

Beta Tester Expectation Guide

We want to give you an overview of the different feedback types and list the beta test expectations so that everyone is aware of what is expected of them.

Beta Tester Expectations

Beta sites are expected to log on to the project daily to check for notices, new software releases and submit any issues that have been discovered and participate in the forum discussions. You are expected to share your ideas and opinions about the product.

You should submit the issue reports and feature requests as soon as you discover them. You are expected to report any issue you see no matter how trivial. The Daily Journal feedback should be submitted three times a week at minimum, and daily if you can. The surveys that we post should be filled out at your earliest convenience. The forum participation is a very important aspect of the test and testers are encouraged to be active in the forums.

There are times when we need to ask for more information on an issue. Please respond to these requests as soon as possible so that the issue can be evaluated.

If you are going out of town or are going to be inaccessible for any reason, please send the NETGEAR project contact an e-mail letting us know what the situation is and how long you will be gone. If you have a strict spam filter, please make sure to add netgear.com to the allowed domain so that our notices don't get filtered and you miss out on important project information.

Beta Test Feedback

There are 5 forms of feedback on this project. They are as follows:

Issue Reports

Please use this feedback type to submit any problems that you find with the product. Please make sure that you enter as much detail as you can with the issues you submit. It is important to list the steps to duplicate the issue, so that you won't be asked for more information on the problem.

Product Suggestions Requests

This feedback type is for submitting requested changes to the way the device or software operates. The suggestions may not be implemented for this release, but they help the company determine future direction and features of the product.

Daily Journals

This feedback type is useful for letting us know how you are using the product and tell us about the aspects of the product that you like. Please make sure to post any actual problems you have within the Issue Report feedback type. The issues in the Daily Journal feedback type are not tracked the way the issues are. We do review them and will make comments on them, depending on the contents.

Surveys

Over the course of the test, there will be surveys posted for everyone to fill out. The surveys will cover issues discovered during beta test and to offer your typical usage of the product to help give Marketing direction for future releases of the product.

Forums

The forums are provided to talk about the product, and discuss the various aspects of the test. The typical discussions are to get assistance on issues that you are seeing and to discuss how you are using the product with the other beta sites.