

# ZYXEL

Your Networking Ally



# Connecting Every Guest Anytime Anywhere

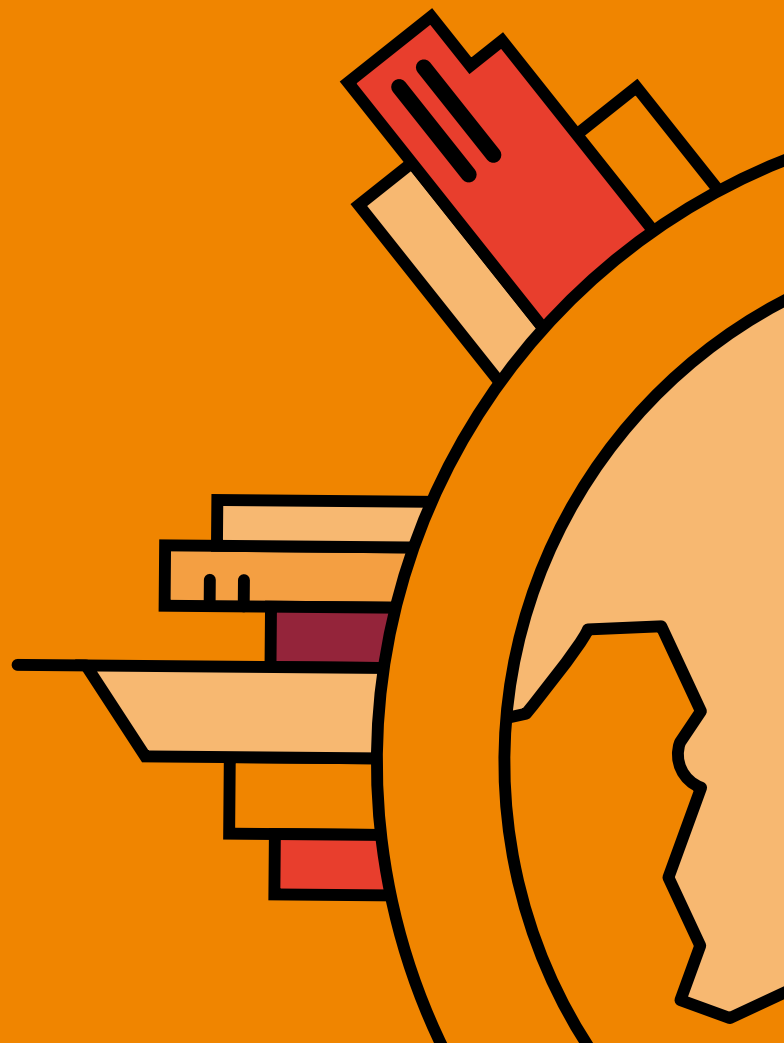
**Hospitality**  
Solution Guide



Zyxel**one**network  
Redefining network integration

# We empower you to offer better customer experience

Hotel consumers now see Wi-Fi as their top amenity when choosing a hotel. They demand web access, media streaming, cloud storage and messaging services which all based on a robust Internet service. Poor wireless connection increases the number of unhappy customer and declines the rebook rate. With its outstanding competence in switching, WLAN, and security products, global services and support from experienced partners with local touch as well, Zyxel hospitality solution is able to retain and bring customers for hotels. Between 2014 and 2016, over 6,200 hotels chose Zyxel as it had already offered accountable yet effective hospitality solutions to over 201,000 rooms around the world.



Deployed hospitality solutions in

**6,200+ hotels**  
**201,000+ rooms**

Zyxel worldwide achievement for hospitality in 2014-2016



# Wi-Fi equals to customer satisfaction

Seamless Internet service now almost equals customer satisfaction for hotel service. Also, high performance Wi-Fi 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 5 most desired amenities. (source from Merrill Research verified by an Expedia survey)

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## Zyxel's Hospitality Solutions

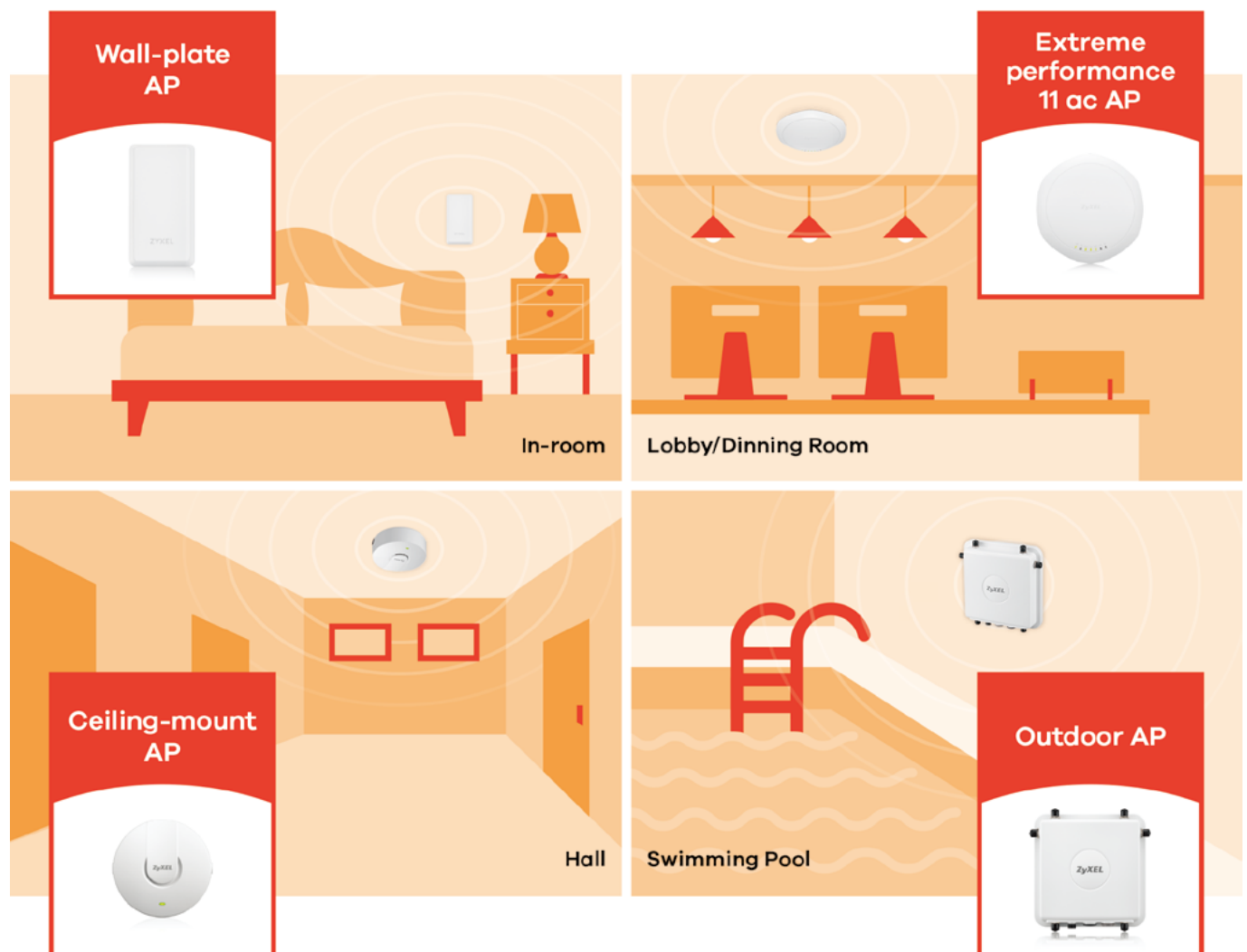
- Seamless wireless connection with a comprehensive product portfolio.
- Customized solutions for various hospitality environments.
- Punctual deployments to meet tight schedules professionally.
- Networking expertise solves complex issues caused by new applications.

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## Choose a Right Wi-Fi 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.





# 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, Wi-Fi hotspot authentication and billing service.

## Features & Benefits

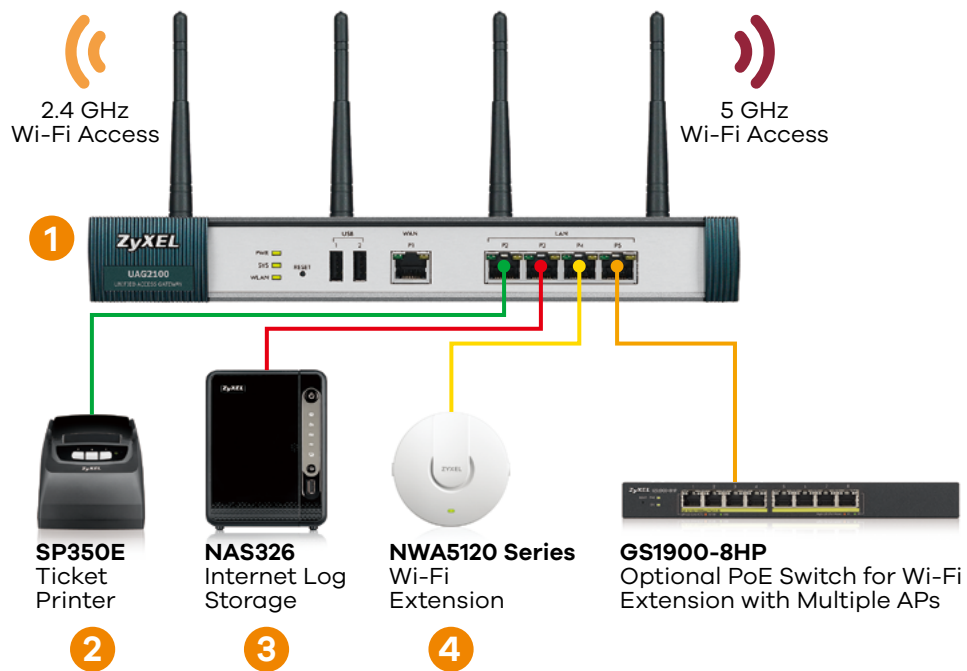
<b>Features</b>	<ul style="list-style-type: none"><li>• Integrated server with registration and login</li><li>• Upgradable to advanced or professional version</li></ul>	<ul style="list-style-type: none"><li>• Concurrent 2.4 GHz &amp; 5 GHz Wi-Fi connectivity</li><li>• Integrate WLAN controller function to manage multiple APs</li></ul>
<b>Benefits for hospitality</b>	<ul style="list-style-type: none"><li>• Easy to deploy WLAN hotspot</li><li>• Integration for user login and invoice</li><li>• Promotion function (Landing page)</li></ul>	<ul style="list-style-type: none"><li>• Lower cost of device investment and management</li><li>• No extra hardware requirement</li><li>• Data retention regulation compliance for future auditing</li></ul>
<b>Benefits for hotel guest</b>	<ul style="list-style-type: none"><li>• Surf on the Internet anytime and anywhere</li><li>• Easy to register</li></ul>	<ul style="list-style-type: none"><li>• Determine the usage time by requirement</li><li>• Support VPN for business guests</li></ul>



# Application Scenario

All-in-one  
Hotspot Gateway  
**UAG2100/4100**

- Robust Internet service plus Firewall
- Customizable billing profiles
- Data retention compliance



# 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 Wi-Fi 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
- Efficiency boost with 10-gigabit aggregation
- Full, deep network protection

### Benefits for hospitality

- "Dual-optimized" antenna simplifies Wi-Fi planning because it adapts to both wall- and ceiling-mount installations
- Wall-plate AP integrates PoE and phone connectivity in a box to fit guest room application requirements
- Enhances Internet safety by using firewall

### Benefits for hotel guest

- Surf on the Internet with ease and security
- Anytime and anywhere Wi-Fi connectivity
- Determine the usage time by requirement
- Support VPN for business guests

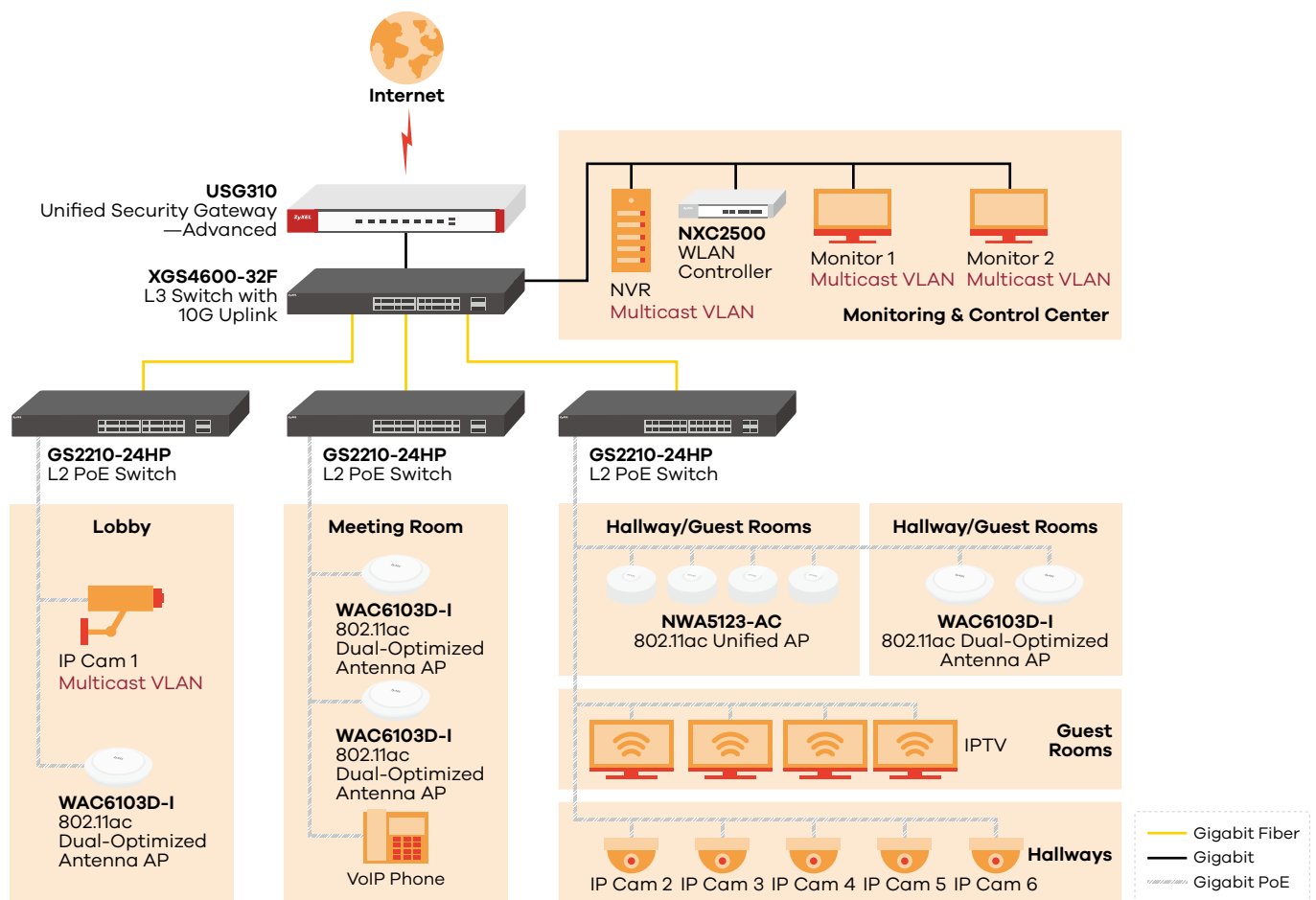


“ Our Radisson BLU Hotel is located in one of the most beautiful areas of our Ordu province. Our customers require wireless Internet access, which has become as indispensable as hot water in rooms. As an institution that values customer satisfaction, we evaluated these requests and transferred our wireless 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



“ 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

# 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 Wi-Fi 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 3 switch is capable with 10-gigabit aggregation
- Full, deep network protection

### Benefits for hospitality

- Smart antenna delivers best signal in interference-laden environments
- Enhances Internet safety by using firewall
- 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 Wi-Fi 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. ”

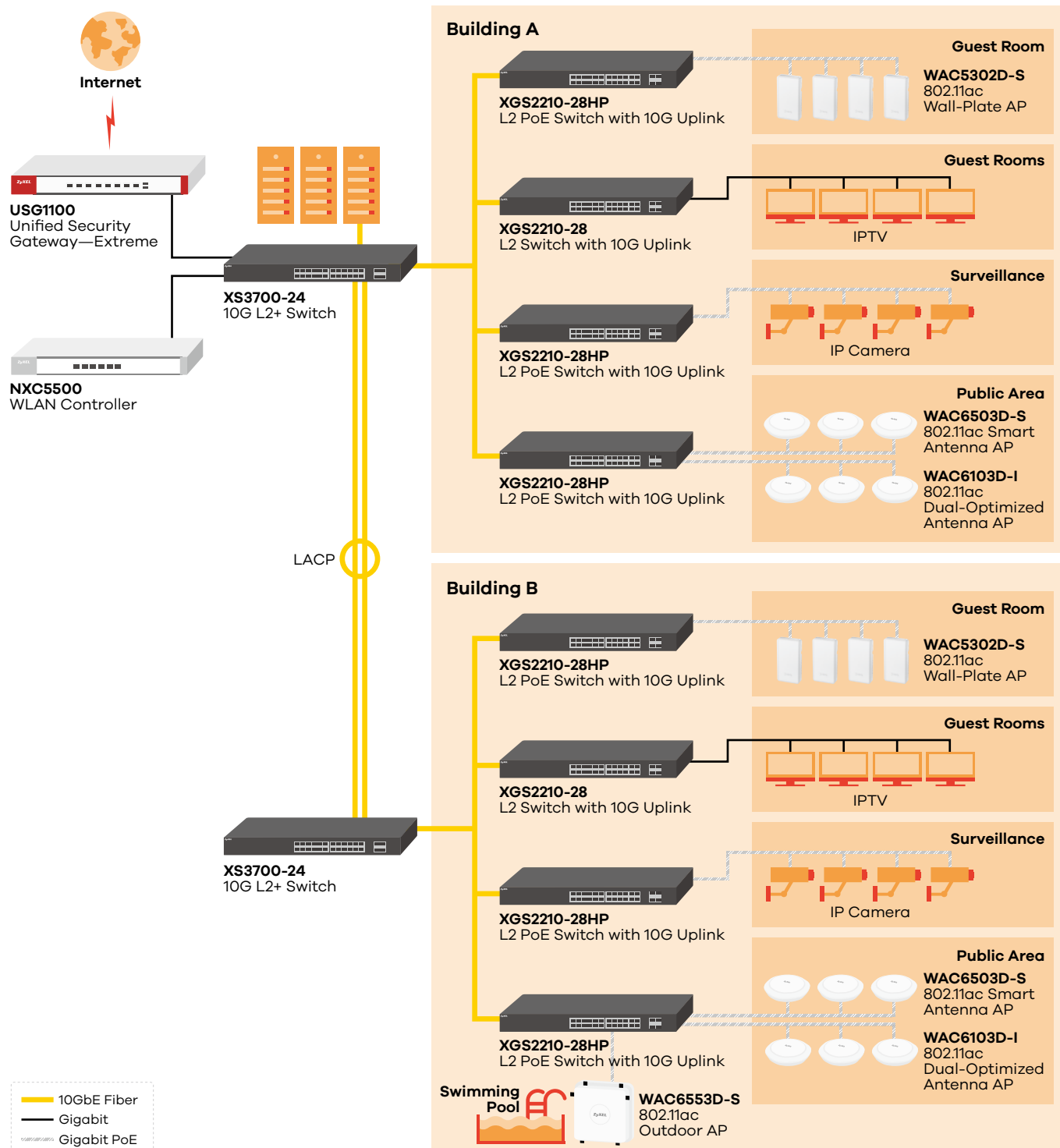
—Marianne van der Sterren,  
HR/IT Manager of Bastion Hotels

From the Wi-Fi 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



# Nebula cloud networking solutions



Zyxel now offers a new 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 Wi-Fi 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
- 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

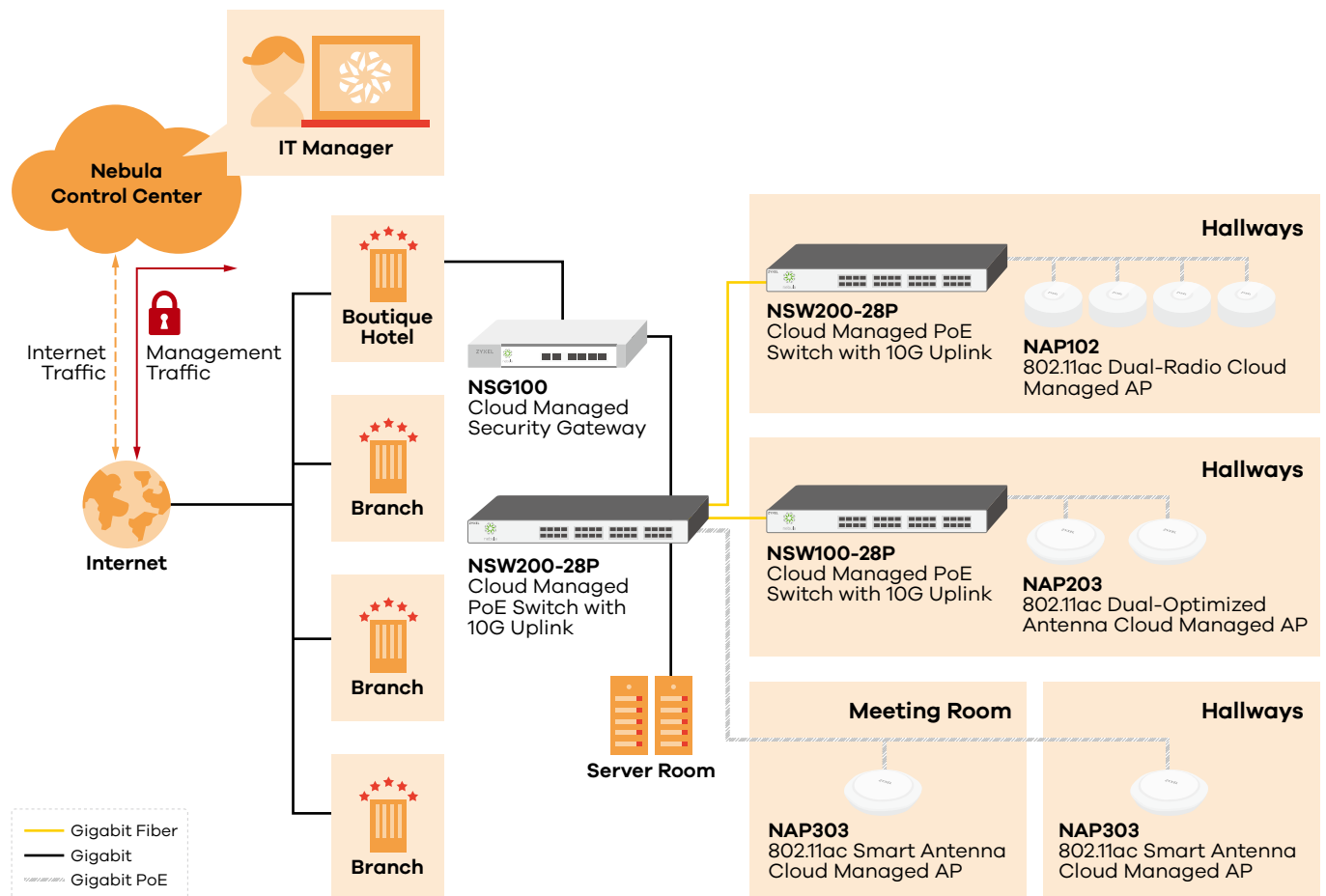
### Benefits for hotel guest

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





# Application Scenario



# Product at a glance

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## WLAN

### NXC2500/NXC5500

Wireless LAN Controller



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

### WAC6500 Series

802.11ac Dual-Radio Unified Pro Access Point



- Zyxel smart antenna provides enhanced performance anywhere
- Advanced IEEE 802.11ac delivers up to 1.75 Gbps combined data rates
- Industry-leading Rx sensitivity as low as -102 dBm
- APFlex™, DCS and tool-less bracket design streamline deployment

## 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



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# Switch

## XGS4600 Series

28-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
- 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

## XGS2210 Series

28/52-port Gigabit L2 Switch with  
4 SFP+ Uplink



- Physical stacking up to 2 units through 2 standard 10G SFP+ slots
- Gigabit connectivity, plus four (4) SFP+ ports to deal with high-bandwidth network with ease
- PoE models comply with IEEE 802.3at PoE Plus with high power budget up to 375 W
- VLAN communication through access switch by static routing feature for agile, reliable network operations
- Supports sFlow that analyzes client behavior to discover source of bandwidth abuse
- Enhanced network protection with IP source guard, DHCP snooping, ARP inspection, CPU protection

## GS2210 Series

8/24/48-port Gigabit L2 Switch



- GbE RJ-45, GbE combo (RJ-45/SFP) and fixed GbE SFP connectivity
- PoE models comply with IEEE 802.3at PoE Plus with high power budget
- 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

## 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

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# Security

## USG1100

Unified Security Gateway —  
Extreme Series



- Ultra-high performance Next Generation Firewall (NGFW) for medium to large businesses
- Enhanced manageability with unified security policy and Single Sign-On (SSO) support
- Multi-threat protection with firewall, 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)
- Hotspot Management and built-in WLAN controller for centralized AP management and effortless WLAN scalability
- Multi-WAN load balancing to provide HSIA

\* Extra Hotspot Management Service for subscription is required for the Security series with 1-year/one-time option

## USG310

Unified Security Gateway —  
Advanced Series



- Mid-range Next Generation Firewall (NGFW) for small and medium-sized businesses
- Comprehensive 3G/LTE USB dongle compatibility and multi-WAN load balancing, failover and fall back support
- Built-in WLAN controller for centralized AP management and effortless WLAN scalability
- Multi-threat protection with firewall, 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)
- Multi-WAN load balancing to provide HSIA

\* Extra Hotspot Management Service for subscription is required for the Security series with 1-year/one-time option



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# Gateway

## UAG2100/UAG4100

Unified Security Gateway



- IEEE 802.11 a/b/g/n dual-radio (2.4 GHz and 5 GHz) design
- Integrated account generator, Web-based authentication portal and billing system
- Supports external RADIUS servers
- SMS ticketing with ViaNett protocol support
- Built-in WLAN controller for centralized AP management and effortless WLAN scalability
- Multi-WAN load balancing to provide HSIA

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# 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

## NAP Series

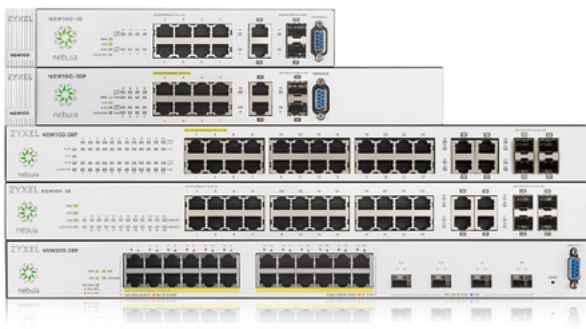
Nebula Cloud Managed 11ac Access Points



- 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 Next-Gen Firewall, IDP and Application Patrol\*
- 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 service



Your Networking Ally

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