

# ZYXEL

Your Networking Ally



# WiFi So Good Your Customers Won't Call You

Seamless Whole-Home WiFi  
is the Key

## MULTY

**Multy Pro Managed WiFi Solution**  
Solution Guide

## The Challenges

# WiFi is the Internet at Home

- Whole-home WiFi is a challenge and an **opportunity** for service providers.



WiFi is the Internet for today's consumers. They demand fast WiFi and 24/7 availability throughout their homes and on every device. Unfortunately, the expectation is still not the reality. Streaming videos buffer, online gaming freezes, and video calls get disconnected. Thus, frustrating users and resulting in costly calls to service providers.

# Retail Mesh VS. SP WiFi Solutions



Retail stores are flooded with “Mesh” WiFi systems promising whole-home WiFi coverage and more. These solutions offer fair WiFi coverage but don’t provide the quality of performance guarantees that would be essential for service providers that offer premium video services. Retail Mesh systems try to fit one solution for all homes with a bundle of two or three WiFi devices.

While retail mesh solutions are inherently lacking significant differentiation on price or features, service providers can perform automatic configuration of dynamic service provisioning, necessary firmware updates from remote locations, status and performance monitoring as well as diagnostics within their deployment areas, to offer better solutions with higher cost efficiency. Service providers can convert the access they have to their subscriber market into recurring managed WiFi service revenue.

## The Solution

# MULTY

Zyxel's Multy Pro Managed WiFi Solution is an advanced, integrated system of hardware, software and a mobile app. Together they provide families with high performance, wall-to-wall WiFi connectivity. The main components include:

### zMESH



Technology for high-performance whole-home WiFi using WiFi gateway and extenders. Key features include auto-configuration, Band steering and seamless client roaming capabilities. Overall superior quality of experience for premium services on all different WiFi clients.

### Multy Pro App



Subscriber care App enables simple and essential self-management, such as complete view of home network, one-click guest WiFi setup, parental control.

### Remote-management



Remote devices & services management with TR-069 and TR-181 for enhanced information.

### Extensive Product Portfolio



Wireless broadband gateways, access points and extenders for multiple home scenarios and solution options.

# Win-Win Solution for Subscribers & Service Providers

Today's home users expect seamless, fast and reliable WiFi throughout their homes and on all of their devices.

In addition to giving their subscribers the connectivity they demand and expect at home, Zyxel Multy Pro Solution creates a win-win situation for both service providers and their subscribers.



## Service Providers' Benefits

- Obtain critical insight into their subscribers' connected homes to enable proactive issue resolution and generate recurring monthly revenues
- Significantly reduce support costs through shortened support calls and fewer truck rolls
- Reduce churn and keep the most valuable high-speed Internet customers happy
- Increase customer retention and offer upsell opportunities



## Subscribers' Benefits

- Whole home coverage
- Optimized performance for mobility and video applications
- Home network visibility and guest WiFi setup at their fingertips
- Quality support and consistent user experience backed up by their service provider



# Zyxel Multy Pro Product Portfolio

Zyxel's Multy Pro Managed WiFi Solution offers a portfolio of product choices to service providers so they can build the right WiFi solution to meet unique requirements of each subscriber's home while providing a uniform experience to their customers. Consumers can finally enjoy premium wireless broadband services and applications, videos, gaming and more, on all their devices, and anywhere in their homes just as they were designed to be experienced.

## Residential Gateways

### VMG8823

Dual-Band  
VDSL2 Gigabit  
IAD



- VDSL2 35b/G.Vector
- AC2200 dual-band WiFi
- 5 GHz: 1.7 Gbps;  
2.4 GHz: 300 Mbps
- Wave 2 WiFi (MU-MIMO)
- Beamforming
- Support TR-069 and TR-181 i2

## Extender

### WAP6804

Wireless AC  
Access Point



- 5 GHz: 1.7 Gbps;  
2.4 GHz: 300 Mbps
- AC2100
- High-power amplifiers
- Beamforming
- Video QoS
- 3 operation modes
- Support TR-069 and TR-181 i2

## App

### Multy Pro



- Network Map — Overview of devices connected
- WiFi Roaming — Clone SSID settings for zero-touch roaming
- Parental control — On, off, and scheduling WiFi devices
- Guest WiFi — QR code for temporary Internet

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**For more product information,  
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