

# Siyata Technical Service Bulletin

Subject: <b>Configuring Siyata SD7's on WiFi Networks</b>	No: <b>TSB-00001</b>
	Date: <b>10/30/25</b>
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## Background:

- Several Schools and Government agencies use their internal Wi-Fi networks to provide redundancy for cellular devices in areas where wireless carriers may have limited to no LTE coverage. While supporting these setups, we've observed some challenges - particularly in locations where many devices share the same Wi-Fi network, which can strain network resources. We've also found that handoff performance tends to be much smoother on 2.4 GHz networks compared to 5 GHz networks when moving throughout buildings.
- 5GHz Wi-Fi excels at delivering higher data speeds but performs less effectively when devices are in motion. In contrast, the 2.4GHz band offers broader coverage and better mobility, though at lower speeds. Since our SD7 devices do not require high data speeds, coverage and reliable movement are the key priorities for a great PTT experience.

## Recommendations:

- Recommend that the customer set up a dedicated Wi-Fi network specifically for the SD7 devices, configured to broadcast only on the 2.4GHz band. A dedicated 2.4GHz network for the SD7, or any PTT device, provides the optimal setup to ensure a reliable and high-quality PTT experience.
- If implementing a 2.4GHz network isn't feasible, we recommend installing wireless carrier Network Extenders (eFemto) in buildings with limited or no wireless carrier (LTE) coverage.

## Additional Info:

- Please visit [siyatasupport.zendesk.com/hc/en-us](https://siyatasupport.zendesk.com/hc/en-us) for additional documentation or to submit a formal service request.