

Welcome, new Game Master!

This manual contains useful information regarding most general policies in the player relations department. While not everything you need to know is in this manual, you need to know everything that is in the manual.

If you ever have any questions about policy, you can refer to the GM Leads, or the Player Relations Manager, Eva Rich.

If you notice documents in this manual that are out-of-date or could use improvement, simply drop me a line and I'll correct it quickly. I'm your go-to girl for information on the policy manual, but can also try to help with policies in general.

Katherine Matthews  
gmJakarta

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## 1.0 What is Ultima Online?

What is Ultima Online? Several answers could be given to the question, and all might be partially correct, yet none would be totally correct. If the question is asked with a technical response expected, Ultima Online is a massively multiplayer RPG where well over 2000 players can participate and interact simultaneously in a medieval/fantasy world. The number of players varies every hour as some players must go back to the "real" world, while others enter Britannia. Over the course of a day, over 10,000 players could have visited one shard of Ultima Online. Each shard of Britannia is made up of server sets, which can be anywhere from five to seven individual computers. Each computer is called an areasever and all of the area servers combine to make up the world. Each world contains the same cities and landscapes, but because the players determine much that occurs within the world, each world is unique. It is the unique player base on a shard that brings individuality to that shard.

The players of Ultima Online can be referred to as a community, but only in the most broad sense. Ultima Online is, at its heart, an environment for interactivity, but moreover, it is a game. A community draws its morays, values, and ideals from the whole of the community where either a strong minority, or a democratic majority achieves power. Either way, the basis for social interaction and government stems from the people in the community. Because the environment was developed by Origin Systems, and the rules of interaction derive solely from Origin Systems, Ultima Online can never be a true community.

The players may be able to shape the world in many ways, but eventually all gameplay rules are mandated and implemented by Origin. This means that the players, while having a voice, do not directly effect the environment around them in anything other than the social aspect and in those ways Origin allows.

Although a social aspect is a very important part of the community, it is not the only thing that makes up a community, and this is why Ultima Online is a mixture of both community and game. Players generally come to Ultima Online with expectations that generally fit in either of the two categories of community or game, and rarely, both.

Expectations are in the end, what determines what Ultima Online is, and is not. There are players who believe that Ultima Online provides the one thing they have wished for since the beginning of RPGs, a chance to face another "human" on the battlefield, something, or rather someone, that will truly challenge them. Few true RPGs have ever allowed this, as they simply pit the player against inferior AI, allowing players to exploit loopholes. They see it as a contest or tourney where only the strong survive. Other players enter Ultima Online with a hope that they will become enmeshed in a story, whether they have a principle or supporting role. To these players, it is the "play that is the thing," and they often use Ultima Online as a means of escape. Some players enter the world of Ultima Online for the first time believing that they will be able to solve quests, hack through villainous or saintly creatures, and become famous or infamous for their deeds. Thus Ultima Online is made up of three main elements, the Glory Seekers, the Role Players, and the Survivalists. These elements often conflict.

The Glory Seekers often seem to combine a blend of both camps. Their goals, and the method by which they reach these goals, varies widely upon their individual personalities. There are those who will go on sociopathic killing sprees, and yet others who see the goals of fame to be to slay the most monsters, or, indeed, other players who are sociopaths (a.k.a. Player Killers). Unfortunately, Ultima Online does not recognize the latter, while the game, and the community, must recognize the former. Glory Seekers, being balked by no recognition within the game for good deeds, have sought out other means of expression or recognition and they have found outlets within and outside the game. Many try to help newer players in the game, thus developing a mentor/protege friendship. By developing enough of these relationships, they may achieve some small degree of fame. Becoming a counselor or a seer can bolster this further. The game also supports guilds, which allows for many players to work as a team to reach a common goal. Working together, they have a much better chance to make an impact on the world, and the population of the world. The world wide web exists as a place for many frustrated players to leave their mark on the community, albeit a smaller, yet important, community that exists outside of the game itself. Those Glory Seekers who do not achieve "Fame" will not last in the community, as their raison d'être simply will not exist. Also, those who do find "fame" will find that it is fleeting and can not last. Only through consistent story-telling, and by making it possible for players to truly become a part of the plot, will Ultima Online keep the "Glory-seekers" for the maximum amount of time.

The Role-Players make up a smaller portion of the community, but have a large impact nonetheless. These players are consistently using Ultima Online as a creative outlet. Just as an actor "becomes" their role in a play or movie, so does the role-player become their Avatar. Most role-players will actively follow fiction within the game and will stay in character as you meet them, perhaps greeting you with a "Hail" and using arcane speech. They see Ultima Online plot as a delicate tapestry wherein they are a single thread. Their objective is to keep the land pure as a means of escape. They may be the simple bread-baker or woodworker, but to them, the way they present themselves to other players is the most important part of the game. By keeping in character, they enhance the experience for everyone, including themselves. This is why a break in fiction, or a malcontent spouting common colloquial expressions detracts from their experience, much like a crying baby in a theatre. Role-players tend to be the nicest people you will meet in the game, but they also are the most unforgiving group of people whose values differ from theirs.

Last we come to the Survivalists, also known as the PvPers (Players vs. Players.) A member of this group will do anything to become as powerful as possible, as quickly as possible. To them, the monsters and quests in the game are only a means of achieving greater stats and more magical weapons or armor. They must be ready to kill another player at a moments notice. Some of these players do nothing more than lie in wait for other players, hoping one will pass by that they can ambush and kill. Others hunt down the previous types like vigilantes. Still more, wish only to "Cry havok and let loose the dogs of war."

Survivalists are also Glory-Seekers, but to them, the plot is a distraction and only the PvP elements of the game keep them interested. Many join guilds, understanding that there is strength in numbers. It is here that they become a very successful group, as Ultima Online benefits those who work together. A guild of murderers will walk through the land of Ultima Online killing anyone in their wake, relying on the guild for social acceptance of their actions. As long as PvP holds a challenge, these players will continue to play Ultima Online and kill anyone in their path, provided the victim meets their predetermined "worthy target" criteria. Should that target be a Role-Player, the friction between the groups starts to become apparent.

As the three groups interact in the game together, they often decry the actions of the others. Imagine the following scene:

A role-playing ranger may be walking through the forest tracking his dinner with his carpenter pal. Both are engaged in a conversation as they stroll through the Deep Forest. Birds chirp in the background.

"The hunting is not what it used to be friend Glabshin," says the ranger.

"Aye. Tis' a shame that I cannot create a trap for smaller game, we would eat well my friend were that possible."

"Verily. Yet I cannot abide the thought of me prey trapped. Tis' nobler to shoot an arrow and kill the animal quickly than to have it suffer."

"I agree that is true."

From the bushes nearby a rabbit darts out in front of the ranger, as he pulls back his bowstring in sheerest delight of the food...

You see Morach attack Osprey The Gold.

You see Wizzuk attack Glabshin

You see Chunkdo attack Glabshin

You see Wizzuk attack Osprey The Gold.

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"Yeah take that beeyotch," says Morach.

"I am going to eat your liver dorks," says Wizzuk.

"These guys suck," postulates Chunkdo.

In a flash the battle is ended, Glabshin the carpenter, and Osprey the Ranger lie as corpses on the ground. Several players using modern slang have interrupted their story, and killed them. Not only did they have very little warning, they were killed by "crude" people who don't "understand" the game, as the two role-players see it. The PvPers saw this as a natural confrontation where the two role-players should have been better able to defend themselves.

To each group, Ultima Online is something different. There are many other sub-branches of these three types, such as item hoarders, house builders, etc., but most stem from these three types. As well, each player will determine whether they wish to be a player of a game or the member of a community. What is Ultima Online? Ultima Online is every player in the game.

## 1.1 Ultima Online Rules of Conduct

While you are a member of the Ultima Online Service, you must abide by the following rules. If you break any of these rules, your Ultima Online Account, and your right to use the Ultima Online Service, may be terminated immediately by Origin Systems. If this happens, you will not be entitled to any refund of any amounts paid by you to use the Ultima Online Service and you will forfeit all of your unused access time.

*The rules are:*

- 1) You may not harass, threaten, embarrass or cause distress, unwanted attention or discomfort to another player.
- 2) You may not use any offensive or sexually explicit language.
- 3) You may not use any unlawful, harmful, threatening, abusive, harassing, defamatory, vulgar, obscene, hateful, racially, ethnically or otherwise objectionable language toward any other player.
- 4) You may not impersonate any Ultima Online Customer Support representative or other employee of Origin Systems.
- 5) You may not market, promote or advertise anything, or make any other form of solicitation (including pyramid schemes and chain letters) on the Ultima Online Service or through the Ultima Online Web Site.
- 6) You may not violate any local, state, national or international law or regulation.
- 7) You may not modify any part of the Ultima Online Service or Web Site that Origin Systems does not specifically authorize you to modify.
- 8) You may not arrange for the exchange or transfer of any pirated software or other contraband while you are on the Ultima Online Service or Web Site, or use the Ultima Online Service or Web Site for any other illegal purpose.
- 9) You may not organize any guilds or groups that are based on, or espouse, any racist, sexist, anti-religious, anti-ethnic, anti-gay, or other hate-mongering philosophy.
- 10) You may not use the Ultima Online Service or the Ultima Online Web Site for any activities other than activities that are permitted within the game world.
- 11) You may not post or communicate any player's real world personal information within the Ultima Online Service or through the Ultima Online Web Site or bulletin board.
- 12) You may not give false information or intentionally hide any information that is required at the time you register with the Ultima Online Service.



13) You will not upload or transmit on the Ultima Online Service, or through the Ultima Online Web Site or bulletin board, any copyrighted content that you do not own all rights to, unless you have the express written permission of the author or copyright holder.

14) You will not attempt to interfere with, hack into, or decipher any transmissions to or from the servers running the Ultima Online Service.

15) You will not exploit any bug in the Ultima Online product or the Ultima Online Service to gain unfair advantage in the game and you will not communicate the existence of any such bug (either directly or through public posting) to any other user of the Ultima Online Service.

16) You will not attempt to play Ultima Online on any service that is not controlled or authorized by Origin Systems.

17) You will not create, use or provide any server emulator or other site where Ultima Online may be played, and you will not post or distribute any utilities, emulators or other software tools related to Ultima Online without the express written permission of Origin.

18) You will not do anything else that interferes with the ability of other Ultima Online users to enjoy playing the game in accordance with its rules, or that increases the expense or difficulty of Origin in maintaining the Ultima Online Service for the enjoyment of all its users.

You acknowledge that you agree to these rules and will abide by them.

You further acknowledge that you are at least 18 years old.

You further agree that these rules will apply to anyone that you allow to use your Ultima Online Account or User ID, and that you are personally responsible for the consequences (including termination of your account) that may result if any such person breaks these rules.

You acknowledge that if your account and right to use the Ultima Online Service is terminated by Origin Systems for any reason, you will not be entitled to a refund of any fees paid by you for use of the Ultima Online Service and you will forfeit any unused access time that you have remaining at the time of termination.

In order to help make Ultima Online a good experience for everyone, Origin may occasionally find it necessary to make changes to, or reset certain parameters of an on-going world in order to bring it back into balance. These changes or resets may affect characters under your control and may cause you setbacks within the game world.

These rules may be changed, and new rules may be added, at any time. You agree to check the Ultima Online web site from time to time to review any rule changes that Origin may have made.

You agree to read carefully the terms and conditions set forth in the Ultima Online Service agreement that is posted on the web site at URL <http://www.ultimaonline.com>.

## 1.2 Service Agreement

You Must Be At Least 18 Years Old To Accept This Agreement.

### 1. The Ultima Online License.

Ultima Online is an Internet-based online fantasy role-playing game service that allows you to play the "Ultima Online" computer game, in return for the payment of a fee. As part of the Ultima Online service, Origin Systems maintains a site on the World Wide Web with a URL address of "www.ultimaonline.com" (the "Web Site"). Throughout the remainder of this Agreement, the Ultima Online service (including the Web Site) will be referred to as the "Service", the Ultima Online game CD-ROM that you have purchased will be referred to as the "CD" and the software programs contained on the CD and provided to you through the Service will be referred to as the "Software". Origin Systems grants to you a limited, non-exclusive license to use the CD, the Software and the Service subject to all of the terms and conditions of this Agreement, and the additional terms set forth in the documentation of the CD.

### 2. Agreements.

This Agreement and the terms and conditions set forth in the documentation for the CD comprise the entire agreement between Origin Systems and you, regarding the Service, the CD and the Software. Origin Systems may revise this Agreement at any time, and such revision shall be effective thirty (30) days after posting of the revised Agreement on the Web Site. You agree to review the Agreement on the Web Site periodically to become aware of such revisions. If any such revision is unacceptable to you, you may terminate your membership as provided in Section 9. Your continued use of the Service thirty (30) days after posting of a revised Agreement on the Web Site will mean that you accept all such revisions.

### 3. Account Information.

(a) Account, User ID. YOU REPRESENT THAT YOU ARE AT LEAST EIGHTEEN (18) YEARS OLD. When you register for the Service, you will become a Member of the Service and an account will be created for you (your "Account"). The term "Member" in this Agreement refers to any person or entity, including you that has registered for the Service, has entered into this Agreement with Origin Systems and is authorized by Origin Systems to use the Service. Upon your registration as a Member of the Service, you must choose a name to identify yourself to other Members and Service staff when you use the Service (your "User ID"). You may not select as your User ID the name of another person (unless it is also your name), or a name which violates any third party's trademark right, copyright, or other proprietary right, or which Origin Systems deems in its discretion to be vulgar or otherwise offensive. Origin Systems reserves the right to delete any vulgar or otherwise offensive User ID, or to require you to change your User ID name. You are entirely liable for all activities conducted through your Account and the User ID registered to your Account.

(b) Passwords. Upon your registration for the Service, you will select a password. You are responsible for maintaining the confidentiality of your password and you are

responsible for any harm resulting from your disclosure or allowing the disclosure of any password or from use by any person of your password to gain access to your Account and User ID. At no time should you respond to an online request for a password. Origin Systems employees will never ask for your password online. You acknowledge that although the Service may offer a feature that allows you to "remember" your password and thereby bypass the password protection, this feature makes it possible for third parties to access your Account and User ID. Use of this password bypass feature will be at your own risk. It is strongly discouraged. Likewise, please DO NOT use your User ID as your Password.

(c) Former Members. Members whose Accounts have been terminated by Origin Systems may not access the Service in any manner or for any reason without the express written permission of Origin Systems. Active Members may not knowingly allow former Members whose Accounts have been terminated to use the active Members' Accounts or User IDs.

#### 4. Charges for Service.

(a) General Charges. Current fees for using the Service are published in the billing section of the Web Site. OriginSystems may change its fees and billing methods at any time effective thirty (30) days after notice of the changes are posted on the Web Site. All changes will be posted on the Web Site and you are responsible for reviewing the billing section of the Web Site to obtain timely notice of such changes. If any such change is unacceptable to you, you may terminate your use of the Membership as provided in Section 9. Your continued use of the Service thirty (30) days after posting of the changes on the Web Site will mean you accept such change. **YOUR MEMBERSHIP FEES ARE PAYABLE IN ADVANCE AND ARE NOT REFUNDABLE IN WHOLE OR IN PART.** For further information on billing see the Web Site. If your use of the Service is subject to use or sales tax then Origin Systems may also charge you for any such taxes, which will be in addition to the rates and charges published in the billing section of the Web Site. **YOU ARE FULLY LIABLE FOR ALL CHARGES UNDER YOUR ACCOUNT, INCLUDING ANY UNAUTHORIZED CHARGES.**

(b) Payment by Credit Card. If you pay for the Service by credit card, you represent to Origin Systems that you are the authorized user of the credit card used to pay Service charges. Each month you use the Service, you agree and reaffirm that Origin Systems is authorized to charge your credit card. You agree to promptly notify Origin Systems of any changes to your credit card account number, its expiration date and/or your billing address, and you agree to promptly notify Origin Systems if your credit card expires or is canceled for any reason.

#### 5. Rights and Responsibilities.

(a) Content. You acknowledge that: (i) the Software and the Service contain graphics, sound effects, music, animation-style video and text (collectively, "Content"), and (ii) Content may be provided under license by independent content providers, including text contributions from other Members. These independent content providers, including other Members, are referred to in this Agreement as "Content Providers". You, and any user of your Account or User ID, must evaluate, and bear the risk associated with, the accuracy, completeness or usefulness of any Content. Origin Systems does not pre-screen Content

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(c) Official Service. Ultima Online has been designed by Origin Systems for play only on the Service. The Software is licensed to you for play on the Service only. Origin does not grant you a license to use the Software for any other purpose. You agree to play Ultima Online only on the Service and not through any other means. You further agree not to create or provide any other means through which Ultima Online may be played by others - for example, through server emulators. You may not reverse engineer, decompile or disassemble the Software, including any proprietary communications protocol used by the Software. You acknowledge that you do not have the right to create, publish, distribute, create derivative works from or use any software programs, utilities, applications, emulators or tools derived from or created for Ultima Online unless specifically authorized in writing by Origin Systems.

(d) Conduct and Communication. You, and anyone you authorize to use your Account and User ID on the Service, agree to follow the Rules of Conduct published by Origin Systems. The Rules of Conduct may be found on the Web Site. The Rules of Conduct may change at Origin Systems discretion, at any time. Origin Systems reserves the right to terminate your Membership if it determines in its sole discretion that you have engaged in any impermissible conduct whether or not such conduct violates the Rules of Conduct. You acknowledge, however, that Origin Systems does not pre-screen Content or communication over the Service.

(e) Privacy. You understand that you have no expectation of privacy regarding the communications you make on the Service, and that all communications made by or received from you may be monitored by Origin Systems representatives. You hereby consent to the extraction of hardware system profile data and any data related to operation of the Software through the Service from any computer that logs on to the Service using your Account.

(f) Parental Guidance. Ultima Online has been given a "MATURE" rating, which means that parents may find use by persons under the age of 17 is inappropriate. While Origin

Systems may choose to monitor and take action upon inappropriate gameplay, chat or links to the Service, it is possible that at any time there may be language or other material accessible on or through the Service that may be inappropriate for children or offensive to some users of any age. While Origin Systems has established Rules of Conduct for players accessing the Service, Origin Systems cannot ensure that other players will not provide Content or access to Content that parents or guardians may find inappropriate or that any user may find objectionable. Origin Systems does not as a matter of policy pre-screen the content of the materials or communications transmitted by each player.

#### 6. Disclaimer of Warranty.

To the maximum extent allowed by law, Origin Systems, its licensors and subcontractors do not warrant any connection to, transmission over, or results or use of, any network connection or facilities provided (or failed to be provided) through the Service. You are responsible for assessing your own computer and transmission network needs, and the results to be obtained therefrom. YOU EXPRESSLY AGREE THAT USE OF THE SERVICE AND THE SOFTWARE IS AT YOUR SOLE RISK. THE SERVICE AND THE SOFTWARE IS PROVIDED ON AN "AS IS," "AS AVAILABLE" BASIS, UNLESS SUCH WARRANTIES ARE LEGALLY INCAPABLE OF EXCLUSION. ORIGIN SYSTEMS, ITS PARENT AND AFFILIATES DISCLAIM ALL IMPLIED WARRANTIES AND CONDITIONS, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, NON-INFRINGEMENT OF THIRD PARTY RIGHTS, AND THOSE ARISING FROM A COURSE OF DEALING OR USAGE OF TRADE, REGARDING THE SERVICE, THE SOFTWARE, AND THE INTERNET. ORIGIN SYSTEMS, ITS PARENT AND AFFILIATES ASSUME NO RESPONSIBILITY FOR ANY DAMAGES SUFFERED BY YOU, INCLUDING, BUT NOT LIMITED TO, LOSS OF DATA, ITEMS OR CHARACTERS FROM DELAYS, NONDELIVERIES, ERRORS, SYSTEM DOWN TIME, MISDELIVERIES OR SERVICE INTERRUPTIONS CAUSED BY ORIGIN SYSTEMS, ITS PARENT, AFFILIATES, LICENSORS AND SUBCONTRACTORS, OR BY YOUR OR ANY OTHER MEMBER'S OWN ERRORS AND/OR OMISSIONS. Origin Systems makes no warranty with respect to any related software or hardware used or provided by Origin Systems in connection with the Service except as expressly set forth in the documentation of the CD.

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#### 8. Indemnification.

At Origin Systems' request, you agree to defend, indemnify and hold harmless Origin Systems, its parent, affiliates, licensees, distributors, Content Providers and other Members of the Service, from all liabilities, claims and expenses, including attorneys' fees, arising from any breach of this Agreement by you. Origin Systems reserves the right, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you hereunder, and in such event, you shall have no further obligation to provide indemnification for such matter.

#### 9. Termination.

Either you or Origin Systems may terminate your Account at any time without further obligation to the other. Further, Origin Systems reserves the rights to terminate the Service at any time without further obligation to you. IF THE SERVICE OR YOUR ACCOUNT IS TERMINATED OR CANCELED FOR ANY REASON, NO REFUND OF ANY FEES WILL BE GRANTED. NO PRORATION OF FEES IS AVAILABLE TO YOU UPON TERMINATION OF THE SERVICE OR YOUR ACCOUNT FOR ANY REASON. UPON TERMINATION OF THE SERVICE OR YOUR ACCOUNT, YOUR ACCESS PRIVILEGES TO THE SERVICE WILL BE TERMINATED AND YOU WILL FORFEIT ANY UNUSED ACCESS TIME THAT YOU PURCHASED OR RECEIVED PRIOR TO TERMINATION.

#### 10. Member Lists.

From time to time, Origin Systems may make its Member list available to select companies that offer products and/or information that Origin Systems believes might be of interest to its Members. If you do not want your name released to these companies, please contact Customer Service.

#### 11. General Provisions.

You may not use, copy, modify, sublicense, rent, sell, assign or transfer the rights or obligations granted to you in this Agreement, except as expressly provided in this Agreement. Any assignment in violation of this Agreement is void, except that you may transfer your Account to another person provided that person accepts the terms of this License Agreement. If any provision of this Agreement is held to be unenforceable for any reason, such provision shall be reformed only to the extent necessary to make it enforceable, and such decision shall not affect the enforceability of: (i) such provision under other circumstances, or (ii) the remaining provisions hereof under all

circumstances. Origin Systems' failure to enforce at any time any of the provisions of this Agreement shall in no way be construed to be a present or future waiver of such provisions, nor in any way affect the right of any party to enforce each and every such provision thereafter. The express waiver by Origin Systems of any provision, condition or requirement of this Agreement shall not constitute a waiver of any future obligation to comply with such provision, condition or requirement. Notwithstanding anything else in this Agreement, no default, delay or failure to perform on the part of Origin Systems shall be considered a breach of this Agreement if such default, delay or failure to perform is shown to be due to causes beyond the reasonable control of Origin Systems. This Agreement is governed by and construed under Texas law as such law applies to agreements between Texas residents entered into and to be performed entirely within Texas. All notices given by you or required under this Agreement shall be in writing and addressed to Origin Systems at 5918 West Courtyard Drive, Austin, Texas 78730, or faxed to (512) 795-8014, Attn.: Ultima Online Account Administration, or emailed to support@owo.com.

In order to set up your Account, you will be required to accept all of the above terms and conditions. If you do not accept this Agreement, follow the return instructions given to you online.



### 1.3 Harassment Policy

ORIGIN condemns all forms of harassment in Ultima Online and states that it will not be tolerated. Harassment is a severe offense in UO, and it is a clear violation of the Terms of Agreement. As stated in the UO Rules of Conduct, any type of behavior that causes distress or offense to other players is not permitted in the game. Inappropriate conduct may include, but is not limited to: Vulgar or obscene language, Derogatory names and remarks Racial, sexual, gender or religious comments Any other words or actions which offend, inflame, upset or humiliate If caught, the offending player can be subject to permanent banning, removal from play, and/or other forms of action which ORIGIN sees fit.

Although ORIGIN cannot control the conduct of other players, we do not condone their actions. However, Ultima Online is a role playing game which encourages various play styles. These play styles are not in themselves harassment. For example, harassment does not include: Player killing Stealing Combat WHAT TO DO If another player is harassing you in the game, there are several steps you should take to protect yourself and inform ORIGIN: Ask the offending player to "Please stop what you are doing, it offends me." If possible, move your character away from the offending player.

Report harassment to the ORIGIN Game Masters (GMs). To do this double-left click on your in-game character to bring up your character's paperdoll, then left click on the Help button. When the next screen comes up, left click on the box "Another Player Is Harassing Me" and report the offense to the next GM who comes to assist you. Make sure that you include the name of the offending player and the harassing conduct.

For advanced players, there also are several other options available to you: If you choose, you can permanently block all of the offending player's comments. To access the UO "Ignore Player" option, double left click on your in-game character and left click on the Options button next to your character's paperdoll. If you choose, you also can permanently block certain harassing words. To access the UO "Obscenity Filter" option, double left click on your in-game character and then left click on the Options button next to your character's paperdoll. If you choose, you can record the harassing conversation.

To save a journal of the conversation to a file on your hard drive, you will need to make an addition to your UO.CFG. Simply add the line: JournalSaveFile=\. For example, you can use: JournalSaveFile=c:\uo\journal.txt. Note that this will keep a running log of all conversations while UO is running. You can then send a copy of the journal to ORIGIN at support@owo.com . If you choose, you can capture screen shots of the harassing actions. To take the screen shots, hit the Alt key and the PRINTSCREEN key. You can then send copies of the screen shots to ORIGIN at support@owo.com . ORIGIN understands the seriousness of harassment and thanks you for your efforts in this regard.

# ULTIMA ONLINE

## Beginner's Guide

v1.4

Last Updated February 18, 1999

# Welcome to Ultima Online!

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## Getting Started

This guide is intended to help new players through their first few days of playing Ultima Online. This is not a guide to creating the most powerful character, but it does give you the information you need to get involved in UO as quickly as possible.

Getting started in Ultima Online begins with creating a character. Many different aspects of the game can influence how you fashion your first character. You must take money making into consideration, you have to decide what would make you valuable to others, and, of course, you'll need to think about how this character will survive the wilderness not only against the monsters found therein, but also all of the murderers and bandits.

### Creating a Character

Each character's in-game ability is reflected by a number value, which ranges from 0 to 100, which are assigned to the various areas of physical attributes and skills. Strength, Intelligence, and Dexterity are the three main areas of the physical attributes. There are numerous skills to choose from, including Magery, Alchemy, Tactics, Tailoring, Cooking, etc. All of these skills and attributes are described in more detail on the Official Ultima Online web page. There are some general rules for choosing both your starting attribute and skill levels.

#### Attributes

Each new character will have sixty-five points to distribute among the three main attributes. The first few days spent playing a new character in Ultima Online will be dedicated to making money and raising your attributes to a reasonable level. Strength increases very slowly, while there are several ways of increasing Dexterity and Intelligence, which causes them to increase relatively quickly.

In order to create a useful first character, you should set your attributes to Strength of 45, Dexterity of 10 and Intelligence of 10. This would create a character, which not only has a best chance of survival in the wilderness, but is not restricted in its ability to perform other non-combat actions.

Setting your Strength high right at first is advisable because it influences two very important things:

- Higher Strength allows the character to wear heavier and more effective armor
- Higher Strength allows the character to carry around more items (treasure, equipment, etc.)

Strength simply cannot be shrugged off by anyone.

#### Skills

An important rule when selecting skills is to pick ones that you will want to play, and that interest you. This rule applies to almost everything in Ultima Online. Some skills may give you some advantage at first, but ultimately, the skills, which are fun for you, are the most valuable. If you want to be a mage, then pick Magery and Alchemy or Inscription. Thieves should obviously go for Stealing and Snooping. As always, there are a couple of things you need to keep in mind:

#### ***Learning about the available skills***

Before starting the character creation process, it would be a good idea to familiarize yourself with all of the skills that are available to you. A description of all of the skills and how they function are stored in \UO\Tutorial folder on your hard drive or the CD if you didn't do a maximum install. They are also outlined on the Ultima Online web page. Once you are familiar with the options, then its time to start to create a character.



### **Selecting your two main skills**

When you get to the section, which recommends skill combinations for specific professions, you will note that only two potential skills were listed for each type of character even though you can choose three. The reason is that once your character is in the game world it is fairly easy to find someone who will train you in a skill up to about level twenty-five. Gaining points above this level becomes increasingly more difficult. As a result, it is a good idea to pick a couple of skills that you want to start at the highest level possible. The skills you choose should be ones that are more difficult to raise while in the game. It is best set these skills to a high level, one to forty-nine and one to fifty, then pay someone to train you in the other skills later.

### **Finding the third skill**

It is important to keep one point for that third skill. Your third skill should be selected for very different reasons than the first two. All beginning skill selections come with some starting equipment, which allow you to perform that skill almost immediately upon entering the game. Because only one point is being dedicated to the third skill, your *only* consideration for picking the third skill should be the additional equipment that you will get. *Note:* If the skill value is set to zero, then the associated equipment is not given to the character. Here are several skills, which would make superior choices for your third skill:

- **Magery:** You get some reagents that can be sold for extra money
- **Alchemy:** same as Magery.
- **Lumberjacking:** You get a hatchet that can be used to gather wood
- **Fishing:** You get a fishing pole, which can increase Dexterity and feed your character.
- **Tailoring:** You will get a sewing kit.

### **Some specific starting skill recommendations**

Here are a few examples of skills that work well together, and is useful no matter what city you start in:

<b>Profession</b>	<b>First Skill</b>	<b>Second Skill</b>
Thief	Snooping at 50	Stealing at 49
Mage	Resist Spells at 50	Magery at 49
Archer	Tactics at 50	Archery at 49
Animal Tamer	Animal Taming at 50	Tracking at 49
Warrior	Parry at 50	Healing at 49

One might wonder about Parry and Healing being the main skills for the Warrior. The reasons are that Parry is the hardest Warrior skill to improve, and Healing will be of great value when you have to fight often.

Here are others, if you don't mind sticking to the city best suited for their skill set. They shouldn't travel too much at first, as they lack combat abilities:

<b>Profession</b>	<b>First Skill</b>	<b>Second Skill</b>
Blacksmith	Blacksmithy at 50	Mining at 49
Carpenter	Carpentry at 50	Tailoring at 49 <sup>1</sup>
Woodsman	Bowcraft at 50	Lumberjacking at 49

**NOTE:** Blacksmiths and Tinkers should avoid Skara Brae or Yew, as they need mountains nearby to mine ore. It is also important for these characters to locate a nearby forge to make

<sup>1</sup> As a tinker you should assign 1 skill point to the Lumberjacking so that you can gather wood.

ingots out of the ore. Woodsmen should almost definitely pick Yew because being the Forest City; it has plenty of trees nearby.

## **Getting Help Getting Started In UO**

Getting started by yourself in Ultima Online can be quite overwhelming. Ultima Online is a huge game and deciding where to start can be difficult. If things seem a bit strange, then there are people that can help. A number of UO players have volunteered their time towards helping new players get used to the game, and become comfortable with communicating with other players in the game. The two groups of people that would be most suited to helping a new player are the Elders and the Counselors.

### Elders

The Elders are some of the most knowledgeable players in Ultima Online. They are available to help you in the use of various skills, and to introduce you to the unique culture of your Server. They can provide you with lengthy explanations about the game, or they can just chat if you want to just drop by to see how they are doing.

You will recognize the Elders by their Black Robes. They can normally be found in the Britain Guild halls in the evenings.

To get to the Britain Guild Hall, as you log into the game, search the log-in locations for a location in Britain called the North Side Inn. Once you have found it, then select that location to log into. Open your radar by pressing ALT-R and proceed east of the Inn. The Guild Hall should be the first building that you encounter.

The Elders may not always be in the Halls. One is more likely to locate an Elder in the evenings between 8pm and 11pm local server time. If you cannot locate an Elder, then you can also contact a Counselor, which is described in the next section.

### Counselors

The Counselors are also experienced Ultima Online players. They can help you with any question that you may have about the game. Additionally, they can find you no matter where you are in the world. To ask a Counselor a question, simply press the HELP key in your paperdoll, and select the proper options to Page a Counselor. You will then be prompted to enter in your question. Just type it in, hit enter, and a Counselor will be there to help you as soon as one is available.

You will recognize Counselors by their Blue robes. They also may be found in the Britain Guild Hall, although they are not always there.

These people will be the most helpful to you if you just have questions about starting out in Ultima Online. To get help beyond that, then you will need to refer to the Ultima Online webpage described later in this Guide.

## **Making Money**

It is very important that your character have a source of income from the time it first enters the game. Typically, a new character is not yet ready to go exploring and adventuring. Your new character should concentrate on profitable actions at first.

An average starting character is going to need about two thousand gold pieces to be prepared for full adventuring. Most of this money will be spent on training and equipment. Each new character only starts with a hundred gold pieces, so there is much work to be done to get your character ready.

Making money will require that you leave the safe confines of the city, and be exposed to attack by roaming monsters, and bandits alike. The Golden Rule in Ultima Online is "Don't leave town with anything that you cannot live without". Refer to the Bank section to see how to keep your valuables safe.

It is not easy to make money using only your three starting skills, considering that you chose two adventure-related skills. For example, the Lumberjacking skill will let you chop trees for wood. The only problem is that logs sell for about two gold pieces each. Chopping five thousand gold pieces worth of wood at two gold pieces per log would be enough work to even drive Paul Bunyan crazy. Fishing, Mining, hunting for furs and meat, all suffer from the same problem. With that in mind, here are some ways to use one of your starting skills with another skill to make money.

### Some different ways one can make money

Here are some step-by-step instructions on how one can make money on their very first day in Ultima Online.

#### ***Lumberjacking and Carpentry***

1. When creating your character, select the Lumberjacking skill as your third skill.
2. Find a Carpenter's shop.
3. Using some of your starting money, buy a cheap carpentry tool from the Carpenter -- any tool will do.
4. Use the rest of your money to buy some training in Lumberjacking.
5. Walk out into the woods, equip your starting axe and start chopping trees. (You do this by double-clicking the axe and then clicking a tree. This may take a while because you are inexperienced, but sooner or later you'll end up with some logs.)
6. Use the Carpentry tool on the logs (Double click on the tool, then on the logs). You will probably fail at Carpentry, but just keep trying.
7. When you get better at Carpentry, then you should be able to create chests, shields, etc. If you know where to find Provisioners or Armorer, then work on making shields. If you don't, then make chests. Chests make less money than shields, but you can sell them at the Carpenter's shop.
8. Use the proceeds from selling shields or chests to buy some further training in Lumberjacking.
9. Return to step #4.

It is best to keep reinvesting your money into Lumberjacking and Carpentry. As your character gets better at these skills, he'll be able to get logs and create items more quickly. After a few hours of skill increasing, then you should be able to make a few hundred gold pieces per hour.

#### ***Lumberjacking and Bowcraft***

1. When creating your character, select the Lumberjacking skill as your third skill.
2. Find a Bowyer shop and use your starting money to train in Bowcraft.
3. Walk into the woods and chop trees.
4. When you gather a stack of logs, then separate one log from the pile. Doing only one log will cause your Bowcraft skill increase faster because if you make an attempt on a stack of ten logs, then it will do only one skill check, instead of ten if you do it one log at a time.
5. Use your dagger on the log to try to make shafts. (Double-click your dagger, then click the single log. When the game asks, try to carve a shaft.) If you fail in your Bowcraft skill check you will destroy the log. However, shafts are fairly easy, so it should not be a problem.
6. Return to the Bowyer shop and sell the shafts.
7. Put the money you get into more Bowcraft training.
8. Return to step #3.

This method of making money is slower than Carpentry, but once you get your Bowcraft skill up to about fifteen you can switch from making shafts to making bows, which increases the moneymaking pace considerably. If you're willing to put up with the slow start, then this way of making money is better in the long run. Within a few hours you should be making about four to five hundred gold pieces an hour.

### ***Two combat skills and Tailoring***

1. Refer to the Combat section before continuing.
2. When first creating a character, select Tailoring in addition to two combat-related skills (Mace Fighting/Swordsmanship/Fencing).
3. Find a Tailor's shop and use your starting money to train in Tailoring.
4. Walk out into the woods and find some Rabbits, Rats, and regular Goats, and try to kill them. You can even try killing a Hind, but they are a bit tougher. Without armor your character is not in good shape to be fighting yet, so we mean try. Even these relatively easy animals are going to be giving you some trouble.
5. After you kill one of those animals, check the corpse and you should find some raw meat and a pile of hides.
6. Use your sewing kit on the pile of hides to make a studded leather gorget. If you fail your check, some of the hides will be destroyed, but sooner or later you should have a gorget.

*At this point you have an important decision to make:* Should the gorget be equipped, or should it be sold? The answer to this question may influence what to do with your next set of hides. Should you continue to make gorgets for money or make different pieces of studded armor to give you more protection? Having a good set of armor is very important. Your character will be better in combat wearing even a weak armor like studded leather. This would mean that you could kill more and different kinds of hide-bearing animals, which can make more money. The price of this move is living off the slow trickle of money from Tailoring until then.

This method takes about ten hours or so before significant money can be made (about two to three hundred gold pieces per hour), but this method allows you to explore the world and do some fighting.

No matter which moneymaking method you choose to use, it is always a good idea to pick up any items you find while you are in the world, whether they appear to be garbage or not. Furs are worth one or two gold pieces. Loose bags and sacks are worth about five. The only objects that can't be sold are bone armor (including orc helmets) and torches. Finding and selling these items give you an additional income that, while is insignificant to an experienced player, could help a great deal during the first few hours of your character's life.

### **Tailoring: an Example Trade, After Your First Day**

After your character has achieved some moderate skill gain, and has equipped itself, then you can onto a wider variety of different moneymaking methods. These methods can range from blacksmithing to monster killing. Many players switch from the methods outlined above to concentrate on Tailoring because it only costs two hundred and fifty gold pieces to really get started.

The two hundred and fifty gold pieces is necessary because tailors have to buy their raw materials. In addition if you have less than twenty-five points in Tailoring, you will lose more money in raw materials than you can earn. Once you have two hundred fifty gold pieces and have more than twenty-five skill points in Tailoring, you can then begin to make money by:

1. Find a Tailoring Shop and buy a bolt of cloth.

2. Use the cloth to make clothing items by using the Sewing Kit on the cloth. Any type of clothing will work, but making skullcaps is a quick way to increase your Tailoring skill.
3. Sell the items back to the tailor for a profit.
4. Repeat.

This method is very difficult to do immediately, unless you give your two adventure-related skills less than fifty and forty-nine points, which is not recommended.

These methods of making money are not secret. Most shops will have many shields, chests, bows, skullcaps and studded leather gorgets. It is possible that the shopkeeper may refuse to buy some of what you are selling when you try to sell. You may try finding another shop of the same type or occupy yourself by trying some other skills and trying back at a later time.

## Living in the World of UO

There are several things that a new player should know before venturing out into the UO world. Learning how to avoid thieves and the proper use of a Bank Box are only a couple of things that will help the new user get used to life in the World of UO.

### City Life

#### What city should I live in?

##### ***Beginner Cities***

A quiet city like Yew would be the best choice for starting players. Yew contains all the shops that you will need as a beginning character. Forests surround it, so wood and low level creatures can be found for training and money making. Cove is also a good city to begin. It is also close to both woods and mountains, and is not as populated as the other larger cities.

##### ***Intermediate Cities***

Once you start adventuring you may want to move to a larger city such as: Britain, Vesper, Minoc or Trinsic. They are good cities to sell loot found on monsters. A wide range of different creatures can be found reasonably close to all of these cities. Larger cities do offer a wider range items, players and monster, but they also tend to be more populated and more dangerous.

#### Avoiding Thieves in Cities

It is important to note that some items cannot be stolen, and therefore shouldn't be worried about, including your spellbook, and any beginning equipment you might have. Everything else is fair game for a thief. There are several ways to make it more difficult to be a victim of a thief:

##### ***Containers***

It is harder to have something stolen if all your valuables are in bags within your backpack. Once an item is in a bag, it's twice as safe as it was before. This forces the thief to open a second bag, which harder to perform. If he decides to just steal the whole bag, then he has a very small chance of being successful because the heavier an item, the harder it is to steal.

##### ***Heavy Items***

Items that are 20 stones or heavier cannot be stolen, so you don't need to take as many precautions when trying to protect your heavier items.

##### ***Keep Moving***

Try to keep moving around, and don't let anyone stand right next to you for very long. A thief has to be in immediately next to you before he can steal something, so if you move out of range quickly, then he won't have a chance to steal from you.

##### ***Hiding Items***

A final precaution to protect your more valuable items is to cover them with a hide. It will take the thief a few moments to uncover it, and that should give you enough time to move out of his range.

#### Safe Log Off

You can log off anywhere in the world, but if you are not in a safe location your character will remain in the game world for about ten minutes before being removed. To avoid this, find an inn or tavern, walk into one of the rooms, and then log off. Your character will then log off immediately.

## Banks

Banks Boxes are the only truly safe place to store items, and gold. It would be advisable to deposit all expensive items in your bank until you need them. You can store either items or gold within your Bank Box, which operates much like your backpack. Your entire bank inventory can be accessed from any bank in any city.

### ***Accessing the Bank***

To access your Bank Box, simply say "bank" in the approximate area of a banker or minter NPC. You can then drag money or items out of your backpack and into the box.

*NOTE:* Be careful when depositing a large amount of gold into your bank. Make sure that no single pile will be more than 60,000 gold pieces or else the amount that you are trying to deposit will fall to the floor. It is very important to be aware of how much money you are trying to deposit onto a pile and how much money already exists in that pile.

### ***Getting your Balance***

You can count the gold in your Bank Box or ask the banker "Balance?" Unless you have more than one pile of gold in the box and you're bad at doing math in your head, asking an NPC is probably not worth the trouble.

### ***Withdrawing Gold***

You can drag it out of your safety deposit box, or you can say "Withdraw <amount of gold to withdraw>" to the banker and it will be dropped into your backpack. It's easier to just get at it yourself, though.

### ***Expensive purchases***

For houses, boats and vendor contracts, in-game stores will automatically withdraw the money from the bank for you, so you don't have to carry it around. The purchase must be more than 2000 gold pieces before it will be automatically withdrawn from the bank.

Player-owned vendors perform the same service, except it will withdraw for any item no matter how cheap. The money on your person will go first, but the vendor will take it out of your bank if you're a little short.

## Character life beyond the first day

Once you have created your character, established a form of income, and have a few pointers to surviving in the city, its time to move on to the some important issues to your character's survival past the first day.

### Equipping Yourself

#### How do I buy equipment?

In each city, there are various shops, which offer a wide variety of different equipment. Each shop has numerous shopkeepers from which you can buy and sell items. There are also many player-run stores. The players can hire a Vendor to sell their items, and they do offer a greater variety of items than the regular shopkeepers do.

One way to find a non-player run store in a city is by asking NPCs. Simply ask "Fred where is the bank?" If the NPC's name is Fred, then he will tell you the direction in which to walk. You should be able to home in on your destination just by asking a few different NPCs.

Once in the store, say "Vendor buy" to the storekeeper and it will show you a list of its wares. Double clicking any item puts it onto a "contract" that appears below the list. Once you have selected all the items you want to buy, click that you accept the contract and the items will move into your backpack.

In the case of a player's vendor, double-click on it to open its pack. When you see something you want, then say "Vendor buy". Simply, click on the item to buy it. When using a Vendor, it is a good idea to know what you are getting. You can use Arms Lore or Item Identification on a Vendor's item, and here's how:

1. Ask to 'buy' so that the items for sale are displayed
2. Click use either Arm's Lore or Item ID
3. Target the item you want to quiz on the displayed list. Even though the targeting cursor disappears while you are over the list, the skill *will* still kick in when you click.
4. If you succeed in your attempt, then you will get a description of the selected item.

Finally, it is always a good idea to check the cost of the item before buying it. Some Vendors tend to be overpriced, and it is always best to make sure that you are spending your money wisely.

#### Armor

Each piece of armor has a specific Strength requirement. In general, the more powerful the piece of armor, then the more Strength it takes to equip. Assuming that your character has 45 Strength, as it did at the beginning, then chain mail is the best type you can wear on your body and legs. The most powerful armor you can wear on your body and legs is plate mail, which can be worn if you have Strength of sixty.

One disadvantage to plate mail is that it is heavy and reduces your Dexterity. Dexterity is important because the higher it is then the faster you can attack. The penalties for wearing plate on your hands are particularly high for only a marginal boost in defense. There are many helms, other than plate, which offer equal defense, but lack the Dexterity penalty.

By the time you are strong enough to use plate mail, your Dexterity is often high enough that the penalties are not important. Nevertheless, it is not recommended that you buy and wear plate the moment you are strong enough. If while wearing plate, your Strength ever falls below sixty,



then all of the plate armor will fall off your character. Knowing that there is a spell that reduces Strength, then it is easy to predict the problems that could occur. It is best to wait until you have a few points of Strength to spare before upgrading to plate mail.

Here are some career specific recommendations:

#### ***For Warriors***

Substituting the plate mail gloves with ring mail gloves might be the best move because you can avoid the Dexterity penalty and not lose much protection. In terms of a shield, the best idea would be to use a heater shield. They provide the best protection for a non-magical shield. Warriors should avoid using Bone armor because it cannot be repaired, which can be a huge problem.

#### ***For Archers***

The archers' weapons are very slow and they need every bit of Dexterity that they can get. With this in mind, it is recommended that archers replace both the plate gloves and the plate mail arms with ring mail. Another approach, which provides the same result, would be to use bone gloves and arms on an archer. While Bone pieces can't be repaired, if the archer is careful to avoid close-up attacks that can damage them, then that would not be a problem. Archers need their hands free to fight, so they cannot use shields.

#### ***For Mages***

Because mages don't use weapons, Dexterity becomes less important, so wear plate where you can. As with archers, Mages cannot use shields because they need to keep both hands free to cast spells.

### Weapons

It is important to pick a weapon that matches your combat skill of choice. Most of these should be self-evident, with the exception of the War Axe, which is a Mace Fighting weapon.

Most of the game's weapons are balanced with each other, so there is no single weapon, which could be called the best. Each weapon varies not only in damage, but also in speed, so it is best to strike a balance between the two. The strategy here is more obvious, so we won't spend any more time on weapons.

### Magical Items

#### ***Armor***

Armor's magical ability to protect you starts from "of defense", then ranges to "of guarding", "of hardening", "of fortification", and finally "of invulnerability", which offers the maximum magical protection.

In general, you should always pay whatever it takes to move as far up this chain as is possible. Items more powerful than "of defense" are correspondingly much more expensive, but every little bit of defense helps.

#### ***Weapons***

Weapon's magical ability to inflict extra damage starts from "of ruin", then ranges to "of might", "of force", "of power" and "of vanquishing", which offers the maximum magical damage bonus.

Weapon's magical ability to increase extra skill when used, for instance "Accurate", "Surpassingly Accurate", or "Eminently Accurate". If given a choice between more accuracy and more damage, you should probably go for more accuracy, as the extra damage doesn't help if you can't hit something in the first place.

### **General**

Both weapons and armor can have magically enhanced durability, which requires fewer repairs. The effect ranges from "Durable", "Substantial", "Massive", "Fortified" or "Indestructible", which is the most durable. Note that "Indestructible" weapons and armor are not literally indestructible, but rather are about twice as durable as normal items.

Extra durable armor wouldn't matter for a mage or archer, even a warrior-type should not sweat it too much. Choose more damage or more accuracy over durability, if it comes down to a decision.

### **Spell Casting Enchantments**

Finally, there are a variety of magical names that indicate an ability to cast spells:

<b>Name</b>	<b>Effect</b>
Burning	Cast Magic Arrow
Clumsiness	Cast Clumsy
Daemon's Breath	Cast Fireball
Evil	Cast Curse
Feeble-mindedness	Cast Feeblemind
Ghoul's Touch	Cast Paralyze
Mage's Bane	Cast Mana Drain
Night Eyes	Cast Night Eyes
Reflection	Cast Spell Reflection
Thunder	Cast Lightning Spell
Weakness	Cast Weakness
Wounding	Cast Harm

These enchantments are found to be less useful on weapons and armor, as they always have a limited number of charges, and there is no way to recharge items. Again, damage, protection, or accuracy enhancements are more useful.

The spell enchantments become very valuable when associated with a non-combat item like some boots or a necklace. These will activate when you put them on, and as a result are much handier.

## Repairing Items

### ***When repair an Item***

Arms Lore is very useful when considering repairing an item. If you use the skill successfully, you'll get one of the following messages about the targeted armor or weapon:

- Brand-new
- Almost new
- Barely used, with a few nicks and scrapes
- Fairly good condition
- Suffered some wear and tear
- Well used
- Rather battered
- Somewhat badly damaged
- Flimsy and not trustworthy
- Falling apart

"Brand-new" signifies that the object is at 100 percent. Each level beneath that indicates a loss of another ten-percent. When an object drops to zero, it is permanently destroyed.

Weapons continue to inflict their usual amount of damage until destroyed, so there is some flexibility in deciding when to get it repaired. Armor, however, gradually loses its ability to protect you as it degrades, so you should keep it as close to pristine condition as you can.

#### ***How do I get something repaired?***

An item must be made of metal for someone to repair it. Bows, leather and bone armor cannot be repaired.

It is important to remember that you can't get a non-player character to repair something for you. A player smith has to do it. In general, one can find a player smith practicing his Blacksmithing skills at any public forge. Most will be glad to repair it for you because it helps them practice. Put everything you need repaired into a bag and give it to him. Additionally, the smith has to use up some iron ingots to fix your stuff, so give the smith ten or twenty gold if you can afford it.

*NOTE:* Make sure that you know the player very well before you give him or her items to repair. Not everyone in Ultima Online can be trusted, and they could very easily refuse to return your items and you will have no way to retrieve them. Caution is very important until you establish a group of friends in the game.

#### ***Buying worn items***

An item, which is used repeatedly and repaired repeatedly, gradually degrades even when fully repaired. It may be that the damaged item you're looking at is not going to get any better than it is right now even after being repaired, so be careful when you buy worn items.

## **Training**

Up to this point we have been talking about the various advantages related to the first three skills with which you start the game. There are many other skills that are just as important to your survival in Ultima Online.

### How can I get trained?

#### ***NPC trainer***

One of the first places that a new player should go to get training is the NPC Trainer. One can increase a moderate amount in their primary skills using an NPC Trainer. To use one you only need to do the following:

1. Click the NPC to find out its name,
2. Walk up to it and say "<name> teach".
3. The NPC will tell you the skills that it can teach. Each NPC knows three or four skills that are related to his occupation.
4. If the NPC mentions a skill for which you want training (Mining for instance), then say "<name> teach mining" to it.
5. The NPC will quote you a price for the training. For every gold piece you spend, you should get 0.1 of a point increase in the named skill. There is no reason to shop around for prices. The different prices just reflect the different amounts of skill points that the NPC can train you. For two hundred gold, you're going to get 20 full points of increase, seven gold gets you 0.7 points, and so on.

In general, NPCs can train you up to 25 points in the skills that they offer. Some NPCs cannot train to 25. If you train with an NPC only to find that you are still rated well under 25, then keep an eye out another NPC, who offers the same skill and might be able to train you a little further. On rare occasion, NPC, who are real experts in their fields, can train you more than the usual limit of 25, even up to levels as high as 35.

There are five skills you should not ask NPCs to train you in, unless you're in a real hurry. These are the five combat skills, Swordsmanship, Mace Fighting, Fencing, Wrestling and Archery.

*NOTE:* Make sure that you are alone when you train with an NPC. If you try to train with an NPC when another player talks to that NPC, then it will take your money and not train you. So be careful to not train when other players are nearby.

### ***Weapons Training Dummy***

To train using the train dummy:

1. Try and find an unused training dummy, which can be the hardest part.
2. Stand near it with the weapon you want to train equipped.
3. Double-click the dummy, then wait for it to stop swinging.
4. Repeat for as long as you wish to train.

At first you'll go up about a tenth of a point per swing at the dummy, but before long it'll start to slow down. The rate of attribute increase is even slower. If you are not able to find an open dummy, then you can get marginal training by watching someone else use one. You only need to stand within two steps of them.

You can only train up to 25 in any given combat skill when using a training dummy. Once you have trained up to the maximum in the skill related to the weapon you are holding, find a weapon that uses a different skill and train that one up. It is easiest to begin with Fencing because it will increase when training with your starting dagger. Finally, when all other skills are trained, then attack the dummy with your bare hands to work on your Wrestling.

Using your weapons on training dummies will gradually wear them down. Additionally, it is important to use your bare hands when training in Wrestling or else the gloves will also wear down. No point in wasting good armor.

Training in all combat skills will help you raise your attributes. Once you have finished the initial training, then you might start considering specializing in a one weapon skill.

### ***Pick-pocket Training Dummy***

There are also training dummies on which can help you train your thieving skills. They can be distinguished from regular dummies by the clothes they are wearing.

Locating a pick-pocketing dummy is not an easy. They are most commonly found in the Pickpocket's Den-style player-owned structure.

### ***Archery Butte***

An archery butte is a target painted onto a bale of hay. Normally, they can be found in most archery shops. To train at an archery butte, simply stand four or five steps away from it, arm your bow, then double-click the butte. This will shoot an arrow at the butte. Continue firing until you run out of arrows.

Once you run out of arrows, then you need to retrieve them from the butte. Just double-click the butte, and you'll see the message "You retrieve the arrows and bolts". There is a chance that you will find extra arrows already in the butte.

It is very important that you *not* be in combat mode when you begin your training. Shopkeepers and other players can walk into your line of fire, and the guards will intervene if you accidentally shoot an innocent person.

Generally, it takes at least 100 arrows to train up to 25 in Archery. This is true because arrows do have a chance of breaking during the training process, and you will break a large number of arrows during training.

### What skills should I train in?

In general, you should train any skill that interests you. Outside of that, there are some that tend to be more useful than others are. Here is a list of some skills that would be useful to know:

- **Arms Lore** is used to tell you if an item (weapons or armor) is in need of repair, which is a must.
- **Item Identification** helps you tell what kind of magical powers an item possesses, which is also important.
- **Tactics** is also really important, as the damage you inflict on your opponents is modified up or down based on it.
- **Tracking** is useful when hunting. You can effectively cover eight times the ground using tracking as opposed to wandering around looking for creatures.
- **Hiding** is useful for escaping battles.
- **Resisting Spells** is one of the most valuable skills in the game, and one of the hardest to get up to a high level. Being able to reduce the effects of magic on your character is extremely important when fighting bandits, and high level monsters.
- **Magery** can be useful for any character. A few basic spells can help, particularly Heal, Cure, Create Food, Teleport, and Recall. It is hard to play without any magery because of some of the advantages you gain with these beginner level spells.

## **Raising Attributes**

### Strength

If you train in Swordsmanship, Mace Fighting and Wrestling, then they should increase your Strength and your Dexterity to a lesser degree. Other activities that can increase your strength include Lumberjacking and Mining, but in general, combat related activities are the best way to increase your Strength.

### Dexterity

There are several ways to increase Dexterity. Training in Fencing or Archery are both very straightforward ways to increase your Dexterity.

Musicianship can increase Dexterity fairly easily. You will need to buy a musical instrument. You can hide behind a tree or something, open your backpack then double-click the instrument to play it. Unlike dummy Strength training, you can keep training well past the point that Musicianship reaches twenty-five, and keep upping your Dexterity as long as you want.

Another skill, that will increase your Dexterity, is the Camping skill. To use this skill, simply, use your dagger on any tree to create kindling, which should appear on the ground. Double-click the kindling repeatedly until it catches on fire. Walk one step to open up the area underneath your feet and repeat.

### Intelligence

You can use Musicianship to increase Intelligence, as well as Dexterity. You'll find that you will gain about 3 points of Intelligence for every 5 points of Dexterity.

Other ways to increase Intelligence include using your Item Identification and Arms Lore skills on every object in your possession over and over again. You want to build up these skills anyway, so if you have the time, then train them yourself from scratch and get the associated

boost in Intelligence.

## Combat

### Rating Combat Value

#### ***For Warriors***

Rating how good a character is at combat relies on seven different factors:

1. **Strength**, weapon damage increases the stronger you are.
2. **Dexterity**, weapon speed increases if your dexterity is higher.
3. **Tactics** skill level
4. **Mace Fighting, Fencing, Swordsmanship, or Wrestling**, which ever one is being used at the time
5. **Parrying** skill level, if you have a shield equipped
6. **Armor rating**
7. **Damage range** of the equipped weapon

Most of these skill and attribute levels can be found within the game.

#### ***For Mages***

Mages can rate their abilities slightly differently:

1. Magery level
2. Intelligence
3. Spell Level that you can cast
4. Armor rating
5. Wrestling level, a high rating is good to have if you're carrying no weapon, and something closes with you to attack.

### Basic Combat Survival

The number one rule of survival is to only attack things you can beat. This may seem obvious, but beginning characters in Ultima Online are extremely weak. Rabbits and chickens can prove to be worthy opponents to First-day characters. Before you begin to attack creatures, it is best to get your Tactics and a primary combat skill up to twenty-five and have a full set of good quality armor. Even at that level of preparation, you must be careful because a battle with a Goat could be deadly. It takes several days of gradually attacking tougher creatures before you'll be able to graduate to monsters.

Once you are ready to start fighting, it is best to keep both your own status window and the status window of your opponent open on the screen. To get the status window of a target, click it and drag away from it. If your Hit Points are going down faster than your opponent's, then you might be in danger of dying. Do not hesitate to run away.

*NOTE:* If you've lost more than about two-thirds of your hit points, then you will not be able to run away indefinitely because your stamina goes down very quickly when you are badly injured. Start running before it gets that bad.

Keep in mind, your combat skills go up more quickly the more difficult your opponent is, so you may not want to run away as soon as you believe that you may be killed. Exit the scene only when you are starting to get seriously damaged, while reaping the skill-gain rewards all the while.

### Basic Combat Strategy

### ***Preparation***

If possible try to do two things before you enter a fight:

1. Let your stamina come back up to full
2. Eat until you cannot eat any more

The first recommendation is useful because you will tire during the fight, and you do not want to tire to the extent that you cannot run. The second recommendation is useful because you heal at a faster rate when you are full. In some longer fights, you may heal two or three points of damage more during the melee and every little bit helps against tougher opponents.

### ***Other things to keep in mind***

#### *Keep your backpack open with some healing potions visible.*

If you start to get in some trouble, then move away a bit, take off your shield, use the potion, then leap back into the fray.

#### *Fight in a group*

This can be extremely useful when tackling the tougher monsters. Successful hits may stagger your opponent and it will not attack back. With two people attacking an opponent you're not only wearing it down twice as fast, but also on occasion, it even loses the ability to attack back. Fighting along with other players also helps if you happen upon a group of monsters.

### ***Fighting Two Monsters at Once***

If you find yourself having to fight two or more monsters at the same time, then try to keep them separated from each other. Hit one while the other is closing in on you, then break off the attack on the first monster when the second one is close enough to hit you. If you are able, a good way to keep them separate is to run out of their combat range, and circle back around them. Keep attacking and retreating until you have worn one of them down and killed it. You can then attack the other normally.

Also when fighting two or more creatures, you're actually attacking a creature that you can reach. Always double-click the creature closest to you. A common mistake when attacking several monsters of the same type is to double-click a creature, lose track of which one you were attacking. You then lose valuable combat time not doing any damage. Even if the first one is far away, your character will continue to focus on it and will *not* attack another monster that is up close.

## Finding Suitable Opponents

### ***The Most Dangerous Animal***

When playing Ultima Online one must remember what is the most dangerous monster. It is not an Ancient Wyrms or a Blood Elemental. It is other players. There are many evil players, who hunt, rob and kill other players outside of the city. One would be best served to be wary of your fellow travelers, when travelling outside of a city. Some may not be as kind as they appear. The name of murderers will appear red, so if you click on someone and their name appears in red, then prepare yourself to either fight or flee.

Again, the Golden Rule cannot be stressed enough, "Do not leave town with something that you cannot live without." Make sure your most valuable items stay in your bank, especially if you are travelling alone.

### ***Tracking Creatures***

When wandering the wilderness, try to use your Tracking skill. Regular use of tracking not only helps you find monsters, but it also aids in increasing your attributes. The use of the Tracking

Skill effectively increases the area you can scour for monsters by a factor of eight, and greatly cuts down on the time it takes to hunt something.

### ***Listening for Sounds***

Make sure and listen to the ambient sounds around you. If you hear anything that's not immediately identifiable, then stop and use your Tracking skill. Listen carefully and try to figure out what made the sound, and decide if you are able to handle it. Soon you'll start to recognize the calls different creatures make, but until then you should probably try to identify the creature from a distance.

### ***Taking the Road Less Traveled***

Try to explore where others don't. Most roads and areas on a straight line between two cities are too populated to sustain a large number of creatures. If you can find an out-of-the-way pocket to explore, then your chances of locating a suitable opponent is much better.

### ***Dungeons***

It is not advisable for any new character to try and venture into a dungeon alone. If you must try it, then wait until you've bought a full set of armor and a good weapon, and built up your combat skill and Tactics. Even then it would be important to avoid the harder dungeons. In order organized by difficulty, the dungeons are as follows:

<b>Easiest:</b>	Despise, Wrong
<b>Tough:</b>	Deceit, Covetous
<b>Tougher:</b>	Hythloth, Shame
<b>Toughest:</b>	Destard

## **Spells**

### **Spell Casting Requirements**

Owning a copy of a spell and having it in your spellbook does not mean you can cast it. There are a few basic requirements for casting a spell:

1. You cannot cast a spell of a given level unless you can cast at least four spells of the next lowest level. Everyone has the ability to cast first level spells. Once you cast four level one spells successfully, then you will have the ability to cast second level spells. Casting a second level spell then lets you cast those of level three, and so on.
2. You need to have enough mana to cast the spell.
3. If your Magery is low, then you have less of a chance to cast a higher level spell. A good guide to possible casting success is to divide your Magery by ten, and that should tell you the level spell you have a fifty percent chance of casting successfully, and you have about a ten to fifteen percent chance of casting a spell one level higher.

### **Mana costs**

First Level Spells:	4 mana
Second Level Spells:	6 mana
Third Level Spells:	9 mana
Fourth Level Spells:	11 mana
Fifth Level Spells:	14 mana
Sixth Level Spells:	20 mana
Seventh Level Spells:	40 mana
Eighth Level Spells:	50 mana



## Useful Spells for all players

### **Heal**

This spell gives you the ability to heal yourself and others.

### **Cure**

This spell allows you to cure poison.

### **Reactive Armor**

This enchantment reflects the damage of the first physical, non-ranged attack, and perhaps some of later blows. It can last several seconds.

### **Recall**

This spell enables you to travel the map very quickly. It is also a very useful panic button for escaping dangerous situations. Keep a rune marked in a safe location and recall if the battle goes poorly. There are a couple common questions about recall:

#### How do recall runes work?

Place a rune at the desired location and cast the Mark spell on it. Pick the rune up and carry it with you. You can give it a unique name by double clicking on it. When you want to return to the spot where you marked the rune simply cast Recall on the rune.

#### What do I do if I can't cast Mark?

Many players sell runes that are marked in various locations. As with anything, let the buyer beware because there is no guarantee that the rune is marked where the seller claims it is marked. Outside of that, you just need to learn Mark or buy a Mark Scroll.

## Do I lose my spellbook if I'm killed?

If you keep your spellbook on the top level of your backpack, then you will keep your spellbook when you die.

Remember, that if you put any item, including your spellbook, that was given to you at the beginning of the game, onto the ground, then that item will decay almost immediately. It is best to never drop anything that you might want to keep.

## **Potions**

### Potion Colors and Effects

<b>Potion Color</b>	<b>Effect</b>
Black	Night Vision
Blue	Increase Dexterity Temporarily
Green	Poison
Orange	Cure Poison or Paralysis
Purple	Explosions
Red	Restore Stamina
White	Increase Strength Temporarily
Yellow	Healing

Most potions do exist in varying degrees of strength, but all potions of a certain color do the same thing regardless of strength. If you want to test the strength of a potion, then the Taste Identification skill can provide that information.

**NOTE:** Purple potions are combat potions. Double-click one, then throw it at a target. They

explode three seconds after you double-click, so timing determines how far it will go before it explodes. Make sure that the potion is thrown before the timer expires, or else it will explode and wound your character.

### Useful Potions for All Players

Generally, the most useful potions are Yellow and Orange. When in the wilderness it is very practical to have potions that not only heal but also ones that cure just in case you encounter a creature that can poison you.

*NOTE:* You can only drink one healing potion every ten seconds.

## **Death**

Death occurs often in Ultima Online, and it is best to plan ahead for the eventual death of your character.

### Should I resurrect or play as a ghost?

In general, most players prefer to manifest as a ghost, as opposed to resurrecting with penalties. This is the case for a couple of reasons:

1. The creature that killed you will still be in the area. Resurrecting yourself leaves you with very little mana, very few Hit Points and no equipment, which is a bad position to be in to defend yourself.
2. Resurrecting imposes a penalty on your skill levels and attributes, while there is no penalty for playing as a ghost.

There are also a couple of reasons that make resurrecting with penalties preferable:

1. If you come back as a ghost, then you will have to find a healer or shrine to bring you back to life.
2. Your equipment will probably be gone by the time you get back.

The decision of whether or not to exist as a ghost or resurrect on the spot will most likely vary from situation to situation. If you were carrying something extremely valuable, or unique, then it may be worth the stat loss to try and gather the item from your corpse and retreat. If you do not have anything valuable, and you are near a healer, then it might be best to play as a ghost.

Resurrecting with penalties should be avoided if at all possible. It is difficult to recover the lost stats, so never be in a position where you may be killed with anything that you cannot live without.

### Death Preparation

In general, it is a good idea that you start compiling a back-up set of equipment and keep it in your bank box. When you die, you will be able to reequip easily, and avoid the stat penalty.

## Other Interesting Skills and Features

Not all the skills are needed for survival in Ultima Online. There are many that have advantages, but are not essential for survival.

### **Cooking**

Cooking is a fairly simple skill to learn initially, and it does offer some advantages to players of all professions.

#### Cooking for Beginners

The first step to cooking is finding a fire on which you can cook. Here are some of the items, which you can use to cook:

- **Stoves:** Some buildings have stoves in them.
- **Forges:** Blacksmith shops normally house forges.
- **Cauldrons:** These normally can be found in Orc or Lizardmen camps.
- **Campfires:** These are the same campfires that use the Camping skill. Instructions on how to make a fire were included earlier in the Guide.

Next, you must locate some raw food materials that you want to use to cook. There are a few different ways of locating and gathering this food, which are outlined later.

Finally, simply double-click on the food that you wish to cook, then target the object that will do the cooking. If your cooking attempt is successful, then you will have a cooked food item. If it fails, then the raw food will be destroyed.

#### Some Advantages to Cooking

When your character is well fed, it heals more quickly and regains lost stamina at a faster rate. A good time for your character to eat is either after any combat when you've been more than marginally wounded or just as you leave town to do some adventuring. Eating any time day turns to night is a good rule as your character is probably at least a little hungry after a day of adventuring, so it's a convenient time to do it.

When you eat something it will tell you. Keep eating food until you get the message "You are too full to eat any more!" or "You manage to eat the food but you are stuffed!" and you'll be at maximum stamina recovery and health recovery rate.

#### Gathering Raw Food

There are two main strategies to getting your own (not counting just going to a store and buying some).

##### ***Hunting***

Most animals will yield a rack of ribs if a bladed item is used on the corpse. It is a good idea to save them. You can get ribs from almost any creature or monster in the game. Innkeepers buy cooked ribs for up to thirty gold pieces each.

##### ***Fishing***

Fishing is a very convenient and easy way to accumulate raw meat to cook. You can carve the meat from a fish as you would any other creature. Simply use a bladed item on the fish, and it will yield raw meat. You first need to buy a fishing pole from a NPC fisherman and get a little training in Fishing from him. You can fish in any body of water. If you wish to fish, then you only need do the following:

1. Open the container where you are storing your fishing pole.
2. Double-click the pole.
3. Click on the water to fish in. Your character will put his shield and weapon in his pack, equip the fishing pole, and try to catch a fish. If you use your Fishing skill successfully "a nice fish" will appear at your feet.
4. Once the attempt is completed, then, the pole goes back into your backpack, and your weapon and shield are automatically re-equipped.

You can actually equip the pole if you want, but this leaves you vulnerable when you are out in the wilderness. It is best to do it in the way mentioned above.

## Taming

### Finding a Pet

You can buy pets at the stables, from anyone playing an animal tamer, or by taming them yourself with the Animal Taming skill. Most animals can be tamed. Monsters, on the other hand, are generally untamable.

Horses are by far the most popular pets not only because of speed while riding a horse, but also because of the prestige of owning one. However, the hard part is finding one in the first place. If you can find one expect to pay about 800 gold for it.

### Naming a Pet

Left click on the pet, then and drag off its status window. Its current name is listed there, and you can click that to edit it. A pet must be renamed before you can give it orders.

### Pet Commands

Both hirelings and pets will answer to the same commands. The full set of commands is:

**<name> Come**  
**<name> Follow** then click on the person or thing to follow  
**<name> Follow Me**  
**<name> Attack** then click on the person or thing to attack  
**<name> Kill** same as Attack  
**<name> Guard** then click on the person or thing to guard  
**<name> Guard Me**  
**<name> Patrol** guard two or more objects, moving between them  
**<name> Fetch** then click on the thing to be fetched  
**<name> Drop** drop a fetched object  
**<name> Friend** then click on a second person who can then give commands to the pet  
**<name> Transfer** allows you to give the pet to someone else.  
**<name> Move** if the pet is blocking you in somewhere  
**<name> Stop**

The Stop command is used to make your pet stop following, attacking, guarding or patrolling. This is important because your pets will get annoyed if they're guarding you and someone walks by. You'll want to tell your pets to stop while you're in town. There are also a couple of commands, which have little practical use:

**Good <name>** causes your pet to do a little "aw, shucks" maneuver.  
**<name> Speak** makes your animal "speak": meow, bark, growl, etc.

## Pet Loyalty

Pets with a low loyalty level may not obey all of your commands.

Pets have loyalty to you based on how well you feed them. Simply, use Animal Lore skill to discover your pet's level of happiness. "Wonderfully happy" is best, but even then there's a chance it won't respond if you order it to do something dangerous (like attacking something much more powerful than it is).

## Feeding the Pet

Take an item that looks edible and try to drop it on the pet. If it can eat it, it will; if it can't, it won't. If you'd rather not do it by trial and error, the Animal Lore skill can tell you outright.

The most common carnivorous animals are dogs, cats, wolves and bears. Dogs, wolves and bears eat raw ribs. Although, they will not eat cooked ribs or cooked fish steaks. Cats will also eat fish steaks, either raw or cooked.

Horses will eat hay and vegetables, as do llamas.

Goats will eat anything if you put it in a backpack, pouch or bag first: gold, potions, magical reagents, gameboards, hair dye, plate armor, tables and chairs, logs, you name it.

### ***Finding food for a Horse***

To gather food for your horse, you need to find a field with vegetables or wheat growing in it. Double-click the plant in question and, if it is full-grown, it will be harvested.

## Stabling Pets

Pets will not wait for your return if you log out of the game for an extended period of time. Even if you feed them right before you log off, then don't expect them to wait for more than a day.

One possibility is to use the Stablemasters. To do this one needs to go to a stable and say "<name> stable" to one of the shopkeepers, using the name of the shopkeeper not the pet. You then click on the pet, which you wish to stable. The pet will disappear, thirty gold pieces will be taken from your person or the bank, and you can go log off. When you log back on, go find the same shopkeeper and say "<name> retrieve", and your pet will be returned to you.

A couple of notes about stabling:

- Your pets will be erased if you don't claim them for one week
- If you "retrieve" from a stablemaster, who is holding more than one of your pets, then you will have all of your pets returned to you at the same time.

Horses can be safely kept when you log off, however. When you log off from Ultima Online, log off while sitting on your horse. This makes the horse disappear with you on it, and when you log back in later, you'll log in still riding. A horse can be kept this way indefinitely.

## Riding a Horse

Once you have a horse, double-click it. Your character will get into the saddle. From that point when you move around the horse will trot when you walk, and gallop when you run. Simply, double-click on the horse to get back off.

**NOTE:** While double-clicking a horse is the way to dismount, when you are in combat mode, which means you attack it. In the heat of combat it's quite easy to accidentally double-click yourself and get off your horse, then double-click it in combat mode in your haste to get back on it. Your horse will eventually forgive you, and stop attacking you. You can speed up the forgiving

process by feeding it.

## **Trading**

To trade with another player just drag the item you want to trade on top of him, then let go. This will open a trade window on each of your screens. The other player will place their end of the deal in the window too. You can click any item on this window to confirm that it is what you think it is. If you agree with his offer, click the blue jewel next to your name on the dialog. If they then click their jewel, the trade is complete.

When trading something in a container, like a sack or backpack, make sure to check its contents before accepting the trade. You will be able to open the containers while they are in the trading window.

*Note:* Be careful when trading with others. There are many ways a player can mask the items that they are going to trade, and it is best to enter into a trading session only with players with whom you are familiar.

## Important Internet Information

When one is learning about Ultima Online, it is impossible to ignore all of the information one can find on the Internet. The various web pages and chat channels that are devoted to Ultima Online are a powerful resource to discover various events that occur each day, as well as, learning more about the game in general. Being an active participant in this web culture can enhance your ability to play the game and it can also help you discover adventuring companions.

There are several different kinds of web arenas one can access. Each one offers different kinds of information, and attractions. We will put them into three groups. The first group is the Official Ultima Online site, where one can keep up with all the game changes, and latest news. The second group would be all of the Player-run sites where you can familiarize yourself with different player governments, Role-Playing groups, and powerful guilds. The player sites offer a Bulletin Board system, where players debate about different issues of UO. The final group is the Chat community that can be found in IRC and who utilizes ICQ.

### **The Official Ultima Online WebPages**

This is the web site that is run by Origin. It is a good source for the latest news and developments for Ultima Online. It is also a good place to find stories about in-game quests and events.

#### The Update Center (<http://update.owo.com/>)

The Update Center is the place where you can find up-to-the-minute information related to Ultima Online. It is good for any new player to become familiar with this site and all its contents. We are going to highlight some of the sections that will have game critical information:

##### ***FYI***

Here is where you will find the latest changes made to Update Center, announcements of upcoming events and other important information. Players should check this site out frequently to keep current with various issues with Ultima Online

##### ***Game Updates***

This page is contains information on the latest fixes and features to be patched to your client. There is actually an itemized list of all the specific changes that the game will undergo when the next update is implemented.

##### ***Common Issues***

If there are any problems with Ultima Online, which we feel is serious enough that we would want to tell all the players, then it will be posted to Common Issues.

##### ***Shard Issues***

Sometimes an individual shard will be experiencing some unique issues, which are not evident on the other shards. This could be from a unique game problem to a strange internet problem, which would affect the player's ability to connect. If we feel that the issue is serious, then it will be posted in this section.

#### Game and Technical Support (<http://support.owo.com/>)

This useful section of the Ultima Online WebPages contains a great deal of game play, account and support information.

##### ***In-Game support***

This is the place for info and feedback on our in-game support personnel. It contains information about the roles of both the GMs and the Counselors.

### ***Account Management***

This is where you can create, edit and upgrade your Ultima Online user account information.

### ***FAQs***

This is where you can access the various FAQs that are created for Ultima Online. At the time of this guide's writing, the Reputation FAQ, which further explains the Reputation System, and the GM FAQ, which will answer many questions about what a GM can and cannot do.

### **Playguide (<http://guide.owo.com/>)**

Within these many pages you will find images and accounts of nearly anything that you might encounter on your travels, right down to the trees and the tools of an artisan. Be cautioned, however — in the mystical and ever-changing realm of Britannia, all things may not be as they seem and much remains yet to be discovered.

### **Community (<http://town.owo.com/>)**

The Community section is devoted to the events, activities, and Guilds that can be found in Ultima Online. This section centers around the Town Cryer

#### ***Town Cryer***

The Town Cryer is the on-line newspaper for Ultima Online. This location will contain important information related to the main plot of Ultima Online, as well as, the activities, which are specific to your shard, both player and GM run.

#### ***Event Calendar***

The Event Calendar is a page of scheduled of player-run events. Each event will be organized according to shard, and will contain a short description of the event. There is also a page where any player may submit an event to appear on the Calendar.

#### ***Guilds***

This section will display all the guild statistics to all who are interested. A Guild census of sorts shall be compiled nightly, showing individual guild information, including membership, and warfare status. At the time of the writing of this guide, the information was a bit limited. We will bring you more information when it becomes available.

## **Several Useful Player-run Web Sites**

### **UOVault (<http://www.uovault.com/>)**

The UOVault was one of the first player-run Ultima Online news and information sites, and it is one of the more popular. If you want to keep up with all of the information related to player events, guild interaction, and other interesting stories, then it would be a good idea to visit this site on a daily basis. This page offers a great deal past its front-page news stories.

#### ***General Discussion***

This is one of the more popular of the Ultima Online Bulletin Boards. It is a good place to discuss game issues and ideas, as well as event ideas, with other players.

#### ***Links***

Underneath the Library section of the main UOVault page is their Link section. This is one of the better organized, and more thorough of the link pages that player-run sites offer. It would be a good idea to browse through a number of these sites, which include guild pages, role-playing pages, foreign pages, as well as some comic pages.



### Crossroads of Britannia or CoB (<http://cob.xrgn.com/>)

This site and the UOVault do share some similarities. It offers the same kind of news information that the UOVault does, but it also has some other interesting sections including a Poll, Hero, and Villain portions of the page.

#### ***Discussion Boards***

CoB has some of the best-organized and administered Bulletin boards on the web. They are organized according to topic, and tend to have a good amount of player traffic. Many GMs and Developers regularly visit the Development and the Discussion boards to answer and debate with players.

#### ***Heroes/Villains***

A great feature on CoB. You can not only go and vote for your favorite villain or hero, but you can also leave comments on each person you vote for. You can go and check out the top heroes and villains in Ultima Online.

#### ***Classifieds***

Players from all over UO come to sell things at CoB's Classified. The items are organized into several main groups, and anyone can place an Ad to sell something.

### Stratics (<http://uo.stratics.com>)

Stratics offers the most detailed information about Ultima Online and its inner workings. It will also have various news articles, and message boards of a different sort than CoB and UOVault. They have the largest number of different sections as they provide a detailed breakdown of every part of Ultima Online. Here are a few sections that can be very useful to the newer player.

#### ***Role Playing 101***

This is essential reading for any new player, and can be found under the Professions section of the Stratics web page. It will help you to join in with the character role-playing that can make the game even more entertaining.

#### ***Hunter's Guide***

The Hunter's Guide will also prove to be almost essential reading as it not only outlines creatures in the game with an extensive description of each, but it also will rank them according to difficulty and treasure. This is a good reference to keep handy in your first month in Ultima Online.

#### ***Discussion board***

Some of the Stratics message boards are organized in a different way than a typical message board. They do provide a good place to introduce and develop game ideas.

#### ***Chat Meetings***

Stratics organizes subject specific IRC chat meetings with UO developers every other Thursday. These meetings are announced on all these web sites well in advance.

### Auric's Moongates (<http://www.moongates.com/>)

The Moongates web page is a very interesting resource for any Ultima related information. While some of the site is a little out of date, it still offers one of the better and most popular bulletin boards on the web.

#### ***ChatZone***

The Chat Zone, which is accessible from the main Moongates page, is one of the visually appealing and interestingly organized bulletin boards. It is very popular and archives its posts for a week.

### Zerver's Tavern Reviews (<http://members.xoom.com/zerver/>)

Zerver is a player, who has compiled an enormous list of the most popular taverns in Ultima Online. He travels to each of the taverns and writes up a brief review. Other information that he includes in his reviews are the location of the venue, the hours of operation, and whether or not the location is officially supported by Origin or "Blessed".

#### ***The Shop Keeper***

This is required reading for all those players who want to own their own shop. Zerver gives some advice to those who want to run a successful business in Ultima Online. The advice ranges from knowing if you are the right person to own a shop all the way to how to get "Blessed". This document contains very valuable information to the newest entrepreneurs entering Ultima Online.

### **IRC, and ICQ**

We won't go into too much detail with either of these programs, but they are very popular among Ultima Online players. Both of these programs offer the ability for people to communicate easily with each other regardless of distance, both in real life and in the game.

#### IRC, or Internet Relay Chat (<http://www.mirc.com/>)

A good explanation of how to get started with IRC and about its origins can be found at the web page mentioned above. This site not only will introduce you to the various IRC programs that are available, but it also offers information about how IRC operates, and how to get started in IRC.

The Stratics web page hosts their own IRC server to host the Ultima Online chat meetings. There are many popular IRC channels devoted to Ultima Online, and if you want to meet others who enjoy Ultima Online, then IRC is a good option to do so.

#### ICQ (<http://www.icq.com/>)

This is another program that allows you to communicate easily with others on the Internet. Information about its use, about the program, and answers to other common questions can be found at the web page mentioned above.

The main difference with this program and IRC is that it is a less public form of web communication. You do not have servers to log into, and there are not public channels where you can meet other players. This is a messaging system where by other players or people can initiate a private chat session with you if you are online and have ICQ activated. It is a much more useful tool once you have established a friend base in Ultima Online.

## Credits

This guide was compiled and rewritten by GM BEAST. Previous versions of this guide were made better through the efforts of Paul Drye from Stratics, and our thanks go to him for compiling a generous portion of this Guide. Without his tireless efforts this Guide would not have been possible. Additional thanks to Senior Counselor Zug Zug for suggestions and corrections.

Paul credited several others in the initial version of this guide, which appeared and still appears on the Stratics web page, including: Faith LeFebvre, "Wags", Nick Sanders, Duane Fields, a Brit named Earl and "Feedback X of Vesper/Baja".

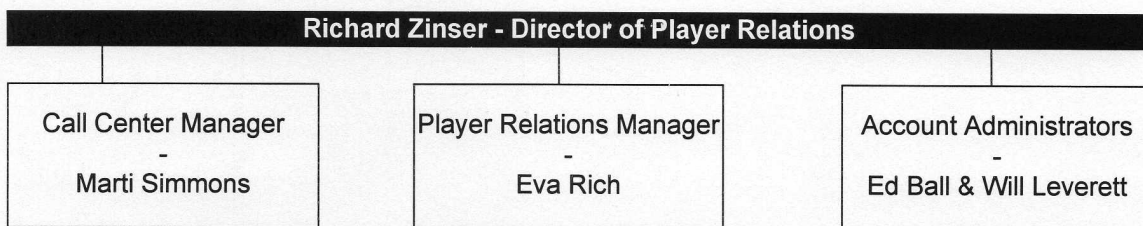
If you have some additional information or more questions that you would like to see included in this document, let us know at [support@origin.ea.com](mailto:support@origin.ea.com).

## 2.0 Player Relations Department

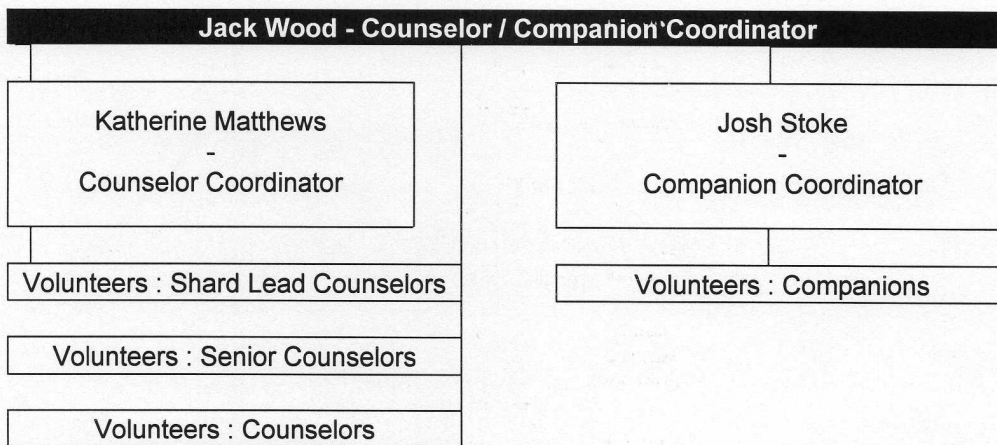
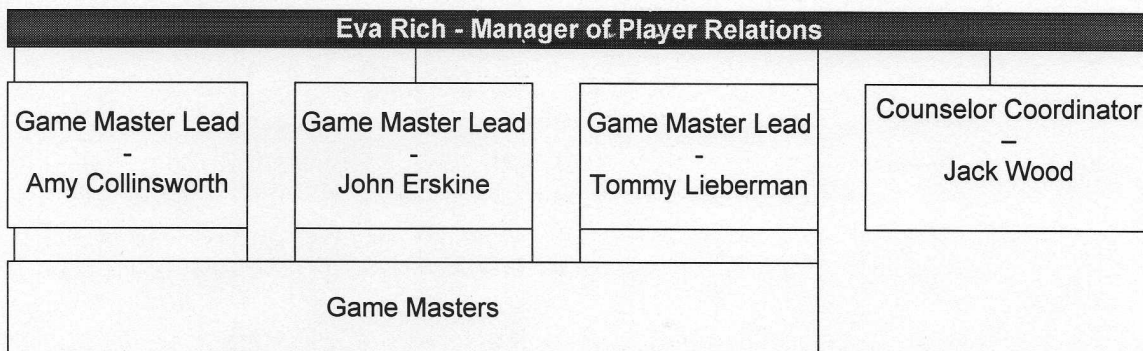
The Player Relations department is devoted to supporting the online community for Origin's online products. It is our goal to maintain customer satisfaction, to distribute critical data concerning the service to our customer base, and to maintain interest in our products.

The player relations department began in response to the growing need for supporting the first on-line service provided by Electronic Arts. After an overwhelming positive response to Ultima Online, it became necessary to provide a staff of unique support for a service, rather than a product. This staff handles in-game support, in-game interest, e-mail support, technical support, and account support.

The player relations department is based on the following hierarchy chart:



As you can see, there are a few different sections within the player relations department. The player relations section has its own hierarchy that is broken up like this:



## 2.1 The GM Role

Our job is a unique blend of providing quality customer service and helping to make sure the game world runs as it should within the boundaries set. Unlike many other customer service positions, sometimes we are required to say "No." This makes it absolutely critical that GMs practice the best of customer service skills.

GMs should not affect the gameplay in any way. We're here to assist players only in ways that do not upset the balance of the game. A GM should be able to help those customers who have problems that have arisen due to bugs within the game environment and other calls that may necessitate GM intervention. We should be seen as an effective support mechanism, but not a part of gameplay.

### **2.1.1 GM Guidelines - Overview**

The Game Master position exists to represent Origin Systems' "in-game" presence and to assist customers in the game environment. Accomplishing these two goals requires a Game Master to use excellent customer service skills and good judgement. The following sections will illustrate different areas that a Game Master is responsible for and the different guidelines that help in most situations that a Game Master will encounter. Please understand, there will be situations where the guidelines will be disregarded. A Game Master must, at the very least, have a Shift Lead's approval and must thoroughly document each instance where they disregard any guideline. If a guideline is disregarded without Shift Lead approval, the offending person is subject to disciplinary action up to and including termination of employment.

### 2.1.2 Appearance

All Game Masters should present a uniform appearance. Game Masters are allowed to display personal tokens when appearing to the public. The following Appearance guidelines should govern a Game Master's choices:

A Game Master must always appear in the appropriate form when dealing with player characters.

A Game Master should always appear in a human form wearing Game Master robes, in the appropriate colors. This means you should either hit the GM Body button in the God Client, or be body type 400 or 401 with a GM robe on in hue 38. The hue of your body should be a normal body color. (For example, white, tan, or brown; Not blue or green). If you wear a GM robe, make sure it cannot be removed from your person. Attach the *heavy* script to it and add the integer *valueless = 1*.

A Game Master may not display an aggressive item as their personal token nor should a personal token obscure their appearance as a Game Master.

A personal token may be a single item that represents the Game Master's personal choice or quirks. However, it must be restricted to something that still allows the Game Master to be recognized. All these items must be in colors that can be seen by all players, not just those who currently have The Second Age.

Items allowable: Any hand-held item other than a weapon (For example: staves, crooks, magic book), and any jewelry. Facial hair is allowable.

Items not allowed: Any weapon (other than a Staff); any armor (this includes helmets); any clothing such as cloaks, dresses, pants, etc. Pets are also not allowed.

### 2.1.3 Conduct

A Game Master's conduct when dealing with players is very important. The intent is to be fair and understanding when dealing with any situation. A Game Master should never take sides or "play favorites" when fulfilling the role as a Game Master. Also, a great deal of patience is needed when dealing with all customers, even the abusive or irate ones. It is important to separate the customer from the problem. Remember that even if they're angry, they still have a problem that needs to be addressed.

The following Conduct guidelines have been created to detail this.

- *Do not use inappropriate language or emotes when dealing with any customer.*  
This covers obscene language, harassment, jeers, or any other form of negative communication that could damage Origin's online image.
- *Always present a professional demeanor when handling difficult situations.*  
Do not ever show temper or frustration to a player character. If you get too emotional with a situation, request the Game Master shift lead or another Game Master to finish the call.
- *Always refer to Ultima Online in a positive manner.*  
Phrases like "Yeah, the game is broke," or "That is a bug," are unacceptable ways to refer to the game. Whenever a Game Master is confronted with a situation where there is a possible issue with the game, make sure to document the issue or issues responsible. Always be up front and truthful with the player character, but positively phrase any response given. Common negative words are bug, broken, sucks, stupid, etc. If you encounter a situation where you feel uncomfortable addressing the issue with the customer, ask another Game Master or the shift Lead to intervene.
- *Do not use God Client tools, commands, or powers in a capricious manner.*  
Do not use the tools to harass or slay player characters. Situations such as dropping high-powered monsters on players, disguising monsters to look non-threatening, using lightning, slay, zap, or delete commands on a player character, teleporting or transferring a player character when said player is not stranded or stuck, and any other situation that would not be expressly considered assistance. If you have a question as to whether an action would be considered capricious or mean-spirited, always ask the Game Master shift lead.
- *Do not form personal relationships or fraternize while acting as a Game Master.*  
While in the Game Master persona, an individual should not "hang out" with friends, adventure, show affiliation with any specific player character society or group, or any other action that is not directly related to assisting a legitimate customer call or public relations appearance. This includes Game Master behaviors towards the volunteer group. While it is important to be friendly, it is equally important to exhibit professionalism at all times. Communicating with any player, volunteer and/or fan site (outside of your job duties and sanctioned events) where they know, or could



learn of, your affiliation with OSI should simply not occur. As you may see, many of these communications are "twisted" to the worst possible meaning by the players who love to exploit our game and then complain about our service personnel. Even seemingly innocent information leaks have been turned into something very harmful to the public's perception of OSI and UO.

#### 2.1.4 Non-interference

An important part of Game Mastering should be "non-interference". Our presence must not imbalance game play, hinder the immersion of customers, or break the fiction of the world. GMs serve many functions: mediator, problem solver, police, and customer service. The most important thing to remember about a GM is that they are not here to change the rules of the game. While we will extract people from situations in which they are not able to continue playing, GMs should not be used as divine intervention. We don't resurrect the dead, tell players how many people you have murdered or slay beasts for players to take their treasure. In fact, we believe the less interference from the GMs, the more rewarding a game Ultima Online will be. We want to encourage players to solve problems on their own, within the community. We firmly believe that the more players come together and form a community, the less they have to worry about anti-social behavior. However, certain times a GM must step in and clear up misunderstandings or remove harmful players. The only times a GM should do this is when he is acting in the best interest for the game.

The following Non-interference guidelines have been created to detail this.

- *Do not modify or change any player characters' game statistics, unless a specific problem has altered this stat from normal.*  
This covers all attributes (Strength, Intelligence, Dexterity), all derived statistics (Hit Points, Fatigue, Mana), a player's modifiers, any Skill rating, a player's name, a player's gender, or notoriety.
- *Do not change a player character's game states.*  
This covers casting any spells on a player; setting a player to invisible or invulnerable; using slay, zap, or delete on a player.
- *Do not affect the world in the public view.*  
This covers dropping creatures or items in front of player characters, using the public broadcast command, slaying monsters in front of player characters, or anything else that would "break the fiction" of the game. Game Masters should be as unobtrusive and subtle as possible.
- *Do not give out any items or gold to a player character.*  
A Game Master should not give out any item or amount of gold without Shift Lead approval. Whenever a Game Master does have approval to give out an item or gold, it must be documented thoroughly and sent to the Shift Leads.

### 2.1.5 Operational

Operational guidelines are needed to help define issues such as content generation, Game Master call maintenance, creature creation, and any other Game Master task or function.

The following Operational Guidelines have been created to detail this area.

- *A Game Master's primary function is to assist the customer.*  
A Game Master will always have several duties required of them, but the priority is to always assist the customer. To this end, it is of utmost importance that the Game Master queue must be maintained thoroughly throughout all shifts. If a Shift Lead requests that you stop any other task to help with the queue, you are obligated to do this.
- *A Game Master is required to document any issue or bug found in the course of fulfilling the duties assigned.*  
It is important to the continued success of Ultima Online that Development be made aware of any bug or issue that is found. The ideal way to handle the documentation of an issue or bug is to email the Shift Leads with a list of issues found during a Game Master's shift. It cannot be stressed enough of how important this is to the company.
- *Do not remove a Request for Assistance from the Queue without notifying the player character who requested assistance.*  
Make sure that you let the player character who placed a call for assistance know that their request has been removed. It is important that each call in the queue is responded to. This is to ensure that the customer is aware of our presence online. Also, make sure that your message is a constructively worded, so that the player character does not react negatively to the request's removal.
- *Do not create or place creatures or monsters that would be out of place or harmful to the balance or playability of the game.*  
Creature or monster placement should always be done carefully. Thought must be put into how this will affect the current area of the game. Do not ever place ultra-powerful creatures such as a dragon without Shift Lead approval. Game Masters should create animals and monsters only when necessary. It is important that we do not interfere in the spawn or the online world as it is.  
Also be aware of the impact of placing numerous monsters or creatures in an area; and what this will do in regards to lag and playability.
- *Do not create or become involved in an Event without specifically being asked by a Shift Lead and/or a supervisor.*  
It is crucial that all in-game fiction be approved by the Event Coordinator, and any use or creation of fiction be approved by the Shift Lead before it can be implemented into the game.

### **2.1.6 GM Interaction with the Public – The GM out of the Help Queue**

As a GM, a lot of the responsibility is not only in the queue, but also out of. There are many things that would seem like otherwise harmless choices, but are magnified tremendously because of your position at OSI. It is always a good idea to use your best judgement, but here are some specific rules and guidelines to help you.

- *Do not play in the God Client*  
This is referring to your player-characters. You should only be in the God Client while you are working and while you are in your GM character. This is very important, as altering the game while in your GM character can put the game in a non-balanced state.
- *Do not play your personal character on a GM account*  
If you play the game in your free time, get a separate account to do this. Do not use your GM account for making personal characters. If you do not have a separate account, contact your supervisor to get one set up.
- *Do not post on message boards*  
Unless you are given explicit instructions or permission to do this, do not post any messages. Some of the more popular message boards highlight posts from OSI employees, so do not think that your posts will go unnoticed, even if you do not sign them.
- *Do not accept any interviews*  
This includes making any public statements, as well. Unless you are given specific instruction to do so, this is not acceptable. As a GM, whether you intend to or not, you speak on behalf of OSI.

## 2.2 Game Master 10 Rules of Dire Consequence

The role of a GM is one of compromises. We must use good judgement in all matters; much of what we do is in the public view and represents Origin in a way not seen before. Everything that a Game Master does can be put up to the spotlight by players on public message boards and/or taken out of context. Be prepared for any and all of your actions and words to come back to haunt you, so don't do or say anything that you wouldn't want your boss to see. We must use our best customer service skills to appear friendly and helpful while keeping a firm yet fair appearance. Below are guidelines meant to help us stay within a good service model while we are in the GM role. Not following these Guidelines can result in reprisal or immediate termination.

1. Do not influence any Player Character's abilities or situation in the world. This includes not giving items or altering character stats/attributes or possessions. This would include changing notoriety, changing names, or decorating player owned buildings.
2. Do not network-broadcast messages unless instructed to do so by the shift lead or Event Coordinator.
3. Do not directly harm or threaten a player. Also, do not make players invisible or invulnerable.
4. Do not fraternize with players. In your visible GM persona, you should only be answering players questions or helping them with Game Master issues. Remember, less interaction is almost always the better course of action.
5. IGMs should create items of interest and help to make the game fun. However, support GMs should not create quests or items unless specifically asked to do so by a lead or a supervisor.
6. GMs should not teleport people to another location unless they are stranded. Using transfer to get someone unstuck or out of harassment situation is, of course, fine.
7. If you remove a legitimate problem from the queue because the requestor followed the wrong call path or did not contain needed information, send a message to them letting them know why the call was removed.
8. Do not role-play during your GM shift. If you are in the public eye, and not involved in creating a quest approved by your shift leader, please be in your normal GM persona. Also, only use the appropriate body type and GM robes when appearing in the public view.
9. Our position is one of public relations. We must, at all times, be polite and understanding. Sometimes we must be firm, however, always be cordial and listen to the problem carefully.
10. Do not let your emotions get the better of you. If you are angry or upset ask your shift lead or another GM to step in for you and finish the call. In a week you won't even remember the call, and it is best to admit when you are too drained by the caller.

## 2.3 GMs: A day in the life

### *If in before your shift:*

- Come in and read your e-mail.
  - Look for any issues from the night before.
  - Respond to any mails that necessitate a response.
- Make sure you know which server you are on and that all of the shards that are supposed to be open are covered.

### *Start of the shift:*

- Unless you are relieving another GM, open the queues on your server(s). (Command `.s dc gmstatus 1`)
- Open up the tick program, or prepare the paper version, if you prefer that.
- Open up IRC and get into the GM channel as well as your server channel(s).
- Open up a web browser to the catbert page ([catbert.owo.com](http://catbert.owo.com)) for when you need to look up any accounts and make comments to them.

### *During the shift:*

- Answer all calls that come in to the queue. Tick them according to topic on your counter. If you're on more than one shard, try to balance the number of calls so that no player waits more than 15 minutes for assistance.
- Every thirty minutes past the hour, check your counselor count. (`.s dc doall 1 printinfo`)
- Ask permission before penalty boxing any players and report any bannable offenses to the lead.
- Report any major bugs to the lead.
- Take up to four fifteen minute breaks at some point during your shift. (Please inform your lead that you are on break – Report them on the white board outside the Lead office.) Note: These can not be broken up into smaller breaks, and it is not okay to take six five-minute breaks.
- If you are slow, open up Support e-mail and do a few.

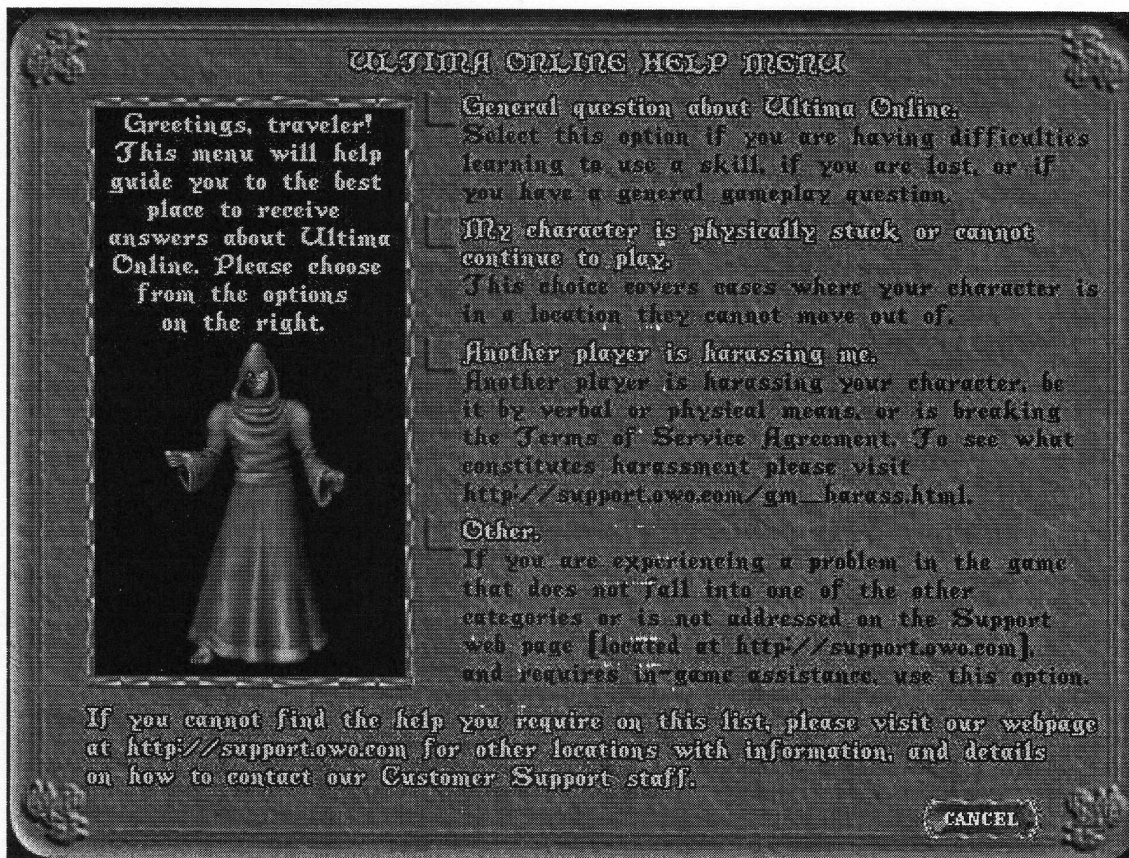
### *End of the shift:*

- If another GM is not keeping the shard open, close the queue on your server(s). (Command `.s dc gmstatus 0`)
- Fill out your tick sheet and counselor counts. Report any new issues, including minor bugs.

### 3.1 The Support Client

The first question most customers have when they need in-game help, is how do they reach a GM. On the character screen is a button labeled, not surprisingly, "help." Clicking on this button will bring up a gray stone tablet listing several options for the call. It is recommended that you look through this tablet to see the valid ways to call a GM. Once a call has been placed the customer can decide if they want to use a web page to see if their problem is listed there, call a counselor, or call a GM. Once the customers have placed a call to a GM, it will become a part of the GM queue.

This is the Help Menu that players use:



The player can select the option that best describes their problem. From there, we are able to prioritize the calls.

There are many fine features of the Support Client that allow us to help players in lots of ways. However, the most important thing to remember is:

**DO NOT TYPE OR PUSH ANYTHING UNLESS YOU KNOW EXACTLY WHAT IT DOES AND WHAT THE DIRECT CONSEQUENCES WILL BE.**

Remember this each time you're about to touch something. A worst case scenario would be not only crashing the server, but deleting every dynamic object on the server. Another very important thing to remember daily is: You have been given access to powers that must be respected. The support client is NOT a toy. You are here to do a job and the client is a tool for you to use to help players, not show-off. It is important to think of the harm that any one incident of bad judgment could cause. It is necessary to respect the power that is offered through the client, and make each decision aware of the consequences to follow.

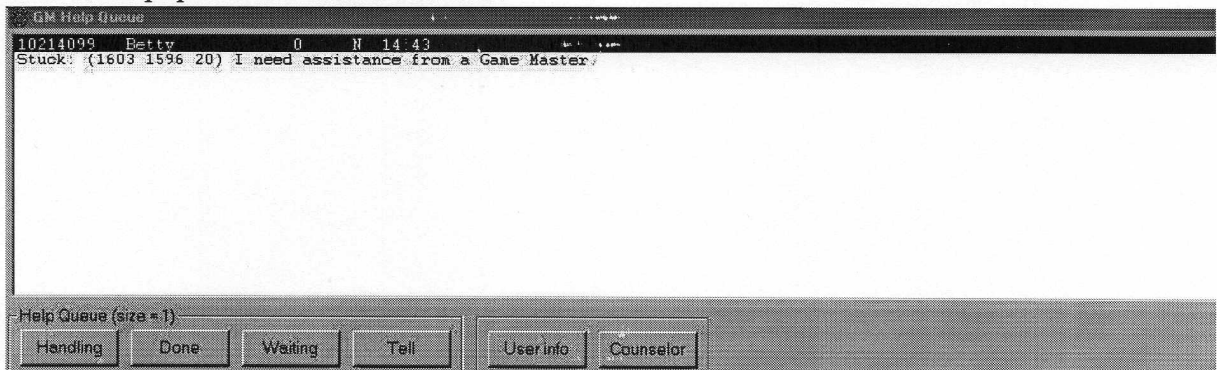


### 3.1.1 GM Help Queue

The GM queue is a listing of calls placed by customers in order to receive help within the game. Much like a bank teller line, each call that comes in is added to the end of the line. This type of queue is known as a FIFO(First In, First Out) queue. GMs are able to look at each call by using the GM HELP QUEUE option listed in the TOOLS pull down menu of the GM client. By selecting this option a window (Figure 1) will open in the GM client.

- Object ID number - The player's unique number on the server. This number is assigned by the server to the character at the time of character creation.
- Character - The name of the character calling the help queue.
- Call Status - denoted by an "H" for "handling" or a "N" for "nothing done", this status can only be changed by a GM, and is used to see if another GM on the server is already helping the customer.
- Local Server time - This will give the local server time the call was placed.
- Call Type - Harassment, stuck or other, this is determined using the path the customer follows when placing the GM call.
- Player Location - This gives the world coordinates of the location of the player at the time the call was placed.
- Player explanation - This is a brief summary by the player of the reason for the call.

This is the help queue as we receive a call:



In the help queue menu are a series of buttons the GM can use to help manage the queue. Their functions are:

- Handling - This will change the status of the selected (highlighted) call to "H" or handling. This simply lets any other GM on duty know that this call is being handled.
- Done - This will remove the call from the queue.
- Waiting - Changed the status of a call from "handling" to "waiting". Kind of the opposite of the "handling" button.
- Tell - This allows you to send a written response to the selected player. A pop-up box will appear. You can type in a message to send, or use the Previous, Add, and Next

buttons to use macros. Try to use this only when you feel going visible would be inappropriate.

- User Info – You can pull up the User Info screen of the selected player. This screen will include:
  - Object ID - Their unique number
  - Location – Their location at the time the User Info was requested
  - Account Number – Their actual account number for the service
  - Character Number – The character slot this character is using on the current shard.
  - Character Name – The current character's name in the game.
- Counselor – This will send the current call to the counselor queue.

### 3.1.1.1 Prioritizing Calls

Although the calls all arrive in the queue based on the order received, the GM will be able to select which calls should be handled first. Although each situation is unique the following should be a guideline for call prioritization:

- Stuck – These calls are usually very simple to handle, however, they should be a top priority as it is assumed the player can not proceed with gameplay.
- Harassment – Since these calls are time sensitive, it is imperative to explore them first. It is recommended that you simply go to the call, either invisible or body 0, and investigate the scene.
- New Bugs – Anytime after an update, it is imperative to get as much information as possible regarding strange occurrences. As well, it is often hard to determine when a new bug has cropped up. If a player seems upset about an issue, it is best to investigate the entirety of the situation.
- Exploitation – These calls can also be time sensitive. You will want to gather as much information as you can involving who is doing this and what is being done so that you can determine what needs to be done by a GM to stop this from occurring.

From there it on it is usually at the GMs discretion, but it should probably go in the order of the time the calls were received.

### 3.1.1.2 Ticking Calls

- *Repeat Caller*

Only tick a repeat caller under these conditions:

Repeat callers are calls that we respond to, even if it is "Once again, I cannot change your murder count because this would be an interference in gameplay." If they continue to page about the same issue, and the GM has started to ignore the pages, it is a "Done" call. The player's page has already been solved and the player understands the GMs offered responses.

The player will continually page about the same issue after the GMs have offered a thorough response.

If a player pages again about a different issue, then tick the page under the appropriate category. The same player paging again over different issues does not constitute as a repeat caller.

- *"Done"ed Call*

This is the repeat caller that is still paging over the same issue 30 pages ago, and the GM has gotten to the point of just removing his page completely. A "done" call is also someone who pages just to make a crude comment about the game or the GM without any true help request. (ie. "Hey GM, I hate you") This has the same effect of hanging up on a player, so use this as infrequently as is appropriate.

- *Good GM Request*

A legitimate GM request is a situation we do help a player in that is not listed in any other category. An example of a good request is "Hey GM, can you delete these ogres from this guys house?" or "Can you get these titans unstuck from the mountain?"

- *Bad GM Request*

This maybe the most common tick. It is stuff that we simply do not do. Examples : "Hey GM, spawn some monsters!" or "Can you change my murder count?"

- *Question For GM About The Game*

These are all legitimate questions about the game UO itself. If you answer the question, then tick this, but if you decide to forward it to a counselor to answer, then tick it there. The ticks for this area usually go up right after a patch day and players have a lot of questions or confusion about the patch.

On a patch day, do not make a separate column for patch questions, tick them all here.

- *Not Enough Info In Page*

These are players paging for actual help but do not specify any of their problems in their page. We therefore have to tell them to repage with their specific problem. Examples : "Help" or "Come here now, I want to talk to you"

- *Exploiting Players / 3rd Party Programs*

These are players that page because they are either a victim of an exploit or are witnessing one and want to let us know. An example of this is : "Hey, this guy is robbing me blind with UOE!"

- *Harassment / Language*

Any harassment related page goes here.

- *Stats / Skills Problem*

Any stats/skill problem or question goes here. These are usually common after a patch day when the designers and programmers do some alterations with the skill system ;-)

- *Stuck in Map / Obstruction*

These are players who cannot move or are completely stuck in an area. This is usually a map art problem that causes them to become stuck or they are on a small remote island.

- *Lost Items*

These are player pages about any form of lost items, decaying items, missing items, items stuck under their house floor, etc.

- *All Murder Calls*

Anything that is related to the reputation system and their murder counts.

- *Lag / Game Performance*

Pages about excessive lag, frozen game, or just the players having problems staying connected to the game.

- *Bad Game Mechanics*

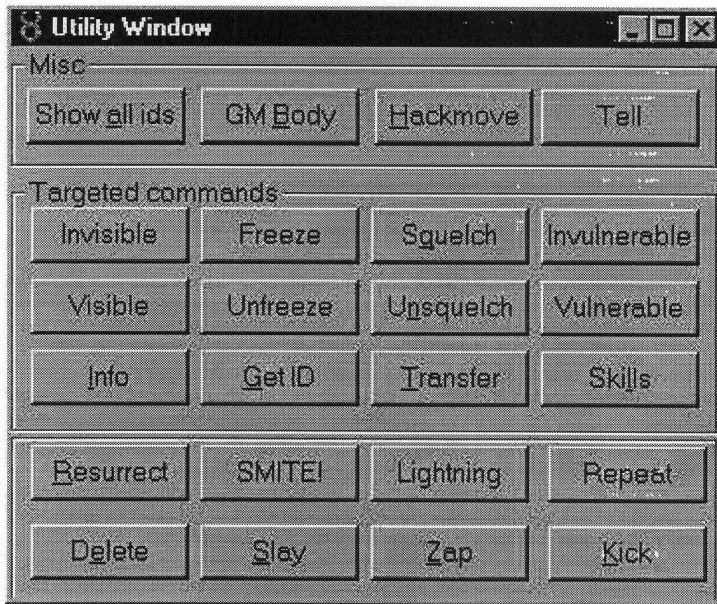
Players misplacing various structures that would require a GM's assistance. For example, "My boat will not collapse into a model ship," or "My guildstone has broken."

- *Forwarded To Counselor*

Player questions (usually about gameplay) that counselors can easily assist with.

### 3.1.2 Using the Utility Window

The utility window has several buttons that are useful while GMing.



#### *Misc*

- Show all ids – This will reveal the object Id of every mobile on the screen. The object id will appear above the mobile's head.
- GM Body – Switches the support client's character into a GM. Also maxes out the stats.
- Hackmove – This allows the GM to walk through any wall or obstruction in the world, whether static or dynamic. However, it also allows the GM to walk through stairs rather than up them, so you should turn it off when traversing stairs. This button toggles hackmove on and off.

#### *Targeted Commands*

The targeted commands will actually bring up a crosshair, and you must click on the object you wish to perform the action upon.

- Invisible – This will make the targeted object / player invisible. This is extremely useful if a GM wants to go to a call invisible first. It should never be used on a normal player within the game. Although movement in a non-support client should negate invisibility, it would not be good to have a PC running around the game invisible.
- Visible – The opposite effect as Invisible. It makes an invisible character visible.
- Info – This will give you the Unique ID number, Location, Account Number, Character Slot number, and Character Name.



- Freeze – This makes it impossible for the selected mobile to move. Although this can be a very helpful tool if someone is running away from the GM, it should be used only when absolutely necessary, as it makes the target extremely vulnerable. Further, it is imperative to remember to use Unfreeze before you leave them.
- Unfreeze – Again, much like freeze, but it restores movement to a mobile.
- Get ID – This will show the unique number for the targeted object / player.
- Squelch – Another extremely useful tool for a GM. This tool disallows a player to speak. Again, although this tool can be useful, it should never be used without warning and unless most other means are exhausted. Players do not like to be forced to "shut up" and this will create a negative reaction. Also, do not forget to un-squelch the player once the call is over.
- Unsquelch – Restores speech capability to a squelched player.
- Transfer – This is a super handy little button that will transfer the selected object to your location. This is the number 1 used button if a player is stuck. As a GM simply walk to a near location that allows free movement and hit "Transfer", then click on the stuck person.
- Invulnerable – Makes the targeted immune to all attacks. ONLY use this button on a Game Master character, unless otherwise directed. Making another player invulnerable is dangerous. They will run around and destroy the world with no repercussions.
- Vulnerable – Makes an invulnerable target able to be attacked and take damage again.
- Skills – This will display the skills gump of the target player. Basically, if you just want to see if someone has skills, you can do this.

#### *The Bottom Box*

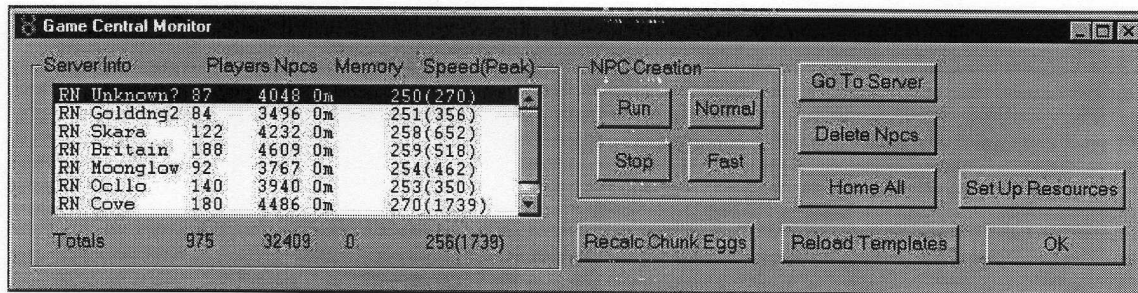
- Resurrect – By targeting a ghost, you have the power of life over death. This is especially useful if a ghost is stuck on a boat. Players that are criminally flagged will still lose stats and skills if a GM resurrects them. Be very cautious when using this!
- Delete – If you need to delete an item from the world for some reason, this is the command to use. This will allow you to delete the targeted object. Needless to say, it is very important to be careful with what you delete and to be dead-on with the targeting cursor.

- **Smite!** – This is a button that is useful when you have a really aggravated player that needs to be taken out of the game. It freezes the player, squelches him, brings him to jail and brings up his account info.
- **Slay** – This is the coolest button you will never get to use. This feature kills the creature or player that you target. It is very bad for the game to have a GM slay a player.
- **Lightning** – This button shows the graphics of lightning hitting a player or creature. It only takes away half of the target's hit points. This is another button you will use rarely.
- **Zap** – This button has the effect of slay, but there is no corpse to show for it. This is bad to do for a player because all of the items they were carrying will be deleted.
- **Repeat** – Remember what you just did? This will do it again. This button toggles repeat on and off.
- **Kick** - This will disconnect the player you target from the game. It will also give a message to the player letting them know which GM "booted" them from the game. This should only be used when a player needs something drastic to get their attention, or if you plan on penalty boxing the character. Remember, "kicked" players can get back in the game immediately by simply re-logging in.



### 3.1.3 Game Central Monitor

Game Masters generally use the GCM to determine the status of the shard at a given time. The buttons on this menu should not be used. This is to be used as a monitoring tool *only* and the other buttons listed will have adverse affects on the game as a whole. However, when you need statistics for how many players are on a shard, where on the shard most of the players are, and what the shard lag looks like, this is the tool to use.



The screenshot shows the 'Game Central Monitor' window. It features a table of server statistics and a set of control buttons. The table has columns for 'Server Info', 'Players', 'Npcs', 'Memory', and 'Speed(Peak)'. The data is as follows:

Server Info	Players	Npcs	Memory	Speed(Peak)
RN Unknown?	87	4048	0m	250(270)
RN Goldng2	84	3496	0m	251(356)
RN Skara	122	4232	0m	258(652)
RN Britain	188	4609	0m	259(518)
RN Moonglow	92	3767	0m	254(462)
RN Ocllo	140	3940	0m	253(350)
RN Cove	180	4486	0m	270(1739)
Totals	975	32403	0	256(1739)

Below the table, there are several control buttons:

- NPC Creation:** Run, Normal, Stop, Fast
- Go To Server**
- Delete Npcs**
- Home All**
- Set Up Resources**
- Recalc Chunk Eggs**
- Reload Templates**
- OK**

### 3.1.4 Pull Down Menus

The support client has several pull-down menus, each with tools, toggles, and a variety of other tricks to help the GM. Only those items that should be used by a GM will be described in this document. Although more pull-down menus are available, only GOD, TOOLS, and TOGGLES have GM client specific information.

#### **GOD**

- Modify Frame Rate – Not used
- View Rects – Not used
- Set to Day – Sets the client side lighting level to max. It will not set the whole server to daytime lighting, it will only be noticeable in the GM client.
- Set to Night – Just like Set to Day only darker.
- Disable Display – Not used.

#### **TOOLS**

- Terrain
  - Terrain Editor* – Not used
  - Simple Terrain Editor* – Not used
  - Terrain Tile Editor* – Not used
  - Generate Terrain Map* – Not used
  - Texture Map Importer* – Not used
- Objects
  - Object editor* – Displays art templates to create items. To go to a specific template number, click in the window, type in the number, then hit the tilde key. It should go to it. You need to make sure you have the 'Make New Object Dynamic' toggle turned on.
  - Simple Object Editor* – Not used
  - Object Tile Editor* – Not used
- NPCs
  - NPC creator* – Can be used but it is better to use the .s create command. This allows you to create an NPC by selecting the corresponding template number of the NPC or group of NPCs you wish to create.
  - NPC editor* – Not used
  - NPC Importer* – Not used
- Miscellaneous
  - Chunk grabber* – Not used
  - Cursor resizer* – Not used
  - Hue editor* – Not used
  - Appearance editor* – Not used
  - Font importer* – Not used
  - Gump importer* – Not used

- Resources
  - Resource Type Manager* – Not used
  - Resource Bank Manager* – Not used
  - Show Statistics* – Not used
- Elevation Editor – Not used
- Zoomer – Not used
- Display Art Tree – Display all art templates within the game and can be used to drop items in the world. This should not be used.
- Rebuild Art Tree – Not used.
- Script Manager – Not used
- Area Editor – Not used
- SFX Manager – Not used
- God View – This will bring up a map of the current server section of the shard you are on. It is a large overview map that takes a LOOONG time to load. This tool is crippled because of the long load time.
- Resource Monitor – This allows viewing of the resource regions within the game, however it should never be used by anyone other than a Shift Lead.
- Area(Region) Viewer – Not used
- Resource Message Viewer – Shows a listing of the resource system creation attempts and evaluates the success of each attempt. Should not be used.
- \*Game Central Monitor – See Game Central Monitor section.
- Locations – Lists all of the Jail cells and Counselor's guilds. You can select to GOTO any of the locations, PRINT it on the screen or CANCEL the menu.
- \*GM Help Queue – See the Help Queue section.
- \*Utility Window – See the Utility Window section.
- GM Player Shadowing – This will force the GM character to follow a player throughout the world.
- UO Mail Client – Not used.

## TOGGLES

- Show Grid Before – Displays a tiled grid on the terrain. This is useful for determining how big an area is or the incline/decrease of terrain.
- Show Grid After – Not used
- Ghost static objects – This will make all of the static objects in the world translucent.
- Ghost dynamic objects – This will make all of the dynamic objects in the world translucent.
- Hide not ghost – The wording of this is a bit strange, but this will actually make any objects which are ghosted, invisible.
- \*Hack Mover – This will allow the GM to walk through static objects. However, this also means you will walk through a staircase rather than up it.
- Zoomer – Not used
- \*Make New Object Dynamic – Any new objects created by you, the GM, using the GM client will be dynamic objects when this is selected. This should be the default state, even if this toggle is not checked.
- Lock Object Elevation – Not used.

- Lock Absolute – Not used.
- Lock to Me – This will force items that you create to be on your Z coordinate value.
- Hide objects under current altitude – Will hide all objects with a lower Z coordinate value.
- Fix player altitude – Not used.
- Snap dragged objects to grid – The world is basically a grid which is made up of tiles. This will place any item back to a "real" grid, rather than a halfway state between two or more.
- Time Next 100 frames – Frame rate counter, which currently does not work.
- \*Click Drag Statics – This is useful for tearing away static objects in the world that are obstructing your view of another item, but only visible to the GM's client view. Players see no evidence of this unless you move dynamic objects.
- Use MultiClip SkipDraw – Not used.
- \*Show no draw items – This enables the GM to see all no draw tiles, such as teleporters and house information tiles.
- Show Object Info – Shows the Unique ID#, Location, and static vs. dynamic information about any object that is single-clicked on.
- Time Draw functions – Not used.
- \*Greyscale other servers – This makes all other servers appear grey to the GM. This will help clearly show the server boundaries.
- Skip Lightining – Not used.
- Force Static Creation – This will make it so that each object which is dropped into the world from the GM client is static. NEVER USE.

\*Features that should be used at all times.



### 3.1.5 GM Client Commands

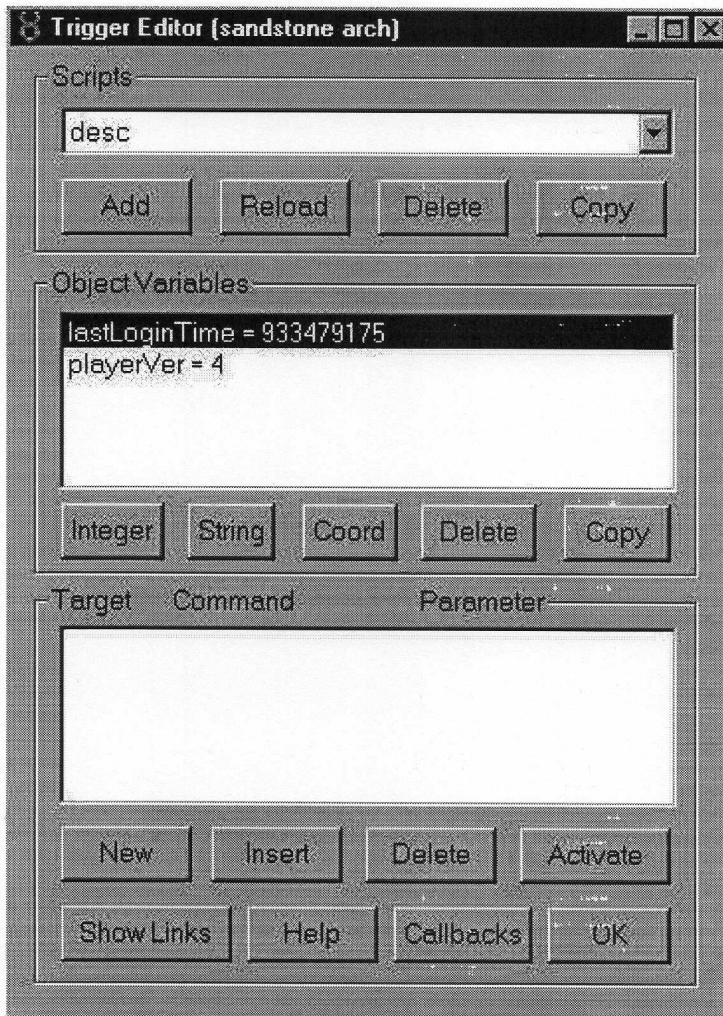
Special commands are available within the normal client, the counselor client and the support client. These commands are all available to the support client, and are therefore listed here. The GM should be familiar with all of these commands as they are essential for the job.

#### *Triggering Commands*

- **Trigger Edit**

Shift-Right Click on a dynamic object, NPC or PC.

The below menu will pop up giving info about that item, including scripts, integers, and object variables associated with that item. Never add or delete anything unless you know exactly what it does. Attaching certain scripts to certain items can cause the server to crash!



- **Dynamic Item Info**

Ctrl-Shift-Right Click on a dynamic object, NPC, or PC.

The below menu will pop up giving information like the object type, hue and location. This tool is useful for changing the color of an item, the available scripts on an item (by changing the object type) or changing the location on an item.

The image shows a configuration window for an object in a game. It contains several fields and buttons:

- Object Type:** A dropdown menu showing '401' and 'sandstone'.
- Hue:** A text input field containing '0'.
- Object Id:** A text input field containing '8AC376'.
- Location:** Three text input fields for X (2048), Y (1968), and Z (0).
- Quality:** A text input field containing '0'.
- Creation Location:** Three text input fields for X (634), Y (859), and Z (0).
- Misc Data:** A text input field containing '0'.
- Resources:** A dropdown menu showing 'P>meat (10 0 10) (0. 0)'.
- Template:** A text input field containing '65535'.
- Buttons:** 'Cancel' and 'OK' buttons at the bottom.

- **Changing Elevation**  
You can change the elevation (z coordinate) of any dynamic object, NPC or PC by doing the following:  
To raise elevation: Ctrl-Left Click  
To lower elevation: Ctrl-Right Click  
In addition, you can lower your GM character's elevation with the plus (+) and minus (-) keys.

### *Special Text Box Commands*

Entering text into the game is as simple as typing the message. This causes your speech to appear above your head. However, certain characters followed by a space can activate a special mode. These are the characters:

- [<space> - Broadcast a message to the entire server.
- .<space> - Use a support client internal command
- =<space> - Use a counselor command
- ;<space> - Whisper text to players
- :<space> - Emote text

### 3.1.5.1 Personal Commands

Personal commands affect you as the GM and your current character.

- `.god <on|off>`  
Toggles god mode, which allows the GM to use all of the features of the support client.
- `.scommand become number`  
Turns the GM into template number *number*. This actually makes you become the creature of the template that you select. Your name will change, as will all attributes and skills.
- `.maxstats`  
Gives you high stats and puts an immense pile of gold at your feet. This should not be a necessary command to use, since the GM Body button found in the utility window does most of this for you.
- `.body number`  
Sets your body type to *number*. This allows you to take on the body type of the selected template, but not actually the characteristics and stats.
- `.goto <playername|objectid|x y|xoffset yoffset>`  
Teleports you to the object or location you specify. Typing "goto 1495 1609 20" will teleport you to an Inn in Britain. Typing "goto Grond" will teleport you to the player named "Grond" as long as that character exists on the server you are in. (Note this is the server only and not the shard.)

### 3.1.5.3 Locating items or teleportation

- `.transfer <playername|objectid>`  
Transfers the player or object to your current location.
- `.set <playername|me|objectid> var data`  
For dynamics *var* can be: location hue  
For mobiles *var* can be any of the dynamic vars or: strength dexterity intelligence maxhp curhp maxmana curmana maxfatigue curfatigue notoriety name body skill  
For NPCs *var* can be any of the mobile *vars* or: attitude  
  
*data* is a single number except:  
When *var* is skill, *data* is <skillnumber|skillname> skilllevel (base 1000)  
When *var* is name, *data* is a string  
When *var* is location, *data* is x y or x y z
- `.s dc findobj <playername|objectid>`  
Will display the location of the player or object, or nothing if not found.
- `.s echo`  
Displays IP address, areaname, and host name of current areaserver.
- `.s reg`  
Displays scripts on terrain. These may include the subserver or town, justice region status, and housing area status.
- `.where`  
Gives the x, y, z coordinates of the area that you are currently at.



### 3.1.5.4 Player Effect Commands

Player effect commands are commands which can alter or get info about a player in the game, whether by status, look, or location.

- `.query <playername|me|objectid> var`  
Prints a stat for a mobile. The target must be a mobile. var can be: strength dexterity intelligence maxhp curhp maxmana curmana maxfatigue curfatigue notoriety
- `.attach scriptname`  
Attaches script *scriptname* to whatever you target with the targeting cursor
- `.s guards mobileid (number) (severity)`  
Calls *number* guards (default of 3) on *mobileid* mobile of severity *severity*.
- `.s ip <playerid|playername>`  
Displays the IP address of player *playerid*.
- `.s telstorm mobile`  
Does a teleport storm on the *mobile*. Use this sparingly and always go to the player after you've done this, as this command can place them inside a house or in another location that is invalid.
- `.s jail id`  
Sends *id* to jail.
- `.s unjail id`  
Unjails *id*.
- `.s release id`  
Releases *id* from jail.
- `.s getplayage id`  
Gets the play age of *id*. This number is represented in ticks. 1 tick = 7 minutes.
- `.s getcreatetime id`  
Gets the creation time of *id*.
- `.s seeskills id`  
Displays the skill total of *id*.
- `.s seebank id`  
Displays the bank of *id*.
- `.s makegeneric number (type)`  
`.s gold number (type)`

Makes type generic object of quantity *number*. Type defaults to gold.

- *.s open id*  
Opens container *id*.
  
- *.s getskilltotal id*  
*.s getadjskilltotal id*  
*.s getskill id skill*  
*.s getadjskill id skill*  
Displays the skill total, adjusted skill total, skill value, or adjusted skill value for *id*. Skill amounts are multiplied by 10. (Example, 700 skill points appears as 7000.)
  
- *.freeze id*  
Forces *id* to be frozen.
  
- *.unfreeze id*  
Forces *id* to be unfrozen.
  
- *.kick id*  
Disconnects *id* from the server. They will receive a message as to which GM kicked them.
  
- *.transfer id*  
Brings *id* to your current location.


### 3.1.5.5 Miscellaneous Commands

- `.s create number`  
Creates template *number* at your current location.
- `.s fight mob1 mob2`  
Starts a fight between *mob1* and *mob2*.
- `.s queryassist objID`  
Returns the client version of UOA of player *objID*  
**Note:** This command currently crashes the server. Do not use unless notified it is okay!! (8/26/99)

## 3.2 Catbert

Catbert is the database program we use to store information about players' accounts. It's located at <http://catbert.owo.com>. It is also used to monitor the status of the servers, but that is not used too commonly by the support GMs, only the leads. There are other features that you will not use at all. You will most likely not use Account Reports, or Other Reports.

The GM Support button should be one of the most useful links. It contains useful information like the GM schedules, contact lists, and Reference Documents.

<b>Monitoring Tools</b> <ul style="list-style-type: none"><li>Son of Pong</li><li>UC server status</li><li>Current day downtime</li><li>Current day accounts</li><li>Metrics collector</li></ul>	
<b>Account Reports</b> <ul style="list-style-type: none"><li>Summary</li><li>90-Day History</li><li>90-Day Region</li><li>90-Day Churn</li><li>Timezones</li><li>T2A Orders</li><li>New Accounts by Hour</li><li>Players by Week</li><li>Prior Month Summary</li></ul>	
<b>Other Reports</b> <ul style="list-style-type: none"><li>Game Server Reports</li><li>Custom Reports</li></ul>	<b>Online Operations</b>
<b>Account tools</b> <ul style="list-style-type: none"><li>Search for account</li><li>Display penalty box</li><li>PBox - awaiting approval</li><li>Korean IP list</li><li>Exclude from all IP list</li></ul>	<u><a href="#">Page UO Operations</a></u>
<b>Useful links</b> <ul style="list-style-type: none"><li>GM support</li><li>Quality assurance</li><li>UO public site</li></ul>	<b>News:</b>  <u>11/5/1999</u> - Do you like the new menus? Do you prefer them the old way? <u><a href="#">Let us know.</a></u>  <u>11/5/1999</u> - We've added the penalty box review/approval process.

### 3.2.1 Son Of Pong

Son of Pong is under the Monitoring Tools section of Catbert. Most of this information will not at all be needed for a Support GM. However, if your server starts to have problems, it's useful information to determine what is going on. It displays the status of the servers. Son of Pong is set up in graph format with columns and rows.

**Monitoring Tools**

- Son of Pong
- UC server status
- Current day downtime
- Current day accounts
- Metrics collector

**Account Reports**

- Summary
- 90-Day History
- 90-Day Region
- 90-Day Churn
- Timezones
- T2A Orders
- New Accounts by Hour
- Players by Week
- Prior Month Summary

**Other Reports**

- Game Server Reports
- Custom Reports

**Account tools**

- Search for account
- Display penalty box
- FBox - awaiting approval
- Korean IP list
- Exclude from all IP list

**Useful links**

- GM support
- Quality assurance
- UC public site

## Son of Pong

Have a better name for this monitoring page than 'Son of Pong'? [Kevin](#) wants to hear your suggestion!

---

[Home](#) || [History](#) || [Help](#)

---

● [shaggy.owo.com](#)  
 problem: [issues](#)  
 since: 16:43, 12/10/99  
 contact:

---

Updated at 14:32, on 12/11/99

**Ultima Online (All Systems)**

Host	players	ping	backup	cpu	disk	dns	http	issues	logsrv	logs	ninja	patch	procs
Atlantic	1538	●	●	●	●	-	-	●	-	●	-	-	●
Catskills	1394	●	●	●	●	-	-	●	-	●	-	-	●
Chesapeake	1516	●	●	●	●	-	-	●	-	●	-	-	●
GreatLakes	1736	●	●	●	●	-	-	●	-	●	-	-	●
LakeSuperior	1350	●	●	●	●	-	-	●	-	●	-	-	●
SiegeTest	418	●	●	●	●	-	-	●	-	●	-	-	●
Baja	887	●	●	●	●	-	-	●	-	●	-	-	●
NapaValley	1027	●	●	●	●	-	-	●	-	●	-	-	●
Pacific	1664	●	●	●	●	-	-	●	-	●	-	-	●
Sonoma	894	●	●	●	●	-	-	●	-	●	-	-	●
Yamato	744	●	●	●	●	-	-	●	-	●	-	-	●
Asuka	729	●	●	●	●	-	-	●	-	●	-	-	●
Wakoku	718	●	●	●	●	-	-	●	-	●	-	-	●
Hokuto	1239	●	●	●	●	-	-	●	-	●	-	-	●
Inumo	932	●	●	●	●	-	-	●	-	●	-	-	●
Arrang	1848	●	●	●	●	-	-	●	-	●	-	-	●
Europa	1538	●	●	●	●	-	-	●	-	●	-	-	●
Drachenfels	1141	●	●	●	●	-	-	●	-	●	-	-	●
login-a	-	●	-	-	-	-	-	-	●	-	-	-	-
login-b	-	●	-	-	-	-	-	-	●	-	-	-	-
compassion	-	●	-	-	-	-	-	-	-	-	-	●	-
atlas	-	●	-	-	-	-	-	-	-	-	-	●	-
envy	-	●	-	-	-	-	-	-	-	-	-	●	-
shaggy	-	●	-	-	-	-	-	●	-	-	●	-	-
kronos	-	●	-	-	-	-	-	●	-	-	-	-	-
curly	-	●	-	-	-	-	-	●	-	-	-	-	-
covetous	-	●	-	-	-	●	-	-	-	-	-	-	-
webster	-	●	-	-	-	-	●	-	-	-	-	-	-
catbert	-	●	-	-	-	-	●	-	-	-	-	-	-
secure	-	●	-	-	-	-	●	-	-	-	-	-	-

The columns are generally a test criteria run on a server. The columns are broken up as follows:

**PLAYERS** – This column shows the number of players on a given server. It is the only column which does not use the Green Ball, Yellow Ball and Red Ball standard.

**PING** - This check tests the network connectivity of the machine. Periodically, every machine is "pinged" from the spong server machine to check to see if it is accessible via the network. If this service is "red", it could indicate a couple of different problems.

Either the machine itself is down or frozen, or there is a network problem between the spong server and the machine. If you find that a large majority of machines have their ping service marked as "red", this would typically indicate a networking problem (or a

wide scale problem associated with a power failure or some other disaster). If the ping service is not available, then chances are most services running on that machine are also marked "red" (or "purple"), since if the machine can not be accessed via the network, any client information probably won't be reported either. If there is a connectivity problem, then a traceroute is done between the spong server and the machine being monitored. This information might be helpful to someone trying to determine where the problem lies (if it is a networking problem).

**BACKUP** - This allows you to see the status of the backup system for the UO game servers. The ball is normally colored yellow and changes green to indicate a completed backup. If you click on the ball you can see the time each backup was completed by looking through the history log. Backup time is always recorded in Central Standard Time.

**CPU** - This check test to make sure that the "load" (the amount of CPU being used) is not too high. If too much CPU is being used, services that are provided by that system could be suffering and users on that system could be noticing significant delays. A summary of the current load, the number of users, the number of processes running, and the amount of time that the system has been up are provided. A list of the top 10 processes using the most CPU resources is also available which might help indicate what processes are causing problems.

**DISK** - This check tests to make sure that your disks have enough free space available to make you comfortable. If a disk fills up or doesn't have enough room for additional information, then services could be impacted, or data could be lost. A summary of the disks that are most "full" is provided. A full "df" output is also provided to show you the overall status of your storage system.

**DNS** - DNS stands for Domain Name Service. This is the service that provides maps between hostnames and IP addresses. This check is performed by connecting to the DNS server at the remote machine and asking it to provide it's own IP address based on it's name. If the server is down, it won't be able to do this function, and an error will be returned.

If this service is down, many problems could appear. People will report slow networks or systems (due to timeouts while looking up addresses). People might not be able to connect to services or systems. In general if DNS is down you will run into multiple widespread problems.

**HTTP** - This is a network service that some systems provide. It is what web servers and browsers use to communicate. If this service is running on a machine, it means that machine has a web server running. This check is performed by requesting the "/robots.txt" document - this is a common file that "web spiders" look at to see if they have permission to scan through the server. If this service is down, users will not be able to access web pages or programs from that host.

**ISSUES** - By clicking on any ball on this column, you can pull up any relevant information about problems the server may currently be experiencing. This column is like a "catch all" column for server trouble.

**LGNSRV** - This column is used to show the connectivity between login servers.

**LOGS** - This check looks for "keywords" in log files that shouldn't exist. If lines having those words are found they are reported. You would typically check for words like "ALERT" in your syslog file, and other phrases that indicate a problem.

Log entries that have the words you are looking for are reported to the spong server, so that you can view them while looking at the problem.

If this service is "red", it could indicate a variety of problems - depending on the log and words you are checking for.

**NINJA** – Unknown.

**PATCH** – Unknown

**PROCS** - This check looks to make sure certain "key" processes are running. For example if you have a Oracle database installed on a system, you want to make sure all the oracle processes associated with the database are running.

A summary message is provided indicating what processes are not running (if any), and more detailed information is also provided showing the complete process list of all the processes that you expect to be running.

If this service not "green", it indicates that some program that should be running is not, which could prevent people from accessing a service, or cause other problems.

The rows on Son of Pong signify the servers themselves, and will help you identify which aspect of the service is currently experiencing issues.

Webster – This is the <http://www.owo.com/> web page. If the ping is red, then the page is probably down. You may want to visit the site and check on the page. If you are unable to login to the page and it remains red for more than 30 minutes, email page uo-[opps@owo.com](mailto:opps@owo.com)

Atlas, Compassion, and Envy - These are the 2 patch servers. This is where the patch message is located and where players download the latest Ultima Online game patch.

Shaggy, Scooby and Humility - These are the 3 login servers. They go red on Song of Pong sometimes, (especially after a server goes down).

If they remain red for long periods of time and you are unable to log into the servers, email page [uo-opps@owo.com](mailto:uo-opps@owo.com).

Kronos - This monitors the stitcher. The ping light may go red occasionally. If it is red for a long period of time, email page [uo-opps@owo.com](mailto:uo-opps@owo.com).

### 3.2.2 Account Management Tools

At this menu, you have two options:

#### *Search For Account:*

This is the tool you will use to search for accounts and placing comments. You can use various methods of searching.

<b>Monitoring Tools</b> Son of Pong UO server status Current day downtime Current day accounts Metrics collector	<h2 style="text-align: center;">Account Lookup:</h2> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"><p><b>Search by Account</b></p><p>Account Number: <input type="text"/></p><p>Userid: <input type="text"/></p><p>Email: <input type="text"/></p><p>First Name: <input type="text"/></p><p>Last Name: <input type="text"/></p><p>Fill in one of the above boxes and click on Search. Note: The email search looks for an exact match.</p><p style="text-align: center;"><input type="button" value="Search"/> <input type="button" value="Reset"/></p></div> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"><p><b>Search by Character</b></p><p>Character Name: <input type="text"/></p><p>Object ID: <input type="text"/></p><p>Server: <input type="text" value="All"/></p><p>Fill in Character Name or Object ID and click on Search. Use % for a wildcard search. Note that searches starting with a wildcard will probably time out.</p><p style="text-align: center;"><input type="button" value="Search"/> <input type="button" value="Reset"/></p></div> <p>Search by IP address.</p>
---	---

In the first box, you can search by account number, UserID, email address or the customer's first or last name.

In the second box, you can search for a character's name or Object ID number, and restrict it to a specific server.

All of these functions will look for exact matches only, including email.

#### *Display Penalty Box:*

This is rather self-explanatory. It lists all the accounts currently in the penalty box, when they were placed in the box and when they will be released.

You will most likely not use the "PBOX – awaiting approval," "Korean IP list," or "Exclude from all IP list" options.



### 3.2.2.1 Player Account Record

When you bring up an account in catbert, it should look more or less like this:

<b>Monitoring Tools</b> Son of Pong UO server status Current day downtime Current day accounts Metrics collector	<b>Name</b>	Katherine Matthews	<b>Commands</b> <b>Add to penalty box</b> <a href="#">24 Hours</a> <a href="#">48 Hours</a> <a href="#">72 Hours</a> <a href="#">Remove from Penalty Box</a> <b>Display player details</b> <a href="#">5 Day Login History</a> <a href="#">30 Day Login History</a> <a href="#">120 Day Login History</a> <a href="#">Characters</a> <a href="#">Hardware Information</a> <b>Make changes to player's acct</b> <a href="#">Enter a comment</a> <a href="#">Reset to young player</a>
	<b>Userid</b>	kmatthews	
	<b>Acct Num</b>	26406748	
	<b>Email</b>	<a href="mailto:kmatthews@origin.ea.com">kmatthews@origin.ea.com</a>	
	<b>Service</b>	Ultima Online: The Second Age	
	<b>Status</b>	Not logged in	
	<b>Last Login</b>	12/11/99 9:34:59 AM	
	<b>End Date</b>	11/22/99 1:00:00 AM	
	<b>Last Update</b>	11/22/99 9:54:24 AM	
	<b>Hours Played</b>	1916	
<b>Account Reports</b> Summary 90-Day History 90-Day Region 90-Day Churn Timezones T2A Orders New Accounts by Hour Players by Week Prior Month Summary	<b>Comments</b>		
<b>Other Reports</b> Game Server Reports Custom Reports	<input type="button" value="Edit comment"/>		
<b>Account tools</b> Search for account Display penalty box PBox - awaiting approval Korean IP list Exclude from all IP list			
<b>Useful links</b> GM support Quality assurance UO public site			

Listed in the account is the account number, login ID, the real name on the account, and the email address. The Service section of the file lets us know if they have The Second Age access. In addition to that is their status. This can represent if they are or are not currently logged into a server, if their account is penalty boxed, or if it is blocked. The Last Login time is exactly that. GMs will not really need to use the End Date or Last Update. It will also list the hours played on the account.

On the bottom, you will see a gray button to “Edit comment.” You can select a comment using the radio button and edit it through this option, if you choose.

On the right-hand side, you see many links as to what you can do with an account. You can add the account to three levels of penalty box; 24 hour, 48 hour or 72 hour. You can also remove them from the penalty box.

The next three options, 5 day, 30 day, 120 day login histories show the account activity for their respective timelines.

The “characters” option will display all characters currently listed on that account, on all servers. Display Hardware Information is generally not used by GMs.

The ‘Enter a comment’ link is probably the most well used, as we try to document as much as we can about each account. See the Making Catbert Comments section for more information on doing this.

The ‘Reset to young player’ should be used only when authorized by a Lead GM.

### 3.2.2.2 Making Catbert Comments

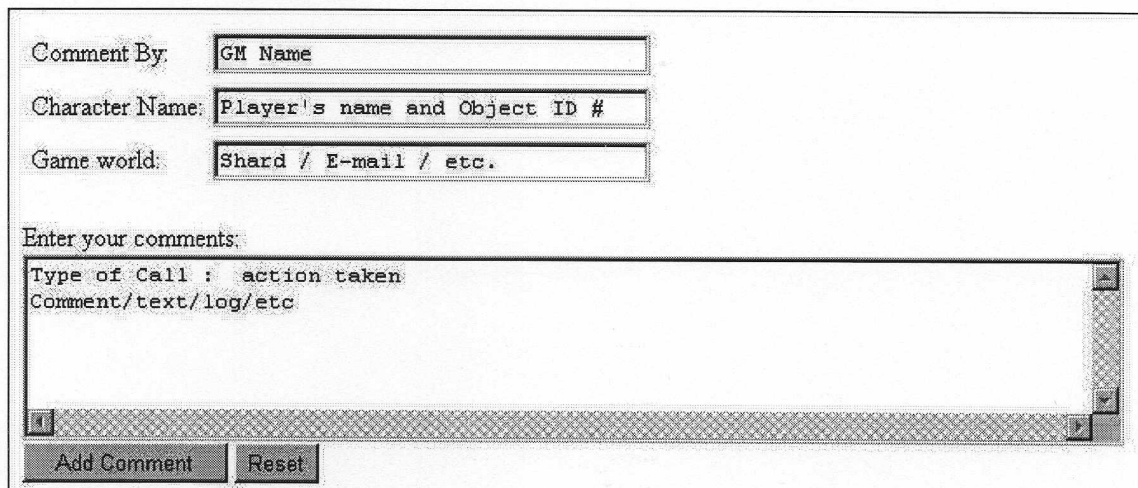
You should place a comment in Catbert whenever you have trouble with a player. This is very important, as Catbert is our best way of tracking players who are continually a problem. You should make a comment any time you experience trouble with a player, whether it is someone who was left extremely dissatisfied, someone who you issued a warning to, or a situation that required you to take action on an account. This does not only apply to in-game issues: You should put comments about problems in e-mail, tech support, harassment, and even some billing issues.

Any time a player becomes a repeat problem, or an account becomes under observation for banning, Catbert comments become extremely important to judging whether or not the game would do better without the player. Also, if a very disgruntled player emails in a complaint about services rendered, we are able to respond with more confidence that the situation was handled correctly if a note was placed as to what actually took place.

Catbert comments are read like an HTML file. This means that no matter what formatting you do or how many times you press return in the dialogue box, it will be ignored and show up as white space. HTML code can be used in the comment section to make your comments easier to read. The main tags that you may find useful are:

- <BR> Carriage Return.
- <HR> Forces a line.
- <B>text</B> Makes text **bold**.
- <EM>text</EM> Makes text *italicized*.

Catbert comments can all look very different, but should all have the same format to make them easy to read and informative. The format should look like this:



The screenshot shows a web form with the following fields and buttons:

- Comment By:** A text input field containing "GM Name".
- Character Name:** A text input field containing "Player's name and Object ID #".
- Game world:** A text input field containing "Shard / E-mail / etc.".
- Enter your comments:** A large text area containing the text "Type of Call : action taken" and "Comment/text/log/etc".
- Buttons:** Two buttons at the bottom: "Add Comment" and "Reset".

Here is what goes in each field:

**Comment By** is your GM Name

**Character Name** of person in box and their object ID number, or none if it did not pertain to a specific character but rather the entire account

**Game World** should be where the offense took place. This could be the world, e-mail, web, etc.

**Type of call** refers to a short description of what they did. Please use the following list as a guide.

***Harassment Mail:***

**Player reported for harassment** is when they were reported for harassment and they were harassing another player. This comment only should show on the player who was reported on. No comment is needed on the reporter.

**Paged Harassment, Was Harassing** is when the person who reported another player is actually the one who was the harasser. Only place a comment in the reporter's record.

**Invalid Harassment** is when we find no sign of harassment in a log. This only goes on the reporter's record.

**Mutual Harassment** is when both parties involved were harassing each other. In this case you should put a comment in both players' records.

**Improper Harassment** page is where they paged in for a reason other than harassment.

***In-Game:***

**Bad Character Name** is when they have a name that is inappropriate.

**Exploit** is when they are caught using a bug or exploiting a game system

**Macroing** is when they are caught macroing unattended.

**3<sup>rd</sup> party program** is if they're caught using an unapproved program with UO to cheat.

**Spamming the GM queue** is when a player continues to send invalid calls into the queue.

**Action Taken** would be what you did to the player. Took to jail, penalty boxed, gave a verbal warning, etc.

**Comment/Text/Log/etc** would be what actually happened during the call or your comments. Each type of call will have a different type of comment. For example if they had a bad character name you should put in what it was and what you changed it to. Harassment calls should contain the harassment text. You will want to include as much of the log as you feel is relevant to see the harassment. For GM queue spamming, you would want to include a copy of your log text. The point here is the more information, the better. You should include objective, descriptive comments that speak to the player's specific behavior, his patterns of behavior, his interactions with you and other players, etc. You should include exact quotes from your journal and label them so if they are exact. If they are not exact, you will want to specify that.

Examples of good Catbert comments:

**7/12/99 1:21:40 PM** – gmJakarta

**Character:** Isobel **World:** Pacific

Valid Harassment: 24 hour PB / bad e-mail address

(Fri Jul 09 21:20:30 PDT 1999)(Kain) (39559049) (18934875): give me a blow job

(Fri Jul 09 21:22:34 PDT 1999)(Kain) (39559049) (18934875): i love harassing

**6/28/99 12:45:30 AM** - gmJakarta

**Character:** *Isobel* **World:** *Baja*

Macroing Arms Lore: Moved to the macro house, warned, and kicked from the server

Did not respond to repeated tell spam of "are you there??" nor to being moved to the macro house.

**7/12/99 1:21:40 PM** - gmJakarta

**Character:** *Isobel* **World:** *Pacific*

Valid Harassment: 24 hour PB

(Sun Jul 04 04:25:46 BST 1999)(Hand) (10938) (6159691): If I asked for your opinion  
i'd take my dick out of your mouth

### 3.2.2.3 Guidelines for Disciplinary Action in UO

#### *Penalty Box – Account Suspension*

Account Suspension should be used in those cases where a player has:

- Violated the Rules and Regulations of the game  
This means the player has knowingly violated the rules, and will probably continue to do so unless penalty boxed. It is important to analyze the situation in this case. If you believe this person has violated the rules, and just needs a warning, use this option. Most blatant player infractions should be penalty boxed. Please review the immediate banning situations where this is not true. In the case of repeat offenders, penalty boxing may not be the option, and these people should be removed from the game.
- Harassed another player in the game.  
In cases where a player is constantly following another player or simply trying to bug them, and it is obvious, we should warn the player to stop. <Note this in Catbert> When a player has received a warning prior to this, or they are doing something where it is clear that they are simply out to ruin another gamers experience, we need to remove them from the game.
- Used the GM queue for improper means
  - Called in for five bad calls under harassment. This is pretty self-explanatory. If the person calls in for five invalid calls under harassment, they need to be penalty boxed for 24 hours.
  - Directed profanity or insulted a GM when paging a GM after the GM has warned them the behavior is inappropriate. (Not usage of profanity, but actually used it in a derogatory fashion toward the GM.) Showing up to the player may solve this issue.
  - It is our policy to have another GM review the situation before you penalty box a player for spamming the queue.
  - Has called in repeatedly for non-issues or issues which they have been told can not be resolved by a GM. (GM presence is required before this should be used.) It is important to remember that sometimes a GM *MUST* appear and discuss issues with the player, especially lost items, deteriorating stats, and unexplained bugs which harm the player. Good service essentially is good communication.

#### *Language – Be Clear*

It is important to always refer to penalty box as *account suspension*. Do not tell the player they will be banned, or even temporarily banned. Do not publicly use the term penalty box. If their account is to be banned, let the Account Administrator inform them of this.

#### *24 / 48 / 72 Hour Penalty Box*

We have three penalty boxes which should be used effectively by the GM. The GM lead should be the *only* person authorized to use anything above a 24 hour penalty box. The guidelines of when to use the different boxes will be mostly about a judgement call on the behavior. There are too many possible scenarios to define each instance. However, here are some things which will always be true:

- Once a player has been penalty boxed, future penalty boxing should be either 48 or 72 hours. Think of this as a stepping up tool. This is only true if the player has not committed an act that would necessitate banning.

#### **48 Hours**

- If a player is mildly harassing another player, and they have been penalty boxed once before, use the 48 hour. (i.e. Spamming FAG at another player.)
- 48 hour penalty boxing should be used in a case where there is at least two full months between infractions.
- Use this if the first infraction is somewhat severe. A good example is the use of the word RAPE in conjunction with another player, where the player has not asked them to stop.

#### **72 hours**

- If the 72 hour box is used, the player must be mailed the *last chance* mail.
- This box should be used rarely, and only in the case where it is clear the player will actually "sin no more".
- Use this box if the player has committed a heinous act, but has a clean record otherwise.
- Using a racial slur, but not directing it at another player.

#### *Immediate Account Closure*

Sometimes a player does something or says something that shows they have no social skills, and should not be released in any kind of social environment. Here are some clear guidelines to use for immediate account closure:

- Directing racial slurs at another player.
- Using sexually explicit language with another player, after they have been asked to stop.
- Caught hacking another account.

#### *How to Penalty Box*

There are the guidelines for penalty boxing which we should follow every time:

- All penalty boxing should be confirmed by the lead or someone designated by the lead. Only the leads should penalty box for more than 24 hours, or offer authority to penalty box for more.
- We need to e-mail the player that is penalty boxed the reason why their account was suspended and the amount of time for the account suspension.
- Make sure you place comments in Catbert confirming the account suspension and any relevant information pertaining to the suspension.
- If they are penalty boxed for 72 hours, please make sure the mail sent to this player informs them that this is a *last chance* to maintain a UO account.

### 3.3 IRC

IRC is such a useful tool for us to keep in constant communication. Every GM should be in IRC every day. We currently use the server *irc.stratics.dhp.com*. Some alternative servers that all go to the same location are: *intworks.stratics.com*, *stratics.sanman.com*, *stratics.frws.com*, and *stratics.tac.net*.

#### *The GM Channel*

We use this channel to communication with other GM's, whether that means across the hall or across the world. There are many times when a Game Master would want to confirm an answer with other GM's or ask a question. You will want to keep it open so that you can both ask questions, and help answer them. To join type:

```
/join #uo-gm
```

#### *Your Server Channels*

You will need to get into each server's channel that you are helping GM. This means if you're in Great Lakes and Lake Superior, you will need to be in both of those channels. To join these channels, it's the same principle as the GM Channel.

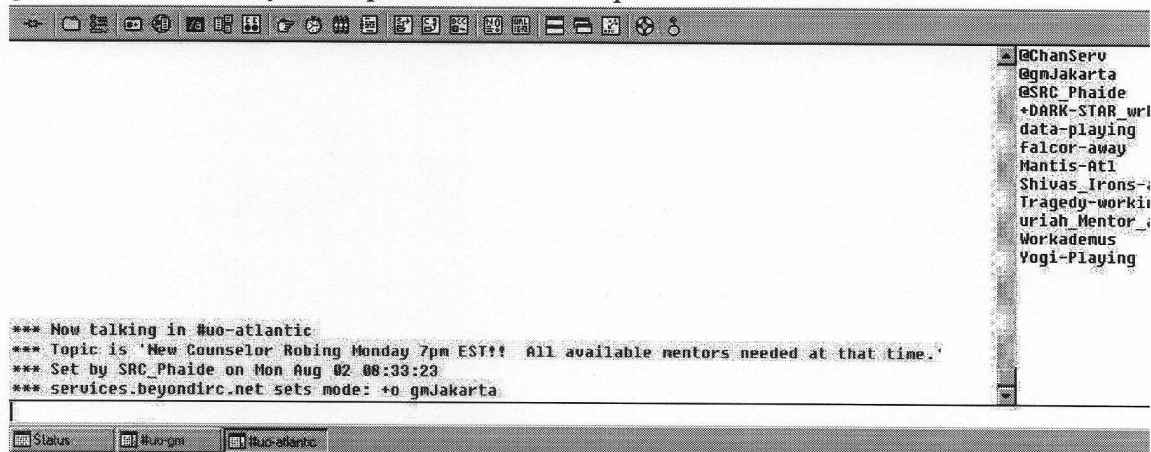
```
/join #uo-greatlakes
```

```
/join #uo-lakesuperior
```

You may not be in any other channels than the ones that you are currently assisting on. For instance, if you're working Lake Superior, you should not be in the Atlantic server channel. You should be in all the shards that you are working at the time, however.

The @ symbol by a person's name means that they are an Operator of the channel. All GMs are operators. This means we have the option of changing the topic and we can also kick members from the room. Operator status should be used wisely and with moderation.

The + symbol is usually reserved for 'middle-management' types of volunteers. This gives them the ability to keep their voice if an operator silences the room.



### *IRC and Counselors*

The server channels are used mostly to keep in instant communications with the volunteer programs. The counselors should be there to assist you, but you are also there to assist them. It's important to keep a healthy line of communication between the counselors and yourself, but remember, these channels are for a work environment, not for chatting.

It has been known to happen, as well, that counselors will abuse their easy-access to GMs in IRC as a means to ask for special favors, or sometimes just to chat to get buddy-buddy with the GMs. If you ever feel that a counselor is doing this, you should inform them politely that this is not appropriate and close the window. If they pursue this, you will want to talk to the counselor next-in-command. This is usually the SRC(s) or SLC of that server. Anytime you are unsure of the appropriateness of a counselor request, you should notify the SRC(s) or SLC of that shard.

### *IRC and Players*

It is not at all appropriate to chat with players in IRC. Sometimes they take it upon themselves to open up a channel with you, and the best thing to do in a situation like this is inform them politely that you cannot speak with them in an outside forum and close the channel. Even if they want to talk about in-game issues, IRC is not the appropriate medium. The only method that players may use to contact Game Masters is through the help queue or through email.

### *Professionalism.. as always*

As a given, everything you say in IRC should be well thought out and professional. There are many times when you feel that you are just stating your opinion, but someone else in the room can twist it into something unbecoming. Everything you say in IRC, even if it is in a private channel, needs to sound as though you are personally representing OSI because that is exactly what you're doing. As a Game Master, anything you say is taken as in-game law. If you say the game is boring and could use improvement, be prepared to have "OSI THINKS ITS OWN GAME SUCKS!!!" sprayed all over the message boards within half an hour.

### *Useful Commands*

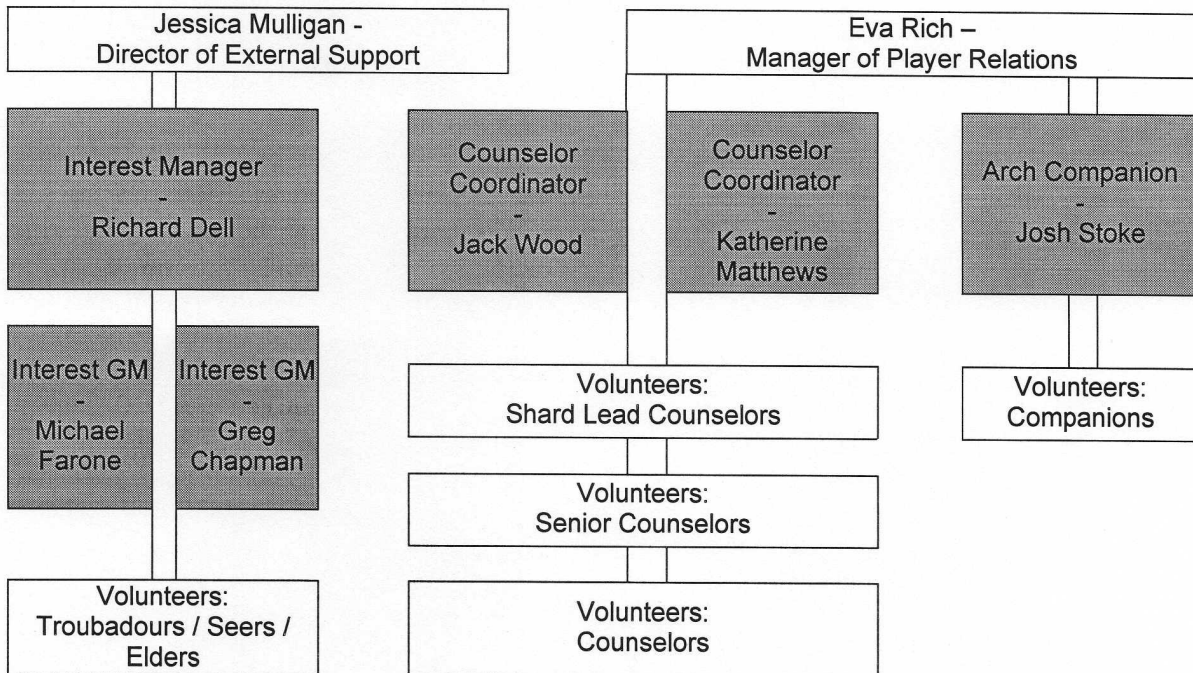
- Changing your nickname  
*/nick gmName*
- Registering your nickname  
*/nickserv register yourpassword*
- Logging in to your nickname  
*/nickserv ident yourpassword*
- Getting Operator status for UO channels  
*/oper oper ultimarules!*
- Opening a private window with a specific person in your IRC server  
*/msg person* or  
*/query person*
- Inviting yourself to a specific IRC channel  
*/msg chanserv invite #channelname*



#### 4.0 The Volunteer Program

This program includes all areas from the support volunteers to those who assist in events and quests. Many are given powers so that they are better to help players in-game, but only those who work in the Origin building are given the highest of powers, including access of the God Client.

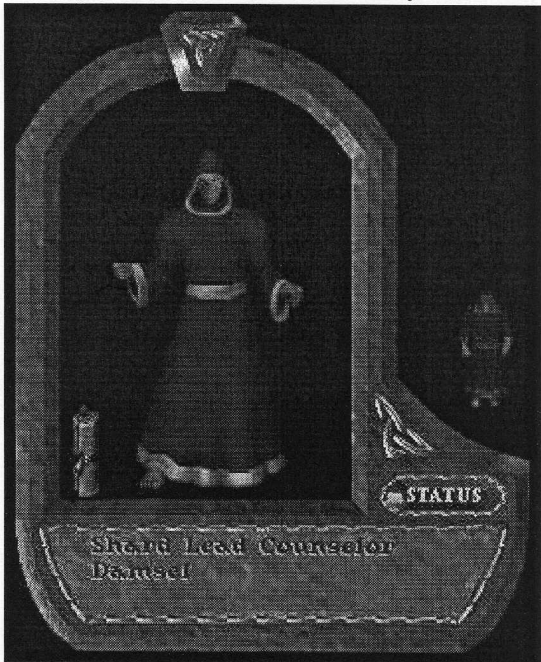
The program is broken up on the following hierarchy:



## 4.1 Overview of Volunteers

There are a few different types of volunteers. Each has its own function within the game, but each is extremely important to our game.

All the volunteers display the same robe as the Game Master character, but each is in a distinguishable color so that they can be more easily identified.



### *Counselors*

A Counselor is an experienced UO player and volunteer who acts as a guide and problem solver to players who need and request help. They take on help requests from the Help Queue, investigate them and then either correct the situation or escalate the Help request to a Senior Counselor or Game Master. They will also answer game questions, give advice, hints, directions and general game play information, if time and the Help Call Queue permit it. You can recognize a Counselor by their blue robes.

It is our hope that Counselors will be looked-up to by other players; as such, while in your robes, you are a representative of Origin and Ultima Online and need to act in a friendly, polite, professional, respectful and helpful manner to all players. Remember that your actions and words reflect directly upon all the Counselors, Game Masters, the game and Origin.

Counseling is a position which requires maturity and responsibility – at the same time, it's also a job that can be loads of fun through interacting with people, being helpful, and just generally allowing people to better enjoy the game. We hold you to a higher standard than the average player; but we suspect you already hold yourself to such a standard or you wouldn't be here.

The basic responsibilities of a Counselor are:

- Pulls a minimum of three two-hour shifts per week;

- Responsible for attending to the Help Queue and either dealing with player requests and problems, or escalating the call to the Senior Counselor, External GM or Internal GM, depending on which is on duty at the moment;
- When the queue is empty or slow, the Counselor maintains a presence at the Counselor Hall within the game and answers player questions.
- Act as a Counselor-Mentor to one or more new Counselors in training;
- If necessary, assist in training new Counselors assigned to the shard, under the direction of Senior Counselor.

#### *Senior Counselor*

The Senior Counselor (SRC) helps as a designated lead from OSI over a particular shard. There are up to four SRCs on each Shard, and each supervises the schedule and training of a number of Counselors as well as taking care of day-to-day issues that come up with the shard functions. As well as being available online during three two-hour shifts per week, each Sr. Counselor (SRC) is the point of contact for scheduling duty and non-emergency questions and comments for all Counselors within a six-hour time slot. In other words, if a Sr. Counselor is responsible for the 12am-6am time slot on his shard, all Counselors regularly scheduled for duty throughout the week within that time window report to the Sr. Counselor. Senior Counselors can be recognized by their purple robes. The SRC reports directly to Origin Systems, Inc. His/her basic responsibilities include:

- Work a minimum of three two-hour shifts per week;
- Work on the master schedule for the six-hour time slot for which the Sr. Counselor is responsible;
- Be responsible for all Counselors assigned to the Sr. Counselors six hour time slot;
- Be available to answer questions and take comments from all Counselors assigned to the Sr. Counselor;
- Train or assist in training new Counselors assigned to the shard;
- Act as a Counselor-Mentor to one or more new Counselors in training;
- Hold an Open House once per month for the Counselors (attendance voluntary).

#### *Shard Lead Counselor*

There is one Shard Lead Counselor (SLCs) per shard. The SLC runs the shard and reports directly to Origin Systems. They are responsible for making sure all the shifts are covered and for handling any issues that may arise within the shard. If they cannot or don't feel comfortable handling a specific situation then they can go to the Counselor Coordinator. They have light blue robes.

#### *Elders*

The Elders are some of the most knowledgeable players in Ultima Online. They are available to help players in the use of various skills, and to introduce players to the unique culture of the individual servers. They can provide lengthy explanations about the game, or they can just chat. The Elder position works with the Interest Group of Ultima Online. The Elders are the beginning to mid level event creators. This may include

teaching activities, tours, festivals, in-town treasure hunts, fetch and carries, combat fetch and carry, person or creature Hunts (Good or Evil), low-level monster / animal hunts. The Elders main resource is the IGM. Most of their interaction will be in the Interest Group. Elders may require the assistance of the in-game Game Master to control a harasser or to investigate a player for possible banning. You can recognize an Elder by the black robe.

### *Seer*

A Seer is a player, selected based on their role-playing ability, who is called upon to help IGMs introduce quests and events into the game. They do this by acting as catalysts for role-playing. Seers can assist IGMs with Major Plot events or run their own events and role-play their own characters. The Seers have no role in the support of Ultima Online at all. They are there to promote role-playing and to increase the level of quests and events in Ultima Online. You can recognize a Seer by his green robe. Seer characters are used by the Seer players for formal or official events. They're frequently seen at weddings, large shard events, etc. Seers may also visit player-run cities and establishments. Green-robed Seers often visit such establishments in order to get a feel for the sense of community there. They then advise IGMs as to whether there is enough public interest and support to warrant special attention in the form of extra decoration and lockdowns.

### *Companion*

The Companion program is a volunteer organization that teams experienced Ultima Online players with new player accounts. Companions are a completely separate program from the Counselors, with their own hierarchy, tools and mission. However, the Companions are part of the volunteer team that incorporates the Counselors, Elders, Seers and Interest Game Masters. Companions play with their regular character(s), not a special Companion character. Based on his/her knowledge of the game, the experienced player then provides advice and guidance to the new player on a wide range of topics, including (but certainly not limited to):

- Tips and hints on advancing and optimizing the new player's chosen starting skills, such as magery, lumberjacking or animal taming;
- Advice on additional skills the player may wish to acquire and advance;
- Advice on advancing in one or more of UO's many "career tracks," such as tailoring, scribe or bowyer;
- How to acquire gold and use it to purchase items, such as weapons, armor, reagents, food, pack horses and more;
- Help in identifying dangerous areas for new players and in locating creature and NPC spawning areas appropriate for new player "hunting;"
- Tips on using and optimizing the UO game software.

#### 4.1.1 Counselor Schedule

There are still some slots that are not covered, but the goal is to get full counselor coverage from 3pm - 3am very soon. If you have trouble getting counselors on your shard, you should check here to find out who is scheduled, and then let the SRC on this shard know that the scheduled counselors are not present for their shifts.

The Auto-Scheduler is located at <http://216.234.164.42>.

Once you are there click on your shard to be taken to the shard's login area, fill in the login and pass, hit enter and you will be taken to that shard's schedule.

We have one universal login to make things simple

login: osi  
password: ultima

If you have any problems logging in with that information, here are the logins and passwords for each shard:

##### Shard General Passwords

Atlantic | atlantic105

Baja | Baja105

Catskills | catskills105

Chesapeake | chesapeake105

Drachenfels | drachenfels105

Europa | Europa105

Great Lakes | greatlakes105

Lake Superior | lakesuperior105

Napa Valley | napavalley105

Pacific | pacific105

Sonoma | sonoma105

Test Center | testcenter105

## 4.1.2 Robing / De-Robing Volunteers

### *Robing Counselors*

1. Confirm they are supposed to be robbed on that shard. You can refer to Counselor Coordinator Kal or the Shard Lead Counselor.
2. Bring them to jail, if they are not there already.
3. Type `.attach volunteer ..` This should give you a targeting cursor. Target the player.
4. Trigger-Edit the character. Change the "ivolunteer=1" integer from a 1 to a 2.
5. Change his name. If his name is Bob, change his name to "Counselor Bob." It is allowable to have something to the effect of "Lady Counselor Julie" if the character is female.
6. Remove the player's pack from his paper doll.
7. Set the player's int and dex to 100.
8. Have the player type `.reload` or `=reload` to activate the character.

### *Robing Senior Counselors*

1. Confirm that they are supposed to be robbed on that shard. You can refer to Counselor Coordinator Kal or the Shard Lead Counselor.
2. Bring them to jail, if they are not there already.
3. Type `.attach volunteer ..` This should give you a targeting cursor. Target the player.
4. Trigger-Edit the character. Change the "ivolunteer=1" integer from a 1 to a 4.
5. Change his name. If his name is Bob, change his name to "Senior Counselor Bob." It is allowable to have "Senior Counselor Lady Julie," if the player is female. Keep the name as short as possible, as giving them a very long name can crash the server. You can abbreviate it "SRC Bob," for example.
6. Set the player's int and dex to 100.
7. Have the player type `.reload` or `=reload` to activate the character.

### *Robing Shard Lead Counselors*

1. Confirm that they are supposed to be robbed on that shard. You can refer to Counselor Coordinator Kal.
2. Bring them to jail, if they are not there already.
3. Type `.attach volunteer ..` This should give you a targeting cursor. Target the player.
4. Trigger-Edit the character. Change the "ivolunteer=1" integer from a 1 to a 12.
5. Change his name. If his name is Bob, change his name to "Shard Lead Counselor Bob." It is allowable to have "Shard Lead Counselor Lady Julie," if the player is female. Keep the name as short as possible, as giving them a very long name can crash the server. You can abbreviate it "SLC Lady Julie," for example. If the player is Shard Lead on Catskills, but wants to be robbed on Atlantic, he can be robbed as a Senior Counselor, but he is only given the Shard Lead title on his home shard.
6. Set the player's int and dex to 100.
7. Have the player type `.reload` or `=reload` to activate the character.

### *Robing Elders*

1. Confirm that they are supposed to be robbed on that shard. You can refer to Interest GM Twilight for this.
2. Bring them to jail, if they are not there already.
3. Type *.attach volunteer* .. This should give you a targeting cursor. Target the player.
4. Trigger-edit the character. Change the "ivolunteer=1" integer from a 1 to a 3.
5. Change his name. If his name is Bob, change his name to "Elder Bob" or "Lady Elder Julie," if the player is female.
6. Set the player's int and dex to 100.
7. Have the player type *.reload* or *=reload* to activate the character.

### *Derobing Volunteers*

1. Confirm that they are supposed to be de-robbed on that shard. You can refer to Counselor Coordinator Kal or the Shard Lead Counselor.
2. Bring them to jail, if they are not there already.
3. Slay the player and delete the body.
4. Resurrect the player.
5. Re-set the name of the player to a non-Counselor name and set the body hue to a reasonable shade.
6. Remove any leftover Volunteer scripts from the character.

## 4.2 Volunteers and GM Interaction

Volunteers provide an extremely valuable service to us. It is imperative that we treat them with respect, professionalism and politeness. They are co-workers that often need help, but provide more help than we sometimes see. It is important that GMs maintain a good work environment with the volunteers. This includes being friendly, but not becoming personally involved with them. This does not, nor will it ever, include getting into heated arguments or giving rude, snide, insulting, lude or profane comments. You need to speak to the volunteers in the same way that you speak to players: respectfully and with good intention and representation of the game and the online support services. If at any time you feel a problem developing with a volunteer, you will want to talk to the GM Lead or Counselor Coordinator Kal immediately. This can be anything from a volunteer you feel is not properly representing the service to a volunteer who is inappropriately insubordinate. Game Masters are not the superiors of any of the volunteers, however, we are the final word of what will be done in any given situation.

### *Volunteers and Items*

Items are to be distributed to volunteers with extreme reservation. Make sure the volunteer is allowed to have the item, and if you're concerned as to whether or not they're allowed, you can consult with Counselor Coordinator Kal in regards to this. Assistant senior counselors of the shard can have an item of their choice. Counselors of the Month and Week can also have an item designated by the SLC, usually a sash. Elders are no longer to receive items. If they currently have them then that is acceptable, there are just not to be more items passed out. SRC's can have items as well. Basically at this point if an SRC asks you for something its ok to give it to them. Items that have a T2A hue (Including 1152-1154) are not to be given out. Volunteers that already have them are allowed to keep them, but do not pass any more out. If a shard has a Wedding Coordinator then they can have a sash and a book stating this position.

### *Shard Lead Counselors and Senior Counselors*

These are both positions that are earned after much time of service, and a good deal of trust has been established. We recognize this, so we give them a fair bit more freedom and ability in terms of what they can actually *do* within the game to help players. Occasionally, a counselor will witness something in violation of the terms of service; for example, harassment and exploitation. Normally, a GM must be present and witness the incident in order to take action on any such player. However, if a Senior Counselor or Shard Lead counselor tells you something happened, we are to take this at face value and believe that it did indeed happen. It is acceptable to trust the SLC's on each shard and, if you have time, you can robe at their behest or give out items for who they say can have them.



### 4.3 Powers of Counselors

The various powers of all the different types of volunteers are currently under construction. It is possible they will change completely in the near future.

#### LEVEL ONE - Basic Counselor Abilities

- *Transfer*  
**Command: =transfer [target], =tr [target]**  
This command will not work over server boundaries. The transfer command will let you move a character from their location to your current spot. This is effective when players might be stuck under a house, some of the rougher T2A spots, or anyplace that they cannot physically get out of. The transfer command will not work when attempting to get into multiobjects (houses, ships).
- *Teleport*  
**Commands: =teleport (x y x) =tp (x y z) **\*\*Parentheses are now required\*\*****  
The teleport command will allow you to move around the game world freely to any desired coordinate (x, y, z). This will save time in many situations and will simply increase the efficiency of the group. The Counselor GUI Tool will have every location of every city as well as some customizable coordinate locations to allow for shard-specific locations.
- *Jail*  
**Command: =imprison [target] [text], =ip [target] [text]**  
The jail command works as it once did with jailing players in the queue, except the modified command will allow for targeting and the jailing of players outside the queue. This is a power to be used sparingly as a last resort, as the very specter of jail will possibly cause a situation to go from bad to worse.
- *Squelch*  
**Command: =squelch [target], =sq [target]**  
The squelch command is one the best tools to take care of harassers in any situation. It is a temporary disabling of the targeted character's speech, and will render him unable to communicate in the game. The character still can call for help into the queue, and will probably do so once figuring out that he cannot talk to others in the game world. The squelch lasts about five minutes, and will wear off after this. If used again on the squelched player it will unsquelch him.
- *Where*  
**Command: =where, =wh**  
The global location command will give you precise x, y, z coordinates in the game world at your current location.
- *Get Account Number*  
**Command: =getaccountnumber [target], =ga [target]**

This command will output the target's account number, which can be used in logging harassment and possible exploitative issues.

- *Autotarget Feature*

**Command:** =goobject #1234567

It is never the case that a target must be provided in the command, if one is not provided and is needed, a targeting cursor will allow the volunteer to select a target with their mouse. There are three ways to designate a target in the command line: by object number, name, or autotarget. When using an object number, the user must place a pound sign before the object number of the target:

Using a name requires that the name is inside a pair of single quotes, note that if there are multiple people online with the same name, the first found by the system will be used, it is thus best not to rely on the method! :

=goobject 'fred flintstone' (Cannot be used across server boundaries)

Volunteers also have the ability to set and use 5 autotargets. These targets are set by using the setautotarget command.

setautotarget [target] <autotarget number (1-5)>

Set autotarget allows the user to set one of their autotargets slots to point to the target provided to this command. The text field is a number from 1 to 5 that specifies which autotarget slot to use. Until set to another target, this autotarget slot will point to that object when used as a targeting specifier (see targeting).

Targets can be input using the autotarget system with the following syntax, where the autotarget number follows a forward slash:

=goobject /1

If the volunteer just wanted to select a target with a cursor, they would just enter the command in this case:

=goobject

- *Info*

**Command:** =info [target]

The info script allows the user to gather certain limited information about the player that might be useful in fixing or identifying a problem. The command will give the attributes of any object, as well as any modifiers that are also attached to it. It also shows fame, karma, stat values, stat modifier values, damage value (if a weapon) and stat and skill totals (to see if the person is at the cap).

- *Player Search*

**Command:** =playersearch [name, ID#] , =ps [name, ID#] (in a split name, quotes are needed. =ps 'counselor damsel')

The player search command will let you find the x, y, z coordinates of the player name or ID# in the command.

- *Volunteer Check*

**Command:** =listvolunteers

This command will let you see and identify counselors and volunteers on at any time the command is issued, as well as their coordinate positions in the game world.

- *Tell*  
**Command: =tell [target] <text>**  
 The global communication tool will allow you to contact a certain player name or ID around Britannia and send him a message. Tell cannot be used across server boundaries
- *Light*  
**Command: =light, =lt**  
 The light command increases the light level for the counselor enabling them to see as if in "daylight". To turn light off again, just retype =light.
- *Permission List*  
**Command: =permissionlist, =pl**  
 This command will display a full list of powers for the volunteer on the screen.

### LEVEL TWO - Senior Counselor

All Level Two Volunteers have all powers listed above as well as higher levels of object creation.

- *Telstorm*  
**Command: =telstorm [target], =ts [target]**  
 The telstorm is a lightning bolt that comes from the sky and zaps the targeted player to a random, unknown location around the world. This tool should be used very sparingly and only against characters that are currently making it impossible for others to play and enjoy the game or for you to help others. In most cases, it is probably wiser to send the individual to jail or squelch them while you deal with the problem, for example.
- *Invisibility*  
**Command: =invisible, =iv**  
 The Invisibility command will let you go invisible to all other non-god client or counselor characters. It is a variant of the stealth skill, and will let you walk around for up to 30,000 steps. Using the command twice will make you visible. This is an extremely valuable tool, but also comes with some inherent dangers. This power will be given to only the top-level helpers for that reason, and should be used sparingly when looking into a harassment or exploitative situation.

### LEVEL THREE – Shard Lead Counselor

All Level Three Volunteers have all powers listed above as well as higher levels of volunteer control and manipulation.

- *Robing Counselors*  
**Command: =mc**  
 This command will robe a Counselor. After typing the command, you receive a targeting cursor. Target the player and he/she will instantly turn into a blue Counselor.
- *Robing Senior Counselors*  
**Command: =ms**  
 This command will robe a player as a Senior Counselor. After typing this command, you receive a targeting cursor. Target the player and he/she will instantly turn into a purple Senior Counselor.
- *No Play Mode*  
**Command: =np**  
 This option toggles the SLC's use of skills and gameplay features on/off. If No Play is off, they will be able to use skills and gameplay features.
- *Changing the Name of a Volunteer*  
**Command: =cn *CounselorName***  
 This command will rename a volunteer to the name *CounselorName*. When you type this command, you will get a targeting cursor. Target the player and his/her name will be changed.

### *Initial Counselor Powers*

When the counselor body was first created it had tools that would allow the character to do general help. Some of the powers have been removed in favor of the updated tools, and a few were removed altogether. Here are the powers that were retained into the updated bodies.

### *Old Counselor Commands*

These commands can be invoked using a period or an equal sign (for example: ".q" or "=q"), either form being exactly the same.

<b>Command</b>	<b>What it does</b>
<i>Q</i>	Displays the current counselor queue for the current server. The total number in the queue will be given on the left side of the screen as well as details of the first four calls in the queue. Details include the player ID #, n or h (N stands for "Not Handled" and H for "Handled"), the player name, their Call Reason, location, and Text entered by the player.
<i>Next</i>	Sends the counselor to the next player in the queue. The counselor goes to the player's current location and sets a flag in the queue so that multiple

counselors will not show up at the same call. Hitting next also clears your current call out of the queue.

- Clear* Clears the current person out of the queue. This command DOES NOT teleport you to the next player in the Queue. This can be useful when you have handled your current case, but other players are asking you questions. It should also be done if you have finished your call, but are not going to another call.
- Rel* Returns the current player call back to the counselor queue. This makes the counselor's current call available to other counselors. This command should almost never be used. If you get to a call, you will try to answer it as best as you can.
- Helpme <message >* This is used by a counselor to send a call to the GM queue on their own behalf. This is used in place of the GM button on the paperdoll. The Counselor's information is included in the call, so if reporting a player, please include their name, object Id#, and location.
- Gm <message>* Forwards a call to the GM queue. Change the message when necessary to provide more information for the GM (=gm This guy is stuck). The players location, name and number are also transferred with the call.
- Who* This command will display the player you are currently handling, along with his reason for the call.
- Showids* Shows the object IDs of all players on screen, along with their names. This can be useful to record an object ID # to be given to a GM in case it is needed.
- Where* Displays the world coordinates of the location where the counselor is currently standing (X Y Z).
- Jail* Sends the Counselor and the current queued player to jail, into a random cell number.
- Unjail* Sends the counselor and current queued player from jail to the player's previous location. Use =next or =clear to remove the player from the queue when you are done.
- Release <location>* Sends the counselor and current queued player from jail to a specific guild hall location (see the list below for specific locations). If no location is specified, a random location will be automatically chosen. Use =next or =clear to remove the player from the queue when you are done.

*Gotocur* Takes the Counselor to the player that made the call. Mostly used if the player runs away or does not notice the Counselor is there.

*goto <location>* Sends the counselor and their queued player to a preset location (jail1 through jail10 and guild1 through guild14 plus chaos shrine).

Chaos - Chaos Shrine

guild1 - Britain (NW)

guild2 - Britain (SE)

guild3 - Jhelom

guild4 - Magincia

guild5 - Minoc

guild6 - Moonglow

guild7 - Nujel'm

guild8 - Ocllo

guild9 - Serpent's Hold

guild10 - Skara Brae

guild11 - Trinsic (SW)

guild12 - Trinsic (NW)

guild13 - Vesper

guild14 - Yew

# ULTIMA ONLINE

## Counselor Handbook

Version 4.3

Revised on October 13, 1999

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## ***INTRODUCTION***

### Welcome to the Counselor Program!

You have been chosen from literally thousands of applicants to be a part of something new and unusual in UO: a core group of players with a willingness to help others *and* the special powers and abilities within the game to actually make a difference.

This makes you pretty unusual, yourself. Anyone can play and enjoy this game, but it takes a special breed to also want to help others, and to have the maturity and common sense to use - and not abuse - strong powers and abilities in the process. We're thankful to have you with us on the team.

The Handbook you are now reading is designed to give you an idea of what it takes to be a Counselor. It contains policies, procedures and guidelines for many of the most common issues you'll come in contact with, along with some solutions. It lists your powers and gives you an idea of what constitutes an abuse of those powers (these boil down to "Use your common sense!").

It also contains an outline of the Training Course every new Counselor *must* take and pass to become a part of the program. You would be wise to study that outline and be familiar with the Handbook before you begin your training.

As you begin your training and look forward to actually working within the game, always keep this in mind:

We *want* you to succeed.

We want you to pass the Training Course and we want you out there on the front lines with us. We will hold you to a higher standard as a Counselor; not everyone who joins the Program will make it all the way through. But we'll always be available to answer your questions and concerns, so don't be afraid to ask questions or seek guidance. Any reasonable and responsible person can make a mistake or two; it is expected. We'll be there to help you over those humps, because we *want* you to succeed.

The process of screening and training new Counselors isn't a game to us; it is a vital part of our ability to help the player and keep UO on top as the leading online game available. If you can cut the mustard, we're ready to make you a part of this special group of people.



## ***WHAT IS A COUNSELOR?***

A Counselor is an experienced UO player and volunteer who acts as a guide and problem solver to players who need and request help. They take on help requests from the Help Queue, investigate them and then either correct the situation or escalate the Help request to a Senior Counselor, Shard Lead Counselor, or Game Master. They will also answer game questions, give advice, hints, directions and general game play information, if time and the Help Call Queue permit it.

It is our hope that Counselors will be looked-up to by other players; as such, while in your robes, you are a representative of Origin and Ultima Online and need to act in a friendly, polite, professional, respectful and helpful manner to all players. Remember that your actions and words reflect directly upon all the Counselors, Game Masters, the game, and Origin.

Counseling is a position which requires maturity and responsibility – at the same time, it's also a job that can be loads of fun through interacting with people, being helpful, and just generally allowing people to better enjoy the game. We hold you to a higher standard than the average player; but we suspect you already hold yourself to such a standard or you wouldn't be here.

## ***WHAT MAKES A GOOD COUNSELOR?***

A good Counselor is one who not only has a good understanding of the game and how to play it, but also has a desire to help other players. The post requires good communication skills, good grammar usage, good social interaction, strong problem solving skills and, generally, a positive attitude towards other players and Counselors. A good Counselor starts with a player who is knowledgeable of the game and the various updates, knows about various items, skills, actions and interesting game and quest locations. Most importantly, a good counselor has a love of the game and an interest to help players.

To help you understand what we expect in terms of Counselor behavior, see the section entitled **Tips and Tricks: Counselor Dos and Don'ts**. If at any time you are unsure of how to act online or if certain behavior is allowed, contact your Senior Counselor (SRC) or Shard Lead Counselor (SLC) and *ask*. You'll never be criticized for asking first.

## ***WHAT HAPPENS WHEN I AM CHOSEN TO BECOME A COUNSELOR?***

There are certain requirements you had to meet to be chosen as a Counselor. Different shards may have slightly different order and processes but across all shards you must have had the following occur (or that will occur):

1. You should have already faxed or mailed OSI a signed copy of the Terms of Service for Counselors (a copy of the TOS is at the end of this document for reference) along with proof of your age to:

Attn: Jack Wood  
FAX: 512-795-8014  
Origin Systems, Inc.  
5918 W. Courtyard Dr.  
Austin, TX 78730.

2. Your SRC or SLC will get your information to Counselor Coordinator Glamdring, who manages our counselor database.
3. You will need to take part in required training class(es) with your SRC or SLC. You will not be permanently robed until you have completed the Training Course!
4. One slot from your account will be designated as a Counselor character, and will only be used for Counseling. You will make a newbie who will be robed by a GM or SLC at the proper time. This character will always be a Counselor, and will not play the game in a traditional sense. You will only be allowed to counsel on one server and are not allowed to play on that server.
5. You will be given a different appearance to set you apart, which will be a hooded, blue robe with a gold belt and trim, so that other players will recognize you immediately. Only OSI staff and Volunteers have these hooded robes in the game, so another player who is not a team member cannot impersonate them.
6. The name you choose should be a name that is **unique and different from any other characters that you currently play or have played in the past.** Your name will begin with 'Counselor'. For instance, if your character name is James, your name will become 'Counselor James'
7. You will be given some tools and aids to better help players, as outlined later in this document and during your Training Course attendance.

### ***WHY CAN'T I HAVE A PLAYER AND A COUNSELOR ON THE SAME SHARD?***

In the past, there have been some unfortunate incidents of counselors who "interacted" a bit too much on their shard. Players suspected that some Counselors were not being objective and were abusing their positions to help friends and/or harass or hinder enemies. As we all know, perception is reality; if one or more players believe it, true or not, then it becomes reality. To help stem this perception and install trust and confidence in the Program, Counselors are not allowed to have a player character in the same Shard on which they serve.

With the powerful abilities available to Counselors, the effects of abusing these powers would be wide-ranging and could potentially disrupt the balance on an entire Shard. Players expect a level playing field; at the very least, abuse of powers by one or more Counselors causes the players to lose all trust in the program and the game.

Because of this, the penalties of abuse are tough and unyielding. Please see **The Penalties of Abuse** in the section titled **How and When to Use the Commands** below for details.

**Read and heed!** *Abusing your powers will result in immediate removal of your Counselor status, the permanent disabling of your account and may cause any player you "helped" through abuse to also be permanently banned from the game.*

## ***REQUIREMENTS/RESPONSIBILITIES OF A COUNSELOR***

Counseling is a volunteer position that you have graciously decided to volunteer for. Like any position (volunteer or otherwise) there are certain requirements and responsibilities that go along with the position:

- Counselors must commit to counsel no less than 6 hours per week, broken up into three 2-hour shifts. (There is a web based scheduler that your SRC or SLC will instruct you on how to use and which slots to take).
- A Counselor should keep checking the help queue for calls. It is important to answer the calls expeditiously as they come into the queue. The Counselor is for attending to dealing with player requests and problems, or escalating the call to the Senior Counselor, Shard Lead Counselor, or Game Master, depending on which is on duty at the moment.
- When the queue is empty or slow, the Counselor maintains a presence at high visibility places such as the Britain Counselor Hall within the game and answers player questions.
- After you have been a Counselor for a while, you may be asked to act as a Counselor-Mentor to one or more new Counselors in training.
- Collect and forward any bugs/issues that may arise to the SRC or SLC you report to.
- Counselors are required to be in their shard's Counselor IRC channel when they are on duty. The rooms are secure, and setup access to these rooms for all the Counselors is needed for entry into the rooms. There is a central channel (#uo-council) where you may chat with counselors who may not be on the

same servers as yourself. There is no requirement to be in this channel - it is optional. You are only required to be in your shard's IRC channel. When in this channel you are required to have a server "tag" on your nickname that identifies the shard that you are a counselor on. Players may be in the Counselor room when not counseling, but try to keep the topics of the room Counselor-related.

## ***WHAT IS A SENIOR COUNSELOR?***

The Senior Counselors (SRCs) are your direct leaders on your particular shard. There are up to six SRCs on each Shard, and each supervises the schedule and training of a number of Counselors as well as taking care of day-to-day issues that come up with the shard functions. As well as being available online during three two-hour shifts per week, each SRC is the point of contact for scheduling duty and non-emergency questions and comments for all Counselors on your shard. Typically you will have a specific SRC that is responsible for seeing that you are scheduled for required time slots, performing your required time slot, and collects issues/bugs reports. This SRC can be considered your direct supervisor, but all SRCs on the shard are in leadership positions and should be contacted if you have **any** questions in or out of game regarding Counseling.

The SRC reports directly to the Shard Lead Counselor (SLC). A SRC's basic responsibilities include:

- Work a minimum of three two-hour shifts per week.
- Supervise the schedule for the time slot and or Counselors which the SRC is assigned.
- Compiles reports from Counselors to forward to the Shard Lead Counselor.
- Be responsible for all Counselors assigned to the SRC for scheduling and or reports.
- Be available to answer questions and take comments from all Counselors on the shard.
- Train or assist in training new Counselors assigned to the shard.
- Act as a Counselor-Mentor to one or more new Counselors in training.

## ***WHAT IS A SHARD LEAD COUNSELOR?***

The Shard Lead Counselor (SLC) is the administrative head for the Counselor program on your particular shard. There is only one SLC on each Shard; your shard's SRCs work with and report directly to the SLC. The SLC compiles information received from SRCs and in turn compiles them and reports directly to the Arch Counselor (who oversees the entire Counselor program for OSI). Along with the SRC team, the SLC supervises the training of Counselors as well as taking care of major issues that come up with the shards Counseling program. It is the SLC's responsibility to lead the shard and to see that Counselor program functions properly within your shard. The SLC can be approached if you have any conflicts with your SRC, and will appropriately deal with any major issues.

The SLC reports directly to the Arch Counselor at OSI. His/her basic responsibilities include:

- Work a minimum of three two-hour shifts per week.
- Compiling shard reports for the Counselor Coordinator to update the Counselor database, as well as metrics reporting to the Counselor Coordinator.
- Administrative oversight of the shard's Counselor program.
- Be responsible for SRCs for scheduling and or reports.
- Be available to answer questions and take comments from all SRCs and Counselors on the shard.
- Train or assist in training new Counselors assigned to the shard.
- Act as a Counselor-Mentor to one or more new Counselors in training.
- The SLC is the shard liaison to other volunteer program leaders including GMs, Elders, Seers, and Companions.

## ***WHO ARE THE OTHER HOODED ROBED CHARACTERS?***

As stated earlier you will receive a blue hooded robe with a gold belt and trim to distinguish you from other players in the game. You will from time to time see other hooded robed characters in UO who can be recognized by their robe color:

1. Red Robe: Shard GameMasters (GMs) and Interest GMs all wear red robes and are employees of Origin Systems, Inc. (OSI). They all have the same powers but have different functions. All red robed characters are the highest powered characters in the game (god clients). If any red robed character asks anything of you or directs you to do something, their authority it to be respected.

2. Light Blue Robe: Shard Lead Counselor (described above).
3. Purple Robe: Senior Counselor (described above).
4. Blue Robe: Counselor (described above).
5. Green Robe: A Seer or Ancient Seer wears a green robe and conducts medium to advanced level quests and events directed at mid level to advanced level characters.
6. Dark Brown Robe: An Elder or Arch Elder wears this robe and conducts low level to medium level quests and events directed at beginner to mid level characters.
7. Gold Robe: A Senior Companion wears this robe and functions to train and oversee Companions (Companions are regular players that have the ability to teleport to new players to help them after they log in for the first time). Senior Companions will rarely be visible to the public.

### ***PLAYERS CALLING A GM OR A COUNSELOR:***

When a player clicks the Help button, he or she will be presented with a menu, containing different ways to obtain help for Ultima Online. The information given is designed to help players solve their own problem and find their own answers. This is especially true for our updated website, which has been redesigned to be more easily navigated and to make answers easier to find. However, there are times when players have issues or problems that are not answered in the help menu, and therefore the players must turn to the Counselors and GMs for answers.

All the calls are entered into a queue for both types of calls. Each call has the following information with it:

- Player's Object ID#
- Status of call (n for not handled, h for handling)
- Player's Name
- Menu system Call Reason
- Player's location
- Player's description of problem.

After a player puts a call in queue, if they page again before it gets handled, their new call replaces their old call and the call goes back to the bottom of the queue.

## ***COUNSELOR IRC CHAT ROOM***

We have created several private-IRC Chat rooms on StraticsIRC. They are to be used as a meeting room for GMs and Volunteers. Because they are private rooms, access to these rooms is restricted to team members only. This is so that they can be used to converse with other Counselors, ask advice, share information without worrying about the 'public' being in the room.

You are required to be in your shard's IRC channel whenever you are in your Counselor character. If you get a question from a player and are not sure how to respond, then simply ALT-TAB to your chat room and ask the group. There is a good chance that someone there will have an answer. It is also possible that others may have wanted to ask the same question, and by using the channel more Counselors will know something more about the game. It is a great forum for sharing ideas and information.

It is important to remember the reasons why these channels were created. Please only use this for legitimate game questions. We do not want this room to become cluttered with side threads and emotes. If you wish to converse with other counselors about non-Ultima Online related topics, then feel free to create another channel for that purpose. Keep in mind that when someone posts a question to this room, then they would appreciate a prompt response.

We use a system for identifying questions in the IRC channels: Questions prefaced with a PQ <text> (Player Question) are questions that the counselor is being asked in game at that time and require an immediate answer. All conversation should stop until that PQ is answered. If you do not know the answer to a PQ just state that you don't know so that the Counselor asking the question does not think he or she is being ignored. A CQ (Counselor Question) is a question from one of your team members and deserves the same attention and courtesy that you would want for yourself.

Senior Counselors, Shard Lead Counselors, and in rare cases GMs are the only people that will add or remove people to the room, and kick or ban people.

Here are step-by-step instructions telling one how to get setup with IRC and how to join one of the chat rooms. If you are already familiar with IRC, then you can skip to step any step in the process to get started.

1. Use or Download an IRC client. One such program is called mIRC and can be found at <http://www.mirc.com>. Download and install if needed.
2. When you run your IRC program, an 'IRC Setup Screen' should appear. This screen should include a Server List, Nickname entry, email entry and other information.

3. To add the IRC server that we are using for the time being, click in the 'Add' button. Under 'Description' enter "UO Counselor IRC Server" or whatever description that will remind you for what this IRC server is used.
4. In the 'Server' box, enter one of the following servers:
  - irc.stratics.dhp.com
  - stratics.sanman.com
  - stratics.frws.com
  - intworks.stratics.comAny of those will connect you to StraticsIRC, the IRC network we are using. You can leave the port information blank, as it is usually filled in for you. Port 6667 is the default. Click OK when you are done.
5. Name, Email address and Nickname. You will want to enter the nickname you use as a Counselor, so that it will be easy for the other counselors and GMs to recognize you. You will want to enter an Alternate nickname, in case yours is already taken.
6. Once you have this all of that information entered, select 'Connect to IRC server'. Once you have connected to the server, you will need to register your nickname with the NickServ, which will allow secure access to the room. You need only do this once. To register your nickname type '/nickserv register <password of your choice>'. If done correctly, then you should get a message from Nickserv saying your nickname has been registered. If your Counselor name has been taken already, you can preface it with the letter C and an underscore (C\_Counselorname) and then register that nickname instead.
7. The first time you enter this information, you will not yet have access to the Counselor IRC channel. Your Senior or Shard Lead Counselor will have to add you to the room. They will do this once all the information on this Rules document has been completed and received by Origin (See Appendix D: Terms of Service for Counselors).
8. Once connected, type the following each time you wish to join the room '/nickserv identify <password>'. Make sure you are using the nickname that you registered on StraticsIRC.
9. Then type '/chanserv invite #uo-<yourmainservername>'. The server will respond to tell you that you are invited to the rooms.
10. Next just type '/join #uo-<yourservname>' to join the room. (For example: /join #uo-lakesuperior)

If you have any problems setting up this IRC, or have any questions about how to use IRC, please email your Senior or Shard Lead Counselor.



## ***COUNSELOR "EQUAL/DOT" COMMANDS***

An Equal command is a command used simply by typing an equal sign '=', then the specified command. These commands are also called dot commands as '.' and '=' are interchangeable, so .info is the same as typing =info.

A Counselor will have access to several commands, all designed to aid you in performing your job better.

**It is vitally important that you do not abuse these commands, or use them to aid or hinder any players in the game. Abuse of these powers will result in the immediate termination of your account.**

See the Counselor Commands section below for a current list and description of each command, as well as instances to use each power. You must remember that, as a volunteer of OSI, some powers you may use will cause players to have negative reactions. Make sure that you are totally aware of a situation and the ramifications of your actions before you use any power.

Counselor commands are broken up into two sets of commands, basic commands and advanced commands. The basic commands are the "core" commands that Counselors have had since the earliest days of the Counselor program. These commands are used primarily to navigate the help queue. The advanced commands are commands that were put in place in May of 1999. These advanced commands are used more to help navigate the world in general, to find and go to any player, and to handle problems such as stuck players. The advanced powers by nature are more "abuseable" and notes on correct and abusive use is included.

While there is a graphical user interface available for the commands (you will be given this program after you are taught how to use the commands manually), it is important to not only know how to use the commands, but also know when it is appropriate to use them. Many of these tools seemingly have somewhat complicated commands, but are actually quite simple to use once you get the feel of how the system is designed.

The commands can be invoked using a period or an equal sign (for example: ".q" or "=q"), either form accomplishing the same. Those parameters in '<' are required while those in brackets '[' are not. If the command has an abbreviation, the abbreviation will be in "()", i.e. (wh)where means typing .wh or .where will trigger the command.

## ***PENALTIES OF ABUSE***

You should be aware that:

1. OSI investigates every customer complaint of Counselor abuse;
2. OSI logs every use of a Counselor command by anyone to a special file;
3. OSI does random spot checks on those Counselor command uses.

It is only natural that a Counselor would be tempted to use his/her enhanced abilities and powers outside of the boundaries laid out for their use. Remember the old saw about how power corrupts?

We expect that Counselors have the moral and ethical fiber to resist this temptation. If you don't, we not only don't want you as a Counselor; we'll reconsider whether we want you in the game at all, even as a player.

So you should know in advance what the penalties are for abusing your powers. We are going to be VERY draconian about this, as we can't afford to lose the trust of the players. Anyone who abuses their position runs the risk of causing us major grief; the penalties should be major, as well:

1. Anyone who willfully abuses the Counselor powers will immediately be dropped from the program.

An occasional bad judgment call by a Counselor is ok and even expected to an extent; actions obviously intended to skirt the legitimate use of the powers and/or to abuse the powers to give an advantage or create a disadvantage or harassment for a paying customer is unacceptable.

2. At our sole discretion, we may also delete your player accounts and/or ban you permanently from the game.

We don't want anyone to feel that it's OK to "lose it" one night and tee off on a player, because the only penalty would be losing the Counselor powers. We also don't want Counselors who may be on the verge of 'retiring' in any case to feel that there is no penalty for abusing the powers, and then resigning. That's why we audit the actions of Counselors on an ongoing, random basis, to insure that this isn't happening.

3. We may also delete and ban the players you created an advantage for.

Don't think that you can help a buddy unfairly with your powers, then just retire or get fired. If you do this, you will be placing that other player(s) at risk of character deletion and/or being banned from the game for life.

Yes, these penalties are harsh, but you shouldn't let them deter you from adding to the game as a Counselor. We know you can make a huge positive contribution to the game; that's why

we are entrusting you with these powers. We want the players to value you and your actions as much as we do. Every time a Counselor uses his powers wisely, the players will trust us all the more. And that trust is important; if even one Counselor abuses these powers, we *all* lose that trust.

## ***APPENDIX A: COUNSELOR FAQ***

This portion of the Counselor Handbook is intended to answer many of the common questions that the Counselors have about the game, their position, and GMs. It will likely be updated and modified as the need presents itself. Some of this information may have been stated previously in the Handbook.

### General Counseling and Player Relations Questions

- **How should I talk to a player or treat a player?**

You should always treat players in a kind, friendly, polite and respectful manner, regardless of the situation. Part of being a Counselor is public relations. You are a representative of Origin, GMs and all other Counselors, and as such you have a very high profile position in the game to the players. If you are rude or offensive to a player, then that action will reflect negatively upon Origin, GMs and other Counselors. The best advice is to be kind to all players of all playing styles and in all situations.

- **How do I handle an upset player?**

One effective way to help a player, who is upset, is to empathize with them. We are all familiar with the frustration associated to the game. Saying things like "I've been there, it happened to me" may not be the best approach, but try saying things such as "I understand how frustrated you are". It is important to deal with their feelings first. You need to either notify the player that this is a known problem and being worked on, or that you will contact a GM about the problem and that it will be looked at as soon as possible. If it is something they dislike about the way some players choose to behave, then you could discuss the open-ended nature of Ultima Online, which means that the game dictates playing style as little as possible, and that this is one of the game's strengths. It is important to remember not to take what players say to you or about Counselors, in general, personally. There are many rude players in the game, who like nothing better than to argue with you. If you feel that the situation is out of your control, then politely tell them you cannot help them, and transfer the call to a GM. Make sure you let the GM know that they were being abusive.

- **What kinds of calls will I answer that are transferred from the GM queue?**

If a call comes into the GM queue that is a game play inquiry, or if the call is unclear, then a GM may transfer it to the Counselor queue. The GM can only assist with a limited number of situations. If the problem does not appear to fall within the realm of GM influence, then they will transfer it. If the issue turns out to be one with which a GM could assist, then it is up to the Counselor to transfer the player back to the GM queue with additional details to indicate why the person needs GM assistance. The GMs transfer questionable calls to allow them more time and effort to deal with clear, verifiable problems that can be fixed or examined in the game.

- **What do I do when there aren't any calls in the queue?**

If there are no calls in the Counselor queue, then you could make a positive impact by visiting the closest Counselor Guild Hall. By wandering the streets around it,

and talking to people, asking if anyone needs help, and other such things, you will not only be making a positive impact to the game, but also you will be making a positive impact on the image of Counselors as a whole. It is ok to take a break if you wish, but if you are in the game as a Counselor, then we need you to either monitor the Counselor queue or lurk around the Guild Hall.

- **What should I do if I don't know the answer to a question or issue?**

One of the first steps is to notify the player that you do not know the answer, and that you are going to try and find an answer for them. It is much better to honestly inform the player that you do not know the answer, than to act like you know and supply an inaccurate answer.

The next step would be to try and find the answer. Visiting IRC and asking other Counselors using the PQ system would be the best location to find an answer. If a GM is in the IRC, then you can ask them for an answer.

If you cannot find the answer, then try sending the player to the Ultima Online web page, and to either the Help/Guidance section or to the Update Center. These sections contain numerous hints, game explanations, and up to date information about Ultima Online. The player might be able to find their answer there.

- **How do I go about setting up a wedding for a couple?**

Weddings can be a lot of fun for both you and the players. Feel free to perform weddings when players request them, in fact you're encouraged to do them. They are great for public relations and give the players that warm fuzzy feeling about UO, Counselors and OSI. If this is your first time for a wedding, it's a good idea to let someone else perform the ceremony and you watch so you can see what goes on and how to do it. Just contact your Senior Counselor and they'll be happy to help you with it. If you are in need of IGM setup & support, route the request through your Senior Counselors. For requests for rings that are "newbied" and/or inscribed, contact Ultima Online Counselor Coordinator Glamdring at [glamdring@uo.com](mailto:glamdring@uo.com) with "Ring request, <date>, <time in CST>, <shard>, <location of wedding>, and your name in the subject of the email. Include the type of rings and inscription if there is one in the body of the email. Contact your Senior Counselor for a copy of the wedding script that is widely used by the Counselors. (Please be aware that different shards may have shard "wedding coordinators" that help facilitate wedding planning – ask your SLC or SRCs about this if you are interested).

- **When or why do I send a player to Jail or to another location?**

The guidelines that pertain to the proper use of 'Jail' are outlined in the 'Jail' and the 'Dot Commands' sections. If you still have questions after reading those sections, then please contact your Senior Counselor.

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General Counselor Related Questions

- **When I am playing as a normal player, is there anything that I shouldn't do?**

The one situation to avoid is making it public that you are a Counselor. If you are an evil player, then some players will take this the wrong way and may be angry towards you, GMs, and Counselors in general. Also, never tell other players you are a Counselor, as a threat or as a way to influence their behavior. You should maintain a complete separation between your characters and your Counselor. Other than that, you can behave just like any other player, meaning that you should not use any bugs or exploits to abuse the game or other players.

- **Why can't I exploit bugs?**

As a normal player, it is inappropriate to try and gain unfair advantage by playing the game in a way other than it was intended. We have and continue to take punitive action against players that choose to misuse the game to benefit their own players.

Again, as a Counselor, you need to adhere to the all of the rules that govern the general player population. If you choose to misuse the game, exploit or "hack" you will be removed from the Counselor program immediately and further action can be taken.

- **What if I have a problem with another Counselor?**

Depending on the nature of the problem, you should try to resolve the problem in a mature and responsible manner in private with the other person. If this attempt at resolving the issue was not successful, then contact your Senior Counselor to explore other options.

If you have a problem with your Senior Counselor, or if you were unable to correct the issue with the assistance of the Senior Counselor, then you can contact the Shard Lead Counselor. If you still have a problem, then and only then would you go to the Arch Counselor in charge of the Counselor program to try and find a satisfactory solution.

- **What makes a good Counselor?**

Please refer to the 'Counselor Description' section of this document.

- **How does what I do reflect on other Counselors, GMs and Origin?**

As a member of the Counselor program, your actions will directly affect the players' view on Ultima Online, Counselors, and GMs, whether that was your intention or not. A majority of players view the Counselors as part of the Ultima Online support system. GMs and Counselors are all a team, and are viewed that way by the public. This is why it is important for all Counselors to behave in a friendly and polite manner to the players. We are a Team.

- **How do I stay in touch with other Counselors?**

There are several sources to stay informed, and all are explained in greater detail earlier in this document.

- **What are the rules and commands of a Counselor?**

Earlier in this manual, we have tried to clearly outline what we expect of a Counselor. There is a complete list and description of Counselor Commands earlier in this document.

- **Where do I report bugs?**

Report all bugs, exploits or other game issues to your Senior Counselor. It is important to let your Senior Counselor know when you discover of a bug or game issue. He/she will let you know whether or not this issue is known, and if not, then they will forward it onto the SLC for proper reporting to OSI.

## GMs

- **Who is in charge of Counselors at Origin?**

Arch Counselor Kal El is the lead member at Origin Systems, Inc. of the Counselor program. He is currently responsible for the day-to-day operations of the Counselors, including keeping them informed of game issues through the Shard Lead Counselors.

- **What can I tell players about what a GM can do?**

It would be best to refer them to the 'Role of the Game Master' portion of the web page which is found at this location:

[http://support.uo.com/gm\\_0.html](http://support.uo.com/gm_0.html)

- **What can I tell players about when a GM is on duty or when they will be to a call?**

During regular GM hours, there is always a GM on the shard, but they are often answering other calls. If the player is experiencing a high priority problem that you don't have the ability to handle, then tell them to call a GM and accurately describe their problem in the subject of the page. The GMs answer every call as quickly as possible, but on occasion, it can take a while for the GM to get to the player. If they are not experiencing a high priority problem, you can probably deal with the situation yourself. If you can't, a SRC or SLC, if one is available, probably can. If the problem needs to be escalated to the GM level, then help the player do so and ask them to be patient. A GM will answer the call as soon as possible and in the order received.

- **When should I transfer a call to the GM queue?**

If the player is determined to talk to a GM, or you feel that they are suffering from a situation that deserves GM attention, you can transfer them to the GM queue. You do not have to stay with the player, but you can wait with them if you wish. It is important to notify them that a GM should be here as one is available. You can then continue onto the next call or go to a Guild Hall to answer questions. It is important to never tell the player what the GM may do for them. It would be to your advantage to familiarize yourself with the 'Role of the Game Master' document that was mentioned earlier, so that any information that you do provide is accurate. A GM may ask you via his/her .tell

command for more information; use the `.helpme` command to respond. If the GM wishes or needs to speak to the player to resolve the problem the GM will become visible.



## ***APPENDIX B: URLs FOR SUPPORT QUESTIONS***

This section was designed in an attempt to arm the counselors with the tools and resources needed to efficiently answer questions of players. This section will allow you to direct players to the [www.owo.com](http://www.owo.com) webpage for calls that counselors cannot handle or are unequipped to handle.

- **What is the role of a GM? (what can they do?):**  
[http://support.uo.com/gm\\_0.html](http://support.uo.com/gm_0.html)
- **GMs Limitations (what they cannot do):** [http://support.uo.com/gm\\_1.html](http://support.uo.com/gm_1.html)
- **Paging a GM (how to page, how not to):** [http://support.uo.com/gm\\_2.html](http://support.uo.com/gm_2.html)
- **How do I know what is “legal” in UO?:** [http://support.uo.com/gm\\_3.html](http://support.uo.com/gm_3.html)
- **What happens when people get Banned?:** [http://support.uo.com/gm\\_4.html](http://support.uo.com/gm_4.html)
- **Boats:** How do you get a lost boat back, trapped boats, deleted boats (at the time of this writing the FAQ did not include that players can recall from boat master keys to get back to lost boats): [http://support.uo.com/gm\\_5.html](http://support.uo.com/gm_5.html)
- **General Questions (Can't you take my word for it? How long do I have to wait here? Why GMs come to calls invisible. Blocking off areas is illegal):**  
[http://support.uo.com/gm\\_6.html](http://support.uo.com/gm_6.html)
- **Guilds (all about guild and guildstone issues):** [http://support.uo.com/gm\\_7.html](http://support.uo.com/gm_7.html)
- **Exploitation:** [http://support.uo.com/gm\\_8.html](http://support.uo.com/gm_8.html)
- **Harassment:** [http://support.uo.com/gm\\_9.html](http://support.uo.com/gm_9.html)
- **Housing (placement, can GMs help?):** [http://support.uo.com/gm\\_10.html](http://support.uo.com/gm_10.html)
- **Lag, Latency, Slowdown: (Why is UO so laggy?)**  
[http://support.uo.com/gm\\_11.html](http://support.uo.com/gm_11.html)
- **Lost Items (can GMs replace? Timewarps):** [http://support.uo.com/gm\\_12.html](http://support.uo.com/gm_12.html)
- **Miscellaneous Items (broken items, timewarps, email, newbie items, stat loss):**  
[http://support.uo.com/gm\\_13.html](http://support.uo.com/gm_13.html)
- **Names (why GMs will not change names):** [http://support.uo.com/gm\\_14.html](http://support.uo.com/gm_14.html)
- **Trapping NPCs and Monsters:** [http://support.uo.com/gm\\_15.html](http://support.uo.com/gm_15.html)
- **Reputation Problems:** [http://support.uo.com/gm\\_16.html](http://support.uo.com/gm_16.html)
- **Shopkeepers (not in shops, not buying/selling):**  
[http://support.uo.com/gm\\_17.html](http://support.uo.com/gm_17.html)
- **Stats and Skills (advancement, stuck, etc.):** [http://support.uo.com/gm\\_18.html](http://support.uo.com/gm_18.html)
- **Being physically stuck in game:** [http://support.uo.com/gm\\_19.html](http://support.uo.com/gm_19.html)
- **Test Center rules:** [http://support.uo.com/gm\\_20.html](http://support.uo.com/gm_20.html)
- **Towns (places of interest, IGM assistance, player run events):**  
[http://support.uo.com/gm\\_21.html](http://support.uo.com/gm_21.html)

Another major call we receive is regarding murder counts. An essay on <http://uo.stratics.com/murder.htm> is excellent for explaining murder counts.

## ***APPENDIX C: TIPS AND TRICKS (COUNSELOR DO'S AND DON'TS)***

- Stay in the Britain Guild Hall when not taking calls. This allows you to be a true public figure, and people will respect you for being in the game and answering the questions. Loitering in jail is not allowed, unless you are taking a quick break or logging out.
- Create a "Hello" macro that will say a Hello type phrase such as "Hail, what can I help you with" and have that followed by a "Say: .showids" macro. This will allow you to arrive on the scene and immediately catch everyone's ID # and save it to your log file before they a) run off the screen or b) in case you forget. Under normal circumstances this will not be needed, but if you arrive on a call where harassment is happening, you will have a record of everyone who was there when you arrived.
- Keep a log. You will need to add the following two lines to your uo.cfg file:

```
SaveJournal=on
JournalSaveFile=<path>=<drive>:\<path>\<filename>.txt
(for example: JournalSaveFile=C:\games\UO\journal.txt)
```

Just remember to delete it every once in a while or it can grow into a 30 meg monster.

- IRC tricks: Instead of typing out your log-on lines every time you run IRC, you can set up to 5 commands to perform when the client connects. Go to "General Options" in the toolbar, select the "Perform" tab and type in your lines there. For example:

```
/msg nickserv ident <password>
/msg chanserv invite #uo-lakesuperior
/msg chanserv invite #uo-council
```

Then select the "IRC switches" tab and check "Auto join on invite." When you connect to the server, it will automatically perform these actions for you.

- If you are performing a wedding, use macros instead of typing it all out. If you need the macros.txt file that has the wedding script in it, just ask your Senior Counselor for it.

### **Do's**

- **Treat everyone in a patient, kind and respectful manner**  
A Counselor must be friendly, understanding, patient, use good grammar, avoid offensive or abusive language of any kind, have good people skills and be able to talk easily to people who might be upset or confused. Remember, your actions, whether they be positive or negative, will affect the image of the other Counselors, Game Masters and the game community itself, so you must be on your best behavior to everyone. Think of yourself as having been appointed by Lord British himself to assist his loyal citizens in time of need.

- **Help all players to the best of your ability**

Answer all questions asked from all players, regardless of whether or not you like their playing style. All players deserve help, whether they are new players, old timers, murderers, Glorious Lords or newbies.

If you don't know the answer, try to find out from other counselors in IRC. Don't be afraid to tell the player that you don't know an exact answer to their question. No one person knows everything about the game. Honesty is appreciated more than making incorrect statements. Incorrect answers will cause players to distrust your guidance, and perhaps the guidance of all Counselors.

As a rule, you can also direct players to pages on the <http://www.uo.com/> website. Since the redesign was implemented, page download times have decreased markedly; there is a wealth of useful information there and now it doesn't take a lifetime to get it.

- **Treat everyone the same. A counselor must remain a neutral entity**

It is important to treat every player as a valued guest in the Realm. Treat all players equally with courtesy and diplomacy. This also includes the other members of the Team, including GMs, your fellow Counselors and Senior Counselors.

**Do not** take sides and do not play favorites. Especially, don't do anything that might leave the perception that you are abusing your powers, either for or against a player. In the past, this particular problem has led to an overall bad name for the Counselor program. It is absolutely vital to remain objective in all situations. Remember: Perception is reality. If the players *perceive* you are abusing your power, that will become their reality.

If you are ever unsure of how to act, contact a SRC, SLC or GM immediately (if a GM is on duty).

- **Be consistent.**

In your answers to questions about policy and procedure, and the solutions you render to the customer, remain consistent with what OSI and other Counselors are saying and doing. This means staying on top of the Counselor Web message boards and communicating regularly with your SRC and other Counselors. If there is a question in your mind relating to any solution or topic, contact a higher authority for guidance.

- **A complaint is an opportunity.**

Each time someone uses the Queue, that player is saying to us, "I want to keep playing, but you have to fix this!" This is an opportunity for us to show that we genuinely care whether or not they play our game. Seize that opportunity! Nothing creates loyalty quite so well as actually demonstrating that the individual matters.

- **Have fun**

Being a Counselor can (and should) be quite a bit of fun. You were selected because you expressed a desire to help people, and helping people is fun. There is nothing quite

like meeting an angry or frustrated player, helping him/her and watching them transform into a satisfied player. It can be a heck of a good feeling.

Think of yourself as a teacher. You will supply guidance to a large number of people and can easily make the game a much more enjoyable experience for them.

Feel free to develop an appropriate character for your Counselor and to counsel in character, say funny things or anything else that helps to make counseling fun. As we all know, gamers as a class have a great sense of humor; a little of this goes a long way.

Also, feel free to suggest ways that the counselors can interact in the game that would allow us to make a more positive impact on the game and not take away from other players' role-playing.

You can also attend and perform in player weddings. These events heighten the role playing experience for the players. You can contact your Senior Counselor for assistance in performing or setting up weddings.

Feel free to come up with "arrival" and "departure" messages unique to your counselor.

- **Continue to play the game during your non-Counselor time**

Playing the game is why you came here in the first place, no? Keeping up with your game play will also allow you to be more informed about important issues or events in the game. It is important to not lose touch with the concerns of the players.

One advantage to being a Counselor is that you will have access to a lot more information about the game, which may allow you to better enjoy your normal playtime in UO. You'll come to understand more about how and why things happen in game.

- **Be familiar with the game**

Knowing how to play the game, where items are, how to perform certain tasks, and where information can be found covers most of what you will be asked. Knowing first hand how to do these things will be very beneficial to you.

- **Keep the other Counselors and Game Master informed about game issues.**

Use the Counselor Web and IRC to discuss issues as they crop up. Don't assume that someone else must have discovered a problem and reported it already.

- **Stay within the game fiction**

This means only talking about game-related topics. Avoid talking about Origin, your personal life, where you live or other non-game topics. It's OK to be friendly, but while you're describing your dog's latest de-worming treatment, the Help Queue is growing.

## Don't...

- **Use bad or offensive language**

When dealing with a player use absolutely no profanity or swearing. Do not ever mention any racial, ethnic or sexual slurs or connotations.

- **Exploit your status as a Counselor to upset game balance.**

If you are found to be intentionally using your Counselor knowledge or powers outside of the written policy and procedures, you run the risk of not only being dropped as a Counselor, but being banned from the game as well. See the section titled The Penalties of Abuse for details. If you have any question of what constitutes abuse of your powers, ask your SRC for guidance.

- **Tell other players that you are a Counselor when playing normally.**

You should maintain a complete separation from your character persona and your Counselor. Even just mentioning that you are a Counselor to other players during game play might be taken as a sign that you are asking for special treatment, or are threatening them with reprisals by other Counselors. If you never mention you are a Counselor while playing your character, no one can ever accuse you of trying to intimidate them.

- **'Play' the game while in your Counselor character.**

The Counselor should not venture into the wilderness to explore, should not lead a party to scout, and should not seek to acquire any information or details of any player that they are not assisting. Do not use your Counselor to explore dungeons or venture into homes.

- **Bottle up emotions when taking calls.**

Some of those players out there like to push people's buttons, and if they can get you mad, uptight, or upset about something, chances are they will try to do so. In cases like this, do your best to remain calm and resolve the situation.

To put it in other terms, counseling is sort of like driving. Remember that old driving teacher that told you to never drive angry? The same applies here – if you take anger or frustration with you on a call, that will carry over to the actual player, whether you are aware of it or not. Be aware of this, and if you need to take a break, by all means do so.

The worst thing you can do is to get angry or into an argument with a customer. As an "official" in the game, you can't possibly win an argument with a customer, even if you're in the right; if you're right, the customer just goes away even angrier and, if you're wrong, you make us all look like chumps for arguing in the wrong.

So don't be drawn into an argument. If you can fix the player's problem, do so, thank him and leave. If you can't, let him know that, apologize and leave, letting him/her know you have other calls to make.

If you have problems dealing with a person, here are a few things to try to calm the situation:

1. Let them know you can understand how they feel.
2. Use soft and reassuring language "Yes. I know it can be frustrating, I have been there myself".
3. Tell them that by reporting design issues to OSI, they can be solved over time.
4. If you begin to lose control of the situation, then you can escalate the call to your Senior Counselor or a GM. Let the customer know you are calling in a higher authority to help him! This will go a long way toward calming him down.

It is important that you always try to handle yourself with great self-control and patience.

Do not be rude or negative towards any other players, Game Masters, Counselors, the game or Origin. People will take what you say very seriously, so don't say anything you might regret.

- **Post as a Counselor to any web pages, chat rooms or email.**

As a Counselor, you are seen as a representative of Origin, the GMs, and all other Counselors. Any and all conversations or posts referring to you as a Counselor can reflect upon Origin, the GMs and other Counselors. Just be aware of how your actions can affect others.

No web pages relaying Counselor information, or Counselor-based Web pages are to be created without first consulting the IGM department and obtaining approval.

Do not post to a web page, chat room, message board or e-mail list as another persona defiling or attacking the Counselor program, another team member, Origin or Electronic Arts. This is akin to posting negative statements about your place of employment and just as in the "real world" it is frowned upon.

## ***APPENDIX D: TERMS OF SERVICE FOR COUNSELORS***

### Introduction

These Terms Of Service for Counselors is an agreement between you, the applicant ("Counselor"), and Origin Systems, Inc. ("OSI"), of the conditions under which you agree to undertake the task of being a Counselor for OSI's online game, Ultima Online ("UO" or "the Game"). Upon being accepted to the program, each applicant is required to sign and return a copy of these Terms of Service to OSI, at an address to be specified upon acceptance. No applicant will receive final approval for Counselor status or training, and will not be assigned special Counselor commands and abilities, until a signed copy of these Terms of Service has been received by OSI.

1. **General Responsibilities:** The Counselor Program is a volunteer service organization; we are here to help others when they run into unusual difficulties during the normal course of play. This takes the form of: monitoring the Help Request Queue for calls for assistance from subscribers; responding to those calls; determining if the call should be handled immediately by the Counselor or forwarded to a Game Master, and; following up to insure that the subscriber is satisfied that his request has been dealt with.

These duties and the manner in which they handled is covered more fully in the Counselor Rules and Guidelines, a copy of which will be made available to you after you have signed and returned the terms of Service for Counselors to OSI. You may also find more information on the Counselor Web site.

2. **The UO Terms of Service:** In addition to these Terms of Service for Counselors, all Counselors are expected to adhere to the UO Subscriber Terms of Service, published online at <http://www.uo.com/agreement.html> and hereby incorporated into this document.
3. **Other Documents and Game Changes:** In addition to these Terms of Service and the UO Terms of Service, OSI sometimes modifies or adds to the Terms of Service via the Counselor Rules and Guidelines document and the Counselor Web site. We also note changes to the game itself, such a new features and modification of stat or skill gain procedures. Once accepted into the Counselor Program, you are expected to read these periodically and conform to any changes, additions and modifications to the Terms of Service for Counselors, and to be familiar with changes in the Game. If you have any questions about these, please contact your supervisor for clarification.
4. **Non-Disclosure Agreement:** When you're on the team, you need occasionally need certain confidential information to be able to do your part. Because of that, we may make sensitive information available to you, information that, in some cases, we don't want discussed outside of the group for a period of time. Therefore, you agree that you will not discuss any such confidential information we impart to you in the course of your duties as a Counselor with anyone outside of the Counselor Program or OSI's official Game representatives. We'll

clearly note when such information is confidential, be it verbally transmitted, via online chat, posted on the Counselor Web site or delivered to you in email or any other method.

5. **Prerequisites for Being a Counselor:** Any current UO player aged 21 years or older and with no outstanding UO billing issues is eligible to apply for the Counselor Program. Applying for the Counselor Program is no guarantee that you will be accepted; OSI reserves the right to grant or deny any such application at its sole discretion. Note also that it is OSI's policy not to allow Counselors to play characters on the same Shard(s) on which they pull Counselor duty.

You may *not* become a Counselor in any case if:

- You are under 21 years of age. Proof of age is required prior to commencing training;
  - Work either in-house, under contract or as a volunteer in any capacity for a computer game company, online games aggregator or a competing online game product. By signing and returning this form to OSI, you certify that you do not presently work for such a company and/or competitor in any capacity and that, while a member of the Counselor Program, you will immediately inform OSI if you do accept work with such a competitor.
6. **Training Course:** Because there are new and quite powerful commands and abilities available to Counselors, all applicants for Counselor will be required to take and pass an online training course before being posted for regularly scheduled duty. At present, the training course is expected to take a minimum of six hours and a maximum of twelve hours. Scheduling times for the training course will be by arrangement between the Counselor and the person assigned as trainer.
7. **Regularly Scheduled Shifts:** All Counselors are required to commit and adhere to a regular schedule of duty consisting of three two-hour shifts per week. Every reasonable attempt will be made by OSI to accommodate your preferences in the scheduling of duty time; this is a subject that should be discussed and worked out to the satisfaction of everyone involved at the time your application is accepted. Your tentative schedule, based on that conversation and pending attendance at the training course, if applicable, will be noted in the space provided below. Regular duty schedules will be maintained and posted on the Counselor Web site at <address>. If you have any questions about your schedule, please contact your direct supervisor.
8. **Missing a scheduled shift:** In order to provide consistency of service and to be fair to the players and the other Counselors, you are expected to show up for duty during the shifts you commit to. Anyone who misses one or more scheduled shifts without first contacting his/her direct supervisor may be temporarily or permanently dismissed from the Counselor Program.
9. **Held to a Higher Standard:** When on duty, Counselors are considered representatives and "ambassadors at large" for OSI and the Game and, thus, are held to a higher standard of behavior than the average player. Counselors on duty are expected to treat subscribers and



other Counselors with dignity, respect, courtesy and professionalism at all times. Counselors who are rude, discourteous or (*insert other adjectives here*) may be permanently or temporarily dismissed from Counselor duties.

10. **Abuse of Powers:** As a Counselor, you will have access to special commands and abilities which, if abused, could significantly alter the balance within the Game. Any abuse of Counselor abilities and commands will be grounds for immediate and permanent dismissal from the Counselor Program and, depending on the severity of the abuse and at the discretion of the Director of Player Relations, may also be grounds for terminating your UO player account. Abuse is defined as:

- **Using your special Counselor abilities to modify, add to, change or in any way create an advantage for any player without the express permission of the designated OSI supervisor or Game Master;**
- **Using your special Counselor abilities to modify, add to, change or in any way create a disadvantage or hardship or to harass for any player, Counselor or other OSI representative;**
- **Using your special Counselor abilities to modify, add to, change or in any way create an advantage for any of your account's characters;**
- **Using your Counselor abilities in any manner not prescribed in the Counselor Guidebook, a copy of which you will receive when you begin training;**
- **Or, in cases not covered by the Guidebook or the Counselor's experience, using those Counselor abilities without prior approval by the designated OSI supervisor or Game Master on duty.**

11. **Consideration:** In consideration for your time volunteered as a Counselor, your player account will be free of any monthly subscriptions fees charged by OSI to its customers for access to the Game. This includes all the characters created on that account for play on any UO shard. You continue to be responsible for any ISP fees and local or long distance telephone charges necessary to allow you to connect to and access the game servers.

From time to time, based entirely on availability and at the sole discretion of OSI, the company sends to all or some of the Counselors OSI game products and marketing items such as T-Shirts, cups, pens, posters and the like. OSI makes all reasonable efforts to insure that such games and marketing items are distributed equitably, but can make no guarantees that any Counselor will receive such game products or marketing items.

12. **Ownership of the Account:** Because your account will have access to the special Counselor abilities and commands, you agree that during your involvement in the Counselor program, you will not sell or transfer your game account, nor allow any 3<sup>rd</sup> Party access to your Counselor character in any manner without the prior written consent of OSI.

- 13. **Termination by OSI:** Your affiliation with the Counselor program can be terminated at any time by OSI, for any or no reason and at its sole discretion.
- 14. **Termination by Counselor:** If you decide you don't want to be a Counselor any more, for whatever reason, you can terminate your affiliation as a Counselor at any time with no hard feelings on our part. We *do* ask that you don't leave us in a lurch and give us at least one weeks' warning, so that we have the opportunity to fill your shifts without having to scramble at the last minute to do so.
- 15. **Leave of Absence:** We understand that the demands of real life can sometimes intrude on the game, or that you can just plain "burn out," and that it is sometimes necessary to take extended time off from being a Counselor. If you and your supervisor agree, dependent on the final approval of the Director of Player Relations, you may take a leave of absence of two weeks to four months from your regularly scheduled shifts without dropping out of the program altogether.

If for some reason we can't agree to your request for a leave of absence, you can drop from the program with no hard feelings. You will always be welcome to reapply for the program at a later date.

**15. Tentative Schedule**

SHARDS PLAYED ON NOW:

- 1. \_\_\_\_\_
- 2. \_\_\_\_\_
- 3. \_\_\_\_\_
- 4. \_\_\_\_\_

DUTY SHARD ASSIGNED:

Shift 1: \_\_\_\_\_, from \_\_\_\_\_ to \_\_\_\_\_

Shift 2: \_\_\_\_\_, from \_\_\_\_\_ to \_\_\_\_\_

Shift 3: \_\_\_\_\_, from \_\_\_\_\_ to \_\_\_\_\_

The foregoing Terms of Service for Counselors agreed to this \_\_\_\_\_ day of \_\_\_\_\_, 1999:

\_\_\_\_\_  
 Name

\_\_\_\_\_  
 Address

## 5.1 List of Servers

### *East Coast*

Atlantic -ge5  
Catskills -ge2  
Chesapeake -ge4

### *Central*

Great Lakes -tx2  
Lake Superior -tx3

### *West Coast*

Baja -gw2  
Napa Valley -gw3  
Sonoma -gw4  
Pacific -gw5

### *Japanese*

Asuka -jp2  
Hokuto -jp4  
Wakoku -jp3  
Yamato -jp1  
Izumo -jp5

### *European*

Europa -eu1  
Drachenfels -eu2

### *Korean*

Arirang -kr1  
Balhae -kr2

### *Taiwan*

Formosa -tw2

### *Australasian*

Oceania -oz1

### *Other Shards*

Test Center -tx1  
Siege Perilous -tx4

### 5.2 Monster Template

Template #	Name	Template #	Name	Template #	Name
500; 670	Alligator	632	Harpy (Stone)	514; 662	Rabbit
502; 652	Bear (Black)	576	Hart (Great)	572	Rabbit (Jack)
504	Bear (Brown)	533	Headless One	520	Rat
546; 657	Bear (Grizzly)	622	Hell Cat	531	Rat (Giant)
547; 658	Bear (Polar)	623	Hell Cat (large)	503	Rat (Sewer)
525	Bird (Tropical)	605	Hell Hound	561	Ratman
633	Black Widow (Giant)	510; 654	Hind	509	Raven
574	Blade Spirit	515; 655	Horse	539	Reaper
516	Boar	584	Horse (Pack)	556; 664	Scorpion
526	Bull	614	Ice Fiend	577; 669	Serpent (Giant)
694	Bullfrog	636	Imp	619	Serpent (Giant Ice)
506	Cat	562; 667	Jwilson	620	Serpent (Lava)
507; 653	Chicken	639	Kraken	521	Serpent (Sea)
551	Corpser	566; 659	Leopard (Snow)	540	Serpent (Silver)
517	Cougar	534	Lich	524	Sheep
508	Cow	583	Lich Lord	594	Skeletal Knight
571	Crow	695	Lizard (Lava)	541	Skeleton
680	Cyclopean Warrior	535	Lizardman	581	Snake
559	Daemon	550; 663	Llama	611	Snake (Ice)
582	Daemon Boss	585	Llama (Pack)	621	Snake (Lava)
597	Daemon (Hard)	644	Llama (Ridable)	637	Spider (Dread)
666	Death	549; 590	Mage	613	Spider (Frost)
511	Dog	570	Magpie	532	Spider (Giant)
523	Dolphin	593	Magi (Bone)	640	Tentacle (Swamp)
545	Dragon	536	Mongbat	686	Terathan Avenger
579	Drake	558	Mongbat (easy)	683	Terathan Drone
512; 661	Eagle	638	Mummy	685	Terathan Matriarch
624	Efreet	634	Nightmare	684	Terathan Warrior
630	Elemental (Acid)	501	Nuthatch	681	Titan
552; 600	Elemental (Air)	537	Ogre	693	Toad (Giant)
591	Elemental (Blood)	588	Ogre Lord	542	Troll
527; 598	Elemental (Earth)	615	Ooze (Frost)	616	Troll (Frost)
553; 601	Elemental (Fire)	689	Ophidian	564; 668	Walrus
617	Elemental (Ice)	688	Ophidian Apprentice	543	Wisp
592	Elemental (Poison)	690	Ophidian Justicar	565	Wolf (Dire)
618	Elemental (Snow)	691	Ophidian Matriarch	569; 660	Wolf (Grey)
554; 599	Elemental (Water)	687	Ophidian Warrior	505	Wolf (Timber)
573	Energy Vortex	538	Orc Captain	568	Wolf (White)
528	Ettin	522	Orc Captain	604	Wyrn (Ancient)
529	Gargoyle	603	Orcish Lord	610	Wyrn (White)
631	Gargoyle (Stone)	602	Orcish Mage	635	Wyvern
560	Gazer	696	Ostard (Desert)	544	Zombie
589	Gazer (Elder)	698	Ostard (Forest)		
513	Goat	697	Ostard (Frenzied)		
548	Goat (Mountain)	518	Panther		
557; 665	Gorilla	625	Phoenix		
555	Harpy	519; 656	Pig		

### 5.3 Skill Numbers

<i>Skill Name (Alphabetical)</i>	<i>Skill Number</i>	<i>Skill Name (Numerical)</i>	<i>Skill Number</i>
Alchemy	0	Alchemy	0
Anatomy	1	Anatomy	1
Animal Lore	2	Animal Lore	2
Animal Taming	35	Item Identification	3
Archery	31	Arms Lore	4
Arms Lore	4	Parrying	5
Begging	6	Begging	6
Blacksmithy	7	Blacksmithy	7
Bowcraft / Fletching	8	Bowcraft/Fletching	8
Camping	10	Peacemaking	9
Carpentry	11	Camping	10
Cartography	12	Carpentry	11
Cooking	13	Cartography	12
Detect Hidden	14	Cooking	13
Enticement	15	Detect Hidden	14
Evaluating Intellect	16	Enticement	15
Fencing	42	Evaluating Intellect	16
Fishing	18	Healing	17
Forensic Evaluation	19	Fishing	18
Healing	17	Forensic Evaluation	19
Herding	20	Herding	20
Hiding	21	Hiding	21
Inscription	23	Provocation	22
Item Identification	3	Inscription	23
Lockpicking	24	Lockpicking	24
Lumberjacking	44	Magery	25
MaceFighting	41	Resisting Spells	26
Meditation	46	Tactics	27
Magery	25	Snooping	28
Mining	45	Musicianship	29
Musicianship	29	Poisoning	30
Parrying	5	Archery	31
Peacemaking	9	Spirit Speak	32
Poisoning	30	Stealing	33
Provocation	22	Tailoring	34
Remove Trap	48	Animal Taming	35
Resisting Spells	26	Taste Identification	36
Snooping	28	Tinkering	37
Spirit Speak	32	Tracking	38
Stealing	33	Veterinary	39
Stealth	47	Swordsmanship	40
Swordsmanship	40	Mace Fighting	41
Tactics	27	Fencing	42
Tailoring	34	Wrestling	43
Taste Identification	36	Lumberjacking	44
Tinkering	37	Mining	45
Tracking	38	Meditation	46
Veterinary	39	Stealth	47
Wrestling	43	Remove Trap	48

### 5.4 NPC Templates

NPC Type <S> ShopKeeper			NPC Type <S> ShopKeeper		
	Number	Gender		Number	Gender
Actor	57	Male	Gypsy	43	Male
	1057	Female		1043	Female
Alchemist <S>	27	Male	HarborMaster	85	Male
	1027	Female		1085	Female
Animal Trainer <S>	32	Male	Healer <S>	7	Male
	1032	Female		1007	Female
Architect <S>	41	Male	Healer	81	Male
	1041	Female		1081	Female
Armourer <S>	2	Male	Healer Guild Master	62	Male
	1002	Female		1062	Female
Artist	26	Male	Herbalist <S>	44	Male
	1026	Female		1044	Female
Baker <S>	3	Male	Innkeeper <S>	8	Male
	1003	Female		1008	Female
Banker <S>	80	Male	Jailer	9	Male
	1080	Female		1009	Female
Bard	29	Male	Jeweler <S>	10	Male
	1029	Female		1010	Female
Bard Guild Master <S>	52	Male	Judge	45	Male
	1052	Female		1045	Female
Beekeeper <S>	77	Male	Mage <S>	12	Male
	1077	Female		1012	Female
Beggar	35	Male	Mage	76	Male
	1035	Female		1076	Female
Blacksmith <S>	53	Male	Mage Guild Master	58	Male
	1053	Female		1058	Female
Bowyer <S>	4	Male	Magincia Council Member	68	Male
	1004	Female		1068	Female
Brigand	40	Male	Magincia Servant	69	Male
	1040	Female		1069	Female
Broker <S>	90	Male	Mapmaker <S>	42	Male
	1090	Female		1042	Female
Butcher <S>	5	Male	Mayor	38	Male
	1005	Female		1038	Female
Carpenter <S>	24	Male	Mercenary	55	Male
	1024	Female		1055	Female
Cobbler <S>	34	Male	Merchant Guild Master	64	Male
	1034	Female		1064	Female
Cook <S>	46	Male	Miller <S>	48	Male
	1046	Female		1048	Female
Farmer <S>	50	Male	Miner	37	Male
	1050	Female		1037	Female
Fighter	56	Male	Miner Guild Master	63	Male
	1056	Female		1063	Female
Fisherman <S>	30	Male	Minter	49	Male
	1030	Female		1049	Female
Fishing Guild Master	67	Male	Monk	47	Male
	1067	Female		1047	Female
Fur Trader <S>	79	Male	Noble	1	Male
	1079	Female		1001	Female
Gambler	39	Male	Oclo Casual	70	Male
	1039	Female		1070	Female
Game Master	996	Male	Oclo Priest	71	Male
	997	Female		1071	Female
Glassblower <S>	28	Male	Oclo Runner	72	Male
	1028	Female		1072	Female
Guard	6	Male	Paladin	74	Male
	1006	Female		1074	Female
Guard	83	Male	Peasant	0	Male
	1083	Female		1000	Female
Guard	84	Male	Pirate	13	Male
	1084	Female		1013	Female

<b>NPC Type &lt;S&gt; ShopKeeper</b>	<b>Number</b>	<b>Gender</b>
Prisoner	73	Male
	1073	Female
Provisioner <S>	14	Male
	1014	Female
Rancher	33	Male
	1033	Female
Ranger	75	Male
	1075	Female
Ranger Guild Master	61	Male
	1061	Female
Sailor	15	Male
	1015	Female
Scribe	36	Male
	1036	Female
Sculptor	25	Male
	1025	Female
Shepherd <S>	78	Male
	1078	Female
Shipwright <S>	16	Male
	1016	Female
Tailor <S>	17	Male
	1017	Female
Tailor Guild Master	66	Male
	1066	Female
Tanner <S>	11	Male
	1011	Female
Tavern Keeper <S>	19	Male
	1019	Female
Thief	20	Male
	1020	Female
Thief Guild Master	60	Male
	1060	Female
Tinker <S>	21	Male
	1021	Female
Tinker Guild Master	65	Male
	1065	Female
Veggie Seller <S>	82	Male
	1082	Female
Veterinarian	51	Male
	1051	Female
Waiter <S>	31	Male
	1031	Female
Warrior	54	Male
	1054	Female
Warrior Guild Master	59	Male
	1059	Female
Weaponsmith <S>	23	Male
	1023	Female
Weapons Trainer	22	Male
	1022	Female
Weaver <S>	18	Male
	1018	Female

### 5.5 GM Body Templates

Creature	Body #	Creature	Body #
Alligator	202	Horse (White)	228
Bear	211	Lich	24
Bear (Grizzly)	212	Lizardman	33
Bear (Polar)	213	Lizardman w/ Mace	36
Bird	6	Lizardman w/ Spear	35
Bull (Brown)	232	Llama	220
Bull (Spots)	233	Llama (Pack)	292
Cat	201	Mongbat	39
Chicken	208	Ogre	1
Corpser	8	Orc Captain	7
Cow (Black & White)	216	Orc Captain	17
Cow (Brown & White)	231	Orc w/ Club	41
Daemon	9	Pig	203
Daemon w/ Sword	10	Rabbit	205
Dog	217	Rat	238
Dolphin	151	Rat (Giant)	215
Dragon (Brown)	12	Ratman	42
Dragon (Red)	59	Ratman w/ Club	44
Drake (Brown)	60	Ratman w/ Sword	45
Drake (Red)	61	Reaper	47
Eagle	5	Scorpion (Giant)	48
Elemental (Air)	13	Serpent (Sea)	150
Elemental (Earth)	14	Sheep	207
Elemental (Fire)	15	Sheep (Sheared)	223
Elemental (Water)	16	Skeleton	50
Ettin	2	Skeleton w/ Axe	56
Ettin w/ Club	18	Skeleton w/ Sword & Shield	57
Gargoyle	4	Slime	51
Gazer	22	Snake	52
Goat	209	Snake (Giant)	21
Gorilla	29	Spectre	26
Great Hart	234	Spider (Giant)	28
Harpy	30	Troll	54
Headless	31	Walrus	221
Hind	237	Wisp	58
Horse (Brown)	204	Wolf (Timber)	225
Horse (Pack)	291	Zombie	3
Horse (Pale White)	200		



### 5.6 Item Template

Item	Template #	Generic Obj #	Item	Template #
<b>Reagents</b>			<b>Treasure</b>	
Sulfurous Ash	1540	3980	Poor Goodie Template	1515
Ginseng Reagent	1541	3973	Broke Goodie Template	1520
Garlic Reagent	1542	3972	Average Goodie Template	1525
Blood Moss Reagent	1543	3963	Rich Goodie Template	1530
Mandrake Reagent	1544	3974	Filthy Rich Goodie Template	1535
Nightshade Reagent	1545	3976	<b>House Deeds</b>	
Spider Silk Reagent	1553	3981	Stone & Plaster House	1900
Black Pearl Reagent	1554	3962	Field Stone House	1901
Exploding Mushrooms	1555	-	Small Brick House	1902
<b>Pagan Reagents</b>			Wooden House	1903
Batwings	3960	-	Wood & Plaster House	1904
Blackmoor	3961	-	Thatched Roof House	1905
Bloodspawn	3964	-	Brick House	1908
Bones	3966	-	2 Story Wood & Plaster House	1909
Brimstone	3967	-	2 Story Stone & Plaster House	1910
Daemon's Bones	3968	-	Tower	1911
Dragon's Blood	3970	-	Stone Keep	1912
Executioner's Cap	3971	-	Castle	1913
Eyes of Newt	3975	-	Large House w/ Patio	5360
Fertile Dirt	3969	-	<b>Ship Deeds</b>	
Obsidian	3977	-	Small Ship	1800
Pig Iron	3978	-	Small Dragon Ship	1801
Pumice	3979	-	Medium Ship	1802
Serpent's Scales	3982	-	Medium Dragon Ship	1803
Vials of Blood	3965	-	Large Ship	1804
Volcanic Ash	3983	-	Large Dragon Ship	1805
Wyrms Heart	3985		<b>Misc. Deeds</b>	
<b>Materials</b>			Guildstone Deed	1922
Log	-	7133	Vendor Deed	2100
Ingots	-	7154	<b>Magic Items</b>	
Ore	-	6585	Magic Item Generator	1988
Hides	-	4216	Magic Item Generator in Crate	1999
Wool	-	4127	<b>Other Items</b>	
Arrow	-	3903	Male Generic Starting Clothes	2998
Blank Scroll	-	3827	Female Generic Starting Clothes	2999
Blank Deed	-	5360	Full Spell Book	3501
Key	-	4111	Reagent Bag	3506
<b>Crops</b>			Map of the World	1728
Cabbage Crop	1546	3196	Crystal of Communication	1565
Carrot Crop	1547	3191		
Cotton Crop	1548	-		
Lettuce Crop	1549	3185		
Onion Crop	1550	3182		
Turnip Crop	1551	3386		
Wheat Crop	1552	-		

5.7 Color Template

	Blue	Violet	Indigo	Purple	Pink	Hot Pink	Red	Red / Oran.	Oran. / Yellow	Oran. / Yellow	Yellow / Green	Green / Yellow	Green / Blue	Blue / Green	Aqua	Turq.	Sky Blue	Light Blue		
Light	1-5	6-10	11-15	16-20	21-25	26-30	31-35	36-40	41-45	46-50	51-55	56-60	61-65	66-70	71-75	76-80	81-85	86-90	91-95	96-100
	101-105	106-110	111-115	116-120	121-125	126-130	131-135	136-140	141-145	145-150	151-155	156-160	161-165	166-170	171-175	176-180	181-185	186-190	191-195	196-200
	201-205	206-210	211-215	216-220	221-225	226-230	231-235	236-240	241-245	246-250	251-255	256-260	261-265	266-270	271-275	276-280	281-285	286-290	291-295	296-300
	301-305	306-310	311-315	316-320	321-325	326-330	331-335	336-340	341-345	346-350	351-355	356-360	361-365	366-370	371-375	376-380	381-385	386-390	391-395	396-400
	401-405	406-410	411-415	416-420	421-425	426-430	431-435	436-440	441-445	446-450	451-455	456-460	461-465	466-470	471-475	476-480	481-485	486-490	491-495	496-500
	501-505	506-510	511-515	516-520	521-525	526-530	531-535	536-540	541-545	546-550	551-555	556-560	561-565	566-570	571-575	576-580	581-585	586-590	591-595	596-600
	601-605	606-610	611-615	616-620	621-625	626-630	631-635	636-640	641-645	646-650	651-655	656-660	661-665	666-670	671-675	676-680	681-685	686-690	691-695	696-700
Dark	701-705	706-710	711-715	716-720	721-725	726-730	731-735	736-740	741-745	746-750	751-755	756-760	761-765	766-770	771-775	776-780	781-785	786-790	791-795	796-800
Grey	801-805	806-810	811-815	816-820	821-825	826-830	831-835	836-840	841-845	846-850	851-855	856-860	861-865	866-870	871-875	876-880	881-885	886-890	891-895	896-900
Grey	901-905	906-910	911-915	916-920	921-925	926-930	931-935	936-940	941-945	946-950	951-955	956-960	961-965	966-970	971-975	976-980	981-985	986-990	991-995	996-1000

### 5.8 Spell Template

Common Spell Name	Lexicon	Template # <<Scroll>>	Common Spell Name	Lexicon	Template # <<Scroll>>
First Circle - 4 Mana			Fifth Circle - 14 Mana		
Reactive Armor	Flam Sanct	7981	Blade Spirits	In Jux Hur Ylem	8013
Clumsy	Uus Jux	7982	Dispel Field	An Grav	8014
Create Food	In Mani Ylem	7983	Incognito	Kal In Ex	8015
Feeblemind	Rel Wis	7984	Magic Reflection	In Jux Sanct	8016
Heal	In Mani	7985	Mind Blast	Por Corp Wis	8017
Magic Arrow	In Por Ylem	7986	Paralyze	An Ex Por	8018
Night Sight	In Lor	7987	Poison Field	In Nox Grav	8019
Weaken	Des Mani	7988	Summon Creature	Kal Xen	8020
Second Circle - 6 Mana			Sixth Circle - 20 Mana		
Agility	Ex Uus	7989	Dispel	An Ort	8021
Cunning	Uus Wis	7990	Energy Bolt	Corp Por	8022
Cure	An Nox	7991	Explosion	Vas Ort Flam	8023
Harm	An Mani	7992	Invisibility	An Lor Xen	8024
Magic Trap	In Jux	7993	Mark	Kal Por Ylem	8025
Magic Untrap	An Jux	7994	Mass Curse	Vas Des Sanct	8026
Protection	Uus Sanct	7995	Paralyze Field	In Ex Grav	8027
Strength	Uus Mani	7996	Reveal	Wis Quas	8028
Third Circle - 9 Mana			Seventh Circle - 40 Mana		
Bless	Rel Sanct	7997	Chain Lightning	Vas Ort Grav	8029
Fireball	Vas Flam	7998	Energy Field	In Sanct Grav	8030
Magic Lock	An Por	7999	Flame Strike	Kal Vas Flam	8031
Poison	In Nox	8000	Gate Travel	Vas Rel Por	8032
Telekinesis	Ort Por Ylem	8001	Mana Vampire	Ort Sanct	8033
Teleport	Rel Por	8002	Mass Dispel	Vas An Ort	8034
Unlock	Ex Por	8003	Meteor Swarm	Flam Kal Des Ylem	8035
Wall of Stone	In Sanct Ylem	8004	Polymorph	Vas Ylem Rel	8036
Fourth Circle - 11 Mana			Eighth Circle - 50 Mana		
Arch Cure	Vas An Nox	8005	Earthquake	In Vas Por	8037
Arch Protection	Vas Uus Sanct	8006	Energy Vortex	Vas Corp Por	8038
Curse	Des Sanct	8007	Resurrection	An Corp	8039
Fire Field	In Flam Grav	8008	Air Elemental	Kal Vas Xen Hur	8040
Greater Heal	In Vas Mani	8009	Summon Daemon	Kal Vas Xen Corp	8041
Lightning	Por Ort Grav	8010	Earth Elemental	Kal Vas Xen Ylem	8042
Mana Drain	Ort Rel	8011	Fire Elemental	Kal Vas Xen Flam	8043
Recall	Kal Ort Por	8012	Water Elemental	Kal Vas Xen An Flam	8044

Potion Type	Potion Color	Template #	Reagent Used	Effect
Agility	Blue	3848	Blood Moss	Temporarily Improves your Dex
Cure	Orange	3847	Garlic	Cures a poisoned player
Explosion	Purple	3853	Sulfurous Ash	Creates an explosion where thrown
Heal	Yellow	3852	Ginseng	Restores some measure of HP's
Night Sight	Black	3846	Spider Silk	Casts NightSight on drinker
Poison	Green	3850	NightShade	Poisons the drinker of the potion
Refresh	Red	3851	Black Pearl	Improves your fatigue
Strength	White	3849	Mandrake	Temporarily improves your Str

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