

Product: All i75 models

Purpose: Possible IP addressing issues with multiple DHCP servers.

Date: March 3, 2009

Use static IP address when having multiple DHCP servers

Background

The i75 does not support renewing its IP address with an IP address other than what it was issued upon powering the phone on.

This can happen if more than one DHCP server is present on a network and the servers are not synchronizing their leases.

If the handset gets a new IP address, it will use the new address on the LAN. With the new IP address, you can ping the handset and use the handsets webpage. However, it will still use the old address for the registration information. When this happens it still may be possible to place a call from the handset, but calls to the handset will fail.

Restarting the handset will resolve the problem.

Affected equipment

All i75 models

Solution

If it is not possible correct this in the DHCP server setup, then the workaround is to use a static/fixed IP-address in the handset.

This is a limitation in the handset and it has not yet been decided if this will be corrected in a future firmware release.

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.