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**Others write  
software . . .  
We create  
worlds!**

Dear *Ultima VI* Player,

This letter is to follow up on your recent call to ORIGIN's Support Services Group regarding difficulties you've experienced when playing *Ultima VI*. These periodic occurrences have been variously reported by customers as: odd error messages that can appear on the screen while some objects disappear, appear, or do something else they shouldn't do.

To say the least, we regret hearing of any situation that might diminish your complete enjoyment of our games. This one has proved particularly perplexing. We've worked feverishly to find a solution since one of you first told us about this but, frankly, it has been very difficult to recreate. It took us a while, but we have now isolated what we believe to be the problem. Here are the unusual circumstances that can lead to trouble:

In order to encounter this problem, you must travel extensively on-board ships and skiffs...with a very large party...in regions of the world far from Lord British's castle...at very specific times of the day.

This convoluted set of circumstances makes it possible for us to provide a simple way for you to avoid trouble and continue playing *Ultima VI*. Here's the answer:

**Since the problem can only occur if you and a party of more than four members travel by ship, skiff, or balloon, you can avoid trouble by using the Orb Of The Moons to get around. Stay off of ships, skiffs, and balloons when your party has more than four members. That's it -- the simple solution to a knotty problem.**

**(And here's a game hint: In *Ultima VI*, the Orb Of The Moons is the travel method of choice even if you haven't experienced the kind of problem we're describing here! On the back of this letter you'll find a diagram showing you where the orb can take you.)**

As far as we know right now, the remedies described above should prevent all of the object problems we are aware of. *Unfortunately, if you experienced this problem and saved the game after some objects were destroyed or changed, you will have to restart your game with a new character.*

If you follow our advice but continue to have trouble with *Ultima VI*, please call and let us know. We don't expect this to happen, but we want to assure you we will address any and all problems as swiftly as possible.

On behalf of everyone at ORIGIN, many thanks for your support of our products and your patience in this situation. We value our relationship with you tremendously.

Respectfully,

A handwritten signature in black ink, appearing to read "Richard Garriott".

Richard Garriott  
(Lord British)

## The Orb of the Moons

You begin *Ultima VI* with this powerful magical artifact in your possession. To use it, consult the diagram below.

Moonglow	Shrine of Honesty	Britain	Shrine of Compassion	Jhelom
Shrine of Humility	Shrine of Control	Castle of Lord British	Shrine of Passion	Shrine of Valor
New Magincia	Void	<i>Avatar</i>	Void	Yew
Shrine of Spirituality	The Slab	Shrine of Diligence	The isle of The Avatar	Shrine of Justice
Skara Brae	Shrine of Honor	Trinsic	Shrine of Sacrifice	Minoc

Look at the screen and imagine that the diagram above is laid over the map window with your character in the center square (the one labeled "Avatar"). To travel to the places named in the various squares in the diagram, Use the orb. A crosshairs will appear on screen and you will be prompted to place the orb in the location of your choice. Move the crosshairs to the spot on the map that corresponds to the diagram box containing the name of your destination.

For example, if you want to travel to Lord British's castle, move the crosshairs one space to the north and place the stone there. If you want to teleport to Minoc, move the crosshairs two spaces south-east of your character. Enter the red gate that appears on screen and you'll be whisked to your chosen destination.