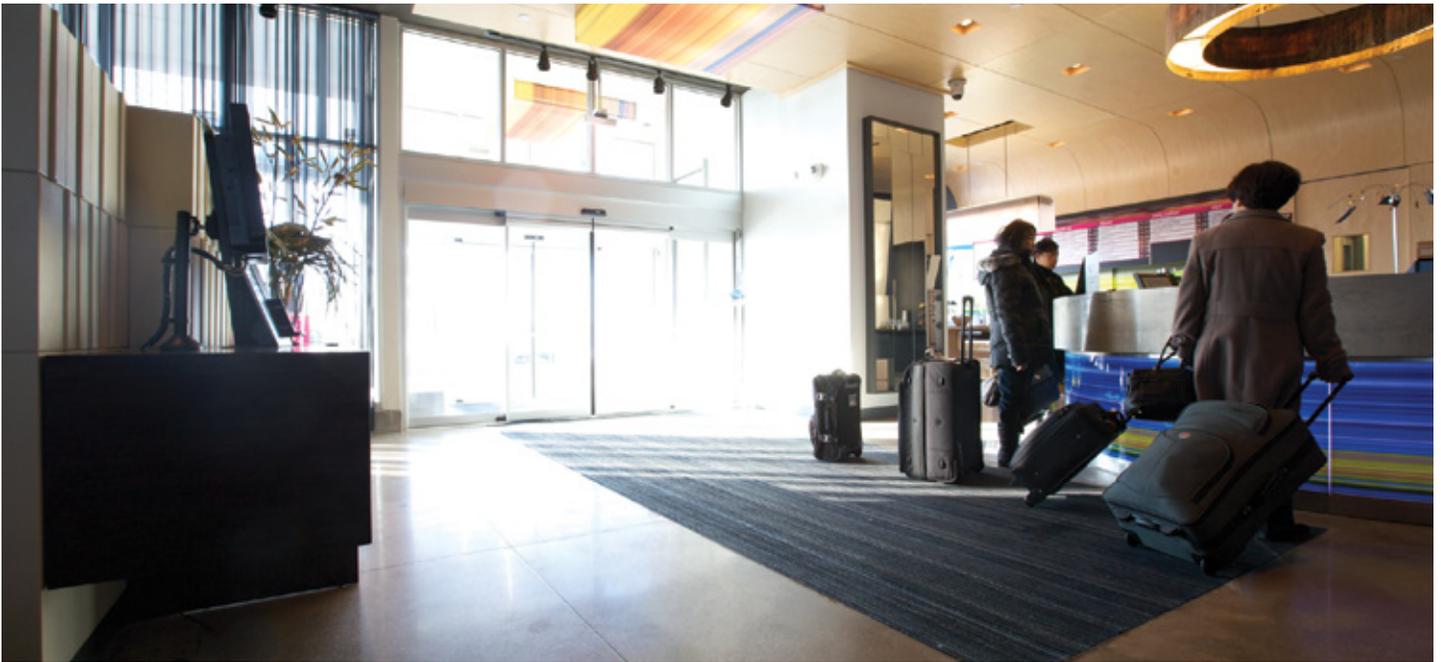# MOBILITY IN HOSPITALITY:
ACHIEVING PEAK EFFICIENCY AND TEAMWORK TO TRANSFORM THE GUEST EXPERIENCE

MOBILITY IN HOSPITALITY

THE CHALLENGE: IMPRESSING EVERY GUEST ON EVERY VISIT

In the hospitality industry, service is king. Successful hotels and resorts must deliver an exceptional guest experience for every guest on every stay to win continued loyalty. Superior service, employees that are ready to take action on the spot and sparkling-clean facilities are the necessary ingredients for the type of stay that's worthy of a return visit — and an enthusiastic recommendation to friends and colleagues. Your guests want a rapid check-in at curbside, top-notch service in your restaurants, a prompt response to any request, dependable and easy to use, in-room broadband wireless access, plus facilities that are spotless at all times — from the parking lot to the lobby, guest rooms, banquet halls and pool. To consistently deliver that level of service, your employees need to collaborate and act in real time, and managers need to monitor and respond to conditions in real time.

WIRELESS NETWORK FOR EMPLOYEE PRODUCTIVITY AND GUEST ACCESS

Wireless devices are a reality for hotels to manage. Whether your guests are bringing their smartphones to a conference, connecting a laptop on a business trip or hooking up a game console on their vacation, chances are high that they will want or need Internet access during their stay. Your employees' efficiency is increased with a robust, secure and reliable wireless network.

The same wireless LAN that provides mobile communications and systems access for your employees can provide hotspots in public areas and in-room wireless broadband access. Motorola's WLAN supports every key area of the facility:

- In-room guest access - Our sleek access points are specifically designed to bring cost-effective, high-speed wireless service to guest rooms, allowing you to offer a new, fee-based service to boost revenue.

- Lobby and meeting areas – Conference centers and public areas require increased density of coverage to handle multiple people accessing the network at the same time. Motorola's WiNG 5 mesh networks can provide the redundancy necessary.

- Outdoor areas – Wireless access requirements don't stop at the door of the hotel. Guests and employees will need to access the network from the pool, golf course or the parking lot. Motorola's rugged outdoor access points are perfect for extending network coverage to outside areas.

- Business systems access – Our robust PCI-compliant wireless LAN infrastructure allows secure access to business systems including check-in, reservation, ordering and payment processing.

PROXIMITY AWARENESS AND PRESENCE SERVICES

In addition to standard functions, your Motorola WLAN can support Proximity Awareness and Presence Services. These services are designed to support real-time loyalty programs for your guests, delivered on their own mobile devices while they are on your property. Presence sensing and locationing tools let you identify guests as they arrive, then respond to them through your guest loyalty application automatically as they move from public areas to guest rooms to outdoor venues.

With Presence Services you can detect a guest's mobile device when they enter your Wi-Fi area, even when they're still in the parking lot. Your guest loyalty application can send rule-based, push notifications like welcome notes, express check-in opportunities and special offers, delivering the personalized experiences that keep guests coming back.

Proximity Awareness and Presence Services provide a number of key functions:

- Detect guests on premises
- Rule-based push – welcome, coupons, specials
- Real-Time Locationing Services (RTLS)
- Define zones to detect customers in specific areas
- Drive promotions and increase per-customer revenue
- Identify and interact with guests (with WLAN infrastructure)

DEFINE A NEW CLASS OF GUEST SERVICE, FROM CHECK-IN TO CHECK OUT, WITH MOBILITY

Our mobile hospitality portfolio provides the real-time information your employees need to transform the guest experience from acceptable to exceptional. With a Motorola mobile device in hand, supported by Motorola wireless LAN (WLAN), your workforce will have the mobile voice and data capabilities they need to address

guest needs as quickly and efficiently as possible. Now, workers can act on the spot, able to complete tasks instantly, even if they require coordination with other employees. Staff efficiency is increased, allowing more time for your workers to tend to your guests. Staff availability is increased, enabling a dependable, prompt response. And accountability is increased, since managers see the real-time workload and task status for each member of their team.

With Motorola mobile solutions inside your hotel, everything happens in real time. Information flows seamlessly within and between departments, allowing your entire staff to function as one cohesive team. Now, when a guest calls the front desk to report that the air conditioning is not working, the right maintenance worker is dispatched in seconds. Managers can spot a backlog in housekeeping and call in more staff — before guests experience a delay at check-in. The moment a large group arrives, a porter can instantly summon help to make sure each and every guest receives the right assistance, right at the curb. And if a guest asks a housekeeper outside the room for help with a room key that isn't working, the press of a button allows the housekeeper to instantly reach all security personnel in seconds via a push-to-talk group call — no need to leave the guest to locate a phone or return to the front desk.

The result? Your guests enjoy consistent and differentiated service levels that increase loyalty, occupancy rates — and your profitability.

THE RIGHT DEVICE FOR EVERY WORKER

You have many different types of workers in your facility. When you choose Motorola, you get the broadest hospitality portfolio in the industry, one that allows you to 'right-size' your mobility solution by providing each worker with the features and functionality they need to get the job done. Regardless of the type of devices you need, you can count on the superior technology and industry-leading innovation that has made Motorola a global leader in mobility solutions in hospitality, and in just about every other industry.

- Fully-featured combination cellular/Wi-Fi handheld, mobile computers keep your managers in touch, able to instantly respond to any situation, whether they are on or off site.

- Fully-featured Wi-Fi, handheld mobile computers provide workers who need access to data-rich applications with everything they need to take instant action. For example, restaurant servers can place orders and process credit card transactions anywhere in real time — even at the pool or beach.

PROXIMITY AWARENESS AND ANALYTICS AT-A-GLANCE

- CUSTOMER ARRIVES ONSITE
- WI-FI DEVICE IS DETECTED
- PROXIMITY AWARENESS MODULE IDENTIFIES PRESENCE AND SENDS NOTIFICATION TO BACKEND SYSTEMS
- LOYALTY APPLICATION TAKES ACTION
- PRODUCT OFFERS, SUGGESTIONS OR ASSISTANCE IS DIRECTLY PROVIDED TO GUEST

Maintenance engineers can review past repair records and maintenance routines for any asset. And a concierge can access the Internet or make a call to address any hotel guest request: locate a specific type of restaurant, make dinner reservations, provide directions or purchase event tickets — wherever they happen to be.

- Dedicated voice-over WLAN (VoWLAN) smartphones and two-way radios are ideal for those workers who need voice and basic data applications — such as housekeeping, janitorial and security personnel.

- Interoperability allows all your workers to communicate with each other, regardless of whether they have a mobile computer, a VoWLAN smartphone, or a two-way radio.

STAFF COMMUNICATIONS AND MANAGEMENT

If you want repeat business, you've got to provide optimal service to guests. Motorola Staff Communications and Management solutions incorporate mobile radio and mobile computer technology that will empower your staff to offer superior service.

Equip your managers and staff with mobile devices and solutions, complete with voice and data, and your hotel will reap many rewards:

- Improve staff efficiency through wireless communication and mobile management of tasks

- Notify supervisors of issues requiring prompt resolution, immediately

- Increase staff productivity as a result of alerts sent upon completion of tasks – so staff can be redeployed quickly

- Increase guest satisfaction by ensuring your facility is in pristine condition

Motorola's mobile hospitality devices will streamline your operations by allowing your housekeepers, concierge staff, restaurant servers, facilities and maintenance workers and security staff to complete everyday tasks swiftly and efficiently.

Mobile managers

With a Motorola mobile computer in hand, your managers carry the equivalent of their deskphone and desktop computer — right in their pocket. No longer tied to the desk to check email and access business applications, managers are now free to remain out in the customer-facing areas of the facility, where they can keep a close eye on operations. Managers can travel throughout the lobby, grounds and meeting facilities, yet remain constantly available to every member of your workforce via voice, email or text messaging. With push-to-talk capabilities, managers can call an individual employee or an entire department at the press of a button. In seconds, routine or urgent tasks can be assigned via text, email or a task-management application. And as employees send task receipt and completion acknowledgement, managers remain on top of task status, able to hold staff accountable for timely and accurate task completion without a lot of paperwork.

Choose between WWAN/WLAN devices that operate anywhere (cellular contract required) or 'on premise,' WLAN-only devices. Both device types support PBX integration and single number reach, so your managers won't have to juggle multiple voicemail boxes or miss an important call from headquarters or a vendor. And these powerful, size-optimized handheld, mobile computers offer blazing fast access to essential data in your Property Management System, so your managers can keep their finger on the pulse of your business at all times. Whether your managers are inside your facility or at home, they can monitor critical dashboard metrics — from wait times in the restaurant to work schedules, occupancy rates and more. And the real-time visibility into your most crucial business information empowers your managers to make informed and effective decisions that maximize the guest experience, sales and staff productivity.

Mobile housekeeping

When your housekeeping staff carries a cost-effective VoWLAN-enabled device or a data-enabled, two-way radio, they are instantly connected and accessible to your entire operation. Managers can send the list of rooms that need service right to their device — no more clipboards

— and room orders can be changed on the fly to meet guest needs. When a room is ready for its new guest, the press of a button updates the room status in the hotel's property management system. Employees manning the front desk can see the updated room status instantly — so guests are never kept waiting.

A few more keystrokes electronically report a necessary maintenance task — anything from a broken light bulb to a leaky faucet — for a nearly instantaneous flow of information through your organization. Managers can quickly and easily locate housekeeping staff on the closest floor to respond to a customer request, for example, more towels or a turndown service. And since the housekeeping staff can call or text anyone in the hotel at any time, they can easily respond right on the spot to a guest with a non-housekeeping related question or issue.

Mobile engineering staff

The state of your facilities has a major impact on the guest experience. Our mobile hospitality solutions link facilities maintenance, supervisors, front desk and housekeeping in real time, providing the superior and rapid collaboration required to keep every inch of your facilities spotless and in good working order. With two-way, data-enabled radios in hand, no matter where your maintenance personnel may be, a push-to-talk call, text message or work order ticket can direct them to a pressing matter that requires immediate attention. A faulty fan in the exercise room or a bird trapped in a conference room? No problem. With a press of a button, the right staff member is on the way to resolve the issue as quickly as possible.

If your workers need more information on the job, our more fully-featured devices provide access to more complex data applications. You can send electronic work orders to maintenance personnel, so there's no need to pick up paper forms or track down a phone to answer a page. Upon arrival at the job site, maintenance engineers can access the repair history of an asset and even place a call to the support desk of the equipment manufacturer to get the job done properly, as quickly as possible, eliminating delays that might inconvenience your guests. Repair procedures and standard maintenance routines can be presented on the screen of the mobile computer to improve task accuracy, complete with checkboxes that improve accountability. And when the job is done, maintenance engineers can send supervisors confirmation of completion.

You get the real-time updates and thorough recordkeeping of all task activity needed to best manage the maintenance function — and keep your property in perfect, operational order. Your engineers get a real-time link to co-workers, supervisors and the information required to get the job done more efficiently, typically achieving a 30 percent increase in productivity[1] — a virtual increase in staff without adding related staffing costs. And since guests find everything in their rooms in good working order the moment they open the door, the need for comps is reduced, protecting profitability.

Mobile guest services

Mobility allows you to redefine the guest experience the moment your guests step foot on your property. With a Motorola mobile computer in hand, your staff members can quickly and easily complete the entire check-in procedure at the curb, in the lobby — or even in the hotel bar. Our mobile computer accessories allow you to swipe credit, debit and loyalty cards, regardless of whether they use magnetic stripe or Chip and PIN technology — and even capture driver's license information. The press of a button can summon a porter to instantly deliver guest luggage to the room immediately upon completion of check-in. And with on-demand check-in capabilities anywhere in your facility, you can eliminate long lines and long wait times at the front desk, ensuring a positive first impression upon arrival.

Mobile concierge

With mobility, your concierge staff is always available, able to address any guest request, yet free to move throughout your facilities as needed. No matter what a guest may want — the location of the best local swimsuit store, to make or change a reservation for dinner or a limousine, or tickets to the theater — your concierge staff always has all the tools they need to make it happen, right in the palm of their hand.

Mobile restaurant and food services

Motorola mobility solutions eliminate inefficiency and errors throughout your restaurant and food service operations by giving restaurant servers and kitchen staff the tools they need to take the most effective action, right on the spot. With minimal effort and maximum utilization of staff time, your restaurant achieves peak efficiency in nearly every area of operation — from tableside ordering to inventory management and food safety.

- *Wireless tableside ordering:* With a wireless tableside ordering system, servers can enter orders directly into a Motorola mobile computer, eliminating trips and time spent waiting at the Point of Sale (POS). Instead, the orders are instantly sent to the bar or kitchen via the wireless LAN. And any errors due to sloppy handwriting are eliminated. The result? Order accuracy is up, wait times are down, and time spent running back and forth to the kitchen and standing at the POS can now be spent pampering customers. Servers are more efficient, increasing table turns as much as 50 percent[1]. And since you can prompt servers

to suggest complementary items as they enter diners' orders, order totals can be increased by an average of 10 percent[1].

- *Real-time menu and ingredient information:* Armed with a mobile computer with real-time menu information, your servers become true experts on every nuance of your menu. They instantly know when a special selection is no longer available or if there are any menu additions. And they're able to answer even the most specific questions from guests — including how fish was caught or if a dish includes dairy products or nuts — without a trip to the kitchen.

- *Enhanced food safety:* When you attach a wired or wireless digital temperature probe to our handheld mobile computers, kitchen employees can collect temperature data in seconds, along with a complete audit trail that includes the name of the employee collecting the information as well as the date and time the information was collected. In the event a temperature is not within the optimal range, the required actions can be displayed on the screen and an alarm automatically sent to the manager or chef to make sure the right steps are taken to ensure food safety.

- *Wireless tableside payment:* When payment can be processed right at the table, credit card security improves, wait staff productivity increases and guests are no longer subjected to long wait times to pay for their meal. Just give your servers a Motorola mobile computer with Motorola's snap-on Mobile Payment

Module (MPM) and a mini mobile printer, and they can process payments via credit, debit or gift cards with either magnetic stripe or Chip and PIN technology in just seconds, right at the table.

- *Room service:* With a mobile computer in hand, room service delivery staff can be notified in seconds that an order is ready for pickup. Customers are never kept waiting longer than necessary, and food arrives at the intended temperature — from a hot dinner entrée to an ice-cold bowl of ice cream. And since guests can sign to accept delivery and even authorize a tip right on the screen of the mobile computer, paper can be completely eliminated from the room service function.

- *Line-busting:* In quick serve environments such as a coffee shop or deli, employees with a mobile computer can perform 'service triage' to minimize wait times when lines are long. Restaurant personnel can: take orders from customers waiting in line; collect a signature that authorizes charging the cost to the guest's room; or process real-time payments with any credit, debit or gift card — regardless of whether it contains a magnetic stripe or Chip and PIN technology (requires Motorola's Mobile Payment Module). Add a mobile printer worn on a belt and a bar-coded receipt can be printed and given to the customer. Employees working the register just need to scan the bar code to identify and retrieve the right order, so patrons are on their way in record time.

Mobile ticketing

For premises large enough to host concerts, movies, conferences or other ticketed events, mobility improves efficiency of the admissions process. A quick scan of the bar code on the paper ticket or e-ticket on a patron's mobile phone display instantly verifies ticket authenticity. Gate employees no longer need to physically examine each ticket, so lines keep moving without compromising security or revenue. And since the mobile computer offers both bar code scanning and voice functionality, your gate attendees can instantly call security, a supervisor or maintenance staff to rapidly contain and resolve any situation that might arise.

Mobile loyalty programs

With Motorola's Mobile Loyalty Solution, you can create electronic loyalty cards that can be stored on the one device virtually every one of your guests carry with them at all times — a cell phone. Instead of a plastic card, our system generates a single bar code that serves as a mobile version of the loyalty card that guests simply store on their mobile phones. You no longer need to incur the expense of printing and managing plastic cards. And customers no longer need to remember to bring their loyalty card to your property.

In addition to reducing loyalty program costs, your guests can opt to receive special offers in the form of mobile coupons, allowing you to establish stronger one-to-one marketing programs that can increase the number of stays, as well as incent guests to purchase additional services and products during a stay — such as half off a spa service or a two-for-one dinner special at an in-hotel restaurant. Timely offers help increase your revenues. And the ability to easily track who is redeeming which mobile coupons allows you to continually refine your offers — and increase the success of your loyalty programs.

Operations management

From coffee makers in the guest rooms to vacuum cleaners in housekeeping and computer equipment in the business center, assets play a vital role in the guest experience. Our mobility solutions help you keep track of the many assets in your facility to ensure availability whenever they're needed. Mobile computers that can scan bar codes and read RFID tags automate and error-proof the asset-tracking function, eliminating cumbersome manual processes and paper forms. Employees simply scan the bar code label or the RFID tag on an asset and enter whatever information you want collected on an electronic form, such as asset location and condition.

The result? Inventory can be taken in record time with minimal labor costs:

- Providing management with instant visibility into a rich set of information on assets for all properties, including:
  - asset location
  - whether assets are still under warranty or a maintenance contract
  - asset cost for more accurate and easy budgeting
- Allowing better utilization of existing assets
- Freeing employees to tend to more crucial customer-facing tasks

Mobile inventory management

Mobile computing streamlines inventory management from receiving to stock takes, regardless of whether you are receiving food items for a restaurant or dry goods such as paper towels and cleaning supplies. A split second scan of a bar code replaces the need to capture information on paper that must then be entered into the computer system. Starting at the receiving dock, a quick scan of the bar code on pallets or boxes instantly reconciles the shipment with the order, so inventory is visible from the moment it arrives. Incoming shipments are processed faster and shipments that contain the wrong items can be instantly identified before delivery is accepted, so the shipment can be refused — eliminating the time and cost associated with managing returns. If items are scanned as they are used, you maintain the real-time visibility you need to eliminate out of stock situations that can impact your service levels. And scanning even helps protect the health of your guests — in the event of a recall of any food item, you can quickly locate and remove any potentially tainted product from your shelves, protecting both your customers and your reputation.

Connect all your workers with a Motorola Enterprise Voice Solution: Interoperable voice across your premises

For a cost-effective mobility solution, you need to be able to give each worker the right device. As a result, workers may use devices that operate on completely different networks — such as a two-way radio network and a wireless LAN — unable to reach each other. Yet, to keep your property running smoothly, the different departments in your facility often need to coordinate their efforts.

Only Motorola allows you to turn these 'islands of isolated voice' into a cohesive, single voice network that allows any worker to talk to any worker, regardless of the type of device they are carrying, or the network on which it operates. Our Enterprise Voice Solution enables private and group push-to-talk calls between Motorola mobile computers, two-way

radios and Enterprise Wireless Phones (EWPs), allowing workgroups to collaborate whenever they need, wherever they are in your facility. The result is the lighting-fast response times that improve productivity and decision-making as well as customer service, satisfaction and retention.

How does it work? With our Mobile Extension Client software application on board, Motorola mobile computers and EWP devices instantly support push-to-talk calls over the WLAN[2]. Need to enable cross-communications with two-way radios? Just add our Radio Link to create a bridge between your two-way radios and your WLAN, enabling push-to-talk calls between your two-way radios, Motorola mobile computers and EWP devices.

THE BENEFITS OF THE MOBILE HOTEL

With Motorola's mobile hospitality solution, your employees can reach each other, as well as access the information they need to take action on the spot. The benefits flow throughout your business operations, streamlining everyday processes and improving the guest experience to deliver:

A new all-time high for service levels

The grounds are cleaner. Rooms are pristine. Staff is ultra-responsive, no matter the request. Wait times are shorter at the front desk and restaurant. In short, your entire facility reflects a level of service that sets you apart from the competition — and keeps your guests coming back.

Better staff utilization

Our mobile hospitality solutions allow your workers to execute everyday tasks faster and more accurately. The resulting increase in productivity helps control staffing costs — the same number of employees can get more done in a day.

More effective management

The right information is always at the fingertips of your managers, enabling the tight orchestration of operations required to fully utilize all your workers and deliver a superior guest experience. With visibility into real-time

information — from inventory, maintenance schedules and asset location, to room availability — managers are better equipped to make better decisions.

Reduced administrative time

Paper-based forms that move information slowly throughout your organization are automated, replaced by processes that enable the entry of information once, reducing time and errors.

Unparalleled team collaboration

With our mobility solutions in hand, your entire staff is instantly accessible, no matter where they are. Front desk staff, maintenance engineers, porters, restaurant servers, concierges and security personnel are now interconnected, able to act as a single, unified team to better serve your guests.
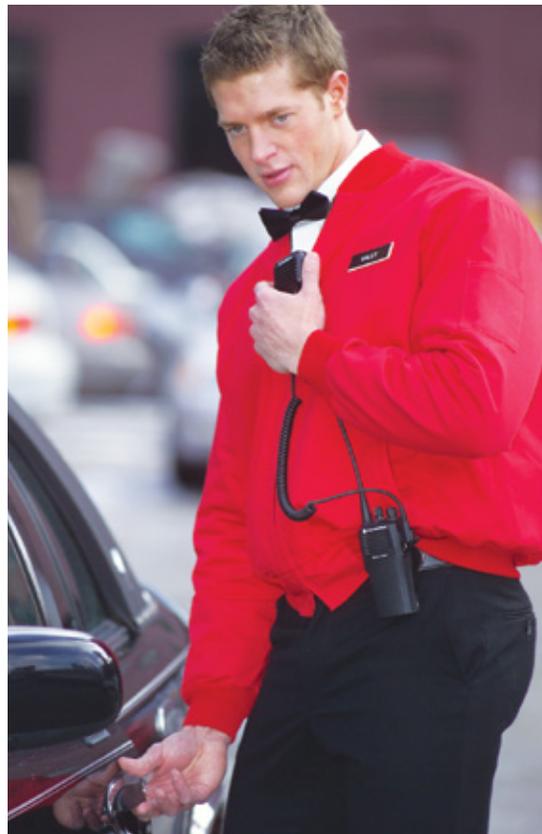
To find out how you can deliver unsurpassed service from check-in to check out with Motorola's mobile hospitality solutions, please visit us on the web at www.motorola.com/hospitality or access our global directory at www.motorola.com/enterprise/contactus

MOTOROLA'S MOBILE HOSPITALITY SOLUTIONS PORTFOLIO

Whether your workers spend their day in the lobby, cleaning guest rooms or attending to a faulty air conditioner, there is a Motorola mobile computer that is just right for the job — and your budget.

| TEAM VoWLAN Phones | MC55A0 | MC65 | MC75A0 WLAN | MC40 |

All Motorola hospitality mobile computers offer:

A rugged design
Get reliable, everyday operation in your hospitality environment, despite exposure to the inevitable drops, dusty backrooms or even spilled liquids.

Exceptional voice quality
Our mobile computers are purpose-built from the inside out for both voice and data, so you can equip your employees with a versatile, multi-function device without sacrificing voice quality.

Exceptional voice interoperability
We increase the value of your total hospitality mobility solution by enabling voice communications between different families of devices operating on completely different networks. Whether your workers need a handheld, mobile computer, a VoWLAN device or a two-way radio, instant walkie-talkie style voice communications allow them to function as a single team.

Anywhere, anytime capture of virtually any type of data
Scan 1D and 2D bar codes; process payment cards, complete with signatures; take high-resolution color photos and more to automate and error-proof everyday processes.

Motorola's unrivaled bar code scanning technology
As the inventor of the bar code industry, we offer high performance 'scan and go' simplicity on any bar code, so your employees can capture even damaged and poorly printed bar codes — without aligning the bar code and scanner window.

Easy, centralized remote management of your mobile computers and their peripherals
Get your devices up and running, update applications, monitor the health of all devices and troubleshoot and resolve device issues — all without ever touching our mobile computers.

Motorola's industry-leading service plans that cover everything — period
Service from the Start with Comprehensive Coverage sets the standard for post-deployment support. This unique, all-inclusive program includes normal wear and tear, as well as accidental damage to internal and external components, ensuring unpredictable repair expenses never impact your budget.

Security you can count on
Make sure only authorized users can access your mobile computers, your data and your network to help comply with Payment Card Industry (PCI) security regulations. Motorola's Mobile Security Suite brings wired, network-class security to the data resident on our mobile computers, as well as the data in transit over cellular or Wi-Fi networks, with a firewall; intrusion prevention; enforced authentication and data encryption on the mobile computers; mobile VPNs for government grade security over wireless networks; and more.

Extraordinary control over the features on our mobile devices
Motorola's AppCenter allows you to choose which device features and software applications your users can access to protect productivity. For example, you can lock out web browsing or disable voice calling for drivers that need data only.

Easy and cost-effective application development and deployment
Our partner channel offers ready-to-go and custom, best-in-class applications to streamline virtually any business process. Our complementary PocketBrowser application allows your developers to easily incorporate bar code scanning, as well as photo and document capture in your applications. And if you are using mainframe applications today, your Motorola mobile devices can access those applications right out of the box with our Terminal Emulation application.

MOTOROLA HOSPITALITY MOBILE COMPUTERS

	TEAM VoWLAN PHONES	SB1	MC55A0	MC65	MC75A0 WLAN	MC40
Device highlights	• Lightweight enterprise grade pocket-sized mobile device • Durable design for all-day business use • Low cost • Designed for voice, light data capture and simple, dashboard style data applications inside the enterprise • Wi-Fi for cost-effective connectivity inside the property and outside on the grounds	• Electronic wearable name badget • Small and lightweight • Scan 1D and 2D bar codes • Compatible with a variety of applications • Communicate via push-to-talk (PTT) • E Ink® display • Wi-Fi for cost-effective on-premise connectivity	• Maximum rugged design in a size-optimized, handheld, Wi-Fi only, mobile computer • Fully-featured voice and data • Wi-Fi for cost-effective connectivity inside the property and outside on the grounds	• Maximum rugged design in a size-optimized, handheld combination Wi-Fi/cellular mobile computer • Fully-featured voice and data • Wi-Fi for cost-effective on-premise connectivity • Dual 3.5G cellular for off-premise connectivity or when there is insufficient WLAN coverage on the grounds	• Rugged handheld mobile computer • Global payment • Transaction support • Fully-featured voice and data • Wi-Fi for cost-effective connectivity inside the property and outside on the grounds	• Comprehensive and secure payment processing • 4.3 inch touch-only display • Android OS with enterprise extensions • Communicate via push-to-talk (PTT) • 8 MP camera

DESIGNED FOR:

	TEAM VoWLAN PHONES	SB1	MC55A0	MC65	MC75A0 WLAN	MC40
Managers	•		•	•	•	
Concierge	•	•	•			•
Bell-stand/check-in		•	•		•	•
Restaurant wait staff			•	•	•	•
Housekeeping	•	•	•		•	•
Engineers			•	•	•	
Maintenance	•	•	•	•	•	
Ticketing			•	•	•	

USER AND APPLICATION CONSIDERATIONS

	TEAM VoWLAN PHONES	SB1	MC55A0	MC65	MC75A0 WLAN	MC40
Weight	5.4 oz./152 g	3.9 oz./110 g	11.1 oz./315 g	12.5 oz./359 g	14 oz./398 g	With MSR: 9.38 oz./266.1 g Without: 9.09 oz./257.7 g
Display	2 in. TMR	3.0 inch E Ink Pearl display; 4-bit gray scale (16 shades)	3.5 in. color VGA	3.5 in. color VGA	3.5 in. color VGA	4.3 in. capacitive; 480 x 800; 300 NIT
Processor	325 MHz	i.MX35 (532MHz)	806 MHz	600 MHz (multi-CPU)	806 MHz	800MHz OMAP 4 dual-core processor
Bar code scanning and data capture	No	1D/2D	1D, 2D, driver's licenses, photos, videos, signatures, documents	1D, 2D, photos, videos, signatures, documents	1D, 2D, driver's licenses, photos, videos, signatures, documents	1D, 2D, driver's licenses, photos, videos, signatures, documents
Access to line of business apps	Light application use only	•	•	•	•	•
Snap-on MSR			•	•	•	Integrated Magnetic Stripe Reader (MSR) with encrypted head (optional)
Snap-on Mobile Payment Module (Debit/Credit card reader)					•	
Wireless connectivity options: WWAN/ WLAN/WPAN	802.11a/b/g WLAN, Bluetooth	Wi-Fi IEEE ® 802.11b/g/n	802.11a/b/g WLAN, Bluetooth	3.5G GSM HSPA and CDMA EVDO Rev A, 802.11a/b/g WLAN, Bluetooth	802.11a/b/g WLAN, Bluetooth, IrDA	Tri-mode IEEE ® 802.11a/b/g/n

RUGGED DESIGN

	TEAM VoWLAN PHONES	SB1	MC55A0	MC65	MC75A0 WLAN	MC40
Drop tested	4 ft./1.2 m	4 ft./1.2 m	6 ft./1.8 m	6 ft./1.8 m	6 ft./1.8 m	4 ft./1.2 m
Tumble tested		N	•	•	•	•
Sealing		IP54	IP64	IP64	IP54	IP 54
Operating temperature	14° F to 122° F/ -10° C to 50° C	32° F to 104° F/0° C to 40° C	14° F to 122° F/-10° C to 50° C	14° F to 122° F/-10° C to 50° C	14° F to 122° F/-10° C to 50° C	0° C to 50° C / 32° F to 122° F

THE MOTOROLA HOSPITALITY TWO-WAY RADIO PORTFOLIO

A full line of two-way radios provides an easy and affordable way to connect your entire organization.

Clear, strong audio performance
Enables confident communication in noisy environments.

Integrated data applications
Get the convenience of deploying multiple, customized data applications in a single device — from work order ticket management and text messaging to telephone interconnect.

Seamless cross communications with other devices on different networks
Integrate Motorola mobile computers, TEAM smartphones and two-way radios into a single, cohesive network (requires RLS server) for always-on, voice connectivity across your entire operations.

Multiple wear options and accessories
Give your workers maximum comfort, flexibility and freedom.

Emergency button
Alert supervisor or security in an emergency situation with the press of one button.

CLS	MOTOTRBO CP200d	MOTOTRBO XPR 3000	MOTOTRBO XPR 7000	MOTOTRBO SL7550

T5 POWER BROADBAND VALUE

Use T5 when …
- RF Coverage inside the guest room is poor and does not support tablets and smartphones
- Only have telephone wire inside the guest room, no Cat-5

No New Wires
- Reuse existing telephone wire already in the walls

Predictable Installation
- Faster site survey, every AP installed the same way

Enterprise Grade Network
- Dual mode radio, 2 stream MIMO, 8 x BSSIDs
- Per port QoS and 802.1Q VLAN access/trunk ports
- Hierarchical Management, Auto RF management

T5 SOLUTION BENEFITS

- Reduces cost of deploying Wi-Fi in guest rooms by utilizing existing cabling
- Delivers faster wireless and DSL backhaul
- Enables hotels to provide new guest services such as HD video

- Wallplates are quick and easy to install
- Solution is integrated into WiNG management to deliver a seamless wired/wireless solution throughout the hotel property

MOTOROLA TWO-WAY RADIOS

	MOTOROLA CLS	MOTOTRBO™ CP200D	MOTOTRBO™ XPR 3000 SERIES	MOTOTRBO™ XPR 7000 SERIES	MOTOTRBO™ SL SERIES
Device highlights	• Analog voice communications • Small and lightweight • Durable • Easy to carry • Functions in direct mode only • Compact design	• Analog voice communications (digital optional) • Simple and straightforward • Rugged • Excellent audio quality • Functions in direct or repeater modes only	• Analog and digital voice communications • Compact and capable • Rugged • Crystal-clear digital audio • Compatible with basic MOTOTRBO wide-area systems	• Analog and digital voice and data communications • Communications powerhouse • Extremely rugged • Crystal-clear digital audio • Compatible with all MOTOTRBO wide-area systems • Supports text messaging • Supports productivity-enhancing data applications	• Digital voice and data communications • Sleek and stylish • Highly durable • Enhanced digital audio • Compatible with all MOTOTRBO wide-area systems • Supports text messaging • Supports productivity-enhancing data applications • Slim and light
DESIGNED FOR:					
Concierge	•	•	•		•
Bell-stand/check-in	•	•	•		•
Restaurant wait staff	•				•
Housekeeping	•	•			
Engineers		•	•	•	
Security		•	•	•	•
Maintenance			•	•	
USER AND APPLICATION CONSIDERATIONS					
Technology	Analog	Analog (DMR digital optional)	Analog and DMR digital	Analog and DMR digital	DMR digital
Weight (std battery)	4.6 oz (130 g)	12 oz (340 g)	10 oz (285 g)	12 oz (340 g)	5.8 oz (165 g)
Channels	1 to 4	16	16-128	32-1000	1000
Programmable buttons		2	2	2 + 1	2 + 1
Dedicated emergency button	0	0	0	Y	Y
Bluetooth for wireless headset support	N	N	N	Y	Y
Display / Keypad	Numeric / No	No / No	Optional / Optional	Optional / Optional	Yes / Yes
Fleet Management	N	Y	Y	Y	Y
Application Support	N	N	N	Y	Y
Battery Life	Up to 12 hrs	Up to 13.5 hrs	Up to 11.5 hrs	Up to 17 hrs	Up to 11.5 hrs
AUDIO TECHNOLOGY					
Technology	Motorola Optimized Analog	Analog (DMR digital optional)	Analog and DMR digital	Analog and DMR digital	DMR digital
Background Noise Suppression	N	Y	Y (Enhanced)	Y (Enhanced)	Y (Enhanced)
Advanced Features	•	Dual-Capacity Direct Mode (digital only)	Dual-Capacity Direct Mode Intelligent Audio IMPRES™ Audio	Dual-Capacity Direct Mode Intelligent Audio IMPRES™ Audio	Dual-Capacity Direct Mode Intelligent Audio IMPRES™ Audio
INTEGRATED VOICE COMMUNICATIONS					
Inter-communications with telephones	Yes[3]	Yes[3]	Yes[3]	Yes[3]	Yes[3]
Inter-communications with Motorola's mobile computers and VoWLAN phones	Yes[3]	Yes[3]	Yes[3]	Yes[3]	Yes[3]
MOTOTRBO Dispatch Features	No	Yes (respond only)	Yes	Yes	Yes
ACCESSORIES					
Earpiece	Y	Y - Selection	Y - Wide selection	Y - Wide selection	Y - Selection
Carry Options	Belt Clip	Cases, clips, lanyards	Cases, clips, lanyards	Cases, clips, lanyards	Holster, clip, lanyards
IMPRES™ Smart Energy System[4]	N	N	Y	Y	Y

1   Average benefit reported by Motorola customers

2   Requires the Radio Link Server (RLS) and the TEAM Express client on Motorola
    mobile computers and TEAM VoWLAN phones

3   Requires additional infrastructure

4   Lengthens battery life and extends talk time

MOTOROLA