



INSTALL GUIDE

ULTIMA ONLINE™

ULTIMA™ IX: ASCENSION

The full manuals for *Ultima Online™* and *Ultima™ IX: Ascension* are on *Ultima IX* Disc 2. You can access the manual files by inserting the Disc 2 CD into your CD-ROM drive and opening it via My Computer.

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ULTIMA ONLINE INSTALLATION INFORMATION

The *Ultima Online 7th Anniversary Edition* contains all *Ultima Online* expansion packs, giving you the chance to experience how seven years of development has created the richest, deepest online world ever. The *Ultima Online* CD comes with both a 3D (three-dimensional appearance) and a 2D (two-dimensional appearance) version of the game. The information within this installation guide is applicable to both versions.

SYSTEM REQUIREMENTS (3D VERSION)

- Windows 98SE, Windows XP
- 500 MHz Intel® Pentium® III or 550 MHz AMD® K6-2™ processor
- 256 MB RAM
- 4X CD-ROM/DVD-ROM Drive
- 1.3 GB free hard disk space (additional space required for Windows swap-file and DirectX™ 9 installation).

Note: If you install both 2D and 3D versions, you will need 2.6 GB free hard disk space.

- 32 MB Direct3D™ capable video card
- Sound card
- Keyboard; mouse; an internet connection (56k dialup or broadband)

SYSTEM REQUIREMENTS (2D VERSION)

- Windows 98SE, Windows XP
- 400 MHz Pentium II or 450 MHz AMD K6-2 processor
- 128 MB RAM
- 1.3 GB free hard disk space (additional space required for Windows swap-file and DirectX 9.0 installation)

Note: If you install both 2D and 3D versions, you will need 2.6 GB free hard disk space.

- 4X CD-ROM/DVD-ROM Drive
- 4 MB video card
- Sound card
- Keyboard; mouse; an internet connection (56k dialup or broadband)

ULTIMA ONLINE INSTALLATION

1. Place the *Ultima Online* game CD into your CD or DVD drive. The install screen should appear. (If you do not have Autorun enabled, open 'My Computer' and double click your CD or DVD drive icon, then double click the file named Install.exe.)
2. Select **INSTALL** and choose the directory to install to.
3. Choose between the 2D and 3D versions. Click on your choice.
4. Follow the on screen instructions.

GETTING STARTED

CREATING AND UPDATING YOUR ACCOUNT

Ultima Online requires that you have an internet service provider (ISP) and an active Ultima Online game account. **ELECTRONIC ARTS CHARGES A MONTHLY FEE FOR THIS ONLINE PRODUCT**, separate from your internet access charges. To create your game account, you may follow the links from the install program, or connect directly to <https://www.ultima-registration.com> with your web browser. To activate your account, enter either a valid credit card number or a Game Time™ Card code available at the UO Gamecode Store (www.uogamecodes.com) or select retailers. If you have problems with this process, please visit our Support Home Page at <http://uo.custhelp.com/>.

CREATING A NEW ACCOUNT

To create a new account from the Account Management Website (<https://www.ultima-registration.com>):

1. Click CREATE ACCOUNT.
 - a. If you wish to access a French, Japanese, German, Korean, or traditional Chinese translation of this process, choose the appropriate language link from this page.

CREATING A NEW ACCOUNT CONT.

2. You will now be asked to enter or create an EA Member account.
 - a. Click the **DON'T HAVE AN EA MEMBER ACCOUNT?** link to create an EA Member account.
 - b. If you chose to create a new EA Member account, you will be prompted to 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.
 - c. Complete the required fields in the bottom box and click **OK**.
 - d. You will be shown a confirmation if the EA Member name you chose is available, click **OK** to proceed. If you chose an EA Member name that is invalid or already in use, choose a new member name and click **OK**.
3. Now that you have created an EA Member account you can register your copy of *Ultima Online*. 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. Now select the Payment Method you would like to use for your *Ultima Online* account. Choose between:
 - Credit Card
 - Game Time Card\Code
 - Free Trial (Not available with all registration codes)
 - Or click the Alternative Payment Options link for more info on other forms of payment.

CREATING A NEW ACCOUNT CONT.

6. If you chose Credit Card as your form of payment you will be prompted to select a from one of the following recurring billing options:
 - Monthly recurring billing at \$12.99/month
 - 3 month recurring billing at \$11.66/month (\$34.99 total)
 - 6 month recurring billing at \$10.00/month (\$59.99 total)Once you have chosen a recurring billing plan, complete all billing information fields on this page and click **OK**.
7. If you chose Game Time as your Payment Method you will be asked to enter your Game Time code in the entry field. Enter your Game Time code exactly as it appears and click **OK**.
8. After you have completed your billing information, entered your Game Time Code, or proceeded using the Free Trial option, you will be presented with a Subscription Confirmation screen. You are now ready to seek out the incredible adventures that await you in *Ultima Online*!

IF YOU ARE A NEW PLAYER, WE HIGHLY RECOMMEND VISITING
<http://www.uo.com/newplayer/> WHERE YOU'LL FINDS LOTS OF
USEFUL STARTING INFORMATION AND GAMEPLAY TIPS.

HELP OPTIONS AND CONTACTING SUPPORT

If you are having technical or service problems, we recommend visiting the *Ultima Online* support website at <http://support.uo.com>.

This searchable knowledge base allows you to contact us via email, browse frequently asked support questions, find answers to common questions, and rate the helpfulness of the information you receive.

IN-GAME SUPPORT

Ultima Online offers in-game support for answers to in-game questions. Please remember that game staff cannot answer technical questions. You may contact in-game support using the "Help" button located on your character window.

In-game support is not available on test shards.

TECHNICAL SUPPORT (FOR ULTIMA ONLINE)

Ultima Online Technical Support only supports installation and technical issues.

Email and Website: <http://uo.custhelp.com>

Phone: 1-866-543-5435

Account Support

If you cannot log into the game, believe your account statement is in error, have specific account questions or wish to use one of our alternate payment options, Account Support may be able to assist you.

Email and Website: <http://uo.custhelp.com>

Phone: 1-866-543-5435

Account Management Site: <http://www.uo.com/account.html>

Account FAQs: <http://eamembers.custhelp.com>

ULTIMA IX: ASCENSION

INSTALLATION INFORMATION

To install *Ultima IX: Ascension*:

1. Insert your *Ultima IX:Ascension* Disc One: Install Disc in your CD or DVD drive. The install screen should appear. (If you do not have Autorun enabled, open 'My Computer' and double click your CD or DVD drive icon, then double click the file named autorun.exe.)
2. Click **INSTALL** to start the installation process.
3. Follow the on-screen instructions.

Note: If you have problems installing *Ultima IX*, a more detailed install guide is available on the *Ultima IX* Disc 2. You can access the Ultima IX Install Guide by inserting Disc 2 into your CD-ROM drive and opening it via My Computer.

TECHNICAL SUPPORT (FOR ULTIMA IX: ASCENSION)

If you are having trouble installing or running *Ultima IX*, you can find helpful information at <http://eatech.custhelp.com>. Here you will find troubleshooting information on DirectX, Joysticks, Modems and Networks, as well as information on regular system maintenance and performance.

Technical Help Contacts

If you want to talk to someone about your technical problem, call us at 1-650-628-8480. No hints or codes are available at this phone number.

LIMITED 90-DAY WARRANTY

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will mail a replacement Recording Medium-and/or Manual to you. We strongly recommend that you send your product using a traceable delivery method. Electronic Arts is not responsible for products not in its possession.

EA WARRANTY CONTACT INFO

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

Phone: (650) 628-1900

EA WARRANTY MAILING ADDRESS

Electronic Arts Customer Warranty

P.O. Box 9025

Redwood City, CA 94063-9025

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