

UNONET IS A JOURNEY THAT STARTS WITH

Stay Connected

Global Guest Internet Access and the Converged Network

Hilton

STAYCONNECTED PROGRAM DETAILS

To find information related to program compliance, technical design requirements, circuit requirements, and individual bandwidth caps, look to the Brand Standards Section 710.00. Find our approved StayConnected suppliers, technical support contact information, circuit and bandwidth guidance, and the technical design standards on our [Guest Facing Technology Lobby page](#).

CENTRALIZED AUTHENTICATION

The fundamental method for guest access to the internet leveraging above property technologies to present a guided guest journey. Includes property specific pages with a common brand look-and-feel, and an intuitive and seamless ease of access.

Guests expect Internet access—and they want it fast and reliable.

Demand for the amenity isn't going away. The same is true for "self-service" on-premise, technology-driven capabilities and advanced in-room controls to customize experiences. Giving guests what they want is easy with Connected Room, but it requires a stable, scalable, and secure Internet access platform. Guests can expect speed, stability and security with StayConnected and the new UnoNet platform.

TECHNOLOGY

We modified the technical design requirements in mid-2018, designating Cisco Meraki technology as our exclusive provider of all network infrastructure inside of the hotel, including access points, switches and the gateway. Access points are to be installed in the guest rooms and in all guest accessible interior areas throughout the hotel to meet a minimum signal strength of -65 dBm (RSSI) on both the 2.4 and 5 GHz bands with a signal-to-noise ratio (SNR) of at least 30 dB on the 5 GHz band and a minimum of at least 25 dB on the 2.4 GHz band.

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DOUBLETREE

TAPESTRY
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EMBASSY
SUITES

MOTTO

Hilton
Garden Inn

Hampton

IRU

HOMEWOOD
SUITES

HOME2
SUITES

Hilton
Grand Vacations

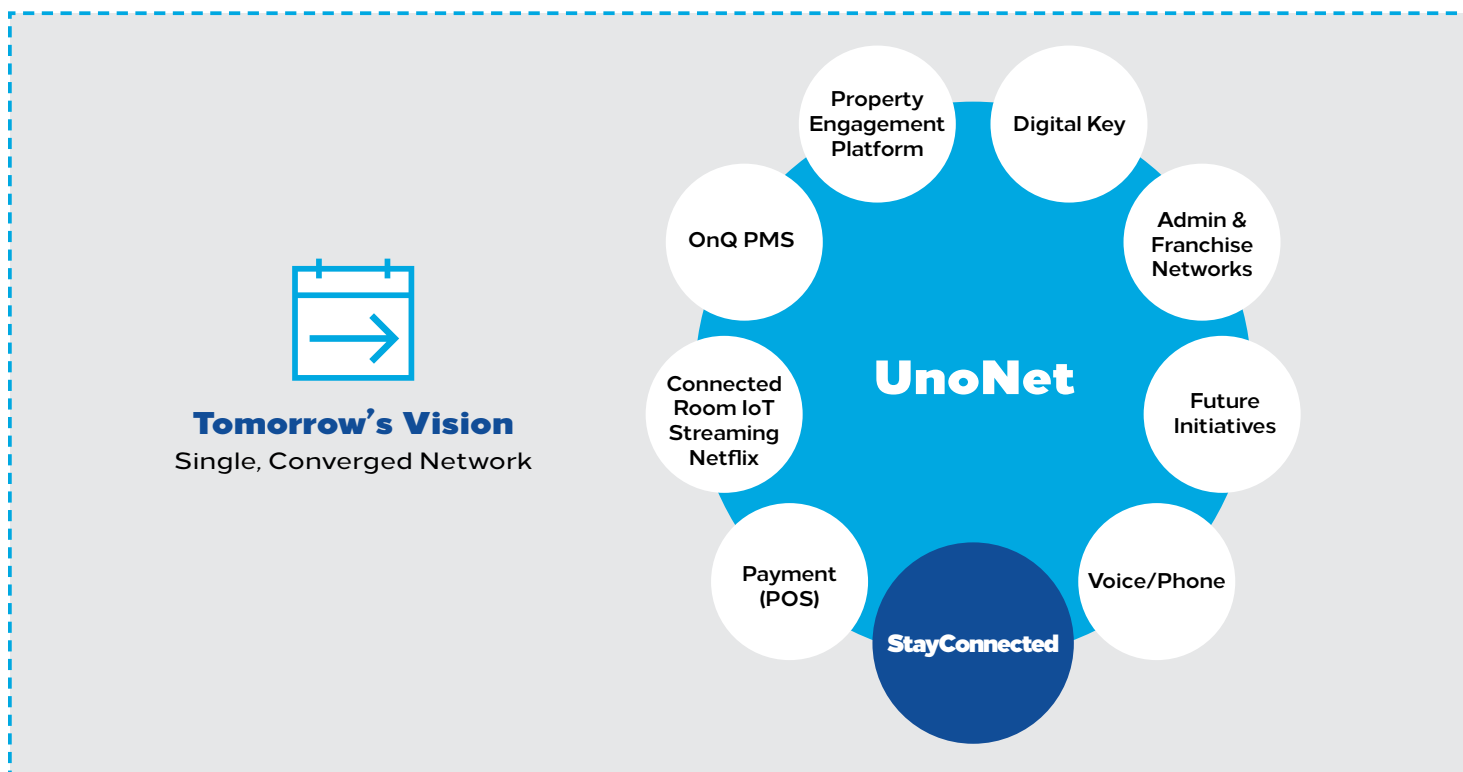
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CABLING

Our Wiring Standards (Voice and Data) have been in effect for over a decade. You can find pertinent info in Section 2518.00, and more specifically 2518.09A, of the Brand Standards. Guest Room cabling for UnoNet is a requirement.

ABOUT UNONET PLATFORM

UnoNet is Hilton's converged network strategy focused on the consolidation of all disparate administrative and guest facing networks within the hotel. Key tenets include standardized infrastructure equipment, simplified hotel and guest support, improved operational efficiencies, increased cost reduction opportunities, and a flexible platform for the deployment of innovative products our guests and hotel teams want and deserve. StayConnected is the first independent network to merge onto the UnoNet converged network platform.



IMPLEMENTATION

StayConnected is the first independent network to migrate onto the UnoNet platform and is the first component needed to build a hotel's UnoNet foundation. Migration occurs as part of the hotel's StayConnected infrastructure refresh initiative (in effect since 2017). Connected Room, Hilton's in-room entertainment solution, is the second independent network to migrate onto UnoNet. Installation aligns with StayConnected refresh since the UnoNet foundation is required to install Connected Room. Migration schedules for other products, like our property management system (OnQ), will be released as available. To avoid any Quality Assurance (QA) penalties, please adhere to the mandated StayConnected refresh schedules as mandated.



Questions?

Contact Guest_Facing_Technology@hilton.com.