

## Overview

eKnowledge offers the content to help you get your work done faster. It is Teradyne's 24/7 self-service support portal, providing access to what you need to operate and maintain Teradyne test systems.

eKnowledge allows you to:

- Find actionable knowledge and technical documentation.
- Download system software.
- Submit a case and review the status of a case.
- Order parts and check the status of an order.



## Resources

eKnowledge is an interactive platform for ordering parts, submitting support cases, and accessing Teradyne content resources. The portal is continually evolving with new content frequently added to the following areas.

Content Area	Description
<b>Knowledge Center</b>	Access the most recently published library holdings, such as, manuals, help guides, product alerts, training documents, reusable code, solutions, and videos
<b>Software Downloads</b>	Find links to the latest releases and patches, as well as a link to Self Service Licensing
<b>Technical Assistance</b>	Monitor and manage cases, with the ability to order parts and view all cases for your site/company
<b>Teradyne Users Group (TUG)</b>	Access the technical papers and presentations from the TUG conferences
<b>Message Center</b>	Read announcements, promotions, and other information relevant to eKnowledge
<b>Videos</b>	View the featured video or browse the entire video library
<b>Search</b>	Use the global search engine to find the content listed above

## Benefits

Continuous enhancements are made to the eKnowledge portal in an effort to deliver the best support possible. The top benefits of the portal include:

Feature	Benefit
<b>Mobile Accessibility</b>	Always stay connected with access anytime, anywhere
<b>Account Authentication</b>	E-mail login functionality and ability to reset password, minimizing interruption and getting you back to work faster
<b>Easy Navigation</b>	Intuitive user interface expedites site exploration
<b>Personalization</b>	Display relevant content based on products you work on and care about
<b>Improved Search Functionality</b>	Reduce time to solution through indexed content, filters, and saved searches
<b>Streaming Videos</b>	View short how-to recordings or longer technical trainings
<b>Fast Software Downloads</b>	A one-time installation of a high speed transfer plug-in allows maximum software download speed
<b>Content Rating</b>	Quickly scan documents for usefulness based on users' feedback and participate with your rating
<b>Global Connectivity</b>	Consistent worldwide access

## Request an eKnowledge Account

All Teradyne customers are eligible for an eKnowledge account.

To apply for an account, visit: [www.teradyne.com/support/eknowledge](http://www.teradyne.com/support/eknowledge).

For more information, e-mail: [gso.eknowledge@teradyne.com](mailto:gso.eknowledge@teradyne.com)



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