From: VonHolle, Jim [VONHOJIM@Gateway.com]
Sent: Friday, April 10, 1998 11:18 AM
To: Gayle McClain
Cc: Skidmore, Kathy; Flanary, Mike
Subject: summary of comments from meetings

Win98-comments doc

Gayle - here is a copy of the summary of the Tuesday discussions I put together after our meetings. I'm sure this will be sensitive to discuss internally but we will be glad to go into depth with anyone necessary to help them understand why we have these requests. I also want to make sure that everyone there understands we want to resolve these as amicably as possible especially since we have a lot of very positive things we are moving forward on together.

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320

Gateway Feedback on Windows 98

- We want to be able to enter a master COA number in our manufacturing process.
  - Simplify the customer out of box experience, minimize customer requirements to begin using the system.
  - We receive significant support calls from customers asking where they find this number.
  - This would be a gateway specific PID so MS and GW support know it is GW version. Will continue to ship separate COA / PID in our systems with the APM.

- Where can we offer a browser choice in the start up sequence?
  - This is something that we can do technically. Not allowed in the licensing terms (or OPKs).
  - We want the potential to offer this choice before the "Welcome" screen.
  - We are concerned that the installation of the full MS product (including channels) results in a much slower system performance if the customer chooses an alternate browser after full installation on IE4.

- Welcome Screen proposed changes
  - "Register now" change to "Register with MS" to avoid confusion where the customer is actually registering
  - Connect to the Internet. We want the flexibility to point this to Gateway choices for the Internet. (Rip and Replace with GW registration procedure)
  - "Discover" – N/C
  - Maintain your computer – N/C
  - We will add a welcome to Gateway type button <u>and</u> a support / help area (GW help spot). We need <u>two</u> additional buttons for this on the Welcome screen
  - We want to put a "Close" button next to "Begin". It is not intuitive to new users that the "x" in the upper right corner means "close." Users should not be forced into this each time. There needs to be a choice to go around this.
  - The "show this screen at start up" tag needs to be default to OFF after the first time boot to the Windows registration.
  - There does not seem to have been any thought at MS for a situation where the customer does not have a modem or if they try to register without the modem connected. There were no "user friendly" messages given to the user to let them know what is occurring or that they have a choice to send in paper registration.

- Windows updates area - Concern about changing any drivers that have not been released (or tested) by Gateway. MS will need to accept the support for these customers – we can not take responsibility. We do not want this at all for the initial product launch. We can work toward this after we gain confidence in MS organizations to properly execute.

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- Need to be able to remove icons if the customer does not choose those options
  - We want to remove as much clutter from the screen as possible.
  - Ex: - If the customer chooses an ISP service with a browser then the IE icon has no ongoing value.

- We want IE to have uninstall (for as much of the code as can be removed without disabling the system).

- Gateway will populate the Online Services folder with the options we choose. (based on the agreements we have with ISP's).
- We do not want to ship active channels as part of the standard product.
- We want the option for active or inactive mode on boot.
- We want flexibility to use the channel bar for Gateway selected content
  - Will be based on information we know about the customers since we have direct order model.

Generally, Gateway wants to have flexibility on anything associated with the Inter
We want MS to provide us with the technology, not make decisions and choices for us, or our customers.

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