Ultima™ Online: The Second Age™

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, IMMEDIATELY discontinue use 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: The Second Age* OU: T2A. 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. 4*).

This Package Contains:

- (1) CD (your game), with *Ultima Online: The Second Age* software.
- Install Guide (28 pp.), which is what you're reading now, including troubleshooting tips, installation steps and contact information.
- Playguide (176 pp.), describing how to get started playing *OU: T2A*, including tips for beginners and brief descriptions of the towns, creatures, weapons and spells in the game.
- Map of Britannia, to help you navigate your way through the world.
- Reference Card (4 pp.) which outlines the basics of gameplay.

Ultima Online License Agreement, in order to set up your game account, you will be required to accept these terms and conditions.

- Registration Card — we'd love to know who you are.

www.owo.com

For up-to-date docs and troubleshooting information, visit the *OU: T2A* web site. The site also has FAQs, guild information, chat boards and a Britannian newspaper.

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SYSTEM REQUIREMENTS

Minimum Required

Intel® Pentium® 166MHz processor

16MB RAM

Windows 95 or Windows 98

2 meg PCI video card (DirectX™ supported, set to 16-bit colour)

16-bit sound card (DirectX supported)

383MB hard drive space

4x CD-ROM drive

Microsoft-compatible mouse, 100% Windows 95 or Windows 98 compatible

Slip/PPP or direct connect at 28.8Kbps or better with 32-bit TCP/IP stack

Recommended

Pentium II 233MHz CPU

32MB RAM

Windows 95 or Windows 98

4MB PCI video card (DirectX supported, set to 16-bit colour)

16-bit sound card (DirectX supported)

589MB hard drive space

8x CD-ROM drive

Microsoft-compatible mouse, 100% Windows 95 or Windows 98 compatible

Slip/PPP or direct connect at 28.8Kbps 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.owo.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 50MB.)

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 ScanDisk and Defrag.

First you should run ScanDisk.

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 **Scandisk**.

In the ScanDisk 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 OU: T2A (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 OU: T2A for the first time, or if you have uninstalled OU: T2A. See Upgrading OU: T2A, p. 8, for instructions on upgrading from Ultima Online to Ultima Online: The Second Age.

Select Install Option

To install and play the game, you need at least 383MB free hard drive space, 16MB 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 OU: T2A:T2A 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, install the tutorial demo (**INSTALL DEMO**), or quit to close the install program.

   REGULAR automatically installs all components in the order shown below:

STEP 1 : Install Ultima Online: The Second Age

STEP 2 : Install DirectX

STEP 3 : Ensure that a web browser is available
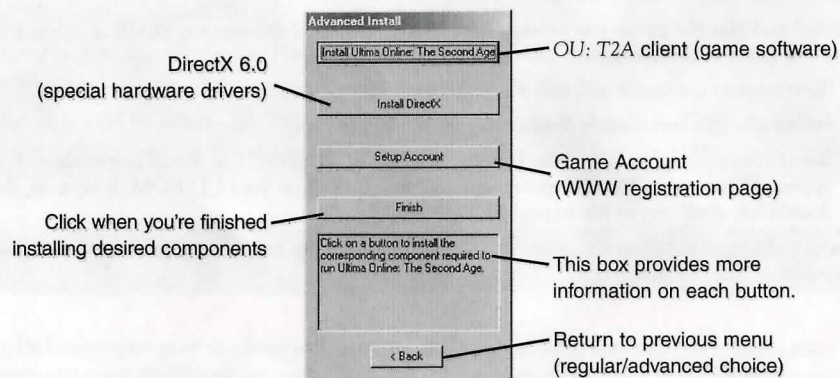
STEP 4 : Setup an Ultima Online: The Second Age Account
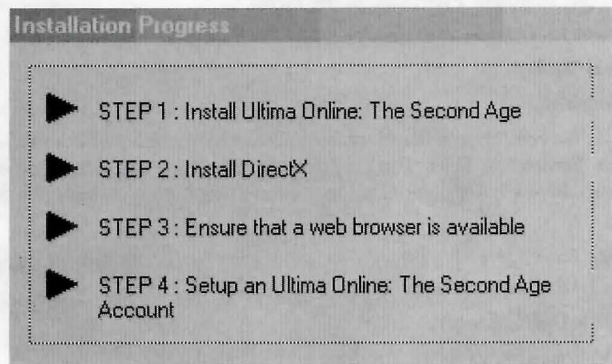
ADVANCED lets you select each component and install it separately. (Left-click the **component's** button to install it.)

DirectX 6.0
(special hardware drivers)

OU: T2A client (game software)

Game Account
(WWW registration page)

Click when you're finished
installing desired components

This box provides more
information on each button.

Return to previous menu
(regular/advanced choice)

Install Software

1. INSTALL OU: T2A. Proceed with game installation.

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

   TYPICAL requires 383MB* hard drive space.

   FULL requires 589MB* 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.owo.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 50MB.)

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

2. Choose a directory on your hard drive for installation (**C:/Program Files/Ultima** 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 OU: T2A.

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

3. Install DirectX 6.0 drivers for your hardware.

   In a Regular install, the program asks if you'd like to install DirectX version 6.0 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 6.0. 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 6.0 or higher, do not install DirectX. Left-click NO.

   • If you have any version previous to version 6.0, 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.

Set Up Account

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

    OU: T2A 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.

    a. Select **OK** to establish connection to ultima-registration.com with your web browser.

    b. Select **CREATE ACCOUNT.**

    c. Enter the registration code that is printed on a sticker on the back of the CD jewel case.

    d. Next, read through the Ultima Online License Agreement, then select accept. decline cancels the account setup process. Following the license agreement you are prompted to accept the Rules of conduct. Select accept to proceed with the account setup, decline cancels the setup process.

    e. 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.**

    f. 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.

    g. Select a billing preference (left-click in the circle next to one of the billing plans). This page displays more details about billing.

    h. 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.

    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 *Cancelling a Game Account, p. 11,* for more information.)

    i. Close your web browser in order to return to the *OU: T2A* installation screen.
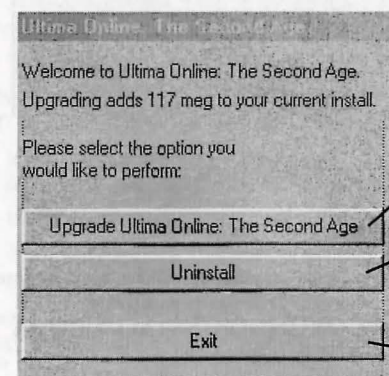
    j. Click **NEXT.**

Start Play

1. Select RUN *OU: T2A* 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 customised path) to play the game. To skip the movie, press **SPACEBAR.**

To create a shortcut to *OU: T2A on* your desktop, open the folder to which you installed *Ultima Online,* Right click and drag **OU: T2A.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: The Second Age,* you do not have to uninstall and then reinstall. When you insert your new *Ultima Online: The Second Age* CD in your disk drive, the following screen automatically appears:

Ultima Online: The Second Age

Welcome to Ultima Online: The Second Age.
Upgrading adds 117 meg to your current install.

Please select the option you would like to perform:

[Upgrade Ultima Online: The Second Age] — Clicking on this button automatically installs the upgrade.

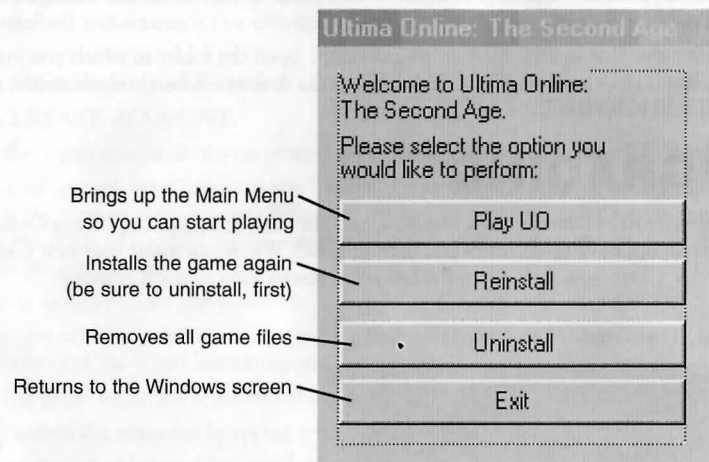[Uninstall] — You can click on this button to uninstall Ultima Online before installing Ultima Online: The Second Age if you wish, but it isn't necessary

[Exit] — Clicking on this button exits this screen

OPTIONS AFTER INSTALLATION

Once the game is installed, re-insert the *OU: T2A:T2A* CD (or double-click on the **OU: T2A:T2A** CD icon, if the CD is already in your drive) to bring up the following screen:

Ultima Online: The Second Age

Welcome to Ultima Online: The Second Age.

Please select the option you would like to perform:

Brings up the Main Menu so you can start playing — **Play UO**

Installs the game again (be sure to uninstall, first) — **Reinstall**

Removes all game files — **Uninstall**

Returns to the Windows screen — **Exit**

Uninstalling / Reinstalling

If you are re-installing *OU: T2A*, first remove the old program. You can do this by inserting your *UO:T2A* 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 *OU: T2A* 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 player's' 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. (However, both skills and possessions can atrophy if not used for long periods of time.)

CANCELLING A GAME ACCOUNT

To cancel your game account:

1. Insert your *UO:T2A* 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 **REINSTALL** and then the **ADVANCED INSTALL** option.
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.

OU: T2A works with DirectX version 6.0, a copy of which is included on the *UO:T2A* 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*, p. 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 6.0 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 *UO:T2A* CD to uninstall your version and install DirectX version 6.0 (included on the game CD).

Uninstalling / Reinstalling DirectX

1. Place the *UO:T2A* 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 *OU: T2A*.

If you're still having problems, please visit the *OU: T2A* web site at WWW.OWO.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, French, German, Japanese or Spanish, 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 colour of translated text, see Interface Options: Language: Autotranslation, on *p. 7.1* 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.

DirectX Troubleshooting

DirectX is an Application Programming Interface that allows Windows®95/Windows®98 based applications to have high-performance, real-time access to your hardware. It also reduces the complexity of installing and configuring your hardware. This makes the DirectX API well suited for Windows®95/Windows®98 games. Ultima Online uses the DirectX 6 API (the latest version of DirectX at the time of release) and includes DirectX 6 files which you can install.

The DirectDraw, DirectSound and Direct3D components of DirectX may require updating your video, sound or 3D card drivers respectively, for proper operation of these components. Using video, sound and 3D card drivers that do not have DirectX 6 support will result in display, audio and 3D problems in DirectX 6 applications. During the installation of DirectX 6, your video, sound and 3D card drivers will be updated if required. The DirectX 6 files included with Ultima Online includes drivers for most video, sound and 3D cards from the major manufacturers of these peripherals. For new hardware, and for lesser-known brands of peripherals, you may have to contact your manufacturer to obtain drivers that have DirectX 6 support.

After installing DirectX 6, check to see if your video, sound and 3D card drivers have DirectX 6 support:

1. Click the Start button on your Windows®95/Windows®98 Taskbar. Then click [Run]....

2. From the Run dialog box, type c:\program files\directx\setup\dxdiag.exe then click [OK]. The DirectX diagnostics program gives you information on your video, sound and 3D card drivers. To check your video card drivers click on the Display 1 tab, to check your sound card drivers click on the Sound tab and to check your 3D card drivers click on the Display 2 tab. On each of these screens, the Drivers section tells you whether or not your driver is certified by Microsoft as supporting DirectX 6.

If your driver is reported as 'Certified: Yes' your device has DirectX 6 support and should work properly in DirectX 6 applications.

If your driver is reported as 'Certified: No' your device does not have DirectX 6 support and may experience problems running DirectX 6 applications. If this is the case please consult the notes section at the bottom of the DirectX Diagnostic Tool application. Windows 98 users may also consult the [Troubleshoot] button, accessed from the Still Stuck ? tab.

Important Note: During the installation of DirectX 6, 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.

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 *OU: T2A* web site at www.owo.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, "DSETUP.DLL cannot start or is already in use." What should I do?

A1: Manually install DirectX from the *UO:T2A* CD (*see p. 12*).

A2: Turn off Autorun for your CD drive. To do this, first follow steps 1-4 in Hardware Problems (*p. 15*). 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 colour Palette box. Click on the down arrow and select **16-BIT HIGH COLOUR** 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 *OU: T2A.*

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 *OU: T2A,* 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 *OU: T2A* characters playing at once.

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

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, *OU: T2A* will benefit greatly from the largest possible install. Insert your *UO:T2A* 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. *OU: T2A* runs best when there is at least 50MB free space available on the hard drive for swap files. Try to make at least 50MB available.

Hardware Problems

As with all Windows 95/98-native software, the Windows 95/98 version of *OU: T2A* 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. 18.

> For the fastest technical help or customer support, visit the tech support web site at WWW.OWO.COM/HELP/INDEX.HTML.
>
> For up-to-date electronic game documentation, exciting game news, chat boards and more, visit the *UO* web site at WWW.OWO.COM.
>
> If you are still having problems with the *UO* software, please read **Contacting Product Support** (see below)

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/HELP/INDEX.HTML, then select TECH SPPT 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 addresses:-

General hints/gameplay - SUPPORT-UK@OWO.COM

Billing Issues - ACCOUNT-UK@OWO.COM

Technical Support - TECH-UK@OWO.COM

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

Telephone

Contact Ultima Online Product Support on 0870 240 2219, Monday through Thursday 9 a.m. to 6 p.m., Friday 9 a.m. to 4.30 p.m. GMT. (The phones are closed from 1 p.m. to 2 p.m.) Times may occasionally change.

Fax

The ORIGIN fax number is 01753 546 817. Please include your fax number; faxes will be answered by fax.

Standard Mail

Ultima Online

PO Box 835

Slough

Berks

SL38XU

IN-GAME SUPPORT

The following material is available online, at www.owo.com/help/index.html and through In-Game Support. Check that site for updated information, or for further details.

Counsellors 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, Counsellors can be called to give you advice. Counsellors are players, like yourself, who are experienced and knowledgeable about the game, and who have 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 Counsellors.

- 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.

What a Counsellor is for

Counsellors are *OU: T2A* players much like you. They have graciously volunteered to share their expertise in the land with those who need help. Counsellors 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 Counsellor role, they cannot be harmed and cannot attack.

Because Counsellors are volunteer players, ORIGIN cannot guarantee that a Counsellor will be available when you page for one. They may be especially rare during off-peak hours.

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 2:00 p.m. to midnight (CST). As a general rule, GMs assist players who are experiencing serious, unusual problems during game play. It is important to remember that GMs solve problems and help players more quickly as an invisible presence, and therefore will usually only appear when absolutely necessary. That means you may not see them when they help you, but they will send you private messages that appear in the lower left portion of your screen. 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
- 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 utilising 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
- Utilisation 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
- To remove old guild tags from names (for instance "Bob-FG" — meaning Bob is in the Fishing, or Maritime, Guild — can be changed to remove association to the guild)
- 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 *OU: T2A* website that gives you more specific information about which situations GMs can remedy.

GM or Counsellor 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 Counsellor service please feel free to contact us using the form at www.owo.com/help/techmain.

Please remember Game Masters are only available to help with the following types of calls:

- character cannot move
- you are being harassed
- your character cannot continue

"Help" Options

These are the options available when you click on the **HELP** button in your Character Window. Choose the area in which you require assistance from below.

- Character is physically stuck. This type of call can only be handled by a Game Master. Game Master hours are 4pm - 2am GMT
- Another player is harassing me. Again, the only way for us to verify this kind of issue directly is for you to call a Game Master. If the harassment occurs outside of Game Master hours, please send a message to our e-mail support.
- 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 during the posted hours or write to our e-mail support.
- Technical support. This includes sound or video problems, client crashes, lag, latency or other technical issues. You may try to resolve these issues through our web page troubleshooter or e-mail, or you may speak to a technical support representative directly.

  Sub-menu choices include: Phone Support, E-Mail Support and Web Support. Phone and E-Mail Support buttons produce information text; Web Support opens your browser to our support area.

- Billing issues. If you cannot log into the game, if you believe your billing statement in error, or just have general billing questions, select this option. It opens an information web page pointing to tech support phone numbers and web pages.
- General hints/gameplay questions. If you need a hint or just a push in the right direction, select this option. Sub-menu choices allow you to page a Counsellor or open your web browser. This also includes a pointer to e-mail support.
- Request latest game information. We continuously update all new information regarding *OU: T2A*, plus any information about upcoming updates, on our web page.
- Bug submission/lost items. You may submit any bugs to our web.
- Continue (view next screen)
- Previous (view previous screen)
- Done (send request)
- Cancel (return to game without sending any request)

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CREDITS

Ultima Online: The Second Age

Software Development

Executive Producer ....Jeffrey Anderson

Executive Designer ....Richard Garriott

Producer/Director ....Richard Vogel

Assistant Producer ....Brian Martin

Lead Programmer ....Jason Spangler

Programmers ....Hugh David, Todd Decker, Rick Delashmitt

Lead Designer ....Raph Koster

Designers ....John Moreland, Bruce Adams, Tim Schubert

Lead Artist..Brendon Wilson

Artists ....Joe Rabbit, Kich Ma, and Ruben Garza

Sound Effects ....Joe Basquez, Bill Munyon

Japanese Localization ....Jean-Luc Chabrier, Leland Madren, Ryosuke Kutsuma, Junji Shoda

German Localization ....Nina Vollmer

Translation Manager ....Bianca Normann

Translator..Rolf D. Busch

Additional Support ....Michael Priest (art), Tornado Alley (programming),
....Wombat Games (programming),
....Systran (Translation software included under license from Systran /
....Powered by Systran Translation Software)

Executive Assistants ....Genny Solomon and Michelle Caddel

Special Thanks...Starr Long, Christopher Yates, Chris McKibbin,
....Keith McCurdy, Rex Ishibashi, Neil Young,
....Gino Castro, Connie Jorgensen, and Kay Gilmore.

Product Support

Network Operations

Manager	Mark Rizzo
Network Administrators	Ruben Cortez, Kevin Kwast
DBA	Calan Thurow, Steve Sparks
QA Supervisor	Paul Vaden
Production Lead Tester	Russell Wilkins
QA Lead Tester	Scott Loyd
Testers	Brett Bonner, Kent Raffray, Rand Van Fossen, Todd Wachhaus
Additional Testing	Mitch Burton, John Erskine, Timothy Johnson, Chris Launius, Will Leverett, Will Martin, Jason Westbrook
Player Relations Manager	Richard Zinser

Marketing/Game Materials

Marketing Director	Chris Plummer
Product Managers	Brian Allen, Matt Orlich
Publicity	Teresa Potts
Package Design	Catherine Cantieri, Tonda Mueller

Printed Documentation

Design/Layout	Electronic Arts Creative Services

Origin Web Development

Team	Dave Kozlowski, Chris Graf, and Mike McCoy

Note: This software is not included on the Upgrade CD of *Ultima Online: The Second Age*.