



# **HOSPITALITY: COMMUNICATIONS BUYING GUIDE**

**DELIGHT YOUR CUSTOMERS WITH TEAM COMMUNICATIONS**





When it comes to guest safety, exceptional customer service, and streamlining operations, nothing is faster than right NOW. Organizations across various industry segments — hotels, casinos, restaurants and entertainment venues — are juggling a mix of communication devices. This can mean gaps in coverage, poor battery life and aging equipment that diminishes your ability to deliver premium guest service. The power of NOW puts instant communications at your workers' fingertips — because when communication slows, business slows.

Travelers and tourists expect a timely response to their requests. Meeting those expectations requires reliable, clear voice and data communications. So your staff can communicate quickly without distraction. So rooms, supplies, and facility schedules are tracked to maintain an efficient operation. So well-executed logistics exceed expectations. So guest and staff safety is maximized. So customer satisfaction is always 5-stars.

Unified team communications improve guest relations, safety and efficiency for various types of hospitality companies today - but which solutions are right for your specific priorities and needs?

This guide will help you choose the solutions that are right for your enterprise. With a custom unified team communications solution designed around your business, you'll have the power to eliminate the barriers between devices, networks and locations. Now everyone can be part of the conversation.



# TABLE OF CONTENTS



**Hotels, Resorts & Convention Centers**..... PAGE 4



**Casinos**..... PAGE 12



**Sports Clubs & Venues** ..... PAGE 20



**Entertainment - Cruise Ships, Amusement Parks & Theaters** ..... PAGE 28

**Conclusion**..... PAGE 36

**Bonus Resources** ..... PAGE 38

**Contact Us** ..... PAGE 40





# HOTELS, RESORTS & CONVENTION CENTERS







# ELEVATE GUEST EXPERIENCES WITH FIVE STAR COMMUNICATIONS

Whether you're greeting guests at reception or responding to a security incident, you need a reliable communications network. Applications like work order ticket management can help your team ensure that requests are fulfilled efficiently and guests are delighted. Our hotel communications solution set improves employee and guest safety, and elevates your guests' overall experience. With the power of NOW, you can connect hotel staff from the front desk to the back office with instant team communications.

Motorola Solutions has the largest radio/mobile device Application Developer Program in the industry, so it's likely we already offer the application you use. However, if you are using an app not currently in our catalog, we offer APIs to easily integrate MOTOTRBO™ instant communications with your preferred solution.





# SOLUTION SET



## SYSTEMS

### MOTOTRBO™

#### Capacity Max Radio System

MOTOTRBO Capacity Max delivers a highly secure trunked radio communications solution that's perfect for hotels, resorts and convention centers. When you need to communicate across properties, between multiple teams, and with added features and functionality, the advanced performance, high efficiency and graceful scalability of Capacity Max keeps operations running smoothly. Supporting up to 250 sites with up to 3,000 users per site, it's easy for you to grow your radio network as your needs evolve.



## RADIOS

### XiR 8600i Portable

#### Two-Way Radio Series & SL2K Portable Two-Way Radio

The MOTOTRBO XiR 8600i Portable Two-Way Radio Series delivers complete connectivity for hotels, resorts and convention centers. This radio has ruggedized durability ready to handle any behind-the-scenes action. It meets the high demands of employees, no matter their location, with next-generation features such as enhanced audio quality, better battery life (up to 29 hours), and better range to keep workers connected, productive, and safe.

The MOTOTRBO SL2K Portable Two-Way Radio is designed for personnel who want to look discreet and business professional. With a sleek, slim, lightweight design, the SL 4000e keeps your team connected and informed without drawing attention to their communications device.







## WAVE™

### WAVE Push-to-Talk Application

In today's mobile world, you require instant communication no matter the property you are on, device you are using, or team you need to connect with. The WAVE Push-To-Talk Application connects your team at the push of a button no matter which device or network they have. But it doesn't stop there. Connect your fleet even further with location mapping, and the ability to share photos, videos, locations, and even attach files. Whether you're looking for a flexible subscription-based model, or robust on-premise solution, the WAVE Push-To-Talk Application has you covered.

### LEX L11 Mission-Critical LTE Device and TLK 100 WAVE Two-Way Radio

While the WAVE application operates on any Android or iOS mobile device, Motorola Solutions offers two purpose-built devices your staff may find more appropriate for their needs.

The Android-based LEX L11 offers the touchscreen usability and convenience of a smartphone, but ruggedized and optimized for push-to-talk (PTT) operation. Tested to military specifications, the LEX L11 offers very loud audio to enable PTT conversations even in noisy environments. Even the device holster is

physically designed to route audio transmissions to the user's ear. Featuring two programmable side buttons, and an emergency button, the LEX L11 quickly connects your staff to resolve guest issues.

For properties that prefer a simplified and voice-optimized design, the TLK 100 WAVE Two-Way Radio delivers distraction-free voice communications across the country on our nationwide WAVE Broadband network. Perfect for multi-site or multi-state entities, the TLK 100 connects your staff with the push of a button no matter where they work, or what property they are visiting.







# SOLUTION SET



COMMUNICATE WITH  
ADDED INTELLIGENCE

## APPLICATIONS

### Work Order Ticket Management, Text Messaging and Email, GPS Location Tracking



Unified Team Communications means you can now equip

your staff with the capability to communicate well beyond voice. Enhance productivity by connecting your radio network with your text and email system.



Take this a step further and leverage Work Order Ticket Management

to boost efficiency and accountability with text-based issue management software, so you can quickly resolve issues and exceed guest expectations. Integrate with popular industry applications like HotSOS to delight even the most challenging guests.



With GPS Location Tracking, you can track staff both inside and outside

for added security, safety and accountability. Whether you are identifying the closest employee to assist with a guest issue, or locating an injured staff member unable to respond, visibility to every employee's location is a critical aspect in preserving the safety and comfort of guests and your personnel.



## ACCESSORIES

### IMPRES High Capacity Battery, Operations Critical Wireless Earpieces

For hotel, resort, and convention centre staff communicating with MOTOTRBO Two-Way Radios, you can take safety and security further with accessories tailored for maximum ease of use.

Our IMPRES Li-Ion High Capacity Battery provides 25+ hours of talktime for your XiR P8600i series radios, so you're connected well past end of shift.

Our IMPRES audio provides optimized tuning between radio and the respective earpiece. The clear tube earpiece gives users a professional look while at work and the swivel earpiece provides long lasting comfort for long working hours. Wireless earpieces are a hands-free solution for front desk, customer-facing personnel.



## SERVICES

### MOTOTRBO Essential Services

Technology is evolving rapidly, and so is the amount of technology you have to manage. Stay ahead with MOTOTRBO Services to lower your total cost of ownership and manage the complexity of your communications needs.

The 3 components of MOTOTRBO Essential Services are:



#### SOFTWARE UPDATES:

Regular software updates protect and enhance your communications investment, extending the lifespan of your MOTOTRBO system and devices.



#### PREMIUM FEATURES:

Go beyond voice with access to premium software features, so the right teams have the right features for added safety and efficiency.



#### HARDWARE REPAIR:

With expert hardware repair, all radios and infrastructure are returned to factory specifications and expedited back to you, so you can keep operations running smoothly.





# USER PROFILES



## GUEST SERVICES

Guest Services receives notification that a VIP Guest is about to arrive for her overnight stay at the hotel. Using the SL2K sleek radio powered by the Capacity Max Radio System, guest services is able to connect with the head of housekeeping to check that the guest's suite is ready for check-in. The housekeeper is able to PTT back to guest services using the WAVE Push-To-Talk Application on his LEX L11 that the room is ready.



## ASSISTANT GOLF PRO

When a medical emergency occurs out on the resort's golf course at sunset, the Assistant Golf Pro is able to use his MOTOTRBO Xir8600i series durable radio to seek medical assistance. Even though the day is coming to an end, the Pro can be confident in his battery life with the IMPRES Li-Ion High Capacity Battery, and Emergency Services is quickly on the scene.





## HOTEL SECURITY

Hotel security is notified that an unexpected VIP Guest is en route to the hotel. Using Motorola Solutions' The Avigilon video surveillance system allows rapid analytics searches of the entire video catalog, allowing Security to review the path of suspicious characters across multiple video cameras, retracing their steps through the property. Guards can log all details of the guest's arrival and make this information accessible to the entire security team. Management receives detailed reporting on incident trends throughout the property for security protocol decisions.



## ENGINEERING AND OPERATIONS

A maintenance worker receives a work order from housekeeping that the freight elevator is not functioning properly. He accepts the job ticket, resolves the issue, marks the ticket complete, and provides an update using his MOTOTRBO XiR 8600i series durable radio. With the WAVE Push-To-Talk Application, Housekeeping, Management, and Guest Services are notified across all the different devices and networks they are using, that the elevator is back in service.



## IT

With Essential Services for your MOTOTRBO platform, IT Managers can manage the complexity of their resort communications. Ensure the security, reliability and functionality of your communications with access to the latest MOTOTRBO software. Go beyond voice with premium features for hotels, like work order ticketing and enhanced GPS. Extend the life of your communications investment with expert hardware repair.





# CASINOS





A man in a suit and tie, looking serious, with a network diagram overlaying the image. The background is dark with blue and red light effects. The network diagram consists of white circles connected by lines, with one circle labeled 'Nick Jokovich'.

# HIT THE JACKPOT WITH UNIFIED TEAM COMMUNICATIONS FOR CASINOS

From servicing slot machines to calling limos for large groups, our communications solution set ensures casino personnel can communicate clearly and reliably. Industry-leading applications enable your teams to enhance guest service and security in noisy, fast-paced environments. Run casino operations safely and seamlessly while achieving top gaming and entertainment satisfaction for your guests. Operate at the speed of NOW with our instant push-to-talk solutions to drive efficiency and collaboration to new heights.





# SOLUTION SET



## SYSTEMS

### MOTOTRBO™

#### Capacity Max Radio System

MOTOTRBO Capacity Max delivers a highly secure trunked radio communications solution that's perfect for your casinos. When you need to communicate across properties, between multiple teams, and with added features and functionality, the high performance - high efficiency and graceful scalability of Capacity Max - keeps operations running smoothly. Supporting up to 250 sites with up to 3,000 users per site, it's easy for you to grow your radio network as your needs evolve.



## RADIOS

### XiR 8600i Portable Two-Way Radio Series & SL2K Portable Two-Way Radio

The MOTOTRBO XiR 8600i Portable Two-Way Radio Series delivers complete connectivity for casinos. This radio has ruggedized durability ready to handle any behind-the-scenes action. It meets the high demands of employees, no matter their location, with next-generation features such as enhanced audio quality, better battery life (up to 29 hours), and better range to keep them connected, productive, and safe.

The MOTOTRBO SL2K Portable Two-Way Radio Series is designed for personnel who want to look discreet and business professional. With a sleek, slim, lightweight design, the SL2K keeps your team connected and informed without drawing attention to their communications device.







## WAVE™

### WAVE Push-to-Talk Application

In today's mobile world, you require instant communication no matter the casino you are in, device you are using, or team you need to connect with. The WAVE Push-To-Talk Application connects your fleet at the push of a button no matter which device or network they have. But it doesn't stop there. Connect your fleet even further with location mapping, and the ability to share photos, videos, locations, and even attach files. Whether you're looking for a flexible subscription-based model, or robust on-premise solution, the WAVE Push-To-Talk Application has you covered.

### LEX L11 Mission-Critical LTE Device and TLK 100 WAVE Two-Way Radio

While the WAVE application operates on any Android or iOS mobile device, Motorola Solutions offers two purpose-built devices your casino staff may find more appropriate for their needs.

The Android-based LEX L11 offers the touchscreen usability and convenience of a smartphone, but ruggedized and optimized for push-to-talk (PTT) operation. Tested to military specifications, the LEX L11 offers very loud audio to enable PTT conversations even on the casino floor. The device holster itself is optimized for PTT, physically designed to route audio

transmissions to the user's ear. Featuring two programmable side buttons, and an emergency button, the LEX L11 quickly connects your staff to keep the slot machines spinning and the guests smiling.

For casinos (or users) that prefer a simplified and voice-optimized design, the TLK 100 WAVE Two-Way Radio delivers distraction-free voice communications across the country on our nationwide WAVE Broadband network. Perfect for multi-site (or multi-state) casino groups, the TLK 100 connects your staff with the push of a button no matter where they work, or what property they are visiting that particular day.







# SOLUTION SET



COMMUNICATE WITH  
ADDED INTELLIGENCE

## APPLICATIONS

**Work Order Ticket Management, Text Messaging and Email, Avigilon Cameras, Video Management & Access Control**



Unified Team Communications means you can now equip your casino staff with the capability to communicate well beyond voice. Enhance productivity by connecting your radio network with your text and email system.



Take this a step further and leverage Work Order Ticket Management to boost efficiency

and accountability with text-based issue management software, so you can quickly resolve issues and exceed guest expectations, regardless of whether the employee uses a radio or a smartphone.

Avigilon cameras at entryways, parking lots and across the casino floor can provide added layers of security. If a suspicious person or activity is reported, remote visual contact will help casino security determine whether more action is needed. Avigilon Control Center software helps manage cameras and even apply Appearance Search technology to find and track individuals.





## ACCESSORIES

### IMPRES High Capacity Battery, Operations Critical Wireless Earpieces

Improve casino safety, security, and subtlety with accessories tailored for maximum ease of use.

Our IMPRES audio provides optimized tuning between radio and the respective earpiece. Operations Critical Wireless Bluetooth PTT Pod together with the clear tube earpiece are a hands-free solution for front desk, customer-facing personnel with giving users a professional look, while the swivel earpiece provides long lasting comfort for long working hours.



## SERVICES

### MOTOTRBO Essential Services

Technology is evolving rapidly, and so is the amount of technology you have to manage. Stay ahead with MOTOTRBO Services to lower your total cost of ownership and manage the complexity of your communications needs.

The 3 components of MOTOTRBO Essential Services are:



#### SOFTWARE UPDATES:

Regular software updates protect and enhance your communications investment, extending the lifespan of your MOTOTRBO system and devices.



#### PREMIUM FEATURES:

Go beyond voice with access to premium software features, so the right teams have the right features for added safety and efficiency.



#### HARDWARE REPAIR:

With expert hardware repair, all radios and infrastructure are returned to factory specifications and expedited back to you, so you can keep operations running smoothly.





# USER PROFILES



## CASINO MANAGER

The Casino Manager receives notice that a very large party will be visiting today. Using his MOTOTRBO SL2K Portable Two-Way Radio, powered by the Capacity Max Radio System, he is able to notify off-duty dealers at home on their smartphones. The WAVE Push-To-Talk Application enables communication across different device types and even different networks, meaning the off-duty dealers receive the message that they need to come in to pick up a few extra shifts.



## CASINO MAINTENANCE

One of the slot machines is no longer operating. A Casino Maintenance worker receives a work order from the casino manager about the broken machine. He accepts the job ticket, resolves the issue, marks the ticket complete, and provides an update using his MOTOTRBO XiR 8600i series durable radio.



## GAMING PERSONNEL/DEALERS

A dealer notices one of the casino visitors slip a few extra poker chips into his pocket. Using the operations-critical wireless earbud the dealer is able to discreetly inform casino security, who is using MOTOTRBO XiR 8600i Portable Two-Way Radio Series, to keep an eye out for the man pocketing poker chips.





## CASINO SECURITY

In order to locate the man at the casino that has been pocketing poker chips, Avigilon cameras located across the casino floor have captured the entire incident. Casino Security is able to use Avigilon Control Center software to manage all the cameras at the casino and apply Appearance Search technology to find all the footage of the exact individual who has been pocketing the poker chips, and quickly identify additional victims, without looking through hours of recorded security footage.



## BARTENDER

The head bartender is waiting on the delivery of additional food and beverages. Using his SL2K he is able to seamlessly coordinate over the loud casino floor with the delivery crew. Even when the crew is many miles away from the casino site, communication between the workers is never compromised.



## IT

With Essential Services for your MOTOTRBO platform, IT Managers can manage the complexity of their casino communications. Go beyond voice with premium features for casinos, like work order ticketing and enhanced GPS. Extend the life of your communications investment with expert hardware repair. Ensure the security, reliability and functionality of your communications with access to the latest MOTOTRBO software.






# SPORTS CLUBS & VENUES







# STEP UP TO THE PLATE WITH SOUND TEAM COMMUNICATIONS FUNDAMENTALS

Your employees can reach new levels of productivity, guest service and safety, with unified team communications solutions designed for stadium operations. No matter the noise level or size of your venue, it's up to you to ensure that concerts, sporting events, and conventions run smoothly. Team members need to communicate clearly, instantly, and without having to repeat themselves when completing everyday tasks and managing urgent situations. Experience the Power of NOW with our stadium communications solution set to improve your employees' ability to collaborate, and keep everyone – from event coordinators to maintenance and operations – connected.





# SOLUTION SET



## SYSTEMS

### MOTOTRBO™

#### Capacity Max Radio System

MOTOTRBO Capacity Max delivers a highly secure trunked radio communications solution that's purpose built to make big wins at large stadiums and ballparks. When you need to communicate from the locker rooms to the field entrance, between multiple teams, and with added features and functionality, the advanced performance - high efficiency and graceful scalability of Capacity Max - keeps operations running smoothly. Supporting up to 250 sites with up to 3,000 users per site, it's easy for you to grow your radio network as your needs evolve.



## RADIOS

### XiR 8600i Portable Two-Way Radio Series & SL2K Portable Two-Way Radio

The MOTOTRBO XiR 8600i Portable Two-Way Radio Series delivers complete connectivity for stadiums. This radio has ruggedized durability ready to handle any behind-the-scenes action. It meets the high demands of employees, no matter their location, with next-generation features such as enhanced audio quality, better battery life (up to 29 hours), and better range to keep them connected, productive, and safe.

The MOTOTRBO SL2K Portable Two-Way Radio Series is designed for personnel who want to look discreet and business professional. With a sleek, slim, lightweight design, the SL2K keeps your team connected and informed without drawing attention to their communications device.







## WAVE™

### WAVE Push-to-Talk Application

In today's mobile world, you require instant communication no matter which field you are on, device you are using, or team you need to manage. The WAVE Push-To-Talk Application connects your workers at the push of a button no matter which device or network they have. But it doesn't stop there. Connect your fleet even further with location mapping, and the ability to share photos, videos, locations, and even attach files. Whether you're looking for a flexible subscription-based model, or robust on-premise solution, the WAVE Push-To-Talk Application has you covered.

### LEX L11 Mission-Critical LTE Device and TLK 100 WAVE Two-Way Radio

While the WAVE application operates on any Android or iOS mobile device, Motorola Solutions offers two purpose-built devices your staff may find more appropriate for large venue challenges.

The Android-based LEX L11 offers the touchscreen usability and convenience of a smartphone, but ruggedized and optimized for push-to-talk (PTT) operation. Tested to military specifications, the LEX L11 offers very loud audio to enable PTT conversations even during the most exciting moments in the game. The device holster itself is optimized for PTT, physically designed to route

audio transmissions to the user's ear. Featuring two programmable side buttons, and an emergency button, the LEX L11 quickly connects your staff to ensure the action remains on the field or the stage, where it belongs.

For venues (or users) that prefer a simplified and voice-optimized design, the TLK 100 WAVE Two-Way Radio delivers distraction-free voice communications across the country on our nationwide WAVE Broadband network. Perfect for multi-site (or multi-state) management groups, the TLK 100 connects your staff with the push of a button no matter where they work, or what venue they are visiting that particular day.







# SOLUTION SET



COMMUNICATE WITH  
ADDED INTELLIGENCE

## APPLICATIONS

**Work Order Ticket Management,  
Text Messaging and Email,  
Avigilon Cameras**



Unified Team Communications means you can now equip your gameday staff with the capability to communicate well beyond voice. Enhance productivity by connecting your radio network with your text and email system.



Take this a step further and leverage Work Order Ticket Management to boost efficiency and accountability with text-based issue management software connecting to both radios and mobile devices, so you can quickly resolve issues and exceed fan expectations regardless of what device a team member holds.

Avigilon cameras placed at entrances, parking lots and throughout the stadium can provide added layers of security. If a suspicious person or activity is reported, remote visual contact will help security teams determine whether more action is needed. Avigilon Control Center software helps manage cameras and even apply Appearance Search technology to find and track individuals.







**COMMUNICATE  
INSTANTLY**

## ACCESSORIES

### Wired Remote Speaker Microphones (RSM)

Improve stadium safety and security with accessories tailored for maximum ease of use. With IMPRES technology and noise-cancelling design, remote speaker microphones are ideal for equipping radio users with the ability to always hear and be heard in noisy environments.



**COMMUNICATE  
WITH CONFIDENCE**

## SERVICES

### MOTOTRBO Essential Services

Technology is evolving rapidly, and so is the amount of technology you have to manage. Stay ahead with MOTOTRBO Services to lower your total cost of ownership and manage the complexity of your communications needs.

The 3 components of MOTOTRBO Essential Services are:



#### SOFTWARE UPDATES:

Regular software updates protect and enhance your communications investment, extending the lifespan of your MOTOTRBO system and devices.



#### PREMIUM FEATURES:

Go beyond voice with access to premium software features, so the right teams have the right features for added safety and efficiency.



#### HARDWARE REPAIR:

With expert hardware repair, all radios and infrastructure are returned to factory specifications and expedited back to you, so you can keep operations running smoothly.





# USER PROFILES



## EVENT COORDINATORS

It's game day and the Event Coordinator is responsible for ensuring a seamless experience for over 60,000 fans. With her sleek MOTOTRBO SL2K Two-Way Radio, powered by the Capacity Max Radio System, she is able to seamlessly communicate with all stadium employees. The WAVE Push-To-Talk Application enables communication without boundaries, so whether stadium employees are using radios, smartphones, tablets, or laptops they will always be able to communicate with the Event Coordinator.



## FACILITY DIRECTOR

When the big game goes into double overtime, the facility director can be confident his MOTOTRBO XiR 8600i Portable Two-Way Radio Series will be able to power through the extended gametime. Thanks to the IMPRES Li-Ion High Capacity Battery, the facility director has been equipped with 25+ hours of battery life.



## MAINTENANCE & OPERATIONS

A toilet is overflowing in one of the restrooms at the stadium. A Maintenance worker receives a work order from the facility director about the issue. He accepts the job ticket, resolves the issue, marks the ticket complete, and provides an update using his durable MOTOTRBO XiR 8600i series radio.





## SECURITY

Using her LEX L11 equipped with a Bluetooth wireless headset, the manager at the team gift shop is able to notify security guards that she saw a fan steal a foam finger. Stadium Security is able to use Avigilon Control Center software to manage the camera in the gift shop and apply Appearance Search technology to find the exact individual who has stolen the foam finger, without looking through hours of recorded security footage.



## LARGE EVENT VOLUNTEERS

A large charity event is scheduled to take place at the stadium. Event volunteers decide to deploy the cost-efficient, easy to use and manage, SL2K to the volunteer staff. Now volunteers are able to communicate seamlessly with all other stadium staff, regardless of the device or network.



## IT

With Essential Services for your MOTOTRBO platform, IT Managers can manage the complexity of their stadium communications. Ensure the security, reliability and functionality of your communications with access to the latest MOTOTRBO software. Go beyond voice with premium features for large stadiums, like work order ticketing and enhanced GPS. Extend the life of your communications investment with expert hardware repair.





# **ENTERTAINMENT - CRUISE SHIPS, AMUSEMENT PARKS & THEATERS**





A woman with dark hair and a bright smile is holding a Motorola two-way radio. The background is a blurred mix of blue and orange lights. A white network diagram with nodes and connecting lines is overlaid on the bottom half of the image.

# EARN A STANDING OVATION WITH UNIFIED ENTERTAINMENT COMMUNICATIONS

Your customers want a picture-perfect travel and vacation experience, with minimal hiccups from booking to disembarking to exploring. Whether you're helping a guest find their next ride or handling an unexpected issue, you need a reliable communications network. Our communications solutions designed for the needs of the entertainment industry can connect all your personnel across all networks and devices -- from two-way radios to smartphones, laptops, and tablets. Our push-to-talk solutions put the power of NOW at all of your team members' fingertips.





# SOLUTION SET



## SYSTEMS

### MOTOTRBO™

#### Capacity Max Radio System

MOTOTRBO Capacity Max delivers a highly secure trunked radio communications solution that's purpose built to enhance guest experiences across all types of amusement parks and theaters. When you need to communicate from below decks on a cruise boat or between multiple teams in a theme park, all with added features and functionality, the advanced performance - high efficiency and graceful scalability of Capacity Max - keeps operations running smoothly. Supporting up to 250 sites with up to 3,000 users per site, it's easy for you to grow your radio network as your needs evolve.



## RADIOS

### XiR 8600i Portable Two-Way Radio Series & SL 7000e Portable Two-Way Radio

The MOTOTRBO XiR 8600i Series delivers complete connectivity for entertainment facilities. This radio has ruggedized durability ready to handle any behind-the-scenes action. It meets the high demands of employees, no matter their location, with next-generation features such as enhanced audio quality, better battery life (up to 29 hours), and better range to keep them connected, productive, and safe.

The MOTOTRBO SL2K Portable Two-Way Radio Series is designed for personnel who want to look discreet and business professional. With a sleek, slim, lightweight design, the SL2K keeps your team connected and informed without drawing attention to their communications device.







## WAVE™

### WAVE Push-to-Talk Application

In today's mobile world, you require instant communication no matter which theme park property or cruise ship you are on, device you are using, or team you need to connect with. The WAVE Push-To-Talk Application connects your workers at the push of a button no matter which device or network they have. But it doesn't stop there. Connect your workers even further with location mapping, and the ability to share photos, videos, locations, and even attach files. Whether you're looking for a flexible subscription-based model, or robust on-premise solution, the WAVE Push-To-Talk Application has you covered.

### LEX L11 Mission-Critical LTE Device and TLK 100 WAVE Two-Way Radio

While the WAVE application operates on any Android or iOS mobile device, Motorola Solutions offers two purpose-built devices your theme park staff may find more appropriate. Both devices operate seamlessly on WiFi, for times when your travels may take you out of LTE coverage.

The Android-based LEX L11 offers the touchscreen usability and convenience of a smartphone, but ruggedized and optimized for push-to-talk (PTT) operation. Tested to military specifications, the LEX L11 offers very loud audio to enable PTT conversations even among the rowdiest crowds. The device

holster itself is optimized for PTT, physically designed to route audio transmissions to the user's ear. Featuring two programmable side buttons, and an emergency button, the LEX L11 quickly connects your staff to ensure the fun never gets out of hand, and guest needs are quickly met.

For venues (or users) that prefer a simplified and voice-optimized design, the TLK 100 WAVE Two-Way Radio delivers distraction-free voice communications across the country on our nationwide WAVE Broadband network. Perfect for multi-site (or multi-state) enterprises, the TLK 100 connects your staff with the push of a button no matter where they work.







# SOLUTION SET



COMMUNICATE WITH  
ADDED INTELLIGENCE

## APPLICATIONS

### Avigilon Cameras, Work Order Ticket Management, Text Messaging and Email

For added security of guests, Avigilon cameras placed at entrances, parking lots and throughout the park can provide more layers of security. If a suspicious person or activity is reported, remote visual contact will help security teams determine whether more action is needed. Avigilon Control Center software helps manage cameras and even apply Appearance Search technology to find and track individuals.



Unified Team Communications means you can now equip your entertainment staff with the capability to communicate well beyond voice. Enhance productivity by connecting your radio network with your text and email system.



Take this a step further and leverage Work Order Ticket Management to boost efficiency and accountability with text-based issue management software, so you can quickly resolve issues and exceed guest expectations.





## ACCESSORIES

### Windporting Remote Speaker Microphones (RSM)

Improve theme park and cruise ship safety and security with accessories tailored for maximum ease of use. With IMPRES technology and noise-cancelling design, remote speaker microphones are ideal for equipping radio users with the ability to always hear and be heard in noisy park environments.

For personnel on cruise ships where windy environments can make communication unclear, Windporting Remote Speaker Microphones ensure no communication is gone with the wind.



## SERVICES

### MOTOTRBO Essential Services

Technology is evolving rapidly, and so is the amount of technology you have to manage. Stay ahead with MOTOTRBO Services to lower your total cost of ownership and manage the complexity of your communications needs.

The 3 components of MOTOTRBO Essential Services are:



#### SOFTWARE UPDATES:

Regular software updates protect and enhance your communications investment, extending the lifespan of your MOTOTRBO system and devices.



#### PREMIUM FEATURES:

Go beyond voice with access to premium software features, so the right teams have the right features for added safety and efficiency.



#### HARDWARE REPAIR:

With expert hardware repair, all radios and infrastructure are returned to factory specifications and expedited back to you, so you can keep operations running smoothly.





# USER PROFILES



## CRUISE DIRECTOR

The Cruise Director is responsible for delivering a 5-Star quality vacation to over 3,000 guests aboard the ship. With her sleek MOTOTRBO SL2K Two-Way Radio, powered by the Capacity Max Radio System, she is able to seamlessly communicate with all cruise employees, no matter the location of the cruise boat. The WAVE Push-To-Talk Application also enables communication without boundaries, so whether employees are using radios, smartphones, tablets, or laptops, they will always be able to communicate with the Cruise Director.





## EVENT/PARK STAFF

On a hot summer day at the amusement park, a member of the park staff sees a guest who is in critical condition after being outside in the heat too long. Using her MOTOTRBO XiR 8600i Portable Two-Way Radio Series equipped with an operations critical wireless earbud, the park staff member is able to notify the first aid team about the condition and location of the guest in distress - all while being able to remain in character.



## SECURITY

When a child goes missing during a busy day at the amusement park, Security is able to use Avigilon Control Center software to manage the cameras located throughout the park property. Applying Appearance Search technology, the system can use footage of the child walking through the park entrance, highlight the child, and trace his movements through the park all day. The child is quickly and safely located, all without looking through hours of recorded security footage.



## IT

With Essential Services for your MOTOTRBO platform, IT Managers can manage the complexity of their theme park or cruise ship communications. Ensure the security, reliability and functionality of your communications with access to the latest MOTOTRBO software. Go beyond voice with premium features for large properties, like work order ticketing and enhanced GPS. Extend the life of your communications investment with expert hardware repair.



# CONCLUSION

Motorola Solutions understands the realities of the hospitality industry, and constantly innovates communications solutions to meet your business needs. Our Team Communications platform includes two-way digital radios, PTT applications, added intelligence via video and applications, accessories and support services. By seamlessly integrating voice and data into a single, cost-effective solution, your personnel can collaborate more efficiently wherever they work.

The clear, reliable audio and advanced data capabilities of our MOTOTRBO two-way digital radios keeps your personnel productive and safely connected over a wider area, without interference or distracting static. WAVE Workgroup Communications enable employees on radios, smartphones, tablets and laptops to communicate seamlessly with one another with instant push-to-talk. Avigilon cameras and Avigilon Control Center software helps equip workgroup conversations beyond voice with added video intelligence. Enterprises worldwide are transforming their workplace with the MOTOTRBO digital platform and expertly-integrated systems, applications, accessories and services.

Motorola Solutions helps you connect people, properties and locations to streamline operations, keep your workers safe and control costs; ultimately enhancing guest satisfaction. From hotels to casinos, from cruise ships to a stadium on gameday, we have custom communications solutions for every part of your business.



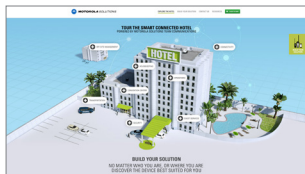






# ADDITIONAL INFO

**EXPLORE THE  
TEAM COMMUNICATIONS  
ENABLED HOTEL!**



[Interactive  
Hotel Tour](#)

**SEE THESE  
SOLUTION SETS  
IN ACTION!**



[Rosen Hotels  
and Resorts](#)



[MGM Resorts](#)



[Great  
Canadian Gaming  
Corporation](#)



[Stadiums Use  
Case](#)





**UNIFIED TEAM  
COMMUNICATIONS  
FOR HOSPITALITY**



[Team Communications  
Solution Brief](#)



[Are you a Now or Later communicator?  
Find out!](#)





To learn more about increasing guest satisfaction and safety through enhanced communications with Unified Team Communications, please visit [motorolasolutions.com/hospitality](https://motorolasolutions.com/hospitality)



**MOTOROLA SOLUTIONS**

Motorola Solutions Pte Ltd. 80 Pasir Panjang Road #18-81 Mapletree Business City II Singapore 117372. [motorolasolutions.com](https://motorolasolutions.com)

MOTOROLA, MOTO, MOTOROLA SOLUTIONS and the Stylized M Logo are trademarks or registered trademarks of Motorola Trademark Holdings, LLC and are used under license. All other trademarks are the property of their respective owners. © 2020 Motorola Solutions, Inc. All rights reserved. 02-2020