

ZYXEL

NR5103EV2

5G NR Indoor Router



Quick Start Guide

ENGLISH

Support Information

If you need support, the Zyxel Support team is only a few mouse clicks away.

Please visit us at <https://support.zyxel.eu>

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
<https://www.zyxel.com/dk/da/>

UK Importer

Zyxel Communications UK Ltd.
2 Old Row Court, Rose Street, Wokingham, RG40 1XZ, United Kingdom (UK)
<https://www.zyxel.com/uk/en/>

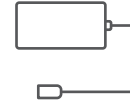
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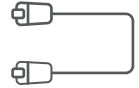
Package Contents



Zyxel Device



Power Adapter



Ethernet Cable



Quick Start Guide



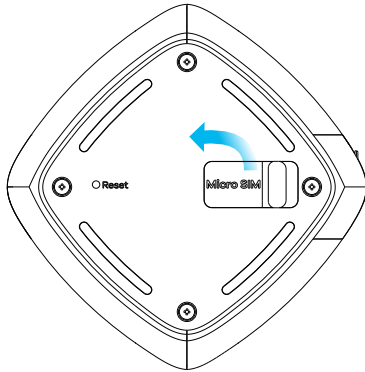
Declaration of Conformity
Safety Warnings
Warranty Card

1

Hardware Installation

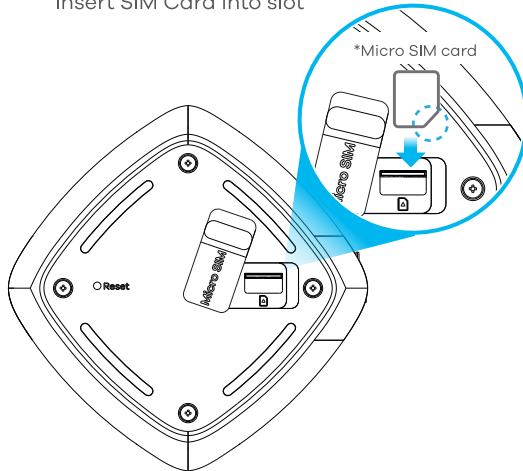
1

Bottom



2

Insert SIM Card into slot



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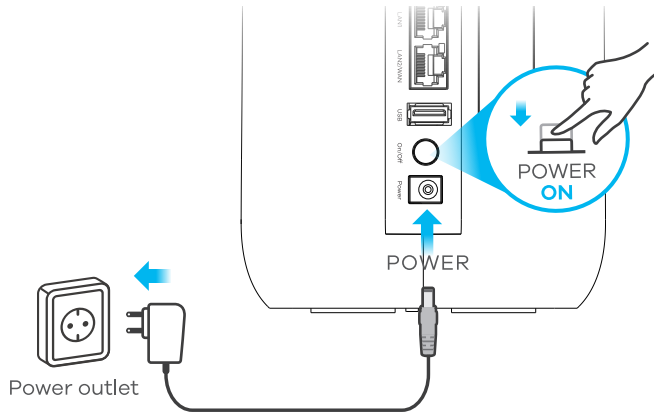
- 1 Make sure the Zyxel Device is turned off. On the bottom of the Zyxel Device, open the cover of the micro SIM card slot.
- 2 Gently push the micro SIM card into the SIM card slot. Put the cover back in place.

Note: If you are using a nano-SIM card, insert it securely into a micro-SIM card adapter to avoid possible damage to your Zyxel Device.

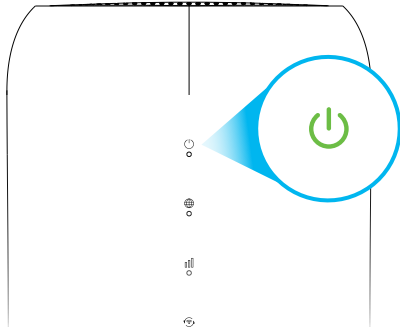
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Hardware Installation

3



4



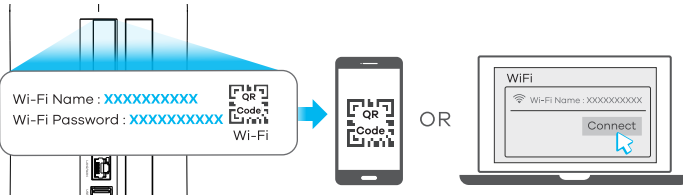
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- ③ Select the type of plug used in your country. Use the included power adapter to connect the power socket to an appropriate power source. Press the **On/Off** button to turn on the Zyxel Device.
- ④ Check that the POWER LED is already on.

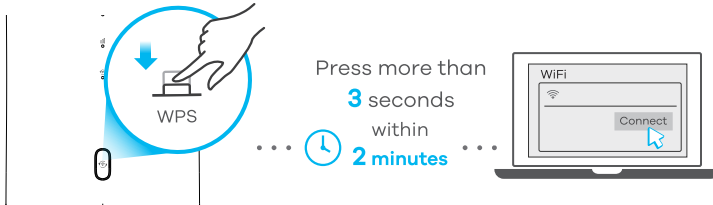
2

Network Connection

5-a Using WiFi Name (SSID)



5-b Using WPS



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

5-c Using Ethernet Cable



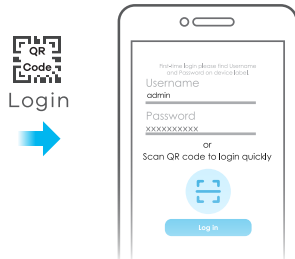
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- 5-a Find the **Wi-Fi Name** (SSID) and the **Wi-Fi Password**. On your smartphone or laptop, find this SSID. Enter the key to connect. On your mobile device, scan the QR code then follow the prompts to connect to the WLAN.
- 5-b To initiate WPS to set up a secure WiFi connection between the Zyxel Device and a wireless client, press the WPS button on the front of the Zyxel Device for more than 3 seconds. Press the WPS button on the client within 2 minutes. If the WPS method fails, use the **Wi-Fi Name** (SSID) and **Wi-Fi Password** to set up a WiFi connection.
- 5-c Use an Ethernet cable to connect a computer to one yellow LAN port of the Zyxel Device.

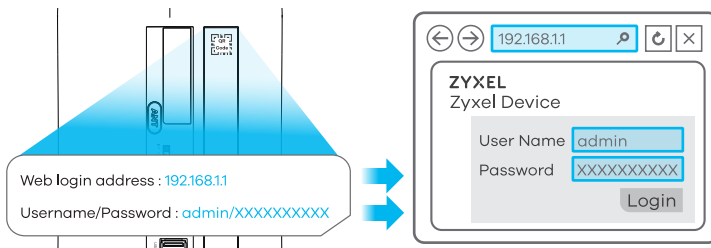
3

Configuration

6-a



6-b



EN





6-a

1. You can download the Zyxel Air app or use the Web Configurator (see next) to manage the Zyxel Device.
2. To log in the Zyxel Air app for the first time, scan the Login QR code or enter the admin username and password from the Zyxel Device label.

6-b

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

LEDs

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

Troubleshooting

Power and Hardware Connections

- Make sure SIM card is correctly installed in 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 more than 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 more than 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 SIM card works on another 5G/LTE device, contact the vendor. If SIM card does not work, contact your service provider.

WiFi Connections

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

4G/5G Connections

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