MASS
EFFECT™
N7
BIOWARE®

EPILEPSY WARNING

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

Some people are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life. Such people may have a seizure while watching television images or playing certain video games. This may happen even if the person has no medical history of epilepsy or has never had any epileptic seizures. If you or anyone in your family has ever had symptoms related to epilepsy (seizures or loss of consciousness) when exposed to flashing lights, consult your doctor prior to playing.

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

Precautions to Take During Use

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

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An electronic version of this manual is also available to registered users at:
masseffect.com/manual/

www.ea.com

INSTALLING THE GAME

NOTE: For system requirements, see the readme file.

To install (disc users):

Insert the disc into your disc drive and follow the on-screen instructions.

Once the game has installed you can launch it from the game's AutoRun menu or by locating the game through the START menu.

Games on Windows Vista™ are located in the **Start > Games** menu and on earlier versions of Windows™ in the **Start > Programs** (or **All Programs**) menu.

To install (EA Store users):

Once the game has been downloaded by EA Download Manager, click the install icon that appears and follow the on-screen instructions.

Launch the game (once it is installed) directly from the EA Download Manager.

NOTE: If you've already purchased a title and would like to install it on another PC, first download and install the EA Download Manager on the other PC, then launch the application and log in with your EA account. Select the appropriate title from the list that appears and click the start button to download the game.

To install (third party online users):

Please contact the digital retailer through whom you purchased this game for instructions on how to install the game or how to download and reinstall another copy.

***Mass Effect* Sounds Best on Sound Blaster®!**

Creative's Sound Blaster® X-Fi™ sound card is an EAX® ADVANCED HD™-capable audio solution that guarantees the best audio experience. Not only does it deliver immersive EAX® ADVANCED HD™ effects with superior audio fidelity, it also gives you high voice counts—playing multiple sounds simultaneously—and ultra-fast 3D performance.

The sound effects in *Mass Effect* are enhanced with EAX® ADVANCED HD™ environmental audio to give you the ultimate audio experience on supported hardware. To experience the audio of *Mass Effect* at its best, we recommend Sound Blaster® X-Fi™ series sound cards.

To learn more about Sound Blaster X-Fi, visit **http://soundblaster.com**.

STARTING THE GAME

To start the game:

Games on Windows Vista™ are located in the **Start > Games** menu and on earlier versions of Windows™ in the **Start > Programs** (or **All Programs**) menu.

INTERNET CONNECTION, PERIODIC ONLINE AUTHENTICATION, AND END USER LICENSE AGREEMENT REQUIRED TO PLAY. MORE INFORMATION IS AVAILABLE AT WWW.EA.COM.

COMPLETE CONTROLS

General

Action	Keyboard
Interact	**E** or **ENTER**
Cancel	**Q**
Mission Computer	**ESC**
Map	**M**
Equipment	**I**
Squad	**U**
Journal	**J**
Codex	**O**
Quick save	**F6**

Navigation

Action	Keyboard
Move up/down/left/right	**W/S/A/D**
Look/Aim	Mouse
Storm	Left **SHIFT**
Walk	**Z**
Crouch	Left **CTRL**

Weapons

Action	Keyboard
Fire	Click
Zoom	Hold right-click
Throw/detonate grenade	**R**
First aid	**F**
Tactics HUD	Hold **SPACEBAR**
Previous/Next weapon	**[/]**
Pistol	**F1**
Shotgun	**F2**
Assault rifle	**F3**
Sniper rifle	**F4**

Powers

Action	Keyboard
Tactics HUD	Hold **SPACEBAR**
Toggle quick slots	**V**
Quick slots 1 – 8	**1 – 8**

Orders

Action	Keyboard
Tactics HUD	**Hold SPACEBAR**
Move	Up Arrow
Take cover	Down Arrow
Rally	Left Arrow
Attack	Right Arrow

Vehicle

Action	Keyboard
Machine Gun	Left mouse button
Cannon	Right mouse button
Turret zoom	Left **SHIFT**
Jump	**SPACEBAR**
Repair vehicle	**F**

By the year 2183, mankind has mastered the ability to travel throughout the galaxy at faster-than-light speeds, bringing them in contact with a host of alien races. Now humanity struggles to find its place in the greater galactic community.

As Commander Shepard of the Systems Alliance Military, aboard the spacecraft Normandy, you represent humanity's first and last line of defense against the strange wonders of a vast and often dangerous galaxy. Your actions and decisions will determine the fate of the human race … and shape the future of an entire galaxy.

CHARACTER CREATION

At the Main Menu, click START NEW CAREER. You enter the Mission Computer database and begin to reconstruct your profile to confirm your identity.

You have two options when initially creating your character:

- Play as the default Commander Shepard and choose a first name.
- Create a custom character, in which you control every detail.

Custom Character Creation

Start by typing a first name for Commander Shepard.

Next, choose your custom character's early history: Earthborn, Colonist, or Spacer. This choice represents the first of many that affect how characters will react to you during gameplay.

Select a Psychological Profile: Ruthless, War Hero, or Sole Survivor.

Select your character class. If you select the default setting, your character is a Soldier.

Classes

There are six base classes, with variable strength in up to three areas for the player and two squad members. Some classes concentrate all their strength in one skill area; others divide it between two areas to balance tactics.

Combat skills deal maximum damage to enemies. Tech skills allow decrypting security systems and weakening enemy weapons. Biotic skills enable brain impulses to manipulate the physical world.

Soldier – Combat Specialist

The Soldier is a tough warrior, able to deal with a range of combat situations. The Soldier gets improved health, has the widest selection of weapons, and is eventually able to wear heavy armor. Gameplay focus is on getting into the thick of the fight, picking the right weapon for tactical situations, and outlasting opponents.

Engineer – Tech Specialist

The Engineer is a tech specialist, able to quickly and easily manipulate the environment with specific skills. Gameplay focus is on shaping the battlefield during combat, healing the party, and debuffing enemies (disabling weapons and lowering shields).

Adept – Biotic Specialist

The Adept is the ultimate Biotic, able to affect the physical world with the power of the mind. They can use biotics to violently manipulate objects in the environment, including nearby enemy targets. Gameplay focus is on disabling and debuffing enemies while dealing massive amounts of damage.

Infiltrator – Combat/Tech

The Infiltrator is a tech-savvy warrior, able to win battles by quickly disabling and killing enemies. Gameplay focus is on unlocking alternate routes, gaining access to good equipment, and obtaining an advantageous position over enemies in combat.

Vanguard – Biotic/Combat

The Vanguard is a powerful combatant, able to combine the offensive powers of the Adept and the Soldier. They have access to various weapons and armor, as well as biotic powers. Gameplay focus is on taking down enemies with quick and brutal force.

Sentinel – Biotic/Tech

The Sentinel is the most flexible class, able to combine tech and biotics to manipulate the environment, disable and attack enemies, or defend the party. Gameplay focus is on protecting the party using kinetic barriers and healing it with advanced medical training.

Facial Customization

Use the Facial Customization screen to create a unique face for your character. You can customize the entire face or focus on a specific area, such as eyes or nose. Use the sliders in each section to adjust a range of facial details. Select Finalize to accept the face you created.

Conversation

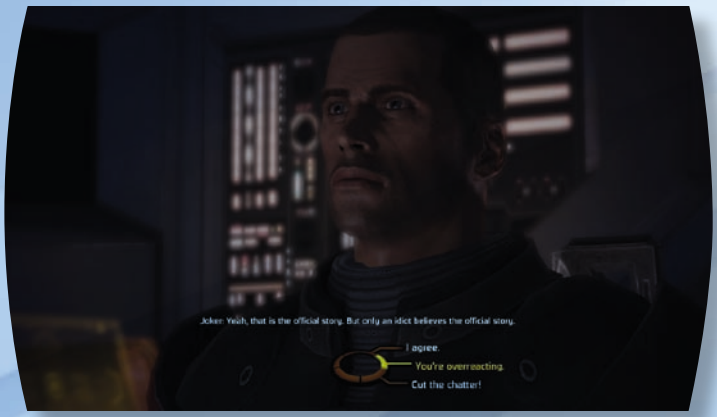
The cinematic, choice-based dialogue in *Mass Effect* lets you fine-tune your character and story using the conversation wheel at the bottom of your screen.

Choices on the wheel's left let you explore a conversation in-depth, while choices on the right tend to move the conversation to completion.

The top of the wheel typically corresponds to the Paragon path, where your character makes selfless, cooperative decisions. The bottom of the wheel generally correspond to the Renegade path, where your character is more aggressive and hostile.

When you spend Talent points on Charm and Intimidate talents, new options appear on the wheel's left that may help conversation outcomes later. Charm options appear in blue text. Intimidate options appear in red. (See *Talents* on p. 30 to learn more.)

Click your response to play it in a cinematic style. As soon as the conversation wheel appears, you can select your response. Your character speaks the line at the dramatically appropriate time. Press **SPACEBAR** to interrupt or skip a line of dialogue.



Non-Combat HUD

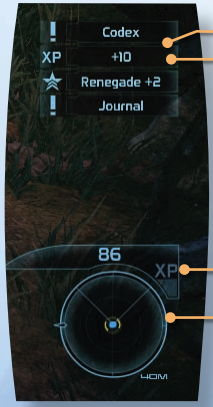
As you progress through the game, you gain XP (experience points) by exploring new areas and engaging other characters in conversation.

When you can interact with something or someone in the world, the blue focus symbol forms a circle inside it. Press **ENTER** to interact.

1 Selection bar

2 Focus symbol

The screen briefly displays your XP. The Squad screen of the Mission Computer also shows the XP gained. (See *Squad Data* on p. 25 to learn more.)



New Mission Computer entry

XP gained

Total XP

Mini-map

Mission Computer

Press **ESC** to bring up the Mission Computer display. Click your choice to select it. When an area receives an update it flashes on the display.

The Mission Computer lets you access game details for:

Equipment	View currently equipped weapons, armor, and other items, along with options for equipping new items.
Options	Set gameplay, controller, graphics, sound, and other options from here. Many of these options will affect gameplay difficulty and your visual experience; be sure to look at all the choices.
Map	View your current location and points of interest.
Save	Saves your game in its current state and location.
Squad	View stats for you and your squad members.
Load	Loads your saved and automatically saved games from here.
Journal	View current and recent tasks.
Codex	Learn all about the *Mass Effect* universe.

Combat

Mass Effect's combat system allows for precise control and considered decision-making.

To draw or holster your weapon, press **Q**.

To switch the weapon, use a special ability, or issue a movement command for any squad member, press and hold **SPACEBAR** to browse the available weapons, abilities, or commands. Click your orders for each squad member, then release **SPACEBAR** to return to the game. (See *Combat Details* on p. 18 to learn more.)

Advancing Levels

Level up

You and your squad can advance levels by accumulating XP, which you gain by overcoming enemies, using certain skills, and completing missions.

There is a single pool of XP for your entire squad. All squad actions feed into it, and all squad members level up at the same time, including those back on the Normandy and not part of the active squad.

Level-Up Benefits

When your character advances to a new level, you:

- Gain health. You can increase this amount through talents.
- Gain Talent points. You can spend these points at any time to increase your rank.

Auto Level and Undo Talent Points

Click Auto Level Up to automatically distribute your Talent points.

After spending Talent points, you can click Unto Talent Points to undo your choices.

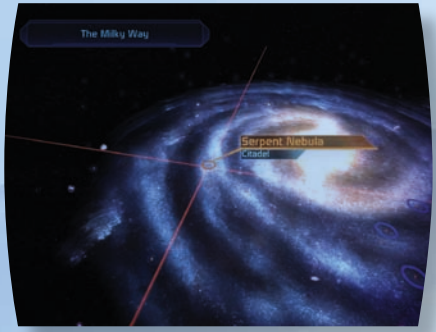
GALAXY MAP

The Galaxy Map is located in the center of the Normandy's command deck. To access it, ascend the deck, and select the holographic galaxy image. There are four levels to the map, each with varying degrees of detail for galactic navigation.

Click any location to travel to it. Right-click to zoom out from your current view. Press **ESC** to exit the Galaxy Map.

Galaxy Level

Shows a top-down view of the galaxy and star clusters connected by mass relays.



Cluster Level

Shows the star systems you can explore and lists the planetary bodies you can travel to in each system, including planets, asteroid fields, and artificial structures, like space stations.

System Level

Shows a detailed view of a selected star system, with data on the star and the planetary bodies you can explore.

Planetary Level

Shows detailed features of the planetary body or object you are orbiting, including data and applicable plot elements.

Elements of the HUD (heads-up display) include:

Target Reticle	Targets objects in your environment. Enemies are highlighted in red, friendly objects in blue. Combat hazards are highlighted in orange.
Party Status Bar	Shows real-time status for squad health and shields. Also shows your squad's movement status.
Radar	Shows enemies that are in target range. Also shows map pins from the in-game map.
Selection Bar	Displays name of highlighted object and results of pressing **E**.

The combat system offers fine-tuned control of movements, decisions, and camera position. Core features include:

Targeting: Hold the right mouse button to move the targeting reticle. Abilities and weapons fire go to the center of your reticle.

Target Assist: A Target Assist icon highlights the enemy nearest the reticle. Right-click to increase the accuracy of weapons you are already trained on. (You can train on a weapon by spending Talent points on that weapon.)

Accuracy: Sustained weapons fire reduces accuracy over time. However, the more training you have on a weapon, the longer your accuracy remains.

Accuracy is reduced through:

- **Kickback** – Weapons fire produces a kickback effect that reduces targeting accuracy.
- **Fatigue** – Sprinting eventually causes exhaustion. (Press Left **SHIFT** to sprint or to storm an enemy.)

Tactics HUD

The Tactics HUD allows you to pause the game and make weapon choices, issue orders, and use abilities.

To use abilities, switch weapons, or issue movement commands press and hold **SPACEBAR** to bring up the Tactics HUD.

While holding **SPACEBAR**, mouse over ability icons to see information about the ability. Click the ability you wish to use, weapon to switch to, or tactical order to issue.

To aim your target point for abilities and tactical orders, right-click and hold and aim using the mouse. You can give squad members commands (attack, hold, move, rally) and orders to use abilities or switch weapons at the same time. To execute the chosen ability, command, or weapon change, release **SPACEBAR**.

Assigning Quick Keys

You can also drag and drop any of Shepard's abilities to the numbered Quick Slots on the top left side of the HUD to use abilities in real time. Press the corresponding number key to fire powers from the Quick Slots.

Squad Orders

Use the arrow keys to issue squad orders in the field:

- Press the Up Arrow to send your squad to the location you targeted.
- Press the Down Arrow to order them to take cover.
- Press the Right Arrow to order them to attack a specific enemy.
- Press the Left Arrow to order them to rally to your position, then follow you.

Weapons

Pistols

Pistols are highly accurate, have little recoil, and are easy to use when moving. They are effective at a variety of ranges, but inflict limited damage. Soldier, Engineer, Adept, Vanguard, and Infiltrator classes can train with pistols.

Shotguns

Shotguns have a slow rate of fire and high recoil, but inflict massive damage to multiple targets when fired at close range. Soldier and Vanguard classes can train with shotguns.

Assault rifles

Assault rifles are the standard armament of most Soldiers, offering a good balance between firepower, range, and accuracy. Only the Soldier class can train with assault rifles.

Sniper rifles

Sniper rifles have a long range, are highly accurate, and inflict significant damage. They have a limited rate of fire, however, and are practically useless at close range. Only Soldier and Infiltrator classes can train with sniper rifles.

Grenades

Disk-shaped Alliance grenades can glide long distances and also latch onto targets or flat surfaces to be remotely detonated. Only you, as Commander Shepard, can use grenades.

Press **R** to throw a grenade, and then press **R** again to detonate. A grenade will automatically explode after 10 seconds if you don't detonate it.

Armor

Light Armor

Light armor offers a basic level of protection from enemy attacks and minimizes the movement penalties that affect weapon accuracy. All classes can wear light armor.

Medium Armor

Medium armor offers an increased level of protection, but also increases the movement penalties that affect weapon accuracy. Soldiers can wear medium armor from the start, while Vanguard and Infiltrator classes can train to wear it.

Heavy Armor

Heavy armor offers the highest level of protection from enemy fire, but also has the highest movement penalties affecting weapon accuracy. Only specially trained frontline Soldiers can wear it. No class can wear heavy armor at the start, but the Soldier class can train to wear it.

Equipment types include:

■ Armor	■ Grenades	■ Shotguns
■ Assault rifles	■ Omni-tools	■ Sniper rifles
■ Bio-amps	■ Pistols	

Upgrades

Upgrades enhance and customize equipment, letting you increase damage, boost shields, and more. You can only upgrade the following equipment types: armor, weapons, ammo, and grenades.

Each equipment piece has very specific upgrade slots. For example, the ammo slot on a weapon can only be upgraded with an ammo upgrade.

To upgrade equipment, access the Mission Computer, and then select Equipment. Choose the piece to upgrade from the lower right selection belt, and then click the piece to view the Upgrade screen.

To upgrade ammo, select the applicable weapon, and then click the ammo icon to view the ammo upgrade (no ammo icon means no upgrade is available). Click the Equip button or double-click the upgrade to confirm your upgrade and exit.

Bio-Amps

Biotics can strengthen their power in specific disciplines by using amps (amplifiers). These specially designed devices often come in the form of small electronic attachments that are worn on a Biotic's ear or the back of their head.

Omni-Tools

Omni-tools are multipurpose diagnostic and minifacturing tools used for a variety of battlefield tasks, such as hacking, decryption, or repair.

Resources

Containers

Containers are found on every planet and often hold valuable equipment and resources. Containers look like metal footlockers or cargo crates. You cannot place items in them.

Omni-Gel

Technological materials that can be salvaged from the environment are called omni-gel. Use it with the omni-tool to do electrical or decryption work. You can also use omni-gel to repair the Mako, your vehicle.

Credits

Credits are the primary monetary unit in the Mass Effect universe.

Medi-Gel

Medi-gel (medical gel) heals various wounds and ailments. You acquire it through looting or NPCs (non-player characters). You can also purchase an increase in your medi-gel capacity in some shops. Press **F** to deploy First Aid.

Squad Member Information

Select Squad on the Mission Computer to display information available on each squad member. The information includes:

1. Name
2. Class
3. Appearance
4. Paragon and Renegade meters (Shepard only)
5. XP and level
6. Health
7. Unlocked talent
8. Locked talent
9. Talent description
10. Unspent Talent points

Current level

As you gain experience, your current level reflects your advancement.

Whenever you gain enough experience to advance to a new level, you are granted Talent points that you can spend to purchase higher ranks or additional talents.

Health

Lists your current and maximum health levels. Health represents your ability to take damage in combat. When your health hits zero, you die. Your maximum health increases as you advance during gameplay.

Experience points

Lists your current XP (experience points) and the total needed to advance to the next level.

Paragon and Renegade meters

These meters track your choices throughout gameplay.

The Paragon meter increases when your choices are noble, cooperative, or self-sacrificing. Paragons achieve their goals by doing the right thing in the right way.

The Renegade meter increases when your choices are aggressive, selfish, or ruthless. Renegades achieve their goals by any means necessary.

Talents

Assigning points to talents lets you improve combat, tech, and biotics, as well as activate special abilities under each talent.

You and your squad can upgrade talents in the same way. (See *Talents* on p. 30 to learn more.)

Squad Selection

Use the Squad Selection screen to recruit a balanced squad based on the combat, tech, and biotics talents of each potential squad member.

Use the mouse to move among available squad members. Click a member to remove them from or add them to your party. Click Examine Squad at any time to review your squad. When you are satisfied, click the Accept button.

You can only choose squad members in two circumstances:

- When you first encounter a new potential squad member.
- When leaving the Normandy, where you can return to change squad members.

Choose your squad with care: when you leave the Normandy, you may not have an opportunity to change them until you can return.

How to Navigate to an Uncharted World

Missions throughout the Attican Traverse take you to uncharted worlds with mysterious anomalies. To discover the nature of these anomalies, you must travel to, land on, and explore these planets.

From the Galaxy Map, select Cluster Navigation, System Navigation, and then Planetary Landings.

After landing on a planet, explore its terrain in your Mako, which comes equipped with powerful sensors that detect alien enemies, technological anomalies, and resources.

Use your Mission Computer map on an uncharted world to discover what is nearby. Right-click the map to set a destination, which then displays as an arrow on the in-game radar.

How to Leave an Uncharted World

When you're ready to leave an uncharted world, and return to the Normandy, click Return to Normandy while you are inside the Mako.

If you are on foot:

1. Press **ESC** to call up the Mission Computer, and then select Map.
2. Click Return to Normandy.

Mako

The Mako is an infantry fighting vehicle (IFV), or rover. It carries you and your squad into battle, where it provides fire support and cover.

To get you and your squad into the Mako, target it and then press **E**.

To drive the Mako, press **W**. Press **S** for reverse, and **A** and **D** to steer left and right. Press **SPACEBAR** to jump over rough terrain or dodge enemy fire.

Press left **SHIFT** to zoom the gun camera, right-click to fire the cannon, and left-click to fire the machine gun.

To leave the Mako, find safe, stable ground, and then press **Q**. Be aware of the hazard level outside before departing, as you may only survive for a limited time in some hostile atmospheres.

The Vehicle HUD displays health and shield levels for squad members, and weapons and equipment status for the Mako.

How to Repair the Mako

You can spend omni-gel to repair the Mako in the field by pressing **F**. Before doing so, however, you must stop the Mako, remain in it, and cease weapons fire.

DECRYPTING

Some containers or doors are locked and can only be opened by overriding the security using the omni-tool and your decrypting talent.
When you encounter a security device you have the option to use omni-gel or manual override.

Decryption uses the omni-tool to hack into the security mechanism and bypass the firewalls and scanners. When attempting to manually override the system, you must complete the operation within a set time.

Move the mouse to rotate the probe around the omni-tool, then click to advance one gateway or right-click to retreat one gateway. Or you can press **A**/**D** to move around the omni-tool left/right, then press **W** to advance or **S** to retreat one gateway.

TALENTS

A talent is an area of expertise that can improve as you progress in the game. As you gain experience, you acquire Talent points that you can spend to improve aspects of your character.

The talents available to you and your squad are determined by the class selected in Character Creation. At activation phases, marked with icons on the talent, you unlock new abilities or other talents on the Squad screen.

Combat Talents

Pistols – Improves accuracy and damage when wielding pistols. Activates the Marksman ability that lets you fire more quickly and accurately for a short time.

Shotgun – Improves accuracy and damage when wielding shotguns. Activates the Carnage ability that lets you fire a huge blast from your shotgun that damages enemies.

Assault Rifles – Improves accuracy and damage when wielding assault rifles. Activates the Overkill ability that lets you fire your weapon in longer, more accurate bursts.

Sniper Rifles – Improves accuracy and damage when wielding sniper rifles. Activates the Assassination ability that increases the damage of your next sniper shot.

Armor – Improves the amount of damage your armor can absorb and may allow you to equip heavier armor, depending on your class. Activates the Shield Boost ability that restores your shields in combat.

Assault Training – Increases melee and weapons damage. Activates the Adrenaline Burst ability that resets the cooldown times on all your talents so that they can be used immediately.

Fitness – Boosts your health, upping the maximum damage you can take before dying. Activates the Immunity ability that increases your damage protection for a short period of time.

Spectre Training – Increases health, accuracy, and the effectiveness of all attacks and powers. Grants the Unity ability that lets you revive your squad members if they are injured in combat.

Tech Talents

Damping – Increases the explosion radius of your tech mines. It activates the Damping Field, which suppresses enemies' tech and biotic abilities in combat.

Decryption – Lets you spend omni-gel to override security systems to open doors or containers. Ultimately, it activates Sabotage, which quickly disables enemy weapons in combat.

Hacking – Increases the recharge speed of your tech proximity mines. Ultimately, it activates AI (artificial intelligence) Hacking abilities, which let you control the AI of robotic enemies so they attack everyone around them, including each other.

Electronics – Increases shield strength and lets you bypass the security systems of some locked objects. It also activates use of Overload, which damages or disables enemy shields in combat.

Biotic Talents

Throw – Generates a biotic field that throws objects within range.

Lift – Generates a biotic field that lifts objects into the air.

Warp – Generates a biotic field that slowly tears apart any object it hits, doing damage and temporarily reducing armor effectiveness.

Singularity – Generates a biotic field that causes objects to fly and violently smash into each other.

Barrier – Generates a biotic field that absorbs weapons fire.

Stasis – Generates a biotic field that surrounds and isolates any object it touches, preventing enemies from moving or attacking, but also blocking you from dealing them damage.

Additional Talents

Charm – Increases Charm options in conversation, and decreases the credits needed when purchasing items in stores.

Intimidate – Increases Intimidate options in conversation, and increases credits gained when selling items in stores.

Class Talents

Certain talents are inherent to each character class:

Soldier – Improves health and health regeneration.

Engineer – Reduces recharge time of tech abilities and increases tech resistance.

Adept – Reduces recharge time of biotic abilities and increases biotic resistance.

Infiltrator – Increases damage delivered by tech mines and reduces overheating of sniper rifles and pistols.

Sentinel – Reduces recharge time of tech and biotic abilities, increases damage and accuracy of pistols, and grants Marksman ability.

Vanguard – Increases biotic resistance and damage of shotguns and pistols.

Talent Upgrade

You and your squad members have a list of talents representing each character's capabilities, strengths, and training. By spending Talent points on these, certain aspects of the character become stronger and eventually open up new attacks, buffs, proficiencies, and skills.

Talent Points

Use your Talent points to purchase higher ranks.

Press **ESC** to go to the Mission Computer, and then either press **U** or choose Squad. Click on a talent's available section or click the + and - icons to add or delete ranks.

Specialization

Specialization boosts class-specific talents. After completing an optional Systems Alliance Military assignment, choose a specialization for your character, increasing the maximum Talent points you can spend on class-specific talents.

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Jim Bishop, Mark Darrah, Trent Oster, Dan Tudge, Richard Vogel, Gordon Walton, Jorg Neumann, Russ Almond, and all our friends at BioWare Austin.

A very special thanks to our families and friends, whose patience and support helped us reach for the stars.

See the in-game credits for a complete list of *Mass Effect* team members.

Problems Running the Game

- Make sure you meet the minimum system requirements for this game and that you have the latest drivers for your video card and sound card installed:

For NVIDIA video cards, visit **www.nvidia.com** to locate and download them.

For ATI video cards, visit **www.ati.amd.com** to locate and download them.

- If you are running the disc version of this game, try reinstalling DirectX from the disc. This is typically found in the DirectX folder on the root of the disc. If you have Internet access, you can visit **www.microsoft.com** to download the latest version of DirectX.

General Troubleshooting Tips

- If you have the disc version of this game and the AutoPlay screen does not automatically appear for installation/playing, right-click the disc drive icon found in My Computer and select AutoPlay.
- If the game is running slowly, try reducing the quality of some of the video and sound settings from the game's options menu. Reducing the screen resolution can often improve performance.
- For optimum performance when playing, you may like to disable other background tasks (except the EADM application, if applicable) running in Windows.

CUSTOMER SUPPORT

If you have trouble with this game, EA Customer Support can help.

The *EA Help* file provides solutions and answers to the most common difficulties and questions about how to properly use this product.

To access the EA Help file (with the game already installed):

Windows Vista users, go to **Start > Games**, right-click the game icon, and select the appropriate support link from the drop-down menu.

For users on earlier versions of Windows, click the **Technical Support** link in the game's directory located in the **Start > Programs** (or **All Programs**) menu.

To access the EA Help file (without the game already installed):

1. Insert the game disc into your DVD-ROM drive.
2. Double-click the My Computer icon on the Desktop. (For Windows XP, you may need to click the **Start** button and then click the My Computer icon).
3. Right-click the DVD-ROM drive that has the game disc and then select OPEN.
4. Open the **Support > European Help Files> Electronic_Arts_Technical_Support.htm** file.

If you are still experiencing difficulty after utilizing the information in the EA Help file you can contact EA Technical Support.

EA Customer Support on the Internet

If you have Internet access, be sure to check our EA Technical Support website at: **http://eusupport.ea.com**

Here you will find a wealth of information on DirectX, game controllers, modems, and networks, as well as information on regular system maintenance and performance. Our website contains up-to-date information on the most common difficulties, game-specific help, and frequently asked questions (FAQs). This is the same information our support technicians use to troubleshoot your performance issues. We keep the support website updated on a daily basis, so please check here first for no-wait solutions.

Support Centre Contact Info

If you require further assistance and would prefer to speak to a technician, telephone our Customer Support team (9am-9pm, Monday-Friday):

Telephone: 0870 243 2435

NOTE: No hints or codes are available from the Support Centre.

Fax: 0870 2413231

Calls charged at national call rates; please consult your telecoms provider for details.

To help us diagnose the problem please generate a DirectX Diagnostic report of your PC before calling us:

Click Start > Run… and type dxdiag. Click OK, then once the report is complete, Click SAVE ALL INFORMATION… and save the report to your Windows Desktop.

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