ZYXEL

NR5103EV2
5G NR Indoor Router

Quick Start Guide

ENGLISH

Package Contents

Zyxel Device
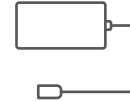
Power Adapter
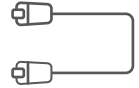
Ethernet Cable

Quick Start Guide
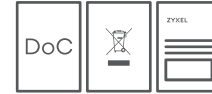
Declaration of Conformity
Safety Warnings
Warranty Card

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/

1 Hardware Installation

① Bottom

② Insert SIM Card into slot

*Micro SIM card

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.

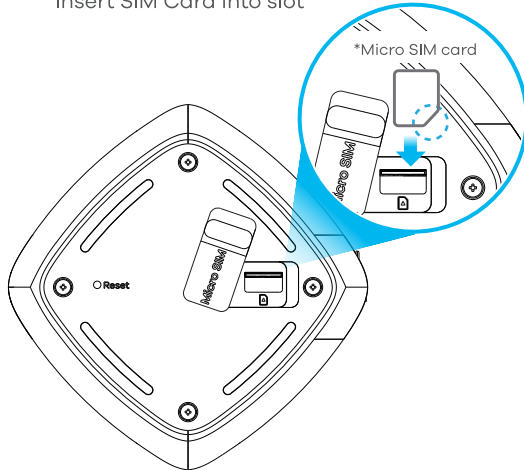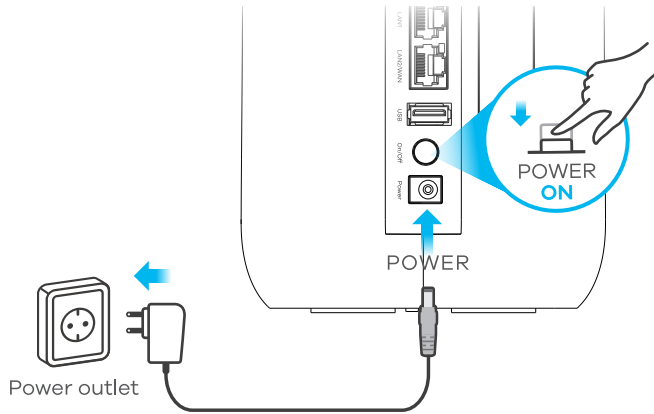Note: If you are using a nano-SIM card, insert it securely into a micro-SIM card adapter to avoid possible damage to your Zyxel Device.

1 Hardware Installation

③

POWER
ON

POWER

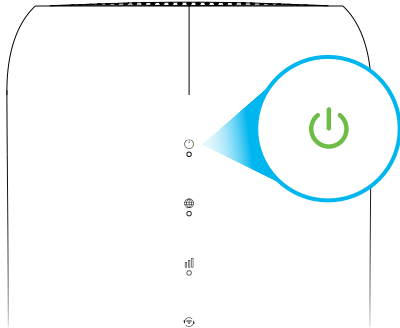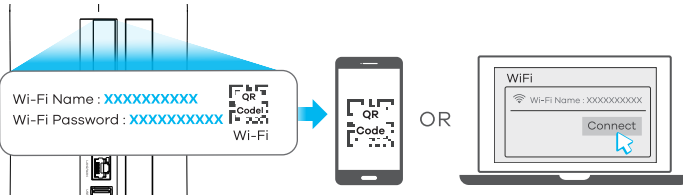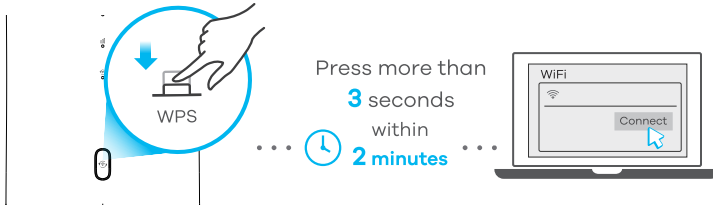Power outlet

④

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)

Wi-Fi Name : **XXXXXXXXXX**
Wi-Fi Password : **XXXXXXXXXX**

OR

WiFi
Wi-Fi Name : XXXXXXXXXX
Connect

5-b   Using WPS

WPS

Press more than
3 seconds
within
2 minutes

WiFi
Connect

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

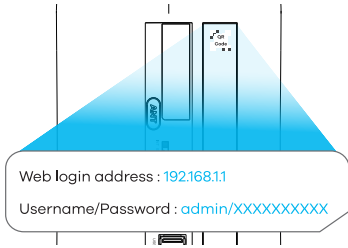### 5-c   Using Ethernet Cable

For example,
Laptop, PC, etc.

EN

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

Q Zyxel Air

Available on the iPhone
App Store

GET IT ON
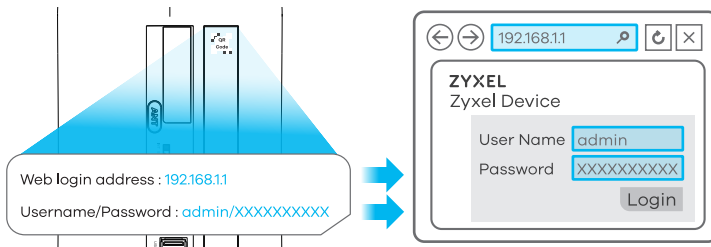**Google Play**

Web login address : 192.168.1.1

Username/Password : admin/XXXXXXXXXX

QR Code

Login

First-time login, please find Username and Password on device label.

Username
admin

Password
xxxxxxxxxx

or
Scan QR code to login quickly

Log In

6-b

Web login address : 192.168.1.1

Username/Password : admin/XXXXXXXXXX

192.168.1.1

ZYXEL
Zyxel Device

User Name   admin
Password   XXXXXXXXXX
                        Login

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 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	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 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 an 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.