MEGAN M. CHUNG'S DECLARATION IN SUPPORT OF APPLE INC.'S MOTION FOR SUMMARY JUDGMENT ON COPYRIGHT INFRINGEMENT, DMCA VIOLATIONS AND PSYSTAR'S AFFIRMATIVE DEFENSES

Doc. 183 Att. 10

Apple Inc. v. Psystar Corp. Case No. CV-08-03251-WHA

PS009288P

If seal is broken or package damaged check contents before signing receipt





Unfold maual completly to view installation images.

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Each disc is individually water marked. Violators will be prosecuted to the fullest extent of the law. Made in the USA.

Open Restore OSX Reinstallation Instruction Manual



nt the Open Restore disc

While your open computer is on insert the Open Restore disc enclosed. Then, shut id down normally. Immediatly after turning it on press F12 repeatedly ro bring up a boot menu, from which you should choose CDROM. (Fig. A)

Initialize the Mac OS Installer.

A gray screen will appear with the Psystar logo. Choose the option that reads "Install/Boot from Leopard DVD" (Fig. B) You will be prompted with "Insert OS X Leopard DVD, wait for it to read, then press enter:"

At this point ensure the retail Leopard disc shipped with your system is in the drive. Wait 5 seconds, and press enter. If the disc is not detected the process will have to be repeated.

Install Mac OS X

The OS X installer will now run. Follow the on-screen instructions. When the installation process is complete the Open Computer will restart.

4. Boot the Open Restore disc (again)

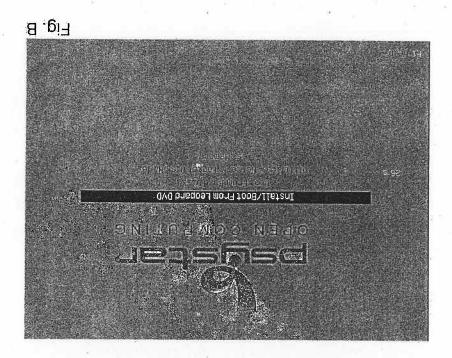
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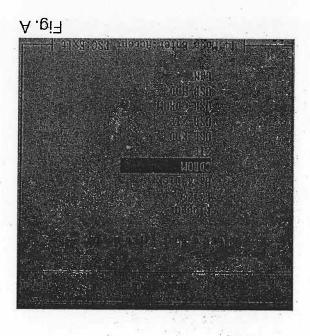
5. Finalize the Mac OS X Installation

450 will once again see the gray Open Aestore screen from Step 2. (Fig. B) Select the "Boot from Hard Disk" option.

6 Install the Open Restore Package

After choosing your language and other options you will be presented with your desktop. Open the Open Restore disc by double clicking on the icon. Browse to the install folder and double click on "OpenRestore.mpkg" file. Follow the on-screen instructions to install the Open Resore application. When prompted for your login information the username is the email address provided when ordering the system and the password is the word "open" fallowed by the last four digits of your order number. Ex: If your order number is 0810091012 your password would be "open1012"





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Start Print

PSYSTAR Corporation

GEC-530661: Fw: My order

07 May 2008 02:41 PM

j varey

(User)

---- Forwarded Message ----

From: j varey

To: rp@psystar.com

Sent: Sunday, April 20, 2008 9:58:04 PM

Subject: My order

My order number is 5342 and I am wondering when my order is going to be shipped, and when can \tilde{I} get my tracking number...

Posted on: 07 May 2008 02:41 PM

j varey

(User)

yes but you charge 155 where as I can go to the store and get it for \$99. and like I said before you say I can't reinstall If I need to. So how is that easy. What do I gotta do If something happens and I need to reinstall send it back to you...

---- Original Message ----From: PSYSTAR Support Team

To: j varey Sent: Monday, April 28, 2008 3:35:10 PM

Subject: Re: Fw: My order

Dear Mr. Varey,

If you ordered a computer with Leopard pre-installed, it would run straight out of the box, with absolutely no problems. That seems very easy. Thank you for your concern, **PSYSTAR Support Team** www.psystar.com 305-356-6666

On Sun, 2008-04-27 at 18:36 -0700, j varey wrote: > So if it is not as easy to install like a mac than why would I even > bother I ordered with the impression that it was as easy as a Mac.

> ---- Original Message ----> From: PSYSTAR Support Team > To: j varey

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> Sent: Friday, April 25, 2008 7:31:47 AM
> Subject: Re: Fw: My order
> Dear Mr. Varey,
> We are pleased to inform you that we are currently
working on a
> system
> to facilitate installation and re-installation to the point
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> Thank you for your concern,
> PSYSTAR Support Team
> www.psystar.com 305-356-6666
> On Thu, 2008-04-24 at 16:24 -0700, j varey wrote:
> > So what happens when and If I need to reinstall
> >
> > ---- Original Message ----
> > From: PSYSTAR Support Team
> > To: j varey
> > Sent: Thursday, April 24, 2008 7:54:05 AM
> > Subject: Re: Fw: My order
> >
> > Dear Mr. Varey,
> >
> > There is a difference. Leopard is not MADE to run on
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> > rather, we "force" it to run on our computers through
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> > complicated process executed by our technicians.
> > Thank you for your questions,
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> > www.psystar.com 305-356-6666
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> > have a tmp the same as Mac.
> > >
> > > ---- Original Message ----
> > From: PSYSTAR Support Team
> > > To: j varey
> > Sent: Wednesday, April 23, 2008 7:21:10 AM
> > Subject: Re: Fw: My order
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> > Dear Mr. Varey,
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> > The current price for our Leopard Pre-Installation is
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> > > ---- Original Message ----
> > > From: PSYSTAR Support Team
> > > To: j varey
> > > Sent: Tuesday, April 22, 2008 8:22:01 AM
> > > Subject: Re: Fw: My order
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> >
>
> >
Posted on: 07 May 2008 02:45 PM
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j varey

So what happens when and If I need to reinstall

(User)

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Posted on: 07 May 2008 02:47 PM

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(User)

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Sent: Tuesday, April 22, 2008 8:22:01 AM

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Posted on: 07 May 2008 02:50 PM

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(User)

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Posted on: 07 May 2008 02:57 PM

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Start Print

PSYSTAR Corporation

ZXY-195076: Re: Fw: My order

07 May 2008 02:40 PM



(User)

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To:
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Start Print

PSYSTAR Corporation

NAC-459014: Missing items in Order

23 Oct 2008 03:25 PM

Joel Davidson

(Staff)

We are looking into the allegedly missing items below. This ticket will be updated when any status changes occur. Thank you for your patience.

List of items missing from order: OpenPro front panel Keys Mac OS X Leopard 10.5.4 Disc (Box included, however contents were empty)

Regards, Joel D

Posted on: 23 Oct 2008 03:25 PM



PS007620