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WI-FI / HSIA / INTERNET

REPORT: INTERNET ACCESS LINKED TO GUEST SATISFACTION

Good news for international business travelers: Hotelier Middle East is reporting that Regent Hotels and Resorts has introduced complimentary internet access across all of its properties worldwide.

MORE HOTELS OFFER 2-TIERED WIRELESS INTERNET ACCESS.

Some upscale hotels are offering price options for going online: basic Wi-Fi service for free or at a reduced price to guests for checking e-mail, or better service at a higher cost for guests who want a faster connection.

WI-FI - ARE YOU LEAVING MONEY ON THE TABLE?

Companies and employees are consuming broadband at enormous usage rates today. Access to fast, reliable broadband Internet is now business critical for the vast majority of industries and companies.

TIME TO START CHARGING FOR INTERNET ACCESS

I've changed my mind. For years—well at least as long as technology has been a factor in how consumers choose hotels—I've been saying lodging operators shouldn't charge guests for high-speed Internet access.

TECH TRENDS: DEVICES DRAINING HOTEL BANDWIDTH

A side effect of the massive increase in guest devices is a new drain on hotel bandwidth, which was already a difficult area for hoteliers to keep up to date. "It's much worse than a lot of people realize,"

SOME HOTELS WITH FREE WI-FI CONSIDER CHARGING FOR IT

Some of the USA's biggest hotel chains that offer free Wi-Fi are considering adding charges after seeing insatiable demand for Internet bandwidth from guests.

'THE DICTATOR' IS HIT WITH A HOTEL WiFi SHOCK IN NEW YORK CITY

You're not the only one fed up with paying out for Hotel WiFi. Comedian and actor Sacha Baron Cohen feels your pain, and actually adapted the ridiculousness of hotel WiFi charges into a bit for his newest mockumentary: "The Dictator."

WI-FI IS SYMBOLIC OF US TRAIN-WRECKED TRANSPORTATION SYSTEM

Amtrak's effort to provide train-wide Wi-Fi to blunt competition from planes and buses has clearly gone off the rails, according to several recent accounts.

TALKING TECH: CUSTOMERS CLOG PANERA'S FREE WI-FI

Restaurant giant Panera Bread made a big business bet eight years ago to offer free Wi-Fi to its customers as a way to boost sales, long before Starbucks.

CABLE COMPANIES AGREE TO NATIONWIDE WI-FI ROAMING DEAL

The country's largest cable companies have banded together to create a nationwide Wi-Fi roaming network for their customers, giving their subscribers free access to 50,000 hotspots that the companies collectively own.

MOBILE DEVICES

MICROSOFT IS ITS 'OWN WORST ENEMY' IN BOLD TABLET MOVE, SAYS ANALYST

Forrester analyst worries that the dual-OS strategy will confuse buyers

Microsoft's venture into selling company-designed tablets is fraught with risk, but tops on one analyst's list is the way the company is setting itself up as its own rival.

ITS TABLET TIME!

Here are some great tips on how you can use tablet computers like the iPad to increase customer service and look cool too.

In case you haven't noticed, there's this great new piece of technology gaining massive acceptance, generically called the Tablet PC. Your guests will be arriving with them. Your competitors will be finding ways to use them. So what are you doing about it?

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HD DEVELOPMENTS

ITU ISSUES RECOMMENDATIONS ON ULTRA-HD STANDARD

In an important development in the creation of standards for the next generation of higher resolution video, the International Telecommunication Union's Radio communication Sector's (ITU-R) Study Group 6 has agreed on a draft of a new recommendation on the technical details for 'Ultra High Definition Television' or UHD TV. The draft has now been submitted for approval.

REALLY, THERE IS NO FREE LUNCH. NOT EVEN FOR OTT IN HOTELS

The recent HTNG Awards for "Most Innovative Hospitality Technology" went to Philips MediaSuite Hotel TV, which says it offers hotel guests online apps like YouTube, Twitter, Facebook, Catch-up TV, local and international news, weather, games and more. In their marketing blurb, TP Vision, who owns Philips' hotel business in EMEA, claims that with their system "there is no longer a need for a set-top box or heavy head-end investments, reducing the total cost of ownership for a hotel."

QUANTUM DOTS ARE BEHIND NEW DISPLAYS

They make LCDs brighter and could challenge OLEDs for future TV dominance BRIGHT DOTS: Red, green, and blue pixels made from quantum dot LEDs developed by QD Vision.

—Liquid crystal displays dominate today's big, bright world of color TVs. They are inefficient, though, and don't produce the vibrant, richly hued images of organic light-emitting diode (OLED) screens, which are expensive to make in large sizes.

LG ANNOUNCES 'UNIVERSAL' SMART TV PLATFORM

The television maker announces that a universal smart TV system will be available for all manufacturers by the end of 2012.

IN THE NEWS

GOOGLE COMPLETES MOTOROLA DEAL

Google officially closed its \$12.5 billion acquisition of Motorola Mobility, making the Android smartphone maker a part of its business in the biggest acquisition in Google's history. As expected, Motorola CEO Sanjay Jha stepped down and will be replaced by Google executive Dennis Woodside, who formerly ran Google's advertising sales business in the Americas before taking on the job of overseeing the acquisition in the second half of last year.

MICROSOFT BEGINS FINAL TWO YEARS OF SUPPORT FOR XP

Microsoft has confirmed that it will end support for Windows XP and Office 2003 in two years.

Pete Voss, senior response communications manager at Microsoft Trustworthy Computing, said that both Windows XP and Office 2003 will lose support in April 2014 and encouraged all customers to upgrade to the latest operating system to help protect their systems.

SECURITY

LIVE FROM HITEC: HOW TO PROTECT YOURSELF FROM A NEW BREED OF HACKER

At Tuesday's keynote address at the 40th HITEC conference at the Baltimore Convention Center, professional hacker Josh Klein spoke on how increasingly sophisticated consumer hacking tools are making it easier than ever for anyone to pose a security risk and what hotels can do to protect themselves.

TRENDS

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IN-ROOM TECHNOLOGY CHANGING HOTEL LANDSCAPE

- ▶ Smartphones and tablets are everywhere and are now a part of in-room technology.
- ▶ Hotels are using smartphones and tablets to replace or supplement guest directories, music portals, restaurant menus and more.
- ▶ One function that is interesting is making the device a second screen to the in-room TV, allowing the guest to watch TV anywhere in the hotel.

HOTEL TECH TRENDS: IN-ROOM IPHONES AND KINDLES

User-friendly hotel room technology is reaching new heights at a rapid—some might say alarming—pace. For example, the Opus Hotel in Vancouver's Yaletown neighborhood will be replacing the "arguably obsolete" wireless hotel phone with an iPhone, USA Today is reporting.

MICHIGAN STATE UNIVERSITY STUDY SAYS MORE PEOPLE STAYING CONNECTED ON VACATION

RESEARCH SHOWS WIRELESS USE WAS HIGHER ON VACATION (40 PERCENT) THAN AT HOME (25 PERCENT)

Scanning smartphones, tablets and laptops is as much a part of vacations as slathering on sunscreen, according to a Michigan State University study.

SCHOOLS NEED 100MBPS FOR EVERY 1,000 USERS

American schools need mega-broadband networks -- and they need them soon, a new report says.

NEWCASTLE HOTEL SWAPS BIBLES FOR KINDLES

The FINANCIAL -- The new Hotel Indigo Newcastle is the world's first hotel to replace the iconic Gideon's Bible with Kindle e-readers pre-loaded with an electronic version of the religious text

TECH TRENDS: MOBILE CHANGES EVERYTHING

Perhaps no trend has shaped guest expectations as much as the influx of mobile devices onto hotel properties over the last year. Hoteliers and brands alike have been playing catch up in 2012, doubling down on the importance of mobile technology to the growth of the industry.

STUDY: DATA SPEED IS MORE CRITICAL THAN VOICE COVERAGE FOR SMARTPHONE USERS

A new Harris Interactive study commissioned by Skyfire Labs found that after price, the biggest reason smartphone owners switched operators was to get better data coverage and download speeds. In fact, 40 percent said they switched operators in the past year to get better data speed and coverage compared with 26 percent who said they switched to get better voice coverage

THE FUTURE

THE MIND-READING MACHINE

Veritas Scientific is developing an EEG helmet that may invade the privacy of the mind —Memories and thoughts are private—or at least they used to be. A new company, Veritas Scientific, is developing a technology that promises to peek into a person's brain to reveal some of their secrets. "The last realm of privacy is your mind," says Veritas CEO Eric Elbot. "This will invade that."

HOTEL HAS 'FIFTY SHADES OF GRAY' INSTEAD OF BIBLES

Unlike other hotels, the Damson Dene Hotel in England now has copies of the book *Fifty Shades of Grey* in its rooms, rather than Bibles.

Comments / Suggestions: Please feel free to bring to our attention technology articles that we may have overlooked. We welcome your comments and submissions: Please remit to: David.Phillips@ihg.com