

ZYXEL

Your Networking Ally

User's Guide

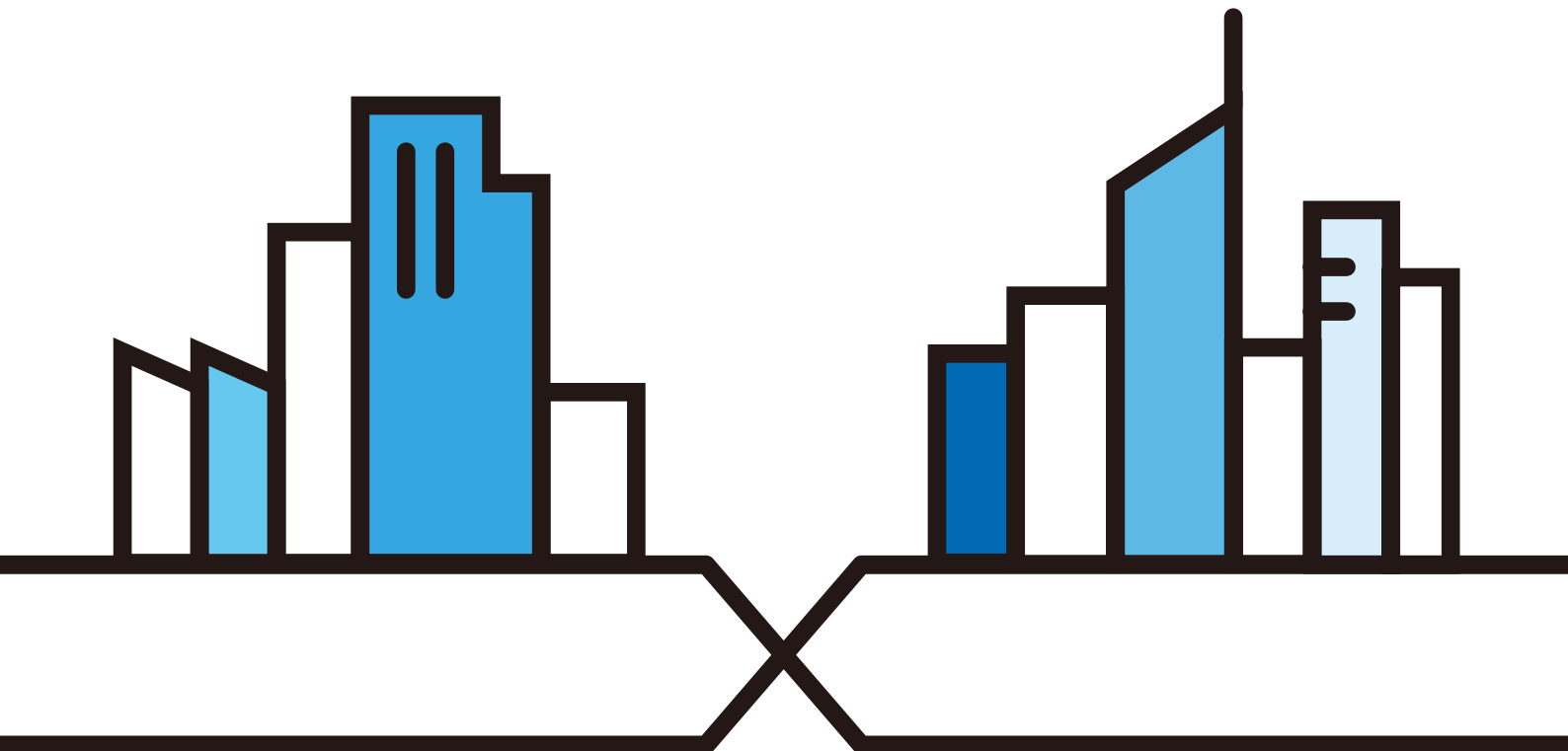
Multy X

AC3000 Tri-Band WiFi System
Model: WSQ50

Default Login Details

Zyxel App	Zyxel Multy
myZyxelCloud Account	https://mycloud.zyxel.com

Version 2.0.0 Edition 2, 08/2019



IMPORTANT!

READ CAREFULLY BEFORE USE.

KEEP THIS GUIDE FOR FUTURE REFERENCE.

Screenshots and graphics in this book may differ slightly from your product due to differences in your product firmware or your app version. Every effort has been made to ensure that the information in this manual is accurate.

Related Documentation

- Quick Start Guide

The Quick Start Guide shows how to connect and install the Multy Device.

- More Information

Go to support.zyxel.com to find other information on the Multy Device.



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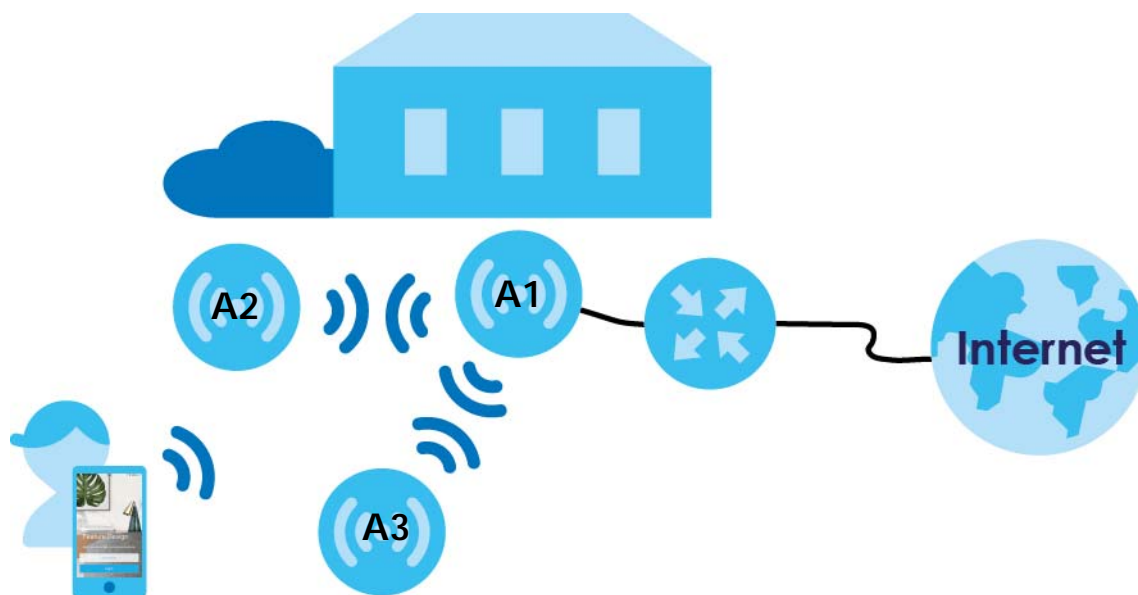
CHAPTER 1

Get to Know Your Multy WiFi System

1.1 Overview

Zyxel Multy WiFi System allows you to quickly set up and monitor your WiFi network using the Zyxel Multy app. You can install two or more Multy Devices in a Multy WiFi System to extend the range of your existing wired network without additional wiring, providing easy network access to mobile users.

In the following example, the first Multy Device connects to the router to act as the root AP (**A1**), and other Multy Devices are extenders (**A2** or **A3**) to expand wireless coverage. The extenders help relay communications from wireless clients to the root AP and router.



1.2 How to Manage the Multy WiFi System

You can use the following way to manage the Multy WiFi System.

Zyxel Multy App

The Zyxel Multy app allows Multy WiFi System setup and management from your mobile device. This User's Guide provides information about key uses of the Zyxel Multy app.

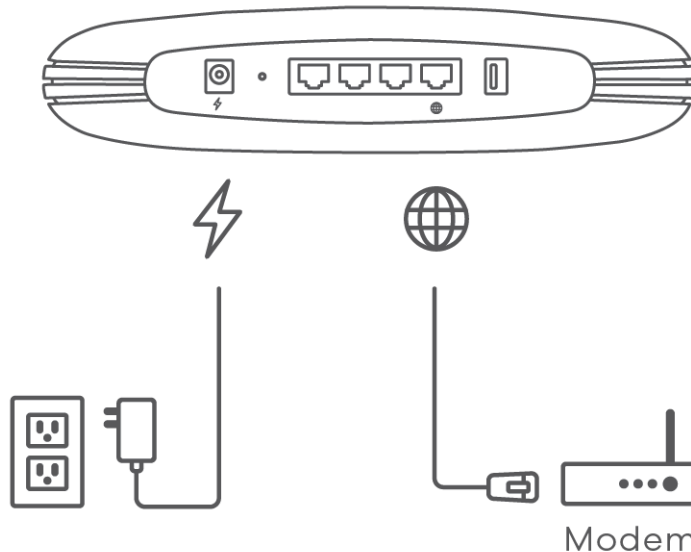
1.3 Getting Started

To set up a Multy WiFi System, you need to:

- 1 Have a broadband modem or router that is connected to the Internet.
- 2 Get at least one Multy Device. If you have multiple Multy Devices, the first one you installed should be connected to the modem or router. Other Multy Devices can be placed in different rooms to extend WiFi range by wirelessly connecting to the first Multy Device.
- 3 Install the Zyxel Multy app and turn on Bluetooth on your smartphone. Make sure your phone has Internet access.
- 4 Connect the first Multy Device (see [Section 1.4 on page 5](#)).
- 5 Use the Zyxel Multy app to set up the Multy Device and manage your Multy WiFi System (see [Chapter 2 on page 8](#)).

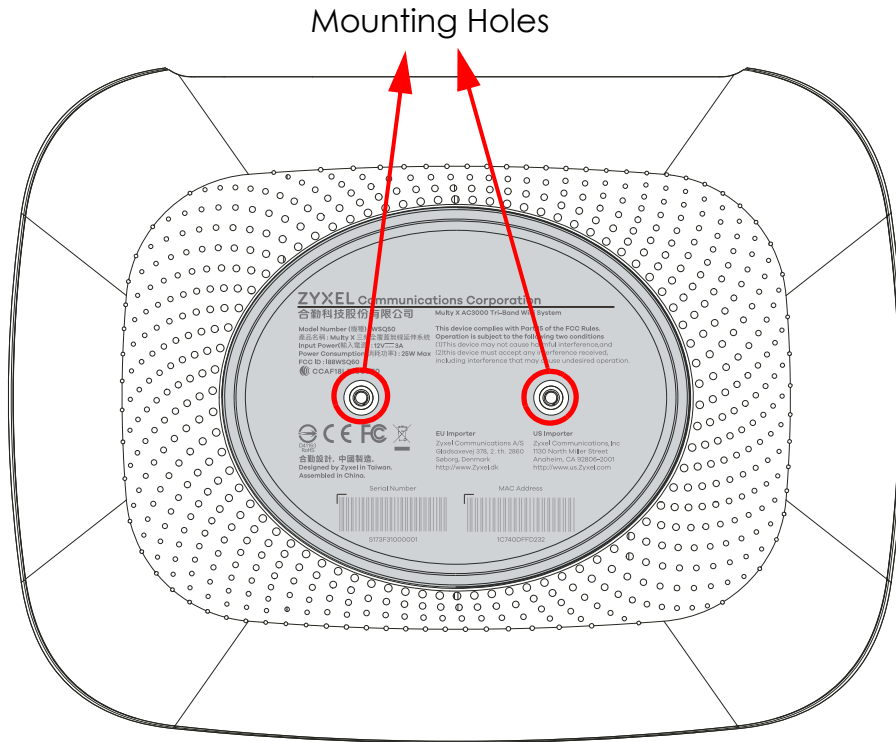
1.4 Hardware Connections

- 1 Use the included power cable to connect the Multy Device's power port to a power outlet.
- 2 If you are installing the first Multy Device, connect the Internet port of the Multy Device to a broadband modem or router that is connected to the Internet.



Note: If your Multy Device comes with mounting holes at the bottom, you can use mounting brackets to attach it to a wall or ceiling.

If not, you have to place it on a desk, table, shelf, etc.



1.5 Reset Button

If you need to return the Multy Device to its default settings, use the reset button on the rear panel.



1.5.1 Use the Rest Button

Follow the steps below for a factory reset.

- 1 Make sure the LED light on the top panel is not blinking white.
- 2 To perform a factory reset, press the reset button for at least five seconds or until the LED starts to blink red.

1.6 LED Light

Look at the LED on the top panel to determine the status of the Multy Device.

Figure 1 Multy Device LED Light



The following are the LED descriptions for your Multy Device.

Table 1 Multy Device LED Descriptions

COLOR	STATUS	DESCRIPTION
	Off	The Multy Device is not receiving power.
White	Blinking	The Multy Device is booting up, undergoing firmware upgrade, or being configured.
	On	The Multy Device is on and connected to the Internet.
Blue	Blinking	Bluetooth is enabled on the Multy Device.
	On	The Multy Device in extender mode is connected to the root AP.
Red	On	The Multy Device in root AP mode failed to connect to the Internet, the Multy Device in extender mode cannot connect to the root AP, or Bluetooth is not working on the Multy Device.
	Slow Blinking	An error occurred during firmware update.
	Fast Blinking	The Multy Device is in the process of default restoring.

CHAPTER 2

Set up Your Multy WiFi System Using the Zyxel Multy App

2.1 Introduction

The Zyxel Multy app helps you install Multy Devices and manage the Multy WiFi System directly with your Android or iOS device.

Compatibility

- Android 5.0 or later
- iOS 9.0 or later.

2.2 Use the Zyxel Multy App

You can log in and use the Zyxel Multy app with or without a myZyxelCloud account.

With a myZyxelCloud account, all your configurations will be stored in the myZyxelCloud server. You then can log in and use the app on any mobile device to manage your Multy WiFi System once it has been set up. Moreover, the Multy Devices can work with Amazon Alexa after the myZyxelCloud account is linked to Alexa ([Section 2.22 on page 53](#)).

- 1 Install the Multy app from Google Play or the Apple App store. Then tap the Multy icon to open it.

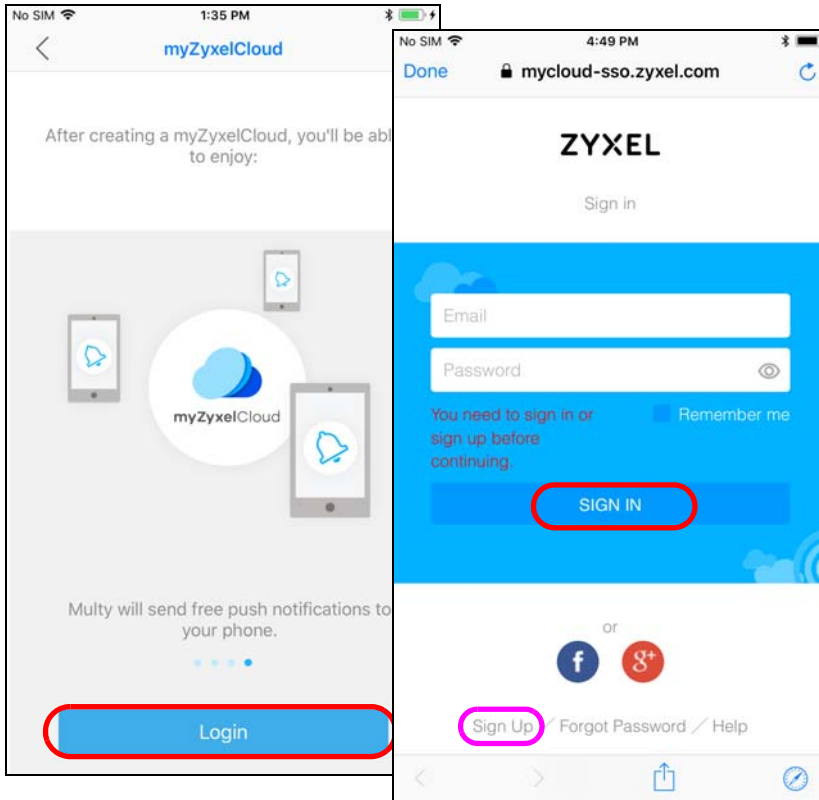
Figure 2 Multy App Icon



- 2 The main menu will be displayed. Tap the login icon to enter your myZyxeCloud account information. To use the app without logging into the myZyxeCloud server, tap **Start Installation**.



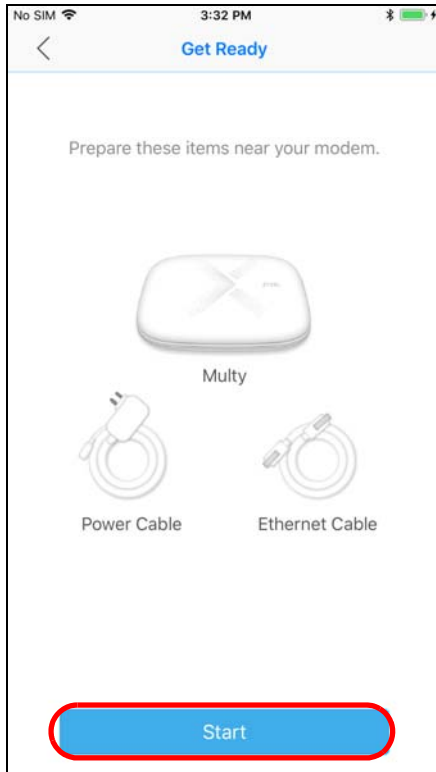
- 3 To log in with an myZyxeCloud account, tap **Login** when the **myZyxeCloud** screen is displayed. Enter your existing account information and tap **SIGN IN**, or tap **Sign Up** to create a new myZyxeCloud account.



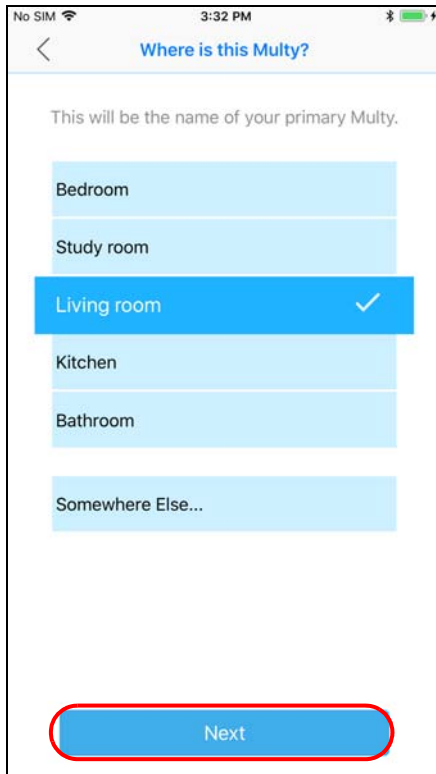
2.3 Add and Install Your First Multy Device

You need to install at least one Multy Device before you can manage the Multy WiFi System.

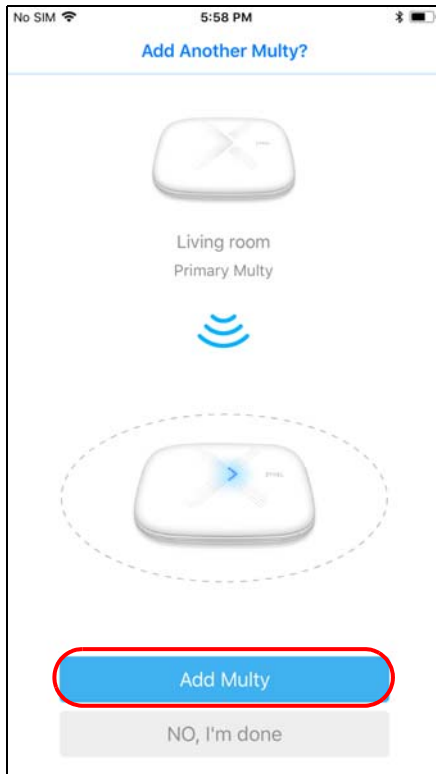
- 1 After you sign in to your myZykelCloud account or tap **Install Multy**, the **Get Ready** screen displays. Tap **Start** to install and add a Multy Device to your Multy WiFi System.



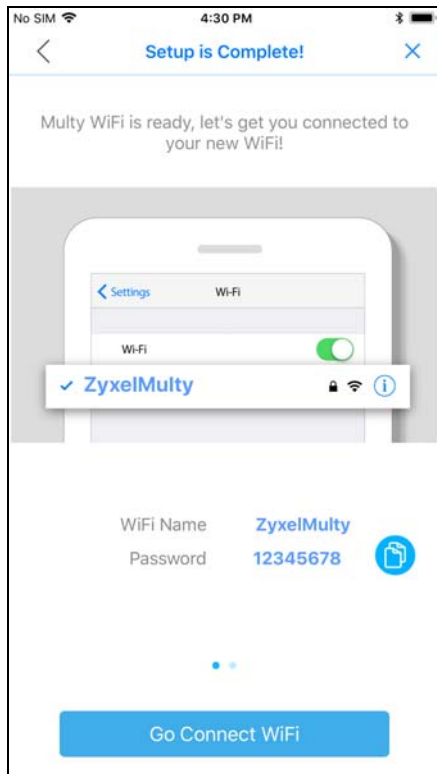
- 2 Select the location where you want to place your Multy Device, tap **Next** and follow the on-screen instructions.



- 3 After the first Multy Device is installed, you can tap **Add Multy** to install a second Multy Device.



- 4 When the WiFi setup is completed, you can copy and use the new WiFi name and password to connect your mobile phone to the Multy WiFi System.



- 5 The **Multy Site** screen will be displayed, allowing you to monitor your Multy Devices and Multy WiFi System. It shows whether the Multy Devices in this Multy WiFi System are on. It also shows how many wireless clients are currently connected to the Multy Devices.



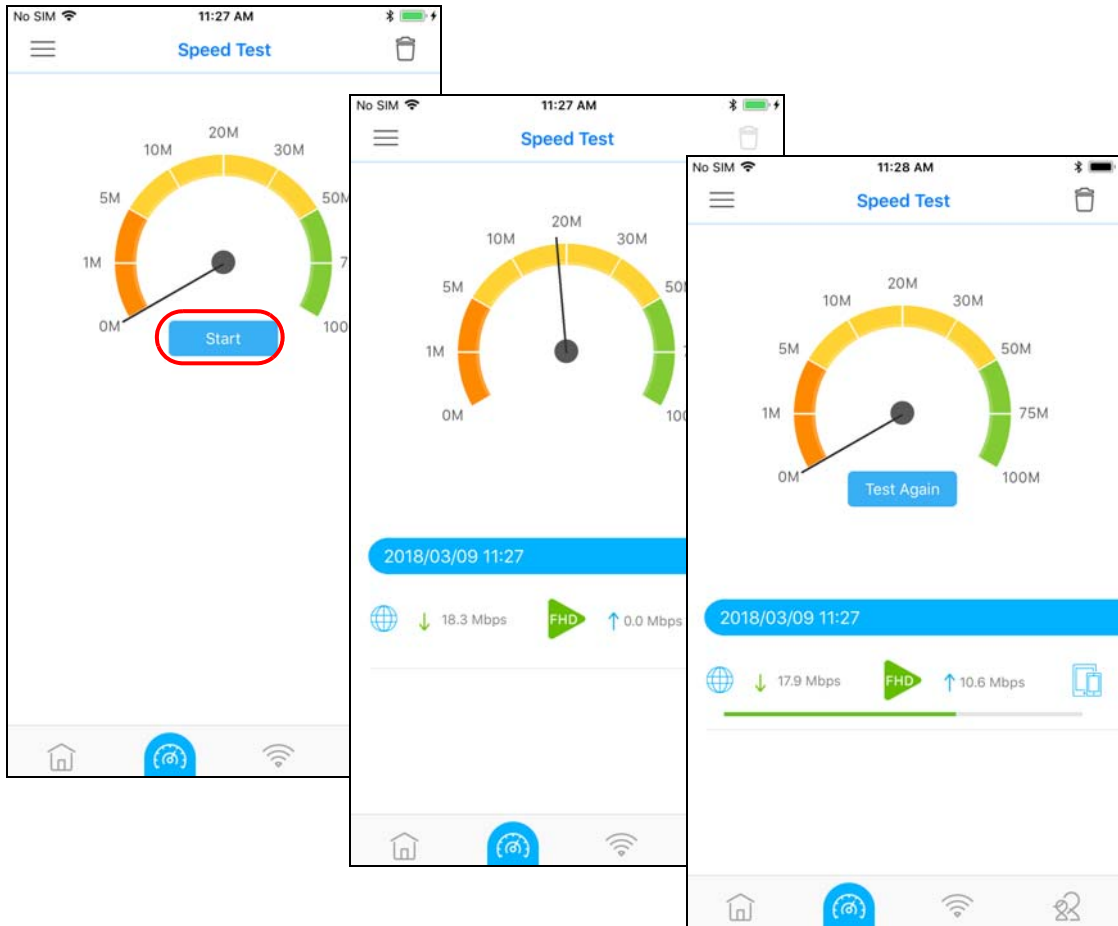
2.4 Test Your Mobile Phone Connection Speed

You can run a speed test to check the Internet connection speed at which you send and receive data from your mobile phone.

- 1 Tap the Speed Test icon (📶) of the Multy WiFi System.



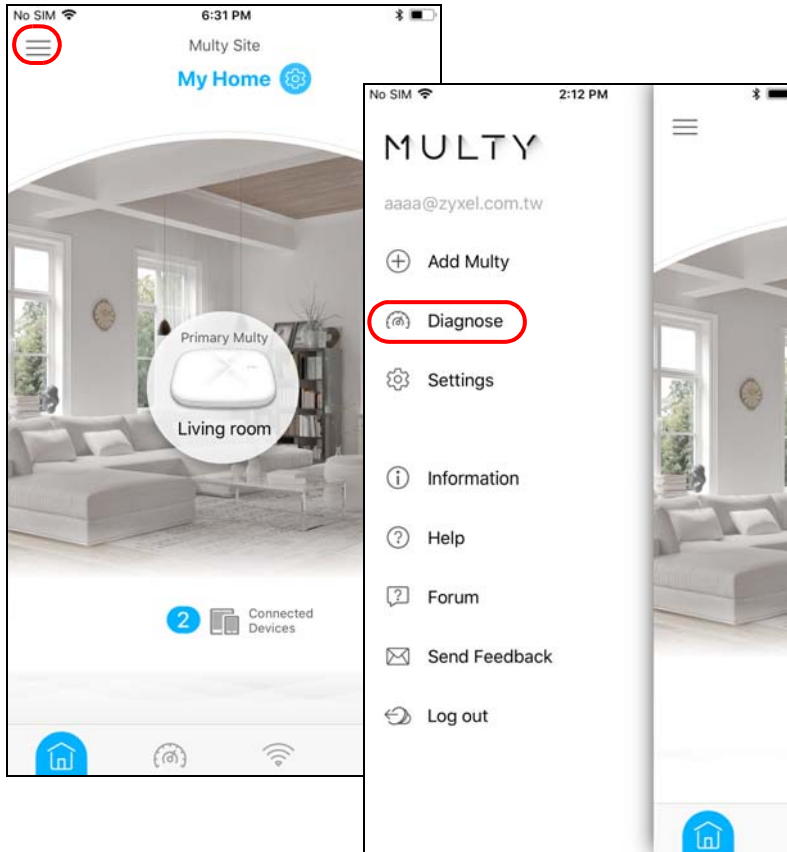
- 2 Tap **Start** to perform the test. The meter will show data rates for both upstream and downstream traffic. You can tap the Remove icon (🗑️) to delete all records.



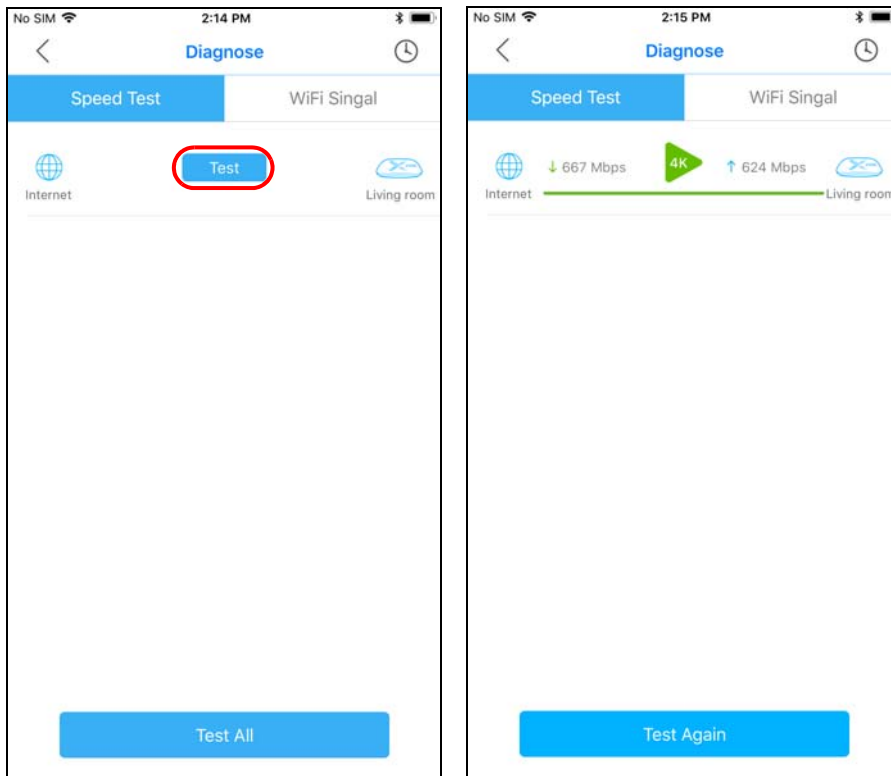
2.5 Test Your Multy Device Connection Speed

With the Zyxel Multy app, you can check the speed of the connection between your Multy Device and your broadband modem/router. You can also check the connection speed between two Multy Devices.

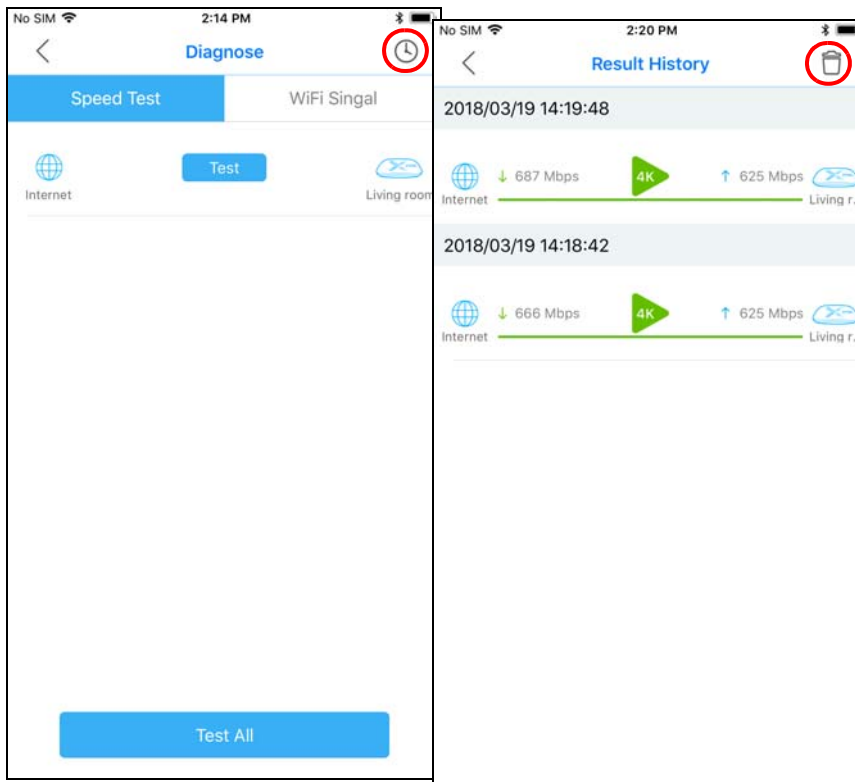
- 1 Tap the Menu icon in the upper-left corner to open the navigation panel. Tap **Diagnose**.



- 2 Tap **Speed Test** and then the **Test** or **Test All** button to perform a test. The results will show data rates for both upstream and downstream traffic. Tap **Test Again** to show the **Test** button.



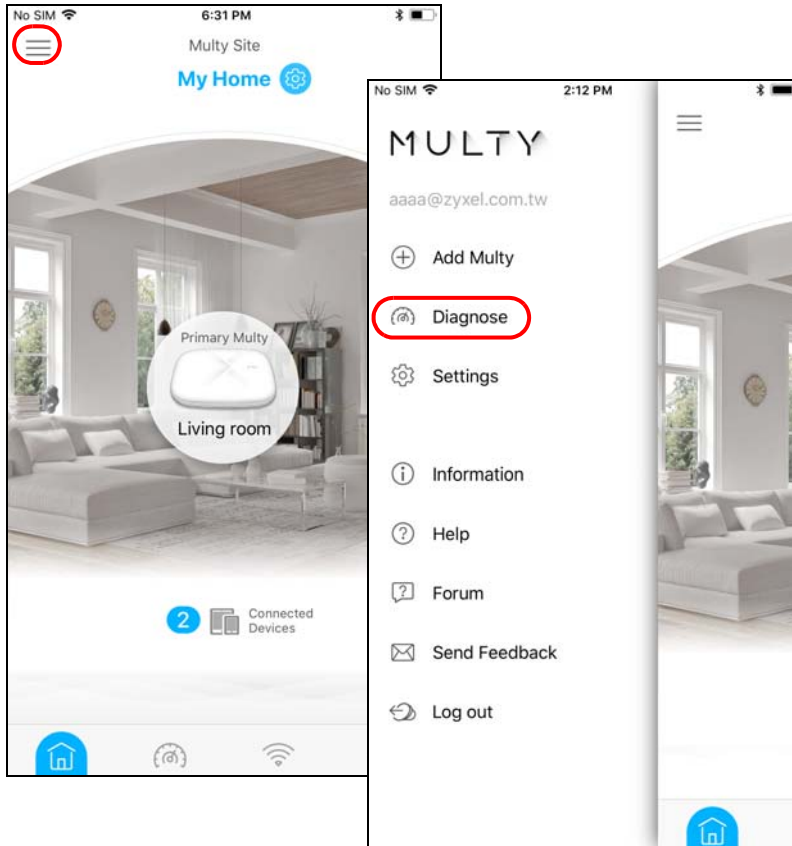
- 3 To view the previous test results, tap the History icon (🕒). You can tap the Remove icon (🗑️) to delete all records.



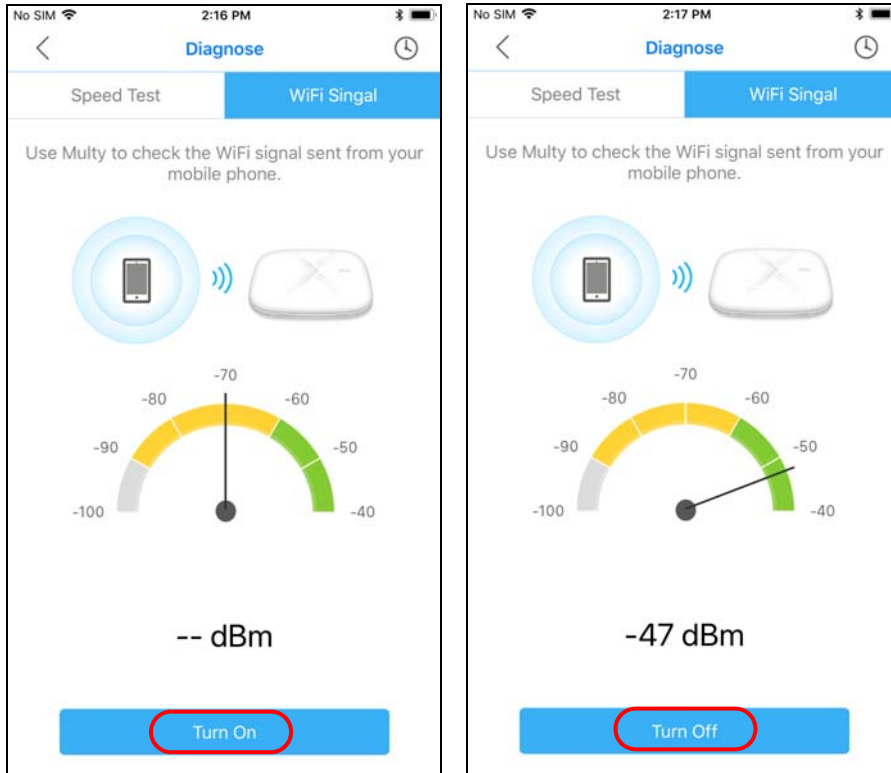
2.6 Measure Your WiFi Signal Strength

When you need to install a new Multy Device, you can perform a signal check to decide where to place it. To use your mobile phone to measure the WiFi signal strength, wirelessly connect the mobile phone to the Multy WiFi System first.

- 1 Tap the Menu icon in the upper-left corner to open the navigation panel. Tap **Diagnose**.



- 2 Tap **WiFi Signal** and then the **Turn On** button to perform a check. Tap **Turn Off** to stop the process.



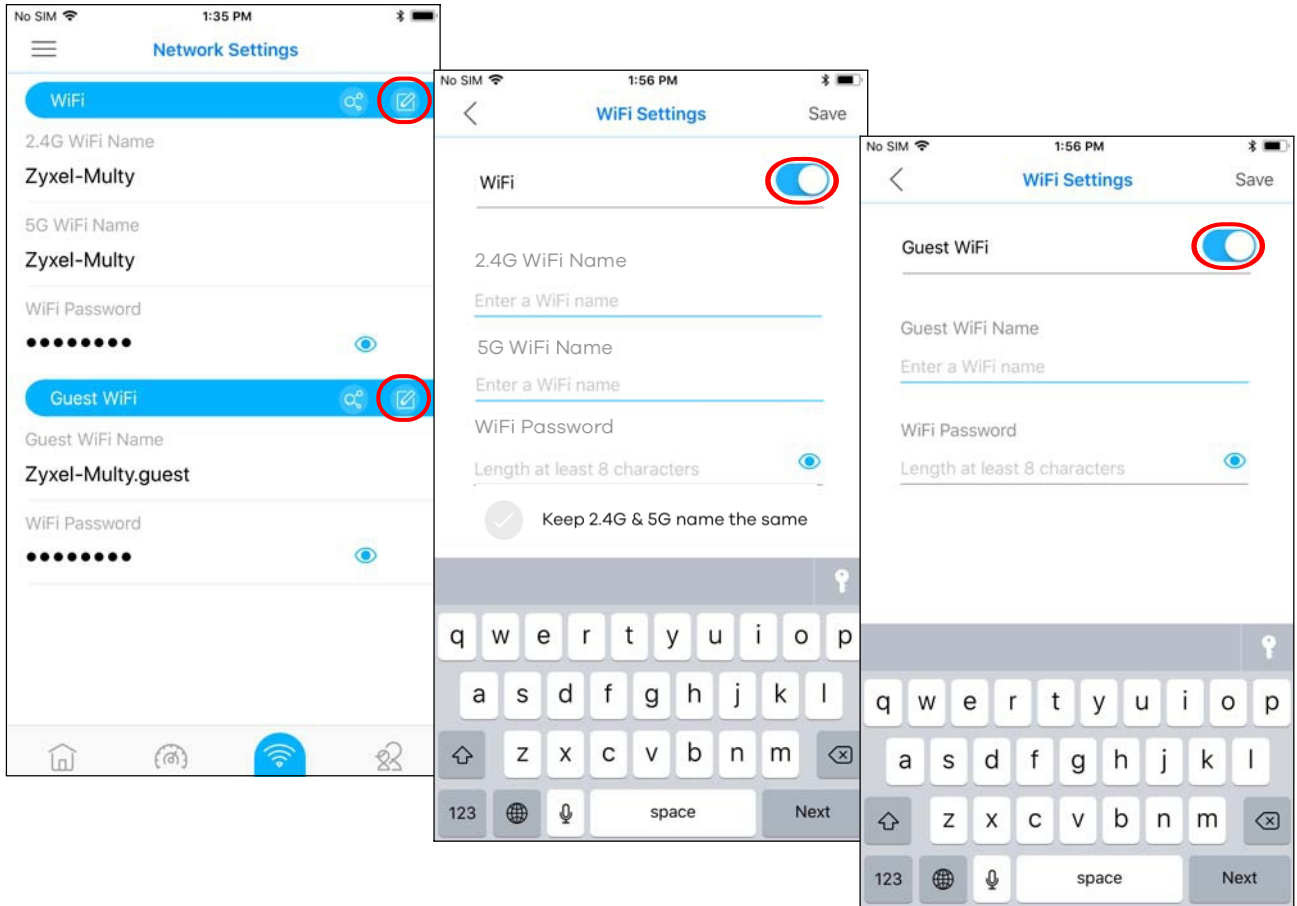
2.7 Enable or Disable Admin/Guest WiFi

After the Multy WiFi System is set up, you can create a separate WiFi network for your guests. The WiFi settings will be applied to all Multy Devices in the same Multy WiFi System.

- 1 Tap the Network Settings icon () of the Multy WiFi System.



- 2 Tap the Edit icon (✎). Enable/Disable WiFi and also can edit the **WiFi Name** (SSID) and **WiFi Password**. Tap **Save**




2.8 Share WiFi Name and Password with a QR Code

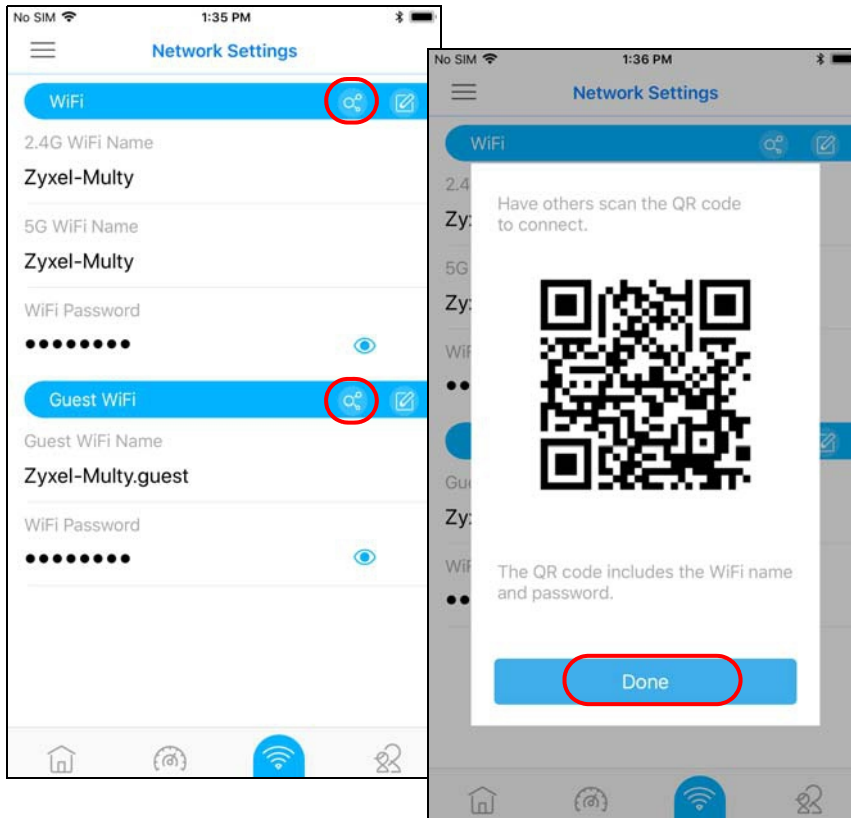
You can use the app to create a QR code with your WiFi network name and password. By printing and placing the QR code somewhere obvious, you can let your friends or guests scan the QR code and join the WiFi network directly without revealing your actual WiFi password.

- 1 Tap the Network Settings icon () of the Multy WiFi System.



- 2 Tap the Share icon () of the WiFi network for which you want to create a QR code. Tap **Done**.

Note: The Share icon () is available after you enable WiFi or guest WiFi and set a WiFi name and



2.9 Set a WiFi Schedule for Clients

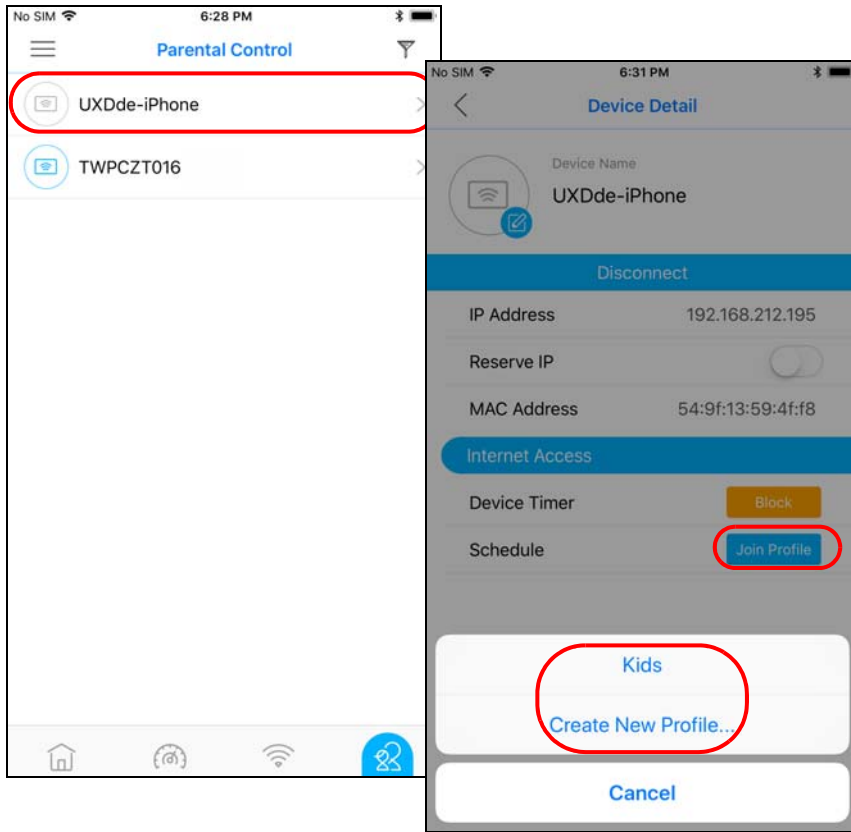
When you create or edit a schedule profile, you can schedule the Multy WiFi System to automatically disable the WiFi access of selected clients for preset periods of time.

Note: You can group clients by applying the same schedule profile to them. This allows you to easily block/allow access or set a schedule for all client devices in the same group.

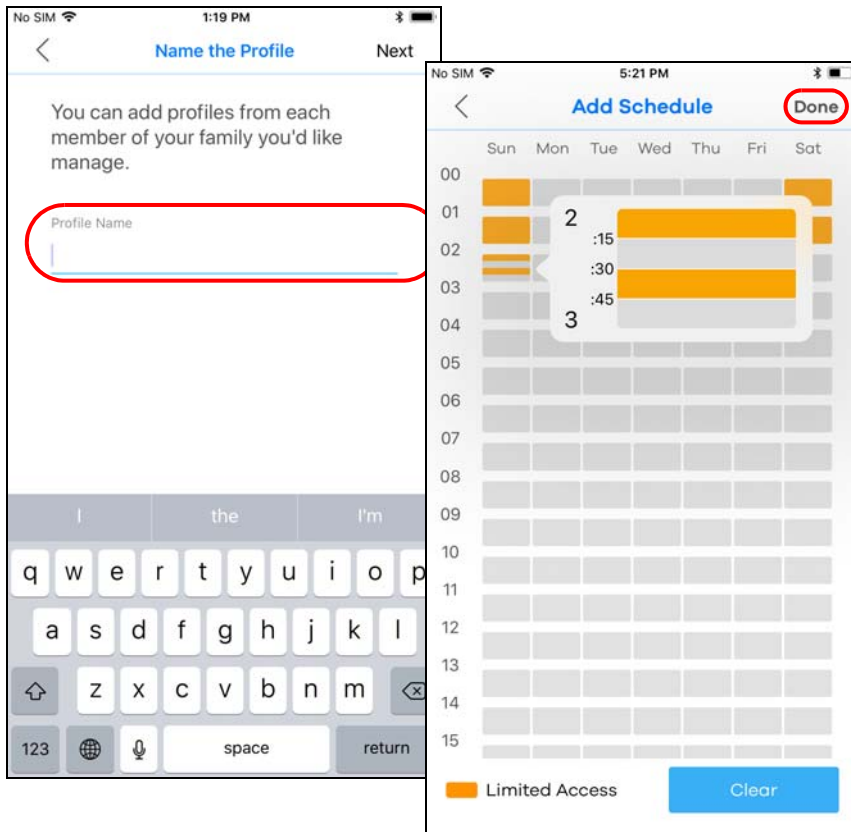
- 1 Tap the Parental Control icon () of the Multy WiFi System.



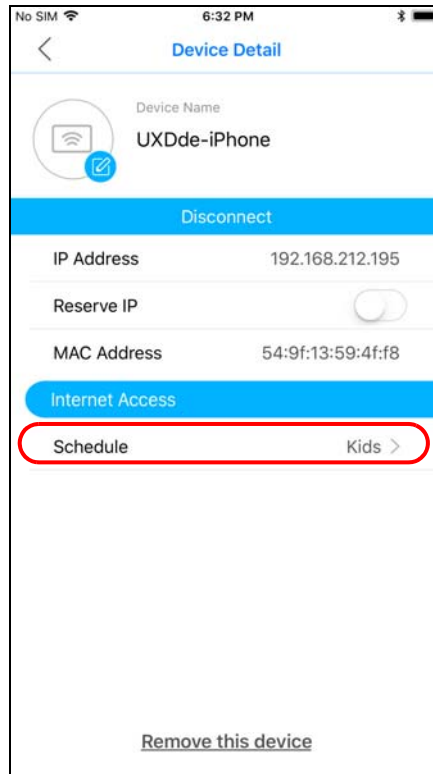
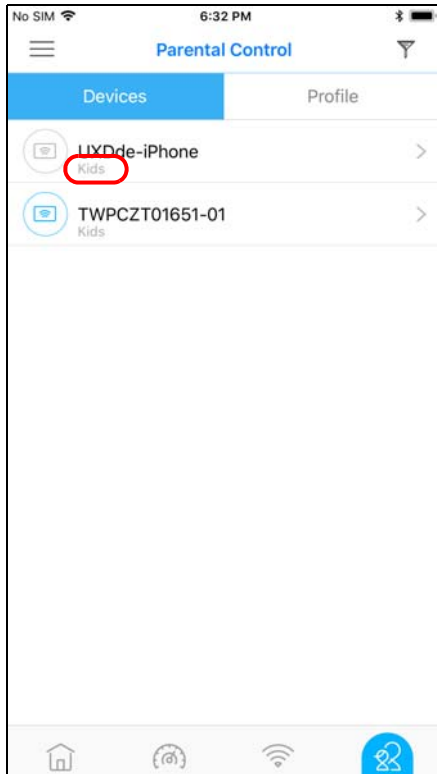
- 2 Tap a client from the **Devices** list to view the client device information. Tap **Join Profile** to create a new profile or apply a pre-configured schedule profile to the client.



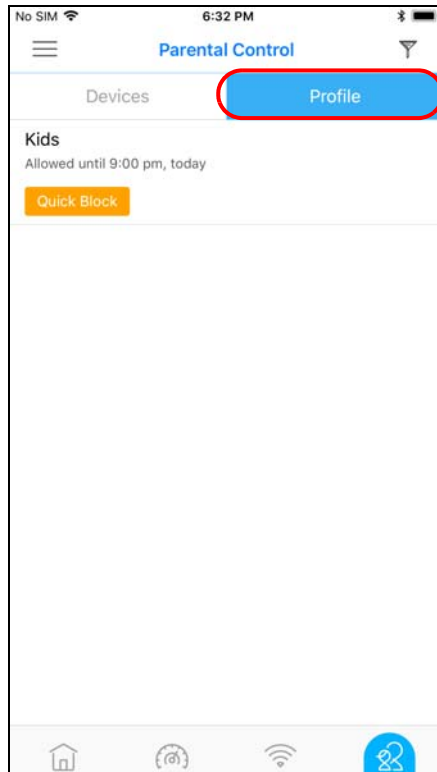
- 3 If you want to create a new schedule, tap **Create New Profile**, name the profile, and tap **Next**. Tap to specify the time periods during which the client is blocked from accessing the Internet. If you want to plan a schedule in 15-minute intervals, tap a time slot and hold for 2 or 3 seconds until a small window pops up. Tap **Done** to save your settings.



- 4 The applied profile name will then display in the **Parental Control > Devices** and the **Device Detail** screens.



- 5 The **Profile** screen is available after a schedule profile is created.



2.10 Pause Internet Access for an Individual Client

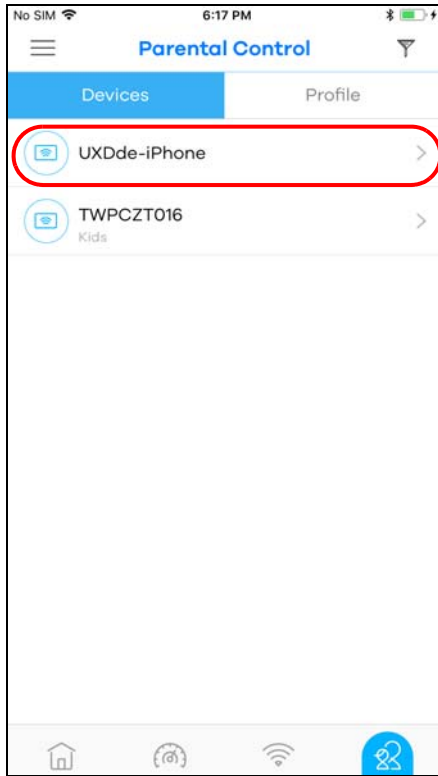
To block a specific client from accessing the Internet without scheduling, just set a timer on it. The timer is effective only once.

Note: You can only set a timer to block Internet access on the clients that do NOT belong to any schedule group.

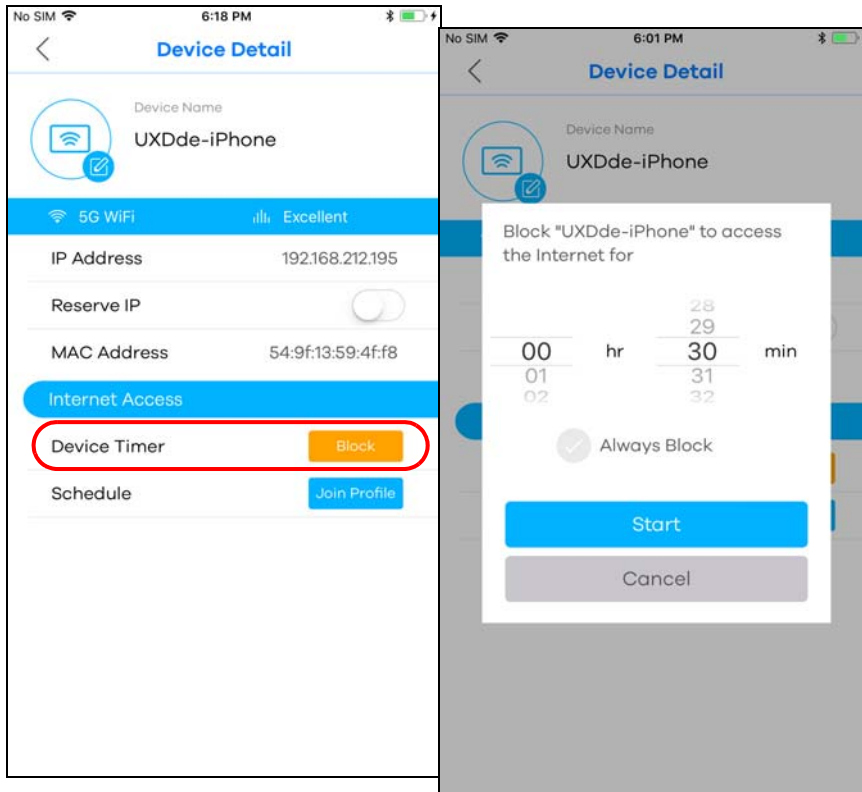
- 1 Tap the Parental Control icon () of the Multy WiFi System.



- 2 Tap a client from the **Devices** list to view the client device information.



- 3 Tap **Block** and select the time in hours and minutes. Tap **Start** to start the timer and block the client immediately.



2.11 Pause or Resume Internet Access for a Group

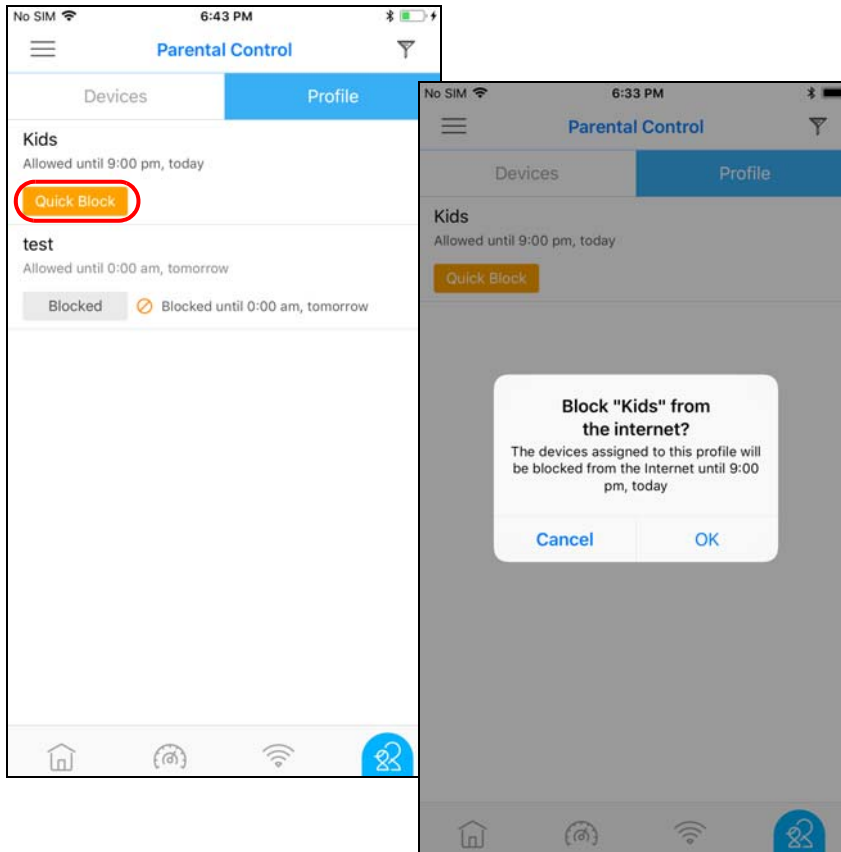
You may want to manually block a group of client devices from accessing the Internet immediately and resume it later.

Note: You should already have created a schedule profile and applied the profile to client devices to group them.

- 1 Tap the Parental Control icon () of the Multy WiFi System.



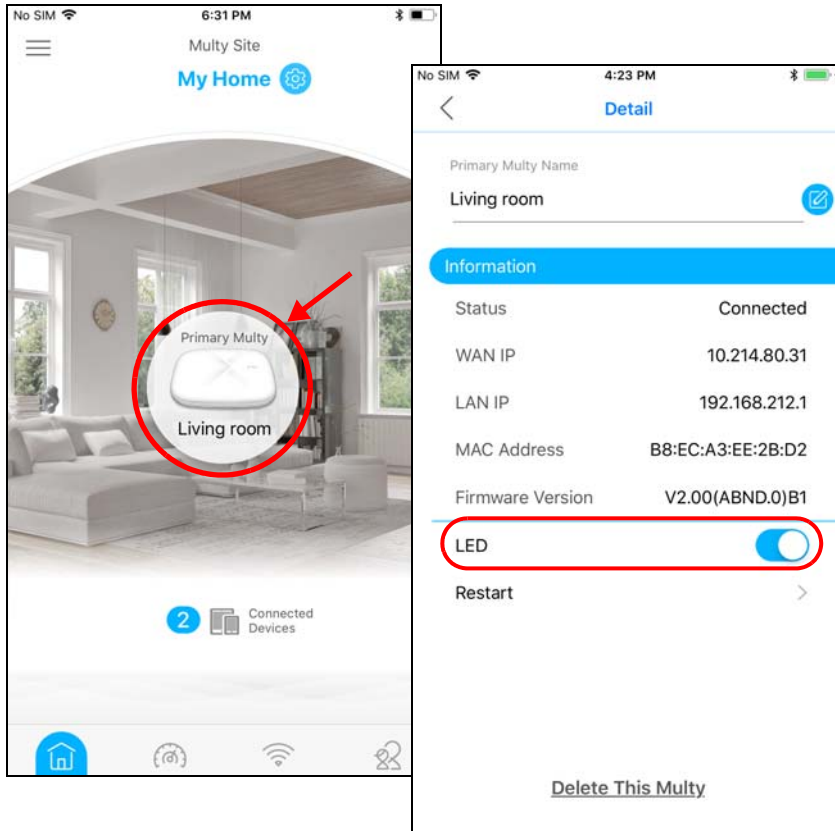
- 2 Tap **Profile** to view the schedule profiles previously created in the Multy WiFi System. Tap a profile's **Blocked** button to resume network access at once, or tap the **Quick Block** button to pause Internet access for that specific group.



2.12 Turn on or off the Multy Device's LED Light

When the Multy Device is installed and ready, you can turn off the device's LED light or configure the LED light to always stay on.

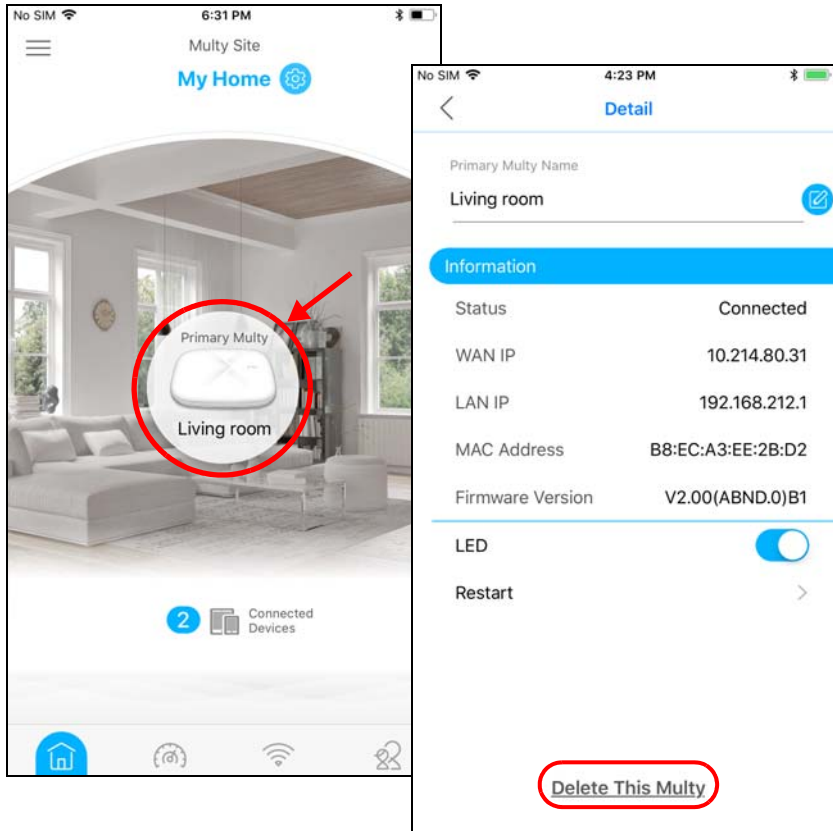
- 1 Tap a Multy Device in the **Multy Site** screen to open its **Detail** screen. Tap the LED switch to enable or disable.



2.13 Remove a Multy Device

If a Multy Device is damaged or not in use, you can remove it from the Multy WiFi System.

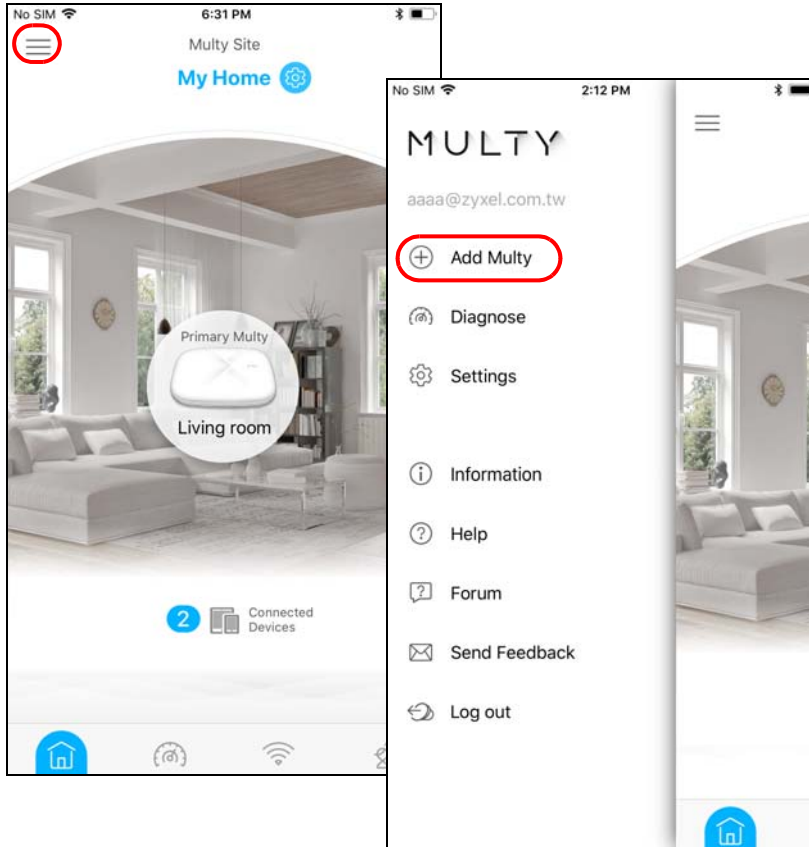
- 1 From the **Multy Site** screen, tap the Multy Device you want to remove. The **Detail** screen will be displayed. Tap **Delete This Multy** to remove the device.



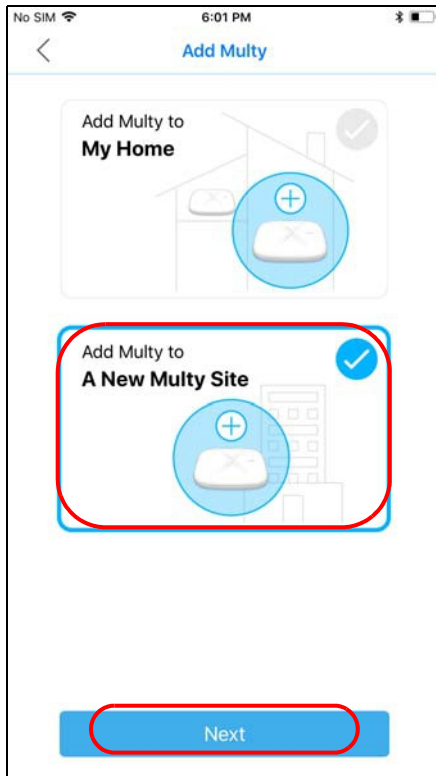
2.14 Install a Second Multy WiFi System

You can manage multiple Multy WiFi Systems using the Multy app.

- 1 Tap the Menu icon in the upper-left corner to open the navigation panel. Tap **Add Multy**.

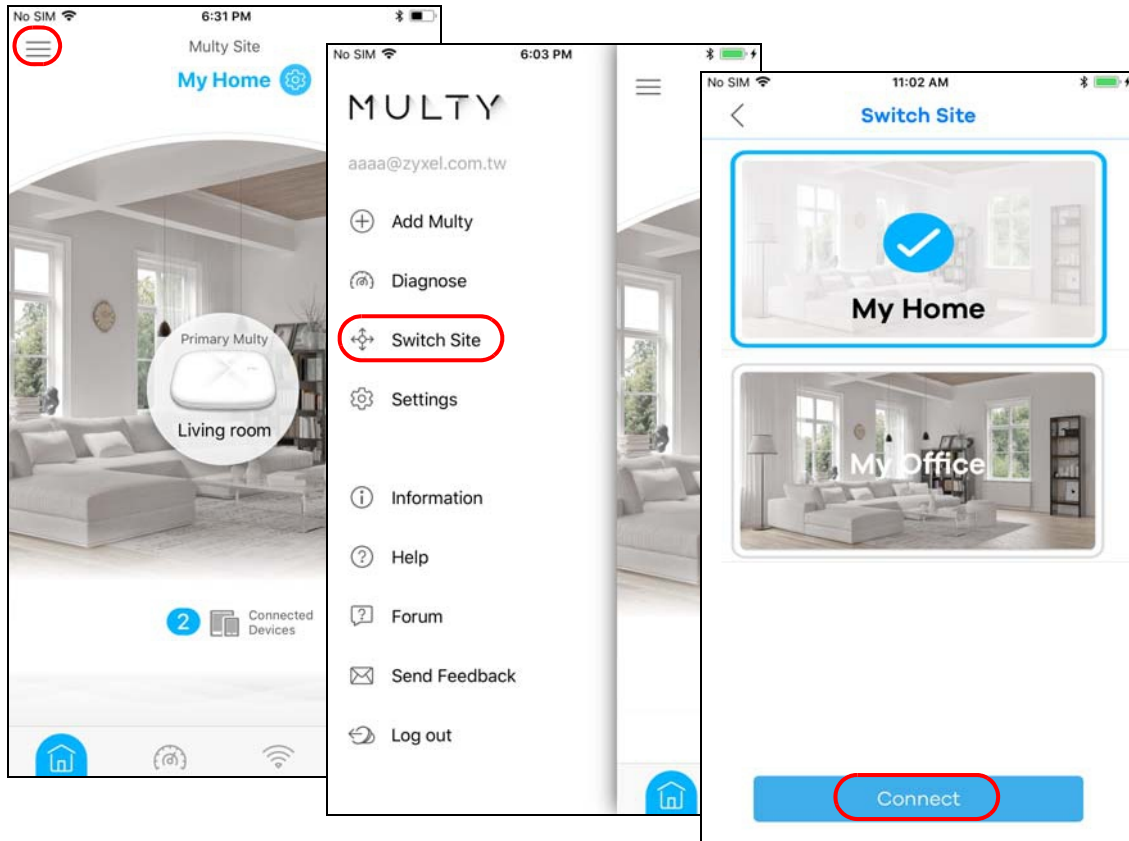


- 2 Tap **A New Multy Site** and **Next** to set up another Multy WiFi System.



- 3 To switch between multiple Multy WiFi Systems, tap **Switch Site** from the navigation panel, select the Multy WiFi System you want to manage and then **Connect**.

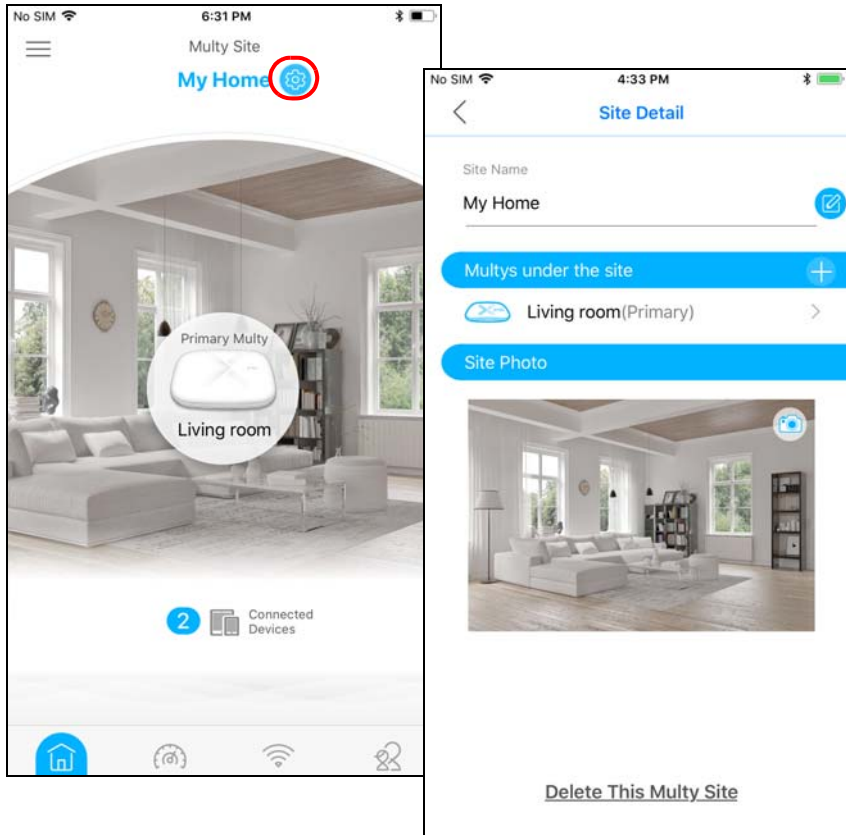
Note: The **Switch Site** link is available only when you have more than one Multy WiFi System.



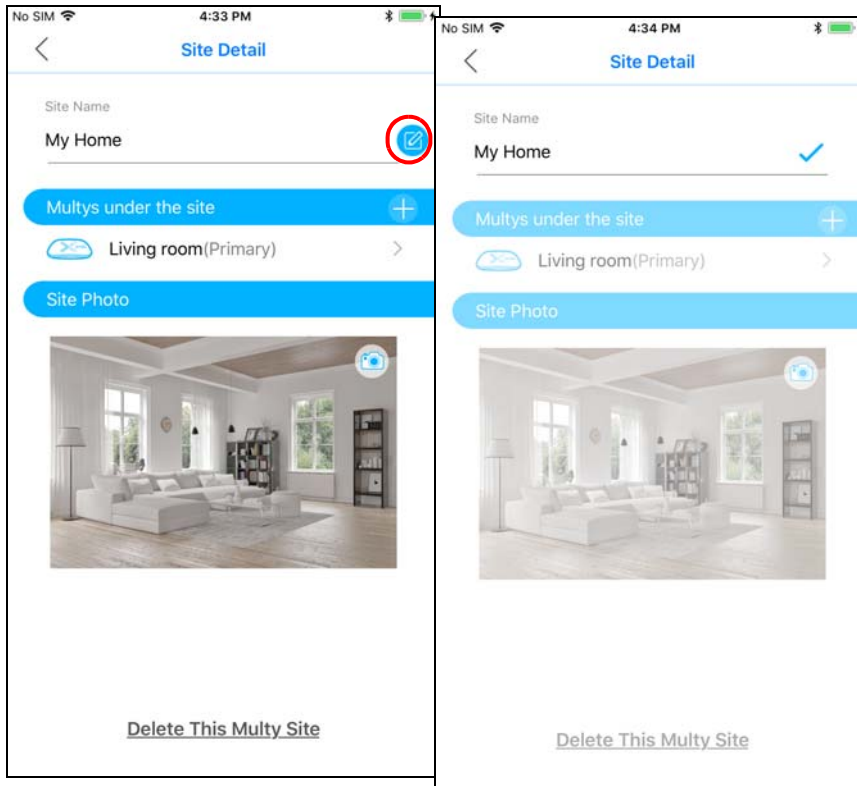
2.15 Change the Name or Picture of a Multy WiFi System

You can rename a Multy WiFi System or change the background picture that is displayed on the Multy WiFi System main screen.

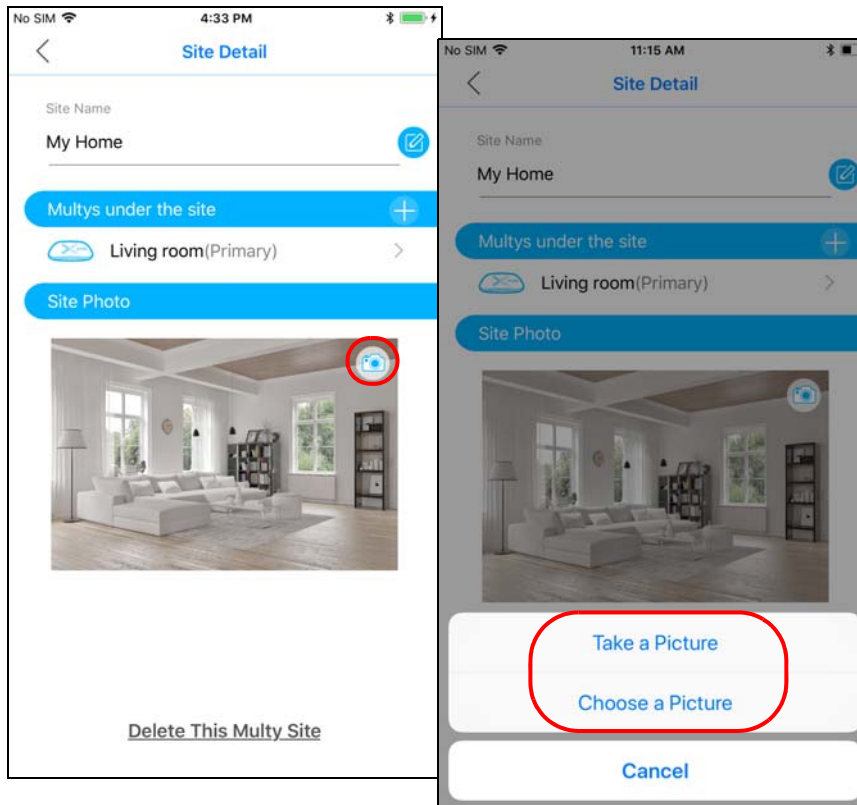
- 1 From the **Multy Site** screen, tap the Setting icon (⚙️) of the Multy WiFi System to open the **Site Detail** screen.



- 2 Tap the Edit icon of the **Site Name** to give the Multy WiFi System a new name.



- 3 Tap the Camera icon to replace the background picture of the Multy WiFi System.



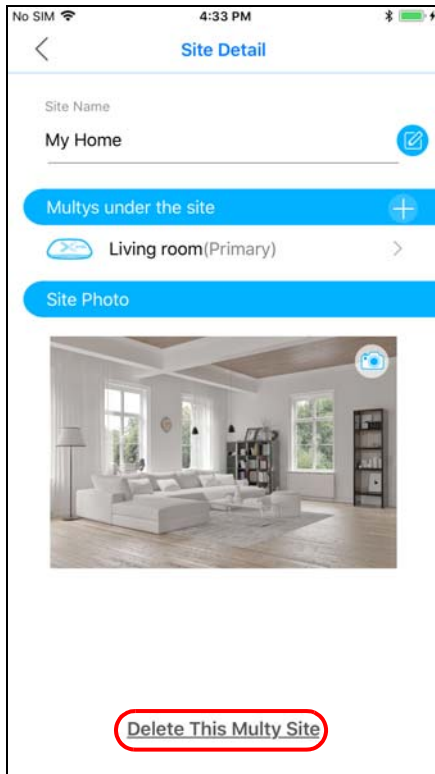
2.16 Remove a Multy WiFi System

All Multy Devices in the Multy WiFi System will be reset after you delete the Multy WiFi System.

- 1 From the **Multy Site** screen, tap the Setting icon (⚙️) of the Multy WiFi System to open the **Site Detail** screen.



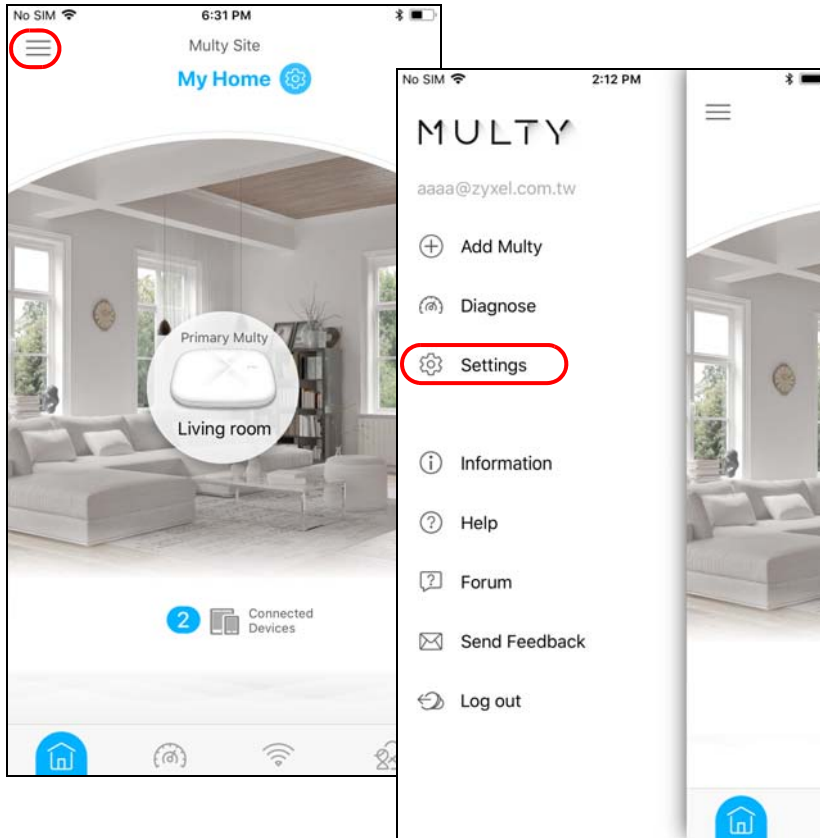
- 2 Tap **Delete This Multy Site** to remove the Multy WiFi System.



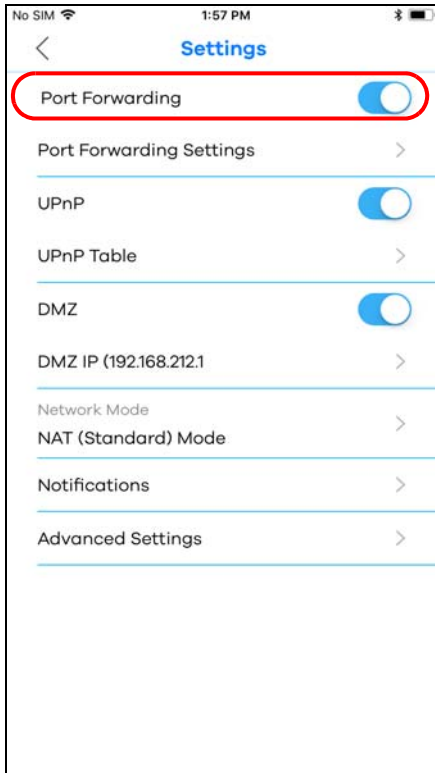
2.17 Enable or Add Port Forwarding Rules

If you want to forward incoming packets to a specific or appropriate IP address in the private network using ports, set a port forwarding rule.

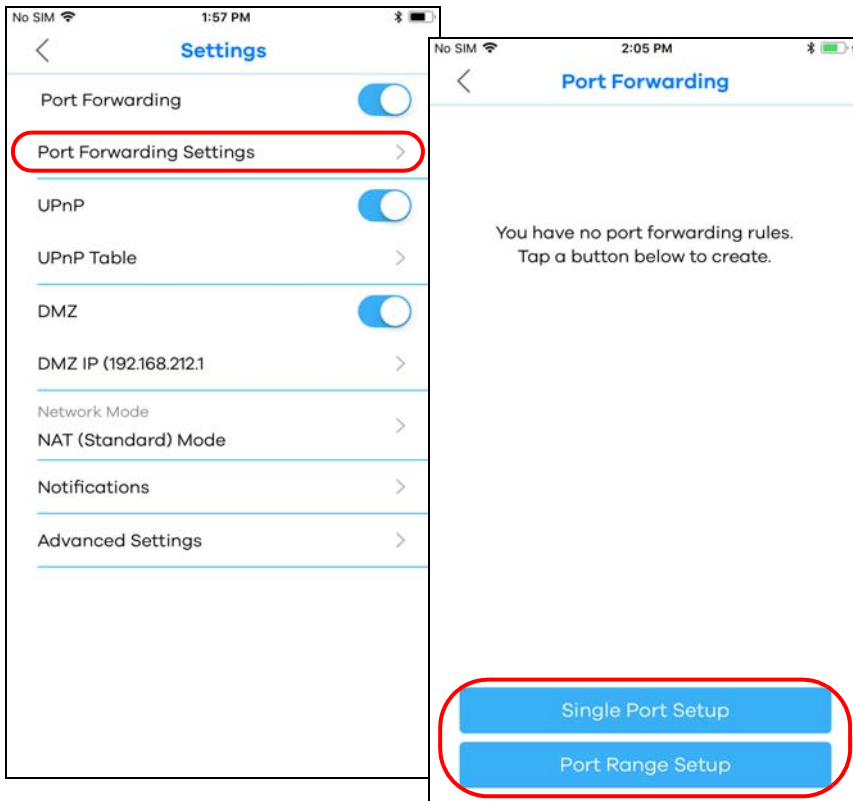
- 1 Tap the Menu icon in the upper-left corner to open the navigation panel and tap **Settings**.



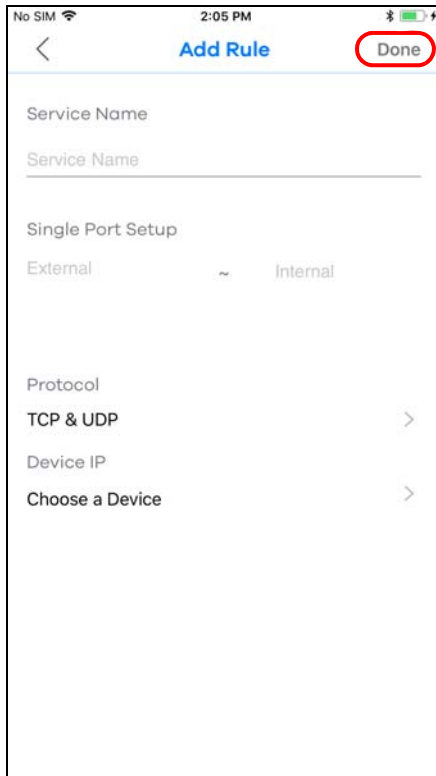
- 2 Tap **Notifications** in the **Settings** screen. Tap to enable port forwarding.



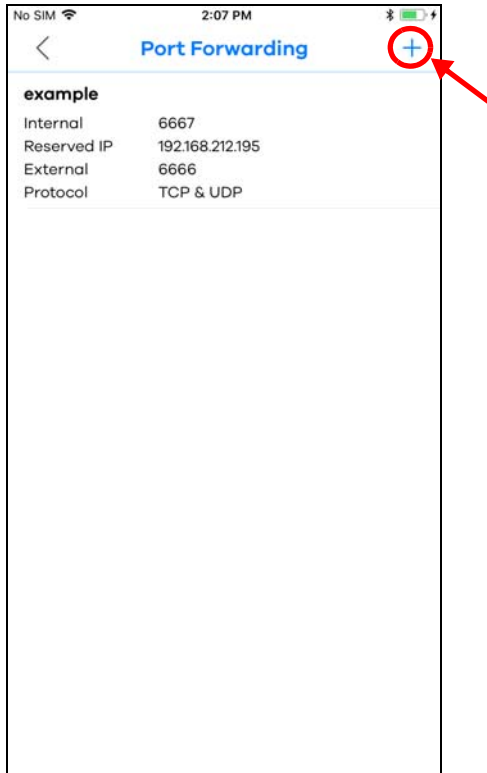
- 3 Tap **Port Forwarding Settings** to create or update rules. In the **Port Forwarding** screen, tap **Single Port Setup** or **Port Range Setup** to add a rule.



- 4 Tap **Done** to save your settings after you enter a service name, a port number or a range of ports to define the service to be forwarded, specify the transport layer protocol used for the service, and select a device on your local network that will receive the packets from the port(s).



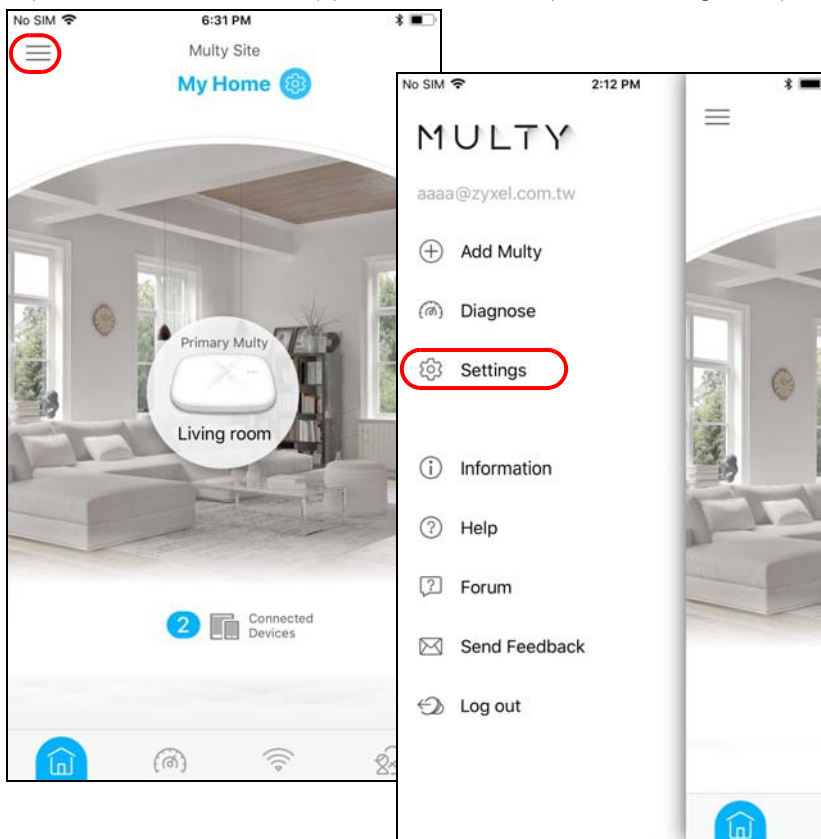
- 5 A summary of the rule(s) will be displayed. Tap the add icon (+) if you want to create another rule.



2.18 Turn Notifications on or off

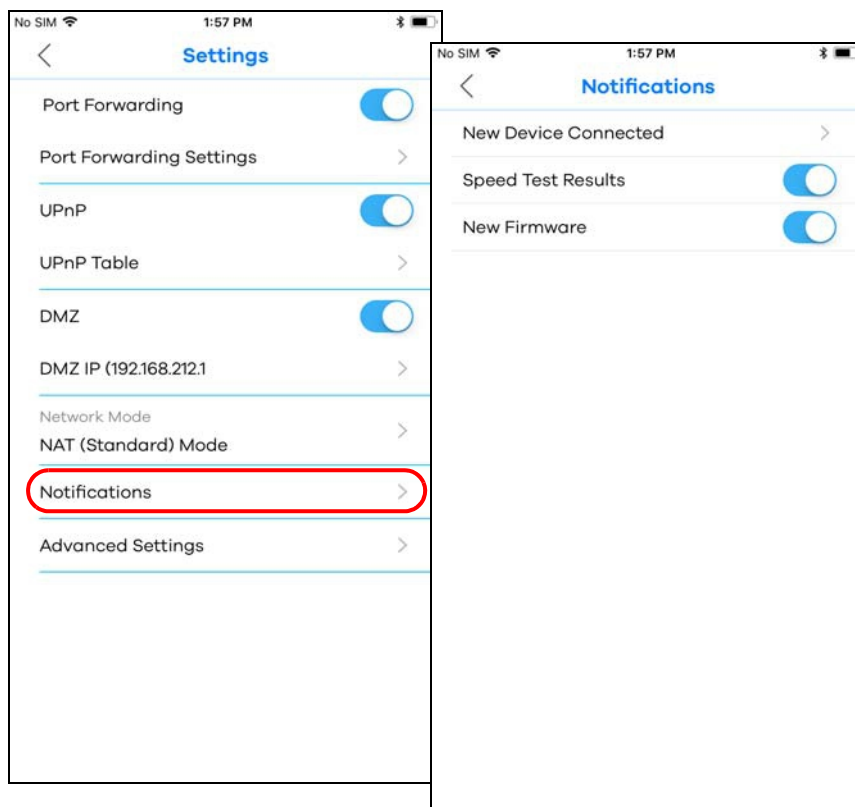
You can decide whether or not to get updates when new WiFi clients connect to the system, when there are new speed test results, and when firmware updates are available..

- 1 Tap the Menu icon in the upper-left corner to open the navigation panel and tap **Settings**.

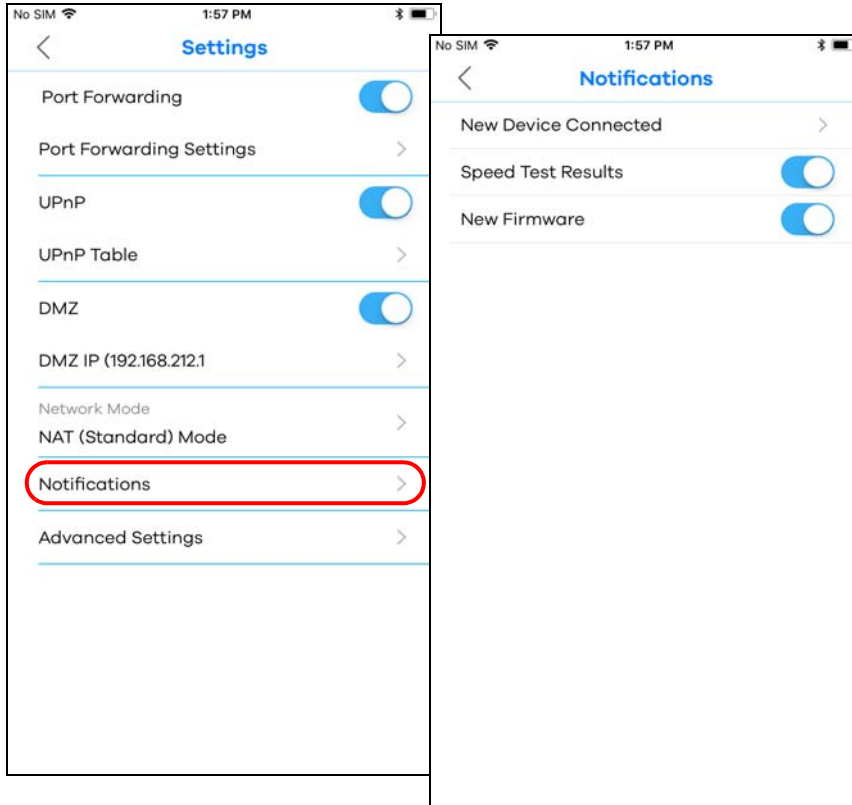


- 2 Tap **Notifications** in the **Settings** screen. Tap to enable and allow the app to send you notifications when there is a new speed test result or new firmware update.

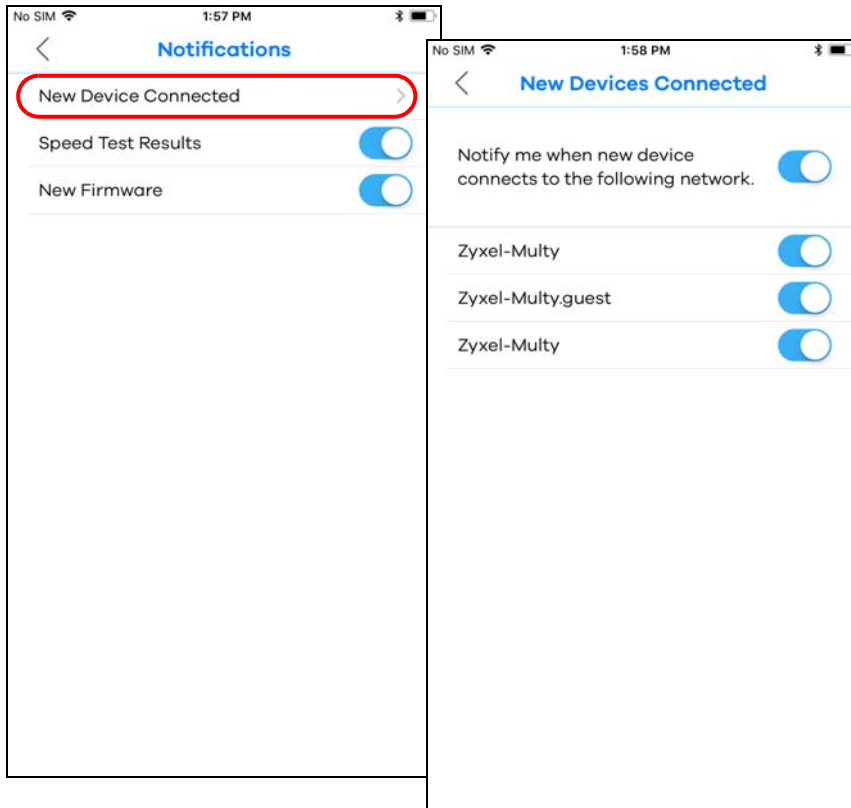
Note: After you turn on notifications for speed test results, you need to use the Alexa voice command "Alexa, ask Zyxel Multy to test Internet speed" to run a speed test to receive the notification. See [Section 2.22 on page 53](#) for more information about how to use the Alexa voice service.



Note: After you turn on notifications for speed test results, you need to use the Alexa voice command "Alexa, ask Zyxel Multy to test Internet speed" to run a speed test to receive the notification. See [Section 2.22 on page 53](#) for more information about how to use the Alexa voice service.



- 3 If you want to get notifications when there are new client devices connecting to your WiFi network(s), tap **New Device Connected** and enable notifications for the WiFi network(s).



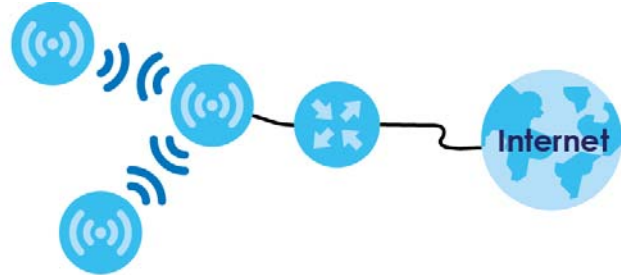
2.19 Enable or Disable Daisy Chain Network Topology

You can "daisy chain" multiple Multy Devices together to create expansive WiFi coverage for your home.

When daisy chaining is enabled, each Multy X device chooses its own way of connecting to the primary Multy Device - either by connecting directly, or by going through another Multy Device with a strong WiFi signal.

When Multy Devices are daisy-chained, they don't all need to be placed near the primary Multy Device, which means you can extend your coverage.

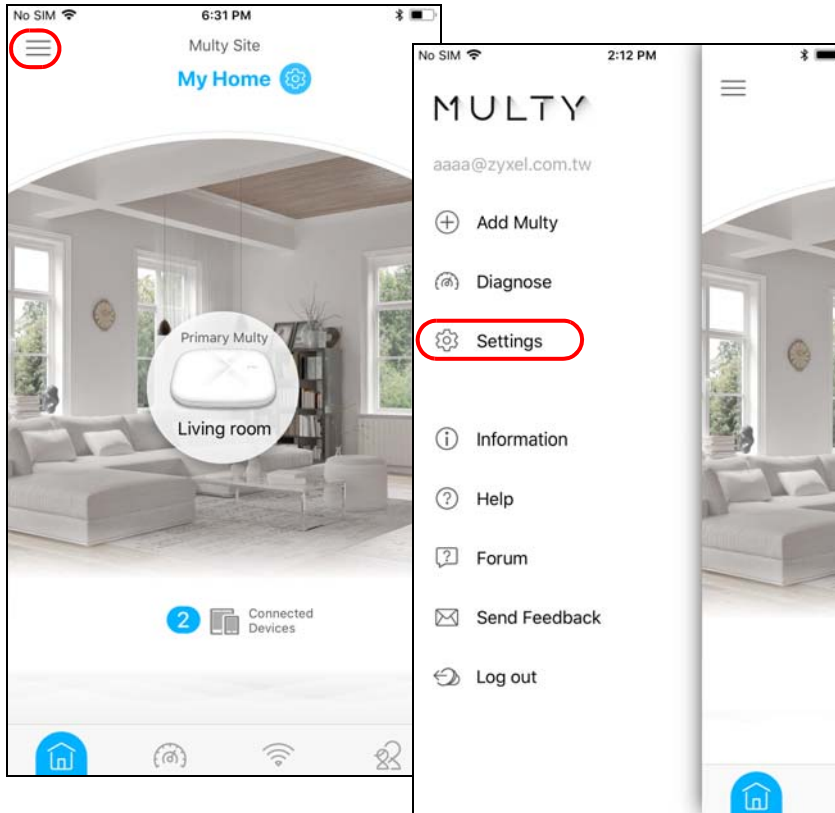
Daisy Chain Disabled



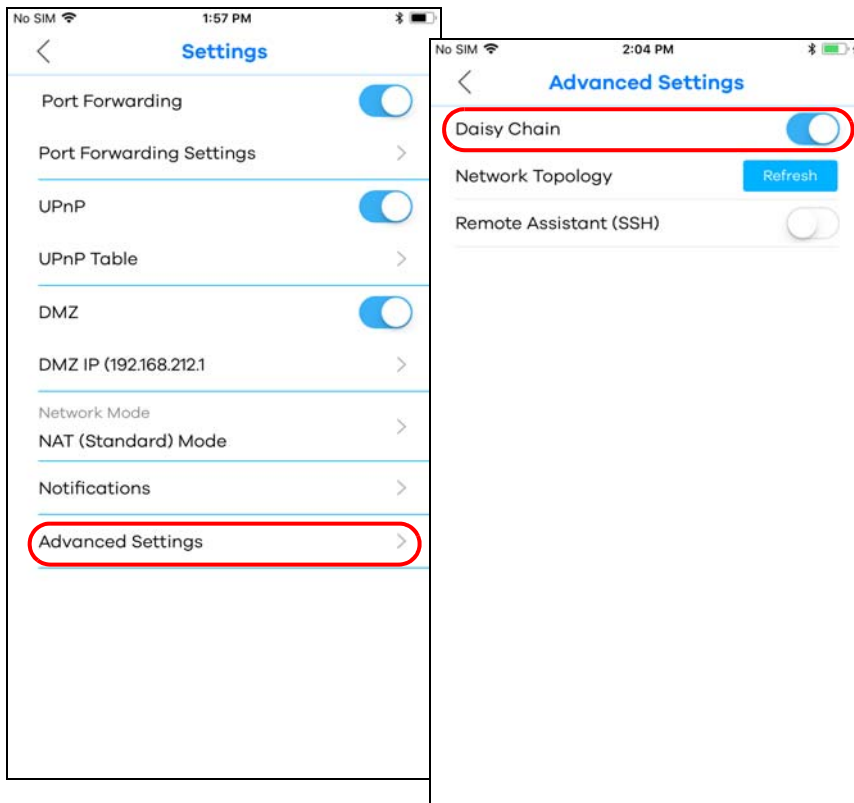
Daisy Chain Enabled



- 1 Tap the Menu icon in the upper-left corner to open the navigation panel and tap **Settings**.



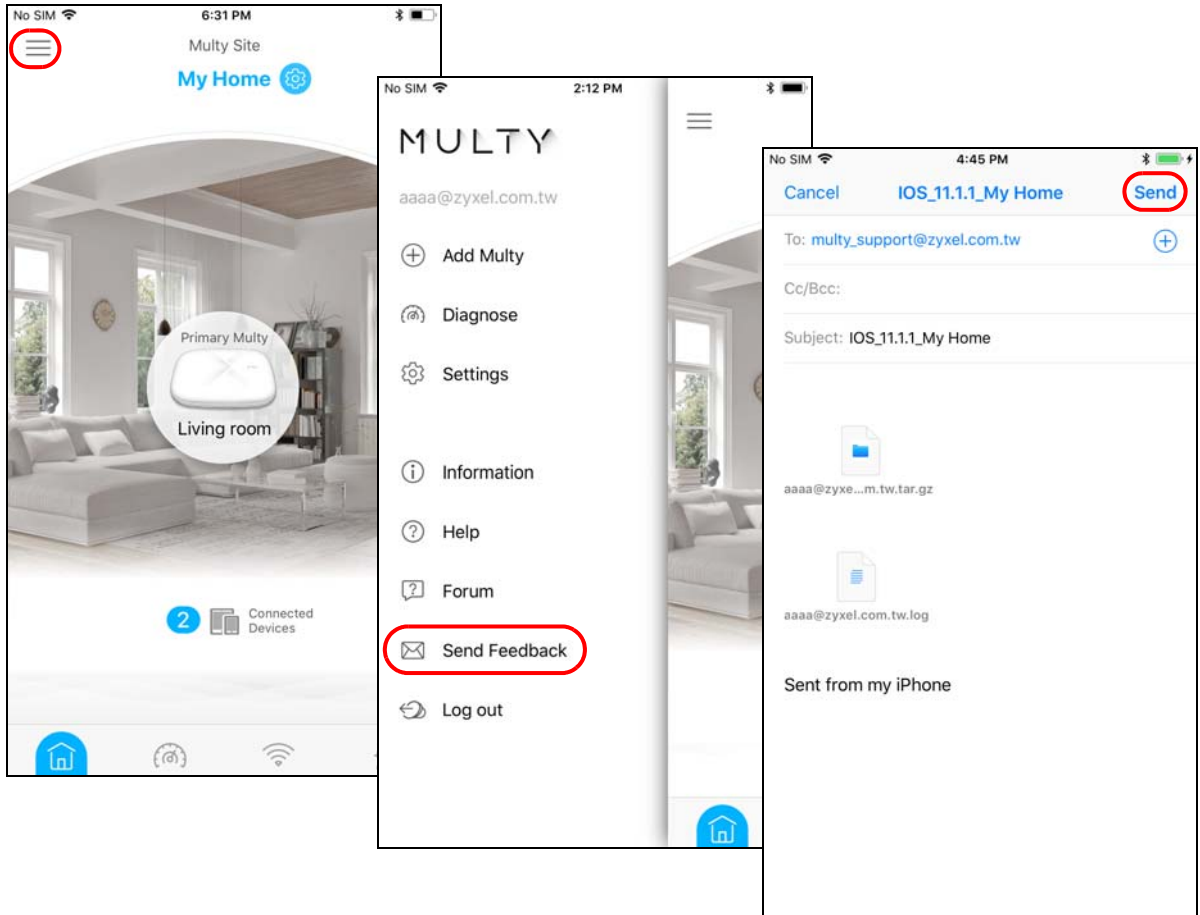
- 2 Tap **Advanced Settings** in the **Settings** screen. Tap to enable or disable daisy chaining.



2.20 Report a Problem with the Zyxel Multy App

If you encounter problems while using the Zyxel Multy app or want to send us your feedback, you can send an email to customer service.

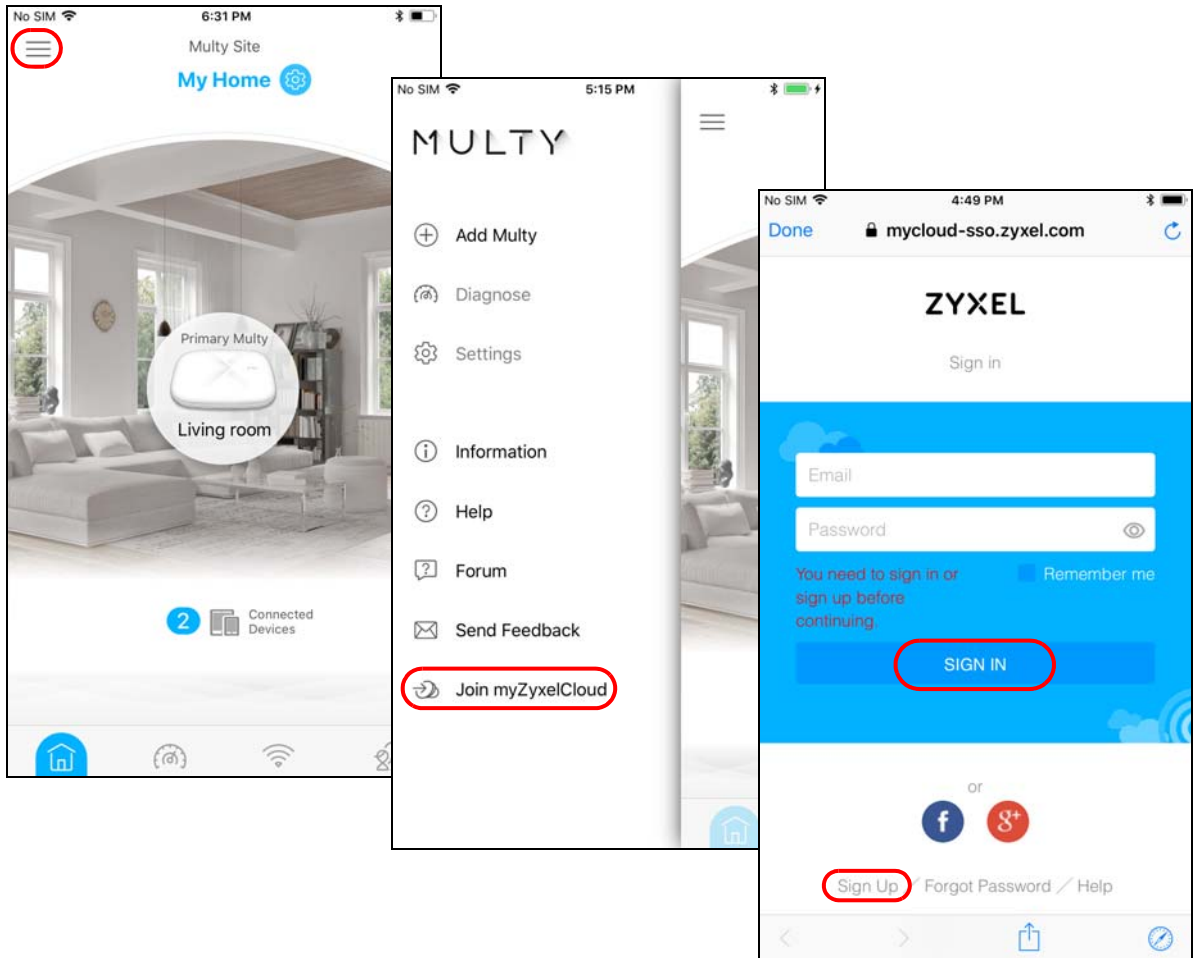
- 1 Tap the Menu icon in the upper-left corner to open the navigation panel. Tap **Send Feedback**, edit the mail and tap **Send**.



2.21 Log in with a myZyxeCloud Account

If you didn't log into the Zyxel Multy app with a myZyxeCloud account, you can still log in after the Multy WiFi System has been set up.

- 1 Tap the Menu icon in the upper-left corner to open the navigation panel. Tap **Join myZyxeCloud**. Enter your existing account information and tap **SIGN IN**. If you don't have a myZyxeCloud account, tap **Sign Up** to create one.



2.22 Manage Your Multy WiFi System with Amazon Alexa

If you have an Alexa-enabled device (Amazon Echo for example), you can use your voice to control your Multy Devices in the Multy WiFi System. At the time of writing, the available Alexa skill voice commands for Multy WiFi System are:

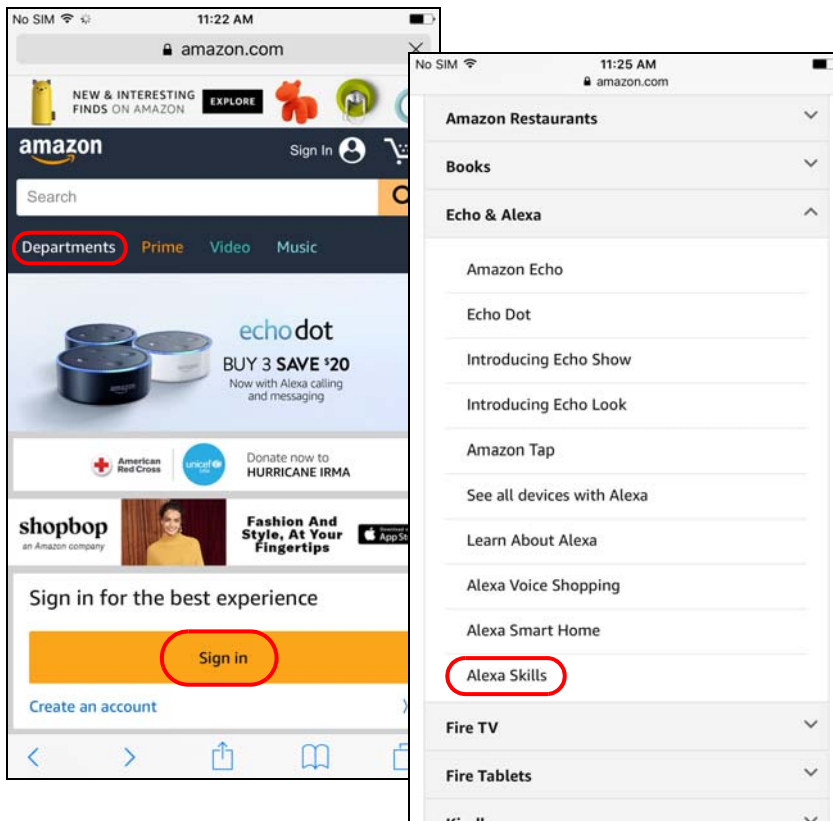
- Alexa, ask Zyxel Multy to turn off guest WiFi
- Alexa, ask Zyxel Multy to test Internet speed
- Alexa, ask Zyxel Multy to turn on WiFi light
- Alexa, ask Zyxel Multy to turn off WiFi light
- Alexa, ask Zyxel Multy to pause the Internet

You need to enable the Multy-Alexa skills to enhance the functionality of your Alexa device and allow Alexa to perform the supported tasks.

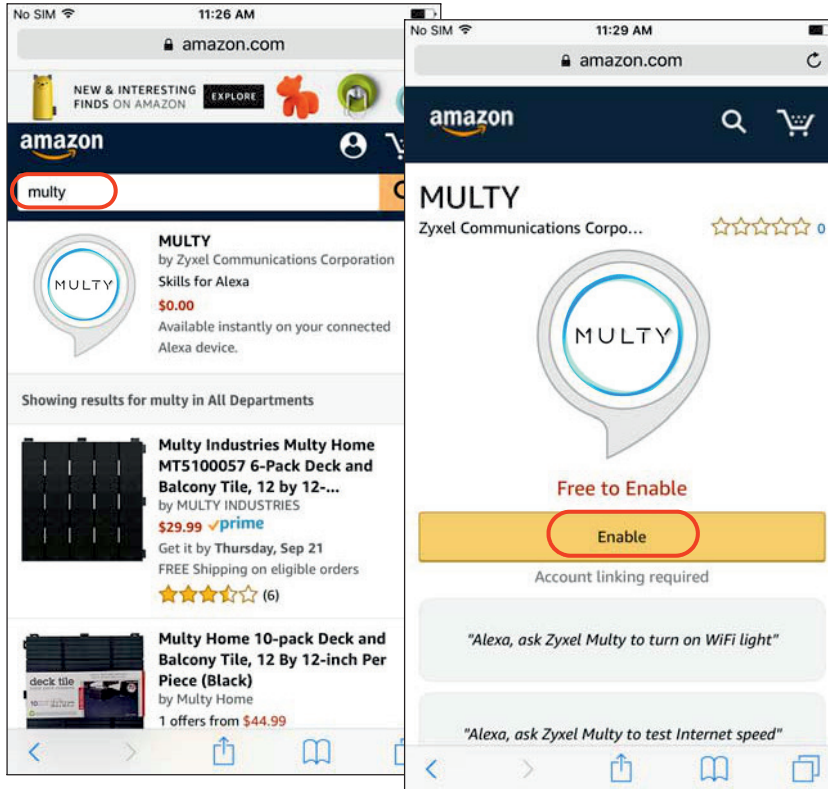
Note: To use the Alexa voice service, you must have logged into the Zyxel Multy app with a myZyxelCloud account and set up the Multy Device(s).

Both the Multy Devices and Alexa device should be connected to the same WiFi network.

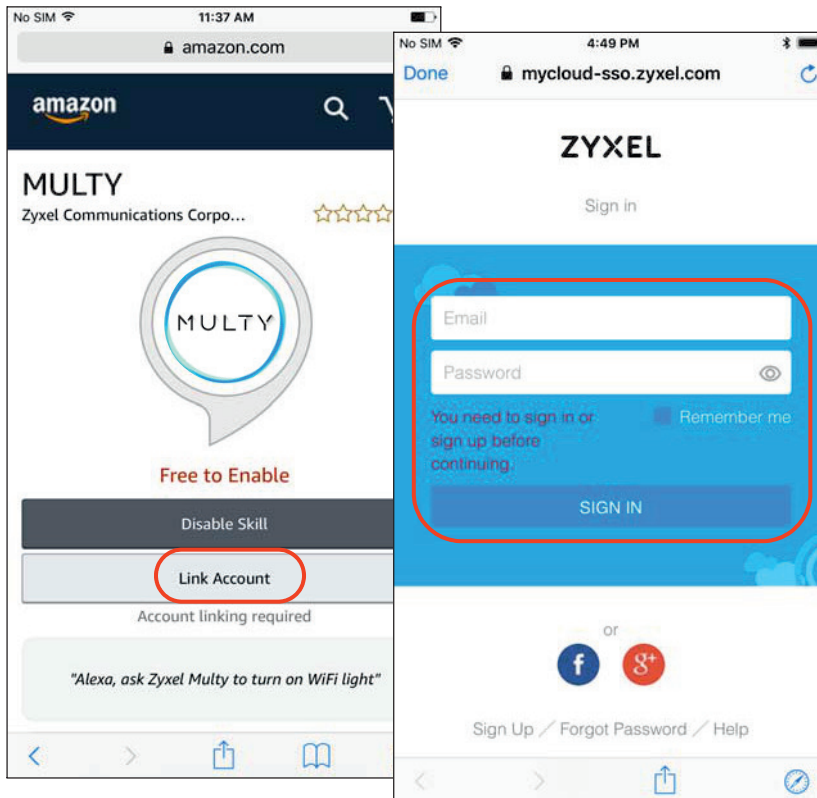
- 1 Go to Amazon's website (<https://www.amazon.com>) and sign in with your Amazon account. Tap **Departments** and select **Alexa Skills**.



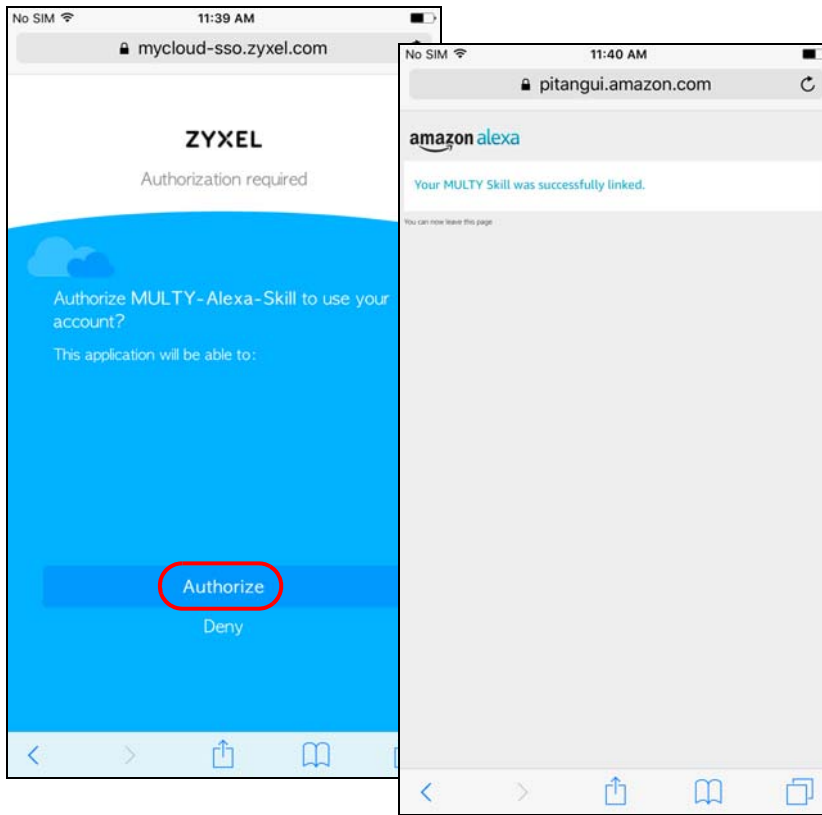
- 2 Enter the keyword "Multy" in the search bar and select "Multy" from the list of results. Tap **Enable** to connect the Multy WiFi System to Alexa.



- 3 Tap **Link Account** and enter your myZyxel account information to associate the skill with your account.



- 4 Tap **Authorize**. A screen appears showing that the skill for Multy WiFi Systems has been successfully linked.



- 5 Use either the Alexa app or voice command "Discover Devices" to have Alexa discover the Multy Device(s) on the specified myZyxel account. You then can use your voice to control the Multy Device.

APPENDIX A

Customer Support

In the event of problems that cannot be solved by using this manual, you should contact your vendor. If you cannot contact your vendor, then contact a Zyxel office for the region in which you bought the device.

See <http://www.zyxel.com/homepage.shtml> and also http://www.zyxel.com/about_zyxel/zyxel_worldwide.shtml for the latest information.

Please have the following information ready when you contact an office.

Required Information

- Product model and serial number.
- Warranty Information.
- Date that you received your device.
- Brief description of the problem and the steps you took to solve it.

Corporate Headquarters (Worldwide)

Taiwan

- Zyxel Communications Corporation
- <http://www.zyxel.com>

Asia

China

- Zyxel Communications (Shanghai) Corp.
- Zyxel Communications (Beijing) Corp.
- Zyxel Communications (Tianjin) Corp.
- <http://www.zyxel.cn>

India

- Zyxel Technology India Pvt Ltd
- <http://www.zyxel.in>

Kazakhstan

- Zyxel Kazakhstan
- <http://www.zyxel.kz>

Korea

- Zyxel Korea Corp.
- <http://www.zyxel.kr>

Malaysia

- Zyxel Malaysia Sdn Bhd.
- <http://www.zyxel.com.my>

Pakistan

- Zyxel Pakistan (Pvt.) Ltd.
- <http://www.zyxel.com.pk>

Philippines

- Zyxel Philippines
- <http://www.zyxel.com.ph>

Singapore

- Zyxel Singapore Pte Ltd.
- <http://www.zyxel.com.sg>

Taiwan

- Zyxel Communications Corporation
- <http://www.zyxel.com/tw/zh/>

Thailand

- Zyxel Thailand Co., Ltd
- <http://www.zyxel.co.th>

Vietnam

- Zyxel Communications Corporation-Vietnam Office
- <http://www.zyxel.com/vn/vi>

Europe

Austria

- Zyxel Deutschland GmbH
- <http://www.zyxel.de>

Belarus

- Zyxel BY
- <http://www.zyxel.by>

Belgium

- Zyxel Communications B.V.
- <http://www.zyxel.com/be/nl/>
- <http://www.zyxel.com/be/fr/>

Bulgaria

- Zyxel България
- <http://www.zyxel.com/bg/bg/>

Czech Republic

- Zyxel Communications Czech s.r.o
- <http://www.zyxel.cz>

Denmark

- Zyxel Communications A/S
- <http://www.zyxel.dk>

Estonia

- Zyxel Estonia
- <http://www.zyxel.com/ee/et/>

Finland

- Zyxel Communications
- <http://www.zyxel.fi>

France

- Zyxel France
- <http://www.zyxel.fr>

Germany

- Zyxel Deutschland GmbH
- <http://www.zyxel.de>

Hungary

- Zyxel Hungary & SEE
- <http://www.zyxel.hu>

Italy

- Zyxel Communications Italy
- <http://www.zyxel.it/>

Latvia

- Zyxel Latvia
- <http://www.zyxel.com/lv/lv/homepage.shtml>

Lithuania

- Zyxel Lithuania
- <http://www.zyxel.com/lt/lt/homepage.shtml>

Netherlands

- Zyxel Benelux
- <http://www.zyxel.nl>

Norway

- Zyxel Communications
- <http://www.zyxel.no>

Poland

- Zyxel Communications Poland
- <http://www.zyxel.pl>

Romania

- Zyxel Romania
- <http://www.zyxel.com/ro/ro>

Russia

- Zyxel Russia
- <http://www.zyxel.ru>

Slovakia

- Zyxel Communications Czech s.r.o. organizacna zlozka
- <http://www.zyxel.sk>

Spain

- Zyxel Communications ES Ltd
- <http://www.zyxel.es>

Sweden

- Zyxel Communications
- <http://www.zyxel.se>

Switzerland

- Studerus AG

- <http://www.zyxel.ch/>

Turkey

- Zyxel Turkey A.S.
- <http://www.zyxel.com.tr>

UK

- Zyxel Communications UK Ltd.
- <http://www.zyxel.co.uk>

Ukraine

- Zyxel Ukraine
- <http://www.ua.zyxel.com>

Latin America

Argentina

- Zyxel Communication Corporation
- <http://www.zyxel.com/ec/es/>

Brazil

- Zyxel Communications Brasil Ltda.
- <https://www.zyxel.com/br/pt/>

Ecuador

- Zyxel Communication Corporation
- <http://www.zyxel.com/ec/es/>

Middle East

Israel

- Zyxel Communication Corporation
- <http://il.zyxel.com/homepage.shtml>

Middle East

- Zyxel Communication Corporation
- <http://www.zyxel.com/me/en/>

North America

USA

- Zyxel Communications, Inc. - North America Headquarters
- <http://www.zyxel.com/us/en/>

Oceania

Australia

- Zyxel Communications Corporation
- <http://www.zyxel.com/au/en/>

Africa

South Africa

- Nology (Pty) Ltd.
- <http://www.zyxel.co.za>

APPENDIX B

Legal Information

Copyright

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Regulatory Notice and Statement

UNITED STATES of AMERICA



The following information applies if you use the product within USA area.

FCC EMC Statement

- The device complies with Part 15 of FCC rules. Operation is subject to the following two conditions:
 - (1) This device may not cause harmful interference, and
 - (2) This device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the device.
- This product has been tested and complies with the specifications for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.
- If this device does cause harmful interference to radio or television reception, which is found by turning the device off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
 - Reorient or relocate the receiving antenna
 - Increase the separation between the devices
 - Connect the equipment to an outlet other than the receiver's
 - Consult a dealer or an experienced radio/TV technician for assistance

The following information applies if you use the product with RF function within USA area.

FCC Radiation Exposure Statement

- This device complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.
- This transmitter must be at least 20 cm from the user and must not be co-located or operating in conjunction with any other antenna or transmitter.
- Operation of this device is restricted to indoor use only.

CANADA

The following information applies if you use the product within Canada area.

Industry Canada ICES Statement

CAN ICES-3 (B)/NMB-3(B)

Industry Canada RSS-GEN & RSS-247 statement

- This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.
- This radio transmitter has been approved by Industry Canada to operate with the antenna types listed below with the maximum permissible gain and required antenna impedance for each antenna type indicated. Antenna types not included in this list, having a gain greater than the maximum gain indicated for that type, are strictly prohibited for use with this device.

If the product with 5G wireless function operating in 5150-5250 MHz and 5725-5850 MHz, the following attention must be paid,

- The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.
- For devices with detachable antenna(s), the maximum antenna gain permitted for devices in the band 5725-5850 MHz shall be such that the equipment still complies with the e.i.r.p. limits specified for point-to-point and non-point-to-point operation as appropriate; and
- The worst-case tilt angle(s) necessary to remain compliant with the e.i.r.p. elevation mask requirement set forth in Section 6.2.2(3) of RSS 247 shall be clearly indicated.

If the product with 5G wireless function operating in 5250-5350 MHz and 5470-5725 MHz, the following attention must be paid.

- For devices with detachable antenna(s), the maximum antenna gain permitted for devices in the bands 5250-5350 MHz and 5470-5725 MHz shall be such that the equipment still complies with the e.i.r.p. limit.
- Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.
- Le présent émetteur radio de modèle s'il fait partie du matériel de catégorie I) a été approuvé par Industrie Canada pour fonctionner avec les types d'antenne énumérés ci-dessous et ayant un gain admissible maximal et l'impédance requise pour chaque type d'antenne. Les types d'antenne non inclus dans cette liste, ou dont le gain est supérieur au gain maximal indiqué, sont strictement interdits pour l'exploitation de l'émetteur.

Lorsque la fonction sans fil 5G fonctionnant en 5150-5250 MHz and 5725-5850 MHz est activée pour ce produit , il est nécessaire de porter une attention particulière aux choses suivantes

- Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux;
- Pour les dispositifs munis d'antennes amovibles, le gain maximal d'antenne permis (pour les dispositifs utilisant la bande de 5 725 à 5 850 MHz) doit être conforme à la limite de la p.i.r.e. spécifiée pour l'exploitation point à point et l'exploitation non point à point, selon le cas;
- Les pires angles d'inclinaison nécessaires pour rester conforme à l'exigence de la p.i.r.e. applicable au masque d'élévation, et énoncée à la section 6.2.2 3) du CNR-247, doivent être clairement indiqués.

Lorsque la fonction sans fil 5G fonctionnant en 5250-5350 MHz et 5470-5725 MHz est activée pour ce produit , il est nécessaire de porter une attention particulière aux choses suivantes.

- Pour les dispositifs munis d'antennes amovibles, le gain maximal d'antenne permis pour les dispositifs utilisant les bandes de 5 250 à 5 350 MHz et de 5 470 à 5 725 MHz doit être conforme à la limite de la p.i.r.e.

Industry Canada radiation exposure statement

This device complies with IC radiation exposure limits set forth for an uncontrolled environment. This device should be installed and operated with a minimum distance of 20 cm between the radiator and your body.

Déclaration d'exposition aux radiations:

Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 20 cm de distance entre la source de rayonnement et votre corps.

EUROPEAN UNION



The following information applies if you use the product within the European Union.

Declaration of Conformity with Regard to EU Directive 2014/53/EU (Radio Equipment Directive, RED)

- Compliance information for 2.4GHz and/or 5GHz wireless products relevant to the EU and other Countries following the EU Directive 2014/53/EU (RED). And this product may be used in all EU countries (and other countries following the EU Directive 2014/53/EU) without any limitation except for the countries mentioned below table:
- In the majority of the EU and other European countries, the 5GHz bands have been made available for the use of wireless local area networks (LANs). Later in this document you will find an overview of countries in which additional restrictions or requirements or both are applicable. The requirements for any country may evolve. Zyxel recommends that you check with the local authorities for the latest status of their national regulations for the 5GHz wireless LANs.
- If this device for operation in the band 5150-5350 MHz, it is for indoor use only.
- This equipment should be installed and operated with a minimum distance of 20 cm between the radio equipment and your body.
- The maximum RF power operating for each band as follows:
 - the band 2,400 to 2,483.5 MHz is 97.95 mW (19.91 dBm),
 - the bands 5,150 MHz to 5,350 MHz is 182.81 mW (22.62 dBm),
 - the 5,470 MHz to 5,725 MHz is 916.22 mW (29.62 dBm).

Български (Bulgarian)	<p>С настоящото Zyxel декларира, че това оборудване е в съответствие със съществените изисквания и другите приложими разпоредбите на Директива 2014/53/ЕС.</p> <p>National Restrictions</p> <ul style="list-style-type: none"> The Belgian Institute for Postal Services and Telecommunications (BIPT) must be notified of any outdoor wireless link having a range exceeding 300 meters. Please check http://www.bipt.be for more details. Draadloze verbindingen voor buitengebruik en met een reikwijdte van meer dan 300 meter dienen aangemeld te worden bij het Belgisch Instituut voor postdiensten en telecommunicatie (BIPT). Zie http://www.bipt.be voor meer gegevens. Les liaisons sans fil pour une utilisation en extérieur d'une distance supérieure à 300 mètres doivent être notifiées à l'Institut Belge des services Postaux et des Télécommunications (IBPT). Visitez http://www.ibpt.be pour de plus amples détails.
Español (Spanish)	<p>Por medio de la presente Zyxel declara que el equipo cumple con los requisitos esenciales y cualesquiera otras disposiciones aplicables o exigibles de la Directiva 2014/53/UE..</p>
Čeština (Czech)	<p>Zyxel tímto prohlašuje, že tento zařízení je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 2014/53/EU.</p>
Dansk (Danish)	<p>Undertegnede Zyxel erklærer herved, at følgende udstyr overholder de væsentlige krav og øvrige relevante krav i direktiv 2014/53/EU.</p> <p>National Restrictions</p> <ul style="list-style-type: none"> In Denmark, the band 5150 - 5350 MHz is also allowed for outdoor usage. I Danmark må frekvensbåndet 5150 - 5350 også anvendes udendørs.
Deutsch (German)	<p>Hiermit erklärt Zyxel, dass sich das Gerät Ausstattung in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 2014/53/EU befindet.</p>
Eesti keel (Estonian)	<p>Käesolevaga kinnitab Zyxel seadme seadmed vastavust direktiivi 2014/53/EU põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.</p>
Ελληνικά (Greek)	<p>ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ Ζyxel ΔΗΛΩΝΕΙ ΟΤΙ ΕΞΟΠΛΙΣΜΌΣ ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΗΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 2014/53/EU.</p>
English	<p>Hereby, Zyxel declares that this device is in compliance with the essential requirements and other relevant provisions of Directive 2014/53/EU.</p>
Français (French)	<p>Par la présente Zyxel déclare que l'appareil équipements est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 2014/53/EU.</p>
Hrvatski (Croatian)	<p>Zyxel ovime izjavljuje da je radijska oprema tipa u skladu s Direktivom 2014/53/EU.</p>
Íslenska (Icelandic)	<p>Hér með lýsir, Zyxel því yfir að þessi búnaður er í samræmi við grunnkröfur og önnur viðeigandi ákvæði tilskipunar 2014/53/EU.</p>
Italiano (Italian)	<p>Con la presente Zyxel dichiara che questo attrezzatura è conforme ai requisiti essenziali ed alle altre disposizioni pertinenti stabilite dalla direttiva 2014/53/EU.</p> <p>National Restrictions</p> <ul style="list-style-type: none"> This product meets the National Radio Interface and the requirements specified in the National Frequency Allocation Table for Italy. Unless this wireless LAN product is operating within the boundaries of the owner's property, its use requires a "general authorization." Please check http://www.sviluppoeconomico.gov.it/ for more details. Questo prodotto è conforme alla specifiche di Interfaccia Radio Nazionali e rispetta il Piano Nazionale di ripartizione delle frequenze in Italia. Se non viene installato all'interno del proprio fondo, l'utilizzo di prodotti Wireless LAN richiede una "Autorizzazione Generale". Consultare http://www.sviluppoeconomico.gov.it/ per maggiori dettagli.
Latviešu valoda (Latvian)	<p>Ar šo Zyxel deklarē, ka iekārtas atbilst Direktīvas 2014/53/EU būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.</p> <p>National Restrictions</p> <ul style="list-style-type: none"> The outdoor usage of the 2.4 GHz band requires an authorization from the Electronic Communications Office. Please check http://www.esd.lv for more details. 2.4 GHz frekvenču joslas izmantošanai ārpus telpām nepieciešama atļauja no Elektronisko sakaru direkcijas. Vairāk informācijas: http://www.esd.lv.
Lietuvių kalba (Lithuanian)	<p>Šiuo Zyxel deklaruoja, kad šis įranga atitinka esminius reikalavimus ir kitas 2014/53/EU Direktyvos nuostatas.</p>
Magyar (Hungarian)	<p>Alulírott, Zyxel nyilatkozom, hogy a berendezés megfelel a vonatkozó alapvető követelményeknek és az 2014/53/EU irányelv egyéb előírásainak.</p>
Malti (Maltese)	<p>Hawnhekk, Zyxel, jiddikjara li dan tagħmir jikkonforma mal-htġijiet essenzjali u ma provvedimenti oħrajn rilevanti li hemm fid-Direttiva 2014/53/EU.</p>
Nederlands (Dutch)	<p>Hierbij verklaart Zyxel dat het toestel uitrusting in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 2014/53/EU.</p>
Polski (Polish)	<p>Niniejszym Zyxel oświadcza, że sprzęt jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 2014/53/EU.</p>
Português (Portuguese)	<p>Zyxel declara que este equipamento está conforme com os requisitos essenciais e outras disposições da Directiva 2014/53/EU.</p>

Română (Romanian)	Prin prezenta, Zyxel declară că acest echipament este în conformitate cu cerințele esențiale și alte prevederi relevante ale Directivei 2014/53/EU.
Slovenčina (Slovak)	Zyxel týmto vyhlasuje, že zariadenia spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 2014/53/EU.
Slovenščina (Slovene)	Zyxel izjavlja, da je ta oprema v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 2014/53/EU.
Suomi (Finnish)	Zyxel vakuuttaa täten että laitteet tyyppinen laite on direktiivin 2014/53/EU oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
Svenska (Swedish)	Härmed intygar Zyxel att denna utrustning står i överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 2014/53/EU.
Norsk (Norwegian)	Erklærer herved Zyxel at dette utstyret er i samsvar med de grunnleggende kravene og andre relevante bestemmelser i direktiv 2014/53/EU.

Notes:

1. Although Norway, Switzerland and Liechtenstein are not EU member states, the EU Directive 2014/53/EU has also been implemented in those countries.
2. The regulatory limits for maximum output power are specified in EIRP. The EIRP level (in dBm) of a device can be calculated by adding the gain of the antenna used (specified in dBi) to the output power available at the connector (specified in dBm).

List of national codes

COUNTRY	ISO 3166 2 LETTER CODE	COUNTRY	ISO 3166 2 LETTER CODE
Austria	AT	Liechtenstein	LI
Belgium	BE	Lithuania	LT
Bulgaria	BG	Luxembourg	LU
Croatia	HR	Malta	MT
Cyprus	CY	Netherlands	NL
Czech Republic	CZ	Norway	NO
Denmark	DK	Poland	PL
Estonia	EE	Portugal	PT
Finland	FI	Romania	RO
France	FR	Serbia	RS
Germany	DE	Slovakia	SK
Greece	GR	Slovenia	SI
Hungary	HU	Spain	ES
Iceland	IS	Switzerland	CH
Ireland	IE	Sweden	SE
Italy	IT	Turkey	TR
Latvia	LV	United Kingdom	GB

Safety Warnings

- Do not use this product near water, for example, in a wet basement or near a swimming pool.
- Do not expose your device to dampness, dust or corrosive liquids.
- Do not store things on the device.
- Do not obstruct the device ventilation slots as insufficient airflow may harm your device. For example, do not place the device in an enclosed space such as a box or on a very soft surface such as a bed or sofa.
- Do not install, use, or service this device during a thunderstorm. There is a remote risk of electric shock from lightning.
- Connect ONLY suitable accessories to the device.
- Do not open the device or unit. Opening or removing covers can expose you to dangerous high voltage points or other risks. ONLY qualified service personnel should service or disassemble this device. Please contact your vendor for further information.
- Make sure to connect the cables to the correct ports.
- Place connecting cables carefully so that no one will step on them or stumble over them.
- Always disconnect all cables from this device before servicing or disassembling.
- Do not remove the plug and connect it to a power outlet by itself; always attach the plug to the power adaptor first before connecting it to a power outlet.
- Do not allow anything to rest on the power adaptor or cord and do NOT place the product where anyone can walk on the power adaptor or cord.
- Please use the provided or designated connection cables/power cables/ adaptors. Connect it to the right supply voltage (for example, 110V AC in North America or 230V AC in Europe). If the power adaptor or cord is damaged, it might cause electrocution. Remove it from the device and the power source, repairing the power adaptor or cord is prohibited. Contact your local vendor to order a new one.
- Do not use the device outside, and make sure all the connections are indoors. There is a remote risk of electric shock from lightning.

- CAUTION: Risk of explosion if battery is replaced by an incorrect type, dispose of used batteries according to the instruction. Dispose them at the applicable collection point for the recycling of electrical and electronic devices. For detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the store where you purchased the product.
- The following warning statements apply, where the disconnect device is not incorporated in the device or where the plug on the power supply cord is intended to serve as the disconnect device.
 - For permanently connected devices, a readily accessible disconnect device shall be incorporated external to the device;
 - For pluggable devices, the socket-outlet shall be installed near the device and shall be easily accessible.

Environment Statement

ErP (Energy-related Products)

Zyxel products put on the EU market in compliance with the requirement of the European Parliament and the Council published Directive 2009/125/EC establishing a framework for the setting of ecodesign requirements for energy-related products (recast), so called as "ErP Directive (Energy-related Products directive) as well as ecodesign requirement laid down in applicable implementing measures, power consumption has satisfied regulation requirements which are:

- Network standby mode power consumption: 5.05 Watt
- Full port - networked standby mode consumption: 7.22 Watt.

(Wireless setting, please refer to chapter 2.7 [Enable or Disable Admin/Guest WiFi](#) for more detail.)

European Union - Disposal and Recycling Information

The symbol below means that according to local regulations your product and/or its battery shall be disposed of separately from domestic waste. If this product is end of life, take it to a recycling station designated by local authorities. At the time of disposal, the separate collection of your product and/or its battery will help save natural resources and ensure that the environment is sustainable development.

Die folgende Symbol bedeutet, dass Ihr Produkt und/oder seine Batterie gemäß den örtlichen Bestimmungen getrennt vom Hausmüll entsorgt werden muss. Wenden Sie sich an eine Recyclingstation, wenn dieses Produkt das Ende seiner Lebensdauer erreicht hat. Zum Zeitpunkt der Entsorgung wird die getrennte Sammlung von Produkt und/oder seiner Batterie dazu beitragen, natürliche Ressourcen zu sparen und die Umwelt und die menschliche Gesundheit zu schützen.

El símbolo de abajo indica que según las regulaciones locales, su producto y/o su batería deberán depositarse como basura separada de la doméstica. Cuando este producto alcance el final de su vida útil, llévelo a un punto limpio. Cuando llegue el momento de desechar el producto, la recogida por separado éste y/o su batería ayudará a salvar los recursos naturales y a proteger la salud humana y medioambiental.

Le symbole ci-dessous signifie que selon les réglementations locales votre produit et/ou sa batterie doivent être éliminés séparément des ordures ménagères. Lorsque ce produit atteint sa fin de vie, amenez-le à un centre de recyclage. Au moment de la mise au rebut, la collecte séparée de votre produit et/ou de sa batterie aidera à économiser les ressources naturelles et protéger l'environnement et la santé humaine.

Il simbolo sotto significa che secondo i regolamenti locali il vostro prodotto e/o batteria deve essere smaltito separatamente dai rifiuti domestici. Quando questo prodotto raggiunge la fine della vita di servizio portarlo a una stazione di riciclaggio. Al momento dello smaltimento, la raccolta separata del vostro prodotto e/o della sua batteria aiuta a risparmiare risorse naturali e a proteggere l'ambiente e la salute umana.

Symbolen innebär att enligt lokal lagstiftning ska produkten och/eller dess batteri kastas separat från hushållsavfallet. När den här produkten når slutet av sin livslängd ska du ta den till en återvinningsstation. Vid tiden för kasseringen bidrar du till en bättre miljö och mänsklig hälsa genom att göra dig av med den på ett återvinningsställe.



台灣



以下訊息僅適用於產品具有無線功能且銷售至台灣地區

- 第十二條 經型式認證合格之低功率射頻電機，非經許可，公司，商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。
- 第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。
- 無線資訊傳輸設備須忍受合法通信之干擾且不得干擾合法通信；如造成干擾，應立即停用，俟無干擾之虞，始得繼續使用。
- 無線資訊傳輸設備的製造廠商應確保頻率穩定性，如依製造廠商使用手冊上所述正常操作，發射的信號應維持於操作頻帶中。

- 使用無線產品時，應避免影響附近雷達系統之操作。
- 若使用高增益指向性天線，該產品僅應用於固定式點對點系統。

以下訊息僅適用於產品屬於專業安裝並銷售至台灣地區

- 本器材須經專業工程人員安裝及設定，始得設置使用，且不得直接販售給一般消費者。





安全警告 - 為了您的安全，請先閱讀以下警告及指示：

- 請勿將此產品接近水、火焰或放置在高溫的環境。
- 避免設備接觸：
 - 任何液體 - 切勿讓設備接觸水、雨水、高濕度、污水腐蝕性的液體或其他水份。
 - 灰塵及污物 - 切勿接觸灰塵、污物、沙土、食物或其他不合適的材料。
- 雷雨天氣時，不要安裝，使用或維修此設備。有遭受電擊的風險。
- 切勿重摔或撞擊設備，並勿使用不正確的電源變壓器。
- 若接上不正確的電源變壓器會有爆炸的風險。
- 請勿隨意更換產品內的電池。
- 如果更換不正確之電池型式，會有爆炸的風險，請依製造商說明書處理使用過之電池。
- 請將廢電池丟棄在適當的電器或電子設備回收處。
- 請勿將設備解體。
- 請勿阻礙設備的散熱孔，空氣對流不足將會造成設備損害。
- 請插在正確的電壓供給插座（如：北美 / 台灣電壓 110V AC，歐洲是 230V AC）。
- 假若電源變壓器或電源變壓器的纜線損壞，請從插座拔除，若您還繼續插電使用，會有觸電死亡的風險。
- 請勿試圖修理電源變壓器或電源變壓器的纜線，若有毀損，請直接聯絡您購買的店家，購買一個新的電源變壓器。
- 請勿將此設備安裝於室外，此設備僅適合放置於室內。
- 請勿隨一般垃圾丟棄。
- 請參閱產品背貼上的設備額定功率。
- 請參考產品型錄或是彩盒上的作業溫度。
- 產品沒有斷電裝置或者採用電源線的插頭視為斷電裝置的一部分，以下警語將適用：
 - 對永久連接之設備，在設備外部須安裝可觸及之斷電裝置；
 - 對插接式之設備，插座必須接近安裝之地點而且是易於觸及的。

About the Symbols

Various symbols are used in this product to ensure correct usage, to prevent danger to the user and others, and to prevent property damage. The meaning of these symbols are described below. It is important that you read these descriptions thoroughly and fully understand the contents.

Explanation of the Symbols

SYMBOL	EXPLANATION
	Alternating current (AC): AC is an electric current in which the flow of electric charge periodically reverses direction.
	Direct current (DC): DC is the unidirectional flow or movement of electric charge carriers.
	Earth; ground: A wiring terminal intended for connection of a Protective Earthing Conductor.
	Class II equipment: The method of protection against electric shock in the case of class II equipment is either double insulation or reinforced insulation.

Viewing Certifications

Go to <http://www.zyxel.com> to view this product's documentation and certifications.

Zyxel Limited Warranty

Zyxel warrants to the original end user (purchaser) that this product is free from any defects in material or workmanship for a specific period (the Warranty Period) from the date of purchase. The Warranty Period varies by region. Check with your vendor and/or the authorized Zyxel local distributor for details about the Warranty Period of this product. During the warranty period, and upon proof of purchase, should the product have indications of failure due to faulty workmanship and/or materials, Zyxel will, at its discretion, repair or replace the defective products or components without charge for either parts or labor, and to whatever extent it shall deem necessary to restore the product or components to proper operating condition. Any replacement will consist of a new or re-manufactured functionally equivalent product of equal or higher value.

and will be solely at the discretion of Zyxel. This warranty shall not apply if the product has been modified, misused, tampered with, damaged by an act of God, or subjected to abnormal working conditions.

Note

Repair or replacement, as provided under this warranty, is the exclusive remedy of the purchaser. This warranty is in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular use or purpose. Zyxel shall in no event be held liable for indirect or consequential damages of any kind to the purchaser.

To obtain the services of this warranty, contact your vendor. You may also refer to the warranty policy for the region in which you bought the device at http://www.zyxel.com/web/support_warranty_info.php.

Registration

Register your product online to receive e-mail notices of firmware upgrades and information at www.zyxel.com for global products, or at www.us.zyxel.com for North American products.

Open Source Licenses

This product contains in part some free software distributed under GPL license terms and/or GPL like licenses. Open source licenses are provided with the firmware package. You can download the latest firmware at www.zyxel.com. To obtain the source code covered under those Licenses, please contact support@zyxel.com.tw to get it.