ZYXEL
Your Networking Ally

Connecting Every Guest Anytime Anywhere
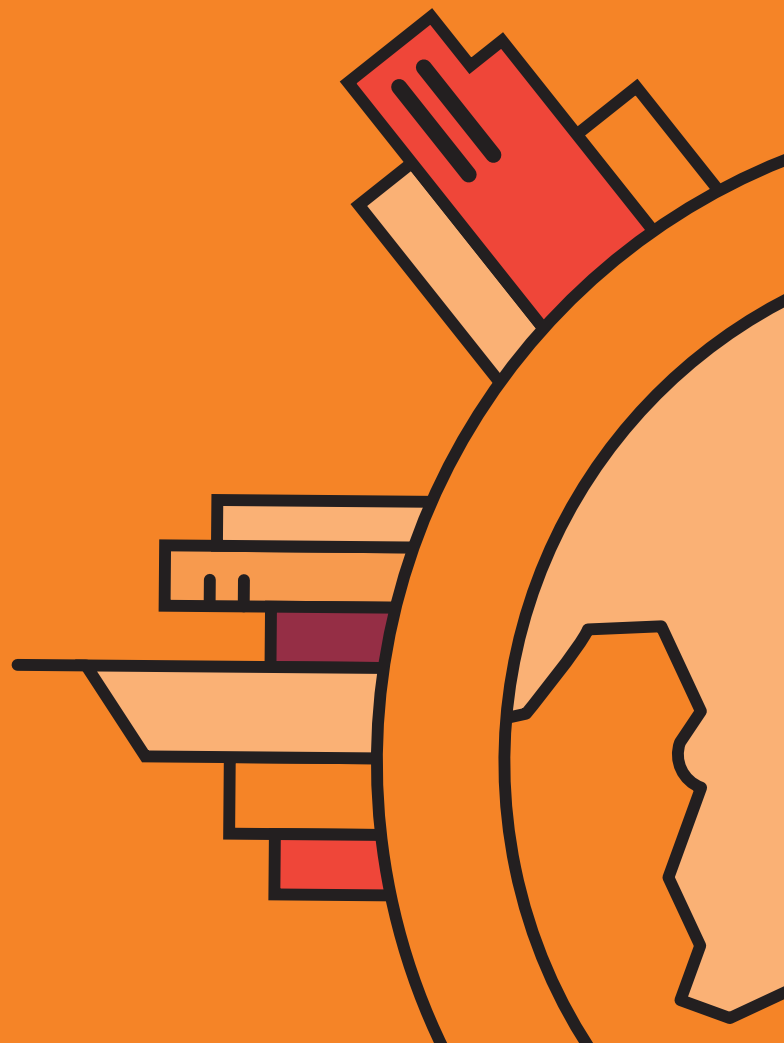
Hospitality
Solution Guide

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

6,200+ hotels
206,000 rooms

Zyxel worldwide achievement for hospitality in 2014-2017

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.

WiFi — 75%

Discount — 70%

Free Parking — 65%
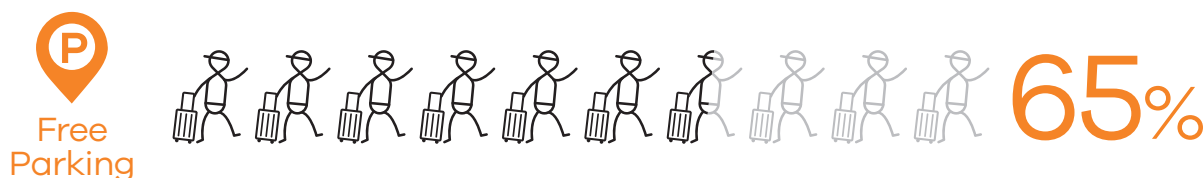
Travelers' top 3 most desired amenities. (Source from Merrill Research verified by an Expedia survey)

Zyxel's Hospitality Solutions

- Seamless wireless connection with a comprehensive product portfolio.

- Customized solutions for various hospitality environments.

- Punctual deployments to meet tight schedules professionally.

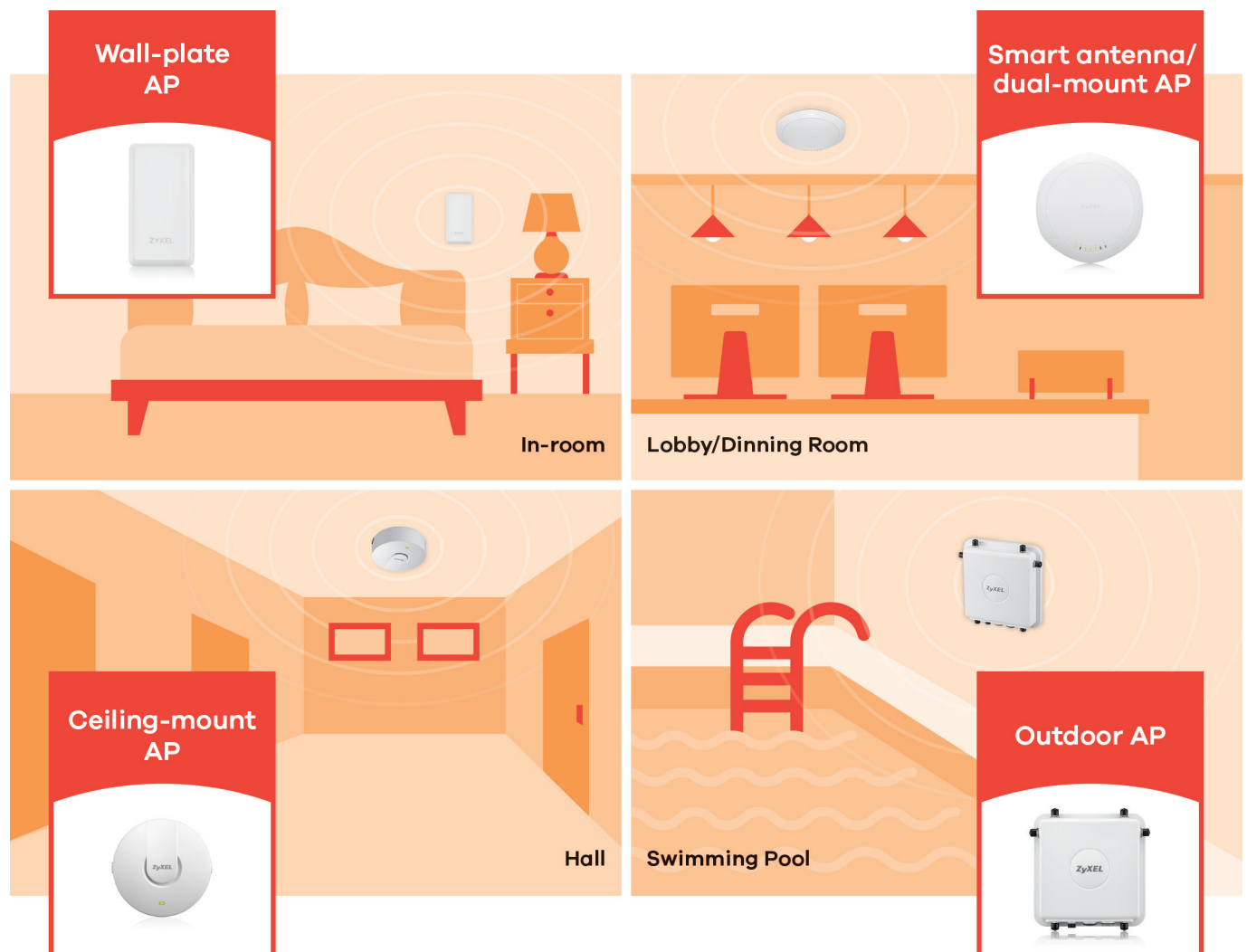- Networking expertise solves complex issues caused by new applications.

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.

Wall-plate AP

In-room

Smart antenna/ dual-mount AP

Lobby/Dinning Room

Ceiling-mount AP

Hall

Outdoor AP

Swimming Pool

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.

Digital TV

or

Smart TV

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.

See our IPTV deployment in action:

> " We are extremely satisfied with the project implementation by Tascan Systems GmbH, and Zyxel products fully meet our expectations. They are working flawlessly and can be extended without any problems with rising demand. "
>
> —**Michael Eckert**
>   Corporate IT Manager, Lindner Hotels

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

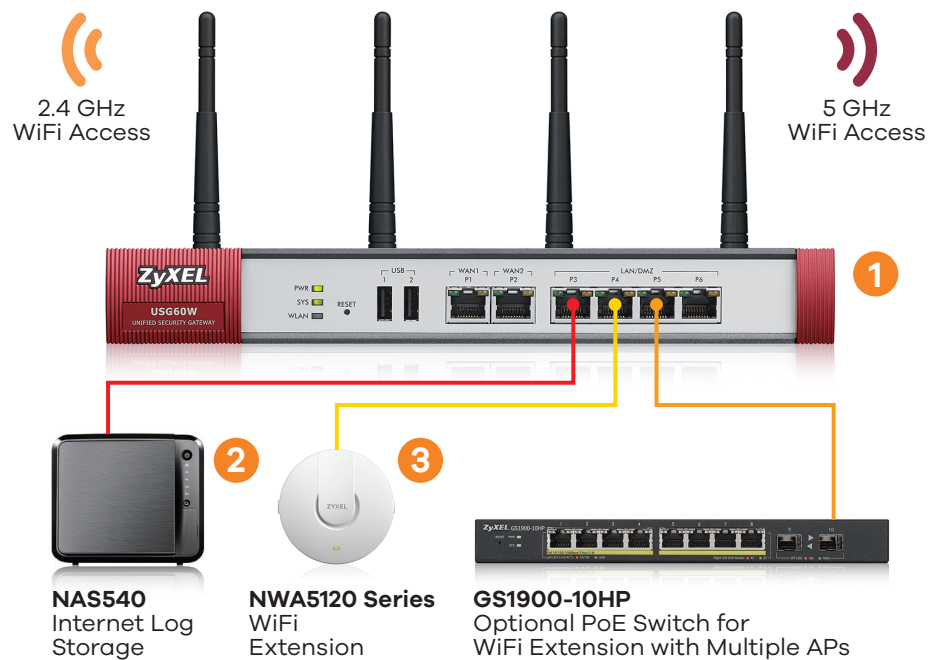|		
Features	• Integrated server with registration and login • Facebook WiFi login	• Concurrent 2.4 GHz & 5 GHz WiFi connectivity • Integrate WLAN controller function to manage multiple APs
Benefits for hospitality	• Easy to deploy WLAN hotspot • Easy mode and wizard design in GUI help to simplify the network management and initial settings	• Intelligence social media authentication by Facebook WiFi • Data retention regulation compliance for future auditing
Benefits for hotel guest	• Surf on the Internet anytime and anywhere • Easy to register	• Peace of mind security WiFi experience • Support VPN for business guests

MENU

Application Scenario

All-in-one UTM Firewall
ZyWALL USG60W

- Robust Internet service plus Firewall
- Instant login by Facebook WiFi
- Data retention compliance

2.4 GHz
WiFi Access

5 GHz
WiFi Access

1

2

3

NAS540
Internet Log
Storage

NWA5120 Series
WiFi
Extension

GS1900-10HP
Optional PoE Switch for
WiFi Extension with Multiple APs

Small to medium venues
For hotels with less than 500 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

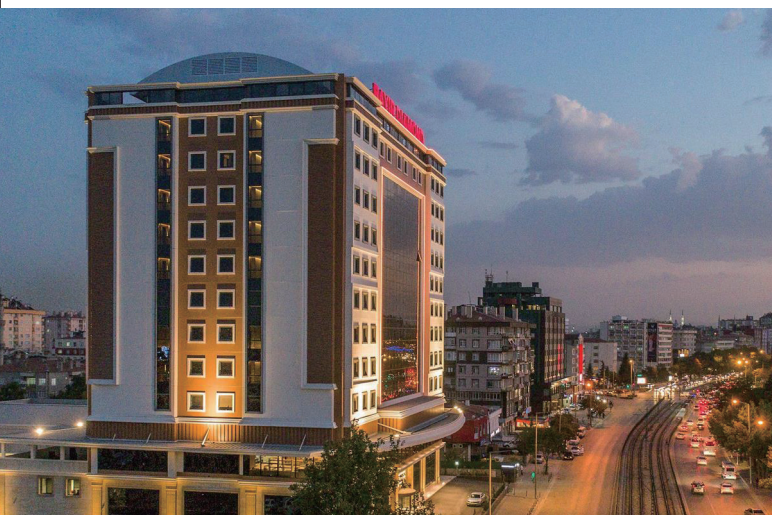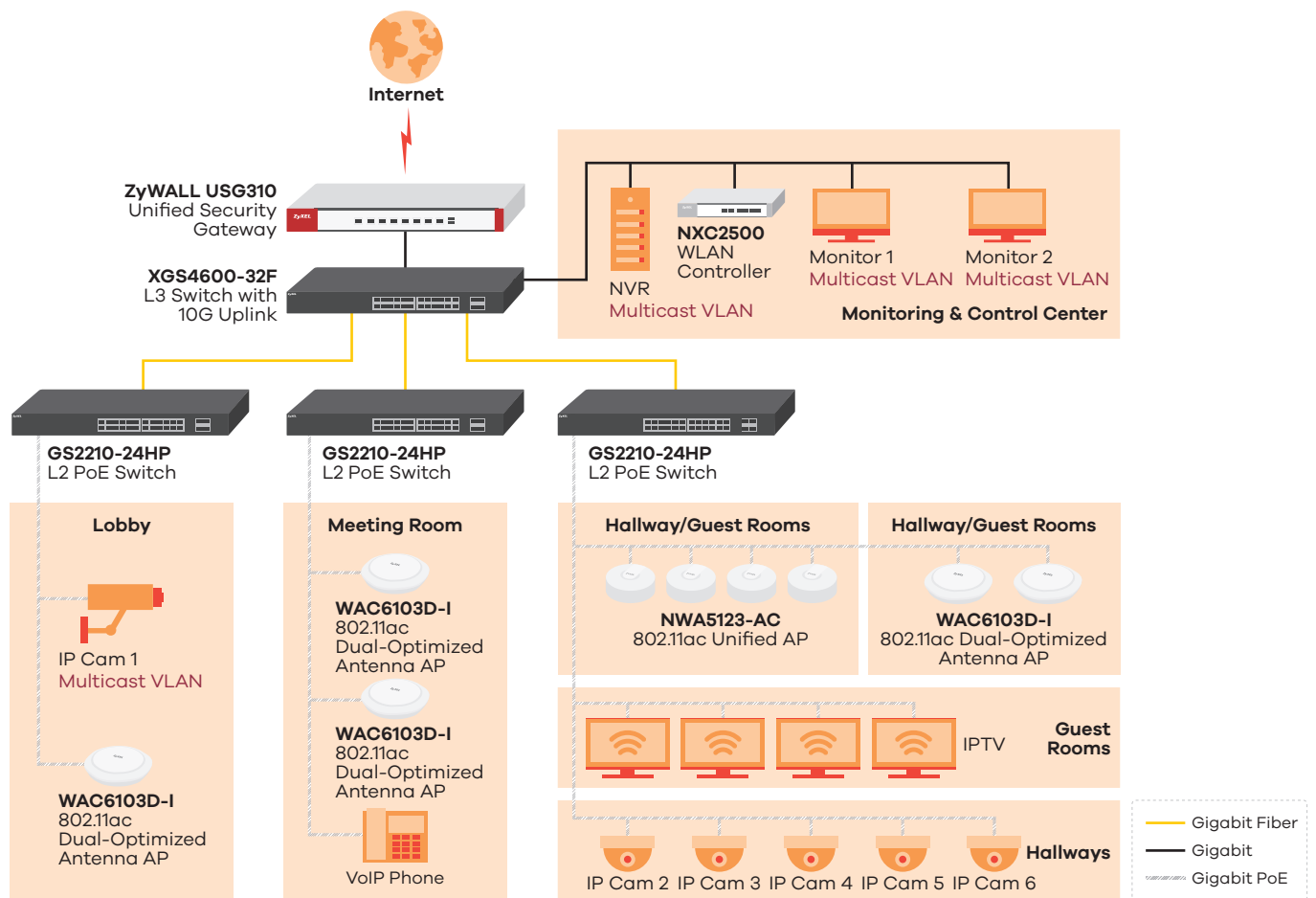|		
Features	• High-speed WiFi of up to 1.75 Gbps • Dual-optimized antenna technology • Managed AP scalability • Excellent IPTV application support with rich multimedia features	• QoS upgraded by rich VLAN and multicast functions • L3 switch features dynamic routing to simplify cross-subnet communications • Full, deep network protection
Benefits for hospitality	• "Dual-optimized" antenna simplifies WiFi planning because it adapts to both wall- and ceiling-mount installations	• 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	• Determine the usage time by requirement • Support VPN for business guests

> **Our Radisson BLU Hotel is located in one of the most beautiful areas of our Ordu province. Our customers require wireless Internet access, which has become as indispensable as hot water in rooms. As an institution that values customer satisfaction, we evaluated these requests and transferred our wireless infrastructure to an expert: Zyxel. We are very pleased with the results of the project and our guests now enjoy wireless Internet access from anywhere in our hotel.**
>
> **—Coşkun Candaş,**
> Ordu Radisson BLU Hotel Vice General Manager

Application Scenario

Internet

ZyWALL USG310
Unified Security Gateway

XGS4600-32F
L3 Switch with 10G Uplink

NXC2500
WLAN Controller

NVR
Multicast VLAN

Monitor 1
Multicast VLAN

Monitor 2
Multicast VLAN

Monitoring & Control Center

GS2210-24HP
L2 PoE Switch

GS2210-24HP
L2 PoE Switch

GS2210-24HP
L2 PoE Switch

Lobby

IP Cam 1
Multicast VLAN

WAC6103D-I
802.11ac
Dual-Optimized
Antenna AP

Meeting Room

WAC6103D-I
802.11ac
Dual-Optimized
Antenna AP

WAC6103D-I
802.11ac
Dual-Optimized
Antenna AP

VoIP Phone

Hallway/Guest Rooms

NWA5123-AC
802.11ac Unified AP

Hallway/Guest Rooms

WAC6103D-I
802.11ac Dual-Optimized
Antenna AP

IPTV

Guest Rooms

IP Cam 2   IP Cam 3   IP Cam 4   IP Cam 5   IP Cam 6

Hallways

Gigabit Fiber
Gigabit
Gigabit PoE

> **Zyxel and their local business partner, Aybiltech, developed a project with the most suitable hardware and software for our hotel and implemented this project with successful planning. We would like to thank Aybiltech for providing this Zyxel-based solution with professional service quality.**
>
> **—Kazım Öztoklu**
> General Manager, Bayır Diamond 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	• High-speed WiFi of up to 1.75 Gbps • Smart antenna technology • Managed AP scalability • Excellent IPTV application support with rich multimedia features	• QoS upgraded by rich VLAN and multicast functions • Layer-2 plus feature set equipped with static, policy route and VRRP • Full, deep network protection
Benefits for hospitality	• Smart antenna delivers best signal in interference-laden environments • 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	• Determine the usage time by requirement • Support VPN for business guests

> " By using this high-tech solution, we can offer our guests effective free Internet access while remaining prepared for the future. "
>
> —Marianne van der Sterren,
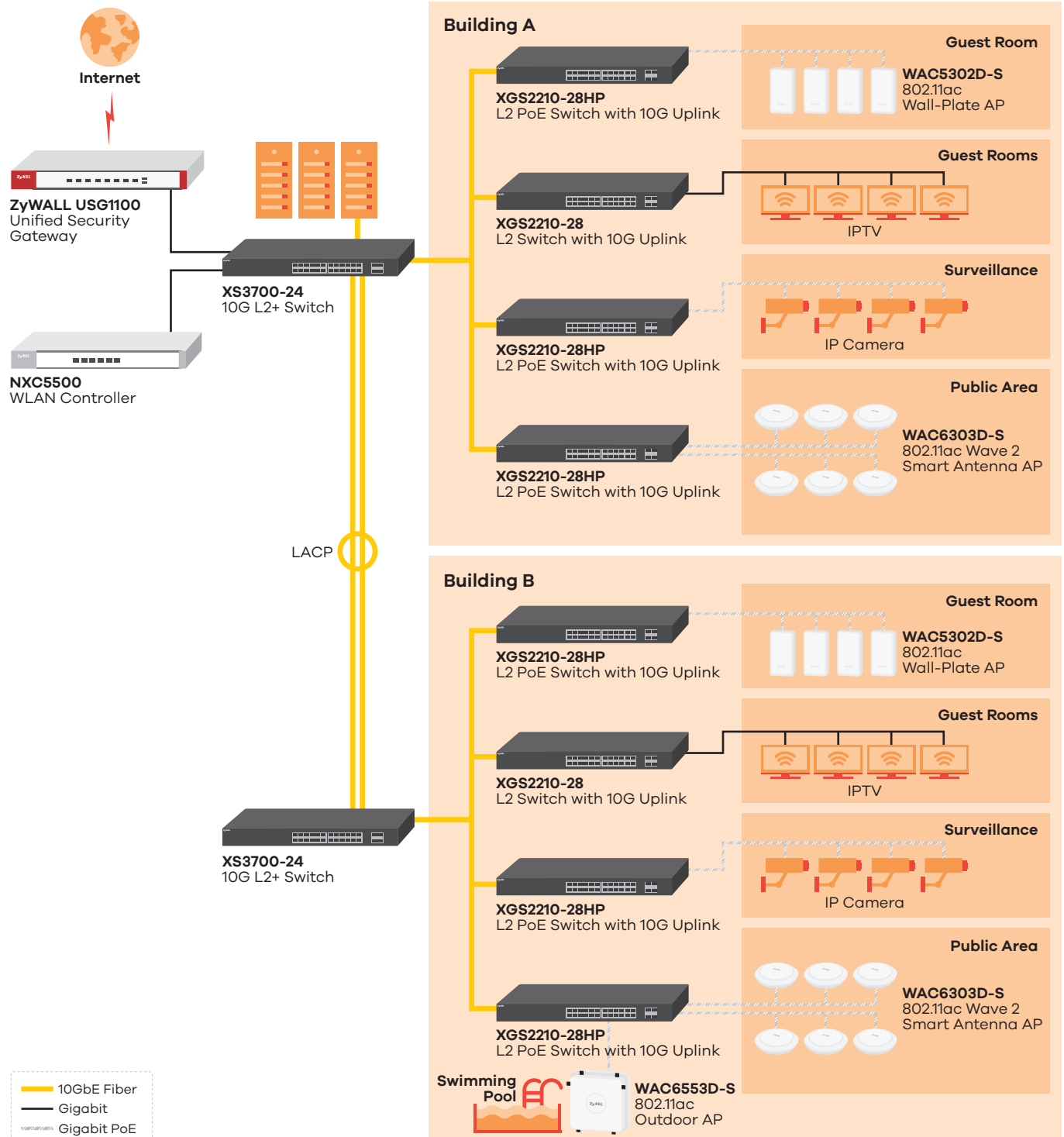> HR/IT Manager of Bastion Hotels

From the WiFi solution provider

> " We have specific knowledge of the 24/7 hospitality market, and we provide added value by not only delivering Zyxel solutions, but also by offering advice, implementation, and maintenance. "
>
> —Bert-Jan Evers,
> Sales Manager of SBit Hospitality Services

Application Scenario

Internet

ZyWALL USG1100
Unified Security
Gateway

NXC5500
WLAN Controller

XS3700-24
10G L2+ Switch

LACP

XS3700-24
10G L2+ Switch

Building A

XGS2210-28HP
L2 PoE Switch with 10G Uplink

Guest Room
WAC5302D-S
802.11ac
Wall-Plate AP

XGS2210-28
L2 Switch with 10G Uplink

Guest Rooms
IPTV

XGS2210-28HP
L2 PoE Switch with 10G Uplink

Surveillance
IP Camera

XGS2210-28HP
L2 PoE Switch with 10G Uplink

Public Area
WAC6303D-S
802.11ac Wave 2
Smart Antenna AP

Building B

XGS2210-28HP
L2 PoE Switch with 10G Uplink

Guest Room
WAC5302D-S
802.11ac
Wall-Plate AP

XGS2210-28
L2 Switch with 10G Uplink

Guest Rooms
IPTV

XGS2210-28HP
L2 PoE Switch with 10G Uplink

Surveillance
IP Camera

XGS2210-28HP
L2 PoE Switch with 10G Uplink

Public Area
WAC6303D-S
802.11ac Wave 2
Smart Antenna AP

Swimming Pool
WAC6553D-S
802.11ac
Outdoor AP

— 10GbE Fiber
— Gigabit
— Gigabit PoE

Nebula cloud networking solutions

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
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
Benefits for hotel guest	• Get connection and access to internet-enabled applications wherever they go without complexity and limit	

"Having regularly discussed with my fellow hoteliers the difficulties they've faced in trying to offer high-quality WiFi, I seized the opportunity to have [Zyxel partner] ISRT help us deploy a solution that was powerful but also respected my constraints. Visitors to my hotels are now happy to tell me how satisfied they are."

—Jean-Paul Suss
    Manager, Champ'Alsace hotels in Haguena

Application Scenario

IT Manager

Nebula Control Center

Internet Traffic | Management Traffic

Internet

Gigabit Fiber
Gigabit
Gigabit PoE

Boutique Hotel

Branch

Branch

Branch

NSG100
Cloud Managed Security Gateway

NSW200-28P
Cloud Managed PoE Switch with 10G Uplink

Server Room

NSW200-28P
Cloud Managed PoE Switch with 10G Uplink

NSW100-28P
Cloud Managed PoE Switch with 10G Uplink

Hallways

NAP102
802.11ac Dual-Radio Cloud Managed AP

Hallways

NAP203
802.11ac Dual-Optimized Antenna Cloud Managed AP

Meeting Room

NAP303
802.11ac Smart Antenna Cloud Managed AP

Hallways

NAP303
802.11ac Smart Antenna Cloud Managed AP

" As a luxury hotel, we have to constantly stay one step ahead to ensure we're providing a premium experience for our guests. We needed to futureproof our business with a high-performance cloud wireless network that could easily scale to accommodate evolving guest demands. "

—Melissa Brown
Head of Business Operations

Product at a glance

WLAN

NXC2500/NXC5500
Wireless LAN Controller

- Centralized WLAN management and auto provisioning
- ZyMesh simplifies complex, inconvenient cabling WiFi deployments
- Flexible traffic forwarding with tunnel and distributed modes
- Comprehensive Internet guest account generator
- Support of multiple authentication methods

WAC6303D-S
802.11ac Wave 2 Dual-Radio Unified Pro Access Point

- Excellent wireless coverage and performance with the latest 3x3 Wave 2 802.11ac technology
- Smart antenna technology and next generation beamforming deliver maximum coverage
- Innovative MU-MIMO technology increases downstream throughput by simultaneously talking to multiple devices at the same time
- Simple installation with APFlex™ or Zyxel Utility makes installation and setup a breeze whether for just single or multiple units at once
- Solid state capacitors and advanced heat dissipation ensure high reliability and long life—even in the toughest environments
- Advanced Cellular Coexistence minimizes interference from 3G/4G cellular networks

WAC6103D-I

802.11ac Dual-Radio Dual-Optimized Antenna 3x3 Access Point

- Enterprise class 3x3 802.11ac AP supports combined data rates of up to 1.75 Gbps
- "Dual-optimized antenna" allows pattern optimization adapting to wall- or ceiling mount installations
- Stylish, ultra-slim ID design as the 32 mm height blends perfectly into modern interior decorations
- APFlex™ and Zyxel one network utilities make deployment simple and fast

WAC5302D-S

802.11ac Wall-Plate Unified Access Point

- Clever wired and wireless network solution for individual hotel guest rooms
- The world's first wall-plate AP design that can be mounted on wall plates or directly in any nook or cranny
- Equipped with smart antenna which is proven able to mitigate interference from neighboring APs
- Enterprise-class 2x2 802.11ac AP supporting combined data rates of up to 1.2 Gbps

NWA5120 Series

802.11n/ac and 11n Unified Access Point

- Ceiling and wall mountable
- Plenum rated housing
- 2-in-1 standalone/managed AP design
- CAPWAP management supported
- Enterprise class 2x2 802.11ac AP supports combined data rates of up to 1200 Mbps (NWA5123-AC)
- APFlex^{TM} and Zyxel one network utilities make deployment simple and fast

Switch

XGS4600 Series

28/48-port Gigabit L3 Managed Switch with 4 SFP+ Uplink
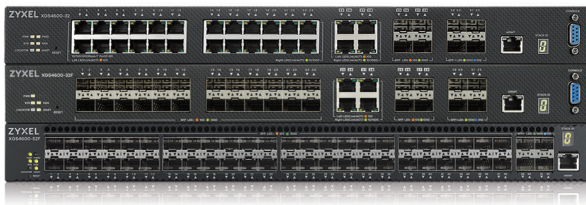
- Four built-in 10G SFP+ uplinks enable congestion-free, smooth data delivery for high-bandwidth applications
- Provides high-bandwidth with true physical stacking of up to 4 units and 112 Gigabit ports (32/32F models only)
- Features dynamic routing to simplify cross-subnet communications for hospitality venues that operates complex networks
- High resiliency with redundant power supply units

XS3700-24
24-port 10-Gigabit L2+ Switch

- Flexible 10GbE connectivity with 12 SFP+ slots, 8 10G BASE-T ports and 4 SFP+ combo ports
- Layer-2 plus (L2+) feature set equipped with static, policy route and VRRP
- No single-point of failure hardware and software design
- Redundant and hot-swappable power supply module
- Comprehensive security features to ensure network availability

GS2210 Series
Layer 2 Managed Switch

XGS2210 Series
Layer 2 Managed Switch with 10GbE Uplink
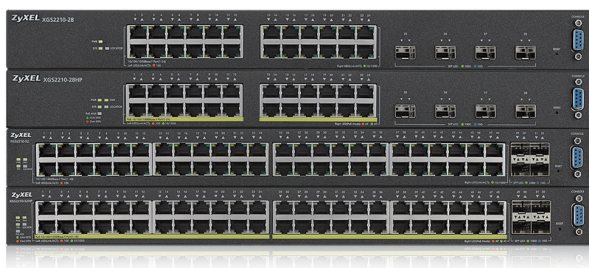
- L2 multicast, IGMP snooping, and MVR for convergence
- Enhanced network protection with IP source guard, DHCP snooping, ARP inspection, CPU protection
- L2, L3 and L4 filtering, MAC freeze, port isolation, guest VLAN for improved isolation and access control
- Support 802.3at PoE+ offering 30 W per port
- XGS2210 Series supports physical stacking up to 2 units
- XGS2210 Series supports sFlow that analyzes client behavior to discover source of bandwidth abuse

GS1920 Series

24/48-port Gigabit Smart Managed Switch

- GbE RJ-45, GbE combo (RJ-45/SFP) and fixed GbE SFP connectivity
- PoE models comply with IEEE 802.3at PoE Plus with 375 W power budget
- Reliable network availability with Loop Guard, IPSG, and CPU protection
- RADIUS, static MAC forwarding and 802.1X authentication-enhance network security

Security

ZyWALL USG1100

Unified Security Gateway

- UTM Firewall for medium and large-sized businesses and campuses
- Anti-malware protection with Anti-Virus, Anti-Spam, Content Filtering 2.0, IDP, Application Patrol and SSL inspection
- Robust SSL, IPSec and L2TP over IPSec VPN connectivity and VPN High Availability (HA)
- Unified security policy
- Device HA Pro ensures smart handover
- Hotspot management is supported
- Facebook WiFi, Intelligence social media authentication

ZyWALL USG310
Unified Security Gateway

- Unified Security Firewall gateway Firewall for small and medium-sized businesses
- Complete network protection with firewall, Anti-Virus, Anti-Spam, Content Filtering 2.0, IDP, Application Patrol
- Robust SSL, IPSec and L2TP over IPSec VPN connectivity and VPN High Availability (HA)
- Unified security policy
- Cloud helper provide friendly firmware upgrade
- Device HA Pro ensures smart handover
- Hotspot management is supported
- Facebook WiFi, Intelligence social media authentication

ZyWALL USG60W
Unified Security Gateway

- All-in-one UTM Firewall for small businesses
- Complete network protection with Anti-Virus, Anti-Spam, Contetnt Filtering 2.0, IDP and Application Patrol
- Robust SSL, IPSec and L2TP over IPSec VPN connectivity
- Unified security policy
- Integrated dual-radio wireless access point
- Facebook WiFi, Intelligence social media authentication

Nebula Cloud Networking

NCC
Nebula Control Center

- Responsive Web design and intuitive user interface
- Multi-tenant, multi-site view
- Role-based administration privileges
- Real-time and historical monitoring/reporting
- Site-based auto and smart configuring tools
- Rich site-wide management tools
- Configuration changing alerts
- Misconfigure protection against disconnecting NCC
- Configure login auditing
- SSL certificates and idle timeout
- Multi-lingual management interface (English, Traditional Chinese and more to come)

NAP Series
Nebula Cloud Managed 11ac Access Points

- 2x2 802.11ac AP supports up to 1.2 Gbps (NAP102)
- 3x3 802.11ac AP supports up to 1.75 Gbps (NAP203, NAP303, NAP353)
- Dual-optimized antenna (NAP203)
- Smart antenna design (NAP303)
- IP66-rated weather protection (NAP353)
- Self-configuring, zero-touch deployments
- Enterprise security and RF optimization
- DCS, load balancing and smart client steering

NSW Series
Cloud Managed PoE Switches
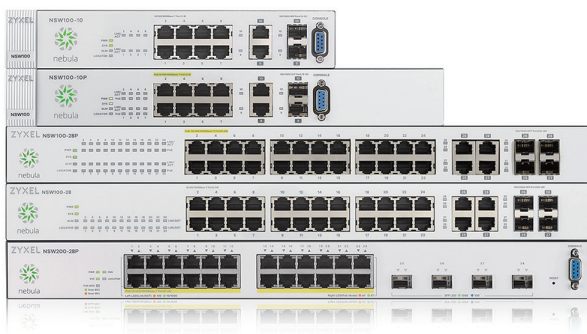
- Gigabit access switch with essential L2 features
- Support 10GE uplinks to servers for high bandwidth network (NSW200-28P)
- User-friendly ACL and VLAN configuration
- Optimized for quality voice and video traffic with high 375-watt (NSW200-28P, NSW100-28P)/180-watt (NSW100-10P) power budget PoE technology

NSG Series
Cloud Managed Security Gateways

- Complete networking, security and application control over the cloud
- Zero-touch site-to-site VPN
- Secure networks with IDP and Application Patrol, Content Filtering and Anti-Virus*
- Built-in DHCP, NAT, QoS and VLAN management
- Static route and dynamic DNS support
- Identity-based security policies and application management

* Every Nebula Security Gateway is pre-bundled with one year IDP and Application Patrol, Content Filtering and Anti-Virus services

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