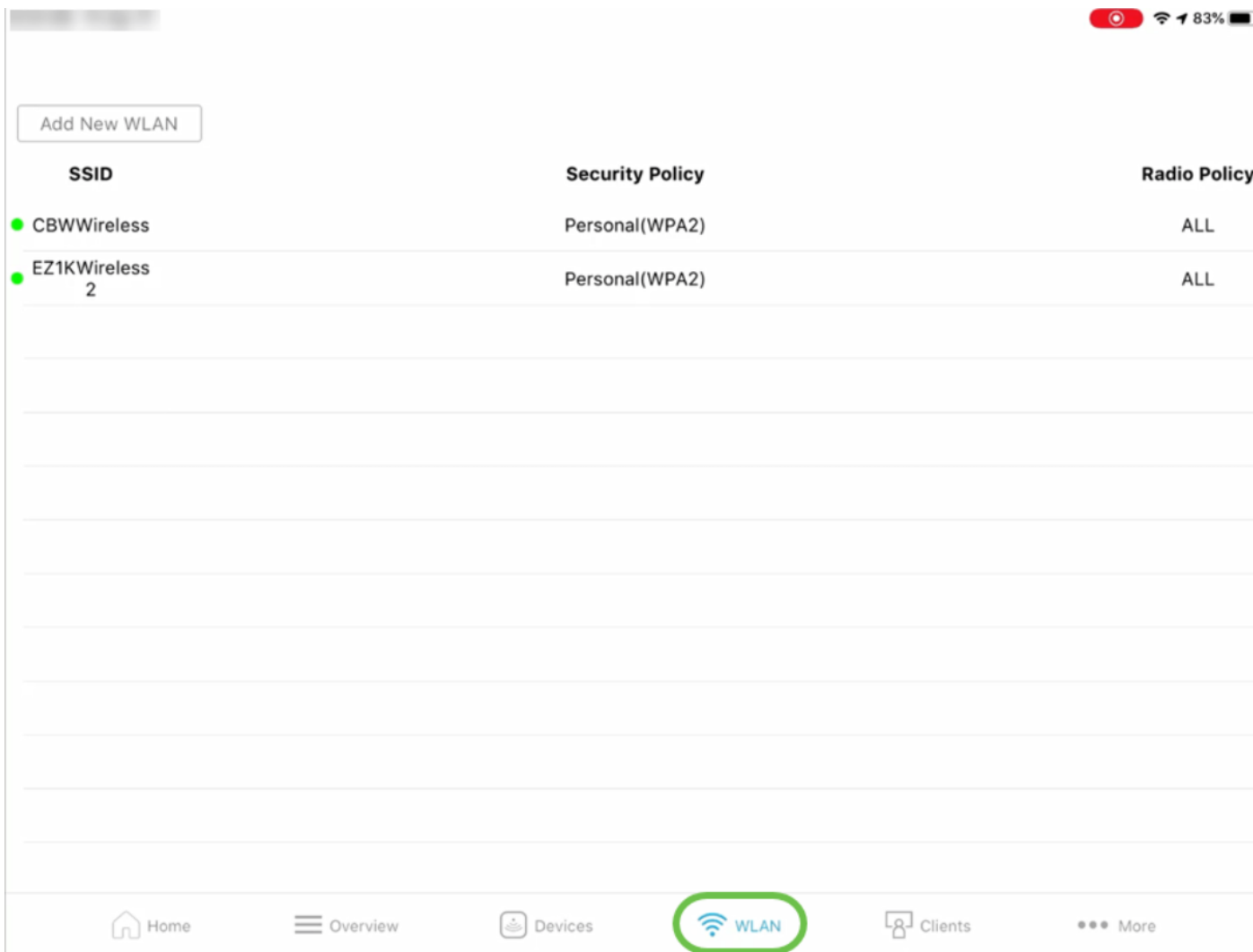
MAC Address / Hostname and IP address details of the associated clients

On the Web UI, navigate to **Monitoring > Network Summary > Clients**.
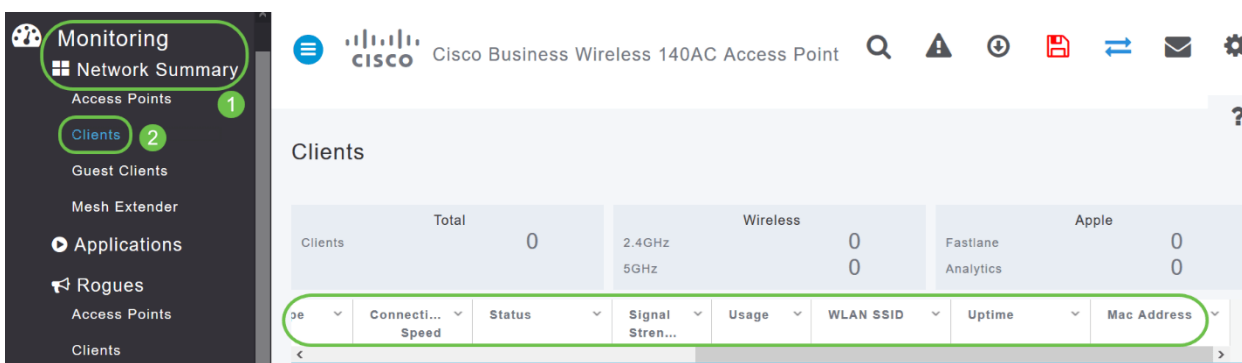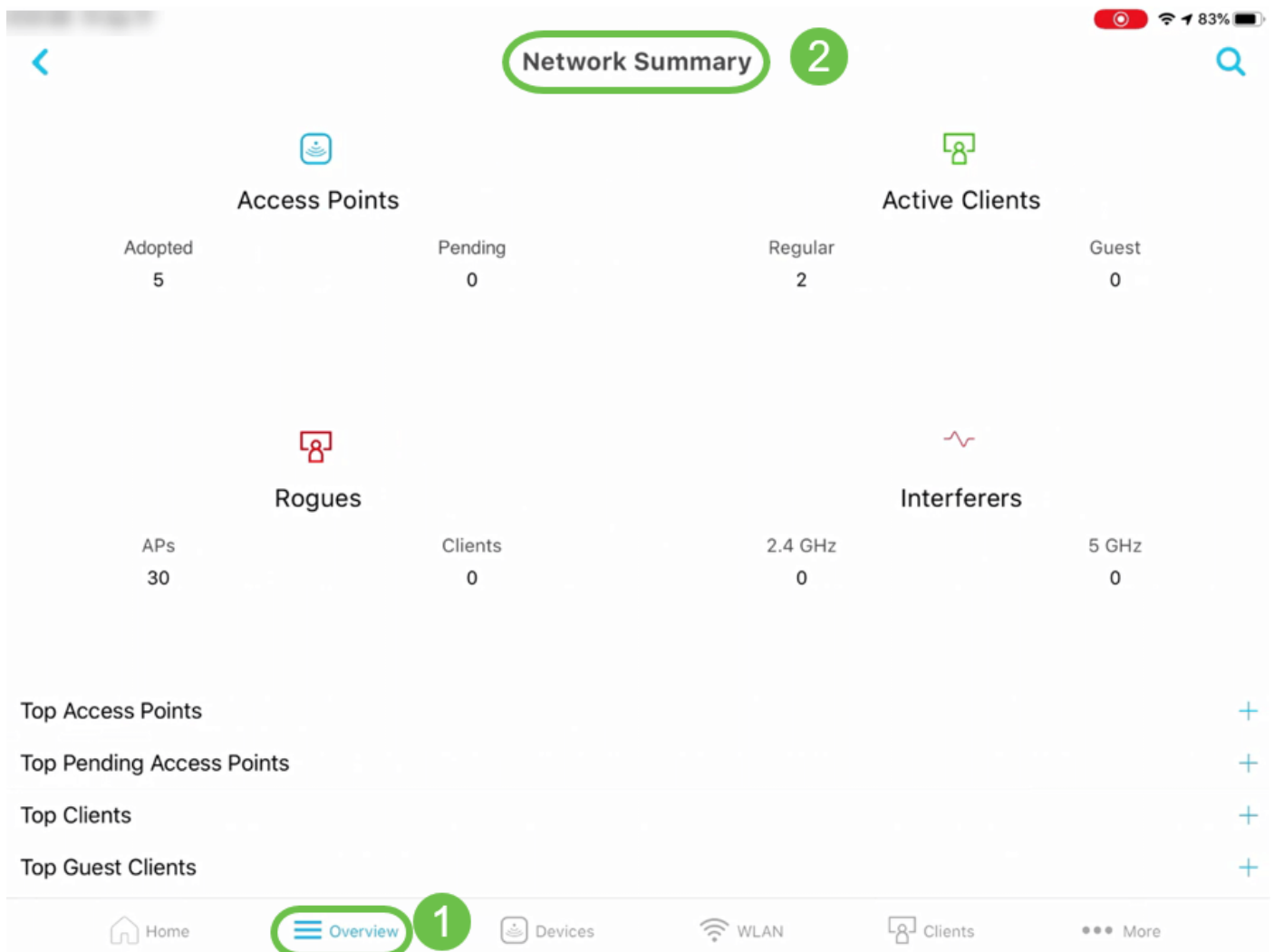

On the mobile app, select **Clients**.
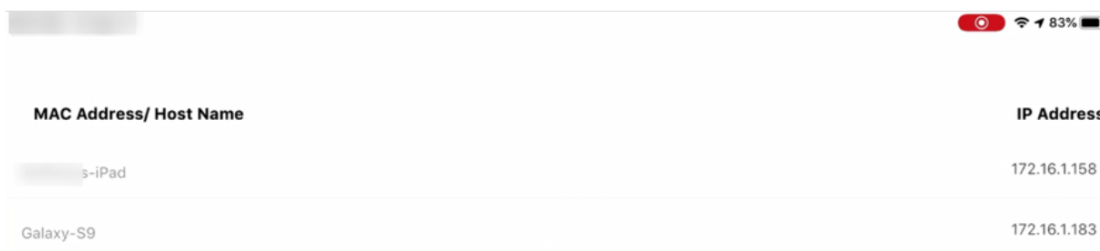
Network Summary (Access Points, Active Clients, Rogues, and Interferers)

On the Web UI, navigate to **Monitoring > Network Summary**.
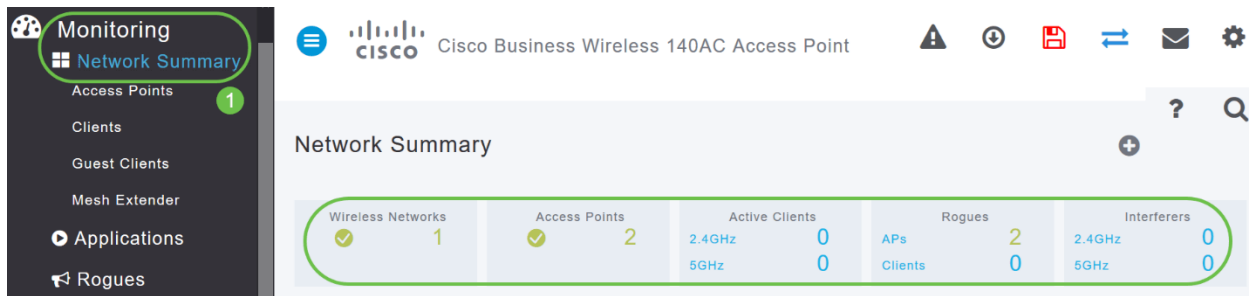
On the mobile app, select **Overview and Network Summary**.

Details for top Access Points in terms of data usage

On the Web UI, navigate to **Monitoring > Network Summary**.
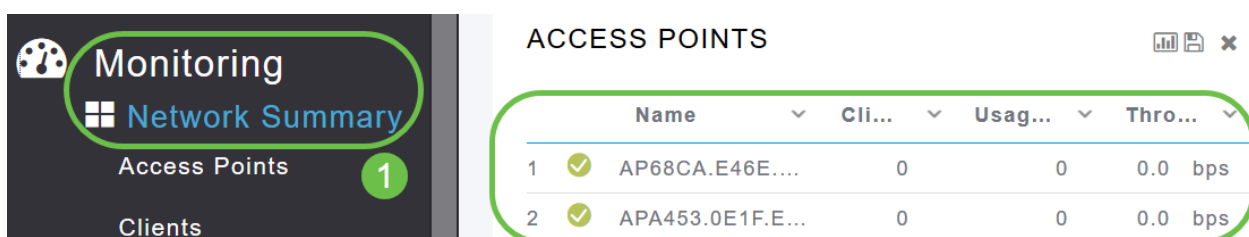
On the mobile app, select **Overview and Network Summary**.
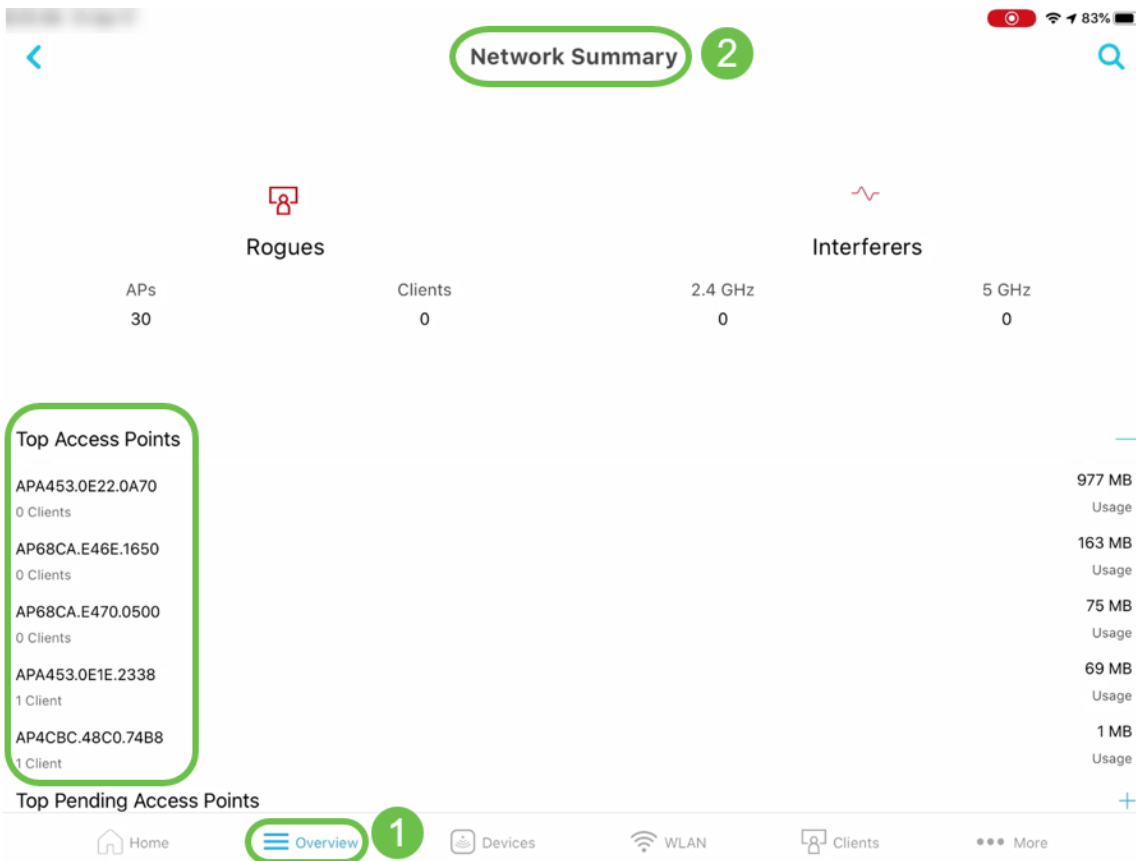
Details for top clients in terms of data usage

On the Web UI, navigate to **Monitoring > Network Summary**.
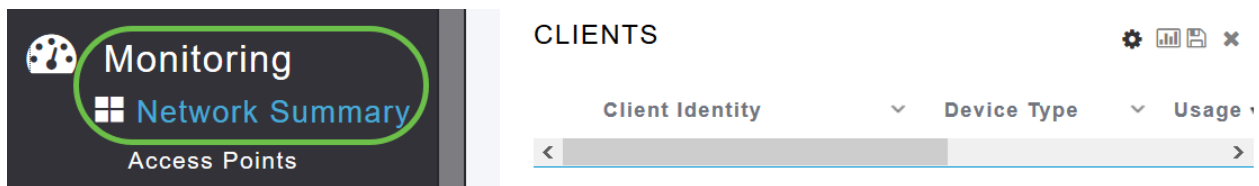
On the mobile app, navigate to **Monitoring > Network Summary**.
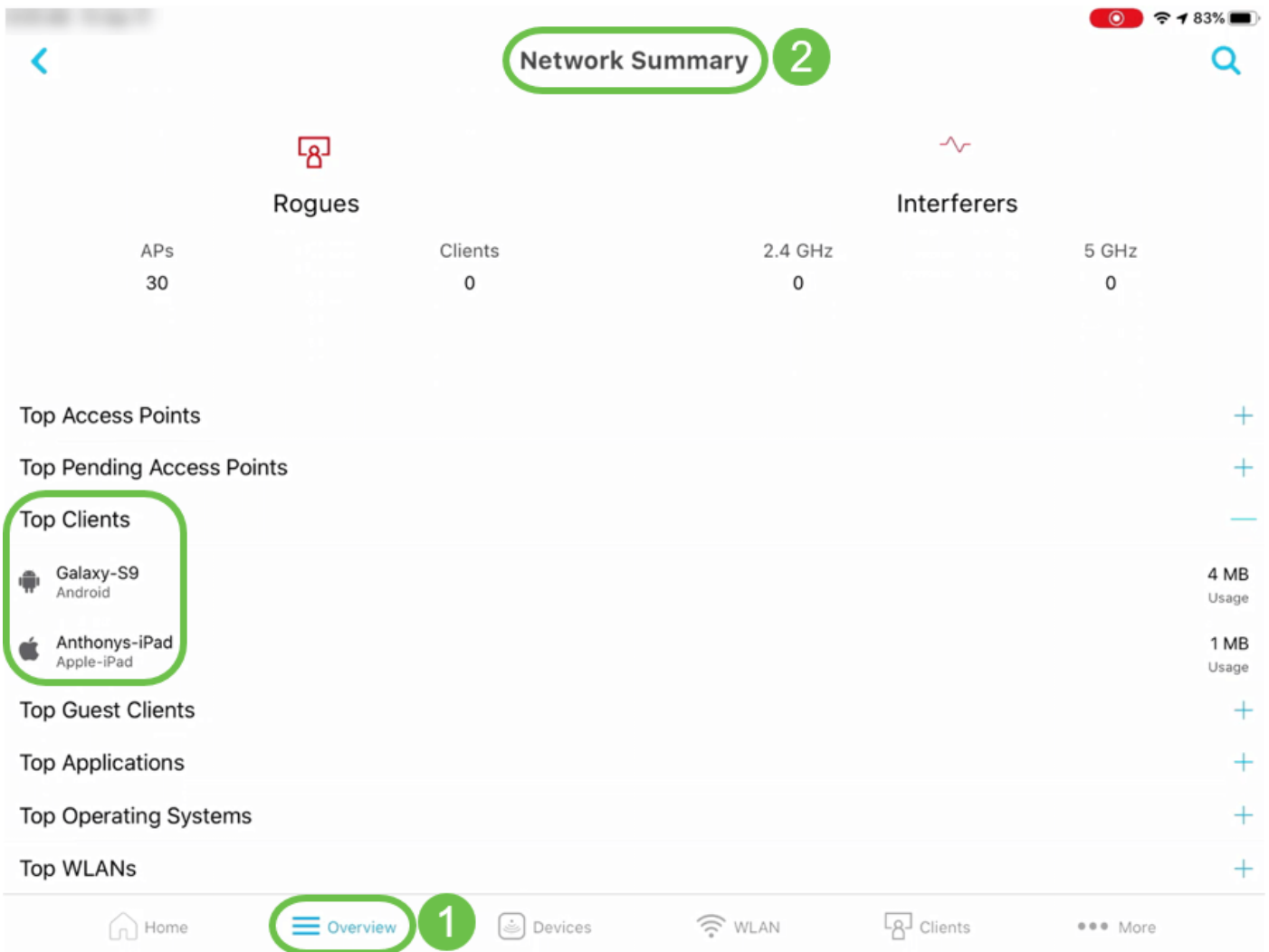
Details for top Guest Clients

On the Web UI, navigate to **Monitoring > Network Summary > Guest Clients**.

On the mobile app, navigate to **Overview > Network Summary > Top Guest Clients**.
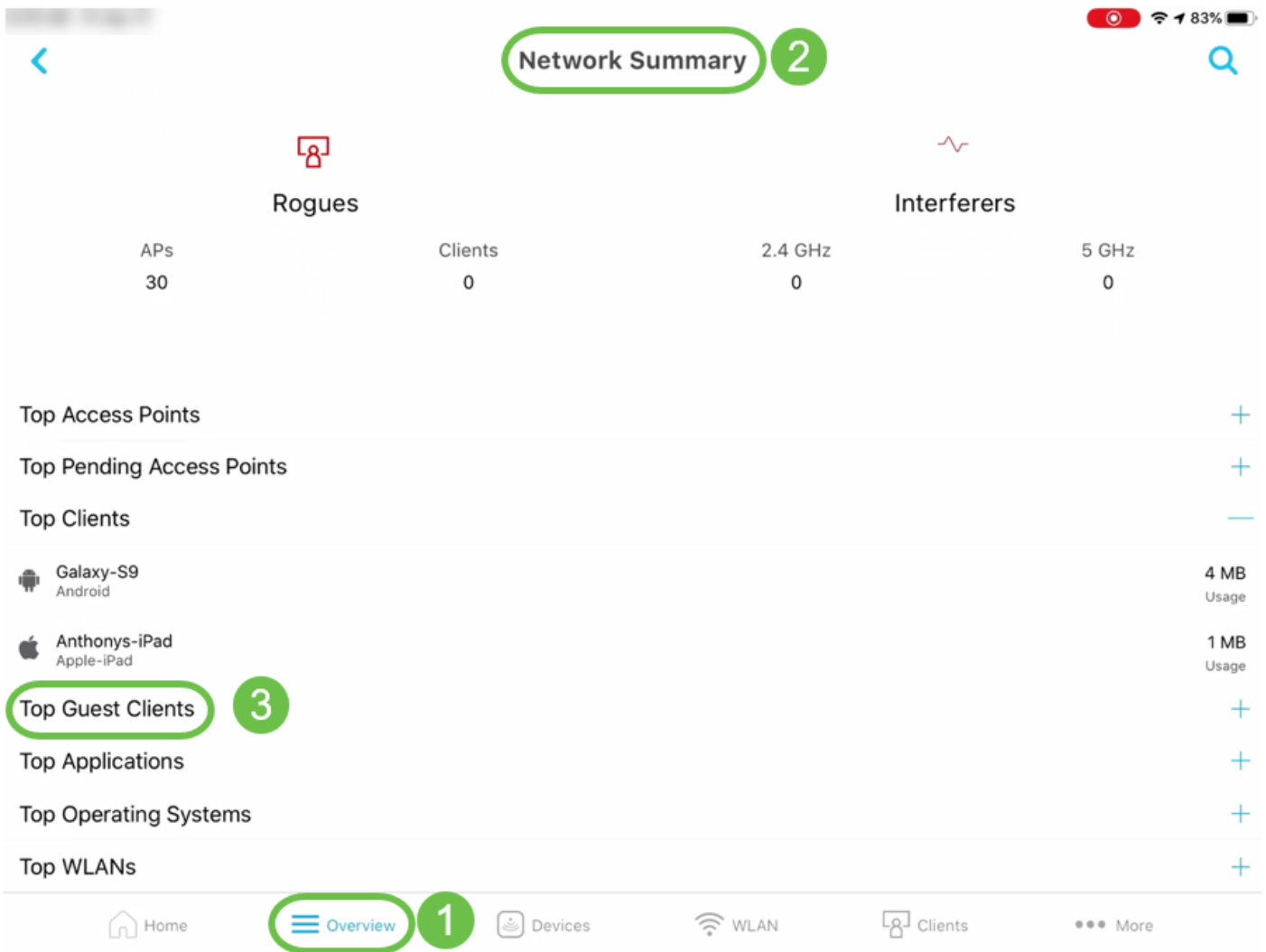
Details of top Applications

On the Web UI, navigate to **Network Summary > Applications**.
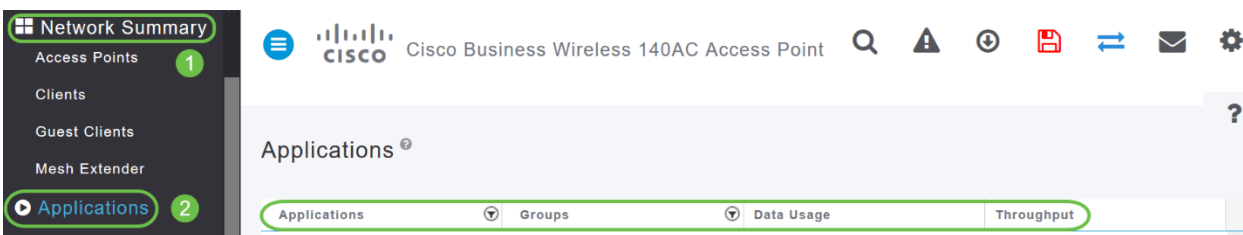
On the mobile app, navigate to **Overview > Network Summary > Top Applications**.
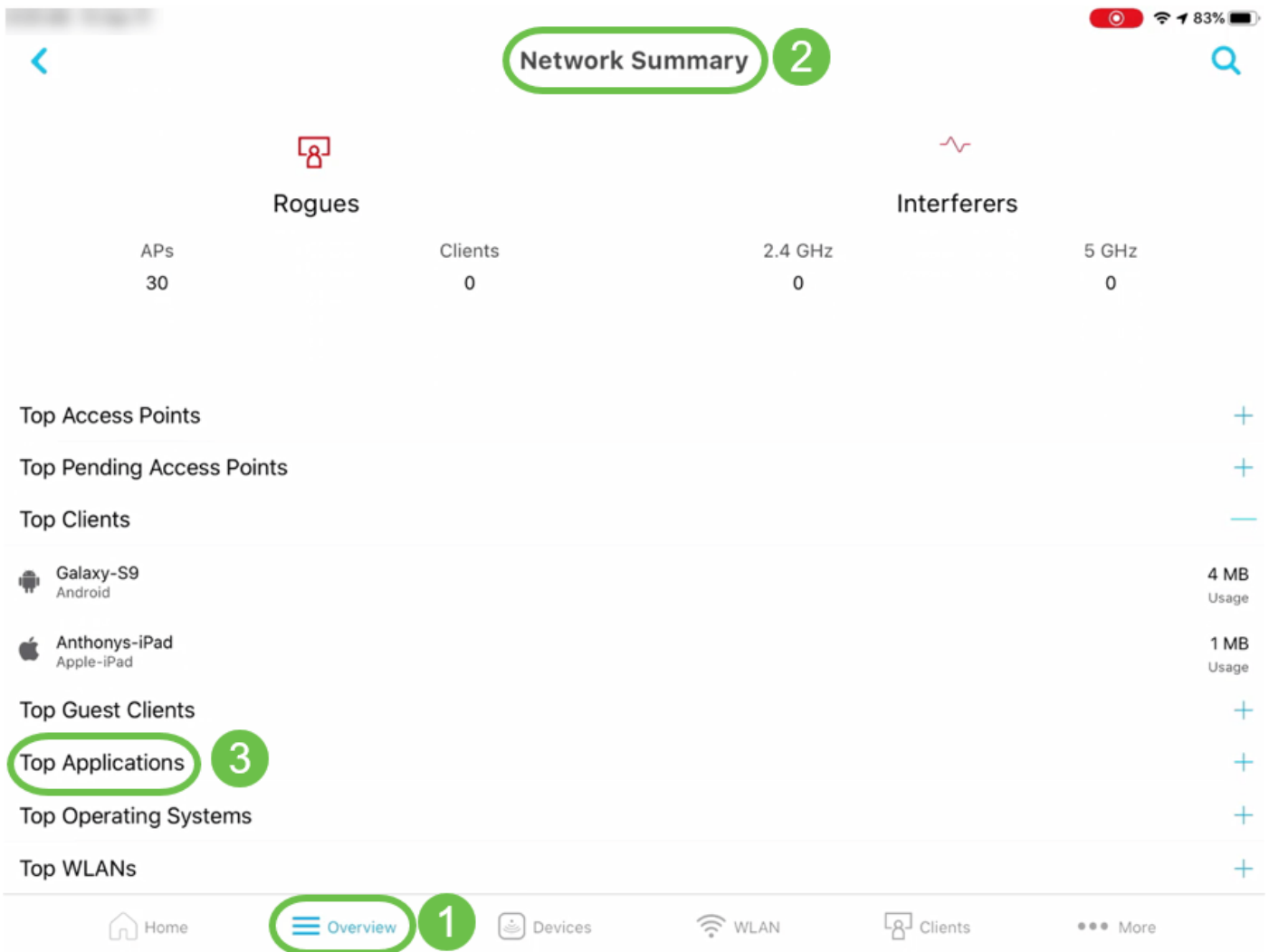
Details of top Wireless LANs (WLANs)

On the Web UI, navigate to **Monitoring > Network Summary**.
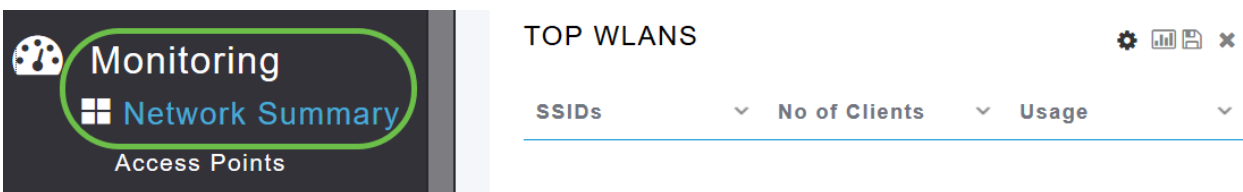
On the mobile app, navigate to **Overview > Network Summary > Top WLANs**.
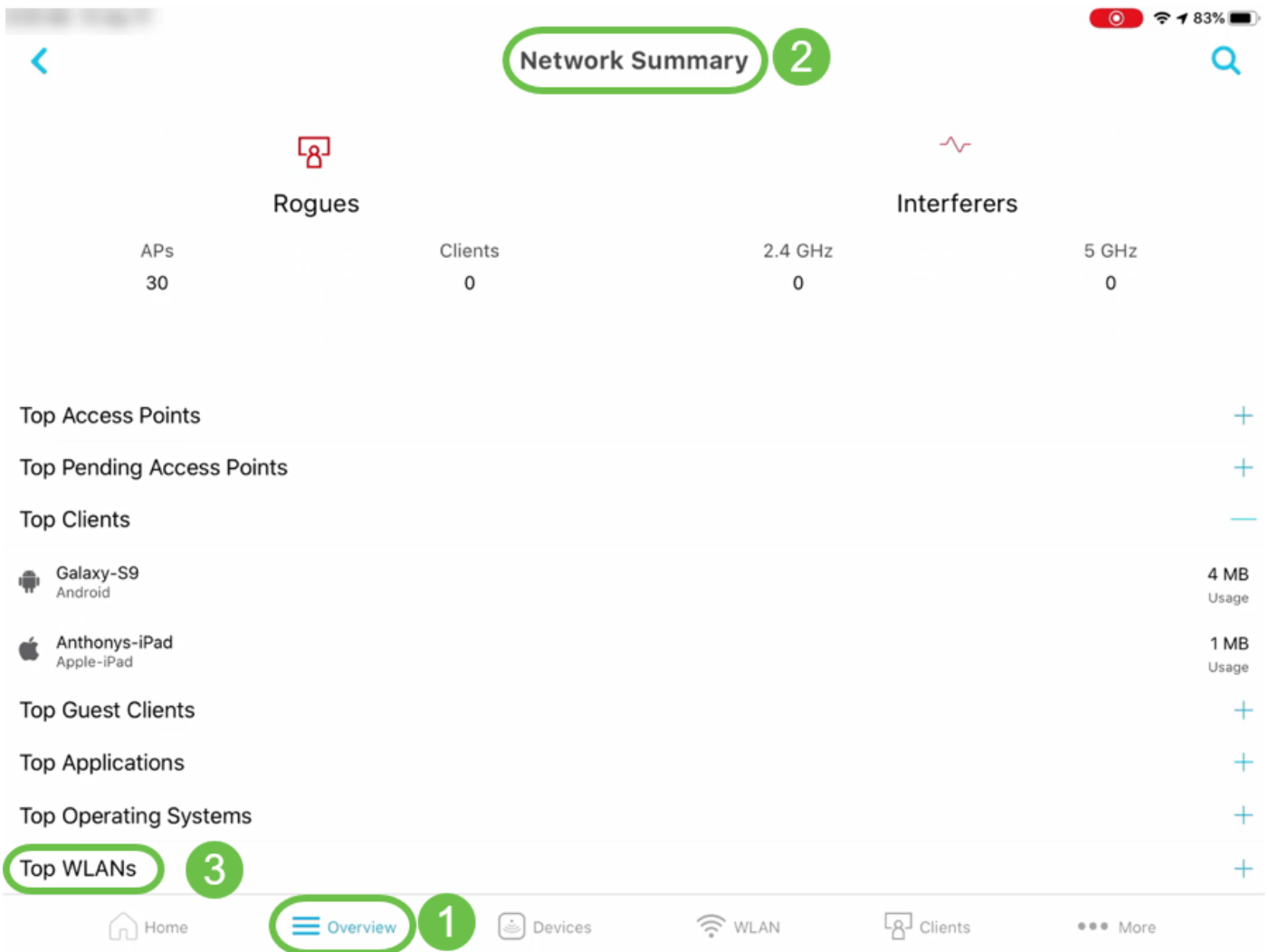
Rogues

APs	Clients	2.4 GHz	5 GHz
30	0	0	0

Interferers

Top Access Points +

Top Pending Access Points +

Top Clients —

Galaxy-S9
Android
4 MB
Usage

Anthonys-iPad
Apple-iPad
1 MB
Usage

Top Guest Clients +

Top Applications +

Top Operating Systems +

Top WLANs 3 +

Home | Overview 1 | Devices | WLAN | Clients | More

Wireless Dashboard (Max. Configured Data Rate, Client Capability - Spatial Streams, Max Protocol)

On the Web UI, navigate to **Monitoring > Network Summary > Wireless Dashboard**.
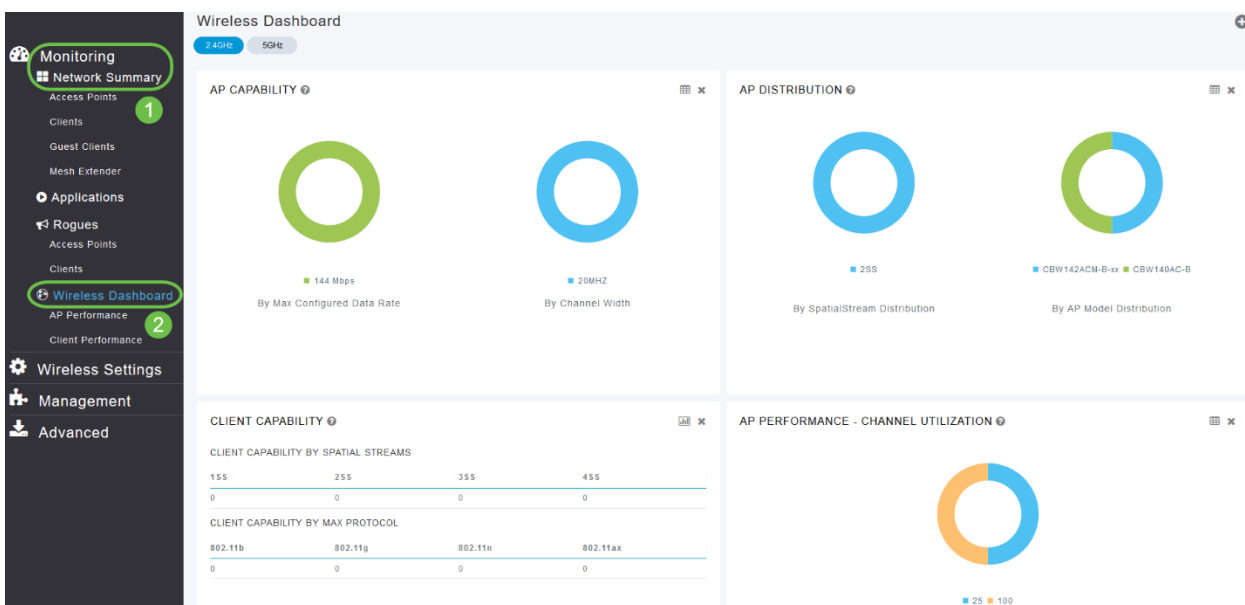
On the mobile app, navigate to **Overview > Wireless Dashboard**.

AP Capability

Max Configured Data Rate
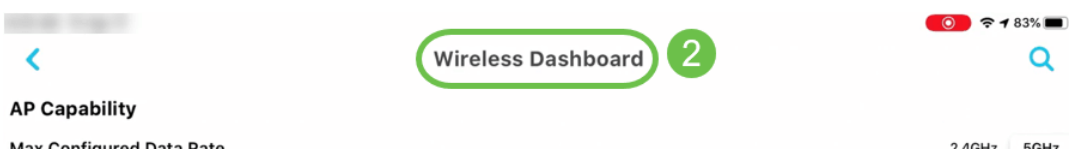
AP Performance - Channel Utilization - Top APs, Interference - Top APs

On the Web UI, navigate to **Monitoring > Network Summary > AP Performance**.
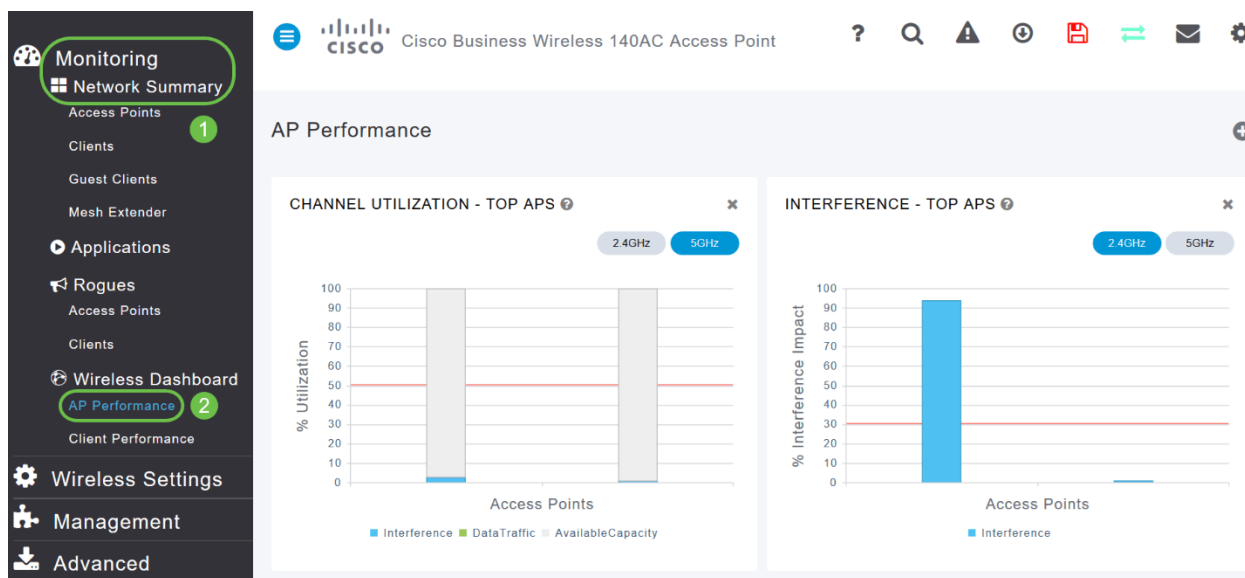
On the mobile app, navigate to **Overview > AP Performance**.
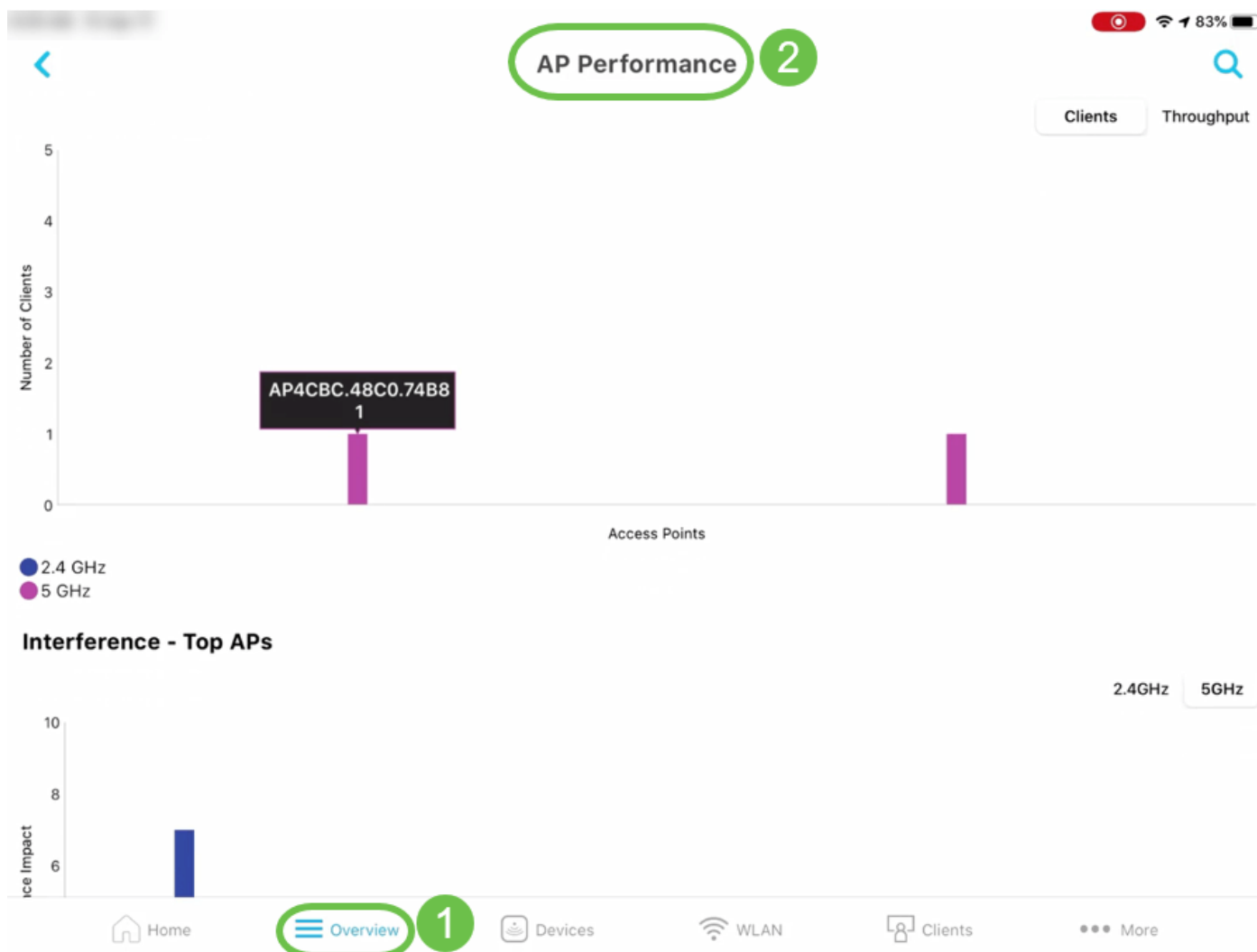
Client Performance - Signal Strength, Signal Quality, Connection Rate, Client Connectivity States

On the Web UI, navigate to **Monitoring > Network Summary > Client Performance**.
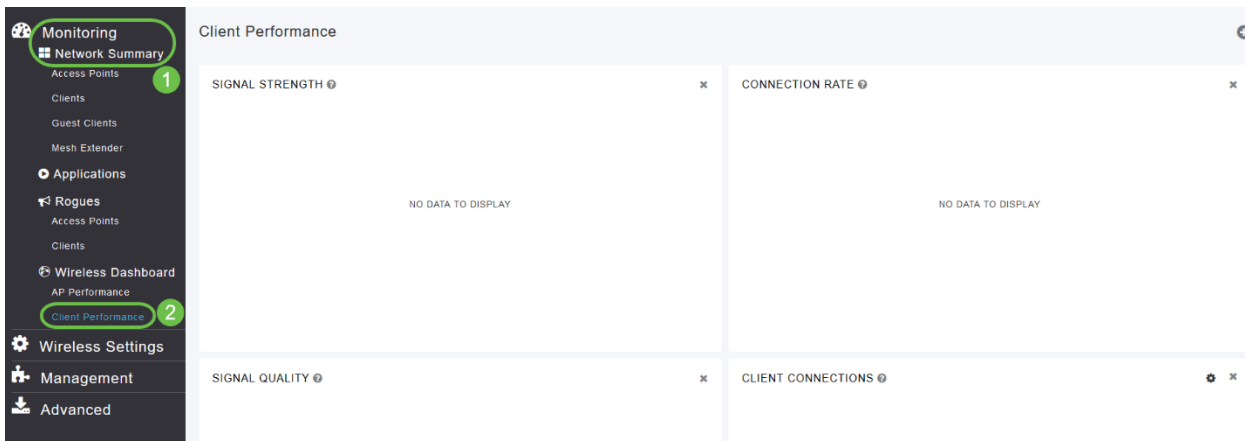
On the mobile app, navigate to **Overview > Client Performance**.
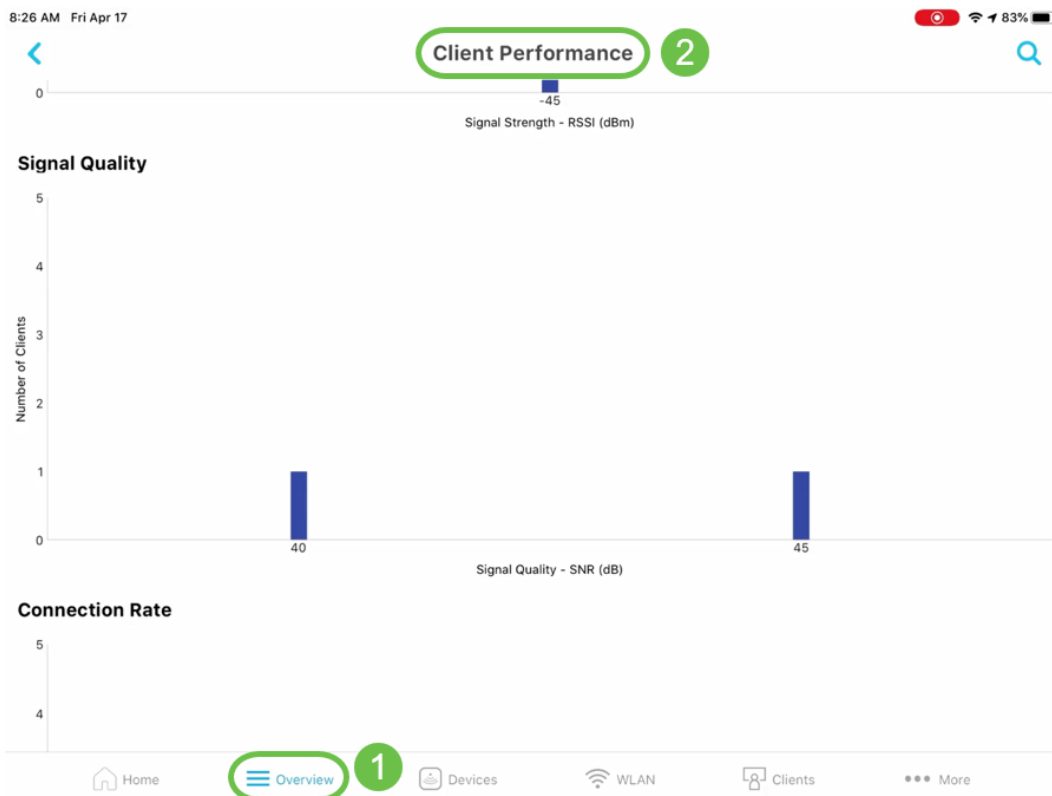
Access Point View - Complete summary of the AP

On the Web UI, navigate to **Monitoring > Network Summary > Access Points**.

On the mobile app, navigate to **Devices > Access Point View**.

Client View - Complete summary of the client

On the Web UI, navigate to **Monitoring > Network Summary > Clients**.

On the mobile app, navigate to **Clients > Client View**.

Ping Tool (IP and Domain Name)

On the Web UI, navigate to **Advanced > SNMP > Primary AP Tools > Troubleshooting Tools**. Scroll down to the *Ping Test* section.
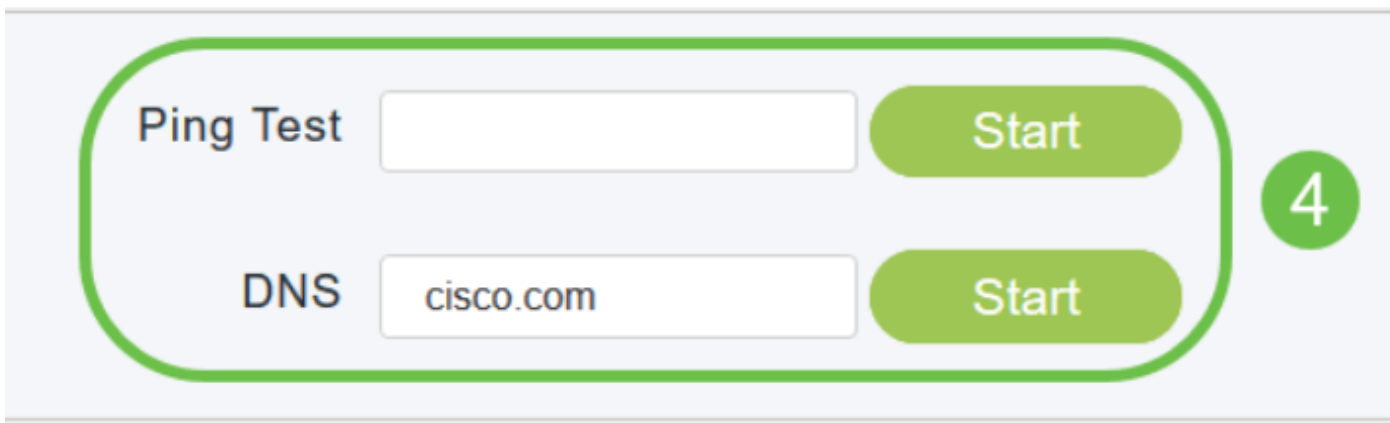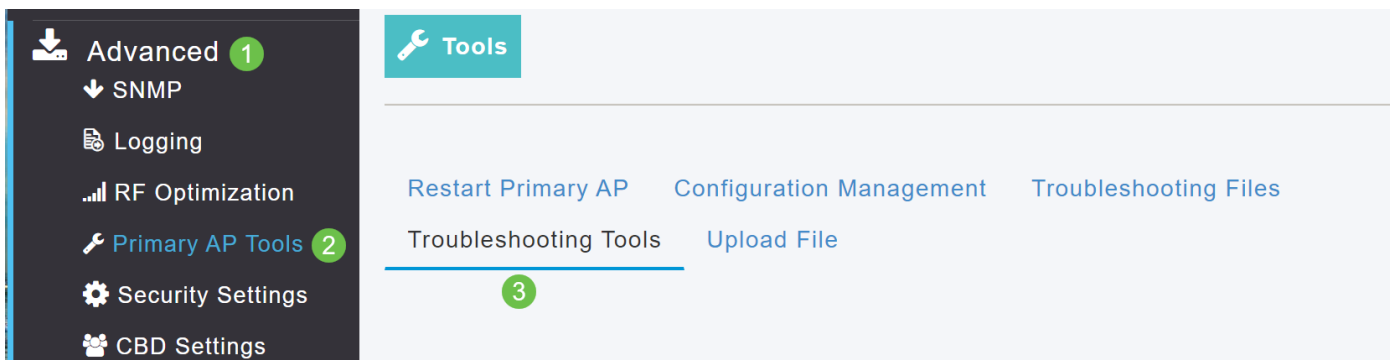
On the mobile app, navigate to **More > Ping Tool**.
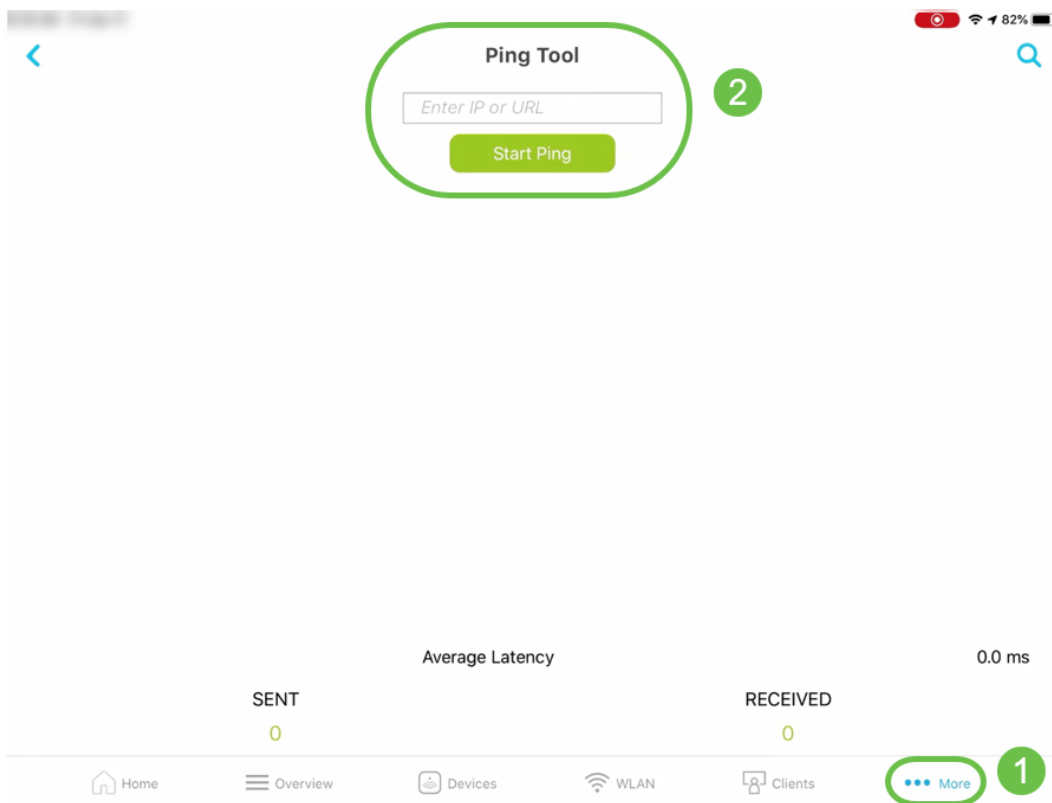
Option to save device configuration and restore the device to factory default settings

On the Web UI, navigate to **Advanced > SNMP > Primary AP Tools > Configuration Management**.
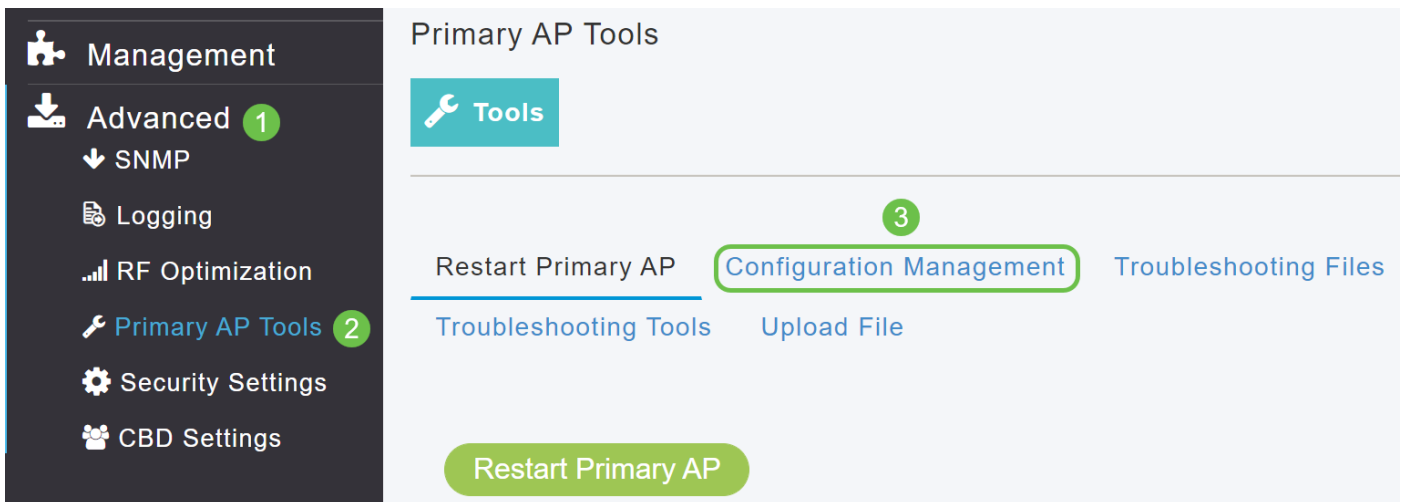
On the mobile app, navigate to **More > Save Configuration or More > Reset to Factory Default**.
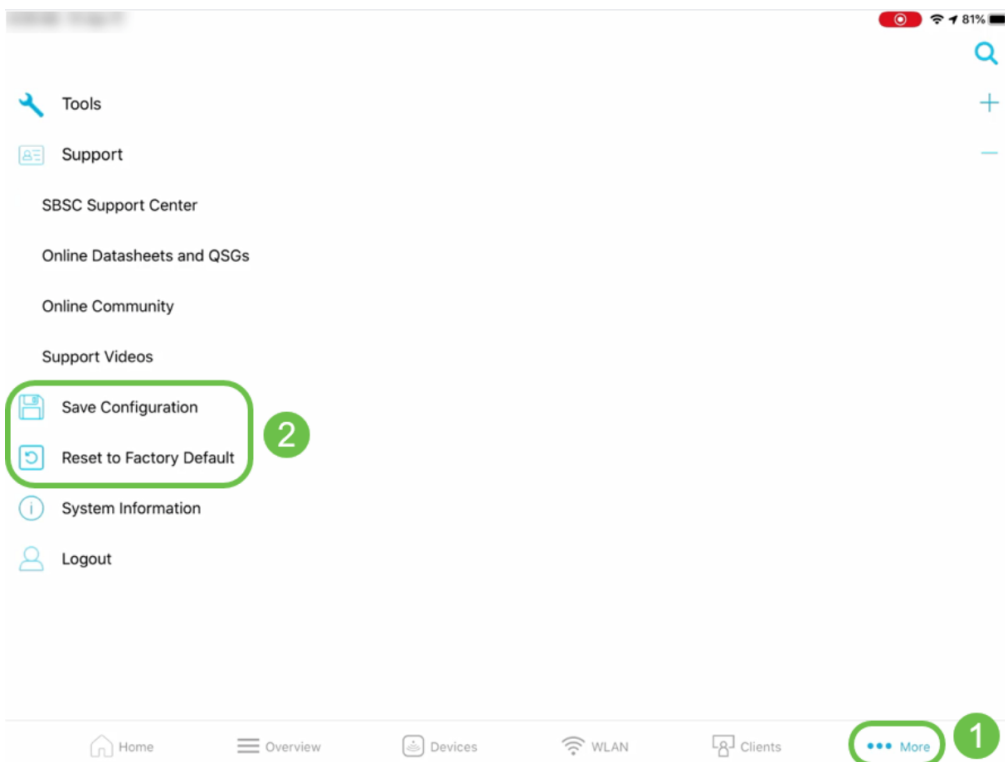
Only Available on the Web UI

RF Optimization

On the Web UI, navigate to **Advanced > SNMP > RF Optimization**.
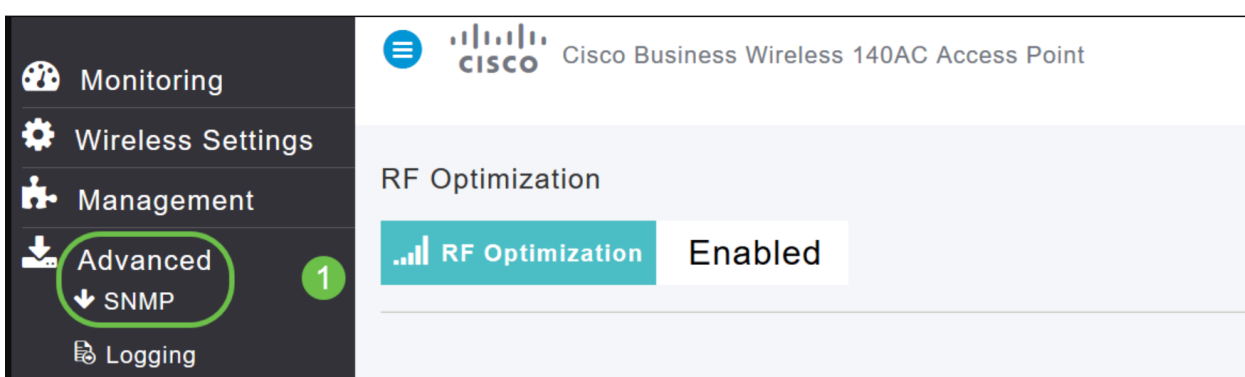
Download Tech-support files

On the Web UI, navigate to **Advanced > SNMP > Primary AP Tools > Troubleshooting Files > Download Support Bundle**.

Radius Response test

On the Web UI, navigate to **On the Web UI, navigate to Advanced > SNMP > Primary AP Tools > Troubleshooting Tools > Radius Response**.

Configure and view log details

On the Web UI, navigate to **On the Web UI, navigate to On the Web UI, navigate to Advanced > SNMP > Logging**.

Software Update

On the Web UI, navigate to **Management > Access > Software Update**.
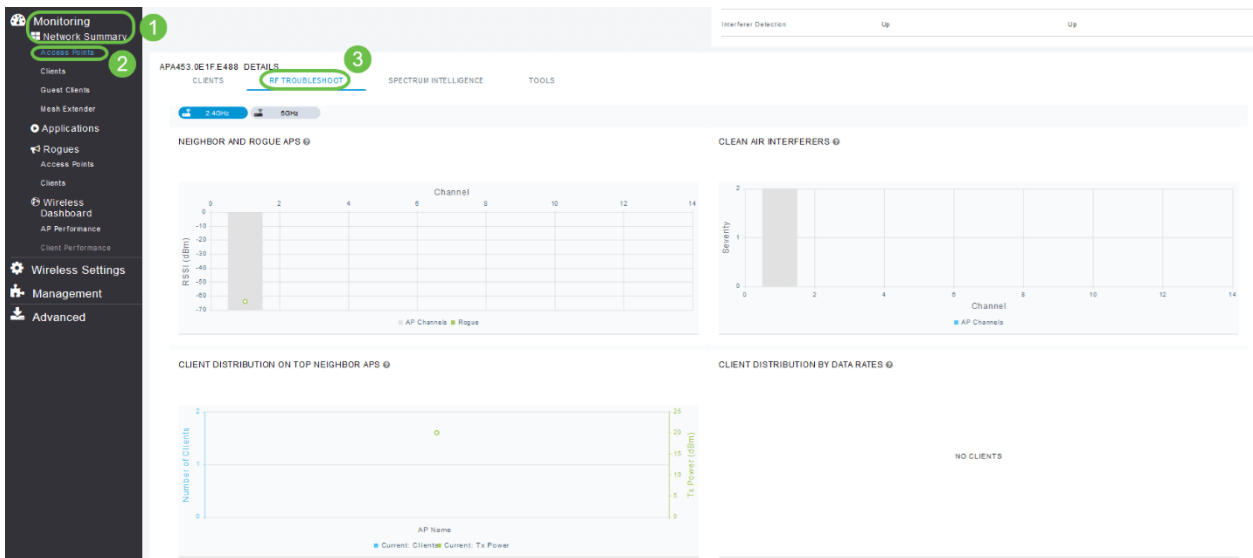

Spectrum Intelligence

On the Web UI, navigate to **Monitoring > Network Summary > Access Points > Spectrum Intelligence**.
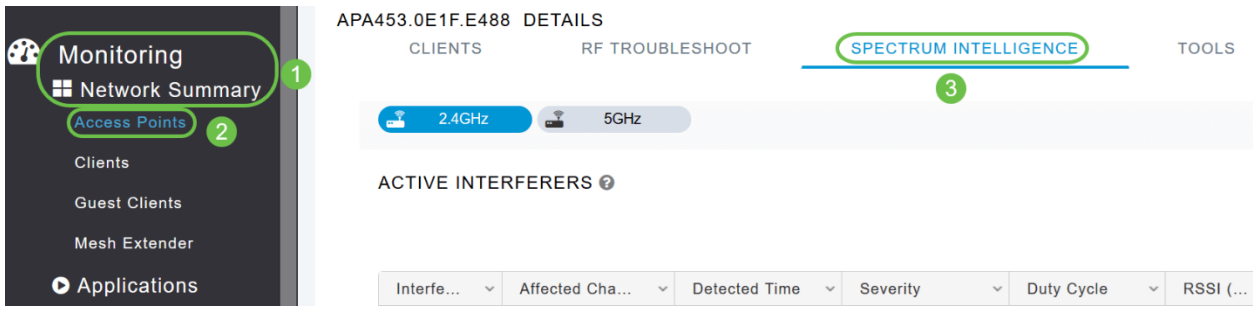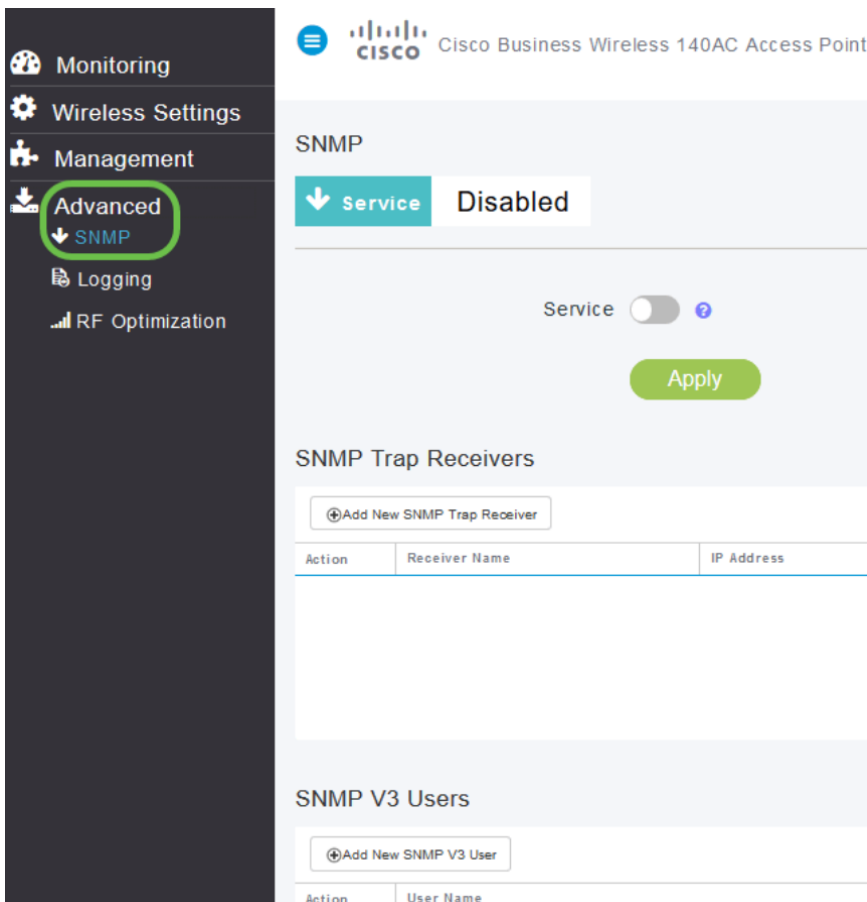
RF Troubleshoot

On the Web UI, navigate to **On the Web UI, navigate to Monitoring > Network Summary > Access Points > RF Troubleshoot**.

Configuration option for SNMP and NTP, mDNS and Umbrella

SNMP: On the Web UI, navigate to **Advanced > SNMP**.

NTP: On the Web UI, navigate to **Management > Access > Time > NTP Servers**.

mDNS: On the Web UI, make sure you are in *Expert View* by clicking on the arrow icon. Navigate to **Services > mDNS**.

Umbrella: On the Web UI, make sure you are in *Expert View* by clicking on the **arrow icon**. Navigate to **Services > mDNS > Umbrella**.
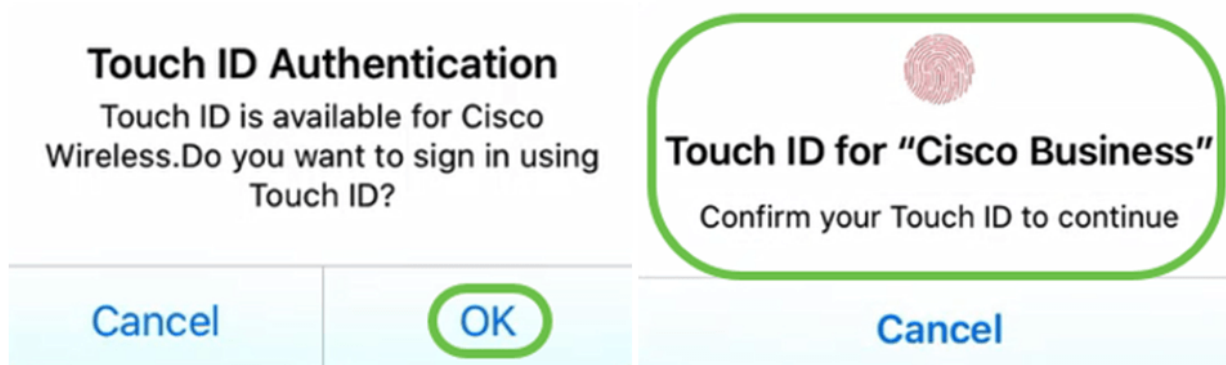
Only Available on the Mobile App

Touch ID authentication:

Touch ID authentication is available for Cisco Business Wireless Application. You can use Touch ID for fingerprint-based authentication to access Cisco Business Wireless network via Mobile App.

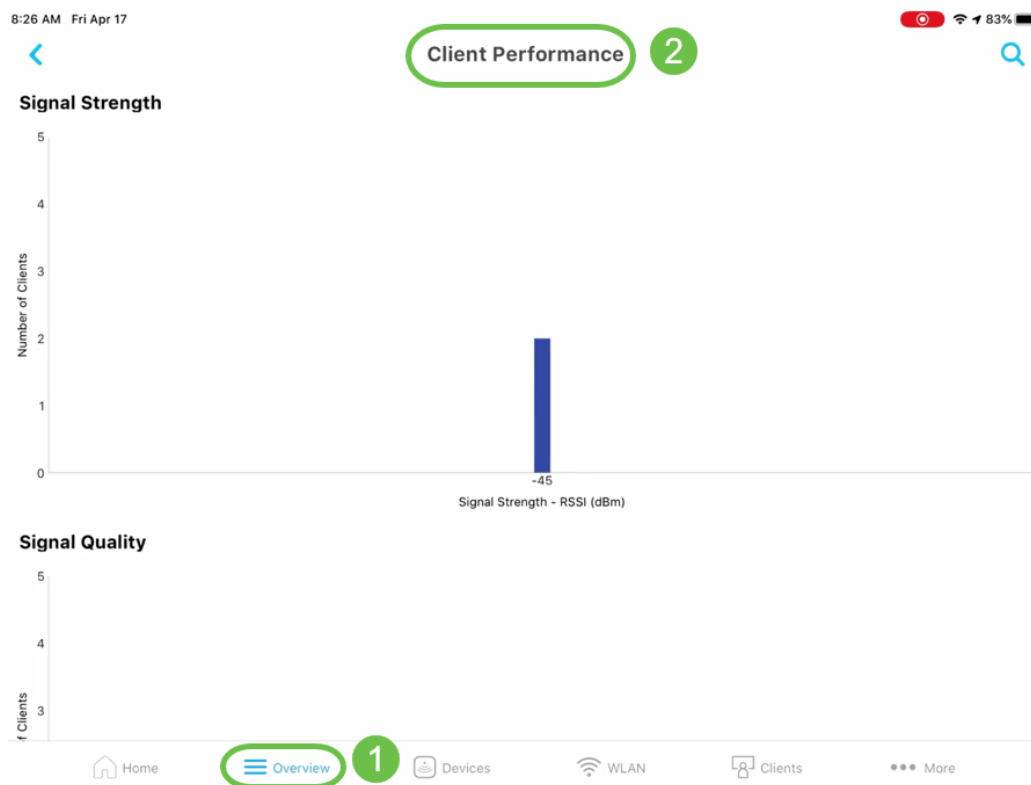On the mobile app, select **OK** and **Confirm**.

Details of top Operating Systems

On the mobile app, navigate to **Overview > Network Summary > Top Operating Systems**.
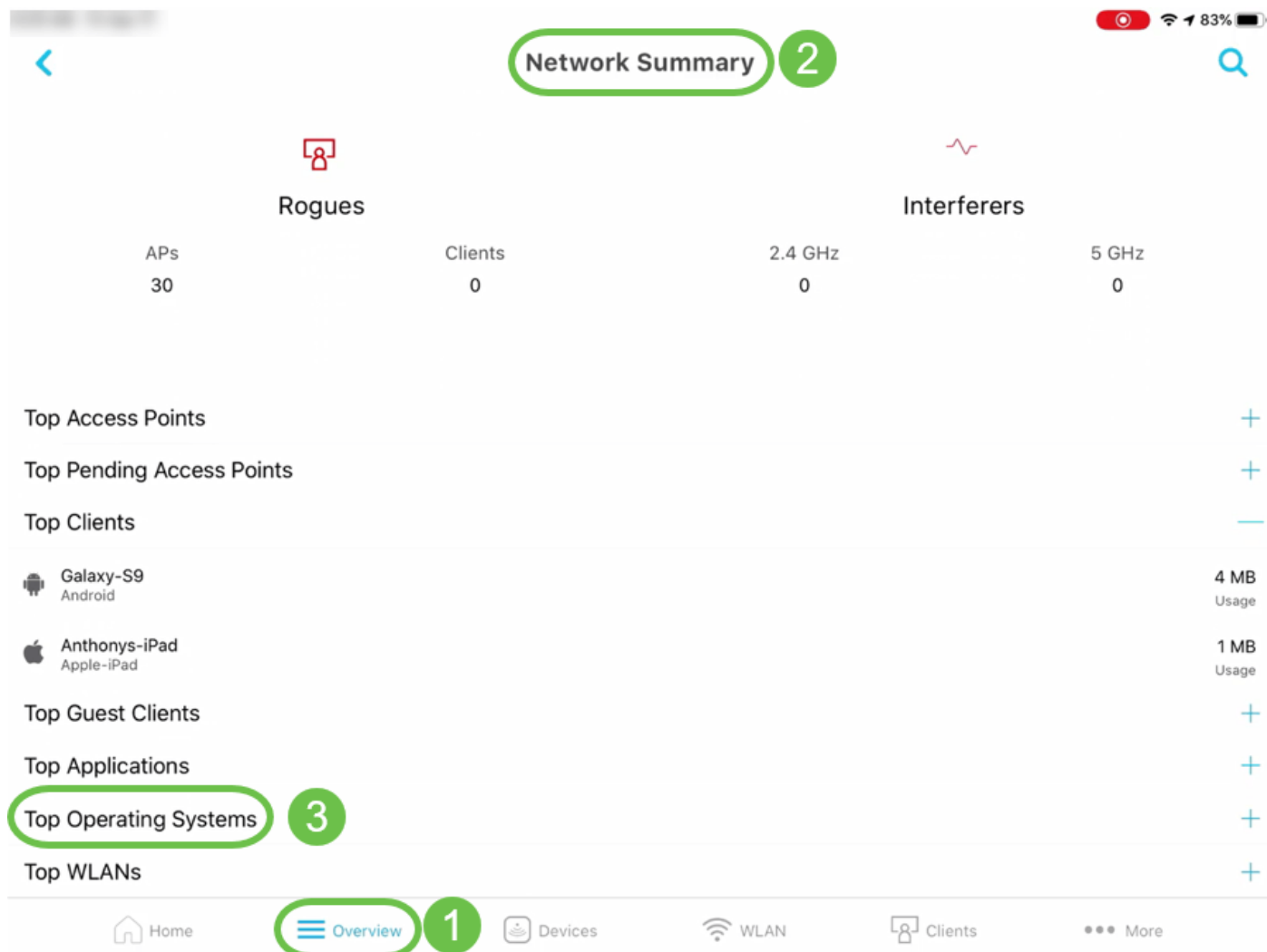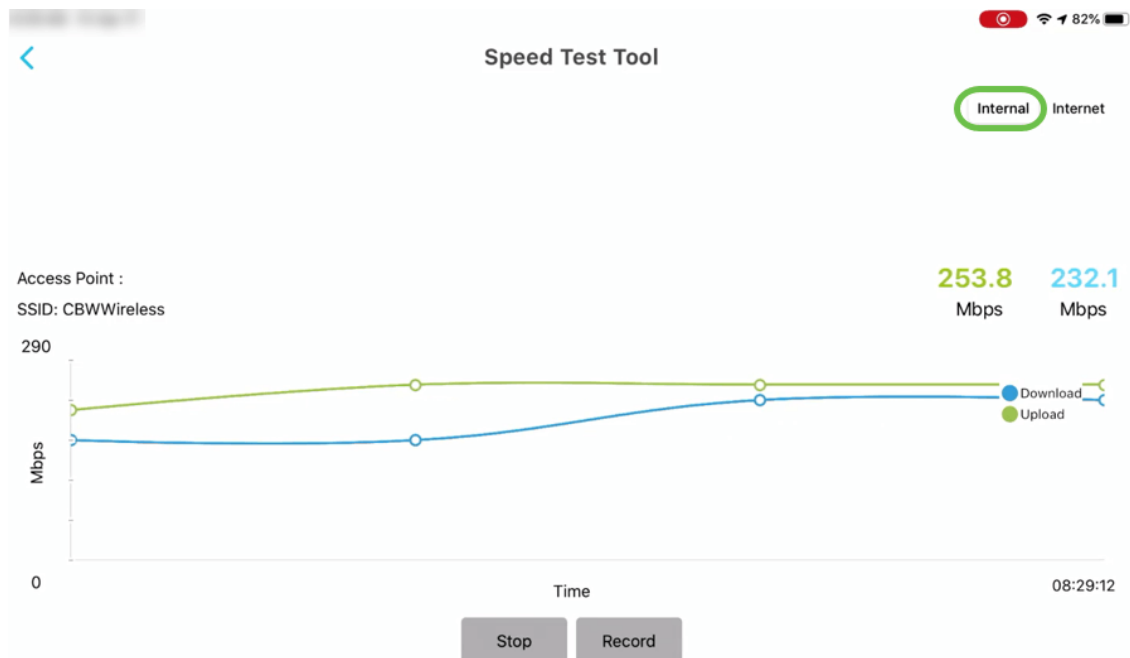
Client Performance - (Connection Score, Connected Protocols)

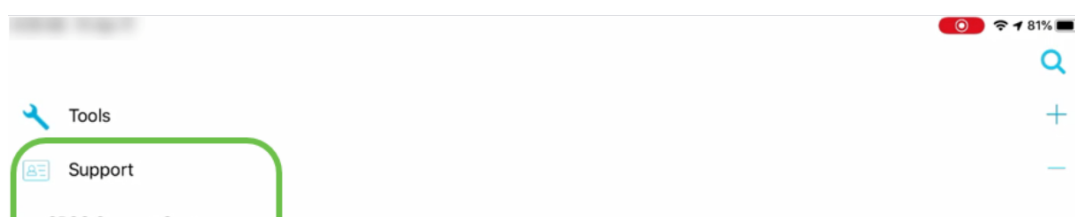On the mobile app, navigate to **Overview > Client Performance**.

Speed Test Tool (Internal and Internet)

On the mobile app, navigate to **Internal**.

Options to access online resource related to products

On the mobile app, select More and select the online resource you would like to access.

Conclusion

You are now familiar with how to navigate through the features available in web UI and Cisco Business Wireless App for Cisco Business Wireless Access Points and Mesh Extenders. You can monitor and manage your Cisco Business Wireless Network with ease.

Check out these other related articles!

[Intro to Mesh](#) [Mesh FAQ](#) [Cisco Business Wireless Model Decoder](#) [Reboot Tips](#) [Reset to Factory Default](#) [Day Zero: Configure Via App / Web](#) [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](#)