



Ultima Online:
Renaissance™

INSTALL GUIDE

Warning: To Owners of Projection Televisions

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

Epilepsy Warning

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

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

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

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

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

Precautions to Take During Use

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

Welcome to *Ultima Online: Renaissance (UO:R)*. 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).

This Package Contains:

- (1) CD (your game), with *Ultima Online: Renaissance* software.
- Install Guide, which is what you're reading now, including troubleshooting tips, installation step and contact information.
- Playguide, describing how to get started playing *UO:R*, 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 using the various systems of *UO:R*.
- Reference Card, 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.

System Requirements

Minimum Required

- Intel® Pentium® 200 MHz
- 32 MB RAM
- Windows® 95 or Windows® 98
- 2 MB PCI video card (DirectX™ supported, set to 16-bit colour)
- 16-bit sound card (DirectX supported)
- 383 MB hard drive space
- 4x CD-ROM drive
- Microsoft® compatible mouse, 100% Windows 95 or Windows 98 compatible
- Slip/PPP or direct connection at 28.8k bps with 32-bit TCP/IP stack

Recommended

- Intel® Pentium II 233 MHz
- 4 MB PCI video card (DirectX supported, set to 16-bit colour)
- 589 MB hard drive space
- 8x CD-ROM drive
- Slip/PPP or direct connection at 28.8k bps 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.).

CLEAN UP YOUR SYSTEM BEFORE RUNNING THE GAME

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

- **ScanDisk** searches your hard drive for any lost data.
 - **Disk Defragmenter** ensures that your data is sorted properly. Failure to verify this may result in corrupt data.
1. To run ScanDisk, click on the START button from the Taskbar.
 2. From the Start menu, select RUN.
 3. In the *Run* dialog box, type **scandisk** and click OK.
 4. Once the program starts, ensure that you have selected THOROUGH in the *Type of test* section. The process will take a while to complete but the results are well worth the time invested. Make sure there is a check mark in the AUTOMATICALLY FIX ERRORS box and select the hard drive you are installing the game to (e.g., C:).
 5. Once everything is set up correctly, click START to have the program scan the drive and correct any errors.
 6. Next, run Disk Defragmenter. Click START from the Taskbar.
 7. From the Start menu, select RUN.
 8. In the *Run* dialog box, type **defrag** and click OK.
 9. As with ScanDisk, select the drive you are installing the game to and click OK. This process will also take some time, but is again worth the effort to ensure a trouble free installation of your game.

Installation Steps

Follow these steps if you are installing UO;R for the first time, or if you have uninstalled UO;R. See Upgrading, p.8, for instructions on upgrading from Ultima Online to *Ultima Online: Renaissance*.

Select Install Option

To install and play the game, you need at least 383 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 *UO;R* 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:
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;R. 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 383 megabytes* hard drive space.
Full requires 589 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).

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;R.

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 7.0a button.)

To quit installation, left-click Cancel.

The game requires DirectX version 7.0a. To check your version number, run dxsetup.exe (located in C:/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 BlackICE. Network Intrusion Defence system.

- BlackICE Defender will detect intruder attempts, identify who they are and STOP them dead in their tracks. Running on any Windows 95, 98, or NT based system, BlackICE Defender consists of a sophisticated network monitoring engine that can scan all inbound and outbound traffic on your PC for suspicious activity. On finding an attempt to breach your computer, BlackICE seamlessly and silently leaps into action denying the hacker access to your computer while leaving your legitimate traffic unaffected!
- Installation of BlackICE is not compulsory. However your system could be at risk from intrusion should you choose not to install BlackICE.

Set Up Account

9. Set up a game account. (In the Advanced install screen, you must left-click Setup Account.)

UO;R 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.
- Enter a registration code. Which can be found on the back of your CD case.
- 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.9, for more information.)
- Close your web browser in order to return to the UO;R installation screen.
- Click NEXT.

Start Play

- Select PLAY 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 z.

To create a shortcut to UO;R 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 Autorun screen automatically appears:

Options after installation

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

Uninstalling / Reinstalling

If you are re-installing *UO:R*, first remove the old program. You can do this by inserting your *UO:R* 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:R* 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.

Cancelling a Game Account

To cancel your game account:

1. Insert your *UO:R* 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.

What is DirectX™?

Read this section completely before playing *UO:R* or installing DirectX.

DirectX is part of Windows® 95 and 98. It allows Windows to access certain parts of your PC at high speed, to allow you to run today's games. As new technology is introduced, such as next generation 3D Accelerators and 3D soundcards, DirectX evolves to support these new technologies. *UO:R* requires DirectX 7.0a, which is included on the game disc for you to install if necessary.

In order to operate correctly, DirectX may need to update the software drivers for your video card, sound card, or 3D accelerator. Using drivers that do not have DirectX 7.0a support may result in display or audio problems in *UO:R*.

During the installation of DirectX 7.0a, your video card, sound card and 3D accelerator card drivers will be checked for compatibility. If possible, the DirectX 7.0a installer will update any incompatible drivers automatically. However, if you have a very new piece of hardware in your system, or a lesser-known model, you may need to contact the manufacturer of the component for the latest software drivers with DirectX 7.0a support.

Important Note: During the installation of DirectX 7.0a, the Setup program detects whether or not your drivers can be updated successfully. If the driver being replaced has not been tested or replacing the driver is known to cause problems, the Setup program warns you accordingly. We recommend you abide by these warnings.

How do I install DirectX 7.0a?

When you install *UO;R*, your system will be scanned for DirectX. If the correct version is not detected, you will be prompted to install DirectX 7.0a from the *UO;R* CD. We recommend you follow the advice given by the *Setup* program.

If you want to install DirectX 7.0a **after** installing *UO;R*:

1. Click START on your Windows taskbar, highlight FIND and click FILES OR FOLDERS.
2. In the NAMED box, type **dxsetup**
3. Ensure the LOOK IN box is set to the drive letter of your CD-ROM (e.g. D:) drive, then click FIND NOW.
4. When the file appears, double click on the **dxsetup** icon in the *Name* column.
5. When the *DXSetup* window appears, click **Reinstall DirectX** to complete the process.

Check your system!

To check if your computer fully supports DirectX 7.0a, run the DirectX Diagnostics Tool after installing DirectX7.0a.

1. Click START on your Windows taskbar. Then click RUN.
2. From the *Run* dialog box, type **dxdiag** then click OK

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

- To check your video card drivers, click on the DISPLAY tab, or the DISPLAY 1 tab if you have one.
- To check your sound card drivers, click on the SOUND tab.
- Some 3D accelerators have their own tab, called DISPLAY 2, so you may need to check this also.

On each of these screens, the Drivers section tells you if Microsoft has certified your driver as supporting DirectX 7.0a.

- If your driver is reported as 'Certified: Yes' your device has DirectX 7.0a support and should work properly with *UO;R*.
- If your driver is reported as 'Certified: No' your device does not have DirectX 7.0a support and you may experience problems running *UO;R*. Please consult the notes section at the bottom of the DirectX Diagnostic Tool window.
- Windows 98 users may also consult the TROUBLESHOOT button, accessed from the MORE HELP tab. Normally, updated drivers that support DirectX7.0a will be available from the manufacturer of the device in question, which will allow you to play *UO;R* without any problems. In this case, we suggest you contact the manufacturer of the device, and request the latest DirectX 7.0a compatible drivers. These are normally available free of charge from the manufacturer's web-site, or via their technical support help-line.

If you're still having problems, please visit the UO web site at www.uo.com. (Select Support, then Tech Support, then DirectX from the pull down menu.)

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 Interface Options: Language: Autotranslation, on p.35 in the Playguide.

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.uo.com. (Select Support, then Tech Support)

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 UO:R CD (see p. 10).

A2: Turn off Autorun for your CD drive. To do this, first follow steps 1-4 in Hardware Problems (p. 13). 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 Tick 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 Colour Palette box. Click on the down arrow and select high color (16-bit) 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:R.

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. 10.

Q: Whenever I run UO:R, 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:R will benefit greatly from the largest possible install. Insert your UO:R 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:R 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](http://www.ou.com/downloads.html) from www.ou.com/downloads.html. 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:R 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;R. For In-Game Support, see p.16.

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.18).

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)

Contacting ORIGIN Product Support

Internet

Visit our Product Support web site at www.owo.com, then select Support and Tech Support for common troubleshooting solutions, hints and contact information for hardware manufacturers. You can also contact our on-line technicians from this site. The Web browsers contained in AOL and CompuServe can also reach this site.

If you don't have access to the World Wide Web, you can e-mail our Customer Service Department at the following address:-

Billing Issues and Technical Support - uo-uk.owo@ea.com

Internet support can take up to 96 hours, depending on the volume of messages.

Telephone

0870 2432435

Note: This is a National call rate line charged at 6p per minute at peak times and 2.6p per minute off peak. (These charges are correct at the time of publication)

Manned lines open from 9am-6pm Monday to Thursday and 9am-4:30pm on Fridays. Outside these hours, our automated services are available.

Fax

The Ultima Online fax number is **0870 241 3231**. Please include your fax number; faxes will be answered by fax.

Standard Mail

Ultima Online
Electronic Arts UK Ltd
PO Box 181
Chertsey
KT16 0YL

IN-GAME SUPPORT

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.
- 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 24hr 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 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 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>.

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.

- 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.
- 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.

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