



Ultima Online: Renaissance™

INSTALL GUIDE

Welcome to *Ultima Online: Renaissance*™ (UOR). This guide contains installation instructions and troubleshooting information. To avoid problems, please make sure your machine meets the System Requirements listed on the box (and on p. 3 of this Install Guide).

This Package Contains:

- **(1) CD** (your game), with *Ultima Online: Renaissance* software, Internet Service Provider software (America OnlineSM), and a World Wide Web browser software.
- **Install Guide** (24 pp.), which is what you're reading now, including troubleshooting tips, installation steps, and contact information.
- **Playguide** (228 pp.), describing how to get started playing *UOR*, including tips for beginners and brief descriptions of the towns, creatures, weapons and spells in the game. It also includes a description on how to start your character, and how to use the various systems of *UOR*.
- **Reference Card** (8 pp.) which outlines the basics of gameplay and includes the map of Britannia™ and the Lost Lands.
- **Registration Card** — we'd love to know who you are.

www.uo.com

For up-to-date docs and troubleshooting information, visit the UO web site. The site also has FAQ's, guild information, chat boards and a Britannian newspaper.

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SYSTEM REQUIREMENTS

Minimum Required

- Pentium® 200 MHz
- 32 Megs RAM
- *Windows 95* or *Windows 98*
- 2 Meg PCI video card (*DirectX* supported, set to 16-bit color)
- 16-bit sound card (*DirectX* supported)
- 390 MB hard drive space
- 4x CD-ROM drive
- Microsoft-compatible mouse, 100% *Windows 95* or *Windows 98* compatible
- Slip/PPP or direct connect at 28.8 kbps or better with 32-bit TCP/IP stack

Recommended

- Pentium II 233 MHz CPU
- 32 Megs RAM
- *Windows 95* or *Windows 98*
- 4 Meg PCI video card (*DirectX* supported, set to 16-bit color)
- 16-bit sound card (*DirectX* supported)
- 590 MB hard drive space
- 8x CD-ROM drive
- Microsoft-compatible mouse, 100% *Windows 95* or *Windows 98* compatible
- Slip/PPP or direct connect at 56.6 kbps or better with 32-bit TCP/IP stack

This game requires the hard drive space listed above for installation.

This number is subject to change. Please visit the web site for the current specifications (www.uo.com).

The swap file used by *Windows 95/98* will need additional free hard drive space. (This space may vary from system to system. We recommend at least 50 Megs.)

Note: You must have a 32-bit connection to the Internet to play. Some online services do not offer this type of connection. If you are not sure what your connection is, ask your Internet Service Provider.

Note: Disk compression of any kind will result in substantially increased load times. We cannot guarantee the compatibility of our games with disk compression utilities (such as DBLSpace, etc.).



PRE-INSTALLATION PROCEDURES

Before installing any piece of software, make sure your hard drive is in proper working order. *Windows 95/98* provides *Scan Disk* and *Defrag*.

First you should run *Scan Disk*.

1. Left-click on the **Start** button.
2. With the mouse, highlight **Programs** on the menu.
3. Select **Accessories** (usually at the top).
4. Select **System Tools**.
5. Highlight **Scan disk**.

In the *Scan Disk* dialog box, choose **Standard**, and make sure there is a check mark in the **Automatically Fix Errors** box. Select the hard drive to which you are installing *UO* (i.e., if you are installing to drive C:, highlight C:). Once everything is correct, left-click **Start** to scan the drive.

Next, run *Defrag*.

- 1-4. Follow steps 1 - 4, above.
5. Highlight **Disk Defragmenter**.
6. Select the drive to which you are installing and left-click OK.

Now you're ready to start installation.

INSTALLATION STEPS

Follow these steps if you are installing *UO* for the first time, or if you have uninstalled *UO*. See **Upgrading UO**, p. 9, for instructions on upgrading from *Ultima™ Online* to *Ultima Online: Renaissance*.

Select Install Option

To install and play the game, you need at least 390 megabytes free hard drive space, 32 megabytes of RAM and a functional Internet connection.

1. Turn on your computer and wait for *Windows 95/98* to load.
2. Follow the **Pre-Installation Procedures** on the facing page.
3. Insert your *UOR* game CD into the CD-ROM drive. The install screen should appear. (If not, open *My Computer* and double-left-click on your CD-ROM drive icon, then double-left-click on the file named *SETUP.EXE*.)

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

4. Choose a regular or advanced installation, or quit to close the install program.
REGULAR automatically installs all components in the order shown below:

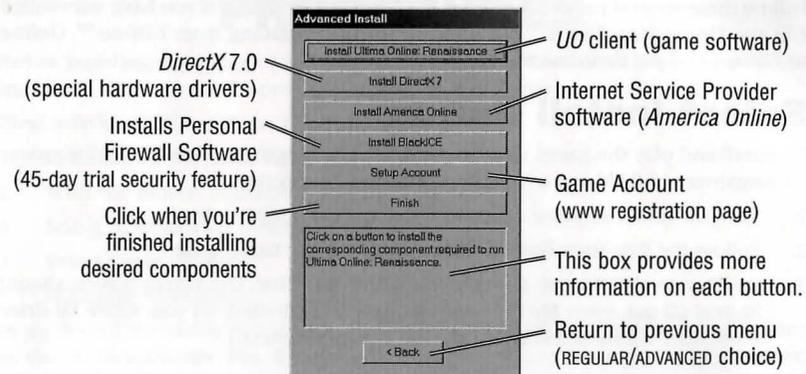
Installation Progress

- ▶ STEP 1 : Install Ultima Online: Renaissance
- STEP 2 : Install DirectX 7
- STEP 3 : Ensure that a web browser is available
- STEP 4 : Setup an Ultima Online: Renaissance Account



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



Install Software

5. **INSTALL UO.** Proceed with game installation.

Choose an installation size. (In the Advanced install screen, you must left-click **INSTALL ULTIMA ONLINE: RENAISSANCE.**) Larger installations increase the gameplay speed.

TYPICAL requires 390 megabytes* hard drive space.

FULL requires 590 megabytes* hard drive space.

*This game requires the hard drive space listed above for installation.

This number is subject to change. Please visit the web site for the current specifications (www.uo.com).

The swap file used by *Windows 95/98* will need additional free hard drive space. (This space may vary from system to system. We recommend at least 50 Megs.)

NEXT continues with the installation, and **BACK** goes to the previous screen.

6. Choose a directory on your hard drive for installation (C:/Program Files/Ultima Online is the default).

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To install to a different directory, type a drive and directory name in the top box. If the directory does not yet exist, the program will ask you to create it. Left-click **YES** to create it, **NO** to return to the previous screen and select a different directory.

Alternatively, left-click on the drive selection box to choose a drive. Then, double-left-click on the desired folder. If the game is already installed anywhere on your system, you will be prompted to remove it before reinstalling *UO*.

NEXT continues with the installation, and **BACK** goes to the previous screen.

7. Install *DirectX* 7.0a drivers for your hardware.

In a Regular install, the program asks if you'd like to install *DirectX* version 7.0a to your hard drive. Left-click on **YES** to install. (In the Advanced install screen, you must left-click the **INSTALL DIRECTX** button.)

To quit installation, left-click **CANCEL**.

The game requires *DirectX* version 7.0a. To check your version number, run **DXSETUP.EXE** (located in Program Files/DirectX).

See *DirectX*, p. 11, for detailed information on *DirectX*.

- If you already have version 7.0a or higher, do not install *DirectX*. Left-click **NO**.
 - If you have any version previous to version 7.0a, upgrade before running the game. You may need to reinstall your video and/or sound card drivers after upgrading.
 - If you install *DirectX*, you will need to restart your system for the changes to take effect. A prompt will ask if you want to reboot once the game is completely installed.
8. **INSTALL AMERICA ONLINE (optional)** to connect your computer to the Internet. (In the Advanced install screen, you must left-click the **INSTALL INTERNET SERVICE PROVIDER** button.)
- Follow the onscreen instructions. You do not have to install this software if you already have an Internet Service Provider. However, not all ISPs support the game. If your provider does not work, you may need to switch ISPs or install *America Online*.
9. Install a browser (**optional**), a viewer for the web site and electronic documentation. (In the Advanced install screen, you must left-click **INSTALL WEB BROWSER**.)

Follow the onscreen instructions. You do not have to install this software if you already have *America Online* installed on your system.

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Set Up Account

10. Set up a game account. (In the Advanced install screen, you must left-click **SETUP ACCOUNT**.)

UO is an Internet game, and before you can play, you need both an Internet Service Provider and a game account. This step of the install program opens your current web browser (if one is installed) and connects to a web site where you can register your game and open an account.

- Select **OK** to open your web browser to ultima-registration.com.
- Select **CREATE ACCOUNT**.
- Select a billing preference (left-click in the circle next to one of the billing plans). This page displays more details about billing.
- Set up an account name and password.
 - In the account password field, type in a password from 5 to 16 characters in length. Make sure you select something you'll remember.
 - The password is case sensitive. Make sure your **[Caps Lock]** is not on.
 - Confirm the password by typing it again, then left-click **NEXT**.
- Enter name and address information by left-clicking in a field, then typing in the information. You can use hyphens and spaces.
 - [Tab]** moves to the next field. **NEXT** transmits your information and continues registration.
 - If any fields are incomplete, you will later be prompted to complete them.
- Enter a billing address (if different) and a valid credit card number and expiration date, then press **NEXT**.
 - Information you entered in the last screen appears here. If your credit card billing address is different than your home address, enter the correct billing information here.
 - [Tab]** moves to the next field.
- Next, read through the terms and conditions, then select **ACCEPT**.
 - DECLINE** cancels the account setup process.

Your account will remain active until you choose to cancel it. You may cancel your account at any time by visiting this site and selecting **MODIFY ACCOUNT** from the main screen, then **CANCEL**. (See **Canceling a Game Account**, p. 11, for more information.)

- Close your web browser in order to return to the *UO* installation screen.
- Click **NEXT**.



Start Play

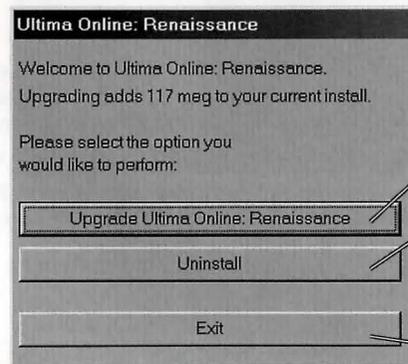
11. Select **RUN UO** to view the Main Menu and start playing. (In the Advanced install screen, you must left-click the **FINISH** button first.)

The introductory movie should play. In the future select Start/Programs/Ultima Online/Ultima Online (or your customized path) to play the game. To skip the movie, press **[Spacebar]**

To create a shortcut to *UO* on your desktop, open the folder to which you installed *Ultima Online*, Right click and drag *UO.EXE* to the desktop. When you release the mouse, click **CREATE SHORTCUT**.

UPGRADING

If you already have *Ultima Online* installed, and are ready to upgrade to *Ultima Online: Renaissance*, you do not have to uninstall and then reinstall. When you insert your new *Ultima Online: Renaissance* CD in your disk drive, the following screen automatically appears:



Clicking on this button automatically installs the upgrade.

You can click on this button to uninstall *Ultima Online* or *Ultima Online: The Second Age* before installing *Ultima Online: Renaissance*. However, this step is not necessary.

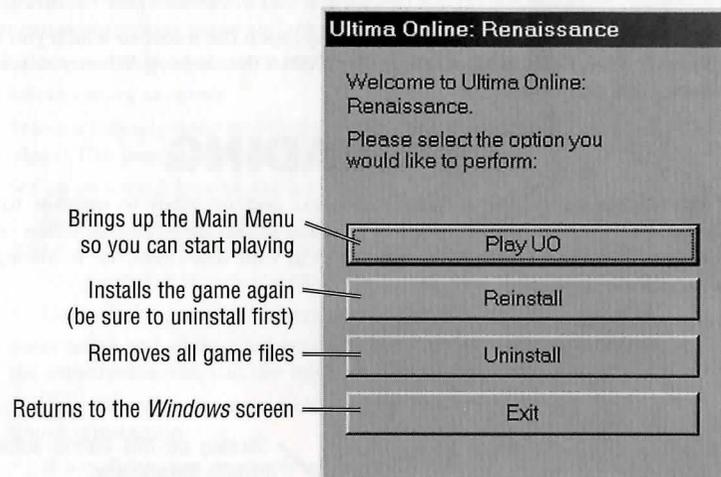
Clicking on this button exits this screen.



OPTIONS AFTER INSTALLATION

Once the game is installed, re-insert the *UOR* CD (or double-click on the *UOR* CD icon, if the CD is already in your drive) to bring up the following screen:

Uninstalling/Reinstalling



If you are re-installing *UO*, first remove the old program. You can do this by inserting your *UOR* CD in your CD drive, which automatically displays a screen with an UNINSTALL button, or by selecting Start/Programs/Ultima Online/Uninstall Ultima Online. Simply deleting your game folder and shortcut won't work.

If the *UO* files on your hard drive become corrupted, or you wish to upgrade to a larger install size, you may do so with the REINSTALL button on the same screen.

Note that reinstalling your game can not affect your character(s) or any possessions, since all of these are stored on our servers, not on individual players' systems. As long as you retain your account and password, your character(s) and possessions should not be affected by the status of your computer.

CANCELING A GAME ACCOUNT

To cancel your game account:

1. Insert your *UOR* game CD into the CD-ROM drive. The install program should run. (If not, open *My Computer* and double-left-click on your CD-ROM drive icon.)
2. Select an **ADVANCED** install.
3. Select **SETUP ACCOUNT** to connect to the game registration site. (1-3. Alternatively, you can open a web browser and go to ULTIMA-REGISTRATION.COM.)
4. Select **CHANGE ACCOUNT**.
5. Enter your account name and password, then left-click **NEXT**. Your current account status and billing information will display onscreen.
6. Select **CANCEL ACCOUNT**, then confirm the cancellation. This will close your account, and you will not be billed again.

DIRECTX

Microsoft's *DirectX* is a set of 32-bit software drivers for your computer's peripherals, such as sound and video cards. Without the correct version of *DirectX*, the game may not function properly.

UO works with *DirectX* version 7.0a, a copy of which is included on the *UOR* CD.

To check what version of *DirectX* you're running, run `DXSETUP.EXE` (in *Windows 95*) or `DXTOOL.EXE` (in *Windows 98*) (see Step 4, on pg. 12).

- If the game won't run correctly, some of your hardware devices may require an earlier version of *DirectX*. Refer to **DirectX Troubleshooting**, p. 13.
- If you install *DirectX*, you must restart your system before playing the game.
- If you have specific *DirectX* drivers from your hardware manufacturer, you may need to reinstall them after installing *DirectX* 7.0a from this game CD.

Do not install an older version of *DirectX* over a newer version. Downgrading existing drivers may corrupt them. If this happens, you will need to reinstall your video driver and/or reinstall *Windows 95/98*. Please consult your computer vendor before attempting to reinstall anything.

If you're using an older version, please run `dxsetup` from the *UOR* CD to uninstall your version and install *DirectX* version 7.0a (included on the game CD).

Uninstalling/Reinstalling DirectX

1. Place the *UOR* CD in the CD drive. Double-left-click *My Computer*.
2. Right-click on the CD-ROM disc icon.
3. Left-click **OPEN**.
4. Double-left-click the *DirectX* folder, then the **DXSETUP.EXE** icon.
5. Left-click **RESTORE AUDIO DRIVERS** and **RESTORE DISPLAY DRIVERS** to restore your old *Windows 95/98* drivers. (If these buttons are gray, go to Step 8.)
6. A prompt appears, asking if you want to restart now or later. Left-click **RESTART NOW**.
7. After restarting, repeat Steps 1-5 to return to the *DirectX* setup window.
8. Left-click **RE-INSTALL DIRECTX**. At the prompt, restart your computer.
Try re-running *UO*.

If you're still having problems, please visit the *UO* web site at www.uo.com. (Select *Help & Guidance*, then *Install Guide*, then *DirectX*.)

SYSTRAN AUTOTRANSLATION

The autotranslation system is installed automatically, regardless of which type of installation process you select. When on, it detects the "native" language of your computer. If that native language is English, German or Japanese, it automatically translates any speech or chat text from either of the other two languages into your system's native language.

The default for autotranslation is On. If you want to turn it Off, or want to configure other language translations, want to adjust when translations are made (automatically or on demand), or want to change the color of translated text, see **Options Screen**, on p. 54 in the *Playguide*.



TROUBLESHOOTING

DirectX Support

DirectX is a Microsoft product. Unsupported or outdated *DirectX* drivers may cause your computer to lock up or crash. You will need to contact Microsoft for *DirectX* support:

Phone: (800) 426-9400
 WWW: WWW.MICROSOFT.COM/SUPPORT
 or WWW.MICROSOFT.COM/DIRECTX/RESOURCES/SUPPORT.HTM
 BBS: (206) 936-6735

DirectX Troubleshooting

If you're having problems getting the game to run correctly, here are a few items that may help you troubleshoot the problem.

Run **DXDIAG**. You can usually find **DXDIAG.EXE** file on your hard drive under Program Files/*DirectX*/Setup (See Step 4 on the previous page). This utility may detect hardware incompatibilities on your system, but isn't always accurate. Optimally, the program should tell you that your driver is certified (right column).

- If **DXDIAG** reports no hardware support, then you will need to obtain proper, certified hardware drivers from your manufacturer.
- If **DXDIAG** reports nothing (i.e., instead of certified or no hardware support, the report is blank), then the game may not work. This can mean, however, that you're using the component manufacturer's *DirectX* driver instead of the one supplied with the game. You must in all cases have a *DirectX* driver for your hardware.

DirectX works as a single unit, and all drivers must be the same version. If you have mixed versions, the game will have many problems. To fix this, uninstall any other versions of *DirectX* on your system and make sure you've installed version 7.0a (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 megabytes free hard drive space (on top of the 390 megabytes required by the game). This space is used as a temporary swap file while you're playing. Try freeing up some space and running the game again.

Reduce the number of programs you have open. Running too many applications at once can cause problems. To see how many are open, count the icons on your *Windows 95/98* task bar. Try closing one or more applications by right-clicking on the icon, then selecting close.

Check your video driver. Some video cards have special utilities that run when *Windows 95/98* starts — they may conflict with the game. Please contact your device manufacturer for instructions on disabling or removing these drivers.



Common Questions

This section gives basic troubleshooting information that should help get you up and running. For a comprehensive listing of troubleshooting information, please visit the *UO* web site at WWW.ULTIMAONLINE.COM. (Select *Help & Guidance*, then *Tech Support*, then *Troubleshooting*.)

Q: *During installation I get a "Welcome has caused an exception O3H error." What should I do?*

A: Check the date set on your computer. (Double-left-click on the digital clock at the end of your Start Bar.) Make sure that the date and year are set correctly.

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

A1: Manually install *DirectX* from the *UOR* CD (see p. 12).

A2: Turn off Autorun for your CD drive. To do this, first follow steps 1-4 in **Hardware Problems** (p. 16). Once in the Device Manager, locate your CD-ROM icon and click on the ":". Now left-click on the device that appears and click on **Properties**. Click on the **Settings** tab and remove the 4 from *Auto Insert Notification*.

Q: *During installation, I get the message telling me that my display must be in 16-bit mode. How do I make this happen?*

A: Right-click on your Desktop and left-click on **Properties**. Left-click on the **Settings** tab. Here you will see a **Color Palette** box. Click on the down arrow and select 16-bit high color from the list, then click **OK**.

Q: *I have a supported sound card (or a 100% compatible card) but I am not getting any sound while playing UO.*

A: Your sound card may not have a certified *DirectX* driver. In order to hear sound and music, you may need to obtain an updated driver from the device manufacturer. Please see **DirectX Troubleshooting**, p. 13.

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

A1: If this occurs during peak usage times (such as evenings and weekends), your connection to your Internet Service Provider may have slowed down due to a large number of users. Also, there may be an unusually high number of *UO* characters playing at once.

A2: You may be running the game with your display set to 24-bit true color. Although this is fine for most machines and gives the best graphical detail, reducing the screen color depth to high-color (16-bit) may free up extra RAM for the game.

A3: You could be running low on memory because you have too many applications open. Every program you run simultaneously uses some of your system's free RAM. Try closing one or more programs, then re-running the game.

A4: If you originally selected a Typical install, consider selecting the Full install. If you have enough free hard drive space, *UO* will benefit greatly from the largest possible install. Insert your *UOR* CD in the drive. If the install menu does not appear on its own, click on the setup icon on your CD ROM drive, then click on the reinstall button. This will copy additional information to your hard drive, thus increasing your game's smoothness. (Your saved characters will not be affected.)

A5: You might need more hard drive space. *UO* runs best when there is at least 50 Megs free space available on the hard drive for swap files. Try to make at least 50 Megs available.

A6: There might be an Internet router problem slowing things down. Get *UOTRACE.EXE* from [FTP://FTP.EA.COM/PUB/ORIGIN/MISC/UOTRACE/UOTRACE.EXE](http://FTP.EA.COM/PUB/ORIGIN/MISC/UOTRACE/UOTRACE.EXE). Download it and run it to see if you have a good connection to the server.

To use *UOTRACE*, open the program, click on options and select **ADVANCED**. Now select the server that you play on from the pull-down menu and click the **TRACEROUTE** button. When the traceroute is finished, click on the poll button. Let this run for 10-15 seconds and click on the same button (which will now read stop poll). The significant information on the display you will see is Average Ping Time and % Loss. Average Ping Time should be no more than 500-700 ms, and your % Loss should be no higher than 10-15%. If either is more than indicated, you may experience slow play or frequent connection lost messages.



Hardware Problems

As with all *Windows 95/98*-native software, the *Windows 95/98* version of *UO* uses your existing *Windows 95/98* software and drivers to talk to your hardware. If hardware devices are not configured correctly or are missing, you may experience problems. To check your hardware:

1. Left-click **Start** from the task bar.
2. Choose **Settings**, then **Control Panel**.
3. Double-left-click on the **System** icon in the Control Panel.
4. From the System Properties window, left-click the **Device Manager** tab.
5. To check the hardware device, left-click on the cross symbol to the left of its name.
6. Left-click on the name of the device you wish to check, then left-click on **PROPERTIES**.
7. Check the **Device Status** section. You should see this device is working properly. If not, then you need to reconfigure that device. Consult your hardware documentation and/or vendor.

If your *Windows 95/98* setup detects duplicate or phantom hardware (such as multiple mice, video cards, etc.), consult your hardware documentation and/or hardware vendor. For more information, contact your retailer or hardware manufacturer.

ORIGIN TECH SUPPORT/ CUSTOMER SERVICE

Before You Contact Us

ORIGIN Tech Support only supports installation and technical issues for *UO*. For **In-Game Support**, see p. 17.

For the fastest technical help or customer support, visit the tech support web site at SUPPORT.UO.COM/TECH_O.HTML.

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

If you are still having problems with the *UO* software, please read **Help Options** (p. 21).

Today's PCs run with millions of different hardware and software combinations. Because of this, you may also have to refer to your computer dealer, hardware manufacturer or system software publisher to configure their product correctly for the game. When you contact us, we will be able to serve you better if you have the following information:

- Error message that displayed when the problem occurred
- Listing of your machine's type and hardware contents
- Version of *DirectX* you're using and current hardware driver certification numbers
- Type and speed of your CD-ROM drive
- The brand of your video card
- The brand of your sound card, and its IRQ, I/O address and DMA settings
- The type of modem (or other connection to the net) you are using
- Your ISP (Internet Service Provider)

IN-GAME SUPPORT

This material and updates to this information are available online at SUPPORT.UO.COM. Check this site for updated information, or for further details.

Counselors and GMs

Britannia can be a big and confusing place, particularly if you've never played a game like this before. To help you get started, counselors can be called to give you advice or tips on how to play the game. Counselors are players, like yourself, who are experienced and knowledgeable about the game, and who have *volunteered* to take some time off from their normal adventuring characters to supply advice to those who need it.

The Help button in your Character Window

When you use this button, a help menu should appear. Correctly following the branches of this menu should lead you to the proper source of help. It is important to read each selection carefully and select the appropriate branch to ensure you are helped in the proper way. Correctly using this button has four possible outcomes:

- Very often the answer you need is in the documentation. Following the proper branch will take you to online documentation in order to help you find the answer you need.
- When you need a hint, or an idea of how something functions, your call may be placed into a queue, which is answered by Counselors.

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- If a specific situation should be directly addressed, your call may be placed into the GM help queue.
- If the best way to help you is for you to send an e-mail, you will be given a screen into which you can type your message. You will receive an e-mail response within 96 hours.

The Role of the Counselor

Counselors are *UO* players much like you. They have graciously volunteered to share their expertise in the land with those who need help. Counselors provide hints and guidance to newer players who need help, and even players that have been around for awhile who are trying something new. In their counselor role, they cannot be harmed and cannot attack.

Because counselors are volunteer players, ORIGIN cannot guarantee that a counselor will be available when you page for one.

Game Master Guidelines

Providing quality support for our customers is our top priority. While we would like to help players with any difficulties, it is important to understand even Game Masters (GMs) have limitations on what they can do. At this time, the GMs monitor the game from 3:00 p.m. to 1:00 a.m. US Local Time, with some high-volume sites receiving 24/7 coverage. As a general rule, GMs assist players who are experiencing serious, unusual problems during game play. GMs will try to appear to help you with your call as soon as possible. If the answer is something simple, you may receive a message from the GM letting you know how to solve the situation. Such a message would appear in the lower left-hand corner of your play box. Keep an eye out for such messages, or keep your Journal open so you can read the messages GMs send.

Priorities

GMs answer time-sensitive calls first, then prioritize their calls accordingly. Harassment and exploitation calls require an immediate response and GMs will attempt to respond to those calls as they are made. The GMs will assist with other serious, time-sensitive circumstances as they arise. High priority calls include the following situations:

- Hate mongering, sexual harassment or racial slurs. We encourage all players to visit [HTTP://SUPPORT.UO.COM/GM_9.HTML](http://support.uo.com/gm_9.html) for more information regarding what Origin views as harassment, and how best to report such instances.
- Your character is physically stuck and unable to move
- Players are abusing a loophole in the game*

* For clarification, we define this as a player utilizing an unintended loophole in the



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game system to gain an unfair advantage over another player or players. These techniques fall outside the range of normal game play. In the case of loophole calls, the GMs *must* witness the use of the loophole before they can intervene. They will investigate the call and if they witness the loophole, they will take appropriate action against the exploiting player. A few examples of past and present loopholes include:

- Town killing
- Duplication of items
- Artificially inflating skills and/or stats
- Utilization of weapons with inflated damage modifiers
- Illegal house break-ins

Examples of help that can be provided directly

GMs are also able to help in certain instances because they can immediately assess and verify the problem. For instance, a GM can also be of assistance in the following circumstances:

- Your spell book crashes
- You have built a house on top of an existing house
- Your vendor was accidentally placed inside your house

Unverifiable Complaints

Unfortunately, GMs cannot verify every complaint. For example, GMs cannot track characters' stats or ownership histories, so they cannot help with those kinds of losses. Therefore, a GM will not respond to non-verifiable issues such as:

- You wish to change your character name
- You have lost your keys
- You want to be resurrected
- You want to be teleported from one location to another
- You have lost items
- Your pack horse has vanished
- You have lost points of a particular stat or skill
- Items in your house have decayed
- You were accidentally resurrected with penalties, and want to be restored to your previous state
- You lost items or time due to a server downtime

A GM FAQ is available on the *UO* website that gives you more specific information about which situations GMs can remedy.



GM or Counselor Complaints

It is our goal to maintain the game and help those who are truly in need. Should you have a concern about GM or Counselor service please feel free to contact us using the form at <http://www.uo.com/mail.html>. In the Type of E-Mail category, please choose **Displeased with Service**.



Help Options & Contacting Support

This section will tell you how to get specific questions answered.

- Character is physically stuck - Page a GM or Counselor using the Help Button
- Another player is harassing me - Use the Help button and report Harassment for verbal abuses. For non-verbal abuses such as offensive names, profiles, etc. please page a GM with the OTHER category.
- Character cannot continue - If your character is suffering from a drastic error, which is preventing you from continuing within the game, please page a Game Master.
- Technical support - This includes sound or video problems, client crashes, lag, latency or other technical issues. We will be glad to work with you to resolve these issues through e-mail or you may speak to a technical support representative directly. If you wish to visit our web page, we have compiled a list of common issues at http://support.uo.com/tech_0.html.

Domestic USA

Contact Technical support at:

Phone: 1-512-434-4357, Mon - Fri 10:00 a.m. to 5:45 p.m.

E-Mail: tech@owo.com

- Account Support - If you cannot log into the game, if you believe your account statement is in error, or you have specific account questions we will help you through e-mail or phone.

Domestic USA

Contact Account support at:

Phone: 1-888-842-6388, Mon - Sat 10:00 a.m. to 5:45 p.m.

E-Mail: billing@owo.com

- General hints/gameplay questions - We recommend you read our web pages thoroughly as they include a wealth of information about the game. Part of the fun of *UO* is discovering all of the nuances of the game. Should you ever need a hint, please feel free to page a counselor in the game.



INSTALL GUIDE

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