

BROCHURE

TLK 25 Wi-Fi

Communicate and operate confidently with the TLK 25 wearable WAVE PTX™ device

MOTOROLA SOLUTIONS

Let's TLK

Today, exceptional guest experiences are no longer a luxury — they are a requirement. However, with staffing shortages and high turnover rates, delivering high-quality, personalised experiences has become more difficult.





These and other challenges cannot be addressed without the most important and pressing guarantee—the safety of your guests and staff.

Communicate and operate confidently with TLK 25 Wi-Fi, a wearable WAVE PTX™ device that elevates your push-to-talk capabilities and doesn't limit communication to one location. Compact, powerful, rugged and equipped with an intuitive voice assistant for seamless communications, the TLK 25 is designed for ease of use, efficiency and safety. Access a communications, management and safety ecosystem in a small, intelligent device connected to your Wi-Fi network.

Sleek, smart, safe

Durable and discreet

In client-facing roles, delivering high-quality, seamless guest experiences relies on invisible operations. With large radios or smartphones, employees may struggle to discreetly operate their devices. Compact, lightweight and powerful, TLK 25 eliminates the burdens of bulky devices.

Weighing just 73g, TLK 25 empowers users to effortlessly manage their technology and their tasks.

Versatile application

Small and rugged, the TLK 25 is waterproof and dustproof with an IP67 rating and 810H military standard. So, users working in tough environments — basements, outdoors — don't need to worry about their devices breaking. The TLK 25's embedded battery also offers a 12 hour battery life, so it lasts longer than a full shift. When it's time, recharging is effortless with either USB-C or its magnetic multi-unit charger[1].

Because of the TLK 25's small size and versatile form factor, users can conveniently and discreetly wear their device in different ways — on belts, lanyards, or in pockets. If an employee loses their device, the TLK 25's precise indoor location tracking[2] will ensure that it's quickly found. Discreet operations start with quiet operations; TLK 25 Wi-Fi requires an earpiece which is included as it has no external speakers or microphones, so guests and other employees are not disturbed by radio traffic. With Bluetooth 5.0 LE, it can connect to most Bluetooth audio devices.

[1] Available with 1.1 release.
[2] Country dependant



Sleek, smart, safe

Intelligent, versatile design

Intuitively designed for discreet use, TLK 25's hardware features a number of intelligent capabilities. Its voice assistant, which carries out most device operations, is embedded, resulting in reliable interaction without delays. Also embedded, TLK 25's battery is better protected and, therefore, has an increased lifespan.

Users can communicate quickly and smoothly with the TLK 25's full front push-to-talk button which is easy to access without the need to look. To keep from pressing the button accidentally, the user can temporarily lock it manually or via the TLK 25's Voice Assistant.

TLK 25 also features dual LED indicators to help users understand their device status at a glance. Access key operational information with its multicolored crescent indicator, or glimpse its center indicator to know device volume, channel or charging status.





Sleek, smart, safe

Shaped for safety

It's essential to ensure the safety of guests and staff alike. Turn your TLK 25 into a panic button; with a compact form factor and dedicated emergency button, this device is shaped for safety.

The TLK 25's dedicated emergency button streamlines panic responses and provides peace of mind. Emergencies can be instigated from the device or remotely on behalf of the user. So, if an employee is unable to declare an emergency, designated staff can—from any location. The TLK 25's emergency button can also be customised to your preferred emergency response.



Streamline your panic response with a dedicated emergency button





Voice assisted operations

Enhance employee communications

Reduce employee efforts in operating devices with TLK 25's embedded Intuitive Voice Assistant, which carries out all key device functions quickly.

Employees don't need to look at screens or fumble with their devices to use them. They can place calls, access settings and manage emergency features with the press of a button and use of their voice. Powered by natural language processing, TLK 25's Intuitive Voice Assistant does not limit users to specific voice prompts. It can also understand varying names, verbiage and voices, including accents.

"Switch to produce group" "Call Chris" "Am I connected to Wi-Fi?" "Lock my PTT"

TLK 25's Intuitive Voice Assistant can manage all communication features, making it easy for employees to take full advantage of their device. It also allows users to set, manage and know the status of key emergency features for streamlined access to security. Increase efficiency and transparency in your panic responses; personnel can use voice assistance to identify who has declared an emergency.

With less time focused on their devices, your staff can focus more on creating high-quality guest experiences.

Communications

- Talkgroups
- Group, private calls
- Contacts
- Scan
- PTT lock/unlock

Safety

- Lone worker
- Fall alert
- Emergency source identification
- Location information

Key information

- Wi-Fi connectivity
- Device status
- Battery
- Volume
- Instant personal alerts
- Software updates



Packaged ecosystem

Solving for safer

The TLK 25 is a compact device containing a powerful technology ecosystem that will improve operations, simplify device management and most importantly, keep your guests and employees safe on site. As a Wi-Fi only device, the TLK 25 doesn't require additional infrastructure, its range is dependent on your locations network. Connect your TLK 25 to your existing personal or enterprise Wi-Fi networks, and start accessing high-quality, reliable communication across your sites.



WAVE PTX mobile app

Scalable & interoperable

Strengthen communication and bridge device gaps with WAVE PTX and TLK 25, interoperable with smartphones via WAVE PTX mobile app, MOTOTRBO™ radios and other TLK devices.

If your maintenance or grounds staff prefers a heavier duty communications device, or management prefers using their smartphone, they can still talk to all of your venues' TLK 25s. Configure, manage and update your WAVE PTX ecosystem remotely on the WAVE PTX Portal.

Go beyond the panic button

Strengthen employee safety and peace of mind with Lone Worker and Fall Alert, built to automatically identify emergency incidents. If housekeeping enables Lone Worker, their TLK 25 Wi-Fi will set a response timer that places an emergency call when no activity is detected. So, if there's something or someone preventing your employee from device access, TLK 25 will still notify designated personnel. With TLK 25's Fall Alert feature activated, the device can identify when a user has fallen or stopped moving and automatically initiates an emergency call.

If an employee cannot communicate their situation or threat, personnel can activate the TLK 25's ambient listening, and the device will transmit sounds from its environment. Or, personnel can quickly track exact locations of employees in danger with TLK 25's precise indoor location[2] capabilities. Configure its emergency button to send precise locations upon press, and streamline your panic workflows instantly.

[2] Country dependant

Simple operations, straight forward management

With the WAVE PTX Portal, configure, manage and update devices remotely.



Easy to manage, easier to learn

In a fast-paced industry where high staff turnover is the norm, it's key for employees to have access to simplified training for their devices. Each TLK 25 device features a QR code on the back that can be scanned to access the device's Get Started page. Here, administrators and users can access key information and resources for device setup, usage and support.





Services and support

Rely on expert repair

State-of-the-art diagnostics equipment, repair tools and replacement parts helps ensure your devices are protected from normal wear and tear and are back in operation quickly. All devices are returned to factory specifications and updated with the latest firmware. Our service centers are certified to comply with ISO9001.

Access technical support

Technologists available 8 - 5, Monday/ Friday to help isolate and resolve any issues you may have with your devices.

Software updates and extended warranty

Ensure continuous security, performance and enhanced functionality of your two-way radios by getting access to the latest software releases and updates. Essential services for TLK devices provides you with a three-year warranty and complete out of the box experience.



To learn more, visit:
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