

REFERENCE MANUAL

ULTIMA™ ONLINE

THIRD DAWN™



ULTIMA™ ONLINE: THIRD DAWN™

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SYSTEM REQUIREMENTS

To experience the new features available in *Ultima Online: Third Dawn*, install the 3D-optimized version of the game. The *Ultima Online: Third Dawn* CD also includes the original version of the game, which does not require 3D support.

Ultima Online: Third Dawn (3D) Requirements Minimum Requirements (3D Supported):

Pentium® II 266 MHz ■ 64 MB RAM ■ Windows® 95/98/Me ■ 715 MB Hard Drive Space ■ Supported 8 MB 3D graphics accelerator with Direct3D™ Support. (Voodoo2 cards NOT SUPPORTED. See www.uo3d.com for a full list of supported 3D graphics accelerators.) ■ 4x CD-ROM drive ■ 16-bit sound card (DirectX™ 7.0a Supported) ■ Microsoft-compatible mouse, 100% Windows 95/98 compatible ■ An ISP with Slip/PPP or direct connect at 28.8 kbps or better

Recommended Requirements (3D Supported):

Pentium® II 350 MHz ■ 128 MB RAM ■ Windows 95/98 ■ 750 MB Hard Drive Space ■ Supported 16 MB 3D graphics accelerator with Direct3D support. (See www.uo3d.com for a full list of supported 3D graphics accelerators.) ■ 4x CD-ROM drive ■ 16-bit sound card (DirectX 7.0a Supported) ■ Microsoft-compatible mouse, 100% Windows 95/98 compatible ■ An ISP with Slip/PPP or direct connect at 56.6 kbps or better

Ultima Online: Renaissance (2D) Requirements

Minimum Requirements (Non-3D Supported):

Pentium® 200 MHz ■ 32 Megs RAM ■ Windows 95/98 ■ 2 Meg PCI video card (DirectX 7.0 Supported) ■ 16-bit sound card (DirectX 7.0 Supported) ■ 390 MB hard drive space ■ 4x CD-ROM drive ■ Microsoft compatible mouse, 100% Windows 95/98 compatible ■ An ISP with Slip/PPP or direct connect a 28.8 kbps or better

Recommended Requirements (Non-3D Supported):

Pentium® II 233 MHz ■ 64 Megs RAM ■ Windows 95/98 ■ 4 Meg PCI video card (DirectX 7.0 Supported) ■ 16-bit sound card (DirectX 7.0 Supported) ■ 590 MB hard drive space ■ 8x CD-ROM drive ■ Microsoft compatible mouse, 100% Windows 95/98 compatible ■ An ISP with Slip/PPP or direct connect a 56.6 kbps or better

This game requires a minimum of 390 MB hard drive space (non-3D accelerated) or 650 MB hard drive space (3D accelerated) for installation. This number is subject to change. Please visit <http://www.uo.com> for current specifications.

The swap file used by Windows 95/98 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).

Note: *Windows NT and 2000 are not supported by Ultima Online: Third Dawn.*

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WELCOME TO BRITANNIA™

"...and when the sun rose following the morning, it was on a vivid new world. Light danced across the verdant treetops, the calls of bird and beast rang crisp and clear through the forests, and the entire village seemed brighter and more... alive. Rumors whispered of an aged traveler settled over a pint of ale at the inn, trading tales of mysterious creatures and exotic lands.

It seemed that overnight the world, as I'd known it had forever changed."

From the journals of Telwyn Harn, Apprentice Mage
Welcome to *Ultima Online™: Third Dawn™* — bringing an entirely new dimension to the vast world of Britannia!

INSTALLATION

Note: Before installing *Ultima Online: Third Dawn*, we recommend running a thorough scan disk and disk defragment of your hard drive.

To install *Ultima Online: Third Dawn*, 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-left-click your CD or DVD drive icon, then double-left-click the file named setup.exe.

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

1. Select *Ultima Online: Third Dawn Installation*.

Click **NEXT** to continue.

2. Choose a directory on your hard drive for installation. C:/Program Files/*Ultima Online Third Dawn* is the default. (*Ultima Online: Third Dawn* 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. Left-click **YES** to create it, **NO** to return to the previous screen and select a different directory.

Click **NEXT** to continue.

3. Install DirectX 7.0a drivers for your hardware if necessary. If the required drivers are already installed on your computer, the installation program will prompt before reinstalling the drivers.

With hundreds of new animations and models, *Ultima Online: Third Dawn* brings an entirely new look and feel to the familiar world of Britannia.

Explore a vast and dangerous new land, battle hundreds of stunningly rendered monsters and beasts (including several brand new monsters), and enjoy dazzling light displays from our new particle system which enhances magic and spell effects.

Ultima Online: Third Dawn brings a 3D experience to *Ultima Online's* Britannia, providing a fresh new look for one of the most popular fantasy gaming worlds of all time.

ARE YOU WITH US?™

Ultima Online: Third Dawn requires DirectX version 7.0a 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 manual.

Click **NEXT** to continue.

In addition to *Ultima Online: Third Dawn*, your CD contains several additional programs.

Ultima Online: Renaissance is a version of *Ultima Online* that does not require a 3D accelerator card to run. If you are experiencing problems running *Ultima Online: Third Dawn*, you may wish to install this version.

UO Auto Map is a utility designed to supplement *Ultima Online's* built-in map system. It can be run in conjunction with *Ultima Online* and offers enhanced mapping options.

SETTING UP YOUR ACCOUNT

Ultima Online: Third Dawn requires that you have an ISP and a game account. To create your game account, you may follow the links from the install program, or connect directly to <http://www.ultima-registration.com> with your web browser.

Once you arrive at the Account Management website (<http://www.ultima-registration.com>):

- Select 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.

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- Enter the registration code attached to the back of your *Ultima Online: Third Dawn* CD case.
- Read through the Terms and Conditions and Rules of Conduct.
- Select 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.
- Enter your birth date. You must be 18 years of age to create an *Ultima Online: Third Dawn* account.
- Enter the name and address information requested.
- If you wish to enter your billing information at this time, you may do so by choosing Monthly Payment Plan or Game Time.

Upon registering your *Ultima Online: Third Dawn* account, you will receive 30 days of free gameplay. After 30 days, you'll need to either register a credit card or purchase Game Time coupons through the EA Store located at <http://www.ea.com> to continue playing.

An account billed to a credit card will remain active until you choose to cancel it. You may cancel your account at any time by visiting <http://www.ultima-registration.com>, selecting the Modify Account option, and selecting the Cancel option.

STARTING ULTIMA ONLINE: THIRD DAWN

You've installed the game, created your account and now you're ready to jump in to the world of Britannia with sword swinging and spells blazing — and you're almost there! But first you need to start the game up, choose a game shard (a game server), and create your first character.

If you've left the game installer open, you may choose to run *UO* from the installation menu. If you've closed the installer, select Start/Programs/Ultima Online Third Dawn/Ultima Online Third Dawn to start the program.

Note: To create a shortcut to *Ultima Online: Third Dawn* on your desktop, open the folder in which you installed the game. Right-click and drag *uo.exe* to the desktop. When you release the mouse, click the Create Shortcut option.

The first time you run *Ultima Online: Third Dawn*, you will see a login screen. Enter your name and password to start your path to Britannia.

Special Note: If you are creating a character using the non-3D supported version of the *Ultima Online* client (*Ultima Online: Renaissance*), you should follow the 2D character creation walkthrough located in the *Ultima Online* Playguide located at <http://guide.uo.com>.

SHARD SELECTION

Ultima Online: Third Dawn uses a multi-shard (or multi-server) system to maintain many different copies of the world. Choosing the shard you wish to play on is an important part of the process of starting out in *Ultima Online: Third Dawn*.

Our shards are located around the world, allowing you to choose a shard that is located geographically close to you and thus ensure a robust connection to the game.

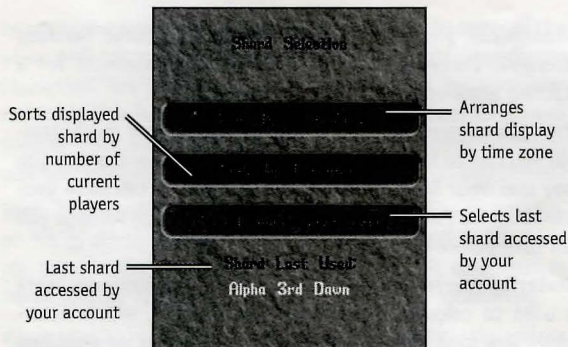
The shards are currently located as follows:

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

With the exception of Siege Perilous, all shards use identical lands and systems. Siege Perilous is an 'advanced' server for veteran players, and new accounts are unable to access this shard until they have accrued a minimum of 40 hours of total *Ultima Online* playtime.

To choose a shard, select it from the shard list in your interface. As you run your mouse over each shard, the shard name will highlight with gold trim. A selected shard will be highlighted in white.

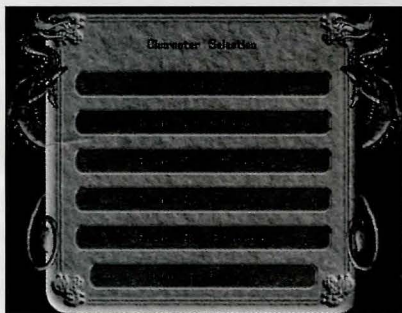
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CREATING A CHARACTER

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

Note: Here is a simple rule to keep in mind: You are unlikely to continue playing your first character once you begin to grow accustomed to *Ultima Online*. And that's perfectly all right. Think of your first character as the one you use to dip your toes into the virtual world of Britannia and test the water.



To create a new character, click on any "Create New Character" bar on the Character Selection menu. This will open the Character Customization screen, allowing you to customize the look of your character.

CUSTOMIZING YOUR APPEARANCE

You may choose your gender, skin color, hairstyle and color, pants/skirt color and, if you've chosen to play a male character, facial hair style and color. You must choose your character's name at this point.

Your first character will appear to the right of your screen, with default options chosen for its appearance. You may change these options by single-clicking any of the options to the left of your character and opening a sub-option menu.

For example, to change your hairstyle and color, select the 'Hairstyle' option. You will be presented with a scrolling list of hairstyle choices. As you click on each choice, it will appear on your character. If you wish to change to a different hairstyle, simply select the 'Hair Select' option again.

Once you've chosen a hairstyle, you may want to change your hair color. Select the 'Hair Color' option. You will be presented with a palette of available hair colors. To preview hair colors on your character, simply hold your mouse pointer over each color. The color preview will appear on your paperdoll. To choose a hair color and return to the main menu, single-click the color choice.

To assign a name to your character, click on the character name box directly below your character's paperdoll image. Enter the name of your character. Remember, your character's name is one of the first impressions other players will have of you. Choosing an offensive name may result in other players treating you rudely, and may be a violation of the *Ultima Online* Terms of Service.

Ultima Online: Third Dawn allows redundant naming; meaning there may be other characters in the world with a name identical to yours.

When you are satisfied with your appearance and have chosen a name, click the small green arrow to continue.

CHOOSING A PROFESSION

Ultima Online: Third Dawn uses a skill-based advancement system; meaning that you choose your path in Britannia by the skills you focus your attention on. With over 45 different skill types, you may customize your character in nearly any way you wish by mixing and matching complimentary skills.

However, we certainly don't expect you to understand each and every skill on your first day in Britannia, so we've created a series of templates. You may choose a character template, and your skills will automatically be set to those we feel are optimal for a starting character. To choose a tem-

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plate character, select a profession by clicking the 'Adventurer' or 'Merchant' buttons. The following character templates are currently available:

Adventurer

1. Archer
 - i. Archer
 - ii. Bard
 - iii. Field Medic
 - iv. Ranger
2. Magician
 - i. Battlefield Mage
 - ii. Pure Mage
 - iii. Warlock
3. Warrior
 - i. Swashbucklers
 - ii. Fencer
 - iii. Mace Fighter
 - iv. Swordsman

Merchant

1. Craftsman
 - i. Blacksmith
 - ii. Carpenter
 - iii. Tailor
 - iv. Tinker
2. Tradesman
 - i. Animal Tamer
 - ii. Fisherman
 - iii. Prospector
 - iv. Sorcerer

The 'Advanced' option is for those players already comfortable with the *UO* skill system and interested in building a character from scratch.

Hint: the 'Adventurer' option will offer you a list of professions suited for the typical fantasy hero or heroine. Choose this option if you're interested in fighting monsters or slaying dangerous beasts. The 'Merchant' option will offer a list of professions suited towards a more peaceful life in Britannia. Choose this option if you enjoy chatting, social interaction, and crafting trade goods.

Once you have arrived at your final profession selection, a list of your starting skills and statistics will appear with adjustable sliders. You may use these sliders to adjust the levels of your statistics and skills.

You begin with 100 skill points that may be adjusted between your three starting skills, or you may choose to leave the skills at their default settings.

Additionally, you begin with 65 points distributed between Strength, Dexterity, and Intelligence. The minimum for a starting attribute is 10, the maximum, 45.

Strength governs how much you can carry, how much damage you can do in combat, and which weapons and armor you may use. Your Strength score is also used to calculate your maximum Hit Points, which determine how much 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, which determines how much energy you have available for spell casting at any given moment.

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

Entering Britannia

Once you have chosen a starting profession, you are ready to choose your starting city. A map of Britannia will appear, displaying available starting locations. Clicking on a location flag will display a description of the city. Once you have clicked to select a starting city, single-clicking the green arrow will move your character into Britannia.

HAVEN AND THE UO TUTORIAL

The first time you enter the world of Britannia, you will be extended an invitation to take the *Ultima Online* tutorial. We highly recommend taking a few minutes to explore this interactive tutorial as it will provide you with useful tips on:

- Movement
- Fighting
- Interacting with the game world
- Interacting with other players
- And much more

Once you have completed the tutorial, you will be offered the opportunity to visit the city of Haven.

Haven is a bustling city safely removed from the rest of Britannia and populated by new players and Companions. Companions are veteran *Ultima Online* players who have volunteered their time to teach new players important game basics, answer questions and generally help new players find their bearings in Britannia.

In addition to companions, Haven is populated by some of the wiser NPC (Non-Player Characters) in Britannia. Non-Player Characters are characters that are operated by computer rather than by human players. If asked, the NPCs of Haven will provide clear directions to nearby points of interest and may give you instructions on using various skills of *Ultima Online*.

Hint: To seek out instruction in a particular skill, find its associated NPC by double-clicking the NPC to view its paperdoll. For example, to learn about blacksmithing, seek out the NPC blacksmith in Haven and ask him (or her) to teach you about blacksmithing.

When you arrive in Britannia for the first time, you will be granted 'young' player status. This status grants you certain forms of protection unavailable to more experienced players, including;

- Young players may not damage other players, nor may other players damage young players.
- Monsters that would normally react in a hostile manner will not attack new players unless inside a dungeon.
- Young players will be teleported to a healer upon dying and will retain any belongings.
- Young players may not loot monsters they did not kill for two minutes after the death of the monster.
- Other players may not loot monsters killed by young players.
- Young players may not steal from other players or NPCs.

Young player status persists for 40 hours of total playtime with your *Ultima Online* account. You may lose your young player status if any of your characters;

- Has more than 350 total skill points
- Has more than 70 skill points in any skill
- Has more than 150 stat points
- Has more than 80 points in any one stat
- Has 'young' status revoked by a Game Master
- Says the words, "I will renounce my young player status."

INTERACTING WITH BRITANNIA

Before you rush out to begin slaying dragons, you may wish to know a bit about how to interact with the game and the players around you.

When you first arrive in Britannia, you will be in a public area of the city you selected. Your initial possessions are;

- A shirt
- Shoes
- A pair of breeches or a skirt (depending on your character's gender)
- A backpack

- A candle
- A blank book (your "diary")
- Basic equipment for your starting skills
- 1000 gold pieces

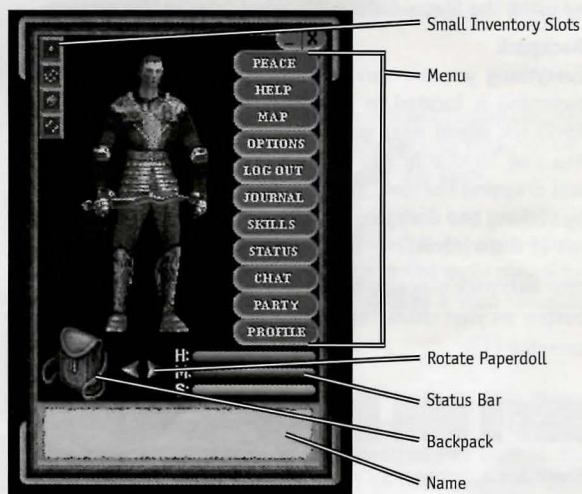
Initial objects have no monetary value to any of the merchants in the game.

As a new player, a default desktop will be arranged for you the first time you play *Ultima Online*. The game will automatically open your Character Window, Backpack, Radar Screen, Skill List and Quick Menu.

Note: You may arrange the open windows as you prefer and upon logging out of *Ultima Online*, they 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. You may arrange separate configurations for each character on your account if you wish.

THE CHARACTER WINDOW

A great deal of information about your character may be found by using your Character Window.



Name

The name box displays your character's full name, profession, titles and reputation. If you are a member of a guild, your guild affiliation and titles will be displayed here.

Paperdoll

This close-up view of your character includes any clothing or armor you are currently wearing and weapons or tools you are currently holding. Single-click on any item to identify it.

To remove any item from your character, click and drag it to

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your backpack or to the ground. To wear or equip an item, simply do the opposite: drag the item from your backpack to your paperdoll and release it.

Some items, such as bracelets, necklaces, and rings may be difficult to see on your paperdoll. For ease of wearing and removing these items, they will be visible in the small equipment slots located to the left of your paperdoll.

Note: *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.*

You may rotate the view of your paperdoll by 360° by using the small rotation arrows located near your paperdoll's feet. This rotation will affect only your paperdoll and will not change the position of your character within the game.

Status Window

The status window has been integrated with the character window in *Ultima Online: Third Dawn*. Directly beneath your paperdoll is a representation of your current hit points, mana and stamina. As the current value of each raises or lowers, you will see this reflected as the corresponding blue bar moves.

Detailed information on your character status may be gained by using the Status button described later in this section.

Backpack

Everything you are carrying that is not equipped on your paperdoll is located in your backpack. Double-clicking the backpack image near your paperdoll opens your backpack. You may remove or add items to your backpack by clicking and dragging the item. You may resize your backpack window by clicking and dragging the blue gem in the lower right corner of the window.

Your backpack may also be accessed by clicking the Inventory button on your character window or by holding the **[ALT]** and pressing **[I]**.

CHARACTER WINDOW MENU

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

Map – This button opens an overhead 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 clicking the Map button or typing **[ALT-R]**.

Inventory – The Inventory button opens your backpack. You may resize your backpack window by clicking and dragging the blue gem in the lower right corner of the window. Typing **[ALT-I]** will also open your backpack.

Journal – The Journal button opens a window containing a written record of your recent conversations and actions during the current play session. You may resize the Journal window by clicking on the blue gem in the lower right corner of the window and dragging to the preferred size. The red ribbon at right will allow you to scroll through the contents of the window.

Skills – The Skills button opens a window listing all your skills and their ratings.

Skills are arranged by category: Uncategorized, Combat Ratings, Actions, and Lore and Knowledge. Clicking on a category will display your ability level with all of the skills contained within. The abilities listed are modified by your basic statistics, which may give you a positive rating in skills you have never practiced. To see your unmodified skill levels, select the "Show Unmodified Values" button at the top of the skill menu.

You may create your own skill groups by clicking 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 evoked from this menu. To evoke a skill, open the skill list and click on the blue gem.

Additional information about managing skills and general information on individual skills may be found in the *Ultima Online Playguide* located at <http://guide.uo.com>.

Status – The Status button opens a window displaying your character's Vital Statistics. The value listed on the left for each statistic is the current value at the time you open the status window. The number on the right is your current possible maximum value for each statistic. The statistics available in your status window are:

Strength (STR): Your current strength

Dexterity (DEX): Your current dexterity

Intelligence (INT): Your current intelligence

Sex: Your gender

Armor Rating (AR): Your armor rating based on your currently equipped armor

Note: *Damage in Ultima Online is allocated to specific locations on your body. If you are hit in an un-armored location, your armor rating will have no effect.*

Hit Points (HPS): Your current hit points

Mana: Your current mana

Stamina (STAM): Your current stamina

Gold: The amount of gold you are currently carrying

Weight (WGHT): The total weight of all clothing and inventory items (in stones, the standard Britannian weight unit)

Party - The Party button opens the party system manifest. You may use this manifest to invite others into your party, to communicate with your party, disband from your party, and control whether party members may loot your corpse. Additional information on the party system may be found in the *Ultima Online Playguide* located at <http://guide.uo.com>.

Profile - The Profile button opens a character profile screen. You may fill this page with any information about your character 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.

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

Chat - The Chat button opens the chat system interface. Additional details of the *Ultima Online: Third Dawn* chat system may be found in the *Ultima Online Playguide* at <http://guide.uo.com>.

Help - The Help button opens the help system menu. Should you find yourself in a situation where you have questions about the game, about the rules of *Ultima Online*, or are having problems of any sort, you may use this menu to find answers to your questions or request assistance from game staff.

Options - The Options button opens an extensive menu of options to customize your game screens, sounds and other functions. Full descriptions of *Ultima Online: Third Dawn* options may be found in the playguide located at <http://guide.uo.com>.

Logout - This button will disconnect you from the game and return you to the Main menu. If you do not use a safe logout option, your character will remain in the game for five minutes after you log out. Your character will fight back if attacked, but only melee combat.

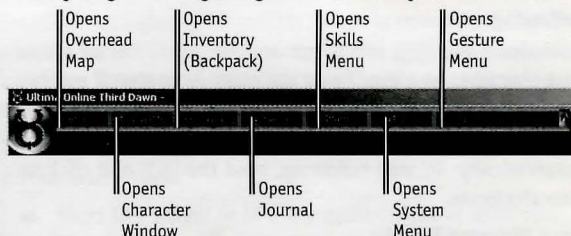
If you log out by using your camping skill, or log out while at an inn or in your house, your character will disappear from Britannia immediately and will not be subject to the five minute log-out timer.

Peace/War - The Peace/War button will toggle 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.

THE QUICK MENU

The Quick Menu allows you immediate access to common commands from a permanent location atop your game window. Clicking on any of the buttons will toggle the commands described earlier in this chapter.

Additionally, the Quick Menu allows access to the 'Gesture Menu'. Clicking the drop-down menu will allow you to select from a number of animated gestures. Your character will complete the selected gesture and it will remain as your default gesture. When a gesture is set as default, you may use the gesture by single-clicking the gesture name in your Quick Menu.



MOVING YOUR CHARACTER

The first thing you'll want to do is learn how to move around. Practice in the area near where you were placed in the game, as you will be inside town and safe from any harm.

Walking Around

In *Ultima Online*, you move your character by right-clicking. Place your cursor over a point on in the gameplay window and . You will turn to face and take a step towards the cursor.

Continual Movement

If you need to go more than a few steps in any given direction, you may want to move continually. Place your cursor some distance away in the direction you want to go and -and-hold. You will move off in that direction and keep moving until the click is released (or until you run into something). You can change direction by rotating the cursor around your position while holding a .

Opening Doors

Before you may move through a doorway or gate, the door or gate must be open. To open a door or gate, double-click on it. If the door is locked, you will receive a message stating so.

Keyboard Movement

You may move in *Ultima Online: Third Dawn* by using your keyboard. Hold the arrow keys or the outer numbers of

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the numeric keypad and you will move in the corresponding direction.

Running

You can run during continual movement. The further the cursor is from your character, the faster your character will move. To move at a slow stroll, keep the cursor an inch or so away from your character. To sprint, move the cursor out to the edge of your window.

Note: 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.

Following

Hold down the **[ALT]** and **[F]** on another character to follow that character wherever he or she goes. Note that if you fall too far behind the other character (due to crowds, combat, or rough terrain) the 'Follow' command will cancel itself automatically. To stop following, hold the **[ALT]** and click on your character.

Long Distance Travel

The world of Britannia is quite vast and composed of multiple facets or land areas. To ease travel over long distances, adventurers may opt to use spells, runestones, moonstones or moongates. Information on spells, runestones and moonstones may be found in the *Ultima Online Playguide* located at <http://guide.uo.com>.

Moongates, appearing as glowing blue portals, can be found throughout Britannia and may be used to travel locations on the Felucca Trammel, and Ilshenar facets.

To use a moongate, walk through the glowing blue portal. You will be presented with a menu of options. Choose the facet to which you wish to travel and then choose the location within the facet. You will be transported from the nearest moongate to your chosen location.



COMMUNICATING WITH OTHERS

Talking to Others

Conversing with other players requires no special tricks in *Ultima Online*. Merely type what you wish to say and hit the enter key. Your speech will appear directly above your character's head. There are additional keystrokes that allow you to use speech in specific ways to yell or to whisper. These keystrokes can be learned in the *Ultima Online Playguide* located at <http://guide.uo.com>.

In addition to conversing within the game world, you may wish to try the *Ultima Online* Chat option, which allows you to open an additional chat window outside the game. Details on the chat system can be found in the *Ultima Online Playguide* located at <http://guide.uo.com>.

Talking to NPCs

NPCs (Non-Player Characters) are human characters that are operated by computer, rather than player characters (which are operated by players like you).

NPCs can be so believable that it may be difficult to tell that a real person isn't playing them. If you are unsure whether a character is an NPC, try asking them a question, or ask them to train you in skills.

NPCs are present throughout Britannia, selling wares, guarding towns and wandering about. They're quite busy interacting with the populace, so in order to speak with them you must first get them to notice you. To gain the attention of an NPC, you must include their name (or in the case of a merchant, "vendor" or "merchant") whenever you speak to them. You can learn an NPC name by double-clicking on them to view their character window.

NPCs often provide directions or answer questions posed to them. Be careful to ask your question clearly so that they may understand. Using the "Sell" or "Buy" command with merchants will also allow you to buy and perhaps sell wares.

For example saying,

- "Vendor Buy" or "Vendor Purchase" - will cause the nearest vendor to display their wares.
- "Vendor Sell" - will prompt the vendor to offer gold for your goods, if you have any of value.
- "(vendor name), where is bank?" - will prompt the NPC to offer brief directions to the bank.
- "train" - will prompt the NPC to offer you a list of skills they can teach.
- "train (skill)" - will prompt the NPC to tell you the price to train in a specific skill they teach.

If an NPC doesn't understand your question, they will generally let you know, though on occasion they may merely ignore you.

COMBAT

Trammel, Ilshenar, and Felucca

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

Trammel, the facet on which all new players begin, is focused on player versus monster combat. Except under certain circumstances, such as guild wars, players on the Trammel shard may not attack each other. All player versus player combat is consensual, meaning that the players involved must have actively pursued gameplay options to facilitate this type of combat.

Ilshenar, the newest facet of Britannia, is governed by the same rules as Trammel. Player versus monster combat is the norm and player versus player (or PvP) combat is consensual only.

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. Keep in mind, you are responsible for the consequences of your actions and actively pursuing player versus player combat may result in a negative reputation or karma.

War mode and Fighting

Aggressive combat takes place in Britannia only when you are in "War mode." To enter war mode, click on the "Peace" button to the right of your paperdoll. Your cursor will turn red in color. Double-clicking on an enemy will then cause you to advance and engage in combat.

To leave War mode, single-click the same button.

Be extremely careful when targeting while in war mode! Double-clicking on an NPC or another player while on certain facets will count as an attack against them, whether or not you actually make contact with the target. This may cause you to be flagged as a criminal ("gray") and other players will be able to kill you without repercussion for a short period.

For more information on "grays", "reds", "blues" and the Reputation System, please see the *Ultima Online Playguide* located at <http://guide.uo.com>.

Targeting

To target anything in the world of *Ultima Online*, you merely need to move your mouse cursor over the item/monster/per-

son and click. Be careful what and when you target as you may find yourself unintentionally engaging in an attack!

HELPFUL HINTS

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. Always remember that other players are people just like you.

If you know a trade skill (such as fishing, or tailoring) with a very small investment in raw materials, you may start making items and selling them for profit quite quickly.

Stealing and fighting are strictly illegal in towns (and impossible on the Trammel and Ilshenar facets) unless you are participating in a guild or faction war. Guards will kill anyone they catch breaking the laws of the land.

The color of each character's name gives you important information about them:

- Blue: This player or NPC is a good citizen of Britannia
- Red: This player or NPC has committed murder
- Orange: This player is an enemy guild or faction member
- Gray: This player has been flagged as a criminal for a recent action
- Green: This player is an ally guild mate or faction member
- Purple: This character is an OSI volunteer
- Yellow: This character is OSI staff

Shopkeepers inventory may change with supply and demand. If you can't find the item you're looking for in a city, you may wish to visit player-run vendors, commonly found in and around houses in the wilderness.

A great way to meet other players is by participating in player-run events and quests. You can find current and upcoming events on each shard listed on the *Ultima Online* website at <http://www.uo.com>.

The *Ultima Online* skill system allows you to customize your character any way you want. If you decide you want to change the focus of your character and are no longer interested in a particular skill, just flag that skill to decay by toggling the 'down' arrow next to it in your skill list. As you learn other skills, the decaying skill will lose points over time.

Training dummies can be used to practice weapon skill in the safety of town. Large cities such as Trinsic have training dummies available to the public near the weapon and armor shops.

Use your bank vault. It's free, after all! Store valuables in your bank vault before heading off into the wilderness. If you run into trouble, you'll know that your valuable items are safe in town.

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TROUBLESHOOTING AND SUPPORT

Troubleshooting DirectX

If you're having problems getting *Ultima Online: Third Dawn* 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 7.0a or higher (7.0a 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 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 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 03H error." What should I do?

Check the date set on your computer by double-left-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: Third Dawn* CD. If this does not help, you may wish to turn off the Autorun function on your CD-ROM drive. To do this:

- Left-click Start from the task bar.
- Choose Settings, then Control Panel.
- Double-left-click on the System icon in the Control Panel.
- Left-click the Device Manager tab.
- Locate your CD-ROM drive and left-click on the device.
- Click on Properties.
- 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 left-click on Properties. Left-click on the Settings tab. Select 16-bit high color from the Color list, then click **OK**.

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

1. 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 users. Additionally, there may be an unusually high number of UO characters playing at once.
2. You may be running the game with your display set to 24-bit true color. Although this is fine on 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.
3. 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.
4. You may need more hard drive space. *Ultima Online: Third Dawn* 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.

5. There may be an Internet router problem slowing things down. Download the *UO Trace* program from the *Ultima Online: Third Dawn* website at <http://www.uo.com/downloads.html> to check your connection to UO servers.
6. Active virus scan programs that are configured to constantly scan files may slow performance of *Ultima Online: Third Dawn*.

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/contact.html>.

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: Third Dawn 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.

Available: Dependent on game shard

Email: support@uo.com

Technical Support

EA.com Technical Support only supports installation and technical issues for *Ultima Online: Third Dawn*.

Phone: (804) 963-8577

Available: 24 hours, daily

Email: tech@uo.com

Account Support

If you cannot log into the game, believe your account statement is in error or have specific account questions, Account Support may be able to assist you.

Phone: (888) 842-6388 (inside the continental U.S.)

(512) 434-4358 (outside the continental U.S.) Press option #1 from main menu

Available: 24 hours, daily

Email: billing@uo.com

ADDITIONAL INFORMATION

The *Ultima Online* website is designed to provide you with up-to-date information on all aspects of *Ultima Online*.

<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.

<http://www.ultima-registration.com> - The *Ultima Online* Account Management website. Visit the account management website to 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 Center. Find the latest updates and information on specific shards, upcoming game changes, read comments from *Ultima Online* team members and keep up-to-date on all the latest news.

<http://support.uo.com/> - The *Ultima Online* Support Center. Have questions about technical support, game rules or maintenance schedules? The *Ultima Online* Support Center contains updated information on questions commonly asked about *Ultima Online*.

<http://my.uo.com> - MyUO.com offers personalized news and information about *Ultima Online* - free! Just sign up and use MyUO to arrange the website to display only the information you want to see. Plus, extra bonuses abound - like your personal character pages, allowing you to show off your *UO* character to anyone with a web browser!

<http://boards.uo.com> - The *Ultima Online* Message Boards. Monitored by *Ultima Online* staff, the UO.com message boards provide a place to meet and mingle with your fellow players, offer suggestions to the *Ultima Online* design team

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and find answers to questions about all aspects of *Ultima Online*. A free MyUO membership is required to post to these message boards.

<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. This 'in-character' newspaper covers official fictional events

and quests on all the 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 at the official *Ultima Online* website. We also showcase player establishments, spotlight stories written by players, offer streaming audio content, newsletters, and much more. We hope you'll stop by and explore the world outside Britannia at <http://www.uo.com>.

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KEY COMMANDS

You may find the following commands and shortcuts useful within *Ultima Online: Third Dawn*.

Moving Your Character

- and hold: Moves your character toward the cursor. The farther away from your character you keep the cursor, the faster your character will move.
- : Pathfind. Automatically moves your character around obstacles and towards the cursor. You cannot pathfind through closed doors or around buildings.
- (on doors or gates): Opens the door or gate
- (on another character): Follows that character
- (on self): Stops following another character

Communicating with Others

Type what you wish to say, then press . Your speech will be displayed on screen, directly above your character's head.

- (on a character or creature): Displays the character's name or the creature's species
- (on a character): Displays the character's Character Window. Peace Mode Only

Fighting

- and-hold, -: Toggles between War and Peace mode
- (on a character or creature): Attack that character or creature
- and-drag (on a character or creature): Displays a status bar showing how tired or injured the character or creature is.

Items and Inventory

- on item: Displays the item name
- and-drag item: Picks up an item or moves the item
- and-drag item: Moves an entire stack of items
- and-drag item: Picks up a single item from a stack of items
- an item: Uses the item. If a targeting cursor appears, you must target another object on which to use the item.
- (on containers): Opens the container and displays contents.
- (on your character): Opens your Character Window

General Commands

- (on a window): Closes an open window
- : Displays Option menu
- : Displays Skills menu
- : Displays Status menu
- : Displays Character Window (Paperdoll)
- : Displays "radar" map view. - a second time expands the window
- : Opens Backpack (Inventory)
- : Opens Journal
- : Opens Spellbook
- : Repeats last typed text (speech or action)
- : Exits game
- , -and-hold: Toggles between War and Peace mode
- "gesture name" - : Executes character gesture (see <http://guide.uo.com> for details on the gesture menu). An example would be typing "~wave" and to cause your character to wave.
- : Opens 'Handle' windows for any items/creatures/characters onscreen with which you may interact. You may interact with handles the same way that you would interact with the object they name. For example, double-left-clicking a creature's handle while in war mode will cause you to attack the creature.
- and-drag (window border): Moves the selected window.
- and-drag (window gem): Resizes the selected window.
- Spin Mouse Wheel: Zooms the game view towards or away from your character. When using a non-wheel mouse, you may access the zoom command through the Options/Macros menu.