

Get started with a FREE advanced character – \$29.99 value



The central image features two characters from the game Ultima Online. On the left is a male knight in full plate armor with a red cape and a sword. On the right is a female mage in a purple dress with a crown and glowing purple energy around her hand. The EA logo is positioned between them. The title 'Ultima Online' is in a stylized font, with 'GOLD' in a large, ornate gold font below it.

Ultima Online

GOLD

45 Days
Free Play
Included!



EA
GAMES

TEEN
T
CONTENT RATED BY
ESRB

PC
CD-ROM
ONLINE
SOFTWARE
SEE BACK FOR DETAILS

Table of Contents

Installing the Game.....	2
Setting Up an Account.....	2
Starting the Game	3
Complete Controls	3
Playing the Game	6
New Player Tips.....	8
Performance Tips.....	10
Technical Support.....	12
Limited 90-Day Warranty	14

This product has been rated by the Entertainment Software Rating Board. For information about the ESRB rating please visit www.esrb.org.

Check out EA GAMES™ online at www.eagames.com.

Installing the Game

Note: For system requirements, look on the back of the *Ultima Online™ Gold* jewel case or visit www.uo.com.

To install *Ultima Online Gold*:

1. Close all open programs and background tasks, including virus scanners (see *Performance Tips* on p. 10 for more info).
2. Insert the *Ultima Online Gold* disc into your CD/DVD-ROM drive. The Installation screen appears.

Note: If the Installation screen does not automatically appear, left-click the **Start** button from the Windows Taskbar and select **Run....** Type **D:\Setup.exe** in the Run dialog box, then click OK (substitute the correct letter of your CD/DVD-ROM drive if other than 'D:').

3. Follow the on-screen instructions to complete the installation.

YOU MUST REGISTER THIS GAME WITH THE ENCLOSED SINGLE USE REGISTRATION CODE. ONLY ONE ACCOUNT MAY BE CREATED. INTERNET CONNECTION REQUIRED. TERMS OF SERVICE AND SERVICE UPDATES CAN BE FOUND AT WWW.UO.COM. YOU MUST BE 13+ TO REGISTER ONLINE.

EA RESERVES THE RIGHT TO TERMINATE THE *ULTIMA ONLINE* SERVICE AFTER 90 DAYS NOTICE POSTED AT WWW.UO.COM.

Setting Up an Account

Ultima Online is an Internet game. Before you can play, you need both an Internet Service Provider and a game account.

To set up a game account:

1. Access www.ultima-registration.com via your web browser.
2. Click CREATE ACCOUNT. If you need to create an EA member account, you will be prompted to do so. Choose a member name and set a password. If you already have an AOL, AIM, CompuServe 2000, or Netscape AOL Instant Messenger screen name, you may use that as your EA Member account name.
3. Enter your Registration code in the Enter Product Reg Code field and click OK.
4. Read through the Terms of Service and Rules of Conduct. If you do not agree to the Terms of Service and Rules of Conduct, you will not be able to complete the account activation process. Click ACCEPT to continue.
5. Select a billing preference. This page displays more details about billing.
6. When the Subscription Confirmation screen appears, you are ready to seek out the incredible adventures that await you in *Ultima Online!*

Note: Your account will remain active until you choose to cancel it. To cancel your account, select MODIFY ACCOUNT and follow the on-screen instructions.

Starting the Game

To start *Ultima Online Gold* (with disc already in drive):

1. Close all open programs and background tasks, including virus scanners (see *Performance Tips* on p. 10 for more info).
2. Click the **Start** button from the Windows Taskbar and select **All Programs (or Programs) > EA GAMES > ULTIMA ONLINE GOLD > ULTIMA ONLINE GOLD.**

Complete Controls

MOVEMENT

Walk

Hold right mouse button

Run

Hold right mouse button and move cursor away from character in the direction you want to run

Pathfind

Double-right-click desired location

Open Door

Double-click

Auto Follow

[ALT] + click character you wish to follow

Stop Auto Follow

[ALT] + click your character

INTERFACE

Open Character (Paper Doll)

Double-click self (**[ALT]** + **[P]**)

Open Backpack

Double-click backpack in paper doll window (**[ALT]** + **[I]**)

Open Skill Window

Click SKILLS button in paper doll window (**[ALT]** + **[K]**)

Open Journal

Click JOURNAL button in paper doll window (**[ALT]** + **[J]**)

Open Spellbook

Double-click SPELLBOOK (**[ALT]** + **[B]**)

Static Item Identifier

(cannot be moved)

Click item to display name

Dynamic Item Identifier (can be moved/placed in inventory)

Mouse over item

Move Item	Click and drag the item to desired location
Move Entire Stack of Items	[SHIFT] + click and drag item (3D version only)
Move Single Item from Stack	[ALT] + [SHIFT] + click and drag item (3D version only)
Pick up Item	Click and drag item to your character or backpack
Open Container (Chest)	Double-click container
Open Radar Map	[ALT] + [R] (Press again to make map bigger)
Move Window	Click and drag window border
Resize Window	Click and drag gem in window (3D version only)
Close Window	Right-click desired window
Character Info	Double-click character
View Name of Character/Creature	Mouse over character or creature

COMBAT

Toggle War/Peace Mode	[TAB]
Attack	Double-click target (while in War mode)
Character Status	Hold click and then drag the pop-up window with your cursor from character or creature to display the status info

ACTIONS

Use Item	Double-click item, then click target
Use Tools (Axe, Shovel, etc.)	Double-click tool in backpack, highlight target, and click
Use a Moongate	Walk into moongate, select destination, and click OKAY button
Use Spell	Double-click spell icon in spellbook, highlight target, and click
Use Skill	Click jewel next to skill you want to use in the skill window
Resurrect	Approach a wandering healer or shrine to resurrect yourself if you are a ghost

OPTIONS MENU

Options Window	Click OPTIONS button in paper doll window ([ALT] + [O])
Macro Options 2D Client	Click the curved arrow icon (4th down on left)
Macro Options 3D Client	Click MACRO button (4th down on left)
Full Screen/Windowed Mode	[ALT] + [ENTER]

COMMUNICATION

Talk	Type your statement then press [ENTER]
Repeat Last Typed	[CONTROL] + [Q]
“Bank”	Type this while at a bank to open your bank box
“Vendor Buy”	Type this while near a vendor to open his goods window to view what he has to sell
“Vendor Sell”	Type this while near a vendor to open your goods window to show what you have to sell

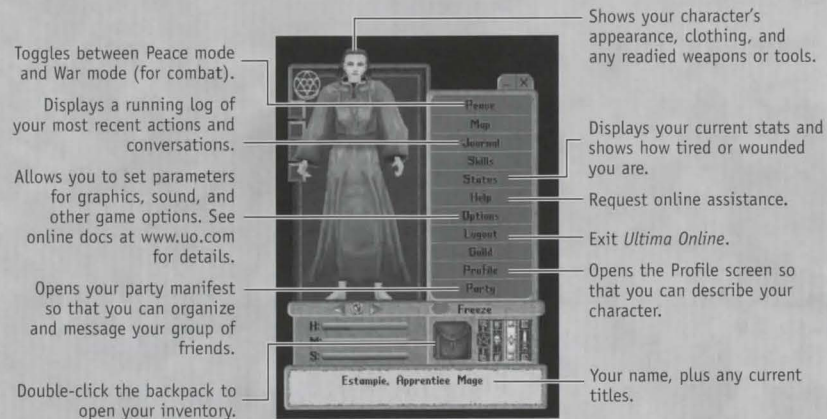
MISCELLANEOUS

Open Chat	Click CHAT button at the top of the screen
Zoom (3D Client)	Scroll mouse wheel
Help	Click HELP button in the character window and select appropriate option
Log Out Character	Click LOG OUT button in the character window (for safe log out, go to an Inn)
Building Type	To identify what type of building you are entering, click the sign by the door
Exit Game	[ALT] + [X]

Playing the Game

Character Window (Paper Doll)

All the information you need about your character is found in the character window, or paper doll. To access your character window, double-click your character and select PAPER DOLL.



Note: This image is from the 3D version of the game. The character window in the 2D version of the game contains the same features organized differently.

Moving Your Character

- To move your character, click and hold the right mouse button towards the hand-shaped cursor. The farther away from your character you keep the cursor, the faster you move.
- To pathfind (automatically move around obstacles in order to reach your destination so long as it is within your line of sight), double-click the right mouse button at a selected point.
- To follow another character, press **[ALT]** + left-click that character. To stop following, press **[ALT]** + left-click yourself.

Interacting with Others

- To see another character's name and information, mouse over that character.
- To access another person's character window (Peace mode only), double-click that character with your left mouse button.
- To speak to another character, type what you wish to say, then press **[ENTER]**. Your speech appears directly above your character.
- For more information on interacting and communicating with others, visit the Playguide at guide.uo.com.

Items and Inventory

- To get an item's name, mouse over the item.
- To move an item, click and drag the item to your desired destination.
- To place an item in your inventory, drag an item into your character or backpack.
- To trade an item to another player, drag the item onto their character.
- To drop an item, drag it from your backpack then release the mouse button.
- To use an item, double-click it with your left mouse button. If a targeting cursor appears, you must target another object on which to use the item. (To do so, click the object you wish to target.)
- To open a container, double-click it with your left mouse button. The container opens and its contents are displayed in a window.

Note: Items in your backpack can be stacked on top of one another, so move items around if you cannot find what you are looking for at first glance.

In-Game Help

To access in-game help, double-click your character to open the character window, then click **HELP**.

- **My character is stuck!**—Choose the **STUCK** option from the menu under the **Help** button by left-clicking the green arrow. After a few minutes you are teleported to a city of your choice.
- **Another player is harassing me!**—Use the **Help** button and report harassment by left-clicking the appropriate green arrow. For non-verbal abuses such as offensive names or profiles, please page a Game Master (GM) by clicking **HELP**, then selecting **OTHER**.

- **Other gameplay problems**—Use the Help button and select OTHER. This automatically pages a GM to come and help you.
- For more *Ultima Online* gameplay help, view the Playguide at <http://guide.uo.com>.
- For information on technical support, see p. 12.

Exiting the Game

- To leave the game, open your character window (paper doll) and select LOG OUT.
- Make sure you are in a safe place, like an Inn, a building in a friendly town, or your home with the door locked, before you log out. It takes up to 30 seconds for a character to leave the world, so if you log out in a dangerous area, your character might be attacked without you knowing it.

New Player Tips

Welcome to *Ultima Online*, a world like no other. If you're new to *UO*, we hope this section helps you on your way to virtual life filled with friendship, prosperity, and adventure.

1. Do the new player quests.

As a new player, you can take on a new player quest for each character you create. Those quests teach you many *UO* gameplay basics, plus you'll earn some extra gold and items. However, if you want more detailed info about starting in *UO*, or have questions about how to play, go to <http://www.uo.com/newplayer/>. Also, you can find answers to almost any *UO* question at <http://guide.uo.com>, home of the *Ultima Online* Playguide.

2. What's next? It's up to you.

UO is not built on a rigid quest and leveling system that leads you by the nose up a fixed ladder. After you finish the new player quest, your future really is up to you. Having that much choice can be intimidating so here is a recommendation: Choose a skill and begin working on it. Say you want to be a warrior; begin working on Swordsmanship by hunting through the forests near your home city. Or work on Taming by trying to tame stray cats and dogs, and then try horses or even dragons. As you train up any of the more than 50 skills, you'll find yourself adventuring further and further from home, developing new tactics for skill-building, and most importantly, meeting other players. Find out more about the *UO* skill system at <http://guide.uo.com/skills.html>.

3. Make friends, influence the world.

A great way to meet other players is by joining a guild, a group of players dedicated to helping each other grow rich, powerful, and famous. There are more than 28,000 active player guilds, and you can find more about who they are and how to reach them at <http://town.uo.com/guilds/>.

4. All the *UO* news that's fit to print.

There is a lot going on in *UO*, pretty much all the time. There are large in-game events moderated by *UO* staff, and smaller events staged by *UO* players—everything from auctions to new player help days to murder mysteries. Make a point of visiting www.uo.com at least once a week to get the latest on what's happening and where.

5. A little help from your friends.

Sometimes, you'll need technical or account support help not covered in the Playguide. In those cases, head over to <http://support.uo.com> where you'll find answers to commonly asked questions about technical support, game rules, or server maintenance schedules.

6. Everyone has a voice.

The official *UO* message boards are hosted by Stratics at <http://boards.stratics.com/php-bin/uo/ubbthreads.php>. You can always find a hot topic or two on the boards, with many *UO* developers often posting and taking part in the discussion. The message boards are one of the many ways we listen to you and what you want from *UO*, so make your voice heard, or at least read what others have to say.

7. Your home away from home.

Once you've earned enough gold, you should think about buying your own home. You can buy one from another player, or you can design and build one of your own. Houses are an expression of your status and your creativity, and give you a chance to make your mark on the world. Find out more about housing at http://guide.uo.com/house_1.html. Also, feel free to tour other people's homes (when unlocked) to see how they've decorated and designed. You'll find that *UO* players are endlessly inventive and have an eye for style.

8. It begins, but never ends.

Think of *Ultima Online* not as a game, but as a world you happen to visit with your PC. You aren't going to be able to see it all or do it all in a few hours or days or even years. Most longtime *UO* players have multiple characters, have perfected many skills, built many houses, and mastered many professions, and they still aren't done. You can start *UO*, but you'll never finish, and that's the beauty of it. See you in Britannia!

Performance Tips

System Requirements

It is essential that your PC meets the Minimum Requirements as detailed on the game's packaging. If you are experiencing poor performance, check to make sure your system hardware supports the requirements.

Background Tasks

In some cases programs that are running on your system can monopolize resources that the game needs in order to install, load, and run properly. Not all of these programs are immediately visible. There are a number of programs, called "background tasks," that are always running on your system.

Important Note: While shutting down background tasks will optimize your system for running *Ultima Online Gold*, these background tasks' features will be unavailable once shut down. Be sure to re-enable background tasks after playing *Ultima Online Gold* by restarting your computer.

If your system is running anti-virus or crash guard programs you will need to close or disable them to run *Ultima Online Gold*. To do this, find the icon for the program on the Windows Taskbar and then right-click the icon and select "close," "disable," or the relevant option. Please note that these programs will be reactivated the next time you restart your computer.

Once anti-virus and crash guard programs have been disabled, you should end all unnecessary general background tasks.

To view and close background tasks (Windows XP):

1. Hold down **CONTROL** and **ALT** and then tap **DELETE**. The Windows Task Manager appears.
2. Click the **Processes** tab. This tab displays a list of all background tasks running on your system.
3. Click the **User Name** column heading. This sorts all the processes together by user name.
4. Select an item with a user name, but DO NOT select one from the SYSTEM, LOCAL SERVICE, or NETWORK SERVICE groups. Also, DO NOT select the *explorer.exe* or *taskmgr.exe* items.
5. Click END PROCESS. You may receive a warning message, if so click YES. The selected item disappears from the list.
6. Repeat steps 4 and 5 until only *explorer.exe* and *taskmgr.exe* remain in the user name group.

To view and close background tasks (Windows Me or 98):

1. Hold down **CONTROL** and **ALT** and then tap **DELETE**. The Close Program window appears. This window displays a list of all background tasks running on your system.
2. Select an item, but DO NOT select the *Explorer* or *Systray* items.
3. Click END TASK. The Close Program window closes and the task is ended.
4. Repeat steps 1 through 3 until only *Explorer* and *Systray* remain.

Video and Sound Drivers

An outdated video or sound driver can lead to slow and choppy gameplay, or in some cases can prevent the game from running at all. To ensure an enjoyable experience with *Ultima Online Gold*, be sure that you have the most recent video and sound drivers installed. These drivers are typically available for download from your system or hardware manufacturer's website. If you are not sure what type of video or sound card you have, or you don't know how to update the drivers on your system, please refer to the documentation that came with your system or peripheral.

Internet Performance Issues

To avoid poor performance during Internet play, be sure that you close any file sharing, streaming audio, or chat programs prior to entering gameplay. These applications can monopolize your connection's bandwidth, causing lag or other undesirable effects.

Ultima Online Gold uses the following TCP and UDP port(s) for Internet play:

Connects to the login server on 7775 & 7776 (TCP)

Connects to the patcher on 8888 (TCP)


Connects to the game server on 5001 to 5101 (TCP)

Please consult your router or personal firewall documentation for information on how to allow game related traffic on these ports. If you are attempting to play on a corporate Internet connection, contact your network administrator.


Technical Support

If you have trouble with *Ultima Online Gold*, EA Technical Support can help. The *EA Help* file provides solutions and answers to the most common difficulties and questions about how to properly use this product.

To access the EA Help file (with *Ultima Online Gold* already installed):


Click the  **Start** button from the Windows Taskbar and select **All Programs** (or **Programs**) > **EA GAMES > ULTIMA ONLINE GOLD > Technical Support**.

To access the EA Help file (without *Ultima Online Gold* installed):


1. Insert the *Ultima Online Gold* disc into your CD/DVD-ROM drive.
2. Click the  **Start** button from the Windows Taskbar and select **Run....** Type **D:\Support\EA Help\Electronic_Arts_Technical_Support.htm** in the Run dialog box, then click OK (substitute the correct letter of your CD/DVD-ROM drive if other than 'D:').

If you are still experiencing difficulty after utilizing the information in the EA Help file you can contact EA Technical Support. EAsy Info is a utility that detects your system's hardware and organizes this information into a detailed report. This report can tell you whether you are meeting minimum requirements and helps EA Technical Support solve your problem in the quickest possible time.

TO RUN THE EASY INFO UTILITY (WITH *ULTIMA ONLINE GOLD* ALREADY INSTALLED):

Click the  **Start** button from the Windows Taskbar and select **All Programs** (or **Programs**) > **EA GAMES > ULTIMA ONLINE GOLD > EAsy Info**.

To run the EAsy Info utility (without *Ultima Online Gold* installed):

1. Insert the *Ultima Online Gold* disc into your CD/DVD-ROM drive.
2. Click the  **Start** button from the Windows Taskbar and select **Run....** Type **D:\support\easyinfo.exe** in the Run dialog box, then click OK (substitute the correct letter of your CD/DVD-ROM drive if other than 'D:').

When the utility finishes gathering hardware information you can view your system information by looking through the various categories. You can save this information to a file by clicking File on the top menu bar, then clicking Export to Desktop > Easy Info Report. A copy of the report is saved to your Windows desktop for viewing and printing. Please be sure to have this report available when contacting Technical Support.

EA Technical Support on the Internet

If you have Internet access, be sure to check our EA Technical Support website at:
techsupport.ea.com

Here you will find a wealth of information on DirectX, game controllers, modems, and networks, as well as information on regular system maintenance and performance. Our website contains up-to-date information on the most common difficulties, game-specific help, and frequently asked questions (FAQs). This is the same information our support technicians use to troubleshoot your performance issues. We keep the support website updated on a daily basis, so please check here first for no-wait solutions.

If you are unable to find the information you need on our website, please feel free to contact EA Technical Support via e-mail, phone, or letter. *Please be sure to include the Easy Info report in your e-mail or letter.*

If you need to talk to someone immediately, call us at (650) 628-1005. *Please have the Easy Info report printed and ready when you call.* This will help us service your call in the quickest possible time. **No hints or codes are available from (650) 628-1005.**

EA Technical Support Contact Info

E-mail and Website: <http://techsupport.ea.com>

Mailing Address: EA Technical Support
P.O. BOX 9025
Redwood City, CA 94063-9025

If you live outside of North America, you can contact one of our other offices.

In the **United Kingdom**, contact:
Electronic Arts Ltd.
P.O. Box 181
Chertsey, KT16 0YL, UK
Phone (0870) 2432435

In **Australia**, contact:
Electronic Arts Pty. Ltd.
PO Box 432
Southport Qld 4215, Australia

In **Australia:** For Technical Support and Game Hints & Tips, phone: 1 902 261 600 (95 cents per minute) CTS 7 days per week 10:00 AM – 8:00 PM. If you are under 18 years of age, parental consent required.

Limited 90-Day Warranty

Electronic Arts Limited Warranty

Electronic Arts warrants to the original purchaser of this product that the recording medium on which the software program(s) are recorded (the "Recording Medium") and the documentation that is included with this product (the "Manual") are free from defects in materials and workmanship for a period of 90 days from the date of purchase. If the Recording Medium or the Manual is found to be defective within 90 days from the date of purchase, Electronic Arts agrees to replace the Recording Medium or Manual free of charge upon receipt of the Recording Medium or Manual at its service center, postage paid, with proof of purchase. This warranty is limited to the Recording Medium containing the software program and the Manual that were originally provided by Electronic Arts. This warranty shall not be applicable and shall be void if, in the judgment of Electronic Arts, the defect has arisen through abuse, mistreatment or neglect.

This limited warranty is in lieu of all other warranties, whether oral or written, express or implied, including any warranty of merchantability or fitness for a particular purpose, and no other representation of any nature shall be binding on or obligate Electronic Arts. If any such warranties are incapable of exclusion, then such warranties applicable to this product, including implied warranties of merchantability and fitness for a particular purpose, are limited to the 90-day period described above. In no event will Electronic Arts be liable for any special, incidental, or consequential damages resulting from possession, use or malfunction of this Electronic Arts product, including damage to property, and to the extent permitted by law, damages for personal injury, even if Electronic Arts has been advised of the possibility of such damages. Some states do not allow limitation as to how long an implied warranty lasts and/or exclusions or limitation of incidental or consequential damages so the above limitations and/or exclusion of liability may not apply to you. In such jurisdictions, the Electronic Arts' liability shall be limited to the fullest extent permitted by law. This warranty gives you specific rights. You may also have other rights that vary from state to state.

RETURNS WITHIN THE 90-DAY WARRANTY PERIOD

Please return the product along with (1) a copy of the original sales receipt showing the date of purchase, (2) a brief description of the difficulty you are experiencing, and (3) your name, address and phone number to the address below and Electronic Arts will mail a

replacement Recording Medium and/or Manual to you. If the product was damaged through misuse or accident, this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period. We strongly recommend that you send your products using a traceable delivery method. Electronic Arts is not responsible for products not in its possession.

RETURNS AFTER THE 90-DAY WARRANTY PERIOD

If the defect in the Recording Medium or Manual resulted from abuse, mistreatment or neglect, or if the Recording Medium or Manual is found to be defective after 90 days from the date of purchase, choose one of the following options to receive our replacement instructions:

Online: <http://warrantyinfo.ea.com>

Automated Warranty Information: (650) 628-1900

EA Warranty Information

Online Self-Help Knowledgebase and Email – You can access our Self-Help site online and browse through our extensive knowledgebase, or submit a question to our warranty department:

<http://techsupport.ea.com>

Automated Warranty Information – You can contact our automated phone system 24 hours a day for any and all warranty questions:

(650) 628-1900

EA Warranty Mailing Address

Electronic Arts Customer Warranty
P.O. Box 9025
Redwood City, CA 94063-9025

© 2005 Electronic Arts Inc. Electronic Arts, EA, EA GAMES, the EA GAMES logo, Origin, the Origin logo, Ultima, and Ultima Online are trademarks or registered trademarks of Electronic Arts Inc. in the U.S. and/or other countries. All Rights Reserved. All other trademarks are the property of their respective owners. EA GAMES™ is an Electronic Arts™ brand.

Proof of Purchase

Ultima Online™ Gold

1513610

ISBN 0-7845-3940-5



NEW PLAYER ACCOUNT REGISTRATION CODE

To open and register your new account, go to www.ultima-registration.com, click on the “CREATE ACCT” button, and enter the account registration code below. This code enables you to create your new account and automatically applies your 45 free days of game time for *Ultima Online*™.

FTPP-5ZT4-JEC9-56TN-KWUP

CURRENT PLAYER ACCOUNT UPGRADE CODE

If you are a current player with an active *Ultima Online*™ account, please go to www.ultima-registration.com and click on the “EDIT ACCT” button. Next, log in with your account name and password. Then click on “SUBSCRIPTION INFO” and then “UPGRADE ACCOUNT.” Once there, apply the access code located below. This will upgrade your account to Samurai Empire level, which will allow you to play all existing expansion packs.

7W4L-H3HN-8BX2-8QSC-V54V

ADVANCED CHARACTER CODE

After you upgrade your current account or open a new account, you are eligible to claim your free advanced character. Just follow these steps:

1. Start the game and enter the game world with the character you want to become advanced.
2. Open your paperdoll (or character window) and click on the “HELP” button.
3. Click the “CLAIM PROMOTIONAL ITEM” button at the top of the Help window.
4. Enter your promotional code (20-digit upgrade code in the white box above—this code is both an upgrade account and promotional gift code) EXACTLY as it appears in the box.
5. Your code will be verified and if valid, the advanced character token will appear in your bank box.
6. Click on the token and follow the on-screen instructions.