# Product Information

## Saffire EVO Locks
## Wi-Fi Network Minimum Requirements

### Background

This document is intended to provide the Wi-Fi network minimum requirements needed to connect the dormakaba Saffire EVO locks to a Wi-Fi network. These minimum requirements are intended to achieve optimal Wi-Fi connectivity and maximum battery performance, based on testing conducted by dormakaba.

Failure to follow these minimum requirements will result in non-satisfactory performance, as well as a potential denial of support by dormakaba.

### Wi-Fi Network minimum requirements for Saffire EVO locks

Below are the minimum requirements for the Wi-Fi network that **MUST BE IN PLACE** when connecting Saffire EVO locks to prevent excessive battery consumption and communication issues:

- The network being used needs to have port 443 (HTTPS) open for secure communication between the Saffire EVO locks and the cloud platform.

- The Wi-Fi network intended for use by the Saffire EVO locks must broadcast in the 2.4 GHz band. Saffire EVO locks ONLY support 2.4 GHz.

- The Wi-Fi network must be set to communicate over the 802.11 b/g/n or an earlier standard. The Saffire EVO locks DO NOT support 802.11 ac (Wi-Fi 5) or 802.11ax (Wi-Fi 6) standards.

- The Wi-Fi network SSID intended for use by the Saffire EVO locks must be "broadcasting" meaning that the SSID cannot be "hidden". The Saffire EVO locks DO NOT support the use of hidden networks.

- A separate and dedicated VLAN must be set up for the Saffire EVO lock use ONLY. No other devices should be connected to this VLAN.

- The Wi-Fi network access points must have multicast traffic filters in place to significantly reduce or eliminate network traffic from other devices connected to any other networks capable of communicating back to the dedicated VLAN.

- The DTIM beacon time of the Wi-Fi network access point must not exceed 8 seconds.

- The Wi-Fi signal strength present at the Saffire EVO locks must be greater than -70dB.

- If the Wi-Fi access point being used have a background scanning feature, this must be turned off/disabled.

**Wi-Fi network set up best practices**

Here are some best practices to consider when setting up the local Wi-Fi network for use with the Saffire EVO family of locks:

- The Wi-Fi network used should be a managed Wi-Fi network rather than a bulk Wi-Fi network, to provide the best coverage.

- A Wi-Fi site survey should be completed and a heatmap of the Wi-fi coverage should always be produced.

- The signal broadcast strength for the Wi-Fi access points should be tuned to the appropriate level that balances sufficient coverage at each door while minimizing signal overlap/interference based on the size of the area that needs to be covered. For example, many access points and routers will sufficiently cover an 800-1400 sq ft apartment on its lowest signal strength setting.

- Wi-Fi access points should use static and staggered channel assignments. Automated RF adjustments will result in fluctuating channels and power changes that are disruptive to performance.

- Establish a strategy to minimize channel overlap and reuse across multiple Wi-Fi access points.

- Materials used in the construction of the building should be taken into consideration when determining Wi-Fi access point placement, such as: metal or steel doors, thickness and materials used in walls, line of sight, etc.

**Support information**

Additional information about dormakaba Lyazon cloud API and Saffire EVO locks can be found at these websites:
- https://go.dormakaba.com/lyazon
- https://www.dormakaba.com/us-en/offering/products/multihousing-solutions

For technical support, please contact 1-800-999-6213 or lodgingsupport@dormakaba.com .

For customer service, please contact 800-849-8324 or kwscustomerservice.amer@dormakaba.com .