ılıılı
CISCO

The bridge to possible

What is Cisco Business and Cisco Business Wireless?

Q **Why did Cisco® introduce Cisco Business?**

A Our partners and customers who serve and operate small businesses require a complete and reliable network that is simple, flexible, and secure—critical for achieving their business success. Cisco Business meets their needs in this evolving digitized world.

Q **What Product Lines and Solutions will be part of Cisco Business?**

A Cisco Business will offer a complete portfolio of switching, routing, and wireless products, all managed via the Cisco Business Dashboard, enabling a complete network solution that meets our customers' needs.

Q **When is Cisco Business available?**

A Cisco Business will begin launching the first wireless products in April 2020, followed by up with switching mid-year.

Q **Where will Cisco Business be available for sale?**

A Available in most countries, serving the Americas, EMEAR, and APJC theaters. Availability will vary on a per-country basis.

Q **How do I buy Cisco Business?**

A All Cisco Business products will be sold through 2-Tier Distribution Partners. Also available through select eCommerce partners, including Amazon.

Q **Does this portfolio overlap with Cisco Business?**

A Yes. The hardware is similar, however the Cisco Business portfolio **offers enterprise grade with robust management** that will be focused on the right offers and in particular the right management capabilities for managed service providers. The portfolio also targets customers who procure from eCommerce and Direct Market Resellers (DMR) /Distis. **Cisco Business offers an affordable product portfolio addressing every stage of business growth**.

Q **How is this different than Cisco Meraki and Meraki Go?**

A Cisco Business products do not require subscription licensing to operate. The product and management are flexible in terms of deployment and multi-site management capabilities. Cisco Meraki is a cloud-based solution; Cisco Business offers both on-prem and cloud management capabilities. Meraki Go is very much targeted at the end customer who will also procure, deploy, and manage the system on their own. While Cisco Business can also be self-deployed and managed, it also offers the flexibility and capabilities that are required by managed service providers and Partners.

Q **Where can I get more info?**

A To learn more about our small business wireless solutions, visit our solution page here.

Q **What is an access point? How is it different from a wireless router?**

A An access point provides WiFi connectivity to mobile devices throughout the workplace. A wireless router in many cases cannot meet the coverage and capacity needs of today's small business. Access points help fill dead spots and for optimal performance are located closer to the clients they serve. In larger workplaces, multiple access points may be needed. If network cabling is not available to connect additional access points, a mesh extender provides coverage without the need for wiring.

Q **What is a mesh extender? How is it different from an access point?**

A Using a mesh extender is the easiest way to deploy or expand WiFi coverage and capacity within a workplace. these require the presence of a Cisco Business Wireless access point. Multiple form factors will be available to simplify the deployment, including a desktop form factor, a wall pluggable version, and wall mounted.

Q **Which WiFi technology is inside?**

A 802.11 wave 2 11ac wireless, also known as Wi-Fi 5, which features multi-user, multiple input, multiple output (MU-MIMO) technology. All access points and mesh extenders feature integrated antennas.

Q **How does wireless performance vary between access points and extender models?**

A With the exception of the Cisco Business 240AC Series Access Point, all of the Cisco Business Wireless access points and mesh extenders feature dual 2x2 radios, with up to 867 Mbps data rate on the 11ac radio. The CBW240AC is higher performance, with a 4x4 radio for 11ac, which yields data rates up to 1733 Mbps.

Q **How does mesh technology work?**

A Mesh links between Cisco Business Wireless access points and mesh extenders are automatically established after permitting the mesh extender to join the wireless network. The easiest way to onboard a mesh extender is by using the Cisco Business Mobile App and scanning the QR code located on the back of mesh extender. Once the mesh link is up, the connection is automatically maintained. The mesh links by default operate within the 5 GHz band for the best performance and can be set to use the further reaching 2.4 GHz band for extended coverage. Clients can connect to either band.

Q **How many clients can connect?**

A We generally recommend up to 25 clients per access point, although greater density can be achieved. For example, the maximum per radio is 200 clients, but this is not a good network design. In a total system, the maximum limit is 1000 clients; however this is not a good design for a small business considering the wireless medium is shared bandwidth.

Q **How many access points can be on the wireless network?**

A We recommend no more than 25 access points for a single site deployment, although up to 50 can be achieved.

Q **How many mesh extenders can be on the wireless network?**

A Up to 25 mesh extenders can be deployed in a network with Cisco Business Wireless access points, supporting a maximum of 8 hops between the extenders for superior range and coverage.

Q

A

How are the access points powered?

The CBW140/145/240AC access points are Power over Ethernet (PoE) powered, and require either a 802.3af (15.4w) Ethernet switch or mid-span PoE injector. Cisco Business has a broad line of PoE switches, along with a Cisco Business PoE Injector (CB-PWRINJ-xx). The CBW145AC Wall Plate model features an integrated Ethernet switch, along with the capability to power a PoE endpoint such as an IP phone or camera. When powering a PoE endpoint with the CBW145AC a 802.3at (30w), PoE connection is required. Using a Cisco Business Switch that is 802.3.at capable is recommended.

Q

A

How are the access points mounted?

All Cisco Business Wireless access points can be wall or ceiling mounted, and come with the mounting kit and hardware inside the box. Both the CBW140AC and CBW240AC can also be mounted to a drop ceiling via T-Bar, and the adapter is included. The CBW145AC Access Point supports Wall Plate mounting to many common electrical wall plates.

Q

A

How are mesh extenders powered and mounted, and what form factors are available?

Cisco Business Wireless mesh extenders include all of the necessary power adapters or provisions within the box, with nothing additional to buy. The CBW141ACM is the desktop form factor that is easily placed on a flat desktop or level surface, and is powered via the provided DC power adapter. This model can also power a PoE endpoint (15w, 802.3af) via the Power Sourcing Equipment (PSE) port. The CBW142ACM is plugged directly into the AC outlet. This is the easiest model to mount; just plug into the electrical outlet closest to the clients that it serves providing the best coverage. The CBW143ACM is wall mounted near an AC electrical outlet, up to 6ft away, and includes a DC power adapter for its power source. This model includes a single Gigabit Ethernet downlink to connect a wired device.

Q

A

How is my network secured and protected?

The latest encryption and security standards available including WPA2 (WPA3 in a future release) and WPA-Enterprise, plus options for cloud-based security through Cisco Umbrella®. In addition, multiple authentication types are available for the guest network, along with network segmentation for added security. Access points can also utilize port-based 802.1x for a secured link to a managed Ethernet switch.

Q

A

Do I need a subscription for my equipment?

No, any subscription is optional to enhance the capability or manageability of the products.

Q

A

What is the warranty?

Cisco Business devices come with a Limited Lifetime Warranty (LLW) that provides a warranty for duration of the life of the products. In addition, the warranty includes access to technical support during local business hours, 8 hours per day, 5 days per week, for a period of 1 year from the original date of purchase. If there are any hardware defects, Cisco will replace the product upon receipt of the defective device. Bug fixes are available for the life of the products.

Q

A

Do I need a support contract with these products?

No, a support contract is not required but will be available for purchase for added peace of mind. Support contracts will extend the phone support for up to 3 years, and certain HW devices will be then eligible for advance replacement in the event of product returns and replacements (RMA).