

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
Knowledge Center	Access the most recently published library holdings, such as, manuals, help guides, product alerts, training documents, reusable code, solutions, and videos
Software Downloads	Find links to the latest releases and patches, as well as a link to Self Service Licensing
Technical Assistance	Monitor and manage cases, with the ability to order parts and view all cases for your site/company
Teradyne Users Group (TUG)	Access the technical papers and presentations from the TUG conferences
Message Center	Read announcements, promotions, and other information relevant to eKnowledge
Videos	View the featured video or browse the entire video library
Search	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
Mobile Accessibility	Always stay connected with access anytime, anywhere
Account Authentication	E-mail login functionality and ability to reset password, minimizing interruption and getting you back to work faster
Easy Navigation	Intuitive user interface expedites site exploration
Personalization	Display relevant content based on products you work on and care about
Improved Search Functionality	Reduce time to solution through indexed content, filters, and saved searches
Streaming Videos	View short how-to recordings or longer technical trainings
Fast Software Downloads	A one-time installation of a high speed transfer plug-in allows maximum software download speed
Content Rating	Quickly scan documents for usefulness based on users' feedback and participate with your rating
Global Connectivity	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.

For more information, e-mail: gso.eknowledge@teradyne.com



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