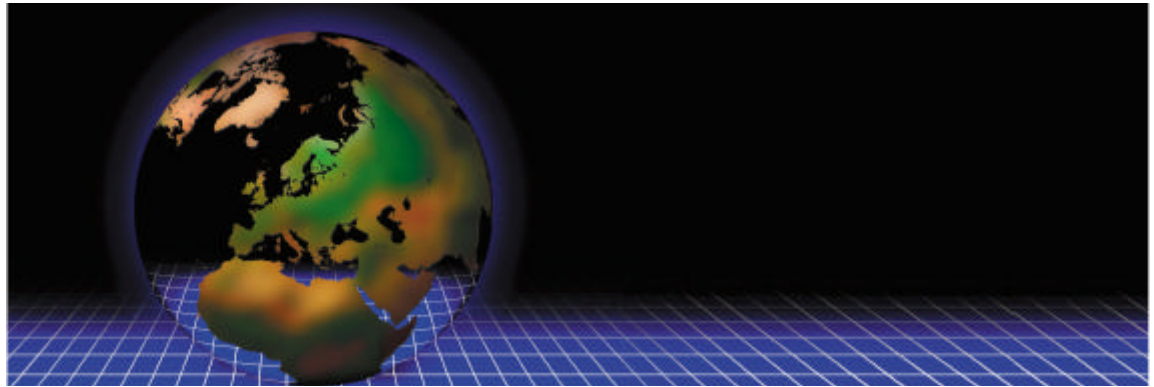


# eKnowledge Support Web Site

## VALUE OF THE EKNOWLEDGE SUPPORT WEB SITE

- 24x7 support web site
- Instant access to software updates
- On-line incident management
- Emergency license keys



## Global Support Services

As a global leader in electronics testing and production solutions, Teradyne offers comprehensive support services – wherever you may be. Teradyne understands that the system software is the heart of your test and inspection equipment, ensuring your product quality meets your stringent requirements. We also realize that unanswered software questions can leave your system down, or allow your product to run without accurate coverage. This is why we have developed a 24x7 support web site called eKnowledge. Our eKnowledge web site is geared toward providing customers comprehensive support at any hour of the day or night.

## What is eKnowledge?

The eKnowledge web site is Teradyne's 24x7 support web site. Customers become eligible for an eKnowledge account with the purchase of a software support agreement or an applications support agreement.

## Verify and Maintain Your Systems Performance

With our eKnowledge support web site, you will have instant access to a variety of information and downloads, assuring you that

your equipment will be operating at maximum efficiency.

- 24x7 access
- Emergency license keys
- Software updates and patches
- Technical documentation
- On-line incident management
- Product alerts and breaking news
- Monthly update letter of what has been posted to the site

## On-Line Incident Management

The eKnowledge web site offers customers the ability to log support issues on line. In addition to this, customers can view the history and status of support incidents they have entered. They can also view support incidents that have been logged for their site or for their company, regardless of the user. This helps you understand trends with your equipment.

To learn more about eKnowledge and how to get an account, visit our support web site at: [www.teradyne.com/cbtisupport](http://www.teradyne.com/cbtisupport) or contact your local Teradyne sales representative.



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