Ultima Online

9th ANNIVERSARY
~ COLLECTION ~

EA

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

Check out EA™ online at www.ea.com.

INSTALLING THE GAME

NOTE: For system requirements, see uo.ea.com.

To install *Ultima Online™: 9th Anniversary Collection*:

1. Close all open programs and background tasks, including virus scanners (see *Performance Tips* on p. 13 for more info).

2. Insert the *Ultima Online: 9th Anniversary Collection* Disc 1 into your CD/DVD-ROM drive. The Installshield wizard appears.

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

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

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

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

ELECTRONIC ARTS CHARGES A MONTHLY SUBSCRIPTION FEE FOR THIS ONLINE PRODUCT. The first 30 days of this fee is included in the purchase price of this package. You must provide a valid payment method to register and play. You can take advantage of credit card billing or inquire about our alternate payment options at www.uo.com/account.html. Unless you cancel your account, you will be billed according to your chosen payment method (credit card or otherwise) when the free subscription period expires.

STARTING THE GAME

To start *Ultima Online: 9th Anniversary Collection* (with disc already in drive):

1. Close all open programs and background tasks, including virus scanners (see *Performance Tips* on p. 13 for more info).

2. Click the **Start** button from the Windows Taskbar and select **All Programs (or Programs) > EA GAMES > ULTIMA ONLINE 9TH ANNIVERSARY COLLECTION > ULTIMA ONLINE 9TH ANNIVERSARY COLLECTION.**

INTRODUCTION

The world of *Ultima Online* offers thousands of hours of fun, adventure, and community. There is much to do, many choices, so many lands to explore, houses to design and build, quests to complete, rare treasures to hunt for, exotic creatures to tame, and an almost infinite array of characters to build. For a new player, it's hard to know where to start and what to do next.

Because *Ultima Online* is built to be a virtual world filled with possibilities, and not a theme park filled with directed experiences, your first days on Sosaria can be intimidating. This guide, filled with tips from veteran *Ultima Online* players, is meant to help ease your entry into the longest-running massively multiplayer online role-playing game (MMORPG). *Ultima Online* is still running strong after nearly a decade for good reasons: the depth of the game, the flexibility of the character building system, and the customizable housing system are at the top of the list. But the key reason for *UO*'s success is its amazing community. Consider these tips from *UO* veterans a welcome gift.

For extremely detailed information on how to play *UO*, visit the *UO* Playguide at **guide.uo.com**. You'll find the answer to almost every *UO* question there, and even the most advanced players refer to it when learning a new system or gameplay style.

See you in Britannia!

COMPLETE CONTROLS

MOVEMENT

Walk	Hold right mouse button
Run	Hold right mouse button and move cursor away from character in the direction you want to run
Pathfind	Double-right-click desired location
Open door	Double-click
Auto follow	[ALT] + click character you wish to follow
Stop auto follow	[ALT] + click your character

INTERFACE

Open character (paper doll)	Double-click self ([ALT] + [P])
Open backpack	Double-click backpack in paper doll window ([ALT] + [I])
Open skill window	Click SKILLS button in paper doll window ([ALT] + [K])
Open Spellbook	Double-click SPELLBOOK ([ALT] + [B])
Static item identifier (cannot be moved)	Click item to display name
Dynamic item identifier (can be moved/placed in inventory)	Mouse over item
Move item	Click and drag the item to desired location
Move entire stack of items	[SHIFT] + click and drag item (3D version only)
Move single item from stack	[ALT] + [SHIFT] + click and drag item (3D version only)
Pick up item	Click and drag item to your character or backpack
Open container (Chest)	Double-click container
Open radar map	[ALT] + [R] (Press again to make map bigger)
Move window	Click and drag window border
Resize window	Click and drag gem in window (3D version only)
Close window	Right-click desired window
Character info	Double-left-click character
View name of character/creature	Mouse over character or creature

COMBAT

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

ACTIONS

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

OPTIONS MENU

Options window	Click OPTIONS button in paper doll window (ALT + O)
Macro options 2D client	Click the curved arrow icon (fourth down on left)
Macro options 3D client	Click MACRO button (fourth down on left)
Full Screen/Windowed mode	ALT + ENTER

COMMUNICATION

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

MISCELLANEOUS

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

PLAYING THE GAME

CHARACTER WINDOW (PAPER DOLL)

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

Toggles between Peace mode and War mode (for combat)

Displays a running log of your most recent actions and conversations

Allows you to set parameters for graphics, sound, and other game options. See online docs at www.uo.com for details

Opens your party manifest so that you can organize and message your group of friends

Double-click the backpack to open your inventory

Shows your character's appearance, clothing, and any readied weapons or tools

Displays your current stats and shows how tired or wounded you are

Request online assistance

Exit *Ultima Online*

Opens the Profile screen so that you can describe your character

Your name, plus any current titles

Estampie, Apprentice Mage

MOVING YOUR CHARACTER

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

INTERACTING WITH OTHERS

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

ITEMS AND INVENTORY

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

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

IN-GAME HELP

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

- **My character is stuck!**—Choose the STUCK option from the menu under the Help button by clicking the green arrow. After a few minutes you are teleported to a city of your choice.
- **Another player is harassing me!**—Use the HELP button and report harassment by left-clicking the appropriate green arrow. For non-verbal abuses such as offensive names or profiles, please page a Game Master (GM) by clicking HELP, then selecting OTHER.
- **Other gameplay problems**—Use the HELP button and select OTHER. This automatically pages a GM to come and help you.
- **For more *Ultima Online* help**—View the Playguide at http://guide.uo.com.
- For information on technical support, see p. 14.

EXITING THE GAME

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

WHAT'S NEW IN THE *ULTIMA ONLINE: 9TH ANNIVERSARY COLLECTION*

To celebrate nine years of friends, fun, and adventure in longest running MMORPG in history, we've create a package of gifts designed to delight players old and new.

Crystal and Shadow Housing Sets

New housing sets—complete with furniture—allow you to create a palatial abode in enviable style.

Shadow	Design a home made out of dark stone quarried from the black depths of a demon-infested mountain.
Crystal	Build a gleaming castle with walls made out of crystal grown in magic fields with the help of specially trained mages.

To get your housing sets, create a new account, or upgrade an existing account using the registration codes on the back of this manual. Visit www.uo.com/crystalshadow to see sample homes built with these tiles.

Personal Attendants

Four servants await your bidding. They are:

The Tarot Card Reader	Predicts your past and future.
The Herald	Announces your noble presence.
The Dealer	Rolls dice of all shapes and sizes.
The Guide	Ensures you never get lost.

To get your Personal Attendants, follow the directions printed on the back of this manual. For more details on this new feature, go to www.uo.com/attendants.

NEW PLAYER TIPS FROM *UO* VETERANS

The following is a collection of advice from some of *Ultima Online*'s most advanced players. Here they talk you through everything from how to gain experience in the game to what to do when you're dead. The note boxes beneath some of the player tips were written by the *UO* development team. These offer extra information or definitions that might be unfamiliar to novice players.

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The best advice I could give a new player is to try everything. *UO* is great in that it offers a myriad of possible activities, and there is something to enjoy wherever you look. For example, I started playing *UO* with the intention of just warring against other people. Yet some of my best times in-game were in completely different fields, like crafting and collecting rares. There is more content being added to the game all the time. (*Nevyn—Catskills Shard*)

☙✠❧

1. Read the forums and ask questions there. Experienced players enjoy sharing their knowledge. (NOTE: The official *UO* forums are located at uo.stratics.com.)
2. Treat other players with kindness and respect. That's the way you'd like them to treat you, so do the same for others.
3. Don't get obsessed with developing your character too fast. Enjoy each stage as you pass through it. And when you reach the high skill levels, realize that there is still a vast amount to learn. Players have been playing *UO*—and have been challenged by *UO*—for eight years. Enjoy the journey. (*Lady Malynn—Great Lakes Shard*)

☙✠❧

Choose the skills you want to play and play them. Don't get too caught up in what other players say and do when it comes to training and pay no attention to the pow-ergamers hitting Golems. Play the game like you want to play it and always make sure you are having fun. (*Thradia—Napa Valley Shard*)

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Don't carry what you can't afford to lose. (*Ru'ura'pente—Siege Perilous Shard*)

NOTE: Siege Perilous is a shard (server) with wide-open, almost-no-rules, player-versus-player combat. It's for experienced players who want an extreme challenge. Ru gives this advice because, on Siege, if another player kills you, that player can take whatever you are carrying.

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Remember to enable the auto-renew on insurance, since the alternative can lead to *so* much frustration. If you're alone in *UO* and want to make friends, don't be shy. Just start up a conversation with the next stranger you see. Be aware of scam artists and the tricks of the trade, so that you can avoid them. No matter what that stranger says, that red gate probably does *not* lead to some sort of "happy" land where bunnies and butterflies want to be your friend. Oh, and don't eat yellow snow. (*Lady Mana—Napa Valley Shard*)

NOTE: Auto-Insurance is a system that lets you keep "insured" items after you die for a minimal fee. For more information, visit http://guide.uo.com/combat_1.html.

Don't be in too much of a hurry to "grow up" in *UO*. The young player status is a great way to explore many of *UO*'s aspects without putting yourself in harm's way.

NOTE: Young player status lets you explore without monsters attacking you. You can learn more at http://guide.uo.com/start3d_13.html.

Lower Reagent Cost—It's always nice to have at least one piece of equipment with the Lower Reagent Cost (LRC) Property. If you have one with, say, 12%, even if you run completely out of reagents you'll still have a slight chance of successfully casting the spell. This is especially useful in emergencies, for example, when you need to recall out of a dangerous spot.

NOTE: Reagents are the herbs and items you need to cast spells. For more information about spell casting, visit http://guide.uo.com/skill_25.html.

Merchanting—Shop around a bit before you pay out all of that hard earned gold for that desired item. Whether it's an Artifact, a Treasure of Tokuno, or a Super Slayer Bow, go to places where players are trading their wares and try to get a feel for how much it's really worth. Places like Luna (Malas) are full of a variety of vendors with a wide range of prices and items. (While vendors may charge more than a player on the street would, they should give you a good idea of what price range your item is in.)

Begging—At some point or another, it may come into your head to beg for money, food, or items from other players. There are even people who make their sole *UO* living off of it! While you may not want to perfect begging into a fine art, there are a few considerations that may help you quite a bit.

1. Be polite. You may get the brush off, but other people in the crowd may take pity on you.

2. Try to remember names. Later if you see someone who helped you, thank them again! You never know, maybe they'll give away more!

3. Be discreet. In most cases it's not advisable to wade into a crowd and start screaming for gold. A few quiet whispers to soft-looking marks may be much more worth your while.

NOTE: For more information on begging, visit http://guide.uo.com/skill_6.html.

Death—At the moment of death you'll notice that you've become a ghost. Ghosts aren't able to communicate with the living (unless they are Grandmaster Mediums), because everything they say becomes a long series of "OooOOs."

Gifts—If you get a free gift, it may be worth more than you think! (*Draconi—Atlantic Shard*)

A good way to protect yourself when you are starting out is to never hand over your item(s) for someone to "look at". They can see it very well in your paper doll. Also a good way to keep track of your items at your house is to never put valuables in chests that are set to "friends" or "anyone."

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Dragons are not friendly animals. You can't walk up to them and say hello with out being eaten! (*Lady Beth—Atlantic Shard*)

NOTE: Lady Beth makes an excellent point. *UO* is filled with people, mostly good people, some great people, and a few bad people. Take the same precautions you would if you were visiting a big city for the first time. If someone asked to hold your wallet so they could inspect the leather, would you give it to him?

Take your time learning the game. It has a lot of depth, and may seem a bit frustrating at first. Don't be afraid to search out established guilds that focus on helping the new player—for instance the NEW guild on Siege. (*Sean Silverfoot—Siege Perilous Shard*)

There are two third-party programs that are invaluable to *UO* players, and they are approved by the dev team. They are *UO* Auto Map and *UO* Assist. You can find out more about them at http://uo.stratics.com/uoam/index.shtml and http://www.tugsoft.com respectively. (*One—Pacific Shard*)

NOTE: That is true. *UO* Auto Map and *UO* Assist are approved for use, but no other third-party program is. Players caught using illegal programs could be suspended or banned. Also, the *UO* team cannot provide customer support for *UO* Auto Map and *UO* Assist.

NEW PLAYER TIPS FROM THE *UO* TEAM

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

1. Do the new player quests.

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

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

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

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3. Make friends, influence the world.

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

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

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

5. A little help from your friends.

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

6. Everyone has a voice.

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

7. Your home away from home.

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

8. It begins, but never ends.

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

PERFORMANCE TIPS

SYSTEM REQUIREMENTS

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

BACKGROUND TASKS

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

IMPORTANT NOTE: While shutting down background tasks will optimize your system for running *Ultima Online: 9th Anniversary Collection,* these background tasks' features will be unavailable once shut down. Be sure to re-enable background tasks after playing *Ultima Online: 9th Anniversary Collection* by restarting your computer.

If your system is running anti-virus or crash guard programs you will need to close or disable them to run *Ultima Online: 9th Anniversary Collection.* To do this, find the icon for the program on the Windows Taskbar and then right-click the icon and select "close," "disable," or the relevant option. Please note that these programs will be reactivated the next time you restart your computer.

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

To view and close background tasks (Windows XP):

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

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

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

VIDEO AND SOUND DRIVERS

An outdated video or sound driver can lead to slow and choppy gameplay, or in some cases can prevent the game from running at all. To ensure an enjoyable experience with *Ultima Online: 9th Anniversary Collection*, be sure that you have the most recent video and sound drivers installed. These drivers are typically available for download from your system or hardware manufacturer's website. If you are not sure what type of video or sound card you have, or you don't know how to update the drivers on your system, please refer to the documentation that came with your system or peripheral.

INTERNET PERFORMANCE ISSUES

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

Ultima Online: 9th Anniversary Collection uses the following TCP ports for Internet play:

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

Connects to the patcher on 8888 (TCP).

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

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

TECHNICAL SUPPORT

If you have trouble with *Ultima Online: 9th Anniversary Collection*, EA Technical Support can help. The *EA Help* file provides solutions and answers to the most common difficulties and questions about how to properly use this product.

To access the EA Help file (with *Ultima Online: 9th Anniversary Collection* already installed):
Click the **Start** button from the Windows Taskbar and select **All Programs** (or **Programs**) > **EA GAMES** > **Ultima Online 9th Anniversary Collection** > **Technical Support**.

To access the EA Help file (without *Ultima Online: 9th Anniversary Collection* installed):
1. Insert the *Ultima Online: 9th Anniversary Collection* Disc 1 into your CD/DVD-ROM drive.
2. Click the **Start** button from the Windows Taskbar and select **Run....** Type **D:\Support\EA Help\Electronic_Arts_Technical_Support.htm** in the Run dialog box, then click OK (substitute the correct letter of your CD/DVD-ROM drive if other than 'D:').

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

To run the EAsy Info utility (with *Ultima Online: 9th Anniversary Collection* already installed):
Click the **Start** button from the Windows Taskbar and select **All Programs** (or **Programs**) > **EA GAMES** > **Ultima Online 9th Anniversary Collection** > **EAsy Info**.

To run the EAsy Info utility (without *Ultima Online: 9th Anniversary Collection* installed):
1. Insert the *Ultima Online: 9th Anniversary Collection* Disc 1 into your CD/DVD-ROM drive.
2. Click the **Start** button from the Windows Taskbar and select **Run....** Type **D:\support\EASYINFO\easyinfo.exe** in the Run dialog box, then click OK (substitute the correct letter of your CDDVD-ROM drive if other than 'D:').

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

EA Technical Support on the Internet
If you have Internet access, be sure to check our EA Technical Support website at:

techsupport.ea.com

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

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

If you need to talk to someone immediately, call us at (866) 543-5435. *Please have the Easy Info report printed and ready when you call.* This will help us service your call in the quickest possible time. **No hints or codes are available from** (866) 543-5435.

EA Technical Support Contact Info

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

Mailing Address: EA Technical Support
P.O. BOX 9025
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If you live outside of North America, you can contact one of our other offices.

In the **United Kingdom**, contact:

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In **Australia**, contact:

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PO Box 432

Southport Qld 4215, Australia

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

LIMITED 90-DAY WARRANTY

Electronic Arts Limited Warranty

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

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

RETURNS WITHIN THE 90-DAY WARRANTY PERIOD

Please return the product along with (1) a copy of the original sales receipt showing the date of purchase, (2) a brief description of the difficulty you are experiencing, and (3) your name, address and phone number to the address below and Electronic Arts will mail a replacement Recording Medium and/or Manual to you. If the product was damaged through misuse or accident, this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period. We strongly recommend that you send your products using a traceable delivery method. Electronic Arts is not responsible for products not in its possession.

EA Warranty Information

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

Online: http://warrantyinfo.ea.com

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

US 1 (650) 628-1900

EA Warranty Mailing Address

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

NEW PLAYER ACCOUNT REGISTRATION CODE

To open and register a new account, go to www.ultima-registration.com, click **CREATE ACCT** and enter the account registration code below. This code automatically applies your 30 free days of *Ultima Online*™ game time to your new account. The account will be able to use the Crystal and Shadow housing tiles, and will have a sixth character slot. If you don't already have an EA account, you will be asked to create one.

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7LCC-BB7N-KS6L-VUXW-YNN7
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CURRENT PLAYER ACCOUNT UPGRADE CODE

If you are a current player with an active *Ultima Online* account, go to www.ultima-registration.com and click **CREATE ACCT** to apply the upgrade code, located below. Once upgraded, the account will have six character slots, access to all expansion packs up to *Ultima Online*™: *Mondain's Legacy*, and the use of the Crystal and Shadow housing tiles. **NOTE: We highly recommend uninstalling all previous versions of *Ultima Online* and re-installing with the enclosed discs.**

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CWH9-EDGC-9DNQ-V4K5-EV3W
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PERSONAL ATTENDANTS

If you have an active account, or if you open a new account, you are eligible to get Personal Attendants. Follow these steps:

1. Start the game and enter the game world with the character you want to have the bonus items.
2. Open your paper doll (or character window) and click HELP.
3. Click CLAIM PROMOTIONAL ITEM at the bottom of the Help window.
4. Enter your promotional code (the 20-digit code in the white box directly above this paragraph—the code is both an upgrade and a promotional code) exactly as it appears in the box.
5. After your code is verified, your Personal Attendant token is placed in your inventory bag. Click the token and follow the instructions to activate an attendant.
6. Click the deed to choose which of the four attendants you want to activate. For more information about Personal Attendants, visit www.uo.com/attendants.