



## Multiple mobile opportunities

*The Peppermill Hotel Casino adds wireless networking for customer and staff communications and for real-time equipment monitoring*

**N**ot all wireless systems offered to casinos are centered on mobile gaming. The Peppermill Hotel Casino in Reno is in the process of adding the MobileAccess Universal Wireless Network (sourced from MobileAccess Inc. in Vienna, Va.) to its 860,000-square-foot facility. The network will provide many benefits for customers, staff and management, the casino said.

Built around a Cisco WLAN Access Points system, the resulting SpectraLink wireless telephone and WiFi Internet-access network is designed to enable Peppermill to add any number of wireless communications services, said Bill Hughes, Peppermill director of casino marketing.

Once installation is completed early this year, customers will be able to use their cellular telephones anywhere on premises without any "dark area," even in the parking garage. Those with WiFi-enabled laptops also will be able to tap

into the Internet—either to outside Web sites or to the Peppermill's inside system—where they can check on bills, order room service and make restaurant reservations.

The network will also improve communications between staffers, allowing them to instantly talk through handsets anywhere on premises, rather than through pagers. Desk clerks and the concierge will be able to take calls even when they leave their posts.

Yet another network feature will enable the constant monitoring of the operation of electric and electronic gaming equipment. Should a slot machine go down, notice of its failure will be relayed through the network to enable maintenance to get the unit back up and running in less time, Hughes said.

Because of the "plug-and-play" capabilities, Hughes doesn't rule out that the network might one day facilitate live wireless gaming at the Peppermill.

—James J. Hodl