

MYST

10TH ANNIVERSARY
DVD EDITION



QUICK-START CARD

QuickTime 6 is required to play the games as well as run the bonus movies with each game. Installers have been provided on the DVD for the latest QuickTime versions for your operating system.

Adobe® Acrobat® Reader is required to view the Manual.pdf files. Installers have been provided on the DVD for the latest Adobe Acrobat Reader versions for your operating system.



UBISOFT™

WARRANTY

Ubisoft warrants to the original purchaser of its products that the products will be free from defects in materials and workmanship for a period of ninety (90) days from the date of purchase. Ubisoft products are sold "as is," without any expressed or implied warranties of any kind, and Ubisoft is not liable for any losses or damages of any kind resulting from use of its products. Ubisoft agrees for a period of ninety (90) days to either replace defective product free of charge provided you return the defective item with dated proof of purchase to the store from which the product was originally purchased or repair or replace the defective product at its option free of charge, when accompanied with a proof of purchase and sent to our offices postage prepaid. This warranty is not applicable to normal wear and tear, and shall be void if the defect in the product is found to be as a result of abuse, unreasonable use, mistreatment, or neglect of the product.

LIMITATIONS: This warranty is in lieu of all other warranties and no other representations or claims of any nature shall be binding on, or obligate Ubisoft. Any implied warranties applicable to Ubisoft products, including warranties of merchantability and fitness for a particular purpose, are limited to the ninety (90) day period described above. In no event will Ubisoft be liable for any special, incidental, or consequential damages resulting from possession, use, or malfunction of Ubisoft products. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of incidental or consequential damages. So the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

NOTICE: Ubisoft reserves the right to make improvements in its products at any time and without notice.

REFUNDS: Ubisoft cannot provide refunds or otherwise process returns for credit of any kind other than an identical product replacement. Any product refund request must occur at the place of purchase, as the individual retail outlets set their own refund policy. This policy covers identical product replacements only.

PRODUCT/DOCUMENTATION REPLACEMENTS: Please contact a Ubisoft Technical Support Representative directly before sending your product to us. In many cases, a replacement is not the best solution. Our Support Representatives will help you determine if a replacement is necessary or available. You will need to first acquire an RMA (Return Materials Authorization) number to process your return or replacement. Without an RMA number from a Support Representative, your replacement request will not be processed.

IF WE DETERMINE A RETURN OR REPLACEMENT IS NECESSARY:

Within the 90-Day Warranty Period: Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address (no PO boxes) and phone number to the address below. If the product was damaged through misuse or accident (cracks, scratches), or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

After the 90-Day Warranty Period: Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubisoft, a brief description of the difficulty you are experiencing, including your name, address (no PO boxes), RMA number, and phone number to the address below.

REPLACEMENT FEES: Our most recent replacement fee schedule is available online. Please visit <http://support.ubi.com> for an updated price list.

WARRANTY ADDRESS AND CONTACT INFORMATION

Phone: 919-460-9778

Hours: 9am–9pm (EST), M–F

Address: Ubisoft Support/3200 Gateway Centre Blvd./Suite 100/Morrisville, NC 27560

Please use a traceable delivery method when sending products to Ubisoft.

To order Ubisoft products in the United States, please call toll free 877-604-6523.

TECHNICAL SUPPORT

Before contacting Ubisoft Entertainment's Technical Support Department, please first read through this manual and the README file (on the game CD). Also browse through our FAQ listings or search our support database at our website, <http://support.ubi.com>. Here you will find the most recently updated information since the game's release.

Also, please make sure that your computer meets the minimum system requirements, as our Support Representatives will be unable to assist customers whose computers do not meet these criteria.

Whenever you contact the Technical Support Department, please include the following information or have it available if you are calling:

- Complete product title (including version number).
- Exact error message reported (if applicable) and a brief description of the problem you're encountering.
- Operating system.
- Processor speed and manufacturer.
- Amount of RAM.
- Video card that you are using and the amount of RAM it has.
- Type of sound card you are using.
- Maker and speed of your CD-ROM or DVD drive.

Contact Us over the Internet: This is the best way to contact us. Our website is open 24 hours a day, 7 days a week, and it contains the most up-to-date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis, so please check here first for solutions to your problems: <http://support.ubi.com/>.

Contact Us by Email: For fastest response via email, please visit our website at: <http://support.ubi.com/>.

From this site, you will be able to enter the Ubisoft Entertainment Solution Center where you can browse through our listings of Frequently Asked Questions (FAQ), search our database of known problems and solutions, or, for fastest email response, you can send a request for Personal Assistance from a Technical Support Representative. It may take up to 72 hours for us to respond to your email depending upon the volume of messages we receive.

Contact Us by Phone: You can also contact us by phone by calling 919-460-9778 (for our customers in Quebec, we provide French language support at 866-824-6515). Please note that this number is for technical assistance only. No hints or tips are given over the Technical Support line.

When calling our Technical Support line, please make sure you are in front of your computer and have all of the necessary information listed above on hand. Be advised that our Technical Support Representatives are available to help you Monday–Friday from 9am–9pm EST (French language support is available from 7am–4pm EST). While we do not charge for Technical Support, normal long distance charges apply. To avoid long distance charges, or to contact a Support Representative directly after these hours, please feel free to use one of the other support avenues listed above. Email issues usually receive a response within 2 business days.

Contact Us by Standard Mail: If all else fails you can write to us at:

Ubisoft Technical Support
3200 Gateway Centre Blvd.
Suite 100
Morrisville, NC 27560

Return Policy: Please do not send any game returns directly to Ubisoft Entertainment before contacting Technical Support. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged or scratched CD, please visit our FAQ listing for your game and get the latest replacement policy and pricing. We will not accept unsolicited returns/exchanges without prior approval and an RMA (Return Materials Authorization) number from a Support Representative.

PC

INDIVIDUAL GAME MANUALS CAN BE FOUND AS .PDF FILES ON EACH DVD. TO BEGIN PLAY:

- Start at the Windows® 98/XP desktop.
- Insert the DVD into your DVD drive. The Startup window will appear.
- Select the Install option and follow the on-screen instructions to install the program.

IF THE STARTUP WINDOW DOES NOT APPEAR AUTOMATICALLY ON THE SCREEN, YOU CAN INSTALL THE PROGRAM MANUALLY:

- Select the Start button on the taskbar and choose RUN.
- Type D:\SETUP.EXE in the line labeled OPEN. (If your DVD drive uses a letter other than D, substitute that letter for D.)
- Select the OK button and follow the on-screen instructions to install the game.



MAC®

INDIVIDUAL GAME MANUALS CAN BE FOUND AS .PDF FILES ON EACH DVD. TO BEGIN PLAY:

- Start at the Macintosh® desktop in either OS 8.1 or 9.1 (only Myst® III: Exile is OS X native).
- Insert the DVD disc into your DVD drive.
- The Mac versions must be copied over by hand. Unique instructions exist for each game.
- Please consult the Readme file on the disc for instructions on installing the application on your Mac.