

Cisco CBW142ACM

Cisco Business 142ACM Wi-Fi Mesh Extender User Manual

Model: CBW142ACM

1. PRODUCT OVERVIEW

The Cisco Business 142ACM Wi-Fi Mesh Extender is designed to expand your existing Cisco Business Wireless network coverage. This 802.11ac (Wi-Fi 5) dual-band extender features 2x2 MU-MIMO technology and plugs directly into a wall outlet for convenient deployment. It is specifically compatible with Cisco Business Wireless 100 and 200 series access points.

Key Features:

- **Compatibility:** Works exclusively with Cisco Business Wireless 100 and 200 series access points (CBW140AC-D, CBW240AC-D, and CBW145AC-D).
- **Flexible Coverage:** Extends Wi-Fi coverage without requiring new wiring, by integrating with existing Cisco Business Wireless access points.
- **Easy Setup:** Quick installation via the Cisco Business Mobile app by scanning a QR code and plugging the device into a wall outlet.
- **Deployment:** Designed for direct plug-in to an AC power outlet.
- **Wireless Standard:** 802.11ac (Wi-Fi 5) with 2x2 MU-MIMO.

Cisco Business 142ACM Mesh Extender



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Figure 1: Cisco Business 142ACM Mesh Extender. This image shows the front view of the white mesh extender with the Cisco logo, highlighting its compact design for wall outlet deployment.

2. SETUP AND INSTALLATION

Follow these steps to set up your Cisco Business 142ACM Wi-Fi Mesh Extender:

1. **Prerequisites:** Ensure you have an existing Cisco Business Wireless 100 or 200 series access point already configured and operational. The mesh extender will not function independently.
2. **Download the Cisco Business Mobile App:** Download and install the Cisco Business Mobile app on your smartphone or tablet from your device's app store.
3. **Power On:** Plug the Cisco Business 142ACM Mesh Extender directly into a standard AC wall outlet. Ensure the outlet is easily accessible and within range of your existing Cisco Business Wireless access point.
4. **Launch App and Scan:** Open the Cisco Business Mobile app. Follow the on-screen instructions to add a new device. The app will prompt you to scan the QR code located on the mesh extender.
5. **Configuration:** The app will guide you through the remaining configuration steps, automatically integrating the mesh extender into your existing Cisco Business Wireless network. No additional manual configuration steps are typically required.



Figure 2: Cisco Business Mobile App. This image illustrates the mobile application interface used for setting up and managing Cisco Business Wireless devices, including the mesh extender.

3. OPERATING THE MESH EXTENDER

Once successfully set up, the Cisco Business 142ACM Mesh Extender operates automatically to extend your Wi-Fi coverage. It functions as part of your mesh network, seamlessly providing connectivity to devices within its range.

Status Indicators:

The device features an LED indicator that provides information about its operational status. Refer to the Quick Start Guide included in the box for specific LED behavior and their meanings (e.g., solid green for operational, blinking for setup mode, etc.).

Network Management:

You can monitor and manage your mesh extender and the entire Cisco Business Wireless network using the Cisco Business Mobile app or the web interface of your primary Cisco Business Wireless access point. This allows for network health checks, client monitoring, and basic configuration adjustments.

4. MAINTENANCE AND CARE

To ensure optimal performance and longevity of your Cisco Business 142ACM Mesh Extender, follow these maintenance guidelines:

- **Cleaning:** Gently wipe the device with a soft, dry cloth. Do not use liquid cleaners or aerosol sprays, as they may damage the device.
- **Ventilation:** Ensure the device is plugged into an outlet where its ventilation holes are not obstructed. Proper airflow is crucial to prevent overheating.
- **Firmware Updates:** Regularly check for and apply firmware updates through the Cisco Business Mobile app or the access point's web interface. Updates often include performance improvements and security enhancements.
- **Environmental Conditions:** Operate the device within its specified environmental ranges (temperature, humidity) to prevent damage. Avoid exposing it to extreme temperatures or moisture.

5. TROUBLESHOOTING

If you encounter issues with your Cisco Business 142ACM Mesh Extender, try the following troubleshooting steps:

- **No Power/LED Off:**
 - Ensure the extender is securely plugged into a working AC outlet.
 - Test the outlet with another device to confirm it has power.
- **Poor Signal/Limited Range:**
 - Relocate the mesh extender closer to your primary Cisco Business Wireless access point.
 - Ensure there are no major obstructions (thick walls, large metal objects) between the extender and the access point.
 - Check for sources of interference (e.g., microwaves, cordless phones).
- **Extender Not Connecting to Network:**
 - Verify that your primary Cisco Business Wireless access point is powered on and functioning correctly.
 - Restart both the mesh extender and the primary access point.
 - Attempt the setup process again using the Cisco Business Mobile app.
 - Ensure the extender is compatible with your specific Cisco Business Wireless access point model.
- **Slow Network Speed:**
 - Check the signal strength of the extender in the Cisco Business Mobile app. A weak signal to the access point will result in slower speeds.

- Ensure your internet service provider (ISP) is delivering the expected speeds.
 - Reduce the number of devices connected to the extender if possible.
- **Factory Reset:** If all else fails, you may need to perform a factory reset. Refer to the Quick Start Guide for instructions on how to reset the device. Note that a factory reset will erase all configurations, and you will need to set up the device again.

6. TECHNICAL SPECIFICATIONS

Feature	Detail
Model	CBW142ACM
Wireless Standard	802.11ac (Wi-Fi 5)
Frequency Band Class	Dual-Band
MIMO Configuration	2x2 MU-MIMO
Mounting/Placement	Direct to Power Outlet
Maximum Data Rate	867 Mbps
Wired LAN Ports	None
Security	WPA/WPA2, WPA3, WPA2-Enterprise, RADIUS Server
Power	Connects directly to AC Outlet
Memory	128 MB Flash, 256 MB RAM
Dimensions (L x W x H)	89 x 140 x 31.5 mm (3.5 x 5.5 x 1.25 inches)
Item Weight	0.39 Kilograms
Box Contents	CBW142 Mesh Extender, Support contact pointer card, Quick Start Guide
UPC	889728277686



Figure 3: Comparison of Cisco Business Mesh Extender models. This table provides a side-by-side comparison of different CBW Mesh Extender models, including the CBW142ACM, detailing their features and specifications.

7. WARRANTY INFORMATION

The Cisco Business 142ACM Wi-Fi Mesh Extender comes with a **Cisco Limited Lifetime Warranty**. This warranty covers defects in materials and workmanship under normal use. For full details regarding the terms and conditions of the limited lifetime warranty, please refer to the official Cisco warranty documentation or contact Cisco support.

8. CUSTOMER SUPPORT

For technical assistance, product inquiries, or warranty claims, please contact Cisco customer support:

- **Cisco Support Contact Matrix:** Refer to the Small Business Support Center (SBSC) for regional contact information.
- **India Support Phone:** 000-800-040-1521
- **Email Support (SBTAC):** tac@cisco.com
- **Manufacturer Contact:** Cisco Commerce India Private Limited, No 6, Prestige Solitaire, Level - II, Brunton Road, Bengaluru, KA 560001.

Please have your product model (CBW142ACM) and any relevant purchase information ready when contacting support.