From: John Kalkman
Sent: Tuesday, March 10, 1998 6:18 AM
To: Brian Fujiwara
Cc: Dale Watanabe
Subject: RE: HPD Request for exceptions to Win98 boot sequence

Message Flag: Follow up
Flag Status: Flagged

My comments: << >>

1. Leave the channel bar closed when the user gets to the desktop for the first time.

<<As Dale knows, we can't allow them to do this. There are contractual obligations with the ICPs on the Active Channel bar that they be shown...>>

2. Allow the Pavilion system set up to run and complete before the appearance of the Welcome to Windwos dialog box.

<<Nope, this goes directly against OOBE clearly written in the OPK documentation! The OEM can not have anything autorun as a first run experience! HP can run their registration app as a part of our's or add on two different apps to the welcome.exe applet.>>

3. Modify the Welcome to Windows dialog to include a clear exit to users.

<<There is a clear exit. the user only has to click on the X in the upper right hand corner!>>

4. Eliminate the background music of Welcome to Windows dialog box.

<<Weird request! I don't know what to say here!>>

5. Eliminate the InBox icon from the desktop. Instead, make it available in some other locaton such as the Online Service folder.

<<This seems like a odd request as well. A user who clicks on the inbox will get a setup dialouge if mail is not setup yet!>>

---Original Message---
From: Brian Fujiwara
Sent: Friday, March 06, 1998 8:43 AM
To: Dale Watanabe; John Kalkman
Subject: FW: HPD Request for exceptions to Win98 boot sequence
Importance: High

please review and make appropriate comments....we should get together to discuss since this would impact the DTOS license.

---Original Message---
From: FRANK_SANTOS@hp-santaclara-om4.om.hp.com [SMTP:FRANK_SANTOS@hp-santaclara-om4.om.hp.com]
Sent: Thursday, March 05, 1998 8:44 PM
To: Brian Fujiwara
Cc: BERNARDO_JANIS/hp-santaclara_om4@hpbs1479.boi.hp.com; DAVOINE_SOPHIE/hp-santaclara_om4@hpbs1479.boi.hp.com; FONG_GORDON/hp-santaclara_om4@hpbs1479.boi.hp.com; [illegible] santaclara_om4@hpbs1479.boi.hp.com; MORILLA_MARINA/HP-SantaClara_om3@hpbs1479.boi.hp.com; PANNELL_ARIANE/hp-santaclara_om4@hpbs1479.boi.hp.com; PEACOCK_ERIC/hp-santaclara_om4@hpbs1479.boi.hp.com; SCHMIDT_GREG/hp-santaclara_om4@hpbs1479.boi.hp.com; WANG_LUANN/hp-santaclara_om4@hpbs1479.boi.hp.com
Subject: HPD Request for exceptions to Win98 boot sequence
Importance: High

Item Subject: cc:Mail Text

Brian,

The following document (also attached as a Word doc file) summarizes the list of exceptions to the Windows 98 first boot sequence that we (HPD) are requesting from Microsoft.

Let me know if you need further clarification. Thanks for your help.

Frank Santos
HP Home Products Division
(408)343-5264

GOVERNMENT EXHIBIT 316

MS98 0115572
CONFIDENTIAL

Windows 98 and Consumer PC OOBE
March 5, 1998

Overview

The concepts and features of the consumer PC, including its overall out-of-box experience (OOBE) need to be simple and straightforward i.e. easy to learn and use. They need to be introduced gradually without causing confusion and frustration. Information and assistance need to be available to guide users if and when needed. Meeting or exceeding the consumer PC OOBE will lead to a very positive and productive experience with the PC leading to increased perception of its value, utility and continual use.

Windows 98 OOBE Analysis

The standard Windows 98 first time boot sequence creates a number of usability issues to users.

1. The presence of the channel bar in the desktop will create confusion and frustration when novice users attempt to use it prior to being introduced to the notion of the Internet and prior to signing up with an ISP.
2. The Welcome to Windows dialog box and the extensive procedures a user is exposed to is inconsistent and out-of-step with the rest of the Pavilion system setup. This will also lead to confusion.
3. The Welcome to Windows dialog box forces users to go through multiple steps (sort of as in a wizard) before displaying an "Exit" button. This lengthens considerably the out of box experience of novice to intermediate users who might not know about closing windows by clicking the "x" in the top right corner of windows Basic usability guidelines always recommend offering a clear exit to users.
4. The Welcome to Windows dialog box that appears at the first boot up is accompanied by a background music that certain people could find offensive (Rolling Stones type of music with loud breathing sounds. This is not be appropriate for certain age groups.
5. The Inbox icon on the desktop is unnecessary. Since Windows 98 does not include the Microsoft Fax application, the Inbox can only be used for e-mail purposes and only if the user has a Microsoft Mail account, which is suitable in a business environment only. For home use, the Outlook Express Mail and News client that comes with Internet Explorer is much more appropriate.

Windows 98 OOBE Recommendations

For the five reasons stated above, HPD is requesting Microsoft for the following five corresponding exceptions to the standard Windows 98 first time boot sequence.

1. Leave the channel bar closed when the user gets to the desktop for the first time.
2. Allow the Pavilion system set up to run and complete before the appearance of the Welcome to Windwos dialog box.
3. Modify the Welcome to Windows dialog to include a clear exit to users.
4. Eliminate the background music of Welcome to Windows dialog box.
5. Eliminate the InBox icon from the desktop. Instead, make it available in some other locaton such as the Online Service folder.

HPD believes strongly that these exceptions to the standard Windows 98 first time boot sequence will lead to a more positive experinece for novice and intermediate users.

We request approval no later than March 19, 1998.

Thank you for your support.