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. Regional websites are listed below (see also http://www.zyxel.com/about_zyxel_worldwide.shtml). 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

Philipines

- · 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

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/

Bulgaria

- ZyXEL България
- http://www.zyxel.com/bg/bg/

Czech

- · 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

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 Spain
- 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/

Ecuador

- ZyXEL Communication Corporation
- http://www.zyxel.com/ec/es/

Middle East

Egypt

- ZyXEL Communication Corporation
- http://www.zyxel.com/homepage.shtml

Middle East

- ZyXEL Communication Corporation
- http://www.zyxel.com/homepage.shtml

North America

USA

- ZyXEL Communications, Inc. North America Headquarters
- http://www.us.zyxel.com/

Oceania

Australia

- ZyXEL Communications Corporation
- http://www.zyxel.com/au/en/

Africa

South Africa

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

Legal Information

Copyright

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Trademarks

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Certifications

Federal Communications Commission (FCC) Interference Statement

The device complies with Part 15 of FCC rules. Operation is subject to the following two conditions:

- This device may not cause harmful interference.
- · This device must accept any interference received, including interference that may cause undesired operations.

This device has been tested and found to comply with the limits 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 in accordance with 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/television reception, which can be determined 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:

- 1 Reorient or relocate the receiving antenna.
- 2 Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- 4 Consult the dealer or an experienced radio/TV technician for help.

FCC Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.



FCC Radiation Exposure Statement

- · This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
- IEEE 802.11b, 802.11g or 802.11n (20MHz) operation of this product in the U.S.A. is firmware-limited to channels 1 through 11. IEEE 802.11n (40MHz) operation of this product in the U.S.A. is firmware-limited to channels 3 through 9.
- To comply with FCC RF exposure compliance requirements, a separation distance of at least 20 cm must be maintained between the antenna of this device and all persons.

Industry Canada Statement

This device complies with RSS-210 of the Industry Canada Rules. 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 device has been designed to operate with an antenna having a maximum gain of 3dBi.

Antenna having a higher gain is strictly prohibited per regulations of Industry Canada. The required antenna impedance is 50 ohms.

To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the EIRP is not more than required for successful communication.

IC Radiation Exposure Statement

This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. End users must follow the specific operating instructions for satisfying RF exposure compliance.

注意!

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依據 低功率電波輻射性電機管理辦法
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,指依電信規定作業之無線電信。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。
本機限在不干擾合法電臺與不受被干擾保障條件下於室內使用。
減少電磁波影響,請妥適使用。
在 5.25-5.35 (GHz) 頻帶內操作之無線資訊傳輸設備,限於室內使用。
電磁波曝露量 MPE 標準值 1 mW/cm²,送測產品實測值為 0.965 mW/cm²。
```

Notices

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This Class B digital apparatus complies with Canadian ICES-003

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada

Network standby power consumption < 12W and Off mode power consumption < 0.5W.

ErP (Energy-related Products) Declaration of Conformity

All 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).

This product has been outside the scope of Energy efficiency limitation requirement in the light of the terms of Regulation (EC) No 1275/2008, Annex II:

- 2. Four years after this Regulation has come into force:
- (c) Availability of off mode and/or standby mode

Equipment shall, except where this is inappropriate for the intended use, provide off mode and/or standby mode, and/or another condition which does not exceed the applicable power consumption requirements for off mode and/or standby mode when the equipment is connected to the mains power source.

(d) Power management

-another condition which does not exceed the applicable power consumption requirements for off mode and/or standby mode when the equipment is connected to the mains power source. The power anagement function shall be activated before delivery.

- 4. Information to be provided by manufacturers:
- (c) the characteristics of equipment relevant for assessing conformity with the requirements set out in point 1(c), or the requirements set out in points 2(c) and/or 2(d), as applicable, including the time taken to automatically reach standby, or off mode, or another condition which does not exceed the applicable power consumption requirements for off mode and/or standby mode.

In particular, if applicable, the technical justification shall be provided that the requirements set out in point 1(c), or the requirements set out in points 2(c) and/or 2(d), are inappropriate for the intended use of equipment.

EU Directive & Regulation:

ErP Directive: Directive 2009/125/EC

Standby & off mode: Regulation (EC) No 1275/2008,

Guidance accompanying Commission Regulation (EC) No 1275/2008,

 $source: \ http://ec.europa.eu/energy/efficiency/ecodesign/eco_design_en.htm$

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.

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. If you cannot find it there, contact your vendor or ZyXEL Technical Support at support@zyxel.com.tw.

To obtain the source code covered under those Licenses, please contact your vendor or ZyXEL Technical Support at support@zyxel.com.tw.

Regulatory Information

European Union

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

Declaration of Conformity with Regard to EU Directive 1999/5/EC (R&TTE Directive)

Compliance Information for 2.4GHz and 5GHz Wireless Products Relevant to the EU and Other Countries Following the EU Directive 1999/5/EC (R&TTE Directive)

ZyXEL tímto prohlašuje, že tento zařízení je ve shodě se základními požadavky a dalšími příslušnými ustanoveními směrnice 1999/5/EC.
Undertegnede ZyXEL erklærer herved, at følgende udstyr udstyr overholder de væsentlige krav og øvrige relevante krav i direktiv 1999/5/EF.
Hiermit erklärt ZyXEL, dass sich das Gerät Ausstattung in Übereinstimmung mit den grundlegenden Anforderungen und den übrigen einschlägigen Bestimmungen der Richtlinie 1999/5/EU befindet.
Käesolevaga kinnitab ZyXEL seadme seadmed vastavust direktiivi 1999/5/EÜ põhinõuetele ja nimetatud direktiivist tulenevatele teistele asjakohastele sätetele.
Hereby, ZyXEL declares that this equipment is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC.
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 1999/5/CE.
ΜΕ ΤΗΝ ΠΑΡΟΥΣΑ ΖΥΧΕΙ ΔΗΛΩΝΕΙ ΟΤΙ εξοπλισμός ΣΥΜΜΟΡΦΩΝΕΤΑΙ ΠΡΟΣ ΤΙΣ ΟΥΣΙΩΔΕΙΣ ΑΠΑΙΤΉΣΕΙΣ ΚΑΙ ΤΙΣ ΛΟΙΠΕΣ ΣΧΕΤΙΚΕΣ ΔΙΑΤΑΞΕΙΣ ΤΗΣ ΟΔΗΓΙΑΣ 1999/5/ΕC.
Par la présente ZyXEL déclare que l'appareil équipements est conforme aux exigences essentielles et aux autres dispositions pertinentes de la directive 1999/5/EC.
Ai Sensi della Direttiva 2012/19/UE del Parlamento europeo e del Consiglio, del 4 luglio 2012, sui rifiuti di apparecchiature elettriche ed elettroniche (RAEE).
Ar šo ZyXEL deklarē, ka iekārtas atbilst Direktīvas 1999/5/EK būtiskajām prasībām un citiem ar to saistītajiem noteikumiem.
Šiuo ZyXEL deklaruoja, kad šis įranga atitinka esminius reikalavimus ir kitas 1999/5/EB Direktyvos nuostatas.
Hierbij verklaart ZyXEL dat het toestel uitrusting in overeenstemming is met de essentiële eisen en de andere relevante bepalingen van richtlijn 1999/5/EC.
Hawnhekk, ZyXEL, jiddikjara li dan tagħmir jikkonforma mal-ħtiġijiet essenzjali u ma provvedimenti oħrajn relevanti li hemm fid-Dirrettiva 1999/5/EC.
Alulírott, ZyXEL nyilatkozom, hogy a berendezés megfelel a vonatkozó alapvető követelményeknek és az 1999/5/EK irányelv egyéb előírásainak.
Niniejszym ZyXEL oświadcza, że sprzęt jest zgodny z zasadniczymi wymogami oraz pozostałymi stosownymi postanowieniami Dyrektywy 1999/5/EC.
ZyXEL declara que este equipamento está conforme com os requisitos essenciais e outras disposições da Directiva 1999/5/EC.
ZyXEL izjavlja, da je ta oprema v skladu z bistvenimi zahtevami in ostalimi relevantnimi določili direktive 1999/5/EC.
ZyXEL týmto vyhlasuje, že zariadenia spĺňa základné požiadavky a všetky príslušné ustanovenia Smernice 1999/5/EC.
ZyXEL vakuuttaa täten että laitteet tyyppinen laite on direktiivin 1999/5/EY oleellisten vaatimusten ja sitä koskevien direktiivin muiden ehtojen mukainen.
Härmed intygar ZyXEL att denna utrustning står I överensstämmelse med de väsentliga egenskapskrav och övriga relevanta bestämmelser som framgår av direktiv 1999/5/EC.
С настоящото ZyXEL декларира, че това оборудване е в съответствие със съществените изисквания и другите приложими разпоредбите на Директива 1999/5/EC.
Hér með lýsir, ZyXEL því yfir að þessi búnaður er í samræmi við grunnkröfur og önnur viðelgandi ákvæði tilskipunar 1999/5/EC.

200

[Norwegian]	Erklærer herved ZyXEL at dette utstyret er I samsvar med de grunnleggende kravene og andre relevante bestemmelser I direktiv 1999/5/EF.	1
[Romanian]	Prin prezenta, ZyXEL declară că acest echipament este în conformitate cu cerinţele esenţiale şi alte prevederi relevante ale Directivei 1999/5/EC.	



National Restrictions

This product may be used in all EU countries (and other countries following the EU directive 1999/5/EC) without any limitation except for the countries mentioned below:

Ce produit peut être utilisé dans tous les pays de l'UE (et dans tous les pays ayant transposés la directive 1999/5/CE) sans aucune limitation, excepté pour les pays mentionnés ci-dessous:

Questo prodotto è utilizzabile in tutte i paesi EU (ed in tutti gli altri paesi che seguono le direttive EU 1999/5/EC) senza nessuna limitazione, eccetto per i paesii menzionati di seguito:

Das Produkt kann in allen EU Staaten ohne Einschränkungen eingesetzt werden (sowie in anderen Staaten die der EU Direktive 1995/5/CE folgen) mit Außnahme der folgenden aufgeführten Staaten:

In the majority of the EU and other European countries, the 2, 4- and 5-GHz 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 inwhich 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 both the 2,4- and 5-GHz wireless LANs.

The following countries have restrictions and/or requirements in addition to those given in the table labeled "Overview of Regulatory Requirements for Wireless LANs":.

Overview of Regulatory Requirements for Wireless LANs			
Frequency Band (MHz)	Max Power Level (EIRP) ¹ (mW)	Indoor ONLY	Indoor and Outdoor
2400-2483.5	100		V
5150-5350	200	V	
5470-5725	1000		V

Belgium

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.

Denmark

In Denmark, the band 5150 - 5350 MHz is also allowed for outdoor usage.

I Danmark må frekvensbåndet 5150 - 5350 også anvendes udendørs.

Italy

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.

Latvia

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 frekvenèu joslas izmantoðanai ârpus telpâm nepiecieðama atïauja no Elektronisko sakaru direkcijas. Vairâk informâcijas: http://www.esd.lv. Notes:
- 1. Although Norway, Switzerland and Liechtenstein are not EU member states, the EU Directive 1999/5/EC 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	Malta	MT
Belgium	BE	Netherlands	NL
Cyprus	CY	Poland	PL
Czech Republic	CR	Portugal	PT
Denmark	DK	Slovakia	SK
Estonia	EE	Slovenia	SI
Finland	FI	Spain	ES
France	FR	Sweden	SE
Germany	DE	United Kingdom	GB
Greece	GR	Iceland	IS
Hungary	HU	Liechtenstein	LI
Ireland	IE	Norway	NO
Italy	IT	Switzerland	СН
Latvia	LV	Bulgaria	BG
Lithuania	LT	Romania	RO
Luxembourg	LU	Turkey	TR

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 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.
- Use ONLY an appropriate power adaptor or cord for your device. Connect it to the right supply voltage (for example, 110V AC in North America or 230V AC in Europe).
- 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.
- Do NOT use the device if the power adaptor or cord is damaged as it might cause electrocution. If the power adaptor or cord is damaged, remove it from the device and the power source.
- Do NOT attempt to repair the power adaptor or cord. 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.
- Do NOT obstruct the device ventilation slots, as insufficient airflow may harm your device
- Antenna Warning! This device meets ETSI and FCC certification requirements when using the included antenna(s). Only use the included antenna(s).
- If you wall mount your device, make sure that no electrical lines, gas or water pipes will be damaged.
- The PoE (Power over Ethernet) devices that supply or receive power and their connected Ethernet cables must all be completely
- This product is for indoor use only (utilisation intérieure exclusivement)
- FOR COUNTRY CODE SELECTION USAGE (WLAN DEVICES)

Note: The country code selection is for non-US model only and is not available to all US model. Per FCC regulation, all Wi-Fi product marketed in US must fixed to US operation channels only.

Your product is marked with this symbol, which is known as the WEEE mark. WEEE stands for Waste Electronics and Electrical Equipment. It means that used electrical and electronic products should not be mixed with general waste. Used electrical and electronic equipment should be treated separately.



Environmental Product Declaration

English	Deutsch (German)	Español (Spanish)	Français (French)
Environmental product declaration RoHS WEEE Directive 2011/85/EU Directive 2012/19/EU Directive 2012/19/EU Directive 2012/19/EU Directive 2009/125/EC Name/ site: Raymond Huang / Quality & Customer Service Division Assistant VP Signature: Date (dd/mm/yyyy): Olyperod Huagy ROHS VERIPLED	Produkt-Umweltdeklaration RoHS Richtlinie 2011/65/EU WEEE Richtlinie 2012/19/EU PPW Richtlinie 2012/19/EU REACH STRORDNUNG (EG) Nr. 1907/2006 ErP Richtlinie 2008/125/EG Name/ Stel: Raymond Huang / Quality & Customer Sendee Division Assistant VP Unterschrift: Datum (jij/mm/tt): 2013/10/01	Declaraciones Ambientales de Producto RoHS Directiva 2011/85/IUE WEEE Directiva 2012/19/UE PPW Directiva 2012/19/UE REACH REACH REP Directiva 2009/125/CE Nombre/ Itiulo: Service Division Assistant VP Firma: Fecha (aaaahmm/dd): 2013/10/01 ROHS REP ROHS VERIFIED	Profil environnemental de produit RoHS Directive 2011/85/UE WEEE Directive 2012/19/UE PPW Directive 20462/CE REACH RÉGLEMENT (CE) N° 1907/2006 EPP Directive 2009/125/CE Nom/ titre : Raymond Huang / Quality & Customer Service Division Assistant VP Signature : Date (assas/mm/g): 2013/10/01
Italiano (Italian)	Nederlands (Dutch)	Svenska (Swedish)	Suomi (Finnish)
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