

Ultima™ Online: The Second Age™

INSTALL GUIDE

Welcome to *Ultima Online: The Second Age (UO)*. This guide contains installation instructions and troubleshooting information. To avoid problems, please make sure your machine meets the System Requirements listed on the box (and on p. 3).

This Package Contains:

- (1) CD (your game), with *Ultima Online: The Second Age* software, Internet Service Provider software (AT&T WorldnetSM) and World Wide Web browser software (Netscape Navigator™ 4.5). (Note: The Upgrade CD of *Ultima Online: The Second Age* does not contain the AT&T Worldnet software or the Netscape Navigator browser.)
- **Install Guide** (28 pp.), which is what you're reading now, including troubleshooting tips, installation steps, AT&T Worldnet information, and contact information.
- **Playguide** (132 pp.), describing how to get started playing *UO*, including tips for beginners and brief descriptions of the towns, creatures, weapons and spells in the game.
- **Starter Guide** (72 pp.), describing how to start a character in *Ultima Online* and using the various systems of *UO*.
- **Map of Britannia**, to help you navigate your way through the world.
- **Reference Card** (4 pp.) which outlines the basics of gameplay.
- **Registration Card** — we'd love to know who you are.

WWW.UO.COM

For up-to-date docs and troubleshooting information, visit the *UO* web site. The site also has FAQs, guild information, chat boards and a Britannian newspaper.

CONTENTS

SYSTEM REQUIREMENTS.....	3
PRE-INSTALLATION PROCEDURES	4
INSTALLATION STEPS.....	5
Select Install Option.....	5
Install Software	6
Set Up Account.....	8
Start Play	9
Tutorial Demo	9
UPGRADING FROM THE ORIGINAL ULTIMA ONLINE	9
OPTIONS AFTER INSTALLATION.....	10
Uninstalling / Reinstalling	10
CANCELLING A GAME ACCOUNT	11
DIRECTX.....	11
Uninstalling / Reinstalling DirectX.....	12
SYSTRAN AUTOTRANSLATION	12
TROUBLESHOOTING	13
DirectX Support	13
DirectX Troubleshooting	13
Common Questions	14
Hardware Problems	15
ORIGIN TECH SUPPORT / CUSTOMER SERVICE	16
Before You Contact Us	16
IN-GAME SUPPORT	17
Counselors and GMs.....	17
Game Master Guideline.....	18
Help Options & Contacting Support	20
CREDITS.....	23
AT&T WORLDNET SM SERVICE	25
Online Help and Advice	26
Minimum System Requirements.....	27
Installation Tips and Instructions	28

©1997, 1999 ORIGIN Systems, Inc. Ultima, the Ultima Online logo, ORIGIN and the ORIGIN logo are trademarks or registered trademarks of ORIGIN Systems, Inc. in the U.S. and/or other countries, and Electronic Arts is a trademark or registered trademark of Electronic Arts in the U.S. and/or other countries. All rights reserved.

Translation software included under license from Systran Translation software © Systran Software Inc., 1998. All rights reserved.



SYSTEM REQUIREMENTS

Minimum Required

- Pentium® 200 MHz
- 32 Megs RAM
- Windows 95 or Windows 98
- 2 Meg PCI video card (*DirectX* supported, set to 16-bit color)
- 16-bit sound card (*DirectX* supported)
- 383 MB hard drive space
- 4x CD-ROM drive
- Microsoft-compatible mouse, 100% Windows 95 or Windows 98 compatible
- Slip/PPP or direct connect at 28.8k bps or better with 32-bit TCP/IP stack

Recommended

- Pentium II 233 MHz CPU
- 32 megs RAM
- Windows 95 or Windows 98
- 4 meg PCI video card (*DirectX* supported, set to 16-bit color)
- 16-bit sound card (*DirectX* supported)
- 596 MB hard drive space
- 8x CD-ROM drive
- Microsoft-compatible mouse, 100% Windows 95 or Windows 98 compatible
- Slip/PPP or direct connect at 28.8k bps or better with 32-bit TCP/IP stack

This game requires the hard drive space listed above for installation.

This number is subject to change. Please visit the web site for the current specifications (www.uo.com).

The swap file used by Windows 95/98 will need additional free hard drive space. (This space may vary from system to system. We recommend at least 50 megs.)

Note: You must have a 32-bit connection to the Internet to play. Some online services do not offer this type of connection. If you are not sure what your connection is, ask your Internet service provider.

Note: Disk compression of any kind will result in substantially increased load times. We cannot guarantee the compatibility of our games with disk compression utilities (such as DBLSpace, etc.).



PRE-INSTALLATION PROCEDURES

Before installing any piece of software, make sure your hard drive is in proper working order. *Windows 95/98* provides *ScanDisk* and *Defrag*.

First you should run *ScanDisk*.

1. Left-click on the **Start** button.
2. With the mouse, highlight **Programs** on the menu.
3. Select **Accessories** (usually at the top).
4. Select **System Tools**.
5. Highlight **Scandisk**.

In the *ScanDisk* dialog box, choose **Standard**, and make sure there is a check mark in the **Automatically Fix Errors** box. Select the hard drive to which you are installing *UO* (i.e., if you are installing to drive C:, highlight C:). Once everything is correct, left-click **Start** to scan the drive.

Next, run *Defrag*.

- 1-4. Follow steps 1 - 4, above.
5. Highlight Disk Defragmenter.
6. Select the drive to which you are installing and left-click OK.

Now you're ready to start installation.



INSTALLATION STEPS

Follow these steps if you are installing *UO* for the first time, or if you have uninstalled *UO*. See **Upgrading UO**, p. 9, for instructions on upgrading from *Ultima Online: The Second Age* to *Ultima Online: The Second Age*.

Select Install Option

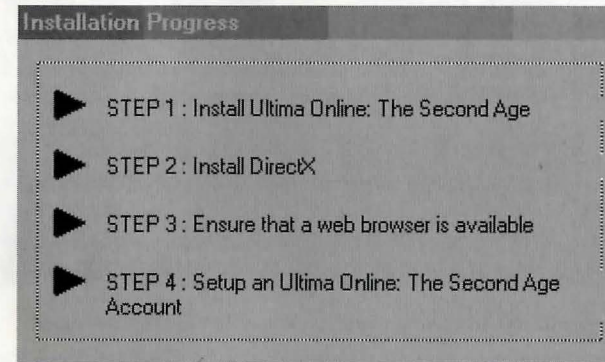
To install and play the game, you need at least 383 megabytes free hard drive space, 16 megabytes of RAM and a functional Internet connection.

1. Turn on your computer and wait for *Windows 95/98* to load.
2. Follow the **Pre-Installation Procedures** on the facing page.
3. Insert your *UO:T2A* game CD into the CD-ROM drive. The install screen should appear. (If not, open *My Computer* and double-left-click on your CD-ROM drive icon, then double-left-click on the file named **SETUP.EXE**.)

Experienced users can follow the onscreen instructions after this point. For detailed instructions, keep reading.

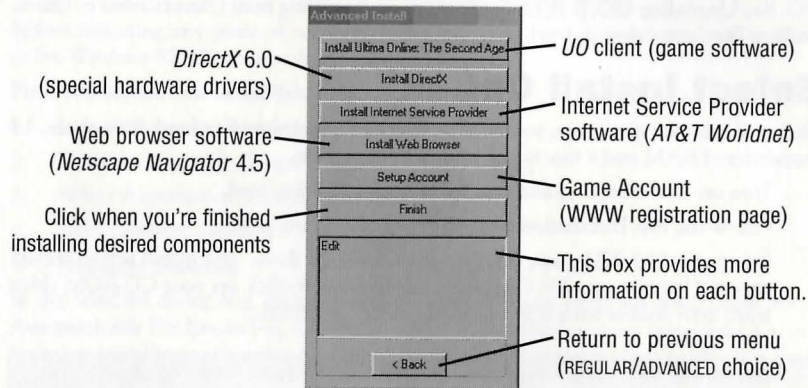
4. Choose a regular or advanced installation, install the tutorial demo (install demo), or quit to close the install program.

REGULAR automatically installs all components in the order shown below:



INSTALL GUIDE

ADVANCED lets you select each component and install it separately. (Left-click the component's button to install it.)



Install Software

5. INSTALL UO. Proceed with game installation.

Choose an installation size. (In the Advanced install screen, you must left-click INSTALL ULTIMA ONLINE: THE SECOND AGE.) Larger installations increase the gameplay speed.

TYPICAL requires 383 megabytes* hard drive space.

FULL requires 596 megabytes* hard drive space.

* This game requires the hard drive space listed above for installation.

This number is subject to change. Please visit the web site for the current specifications (www.uo.com).

The swap file used by Windows 95/98 will need additional free hard drive space. (This space may vary from system to system. We recommend at least 50 megs.)

NEXT continues with the installation, and BACK goes to the previous screen.

6. Choose a directory on your hard drive for installation (C:/Program Files/Ultima is the default).



INSTALL GUIDE

To install to a different directory, type a drive and directory name in the top box. If the directory does not yet exist, the program will ask you to create it. Left-click YES to create it, NO to return to the previous screen and select a different directory.

Alternatively, left-click on the drive selection box to choose a drive. Then, double-left-click on the desired folder. If the game is already installed anywhere on your system, you will be prompted to remove it before reinstalling UO.

NEXT continues with the installation, and BACK goes to the previous screen.

7. Install DirectX 6.0 drivers for your hardware.

In a Regular install, the program asks if you'd like to install DirectX version 6.0 to your hard drive. Left-click on YES to install. (In the Advanced install screen, you must left-click the INSTALL DIRECTX button.)

To quit installation, left-click CANCEL.

The game requires DirectX version 6.0. To check your version number, run DXSETUP.EXE (located in Program Files/DirectX).

See *DirectX*, p. 11, for detailed information on *DirectX*.

- If you already have version 6.0 or higher, do not install *DirectX*. Left-click no.
 - If you have any version previous to version 6.0, upgrade before running the game. You may need to reinstall your video and/or sound card drivers after upgrading.
 - If you install *DirectX*, you will need to restart your system for the changes to take effect. A prompt will ask if you want to reboot once the game is completely installed.
8. INSTALL AT&T WORLDNET (optional) to connect your computer to the Internet. (In the Advanced install screen, you must left-click the INSTALL INTERNET SERVICE PROVIDER button.)

Follow the onscreen instructions. You do not have to install this software if you already have an Internet service provider. However, not all ISPs support the game. If your provider does not work, you may need to switch ISPs or install AT&T Worldnet.

9. Install Netscape Navigator 4.5 (optional), a viewer for the web site and electronic documentation. (In the Advanced install screen, you must left-click INSTALL WEB BROWSER.)

Follow the onscreen instructions. You do not have to install this software if you already have Netscape Navigator 4.5 or Internet Explorer 3.0 installed on your system.



Set Up Account

10. Set up a game account. (In the Advanced install screen, you must left-click SETUP ACCOUNT.)

UO is an Internet game, and before you can play, you need both an Internet Service Provider and a game account. This step of the install program opens your current web browser (if one is installed) and connects to a web site where you can register your game and open an account.

- a. Select ok to open your web browser to ultima-registration.com.
- b. Select CREATE ACCOUNT.
- c. Select a billing preference (left-click in the circle next to one of the billing plans). This page displays more details about billing.
- d. Set up an account name and password.
 - In the account password field, type in a password from 5 to 16 characters in length. Make sure you select something you'll remember.
 - The password is case sensitive. Make sure your **[Caps Lock]** is not on.
 - Confirm the password by typing it again, then left-click NEXT.
- e. Enter name and address information by left-clicking in a field, then typing in the information. You can use hyphens and spaces.
 - **[Tab]** moves to the next field. NEXT transmits your information and continues registration.
 - If any fields are incomplete, you will later be prompted to complete them.
- f. Enter a billing address (if different) and a valid credit card number and expiration date, then press NEXT.
 - Information you entered in the last screen appears here. If your credit card billing address is different than your home address, enter the correct billing information here.
 - **[Tab]** moves to the next field.
- g. Next, read through the terms and conditions, then select ACCEPT.
 - DECLINE cancels the account setup process.

Your account will remain active until you choose to cancel it. You may cancel your account at any time by visiting this site and selecting MODIFY ACCOUNT from the main screen, then CANCEL. (See **Cancelling a Game Account**, p. 11, for more information.)

- h. Close your web browser in order to return to the UO installation screen.
- i. Click NEXT.



Start Play

11. Select RUN UO to view the Main Menu and start playing. (In the Advanced install screen, you must left-click the FINISH button first.)

The introductory movie should play. In the future select Start/Programs/Ultima Online/Ultima Online (or your customized path) to play the game. To skip the movie, press **[Spacebar]**.

To create a shortcut to UO on your desktop, open the folder to which you installed *Ultima Online*, Right click and drag UO.EXE to the desktop. When you release the mouse, click CREATE SHORTCUT.

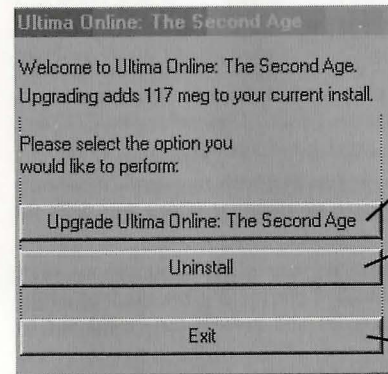
Tutorial Demo

This interactive tutorial demo briefly demonstrates how UO works, and guides you through a few sample exercises. To install it, select install demo.

To uninstall the tutorial demo, select Start/Programs/Ultima Online/Uninstall Tutorial.

UPGRADING

If you already have *Ultima Online* installed, and are ready to upgrade to *Ultima Online: The Second Age*, you do not have to uninstall and then reinstall. When you insert your new *Ultima Online: The Second Age* CD in your disk drive, the following screen automatically appears:



Clicking on this button automatically installs the upgrade.

You can click on this button to uninstall *Ultima Online: The Second Age* if you wish, but it isn't necessary

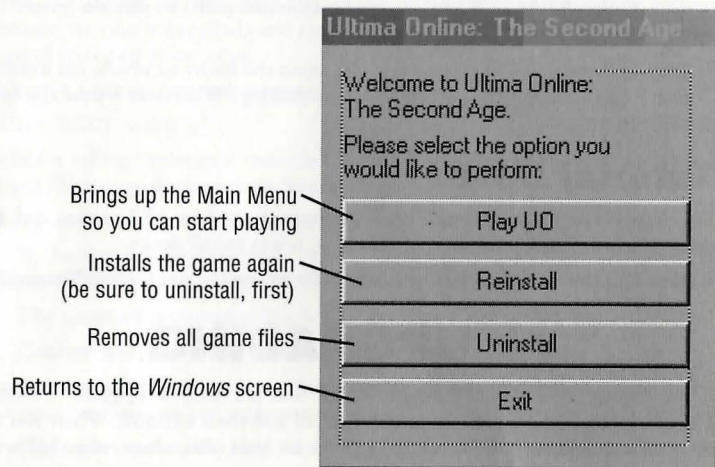
Clicking on this button exits this screen

OPTIONS AFTER



INSTALLATION

Once the game is installed, re-insert the *UO:T2A* CD (or double-click on the *UO:T2A* CD icon, if the CD is already in your drive) to bring up the following screen:



Uninstalling / Reinstalling

If you are re-installing *UO*, first remove the old program. You can do this by inserting your *UO:T2A* CD in your CD drive, which automatically displays a screen with an UNINSTALL button, or by selecting Start/Programs/Ultima Online/Uninstall *Ultima Online*. Simply deleting your game folder and shortcut won't work.

If the *UO* files on your hard drive become corrupted, or you wish to upgrade to a larger install size, you may do so with the REINSTALL button on the same screen. See p. 11 for instructions on reinstalling.

Note that reinstalling your game can not affect your character(s) or any possessions, since all of these are stored on our servers, not on individual players' systems. As long as you retain your account and password, your character(s) and possessions should not be affected by the status of your computer.



CANCELLING A GAME ACCOUNT

To cancel your game account:

1. Insert your *UO:T2A* game CD into the CD-ROM drive. The install program should run. (If not, open *My Computer* and double-left-click on your CD-ROM drive icon.)
2. Select an ADVANCED install.
3. Select SETUP ACCOUNT to connect to the game registration site.
(1-3. Alternatively, you can open a web browser and go to ULTIMA-REGISTRATION.COM.)
4. Select CHANGE ACCOUNT.
5. Enter your account name and password, then left-click NEXT. Your current account status and billing information will display onscreen.
6. Select CANCEL ACCOUNT, then confirm the cancellation. This will close your account, and you will not be billed again.

DIRECTX

Microsoft's *DirectX* is a set of 32-bit software drivers for your computer's peripherals, such as sound and video cards. Without the correct version of *DirectX*, the game may not function properly.

UO works with *DirectX* version 6.0, a copy of which is included on the *UO:T2A* CD.

To check what version of *DirectX* you're running, run DXSETUP.EXE (in *Windows 95*) or DXTOOL.EXE (in *Windows 98*)(see Step 4, below).

- If the game won't run correctly, some of your hardware devices may require an earlier version of *DirectX*. Refer to **DirectX Troubleshooting**, p. 13.
- If you install *DirectX*, you must restart your system before playing the game.
- If you have specific *DirectX* drivers from your hardware manufacturer, you may need to reinstall them after installing *DirectX* 6.0 from this game CD.

Do not install an older version of *DirectX* over a newer version. Downgrading existing drivers may corrupt them. If this happens, you will need to reinstall your video driver and/or reinstall *Windows 95/98*. Please consult your computer vendor before attempting to reinstall anything.

If you're using an older version, please run dxsetup from the *UO:T2A* CD to uninstall your version and install *DirectX* version 6.0 (included on the game CD).



Uninstalling / Reinstalling DirectX

1. Place the UO:T2A CD in the CD drive. Double-left-click *My Computer*.
2. Right-click on the CD-ROM disc icon.
3. Left-click OPEN.
4. Double-left-click the *DirectX* folder, then the *DXSETUP.EXE* icon.
5. Left-click RESTORE AUDIO DRIVERS and restore display drivers to restore your old *Windows 95/98* drivers. (If these buttons are gray, go to Step 8.)
6. A prompt appears, asking if you want to restart now or later. Left-click RESTART NOW.
7. After restarting, repeat Steps 1-5 to return to the *DirectX* setup window.
8. Left-click RE-INSTALL DIRECTX. At the prompt, restart your computer.

Try re-running UO.

If you're still having problems, please visit the UO web site at WWW.ULTIMAONLINE.COM. (Select *Help & Guidance*, then *Install Guide*, then *DirectX*.)

SYSTRAN AUTOTRANSLATION

The autotranslation system is installed automatically, regardless of which type of installation process you select. When on, it detects the "native" language of your computer. If that native language is English, German or Japanese, it automatically translates any speech or chat text from either of the other two languages into your system's native language.

The default for autotranslation is On. If you want to turn it Off, or want to configure other language translations, want to adjust when translations are made (automatically or on demand), or want to change the color of translated text, see **Interface Options: Language: Autotranslation**, on p. 58 in the *Starter Guide*.



TROUBLESHOOTING

DirectX Support

DirectX is a Microsoft product. Unsupported or outdated *DirectX* drivers may cause your computer to lock up or crash. You will need to contact Microsoft for *DirectX* support:

Phone (800) 426-9400
WWW WWW.MICROSOFT.COM/SUPPORT
or WWW.MICROSOFT.COM/DIRECTX/RESOURCES/SUPPORT.HTM
BBS (206) 936-6735

DirectX Troubleshooting

If you're having problems getting the game to run correctly, here are a few items that may help you troubleshoot the problem.

Run DXDIAG. You can usually find DXDIAG.EXE file on your hard drive under Program Files/DirectX/Setup (See Step 4 on the previous page). This utility may detect hardware incompatibilities on your system, but isn't always accurate. It also displays *DirectX* version numbers for all system components. All components except for your display and audio drivers should have the version number 4.06.00.0318 (center column). Optimally, the program should tell you that your driver is certified (right column).

- If DXDIAG reports no hardware support, then you will need to obtain proper, certified hardware drivers from your manufacturer.
- If DXDIAG reports nothing (i.e., instead of certified or no hardware support, the report is blank), then the game may not work. This can mean, however, that you're using the component manufacturer's *DirectX* driver instead of the one supplied with the game. You must in all cases have a *DirectX* driver for your hardware.

DirectX works as a single unit, and all drivers must be the same version. If you have mixed versions, the game will have many problems. To fix this, uninstall any other versions of *DirectX* on your system and make sure you've installed version 6.0 (included on the game CD).

Check free hard drive space on your system. Some *DirectX* errors can occur if you don't have at least 60 megabytes free hard drive space (on top of the megabytes the game requires). This space is used as a temporary swap file while you're playing. Try freeing up some space and running the game again.

Reduce the number of programs you have open. Running too many applications at once can cause problems. To see how many are open, count the icons on your *Windows 95/98* task bar. Try closing one or more applications by right-clicking on the icon, then selecting close.

Check your video driver. Some video cards have special utilities that run when *Windows 95/98* starts — they may conflict with the game. Please contact your device manufacturer for instructions on disabling or removing these drivers.



Common Questions

This section gives basic troubleshooting information that should help get you up and running. For a comprehensive listing of troubleshooting information, please visit the *UO* web site at WWW.ULTIMAONLINE.COM. (Select *Help & Guidance*, then *Tech Support*, then *Troubleshooting*.)

Q: *During installation I get a Welcome has caused an exception O3H error. What should I do?*

A: Check the date set on your computer. (Double-left-click on the digital clock at the end of your Start Bar.) Make sure that the date and year are set correctly.

Q: *While installing, I get the message, DXSETUP.DLL cannot start or is already in use. What should I do?*

A1: Manually install *DirectX* from the *UO:T2A* CD (see p. 12).

A2: Turn off Autorun for your CD drive. To do this, first follow steps 1-4 in **Hardware Problems** (p. 15). Once in the Device Manager, locate your CD-ROM icon and click on the ":" Now left-click on the device that appears and click on **Properties**. Click on the **Settings** tab and remove the 4 from *Auto Insert Notification*.

Q: *During installation, I get the message telling me that my display must be in 16-bit mode. How do I make this happen?*

A: Right-click on your Desktop and left-click on **Properties**. Left-click on the **Settings** tab. Here you will see a **Color Palette** box. Click on the down arrow and select 16-bit high color from the list, then click OK.

Q: *I have a supported sound card (or a 100% compatible card) but I am not getting any sound while playing UO.*

A: Your sound card may not have a certified *DirectX* driver. In order to hear sound and music, you may need to obtain an updated driver from the device manufacturer. Please see **DirectX Troubleshooting**, p. 13.

Q: *Whenever I run UO, the game seems to run very slowly. What can I do to speed it up?*

A1: If this occurs during peak usage times (such as evenings and weekends), your connection to your Internet Service Provider may have slowed down due to a large number of users. Also, there may be an unusually high number of *UO* characters playing at once.

A2: You may be running the game with your display set to 24-bit true color. Although this is fine for most machines and gives the best graphical detail, reducing the screen color depth to high-color (16-bit) may free up extra RAM for the game.

A3: You could be running low on memory because you have too many applications open. Every program you run simultaneously uses some of your system's free RAM. Try closing one or more programs, then re-running the game.

A4: If you originally selected a Typical install, consider selecting the Full install. If you



have enough free hard drive space, *UO* will benefit greatly from the largest possible install. Insert your *UO:T2A* CD in the drive. If the install menu does not appear on its own, click on the setup icon on your CD ROM drive, then click on the reinstall button. This will copy additional information to your hard drive, thus increasing your game's smoothness. (Your saved characters will not be affected.)

A5: You might need more hard drive space. *UO* runs best when there is at least 50 megs free space available on the hard drive for swap files. Try to make at least 50 megs available.

A6: There might be an internet router problem slowing things down. Get *UOTRACE.EXE* from FTP://FTP.EA.COM/PUB/ORIGIN/MISC/UOTRACE/UOTRACE.EXE. Download it and run it to see if you have a good connection to the server.

To use *UOTRACE*, open the program, click on options and select advanced. Now select the server that you play on from the pull-down menu and click the *TRACEROUTE* button. When the traceroute is finished, click on the poll button. Let this run for 10-15 seconds and click on the same button (which will now read stop poll). The significant information on the display you will see is Average Ping Time and % Loss. Average Ping Time should be no more than 500-700 ms, and your % Loss should be no higher than 10-15%. If either is more than indicated, you may experience slow play or frequent connection lost messages.

Hardware Problems

As with all *Windows 95/98*-native software, the *Windows 95/98* version of *UO* uses your existing *Windows 95/98* software and drivers to talk to your hardware. If hardware devices are not configured correctly or are missing, you may experience problems. To check your hardware:

1. Left-click **Start** from the task bar.
2. Choose **Settings**, then **Control Panel**.
3. Double-left-click on the **System** icon in the Control Panel.
4. From the System Properties window, left-click the **Device Manager** tab.
5. To check the hardware device, left-click on the cross symbol to the left of its name.
6. Left-click on the name of the device you wish to check, then left-click on **PROPERTIES**.
7. Check the **Device Status** section. You should see This device is working properly. If not, then you need to reconfigure that device. Consult your hardware documentation and/or vendor.

If your *Windows 95/98* setup detects duplicate or phantom hardware (such as multiple mice, video cards, etc.), consult your hardware documentation and/or hardware vendor. For more information, contact your retailer or hardware manufacturer.



ORIGIN TECH SUPPORT / CUSTOMER SERVICE

Before You Contact Us

ORIGIN Tech Support only supports installation and technical issues for *UO*. For *In-Game Support*, see p. 17.

For the fastest technical help or customer support, visit the tech support web site at SUPPORT.UO.COM/TECH_O.HTML.

For up-to-date electronic game documentation, exciting game news, chat boards and more, visit the *UO* web site at WWW.UO.COM.

For *Netscape Navigator* support, visit HELP.NETSCAPE.COM.

For *AT&T Worldnet* support, see p. 25 of this install guide.

If you are still having problems with the *UO* software, please read **Help Options** (p. 20).

Today's PCs run with millions of different hardware and software combinations. Because of this, you may also have to refer to your computer dealer, hardware manufacturer or system software publisher to configure their product correctly for the game. When you contact us, we will be able to serve you better if you have the following information:

- Error message that displayed when the problem occurred
- Listing of your machine's type and hardware contents
- Version of *DirectX* you're using and current hardware driver certification numbers
- Type and speed of your CD-ROM drive
- The brand of your video card
- The brand of your sound card, and its IRQ, I/O address and DMA settings
- The type of modem (or other connection to the net) you are using
- Your ISP (Internet Service Provider)



IN-GAME SUPPORT

This material and updates to this information are available online at SUPPORT.UO.COM. Check this site for updated information, or for further details.

Counselors and GMs

Britannia can be a big and confusing place, particularly if you've never played a game like this before. To help you get started, counselors can be called to give you advice or tips on how to play the game. Counselors are players, like yourself, who are experienced and knowledgeable about the game, and who have *volunteered* to take some time off from their normal adventuring characters to supply advice to those who need it.

The Help button in your Character Window

When you use this button, a help menu should appear. Correctly following the branches of this menu should lead you to the proper source of help. It is important to read each selection carefully and select the appropriate branch to ensure you are helped in the proper way. Correctly using this button has four possible outcomes:

- Very often the answer you need is in the documentation. Following the proper branch will take you to online documentation in order to help you find the answer you need.
- When you need a hint, or an idea of how something functions, your call may be placed into a queue which is answered by Counselors.
- If a specific situation should be directly addressed, your call may be placed into the GM help queue.
- If the best way to help you is for you to send an e-mail, you will be given a screen into which you can type your message. You will receive an e-mail response within 96 hours.

The Role of the Counselor

Counselors are *UO* players much like you. They have graciously volunteered to share their expertise in the land with those who need help. Counselors provide hints and guidance to newer players who need help, and even players that have been around for awhile who are trying something new. In their counselor role, they cannot be harmed and cannot attack.

Because counselors are volunteer players, ORIGIN cannot guarantee that a counselor will be available when you page for one.



Game Master Guidelines

Providing quality support for our customers is our top priority. While we would like to help players with any difficulties, it is important to understand even Game Masters (GMs) have limitations on what they can do. At this time, the GMs monitor the game from 3:00 p.m. to 1:00 a.m. US Local Time. As a general rule, GMs assist players who are experiencing serious, unusual problems during game play. GMs will try to appear to help you with your call as soon as possible. If the answer is something simple, you may receive a message from the GM letting you know how to solve the situation. Such a message would appear in the lower left-hand corner of your play box. Keep an eye out for such messages, or keep your Journal open so you can read the messages GMs send.

Priorities

GMs answer time-sensitive calls first, then prioritize their calls accordingly. Harassment and exploitation calls require an immediate response and GMs will attempt to respond to those calls as they are made. The GMs will assist with other serious, time-sensitive circumstances as they arise. High priority calls include the following situations:

- Hate mongering, sexual harassment or racial slurs. We encourage all players to visit [HTTP://SUPPORT.UO.COM/GM_9.HTML](http://support.uo.com/gm_9.html) for more information regarding what Origin views as harassment, and how best to report such instances.
- Your character is physically stuck and unable to move
- Players are abusing a loophole in the game

For clarification, we define this as a player utilizing an unintended loophole in the game system to gain an unfair advantage over another player or players. These techniques fall outside the range of normal game play. In the case of loophole calls, the GMs *must* witness the use of the loophole before they can intervene. They will investigate the call and if they witness the loophole, they will take appropriate action against the exploiting player. A few examples of past and present loopholes include:

- Town killing
- Duplication of items
- Artificially inflating skills and/or stats
- Utilization of weapons with inflated damage modifiers
- Illegal house break-ins



Examples of help that can be provided directly

GMs are also able to help in certain instances because they can immediately assess and verify the problem. For instance, a GM can also be of assistance in the following circumstances:

- Your spell book crashes
- You have built a house on top of an existing house
- Your vendor was accidentally placed inside your house

Unverifiable Complaints

Unfortunately, GMs cannot verify every complaint. For example, GMs cannot track characters' stats or ownership histories, so they cannot help with those kinds of losses. Therefore, a GM will not respond to non-verifiable issues such as:

- You wish to change your character name
- You have lost your keys
- You want to be resurrected
- You want to be teleported from one location to another
- You have lost items
- Your pack horse has vanished
- You have lost points of a particular stat or skill
- Items in your house have decayed
- You were accidentally resurrected with penalties, and want to be restored to your previous state
- You lost items or time due to a server downtime

A GM FAQ is available on the UO website that gives you more specific information about which situations GMs can remedy.

GM or Counselor Complaints

It is our goal to maintain the game and help those who are truly in need. Should you have a concern about GM or Counselor service please feel free to contact us using the form at [HTTP://WWW.UO.COM/MAIL.HTML](http://www.uo.com/mail.html). In the Type of E-Mail category, please choose **Displeased with Service**.



Help Options & Contacting Support

This section will tell you how to get specific questions answered.

- Character is physically stuck. Page a GM or Counselor using the Help Button
- Another player is harassing me. Use the Help button and report Harassment for verbal abuses. For non-verbal abuses such as offensive names, profiles, etc. please page a GM with the OTHER category.
- Character cannot continue. If your character is suffering from a drastic error which is preventing you from continuing within the game, please page a Game Master.
- Technical support. This includes sound or video problems, client crashes, lag, latency or other technical issues. We will be glad to work with you to resolve these issues through e-mail or you may speak to a technical support representative directly. If you wish to visit our web page, we have compiled a list of common issues at [HTTP://SUPPORT.UO.COM/TECH_0.HTML](http://support.uo.com/tech_0.html).

Domestic USA

Contact Technical support at:

Phone: 1-512-434-4357, Mon - Fri 10:00 a.m. to 5:45 p.m.

E-Mail: tech@owo.com

- Account Support. If you cannot log into the game, if you believe your account statement is in error, or you have specific account questions we will help you through e-mail or phone.

Domestic USA

Contact Account support at:

Phone: 1-888-842-6388, Mon - Sat 10:00 a.m. to 5:45 p.m.

E-Mail: billing@owo.com

- General hints/gameplay questions. We recommend you read our web pages thoroughly as they include a wealth of information about the game. Part of the fun of UO is discovering all of the nuances of the game. Should you ever need a hint, please feel free to page a counselor in the game.



ORIGIN Systems, Inc. Limited 90-DAY WARRANTY

ORIGIN warrants to the original purchaser of this computer software product that the recording medium on which the software programs are recorded will be free from defects in material and workmanship for 90 days from the date of purchase.

If the recording medium is found defective within 90 days of original purchase, ORIGIN agrees to replace, free of charge, any such product upon receipt at its Factory Service Center of the product, postage paid, with proof of date of purchase. This warranty is limited to the recording medium containing the software program originally provided by ORIGIN. This warranty shall not be applicable and shall be void if the defect has arisen through abuse, mistreatment or neglect. Any implied warranties applicable to this product are limited to the 90-day period described above. If failure of the software product, in the judgment of ORIGIN, resulted from accident, abuse, mistreatment or neglect, or if the recording medium should fail after the original 90-day warranty period has expired, you may return the software program to ORIGIN, at the address noted below, with a check or money order for \$7.00 (U.S. currency), which includes postage and handling, and ORIGIN will mail a replacement to you. To receive a replacement, you should enclose the defective medium (including the original product label) in protective packaging accompanied by: (1) a \$7.00 check (2) a brief statement describing the defect and (3) your return address.

Canada and Foreign Orders Note: Only U.S. money orders are accepted. Prices are subject to change.

Except as set forth above, this warranty is in lieu of all other warranties, whether oral or written, express or implied, including any warrant of merchantability or fitness for a particular purpose, and no other representation of claims of any nature shall be binding on or obligate ORIGIN. In no event will ORIGIN be liable for special, incidental or consequential damage resulting from possession, use or malfunction of this product, including damage to property and to the extent permitted by law, damages for personal injury, even if ORIGIN has been advised of the possibility for such damages. Some states do not allow limitations on how long an implied warranty lasts and/or the exclusion or limitation of incidental or consequential damages, so the above limitation and/or exclusion or limitation of liability may not apply to you. This warranty gives you specific legal rights. You may have other rights that vary from state to state.

ORIGIN Systems • 5918 W. Courtyard Dr. • Austin TX 78730 • Attn: Player Relations Disk Exchange



SYSTRAN® LIMITED WARRANTY AND PROPRIETARY RIGHTS STATEMENT

Copyright. The Translation Software belongs to SYSTRAN and is protected by patents and/or international copyright laws applicable in France, Europe, the United States, and generally in all countries belonging to the international patents and copyright conventions.

Conditions for Use. The right to use the Software is granted by SYSTRAN personally to the User, i.e., for use limited to User's own requirements on the EA server allowing simultaneous access to the server by client end users subject to the condition that all rights to any texts to be translated must be held by the User, that such translated texts resulting from the use of the Software may be transmitted on-line, but not the Software itself.

Any use other than that provided for under this agreement requires a specific license for same with an additional fee.

Limited Warranty. SYSTRAN PROVIDES THE SOFTWARE AND ANY TEXTS GENERATED BY SUCH SOFTWARE ON "AS IS" BASIS. In particular, SYSTRAN does not warrant that the Software or such texts will satisfy the User's requirements, performances or expectations concerning use or operation, nor that the Software is free from bugs.

Disclaimer of Other Warranties. SYSTRAN EXPRESSLY DISCLAIMS ALL WARRANTIES AND/OR CONDITIONS, OR REPRESENTATIONS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR PARTICULAR PURPOSE. Some jurisdictions do not allow the exclusion of implied warranties, so the above exclusion may not apply to you.

Limitation on Liability. SYSTRAN shall not be held responsible for any claim made by third parties. It is explicitly agreed that SYSTRAN shall in no case be held responsible for damages sustained by the User due to any use to which the Software is put other than that for which it was supplied.

IN NO EVENT SHALL SYSTRAN BE LIABLE FOR ANY DAMAGES WHATSOEVER, AND IN PARTICULAR SYSTRAN SHALL NOT BE LIABLE FOR SPECIAL, INDIRECT, CONSEQUENTIAL, OR INCIDENTAL DAMAGES, OR DAMAGES FOR LOST PROFITS, LOSS OF REVENUE, OR LOSS OF USE, ARISING OUT OF OR RELATED TO USE OF THE SYSTRAN SOFTWARE OR THE TEXTS GENERATED BY SYSTRAN SOFTWARE, WHETHER SUCH DAMAGES ARISE IN CONTRACT, NEGLIGENCE, TORT, UNDER STATUTE, IN EQUITY, AT LAW OR OTHERWISE. SYSTRAN'S only responsibility for money damages to the User, if liability is established by a court decision, shall be limited to repayment of the fees paid by the User for use of the relevant version of the Software.

Force Majeure. SYSTRAN shall not be held responsible in case of impossibility or delay in performance due to force majeure or any other event beyond its control.

Trademarks. SYSTRAN is a registered trademark of Systran Software Inc. in the United States and in other countries.



CREDITS

Software Development

Executive Producer Jeffrey Anderson
 Vice President of Online Gordon Walton
 Executive Designer Richard Garriott
 Producer/Director Richard Vogel
 Assistant Producer Brian Martin
 Lead Programmers Christopher Mayer, Jason Spangler
 Programmers Kirk Black, Chris Coffin, Brian Crowder, Hugh David,
 Todd Decker, Rick Delashmitt, Scott Phillips, Tim Schubert
 Lead Designer Raph Koster
 Designers Bruce Adams, Todd Bailey, Anthony Castoro, John Moreland, Paul Sage, Tim Schubert
 Lead Artist Brendon Wilson
 Artists Joe Rabbit, Kich Ma, and Ruben Garza
 Sound Effects Joe Basquez, Bill Munyon
 Localization Jean-Luc Chabrier, Leland Madren, Nina Vollmer, Ryosuke Kutsuma
 Additional Support Michael Priest (art), Tornado Alley and Wombat Games (programming),
 Systran (Translation software included under license from Systran/Powered by Systran Translation Software)
 Executive Assistants Genny Solomon and Michelle Caddel
 Special Thanks Starr Long, Christopher Yates, Chris McKibbin, Keith McCurdy,
 Rex Ishibashi, Neil Young, Gino Castro, Connie Jorgensen, and Kay Gilmore.

Network Operations

Manager Mark Rizzo
 Network Administrators Ruben Cortez, Kevin Kwast
 DBA Calan Thurow, Steve Sparks
 QA Supervisor Paul Vaden
 Production Lead Tester Russell Wilkins
 QA Lead Tester Scott Loyd
 Testers Brett Bonner, Kent Raffray, Rand Van Fossen, Todd Wachhaus
 Additional Testing Mitch Burton, John Erskine, Timothy Johnson,
 Chris Launius, Will Leverett, Will Martin, Jason Westbrook
 Player Relations Manager Richard Zinser

Marketing/Game Materials

Marketing Director Chris Plummer
 Product Managers Brian Allen, Matt Orlich
 Publicity Teresa Potts
 Package Design Catherine Cantieri, Tonda Mueller

Printed Documentation

Documentation Incan Monkey Gods
 Design/Layout Electronic Arts Creative Services

Origin Web Development

Team Dave Kozlowski, Chris Graf, and Mike McCoy



Note: This software is not included on the Upgrade CD of Ultima Online: The Second Age.

AT&T WORLDNETSM SERVICE

A World of Possibilities ...

Thank you for selecting AT&T Worldnet Service — it's the Internet as only AT&T can bring it to you. With AT&T Worldnet Service, a world of infinite possibilities is now within your reach. Research virtually any subject. Stay abreast of current events. Participate in online newsgroups. Purchase merchandise from leading retailers. Send and receive electronic mail.

AT&T Worldnet Service is rapidly becoming the preferred way of accessing the Internet. It was recently awarded one of the most highly coveted awards in the computer industry, PC Computing's 1996 MVP Award for Best Internet Service Provider. Now, more than ever, it's the best way to stay in touch with the people, ideas, and information that are important to you.

Provided you are in the Continental United States, Hawaii, Puerto Rico or the U.S. Virgin Islands, all you need is a computer with a mouse, a modem, a phone line, and the enclosed software. We've taken care of the rest.

If You Can Point and Click, You're There

With AT&T Worldnet Service, finding the information you want on the Internet is easier than you ever imagined it could be. You can surf the Net within minutes. And find almost anything you want to know — from the weather in Paris, Texas — to the cost of a ticket to Paris, France. You're just a point and click away. It's that easy.

AT&T Worldnet Service features specially customized industry-leading browsers integrated with advanced Internet directories and search engines. The result is an Internet service that sets a new standard for ease of use — virtually everywhere you want to go is a point and click away, making it a snap to navigate the Internet.

When you go online with AT&T Worldnet Service, you'll benefit from being connected to the Internet by the world leader in networking. We offer you fast access of up to 28.8 Kbps in over 215 cities throughout the U.S. that will make going online as easy as picking up your phone.



Online Help and Advice

24 Hours a Day, 7 Days a Week.

Before you begin exploring the Internet, you might want to take a moment to check two useful sources of information.

If you're new to the Internet, from the AT&T Worldnet Service home page at www.worldnet.att.net, click on the Net Tutorial hyperlink for a quick explanation of unfamiliar terms and useful advice about exploring the Internet.

Another useful source of information is the HELP icon. The area contains pertinent, time-saving, information-intensive reference tips, and topics such as Accounts & Billing, Trouble Reporting, Downloads & Upgrades, Security Tips, Network Hot Spots, Newsgroups, Special Announcements, etc.

Whether online or off-line, 24 hours a day, seven days a week, we will provide World Class technical expertise and fast reliable responses to your questions. To reach AT&T Worldnet Customer Care, call 1-800-400-1447.

Nothing is more important to us than making sure that your Internet experience is a truly enriching and satisfying one.

Safeguard Your Online Purchases

AT&T Worldnet Service is committed to making the Internet a safe and convenient way to transact business. By registering and continuing to charge your AT&T Worldnet Service to your AT&T Universal Card, you'll enjoy peace of mind whenever you shop the Internet. Should your account number be compromised on the Net, you won't be liable for any online transactions charged to your AT&T Universal Card by a person who is not an authorized user.*

** Today cardmembers may be liable for the first \$50 of charges made by a person who is not an authorized user, which will not be imposed under this program as long as the cardmember notifies AT&T Universal Card of the loss within 24 hours and otherwise complies with the Cardmember Agreement. Refer to Cardmember Agreement for definition of authorized user.*



Minimum System Requirements

IBM-Compatible Personal Computer Users:

- IBM-compatible computer with 486SX or higher processor
- 8 megs of RAM (or more for better performance)
- 15–36 megs of available hard disk space to install software, depending on platform (14–21 megs to use service after installation, depending on platform)
- Graphics system capable of displaying 256 colors
- 14,400 Kbps modem connected to an outside phone line and not a LAN or ISDN line
- Microsoft Windows 3.1x or *Windows 95*

Installation Tips and Instructions

- If you have other Web browsers or online software, please consider uninstalling them according to vendor's instructions.
- If you are installing *AT&T Worldnet Service* on a computer with Local Area Networking, please contact your LAN administrator for setup instructions.
- At the end of installation, you may be asked to restart your computer.

IBM-compatible PC users:

- Insert the CD-ROM into the CD-ROM drive on your computer.
- Select FILE/RUN (for *Windows 3.1x*) or START/RUN (for *Windows 95* if setup did not start automatically).
- Type D:/SETUP.EXE (or change the "D" if your CD-ROM is another drive).
- Click OK.
- Follow the onscreen instructions to install and register.



Registering with AT&T Worldnet Service

Once you have connected with *AT&T Worldnet* online registration service, you will be presented with a series of screens that confirm billing information and prompt you for additional account set-up data.

The following is a list of registration tips and comments that will help you during the registration process.

- I. Use registration code LAK05N6A4 if you are an AT&T long-distance residential customer or LAK05N6A5 if you use another long-distance phone company.
- II. During registration, you will need to supply your name, address, valid credit card number and choose an account information security word, e-mail name and e-mail password. You will also be requested to select your preferred price plan at this time. (We advise that you use all lowercase letters when assigning an e-mail ID and security code, since they are easier to remember.)
- III. If you make a mistake and exit or get disconnected during the registration process prematurely, all you need to do is click on "Create New Account". Do not click on "Edit Existing Account".
- IV. When choosing your local access telephone number, you will be given several options. Please choose the one nearest to you. Please note that calling a number within your area does not guarantee that the call is free.

Connecting to AT&T Worldnet Service

When you have finished installing and registering with *AT&T Worldnet Service*, you are ready to access the Internet.

Make sure your modem and phone line are available before attempting to connect to the service.

For *Windows 95* users:

- Double-click on the Connect to AT&T Worldnet Service icon on your desktop,
OR
- Select **Start, Programs, AT&T Worldnet Software, Connect to AT&T WorldNet Service.**

For *Windows 3.x* users:

- Double-click the Connect to *AT&T Worldnet Service* icon located in the *AT&T Worldnet Service* group.



Registering with AT&T Network Services

The AT&T Network Services are available to all AT&T customers who have a long distance service. To register for these services, you must first have a long distance service. If you do not have a long distance service, you can call 1-800-4-A-T&T to get one.

Once you have a long distance service, you can register for the AT&T Network Services. To do this, you must call 1-800-4-A-T&T and provide the following information:

- Your AT&T account number
- Your name and address
- Your telephone number
- Your date of birth
- Your Social Security number

After you have provided this information, you will be assigned a Network Services representative who will contact you to complete the registration process.

Connecting to AT&T Network Services

Once you are registered for the AT&T Network Services, you can connect to these services by dialing the appropriate access number. The access numbers for the AT&T Network Services are listed in the following table:

Service	Access Number
AT&T Network Services	1-800-4-A-T&T
AT&T Network Services (International)	1-800-4-A-T&T

When you dial the access number, you will be prompted to enter your AT&T account number and your Network Services representative's name. After you have entered this information, you will be connected to the AT&T Network Services.

Connecting to AT&T Network Services

Once you are registered for the AT&T Network Services, you can connect to these services by dialing the appropriate access number. The access numbers for the AT&T Network Services are listed in the following table:

Service	Access Number
AT&T Network Services	1-800-4-A-T&T
AT&T Network Services (International)	1-800-4-A-T&T

When you dial the access number, you will be prompted to enter your AT&T account number and your Network Services representative's name. After you have entered this information, you will be connected to the AT&T Network Services.

Connecting to AT&T Network Services

Once you are registered for the AT&T Network Services, you can connect to these services by dialing the appropriate access number. The access numbers for the AT&T Network Services are listed in the following table:

Service	Access Number
AT&T Network Services	1-800-4-A-T&T
AT&T Network Services (International)	1-800-4-A-T&T

When you dial the access number, you will be prompted to enter your AT&T account number and your Network Services representative's name. After you have entered this information, you will be connected to the AT&T Network Services.