THIS BOX CONTAINS:

(8) 3.5" floppy disks (your game!)

Install Guide (8 pp.) with quick install instructions, directions for creating a floppy boot disk, configurations for a variety of memory management systems and **Troubleshooting** answers to possible problems.

Player's Guide and ***Reference*** (8 pp.) with a step-by-step introductory **Walkthrough** covering movement, fighting, interaction, personal stats, and so forth.

History of Pagan (32 pp.) with brief descriptions of Pagan's characters, places, creatures and spells.

Map and Coin

Registration Card – we'd love to know who you are!

Catalogs and other advertising, describing the worlds we create at ORIGIN.

ULTIMA VIII INSTALL GUIDE

Welcome to *ULTIMA VIII Pagan*. This guide includes quick installation instructions for users more familiar with the process, and a detailed, step-by-step guide to installing the game. If you experience any difficulty, consult **Troubleshooting**. To avoid compatibility or memory problems, please take a moment to confirm that your machine matches the system requirements. Remember, you may safely stop and return to the previous menu by pressing [Esc].

Note:* Ultima VIII Pagan *has been fully tested with the* Double Space *disk compression utility that shipped with MS-DOS version 6.0. Performance will decrease due to increased hard disk access. We cannot guarantee the compatibility of our games with other disk compression utilities.

QUICK INSTALLATION

Note: If you are running a disk cache such as *SMARTDrive* prior to installing, you need to disable it to insure a clean installation. Refer to your documentation or make a system boot disk as described in **Optimizing Your System** to disable this cache. This only affects the installation of the game. *SMARTDrive* will work normally during gameplay.

0. Make backup copies of your original disks.
1. Turn on your computer and wait for the DOS prompt. Some machines boot directly to *Windows*, or a different shell environment. Be sure to exit *Windows* (or other shell program), and install directly from the DOS command prompt (C:\>).
2. Insert Disk 1 of *Ultima VIII* into a floppy drive.
3. Type the name of that floppy drive (A: or B:), then press [Enter].
4. Type INSTALL and press [Enter].
5. When prompted, follow the installation program.
6. To begin play, type U8 at the game's directory and press [Enter].

For more details, see **Installation Options**.

SYSTEM REQUIREMENTS

Computer. *Ultima VIII* requires at least an Intel486 or 100% compatible system, MS-DOS version 5.0 or higher, and a VGA video card.

Mouse. *Ultima VIII* requires a Microsoft or 100% compatible mouse using Microsoft software driver version 7.0 or higher, Logitech software driver version 6.0 or higher, or 100% compatible software driver.

Hard Drive. You must have a minimum of 32 free megabytes on your hard drive to install and play this game.

Memory. *Ultima VIII* uses conventional RAM (base memory) and extended memory (XMS). You must have a minimum of 4 megs of RAM installed in your machine.

Backups

Before you begin installing *Ultima VIII*, you should make backup copies of your disks. To do so, at your DOS prompt type:

DISKCOPY (source drive): (destination drive): [Enter]

(Unless you have two 3.5″ drives, the source drive will be identical to the destination drive – for example, DISKCOPY B: B: [Enter].)

Repeat this process for each disk. Store the originals in a safe location, and install from your backup set.

Installation Options

Ultima VIII *will install* ***without*** *sound or music configuration unless you specify otherwise.*

Use [↓] or [↑] to move highlighter up and down.

0 - 4. Follow steps 0 - 4 in **Quick Installation**.

5. Highlight CHANGE SOUND CONFIGURATION, then press [Enter].
6. Check the default choice. If it matches your system, press [Enter] until you return to INSTALLATION MENU. If the default does not match your system, use [↓] or [↑] to highlight the appropriate configuration, then press [Enter].

Installation Menu
Abort Installation
Change Source Path
Change Destination Path
Change Sound Configuration
Change Music Configuration
Install

7. Highlight CHANGE MUSIC CONFIGURATION, then press [Enter].
8. Repeat Step 6.
9. If you wish to install to a drive or directory other than the default (C:\ULTIMA8), highlight CHANGE DESTINATION PATH, then press [Enter]. Backspace over the default and enter your new path.
10. Highlight INSTALL. Press [Enter].
11. Follow the installation prompts.
12. When installation is complete, go to the drive and directory where the game is installed. (If you used the defaults, go to C:\ULTIMA8.)
13. Type U8 [Enter] to begin the game.

Changing Your Sound Card Configuration

If you ever add a sound card (or change from one card to another), you must reconfigure the sound card configuration for *Ultima VIII*. The changes will also apply to your saved games.

Return to the drive and directory where you installed the game (default: C:\ULTIMA8) and type INSTALL [Enter]. This allows you to change the selections you made when you originally installed the game. Select CHANGE SOUND CONFIGURATION from the menu and follow the **Installation Options** steps 5 - 8 listed above. Next highlight INSTALL and press [Enter] to save your changes and return to the DOS prompt.

If you have trouble installing...

Please review the **System Requirements** for *Ultima VIII* to be sure your hardware setup and *Ultima VIII* are compatible.

Memory Requirements

Ultima VIII uses conventional RAM (base memory) and extended memory (XMS). You must have a minimum of 4 megs of total RAM in your machine. Of this memory, you must have at least 3,580,000 bytes (3496K) free XMS memory to run *Ultima VIII*. An Expanded Memory Manager driver (like EMM386.EXE) may be loaded but must be configured for no EMS memory. Consult your memory manager's documentation and **Optimizing Your System** (p. 3) for more information. This will allow you to load necessary drivers into upper memory and load *Ultima VIII*. If you are unsure about these different types of memory, consult your DOS manual.

To find out how much DOS, XMS and EMS memory is available on your computer, use the DOS MEM command. From the DOS prompt, type: MEM [Enter].

When the memory information is displayed on the screen, look for the following listings:

- LARGEST EXECUTABLE PROGRAM SIZE

This number indicates how much DOS conventional memory is available. You must have at least 460,800 bytes (450K) listed here.

- TOTAL EXTENDED (XMS) or TOTAL CONTIGUOUS EXTENDED

This is the amount of extended memory in your computer. You must have at least 3,580,000 bytes (3496K) listed here.

- BYTES FREE OF EMS or FREE EXPANDED (EMS)

This is the amount of expanded memory configured for your system.

If you have a 4 megabyte machine, you must *not* have this line. If you have a 8 megabyte or more machine, you may have this line as long as it reads 4,194,304 or less bytes (4096K).

Optimizing your System

If you are experiencing problems running *Ultima VIII* or do not have enough memory, it might help to create a separate boot disk and decrease the number of memory resident programs (TSRs) you have loaded.

Do *not* delete your AUTOEXEC.BAT or CONFIG.SYS files completely – without them, your computer will not function.

Creating a Boot Disk

To create a separate boot disk, insert a blank high density disk in your A: drive. (**Your computer will not boot from the B: drive.**) From the DOS prompt, type:

FORMAT A: /S [Enter]

Modifying CONFIG.SYS

When the DOS prompt returns and the format is complete, type:

EDIT A:\CONFIG.SYS [Enter]

When the new screen appears, determine which memory management system you are using (if any) from those listed below and type the commands shown under that system:

CONFIG.SYS without EMS driver

```
FILES=40
BUFFERS=35
DEVICE=C:\DOS\HIMEM.SYS
DOS=HIGH
SHELL=C:\DOS\COMMAND.COM /P
```

CONFIG.SYS using EMM386.EXE (EMS with DOS 5.0, 6.0, 6.2, Windows *3.1) on 8 megabyte or larger system*

```
FILES=40
BUFFERS=35
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE 1024 RAM
```

You can not exceed 4096K of total EMS for Ultima VIII *to work properly.*

```
DOS=UMB
DOS=HIGH
SHELL=C:\DOS\COMMAND.COM /P
```

CONFIG.SYS using EMM386.EXE (EMS with DOS 5.0, 6.0, 6.2, Windows *3.1) on 4 megabyte system*

```
FILES=40
BUFFERS=35
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS RAM
DOS=UMB
DOS=HIGH
SHELL=C:\DOS\COMMAND.COM /P
```

CONFIG.SYS using EMM386.EXE with DoubleSpace *and DOS 6.0/6.2 on 4 megabyte or larger systems*

```
FILES=40
BUFFERS=35
DEVICE=C:\DOS\HIMEM.SYS
DEVICE=C:\DOS\EMM386.EXE NOEMS
   FRAME=E000 /I=B000-B7FF RAM
DOS=UMB
DOS=HIGH
SHELL=C:\DOS\COMMAND.COM /P
DEVICEHIGH=C:\DOS\DBLSPACE.SYS /MOVE
```

Exiting CONFIG.SYS

After typing these lines, you should exit and save your file. Do so by typing:

[Alt] [F]
[X]
[Y]

Modifying AUTOEXEC.BAT

Next you need an AUTOEXEC.BAT file on your boot disk. Type:

EDIT A:\AUTOEXEC.BAT

When the new screen appears, type:

```
PROMPT $P$G
PATH=C:\DOS
C:\MOUSE\MOUSE.COM
```

Your mouse driver may need to be loaded differently. See ***Mouse Setup*** *(below) for more info.*

```
SET COMSPEC=C:\DOS\COMMAND.COM
C:
CD \(game directory)
```

The default game directory is ULTIMA8. *Type this unless you chose another directory name.*

```
U8
```

(The AUTOEXEC.BAT file does not vary with different memory drivers.)

Exit and save this file by typing:

[Alt][F]
[X]
[Y]

To Use Your New Boot Disk

Turn your computer off, insert your new boot disk in your A: drive and turn the computer back on. The boot disk should run and take you into *Ultima VIII*.

Mouse Setup

Be sure that you are using a 100% Microsoft-compatible mouse driver – a Microsoft version 7.0 or higher mouse driver is preferable. If you are using a boot disk, this driver must be loaded within your boot disk configuration. Since the command line may differ from mouse to mouse, consult your hard drive's AUTOEXEC.BAT by typing at the DOS prompt: TYPE C:\AUTOEXEC.BAT. Look for your mouse driver line and copy it into your boot disk's AUTOEXEC.BAT, replacing the mouse driver line (C:\MOUSE\MOUSE.COM) that we suggest above.

Consult your mouse user's guide for more detailed instructions on loading the mouse driver for your computer.

Disk Cache Setup

Before installing *Ultima VIII*, we recommend that you temporarily disable your disk cache. Occasionally, bad disk errors can erroneously be generated when installing with a disk cache active. To disable your disk cache program, make a boot disk with one of our recommended configurations. Refer to **Creating a Boot Disk** for how to create such a boot disk. Now reboot your computer with this boot disk (which does not include the disk cache). When you have completed the installation, follow the instructions below to reconfigure your boot disk to include the disk cache program.

If you have more than 4 megabytes of RAM on your machine, you can load SMARTDRV.EXE (a disk caching program) after installing *Ultima VIII*. We recommend that you allocate 1024K of memory to the disk cache. We also recommend using the *SMARTDrive* versions from *Windows* 3.1 or DOS 6.0. If you decide to install *SMARTDrive*, you will need to add the following line to the beginning of your AUTOEXEC.BAT file (You may need to change the path on this line depending upon where your disk cache program is located):

C:\DOS\SMARTDRV.EXE 1024 C (the final letter being the drive where you installed *Ultima VIII*).

Note: Though other disk cache programs may work with *Ultima VIII*, we cannot guarantee their compatibility with this software.

Installation Fails

In the unlikely event that the installation fails, an error message should tell you the nature of the problem. See **Troubleshooting** for solutions to some common problems.

Troubleshooting

Checking Your Installation

If you are having trouble with *Ultima VIII* after installation, you may use our internal troubleshooting program. Go to the drive and directory where *Ultima VIII* is installed (default: C:\U8) and type U8 -TEST.

The Test Screen appears with information about your installation and three menu columns. Use your mouse to pull down the menu called TEST. There are three options: TEST FILES, TEST MUSIC and TEST SFX (Sound Effects).

Check the integrity of the files that were installed to your hard drive by selecting TEST FILES. The program checks each program file of *ULTIMA VIII*. If PASSED appears, your files should be stable. However, if the word FAILED appears by any of the files listed, you should reinstall the game from your diskettes.

If you expect to hear both music and sound effects, and either of these two choices are gray, you will need to configure your sound card. Follow **Installation** steps 2 - 8.

Test your sound card(s) based on the options you selected during installation by choosing TEST MUSIC or TEST SFX. When you test these options, you should hear a brief musical example or sound effect. If you do not, your sound card is configured incorrectly or you have a conflict. A common situation is that your sound card and another peripheral device (such as a printer) are configured with the same IRQ, I/O or DMA address. Reconfigure your sound card for the appropriate settings, or get further information by consulting your sound card documentation or contacting your sound card manufacturer.

Drag down to QUIT. To return to the DOS prompt when you are done, select QUIT TO DOS. If you want to begin a game, select QUIT TO PAGAN.

Common Questions

Q: When I was installing* Ultima VIII, *I got the following error code. What's wrong?

HALTING: INTERNAL ERROR!
WHERE: INSTALL.C - 248
Reason: Error #0001

A: This error message indicates that you have a bad or corrupted diskette. You should either ask for an exchange with the software retailer from whom you purchased Ultima VIII, or review the warranty information listed below and call ORIGIN Product Support.

Q:* Ultima VIII *fails to load or run and generates an error code. What's wrong with my game?

A: Certain error messages can easily be interpreted and remedied:

YOU MUST HAVE AT LEAST 3 MEGABYTES OF HARD DRIVE SPACE FREE.

Ultima VIII needs this much hard drive space to store saved games. Make more room on your hard drive by deleting unused files or upgrade to a larger hard drive.

NOT ENOUGH MEMORY TO RUN ULTIMA VIII PAGAN.

You either do not have 4 megabytes of RAM installed on your computer or too much of your memory has been used by an expanded memory manager such as EMM386.EXE. See **Creating a Boot Disk** to make a boot disk.

THE EXISTING MEMORY IS TOO FRAGMENTED.

You have some piece of software (like a disk cache or an expanded memory manager) that is fragmenting too much memory for *Ultima VIII* to use. See **Creating a Boot Disk** (p. 3) to make a boot disk to solve this problem.

YOU MUST HAVE AT LEAST A 386.

Ultima VIII will not run on 286 machines or IBM-XT compatibles. Though this game will work on a 386, we recommend an Intel486 processor (or better) for speed and playability.

YOU MUST HAVE A MOUSE DRIVER INSTALLED.

You must have a 100% compatible Microsoft mouse driver to play this game. See the next **Troubleshooting** answer.

***Q: My mouse is not working with* Ultima VIII. *My mouse works with all of my other software applications. Why not with* Ultima VIII?**

A: Check to see if your mouse has been loaded into either DOS (in your AUTOEXEC.BAT or CONFIG.SYS file) or onto the boot disk you are using to play the game. If neither, it cannot interact with your game. *Windows* and many other "multi-tasking" shell environments load their own built-in mouse driver. These mouse drivers will not operate outside their shell environment. Loading a mouse driver into the DOS environment can be as simple as typing at the command prompt (C:\>):

MOUSE [Enter]

A: Your mouse may not be 100% Microsoft compatible.

If you have *Windows* or DOS 6.0, you can edit the AUTOEXEC.BAT file by adding C:\WINDOWS (or DOS)\MOUSE and typing REM at the beginning of your previous mouse line.

If you have the disks to *Windows* 3.1, you can copy the mouse driver. Check each disk's directory (by typing DIR) to find MOUSE.CO_. Copy it to your ULTIMA8 directory or boot disk. Then type EXPAND C:\ ULTIMA8\MOUSE.CO_ C:\ULTIMA8\ MOUSE.COM. (If copied to your boot disk, type A:\ULTIMA8... etc.) Lastly, add the line C:\ULTIMA8\MOUSE to your AUTOEXEC.BAT and type REM at the beginning of your previous mouse line.

Q:* Ultima VIII *was playing perfectly fine, but suddenly it won't let me save. Why not?

A: At some point since the last time you saved, you destroyed an item or character necessary to the completion of the game. You may continue without the save option or return to a previously saved game.

Q: I have a 100% compatible sound card but I'm not getting any sound. Why not?
or
Q: Ultima VIII says that it cannot find my sound card or that the sound initialization failed. What's wrong?
A: If your sound card is not one of the cards listed on the box or in the installation program, but is "100% compatible" with one of the cards listed, it may have to be put into "SB" (Sound Blaster) emulation mode through its software or a switch setting on the card. Consult your sound card manual or its manufacturer.

Q: My copy of Ultima VIII is defective. Every time I play, it quits to DOS with an Out of Memory Error.
A: This indicates that not enough memory existed to continue game play. Make sure that you have enough free memory in either conventional/base RAM or extended memory (XMS). Use the DOS MEM command to determine how much free memory you have available. There must be at least 3,580,000 bytes free in conventional memory and XMS combined. Refer to **Optimizing Your System** (page 3).

Q: Ultima VIII runs slowly and occasionally locks up.
A: You may be loading other software that is not compatible with *Ultima VIII*. First, try running the game from a boot disk. Refer to **Creating a Boot Disk** (p. 3). Also, you may not be meeting all of the system requirements. 386SX and slower processors are not compatible with this game. Refer to **System Requirements** at the beginning of this guide.

Q: I have a 386 with 4 megabytes of memory, and the game is running very slowly. What can I do to speed it up?
A: Turn off animating items in the *Options* section of the game's *Diary*. (Press [Esc] during the game to bring up the diary, and left-click on OPTIONS. Then left-click on ANIMATIONS to make the check disappear.) Adding memory will also make the game run faster.

Q: Why does my computer crash when I try to play Ultima VIII while I am logged into a LAN (local area network)?
A: LAN software often tries to take over the same system resources that *Ultima VIII* uses. We recommend that you boot from a clean boot disk that does not load your LAN drivers. Please refer to **Optimizing Your System** (page 3).

Q: Why does my game crash when I play Ultima VIII through Microsoft Windows or Windows NT, IBM OS/2 or Desqview?
A: Multi-tasking environments such as these often conflict with *Ultima VIII* in their use of memory and other system resources. We do not recommend playing *Ultima VIII* under any of these circumstances. In general, we recommend that you exit out of *Windows* (or similar applications) and play from the DOS prompt.

Q: Ultima VIII still doesn't work after I made a boot disk and/or modified my CONFIG.SYS and AUTOEXEC.BAT files.
A: Copy down the error code and information the computer displayed when it quit to DOS. Then see **ORIGIN Product Support**.

General MIDI

Ultima VIII Pagan has joined the next generation of music quality with its support of the General MIDI standard as defined by the MPU-401 instruction set. At the time of publishing, only a few cards support MPU-401. These cards include the Roland SCC-1, Roland RAP-10, Creative Labs Sound Blaster 16 with attached Wave Blaster daughterboard, and Creative Labs Sound Blaster ASP 16 with attached Wave Blaster daughterboard. Other manufacturers have already released, or are planning to release, sound cards that utilize the MPU-401 instruction set. However, sound cards that use a memory-resident program (TSR) to emulate MPU-401 *may not* work with this software.

Note: Some General MIDI sound cards offer digitized speech or sound effect capabilities. However, in the case of the Roland RAP-10, customers will need to use a second sound card such as a Sound Blaster, Sound Blaster Pro or 100% compatible sound card for digitized speech and effects. Review your sound card documentation or contact the manufacturer if you have any questions.

Origin Product Support

If you experience any difficulties after installation, type U8 -TEST at the game directory prompt to ensure that the game is properly installed. Use the *Ultima VIII* Install program to confirm that you have the appropriate sound card selected.

If, after reviewing **Troubleshooting**, you are still having a problem with the *Ultima VIII* software, please read this section and call us. We have a staff of product support technicians ready to help you with any problems you may encounter with the game. Today's PCs run with millions of different hardware and software combinations. Because of this, you may also have to refer to your computer dealer, hardware manufacturer or system software publisher in order to properly configure their product to run with our game. When you do call us, if at all possible, be near your computer. If it is not possible to be near your computer, be sure to have the following information:

- The contents of your CONFIG.SYS and AUTOEXEC.BAT files
- A listing of your machine's type and hardware contents
- The DOS version number and publisher that you are currently running
- The type and version of mouse driver you use
- The contents of a CHKDSK and MEM /C statement
- The error message displayed when the problem occurred (if any)
- The brand of sound card, and IRQ, I/O address and DMA setting of that card

Contact ORIGIN Product Support at (512) 335-0440, Monday through Friday, between 9 a.m. and noon, or 1 p.m. and 5 p.m., Central time. The ORIGIN BBS can be reached at (512) 331-4446 at 8 bit, no parity, 1 stop bit. ORIGIN Product Support fax – (512) 331-8559.

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.

GEnie. You can e-mail Customer Support at ORIGIN. To reach our Customer Support board in the Games RoundTable, Scorpia RT, type M805; at any "?"prompt. Then select Origin Systems at Category 16. In addition to reading the messages, you can download files from the "Games RoundTable Libraries." For membership information can call GEnie toll-free at 1-800-638-9636.

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 1-512-331-4446 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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