Remote Access Solutions Guide

Lower costs for the local loop
• Enterprise Solutions
• Service Provider Solutions
• RAS Product Overviews
• Additional Resources

http://access.patton.com
Every unit comes with a Two year Warranty.

There is No Risk...We offer a 30 Day Money Back Guarantee.

All Hardware and Software for Dial-Up RAS in one Low-Cost Package.

It’s Very Easy To Use... with web-based HTTP or SNMP Network Management.

It scales from 24/30 to 96/120 ports in a high-density 1U high chassis.

Patton’s product is the latest on the market with the best price/performance ever.

The products are tested, approved and deployed in over 40 countries.

We offer financing. Ask about our divide-by-12 or other payment plans.

Buying our product won’t take the shirt off your back, that’s why we send you a free T-Shirt with every box. Like our RAS, you even choose the size (LG, XL, XXL).

"We just bought one and love it. The box works great. After it shipped, they called me to find out if it arrived and if I needed any assistance in getting setup. Never had that happen before! A lot of people could take a lesson from PATTON on service. Technical Support and a 2 year warranty are included in the price of the box."

-Patti Jones, V.I.P. Link Internet
Our dial-up remote access servers terminate 24 - 120 analog (V.90, K56Flex, V.34+) and digital (ISDN) modem calls from T1/PRI or E1/PRI lines. Patton’s RAS is driving the price-per-port to new record lows for ISPs, carriers, and corporate customers. Learn more about our RAS, visit access.patton.com

Enterprise Solutions P1
For corporations and private enterprises

Service Provider Solutions P3
Solutions for ISP and TELCO/CLEC/PTT

RAS Product Overviews P5
Your dial-up on-ramp to the Internet
Model 2800 - 24/30 Port RAS P5
Model 2960 - 48/60 Port RAS P7
Model 3120 - 48 to 120 Port RAS P9

Additional Resources P11
Articles, white papers, technical descriptions and ordering information
Enterprise Remote Access Services

The new corporate office is quickly being defined as “any place where work is done.” Legislative mandates, highway traffic and employee retention issues are speeding the growth of telecommuting. As more companies respond to this trend, reliable remote access equipment is needed. We have it.

PATTON’s Remote Access Servers provide dial-up access to company e-mail, to the corporate Intranet and to other resources for telecommuters and remote users. The PATTON family of products delivers the right solution for small, medium and large offices.

“Quotes”

“...Patton’s web interface makes setting up the boxes a breeze. Everything is point-and-click and menu driven.”

-Larry Sanford, CEO, Sanford Industries

Dial-Up Access Speeds/Applications

<table>
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<tr>
<th>Basic Network Access</th>
<th>Tele Commuting</th>
<th>Branch Office</th>
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<td>E-mail</td>
<td>Web</td>
<td>File Backup</td>
</tr>
<tr>
<td>Low</td>
<td>Medium</td>
<td>High</td>
</tr>
</tbody>
</table>

Why Corporations Deploy PATTON’s RAS

1. Saves On Office Costs
   Maintaining common work areas for flex-time staff saves money. Employers spend an average of $10,000 per employee providing basic office space, insurance and other infrastructure. Remote staff costs less.

2. Helps Retain Employees
   Most corporations spend 30% of an employee’s salary to recruit the employee. Offering even a little relief to sitting in traffic and providing your employees with more-flexible work hours pleases your workforce and promotes employee retention.

3. Extends Geographic Reach
   From business services to recruiting new employees, offering network access and telecommuting programs makes your company more competitive and attractive.

4. Environmentally Responsible
   You can do your part to improve air quality before being subject to pending legislation, regulation and local ordinances.

5. It Just Makes Sense
   The number of US telecommuters continues to grow as businesses realize telecommuting is fiscally sound, good for employees and environmentally responsible.

Still Using Modems?

Some offices continue to use dial-up modems, terminal servers and external routers to address their remote access requirements. Our RAS includes integrated routing and digital signal processing to answer up to 120 digital ISDN or analog V.90 modem calls in a 1U high chassis. This integrated solution saves on equipment costs, installation, technical support, maintenance and day-to-day network management.
Network Access on the Road

On the road, users want to get online quickly, send their reports and get their e-mail. The NetLink RAS offers fast V.90/ISDN/Mobile connections. By providing a built-in modem pool, users won’t get busy signals either. The next available modem will answer.

The NetLink RAS includes built-in analog and digital modems, support for new services like the Wire Access protocol (WAP) and support for well-known services like V.42bps compression. If the goal is to get on and off the network quickly, we offer the fastest turnaround time.

Tele-Commuting

Rather than fight traffic, telecommuters answer their e-mails or work at home each day. Their requirements are for client-server Intranet Access and the greater bandwidth this application demands. The NetLink RAS provides for this through integrated ISDN support and the combining of services using standards-based Multichassis and MultiLink. With MultiLink, the bandwidth available from two or more calls is combined to provide the dial-up user a blazingly-fast connection. It’s just like being at the office - without the lengthy travel or the wait to get there.

Branch Office Access

When telecommuting prohibits the right level of customer contact or employee interaction, a Remote or Satellite office may be the right answer.

Corporate network managers can outfit a small office with a Remote Access Server. Now, users can access their e-mail, check status reports on the Intranet and upload projects to their colleagues at headquarters. The low-cost NetLink Remote Access Server equipment from PATTON makes this possible.
Dial-Up: Your Foundation

RAS Systems are the foundation of the Internet Service Provider (ISP) business: they ensure that customers can dial up when a dedicated connection is either unavailable or unaffordable.

Every telecommuter, mobile user and consumer wanting to temporarily access the Internet or an Intranet does so through a dial-up connection between an analog modem or ISDN Terminal Adapter and a Remote Access Server.

Use High-Density Dial-Up Access

Dial-Up RAS systems have come a long way since the days of 1200bps modems, terminal servers and bulletin boards. The NetLink RAS uses the latest in digital signal processor (DSP) technology to terminate both analog (V.90, K56Flex, V.34+, etc.) and digital (ISDN BRI) modem calls. This architecture provides the highest density and ensures the highest connection speeds at the lowest possible costs. With technology advances driving the continued reduction in price-per-port, ISPs and Corporate customers alike will benefit from expanding their dial-up access with our NetLink RAS systems.

Our RAS supports over 20 signaling methods and switch types and 24-120 analog or digital modems. It integrates a standard CSU/DSU, 10/100 Ethernet ports and Frame Relay with PPP/HDLC protocol support.

Managed Communications

Managed Internet Presence

Business Solutions

Dedicated Access

Basic Access & Advanced Services

Managed Internet Presence

Managed Communications

Basic Access

Dial-Up Access

Number of Users & Areas Covered
**Access Network**

This is where access services are added. For example, these can be remote access servers for terminating dial-up modems or DSL modems for leased-line connections.

**Distribution Network**

This is where your access services connect to your backbone network. Ethernet defines the ISP’s backbone and glues everything together.

**Core Network**

This is the backbone connection to the Wide-Area-Network. As the Internet is a network-of-networks, this connection is to another ISP.

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**An Overview of Dial-Up...**

The RAS connects to the local phone company through a T1/E1 or PRI line and to your local Ethernet switch. When users call to get on-line, the RAS is the box that will answer the call with a modem. After a dial-in user connects, the RAS will take IP packets and send them off to the Internet. Here is how a remote access server works:

- A user dials the ISP’s access phone number using their Modem/ Terminal Adapter and Windows Dial-Up Networking. The call is answered by the RAS with a modem.
- Once the modems connect, a PPP session begins between the user and the RAS.
- Through PPP, the RAS obtains the username and password. This is the same username and password that was typed in by the user before dialing the ISP.
- The RAS queries a RADIUS server and asks to authenticate the user.
- Assuming the user is valid, the RAS will automatically issue an IP address to the user and finish setting up the connection. The user is now connected and can access any of the ISP’s local servers (E-mail, News, etc.) or any Internet-connected Server.

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**...And Our RAS Product Family**

The PATTON family of Remote Access Servers provide a standard feature set for Internet and Intranet Access. Our RAS products fit a variety of user environments:

- A start-up ISP will prefer the lower-cost 24/30 port Model 2800 and grow one T1/E1 at a time.
- An established ISP expanding into a new location would need the Model 2960 to answer 48/60 calls.
- A PTT/Telco building high-density POPs would use our Model 3120 to answer 96/120 dial-up connections and deliver DSL/T1/E1 dedicated connections too.

PATTON’s family of RAS products **support more calls**, come equipped with **more uplink ports**, and provide **greater reliability** in a **smaller package** than any of our competitors.
**NetLink RAS**

**Technical Summary**

Legacy solutions using analog-to-digital conversion result in lower connection speeds. These legacy devices also require separate analog modems and ISDN terminal adapters.

The NetLink RAS' significant advantage is its use of digital signal processors (DSPs) as dynamic communications processors. The 24/30 DSPs terminate both analog and ISDN connections within the same hardware and using the same T1/PRI or E1/PRI trunk. This solution provides the fastest connections and allows linear growth: one T1/E1 port at a time.

"**Quotes**"

"Just wanted to let you know I'm pleased with the 2800. Connections are very sound and it seems to be less aggressive than the PM3 in negotiating speeds which results in more solid connects. The detail information in the web administration is superior to the Lucent unit as well...."

- Michael Colucci, CoyoteNet

**Use 3rd Generation RAS**

The NetLink Model 2800 Remote Access Server can answer a maximum of 30 dial-in modem calls from V.90, K56Flex™, ISDN, V.34+ and legacy modems—all through its built-in T1/E1/PRI ports. Once the user is authenticated, the IP data is processed by a RISC CPU that is connected to an Ethernet LAN or a Frame Relay/PPP WAN port. Our unique architecture ensures that the NetLink RAS can scale to meet the demanding requirements of any application including: Call Centers, Web advertising, ISP access and traditional Corporate remote access. The NetLink RAS serves many applications, including: ISP Dial-Up, Corporate Intranet Access and Hotel Dedicated Internet Access (see diagram at lower right).
The NetLink Remote Access Server can be managed from a variety of local and remote methods, simultaneously. Each RAS has a built-in SNMP agent, an embedded HTTP web server and a TELNET management interface. All forms of management are available through the Internet, any dial-up port, the RS-232 console port or the Ethernet port. Operators can configure, control, monitor or receive status from any interface.

Here’s how it works...
A. Guest connects laptop to room phone line
B. Guest dials local PBX extension (#888) for RAS
C. The guest’s laptop is locally connected to the Internet without having to dial an outside line
D. The hotel satisfies its customers and the Internet Service Provider gets high margin traffic
**Model 2960**

*Remote Access Server*

The 48/60 port Model 2960 is the latest addition to our NetLink RAS family. Expanding ISPs will be delighted by its dual-redundant power supply, redundant DSPs, no cooling fans and FR/PPP uplink ports.

The Model 2960 supports 48 or 60 digital ISDN or analog (V.90, K56Flex, V.34+, etc.) modem connections in a single 1U-high (1.75 in./4.45 cm), 19-inch wide rackmount chassis.

Its standard features include a 10/100 Ethernet port, four T1/E1/PRI ports with built-in CSU/DSUs and Frame Relay or PPP protocol support. The 2960 is the ideal product for high-density ISP environments.

**“Quotes”**

“I’ve had one in production for about 3 weeks now. Yes, Patton’s support is phenomenal... Kudos guys, and if you want more particulars from a non-biased type. Drop me a line :)

- Sean Kearns, Catskill Online

**Reporting the Performance**

Performance Reporting is built-in to every NetLink RAS. With our integrated HTTP Web Server software, the operator can check on user traffic, examine the statistics, upload new software or simply change the RADIUS server’s IP Address from anywhere in the world - using the Internet.
**ISP Remote Expansion**

**Building a Remote POP**

An established ISP expanding into a new calling area, wants to lowers its expansion costs and produce revenue by integrating capabilities into the RAS equipment. The 2960 RAS integrates analog and digital modems, IP Routing, four (4) CSU/DSUs and Frame Relay/PPP uplink support. And with dual-redundant, load-sharing power supplies, the 2960 RAS will run without interruption - even when a power supply fails. The 2960 is the solution for a new POP.

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**Why use our Model 2960 RAS?**

From HTTP management to dual-redundant power supplies to FR/PPP uplink integration, the NetLink Model 2960 provides an all-in-one package for the expanding ISP. Featuring:

- Integrated T1/E1 uplink ports with Frame Relay and PPP.
- An with a temperature sensor-driven self-cooling system (no fans) and dual-redundant power supplies.
- The lowest cost-of-ownership for an ISP or Telco building a Remote POP for 48/60 ports.

The Model 2960 requires 1/2 the space of existing RAS solutions. With greater reliability and a smaller package than any of its competitors, the Model 2960 is the cost leader in the industry.

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**2960 Competitive Positioning**

<table>
<thead>
<tr>
<th>Feature</th>
<th>Patton 2960</th>
<th>Lucent MAX 4000</th>
<th>Lucent PM3</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of V.90 calls</td>
<td>48/60</td>
<td>48/60</td>
<td>48/60</td>
</tr>
<tr>
<td>T1/E1/PRI ports</td>
<td>2</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>Backhaul/UpLink ports</td>
<td>2</td>
<td>2</td>
<td>Add'l SSS</td>
</tr>
<tr>
<td>Built-in HTTP/WEB Mgmt</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>100Base-T Ethernet ports</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Self Cooling</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Rack Height</td>
<td>1U</td>
<td>2U</td>
<td>2U</td>
</tr>
<tr>
<td>Dual Redundant Power</td>
<td>FREE</td>
<td>Add'l SSS</td>
<td>Add'l SSS</td>
</tr>
<tr>
<td>Tech Support</td>
<td>FREE</td>
<td>Add'l SSS</td>
<td>Add'l SSS</td>
</tr>
<tr>
<td>Software Upgrades</td>
<td>FREE</td>
<td>Add'l SSS</td>
<td>Add'l SSS</td>
</tr>
</tbody>
</table>
Model 3120
Remote Access Server

The next generation of our popular RAS family is the 3120: a modular platform with more standard features and functions than any of the competition.

The 3120 supports up to 120 digital ISDN or analog (V.90, K56Flex, V.34+, etc.) modem connections in a single 1U-high (1.75-in./4.45-cm), 19-inch wide rackmount chassis.

Standard features include hot-swap dual-redundant power supplies, dual 10/100-Mbps Ethernet ports, and an expansion slot. By using the expansion slot for DSL/T1/E1 access, service providers can increase their revenue by providing always-on, dedicated access ports.

“Quotes”

“I’ve switched to Patton Electronics for RAS boxes. $1500 less and FREE SUPPORT!”

- Paul Farber, Farber Technology

Hot-Swap Dual-Redundant Supplies

Standard—Supports two AC, two DC, or a mix of AC and DC power supply modules

Dual 10/100 Ethernet Ports

Flexible integration options for your high-performance network

Web-Based SNMP/HTTP management

An embedded HTTP server provides complete configuration and control using standard web browsers

Quad T1/E1/PRI Ports

Terminate any combination of 120 V.90/ISDN connections, and expand into remote locations using the 3120 as a complete PoP solution

PMC Expansion Port

The PCI Mezzanine Card (PMC) provides network expansion to enable the 3120 to offer additional revenue opportunities using the same box

3120 Products Highlights

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>120 connections in a 1U high chassis</td>
<td>WEB-based HTTP and SNMP management</td>
</tr>
<tr>
<td>Simultaneous Analog/Digital Modems</td>
<td>Dual 10/100-Mbps Ethernet connections</td>
</tr>
<tr>
<td>Redundant fans for cool operation</td>
<td>Quad T1/E1/PRI PSTN connections</td>
</tr>
<tr>
<td>Redundant AC or DC Power Supplies</td>
<td>Up to 128 DSPs &amp; 32 Meg of DRAM</td>
</tr>
<tr>
<td>Dedicated and Dial-up access in one chassis</td>
<td>FLASH download via LAN or WAN ports</td>
</tr>
</tbody>
</table>
The 3120 RAS is designed to scale with your customer’s requirements: from dial-up V.90 analog to ISDN 128kbps to dedicated xDSL and fractional T1/E1. Its modular expansion slot can be used for three (3) basic applications:

- Dedicated access using integrated xDSL modems
- Advanced services like Virtual Private Networking (VPN)
- Wide area network uplinks and serial ports, like V.35

And modular expansion means more customers, larger billings for newer Managed Access Services and an overall faster return on your RAS equipment investment. The 3120 RAS delivers a tightly-integrated dial and dedicated access platform that your future requires.
Product Family Overview

<table>
<thead>
<tr>
<th>Model Number</th>
<th>Model Description</th>
<th>Power Supplies</th>
<th>Ethernet Ports</th>
<th>WAN Ports</th>
<th>Modern Modulations</th>
<th>PSTN Signaling</th>
<th>Management Services</th>
<th>Authentication</th>
<th>Software Upgrades</th>
<th>Protocol Services</th>
</tr>
</thead>
<tbody>
<tr>
<td>2800</td>
<td>Two T1/E1 ports, 12 digital signal processors (DSPs), 90–260 VAC supply</td>
<td>Single AC</td>
<td>One 10Base-T/AUI</td>
<td>Two</td>
<td>V.90, KS6Flex™, V.34 Annex 12, V.34, V.22bps, V.32, V.23, V.22, V.25bps, V.21, Bell 212A, Bell 202, Bell 103, ElA-PN-2330, V.8, V.80b, Sync./Async. receiver/transmitter for V.14, V.42/V.42b error correction &amp; compression.</td>
<td>E1 Primary Rate interface (Q.931), E1 MFCR2 (R2), T1 Primary Rate Interface, Channelized T1, T1 Robbed bit with Loop/Ground Start or E&amp;M Wink, E&amp;M Immed, Taiwan R1</td>
<td>HTTP, SNMP, TELNET Dial-in and Ethernet or R-232 console port, SYSLOG client, Remote software upgrade via FTP, User configurable login prompts and banners</td>
<td>RADIUS, PAP/CHAP, Username/Password, and Static Users Database (111 Entries)</td>
<td>Achieved through Flash upgrades via FTP (upgrades available from <a href="http://www.patton.com">www.patton.com</a>)</td>
<td>TCP/IP suite with extensive protocol statistics - ICMP/TFTP/FTP/RLOGIN/TELNET • Ethernet ARP, Proxy ARP and RARP protocols • Point-to-Point Protocol (PPP) • SLIP protocol • Van Jacobson TCP header compression PPP address and protocol compression • RADIUS authentication and accounting, with support for primary and secondary servers • RIP, RIPv2 and OSPF dynamic route distribution - user configurable static routes • MultiLink PPP • Multi-chassis MultiLink • Layer 3 &amp; Layer 4 IP Filtering</td>
</tr>
<tr>
<td>2810</td>
<td>Two T1/E1 ports, 24 digital signal processors (DSPs), 90–260 VAC supply</td>
<td>Dual AC</td>
<td>One 10Base-T/AUI</td>
<td>Two</td>
<td>V.90, KS6Flex™, V.34 Annex 12, V.34, V.22bps, V.32, V.23, V.22, V.25bps, V.21, Bell 212A, Bell 202, Bell 103, ElA-PN-2330, V.8, V.80b, Sync./Async. receiver/transmitter for V.14, V.42/V.42b error correction &amp; compression.</td>
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<tr>
<td>2860</td>
<td>Two T1/E1 ports, 30 digital signal processors (DSPs), 90–260 VAC supply</td>
<td>Dual AC</td>
<td>One 10Base-T/AUI</td>
<td>Two</td>
<td>V.90, KS6Flex™, V.34 Annex 12, V.34, V.22bps, V.32, V.23, V.22, V.25bps, V.21, Bell 212A, Bell 202, Bell 103, ElA-PN-2330, V.8, V.80b, Sync./Async. receiver/transmitter for V.14, V.42/V.42b error correction &amp; compression.</td>
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</tr>
<tr>
<td>2960/48</td>
<td>Dual T1/PRI, 48-port, load-sharing, dual redundant 90–260 VAC supplies</td>
<td>Dual Redundant (Fixed) AC</td>
<td>One 10/100Base-T</td>
<td>Four</td>
<td>V.90, KS6Flex™, V.34 Annex 12, V.34, V.22bps, V.32, V.23, V.22, V.25bps, V.21, Bell 212A, Bell 202, Bell 103, ElA-PN-2330, V.8, V.80b, Sync./Async. receiver/transmitter for V.14, V.42/V.42b error correction &amp; compression.</td>
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<td>2960/60</td>
<td>Dual T1/PRI, 60-port, load-sharing, dual redundant 90–260 VAC supplies</td>
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Ordering Information

2800/UI Two T1/E1 ports, 12 digital signal processors (DSPs), 90–260 VAC supply
2810/UI Two T1/E1 ports, 24 digital signal processors (DSPs), 90–260 VAC supply
2860/UI Two T1/E1 ports, 30 digital signal processors (DSPs), 90–260 VAC supply
2960/48/UI Dual T1/PRI, 48-port, load-sharing, dual redundant 90–260 VAC supplies
2960/60/UI Dual T1/PRI, 60-port, load-sharing, dual redundant 90–260 VAC supplies
3120/48/UI* Quad T1/PRI, 48-port, expandable RAS; dual redundant AC power supplies
3120/60/UI* Quad T1/PRI, 60-port, expandable RAS; dual redundant AC power supplies
3120/72/UI* Quad T1/PRI, 72-port, expandable RAS; dual redundant AC power supplies
3120/96/UI* Quad T1/PRI, 96-port, expandable RAS; dual redundant AC power supplies
3120/120/UI* Quad T1/PRI, 120-port, expandable RAS; dual redundant AC power supplies

* Call for availability and product details

Online Resources

Got a Browser? Get a RAS Overview

How To Become an ISP   - The basics of setting up and growing dial-up internet service
RAS Product Overview   - In depth RAS applications and product overview
The ISP 80-20 Rule   - The generic business elements of small and large ISPs

I love my RAS because... - The VPN versus RAS debate debunked
Hotel Remote Access Applications   - Internet Access for the Hospitality Industry
Patton RAS Competition Roundup   - How Patton Compares
Telesisa Case Study   - A big media company in Mexico using Patton’s RAS

We think you will like our Remote Access Server so much that we’ve put one on-line. To view our web-based management interface:

Logon to: http://209.49.110.253
Username = monitor   /   Password = monitor

If you have a question, or want a guided tour of our RAS, e-mail our RAS Product Manager at ras@patton.com

Application Notes

RAS FAQ - Frequently Asked Questions about Patton’s RAS
RADIUS Server Recommendations - Where to find RADIUS server software
Adding Default Gateways - App Note on basic IP Routing
MAXSTAT Software Review - Using MAXSTAT with Patton’s RAS
MRTG Examples - Implementing user statistics and graphic with MRTG
RAS Reference Sites - Some of our customers that will talk to you
RAS Interoperability - Using Patton RAS with other network gear
Quick Start Guide - How to set up a 2800 RAS
IP Filtering - How to implement IP security using filters
PATTON is known for our Connectivity product line and our catalogs which we have continuously grown since 1984. As the definition of “connectivity” has expanded to include Internet and Intranet access, PATTON has expanded its focus to include T1/E1, xDSL and Remote Access Servers. These Network Access products provide solutions for a wide range of service provider and corporate applications as we’ve described in this Network Access and Solutions Guide.

All of our Network Access and Connectivity products are manufactured at our ISO9001 facility in Gaithersburg, Maryland, USA. For additional information, please browse our website (http://access.pattcon.com), order our new catalog or contact us by e-mail at marketing@pattcon.com