



Tech Insight: Toshiba PC Diagnostic Tool

EasyGuard™ Go Mobile With Confidence

Toshiba EasyGuard™ technology is a series of hardware and software enhancements to business-class notebooks that greatly improve mobile computing. By providing users with increased data security, system protection, simple connectivity and ease of use, EasyGuard™ technology is continued evidence of Toshiba's vast experience in mobile computing and our ongoing commitment to providing users with a better, more reliable notebook experience.

Toshiba EasyGuard technology comprises a number of features some of which may or may not be available on a particular Toshiba notebook depending on the model selected. See www.easyguard.toshiba.com for detailed information.

Toshiba EasyGuard™ Four core elements for more confident computing

- Protect & Fix**
Fortifies vital information and vulnerable components against the stress and hazards mobile computers are exposed to every day.
- Secure**
Helps defend your data and your notebook against loss, theft or viral attack.
- Connect**
Helps you locate and establish a wired or wireless connection effortlessly and quickly.
- Optimize**
Allows you to customize the notebook's system performance so you can be more productive.

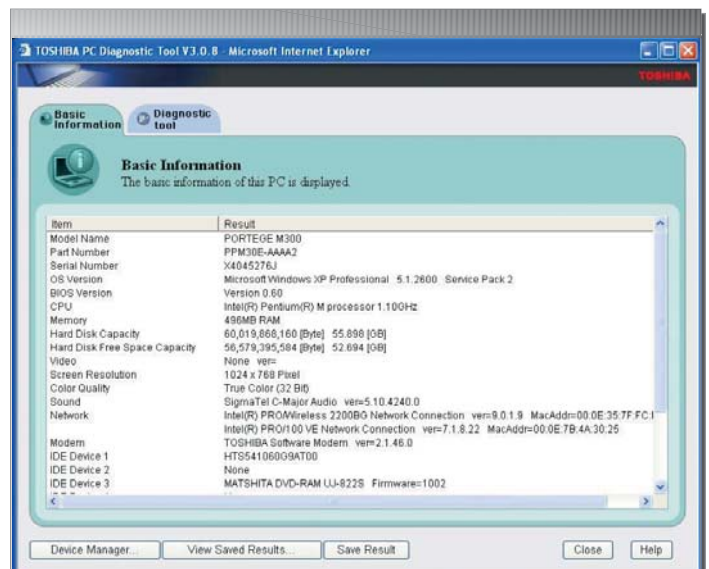
What is the Toshiba PC Diagnostic Tool?

Toshiba notebooks are equipped with the Toshiba PC Diagnostic Tool, which is an intelligent software utility that enables users and IT support staff to identify problems quickly. The Toshiba Assist Button provides easy access to the Toshiba PC Diagnostic Tool.

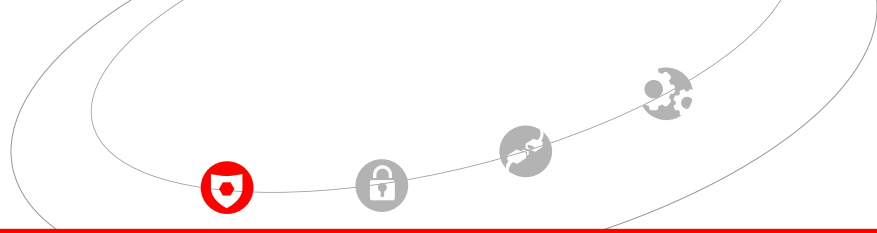
How it works

The Toshiba PC Diagnostic Tool provides two main functions:

The Basic Information tab provides a quick overview of the notebook's hardware inventory and installed software (including version number). This feature reduces the time spent on IT support and service for hardware or software issues because the user can immediately provide the technician with the notebook's system configuration.



> The Toshiba PC Diagnostic Tool provides an extensive list of basic information about the user's system, including model, serial number and OS version, as well as a wide range of hardware features.



The Diagnostic Tool tab provides a window where the user can run tests on each of the devices integrated into the notebook. The user decides which devices to test, and the Diagnostic Tool shows the status and result of each test — with a pass or a fail. The results of these tests can be saved in a text file enabling the user to either print or send results to IT staff for analysis. Issues can be resolved quickly because the diagnostic program identifies the hardware that is experiencing a failure to operate correctly.

The Toshiba PC Diagnostic Tool allows end users and support staff to speak the same language when discussing notebook issues; this allows support staff to focus immediately on the specific problem that requires attention.

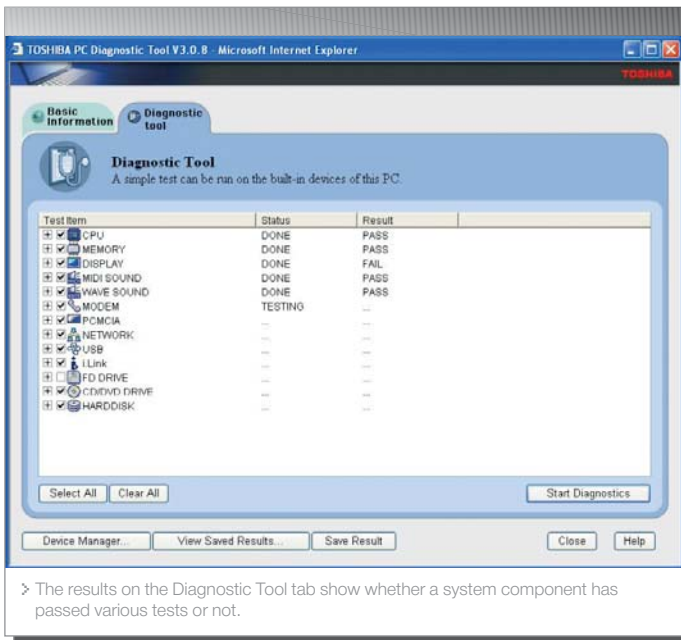
Summary of features and benefits

Basic Information tab

- Provides the end user's system configuration, and enables users and IT staff to obtain system information easily and quickly

Diagnostic Tool tab

- Enables the end user and IT staff to confirm system configurations and to perform simple self-diagnostic tests — ultimately expediting, or even reducing, IT support calls



- The results on the Diagnostic Tool tab show whether a system component has passed various tests or not.