

**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

# 7,000+ hotels

# 271,000+ rooms

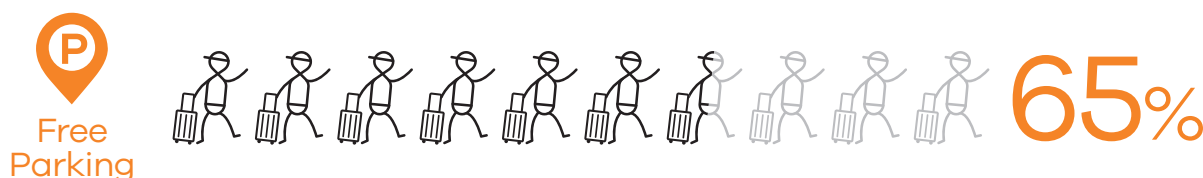
Zyxel worldwide achievement for hospitality since 2014



# 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.



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

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## Zyxel's Hospitality Solutions

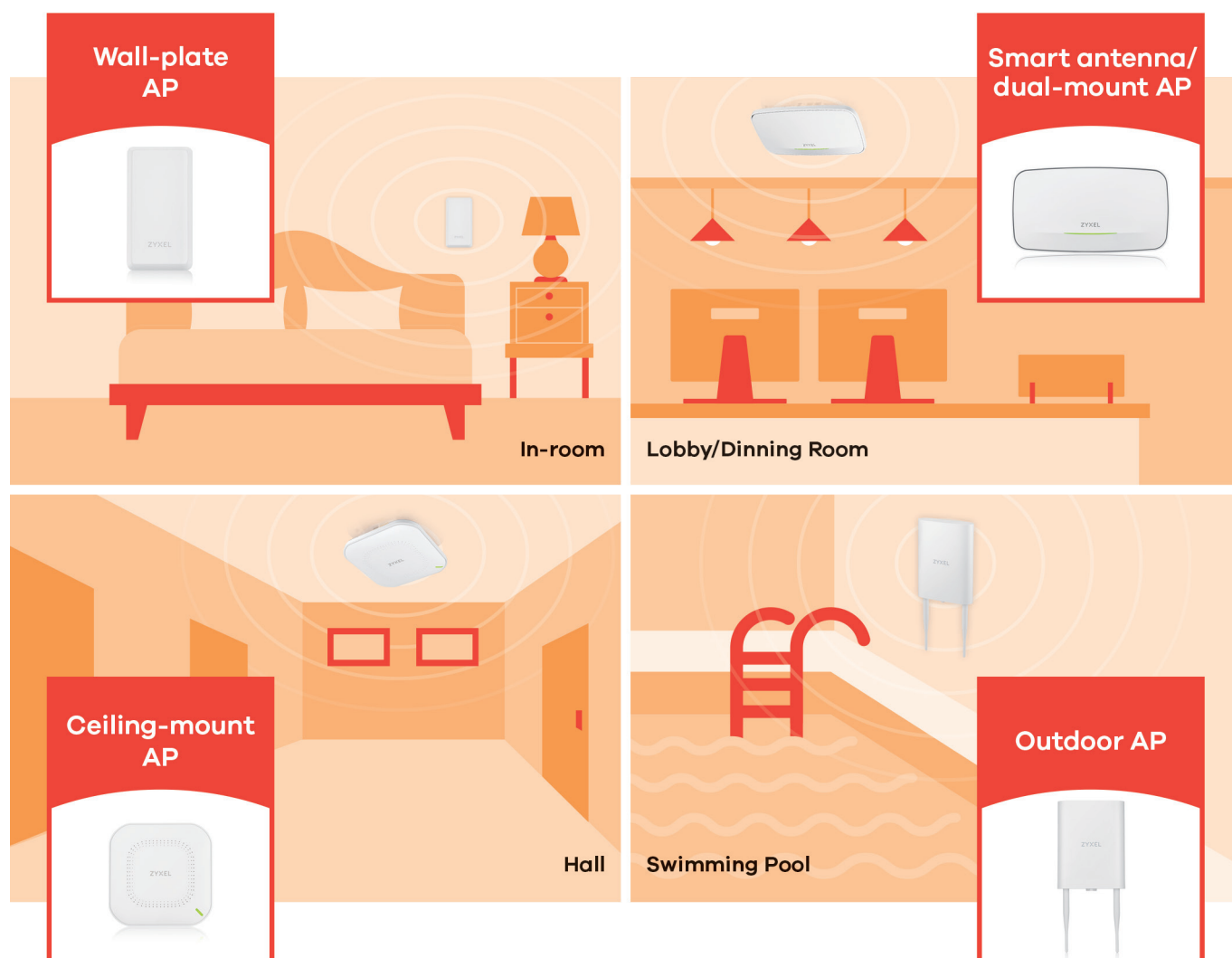
- Seamless wireless connection with a comprehensive product portfolio and proactive cloud networking management features.
- Customized solutions for various hospitality environments.
- Punctual deployments to meet tight schedules professionally.
- Networking expertise solves complex issues caused by 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.

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.





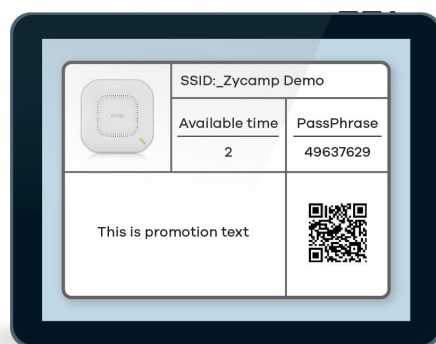
# Hotspot WiFi Onboarding Solution

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.

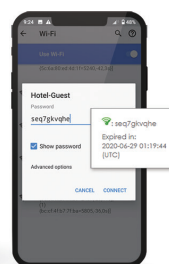
Nebula supports a variety of hotspot WiFi onboarding and authentication methods to facilitate an efficient onboarding process while ensuring connection security.

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
Facebook Login	Allows the authentication of users to wireless network by using Facebook accounts to login
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



Voucher



DPPSK

# 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.

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## 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.

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## 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, 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

- BandFlex radio supports either 5 GHz or 6 GHz by configuration
- Integrated server with registration and login
- Facebook login
- Connect & Protect (CNP) AP security service to protect small business WiFi (supported by Nebula-managed access point)
- Zyxel Nebula features like WiFi Aid and Wireless Health help solve connection issues and optimize the wireless network before the problem arises

### Benefits for hospitality

- BandFlex provides the budget-friendly choice
- 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

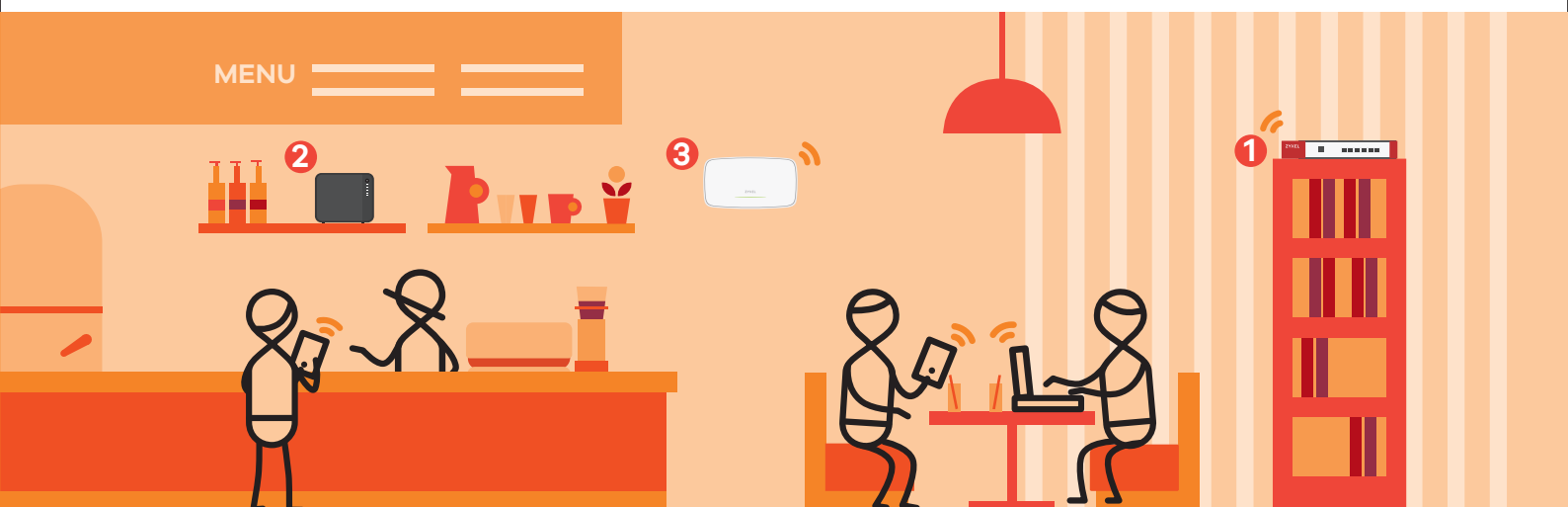
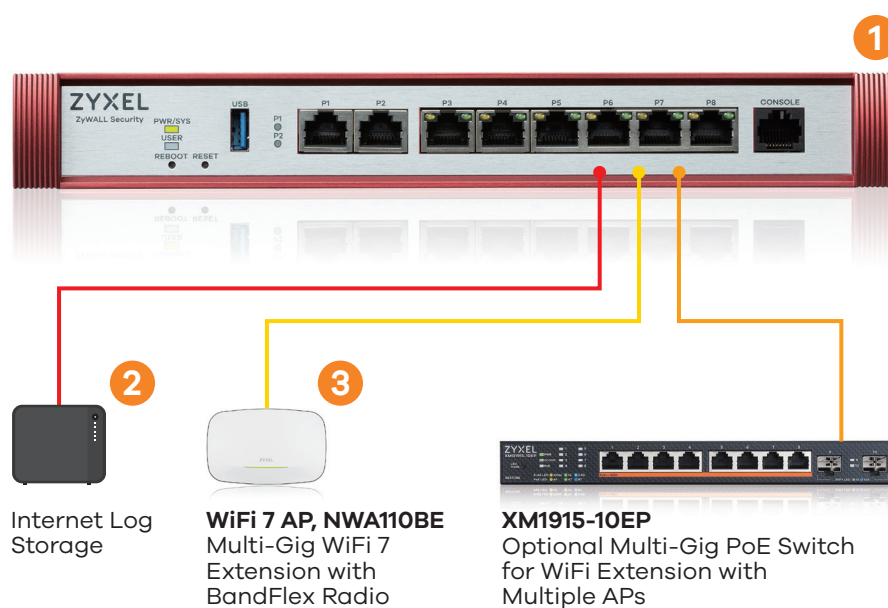
Technical Director, vTech Solution JSC

# 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

- BandFlex radio supports either 5 GHz or 6 GHz by configuration
- Dual-optimized antenna technology
- Managed AP scalability
- Excellent IPTV application support with rich multimedia features
- Zyxel Nebula features like WiFi Aid and Wireless Health help solve connection issues and optimize the wireless network before the problem arises
- 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

- BandFlex provides the budget-friendly choice
- "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
- 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

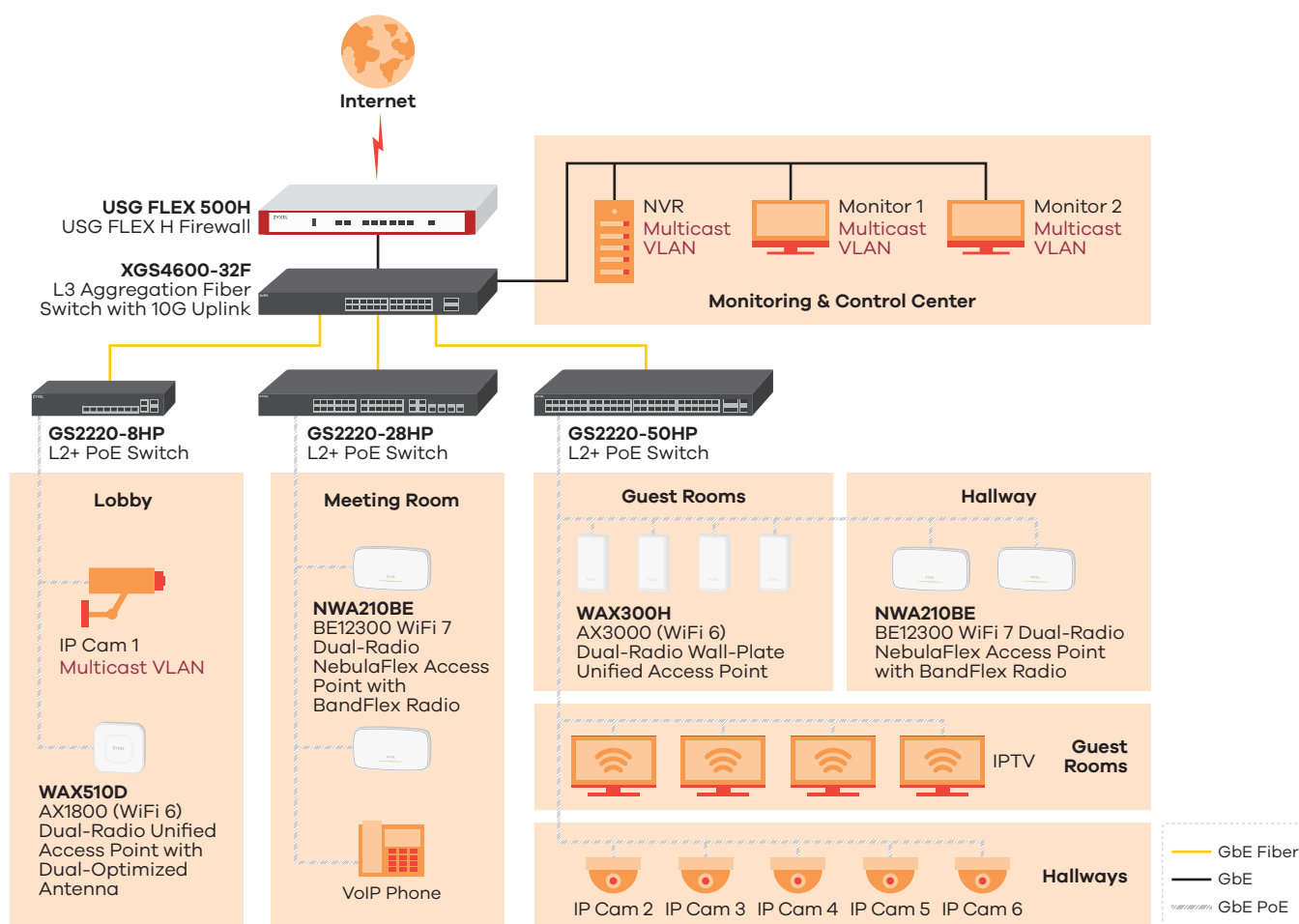


“ We have chosen Zyxel’s solutions primarily because of the brand’s longstanding market presence and positive customer feedback on their devices. The favorable price-to-performance ratio, compared to other brands, also played a crucial role in our decision. We have been highly satisfied with our choice of Zyxel products for several years. ”

—Ing Martin Pagano  
General Manager, Telpin



# Application Scenario



“ We wanted to build our network infrastructure by incorporating the latest technology. The results speak for themselves – the new network is fast, reliable, and easy to manage – and we’re very grateful to Radonik, - VIP Telecom and Zyxel for their great support and solutions. ”

—Vladimir Karafizov

IT Manager, Kings' Valley Medical & Spa 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

- BandFlex radio supports either 5 GHz or 6 GHz by configuration
- Concurrent 2.4 GHz, 5 GHz, and/or 6 GHz WiFi connectivity
- Zyxel Nebula features like WiFi Aid and Wireless Health help solve connection issues and optimize the wireless network before the problem arises
- Smart antenna technology
- Managed AP scalability
- Excellent IPTV application support with rich multimedia features
- 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

- BandFlex provides the budget-friendly choice
- Smart antenna delivers best signal in interference-laden environments
- Effective WiFi management features enable proactive WLAN optimization and troubleshooting, even before the problem arises
- 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

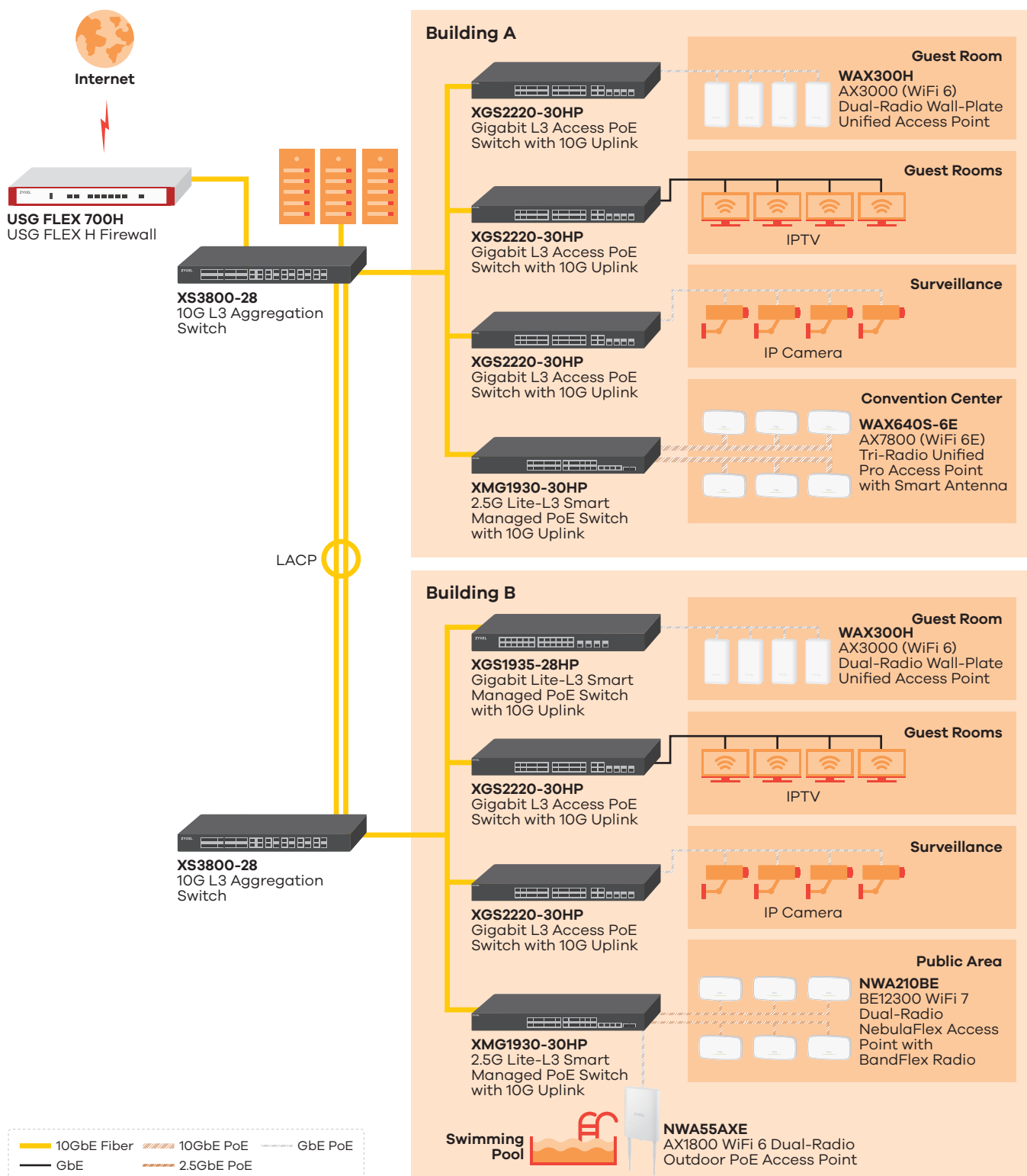
- Surf on the Internet with ease and security
- Anytime and anywhere WiFi connectivity
- Stay ahead of threats with Collaborative Detection & Response (CDR)
- Determine the usage time by requirement
- Support VPN for business guests
- Supports Hospitality features including Hotspot and concurrent device upgrade



“By managing devices in the cloud environment, we’ve effortlessly configured switches and access points to accommodate various areas within the hotel. This has allowed us to meet the specific needs of different hotel zones while also meeting cybersecurity requirements.”

—Pham Ly Huu Tri  
IT Manager, Lady Hill Sapa Resort

# Application Scenario





# Hotel with branches



nebula

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
- 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
- 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

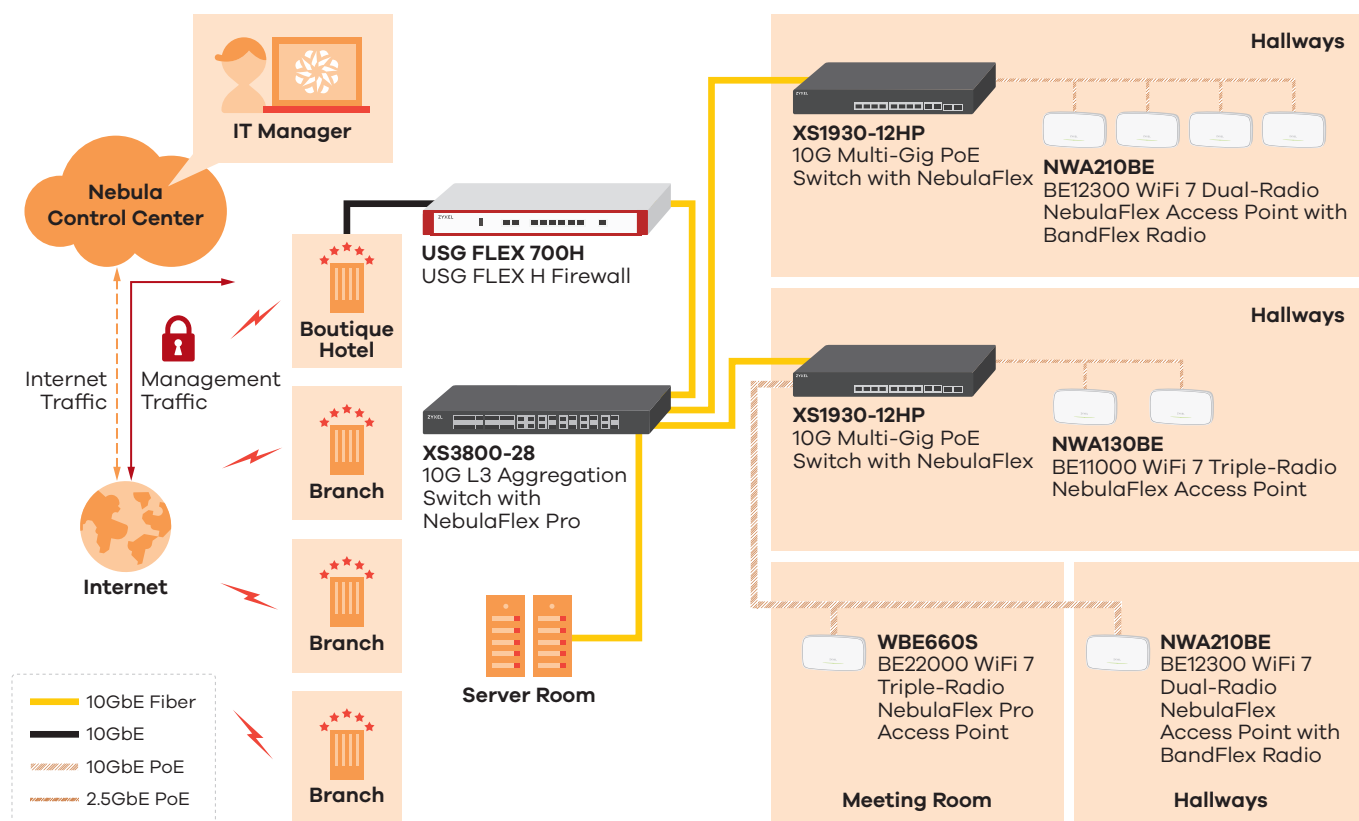


“ Zyxel Networks’ Nebula solution provides the functionality and features usually found in more expensive solutions, but at a more cost-effective price point. The cloud networking solution is easy to learn and user-friendly for the IT team to manage as first responders. With everything on Nebula, networking has truly been simplified. ”

— Zedy Ng

CTO, Katrina Group Ltd.

# Application Scenario



**“ We’ve been most impressed by the Nebula cloud networking solution, especially how it allows you to check and manage access points, switches, and firewalls, and to deliver support in real time if necessary. ”**

—**Salvatore Piraneo**  
Owner, PSoft sas

# Product at a glance

## WLAN

### WBE660S

BE22000 WiFi 7 Triple-Radio NebulaFlex Pro Access Point



- BE22000 (4x4 in 2.4 GHz, 4x4 in 5 GHz, 4x4 in 6 GHz) tri-radio access point provides lightning-fast speeds up to 22 Gbps 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 (45 W) 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

### NWA210BE

BE12300 WiFi 7 Dual-Radio NebulaFlex Access Point



- BE12300 (with 2x2:2 at 2.4 GHz and 4x4:4 at 5 or 6 GHz) dual-radio access point provides blazing-fast speeds up to 12.3 Gbps and lower latency for real-time responsiveness
- BandFlex design supports either 5 GHz or 6 GHz by configuration, fitting seamlessly into existing 5 GHz coverage while futureproofing for 6 GHz
- 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 6 GHz) tri-radio access point provides blazingly fast WiFi 7 speeds up to 11 Gbps 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 5 GHz and 6 GHz 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 2.4 GHz and 4x4:4 at 5 or 6 GHz) dual-radio access point provides blazing-fast speeds up to 6.5Gbps and lower latency for real-time responsiveness
- BandFlex design supports either 5 GHz or 6GHz by configuration, fitting seamlessly into existing 5 GHz coverage while futureproofing for 6 GHz
- 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

## WAX510D

AX1800 WiFi 6 Dual-Radio Access Point



- 802.11ax (WiFi 6) 2x2:2 MU-MIMO, combined data rates: up to 1.8 Gbps
- Features with dual-optimized antenna and OFDMA
- 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

## WAX300H

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



- AX3000 (2x2:2 in 5 GHz and 2.4 GHz) PoE-powered AP provides a maximum data rate of 3000 Mbps 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 (5 W) 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

## NWA55AXE

AX1800 WiFi 6 Dual-Radio Outdoor PoE Access Point



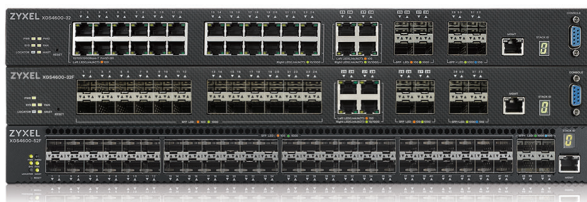
- Dual-radio (2x2) 802.11ax, combined data rates: up to 1.8 Gbps
- Smart Mesh automatically forms dynamic wireless links to bridge networks for interbuilding settings and mitigates complex, inconvenient cabling WiFi deployments
- External, detachable antenna design allows users to attach other antennas 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

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## 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 operates complex networks
- Redundant power supply module

## XS3800-28

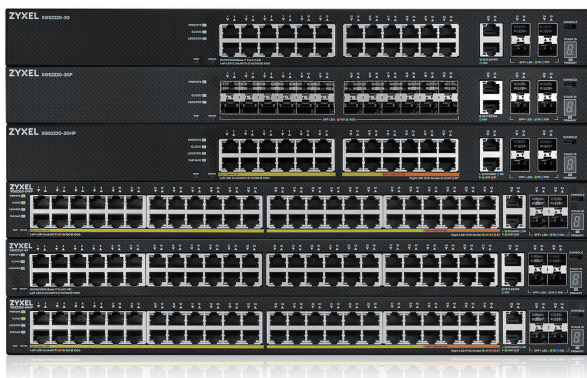
28-port 10G Multi-Gigabit L3  
Aggregation Switch



- 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

## XGS2220 Series

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

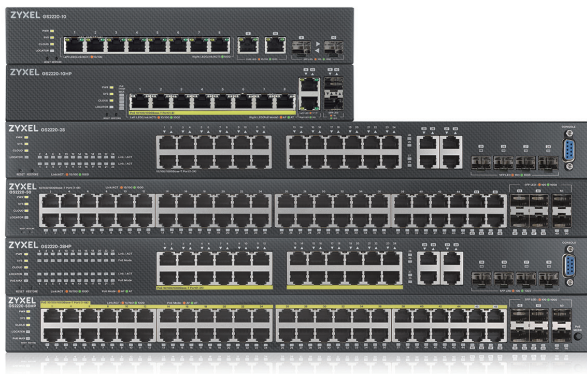


- Up to SIX 10G uplinks including both copper- and fiber options
- Physical stacking of up to 4 units
- Support both PoE++ and PoE+ providing 60 W and 30 W for each port respectively with high power budget of up to 960 W
- Support Multi-Gigabit connections (100M/1G/2.5G/5G/10G)
- NebulaFlex Pro allows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



## GS2220 Series

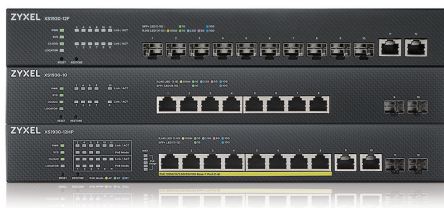
10/28/50-port GbE L2+ Managed Switch with GbE Uplink



- 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 375 W (28HP/52HP) and 180 W (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++ (60 W) and with high power budget of 375 W
- Smart fan design offers near silent operations

## XMG1930 Series

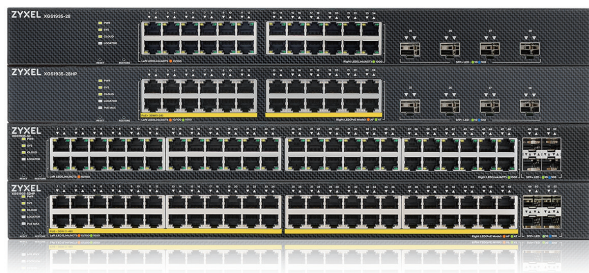
24-port 2.5G Lite-L3 Smart Managed Switch with 6 10G Uplink



- Up to SIX 10G uplinks including both copper and fiber options
- Multi-Gigabit supports with 2.5G and 10G combinations
- NebulaFlex allows users to switch between standalone management and intuitive Nebula cloud managed mode
- PoE model supports both 802.3bt PoE++ (60 W) and 802.3at PoE+ with a high-power budget of up to 700 W

## 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 375 W
- NebulaFlex allows users to switch between standalone and our license-free Nebula cloud management

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# Security

## USG FLEX 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 10 Gbps
- USG FLEX H series uses AI-powered cloud cybersecurity to block threats and inappropriate behaviors with multi-layered protection including sandboxing, anti-malware, and filtering
- High-assurance, multi-layered protection with app patrol, web filtering, anti-malware, IPS, and DNS filtering eliminates blind spots in encrypted traffic using TLS 1.3, without SSL inspection
- 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
- New powerful uOS accelerates system response time with user friendly design
- Using Nebula, Zyxel's cloud management platform, you can easily configure and manage multiple network devices to enhance your network's defense

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# 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



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