GUESTROOM TECHNOLOGY: STAYCONNECTED & CONNECTED ROOM

Best Practices and Requirements

Hilton requires hotels to make regular upgrades to their technology infrastructure so guests experience a premium stay. This guide is offered to help you prepare your hotel for the latest standards for StayConnected Guest Internet and Connected Room.[1]

HILTON TECHNOLOGY MANDATES

- Every hotel must have wireless Wi-Fi in every guestroom.
  - Hilton Suppliers will determine Wi-Fi Access Point (WAP) mount locations.
  - WAPs require a CAT6[2] connection.
- Every hotel must have an Edge Controller[1] on the back of every guestroom TV.
  - CAT6[2], coax and power are required behind EVERY TV to operate the Edge Controller.
- Concealing, hiding or restricting the view of WAPs and cabling must be given the highest priority.

Wi-Fi Access Point (WAP)

BEST PRACTICES

- Separate junction boxes should be provided for CAT6[2] and coax. Exception: existing conditions.
- WAPs must be mounted aesthetically, in a visible but subdued location. WAPs should be unobtrusive; however, signals may be hindered by large furniture or equipment. WAPs must be permanently accessible after installation to facilitate repair or replacement. Any patch cords must be as short as possible and maintain a neat and tidy look, while also minimizing tampering. Hilton suppliers will mount the WAPs at the optimum location while considering functionality, cost and aesthetics.
- The power outlet used for the TV and Edge Controller should not be tied to a master switch.
- The Edge Controller requires 2–3 inches clear behind the TV. Mounting brackets must provide clearance. Articulating brackets are recommended for ease of installation and ongoing maintenance.
- Connected Room will require neutral wiring at the main entry light switch as well as a junction box with power for the thermostat.
- Note that Hilton currently has no approved Internet Protocol TV (IPTV) solution.

[1] *New/converting/PIP hotels after January 31, 2019, must install Connected Room as a part of the opening or renovation process. Hotels installing UnoNet in 2019 have until December 31, 2020 to deploy Edge Controllers*

[2] *Existing buildings that have CAT5e cabling already installed and certified. are not required to re-cable CAT6 unless undergoing major refurbishment; however, valid network cable certification is required.*

EDGE CONTROLLER CONNECTIONS

To the TV:

- HDMI
- MPI
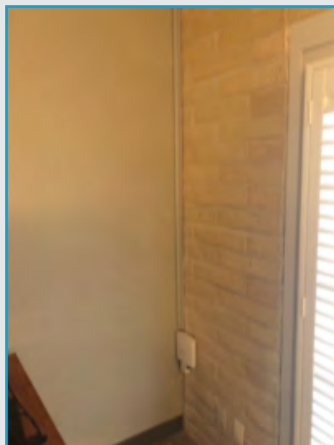
To the wall:

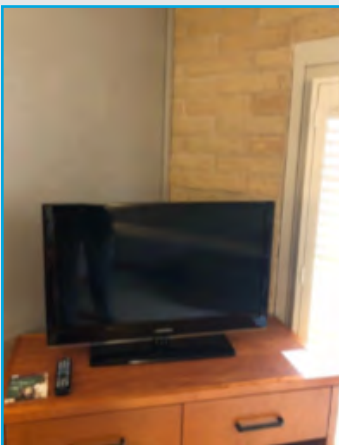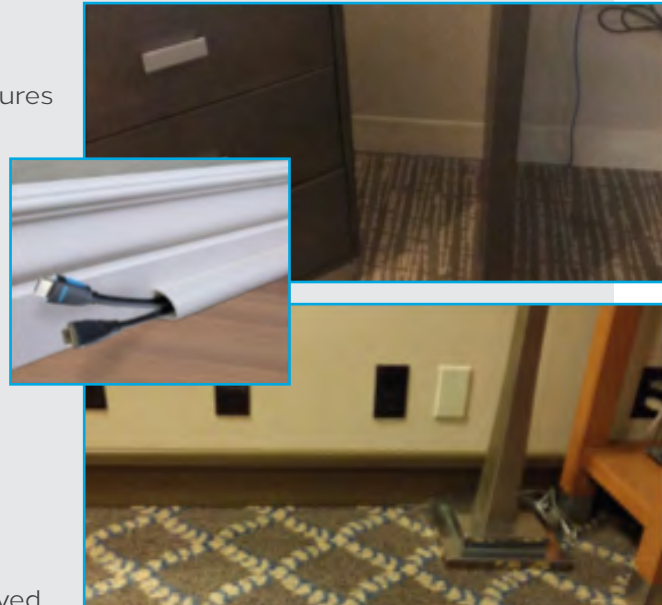- Power
- COAX
- CAT6[2]

Edge Controller

AESTHETIC REQUIREMENTS

Concealing, hiding, or restricting the view of data cabling and WAP mount locations must be given the highest priority – if it can be reasonably hidden from view, it should be hidden. The following measures must be considered when determining cable runs and WAP mounting locations.

Aesthetic allowances when full, in-wall[3] cable concealment is unachievable:

- Cable run behind baseboards particularly in open areas such as between furniture.
- Raceway or molding painted to match baseboards. (Additional molding than what is needed may be required for a consistent and purposeful look throughout the room. The raceway must appear to be continuous and a part of the baseboard and cannot terminate in an exposed area.)
- New wall furred out at stand-alone, wall-mounted televisions achieved via furring out wall or applied panel so to hide cabling. Furring must extend floor to ceiling and at least 2 inches minimum past the sides of the TV and must be finished to match the wall on which it is applied. Hilton Design must approve alternate methods.
- Trim/molding/raceways are kept on the surface perimeter – e.g., crown molding, base molding, or corner molding. (Not allowed on new construction.)

Aesthetic restrictions include:

- Exposed cable or stapling of cable.
- Molding running vertically on an open wall or in the middle of a wall.
- Short sections of molding or raceway.
- Unpainted/unfinished molding of any kind.

[2] *Existing buildings that have CAT5e cabling already installed and certified are not required to re-cable CAT6 unless undergoing major refurbishment; however, valid network cable certification is required.*

[3] *When heavy construction (walls are opened up) occurs, RJ45 jack(s) must be relocated to behind the TV(s). Rated walls (interior guestroom perimeter walls) cannot be tampered with unless their fire rating is maintained.*