

ZYXEL

NR5309

5G NR Indoor Router



Quick Start Guide

ENGLISH



Support Information

 <https://service-provider.zyxel.com/global/en/tech-support>



See the User's Guide at www.zyxel.com for more information, including customer support and safety warnings.

EU Importer

Zyxel Communications A/S
Gladsaxevej 378, 2. th. 2860 Søborg, Denmark

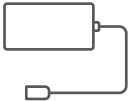
UK Importer

Zyxel Communications UK Ltd.
2 Old Row Court, Rose Street, Wokingham, RG40 1XZ, United Kingdom (UK)

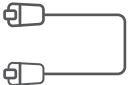
Package Contents



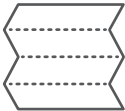
Zyxel Device



Power Adapter



Ethernet Cable



Quick Start Guide



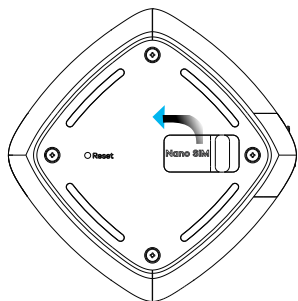
Declaration of Conformity
Safety Warnings

1

Hardware Installation

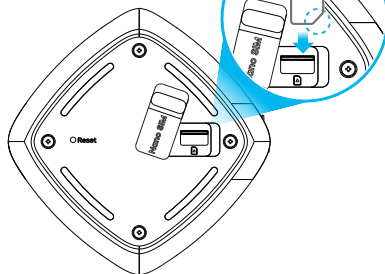
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Bottom

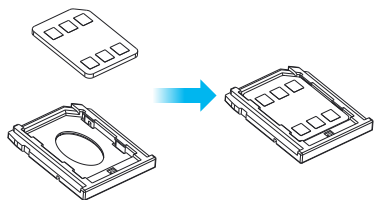


2

Insert SIM Card into slot

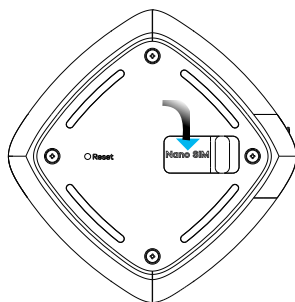


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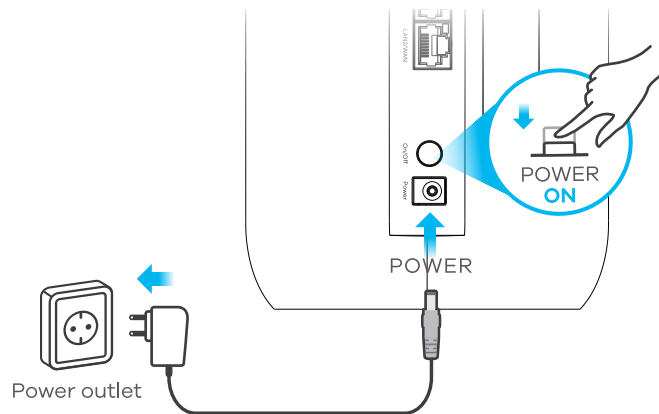
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Bottom

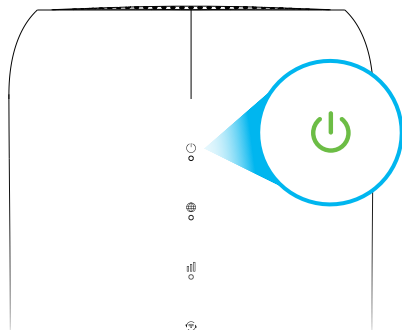


- ① Make sure the Zyxel Device is turned off. The nano SIM card slot is on the bottom of the Zyxel Device. Slide the cover to the side.
- ② Push in, then pull out the SIM card tray from the SIM card slot.
- ③ Place the nano SIM card in the tray, with the chip facing up.
- ④ Gently push the SIM card tray into the SIM card slot. Slide the cover back in place.

5

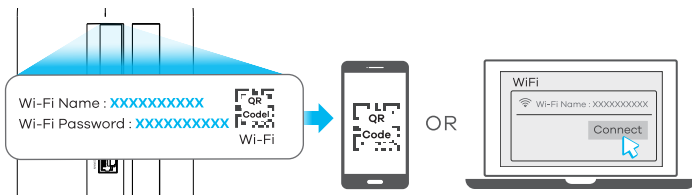


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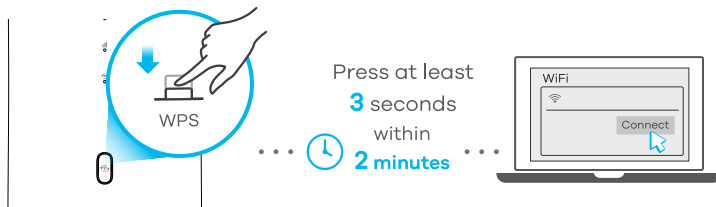


- ⑤ Select the type of power plug used in your country. Use the included power adapter to connect the power socket to an appropriate power source. Press the **On/Off** button to turn on the Zyxel Device.
- ⑥ Check that the POWER LED is already on.

7-a Manual Connection (using Wi-Fi Name)



7-b Automatic Connection (using WPS)



Green Blink - Establishing WPS connection
On - WLAN interface is enabled

7-c Using Ethernet Cable



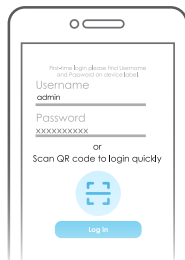
- 7-a Find the **Wi-Fi Name** and the **Wi-Fi Password**. On your smartphone or laptop, find this **Wi-Fi Name**. Enter the **Wi-Fi Password** to connect.

On your mobile device, scan the QR code then follow the prompts to connect to the Zyxel Device WiFi network.

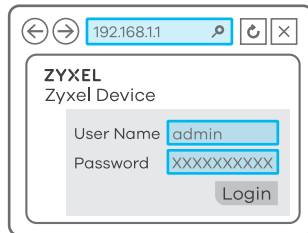
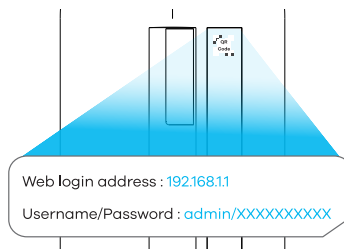
- 7-b To set up a secure WiFi connection between the Zyxel Device and a wireless client using WPS, press the WPS button on the front of the Zyxel Device for at least 3 seconds. Press the WPS button on the client within 2 minutes. If the WPS method fails, use the **Wi-Fi Name** and **Wi-Fi Password** to set up a WiFi connection.

- 7-c Use an Ethernet cable to connect a computer to one yellow LAN port of the Zyxel Device.

8-a



8-b



8-a

1. You can download the Zyxel One app or use the Web Configurator (see the next section) to manage the Zyxel Device.

2. To log into the Zyxel One app for the first time, scan the Login QR code or enter the admin username and password from the Zyxel Device label.

8-b

Open a web browser and go to <https://192.168.1.1>. Enter the admin username and password from the Zyxel Device label, then click **Login**.

LEDs

 Power/ System	Blue On - There is one or more unread SMS Blink - SMS inbox is full Green Blink - Zyxel Device is booting On - Power On Off - Power Off Red On - Zyxel Device error, need to take action
 Internet	Blue On - Internet connected using 5G Green On - Internet connected using 4G or Ethernet WAN is connected. Red On - Internet is unavailable
 Cellular Signal Strength	Blue On - Good Blink - No SIM card or invalid SIM card Green On - Medium Red On - Poor Blink- Weak
 WiFi/WPS	Green Blink - Establishing WPS connection On - WLAN interface is enabled Off - WLAN interface is disabled
All LEDs	Green Blink - Resetting to factory default settings or upgrading firmware

Troubleshooting

Power and Hardware Connections

- Make sure the SIM card is correctly installed in the Zyxel Device.
- Make sure the power adapter is connected correctly.

Zyxel Device Access and Login

- Make sure you are using the correct IP address.
 - The default IP address is 192.168.1.1.
 - If you changed the IP address and have forgotten it, reset the Zyxel Device to factory defaults by pressing **Reset** button for at least 5 seconds.
- Make sure your Internet browser does not block pop-up windows and has JavaScript enabled.
- Make sure you enter the username and password correctly. The default username and password are printed on the Zyxel Device label. If they do not work, reset the Zyxel Device to its factory defaults by pressing the **Reset** button for at least 5 seconds.

Internet Access

- Make sure you insert a 5G/LTE SIM card into the card slot before turning on the Zyxel Device.
- Log into the Web Configurator.
Click **Setup Wizard**, then check the setting in Step 2 WiFi Setup.
- Make sure 5G/LTE SIM card's account is valid and has an active data plan.
- When using a pre-paid SIM card, insert SIM card on another 5G/LTE device to check if SIM card still works. If the SIM card works on another 5G/LTE device, contact the vendor. If the SIM card does not work, contact your service provider.

WiFi Connections

- Make sure WiFi is enabled on the Zyxel Device.
- Make sure the wireless adapter (installed on your computer) works.

4G/5G Connections

- Make sure the SIM card's account is valid and has an active data plan.
- Install external antennas to strengthen the cellular signal.