

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



### Hospitality

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





# 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

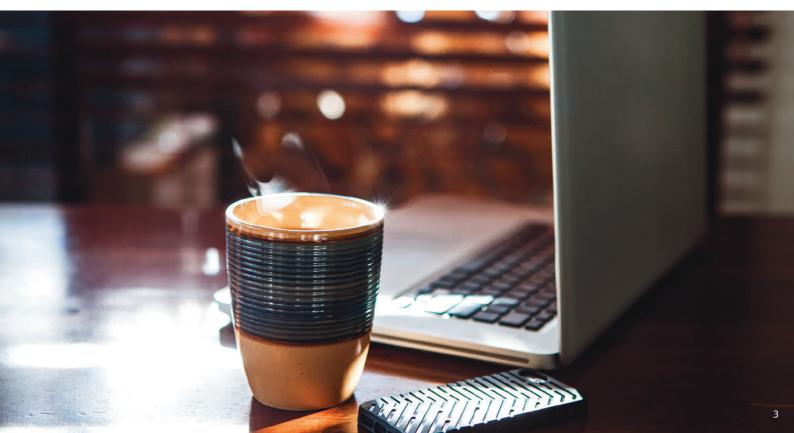
The solution allows authorised users onto the network and keeps data private as it travels through the airwaves. It keeps security threats at bay and enables business to comply with data retention regulation.

### 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

<b>T</b>		All-inclusive Networks			Specialized Application		
Types	Types Small Venues Medium Venues Large		Large Venues	In-room Integrated Services	Comprehensive Infrastructure Options		
Application Briefs	<ul> <li>Up to 100 concurrent devices supported</li> <li>All-in-one instant hotspot deployment</li> </ul>	<ul> <li>Up to 800 concurrent devices supported</li> <li>Quick roll-out, easy management with best investment protection</li> <li>50 - 100 rooms</li> </ul>	<ul> <li>Up to 1,000 concurrent devices supported</li> <li>Trouble free, integrated offerings with optimized quality of services</li> <li>Up to 200 rooms</li> </ul>	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



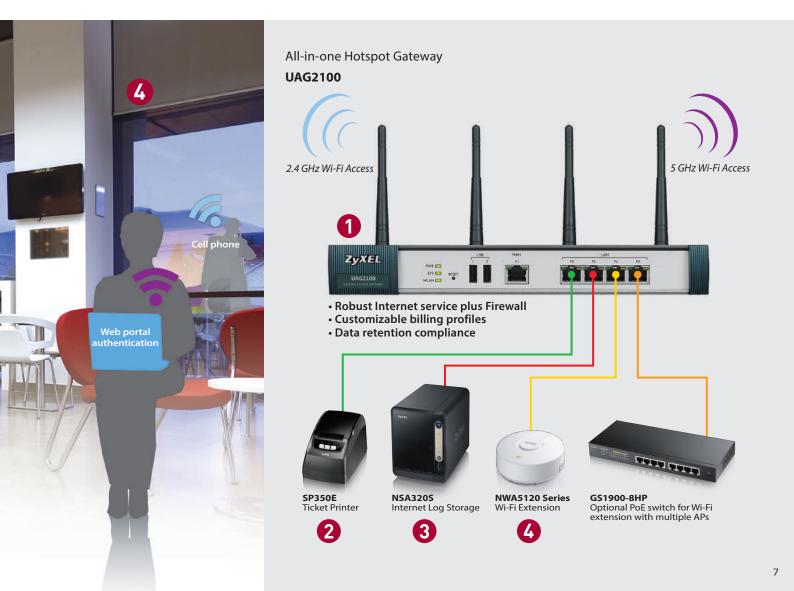
In small hospitality venues such as cafeterias, restaurants or clinics, compact, feature rich solutions are welcomed due to the limited space and relatively simple networking infrastructure. The ZyXEL UAG2100 is the best of breed offering that fulfills the requirements of small hospitality venues. The 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**



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





### **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 mediumsize hospitality venues like small hotels, medical centers and bus or train commuter centers.

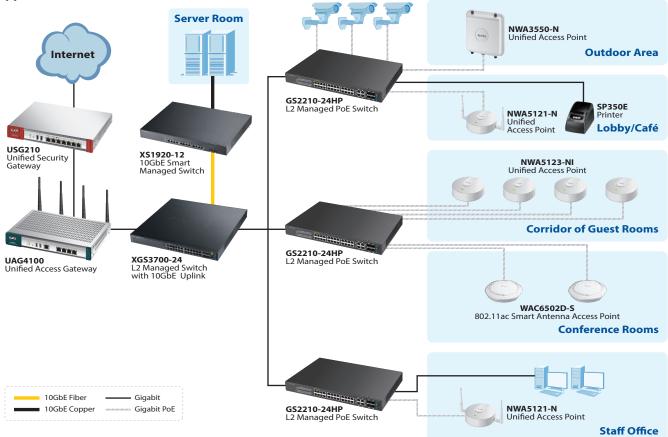
ZyXEL offers smart Wi-Fi and comprehensive product ranges that work closely together to deliver trouble free, truly unified networks.

Wireless Access	Wired Connectivity	Access Management	Network Security	Performance & Management	Deployment
• High-speed Wi-Fi of up to 1.75 Gbps	• Efficiency boost with <b>10GbE</b> aggregation	• Concurrent up to 1,000 concurrent log-ins	• Layer-2 isolation protects individual client data	• Excellent Throughputs of up to 2 Gbps (USG210)	• Embedded AP Controller technology enables
• Concurrent	• Robust infra with	-		-	easy deployment
services of 2.4 & 5 GHz	non-blocking GbE	• Web-based authentication	• <b>User-aware</b> security policy	Smooth remote     connection by VPN	and centralized management for APs
Managed AP	<ul> <li>Full switch portfolio of 8 - 48</li> </ul>	• RADIUS	• Full, deep	1-to-1 mapping	• Simplified initial
scalability of up to	ports with or without	authentication	protection	• Zero-touch IP	set-up with ZON
64 AP	PoE	authentication	- Anti-virus	configuration by	utility
017/1	102	• Built-in billing	- IDP	iPnP & uPnP	utility
• Versatile	• Green Ethernet	system	- Application		• Wi-Fi planning
installation: wall/	802.3az		intelligence	<ul> <li>Data retention</li> </ul>	by ZyXEL Wireless
ceiling-mount		• Up to 4,000		compliance	Optimizer (ZWO)
	• High power	dynamic accounts			
• Non-stop Wi-Fi	<b>budget</b> with PoE+			<ul> <li>Account list</li> </ul>	
service by auto	standard	• Per user		management	
healing		bandwidth limit			
	<ul> <li>Streamlined</li> </ul>			<ul> <li>Billing report</li> </ul>	
	configuration,	Voucher & SMS			
	management, and	ticketing			
	troubleshooting by				
	ZON utility and ZyXEL Smart Connect	Credit card payment			
		via PayPal			

### **Features & Benefits Highlight**

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

#### **Application Scenario**



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



## 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.

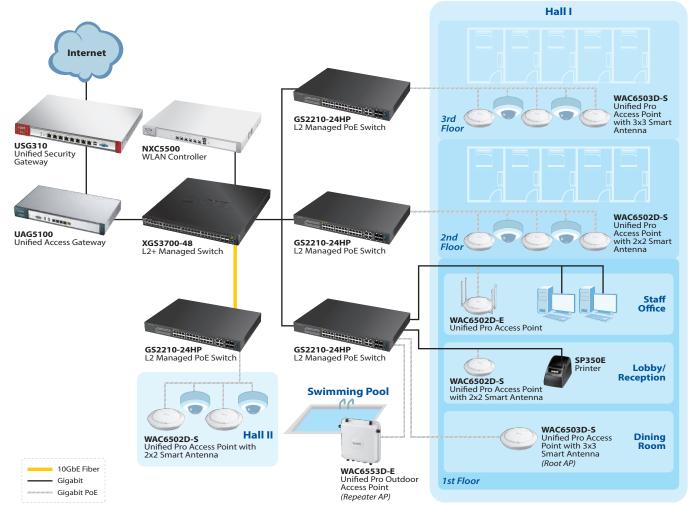
ZyXEL's integrated hospitality solutions incorporate high-speed Wi-Fi with the best signal, reliable wired infrastructure, ultra-fast routing and next-generation application intelligence for luxury hotels and resorts to provide superb services to deliver the highest customer satisfaction.

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

### **Features & Benefits Highlight**

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Product Matrix	Essential Products	Device to Add	License to Add	
Accounting/Billing Required	Unified Access Gateway (Manage up to 32 AP) <b>UAG5100</b> Layer 2 Managed Switch <b>GS2210 Series</b> 802.11ac Smart Antenna Access Point <b>WAC6500 Series</b>	Advanced security protection <b>USG310</b> Extend the management of deployed AP (Manage up to 512 AP) <b>NXC5500</b>	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) <b>USG310</b> Layer 2 Managed Switch <b>GS2210 Series</b> 802.11ac Smart Antenna Access Point <b>WAC6500 Series</b>	Extend the management of deployed AP (Manage up to 512 AP) <b>NXC5500</b>	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



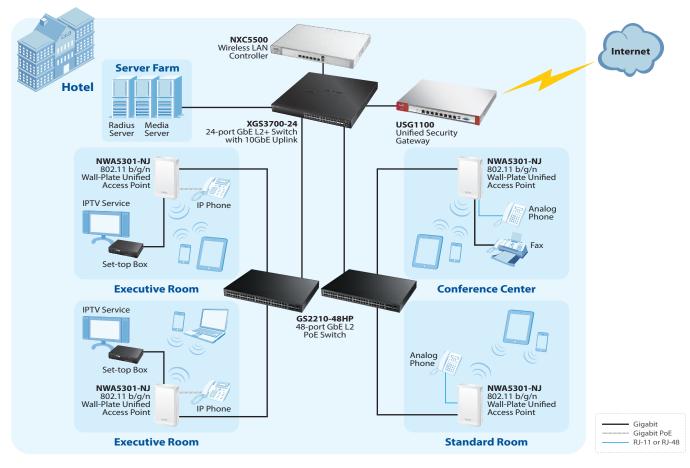
Typical Wi-Fi installations in a hotel usually place access points in hallways and hidden plenum ceiling spaces; the main purposes are to prevent theft and to avoid design clashes between the high-tech AP and the tasteful hotel interior design. However, this commonly seen deployment method and the hotel 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
<ul> <li>High-speed Wi-Fi of up to 300 Mbps</li> <li>Universal wall-plate mounting</li> <li>Managed AP scalability of up to 512 AP</li> <li>Non-stop Wi-Fi service by auto healing</li> </ul>	<ul> <li>Integrated IOT device connecting in-room set-top box and phone</li> <li>Excellent IPTV application support with rich multicast features</li> <li>Efficiency boost with 10GbE aggregation</li> <li>Quality of service upgraded by rich VLAN and multi-cast functions</li> <li>Robust infra with non-blocking GbE</li> <li>Full portfolio of 8 - 48 ports with or without PoE</li> <li>Green Ethernet 802.3az</li> <li>High power budget PoE</li> </ul>	<ul> <li>Concurrent 16,000 (NXC5500) concurrent log-ins</li> <li>Web-based authentication</li> <li>RADIUS authentication</li> <li>Built-in billing system</li> <li>Up to 2,000 dynamic accounts</li> <li>Per user bandwidth limit</li> <li>Voucher &amp; SMS ticketing</li> <li>Credit card payment via PayPal</li> </ul>	<ul> <li>Layer-2 isolation protects individual client data</li> <li>User-aware security policy</li> <li>Full, deep protection <ul> <li>Anti-virus</li> <li>IDP</li> <li>Application intelligence</li> </ul> </li> </ul>	<ul> <li>Outperformed throughput up to 6 Gbps (USG1100)</li> <li>Smooth remote connection by VPN 1-to-1 mapping</li> <li>Zero-touch IP configuration by iPnP &amp; uPnP</li> <li>Data retention compliance</li> <li>Account list management</li> <li>Billing report</li> </ul>	<ul> <li>Wi-Fi planning by Ekahau</li> <li>Wi-Fi deployment with minimized changes</li> <li>Simplified initial set-up with ZON utility</li> <li>Easy Wi-Fi extension with Resilience by ZyMESH</li> </ul>

Due du et Matulu	Facoutial Duaduate	Premium	Functions
Product Matrix	Essential Products	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 <b>USG1100</b>	<b>Capacity upgrade</b> (UAG5100) Support more concurrent log-in up to 800 devices <b>Anti-virus</b> Isolate threats of viruses with leading Karspersky technologies
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	-	IDP Real-time blocking of Internet intrusions Managed AP Extend the management over deployed AP by increment of 16/64 (UAG5100/NXC5500) AP

### **Application Scenario**





# 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.

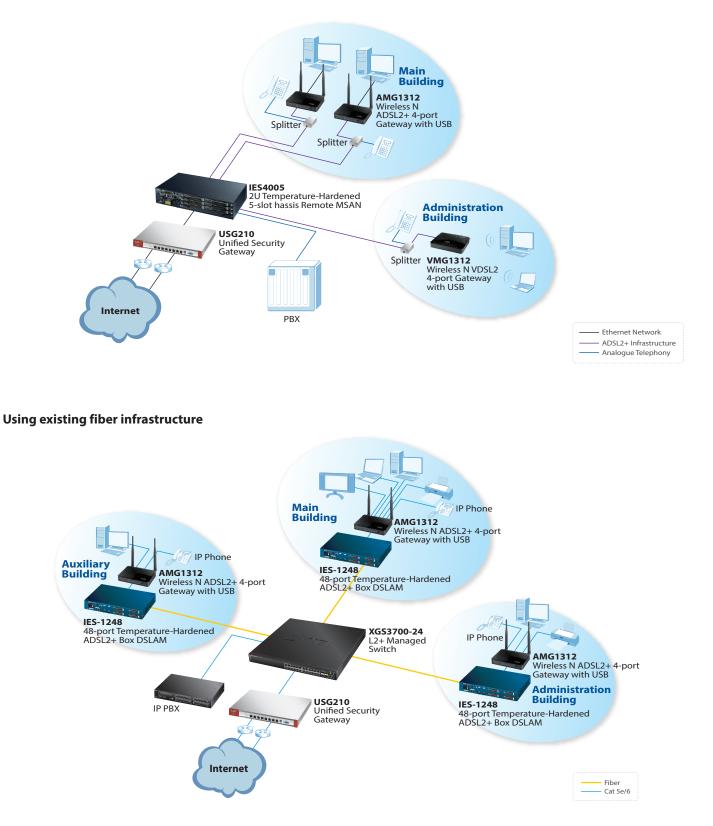
#### Feature/Performance Highlights

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



### **Application Scenario**

### Using existing analogue telephony infrastructure





# Products at a Glance

### Gateway



#### UAG21007 UAG4100 Unified Security Gateway



# UAG5100

Unified Security Gateway

### Switch



**GS1900 Series** Smart Managed Switch

### 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

- 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

### **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



WAC6500 Series 802.11ac Dual Radio Unified Pro Access Point



#### 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

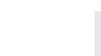
### WAC6500 Series

- 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<sup>TM</sup>, 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

- 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

NWA5301-NJ 802.11n Wall-Plate Unified Access Point

### Security



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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