



ZYXEL
NETWORKS

Connecting Every Guest Anytime, Anywhere

Hospitality
Solution Guide


Zyxelone 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

7.2K+ hotels

283K+ rooms

Zyxel worldwide achievement for hospitality since 2014



WiFi:

The must-have amenity for today's travelers

When choosing a hotel, reliable and free WiFi consistently ranks among the top ten guest requirements. For business travelers, a stable connection is essential both in-room and in common areas. Families with teenagers expect high-speed internet to stay connected and entertained. For international travelers, WiFi is indispensable for navigating maps, booking activities, and staying in touch.

At the same time, hotel entertainment expectations have shifted. Guests no longer want to scroll through dozens of cable channels. Instead, they look for streaming services, Chromecast, Bluetooth speakers, and other digital options that enhance their stay. These modern amenities not only improve satisfaction but also drive positive reviews and repeat visits.

Zyxel's Hospitality Solutions



Seamless wireless connection with a comprehensive product portfolio and proactive cloud networking management features



Punctual deployments to meet tight schedules professionally



Customized solutions for various hospitality environments

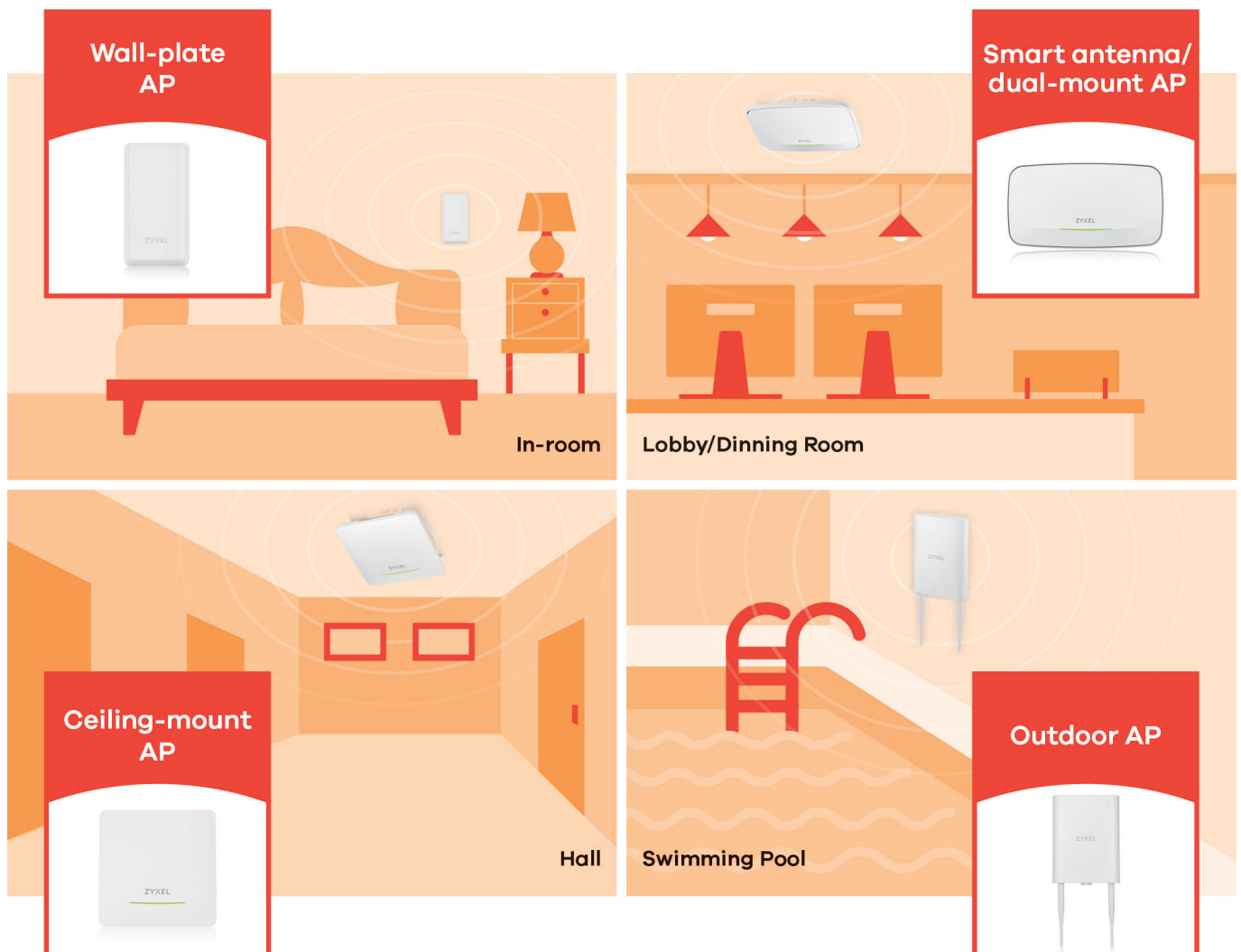


Networking expertise solves complex issues caused by new applications

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
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



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.



Customer: Chef Museum Restaurant

Location: Seoul, Korea

Partner: ebaseNET LG U+

For cafeterias, bistros, clinics

In cafeterias, restaurants, or clinics, a compact, easy-to-install, high-performance, and scalable solution is essential. Zyxel offers high-speed WiFi 7 access points, UTM firewalls that ensure a safe and seamless guest experience, and

Multi-Gig PoE switches (for extended networks if needed), all designed for small businesses or simple network infrastructures—providing an all-in-one experience.

Features & Benefits

Features

- Support a variety of WiFi hotspot authentication methods
- Connect & Protect (CNP) AP security service to protect small business WiFi (supported by Nebula-managed access point)
- Guest Access Control secures connections and isolates internal systems, delivering a safe, seamless guest experience

Benefits for hospitality

- Enterprise-grade WiFi 7 for small businesses offers a cost-effective solution
- Stay ahead of threats with Collaborative Detection & Response (CDR)
- Blocks unsafe contents and brings application visibility with throttling to streamline connectivity (CNP)
- 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

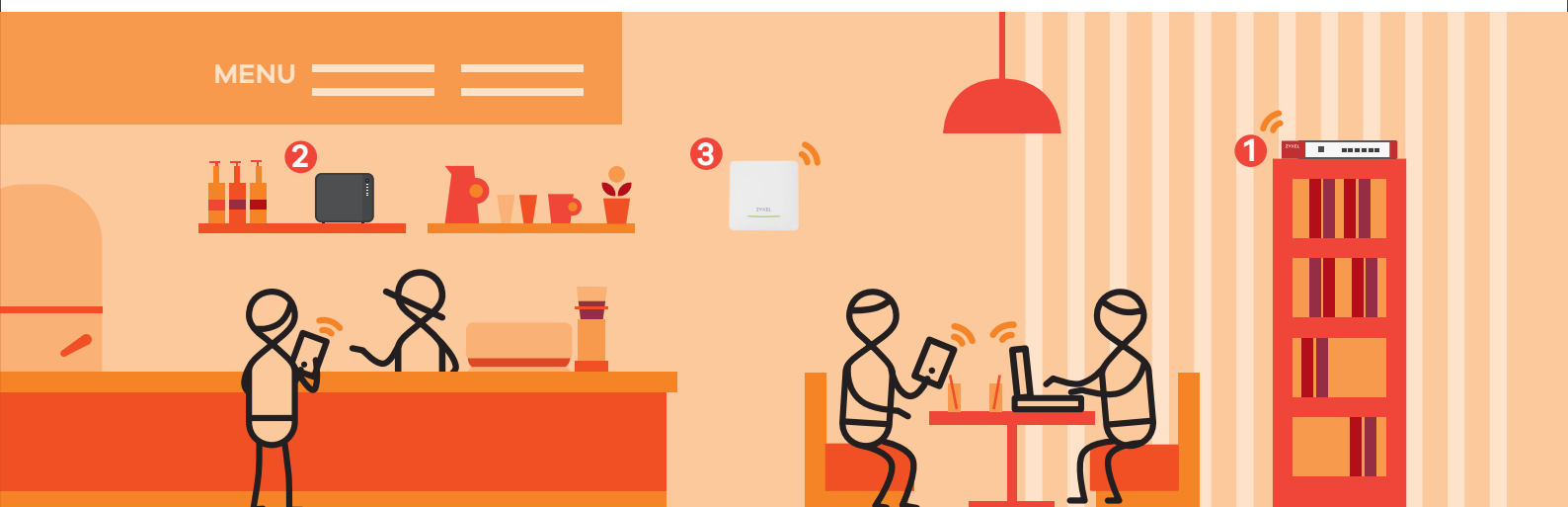
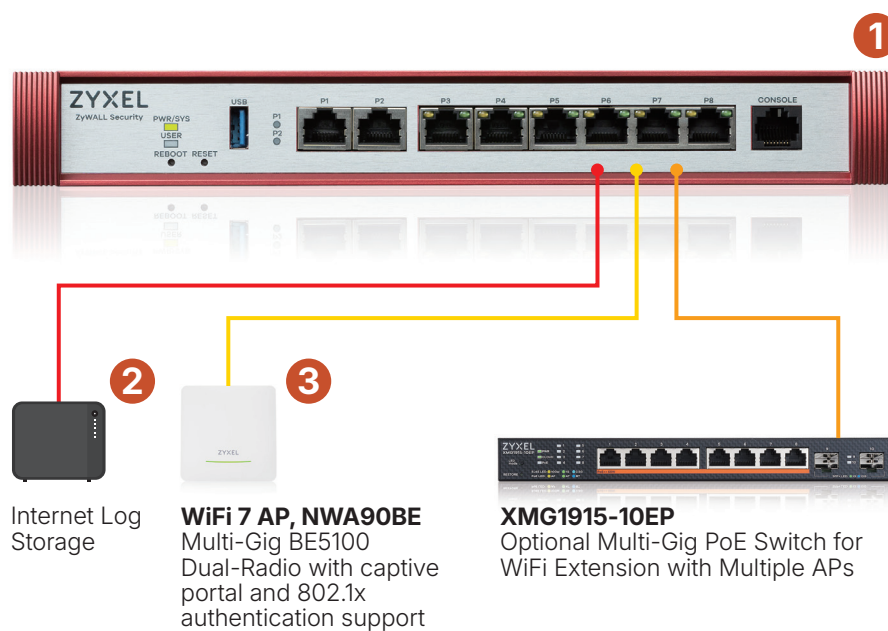
Technical Director, vTech Solution JSC

Application Scenario

All-in-one UTM Firewall

USG FLEX 200H

- 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

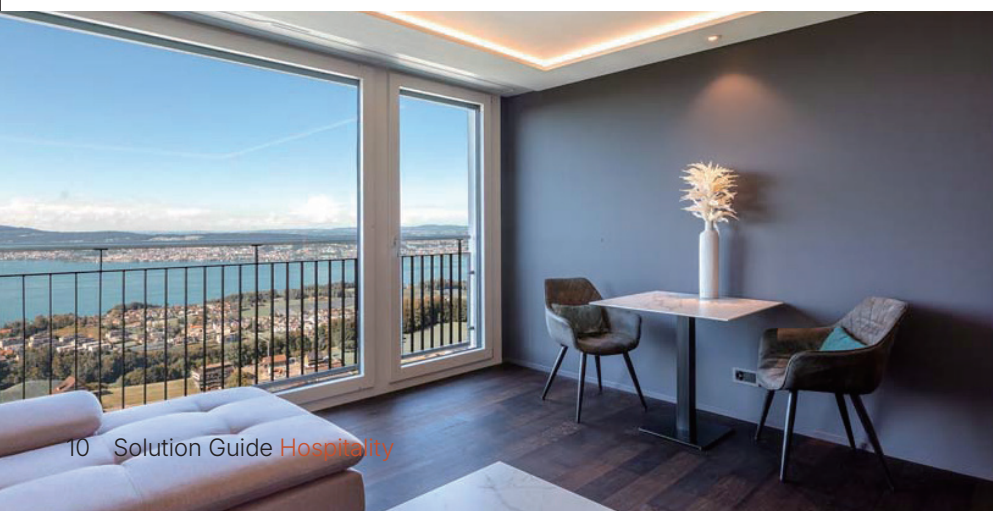
- WiFi Voucher generates time-limited access codes for secure, hassle-free guest connectivity with less IT effort
- Dual-optimized antenna technology
- Tiered WiFi Management enables multiple SSIDs, priority for VIPs, and limits on guest access for smooth, reliable connections.
- Excellent IPTV application support with rich multimedia features
- WiFi Aid and Wireless Health help solve connection issues and optimize the wireless network before the problem arises
- Programmable SSID simplifies setup by creating unique SSIDs for each guest room with a single configuration
- 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
- Fast network deployment and management tools
- Resiliency and availability for non-stop business continuity
- Enhances Internet safety by using firewall

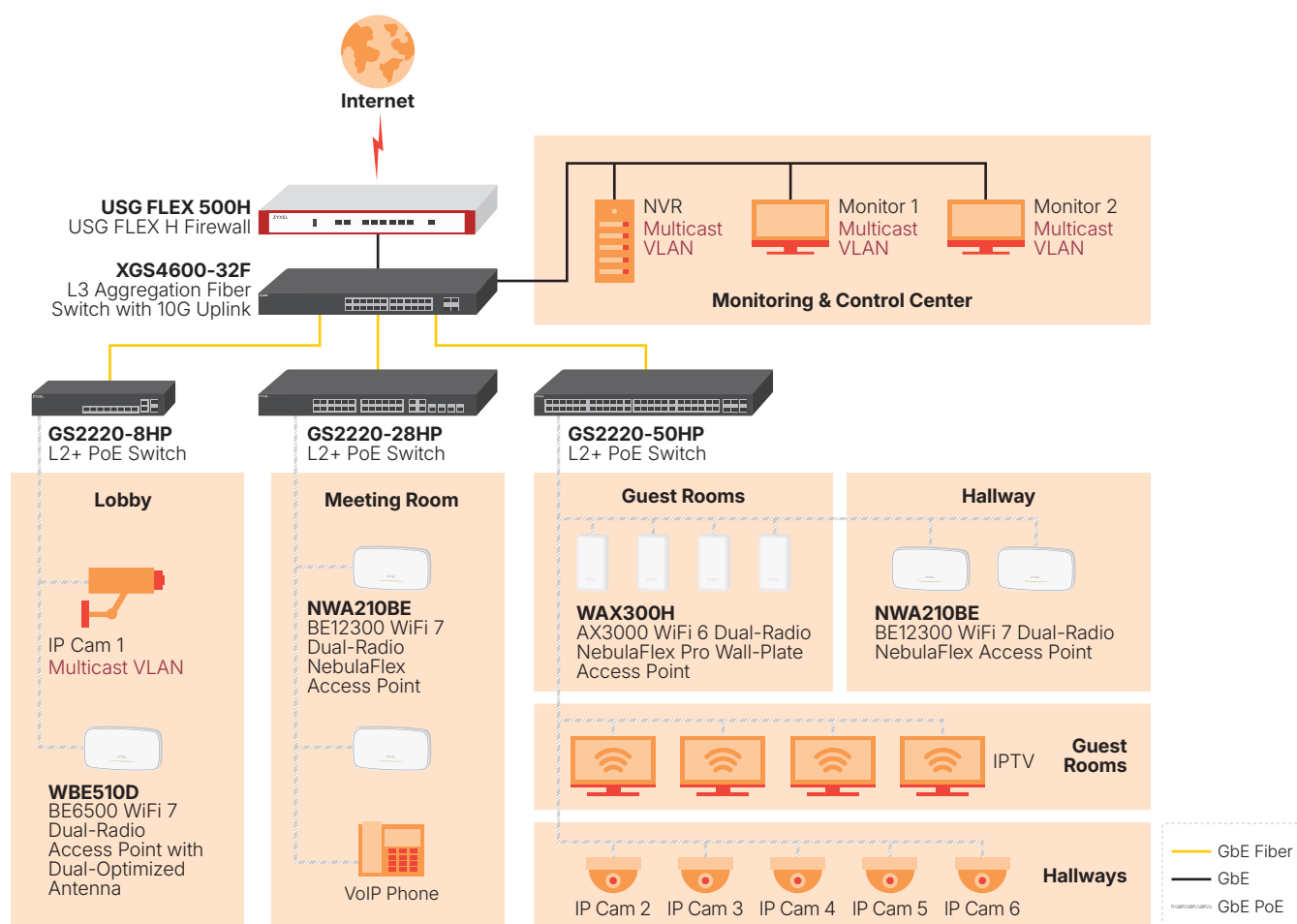
Benefits for hotel guest

- 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



Customer: Panorama Resort & Spa
Location: Feusisberg, Switzerland
Partner: zurichnetgroup AG

Application Scenario



“Zyxel Networks provided us with an experience that exceeded all expectations! In a challenging environment with high user traffic and constant interference, the network not only remained stable but also delivered exceptional performance.

Now, at Acqua Inn, guests enjoy high-quality WiFi connectivity, enhancing their experience throughout their stay. This transformation has elevated our operations and strengthened our confidence in choosing Zyxel Networks.”

—Vanessa Furiato
Commercial Manager, Wispot

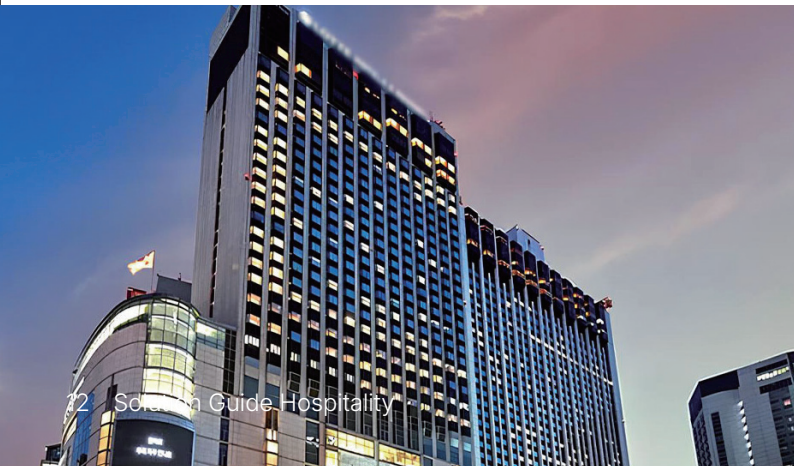
Medium to large venues

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	• WiFi Voucher generates time-limited access codes for secure, hassle-free guest connectivity with less IT effort • Concurrent 2.4GHz, 5GHz, and 6GHz WiFi 7 connectivity • WiFi Aid and Wireless Health help solve connection issues and optimize the wireless network before the problem arises • Smart antenna technology • Tiered WiFi Management enables multiple SSIDs, priority for VIPs, and limits on guest access for smooth, reliable connections	• DPPSK provides unique user keys, centralized control, and real-time connection monitoring • Excellent IPTV application support with rich multimedia features • Programmable SSID simplifies setup by creating unique SSIDs for each guest room with a single configuration. • 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	• Smart antenna delivers best signal in interference-laden environments • Effective WiFi management features enable proactive WLAN optimization and troubleshooting, even before the problem arises • Fast network deployment and management tools	• 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 • Multi-Gig offers 2.5GbE or 10GbE options to improve network speed significantly based on your need • 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



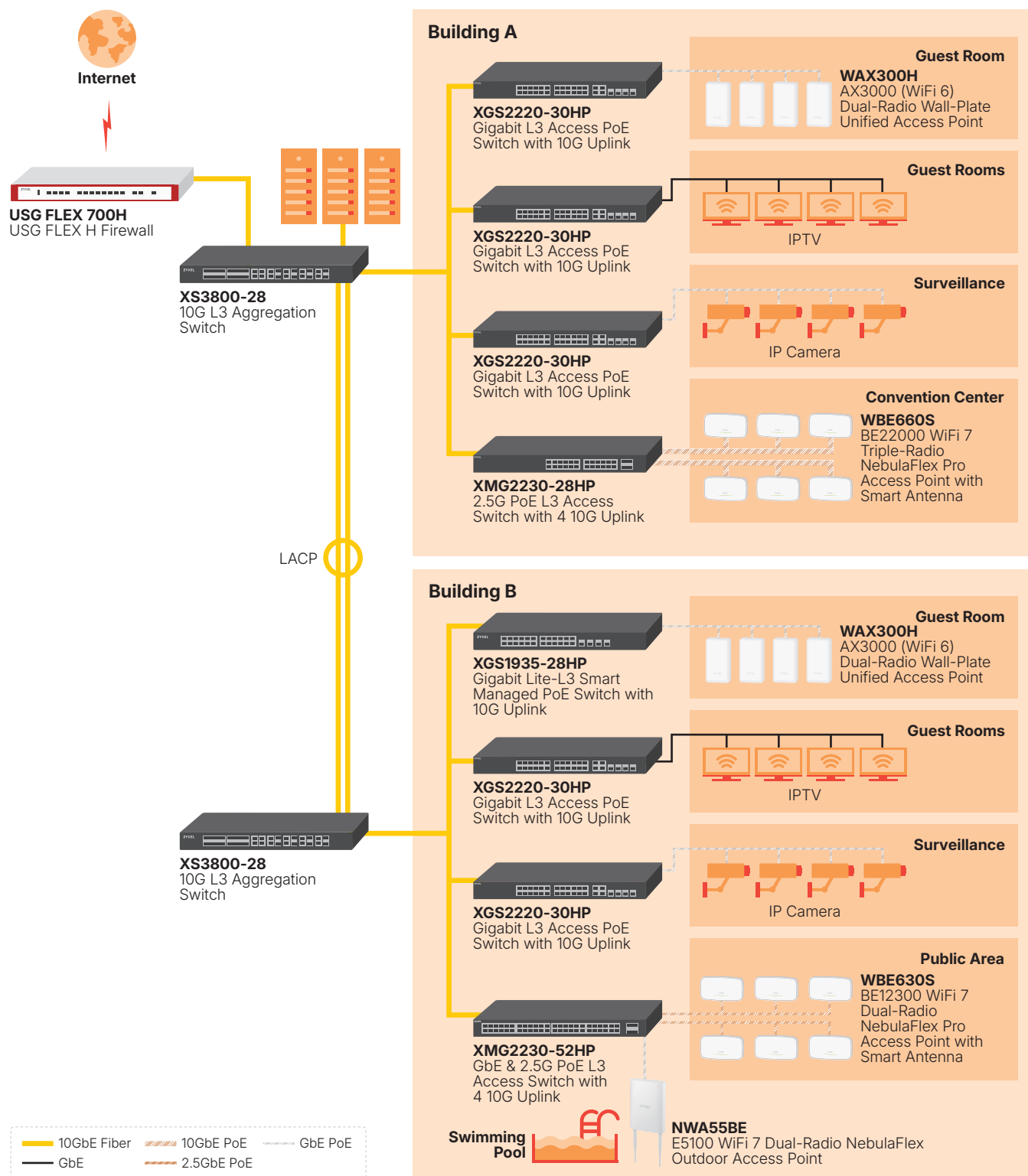
Customer: Myeongdong 5-star hotel

Location: Seoul, South Korea

Organization Size: 38 floors above ground,
1,000 guest rooms

Partner: LGU+ Newnet Information Technology

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
- Multi-site deployment and management tools
- Intuitive interface provides centralized management over all Nebula devices distributed throughout the hotels, as well as complete visibility over devices and users
- Timely alerts and notifications of network issues via email or in-app push for quick response
- Effective WiFi management features enable proactive WLAN optimization and troubleshooting, even before the problem arises
- Multi-Gig offers 2.5GbE or 10GbE options to improve network speed significantly based on your need

Benefits for hotel guest

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

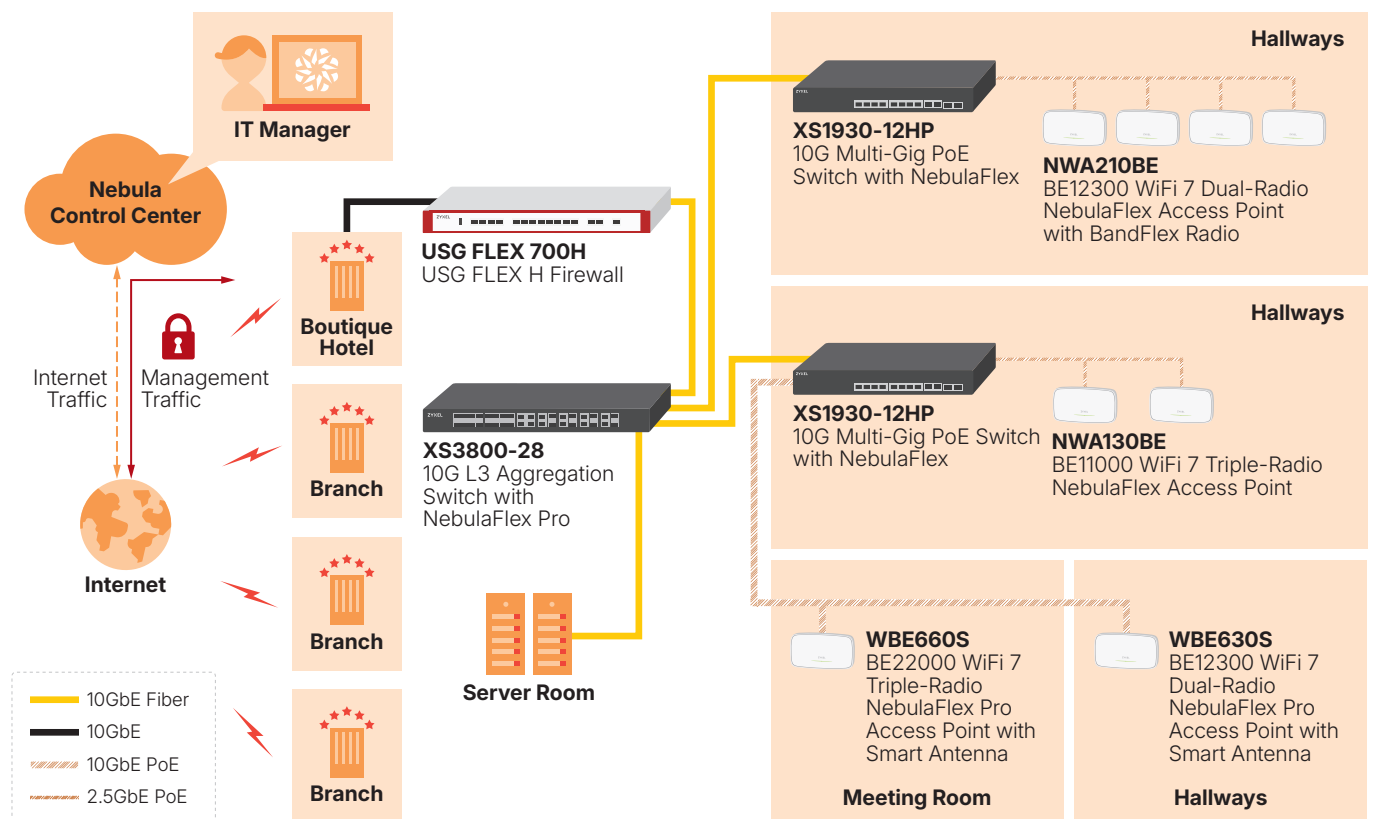


“ With Zyxel Networks’ Nebula solution, network switches, and APs, we can manage equipment in our restaurants across Singapore remotely. Gone are the days of logging into each device to configure; now we log in to our Nebula account and can configure any device in our organization easily. ”

—Nelson Tay

Assistant IT Manager,
JUMBO Group of Restaurants

Application Scenario



Customer: Gimhae Hotel & Resort

Location: Gimhae, Korea

Product at a glance

WLAN

WBE660S

BE22000 WiFi 7 Triple-Radio
NebulaFlex Pro Access Point



- BE22000 (4x4 in 2.4GHz, 4x4 in 5GHz, 4x4 in 6GHz) tri-radio access point provides lightning-fast speeds up to 22Gbps and lower latency for real-time responsiveness
- The 1x 10GbE uplink port unlocks WiFi 7 speeds and enables true 10GbE super broadband
- Smart antenna is the proven technology that can mitigate interference and boost WiFi 7 performance
- Advanced Cellular Coexistence minimizes interferences from 4G/5G cellular networks
- Can be powered by PoE bt (PoE++) or USB Type C charger (45W) to offer flexible powering options
- NebulaFlex Pro allows users to switch among standalone, on-premises controller managed or intuitive Nebula cloud managed mode with 1-Year Pro Pack bundled

WBE510D

BE6500 4-Stream WiFi 7 Dual-Radio
NebulaFlex Pro Access Point



- BE6500 (2.4GHz: 2x2:2, 5 or 6GHz: 4x4:2) dual-radio access point offers blazingly fast WiFi 7 speeds of up to 6.5Gbps
- The dual-optimized antenna offers wall and ceiling mounting modes to accommodate your deployment needs
- BandFlex design supports either 5GHz or 6GHz by configuration, fitting seamlessly into existing 5GHz coverage while futureproofing for 6GHz
- NebulaFlex Pro allows users 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

NWA210BE

BE12300 WiFi 7 Dual-Radio
NebulaFlex Access Point



- BE12300 (with 2x2:2 at 2.4GHz and 4x4:4 at 5 or 6GHz) dual-radio access point provides blazing-fast speeds up to 12.3Gbps and lower latency for real-time responsiveness
- BandFlex design supports either 5GHz or 6GHz by configuration, fitting seamlessly into existing 5GHz coverage while futureproofing for 6GHz
- Advanced Cellular Coexistence minimizes interferences from 4G/5G cellular networks
- Can be powered by PoE at (PoE++) or USB Type C charger to offer flexible powering options
- NebulaFlex allows users to switch between standalone and our license-free Nebula cloud management

NWA130BE

BE11000 WiFi 7 Triple-Radio
NebulaFlex Access Point



- BE11000 (2x2 in 2.4, 5, and 6GHz) tri-radio access point provides blazingly fast WiFi 7 speeds up to 11Gbps and lower latency for real-time responsiveness
- The 2 x 2.5G Ethernet ports enable seamless integration with the existing infrastructure without re-cabling
- The advanced RF filter prevents interference between the 5GHz and 6GHz bands while guaranteeing performance in all channels
- Advanced Cellular Coexistence minimizes interferences from 4G/5G cellular networks
- NebulaFlex allows users to switch between standalone and our license-free Nebula cloud management

NWA110BE

BE6500 WiFi 7 Dual-Radio
NebulaFlex Access Point



- BE6500 (with 2x2:2 at 2.4GHz and 4x4:2 at 5 or 6GHz) dual-radio access point provides blazing-fast speeds up to 6.5Gbps and lower latency for real-time responsiveness
- BandFlex design supports either 5GHz or 6GHz by configuration, fitting seamlessly into existing 5GHz coverage while futureproofing for 6GHz
- Advanced Cellular Coexistence minimizes interferences from 4G/5G cellular networks
- Can be powered by PoE at (PoE++) or USB Type C charger to offer flexible powering options
- NebulaFlex allows users to switch between standalone and our license-free Nebula cloud management

NWA90BE

BE5100 4-Stream WiFi 7 Dual-Radio
NebulaFlex Access Point



- BE5100 (2.4GHz: 2x2:2, 5GHz: 2x2:2) dual-radio access point offers blazingly fast WiFi 7 speeds of up to 5.1Gbps
- Captive portal and IEEE 802.1X authentication support provides enterprise-level security
- The 2.5GbE port unlocks speeds beyond gigabit, providing a cost-efficient upgrade to experience WiFi 7 performance while maintaining compatibility with your existing infrastructure
- Smart Mesh automatically forms dynamic wireless links and mitigates complex, inconvenient cabling WiFi deployments
- NebulaFlex allows users to switch between standalone or intuitive Nebula cloud managed modes as needed

NWA55BE

E5100 4-Stream WiFi 7 Dual-Radio
NebulaFlex Outdoor Access Point



- BE5100 (2.4GHz: 2x2:2, 5GHz: 2x2:2) dual-radio outdoor access point offers blazingly fast WiFi 7 speeds of up to 5.1Gbps
- 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
- NebulaFlex allows users to switch between standalone and our license-free Nebula cloud management

WAX300H

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

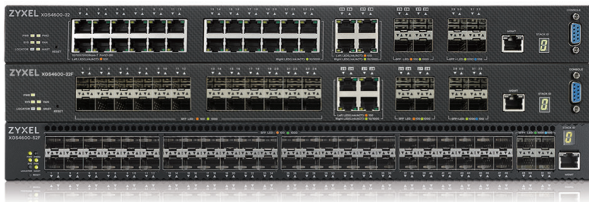


- AX3000 (2x2:2 in 5GHz and 2.4GHz) PoE-powered AP provides a maximum data rate of 3000Mbps to enable seamless connectivity with extended range for every corner in the hotel room
- 4 Gigabit Ethernet ports (1x 802.3at uplink port + 3x LAN ports) including one downlink PD port supporting 802.3at PoE power (5W) for wired application
- The versatile wall-plate AP design that can be mounted on wall plates or directly in anywhere
- NebulaFlex Pro allows users 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

Switch

XGS4600 Series

28/48-port GbE L3 Aggregation Switch
with 4 10G 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 operate complex networks
- Redundant power supply module

XS3800-28

28-port 10G Multi-Gigabit L3
Aggregation Switch



- Support Multi-Gigabit connections (100M/1G/2.5G/5G/10G)
- Physical stacking of up to 4 units
- NebulaFlex Pro allows users 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

XMG2230 Series*

24/48-port GbE and 2.5G L3 Access Switch
with 4 10G Uplink

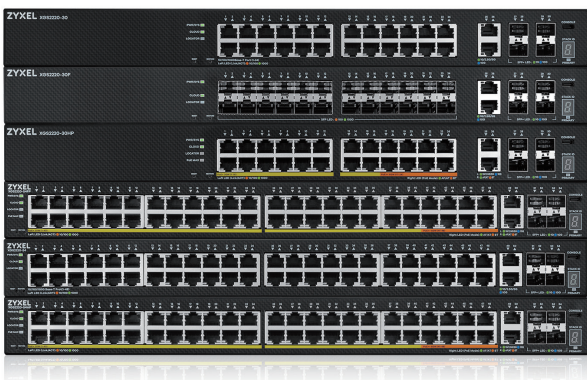


- Flexible Multi-Gig port configuration for scalable WiFi 7 rollouts
- High resiliency and stability with dual power source options of internal AC primary, optional external DC backup
- Adaptive PoE power budget with either internal AC power 700W (28HP)/960W (52HP) or external DC power system 1440W (28HP)/2400W (52HP)
- High density 802.3at and 802.3bt (60W/port) for more powerful, flexible, and simplified deployments
- NebulaFlex Pro allows you to switch between standalone management and intuitive Nebula cloud managed mode with 1-YEAR Pro Pack bundled
- Tailor-made Networked AV mode brings efficiency to professional AVoIP networking setups and monitoring services

* Available in Jan 2026

XGS2220 Series

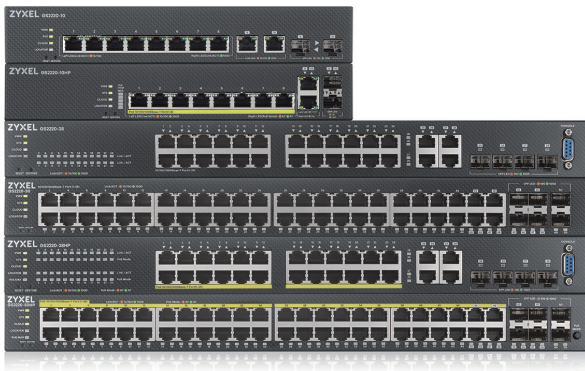
24/48-port GbE L3 Access Switch
with 6 10G Uplink



- Up to SIX 10G uplinks including both copper- and fiber options
- Physical stacking of up to 4 units
- Support both PoE++ and PoE+ providing 60W and 30W for each port respectively with high power budget of up to 960W
- Support Multi-Gigabit connections (100M/1G/2.5G/5G/10G)
- NebulaFlex Pro allows users to switch between standalone management and intuitive Nebula cloud managed mode with 1-YEAR Pro Pack bundled

GS2220 Series

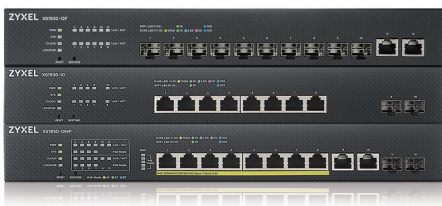
10/28/50-port GbE L2+ Managed Switch with GbE Uplink



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

XS1930 Series

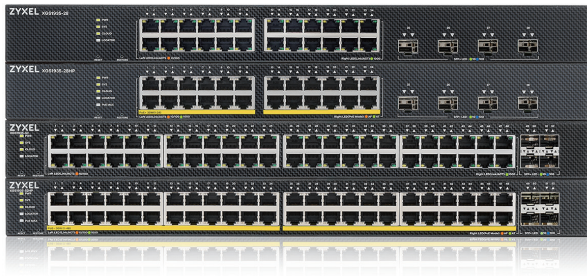
10/12-port 10G Multi-Gigabit Lite-L3 Smart Managed Switch with 2/4 10G Uplink



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

XGS1935 Series

24/48-port GbE Lite-L3 Smart Managed Switch with 4 10G Uplink

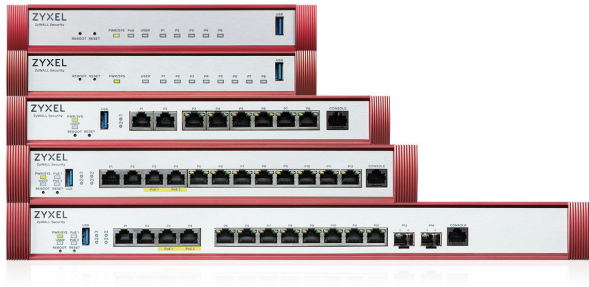


- Four built-in 10G SFP+ uplinks
- User-friendly web-based management interface and setup wizard
- Supports static routing to optimize internal traffic and enhance network performance
- PoE models provide high power budget of 375W
- NebulaFlex allows users to switch between standalone and our license-free Nebula cloud management

Security

USG FLEX H Series 50H/100H/200H/500H/700H

Next-gen UTM Firewall



- The latest USG FLEX H series delivers ultra-fast performance with multi-gig readiness, featuring user-definable WAN/LAN Ethernet ports that support speeds up to 10Gbps
- AI-powered cloud cybersecurity delivers multi-layered protection with sandboxing, anti-malware, and filtering, ensuring comprehensive threat defense across your network
- Nebula revolutionizes network management with Smart Sync, enabling seamless cloud-based configuration of on-premise firewalls. Effortlessly enforce unified security policies, monitor threats in real time, and optimize performance from anywhere
- Optional 802.3at PoE+ enables eco-friendly deployments without AC adapters
- Reputation Filter stops cyberattacks by automatically blocking compromised IPs, domains, and URLs, all without affecting network performance
- Device Insight centralizes network monitoring and access policies, while SecuReporter ensures thorough threat analysis
- Fast and powerful uOS accelerates system response time with user friendly design

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



Corporate Headquarters

Zyxel Networks Corp.
Tel: +886-3-578-3942
Fax: +886-3-578-2439
Email: sales@zyxel.com.tw
www.zyxel.com

Europe

Zyxel Belarus
Tel: +375 25 604 3739
Email: info@zyxel.by
www.zyxel.by

Zyxel BeNeLux
Tel: +31 23 555 3689
Fax: +31 23 557 8492
Email: sales@zyxel.nl
www.zyxel.nl
www.zyxel.be

Zyxel Bulgaria
(Bulgaria, Macedonia, Albania, Kosovo)
Tel: +3592 4443343
Email: info@cz.zyxel.com
www.zyxel.bg

Zyxel Czech Republic
Tel: +420 725 567 244
Tel: +420 606 795 453
Email: sales@cz.zyxel.com
Support: <https://support.zyxel.eu>
www.zyxel.cz

Zyxel Denmark A/S
Tel: +45 39 55 07 00
Fax: +45 39 55 07 07
Email: sales@zyxel.dk
www.zyxel.dk

Zyxel Finland
Tel: +358 9 4780 8400
Email: myynti@zyxel.fi
www.zyxel.fi

Zyxel France
Tel: +33 (0)4 72 52 97 97
Fax: +33 (0)4 72 52 19 20
Email: info@zyxel.fr
www.zyxel.fr

Zyxel Germany GmbH
Tel: +49 (0) 2405-6909 0
Fax: +49 (0) 2405-6909 99
Email: sales@zyxel.de
www.zyxel.de

Zyxel Hungary & SEE
Tel: +36 1 848 0690
Email: info@zyxel.hu
www.zyxel.hu

Zyxel Iberia
Tel: +34 911 792 100
Email: ventas@zyxel.es
www.zyxel.es

Zyxel Italy
Tel: +39 011 230 8000
Email: info@zyxel.it
www.zyxel.it

Zyxel Norway
Tel: +47 22 80 61 80
Fax: +47 22 80 61 81
Email: salg@zyxel.no
www.zyxel.no

Zyxel Poland
Tel: +48 223 338 250
Hotline: +48 226 521 626
Fax: +48 223 338 251
Email: info@pl.zyxel.com
www.zyxel.pl

Zyxel Romania
Tel: +40 770 065 879
Email: info@zyxel.ro
www.zyxel.ro

Zyxel Russia
Tel: +7 499 705 6106
Email: info@zyxel.ru
www.zyxel.ru

Zyxel Slovakia
Tel: +421 919 066 395
Email: sales@sk.zyxel.com
Support: <https://support.zyxel.eu>
www.zyxel.sk

Zyxel Sweden A/S
Tel: +46 8 55 77 60 60
Fax: +46 8 55 77 60 61
Email: sales@zyxel.se
www.zyxel.se

Zyxel Switzerland
Tel: +41 (0)44 806 51 00
Fax: +41 (0)44 806 52 00
Email: info@zyxel.ch
www.zyxel.ch

Zyxel Turkey A.S.
Tel: +90 212 314 18 00
Fax: +90 212 220 25 26
Email: bilgi@zyxel.com.tr
www.zyxel.com.tr

Zyxel UK Ltd.
Tel: +44 (0) 118 9121 700
Fax: +44 (0) 118 9797 277
Email: sales@zyxel.co.uk
www.zyxel.co.uk

Zyxel Ukraine
Tel: +380 89 323 9959
Email: info@zyxel.eu
www.zyxel.ua

Asia

Zyxel China (Shanghai) China Headquarters
Tel: +86-021-61199055
Fax: +86-021-52069033
Email: sales@zyxel.cn
www.zyxel.cn

Zyxel China (Beijing)
Tel: +86-010-62602249
Email: sales@zyxel.cn
www.zyxel.cn

Zyxel China (Tianjin)
Tel: +86-022-87890440
Fax: +86-022-87892304
Email: sales@zyxel.cn
www.zyxel.cn

Zyxel India
Tel: +91-11-4760-8800
Fax: +91-11-4052-3393
Email: info@zyxel.in
www.zyxel.in

Zyxel Kazakhstan
Tel: +7 727 350 5683
Email: info@zyxel.kz
www.zyxel.kz

Zyxel Korea Corp.
Tel: +82-2-890-5535
Fax: +82-2-890-5537
Email: sales@zyxel.kr
www.zyxel.kr

Zyxel Malaysia
Tel: +603 2282 1111
Fax: +603 2287 2611
Email: sales@zyxel.com.my
www.zyxel.com.my

Zyxel Middle East FZE
Tel: +971 4 372 4483
Cell: +971 562146416
Email: sales@zyxel-me.com
www.zyxel-me.com

Zyxel Philippine
Email: sales@zyxel.com.ph
www.zyxel.com.ph

Zyxel Singapore
Tel: +65 6339 3218
Hotline: +65 6339 1663
Fax: +65 6339 3318
Email: apac.sales@zyxel.com.tw

Zyxel Taiwan (Taipei)
Tel: +886-2-2739-9889
Fax: +886-2-2735-3220
Email: sales_tw@zyxel.com.tw
www.zyxel.com.tw

Zyxel Thailand
Tel: +66-(0)-2831-5315
Fax: +66-(0)-2831-5395
Email: info@zyxel.co.th
www.zyxel.co.th

Zyxel Vietnam
Tel: (+848) 35202910
Fax: (+848) 35202800
Email: sales_vn@zyxel.com.tw
www.zyxel.com/vn/vi/

The Americas

Zyxel USA North America Headquarters
Tel: +1-714-632-0882
Fax: +1-714-632-0858
Email: sales@zyxel.com
us.zyxel.com

Zyxel Brazil
Tel: +55 (11) 3373-7470
Fax: +55 (11) 3373-7510
Email: comercial@zyxel.com.br
www.zyxel.com/br/pt/

For more product information, visit us on the web at www.zyxel.com

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