

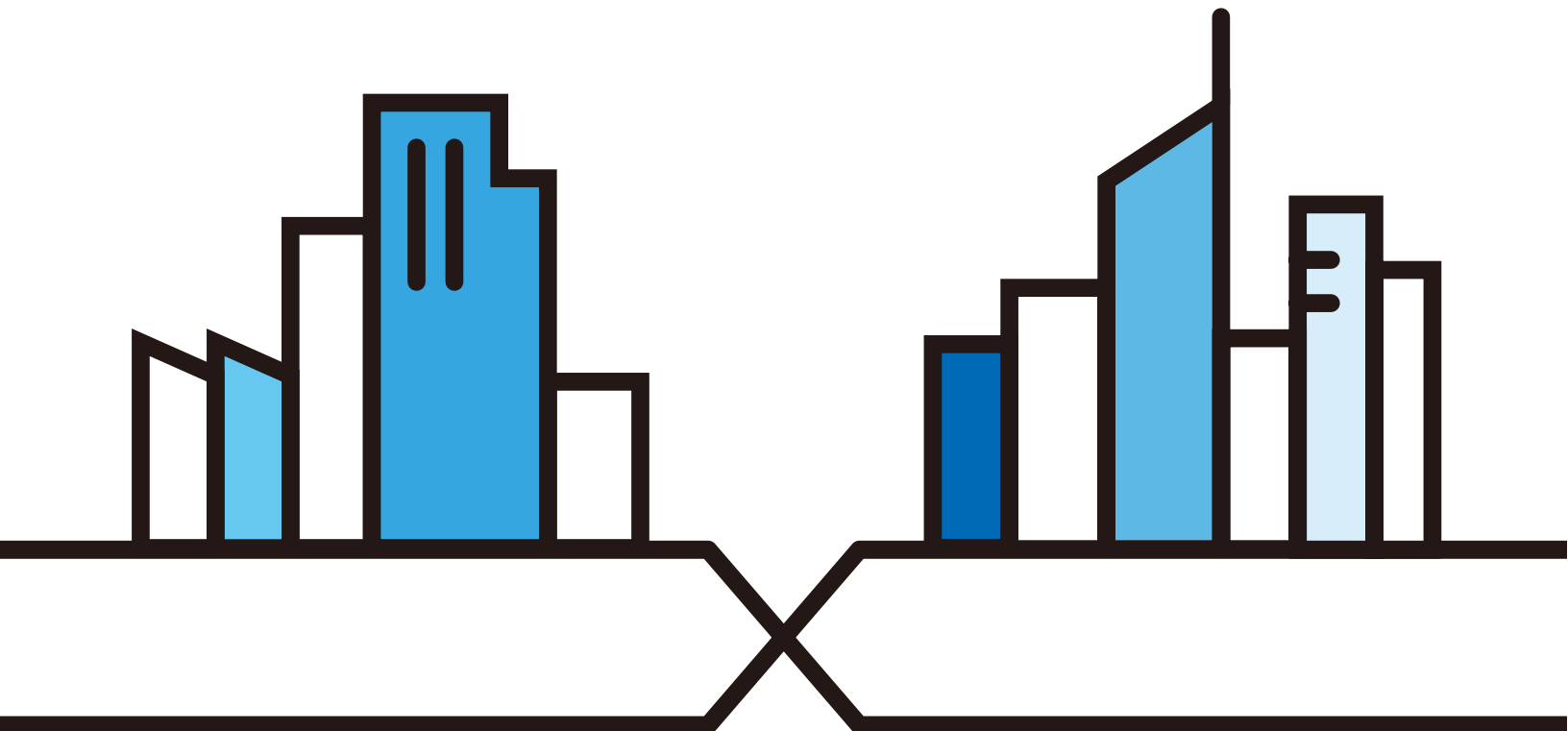
User's Guide

myZyxel App

Default Login Details

Zyxel App	myZyxel app
myZyxel account	https://portal.myzyxel.com

Version 1.0 Edition 1, 11/2017



IMPORTANT!

READ CAREFULLY BEFORE USE.

KEEP THIS GUIDE FOR FUTURE REFERENCE.

Screenshots and graphics in this book may differ slightly from your product due to differences in your product firmware or your app version. Every effort has been made to ensure that the information in this manual is accurate.

Related Documentation

- More Information

Go to support.zyxel.com to find other information on myZyxel.



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CHAPTER 1

myZyxel App Help

1.1 Overview

myZyxel is Zyxel's online service center where you can register your Zyxel devices and manage subscription services available for the device. To use a subscription service, you have to register the device and activate the corresponding service at myZyxel.

Note: You need to create a myZyxel account before you can register your device and activate the services using the myZyxel app. For more information see [Chapter 2 on page 10](#).

Compatibility

- Android 4.3 or later
- iOS 8 or later.

The following terms may help you understand what you need throughout this chapter.

- **Register:** to add a new device/license that has not been previously registered under your myZyxel account.
- **Activate:** to enable a license on a device.

1.2 Log into myZyxel account

- 1 Install the myZyxel app from Google Play or the Apple App store. Then tap the myZyxel icon to open it.

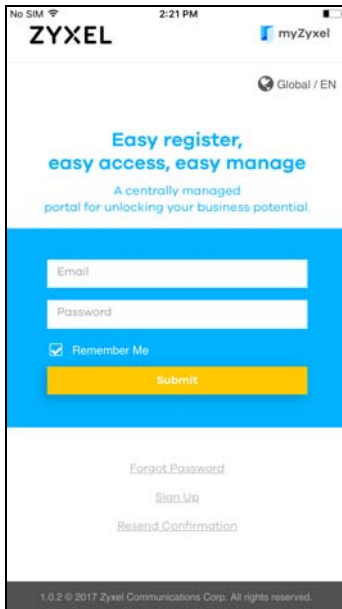
Figure 1 myZyxel App Icon



- 2 The Sign In screen displays. Tap **Sign In**.



- 3 Enter your e-mail address and password. Tap **Submit** to log into your myZyxel account. If you have not created a myZyxel account tap **Sign Up** to create one, then use it to log in.



- 4 The **Home** screen opens.

1.3 Register a New Device

- 1 Tap **Device** located in the bottom panel to open the **Device Management** screen.



- 2 Tap **+** located in the upper right corner of the **Device Management** screen to register a new device.
- 3 Enter your device's **MAC Address** and **Serial Number**. You can also tap **Scan QR code** to scan the QR code on your device and automatically enter this information. When your device is found, the device's information appears in this screen. Select it and tap **Next**.


Note: If your device is not found, make sure you entered the correct Serial Number and/or MAC address. You can enter the MAC address with/without colons (:).

- 4 (Optional) Tap the gray box to change your device name. It is recommended you do not leave this field empty; otherwise it will be harder to identify this device later. Tap **Next**.
- 5 (Optional) Tap the **Name** field to enter your vendor's name. If it's found myZyxel fills the vendor's **Email** and **VAT** information automatically. Tap **Register**.
- 6 A screen saying **Registered Successfully** appears. Tap **OK**.

1.4 View your Registered Devices

- 1 The **Home** screen shows all the devices with expired and/or soon to expire licenses. You can swipe to your left to view these devices and their license status. If all your devices are working well, no devices will display here.
- 2 To view all devices registered in your myZyxel account tap **Device** in the bottom panel.




- 3 The **Device Management** screen appears. You can view all your devices here.
- 4 Devices with the Warning icon () appear at the top meaning they have expired licenses or have licenses that are soon to expire. Tap each device to open a screen displaying the device's information.

1.5 Modify a Device's Information

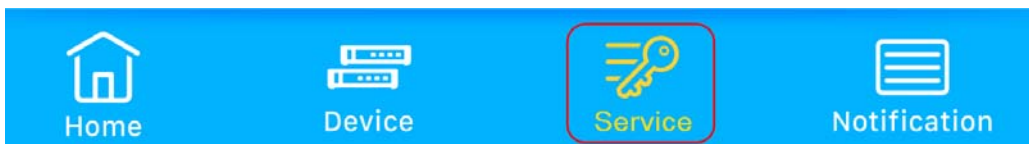
- 1 Tap **Device** located in the bottom panel to open the **Device Management** screen.



- 2 Tap the device you want to view.
- 3 A screen displays showing the device information. Use this screen to view the device's MAC address and serial number, as well as the licenses activated on this device. To edit this information, tap the Edit icon ().
- 4 You can modify the device's **Name** and **Vendor** information. After making your changes, tap **Save**.

1.6 Register a New License

- 1 Tap **Service** located in the bottom panel to open the **Service Management** screen.



- 2 Tap + located in the upper right corner of the **Service Management** screen to register a new license.

- 3 Scan the QR code provided when you purchased the license. Otherwise tap **Enter Manually** to enter the **License Key**. When the license is found, the license name and details appear in this screen. Select the license and tap **Register**.
- 4 A screen saying **Registered Successfully** appears. Tap **OK**.

1.7 View Services and their Registered Licenses

- 1 To view all services registered in your myZyxel account, tap **Service** in the bottom panel. The **Service Management** screen appears.



- 2 You can view all the standard service(s) you have registered in your myZyxel account. Next to each service you can see the number of licenses you have for a service.

1.8 Activate a New License on a Device

Before you are able to activate a license on a device, the license should be registered in your myZyxel account.

- If you have not registered the new license in your myZyxel account yet, first see [Section 1.8.1 on page 7](#).
- If the new license is already registered in your myZyxel account, see [Section 1.8.2 on page 8](#).

1.8.1 New License Is Not Registered Yet

- 1 Tap **Service** located in the bottom panel to open the **Service Management** screen.




- 2 Tap + located in the upper right corner of the **Service Management** screen to register a new license.
- 3 Scan the QR code provided when you purchased the license. Otherwise tap **Enter Manually** to enter the **License Key**. When the license is found, the license name and details appear in this screen. Select the license and tap **Register**.
- 4 A screen saying **Registered Successfully** appears. Tap **OK**.
- 5 Now activate your license following the steps in [Section 1.8.2 on page 8](#).

1.8.2 New License Is Already Registered

- 1 Tap **Service** located in the bottom panel to open the **Service Management** screen.



- 2 Tap the service for which you want to activate a registered license. In the next screen the licenses are grouped by license duration. The Key icon () indicates the number of licenses registered for this service.

- 3 Choose the license you want to activate and tap **Activate**.

- 4 In the next screen select the number of licenses you want to activate. You can activate more than one license of the same type at a time on a single device. For example, say you purchased two Content Filter licenses with a duration of 1 year each. You can activate both licenses simultaneously using the License Activation Slider, to get a license duration of 2 years.



- 5 A list of available devices is shown below the License Activation Slider. Choose the device on which you want to activate your license(s). Tap **Confirm**.

Note: The list of available devices only contains the devices on which you can activate this service. If a registered device does not appear here, it means you cannot activate this service on that device.

- 6 A screen saying **Registered Successfully** appears. You can tap that service to check how many licenses are activated now.



1.9 Renew an Expired License

When a license expires, you can purchase a new license and enter the license key to extend or renew it.

1.9.1 Extend the License

- 1 The **Home** screen shows all the devices with expired and/or soon to expire licenses. Choose the device on which you want to renew a license. Tap **Renew**.

- 2 Scan the QR code provided when you purchased the license. Otherwise tap **Enter License Key** to enter the License Key. When the license is found, the license name and details appear on this screen. Select the license and tap **Activate**.

OR

If you have already registered this license in your myZyxel account, tap **Use Registered License**. Select the license and tap **Activate**.

- 3 A screen saying **Registered Successfully** appears. Tap **OK**.

1.9.2 Activate the License

- 1 Tap **Device** located on the bottom panel to open the **Device Management** screen.



- 2 Tap a device with an expired license. These devices are marked with a Warning icon (⚠).
- 3 A screen displays showing the device information. You can view the status of all the licenses that are activated on this device. Tap **Add License**.
- 4 The **Add Licenses** screen appears. This screen shows the registered and available licenses you can activate on this device. Select the service you want to renew and tap **Activate**.

Note: If you have not activated a license on this device before, then this screen will not display any licenses to renew.

- 5 Once your license has been renewed your license name appears with the license new expiration date. Tap **Done**.
- 6 An updated screen displays showing the device information. Your license status should now show the license expiration date.

CHAPTER 2

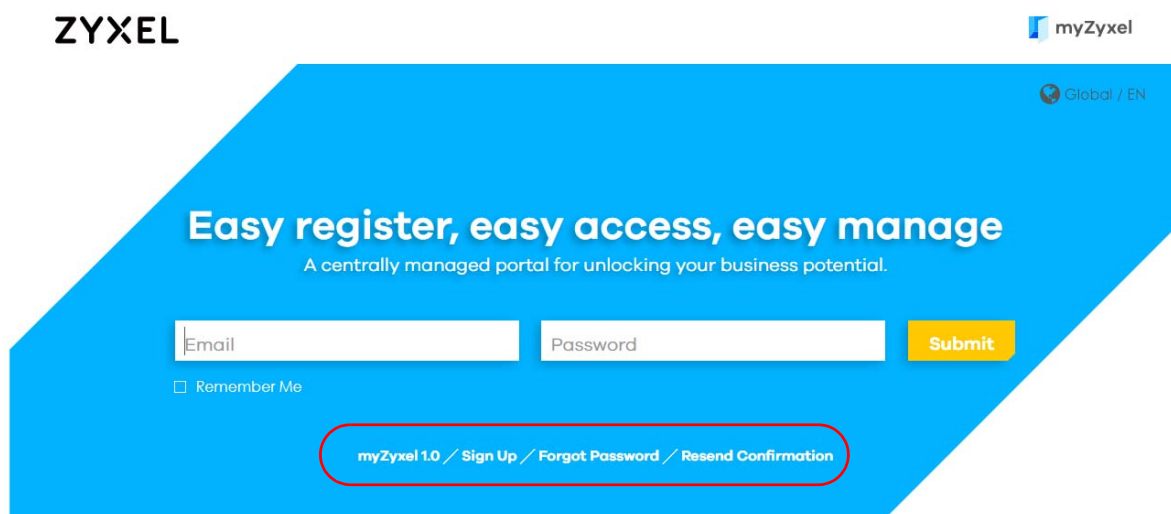
myZyxel Account

2.1 Overview

Before you can use myZyxel app you will need to create a myZyxel account. This chapter shows you how to successfully create a myZyxel account. Before using myZyxel app, you need to create an account at <https://portal.myzyxel.com>.

To create an account go to the bottom panel and click **Sign Up**.

Figure 2 myZyxel Login Web Page



2.2 Sign up

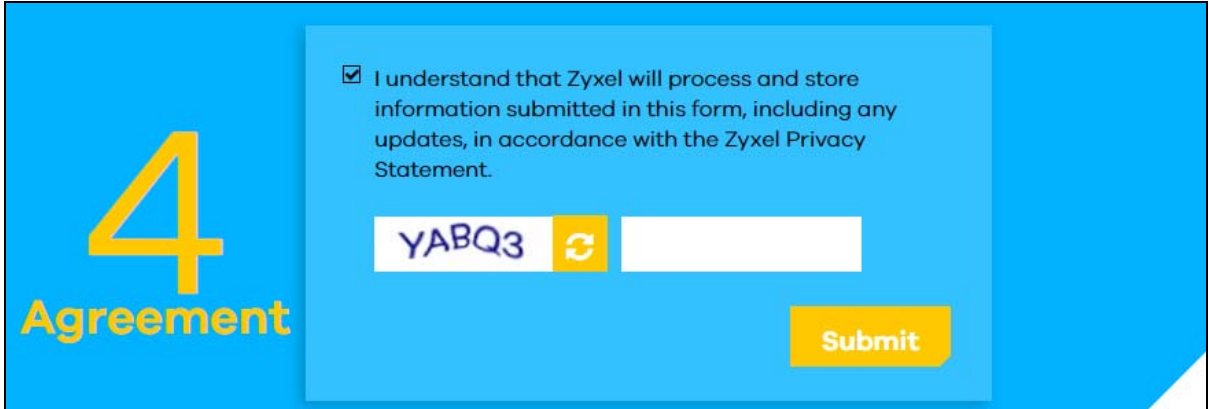
Click **Sign Up** in the Login screen to create an account. The **Sign Up** screen display, follow the steps in this web page to create an account.

- 1 Select the type of registration you want to create. Select **Individual** if you are an end user of Zyxel products. The **Business** account can be changed into a channel partner account by an administrator. With a channel partner account, you can register multiple devices and/or services at a time and check service status reports. Contact your sales representative to have a channel partner account.

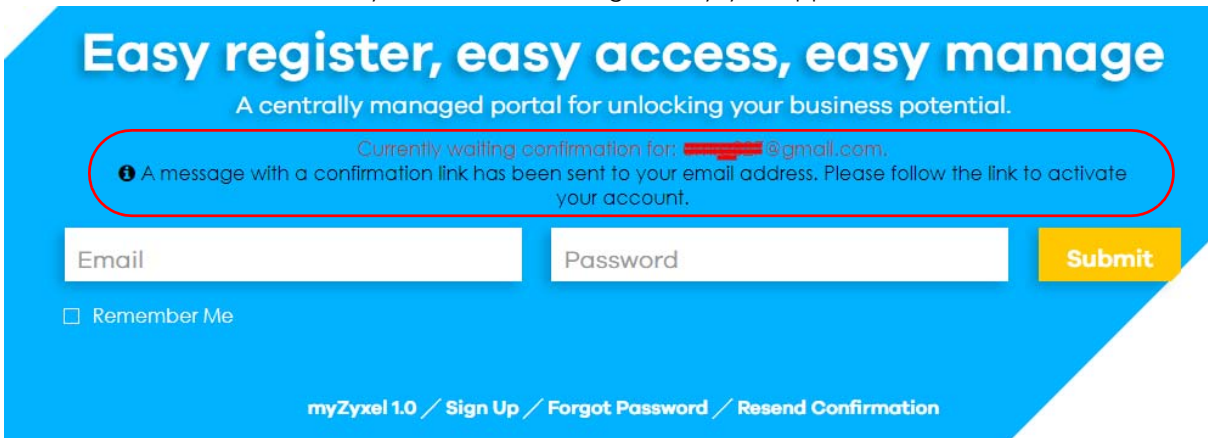
- 2 Enter your personal information. After creating your account you will need to access the email you entered here to activate your account.

- 3 Enter additional information. Fields marked with an * are required.

- 4 Accept the agreement and enter the recaptcha code to create your account. Click **Submit**.



- 5 After you click **Submit**, myZyxel 2.0 will send you an account activation notification e-mail. Click the URL link from the e-mail to activate your account and log into myZyxel app.



- 6 Click the link sent to your email to activate your myZyxel account.

APPENDIX A

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.

See <http://www.zyxel.com/homepage.shtml> and also http://www.zyxel.com/about_zyxel/zyxel_worldwide.shtml for the latest information.

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>

Philippines

- 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/tw/zh/>

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/>
- <http://www.zyxel.com/be/fr/>

Bulgaria

- Zyxel България
- <http://www.zyxel.com/bg/bg/>

Czech Republic

- 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>

Italy

- Zyxel Communications Italy
- <http://www.zyxel.it/>

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 Communications ES Ltd
- <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/>

Brazil

- Zyxel Communications Brasil Ltda.
- <https://www.zyxel.com/br/pt/>

Ecuador

- Zyxel Communication Corporation
- <http://www.zyxel.com/ec/es/>

Middle East

Israel

- Zyxel Communication Corporation
- <http://il.zyxel.com/homepage.shtml>

Middle East

- Zyxel Communication Corporation
- <http://www.zyxel.com/me/en/>

North America

USA

- Zyxel Communications, Inc. - North America Headquarters
- <http://www.zyxel.com/us/en/>

Oceania

Australia

- Zyxel Communications Corporation
- <http://www.zyxel.com/au/en/>

Africa

South Africa

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