Ultima Online™

Age of Shadows™

EA GAMES™

Warning: To Owners of Projection Televisions

Still pictures or images may cause permanent picture-tube damage or mark the phosphor of the cathode ray tube. Avoid repeated or extended use of video games on large-screen projection televisions.

Epilepsy Warning

Please read before using this game or allowing your children to use it.

Some people are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life.

Such people may have a seizure while watching television images or playing certain video games. This may happen even if the person has no medical history of epilepsy or has never had any epileptic seizures.

If you or anyone in your family has ever had symptoms related to epilepsy (seizures or loss of consciousness) when exposed to flashing lights, consult your doctor prior to playing.

We advise that parents should monitor the use of video games by their children. If you or your child experience any of the following symptoms: dizziness, blurred vision, eye or muscle twitches, loss of consciousness, disorientation, any involuntary movement or convulsion, while playing a video game, discontinue use IMMEDIATELY and consult your doctor.

Precautions to Take During Use

- Do not stand too close to the screen. Sit a good distance away from the screen, as far away as the length of the cable allows.
- Preferably play the game on a small screen.
- Avoid playing if you are tired or have not had much sleep.
- Make sure that the room in which you are playing is well lit.
- Rest for at least 10 to 15 minutes per hour while playing a video game.

TABLE OF CONTENTS

WELCOME TO THE WORLD OF ULTIMA ONLINE™

Welcome to *Ultima Online*™*, the fantasy world of unmatched depth and intensity that has captivated hundreds of thousands of players for over five years. *Ultima Online*™: *Age of Shadows*™ now pushes online gaming to a new level, where you are immersed in a realm of infinite possibilities and your character is free to develop as a true individual. Explore the untamed new land of Malas, build the house of your dreams with the Custom Housing Tool, and develop Paladin and Necromancer characters that redefine the limits of good and evil. Learn, grow and live life to the fullest in the deepest role-playing experience on the Internet.

To see what's new in *Ultima Online: Age of Shadows*, See *What's New* on p. 32.

- **For more info** about this and other titles, visit UO.com™ on the web at **www.uo.com**.

INSTALL GUIDE

Ultima Online: Age of Shadows is an expansion pack, which contains the full version of *Ultima Online*. The *Ultima Online: Age of Shadows* game CD comes with both a 3D (three-dimensional appearance) and a 2D (two-dimensional appearance) version of the game. The information contained within this manual is applicable to both versions unless otherwise noted.

System Requirements

MINIMUM CONFIGURATION (3D VERSION)

- Windows ME, Windows 98, Windows 2000, Windows XP
- 300 MHz Intel® Pentium® II or 300 MHz AMD® K6-2™ processor
- 64 MB RAM
- 4x CD-ROM/DVD-ROM Drive
- 1.1 GB free hard disk space (additional space required for Windows swap-file and DirectX 8.1 installation)
- 8 MB Direct3D™ capable video card. (Voodoo cards not supported)
- 16-bit sound card (DirectX 8.1 supported)
- Keyboard; Mouse; An ISP with Slip/PPP or direct connect at 28.8 kbps or better.

RECOMMENDED (3D VERSION)

- 500 MHz Pentium III or 550 MHz AMD K6-2™ processor
- 128 MB RAM
- 1.1 GB or more free hard disk space
- 32 MB Direct3D™ capable video card
- 4x CD-ROM/DVD-ROM drive
- 16-bit sound card
- An ISP with Slip/PPP or direct connect at 56.6 kbps or better.

MINIMUM (2D VERSION)

- Windows ME, Windows 98, Windows 2000, Windows XP
- 200MHz Pentium or 266 MHz AMD K5™ processor
- 32 MB RAM
- 2 MB PCI video card
- 16-bit sound card
- 925 MB or more hard disk space plus space for saved games
- 4x CD-ROM/ DVD-ROM drive
- An ISP with Slip/PPP or direct connect a 28.8 kbps or better.

RECOMMENDED (2D VERSION)

- 233 MHz Pentium II or 300 MHz AMD K6-2 processor
- 64 RAM
- 4 MB PCI video card
- 16-bit sound card
- 925 MB hard disk space plus space for saved games
- 8x CD-ROM/ DVD-ROM drive
- An ISP with Slip/PPP or direct connect a 56.6 kbps or better.

Requirements — General Information

This game requires a minimum of 925 MB hard drive space (2D version) or 1.1 GB hard drive space (3D version) for installation. This number is subject to change. Please visit **http://support.uo.com/require.html** for current specifications. The swap file used by Windows 98/ME/XP will require additional free hard drive space. The amount will vary by system, but we recommend at least an additional 50 MB free space. You must have a 32-bit connection to the Internet to play *Ultima Online*™. Some online services may not offer this type of connection. If you are unsure of your connection type, please contact your ISP. 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.).

Clean Up Your System Before Running the Game

Before you install any software, it is critical that your hard drive is in proper working order. We recommend that you perform regular "house keeping" by running ScanDisk, Disk Defragmenter and Disk Cleanup.

- **ScanDisk/Error-checking** searches your hard drive for lost allocation units as well as cross-linked files and directories.
- **Disk Defragmenter** ensures that your data is sorted properly, thereby helping to prevent corrupt data.
- **Disk Cleanup** clears unnecessary files from your system, freeing up disk space and preventing conflicts that might stop the game from installing correctly.

To run ScanDisk (Windows ME/98 only):

1. Click the START button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select RUN….
3. In the *Run* dialog box, type **scandisk**, then click OK. ScanDisk opens.
4. Make sure a check mark appears in the Automatically Fix Errors box, then select the drive to which you are installing the game (e.g., C:).
5. Click START to begin ScanDisk.

To Run Error-checking (Windows 2000/XP):

In Windows 2000/XP, the Scandisk function is replaced by Error-checking.

1. To run Error-checking, double-click the **My Computer** icon. Now, highlight the hard drive you want to install the game to (default is C:) and right-click. A drop-down menu appears.
2. Choose 'Properties' and then click the 'TOOLS' tab.
3. Now, click CHECK NOW… and check both "Automatically fix file system errors" and "Scan for and attempt recovery of bad sectors" boxes.
4. Finally, click START and the program scans the drive and corrects any errors.

    Note: You may be asked to restart your computer to run Error Checking. Ensure any unsaved documents are saved before restarting your computer.

To run Disk Defragmenter:

1. Click the START button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select RUN….
3. In the *Run* dialog box, type **dfrg.msc** (or **defrag** if using Windows ME/98), then click OK. The Select Drive dialog box appears.
4. Select the drive to which you are installing the game.
5. Click DEFRAGMENT (or OK) to begin Disk Defragmenter.

To run Disk Cleanup (Windows XP/ME/2000/98 only):

1. Click the START button from the Windows Taskbar. The Start menu opens.

2. From the Start menu, select RUN....

3. In the *Run* dialog box, type **cleanmgr**, then click OK. The Select Drive dialog box appears.

4. Select the drive to which you are installing the game, then click OK. The Disk Cleanup window appears.

5. In the "Files to delete:" field, make sure a check mark appears in the Temporary files box (if present). If any other boxes are checked, uncheck them.

6. Click OK to begin Disk Cleanup.

7. A prompt appears asking for verification to delete files. When you are sure that you want to delete the files, click YES.

What is DirectX™?

Read this section completely before playing *Ultima Online*: *Age of Shadows*™ or installing DirectX.

DirectX is part of Windows® 95, 98, 2000, ME and XP. It allows Windows to access certain parts of your PC at high speed, to allow you to run today's games. As new technology is introduced, such as next generation 3D Accelerators and 3D soundcards, DirectX evolves to support these new technologies. *Ultima Online: Age of Shadows* requires DirectX 8.1, which is included on the game disc for you to install if necessary.

In order to operate correctly, DirectX will need the latest software drivers for your video card and sound card. These drivers can usually be downloaded from your card manufacturer's website or obtained from the card manufacturer's Technical Support hotline. Using drivers that do not have DirectX 8.1 support may result in display or audio problems in *Ultima Online: Age of Shadows*.

How do I install DirectX 8.1?

When you install *Ultima Online: Age of Shadows*, your system will be scanned for DirectX. If the correct version is not detected, you will be prompted to install DirectX 8.1 from the *Ultima Online: Age of Shadows* CD. We recommend you follow the advice given by the *Setup* program.

If you want to install DirectX 8.1 **after** installing *Ultima Online: Age of Shadows*:

Windows 95/98 users:

1. Click START on your Windows taskbar, highlight FIND and click FILES OR FOLDERS.

2. In the NAMED box, type **dxsetup**.

3. Ensure the LOOK IN box is set to the drive letter of your CD-ROM (e.g. D:) drive, then click FIND NOW.

4. When the file appears, double-click on the **dxsetup** icon in the *Name* column.

5. When the *DirectX Setup* window appears, click REINSTALL DIRECTX to complete the process.

Windows 2000/ME/XP users:

1. Click START on your Windows taskbar, highlight SEARCH and click FOR FILES OR FOLDERS.

2. In the SEARCH FOR FILES OR FOLDERS NAMED: box, type **dxsetup**.

3. Ensure the LOOK IN box is set to the drive letter of your CD-ROM (e.g. D:) drive, and that the *Ultima Online: Age of Shadows* CD is in the drive, then click SEARCH NOW.

4. When the file appears, double-click on the **dxsetup** icon in the *Name* column.

5. When the *DirectX Setup* window appears, click REINSTALL DIRECTX to complete the process.

Check your system!

To check if your computer fully supports DirectX 8.1, run the DirectX Diagnostics Tool after installing DirectX 8.1.

1. Click START on your Windows taskbar. Then click RUN.

2. From the *Run* dialog box, type **dxdiag** then click OK.

The DirectX Diagnostics Tool gives you information on your video card, sound card and 3D accelerator card drivers.

- To check your video card drivers, click on the DISPLAY tab, or the DISPLAY 1 tab if you have one.

- To check your sound card drivers, click on the SOUND tab.

- Some 3D accelerators have their own tab, called DISPLAY 2, so you may need to check this also.

On each of these screens, the *Drivers* section tells you if Microsoft has certified your driver as supporting DirectX 8.1.

- If your driver is reported as 'Certified: Yes' your device has DirectX 8.1 support and should work properly with *Ultima Online™: Age of Shadows™*.

- If your driver is reported as 'Certified: No' your device does not have DirectX 8.1 support and you may experience problems running *Ultima Online: Age of Shadows*. Please consult the notes section at the bottom of the DirectX Diagnostic Tool window.

- Windows 98/2000/ME/XP users may also consult the TROUBLESHOOT button, accessed from the MORE HELP tab. Normally, updated drivers that support DirectX 8.1 will be available from the manufacturer of the device in question, which will allow you to play *Ultima Online: Age of Shadows* without any problems. In this case, we suggest you contact the manufacturer of the device, and request the latest DirectX 8.1 compatible drivers. These are normally available free of charge from the manufacturer's website, or via their technical support help-line.

Installing the Game

Note: Before installing *Ultima Online: Age of Shadows*, we recommend running a thorough scan disk and disk defragmentation of your hard drive. For instructions how to do this under the various Windows operating systems, see *Clean Up Your System Before Running the Game* on p.6.

To install *Ultima Online: Age of Shadows*, place the game CD into your CD or DVD drive. The Install screen should appear. However, if you do not have Autorun enabled, you will need to manually start the install program. To do this, open 'My Computer' and double-click your CD or DVD drive icon, then double-click the file named Install.exe.

3D Version Installation

Note: Experienced users may follow the onscreen instructions after this point. For detailed instructions, keep reading.

To install the 3D version of *Ultima Online: Age of Shadows*:

1. Click on the 3D button.

2. Click on INSTALL 3D VERSION NOW.

3. Choose a directory on your hard drive for installation. C:/Program Files/Ultima Online 3D is the default. (*Ultima Online: Age of Shadows* will not allow you to install to an existing *Ultima Online* directory.)

- 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. Click YES to create it or NO to return to the previous screen and select a different directory.

- Click NEXT to continue.

4. Install DirectX 8.1 drivers for your hardware if necessary. If the required drivers are already installed on your computer, a message will be displayed informing you that the drivers are already installed. You will be asked if you want to reinstall the DirectX 8.1 drivers. You do not need to reinstall the drivers, so you may skip this step by clicking NO. However, if you wish to reinstall them, you may do so by clicking YES.

- If you select YES you will see the following message: *Ultima Online: Age of Shadows* requires DirectX version 8.0a or higher.

- To check your version number, run DXSETUP.EXE or DXDIAG.EXE. For additional information on DirectX installations, please see the Troubleshooting section of this Quick Start Guide.

- Click YES to continue.

5. A message appears informing you that you must have a web browser installed to complete the next step of the installation process. If you already have a web browser installed on your computer, click OK and proceed to the next section of this manual.

- If you do not have a web browser installed you will need to click CANCEL and install a web browser. Some common web browsers can be found at **www.microsoft.com** and **www.netscape.com**. Once you have a browser installed, please refer to *Creating and Updating Your Account* on p. 15.

2D Version Installation

Note: Experienced users may follow the onscreen instructions after this point. For detailed instructions, keep reading.

To install the 2D version of *Ultima Online™: Age of Shadows™:*

1. Click on the 2D button.
2. Click on INSTALL 2D VERSION NOW.
3. Choose a directory on your hard drive for installation. C:/Program Files/Ultima Online 2D is the default. (*Ultima Online: Age of Shadows* will not allow you to install to an existing *Ultima Online* directory.)

- 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. Click YES to create it, NO to return to the previous screen and select a different directory.
- Click NEXT to continue.

4. Install DirectX 8.1 drivers for your hardware if necessary. If the required drivers are already installed on your computer, a message will be displayed informing you that the drivers are already installed. You will be asked if you want to reinstall the DirectX 8.1 drivers. You do not need to reinstall the drivers, so you may skip this step by clicking NO. However, if you wish to reinstall them, you may do so by clicking YES. If you select YES you will see the following message:

Note: *Ultima Online: Age of Shadows* requires DirectX version 8.0a or higher.

- To check your version number, run DXSETUP.EXE or DXDIAG.EXE. For additional information on DirectX, see *What is DirectX?* on p.8. For any problems with DirectX installations, please see the *Troubleshooting and Support* section of this Quick Start Guide.
- Click YES to continue.

5. A message appears informing you that you must have a web browser installed to complete the next step of the installation process. If you already have a web browser installed on your computer, click OK and proceed to the next section of this manual.

- If you do not have a web browser installed you will need to click CANCEL and install a web browser. Web browsers can be found at **www.microsoft.com** and **www.netscape.com**. Once you have a browser installed, please refer to *Creating and Updating Your Account* on p. 15.

Uninstalling/Re-installing the Game

If you are having problems or the game did not install correctly the first time, we recommend re-installing the game.

To uninstall Ultima Online: Age of Shadows:

1. Start the Windows operating system.
2. Left-click the START button from the Windows Taskbar and select **All Programs** (or **Programs**) > **Ultima Online 2D/3D > Uninstall Ultima Online 2D/3D.**

Note: You will only be able to uninstall a version you previously installed. i.e. the option to **Uninstall Ultima Online 2D** is only available if you previously installed that version.

3. Follow the on-screen instructions to complete the uninstall process.

Note: Files that were created after the installation of *Ultima Online: Age of Shadows*, such as saved games, will remain on the hard drive after completing the uninstall process. If you wish to continue to use these files, simply re-install the game to the same directory.

To re-install Ultima Online: Age of Shadows:

Follow the *Installing the Game* instructions as described above.

General Crashes/Lockups

In some cases, programs that are running on your system can monopolise 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 and, in some cases, these may cause the game to crash or lockup.

> **Important Note:** While shutting down background tasks will optimise your system for running Ultima Online™: Age of Shadows™, their features will then be unavailable. Ensure that you re-enable background tasks after playing Ultima Online: Age of Shadows by restarting your computer.

Anti-Virus/Crash Guard Programs

If your system is running Anti-Virus or Crash Guard programs, you will need to close or disable them to run Ultima Online: Age of Shadows. To do this, find the icon for the program on the Windows taskbar. **Right-click** the icon and select CLOSE, DISABLE, or the relevant option.

General Background Tasks

Once Anti-Virus and Crash Guard programs have been disabled, you should end all unnecessary general background tasks as these can sometimes cause problems when installing or running PC games.

1. Hold down the **CTRL** and **ALT** keys on your keyboard and press **DELETE** once. The CLOSE PROGRAM window appears with a list of all background tasks currently running on your system.
2. To end a background task, click on its name in the list, then click the **End Task** button.
   Note: It is important that you DO NOT CLOSE the background tasks named **Explorer** and **Systray** as these tasks are necessary for Windows to operate. All other background tasks may be closed.
3. The Close Program window closes and the task is ended. Repeat the above steps to close down any/all other background tasks.

It is important to remember that the next time you restart your computer all of the background tasks that you ended will reactivate.

GETTING STARTED

To get up and running, follow these steps.

Creating and Updating Your Account

Ultima Online: Age of Shadows requires that you have an Internet Service Provider (ISP) and an active Ultima Online game account. **ELECTRONIC ARTS CHARGES A MONTHLY SUBSCRIPTION 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 EA Store (**store.ea.com**) or select game retailers. If you have any problems with this process, please visit our Support Home Page at **www.uo.com**.

Creating a New Account

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

1. Click Create Account.
• 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.
2. At the bottom of the next page, where it says Please Enter The Registration Code, enter the New Player Account Registration Code located on the back of this Ultima Online: Age of Shadows manual.
3. 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.
4. Enter an account name and password.
• Your password must be between 5 and 16 characters in length. **Be sure to select a password you will remember. Passwords are case-sensitive. Choose a password that contains both letters and numbers for improved security.**

5. Enter your birth date. You must be 13 years of age or older to create an *Ultima Online*™: *Age of Shadows*™ account.

6. Enter the name and address information requested and click Next.

7. To complete the process of activating your account, enter either a valid Credit Card number or a Game Time™ Card code available at the EA Store (**store.ea.com**) or select game retailers.

   Note: To receive all the latest information on *Ultima Online*, be sure to check the box allowing us to contact you. You will receive the monthly newsletter and other special offers available only to those who allow us to contact them.

THE ULTIMA ONLINE™ NEWSLETTER SERVICE
Receive info including new content, events, guild activities in-game, new offers, tips and more. For details see **http://town.uo.com/uo_lists.html**.

Note: A credit card is needed to register for *Ultima Online*. You can, however, create an account without a credit card. For details, see **www.ultima-registration.com**.

Upon registering your new *Ultima Online: Age of Shadows* account, you will receive 30 days of free gameplay.

Updating Your Current Ultima Online Account

If you have an active account you will need to upgrade your current account to the new *Ultima Online: Age of Shadows* version. To do this, go to the Account Management website (**https://www.ultima-registration.com**).

To upgrade your account to the *Ultima Online: Age of Shadows* game access level:

1. Click EDIT ACCT located under Modify an Account.

2. Enter your User Name and Password and click NEXT.

3. Click UPGRADE ACCOUNT.

4. Enter the *Current Player Upgrade Code* located on the back of the CD sleeve and click Upgrade.

Choosing a World

Ultima Online: Age of Shadows uses multiple servers to create instances of the world. When you first join the game you must pick which "shard" or separate instance of the world your character lives in. *Ultima Online* shards are physically located all over the Earth, allowing you to choose a shard that is geographically close to you and thus ensuring a robust connection to the game.

The shards are currently located as follows:

North American East	North American West	Western Europe	Japan
Chesapeake	Baja	Europa	Hokuto
Atlantic	Pacific	Drachenfels	Yamato
Catskills	Napa Valley		Asuka
Lake Superior	Sonoma		Wakoku
Great Lakes	Lake Austin		Izumo
Siege Perilous			Mizuho
AOL Legends			Sakura
			Mugen
Korea	**Taiwan**	**Australia**	
Arirang	Formosa	Oceania	
Balhae			

With the exception of Siege Perilous and Mugen, all shards offer identical lands and systems. Siege Perilous and Mugen are advanced servers for veteran players, and new accounts are unable to access these shards until they have accrued a minimum of 40 hours of total *Ultima Online* playtime.

Creating a Character

Now that you've chosen a shard, you'll need to create your first player character. Your player character (or PC) is your persona in the world of *Ultima Online*™ and is visible to any other players who interact with you.

Customising Your Appearance

Your character is an individual and individuality is best expressed with appearance. You may choose gender and hairstyle along with the colour of hair, skin and clothing. Choose from the different options on the Character Appearance screen to give your character his or her own distinctive look.

To name your character, click on the letters of the name (above or below your character's picture) and type in your new character's name. Choose wisely, because your character's name is one of the first impressions other players will have of you. An offensive name may result in other players treating you rudely, and may be a violation of the *Ultima Online* Terms of Service (**www.uo.com/service**).

Choosing a Profession

Ultima Online uses a skill-based advancement system, so your path in Britannia™ is largely determined by what type of character you choose to be. With over 45 different skill types, you may customise your character in nearly any way you wish by mixing and matching complimentary skills.

We've created a few templates to help you get started. You may choose a preset character type and your skills will automatically be set to those that are optimal for that profession. Select a preset profession by clicking either WARRIOR, MAGICIAN, BLACKSMITH, PALADIN or NECROMANCER.

The Advanced option is for those players already comfortable with the *Ultima Online* skill system and interested in building a character from scratch. If you choose Advanced you will be presented with a list of skills and statistics.

> **Note:** It is not advised that you change these attributes and skills until you are experienced in the game.

Strength governs how much you can carry, how much damage you can do in combat, and which weapons and armour you may use. Your Strength score is also used to calculate your maximum Hit Points or the amount of damage you can take before dying.

Dexterity governs how quickly you react. Your Dexterity score is used to calculate your maximum Stamina, which determines how long you may keep moving, fighting or engaging in other strenuous activity.

Intelligence is extremely important to a number of skills, including Magery and many craft and lore skills. Intelligence is also used to calculate your maximum Mana, the energy you use for spell casting.

- For information about increasing your Strength and Dexterity, see *Progressing in Ultima Online* on p. 29.

Entering Britannia™

Britannia is the name of the world in *Ultima Online*, much like Earth is the world in which our real lives take place. Britannia is a vast land filled with thriving cities, remote islands, foreboding dungeons and more. It has a long and rich history filled with pitched battles between good and evil. It is not one community, but hundreds of communities. To enter Britannia is to enter another world.

If the account you are using has just been created, your character is classified as a young player. Your character starts the game in a safe starting place to allow you to get acquainted with the game. You are considered young for your first 40 hours of play.

Once you have become more familiar with *Ultima Online* (after 40 hours of play) you are given the option to choose your starting city when you create a new character. A map of Britannia appears, displaying available starting locations. Selecting a location flag displays a description of the city. Once you have selected a starting city, clicking the green arrow moves your character into Britannia and to that city.

Controls and Commands

Common controls and commands for *Ultima Online*™: *Age of Shadows*™ are listed on the separate Controls Card that comes with this manual. Complete controls and commands can be found at **http://guide.uo.com**.

- For the purposes of this manual, the term click refers to a left-click of the mouse and right-click refers to a right-click of the mouse.

Learning to Play

Ultima Online™ is a deep and immersive world with many different areas and professions to explore and learn. Just like the real world, knowledge is priceless and learning is a never-ending process. Take your time and enjoy the process, for it seems that no matter how much you know about *Ultima Online*, you will soon encounter a character who can teach you even more. For more information on *Ultima Online*, visit our message boards located at **www.boards.uo.com**. There you will find boards for all types of questions and discussions. There is even a board specific to New Players.

As a new player, a default desktop will be arranged for you the first time you play *Ultima Online™: Age of Shadows™*. The game automatically opens your Character Window, Backpack, Radar Screen and Skill List. There is also a Quick Menu Bar which provides instant access to commonly used commands.

- For more information on using windows, see *Menus* on p. 23.

Talking

Conversing with other players is simple. Merely type what you wish to say and press ENTER. Your speech appears directly above your character's head.

Don't be afraid to ask other players for help if you're confused. But do remember to keep in mind rules of common etiquette and remember that other players are people just like you.

New Player Training Quest

Upon entering Britannia™ for the first time, you automatically embark on a New Player Training Quest (unless you pick the Advanced character option). During this quest, you will learn useful tips related to core game mechanics including:

- Movement
- Combat
- Interacting with the game world
- Interacting with other players

The New Player Quest varies depending upon your chosen profession. As a new player, you start off near some of the wiser Non-Player Characters in Britannia. Non-Player Characters (NPCs) are characters that are operated by the game itself, rather than by human players. To communicate effectively with an NPC you must speak directly in front of them and at a very close range.

- To seek out instruction in a particular skill, find an NPC trained in that skill by double-clicking NPCs to view their name and profession. For example, to learn about blacksmithing, seek out the NPC blacksmith in Haven, whose name is Martin. Then type "Martin train" and press ENTER. Martin then lists the training he offers, which includes Maces. To receive this training type "Martin train Maces" then follow the on-screen instructions.

- You can also click on an NPC or an item to bring up its "Context Sensitive" menu. From this menu you will be able to execute all available actions or commands for that item or NPC.

Young Player Status

When a character arrives in Britannia for the first time, he or she is granted young player status. This grants you certain forms of protection unavailable to more experienced players. A player remains young for the first 40 hours of total playtime with your *Ultima Online* account. You will lose your young player status if your character exceeds certain skill levels or for several other reasons. If you want to protect your young player status, learn more about it at **http://uo.com**.

New Player Ticket

A New Player Ticket is placed in the bank box for each new character that you create. The New Player Ticket is used by matching it to another player's New Player ticket. Once you have another player's ticket, place both tickets in your backpack, and then double-click your ticket. A targeting icon appears. Guide the icon onto the other player's ticket and click. Successful matching of tickets gives both players several rewards to choose from.

- Your bank box keeps your valuable items safe while you are off adventuring, and it can be accessed from any *Ultima Online*™ town with a bank. To find out specific information about how to use the banks in *Ultima Online*, please visit **http://guide.uo.com/** and type "money and banking" in the search window at the top of the screen. Then click GO and follow the link provided.

Getting Around

Moving around, from walking across the room to teleporting across the land, is key to any adventurer's success.

Foot Travel

Walking Around

Place your cursor over a point in the gameplay window and right-click. You turn to face the cursor and take a step towards it.

Continual Movement

To move continually, place your cursor some distance away from your character in the direction you want to go and right-click-and-hold. The further the cursor is from your character, the faster your character moves.

Opening Doors

To open a door or gate, move your character close to the door and double-click on it.

Keyboard Movement

To move using your keyboard, use the num pad arrow keys: 2=Down; 8=Up; 4=Left; and 6=Right. You can also move diagonally using the 1, 3, 7 and 9 keys.

- You may set your character to always run by using the Options menu available from your character window. Keep in mind, however, that running depletes your stamina faster than walking.

Long Distance Travel

Adventurers travel to the distant lands and facets of Britannia by using spells, runestones or moongates. Moongates can be found throughout Britannia and may be used to travel to locations on the Felucca, Trammel, Ilshenar and Malas facets. To use a moongate, walk through the glowing blue portal. You are presented with a menu of options. Choose the area to which you wish to travel and then choose the location within that area. Be aware that Felucca allows non-consensual Player vs. Player (PvP) combat, which means that players may be attacked by other players. Trammel, Ilshenar and Malas are considered "safe" from PvP.

Logging Out

To log out safely, or insta-log, you must select the Log Out button on your Paperdoll when your character is in a safe situation. These situations include being inside an inn or tavern, being inside your own or a friend's house or using the Camping skill outdoors. Failing to log out safely leaves your character unattended for several minutes before he disappears. Although your unattended character will defend against any attacks, it is wise to log out safely.

Menus

The menus on your *Ultima Online* screen are your means of interacting with the game, so learn them well. Many windows can be resized by clicking and dragging the blue gem on the lower right corner of the window. Some windows can be closed by clicking X in the top right corner of the window or by right-clicking when your cursor is in that window, and minimized by clicking the –. All windows can be moved by clicking on the window and dragging.

Arrange the open windows as you prefer. Upon logging out of *Ultima Online*™, your window positions will be saved to a character desktop file. When you re-enter Britannia™ with the same character, your open windows will be arranged as you left them.

Paperdoll

Your Paperdoll is a close-up view of your character and the clothes, armour, weapons and tools he or she is currently using. Other characters can see your Paperdoll, too.

Click on any item to identify it. Items are put into use when dragged onto your Paperdoll or taken out of use when dragged off of your Paperdoll to your backpack or the ground. Small items such as bracelets and rings are visible in the small equipment slots located to the left of your Paperdoll (3D version only).

- Certain items and actions may require that you have one or both hands empty. Check your Paperdoll if you have difficulty equipping or using an item.

Status Window

In the 3D version, the status window appears as three bars directly beneath your Paperdoll representing your current hit points, Mana and stamina. 2D version users can see status information by selecting the Status button or clicking on your character in the game window and dragging.

Backpack

Everything you are carrying that is not equipped on your Paperdoll is located in your backpack. Double-clicking the backpack image to the right of your Paperdoll opens your backpack as a separate window. You may remove or add items to your backpack by clicking and dragging the item.

- Your backpack may also be accessed by pressing ALT and I (for Inventory) at the same time.

Name

The name box displays your character's full name, profession, titles and reputation.

Character Window Menu

There are a number of commonly used options located to the right of your Paperdoll in your Character window.

Peace/War

The Peace/War button toggles your character from Peace mode to War mode and vice versa. Additional details on fighting and war mode may be found in the *Combat* section of this guide (See p.25.).

Map (3D Paperdoll only)

The map is an image of your immediate area. Your location within the map is noted by a single white dot. You may toggle between small and large map windows by selecting the Map button or typing ALT and R.

For an even more detailed look at the world of Britannia, see UO *Auto-Map* located at **www.support.uo.com/uopro.html**.

Journal

The Journal contains a written record of your recent conversations and actions during the current play session. The red ribbon at right allows you to scroll through the contents of the window.

Skills

Skills are arranged by category: Miscellaneous, Combat Ratings, Actions, Lore and Knowledge. Clicking on a category displays your numeric ability level with all of the skills contained within. Some skills will be greater than others based on the character type you chose when you started the game, as well as which skills you have been using since you began playing.

You may create your own skill groups by selecting the New Group button and dragging skills onto the new group title bar. Once a new group is established, you may rename it by highlighting the group name and typing over it.

Many skills appear with a blue gem next to their listing. The gem indicates that in order for the skill to be used, it must first be selected from this menu. To select a skill, open the skill list and select the blue gem. Some skills then require that you select a target. For more information on using the various skills, see **http://guide.uo.com/skills.html**.

Status

The Status window displays your character's Vital Statistics. The value listed on the top for each statistic is the current value. The number on the bottom is your current possible maximum value for each statistic. The statistics in your status window reflect your current state, including damage taken and the armour you are wearing.

MAXIMUM STATS
LUCK
HIT POINTS
STAMINA
STRENGTH
DEXTERITY
INTELLIGENCE
MANA
WEIGHT

GOLD
DAMAGE
PHYSICAL RESISTANCE
FIRE RESISTANCE
COLD RESISTANCE
POISON RESISTANCE
ENERGY RESISTANCE
FOLLOWERS

Help

If you need answers to gameplay questions, click on the "?" in the upper right corner of your game screen menu bar. This "?" icon pulls up our Codex of Wisdom, which lists categorized information to answer commonly asked new player questions. For more gameplay information, consult our Game Wizard, located at **http://uo.custhelp.com/cgi-bin/uo.cfg/php/enduser/std_alp.php**. You can find an extensive Playguide at **http://guide.uo.com/**, containing tables, charts and everything you'll need to learn about the various skills and items in the game. If you find yourself stuck in the game and unable to continue to play, or if you witness something illegal occurring, you may contact our GMs to assist you. To contact a GM, click the "Help" button, scroll down and click on the last option ("Other").

Options

View extensive menus of options to customise your game screens, sounds and other functions.

Log Out

Disconnect from the game and return to the Main menu. If you do not use a safe log-out option, your character will remain in the game for several minutes after you log out. Your character will fight back if attacked, but only with melee combat. (See *Logging Out* on p. 23.)

Chat

View the chat system interface.

Profile (3D version only)

You may fill the character profile screen with any information that you wish to be public knowledge. To do so, click on the profile screen and start typing. Other players viewing your character window may open the profile and read it at any time. 2D users can access the Profile by double-clicking the left scroll by your Avatar in the Paperdoll.

- Profane and abusive profiles are a violation of the *Ultima Online*™ Terms of Service and may result in action against your account.

Party (3D version only)

Here you can invite others into your party, to communicate with your party, to disband from your party, and control whether party members may loot your corpse. 2D users can access the Party menu by double-clicking the right scroll by your Avatar in the Paperdoll.

Combat

Ultima Online™: Age of Shadows™ features many improvements in weapons, magic items and the combat system. (See *Improved Combat* on p. 41.)

Facets

Britannia™ is divided into four distinct areas known as 'facets'. Each facet may have different rules and regulations governing gameplay.

Trammel, Ilshenar and Malas are focused on exploration and player-versus-monster combat. Except under certain circumstances, such as guild wars, players on Trammel, Ilshenar or Malas may not attack each other. All player-versus-player combat is consensual.

Felucca, the original facet of Britannia, allows active player-versus-player gameplay. This means that if you are on the Felucca facet and are outside of a guard zone (or town), you may be freely attacked and may freely attack other players.

* Malas is the newest facet in *Ultima Online* (See *A Dark New Land: Malas* on p. 32).

War Mode

Aggressive combat takes place in the lands of Britannia only when you are in War mode. To enter War mode, select the Peace button to the right of your Paperdoll. Your cursor turns red and double-clicking on an enemy will cause you to advance and engage in combat. To leave War mode, select the same button.

Resurrection

In addition to Healer shops, there are hundreds of Wandering Healers who will bring you back to life in the world, and you will find one if you keep looking. When you are a ghost and approach a Healer, he or she will offer to resurrect you. To resurrect, click CONTINUE. To remain a ghost, click CANCEL.

* The Lost Lands do not have any wandering Healers and NPC Healers are found only in the towns of Papua and Delucia.

When you are dead, other players will not be able to understand what you are saying unless they are using the Spirit Speak skill. Your text will appear as "oOo ooOooo Ooo" to all other characters.

* Please do not page Game Masters asking to be resurrected, as Game Masters cannot perform this function.

Progressing in Ultima Online™

In *Ultima Online* there are many paths to follow and many ways to progress.

Skills

If you know a trade skill (such as fishing or tailoring) you may start making items and sell them for profit quite quickly. To find what items and raw materials are required for each trade skill, please refer to the online play guide located at **http://guide.uo.com/skills.html**. The *Ultima Online* skill system allows you to customise your character's skills. If you are no longer interested in a particular skill, just flag that skill to decay by toggling the arrow next to the skill in the skill list to the "down" position. As you learn other skills, the decaying skill will lose points over time.

Karma

Karma affects how others view you and the way they will treat you. Cruel actions like attacking a good player (blue) will lower your Karma whereas good actions against bad creatures and characters (red) will raise your Karma.

Karma is most useful for helping you role-play interactions with other characters. If a character has a low Karma rating, you know that it may not be wise to trust that character, and vice versa.

Raising Stats

In order to gain any stat, you need to use skills that raise the particular stat. Strength is raised quickest through the use of skills such as Animal Taming, Arms Lore, Blacksmithing, Carpentry, Herding, Lumberjacking, Mace Fighting, Mining and Wrestling. Dexterity is raised quickest through the use of skills such as Archery, Bowcraft/Fletching, Hiding, Lockpicking, Musicianship, Snooping, Stealing and Tailoring.

There is a stat "cap" of 250 total stat points. The highest you can have in any one stat is 120 points. If your character is at the stat cap, your stats will automatically compensate to remain under the cap.

For more specific information on raising skills and attributes visit **http://support.uo.com/gm_18.html**.

UO.com

Go to **www.uo.com** for detailed *Ultima Online*™ information.

http://guide.uo.com — The *Ultima Online* Playguide. The complete and comprehensive guide to all aspects of *Ultima Online* gameplay, this guide is available in html format and as a downloadable .pdf file.

https://www.ultima-registration.com — The *Ultima Online* Account Management website. Create new accounts or make changes to existing accounts, such as payment method or billing address changes.

http://update.uo.com/ — The *Ultima Online* Update Centre. Updates and information on specific shards, upcoming game changes, comments from *Ultima Online* team members and the latest news.

http://support.uo.com/ — The *Ultima Online* Support Centre. Answers to commonly asked questions about technical support, game rules or maintenance schedules.

http://my.uo.com — Personalized news and information about *Ultima Online* – free! Arrange the website to display only the information you want to see. Plus extra bonuses like your personal character pages, allowing you to show off your *Ultima Online* character to anyone on the web!

http://boards.uo.com — The *Ultima Online* Message Boards. Monitored by *Ultima Online* staff, this is a place to meet and mingle with your fellow players, offer suggestions to the *Ultima Online* design team and find answers to questions about all aspects of *Ultima Online*.

http://www.uo.com/newplayer/ — The *Ultima Online* New Player Guide. This guide is specifically designed to provide information for players new to the world of Britannia™.

http://town.uo.com/ — *Ultima Online* Community. The community of *Ultima Online* is composed of hundreds of thousands of players all around the world.

http://town.uo.com/bnn/ — The Britannia News Network. Read up on the latest fiction affecting all shards of *Ultima Online*.

http://town.uo.com/guilds/ — Guilds of *Ultima Online*. There are over 35,000 active player guilds in *Ultima Online*. This section of the website provides information on each guild, including statistics and contact information.

These links are just a small sample of the wealth of information you can find on the official *Ultima Online* website. We also showcase player establishments, spotlight stories written by players, newsletters and much more. Stop by and explore the world at **http://www.uo.com**.

You can find current and upcoming in-game events and quests listed on the *Ultima Online* website at **http://town.uo.com**. Select the Calendar to find out what's happening on your shard!

WHAT'S NEW

Ask Britannians what's new these days and you will hear exciting rumours of a promising new continent in the sky, a place where anyone with a few pieces of gold can find some land, settle down and even build a house. But ask a few more questions and voices begin to quiver as eagerness turns to anxiety. The new land, they say, is seething with darkness, overrun with the undead, and the riverbanks are lined with decaying skulls. Curiously, even Britannia™ seems to be changing. People use their weapons with newfound style and strength, never-before-seen monsters are appearing and people are even attacking with fire and poisons. There is only one explanation: the *Age of Shadows*™ has arrived.

A Dark New Land: Malas

The Gem of Immortality, forever linked to the world of Sosaria, shattered years ago and within its shards strange new copies of the world were created. Time and space were skewed by imperfections within the facets, and alternate lands and histories came to exist. Now one of these warped lands has come into alignment with the facets of Britannia.

Across the blackest of voids, in a sea of stars, trapped in a facet darkened by evil, rests the continent of Malas. In ages past, Malas was peopled by two advanced societies. To the north the righteous Paladins fought for virtue and honour. To the south the dark Necromancers held control over death itself. But now the entire population of Malas has mysteriously vanished and the cities lie empty and vacant, awaiting new settlers from Britannia. Beware, for Malas is a land of intense good and evil, a place where the brightest light often casts the darkest shadow.

- The two main gathering places on Malas are Luna, the Paladins' inviting city and Umbra, the foreboding city of the Necromancers.
- Malas contains land and plenty of it, on which new homes can be built. Each shard contains more than 1,500 Malas locations suitable for houses, so waste no time finding your dream site.
- Doom, located on Malas, is the biggest *Ultima Online*™ dungeon ever. Its depths contain an overwhelming array of gruesome new monsters, challenging quests and rare item rewards.

Custom House Design Tool

In Britannia a character's home is his castle, or museum, or store, or café, or fortress. The Design Tool lets you build exactly what you want into your building, from foundation to rooftop, with incredibly detailed choices every step of the way.

Using the Custom House Design Tool

The first step in using the design tool is to buy one. Go to an Architect and look through the vendor's wares for a Custom House Design Tool.

Next, find a good spot for your house, and remember to think location, location, location. You may place your house on most land that is flat, dry, clear and outside the city boundaries.

Double-click the design tool in your backpack to bring up a floating menu called the House Placement Tool. Select the type of house you want to build, either a classic (prefabricated) or a two or three-story customisable house.

Classic Houses

Classic houses are less expensive, but one cannot be customised unless you convert it to a customisable foundation. Their cost may seem higher than some customisable foundations, but by the time the customisable foundations are completed they will cost much more. Click CLASSIC HOUSES to bring up a list of available prefabricated structures. Selecting from the list brings up a floating ghost image of the chosen building, which you can position with the targeting icon and click to place. A warning appears, stating the conditions of placing your house. Click OKAY to accept the conditions and place your house.

Customisable Houses

To choose a customisable house, click TWO-STORY CUSTOMIZABLE HOUSE or THREE-STORY CUSTOMIZABLE HOUSE. Next, choose the size of the foundation. The menu lists the available storage space and room for lockdown items along with the cost of each foundation. Foundation footprint size is measured in tiles, width by depth.
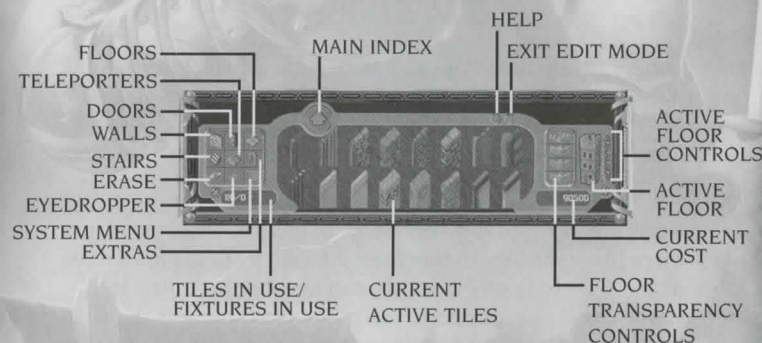
Once a foundation size is selected, a ghost image of the foundation appears. Position the foundation with your mouse and click to place it wherever you like. A warning appears, stating the conditions of placing your house. Click OKAY to accept the conditions and place your foundation.

Now that your foundation is placed, you may begin custom building your house. To begin, double-click on the signpost at the front of your house. The floating menu appears listing five options:

Information	Placement, design and refresh status information
Security	Co-owner, friend and access controls
Storage	Storage, crate, container and lockdown information
Customize	Securely replace, customise or rename your house
Ownership	Ownership information

To begin building your house click CUSTOMIZE. Naming your house is a good first step. To name your house, click RENAME HOUSE, and then type the new name of the house and press ENTER.

Now the true customisation begins. To bring up the Custom Design Interface, click CUSTOMIZE THIS HOUSE. Take your time exploring this menu, for it contains many detailed options, which can make your house truly special. Building tools are grouped into nine major categories: walls, doors, floors, stairs, teleporters, extras, the erase tool, the eyedropper tool and the system menu.

Labels: FLOORS, TELEPORTERS, DOORS, WALLS, STAIRS, ERASE, EYEDROPPER, SYSTEM MENU, EXTRAS, MAIN INDEX, HELP, EXIT EDIT MODE, ACTIVE FLOOR CONTROLS, ACTIVE FLOOR, CURRENT COST, FLOOR TRANSPARENCY CONTROLS, CURRENT ACTIVE TILES, TILES IN USE/FIXTURES IN USE

Beginner's Building: Placing Floor Tiles

Start off with some floor tiles to see how the Design Tool works. To bring up a selection of available floor tiles, select the floors button. To see even more floor tile options, select the button to the right of the tiles.

Now, select a tile and position the targeting icon in the middle of your foundation. To place the selected tile, click again. Try dragging the targeting icon across the foundation, placing tiles as you go.

To replace tiles you have already placed, switch colours or patterns by selecting a different custom floor tile on the Custom Design Interface, then click on the tiles you are replacing.

- All individual pieces used in house construction are called tiles, even walls and stairs.

Building Walls

Walls are placed in much the same way as floor tiles. Click the walls button to bring up the wall tiles on the Custom Design Interface. Click on a wall style to see all of the available wall tiles of that style. Select a wall tile by clicking on it, then place it with your targeting icon by clicking again. Experiment with different wall pieces to get the look you want.

Building Arches

Arches go together just like walls, with one critical difference. Each archway is made up of a post with half of an arch attached to it, placed next to another piece of an arch that seems to float in the air until placed. Arches are in the extras category.

Stairs

Stair placement separates the architects from the amateurs. Think about the effect of your stairwell on the floor above and plan your stairwells for easy movement from floor to floor. You can also customise the steps in the front of your foundation from this menu.

Teleporters

Teleporters are indisputably cool items to have in your home, just place them like floor tiles to transport yourself instantly from room to room and floor to floor. Place two matching teleport tiles and step on one to be transported to the other. Place more than two matching tiles and you will be transported randomly between them.

Working on the Upper Floors

To get off the ground floor and work upstairs, look to the far right of the Custom Tile menu and select the floor which you would like to work on. Remember, the roof can be customised too and it shows as an extra top floor on the menu.

You can also change your view of the house to prevent floors from obscuring one another while you work. This allows you to line up objects between floors. Use the floor transparency buttons to make individual floors visible or transparent.

Building Tips

Erase your Mistakes

Unhappy with that arch in the middle of the dining hall? Just erase it by selecting the erase button on the Custom Tile menu, then targeting the undesirable object and clicking again.

Use the Eyedropper Tool

Once construction is underway it is often useful to duplicate pieces from your house using the eyedropper tool. Just click the eyedropper button on the Custom Tile menu, then target the piece you want to duplicate and click again. The targeting icon will now produce an exact duplicate wherever you click.

Building Don'ts

You can do virtually anything with the house you are building, but there are a few areas where pieces cannot be placed. If a tile in your home is highlighted orange, it has been illegally placed. This usually results from insufficient structural support on the floors below, or attempts to build over a stairwell opening. You cannot commit a house with illegally placed pieces. (See *Commit to a Final Design* on p. 37.)

Back-up your Changes

To save changes, click the system button on the Custom Tile menu and click BACK-UP. You may also restore your last saved changes, revert to your last committed design or clear your changes and start with a new foundation.

Commit to a Final Design

During the construction process you and other players see your currently committed design or the base foundation if you have not yet committed a design. Your handiwork does not become visible to you until you double-click on the house sign and click CUSTOMIZE THIS HOUSE.

To finish your house and make it visible and usable in the *Ultima Online* world, you must commit to a final design. Once you are satisfied with your house, select the system button on the Custom Tile menu then click COMMIT. At this time, the cost of your newly constructed home will be removed from your Bank Box.

Pricing

The total price of your house is displayed on the lower right of the Custom Tile menu. Each piece that you place adds cost to your house, so watch your budget!

New Professions

The appearance of Malas has propelled good and evil to new extremes. Your character's choice of professions now includes the holy calling of the Paladin warrior and the dark magical pursuits of the Necromancer.

Paladin

In the land of Malas, the chilling presence of evil permeates everything. Yet a determined breed of holy fighter lives and thrives here, battling evil with unflagging conviction. The Paladin is a righteous warrior whose magic powers can heal wounds, cure poison or disease and lift curses. A Paladin is blessed with the ability to invoke powers in the heat of battle, even while carrying sword and shield.

The Book of Chivalry

The Book of Chivalry is a silver-inlaid book inscribed with instructions on the ways of the Paladin. This book serves as a tool through which the Paladin can invoke powers or view tithing points.

Powers

Cleanse by Fire	Cure target of poison, but be burnt by sacrificial fire.
Close Wounds	Heal damage to the Paladin or nearby allies.
Holy Light	Damages all enemies in a radius with holy energy.
Consecrate Weapon	Temporarily converts weapon's damage to enemy's weakest resistance.
Enemy of One	Declare a mortal enemy and increase melee damage to that type.
Dispel Evil	Disrupt and repel all evil creatures in the area.
Remove Curse	Transfer divine power to another, removing all signs of a curse.
Divine Fury	Invoke a dangerous frenzy of attack, with high costs.
Sacred Journey	Tap into divine pathways to transport instantaneously.
Noble Sacrifice	Give up life and tithing to resurrect and heal all targets in a radius.

Skills

Chivalry: The Chivalry skill, based on kindness and assistance to others, determines what powers a Paladin can invoke. Gaining points in the Chivalry skill allows a Paladin to use higher powers. The professional title for the Chivalry skill is "Paladin."

Tithing: All powers of a Paladin use some amount of "tithing points," which are earned by donating gold at a shrine or holy place. While a Paladin is free to tithe as much as he likes, he does have a maximum number of tithing points.

To tithe, activate the shrines context menu and select "Tithe".

Focus: The focus skill is not unique to Paladins, although it is particularly beneficial to them. (See *The Focus Skill* on p. 43.)

How Karma affects the Paladin

The higher the Paladin's Karma, the better the effects of his abilities. For example the higher your Karma is, the more damage Holy Light will deal and the longer Consecrate Weapon will last.

Necromancer

With the discovery of Malas, an ancient evil has been revealed and it is spreading across the land like a plague. The study of Necromancy draws its members with the promise of power and riches, corrupting their souls in the process. Its unique method for casting spells allows both mages and warriors to acquire this skill without disrupting their usual studies.

The Necromancer's great strength is his control of the dead. He can bring cold, curses, virulent disease and pain unto his victims. Then, once death has come, he can bring his victim back as an undead accomplice in battle. The Necromancer can even assume the fearful forms of the undead, taking on their strengths and their weaknesses.

Spells

Poison Strike Summon a cloud of poison to strike down your enemy.

Wither Damage all nearby enemies with a withering frost.

Pain Spike Bring a jolt of temporary pain down on your enemy.

Curse Weapon Enchant your weapon to gain the power of life drain.

Blood Oath Hand back much of one enemy's damage.

Evil Omen The next attack on the victim is cruelly amplified.

Mind Rot Impair the victim's thinking and waste their Mana.

Strangle Choking poison does more damage as stamina drops.

Corpse Skin Protection from cold, poison and damage, but not fire.

Summon Familiar Summon a spirit wisp, dark wolf, death adder, vampire bat or horde minion to your side, each with their own unique abilities and a special power granted to the caster.

Animate Dead Animate corpses into undead creatures who wander around and attack every creature, except humans.

Vengeful Spirit Summon a powerful revenant to slay a chosen foe. Revenants are extremely persistent and can track even hidden quarry.

Forms

Necromancers can take on the physical forms of the undead, for a time.

Wraith Form Resists physical damage, but weak against magic.

Lich Form Become a master of magic, temporarily.

Vampiric Embrace Gain many strengths, but use no garlic!

Horrific Beast Great strength at the cost of one's mind.

Skills

Necromancy: The Necromancy skill allows you to cast Necromancy spells, much like Magery and standard magic spells.

Spirit Speak: Channel energy from corpses to heal yourself. In the absence of corpses, your own Mana will be tapped and the effects will be lessened. Spirit Speak also passively enhances Necromancy spells.

New Monsters

Ultima Online: Age of Shadows lets loose a horde of spine-chilling monsters with abilities Britannians have never dreamed of. View the horde at **http://www.uo.com**.

Improved Combat

Ultima Online™: Age of Shadows™ brings with it sweeping changes in the way Britannians fight. Combatants now wield new weapons with new moves that do new types of damage, and even magic items have mysteriously changed for the better.

New Special Combat Moves

All weapons can now be used for special moves, adding variety and deadly efficiency to your combat attacks. Each weapon is capable of both a primary and a secondary special move, and no two weapon types are alike in their combination of special moves.

Your special moves are accessible via the Weapon Abilities book on your Paperdoll. They will change automatically as you switch weapons or gain skills.

- A weapon's primary special move requires 70 real skill points.
- A weapon's secondary special move requires 90 real skill points.

Special Moves

Moving Shot	Fire a bow or crossbow while moving (reduced accuracy).
Armour Ignore	Passes 90% of damage to victim regardless of his or her armour.
Dismount	Knocks victim from their mount and adds damage.
Mortal Strike	Prevents the target from healing for six seconds.
Shadowstrike	Adds 25% damage and immediately hides you.
Infecting	Infectious weapons can poison the victim for ongoing damage.
Paralysing Blow	Freezes the target for three seconds.
Double Strike	Two attacks in a single round of combat.
Bleed Attack	Unstopped bleeding does extra damage over time.
Whirlwind Attack	Strikes multiple opponents for one tile in all directions.
Disarm	Removes victim's weapon and prevents rearming for five seconds.
Crushing Blow	Adds 50% to physical damage.
Concussion Blow	Adds blast damage regardless of victim's armour.

Elemental Damage

Play with fire in Ultima Online™: Age of Shadows™, and you will get burned. In the past, all damage in Ultima Online was essentially physical damage, which was protected against by armour. In addition to physical damage, there are now four new types of elemental damage, each affected by a distinct form of resistance independent of your armour rating.

You may now burn your enemies with fire, freeze them with cold, poison them or focus harmful energy such as lightning bolts. And your enemies may do the same to you. Most weapons, spells and powers will do damage of just one elemental type, but some attacks can be split to do harm in more than one type.

Battle Focus Skill

Intensity in battle has its rewards. Although usable by any class, the new Focus skill is particularly attractive to the Paladin and the Necromancer, as it allows them to regain both Mana and Stamina more quickly, even while wearing armour. The skill of Meditation is more effective for Mana regeneration, but at high levels Focus can provide more than enough for the meagre Mana costs associated with Paladin powers.

Magic Item System

One item can never truly contain the magic within it. In fact, it is the magic that has graced the item. For this reason the magic item system in Ultima Online: Age of Shadows is based on specific magical properties which are added to individual items. For example a magic ring may contain the "spell damage increase" property with an intensity of 6. This ring would then add a 6% bonus to the damage done by your spells. Some magic items can contain several properties in varying intensity.

Crafting Items

Under special circumstances your character may now be able to craft his or her own items and imbue them with magical properties.

Magic Artefacts

Ultima Online: Age of Shadows also contains a few truly rare magic artefacts with powers that go beyond the recorded laws of magic. These items will be sought by many, but be known only as legends to most Britannians.

New Weapons

Ten new types of weapons, each with a pair of special moves, have been introduced into the world of Britannia™.

The weapon types are scythe, bone harvester, sceptre, bladed staff, pike, lance, crescent blade, double-bladed staff, composite bow and repeating crossbow.

TROUBLESHOOTING AND SUPPORT

If your system has trouble running *Ultima Online™: Age of Shadows™*, look here for helpful information:

- *Troubleshooting DirectX* on p. 44
- *Common Troubleshooting Questions* on p. 45
- *Help Options and Contacting Support* on p. 47

Troubleshooting DirectX

If you're having problems getting *Ultima Online: Age of Shadows* to run correctly, here are a few suggestions that may help you troubleshoot the problem.

Run DXDIAG. You will generally find the DXDIAG.EXE file on your hard drive under Program Files/DirectX/Setup. This utility may detect hardware incompatibilities on your system, but may not always be accurate. Optimally, the program should tell you that your video driver is certified.

- If DXDIAG reports no hardware support, then you will need to obtain proper, certified hardware drives from your manufacturer. (Generally these may be found on the manufacturer's website.)
- 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 running. To fix this, uninstall any other versions of DirectX on your system and make sure you've installed version 8.1 or higher (8.1 is 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 50 MB free hard drive space (on top of the minimum amount required by your game installation).

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 ME/98/2000/XP 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 ME/98/2000/XP starts – they may conflict with the game. Please contact your device manufacturer for instructions on disabling or removing these drivers.

Common Troubleshooting Questions

For a comprehensive listing of troubleshooting information, please visit the Support section of the *Ultima Online* website located at **http://support.uo.com**.

During installation I get a "Setup has caused an exception O3H error." What should I do?

Check the date set on your computer by double-clicking on the digital clock on your Windows task bar. Make sure that the date and year are set correctly.

While installing, I get the message, "DXSETUP.DLL cannot start or is already in use." What should I do?

Manually install DirectX from the *Ultima Online: Age of Shadows* CD. If this does not help, you may wish to turn off the Autorun function on your CD-ROM drive. **To do this:**

1. Click START from the task bar.
2. Click SETTINGS, then CONTROL PANEL.
3. Double-click on the SYSTEM icon in the Control Panel.
4. Click the DEVICE MANAGER tab.
5. Locate your CD-ROM drive and click on the device.
6. Click on PROPERTIES.
7. Click the SETTINGS tab and remove the check from AUTO INSERT NOTIFICATION.

During installation, I get a message telling me that my display must be in 16-bit mode. How do I change my display mode?

Right-click on your Desktop and click on PROPERTIES. Click on the SETTINGS tab. Select 16-bit high colour from the COLOR list, then click OK.

Whenever I run Ultima Online™, the game seems to run very slowly. What can I do to speed it up?

- If this occurs during peak usage times (such as evenings and weekends), your connection to your ISP may have slowed down due to a large number of simultaneous users. Additionally, there may be an unusually high number of Ultima Online characters playing at once.

- You may be running the game with your display set to 24-bit true colour. Although this is fine on most machines and gives the best graphical detail, reducing the screen colour depth to high colour (16-bit) may free up extra RAM for the game.

- You could be running low on memory because too many applications are open on your computer. Try closing one or more programs, then resume the game.

- You may need more hard drive space. Ultima Online: Age of Shadows runs best when there is at least 50 MB free space available on the hard drive for swap files. Try clearing some space on your hard drive before resuming the game.

- There may be an Internet router problem slowing things down. Download the Ultima Online Trace program from the Ultima Online™: Age of Shadows™ website at **http://www.uo.com/downloads.html** to check your connection to Ultima Online servers.

- Active virus scan programs that are configured to constantly scan files may slow performance of Ultima Online: Age of Shadows.

Help Options and Contacting Support

Before contacting Technical or Customer Support, we recommend visiting the Ultima Online website at **http://www.uo.com**. If you don't find your answer on our website, please have the following information (if applicable) available when contacting us:

- Error message, if any.
- Listing of your computer type and hardware.
- The version number of DirectX you are using and the current hardware driver certification numbers.
- Type and speed of your CD-ROM drive.
- Brand of video card.
- Brand of sound card and its IRQ, I/O address and DMA settings.
- Type of modem (or other connection to the Internet) you are using.
- Your ISP.

E-support

The Ultima Online website offers a customer E-support database system located 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 about Ultima Online, and rate the helpfulness of the information you receive.

In-Game Support

Ultima Online: Age of Shadows offers in-game customer 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. Not available on Test Centre Shards.

Email: support@uo.com

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.

Phone: (+1) 512-434-6740(outside the continental U.S.)

- Press option #2 then 1 from main menu

Available 24 hours a day, 7 days a week

Note: The above telephone number is charged at your telephone service provider's international call rate for the United States of America.

Email: uobilling@uo.com

Acct. Mgmt. Site: http://www.uo.com/account.html

Web/FAQs: http://eamembers.custhelp.com (click on "**ACCOUNT SUPPORT**" and search by product, category or keyword)

US Technical Support

EA.com Technical Support is your primary point of contact for installation and technical issues for *Ultima Online: Age of Shadows*.

Web: http://support.uo.com/ then click on the SUPPORT dropdown on the left-hand side of the menu to view a number of options.

Phone: (+1) 866 543-5435

Available: 24 hours, daily

Note: The above telephone number is charged at your telephone service provider's international call rate for the United States of America.

Local Technical Support

In addition to EA.com's online support team, your local Electronic Arts Customer Support team will be happy to assist you with any problems you are having **installing** *Ultima Online™: Age of Shadows™*.

Important: Please note that our local Customer Support departments **cannot** assist you with any account or billing questions, nor can they answer questions relating to the online world or your online connection to the *Ultima Online: Age of Shadows* game servers – they can only assist with technical problems that are preventing you from successfully **installing** *Ultima Online: Age of Shadows* or **running** the game **up to the point of logging into the game server**.

- If you are having **any** problems after connecting to the game server, please seek assistance from EA.com Technical support by following the directions above.

- For help resolving installation problems or running the game up to the point of logging on, refer to the Customer Support section, below.

Visit **www.uk.ea.com** or **www.ie.ea.com** and click on SUPPORT CENTRE to be taken to our online Support Centre for the UK and Ireland.

If you can't find the answer to your question, click on ASK EA to send your question to a customer support technician. We'll review your question and get an answer back to you as soon as possible.

www.uk.ea.com

www.ie.ea.com

If you don't have access to the Internet, or you would prefer to speak to a technician, you can telephone our Customer Support team (They are available, Monday – Friday between 9am and 9pm).

Please remember that due to the nature of most problems encountered when running PC games, it is far easier and generally far quicker to accurately diagnose the problem if you use our online Support Centre.

EA UK Customer Support Telephone: **0870 2432435**

EA UK Customer Support Fax: **0870 2413231**

Note: These are UK National Call rate numbers charged at BT's standard national call rates for calls from a BT line in the UK. Consult your telephone service provider for further information. Calls from outside the UK will be charged at International rates.

24-Hour Hintline - Gameplay Hints and Tips

Stuck? It happens to the best of us. Then call our **Official** hintline for hints, tips and cheats. If you want to make sure your game is included on the hintline before you call, feel free to check out our web site at **http://www.uk.ea.com** or call Customer Services – we'll be happy to give you a list of all games included on the hintline. However, please remember that Customer Services cannot give out hints or cheats directly.

The Electronic Arts Hintline number is:

09067 53 22 53

Note: This is a premium charge line (calls cost 75p per minute incl. VAT). Call charges from mobiles vary. Callers must be 16 or over. Please obtain permission to call this number from the person who pays the phone bill, **before** you call.

Or, for Irish residents:

1 560 923 580

Note: This is a premium charge line (calls cost 95 cents per minute incl. VAT). Call charges from mobiles vary. Please obtain permission to call this number from the person who pays the phone bill, **before** you call.

Keep up with the latest EA News!

If you want to keep up-to-date with all the news, reviews or gossip directly from Electronic Arts then why not register and get the official **Inside Games** newsletter delivered directly to your inbox. It is a quick and simple process and will keep you in the "know" as to what is new and hot from the EA Studios. Simply go to:

http://register.ea-europe.com/

And while you're on-line, check out the UK web site at **http://www.uk.ea.com** for more in-depth news and reviews on our games. Here you will also find Technical Support, Downloads and details of what can be found on our **Official** EA Hints & Tips line.

So why not log on and see us today!

Your Warranty

In addition to customer support, your game is also covered by a Limited Warranty and Electronic Arts' Out of Warranty replacement service. Please see the back of your game's manual or, directly below, if the game has a combined manual and install guide.

Notice

ELECTRONIC ARTS RESERVES THE RIGHT TO MAKE IMPROVEMENTS TO THE PRODUCT DESCRIBED IN THIS MANUAL AT ANY TIME AND WITHOUT NOTICE.

THIS MANUAL, AND THE SOFTWARE DESCRIBED IN THIS MANUAL, IS UNDER COPYRIGHT. ALL RIGHTS ARE RESERVED. NO PART OF THIS MANUAL OR THE DESCRIBED SOFTWARE MAY BE COPIED, REPRODUCED, TRANSLATED OR REDUCED TO ANY ELECTRONIC MEDIUM OR MACHINE-READABLE FORM WITHOUT THE PRIOR WRITTEN CONSENT OF ELECTRONIC ARTS LIMITED, PO BOX 181, CHERTSEY, KT16 0YL, ENGLAND, UNITED KINGDOM.

ELECTRONIC ARTS MAKES NO WARRANTIES, CONDITIONS OR REPRESENTATIONS EXPRESS OR IMPLIED, WITH RESPECT TO THIS MANUAL, ITS QUALITY, MERCHANTABILITY OR FITNESS FOR ANY PARTICULAR PURPOSE. THIS MANUAL IS PROVIDED "AS IS". ELECTRONIC ARTS MAKES CERTAIN LIMITED WARRANTIES WITH RESPECT TO THE SOFTWARE AND THE MEDIA FOR THE SOFTWARE. IN NO EVENT SHALL ELECTRONIC ARTS BE LIABLE FOR ANY SPECIAL, INDIRECT OR CONSEQUENTIAL DAMAGES.

THESE TERMS AND CONDITIONS DO NOT AFFECT OR PREJUDICE THE STATUTORY RIGHTS OF A PURCHASER IN ANY CASE WHERE A PURCHASER IS A CONSUMER ACQUIRING GOODS OTHERWISE THAN IN THE COURSE OF A BUSINESS.

Warranty

Limited Warranty

Electronic Arts warrants to the original purchaser of this computer software product that the recording media on which the software programs are recorded will be free from defects in materials and workmanship for 12 months from the date of purchase. During such period defective media will be replaced if the original product is returned to Electronic Arts at the below address, together with a dated proof of purchase, a statement describing the defects, the faulty media and your return address.

This warranty is in addition to, and does not affect your statutory rights in any way.

This warranty does not apply to the software program themselves, which are provided "as is", nor does it apply to media which has been subject to misuse, damage or excessive wear.

Returns After Warranty

Electronic Arts will replace user-damaged media, current stocks allowing, if the original media is returned with a cheque or postal order for £7.50 per CD, payable to Electronic Arts Ltd.

Please remember to include full details of the defect, your name, address and, where possible, a daytime telephone number where we can contact you.

Electronic Arts Customer Warranty, PO Box 181, Chertsey, KT16 0YL, United Kingdom.

IMPORTANT INFORMATION ON ULTIMA ONLINE INCLUDING TERMS OF SERVICE AND GAME AVAILABILITY CAN BE FOUND AT **WWW.UO.COM**.

Ultima Online is a live game you play via the Internet allowing you to play with thousands of other users. AN INTERNET CONNECTION IS REQUIRED TO PLAY. Internet service providers usually charge a monthly fee to provide this access. ELECTRONIC ARTS CHARGES A MONTHLY SUBSCRIPTION FEE FOR THIS ONLINE PRODUCT, separate from you Internet access charges. The first month of this fee is included in the purchase price of this package. You must provide a valid credit card to register and play. After your first month, you can use your credit card; Visa, MasterCard, American Express or Discover to buy more time, or inquire about our alternate payment options by visiting www.uo.com/account.html. Online gameplay subject to the *Ultima Online* License Agreement. For the current monthly rates and other details, see www.uo.com. YOU MUST BE 13+ TO REGISTER FOR THIS GAME.

EA RESERVES THE RIGHT TO TERMINATE THE ULTIMA ONLINE SERVICE AFTER 90 DAYS NOTICE.

ORE01603948MT

The OFFICIAL Electronic Arts
Hints and Tips line.
For walkthroughs, cheats & tips call

09067 53 22 53

Callers from Ireland use

1 560 923 580

Callers must be 16 or over.

This is a fully automated service that provides hints and playing tips for many of the games in the Electronic Arts range.
This service is updated on a regular basis.

NOTE: Calls from the UK are charged at 75p per minute incl VAT, calls from Ireland are charged at 95 cents per minute incl VAT and call charges from mobiles vary.*
Please ask the permission of the person who pays the bill before phoning.
Average duration of call is 3 minutes.
Service available in the UK and Ireland only.

*Details correct at time of print.