

BENEFITS:

- Access timely, product specific information
- Quickly troubleshoot technical issues
- Securely download the latest releases
- Easily search documentation
- Rapidly open and search service requests
- Learn, share, and network with peers on Mentor Communities
- Suggest and vote on product improvements with Mentor Ideas

Find it fast at SupportNet

Best-in-class support must be responsive, accurate, and tailored to meet the needs of each design team. Mentor Graphics addresses these requirements with SupportNet, our comprehensive support web site. SupportNet is a great first stop for answers, and provides convenient 24-hours access to technical information to keep your designers productive and your designs moving forward.

SupportNet is fast and easy to use. Thousands of solutions give you instant access to the most up-to-date information on Mentor's products. SupportNet's global service request system lets you submit, update, and track issues no matter the time or location, and its backed by our award-winning Customer Support Division. You can readily access the latest releases and patches at your convenience.

Access Mentor Communities

Networking with peers is an excellent way to improve and share your expertise. Exchange information, viewpoints, and solutions with design professionals using Mentor Communities, accessible through SupportNet.

Focused on the tasks you do most often

Research has shown you come to SupportNet to do four primary tasks: troubleshooting, downloading, referencing documentation, and opening Service Requests. SupportNet is oriented to give you quick access to those tasks.

No matter what time of day, you can get the support you need: find it fast at SupportNet!

The Benefits of SupportNet

SupportNet Features	Benefits
Troubleshoot technical issues	<ul style="list-style-type: none"> • Answer questions with up-to-date technical information • Understand the most frequent issues other users have • Share the problem-solving experience of our CAEs
Download the latest releases	<ul style="list-style-type: none"> • Protect your investment in Mentor Graphics software • Enhance productivity with the latest improvements • Load crucial patches quickly • Receive immediate notices of new releases via RSS feeds
Reference product documentation & AppNotes	<ul style="list-style-type: none"> • Study new products and enhancement releases • Review the latest manuals, release notes, product details • Brush-up on detailed procedures at your convenience
View self-paced How-tos & Tutorials	<ul style="list-style-type: none"> • Watch short movies to quickly learn new features or methods
Open and track Service Requests	<ul style="list-style-type: none"> • Submit design issues from any location worldwide • Get status of your issues and provide updates around the clock
Complete robust, comprehensive searches	<ul style="list-style-type: none"> • Decrease resolution time with accurate search results • Ask questions just as if you were talking with a CAE
Manage your license files and environment	<ul style="list-style-type: none"> • Click and download your site's authorization codes • Manage assets with license and configuration reports • Keep your environment current with licensing & installation tips
Review your site's Order History	<ul style="list-style-type: none"> • Rapid access to your electronic software orders
Subscribe to SupportPro technical newsletter	<ul style="list-style-type: none"> • Receive automatic technical updates via email • Get notice of the latest releases and patches each week
Participate in Mentor Communities accessible through SupportNet	<ul style="list-style-type: none"> • Network directly with other users • Learn and share information about design methodologies
Suggest product improvements on Mentor Ideas	<ul style="list-style-type: none"> • Suggest product improvements for select Mentor products • Vote on other people's suggestions

The *Only* 5-STAR Support in EDA

Mentor Graphics offers award-winning support for EDA tools, and provides rapid, expert response to technical product issues for the complete suite of Mentor Graphics products. To help design teams around the world accelerate product development and increase quality, Mentor Graphics delivers regular product enhancements and new releases, timely access to solutions through an expanding array of online support options, and rapid response from technical experts worldwide.

Focus on customer needs has earned Mentor Graphics the prestigious Support Capability & Performance certification and the industry's only five-time receipt of the STAR Award which recognizes superior technical support performance to customers, in addition to Hall of Fame recognition for SupportNet from Association of Support Professionals.



Corporate Headquarters
Mentor Graphics Corp.
8005 S.W. Boeckman Road
Wilsonville, Oregon 97070
USA
Phone: 503-685-7000
Fax: 503-685-7745

Europe Headquarters
Mentor Graphics Corp.
Deutschland GmbH
Arnulfstrasse 201
80634 Munich, Germany
Phone: +49.89.57096.0
Fax: +49.89.57096.400

Pacific Rim Headquarters
Mentor Graphics (Taiwan)
Room. 1001, 10th Floor, No. 333
International Trade Bldg.
Sec. 1, Keelung Road
Taipei, Taiwan, R.O.C.
Phone: 886-2-8725-2000
Fax: 886-2-2757-6027

Japan Headquarters
Mentor Graphics (Japan) Co., Ltd.
Gotenyama Garden (19 & 20F)
7-35, Kita Shinagawa 4-chome
Shinagawa-Ku, Tokyo 140-0001
Japan
Phone: 81.3.5488.3033
Fax: 81.3.5488.3021

