

# Service Bulletin



Product: IP DECT

Purpose: To communicate roaming potential issues when multiple IPBLs are used.

Date: 9/3/2008

## IP DECT - No System Access

### Background

It has been reported that some sites migrating to IP-DECT, using multiple IPBLs, may experience frequent "No system" and "No Access" occurrences when walking around with the 9d24 handset. Affected Equipment Systems migrating to IPBL (IP-DECT Gateway) are exposed to this problem.

### Solution

The problem is eliminated or at least significantly reduced by minimizing the roaming between different IPBLs. When more than one IPBL is used, the base stations from each IPBL must be segregated in order to reduce the roaming between IPBLs. Overlapping areas with base stations from several IPBLs must be avoided.

A hot fix is being worked on for the 9d24 MkII to improve the roaming behavior. However it's still highly recommended to segregate the base stations in order to reduce roaming between IPBLs.

### Additional Information

For additional information, please contact the Ascom Technical Support team at 877-71ASC0M, Option 3, Option 1. Normal business hours are 8:00 AM to 5:00 PM EST.