

Mandarin Oriental



Using Control4® technology, the 47-story Mandarin Oriental in Las Vegas delivers an unprecedented level of guestroom automation, a luxury previously limited to high-end homes and select resort suites.

A view to remember

When guests first enter a room, the drapes open, the lights turn on automatically, and the 42-inch, flat-screen TV displays a personalized welcome message. The Mandarin also embedded TVs in the bathroom mirrors. Each guestroom comes with a single, easy-to-use touchscreen that lets you define and save your personal preferences, including light levels, temperature, audio/video, drapes, and service request. A single-platform solution, Control4 gives the Mandarin the flexibility to use scenes to manage multiple devices. For example, next to each bed, the Mandarin has placed a “good night” button that turns off the lights, TV and/or music; closes the drapes; and turns on the privacy notification for the room.

Connected and in control

Since every device is connected on the network, Mandarin staff can easily “communicate” with the room. Communication may be something as simple as the remote requires new batteries or the mini



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bar needs replenishing. However, this integration means that most issues are identified and dealt with before the guest even realizes it.

Going green by going wireless

Installing the wireless Control4 system meant the Mandarin could limit the amount of costly conduit and wiring necessary in traditional construction. Deploying Control4 in every guestroom also gives hotel management the opportunity to improve overall energy efficiency. For instance, Control4 automatically “shuts down” (e.g., modify temperature, turn off lights, devices, etc.) a guestroom if it’s unoccupied. Guests also have the option to making the personal settings green by selecting a scene that modifies the light level, room temperature, and the frequency of linen changes.

Ultimately, the seamless integration of Control4 in every guest room means the Mandarin Oriental can better manage its resources while delivering an unparalleled guest experience.



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