Common Roaming Issues

These roaming issues can occur:

- The badge does not roam when placed directly under the access point.
- The badge is most likely not reaching the roaming differential thresholds for the received signal strength indicator (RSSI) and channel utilization (CU). Adjust the Transmit Power Threshold from the WLC.
- The badge does not receive beacons or probe responses from the access point.
- The badge roams too slowly.

The Badge Loses Connection to the Network or Voice Service is Lost when Roaming

- Check authentication for a possible authentication parameter mismatch between controllers.
- The badge does not send out IGMP joins or the network sends IGMP queries during a roam. Therefore, the Vocera broadcast function fails during a Layer 2/Layer 3 roam.
- Ensure that the new WLC is not serving a different IP subnet.
- Verify that the associated access point/controller has IP connectivity to the Vocera Communication Server.
- Check the RF signal strength and badge CQ values.

Badge Loses Voice Quality while Roaming

- Check for low RSSI on the destination access point.
- Channel overlap might be insufficient. The badge must have time to hand off the call smoothly before it loses its signal with the original access point.
- The signal from the original access point might be lost.