

ELECTRONIC ARTS PRESENTS  
**CD-ROM CLASSICS**

ULTIMA VIII™

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Documentation is provided on-line. If you would like to receive the printed manual, please see the order form on the back cover.

## SYSTEM REQUIREMENTS

**Computer.** *Ultima VIII* requires at least an Intel486 or 100% compatible system, MS-DOS version 5.0 or higher, and MS-DOS CD-ROM extensions version 2.1 or higher.

**Video Card.** VGA video card.

**Hard Drive.** You should have a minimum of 35 free megabytes on your hard drive to install and play this game.

**Mouse.** *Ultima VIII* requires a Microsoft or 100% compatible mouse, using Microsoft software driver version 7.0 or higher, Logitech software driver version 6.0 or higher, or 100% compatible software driver.

**Memory.** *Ultima VIII* uses conventional memory (base memory) and extended memory (XMS). You must have a minimum of 4 megabytes of RAM installed in your machine.

## QUICK INSTALLATION

**Note:** If you are running a disk cache such as *SMARTDrive*, you need to disable it to ensure a clean installation. (This only affects the installation of the game. *SMARTDrive* will work normally during gameplay.) Refer to your *SMARTDrive* documentation or make a system boot disk or shortcut as described in *Creating a Boot Disk* (p. 7) or *Creating a Windows 95 Shortcut* (p. 11) to disable this cache.

1. Turn on your computer and wait for the DOS prompt. Some machines boot directly to *Windows*, or a different shell environment. Be sure to exit *Windows* (or other shell program), and install directly from the DOS command prompt (C:>).
2. Insert the CD for *Ultima VIII* into your CD-ROM drive.
3. Type the name of that drive (usually D:), then press **Enter**.
4. Type INSTALL ENGLISH and press **Enter**.  
(To install *Ultima VIII* in French, type INSTALL FRENCH. To install in German, type INSTALL GERMAN. You must completely delete and re-install if you decide to change languages. **All of your saved games to that point will be lost – they are not transferable.**)
5. When prompted, follow the installation program instructions.
6. To begin play, type U8 at the game's directory and press **Enter**.

For more details, see **Installation** (p. 5).

## THE ULTIMA VIII ONLINE MANUAL

### WINDOWS 95 USERS:

To install the *Ultima VIII* online manual:

1. Left-click **START** on the taskbar.
2. Select **RUN**.
3. Type D:\MANUAL\SETUP and click OK. (Substitute the name of your CD drive if other than d:.)
4. Follow the prompts to install.

To access the online manual:

1. Left-click on **START** on the taskbar.
2. Select **Programs** from the **Start** menu.
3. Select **Modern Age Books** from the **Programs** menu.
4. Select **Ultima VIII** from the **Modern Age Books** menu. The *Ultima VIII* manual appears.
5. Select **Print** from the **File** menu if you wish to print the document.

### WINDOWS 3.X USERS:

To install the *Ultima VIII* online manual:

1. From the Program Manager, select **Run** from the File menu.
2. Type D:\MANUAL\SETUP and click OK. (Substitute the name of your CD drive if other than d:.)
3. Follow the prompts to install.

To access the online manual:

1. From the Program Manager, open the **Modern Age Books** program group.
2. Double-click the *Ultima VIII* icon. The *Ultima VIII* manual appears.
3. Select **Print** from the **File** menu if you wish to print the document.



## PRE-INSTALLATION

### DISK PREPARATION

Before you install any software, it is critical that your hard drive be in proper working order. We recommend running SCANDISK or DEFRAG (DOS 6.2 or higher). SCANDISK searches your hard drive for any lost allocation units as well as any cross-linked files and directories. DEFRAG ensures that your data is sorted properly. Failure to verify this may result in corrupt data.

Steps for running these preventative applications are given below for DOS and *Windows*® 95.

### DOS PREPARATION

1. Type **VER**  from the DOS C:> prompt. Your DOS version is displayed on the screen. If it says MS-DOS VERSION 6.0, 6.21 or any version later than 6.2, follow the steps below.  
If you are using DOS version 5.0, you may need to use other utilities (such as Norton Utilities or Central Point Tools) to check your drive's condition.
2. Type **SCANDISK C:**  from the DOS prompt. This will determine if your drive is in good repair. If any damage is found, you should repair it before continuing, following the instructions in your DOS manual.
3. Type **DEFRAG C: /F**  from the DOS prompt. This runs a complete defragmentation on your hard disk to ensure all your data is sorted properly. It also optimizes your hard disk for faster load and access times.

### WINDOWS 95 PREPARATION

The procedure for scanning and defragmenting your disk from Windows 95 is essentially the same as from DOS—only the method for starting the programs is different.

1. First, run SCANDISK. To start SCANDISK, left-click on the **START** button from the Taskbar. The **Start** menu opens.
  - ☞ From the **Start** menu, highlight **Programs**, and then select **Accessories** from the menu that appears — from that menu, select **System Tools**. Finally, click on **ScanDisk**, and the program starts.
  - ☞ Once activated, make sure there is a check mark in the **Automatically Fix Errors** box and select the hard drive you are installing the game to (e.g., C:). Once everything is set up correctly, click **Start** to have the program scan the drive and correct any errors.
2. Next, run DEFRAG. To start DEFRAG, go to **System Tools** (as in the previous step) and click on **Disk Defragmenter**. As with SCANDISK, select the drive you are installing the game to and click **OK**.

## INSTALLATION

**Boot Disk/Shortcuts.** Boot disks and shortcuts solve most installation problems! (See *Creating a Boot Disk*, p. 7, or *Creating a Windows 95 Shortcut*, p. 11, for instructions.)

**Disk Cache.** If you are running a disk cache such as *SMARTDrive*, you will need to disable it to ensure a clean installation. Refer to your *SMARTDrive* documentation or make a system boot disk or shortcut to disable this cache. This only affects the installation. *SMARTDrive* will work normally during gameplay.

**CHKDSK.** Before installing any software, run CHKDSK (for DOS 5.0 & 6.0 users) or SCANDISK (for DOS 6.2 and up users) from your DOS directory. This searches for any lost allocation chains (pieces of files). If any are found, please run a disk utility to correct these errors on your hard drive. It's also a good idea to fully optimize and de-fragment your drive before installing new software.

*Ultima VIII* will install without sound or music configuration unless you specify otherwise.

INSTALLATION MENU
ABORT INSTALLATION
CHANGE SOURCE PATH
CHANGE DESTINATION PATH
CHANGE SOUND CONFIGURATION
CHANGE MUSIC CONFIGURATION
INSTALL

Use  or  to move the highlighter up and down.

**Note:** If you selected **INSTALL FRENCH** or **INSTALL GERMAN** in Step 4, on-screen instructions and selections will be in French or German, respectively.

- 1 - 4. Follow Steps 1 - 4 in **Quick Installation**.

If you have no sound card, skip to Step 9.

5. Highlight **CHANGE SOUND CONFIGURATION**, then press .
6. Check the default choice. Highlight the appropriate configuration, then press .
7. Highlight **CHANGE MUSIC CONFIGURATION**, then press .
8. Repeat Step 6.
9. If you wish to install to a drive or directory other than the default (C:\ULTIMA8), highlight **CHANGE DESTINATION PATH**, then press . Backspace over the default destination and enter your new path.
10. Highlight **INSTALL**. Press . The game is then copied and decompressed onto your hard drive.  
The installation of the Speech Pack then begins. If you do not want to install speech, or do not have a speech card, press  and skip to Step 13.
11. If you installed the game to a directory other than C:\ULTIMA8, backspace over the default destination and enter that directory's path.
12. Highlight **INSTALL**, and press . The speech files are copied and decompressed onto your hard drive.
13. When the installation process is finished, make sure that you are in your Pagan game directory, then type **U8**  to begin play.



## CHANGING YOUR SOUND CARD OR MUSIC CARD CONFIGURATION

If you ever add a sound card (or change from one sound card to another), you must reconfigure the sound card configuration for *Ultima VIII*. These changes will also apply to your saved games.

Return to the drive and directory where you installed the game (default: C:\ULTIMA8) and type INSTALL . This allows you to change the selections you made when you originally installed the game. Select CHANGE SOUND CONFIGURATION from the menu and follow the Installation Options Steps 5-8, then highlight INSTALL and press  to save your changes and return to the DOS prompt.

## BOOT DISKS AND SHORTCUTS (IF YOU HAVE TROUBLE INSTALLING)

If you are experiencing problems running *Ultima VIII* or cannot free the appropriate amount of memory, it might help to create a separate boot disk and decrease the number of memory resident programs (TSRs) you have loaded. First, review System Requirements (p. 2) to be sure your hardware setup and *Ultima VIII* are compatible. Then, see Creating a Boot Disk (p. 7) or Creating a Windows 95 Shortcut (p. 11).

## MEMORY REQUIREMENTS

Ultima VIII CD uses conventional RAM (base memory) and extended memory (XMS). You must have a minimum of 4 megabytes of total RAM installed in your machine. Of this memory, you must have at least 3,580,000 bytes (3496K) free XMS memory for *Ultima VIII* to run. An Expanded Memory Manager driver (like EMM386.EXE) may be loaded but it must be configured for no EMS memory. Consult your memory manager's documentation and Creating a Boot Disk (p. 7) for more information. This will allow you to load necessary drivers into upper memory and load Ultima VIII CD. If you are unsure about these different types of memory, consult your DOS manual.

To find out how much DOS, XMS and EMS memory your computer has available, use the DOS MEM command. From the DOS prompt, type: MEM .

When the memory information is displayed on the screen, look for the following listings:

- LARGEST EXECUTABLE PROGRAM SIZE — This number indicates how much DOS conventional memory is available. You must have at least 460,800 bytes (450K) listed here.
- TOTAL EXTENDED (XMS) or TOTAL CONTIGUOUS EXTENDED — This is the amount of extended memory in your computer. You must have at least 3,580,000 bytes (3496K) listed here.
- BYTES FREE OF EMS or FREE EXPANDED (EMS) — This is the amount of expanded memory in your computer. If you have a 4 megabyte machine, you must *not* have this line. If your machine has 8 megabytes or more, you may have this line as long as it reads 4,194,304 bytes (5700K) or less.

## CREATING A BOOT DISK

Do *not* delete your AUTOEXEC.BAT or CONFIG.SYS files completely — without them, your computer will not function.

**Paper Copy.** Before creating a boot disk, we recommend that you make a paper copy of your hard drive's CONFIG.SYS and AUTOEXEC.BAT start-up files.

Type at the DOS prompt:

```
TYPE CONFIG.SYS
```

Either hand-copy or, if you have a printer, use  to generate a printout of this startup file. Now at the DOS prompt, type:

```
TYPE AUTOEXEC.BAT
```

Hand copy or use  to generate a printout of this startup file.

**Setup.** To create a separate boot disk, insert a blank high density (HD) disk in your A: drive. (Your computer will not boot from a B: drive.) From the DOS prompt, type:

```
FORMAT A: /s 
```

If you already have a formatted disk handy for your A: drive, then you will need to transfer the necessary system files. From the DOS prompt, type:

```
SYS A: 
```

### Modifying CONFIG.SYS

When the DOS prompt returns and the format is complete, type:

```
EDIT A:\CONFIG.SYS 
```

When the new screen appears, determine which memory management system you are using (if any) from those listed below and type the commands shown under that system:

#### CONFIG.SYS without EMS driver

```
FILES=40  
BUFFERS=35  
DEVICE=C:\DOS\HIMEM.SYS  
DOS=HIGH  
SHELL=C:\DOS\COMMAND.COM /P
```

**CONFIG.SYS using EMM386.EXE**  
(EMS with DOS 5.0, 6.0, 6.2, Windows 3.1) on 4 megabyte system

```
FILES=40
BUFFERS=35
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS RAM
DOS=UMB
DOS=HIGH
SHELL=C:\DOS\COMMAND.COM /P
```

**CONFIG.SYS using EMM386.EXE**  
(EMS with DOS 5.0, 6.0, 6.2, Windows 3.1) on 8 megabyte or larger system

```
FILES=40
BUFFERS=35
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE 1024 RAM
```

Remember, you can not exceed 4096K of total EMS for Ultima VIII CD to work properly.

```
DOS=UMB
DOS=HIGH
SHELL=C:\DOS\COMMAND.COM /P
```

**CONFIG.SYS using EMM386.EXE**  
(with DoubleSpace and DOS 6.0/6.2) on 4 megabyte or larger system

```
FILES=40
BUFFERS=35
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS FRAME=E000 /I=B000-B7FF RAM
DOS=UMB
DOS=HIGH
SHELL=C:\DOS\COMMAND.COM /P
DEVICEHIGH=C:\DOS\DBLSPACE.SYS /MOVE
```

### Exiting CONFIG.SYS

After typing these lines, you should exit and save your file. Do so by typing:

```
Alt F
X
Y
```

### Modifying AUTOEXEC.BAT

Next you need an AUTOEXEC.BAT file on your boot disk. Type:

```
EDIT A:\AUTOEXEC.BAT
```

When the new screen appears, type:

```
PROMPT $P$G
PATH=C:\DOS
C:\MOUSE\MOUSE.COM
```

Your mouse driver may need to be loaded differently. Refer to *Mouse Setup*, p. 10, and the printout of your original AUTOEXEC.BAT.

```
SET COMSPEC=C:\DOS\COMMAND.COM
C:
CD \(\game directory)
```

The default game directory is *ULTIMA8*. Type this unless you chose another directory name.

```
U8
```

(The AUTOEXEC.BAT file does not vary with different memory drivers.)

### Exiting AUTOEXEC.BAT

Exit and save this file by typing:

```
Alt F
X
Y
```

## TO USE YOUR NEW BOOT DISK

Turn your computer off, insert your new boot disk in your A: drive and turn the computer back on. The boot disk should run and automatically take you into *Ultima VIII*.

## INSTALLATION FAILS

In the unlikely event that the installation fails, an error message should tell you the nature of the problem. See *Troubleshooting* (p. 14) for solutions to some common problems.



## OTHER PRECAUTIONS

### MOUSE SETUP

Be sure that you are using a 100% Microsoft-compatible mouse driver — a Microsoft version 6.11 or higher mouse driver is preferable. If you are using a boot disk, this driver must be loaded within your boot disk configuration. Since the command line may differ from mouse to mouse, consult your hard drive's AUTOEXEC.BAT. (If you have not made a paper copy (see p. 7), you may view your AUTOEXEC.BAT by typing at the DOS prompt: TYPE C:\AUTOEXEC.BAT.) Look for your mouse driver line and copy it into your boot disk's AUTOEXEC.BAT, replacing the mouse driver information (C:\MOUSE\MOUSE.COM) that we suggest above. Consult your mouse user's guide for more detailed instructions on loading the mouse driver.

### DISK CACHE SETUP

Before installing *Ultima VIII*, we recommend that you temporarily disable your disk cache. Occasionally, "DOS error" messages can erroneously appear when installing with a disk cache active. To temporarily disable your disk cache program, make a boot disk or shortcut with one of our recommended configurations. Refer to *Creating a Boot Disk* (p. 7) or *Creating a Windows 95 Shortcut* (p. 11) to learn how. Now reboot your computer with this boot disk or shortcut (which does not include the disk cache). Then install the game normally. If you have *SMARTDrive*, when you have completed the installation, follow the instructions below to reconfigure your boot disk or shortcut to include the disk cache program.

### SMARTDRIVE

If you decide to install *SMARTDrive* (a disk caching program), you will need to add the following line at the beginning of your AUTOEXEC.BAT file. (You may need to change the path on this line, depending upon where your disk cache program is located.) If you use *SMARTDrive*, we recommend using the *SMARTDrive* versions from *Windows 3.1* or *DOS 6.0*.

Type:

C:\DOS\SMARTDRV.EXE 1024 C (the final letter is the drive where you installed *Ultima VIII*).

**Note:** Though other disk cache programs may work with *Ultima VIII*, we cannot guarantee their compatibility with this game.

## CREATING A WINDOWS 95 SHORTCUT

1. Turn on your computer and wait for *Windows 95* to load. Minimize or close all applications.
2. **Right-click** once anywhere on your desktop (except on an icon). A menu will appear.
3. Move your mouse pointer to **New**, then **left-click** on **Shortcut**. A dialogue box appears, asking you to name the shortcut.
4. In the box beneath **Cmd Line**, type in C:\COMMAND.COM. Then, **left-click** on **NEXT**.
5. Type in the name of the shortcut as it will appear on your desktop. (Use the name of the game.)
6. **Left-click** on **FINISH**. The new shortcut now appears on your desktop.
7. Edit the game's shortcut icon according to the instructions in *Creating a Boot Disk* (p. 7). (The steps are outlined below; the information you need to include appears on pp. 7-9.)
8. **Double-left-click** on the icon to start the game.

### EDITING THE GAME SHORTCUT ICON

1. Before the game will launch with your new icon, you need to edit the shortcut. **Right-click** once on the shortcut icon you created above.
2. **Left-click** once on **Properties**, then **left-click** on the **Program** tab at the top of the window.
3. If the box next to **Close on exit** is empty, **left-click** on it.
4. **Left-click** on the **ADVANCED** button. The **Advanced Program Settings** screen appears.
5. Make sure checkmarks appear next to **MS-DOS mode** and **Warn before entering MS-DOS mode**. If not, **left-click** once in the box next to the item.
6. **Left-click** in the circle next to **Specify a new MS-DOS configuration**. Make sure there is a dot in this circle.

Two windows open up — one labeled **CONFIG.SYS for MS-DOS mode** and one labeled **AUTOEXEC.BAT for MS-DOS mode**. These are the two windows in which you will create a "boot disk" that runs the game directly in DOS.

The text in these windows is a copy of a *Windows 95* boot. You will be replacing this with the text you would normally use to make a boot disk. *Modifying or deleting this text has no effect on the files your system normally uses to boot up.*

7. Make backup copies of your original startup files as a precaution.
  - a. **Left-click** on the **START** button.
  - b. Highlight **Programs**, then **left-click** on **MS-DOS Prompt**. You'll be in a DOS window.
  - c. Type CD\ and press **[Enter]**.

- d. Type COPY C:\CONFIG.SYS C:\CONFIG.OSI and press **[Enter]**. (You should see *1 File(s) copied.*)
  - e. Type COPY C:\AUTOEXEC.BAT C:\AUTOEXEC.OSI and press **[Enter]**. (You should see *1 File(s) copied.*)
  - f. Type EXIT to return to *Windows 95*.
8. Right-click inside the **CONFIG.SYS for MS-DOS mode** window. Highlight **Select All**, then left-click and press **[Delete]**. Do the same for the **AUTOEXEC.BAT for MS-DOS mode** window.
  9. Leave the **Advanced Program Settings** window open, and open **Notepad**. (Left-click the **START** button. Highlight **Programs**, and then **Accessories**. Left-click on **Notepad**.)
  10. Open the CONFIG.OSI file on your hard drive.
    - a. Left-click on **File**, and then on **Open**.
    - b. Type C:\CONFIG.OSI in the box under **File Name**.
    - c. Left-click on the **OPEN** button.
  11. Copy this file to the CONFIG.SYS window inside the **Advanced Program Settings** window where you are setting up your shortcut.
    - a. Left-click **Edit**, and highlight **Select All**.
    - b. Press **[Ctrl][C]** to copy the contents of the file.
    - c. Left-click on the - button (in the upper right corner) to minimize **Notepad**.
    - d. Click anywhere on the **Advanced Program Settings** window to return to it.
    - e. Left-click inside the **CONFIG.SYS for MS-DOS mode** window.
    - f. Press **[Ctrl][V]** to paste the file contents into the window.
  12. Open **Notepad** again. (Tip: Look on the tool bar at the bottom of your screen for a CONFIG.OSI - NOTEPAD button. Left-click on this button. If you don't see this button, use the instructions in Step 9 to open **Notepad**.)
  13. Open the AUTOEXEC.OSI file on your hard drive.
    - a. Left-click on **File**, then on **Open**.
    - b. Type C:\AUTOEXEC.OSI in the box under **File Name**.
    - c. Left-click **OPEN**.
  14. Copy this file to the AUTOEXEC.BAT window inside the **Advanced Program Settings** screen, where you are setting up your shortcut.
    - a. Left-click on **Edit** and highlight **Select All**.
    - b. Press **[Ctrl][C]** to copy the contents of the screen.

- c. Click anywhere on the **Advanced Program Settings** window to return to it. (Press **[N]** if you are prompted to save changes to the file you were editing.)
  - d. Left-click inside the **AUTOEXEC.BAT for MS-DOS mode** window.
  - e. Press **[Ctrl][V]** to paste the **Notepad** contents into the window.
15. Left-click OK, then left-click OK again.

## USING THE SHORTCUT TO RUN THE GAME

Double-left-click your new shortcut to restart your system. If you've set up the shortcut correctly, your machine will reboot. To start the game, change to the directory where the game is installed (the default is C:\ULTIMA8) and type U8. When you are done playing the game, type EXIT from the DOS prompt and hit **[Enter]** to reboot into *Windows 95* (answer **[Y]** if prompted).

If you receive an error message, or the machine returns to *Windows*, double-check the lines in the **CONFIG.SYS for MS-DOS mode** and **AUTOEXEC.BAT for MS-DOS mode** windows in the **Advanced Program Settings** screen against the boot disk instructions.

## GENERAL MIDI

*Ultima VIII* has joined the next generation of music quality with its support of the instrument voice set known as General MIDI, which ensures that the MIDI music data will sound correct on any General MIDI card. At the time of publishing, only a few cards support MPU-401. These cards include the Roland SCC-1, Roland RAP-10 and Creative Labs Sound Blaster 16/16 ASP with the attached Wave Blaster daughterboard. Other manufacturers have already released, or are planning to release, sound cards that utilize the MPU-401 instruction set. However, sound cards that use a memory-resident program (TSR) to emulate MPU-401 *may not* work with this software. *BioForge* natively supports (supports without using emulation techniques) the cards listed above. However, some music and sound cards require you to load special drivers and/or choose specific ports.

**Note:** Some General MIDI sound cards offer digitized speech or sound effect capabilities. However, in most cases, you will need to use a second sound card such as a Sound Blaster, Sound Blaster Pro or 100% compatible sound card for digitized speech and effects. Review your sound card documentation or contact the manufacturer if you have any questions.



## TROUBLESHOOTING

### CHECKING YOUR INSTALLATION

If you are having trouble with *Ultima VIII* after installation, you may use our internal troubleshooting program. Go to the drive and directory where *Ultima VIII* is installed (default: C:\ULTIMA8) and type U8 -TEST.

The Test Screen appears with information about your installation and three menu columns. Use your mouse to pull down the menu called TEST. There are three options: TEST FILES, TEST MUSIC and TEST SFX (Sound Effects).

Check the integrity of the files that were installed to your hard drive by selecting TEST FILES. The program checks each program file of *Ultima VIII*. If PASSED appears, your files should be stable. However, if the word FAILED appears by any of the files listed, you should reinstall the game from your disk.

If you want to hear both music and sound effects, and either of these choices are gray, you'll need to configure your sound card. See **Changing Your Sound or Music Card Configuration** (p. 6).

Test your sound card(s) based on the options you selected during installation by choosing TEST MUSIC or TEST SFX. When you test these options, you should hear a brief musical example or sound effect. If you do not, your sound card is configured incorrectly or you have a conflict. A common situation is that your sound card and another peripheral device (such as a printer) are configured with the same IRQ, I/O or DMA address. Reconfigure your sound card for the appropriate settings, or get further information by consulting your sound card documentation or contacting your sound card manufacturer.

Drag down to QUIT. To return to the DOS prompt when you are done, select QUIT TO DOS. If you want to begin a game, select QUIT TO PAGAN.

### COMMON QUESTIONS

*Q: When I was installing Ultima VIII, I got the following error code. What's wrong?*

HALTING: INTERNAL ERROR!

WHERE: INSTALL.C - 248

REASON: ERROR #0001

A: This error message indicates that you have a bad or corrupted CD. You should either ask for an exchange with the software retailer from whom you purchased *Ultima VIII*, or review the warranty information and call ORIGIN Product Support.

*Q: Ultima VIII fails to load or run and generates an error code. What's wrong with my game?*

A: Certain error messages can easily be interpreted and remedied:

YOU MUST HAVE AT LEAST 3 MEGABYTES OF HARD DRIVE SPACE FREE.

*Ultima VIII* needs this much hard drive space to store saved games. Make more room on your hard drive by deleting unused files or upgrade to a larger hard drive.

NOT ENOUGH MEMORY TO RUN ULTIMA VIII PAGAN.

You either do not have 4 megs of RAM installed on your computer or too much of your memory has been used by an expanded memory manager such as EMM386.EXE. See **Creating a Boot Disk** (p. 7) to make a boot disk.

THE EXISTING MEMORY IS TOO FRAGMENTED.

You have some piece of software (like a disk cache or an expanded memory manager) that is fragmenting too much memory for *Ultima VIII* to use. See **Creating a Boot Disk** (p. 7) to make a boot disk to solve this problem.

YOU MUST HAVE AT LEAST A 386.

*Ultima VIII* will not run on 286 machines or IBM-XT compatibles. Though this game will work on a 386 computer, we recommend an Intel486 processor (or better) for speed and playability.

YOU MUST HAVE A MOUSE DRIVER INSTALLED.

You must have a 100% compatible Microsoft mouse driver to play this game. See the next Troubleshooting answer, below.

*Q: My mouse is not working with Ultima VIII. My mouse works with all of my other software applications. Why not with Ultima VIII?*

A: You should first check to see if your mouse has been loaded into either DOS (in your AUTOEXEC.BAT or CONFIG.SYS file) or onto the boot disk that you are using to play the game. If neither, it cannot interact with your game. Windows and many other "multi-tasking" shell environments load their own built-in mouse driver. These mouse drivers will not operate outside their shell environment. Loading a mouse driver into the DOS environment can be as simple as typing at the command prompt (C:\>):

MOUSE

A: Your mouse may not be 100% Microsoft compatible.

If you have *Windows* or DOS 6.0, you can edit the AUTOEXEC.BAT file by adding C:\WINDOWS (or DOS)\MOUSE and typing REM at the beginning of your previous mouse line.



If you have the disks to *Windows 3.1*, you can copy the mouse driver. Check each disk's directory (by typing DIR) to find MOUSE.CO\_. Copy it to your game directory (ULTIMA8 is the default directory).

Then type EXPAND C:\ULTIMA8\MOUSE.CO\_ C:\ULTIMA8\MOUSE.COM. Lastly, add the line C:\ULTIMA8\MOUSE to your AUTOEXEC.BAT and type REM at the beginning of your previous mouse line.

*Q: Ultima VIII was playing perfectly fine, but suddenly it won't let me save. Why not?*

A: At some point since the last time you saved, you destroyed an item or character necessary to the completion of the game. You may continue without the save option or return to a previously saved game.

*Q: Why does my computer crash when I try to play Ultima VIII while I am logged into a local area network (LAN)?*

A: LAN software often tries to take over the same system resources that *Ultima VIII* uses. We recommend that you boot from a clean boot disk that does not load your LAN drivers. Please refer to *Creating a Boot Disk* (p. 7).

*Q: I have a 100% compatible sound card but I'm not getting any sound. Why not?*

or

*Q: Ultima VIII says that it cannot find my sound card or that the sound initialization failed. What's wrong?*

A: If your sound card is not one of the cards listed on the box or in the installation program, but is "100% compatible" with one of the cards listed, it may have to be put into "SB" (Sound Blaster) emulation mode through its software or a switch setting on the card. Consult your sound card manual or its manufacturer.

*Q: My copy of Ultima VIII may be defective. Every time I play, it quits to DOS with an "Out of Memory" Error.*

A: This indicates that not enough memory existed to continue game play. Make sure that you have enough free memory in either conventional/base RAM or extended memory (XMS). Use the DOS MEM command to determine how much free memory you have available. There must be at least 3,580,000 bytes free in conventional memory and XMS combined. Refer to *Creating a Boot Disk* (p. 7).

*Q: I have a 386 with 4 megabytes of memory, and the game is running very slowly. What can I do to speed it up?*

A: Turn off animating items in the Options section of the game's Diary. (Press [Esc] during the game to bring up the diary, and left-click on OPTIONS. Then left-click on ANIMATIONS to make the check disappear.) Adding memory (RAM) will also make the game run faster.

*Q: Ultima VIII CD runs slowly and occasionally locks up.*

A: You may be loading other software that is not compatible with *Ultima VIII* CD. First, try running the game from a boot disk. Refer to *Creating a Boot Disk* (p. 7). Also, you may not be meeting all of the necessary system requirements. 386SX and slower processors are not compatible with this game. Refer to *System Requirements* at the beginning of this guide.

*Q: Why does my game crash when I play Ultima VIII through Microsoft Windows or Windows NT, IBM OS/2 or Desqview?*

A: Multi-tasking environments such as these often conflict with *Ultima VIII* in their use of memory and other system resources. We do not recommend playing *Ultima VIII* under any of these circumstances. In general, we recommend that you exit out of *Windows* (or similar applications) and play from the DOS prompt.

*Q: Ultima VIII still doesn't work after I made a boot disk (or shortcut) and/or modified my CONFIG.SYS and AUTOEXEC.BAT files.*

A: Copy down the error code and information the computer displayed when it quit to DOS. Then see *ORIGIN Product Support*, p. 18.



## ORIGIN PRODUCT SUPPORT

If, after reviewing *Troubleshooting*, you are still having a problem with your software, please read this section and call us. We have a staff of product support technicians ready to help you with any problems you may encounter with the game. Today's PCs run with many different hardware and software combinations, so you may also have to refer to your computer dealer, hardware manufacturer, or system software publisher in order to properly configure their products to run with our game. When you do call us, if at all possible, be near your computer. If this is not possible, have the following information ready:

- Contents of CONFIG.SYS
- Contents of AUTOEXEC.BAT
- DOS version and manufacturer
- The type and version of mouse driver
- The contents of CHKDSK and MEM /C statement
- Your CD-ROM drive type and CD-ROM extensions versions
- The error message displayed when the problem occurred (if any)
- Brand of sound card, and IRQ, I/O address and DMA setting of that card

Contact Origin Product Support at (512) 434-HELP (4357), Monday through Friday, between 9:00 am and 5 pm, Central Standard Time. (The phones are shut down from 12:45 pm to 2 pm.) Times are subject to change.

The ORIGIN fax number is (512) 795-8014. The Origin BBS can be reached at (512) 346-2BBS (2227) at 8 bit, no parity, 1 stop bit.

Or write to:  
Origin Customer Service  
5918 West Courtyard Drive  
Austin, TX 78730

## ON-LINE SERVICES AND BULLETIN BOARDS

Many popular online services provide access to ORIGIN company news, product updates, technical support and game hints. In addition, ORIGIN has established its own electronic bulletin board as a customer service.

**America Online.** You can e-mail Customer Support at ORIGIN CS or Marketing at OSI. To reach our Customer Support board in the Industry Connection, press **[Ctrl][K]** for "Go to Keyword." Then type ORIGIN in the Keyword window. In addition to reading messages, you can download files from the Origin Software Library. For membership information and a free starter kit, you can call America Online toll-free at 1-800-827-6364.

**CompuServe.** To reach our Customer Support board in the Game Publishers Forum, type GO GAMAPUB at any "!" prompt. Then select the Origin Section (Section 12). In addition to reading the messages, you can download files from the "Library Files" menu. To reach our Customer Service department by e-mail, our address is 76004,2612 (or you can post a message in the Origin Game Publishers' Section). For membership information and a free starter kit, you can call CompuServe toll-free at 1-800-848-8199 and ask Representative #361 for your free introductory membership and \$15 usage credit.

**ORIGIN BBS.** The ORIGIN BBS is located in Austin, Texas and has a modem support of: 300/1200/2400/9600/14,400 bauds with N,8,1. It is operational 24 hours a day, 7 days a week. Full support is provided. Call 1-512-346-2bbs (2227) to contact. No membership is required and the only cost is any long distance charges that you may incur.

**Internet.** You can e-mail technical support and upgrade questions to ORIGIN Customer Support at support@origin.ea.com. You can reach the ORIGIN Marketing Department at marketing@origin.ea.com. You can also retrieve demos, patches, press releases and screen shots from ORIGIN's anonymous FTP site at ftp.ea.com.

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## Ultima VIII

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