

HIGHLY  
CONFIDENTIAL

From magnusl Wed Jan 30 01:15:55 1991  
To: jeffl  
Cc: benqta sergiop  
Subject: RE: Need your feedback on this  
Date: Wed Jan 30 10:08:55 PDT 1991

Jeramy told Victor that he was going to talk to Redmond-people to help up the situation. He didn't describe in detail how we are going to solve the problem.

However, Victor's clear opinion is that they from the early beginning want into a project in wich both MS and themselves were going to participate actively. Remember, we ware under hard presure from DRI and one of our best arguments was our strong support-organisation.

We are now in a quite unsatisfying situation, Victor has one opinion, about how much work MS should do and MS has one. The lesson both parts have to learn for the next time is: put it on paper !

For this time we will have big troubles in getting money for our assistance to Victor.

Regards, Magnus

>From jeffl Tue Jan 29 22:56:27 1991  
To: magnusl  
Cc: benqta  
Subject: Need your feedback on this  
Date: Tue Jan 29 13:47:13 1991

Please copy sergiop on your reply. What is it that JB specifically committed to ? did he imply in any way that we would do any custom work for free?

>From sergiop Tue Jan 29 11:12:38 1991  
To: jeffl  
Cc: bradc mikedr philba pierred sergiop tomle  
Subject: Re: Victor  
Date: Mon Jan 29 11:04:38 1990

It seems that what we're committing to do is custom work. Can we get anything more (addl payment) from Victor for this work?

Sergio

>From mikedr Tue Jan 29 10:58:19 1991  
To: sergiop  
Cc: bradc jeffl philba pierred sergiop tomle  
Subject: Re: Victor  
Date: Tue Jan 29 10:54:01 1991

I believe Pierre is most knowledgeable about the Victor work, and is best positioned to work with them.

Note that the work in question has always been presented to Victor as additional custom work that they should make contractual with us to complete. They seem to have taken the tactic that if they complain long enough, we will do it for them. They seem to have been successful now.

At any rate, I can probably have someone give Pierre some backup on this, if he is able to be the front man.

>From sergiop Tue Jan 29 08:44:27 1991  
To: mikedr  
Cc: bradc jeffl sergiop  
Subject: Victor  
Date: Mon Jan 29 08:38:21 1990

Mike,  
How would you like to handle Victor. Jeramy's committed to Victor that someone would help resolve Victor's problem.

I realize that we need to remain very focused with doc 5. However,

MS-PCA 1162562  
CONFIDENTIAL

MS 5002060  
CONFIDENTIAL

Ex 353

Victor can easily jump into the DRI camp and we obviously don't want this...

Can PierreD help out on this one as he did before?

Let's back to magnusl asap as we need to move on this...

Sergio

**HIGHLY  
CONFIDENTIAL**

>From jeffl Tue Jan 29 06:39:55 1991  
To: sergiop  
Subject: Victor  
Cc: magnusl  
Date: Tue Jan 29 06:33:33 1991

Sergio, can you let us know your reaction to Magnus's mail is please?  
Is waht he proposed in his mail doable? I don;t want to lose  
a desgin win to DRI!

-----  
>From magnusl Mon Jan 28 07:01:54 1991  
To: jeffl sergiop  
Cc: bengta  
Subject: RE: Victor  
Date: Mon Jan 28 15:58:09 PDT 1991

I am waiting for reactions on my mail sent Januari 23 to Brad.

Jeff, do you need anything more from me for the moment ?

I really would appreciate any support I can get for help on this  
issue.

Attached is a copy of my mail to Brad.

Regards, Magnus

>From jeffl Fri Jan 25 23:22:43 1991  
To: magnusl sergiop  
Cc: bengta  
Subject: Victor

Date: Fri Jan 25 14:09:40 1991

If communication has not happened yet, I assume magnus will  
let us know what he needs to get some business done....

-----  
>From jeremybu Fri Jan 25 12:31:38 1991  
To: jeffl  
Subject: Victor  
Cc: joachim  
Date: Fri Jan 25 12:29:53 1991

As I imagine you have heard, I undertook  
to get them in touch with our ROM DOS people,  
to discuss some needs Victor has. Can I  
assume you will handle please?

>From magnusl Wed Jan 23 09:57:10 1991  
To: bradc  
Cc: jeremybu bengta sergiop dagh rolfs jeffl  
Subject: Victor custom ROM DOS

Hello Brad,

I will in this mail give you an update on the Victor custom ROM DOS  
project, that Mark Chestnut managed in Redmond until he went to OEM.  
We have had a couple of meetings with Victor since our last contact  
with you and Sergio.

One of the meetings was last week together with Victor's top management  
and Jeremy Butler. Jeremy was involved in the sales-stage of this project,  
and it was Jeremy who finally convinced the Victor-president Ulf Ericsson  
to go for MS ROM DOS and not the DRI one. The almost ready product was

MS 5002061  
CONFIDENTIAL

MS-PCA 1162563  
CONFIDENTIAL

MS-PCA1162563

showed and the Victor people declared that there was one more problem with the software which can't be solved without assistance from MS. Jersey gave Victor OK for having this assistance.

The problem is how to make the handheld PC less power consuming. DOS must fall into a "sleeping mode" when there is no data input.

Jan Blach at Victor did in November last year send a suggestion how to solve the problems. He sent code and a description of the parts in his code which didn't work to Pierre Desloover at MS DOS Systems Support in Redmond. Pierre came back with an alternative solution (written by Mike Dryfoos), but there was parts in this that cut some important functions away. For example it wasn't possible to read CTR-commands and this is an important issue.

**HIGHLY  
CONFIDENTIAL**

After a technical meeting with Victor yesterday we understand that the most effective way to solve the problem is not to go over to Redmond with Victor as we were discussing before. Therefore I suggest the following plan:

- \* A person at MS Redmond is given dedicated time to work with the problem.
- \* This person will have telephone-contact with Victor's Jan Blach for input and discussions simultaneous as the Redmond-person works out a solution and produce the necessary code. Jan Blach estimates that this will take three days.
- \* MS Redmond deliver the ready customized code to Victor.

I really think that this way to solve the problem is more time-effective for both MS and Victor than going over to Redmond and having meetings.

The timeschedule is very critical, Victor will introduce the product in February.

Please come back ASAP.

Best regards,

Magnus Larsson, AM Victor, MSAB

MS 5002062  
CONFIDENTIAL

MS-PCA 1162564  
CONFIDENTIAL

MS-PCA1162564