

PATTON TECHNICAL SUPPORT

INFORMATION YOU NEED BEFORE CALLING PATTON SUPPORT

Accessibility

- What is your name and your complete phone number (with city & country codes)? _____
- If the unit is accessible via the Internet; what is the IP address of the unit? _____
- What is the superuser management password? _____
- What is the Version of Operational Code in this unit? _____
- What is the complete telephone number to dial into the unit? _____
- What is the name and location of this installation? _____
- Is the unit behind any type of Firewall? _____

Site Configuration Information

T1/E1 Link

- What are the line parameters (encoding & type)? _____
- What are the signaling parameters (e.g. T1-Robbed Bit, E1 - R2, ISDN)? _____
- What is the switch type your unit is connected to? _____
- How many time voice channels (DS0's) are in operation? _____
- What is the first voice channel a call will come in on? _____

Authentication

- What is the IP address of the primary RADIUS Server? _____
- What is the Brand, Platform and Version of the RADIUS server? _____
- What is the RADIUS shared secret? _____
- For testing purposes, what is a RADIUS username and password? _____

Contacting Patton Technical Support

- The Main US office numbers are **TEL: +1 301-975-1000** **FAX: +1 301-869-9293**
- Send email to **support@patton.com**
- The web page is at **http://www.patton.com** and follow the link under Remote Access Server



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