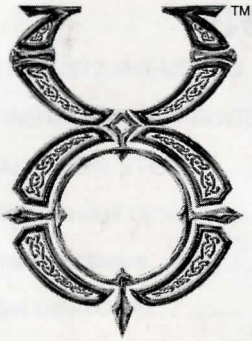


Ultima™ Online: The Second Age™

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. 4).

This Package Contains:

- **(1) CD** (your game), with *Ultima Online: The Second Age* software, Internet Service Provider software (*AT&T Worldnet*℠) and World Wide Web browser software (*Netscape Navigator*™ 3.02). **(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** (30 pp.), which is what you're reading now, including troubleshooting tips, installation steps, *AT&T Worldnet* information, and contact information.
- **Playguide** (216 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.
- **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.ULTIMAONLINE.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 4
PRE-INSTALLATION PROCEDURES 5
INSTALLATION STEPS 6
- Select Install Option 6
- Install Software 7
- Set Up Account 9
- Start Play 10
- Tutorial Demo 10

UPGRADING FROM THE ORIGINAL ULTIMA ONLINE 10
OPTIONS AFTER INSTALLATION 11
- Uninstalling / Reinstalling 11

CANCELLING A GAME ACCOUNT 12
DIRECTX 12
- Uninstalling / Reinstalling DirectX 13

SYSTRAN AUTOTRANSLATION 13
TROUBLESHOOTING 14
- DirectX Support 14
- DirectX Troubleshooting 14
- Common Questions 15
- Hardware Problems 16

ORIGIN TECH SUPPORT / CUSTOMER SERVICE 17
- Before You Contact Us 17
- Contacting ORIGIN Product Support 18

IN-GAME SUPPORT 19
Counselors and GMs 19
Game Master Guideline 20
"Help" Options 22
CREDITS 25
AT&T WORLDNET℠ SERVICE 27
Online Help and Advice 28
Minimum System Requirements 29
Installation Tips and Instructions 29
Registering with AT&T WorldNet Service 30
Connecting to AT&T WorldNet Service 30

©1997, 1998 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 166
16 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 megs 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)
589 megs 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.ultimaonline.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. 10, for instructions on upgrading from *Ultima Online* to *Ultima Online: The Second Age*.

Select Install Option

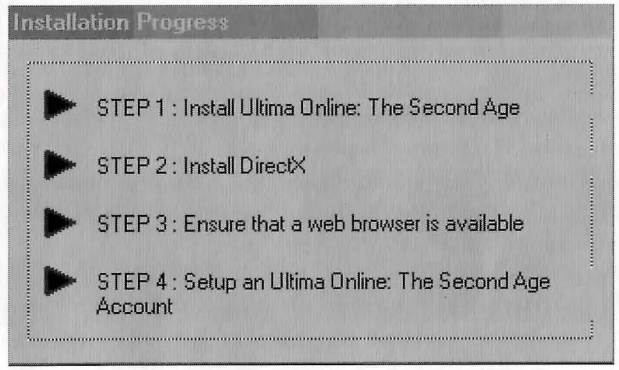
To install and play the game, you need at least 383 megabytes free hard drive space, 16 megabytes of RAM and a functional Internet connection.

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.)

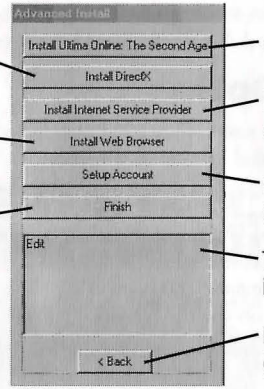
Experienced users can follow the onscreen instructions after this point. For detailed instructions, keep reading.

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:



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



DirectX 6.0 (special hardware drivers)

Web browser software (*Netscape Navigator* 3.02)

Click when you're finished installing desired components

UO client (game software)

Internet Service Provider software (*AT&T Worldnet*)

Game Account (WWW registration page)

This box provides more information on each button.

Return to previous menu (REGULAR/ADVANCED choice)

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 589 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.ULTIMAONLINE.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).

   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. 12, 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* 3.02 (**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* 3.02 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. 12, 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.

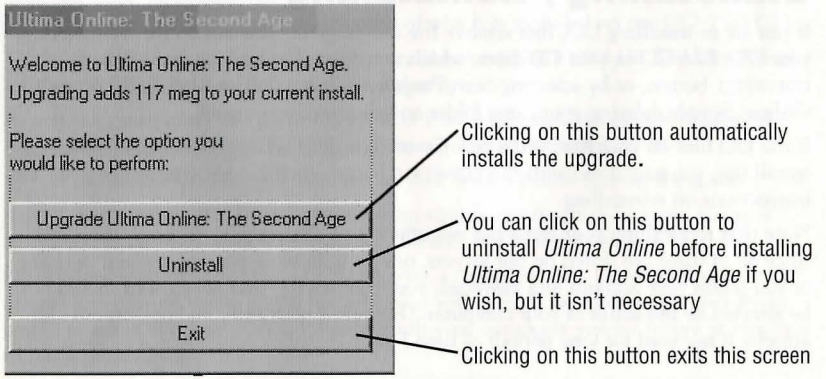
Tutorial Demo

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.

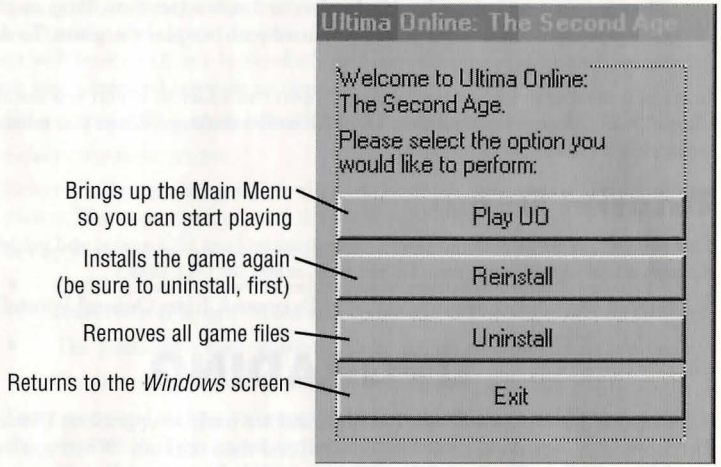
UPGRADING

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:



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. (However, both skills and possessions can atrophy if not used for long periods of time.)

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. 14.
- 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. 7.3 in the *Playguide*.

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, "DSETUP.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. 16). 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. 14.

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 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. 19.

For the fastest technical help or customer support, visit the tech support web site at WWW.OWO.COM/HELP/INDEX.HTML.

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

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

For *AT&T Worldnet* support, see p. 28 of this install guide.

If you are still having problems with the *UO* software, please read **Contacting Product Support** (p. 18).

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)

Contacting ORIGIN Product Support

Internet

Visit our Product Support web site at WWW.OWO.COM/HELP/INDEX.HTML, then select TECH SPPT for common troubleshooting solutions, hints and contact information for hardware manufacturers. You can also contact our on-line technicians from this site. The Web browsers contained in AOL and CompuServe can also reach this site.

If you don't have access to the World Wide Web, you can e-mail our Customer Service Department at SUPPORT@OWO.COM. Internet support can take up to 96 hours, depending on the volume of messages.

Telephone

Contact ORIGIN Product Support at (512) 434-HELP (434-4357), Monday through Friday, between 9 a.m. and 5 p.m., Central Standard Time. (The phones are closed from 12:45 p.m. to 2 p.m.) Times may occasionally change.

Fax

The ORIGIN fax number is (512) 795-8014. Please include your fax number; faxes will be answered by fax.

Standard Mail

ORIGIN Customer Service

5918 West Courtyard Drive

Austin, TX 78730

Attn: Player Relations

IN-GAME SUPPORT

The following material is available online, at WWW.OWO.COM/HELP/INDEX.HTML *and through In-Game Support. Check that 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. 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.

What a Counselor is for

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. They may be especially rare during off-peak hours.

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 2:00 p.m. to midnight (CST). As a general rule, GMs assist players who are experiencing serious, unusual problems during game play. It is important to remember that GMs solve problems and help players more quickly as an invisible presence, and therefore will usually only appear when absolutely necessary. That means you may not see them when they help you, but they will send you private messages that appear in the lower left portion of your screen. 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
- 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
- To remove old guild tags from names (for instance "Bob-FG" — meaning Bob is in the Fishing, or Maritime, Guild — can be changed to remove association to the guild)
- 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 WWW.OWO.COM/HELP/TECHMAIN.

Please remember Game Masters are only available to help with the following types of calls:

- character cannot move
- you are being harassed
- your character cannot continue

"Help" Options

These are the options available when you click on the **Help** button in your Character Window. Choose the area in which you require assistance from below.

- **Character is physically stuck.** This type of call can only be handled by a Game Master. Game Master hours are 2:00 p.m. to midnight (CST).
- **Another player is harassing me.** Again, the only way for us to verify this kind of issue directly is for you to call a Game Master. If the harassment occurs outside of Game Master hours, please send a message to our e-mail support.
- **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 during the posted hours or write to our e-mail support.
- **Technical support.** This includes sound or video problems, client crashes, lag, latency or other technical issues. You may try to resolve these issues through our web page troubleshooter or e-mail, or you may speak to a technical support representative directly.

  Sub-menu choices include: *Phone Support*, *E-Mail Support* and *Web Support*. *Phone* and *E-Mail Support* buttons produce information text; *Web Support* opens your browser to our support area.
- **Billing issues.** If you cannot log into the game, if you believe your billing statement in error, or just have general billing questions, select this option. It opens an information web page pointing to tech support phone numbers and web pages.
- **General hints/gameplay questions**. If you need a hint or just a push in the right direction, select this option. Sub-menu choices allow you to page a counselor or open your web brower. This also includes a pointer to e-mail support.
- **Request latest game information.** We continuously update all new information regarding *UO*, plus any information about upcoming updates, on our web page.
- **Bug submission/lost items.** You may submit any bugs to our web.
- **Continue** (view next screen)
- **Previous** (view previous screen)
- **Done** (send request)
- **Cancel** (return to game without sending any request)

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.

SYSTRAN
TRANSLATION SOFTWARE

CREDITS

Ultima Online: The Second Age

Software Development

Executive Producer ..... Jeffrey Anderson
Executive Designer ..... Richard Garriott
Producer/Director ..... Richard Vogel
Assistant Producer ..... Brian Martin
Lead Programmer ..... Jason Spangler
Programmers ..... Hugh David, Todd Decker, Rick Delashmitt
Lead Designer ..... Raph Koster
Designers ..... John Moreland, Bruce Adams, 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 (programming), 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.

Product Support

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

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 WORLDNET℠ 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 WorlNet Service.

For *Windows* 3.x users:

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

©1997 AT&T Corp. All Rights Reserved. AT&T WorldNet is a service mark of AT&T Corp. Microsoft and Windows are registered trademarks of Microsoft Corp.

PN 105115