ZyXEL

Smart, Robust Internet Services Leading to the Highest Level of Customer Satisfaction

Guest access solutions for hotels, restaurants, coffee houses and more

Solution Guide

Hospitality

- Robust, excellent and trouble free network services
- Comprehensive solutions providing interoperability with the latest technology
- Proven leading-edge technologies driving the best TCO

ZyXEL**one**network
Redefining network integration

Why ZyXEL?

- Over 600,000 hotels worldwide adopt ZyXEL commercial networking solutions
- A comprehensive scope of core competence in Switching, Wireless LAN and Firewall/UTM from a single vendor
- Providing customers with a true One Network experience across multiple product ranges
- Global services and support from experienced partners with local touch

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Internet as a Service

In an increasingly competitive marketplace the attraction of new clients and the retention of existing customers is key. The hospitality solutions from ZyXEL have been designed to grow with your business and can easily respond to you and your customer needs..

What are the benefits for hospitality businesses to deliver Internet service?

■ **Create Customer Loyalty**

Experiencing secure, always-on and easy-to-use connectivity is a good way to increase customer satisfaction while enhancing the reputation of the business.

■ **Increase Revenue Opportunities**

A well-designed broadband Internet access solution offers an extensive range of marketing and revenue enhancing opportunities such as:

• In-room revenue
• Meeting room revenue
• Online advertising income
• E-commerce
• Tiered connectivity services — free basic access, chargeable premium access

■ **Increase Occupancy**

A complete, easy-to-use broadband Internet infrastructure attracts more customers, increases occupancy rates and enhances perception of the hotel brand.

■ **Offer Robust Security and Regulatory Compliance**

The solution allows authorised users onto the network and keeps data private as it travels through the airwaves. It keeps security threats at bay and enables business to comply with data retention regulation.

■ **Improve ROI**

Through feature-rich products, operational simplicity, and flexible architecture, ZyXEL hospitality solutions can help to improve profits and protect investments.

Benefits for Hospitality Resellers

■ The Hospitality market has a high growth potential
■ ZyXEL offers complete hospitality solutions
■ Potential new vertical market for resellers
■ Up selling opportunity due to an open architecture
■ Quick and easy Hotspot as "door opener" to attract new customers
■ Opportunities to add your own service offerings to the solution
■ Comprehensive training and marketing support by ZyXEL

ZyXEL Hospitality Solutions

In recent years, increasing mobile devices are brought into public hospitality areas and, more importantly, one person now usually requires multiple connections to the Internet for their laptops/tablets, smart phones or even game consoles.

The changes of connectivity requirements in these places are not to be solved by just adding a few more Wi-Fi access points. Issues like shifting the device management mindset to user-centric access management and tiered-services, optimization and improvement of overall performance, security threats from different devices and new applications all need to be considered and taken seriously. With its outstanding competence in switching, WLAN, security and routing products, ZyXEL Communications is one of the few leading companies capable of presenting comprehensive solutions to counter these new challenges. With years of expertise in IP networking and experiences in deploying over 600,000 hotel businesses worldwide, ZyXEL hospitality comprehends solutions fulfilling the following essential needs to bring sophisticated services to valuable customers.

- High-speed, high density wireless access
- Scalable license-based Wi-Fi AP management for more flexibility
- Lower initial investment on equipment procurement
- Feature consolidation leading to reduced configuration and maintenance effort
- Non-blocking, high-power PoE switching infrastructure
- Extensive, user-based access management
- Next-generation threat protection and application intelligence
- Resilient WAN performance facilitating a high efficient network
- ZyXEL One Network experience for minimal effort configuration and deployment

ZyXEL Hospitality Solution At-A-Glance

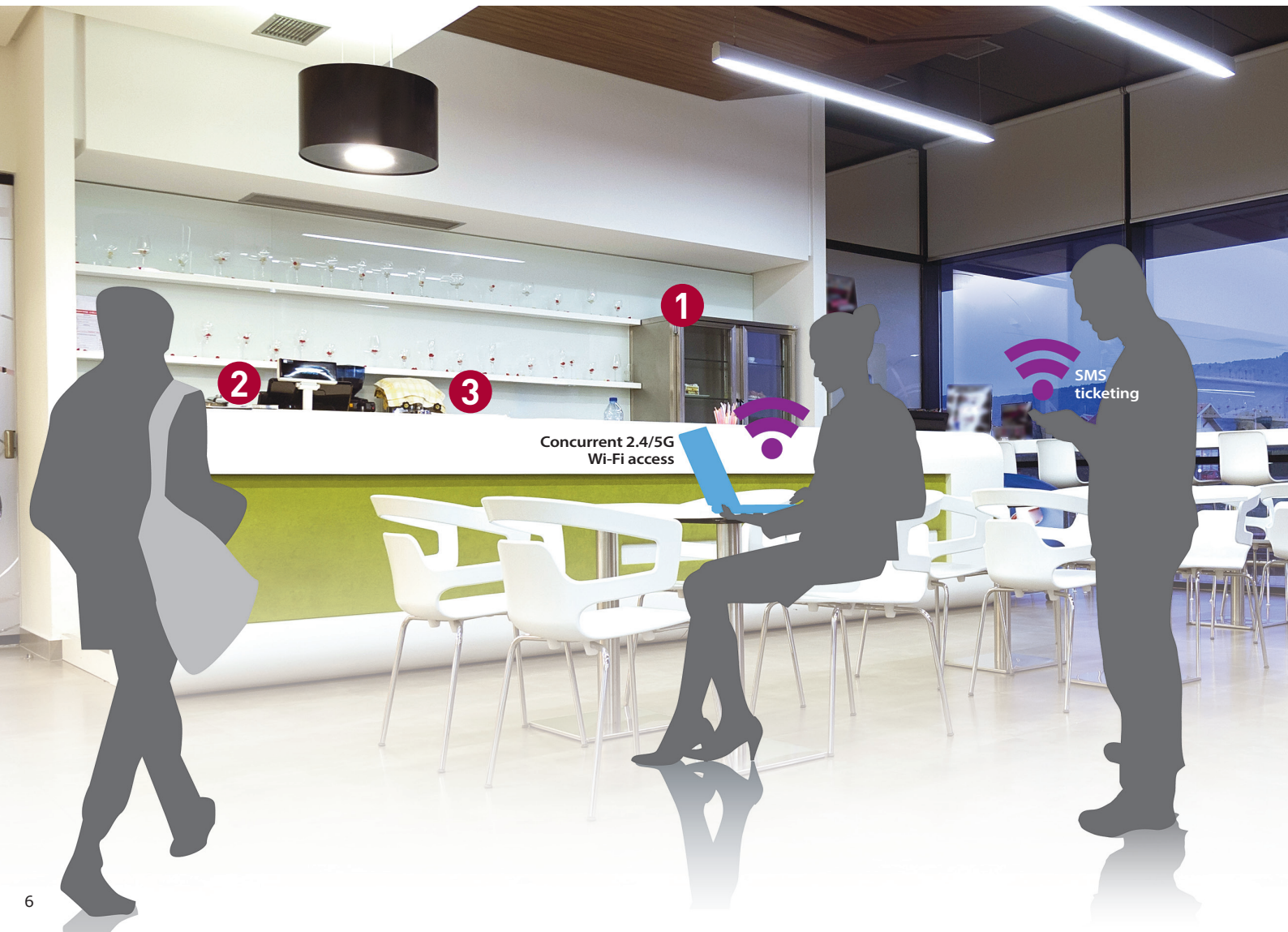| Types	All-inclusive Networks			Specialized Application	
	Small Venues	Medium Venues	Large Venues	In-room Integrated Services	Comprehensive Infrastructure Options
Application Briefs	• Up to 100 concurrent devices supported • All-in-one instant hotspot deployment	• Up to 800 concurrent devices supported • Quick roll-out, easy management with best investment protection • 50 - 100 rooms	• Up to 1,000 concurrent devices supported • Trouble free, integrated offerings with optimized quality of services • Up to 200 rooms	Best in-room coverage with IOT (internet of things) integration	Providing networking services for places without Ethernet wiring
Venue Examples	Cafeterias, bistros, clinics	B&Bs, small hotels, nursing centers, transportation stations	Large hotels, exhibition halls, gaming centers, shopping malls	New Hospitality builds, modern hotels and premium hotels	Historical buildings or distributed buildings with a distance in-between

Small Venues
Instant Internet Hotspot meeting all your customers needs

In small hospitality venues such as cafeterias, restaurants or clinics, compact, feature rich solutions are welcomed due to the limited space and relatively simple networking infrastructure. The ZyXEL UAG2100 is the best of breed offering that fulfills the requirements of small hospitality venues. The UAG2100 even exceeds expectation of the business owners with instant installation and simple maintenance.

The ZyXEL UAG2100 converges all the functions required by hotspot services, such as high-speed Wi-Fi, user authentication, data security and billing system in a single box. To comply with the retention regulations of some countries, UAG2100 also logs the Internet activities in detail for future government auditing.
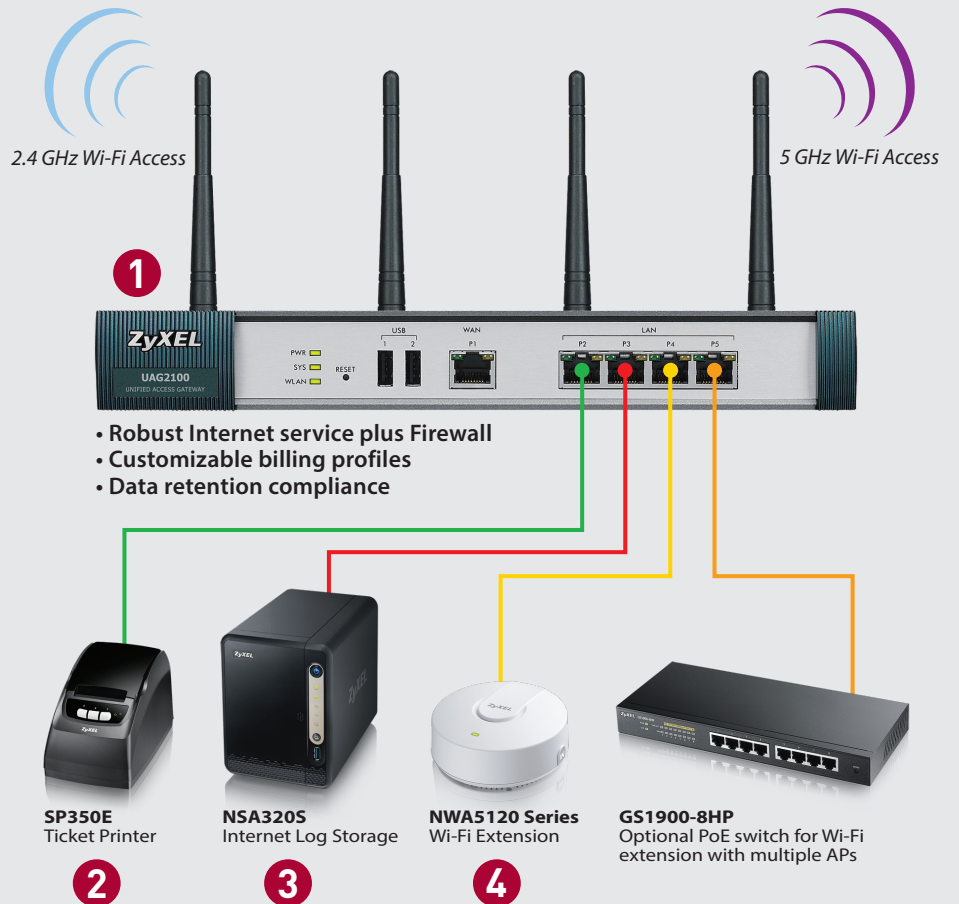
Application Scenario

Concurrent 2.4/5G Wi-Fi access

SMS ticketing

Featured Products

Essential Products	Premium Functions
All-in-one Hotspot Gateway **UAG2100** • Concurrent 2.4 GHz and 5 GHz Wi-Fi connectivity • Bandwidth management for differentiated service offerings • Supports up to 100 concurrent device as standard, expandable to 200 by license • AP Controller feature manages up to 8 AP's with license • All-in-one account generator, Web-based authentication portal and billing system • SP350E voucher ticketing supporting multiple billing profiles • Data retention regulation compliance for future auditing	Wi-Fi extension **NWA5120 Series** 2.4/5 GHz 802.11n Unified Access Points **NWA5123-NI** **NWA5121-NI** **NWA5121-N**

All-in-one Hotspot Gateway

UAG2100

2.4 GHz Wi-Fi Access

5 GHz Wi-Fi Access

Cell phone

Web portal authentication

• **Robust Internet service plus Firewall**
• **Customizable billing profiles**
• **Data retention compliance**

SP350E
Ticket Printer

NSA320S
Internet Log Storage

NWA5120 Series
Wi-Fi Extension

GS1900-8HP
Optional PoE switch for Wi-Fi extension with multiple APs

Medium Venues

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 business owners of medium-size hospitality venues like small hotels, medical centers and bus or train commuter centers.

ZyXEL offers smart Wi-Fi and comprehensive product ranges that work closely together to deliver trouble free, truly unified networks.

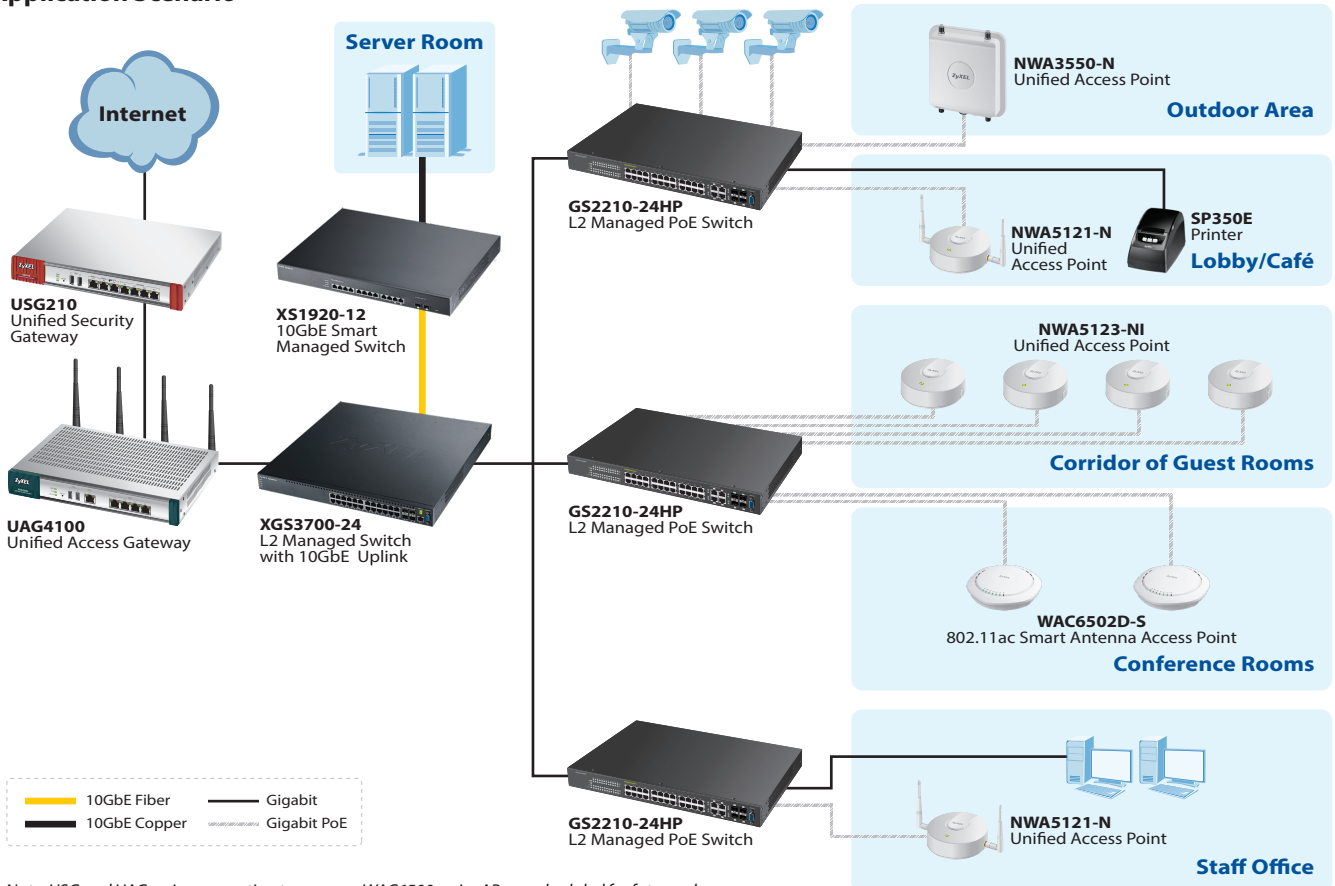## Features & Benefits Highlight

Wireless Access	Wired Connectivity	Access Management	Network Security	Performance & Management	Deployment
• **High-speed** Wi-Fi of up to 1.75 Gbps • **Concurrent services** of 2.4 & 5 GHz • Managed AP **scalability of up to 64 AP** • **Versatile installation:** wall/ceiling-mount • **Non-stop Wi-Fi service** by auto healing	• Efficiency boost with **10GbE** aggregation • **Robust infra** with non-blocking GbE • **Full switch portfolio** of 8 - 48 ports with or without PoE • **Green Ethernet** 802.3az • **High power budget** with PoE+ standard • **Streamlined configuration, management, and troubleshooting** by ZON utility and ZyXEL Smart Connect	• **Concurrent up to 1,000** concurrent log-ins • **Web-based** authentication • RADIUS authentication • **Built-in billing** system • **Up to 4,000** dynamic accounts • **Per user bandwidth** limit • **Voucher & SMS** ticketing • **Credit card** payment via PayPal	• Layer-2 isolation **protects individual client data** • **User-aware** security policy • **Full, deep protection** - Anti-virus - IDP - Application intelligence	• **Excellent Throughputs** of up to **2 Gbps** (USG210) • **Smooth remote connection** by VPN 1-to-1 mapping • **Zero-touch IP configuration** by iPnP & uPnP • **Data retention** compliance • Account list management • Billing report	• **Embedded AP Controller technology** enables easy deployment and centralized management for APs • **Simplified initial set-up** with ZON utility • **Wi-Fi planning** by ZyXEL Wireless Optimizer (ZWO)

Featured Products

Product Matrix	Essential Products	Premium Functions	
		Device to Add	**License to Add**
Accounting/Billing Required	Unified Access Gateway (Manage up to 16/32 AP) **UAG4100/UAG5100** Layer 2 Managed Switch **GS2210 Series** 802.11ac Smart Antenna Access Point **WAC6500 Series** 2.4/5 GHz 11n Access Point **NWA5120 Series**	Advanced security protection **USG210**	**Capacity upgrade** (UAG Series) Support more concurrent log-in from 300 (UAG4100) to 800 (UAG5100) devices **Anti-virus** Isolate threats of viruses with leading Karspersky technologies **IDP** Real-time blocking of Internet intrusions **Managed AP** Extend the management over deployed AP by increment of 16 AP for UAG5100, 8 AP for UAG4100 and NXC2500
Accounting/Billing Not Required	Advanced security protection Extend the management of deployed AP (Manage up to 18 AP) **USG210** Layer 2 Managed Switch **GS2210 Series** 802.11ac Smart Antenna Access Point **WAC6500 Series** 2.4/5 GHz 11n Access Point **NWA5120 Series**	Extend the management of deployed AP (Manage up to 64 AP) **NXC2500**	

Application Scenario

Internet

Server Room

USG210 Unified Security Gateway

UAG4100 Unified Access Gateway

XS1920-12 10GbE Smart Managed Switch

XGS3700-24 L2 Managed Switch with 10GbE Uplink

GS2210-24HP L2 Managed PoE Switch

GS2210-24HP L2 Managed PoE Switch

GS2210-24HP L2 Managed PoE Switch

NWA3550-N Unified Access Point — **Outdoor Area**

NWA5121-N Unified Access Point — **SP350E** Printer — **Lobby/Café**

NWA5123-NI Unified Access Point — **Corridor of Guest Rooms**

WAC6502D-S 802.11ac Smart Antenna Access Point — **Conference Rooms**

NWA5121-N Unified Access Point — **Staff Office**

Legend:
- 10GbE Fiber
- 10GbE Copper
- Gigabit
- Gigabit PoE

Note: USG and UAG series supporting to manage WAC6500 series AP are scheduled for future release.

ZyXEL

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 as recent research indicates that people now carry multiple devices and most require Wi-Fi connectivity. In addition customers are using much more complex applications which demand a much higher internet connectivity. Providing high speed Wi-Fi networks that are robust, reliable and deliver quality of service is now a must for high density venues.

ZyXEL's integrated hospitality solutions incorporate high-speed Wi-Fi with the best signal, reliable wired infrastructure, ultra-fast routing and next-generation application intelligence for luxury hotels and resorts to provide superb services to deliver the highest customer satisfaction.

Features & Benefits Highlight

Wireless Access	Wired Connectivity	Access Management	Network Security	Performance & Management	Deployment

• Managed AP **scalability of up to 512 AP**
 	
• Delivers best signal in interference-laden environments by **Smart Antenna technology**
 	
• **Optimized Wi-Fi client performance** by client steering
 	
• **High-speed** Wi-Fi of up to 1.75 Gbpss
 	
• **Concurrent services** of 2.4 & 5 GHz
 	
• **Versatile installation:** wall/ceiling-mount
 	
• **Non-stop Wi-Fi service** by auto healing
	• **Efficiency boost** with **10GbE** aggregation
	
	• **Quality of service upgraded** by rich VLAN and multi-cast functions
	
	• **Robust infrastructure** with non-blocking GbE
	
	• **Full switch portfolio** of 8 - 48 ports with or without PoE
	
	• **Green Ethernet** 802.3az
	
	• **High power budget** PoE
	
	• **Streamlined configuration, management, and troubleshooting** by ZON utility and ZyXEL Smart Connect
		• **Concurrent up to 16,000** concurrent log-ins
		
		• **Web-based** authentication
		
		• QR code authentication
		
		• RADIUS authentication
		
		• **Built-in billing** system
		
		• **Up to 4,000** dynamic accounts
		
		• **Per user bandwidth** limit
		
		• **Voucher & SMS** ticketing
		
		• **Credit card** payment via PayPal
			• Layer-2 isolation **protects individual client data**
			
			• **User-aware** security policy
			
			• **Full, deep protection**
			  - Anti-virus
			  - IDP
			  - Application intelligence
				• **Outperformed throughput** up to 5 Gbps (USG310)
				
				• **Smooth remote connection** by VPN 1-to-1 mapping
				
				• **Zero-touch IP configuration** by iPnP & uPnP
				
				• **Data retention** compliance
				
				• Account list management
				
				• Billing report
					• **Wi-Fi planning** by Ekahau
					
					• Wi-Fi deployment with **minimized changes**
					
					• **Simplified initial set-up** with ZON utility

Featured Products

Product Matrix	Essential Products	Premium Functions	
		Device to Add	**License to Add**
Accounting/Billing Required	Unified Access Gateway (Manage up to 32 AP) **UAG5100** Layer 2 Managed Switch **GS2210 Series** 802.11ac Smart Antenna Access Point **WAC6500 Series**	Advanced security protection **USG310** Extend the management of deployed AP (Manage up to 512 AP) **NXC5500**	**Capacity upgrade** Support more concurrent log-in from 800 (UAG5100) - 16,000 (NXC5500) devices **Anti-virus** Isolate threats of viruses with leading Karspersky technologies
Accounting/Billing Not Required	Unified Security Gateway (Manage up to 18 AP) **USG310** Layer 2 Managed Switch **GS2210 Series** 802.11ac Smart Antenna Access Point **WAC6500 Series**	Extend the management of deployed AP (Manage up to 512 AP) **NXC5500**	**IDP** Real-time blocking of Internet intrusions **Managed AP** Extend the management over deployed AP by increment of 16 AP for UAG5100, 8 or 64 AP for NXC5500

Application Scenario
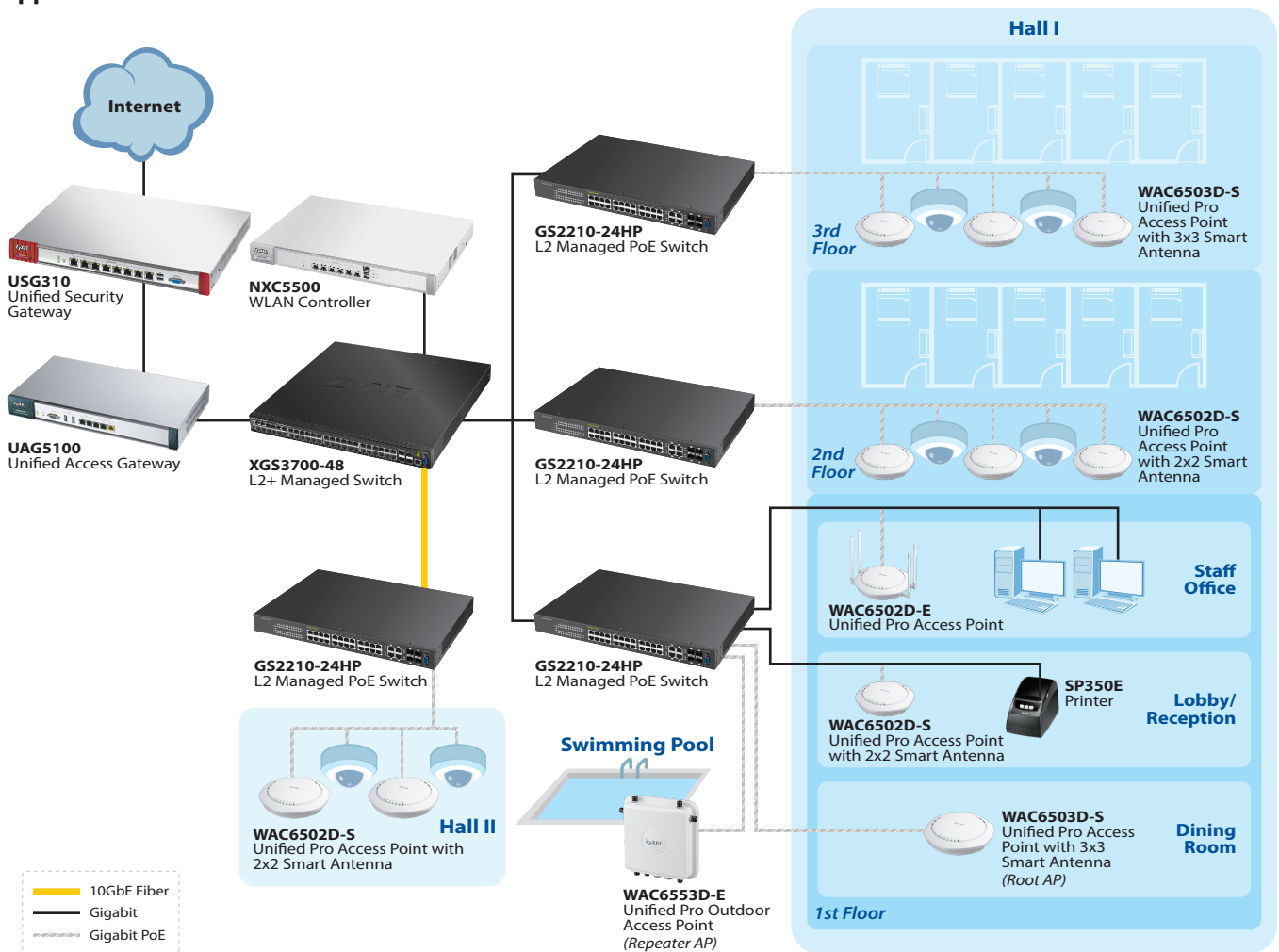
Specialized — In-room Deployment

Typical Wi-Fi installations in a hotel usually place access points in hallways and hidden plenum ceiling spaces; the main purposes are to prevent theft and to avoid design clashes between the high-tech AP and the tasteful hotel interior design. However, this commonly seen deployment method and the hotel building structure sometimes can affect the performance of the Wi-Fi to cause unnecessary complaints from customers. To address this challenge, ZyXEL introduces an innovative wall plate designed AP to provide Wi-Fi services with optimized coverage on a room by room basis. To provide modern services for hotel guests, the wall-plate AP also integrates PoE and phone connectivity in a single solution to extend services with minimized investment.

Features & Benefits Highlight

Wireless Access	Wired Connectivity	Access Management	Network Security	Performance & Management	Deployment
• **High-speed** Wi-Fi of up to 300 Mbps • **Universal wall-plate mounting** • Managed AP **scalability of up to 512 AP** • **Non-stop Wi-Fi service** by auto healing	• **Integrated IOT device** connecting in-room set-top box and phone • **Excellent IPTV application support** with rich multicast features • **Efficiency boost** with **10GbE** aggregation • **Quality of service upgraded** by rich VLAN and multi-cast functions • **Robust infra** with non-blocking GbE • **Full portfolio** of 8 - 48 ports with or without PoE • **Green Ethernet** 802.3az • **High power budget** PoE	• **Concurrent 16,000** (NXC5500) concurrent log-ins • **Web-based** authentication • RADIUS authentication • **Built-in billing** system • **Up to 2,000** dynamic accounts • **Per user bandwidth** limit • **Voucher & SMS** ticketing • **Credit card** payment via PayPal	• Layer-2 isolation **protects individual client data** • **User-aware** security policy • **Full, deep protection** - Anti-virus - IDP - Application intelligence	• **Outperformed throughput** up to 6 Gbps (USG1100) • **Smooth remote connection** by VPN 1-to-1 mapping • **Zero-touch IP configuration** by iPnP & uPnP • **Data retention** compliance • Account list management • Billing report	• **Wi-Fi planning** by Ekahau • Wi-Fi deployment with **minimized changes** • **Simplified initial set-up** with ZON utility • **Easy Wi-Fi extension with Resilience** by ZyMESH

Featured Products

Product Matrix	Essential Products	Premium Functions	
		Device to Add	**License to Add**
Accounting/Billing Required	Unified Access Gateway (Manage up to 32 AP) **UAG5100** Layer 2 Managed Switch **GS2210 Series** Wireless LAN Controller (Manage up to 512 AP) **NXC5500** Wall-plate 11n AP **NWA5301-NJ**	Advanced security protection **USG1100**	**Capacity upgrade** (UAG5100) Support more concurrent log-in up to 800 devices **Anti-virus** Isolate threats of viruses with leading Karspersky technologies **IDP** Real-time blocking of Internet intrusions **Managed AP** Extend the management over deployed AP by increment of 16/64 (UAG5100/NXC5500) AP
Accounting/Billing Not Required	Unified Security Gateway **USG1100** Layer 2 Managed Switch **GS2210 Series** Wireless LAN Controller (Manage up to 512 AP) **NXC5500** Wall-plate 11n AP **NWA5301-NJ**	-	

Application Scenario

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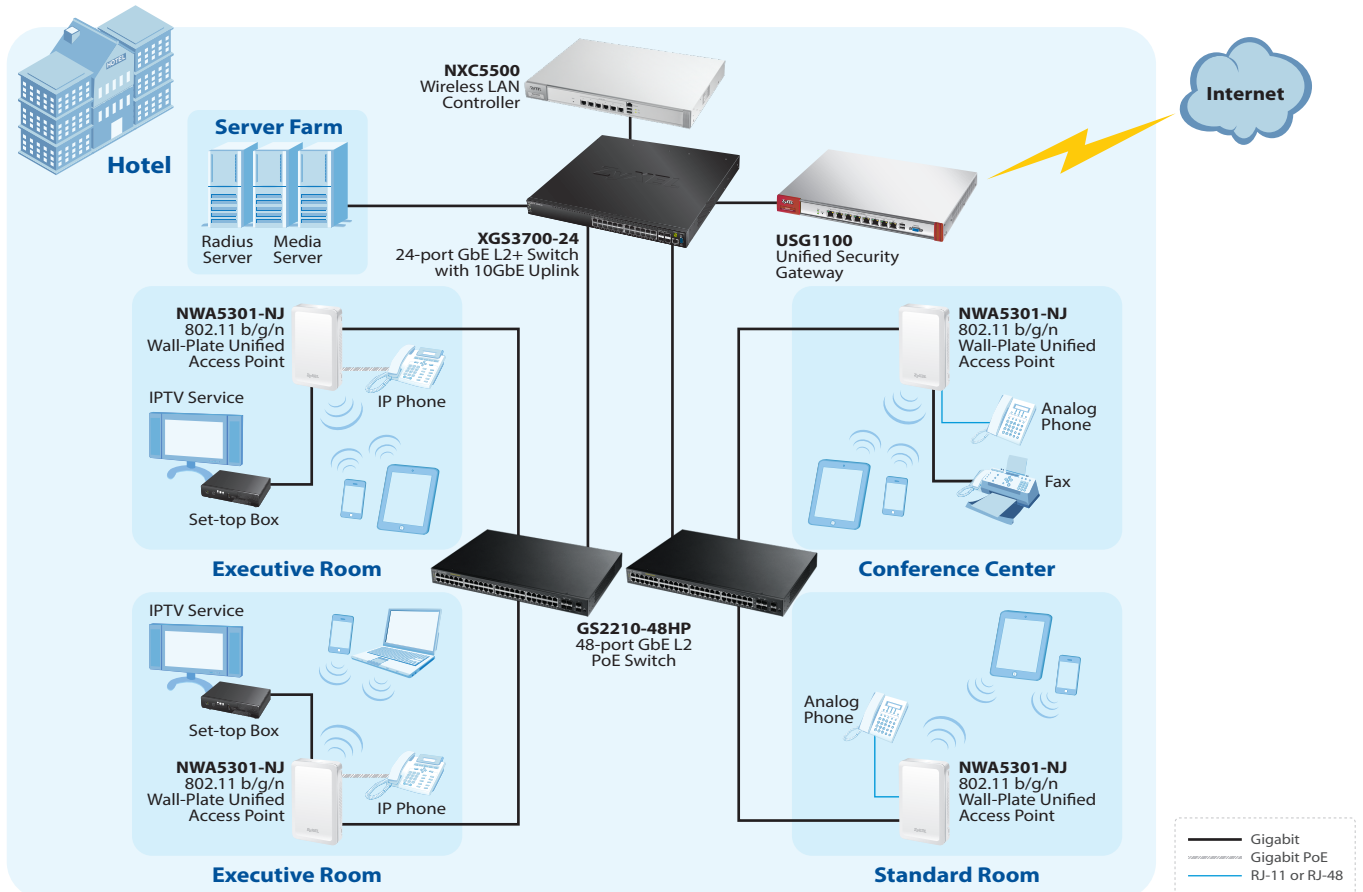
Specialized — Infrastructure Options

In some Internet service deployment projects for hospitality venues, copper Ethernet wiring is not always available. In such cases it could be enormously expensive to install Ethernet cabling or the construction of the building due to its age or design may prohibit this. In addition to this the hospitality venues need to suspend the operation for a period of time, which also considerably damages business income. ZyXEL extends its networking expertise to alternative technology infrastructures beyond Ethernet and offers comprehensive solutions to deliver Internet services over phone lines, power lines and fibre.

Feature/Performance Highlights

Types	Infrastructure on Existing Telephony Lines	Infrastructure on Fiber
Key Infrastructure	• The most modern transmission technologies based on VDSL2 and ADSL2+ • ADSL2+ technology with up to 24 Mbps download and 1.2 Mbps upload for cable lengths of up to 1 km • VDSL2 technology with symmetrical data transfer of up to 100 Mbps with cable lengths of up to 300 m	• Extends networking services to long distances beyond 100 meters • Investment protection by not requiring to change the wiring when bandwidth needs upgrade

Application Scenario

Using existing analogue telephony infrastructure

Main Building

AMG1312
Wireless N
ADSL2+ 4-port
Gateway with USB

Splitter

Splitter

IES4005
2U Temperature-Hardened
5-slot hassis Remote MSAN

USG210
Unified Security
Gateway

Administration Building

Splitter **VMG1312**
Wireless N VDSL2
4-port Gateway
with USB

Internet

PBX

— Ethernet Network
— ADSL2+ Infrastructure
— Analogue Telephony
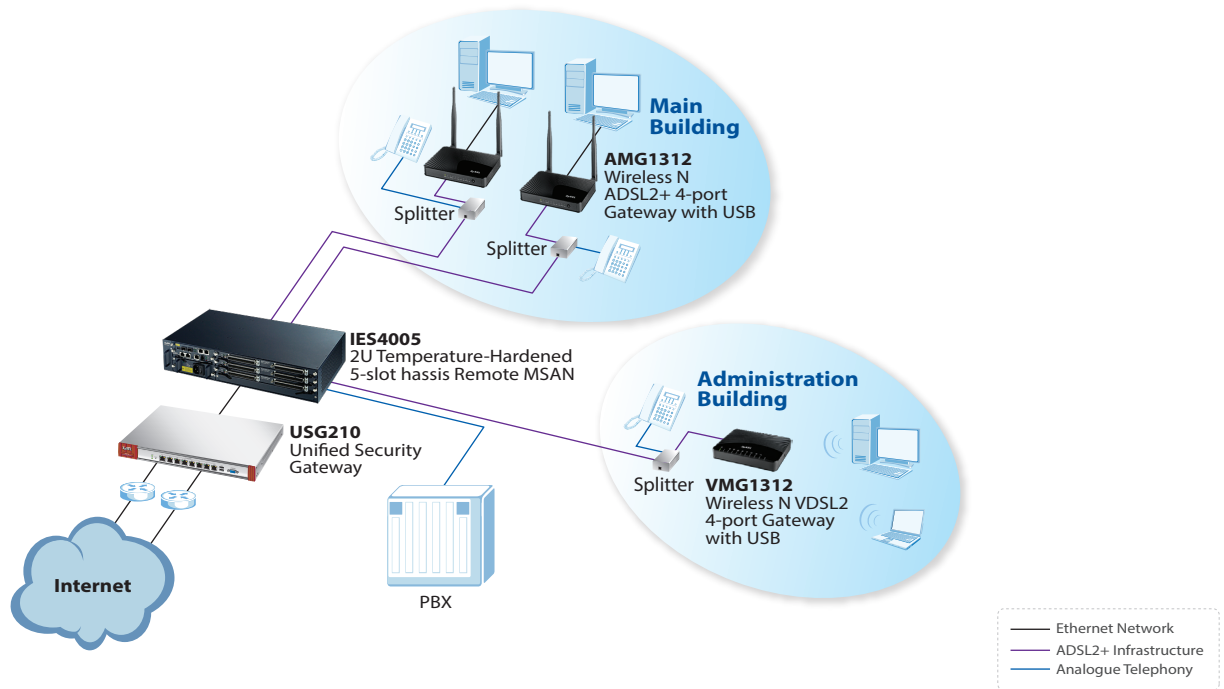
Using existing fiber infrastructure

Main Building

IP Phone

AMG1312
Wireless N ADSL2+ 4-port
Gateway with USB

IES-1248
48-port Temperature-Hardened
ADSL2+ Box DSLAM

Auxiliary Building

IP Phone

AMG1312
Wireless N ADSL2+ 4-port
Gateway with USB

IES-1248
48-port Temperature-Hardened
ADSL2+ Box DSLAM

XGS3700-24
L2+ Managed
Switch

IP Phone

AMG1312
Wireless N ADSL2+ 4-port
Gateway with USB

Administration Building

IES-1248
48-port Temperature-Hardened
ADSL2+ Box DSLAM

IP PBX

USG210
Unified Security
Gateway

Internet

— Fiber
— Cat 5e/6

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ZyXEL

Products at a Glance

Gateway

**UAG2100/
UAG4100**
Unified Security
Gateway

SP350E
Service Gateway Printer

UAG2100/4100

- IEEE 802.11 a/b/g/n dual-radio (2.4 GHz and 5 GHz) design
- Built-in WLAN controller for centralized AP management and effortless WLAN scalability
- Integrated account generator, Web-based authentication portal and billing system
- SMS ticketing with ViaNett protocol support (by license for UAG2100)
- Facilitates compliance with data retention regulations

UAG5100
Unified Security
Gateway

UAG5100

- Supports 500 concurrent logins by default and up to 800 via license upgrade
- Built-in WLAN controller for centralized AP management and effortless WLAN scalability
- Integrated account generator, Web-based authentication portal and billing system
- Per account bandwidth management
- Dual-WAN load-balancing, failover and fall back support
- Facilitates compliance with data retention regulations

Switch

GS1900 Series
Smart Managed Switch

GS1900 Series

- Easy browser-based switch management
- Quick and easy set up wizard
- Advanced network error prevention features (loop protection, dual images, storm control, DoS and SSL)
- Green Ethernet IEEE 802.3az support and intelligent ZyXEL green features

XS1920-12
10G Smart Managed Switch

XS1920-12

- Flexible 10G connection to 10G servers and network storage through both copper and fiber
- Dual firmware images and configuration ensure network availability
- Simplified configuration with user-friendly web-based management GUI
- Future-proofed with IPv6 support

GS2210 Series
Layer 2 Managed Switch

GS2210 Series

- Fully managed Layer 2 switching solution
- Complies with IEEE 802.3af PoE and 802.3at PoE Plus
- 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

XGS3700/GS3700 Series
Layer 2+ Managed Switch

XGS3700/GS3700 Series

- Full Layer 2 feature set with Layer 3 features including static routing, policy-based routing, VRRP and ECMP support
- 24 or 48 ports with or without PoE providing optimized Gigabit Ethernet connectivity
- Provides up to 30 W per port with IEEE 802.3at PoE Plus compliance

WLAN

NXC2500/NXC5500
Wireless LAN Controller

NXC2500/NXC5500
- Centralized WLAN management and auto provisioning
- Adaptive and resilient Wi-Fi deployments with ZyMESH technology
- Client Steering optimizes efficiency of wireless spectrum utilization
- Auto Healing maximizes Wi-Fi service availability
- Comprehensive guest network management features

WAC6500 Series
802.11ac Dual Radio Unified Pro Access Point

WAC6500 Series
- ZyXEL smart antenna provides enhanced performance anywhere (WAC6503D-S, WAC6502D-S)
- Advanced IEEE 802.11ac delivers up to 1.75 Gbps combined data rates
- Industry-leading receive sensitivity as low as -102 dBm
- AP Flex™, DCS and tool-less bracket design streamline deployment

NWA5120 Series
802.11n Unified Access Point

NWA5120 Series
- Ceiling and wall mountable
- 2-in-1 standalone/managed AP design
- CAPWAP management supported
- High-performance RF technology: Tx Beamforming and Rx Maximum Likelihood Demodulation (MLD)

NWA5301-NJ
802.11n Wall-Plate Unified Access Point

NWA5301-NJ
- Unique back panel design that fits the majority of outlet boxes in the world
- High-gain antenna that optimizes Wi-Fi services for mobile devices
- Extending phone and IPTV services with integrated interfaces
- Layer-2 isolation to secure personal data from leaking

Security

USG210
Unified Security Gateway

USG310
Unified Security Gateway

USG1100
Unified Security Gateway

USG210/USG310

- High performance, high value Next Generation Firewall (NGFW) for small and medium-sized businesses
- Anti-malware protection with firewall, Kaspersky anti-virus, anti-spam, content filtering, IDP, next-generation application intelligence, and SSL inspection
- Robust SSL, IPSec and L2TP over IPSec VPN connectivity and VPN high availability (HA)
- Built-in WLAN controller for centralized AP management and effortless WLAN scalability
- Comprehensive mobile broadband USB dongle compatibility and multi-WAN load-balancing, failover and fall back support

USG1100

- Ultra high performance Next Generation Firewall (NGFW) for medium to large businesses
- Multi-threat protection with firewall, Kaspersky anti-virus, anti-spam, content filtering, IDP, next-generation application intelligence, and SSL inspection
- 3-tier high availability with multi-WAN, VPN HA and device HA
- Robust SSL, IPSec and L2TP over IPSec VPN connectivity
- Built-in WLAN controller for centralized AP management and effortless WLAN scalability

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