

COMPLETE ULTIMA VII INSTALL GUIDE

Congratulations on your purchase of the *Complete Ultima VII*. The following instructions describe how to get *Ultima VII* from the compact disk onto your hard disk drive. Don't worry if you've never done this before. You can safely stop the installation process at any time. You can also re-run the install program at any time. If you have any trouble installing the game, see **Troubleshooting** (p. 5). Remember, you may safely quit and start over at any time!

**WE STRONGLY RECOMMEND THAT YOU MAKE A
FLOPPY BOOT DISK TO PLAY ULTIMA VII!**

QUICK INSTALLATION

1. Turn on your computer and wait for the DOS prompt.
2. Insert your CD into the CD drive.
3. Type the letter of that drive, followed by a colon, and hit **[Enter]**.
(For example, A: **[Enter]**)
4. Type **INSTALL** and hit **[Enter]**.
5. Use **[↑]** and **[↓]** to select one of the following options, then hit **[Enter]**:
INSTALL ULTIMA VII AND FORGE OF VIRTUE
INSTALL ULTIMA VII PART 2 - SERPENT ISLE AND SILVER SEED
EXIT (returns you to the DOS prompt)
6. Follow the instructions provided by the installation program.
For more details, see **Installation Options**, below.

SYSTEM REQUIREMENTS

Computer. A 386, Intel486 or 100% compatible system with a Microsoft mouse (or compatible).

Memory. A machine with more than 2 megabytes of RAM is required to play either game. Of that, *Ultima VII* requires at least 524,000 bytes free of base RAM, while *Ultima VII, Part Two* requires at least 535,000 bytes free of base RAM. For more information, see **Available Memory**, below.

Hard Drive Space. 25 megabytes hard drive space is required for each game; 50 megs if both are installed at the same time.

Floppy Boot Disk. Even if you know how to modify your hard drive's CONFIG.SYS and AUTOEXEC.BAT, you should make a floppy boot disk. If you do not use the correct configuration to run the game, your saved games will probably be corrupted and you will have to start the game over from the beginning (this time with the correct configuration!).

AVAILABLE MEMORY

Your computer must have at least 640K of RAM and more than two megabytes of total memory to play either game.

Ultima VII. Regardless of the amount of RAM your computer possesses, there must be 524,000 (512K) bytes free to run the game. Sound and speech options can push this total to 561,144 (548K) bytes of DOS memory.

<http://www.replacementdocs.com>

Ultima VII, Part Two. Regardless of the amount of RAM your computer possesses, there must be 535,000 (523K) bytes free to run the game. Sound and speech options can push this total to 587,000 (573K) bytes of DOS memory.

To find out how much free RAM your computer has before installation, run the DOS program, CHKDSK, by typing CHKDSK at the root directory prompt (e.g., C:\>CHKDSK). (On some machines, CHKDSK may be located inside the \DOS directory.) When you run the program, the last line of the information presented tells you how much free RAM there is. For example, the last line might tell you that the system has 565,239 bytes free.

If you have less than the required amount of free RAM, you will not be able to run the game until additional memory is freed. If you are not familiar with this process, please see **Making a Floppy Boot Disk** (p. 4).

INSTALLATION OPTIONS

The following instructions apply to both *Ultima VII* and *Ultima VII, Part Two*. The install program asks you where to put the game on your hard disk, and about any sound cards you have in your computer. Hit **[Esc]** at any time to safely cancel the installation process.

1. Choosing a Disk Drive

First, a window appears to tell you which disk drives can contain the game you are trying to install. (If no disk drive has at least 25 megabytes available, you cannot install either game until you free more space.) Use **[↑]** and **[↓]** to select the hard drive of your choice, then hit **[Enter]**.

2. Creating a Directory

A second window asks in which directory to put the game. If you want a directory name other than ULTIMA7 (for *Ultima VII*) or SERPENT (for *Ultima VII, Part Two*) type a new name. Hit **[Enter]** when you have the name you want. Do *not* put both games in the same directory.

3. Selecting Music and Sound Cards

When installing *Ultima VII*. Next you are asked about sound cards that might be in your computer. To hear any part of the game's speech, sound effects or music, you must have a sound board. (PC sound has no effect.) Use **[↑]** and **[↓]** to select among:

- No sound card
- Ad Lib
- Sound Blaster
- Sound Blaster Pro
- Roland MT-32 or LAPC-1 (Select this if you have both Roland and Sound Blaster.)

Hit **[Enter]** when you choice is highlighted.

When installing *Ultima VII, Part Two*. Next you are asked what sound cards, if any, you have. To hear the game's speech, sound effects or music, you must have a sound board. The PC speaker is not supported. Use **[↑]** and **[↓]** to select among:

- No sound card
- Ad Lib
- Sound Blaster
- Sound Blaster Pro

- Roland MT-32 or LAPC-1 (Select this if you have only a Roland or both a Roland and Sound Blaster/Sound Blaster Pro and wish to use the Roland for music and the Sound Blaster for digitized speech.)

Press **[Enter]** when you have highlighted your choice.

If you select Roland, another screen appears, asking which card you wish to use for digitized speech. Use **[↑]** and **[↓]** to select among:

- I don't have a speech card
- Sound Blaster
- Sound Blaster Pro

Press **[Enter]** when you have highlighted your choice.

4. Assigning IRQ and DMA Numbers (Sound Blaster boards only)

If you chose Sound Blaster or Sound Blaster Pro at any point in Step 3, you have to tell the installation program the “IRQ” and “DMA” numbers for your sound card. If you're not sure what they are, use the default settings that are suggested by the installation program. (See **Troubleshooting** if you need more information. If any difficulties arise later from a wrong setting (such as silent or stuttered speech), you may re-run the installation program at any time.)

5. Confirming Your Configuration

Next, a window appears comparing your configuration with that required to run the game. If the two are compatible, the window indicates such with an OK.

However, if your configuration does not match that required by the game, problem areas are noted with the words NOTOK. The two most common problems are not enough DOS memory (see **System Requirements**, p. 1) and incompatible memory managers (see **Troubleshooting**, p. 5). If this happens you should make a floppy boot disk — see **Making a Floppy Boot Disk**, p. 4.

CHANGING YOUR CONFIGURATION

At some time you may want to re-run the install program for either game (generally, to change or add a sound card, or to adjust the IRQ/DMA settings). Follow these directions. (You won't need to use the CD that came with the game; you'll be working with the data already on your hard disk.)

1. Type the letter of your hard drive followed by a colon and hit **[Enter]** (for example, C: **[Enter]**).
2. Type CD followed by the game's directory name, then hit **[Enter]** (CD\ULTIMA7 or CD\SERPENT, if you chose the default directories.)
3. Type INSTALL and hit **[Enter]**.
4. Follow the instructions for Steps 3 - 5 in **Installation Options**, p. 2.

MAKING A FLOPPY BOOT DISK

If you don't want to reconfigure your system, you can make a DOS system floppy boot disk to start your computer before you play.

Note: The install program (which is based on the original floppy-based version) might give you this option, but ignore it. Do *not* use a floppy boot disk that either game creates — with this CD-based version, make your own, using the following instructions.

To create a floppy boot disk, insert a blank floppy into your A: drive. From the DOS prompt, type:

```
FORMAT A:/S 
```

When the format is complete and you are back to the DOS prompt, type:

```
EDIT A:\CONFIG.SYS   
DEVICE=C:\DOS\HIMEM.SYS  
DOS=HIGH  
FILES=25  
BUFFERS=25
```

To exit and save this file, type:

```
   
  

```

Next, type:

```
EDIT A:\AUTOEXEC.BAT   
PATH=C:\DOS  
PROMPT $P$G  
C:\MOUSE\MOUSE.COM
```

Your mouse driver may be located on another path. Replace this last line with the correct path if necessary.

To exit and save this file, again type:

```
   
  

```

Whenever you wish to play either game, insert this disk in drive A: and then turn your computer on. From the DOS prompt, change to your hard drive (for example, by typing C:) and run the game as described in the play guides.

Disk Caches. If you have more than two megabytes of RAM, a disk cache will improve upon extended memory and increase the speed of the game. However, if you have a disk caching program that caches the floppy drive, we recommend that you disable the floppy caching before installing or running the game.

Never delete your AUTOEXEC.BAT or CONFIG.SYS files completely from your hard drive. Your computer can not function without them.

TROUBLESHOOTING

Listed here are a few common problems and possible solutions.

The game fails to load or run properly.

- *You may not have enough free RAM.* Run CHKDSK to determine your computer's available RAM. Free up RAM if necessary. (See **Available Memory**, p. 1.)
- *You may have a memory resident TSR program that conflicts with the game.* Boot the computer from a DOS system floppy disk or remove memory-resident programs before running the game. See **Making a Floppy Boot Disk**, p. 4.
- *You may need to remove your Expanded Memory Manager.* ORIGIN uses a special memory manager to run both *Ultima VII* games. This manager uses extended memory, so it can co-exist with the HIMEM.SYS driver. However, HIMEM.SYS is not necessary for this manager to function. The other popular memory manager, called Expanded Memory (EMS), is *not* compatible with *Ultima*'s custom memory manager. If you are using an expanded memory manager (such as QEMM, 386^MAX or EMM386) you must remove it to run either game. See **Making a Floppy Boot Disk**, p. 4.
- *You may have filled all free space on the active disk drive.* At the DOS prompt (e.g., "C:"), type DIR to check available hard drive space. This lists a directory of your drive's contents and, following the directory, states how many bytes are free. Remember, you need at least 25 megabytes on your hard drive to install either game. You need 524,000 to 561,144 bytes of free RAM to run *Ultima VII*. You need 535,000 to 587,000 bytes of free RAM to run *Ultima VII, Part Two*.

Serpent Isle fails to load or run properly.

- *Some disk compression utilities are not compatible with Serpent Isle.* They require a substantial amount of low RAM (often as much as 45K). To play *Serpent Isle* using a disk compressor, you must free enough RAM to meet both the game's needs and the needs of your disk compression utility. Try re-installing the game without any speech or sound, a configuration that requires less memory.

As soon as I type SERPENT to start playing *Ultima VII, Part Two*, my system returns to DOS with a large prompt.

- *If you're using a Sound Blaster card (or compatible), you probably have an IRQ conflict.* Consult your sound card documentation (or manufacturer) about changing your IRQ.
- *If your system has only 2 megs of RAM, you need more memory.* Systems with eight 256K SIMMs have exactly two megs of memory. However, systems with two 1-meg SIMMs actually have 2.3 megs of memory. Any system with *more than* two megs of memory should be able to run either game.

Serpent Isle starts all right, but locks up every five minutes.

- *If you have a 386-based system, you may have an Intel 386 "Step B" chip.* The Step B chip, an early version of the 386, has proved to be incompatible with some PC software and will be unreliable when you play *Serpent Isle*. If you have a 386 and this lock-up problem occurs, call ORIGIN Customer Service and we'll send a diagnostic program. (Alternatively, you can call our BBS to download 386STEP.EXE.) Follow the accompanying instructions.

Speech fails to work after playing for only a short while.

- You may have chosen an incorrect IRQ setting during installation. See your Sound Blaster manual for the correct setting. Re-install the game from your hard disk to select the correct IRQ. (See **Changing Your Configuration**, p. 3.)

Speech skips lines of dialogue.

- *You may have an IRQ conflict.* This means that another card is operating on the same IRQ (e.g., both the sound card and the printer are set at “IRQ 7”). This problem is especially common with mouse drivers and fax/modem cards. Consult your sound card documentation (and manufacturer, if necessary) to change the IRQ on your sound card, and then re-install the game from the hard disk to select the new IRQ for the game. (See **Changing Your Configuration**, p. 3.)

Music and sound effects are too soft on a Sound Blaster Pro.

- *Use the “SBP-SET.EXE” program to increase the FM level of your Sound Blaster Pro.* We recommend a minimum setting of 12 (out of 15) for this purpose. Consult the documentation that came with the Pro for more details.

The mouse pointer doesn’t respond properly.

Both games support the Microsoft Mouse and Microsoft Mouse Driver, version 7.0 (or higher). Some other mouse brands may not be compatible.

The game runs too slowly.

- *Your hard drive may be fragmented.* Run an optimization program. See your retailer about an optimization program if you don’t have one.
- *Your computer may not be fast enough to run the game effectively.* The minimum configuration is a 386DX-based IBM PC or 100% compatible machine, but the game was optimized for 486+ machines. Some older and/or slower machines may not be powerful enough for maximum game performance.
- *You may be able to use a disk caching program.* If you have four or more megabytes on your machine, a disk caching program can speed up your game. See your retailer about such a program.

In *Ultima VII, Part Two*, I’m trying to use a Serpent Gate with the jawbone, but it doesn’t work and my characters start complaining about the cold.

- *You’ve selected the wrong sound card.* Following the instructions in **Changing Your Configuration** (p. X), select SOUND BLASTER instead of SOUND BLASTER PRO.

None of the above suggestions seem to help.

If you cannot solve a problem with either game, please call ORIGIN Customer Service at (512) 335-0440, Monday through Friday, between 9 a.m. and noon, or 1 p.m. and 5 p.m., Central time. Have the following information ready, if possible:

- which version of DOS you use,
- free RAM (from the last line of CHKDSK info),
- your mouse and mouse driver type,
- your graphics card,
- your machine type,
- your sound board(s),
- the content of your CONFIG.SYS and AUTOEXEC.BAT files,
- whether you use *Windows* or a DOS shell.

FORGE OF VIRTUE

You should be able to locate the Isle of Fire using the clues provided when you begin the game, but if you experience any problems, the following steps will guide you to the new land.

Talk to Lord British. He will provide valuable information concerning a ship. Journey to the location described by Lord British, and board the ship you find there.

Sail south until a tremor occurs and the mountains appear. Follow the new coastline until you find a small pass with two towers at the far end.

Sail north between the two towers and into the inlet. You are now at the Isle of Fire and can begin the *Forge of Virtue* quests.

THE SILVER SEED

To begin the Silver Seed adventure, seek out Karnax and listen to him carefully. There are two ways to find Karnax: If you die, Karnax gives you the facts necessary to begin the Silver Seed quest as part of his resurrection conversation (select the keyword “discovery”). If you seek him out on Monk Isle at any other time, ask him about a “discovery” to learn of the Silver Seed.

Get the amulet necklace from Karnax. When you are ready to begin this part of the adventure, go to a Serpent Gate. Stand on a gate, wearing the necklace, and double-left-click on the necklace.

ONLINE SERVICES AND BULLETIN BOARDS

Many of the most popular online services provide access to ORIGIN company news, product updates, release dates, technical support and game hints. In addition, ORIGIN has established its own electronic bulletin board as a customer service.

America Online. You can e-mail Customer Support at ORIGIN CS or Marketing at OSI. To reach our Customer Support board in the Industry Connection, press **[Ctrl][K]** for “Go to Keyword.” Then type ORIGIN in the Keyword window. In addition to reading messages, you can download files from the “Origin Software Library.” For membership information and a free starter kit, you can call America Online toll-free at 1-800-827-6364.

CompuServe. To reach our Customer Support board in the Game Publishers Forum, type GO GAMAPUB at any “!” prompt. Then select Origin Section (2). In addition to reading the messages, you can download files from the “Library (Files)” menu. To reach our Customer Service department by e-mail, our address is 76004.2612 (or you can post a message in the Origin Section). For membership information and a free starter kit, you can call CompuServe toll-free at 1-800-848-8199 and ask Representative #361 for your free introductory membership and \$15 usage credit.

ORIGIN BBS. The ORIGIN BBS is located in Austin, Texas and has a modem support of: 300/1200/2400/9600/14,400 bauds with N,8,1. It is operational 24 hours a day, 7 days a week. Full support is provided. Call (512) 346-2BBS (2227) to contact. No membership is required and the only cost is any long distance charges that you may incur.

Internet Address. You can e-mail Origin Customer Support at ORIGIN_CS@AOL.COM or Origin Marketing at OSI@AOL.COM.

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COMPLETE ULTIMA VII CD

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