

# Service Alert Bulletin



**Product:** i75

**Purpose:** Address poor i75/Meru performance with improved controller settings.

**Date:** 1/7/2009

## Ascom/Meru i75 Configuration Updates

### Background

An investigation was initiated to determine why Ascom i75 users on a Meru network were frequently complaining about poor battery life, hot handsets and inconsistent speech quality. The investigation revealed that in a high percentage of cases, the Meru controller SSID settings were not configured in compliance with those recommended in configuration guide AN07001rA. The investigation also led to some improved settings to address the issue of excessive battery consumption and improved general performance.

### Affected Equipment

Ascom i75 handsets in a Meru Wireless LAN environment.

### Solution

In addition to the configuration guidelines outlined in Meru/Ascom application note AN-07001rA, configure the SSID that the Ascom i75 handsets reside on with these new settings:

- Per-station **Virtual Cell**
- **DTIM 5**
- Countermeasure **off** (for WPA sites)
- Silent client polling **enabled**
- Only the following **b/g/bg base rates should be enabled:**

base-tx-rates 802.11b 11

base-tx-rates 802.11g 18  
base-tx-rates 802.11g 24  
base-tx-rates 802.11g 36  
base-tx-rates 802.11g 48  
base-tx-rates 802.11g 54

base-tx-rates 802.11bg 12  
base-tx-rates 802.11bg 18  
base-tx-rates 802.11bg 24  
base-tx-rates 802.11bg 36  
base-tx-rates 802.11bg 48  
base-tx-rates 802.11bg 54

### Additional Information

If you have any questions about this bulletin, please contact Ascom Technical Services at 1-877 71ASCOM (1-877-712-7266) option 3.