

# information

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## **MANDARIN ORIENTAL, NEW YORK TECHNOLOGY FACT SHEET**

### **OVERVIEW**

Recognizing that today's sophisticated travelers expect state-of-the-art, user-friendly technology from a luxury hotel, Mandarin Oriental, New York has invested significant time, research, and an average of \$27,000 per room to develop a high-performance infrastructure that allows guests to seamlessly integrate their personal technology with the guest room.

- Ongoing commitment to travelers' experience to make investments to enhance as technology advances.
- Updated infrastructure allows for simplified integration of personal technology into the guestroom.
- 250 MBps fiber optic connection offers an exceptional Wi-Fi or wired internet browsing experience.
- Connectivity panels allow guests to seamlessly connect their own technology with the guestroom television's audio or video capabilities.

### **COMMUNICATION & CONNECTIVITY FEATURES**

- User accessible auxiliary panels custom built into guest room furniture offers simplified connectivity between the in-room entertainment system and guests' personal technology including laptops, digital cameras, video cameras, MP3 players and gaming consoles.
- Mitel VoIP (Voice-over-IP) telephones feature high-resolution color touchscreens, two separate telephone lines and conference call capabilities, hosting up to six people at a time.
- Weather forecasts from all U.S. zip codes via the television homescreen.



- Temperature control system “memorizes” guests’ preferred room temperatures, adjusts its settings accordingly and adds the preference to guests’ profiles for return stays.
- Wi-Fi, Ethernet and dial-up internet connection options provided in every guest room with connectivity for up to six devices.
- Wi-Fi internet access in all of the hotel’s public spaces, including the 35<sup>th</sup> Floor sky lobby, Lobby Lounge and 36<sup>th</sup> Floor catering and conference areas.
- Uninterrupted mobile telephone use throughout the hotel and Time Warner Center, including elevators.
- M-Tech manufactured HOTSOS – a rapid response operations system – relays requests between colleagues and departments via smartphones. The HOTSOS technology allows for the most effective and timely way to track and fulfill guest needs.

## **IN-ROOM ENTERTAINMENT FEATURES**

- Home theater-style entertainment units with surround sound speakers in all 244 guest rooms with LCD televisions in every room and suite ranging from 15-inch (in bathrooms) to 46-inch screens.
- 46-inch high definition LCD television in the Taipan Suite living room.
- Bang & Olufsen entertainment technology in the Oriental and Presidential Suites, including 65-inch plasma and 40-inch LCD televisions, 8-speaker surround sound system, five independent zone audio capability, and Blu-ray DVD. These suites also feature Xbox 360 gaming consoles, iPod audio docking stations and iPad touch-screen controls for electronically controlled television, blinds, lighting, temperature and sound systems.
- Entertainment system menu available in four languages – English, Chinese, French, and Spanish.
- 97 television channels, including 78 high definition, free-to-guest broadcast channels from major networks including CNN, HBO and ESPN.



- A digital program guide and search feature for easy access to local television channels and broadcast times.
- Xbox, Wii and Playstation 3 gaming consoles and select video games available on request.

### **BROADCAST FEATURES**

- Infrastructure for video conferencing and advanced web streaming allows guests to film keynote conference speakers or capture wedding nuptials for family and friends unable to attend the festivities.
- On-site control room located in the Time Warner Center and a production team with capability to capture, edit, produce, stream and duplicate feed from as many as 16 different cameras in 16 different locations throughout the hotel.

### **GUEST SERVICE FEATURES**

- Full IT services available to assist guests with technology needs during their stay including troubleshooting software and hardware issues on their PCs, connectivity issues, assisting with set up of in-room phone or video conference calls and setting up in-room fax machines.
- Business Center offers guests the use of Mac and PC computers, fax machines, copiers with a dedicated concierge to assist with administrative business services.

For further information, please contact:

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