

RE: Dell refuses to upgrade MCE 2004 to 2005

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2004-11/1724.html>

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Gregory,

Dell isn't on the same planet as Toshiba when it comes to customer service, they have none! But that's a long story. and u don't want to get me started on that, but I easy stupid enough to spend chose to \$4000 on Toshiba's 14 month old Windows MCE Satellite. But the reason Iâ€™m repaying was to see if you have sought Microsoftâ€™s help via webpage:

<https://profile.microsoft.com/RegSysProfileCenter/wizard.aspx?wizid=3fb8e4d5-6563-4562-89c3-3092607caf45&l>

To persuade this pc manufactures to provide us with the ability to buy the 2005 upgrade. As with anything the more complaints receded always gets the priority, the squeaky wheel syndrome. Iâ€™ll be watching for other's reaction.

To me this is totally unacceptable on many levels, and not exclusive to the accountability of just the pc manufactures. My feelings are that this was misleading and possibly criminal, false sales promotions..

Well I hope this is not the end of this saga, Mike

"G" wrote:

> *I just read this on Dell's Media Cenetr 2005 webpage:*

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> *In our continuing effort to give our customers the very best possible customer experience, we are not offering an upgrade from Media Center 2004 to Media Center 2005, since we cannot be sure that every customer has the proper hardware required to run Media Center 2005 optimally. If you want Media Center 2005, we recommend you consider upgrading to one of Dell's newest Dimension™ system that has Media Center 2005 preinstalled so you can enjoy all the new features in the best possible way.*

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> *Way to go Dell, I will never buy another Dell again or reccomend them to anyone again. I just paid 2K for my computer two months ago and I am sure that Dell knew that 2005 was coming out and they would not upgrade 2004 users. That is cheating the customer in my book.*

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microsoft.public.windows.mediacenter: RE: Dell refuses to upgrade MCE 2004 to 2005

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