## ZYXEL WAC500H

# Zyxel WAC500H WiFi 5 AC1200 Wireless Gigabit Wall Access Point Instruction Manual

Model: WAC500H | Brand: ZYXEL

## 1. INTRODUCTION

The Zyxel WAC500H is an 802.11ac Wave 2 Wall-Plate Unified Access Point designed for hospitality environments. It offers a versatile WiFi and switch solution for guest rooms, featuring two Gigabit Ethernet ports (one with PoE) and advanced RF optimization with beamforming. This manual provides essential information for installation, operation, and maintenance.

## 2. SAFETY INFORMATION

- Read all instructions carefully before operating the device.
- Do not expose the device to rain or moisture.
- Do not disassemble the device. Refer all servicing to qualified personnel.
- Ensure proper ventilation to prevent overheating.
- Use only the power adapter specified for this device.

## 3. PACKAGE CONTENTS

Verify that your package contains the following items:

- Zyxel WAC500H Access Point Unit
- Power Adapter (if included with your specific package)
- Mounting Kit (for wall or desk installation)

## 4. PRODUCT OVERVIEW

The Zyxel WAC500H is a compact and versatile access point. Below are its key physical features and ports.

**Figure 1:** Front view of the Zyxel WAC500H Access Point, showing its sleek white design with the ZYXEL logo.



**Figure 2:** Rear view of the Zyxel WAC500H Access Point, highlighting the two Gigabit Ethernet ports (one with PoE) and the power input.

The device features LED indicators on the front for status updates and multiple ports on the rear for connectivity, including two Gigabit Ethernet ports (one supporting Power over Ethernet for powering other devices like VoIP phones) and a power input port.

## 5. SETUP

The Zyxel WAC500H can be set up and managed via Cloud (Nebula), App, Direct, or Controller Management. For a quick setup using the Nebula App, follow these general steps:

1. **Unpack the Device:** Carefully remove the WAC500H from its packaging.

2. **Download the Nebula App:** Download and install the Zyxel Nebula Mobile app on your smartphone or tablet.

3. **Create/Log In to Nebula Account:** Open the app and either create a new Nebula account or log in with an existing one.

4. **Add Device:** Use the app to scan the QR code on the device label or enter the MAC address and serial number manually.

5. **Connect Power and Network:** Connect an Ethernet cable from your router (with internet access) to the UPLINK port on the WAC500H. If not using PoE, connect the power adapter to the device and a power outlet.

6. **Wait for Boot-up:** Allow a few minutes for the device to boot up and connect online. The LED indicator will turn steady blue once ready.

7. **Create WiFi Network:** Follow the app's instructions to create your WiFi network name (SSID) and password.

For a visual guide on app installation, refer to the video below:

**Video 1:** Zyxel NWA50AX App Installation. This video demonstrates the step-by-step process of setting up a Zyxel access point using the Nebula Mobile app, including scanning the QR code, registering the device, and creating a WiFi network.

## 6. OPERATING

Once set up, the WAC500H provides high-performance wireless connectivity. You can manage your network through the Nebula Cloud platform or the Nebula Mobile app.

- **Wireless Connectivity:** The device supports 802.11ac Wave 2 with 2x2 wireless connectivity, offering combined data rates of up to 1.2 Gbps.

- **PoE Passthrough:** One of the Gigabit Ethernet ports supports PoE, allowing you to power compatible devices directly from the access point, simplifying cabling in guest rooms.

- **Management Options:**

  - **Nebula Cloud:** Access a centralized dashboard for network monitoring, configuration, and troubleshooting from anywhere.
  - **Nebula Mobile App:** Conveniently manage your network on the go with your mobile device.
  - **Direct Management:** For local control, the device can also be managed directly via its web interface.

**Figure 3:** Zyxel networking products, including access points and switches, with their centralized management interface displayed on a desktop, laptop, and tablet.



**Figure 4:** A hand holding a smartphone, showcasing the Zyxel Nebula dashboard with network statistics and device status.

The WAC500H is designed for flexible deployment, easily mounting on wall plates or directly on surfaces without additional kits.

## 7. Maintenance

To ensure optimal performance and longevity of your Zyxel WAC500H, regular maintenance is recommended:

- **Firmware Updates:** Regularly check for and install the latest firmware updates through the Nebula Cloud platform or direct management interface. Updates often include performance improvements and security patches.
- **Cleaning:** Keep the device clean and free from dust. Use a soft, dry cloth to wipe the exterior. Ensure ventilation holes are not obstructed.
- **Environmental Conditions:** Operate the device within its specified temperature and humidity ranges to prevent damage.

## 8. Troubleshooting

If you encounter issues with your Zyxel WAC500H, consider the following troubleshooting steps:

- **No Power/LED Off:** Check the power adapter connection and ensure the power outlet is functional. If using PoE, verify the PoE source is active and providing sufficient power.
- **No Internet Connectivity:** Verify the Ethernet cable connection to the UPLINK port and ensure your router has an active internet connection. Check the status in the Nebula dashboard.
- **Limited WiFi Range/Performance:** Ensure the device is mounted in an optimal location, free from obstructions. Check for potential interference from other electronic devices. Firmware updates can also improve performance.
- **Device Unresponsive:** Try restarting the device by disconnecting and reconnecting the power. If the issue persists, perform a factory reset (refer to the device's specific reset procedure).

## 9. Specifications

Key technical specifications for the Zyxel WAC500H Access Point:

| Feature | Specification |
|---|---|
| Product Dimensions | 1 x 7.8 x 5 inches |
| Item Weight | 15.2 ounces (0.43 Kilograms) |
| Wireless Communication Standard | 802.11ac (WiFi 5) |
| Frequency Band Class | Dual-Band |
| Connectivity Technology | Wi-Fi (802.11ac), Ethernet |
| Ethernet Ports | 2 Gigabit Ethernet ports (1 with PoE support) |
| Management | Cloud, App, Direct, or Controller Management |
| Recommended Uses | Hotel Room, Small Office, Individual Use |

## 10. Warranty & Support

The Zyxel WAC500H comes with a limited lifetime warranty, providing peace of mind for your investment. For any technical assistance or support, please contact the US-based Zyxel support team. Details can be found on the official Zyxel website or through your purchase documentation.

## 11. Additional Resources

Explore how Zyxel solutions are implemented in various environments:

**Video 2:** WiFi6 Access Points NWA. This video showcases Zyxel WiFi 6 access points in a challenging environment, demonstrating their reliability and performance in a cloud-managed network setup.

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