Connecting Every Guest Anytime Anywhere

Hospitality Solution Guide
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.

- 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.

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

Giving guests a smooth TV experience
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, bistro, 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 smartphones, tablets and laptops, WiFi hotspot authentication and billing service.

Features & Benefits

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

All-in-one UTM Firewall
ZyWALL USG60W

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

1. 2.4 GHz WiFi Access
2. NAS540 Internet Log Storage
3. NWA5120 Series WiFi Extension
4. GS1900-10HP Optional PoE Switch for WiFi Extension with Multiple APs
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
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

*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

Building A

- ZyWALL USG1100 Unified Security Gateway
- NXC5500 WLAN Controller
- Internet
- XS3700-24 10G L2+ Switch
- LACP

Guest Room
- WAC5302D-S 802.11ac Wall-Plate AP

Guest Rooms
- WAC6303D-S 802.11ac Wave 2 Smart Antenna AP

Surveillance
- IP Camera

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

Building B

- ZyWALL USG1100 Unified Security Gateway
- NXC5500 WLAN Controller
- Internet
- XS3700-24 10G L2+ Switch
- LACP

Guest Room
- WAC5302D-S 802.11ac Wall-Plate AP

Guest Rooms
- WAC6303D-S 802.11ac Wave 2 Smart Antenna AP

Surveillance
- IP Camera

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

Internet
- XS3700-24 10G L2+ Switch
- LACP
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.

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<td>• Simple to manage from the cloud</td>
<td>• Nebula networking hardware is designed for zero-touch deployments that can be installed without sending IT professionals on site</td>
<td>• Get connection and access to internet-enabled applications wherever they go without complexity and limit</td>
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<td>• Reliable and stable service</td>
<td>• Free cloud management for the life of the product without the need for ongoing costs</td>
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<td>• Manage and control the daily needs remotely</td>
<td>• Intuitive interface provides centralized management over all Nebula devices distributed throughout the hotels, as well as complete visibility over devices and users</td>
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<tr>
<td></td>
<td>• Hotels with small or limited IT team can still run their networks perfectly well</td>
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<td></td>
<td>• Easily, and fast, monitoring every branches from a single platform</td>
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“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 Haguenau
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™ 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

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**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, Content 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