



WHAT IS EKNOWLEDGE?

### 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 Remote Support Agreement.

With our eKnowledge support web site; you get instant access to a variety of information and downloads, assuring you that your equipment operates at maximum efficiency. The eKnowledge web site is geared toward providing you comprehensive support at any hour of the day or night.

EKNOWLEDGE FEATURES

### On-Line Incident Management

The eKnowledge web site offers you 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 individual sites or for their entire company, regardless of the user. This helps you understand trends with your equipment.

### On-Line Libraries

The eKnowledge web site offers you round-the-clock access to Teradyne's documentation library and software library. Here, you can access user manuals, release notes and application notes as well as software updates and patches.

### On-Line Emergency Keys

The eKnowledge web site has an emergency license key generator to assist you, should you encounter problems and need a key in order to continue operation.



## eKnowledge Support Site



EKNOWLEDGE BENEFIT

The benefit of having an eKnowledge account is peace of mind with 24/7 website support. Customers will have round-the-clock web support to compliment their software support contract. Customers receive 24x7 access to:

- Emergency License Keys
- Software Updates and Patches
- Technical Documentation
- Application Notes
- On-Line Incident Management
- Product Alerts and Breaking News
- Monthly Update Letter

### EKNOWLEDGE HOME PAGE

The screenshot shows the Teradyne eKnowledge home page. At the top, there is a navigation bar with links for eKNOWLEDGE HOME, ABOUT eKNOWLEDGE, TERADYNE.COM, HELP, CONTACT US, FEEDBACK, and LOG OUT. Below this is a user greeting: "Welcome, Stacie" with a date of "Date: March 10, 2004" and options to "Change My Preferences", "Customize My Portal", and "Change Password".

The main content area is divided into several sections:

- Documents:** Includes a search box for keywords and a "Browse Library" link.
- Technical Assistance:** Contains links for "Submit New Request", "Telephone Contact List", "Previous Requests", "My Requests", "My Site's Requests", "My Company's Requests", and "View Requests for Site ID".
- Breaking News:** Features several news items with dates, such as "Harman Music Group Selects Teradyne Transmission X-Ray Products as Sole Test Platform - 05 Mar, 2004" and "A Beginner's Guide to Lead-Free Production - 04 Mar, 2004".
- Support Links:** Provides quick access to "Customer Training", "Parts Services", "Emergency License Keys", and "Design-to-Build Licenses".
- Software Download:** Offers a link to "Browse Library" for software available for download.
- Centers of Excellence (COE):** Lists various product categories like "Aerospace", "Automotive Products", "Consumer Products", "Military Programs", and "TUG 2002".

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