

Motorola Solutions WAVE PTX™ Broadband Push-to-Talk service delivers reliable staff communications at the Osaka-Kansai Expo

The 2025 Japan International Exposition, commonly known as the Osaka-Kansai Expo, was held over six months from 13 April to 13 October 2025, on the man-made island of Yumeshima, in Osaka. The theme was “Designing Future Society for Our Lives,” and the event brought together over 150 countries and regions showcasing exhibits and experiences centred around addressing the global issues of saving, empowering, and connecting lives. The Expo site was expansive, spanning 155 hectares, equivalent to approximately 33 Tokyo Domes. To support staff communication during the event, organisers decided to deploy a Motorola Solutions WAVE PTX broadband push-to-talk (PTT) service with TLK 110 radios.

On the Way Co., Ltd., based in Machida City, Tokyo, is a long-standing partner of Motorola Solutions that operates a radio leasing and rental business. On The Way Co., Ltd., has a proven track record of providing Motorola Solutions' radios for major international sporting events, including the 2019 Rugby World Cup. Following these positive deployments, On the Way Co., Ltd., was resolved to also deliver a successful radio solution at the Osaka-Kansai Expo. And,

OntheWay

Customer:

The Association for the 2025 Japan International Exposition

Partner:

On the Way Co., Ltd.

Industry:

Events

Solutions:

- WAVE PTX Service
- TLK 110 WAVE PTX radios



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thanks to the close collaboration between the two companies and several months of diligent preparation, it did just that: the Motorola Solutions' WAVE PTX broadband PTT solution and the TLK 110 radios fulfilled all the requirements, and more.

Promoting the value of Broadband PTT radios to the Expo Association

The Osaka-Kansai Support Expos are a series of exhibitions designed to support the hosting of the Expo and attract companies that see the Expo as a business opportunity. On the Way participated in the third Support Expo in April 2023. Mr Marcos Asai, On the Way's Rental Collaboration Marketing Leader and one of the core project members, reflects on how they received an initial inquiry from an Expo Association representative at this event: "At the Expo, we explained that conventional digital radios could not cover the vast grounds. We therefore recommended using IP radios over the mobile phone network. Furthermore, drawing on our extensive experience in handling major international events, we highlighted essential features for large-scale events welcoming huge crowds, such as clear audio quality, intuitive interfaces, and ease of operation. Later, upon learning that a radio tender would be held, we invited representatives from Motorola Solutions to participate in several internal model selection meetings. We gained valuable advice from a manufacturer's perspective, including their overseas track record, and ultimately decided to participate in the tender with Motorola Solutions' TLK 110 WAVE PTX radios."

The TLK 110 is a slim, compact, rugged, and easy-to-use broadband radio that delivers crystal-clear audio for accurate first-time exchanges, even in large, noisy environments. This is achieved through the latest Codec technology that enhances both volume and sound quality, combined with AI noise suppression to eliminate background noise in loud or crowded settings.

The TLK 110 is an intelligent choice for large-scale events such as the World Expo

Bidding commenced in October 2024, with On the Way securing the contract to supply radio communications at the World Expo. Its proposal was centred around its ability to successfully manage a fleet of 1,200 TLK 110 WAVE PTX radios, and its experience; it has a proven track record of managing and supporting up to 5,000 devices at past international sporting events held in Tokyo.

Mr Tomoya Shirahata, who played a central role in Mr Asai's team during this project, explains: "We selected the TLK 110 because it delivers superior call quality compared to standard IP radios, featuring significantly better audio clarity and AI noise suppression that cuts out surrounding noise. Furthermore, as a SIM-free model, it allows users to choose affordable carriers, reducing ongoing costs. We also prioritised its MIL-spec compliance for ruggedness, IP67 equivalent dust and water resistance, and Wi-Fi capability for reliable calling, even in underground areas with poor radio coverage. Above all, since this is a venue visited by international guests, we highly value its robust cybersecurity measures, including its AES256 encryption."

As any communication over the internet carries an inherent risk of becoming a target of cyberattacks, the Motorola Solutions' WAVE PTX platform ensures communication security across the entire system, including the cloud-based management console. Service availability is also enhanced through the construction of geographically redundant networks. Moreover, allocating approximately twice the bandwidth for voice data exchange compared to standard IP radios ensures the quality of the audio at large-scale events.

“Mr Naruki Seto, 2WAY Lease Marketing Leader at On the Way, clarifies: “When it comes to large-scale events with over 1,000 participants, Motorola Solutions really stands out as the clear choice. We have complete confidence in the TLK 110, which ensures reliable communication from anywhere, any time. Hearing from our team members on-site that the staff have taken to the radios so naturally makes us very happy.”



Leveraging accumulated expertise to achieve short-term delivery

The contract award was officially finalised in December 2024, and On The Way received the radio configuration instructions from the Expo Association in January of the following year. Thirteen talk groups were specified, including visitor services, venue facilities, patrol groups and rest areas. The company had a few months to perform the initial tasks, such as operational checks, on the 1,200 TLK 110 devices. Mr Kota Yamamoto, Rental Collaboration Marketing Manager, who led the configuration team, recalls: "The required preparatory work wasn't limited to functional testing. Numerous settings were needed, including APN (Access Point Name) configuration, firmware updates, and talk groups. Each of these tasks was difficult to automate or batch process, making them very labour-intensive. However, the support staff at Motorola Solutions helped us, providing valuable information and ideas for improving work efficiency, which enabled us to achieve significant streamlining. This was a tremendous help." Mr Naruki Seto also comments: "It was a challenging two months, but since we had tackled similar tasks for past large-scale events, we were able to proceed efficiently based on our accumulated know-how."

Thus, the 1,200 TLK 110 configured devices were delivered to the Expo Association in early March. For this occasion, On the Way prepared pocket-sized manuals summarising basic usage to ensure all Expo staff could start using the devices smoothly. They also independently created a cross holster to make the TLK 110 easier to carry. This level of service really supported staff communication at the Osaka-Kansai Expo.

In an era where radios must also ensure call confidentiality

Mr Seto describes the long-standing partnership between On the Way and Motorola Solutions: "In this industry, Motorola Solutions is synonymous with radios. Their presence is especially significant at large-scale events. Their stable communications and clear audio quality—which even we radio professionals find beautiful—are overwhelmingly impressive. They are also a step ahead in security, making them a safe choice for high-profile protection where eavesdropping is unacceptable. Personally, I also highly value the TLK 110's smart design, its simple appearance is sleek and professional, and does not intimidate staff who aren't used to operating radios."

Motorola Solutions' WAVE PTX service and the TLK 110 broadband radios, which prioritise fundamental aspects like call quality and instant communications, meet the technological demands of large-scale events like the Osaka-Kansai Expo and international sporting events. They support smooth and reliable communications.



WAVE PTX TLK 110 Features

- Exceptional call quality for reliable communication anywhere in large venues
- Lightweight and rugged housing design for comfortable extended use
- High security implemented across both radios and the entire IP radio system
- User-friendly operation allowing selection of any carrier SIM card





For more information about Motorola Solutions' WAVE PTX solution and radios, please visit: www.motorolasolutions.com/waveptx

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