



User Guide for Cisco User Defined Network Mobile Application

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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:

Convention	Description
bold font	Commands and keywords and user-entered text appear in bold font.
Italic font	Document titles, new or emphasized terms, and arguments for which you supply values are in <i>italic</i> font.
Courier font	Terminal sessions and information that the system displays appear in courier .
Bold Courier font	Bold Courier font indicates text that the user must enter.
[X]	Elements in square brackets are optional.
	An ellipsis (three consecutive nonbolded periods without spaces) after a syntax element indicates that the element can be repeated.
	A vertical line, called a pipe, indicates a choice within a set of keywords or arguments.
{x y z}	Required alternative keywords are grouped in braces and separated by vertical bars.
[x y z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.

Convention	Description
[x {y z}]	Nested set of square brackets or braces indicate optional or required choices within optional or required elements. Braces and a vertical bar within square brackets indicate a required choice within an optional element.
String	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
<>	Nonprinting characters such as passwords are in angle brackets.
[]	Default responses to system prompts are in square brackets.
! #	An exclamation point (!) or a pound sign (#) at the beginning of a line of code indicates a comment line.

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.

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Obtaining Documentation and Submitting a Service Request



Overview of the Cisco User Defined Network Mobile Application

- Revision History for Cisco User Defined Network Mobile Application, on page 1
- Information About the User Defined Network, on page 2
- Information About the Cisco User Defined Network Mobile Application, on page 3
- Platform Requirements, on page 3

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

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

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



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.

Figure 1: Cisco UDN Mobile Application Icon



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

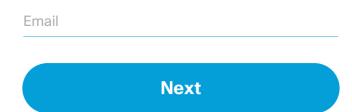
Procedure

Step 1 Open the Cisco User Defined Network mobile application.

Figure 2: Cisco User Defined Network Mobile Application



Cisco User Defined Network

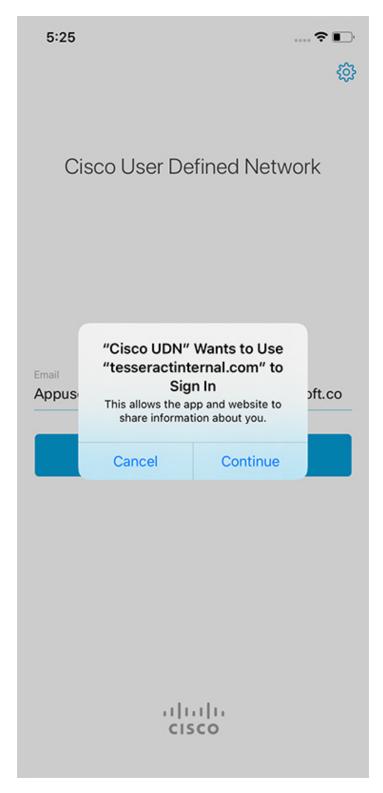




- **Step 2** Enter your registered email address.
- Step 3 Click Next.

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

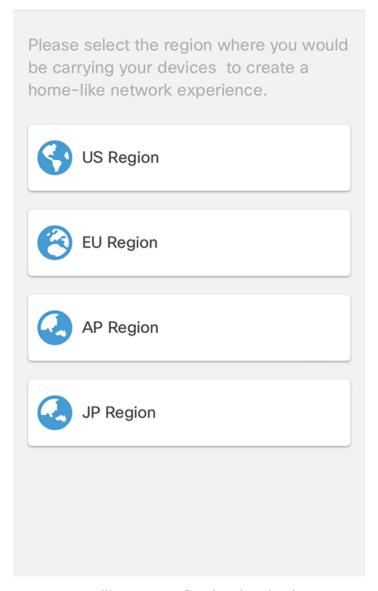
While launching the Cisco User Defined Network mobile application for the first time, you will need to select the region where you would be carrying your device to create a home like network experience.

Procedure

- **Step 1** Open the Cisco User Defined Network mobile application.
- **Step 2** Select a region.

Figure 4: Selecting a Region

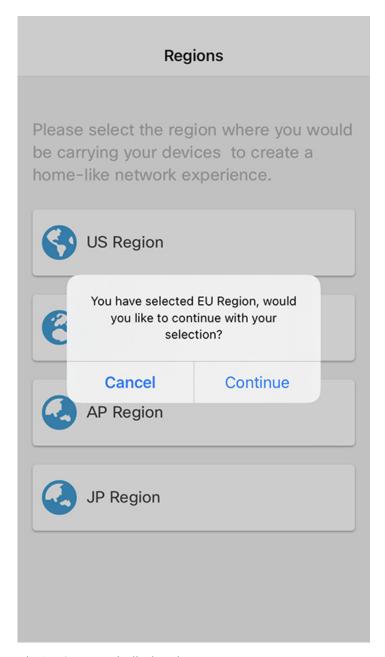
Regions



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

Step 3 Click **Continue** to proceed with the selected region.

Figure 5: Confirmation Dialogue



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

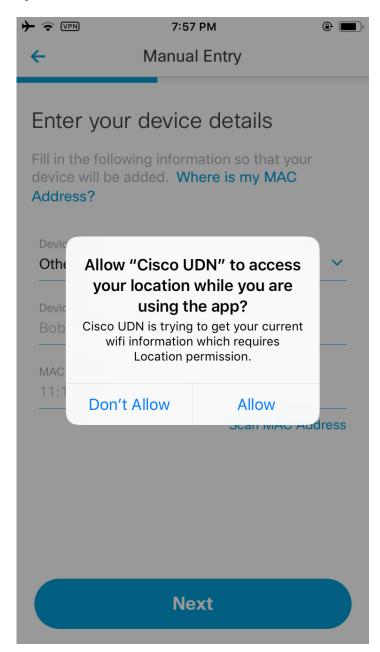
Adding Devices on Android Application

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.

Figure 6: Device Location





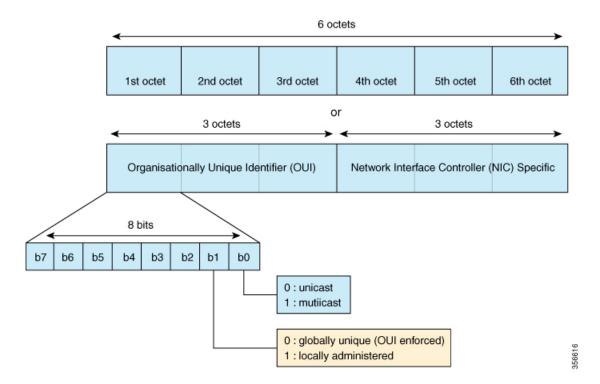
Note

This location permission alert is mandatory as per the new OS restrictions.

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.

Figure 7: Random MAC



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:

Figure 8: 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



Note

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:

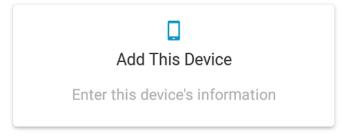
- Adding Device by Scanning the Wi-Fi Network
- Adding Device Manually
 - Scanning MAC Address Using Camera
 - Scanning Image for MAC Address
- Adding Your Current Device

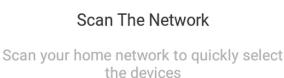
Figure 9: Add Devices

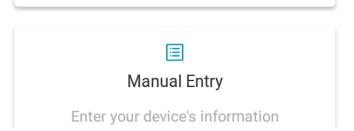


Select One

In order for your device to be added, you will need your MAC address which can be found in various places. Where is my MAC Address?







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

Step 5

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	Тар ОК .	

Select an image from your gallery and tap Next.

Scanning Image for MAC Address



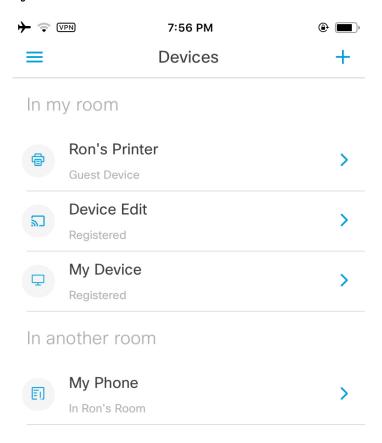
Managing Your Devices

- 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.

Figure 10: Devices > IN MY ROOM



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

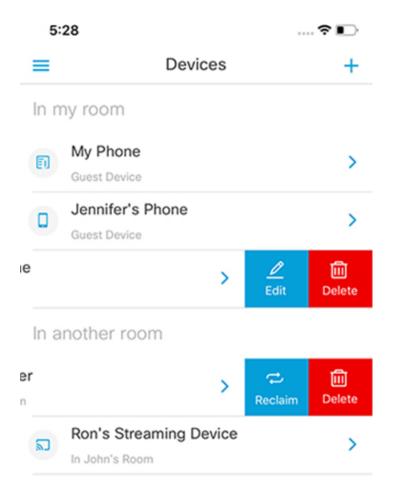
Step 1 On the **Devices** page, under **IN MY ROOM**, select an **In Progress** device and swipe to your left.

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



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.

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

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

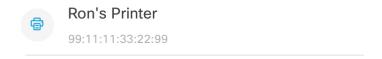
Procedure

- Step 1 Under Cisco User Defined Network, tap My Guest.
- Step 2 Under My Guests, select a guest.

Figure 12: Deleting a Guest



appuser1@ciscospasibretooth.onmicrosoft.co m



Remove

Step 3 Tap Remove to delete the guest from the guest list.

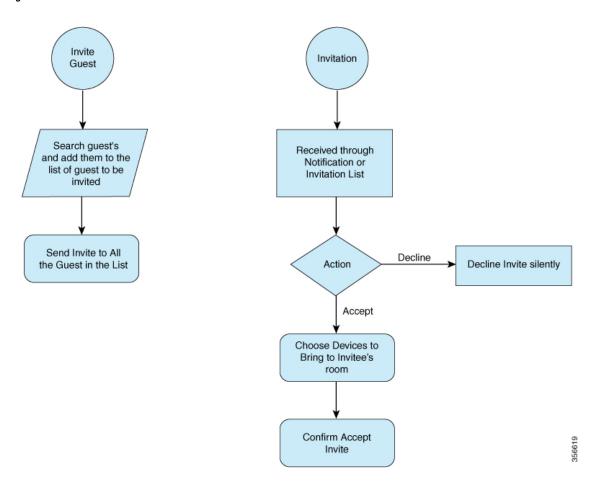
The deleted guest device is moved to the guest UDN.



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.
- $\textbf{Step 2} \qquad \text{From the top right-hand corner in the My Guests page, tap the + sign.}$

The **Invite Guests** page is displayed.

Figure 14: Invite Guest



Your guests will be allowed to join your private network once they accept.

Guests to be invited



Ron John

appuser1@ciscospasibretooth.onmicrosoft.com

Invite Guests

- **Step 3** Enter the first name, last name, or email address of the user.
- Step 4 Tap Search.

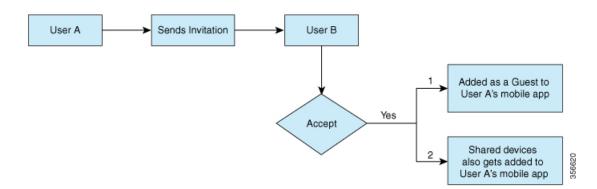
The user is populated as per the search.

- **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





Managing Notifications

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

You are invited to join xxx'x 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

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.

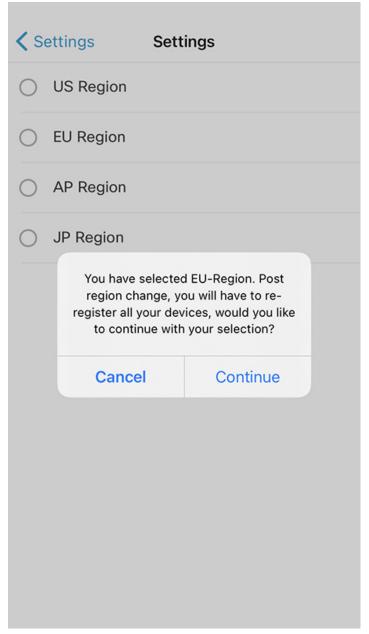
Figure 16: Selecting a Region Settings

< Settings	Settings
O US Region	
O EU Region	
AP Region	
○ JP Region	

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

Step 4 Tap **Continue** to proceed with the selected region.

Figure 17: Selected Region Settings - Confirmation Dialogue



The **Settings** page is displayed.

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

Updating Selected Region Settings



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:

https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html

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:

https://www.cisco.com/c/en_in/about/legal/privacy-full.html

Third Party and Open Source Software

To view the open source updates and documentation, see:

https://www.isco.com/c/en/us/about/legal/open-source-documentation-responsive.html?fili0_general-table0=Cisco%20UDN%20Mobile%20Application

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.

Call Us



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).

Logging Out