PE PATTON Electronics Co.

News Release

For details, contact:
Chris Christner
Director of Marketing Communications
Phone: +1 301.975.1000

For Immediate Release
May 18, 2005

Enhanced Patton User Group (PUG) Features Web-Browser Interface with Searchable Archives.

The new format for the popular PUG features an easy-to-use web-browser interface with a searchable archive of all postings. PUG members can use the powerful new search feature to mine the knowledge base, searching the entire history of postings by keyword or author.

GAITHERSBURG, Maryland: Patton Electronics, a leader in network access and connectivity, announces today their updated Patton User Group (PUG) forum with an enhanced format, expanded content, and additional features.

The new format for the popular PUG features an easy-to-use web-browser interface with a searchable archive of all postings. PUG members can use the powerful new search feature to mine the knowledge base, searching the entire history of postings by keyword or author. Users can filter search results by forum topic and posting time, and sort results in ascending or descending chronological order.

The new incarnation of the PUG offers a selection of four topic-oriented forums based on Patton-product categories. PUG members can choose whether they want to participate in the forum for each category. The four forum-categories include General Discussion, Voice-over-IP, Remote Access Servers, and Access Devices (including DSL, Ethernet Extension, CSU/DSU, and others). Users can also select whether they want to be notified by email for new postings, replies, or both.

The original users-only forum was based entirely on email communications. All members would see every posting by every other member. Now users can actively manage and customize the volume and nature of email they receive from the PUG.

Another new feature allows each user to customize his or her profile (password, website, location, job title and signature). The new format also provides greater flexibility for PUG administration. So in the future, Patton can easily expand the PUG to accommodate user feedback by incorporating additional forum topics or added features.

The PUG has always been about user-to-user communication. Since its inception, Patton has strictly enforced a users-only policy for the forum. Patton employees do not post messages. Although Patton serves as host, their voice is conspicuously silent.

Some companies host a user group as a low-cost alternative to providing technical support. Patton, in contrast, has always offered lifetime technical support as a free service to all their customers. Patton provides the PUG as an additional free service, a further enhancement to the overall experience for each Patton customer.

"Knowledge is power," said David Dibert, Patton's Technical Services Director, "and our users hold a great wealth of knowledge. The new PUG format empowers our users—even more than before—by expanding the body of knowledge they can access through interaction with other users. We've also made it easier to access all that knowledge, the history of user questions, answers, comments… the whole user-to-user dialogue."

"The new PUG increases the value of all of Patton's network access and connectivity solutions," said Burton A. Patton, Executive Vice President. "We are especially grateful for our user community, their loyalty and enthusiasm. The collective knowledge and experience of all those users—all over the world—it's a powerful, valuable resource for Patton customers.

Patton customers can register for the new PUG by visiting www.patton.com/support/pug.

About Patton

Patton is a US manufacturer and marketer of data communications products, including VoIP/ToIP gateways & routers, Remote Access (V.92, V.90, K56Flex, V.34+, and ISDN dial-in), Last Mile/Local Loop Access (T1, E1, and xDSL modems, NTUs and CSU/DSUs), Multi-Service Access (voice, intranet, extranet, and Frame Relay access), and Connectivity (interface converters, short range modems, multiplexers, and surge protectors).

For more information or to request a free datacom catalog, please contact sales@patton.com.

Patton Electronics Company
7622 Rickenbacker Drive
Gaithersburg, MD 20879 USA
Tel: +1 301.975.1000
Fax: +1 301.869.9293
Email: marketing@patton.com
Web: http://www.patton.com/

–END–