

Illustration: s-5 (part - 1 of 2)

Issue: *Erroneous progress and user action indications. Specifically:*

- "QuickTime is installed" as setup process initiates.
- 'Click the "Next" button and proceed.' **Misleading since user must click the "Next" button twice until the noted Software License Agreement appears.**
- "From now on, proceed to the next screen according to the default settings." **Confusing and uses "default setting" lingo.**

Recommendation:

Correct messages to reflect precise actions required of users and to properly indicated status of installation.

- "QuickTime is ready to be installed."
- 'Click the "Next" button until the Software License Agreement screen appears.'
- 'When the "Software . . ." (acceptable as is)
- "After, accepting the license agreement, proceed through the remaining screens accepting the settings already chosen for you."

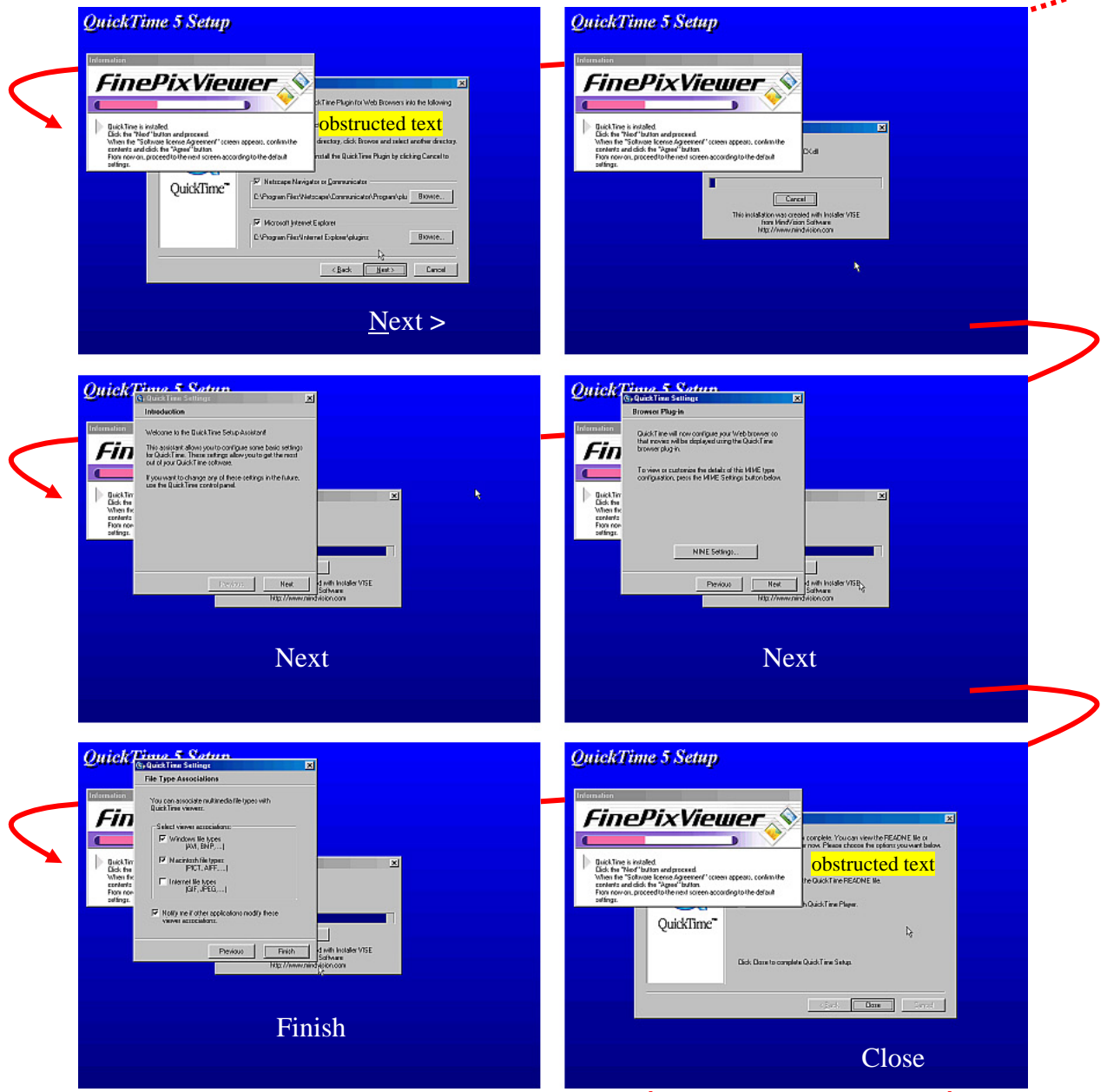
800 x 600 pixel res.

QuickTime On Screen #1

The screenshots show the following steps:

- Starting QuickTime 5 Setup. Please wait...
- Welcome to QuickTime 5. The installer lets you choose the QuickTime software you want, and places it in the appropriate location on your computer.
- Software License Agreement. Press the PAGE DOWN key to view the agreement.
- Please read the software license agreement carefully before pressing the "AGREE" button. By pressing "AGREE" you are agreeing to be bound by the terms of this license.
- Destination Directory selection.

Illustration: s-5 (part - 2 of 2)



^ QuickTime On-screen #12 ^
10 Required User Responses