

## **Intel® PRO/Wireless 2100 Network Connection PSP (Power Save Polling) Causes Connection Issues With Some Access Points**

**Symptom(s):** If the wireless access point / wireless gateway does not properly support the PSP feature, intermittent loss of wireless connection, inability to initiate a wireless connection, or poor wireless connection data performance could result. The symptoms may be more pronounced when on battery power.

**Cause:** In a mobile environment, power save polling mode is a feature for extended battery life for mobile stations. The capability requires coordination between the access point and the notebook's wireless adapter for proper operations. Intel has discovered the feature may not be implemented correctly or completely in some wireless access points or wireless gateway devices.

**Solution:** Contact the access point vendor for an updated software which corrects the problem.

As a temporary workaround, manually set the adapter to CAM (continually aware mode), which disables the PSP capability. To do this, in either Intel PROSet for Wireless Software or the Network Control Panel Applet (NCPA), in the power management section, uncheck the DEFAULT / AUTO selection and set the slider for HIGHEST / MAXIMUM PERFORMANCE

Notes:

To ensure the adapter is set to CAM - if the slider is already at the HIGHEST / MAXIMUM PERFORMANCE setting, move the slider to another setting and then back to HIGHEST / MAXIMUM PERFORMANCE.

On certain systems implementing Bluetooth Co-existence, putting the WLAN NIC into CAM Mode may affect operability of the Blue tooth device. Check with your computer manufacturer for more information.

Your notebook may or may not have the PROSet for Wireless Software. If not, then use the NCPA to make the settings change.

The NCPA is accessed via Start » Control Panel » Network Connections » then right-click to select Properties » Configure » Advanced Tab.

With AUTO (PROSet) or USE DEFAULT VALUE (NCPA) selected, the adapter attempts to make a balance of battery life vs. performance by setting to PSP level 1 if the notebook is on AC power, and to PSP level 3 if on DC power.