

ZYXEL
NETWORKS



Connecting Every Guest Anytime, Anywhere

Hospitality
Solution Guide



Zyxel**one**network
Redefining network integration

We empower you to offer better customer experience

Providing a cozy environment with all the amenities of home is essential for a hotel. It improves customer satisfaction and loyalty, and encourages positive experience sharing on accommodation review websites. WiFi has already been established as one of the most basic services guests look for when choosing a hotel, and demand for digital TV along with video and media on demand is swelling rapidly. These all require robust network infrastructure. With a proven track record in switching, WLAN, and security products, and with global services fortified by support from experienced partners with a local touch, Zyxel has hospitality solutions that help you bring in customers—and retain them.

Deployed hospitality solutions in

6,720+ hotels

253,000 rooms

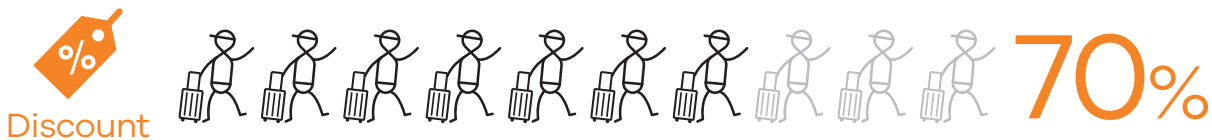
Zyxel worldwide achievement for hospitality in 2014-2022



WiFi equals to customer satisfaction

Seamless Internet service now almost equals customer satisfaction for hotel service. Also, high performance WiFi connectivity provides a great opportunity for new revenue streams through additional services such as

surveillance, telephony, and movies-on-demand, media streaming, and promotional offers, as well as future technologies like smart refrigerators or door locks.



Travelers' top 3 most desired amenities. (Source from Merrill Research verified by an Expedia survey)

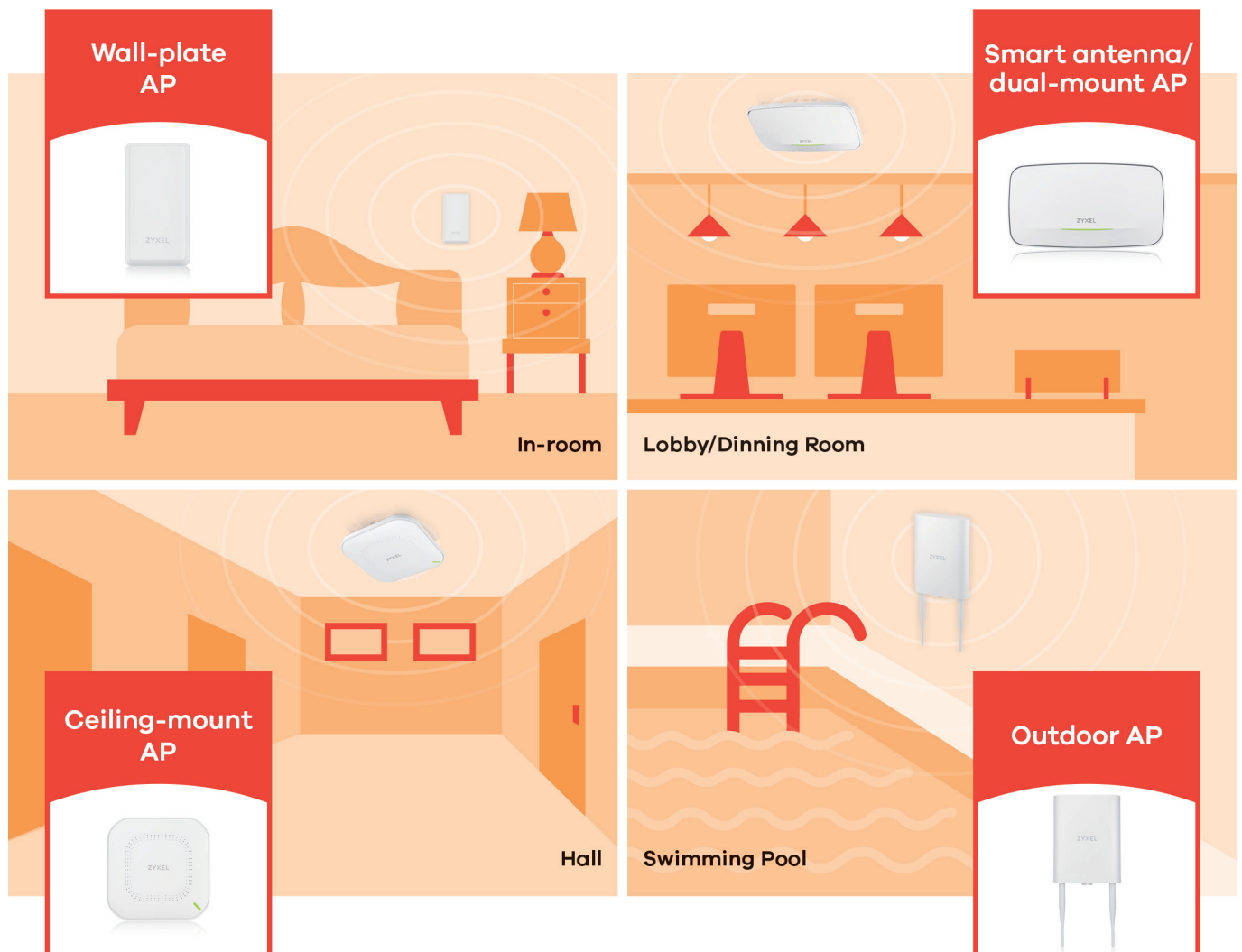
Zyxel's Hospitality Solutions

- Seamless wireless connection with a comprehensive product portfolio and proactive cloud networking management features.
- Customized solutions for various hospitality environments.
- Punctual deployments to meet tight schedules professionally.
- Networking expertise solves complex issues caused by new applications.

Choose a Right WiFi Solution for Your Business

Zyxel's product could perfectly blend into all kinds of environments. For example, Zyxel provides ceiling mount, wall mount, wall plate, and small detector access points for various functions throughout hospitality areas. Hotel customers easily enjoy surfing on the Internet no matter in and out rooms through their mobile devices with seamless wireless experience.

Zyxel Nebula provides proactive networking management features, such as WiFi Aid and Wireless Health, facilitating faster and more convenient troubleshooting while minimizing the need for manual detection and resolution of connection issues. WiFi Aid proactively identifies potential problem areas, while Wireless Health automatically optimizes connectivity when a connection problem is detected.



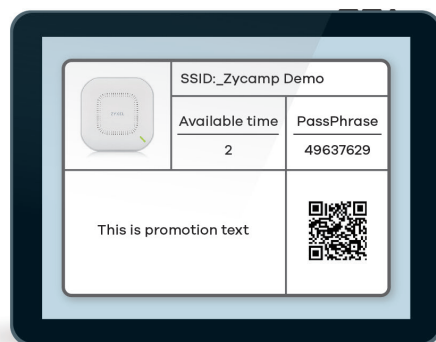
Hotspot WiFi Onboarding Solution

In today's highly-connected world, providing fast and secure hotspot WiFi to hotel guests is not a luxury, but an absolute necessity. For hospitality location owners – such as hotels, resorts, and event venues – that receive hundreds of thousands of guests every year, it's simply not an easy job to provide a hotspot service without an automated process.

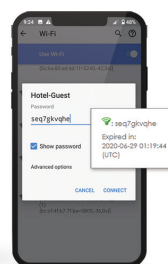
Nebula supports a variety of hotspot WiFi onboarding and authentication methods to facilitate an efficient onboarding process while ensuring connection security.

These include:

Features	Description
Click to continue with captive portal	Provides a simple captive portal to agree with the WiFi terms of use
Nebula Cloud authentication with captive portal	Provides Nebula's built-in authentication with captive portal
Radius server with captive portal	Integrates with third-party AAA service provider for captive portal with RADIUS authentication
Facebook Login	Allows the authentication of users to wireless network by using Facebook accounts to login
Voucher	Allows the authentication of users to the wireless network by signing in with voucher code
DPPSK (Dynamic Personal Pre-Shared Key)	Allows the authentication of users with an individual unique key to the wireless network, as well as allowing the use of DPPSK as 2-Factor Auth. for IoT devices by email



Voucher



DPPSK

Giving guests a smooth TV experience

The digital transformation of traditional cable television into IPTV has greatly enriched the hotel hospitality entertainment ecosystem. It has allowed hotels to throw out the messy cabling framework of old and replace it with unified network infrastructure that delivers high-quality TV, video on demand, and WiFi—all through a centralized network management system.

Digital TV requires a pair of IPTV and an IP set-top-box (STB). One IP STB is needed to connect each TV with its head-end streaming server. As technology has advanced and devices have been integrated, the TV has become smarter and now also come with built-in IP STB functionality. This transformation cuts cost and allows more elegant setup with fewer cables.

The Challenges of Transitioning to Smart TV

The new integrated Smart TV vendors have limited knowledge and experience in networking and IP streaming protocols like IGMP. Lack expertise in the standard implementation of IP multicast technology

results in constant headaches for multicast streaming system users, with interruptions such as long pauses when turning on the TV and random screen freezes and pixilation while watching it.

A Tailor-made Solution for Your Smart TV Transition

Zyxel has worked with various hospitality venues and smart TV brands to ease the transition from an IP STB setup to a smart TV as well as to improve the end-user's

IPTV experience. Our switches come with advanced multicast features that completely ameliorate the impact of immature smart TV design.

Delivering guests a contactless, and efficient ordering process

Mobile POS Connectivity Solution

Mobile point-of-sale (mobile POS) systems has revolutionized how today's hospitality industry operates its businesses. It improves operation efficiency, provides data analytics for effective marketing, and ultimately transforms the overall guest experience. For businesses, it is extremely important to maintain the system uptime at all times since the downtime means unhappy customers and revenue loss.

Zyxel provides 24/7 fast and reliable connectivity for mobile POS applications with supreme WiFi expertise, cloud-based network visibility and management, and advanced security measures to protect business data.

Solutions	Benefits
Effective and proactive network management	Zyxel Nebula enables network visibility and provides powerful tools like WiFi Aid and Wireless Health to help solve connection issues and optimize the wireless network before the problem arises.
WiFi expertise	With over 30 years of industry experience and millions of WLAN products shipped worldwide, Zyxel specializes in WiFi connectivity that can help optimize POS networks.
Data security protection	Zyxel offers a comprehensive range of intelligent security solutions to safeguard valuable business networks and important data.



“ Zyxel’s approach allows our teams to become more efficient by offering additional value to businesses using the Tiller’s solution. With Nebula, we can preventively contact our customers when we receive network alerts. And our teams can support our customers in identifying the outage and resolving the incident, all remotely without having to travel. We are becoming more agile and we can guarantee an optimal experience for our customers which benefits their business. ”

—Pierre Lombard
COO, Tiller

Small to medium venues

For cafeterias, bistros, clinics

In cafeterias, restaurants or clinics, compact, feature rich solutions are welcomed due to the limited space and relatively simple networking infrastructure. The Zyxel all-in-one hotspot gateway provides basic Internet

access through WLAN for mobile devices such as smart phones, tablets and laptops, WiFi hotspot authentication and billing service.

Features & Benefits

Features

- Integrated server with registration and login
- Facebook login
- Connect & Protect (CNP) AP security service to protect small business WiFi (supported by Nebula-managed access point)
- Concurrent 2.4 GHz & 5 GHz WiFi connectivity
- Integrate WLAN controller function to manage multiple APs
- Zyxel Nebula features like WiFi Aid and Wireless Health help solve connection issues and optimize the wireless network before the problem arises

Benefits for hospitality

- Easy to deploy WLAN hotspot
- Stay ahead of threats with Collaborative Detection & Response (CDR)
- Blocks unsafe contents and brings application visibility with throttling to streamline connectivity (CNP)
- Supports Hospitality features including Hotspot and concurrent device upgrade
- Effective WiFi management features enable proactive WLAN optimization and troubleshooting, even before the problem arises

Benefits for hotel guest

- Surf on the Internet anytime and anywhere without interruption
- Easy to register
- Peace of mind security WiFi experience
- Support VPN for business guests



“Nebula is saving loads of time for our IT staff, who used to have to make on-site visits to deploy and manage the network. Now they can do it all from the intuitive and automated network management interface. This is especially crucial for us in a city like Ho Chi Minh with severe traffic congestion.”

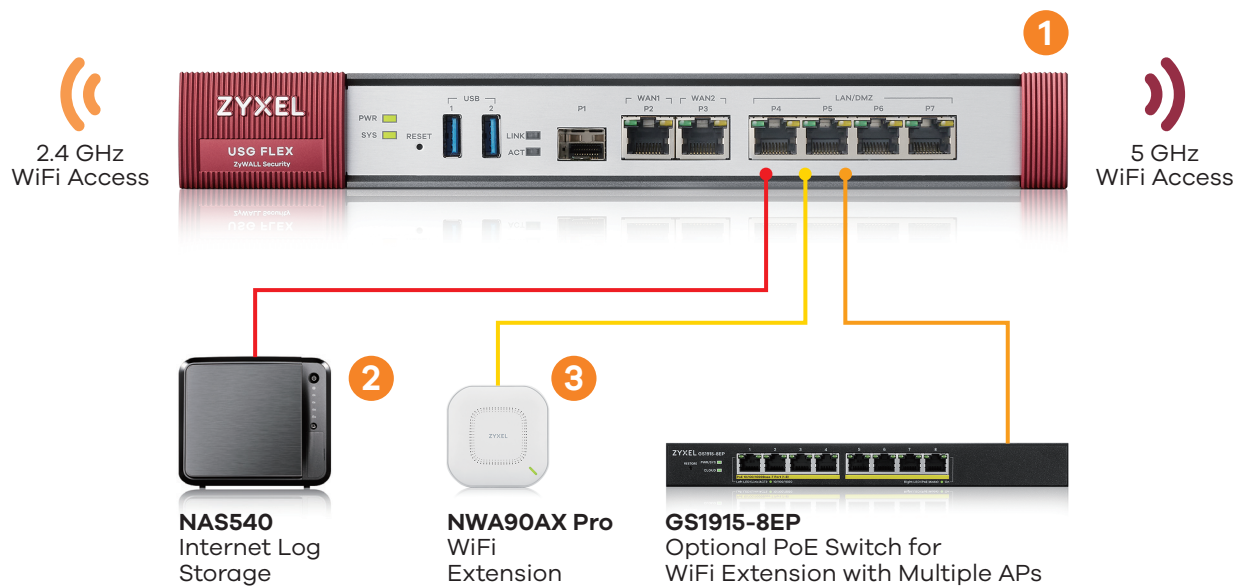
— Út Nguyễn Quange

Technical Director, vTech Solution JSC

Application Scenario

All-in-one UTM Firewall
USG FLEX 200

- Robust Internet service plus Firewall
- Data retention compliance



Small to medium venues

For hotels with less than 100 rooms

To provide real-time transmission of IP-based video streaming, voice communications and other multimedia applications, such as IPTV, voice badges and digital signage, is challenging yet necessary for hospitality

services. To address these needs, ability to provide infrastructure with decent scalability, performance and stability to deal with high-bandwidth network applications is the first priority for small to medium size hotels.

Features & Benefits

Features

- Dual-optimized antenna technology
- Managed AP scalability
- Excellent IPTV application support with rich multimedia features
- Zyxel Nebula features like WiFi Aid and Wireless Health help solve connection issues and optimize the wireless network before the problem arises
- QoS upgraded by rich VLAN and multicast functions
- L3 switch features dynamic routing to simplify cross-subnet communications
- Full, deep network protection

Benefits for hospitality

- "Dual-optimized" antenna simplifies WiFi planning because it adapts to both wall- and ceiling-mount installations
- Effective WiFi management features enable proactive WLAN optimization and troubleshooting, even before the problem arises
- Resiliency and availability for non-stop business continuity
- Enhances Internet safety by using firewall

Benefits for hotel guest

- Surf on the Internet with ease and security
- Anytime and anywhere WiFi connectivity
- Stay ahead of threats with Collaborative Detection & Response (CDR)
- Determine the usage time by requirement
- Support VPN for business guests
- Supports Hospitality features including Hotspot and concurrent device upgrade

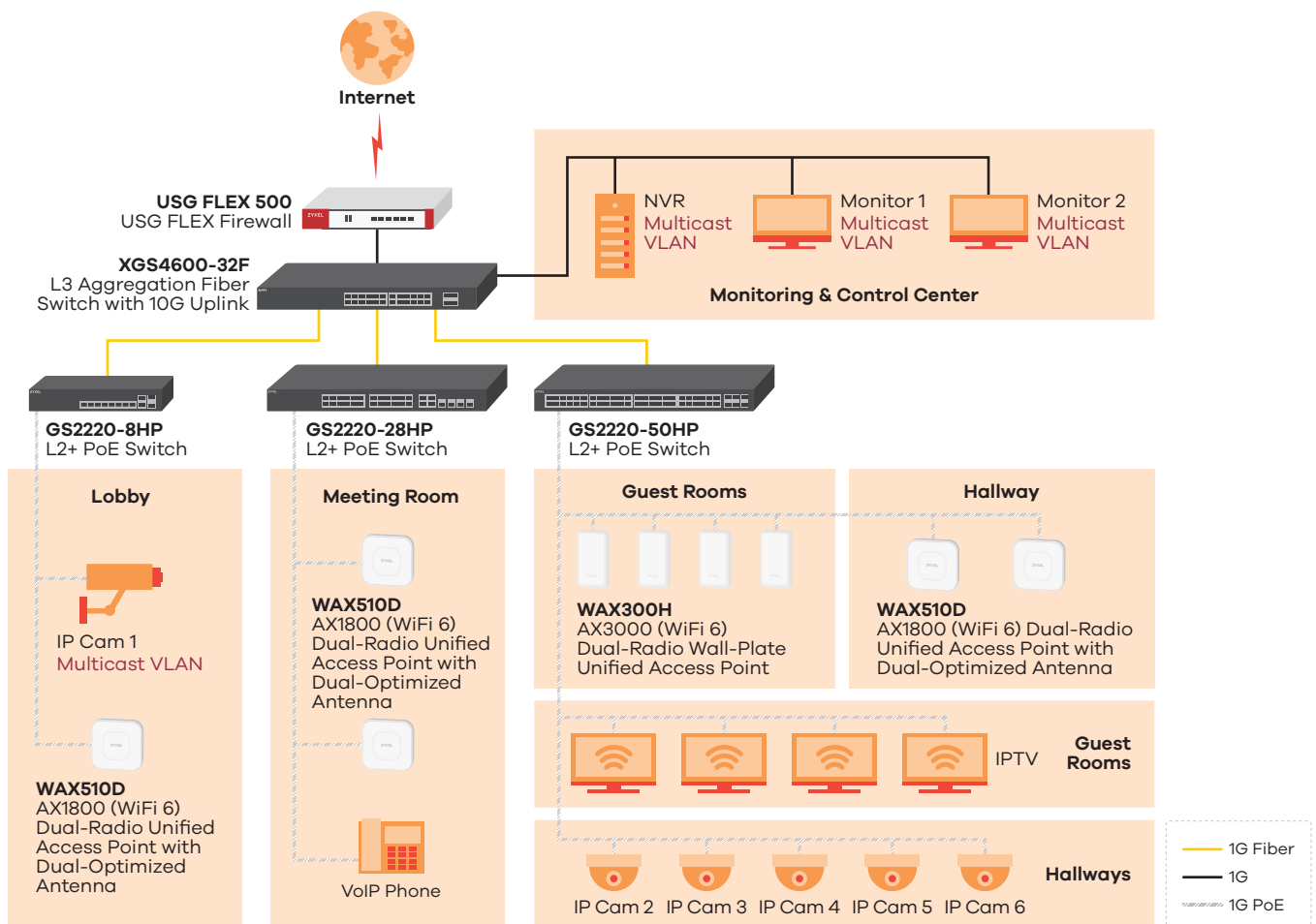


“ We’re constantly improving ourselves to provide our guests with a peaceful and comfortable holiday. That’s why we decided on this project, and we were very satisfied with the support from KBG Bilişim and Zyxel Networks at every stage. In a very short time, all the devices were configured and working well. Our Internet speeds have now reached the desired level throughout the entire hotel, and we’ve got a lot of extremely positive feedback from our guests as a result. We really appreciate KBG Bilişim and the entire Zyxel team. ”

—Ahmet Duyu

IT Manager, Panorama Hotel

Application Scenario



“ We wanted to build our network infrastructure by incorporating the latest technology. The results speak for themselves – the new network is fast, reliable, and easy to manage – and we’re very grateful to Radonik, - VIP Telecom and Zyxel for their great support and solutions. ”

—Vladimir Karafizov

IT Manager, Kings' Valley Medical & Spa Hotel

Medium to large venues

Guests visiting leisure resorts or hotels expect high-quality services and homelike hospitality. Anytime, anywhere wireless network services are now part of the essentials to reward customer satisfaction and loyalty.

In addition customers are using much more complex applications which demand much higher Internet connectivity.

Features & Benefits

Features

- Concurrent 2.4 GHz, 5 GHz, and/or 6 GHz WiFi connectivity
- Zyxel Nebula features like WiFi Aid and Wireless Health help solve connection issues and optimize the wireless network before the problem arises
- Smart antenna technology
- Managed AP scalability
- Excellent IPTV application support with rich multimedia features
- QoS upgraded by rich VLAN and multicast functions
- Layer 3 feature set equipped with static, policy route and VRRP
- Full, deep network protection

Benefits for hospitality

- BandFlex radio supports either 5 GHz or 6 GHz by configuration, making it the budget-friendly choice for 6E upgrade
- Smart antenna delivers best signal in interference-laden environments
- Effective WiFi management features enable proactive WLAN optimization and troubleshooting, even before the problem arises
- Wall-plate AP integrates PoE and phone connectivity in a box to fit guest room application requirements
- Deal with high-bandwidth network easily by 10-gigabit aggregation
- Firewall can prevent from external and internal threats to ensure safe Internet of hotel

Benefits for hotel guest

- Surf on the Internet with ease and security
- Anytime and anywhere WiFi connectivity
- Stay ahead of threats with Collaborative Detection & Response (CDR)
- Determine the usage time by requirement
- Support VPN for business guests
- Supports Hospitality features including Hotspot and concurrent device upgrade

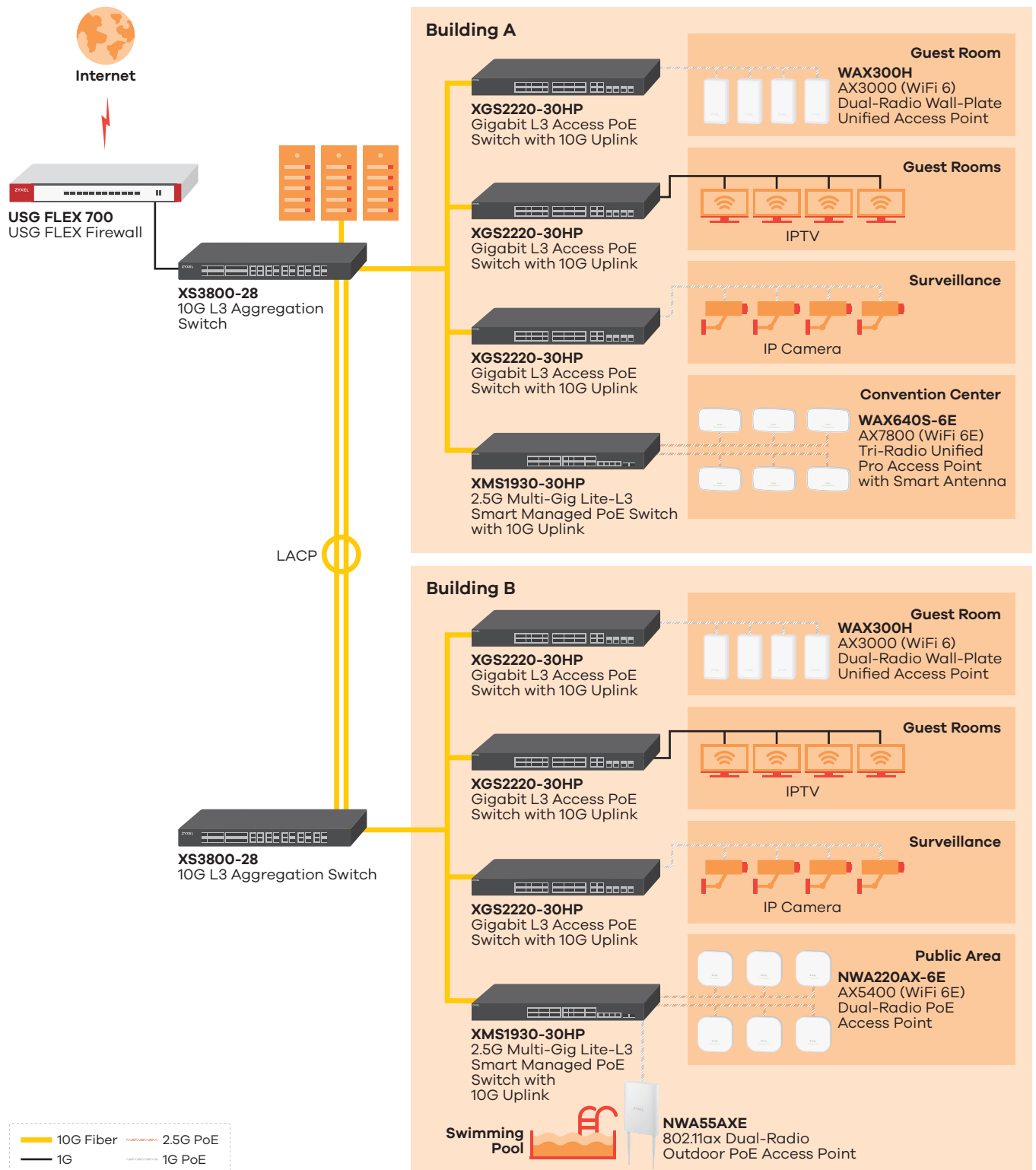


“ We wanted to improve our network infrastructure and to do it by incorporating the latest technology. The results speak for themselves – the new network is fast, reliable, and easy to manage – and we’re very grateful to Emir Security and Zyxel for their great support and solutions. ”

—Kaan Özkan

IT Manager, Adalya Elite Lara

Application Scenario



Hotel with branches



Zyxel offers cloud solution, Nebula, is ideal for small- to medium-sized hotels with chain stores in scattered locations. With Zyxel Nebula, the network administrator

can control the entire network with remote accessibility, easy manageability, as well as instant WiFi connectivity.

Features & Benefits

Features

- Simple to manage from the cloud
- Reliable and stable service
- Manage and control the daily needs remotely
- Easily, and fast, monitoring every branches from a single platform
- Features like WiFi Aid and Wireless Health help solve connection issues and optimize the wireless network before the problem arises

Benefits for hospitality

- Nebula networking hardware is designed for zero-touch deployments that can be installed without sending IT professionals on site
- Free cloud management for the life of the product without the need for ongoing costs
- Intuitive interface provides centralized management over all Nebula devices distributed throughout the hotels, as well as complete visibility over devices and users
- Hotels with small or limited IT team can still run their networks perfectly well
- Effective WiFi management features enable proactive WLAN optimization and troubleshooting, even before the problem arises

Benefits for hotel guest

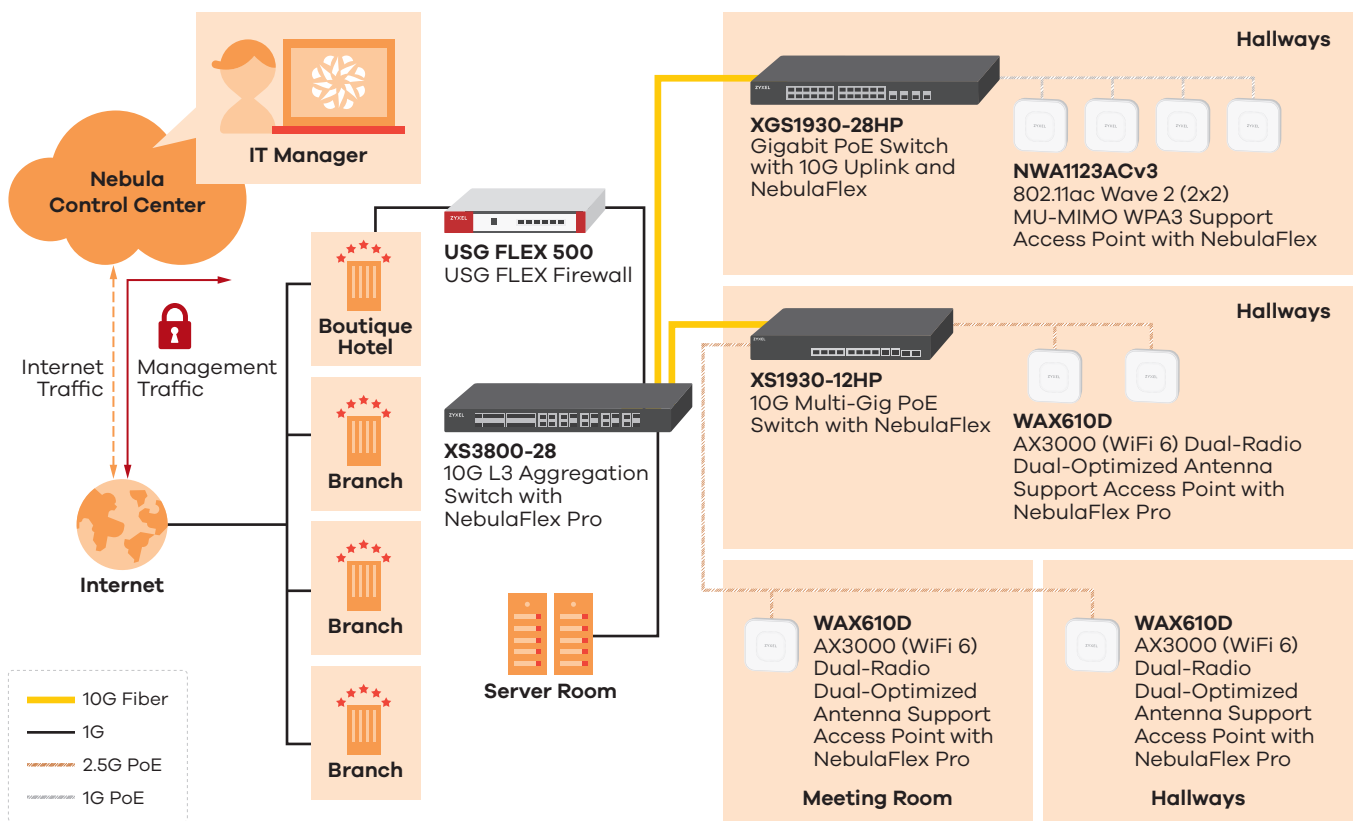
- Get connection and access to internet-enabled applications wherever they go without complexity and limit



“ Before the implementation of Zyxel's solution, we frequently received complaints about poor internet connectivity, which caused us to divert our attention from our daily activities to address the issue. However, since the new network is in place, we no longer receive such complaints and can focus on the daily tasks of the hotel. Moving forward, we plan to work with Zyxel to further expand the WiFi coverage to other areas of the hotels. ”

— Daniel Feil
Hotel Manager, FATUN

Application Scenario



“ We’ve been most impressed by the Nebula cloud networking solution, especially how it allows you to check and manage access points, switches, and firewalls, and to deliver support in real time if necessary. ”

— Salvatore Piraneo
Owner, PSoft sas

Product at a glance

WLAN

WAX640S-6E

AXE7800 Tri-Band WiFi 6E Access Point



- Tri-band coverage, 2.4 GHz, 5 GHz, and 6 GHz (2x2 + 2x2 + 4x4), combined data rates: up to 7.8 Gbps
- ZyXel 6E Boost, using the high-gain 4 streams in 6 GHz, helps extend range and maximize performance of the new band
- The smart antenna technology mitigates interference and boosts WiFi performance
- The advanced RF filter prevents interference between the 5 GHz and 6 GHz bands while guaranteeing performance in all channels
- Supports NebulaFlex Pro to switch among standalone, on-premises controller managed or intuitive Nebula cloud managed mode with 1-Year Pro Pack bundled

NWA220AX-6E

AXE5400 WiFi 6E Dual-Radio Access Point



- 802.11ax AP (4x4 in 6 GHz/5 GHz selectable, 2x2 in 2.4 GHz), combined data rates: up to 5.4 Gbps
- The BandFlex radio design can support either 5 GHz or 6 GHz by configuration, to fit into your 5 GHz coverage as well as futureproofing the use of 6 GHz
- ZyXel 6E Boost, using the high-gain 4 streams in 6 GHz, helps extend range and maximize performance of the new band
- Advanced Cellular Coexistence minimizes interferences from 4G/5G cellular networks
- Supports NebulaFlex to switch between standalone and our license-free Nebula cloud management

WAX610D

AX3000 WiFi 6 Dual-Radio Access Point



- 802.11ax (WiFi 6) 4x4:4 + 2x2:2 MU-MIMO, combined data rates: up to 3 Gbps
- Features with dual-optimized antenna and OFDMA
- Supports NebulaFlex Pro to switch among standalone, on-premises controller managed or intuitive Nebula cloud managed mode with 1-Year Pro Pack bundled
- Advanced Cellular Coexistence minimizes interferences from 4G/5G cellular networks

WAX510D

AX1800 WiFi 6 Dual-Radio Access Point



- 802.11ax (WiFi 6) 2x2:2 MU-MIMO, combined data rates: up to 1.8 Gbps
- Features with dual-optimized antenna and OFDMA
- Supports NebulaFlex Pro to switch among standalone, on-premises controller managed or intuitive Nebula cloud managed mode with 1-Year Pro Pack bundled
- Advanced Cellular Coexistence minimizes interferences from 4G/5G cellular networks

WAX300H

AX3000 (WiFi 6) Dual-Radio
Wall-Plate PoE Access Point



- AX3000 (2x2:2 in 5 GHz and 2.4GHz) PoE-powered AP provides a maximum data rate of 3000 Mbps to enable seamless connectivity with extended range for every corner in the hotel room
- 4 Gigabit Ethernet ports (1x 802.3at uplink port + 3x LAN ports) including one downlink PD port supporting 802.3at PoE power (5 W) for wired application
- The versatile wall-plate AP design that can be mounted on wall plates or directly in anywhere
- Supports NebulaFlex Pro to switch among standalone, on-premises controller managed or intuitive Nebula cloud managed mode with 1-Year Pro Pack bundled
- Advanced Cellular Coexistence minimizes interferences from 4G/5G cellular networks

NWA90AX Pro

AX3000 Dual-Radio Multi-gig PoE Access Point
with Secure Authentication Support



- AX3000 (3x3:2 in 5 GHz; 2x2:2 in 2.4 GHz) AP provides maximum data rate of 3000 Mbps
- The 2.5G uplink port enables multi-gig connectivity for small biz networks, making it easy to upgrade to high-speed networks without re-cabling
- Captive portal and IEEE 802.1X authentication support provides enterprise-level security
- Supports NebulaFlex to switch between standalone and our license-free Nebula cloud management
- Advanced Cellular Coexistence minimizes interferences from 4G/5G cellular networks

NWA55AXE

AX1800 WiFi 6 Dual-Radio Outdoor
PoE Access Point

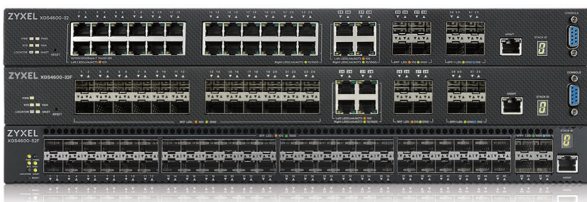


- Dual-radio (2x2) 802.11ax, combined data rates: up to 1.8 Gbps
- Smart Mesh automatically forms dynamic wireless links to bridge networks for interbuilding settings and mitigates complex, inconvenient cabling WiFi deployments
- External, detachable antenna design allows users to attach other antennas that better suit different demands
- Designed for harsh outdoor environment with up to IP55 weatherproof rating
- Supports NebulaFlex to switch between standalone and our license-free Nebula cloud management

Switch

XGS4600 Series

28/48-port Gigabit L3 Aggregation Switch
with 4 SFP+ Uplink



- Four built-in 10G SFP+ uplinks enable congestion-free, smooth data delivery for high-bandwidth applications
- Physical stacking of up to 4 units
- Features dynamic routing to simplify cross-subnet communications for hospitality venues that operates complex networks
- Redundant power supply module

XS3800-28

28-port 10 Gigabit L3 Aggregation Switch



- Support Multi-Gigabit connections (100M/1G/2.5G/5G/10G)
- Physical stacking of up to 4 units
- Supports NebulaFlex Pro to switch between standalone management and intuitive Nebula cloud managed mode with 1-YEAR Pro Pack bundled
- Redundant power supply module
- Check real-time status by cloud LED indicator

XGS2220 Series

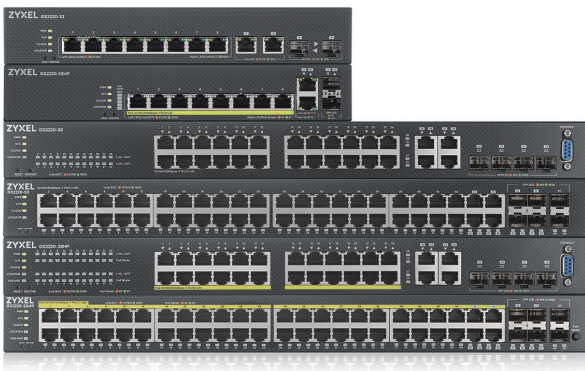
24/48-port GbE L3 Access Switch with 6 10G Uplink



- Up to SIX 10G uplinks including both copper and fiber options
- Supports NebulaFlex Pro to switch between standalone management and intuitive Nebula cloud managed mode with 1-YEAR Pro Pack bundled
- Support both PoE++ and PoE+ providing 60 W and 30 W for each port respectively with high power budget of up to 960 W
- Support Multi-Gigabit connections (100M/1G/2.5G/5G/10G)
- L2 multicast, IGMP snooping, MVR and voice VLAN for convergence

GS2220 Series

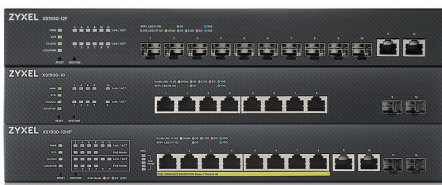
10/28/50-port L2+ Managed Switch



- L2 multicast, IGMP snooping, MVR and voice VLAN for convergence
- Supports NebulaFlex Pro to switch between standalone management and intuitive Nebula cloud managed mode with 1-YEAR Pro Pack bundled
- High power budget of 375 W (28HP/52HP) and 180 W (10HP)
- Smart fan and fanless designs offer near silent operations
- Check real-time status by PoE and cloud LED indicators

XS1930 Series

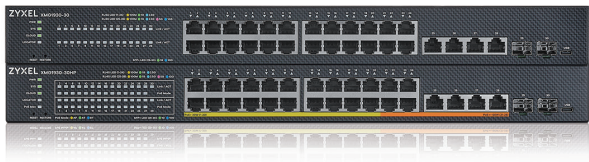
10/12-port 10G Multi-Gigabit Lite-L3 Smart Managed Switch



- Support Multi-Gigabit connections (100M/1G/2.5G/5G/10G)
- Unique and intuitive 5-color LED port speed indication
- Supports NebulaFlex to switch between standalone management and intuitive Nebula cloud managed mode
- XS1930-12HP supports 802.3bt PoE++ (60 W) and with high power budget of 375 W
- Smart fan design offers near silent operations

XMG1930 Series

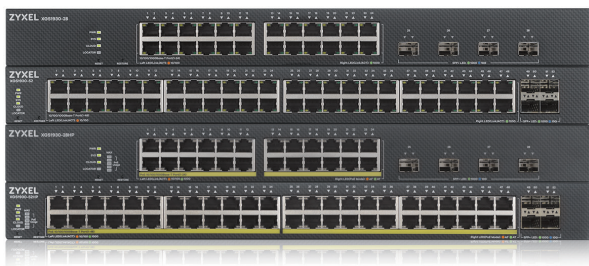
24-port 2.5G Multi-Gig Lite-L3 Smart Managed Switch with 6 10G Uplinks



- Up to SIX 10G uplinks including both copper and fiber options
- Multi-Gigabit supports with 2.5G and 10G combinations
- Supports NebulaFlex to switch between standalone management and intuitive Nebula cloud managed mode
- PoE model supports both 802.3bt PoE++ (60 W) and 802.3at PoE+ with a high-power budget of up to 700 W

XGS1930 Series

24/48-port Gigabit Lite-L3 Smart Managed Switch with 4 SFP+ Uplink



- Four built-in 10G SFP+ uplinks
- User-friendly web-based management interface and setup wizard
- Supports NebulaFlex to switch between standalone and our license-free Nebula cloud management
- High power budget of 375 W
- Smart fan design offers near silent operations
- Check real-time status by PoE and cloud LED indicators

Security

USG FLEX 100/200/500/700

Next-gen Firewall



- The latest USG FLEX series provides one single management platform on the cloud while expanding and strengthening protection from firewalls to access points with automatic responses
- High-assurance and multi-layered protection includes app patrol, web filtering, anti-malware, IPS and DNS content filtering that eliminates blind spots in all encrypted traffic using TLS 1.3, without requiring SSL inspection
- Collaborating with policy enforcement enforcement devices and eliminating repetitive logins with Collaborative Detection & Response
- Best practices for remote access with Secure WiFi and VPN management consolidate and ensure consistent network control and security across multiple sites
- Level up security with two-factor authentication (2FA) network access allowing quick and easy verification of users' identities when accessing their networks through edge devices
- Comprehensive summary reports for security events and network traffic through SecuReporter service
- Flexibility to adapt to on-premises or Nebula cloud Management without additional costs
- Enjoy cloud features like Zero Touch Provisioning (ZTP) and real-time configurations with Nebula

Nebula Cloud Networking

NCC

Nebula Control Center



- Responsive web design and intuitive user interface with light & dark modes
- Multi-lingual management interface (English, Traditional Chinese, Japanese, German, French, Russian and more to come)
- Multi-tenant, multi-site manageability
- Role-based administration privileges
- First time setup wizard
- Powerful organization-wide management tools shooting tools
- Rich site-wide management tools
- Site-based auto and smart configuration tools
- Misconfigure protection against disconnecting NCC
- Configuration changing alerts
- Login & Configure auditing
- Real-time and historical monitoring/reporting
- Granular device based information and troubleshooting tools
- Flexible firmware management

ZYXEL

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