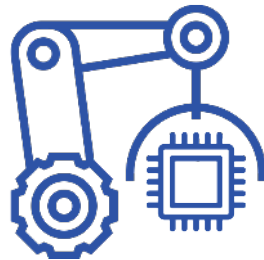


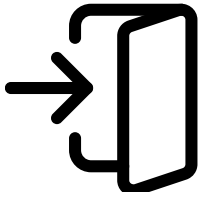
*Web-based self-service application  
accessible to Cohu customers providing a  
single point of contact for services and information.*

# USER GUIDE

# INSTALLED BASE

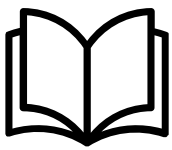


*Search for asset details and  
view the warranty and contract details.*



### *Login*

To access the Cohu Customer Portal please visit [insert hyperlink or location] or [www.cohu.com/contact-help-center](http://www.cohu.com/contact-help-center)



### *Overview User Guide*

To access a high-level overview of the features of the Customer Portal, including how to login, navigate and search, please visit [insert hyperlink or location]



### *Technical Support*

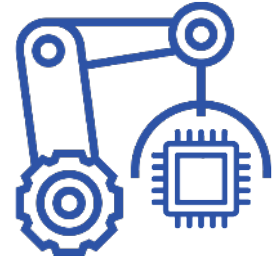
If you require any technical support please contact us via email: [customerportal@cohu.com](mailto:customerportal@cohu.com)



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# INSTALLED BASE



*Search for asset details and view the warranty and contract details.*

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## *View Install Base*

The Installed Base subject area of the Customer Portal provides customers with consolidated details of assets, such as the asset status, asset serial numbers, location, and their warranties associated.

## *View Warranty/Contracts*

The Installed Base subject area of the Customer Portal provides customers with consolidated details of Warranty and Contract details.

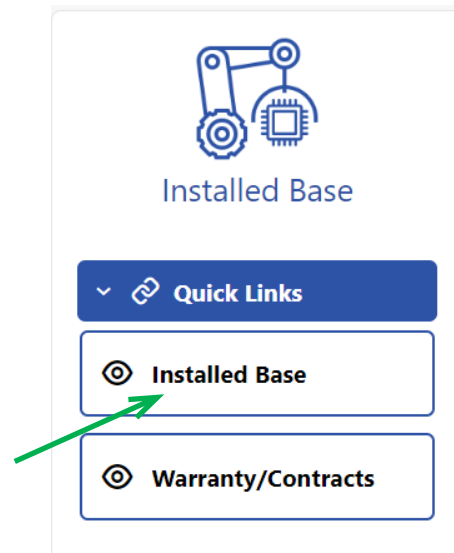
## *View Installed Base*

---

### **Step #1**

#### *Select Installed Base*

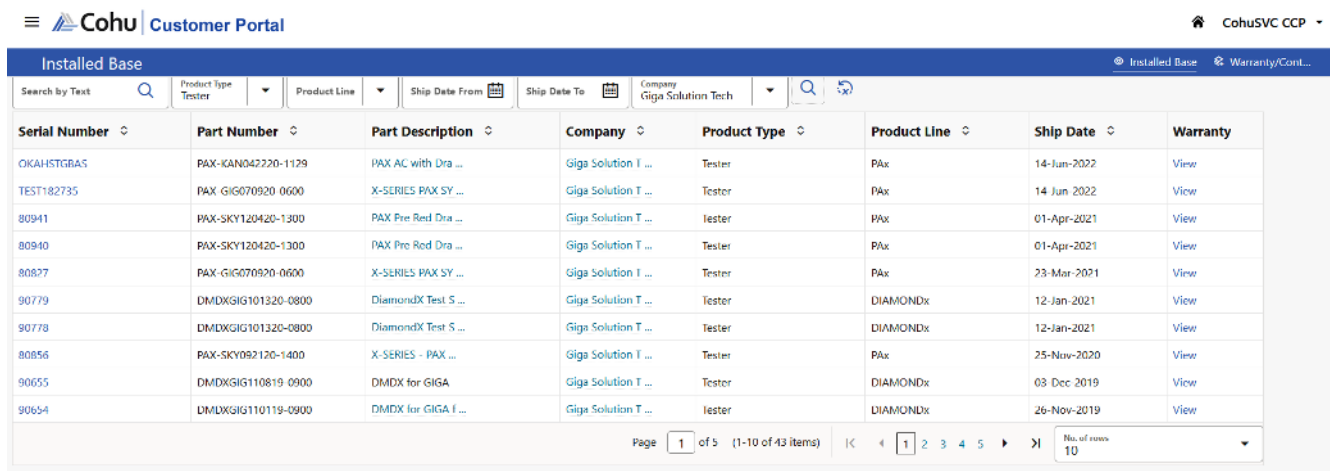
Click on Installed Base. From Quick Links, select Installed Base or select Installed Base from the Top-Right hand side of the Installed Base subject area.



## Step #2

### View Results

A window will appear displaying your company assets.



The screenshot shows the Cohu Customer Portal interface. At the top, there is a navigation bar with the Cohu logo and 'Customer Portal' text. Below this is a header for 'Installed Base' with a search bar and several filter dropdowns: Product Type (set to 'Tester'), Product Line, Ship Date From, Ship Date To, and Company (set to 'Giga Solution Tech'). The main content is a table with the following columns: Serial Number, Part Number, Part Description, Company, Product Type, Product Line, Ship Date, and Warranty. The table contains 10 rows of data. At the bottom of the table, there is a pagination control showing 'Page 1 of 5 (1-10 of 43 items)' and a 'No. of rows' dropdown set to 10.

Serial Number	Part Number	Part Description	Company	Product Type	Product Line	Ship Date	Warranty
OKAHSTGBAS	PAX-KAN042220-1129	PAX AC with Dra ...	Giga Solution T ...	Tester	PAX	14-Jun-2022	View
TEST182735	PAX-GIG070920-0600	X-SERIES PAX SY ...	Giga Solution T ...	Tester	PAX	14 Jun 2022	View
80941	PAX-SKY120420-1300	PAX Pre Red Dra ...	Giga Solution T ...	Tester	PAX	01-Apr-2021	View
80940	PAX-SKY120420-1300	PAX Pre Red Dra ...	Giga Solution T ...	Tester	PAX	01-Apr-2021	View
80827	PAX-GIG070920-0600	X-SERIES PAX SY ...	Giga Solution T ...	Tester	PAX	23-Mar-2021	View
90779	DMDXGIG101320-0800	DiamondX Test S ...	Giga Solution T ...	Tester	DIAMONDx	12-Jan-2021	View
90778	DMDXGIG101320-0800	DiamondX Test S ...	Giga Solution T ...	Tester	DIAMONDx	12-Jan-2021	View
80856	PAX-SKY092120-1400	X-SERIES - PAX ...	Giga Solution T ...	Tester	PAX	25-Nov-2020	View
90655	DMDXGIG110819-0900	DMDX for GIGA	Giga Solution T ...	Tester	DIAMONDx	03-Dec-2019	View
90654	DMDXGIG110119-0900	DMDX for GIGA f ...	Giga Solution T ...	Tester	DIAMONDx	26-Nov-2019	View

## Step #3

### Search

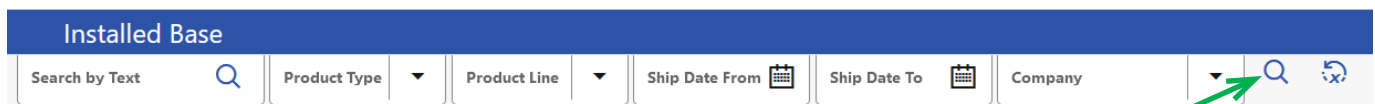
Use the Search Bar to find assets

- Search by Text: *serial number, part number, part description etc.*
- Product Type: *Handler or Tester*
- Product Line: *examples MATRiX (handler) or Diamondx (Tester)*
- Ship Date From and To: *Time-base range of assets*
- Company: *Your company's legal entities*

To make a selection, select the Magnifier Icon



Cohu Customer Portal



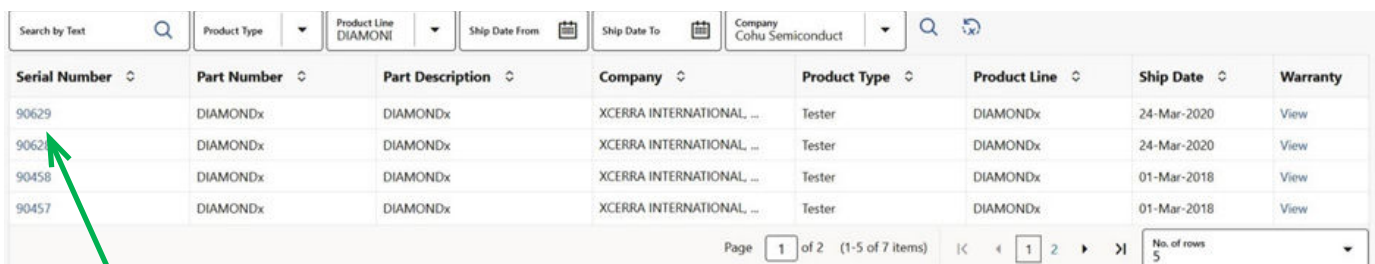
The screenshot shows the search bar area of the Cohu Customer Portal. It includes a search input field, a magnifying glass icon, and several filter dropdowns: Product Type, Product Line, Ship Date From, Ship Date To, and Company. A green arrow points to the magnifying glass icon.

## Step #4

### Search Results

A window will appear displaying your search results.

- Select Serial Number to see more details



The screenshot shows the search results table in the Cohu Customer Portal. The table has the same columns as the 'Installed Base' table. It contains 4 rows of data. A green arrow points to the first row of the table.

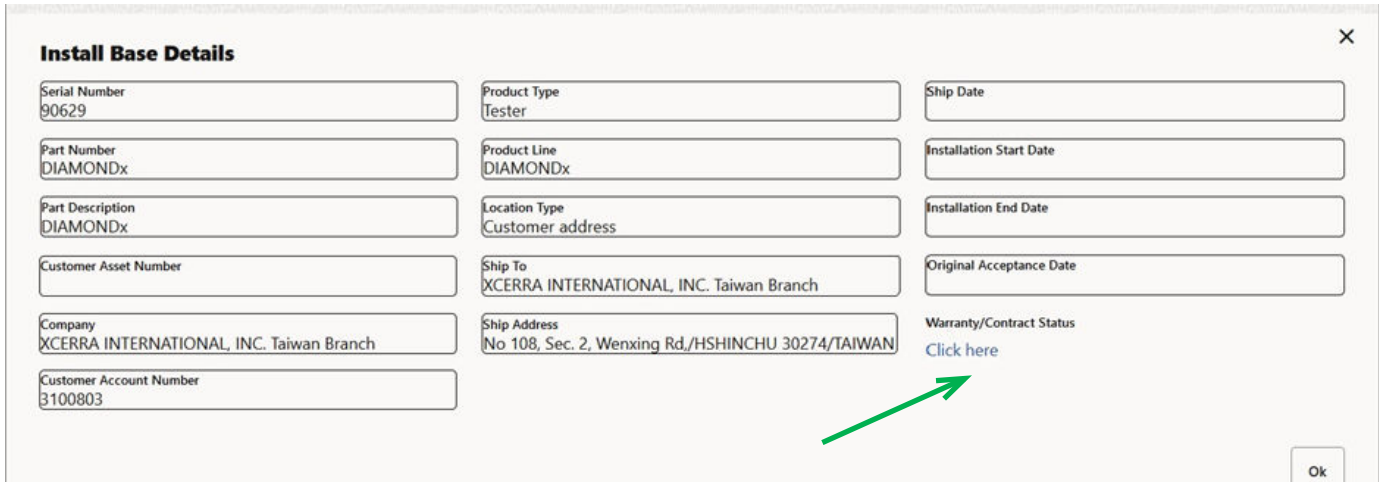
Serial Number	Part Number	Part Description	Company	Product Type	Product Line	Ship Date	Warranty
90629	DIAMONDx	DIAMONDx	XCERRA INTERNATIONAL, ...	Tester	DIAMONDx	24-Mar-2020	View
90628	DIAMONDx	DIAMONDx	XCERRA INTERNATIONAL, ...	Tester	DIAMONDx	24-Mar-2020	View
90458	DIAMONDx	DIAMONDx	XCERRA INTERNATIONAL, ...	Tester	DIAMONDx	01-Mar-2018	View
90457	DIAMONDx	DIAMONDx	XCERRA INTERNATIONAL, ...	Tester	DIAMONDx	01-Mar-2018	View

## Step #5

### *Install Base Details*

A new window will display detailed asset information

To view Warranty/Contact information select "Click here"



The screenshot shows a window titled "Install Base Details" with a close button (X) in the top right corner. The window contains several input fields and labels:

- Serial Number: 90629
- Product Type: Tester
- Ship Date: (empty)
- Part Number: DIAMONDx
- Product Line: DIAMONDx
- Installation Start Date: (empty)
- Part Description: DIAMONDx
- Location Type: Customer address
- Installation End Date: (empty)
- Customer Asset Number: (empty)
- Ship To: XCERRA INTERNATIONAL, INC. Taiwan Branch
- Original Acceptance Date: (empty)
- Company: XCERRA INTERNATIONAL, INC. Taiwan Branch
- Ship Address: No 108, Sec. 2, Wenxing Rd./HSHINCHU 30274/TAIWAN
- Warranty/Contract Status: [Click here](#)
- Customer Account Number: 3100803

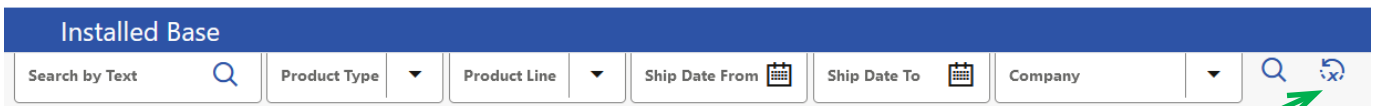
A green arrow points to the "Click here" link. An "Ok" button is located in the bottom right corner.

### *Reset Search*

Use the reset button to clear results



☰ **Cohu** | Customer Portal



The screenshot shows the "Installed Base" search bar. It includes a search input field with a magnifying glass icon, and several filter buttons: "Product Type", "Product Line", "Ship Date From", "Ship Date To", and "Company". On the right side of the search bar, there is a magnifying glass icon and a circular arrow icon (reset). A green arrow points to the reset button.

### *Navigation*

Use Scroll Bar to search for information



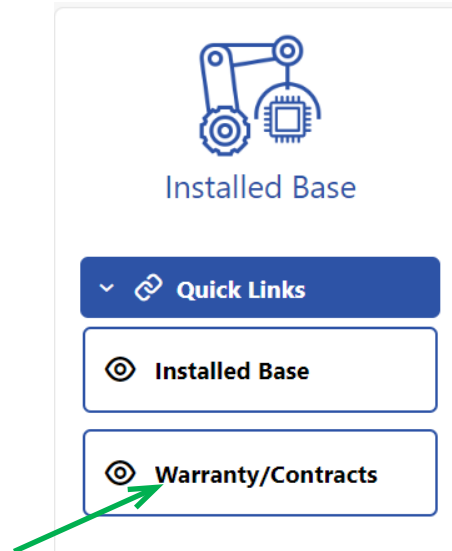
The screenshot shows a pagination control. It displays "1 of 10 (1-10 of 100 items)". There are navigation arrows and page numbers: "1", "2", "3", "4", "5", "...", "10". A green arrow points to the "1" page number. On the right side, there is a "No. of rows" dropdown menu set to "10".

## View Warranty/Contracts

### Step #1

#### Select Installed Base

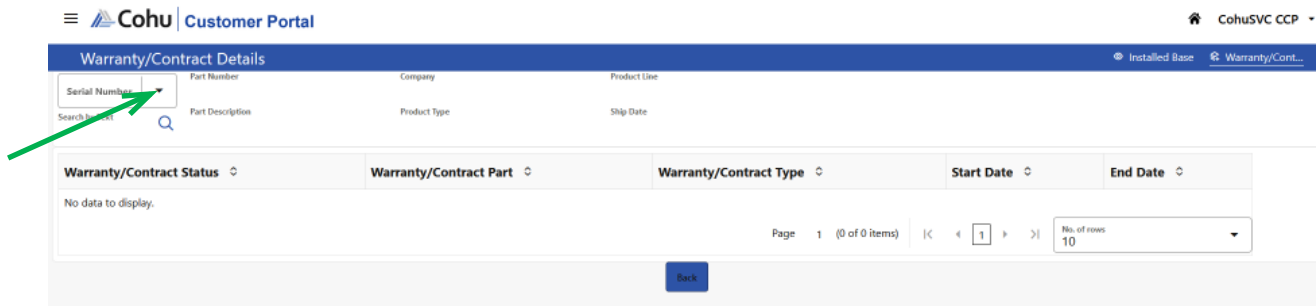
From Quick Links, select Warranty/Contracts or select Warranty/Contracts from the Top-Right hand side of the Installed Base subject area.



### Step #2

#### Search by Serial Number

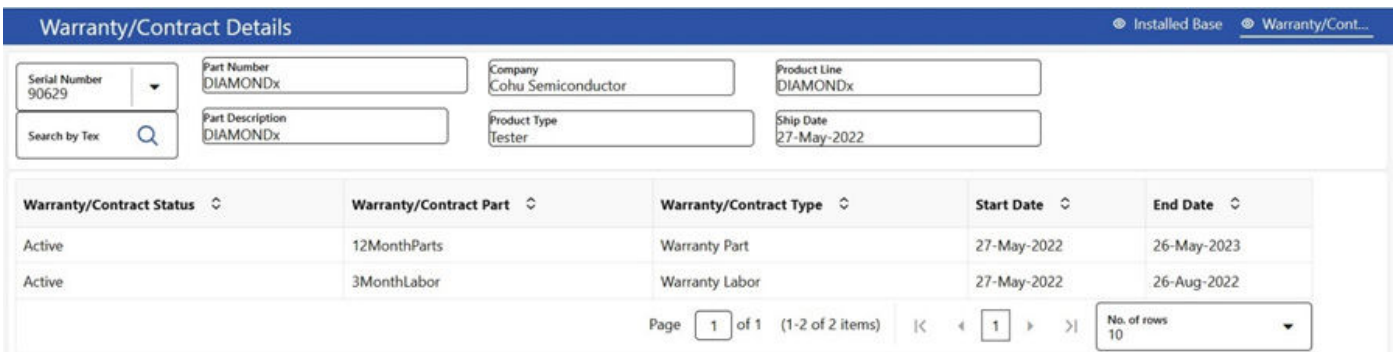
Click the Serial Number down arrow to select the serial number



### Step #3

#### Search Results

A window will appear displaying your search results.



**1. What Quick Links are available?**

- *Installed Base*
- *Warranty/Contract*

**2. What parameters can be used to search the asset details?**

- *Serial Number*
- *Part Number*
- *Product*
- *Product Line*
- *Ship Date From*
- *Ship Date To*
- *Company Name*

**3. How can I view the warranty details of the items?**

*The warranty details of the items can be viewed through the Quick Links provided under the installed base subject area, from the home screen, and from the menu list icon on the portal.*

**4. What parameters can be used to search the warranty/contract details?**

- *Serial Number*
- *Part Number*
- *Company*
- *Product Line*
- *Part Description*
- *Product Type*
- *Ship Type*

**5. What are the various statuses of the installed base subscription?**

- *Active*
- *Expired*
- *Other include:*
  - *Draft*
  - *Closed*
  - *Cancelled*
  - *Under the Amendment*
  - *Pending Approval*
  - *On-hold*
  - *Suspended*

**6. What is the Active state?**

**7. What is the Expired state?**

*The contract end date or line end date or system end date is in the past.*

**8. What is the Draft state?**

*The subscription is being entered and is not yet activated. The line is amended but not submitted.*

**9. What is the Closed state?**

*The line or the system is closed i.e., the line might be amended with a date in the past, or the line is closed. This includes user errors.*

**10. What is the Canceled state?**

*The subscription or line is canceled. User errors (in draft status).*

**11. What is the Under the Amendment state?**

*The subscription or line is under the amendment.*

**12. What is the Pending Approval state?**

*The subscription is activated but not yet active. (This will be a rare case as subscriptions get approved immediately.)*

**13. What is the On-hold state?**

*The subscription of lines is on-hold. (This will be applied for arrear bill lines so that they will not be billed automatically.)*

**14. What is the Suspended state?**

*The line or system is suspended. (Not closed and this can be reverted.)*