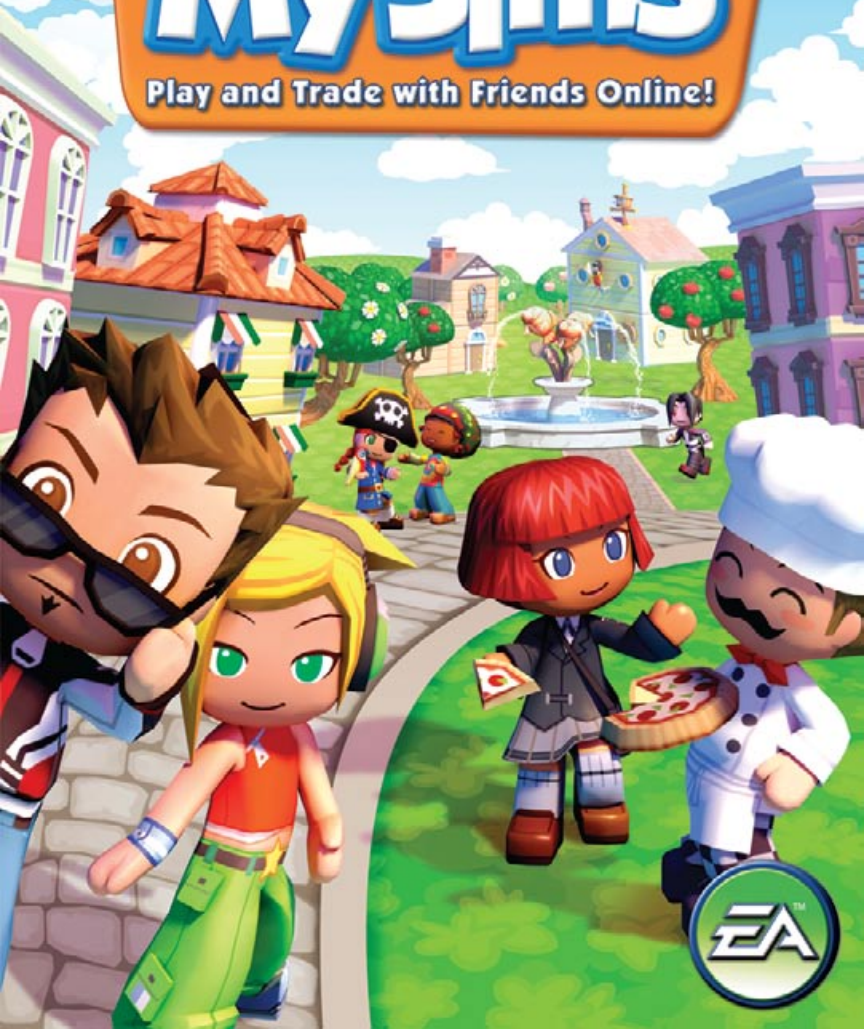




MySims™

Play and Trade with Friends Online!



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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.

To install (EA Store users):

NOTE: If you'd like more information about purchasing direct downloads from EA, visit www.eastore.ea.com and click MORE ABOUT DIRECT DOWNLOADS.

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

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.

Starting the Game

To start the game:

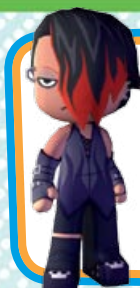
Games on Windows Vista™ are located in the **Start > Games** menu and on earlier versions of Windows™ in the **Start > Programs** (or **All Programs**) menu. (EA Store users must have the EA Download Manager running.)

NOTE: In Windows Vista Classic Start menu style, games are located in the **Start > Programs > Games > Games Explorer** menu.

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Welcome to Town!

This little hamlet used to be full of life, personality, and happy Sims, thanks to a special resident who had the power to use Essences to build all sorts of great things. But one day the famous builder mysteriously left, and the town just hasn't been the same since ...

But all of that is in the past now that you've arrived! Your special ability to use Essences for building and painting is sure to breathe new life into this place. So customize your Sim's look, interact with residents and tourists, and build useful items for those around you using all the Essences you can gather. With hard work and a little vision, you can build this town into something exceptional! What will your new community look like? It's up to you!

Complete Controls

Create buildings, design useful objects, and begin breathing new life into the community. Your inspiration and creativity are the keys to unlocking this Town's hidden potential!

General Gameplay

Action	Keyboard Controls	Mouse Controls
Move Sim	W/A/S/D or use the arrow keys	Press and hold the right mouse button and drag in desired direction.
Move cursor	N/A	Move the mouse
Zoom camera	R (zoom in) or NUMPAD 8/ F (zoom out) or NUMPAD 2	Rotate scroll wheel up/down
Rotate camera left/right	Q (left) or NUMPAD 4/ E (right) or NUMPAD 6	Hold down the scroll wheel and drag mouse left or right
Reset camera	C or NUMPAD 5	N/A
Interact with Sims/objects	ENTER	Face object/Sim with your Sim and click the object/Sim or press the on-screen action icons
Cycle through interactions (when Interaction menu is showing)	Z	N/A
Center the camera (when Interaction menu is showing)	C	N/A
Shake tree	N/A	Place mouse cursor on tree, hold down the left mouse button, and move the mouse back and forth rapidly
Grab Essence	Walk over an Essence with your Sim	Click an Essence, or walk over an Essence with your Sim
Pause menu	SPACEBAR	N/A
Open map	V	Click the map in lower right of the game screen
Place map marker	N/A	Click the map
Scroll map	W/A/S/D or arrow keys	Click the arrows
My Stuff menu	G	Click the book icon in upper right of game screen
Task Book menu	T	Click the task book icon
Backpack menu	B	Click the backpack icon
Close a menu	ESC	Click the menu's close icon
Switch in/out of the chat window (in the online garden)	TAB	Click the chat window's text entry area to chat; click anywhere else on the screen to switch out
Take a photo and save it to your computer	F1	N/A

Build and Decorate Mode Controls

Action	Keyboard Controls	Mouse Controls
Pick up block/component	N/A	Select with mouse cursor and click
Place block/component	N/A	Move to desired workspace location and click
Rotate block/component	W/A/S/D or arrow keys	N/A
Change block size	W/S or Up/Down arrow keys	N/A
Rotate workspace left/right	Q (left) or NUMPAD 4 E (right) or NUMPAD 6	Hold down scroll wheel and drag mouse left or right
Discard block/component	N/A	Pick up block and right-click. Or drag to onscreen Trash can icon
Place multiple blocks	N/A	Hold down right mouse button while placing a block and click left mouse button
Turn Ghost Mode ON/OFF	1	Click on-screen Ghost Mode icon
Turn Snap ON/OFF	2	Click on-screen Snap Mode button
Slide Blocks ON/OFF	3	Click on-screen Slide Under Mode icon



Playing the Game

NOTE: When you start *MySims* for the first time, you are prompted to create a save file. You must select a save file to play.

- ◆ To begin, select **NEW GAME**. Choose an empty slot for your game, use the keyboard to enter a name for the town, and click the checkmark or press **ENTER** when you are done.

Creating your Sim

Making a Sim is easy. Simply point at your Sim's hair, eyes, mouth, or clothes and click or right-click to change each one. Press **Q** and **E** or hold down the scroll wheel and drag the mouse left/right to rotate your Sim. (You can also use **NUMPAD 4** and **6**.) Press **R** and **F**, or spin the scroll wheel up/down, to zoom the camera in and out.

- ◆ You can customize your Sim's hair color and skin tone, add glasses or face paint, and even change their voice. To do so, click the icon for the feature you wish to change.
- ◆ Selecting **RANDOM** designs your Sim in one quick swoop. Any combination of hair, eyes, mouth, and clothes is possible—try it and see what you come up with.
- ◆ When you are happy with the Sim you have created, give them a name! Use the keyboard to type your Sim's name and then select **DONE**.



Game Screen



Saving and Loading

To save your game when in a house or running around outside, press the **SPACEBAR** and select **SAVE GAME**. To load a game, select **LOAD GAME** in the main menu, then select the town you want to load.

NOTE: You cannot save during the beginning stage of the Tutorial. The game prompts you when the option to save is available.

New Sim on the Block

You have just arrived by train to your new town, and you would like to get cracking on tasks to help get the town back on its feet and lift the townsfolk's spirits.

Meet the Locals

Your new town hosts an array of clever and quirky characters. From the town mayor to the mad scientist, you'll want to chat with them all and find out what they need and how you can help the community grow. Mayor Rosalyn is your first point of contact. Give Mayor Rosalyn your resident registration form and follow her as she shows you to where you will live.

Your New Home

Home is where the heart is, and now you can decide how your new house should look. Use the building blocks and materials at your disposal to construct a new home just as you like.

Creating a Building

When you begin constructing your home, the available building blocks are laid out in the workspace. Click a large base block to pick it up. While holding a block, perform the tasks below to build.

- ◆ To place the block, click again while the block is on the workspace grid.
- ◆ To return the current block to the selection field, right-click.
- ◆ To place multiple copies of a block on the workspace, click and hold the right mouse button. To return the block to the selection, release the right mouse button.
- ◆ To change the size of the block, press **W** and **S** or **UP/DOWN** arrow keys, and to rotate the block press **A** and **D** or **LEFT/RIGHT** arrow keys.
- ◆ To rotate the platform, press **Q** and **E** or hold the scroll wheel and drag the mouse left or right. To zoom in/out, press **R** and **F** or rotate the scroll wheel **UP** or **DOWN**.
- ◆ You can also add doors, windows, a roof, and other accessories to complete your dream home. To cycle through different building blocks and components of house construction, click the on-screen arrow buttons.
- ◆ When you select doors, windows, and other items from your menu, blue pips appear on the house to indicate where the object can go. Rotate and zoom with **Q/E/R/F** or **NUMPAD 4/6/8/2** for a better view.
- ◆ Some items (like statues, fences, and columns) can be placed on the ground. Base blocks stack on top of each other as well—up to two stories high.
- ◆ The yellow arrow on the platform shows you where the front of the lot will be.

Painting the Exterior of Your Home


To customize the colors of your new home, click the Paintbrush button in the upper left corner of the screen to enter Paint mode.

- ◆ To apply paint, point the cursor at a block and click. You can also click repeatedly to see all the options available for that block.
- ◆ Each component of the building is painted individually. You can paint base blocks, doors, windows, roofs, and dormers.



www.mysims.com

Decorating Your Home



To decorate your house with items and Essences that you've created or found, click  in the lower right corner of the screen. Click the backpack to view your inventory of constructed objects and Essences, or choose the Decoratives chest to find other items you can decorate your home with. As you befriend more Sims in town, you unlock more Decoratives for your house.

- ◆ To choose your desired item, click.
- ◆ To rotate the item you are placing, press **A** and **D** or the **LEFT/RIGHT** arrow keys.
- ◆ To place an item, click again. You can move the item around by picking it up and placing it with the left mouse button until you are satisfied.
- ◆ Rotate and zoom with **Q/E/R/F** or **NUMPAD 4/6/8/2** for a better view.
- ◆ If you want to send a decorative item or a piece of furniture back to inventory, click on the item and press the right mouse button to return it.
- ◆ Move the hand cursor to the edges of the screen to pan the camera around.



Painting the Interior of Your Home

When you are in Decorate mode, you can change the color of walls and floors in your house. To do so, click the Paintbrush icon in the upper left corner of the screen to enter Paint mode.

- ◆ To cycle through default walls and floors, click on a wall, baseboard, floor, rug, or rug border.
- ◆ To select an Essence for painting, click the button to the right of the purple paint can icon and select the Essence you would like to use. You can only choose from Essences available in your backpack.
- ◆ To see the block form of an Essence, click the Cube button in the lower section of the menu to see the Essence flairs . To see an Essence's paint palette , click the Palette button.
- ◆ To apply paint, point the cursor at a wall, baseboard, floor, rug, or rug border, and click until you see the pattern you like.



Workshop

Construct your workshop using the available building blocks and objects. You'll also have to add the workshop hammer sign so your town's Sims know where the workshop is!



To build and customize objects:

- ◆ Walk up to the workshop door and select **WORKSHOP**.
- ◆ Once inside the Workshop menu, select **CREATE NEW ITEM**.
- ◆ A selection of blueprints appears. Mayor Rosalyn has given you a few to help you get started. Collect more from the Sims who move to your town.
- ◆ Select the blueprint you want to work on. Your workspace appears.

Upon entering your workshop, you see blocks arranged in the front part of the screen and the ghost image of the blueprint you are building on the construction dais.

- ◆ The white outline of the template is the Ghost Template and shows the parts of the object you are constructing.
- ◆ Stars indicate which parts of the object must be covered in order for Sims to successfully use it. Once all the stars are covered, the object is complete.
- ◆ Red areas indicate where you cannot place blocks.
- ◆ Use the same controls as you did to build your house to build objects.
- ◆ Some of the blocks in your selection are green. Match these to the green areas in the blueprint to complete the object as originally designed.
- ◆ Use different shapes to experiment with how the object might look. As long as you cover the stars to complete the object, you can be as creative as you wish!
- ◆ The yellow arrow on the platform tells you which direction the object will face.

There are also some special ways to align blocks in the workshop.

- ◆ Items normally snap to corners and edges in normal Build mode. To disable this and get finer control of block movement, press **2** or click  to toggle Snap mode while moving a block or an object.
- ◆ To slide blocks along the ground and underneath each other (instead of just stacking them), press **3** to toggle Slide Under mode. Press **3** again to return to the normal stacking mode.
- ◆ To hide the Ghost Template and build freely without the green highlights, press **1** or click . To show the template, press **1** or the Ghost mode icon again.



Performing Tasks

Mayor Rosalyn has the first task for you and needs your help immediately. There is no podium in the Town Hall! How on earth is she to deliver inspiring speeches to perk up the town and encourage the good citizens? It's time to set things right.

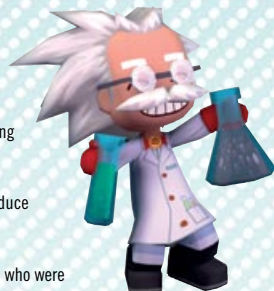
- ◆ To help Mayor Rosalyn, build a podium in your workshop and deliver it to her at the Town Hall. And here's a little hint: she's crazy about Red Apple Essences.
- ◆ Continue to visit Mayor Rosalyn, and all the Sims in town, to discover new tasks to complete.

Essences

Essences are hidden all over the town, and can be collected in a variety of ways:

- ◆ Harvesting them from trees that you have planted and grown/tended to.
- ◆ Prospecting them from the ground with your metal detector and digging them up.
- ◆ Fishing for Essences in the rivers and lakes of your new town.
- ◆ Being social with Sims. Social interactions (BE NICE, BE MEAN) produce different Essences with different types of Sims.
- ◆ Using objects you've built or that others have inside their buildings.
- ◆ Exploring the world outside. Keep an eye out for Essences left by Sims who were recently picnicking, launching rockets, or playing outdoors.
- ◆ Grab hard-to-reach Essences by pointing at them and clicking.

As you get to know the residents of your town, you will discover new ways to make them happy. One way is to give them objects and Essences that they like.



Painting with Essences

To add color to the things you build in your workshop, click the Paintbrush icon in the upper left of the screen.

- ◆ To select an Essence for painting, click the button to the right of the purple paint can icon and select the Essence you would like to use.
- ◆ To apply paint, point the cursor at the block and click to cycle through the available colors and textures.
- ◆ To remove an Essence, select the Rainbow Paint Can and click the painted block to return the Essence to your backpack.
- ◆ Each block is painted individually and costs one Essence to paint.

Building with Essences

You can also alter the shape of objects by building with Essence flairs, such as apples, flowers, and other things you collect around town.

- ◆ To select an Essence block, go to your backpack while in Build mode and click the desired shape.
- ◆ You can place multiple copies of an Essence by holding the right mouse button, then clicking the left mouse button.

Essences and Interests

As you progress with the development of the town, you discover more and more ways to make the townspeople happy. Each task that you complete for a local can be enhanced by adding an Essence to the object. By adding an Essence, such as an apple, to an object, you add an *interest* to the particular object. The different types of interests that you would like to build up around town are:



The Interest Wheel shows you the interest make-up of your object, building, and your town itself. Click it to see more information. Certain townspeople have a preference towards specific interests.

Developing the Town

- ◆ All of the Essences in your town correspond to a particular interest.
- ◆ You can influence Sims who like a particular interest by building objects for them that contain the corresponding Essences at your workshop.
- ◆ You can also decorate interiors with Essences (painting the walls and floors with Essences, placing them on tables, counters, shelves, and so on).
- ◆ To see how these changes influence an interior or an object, simply click the Interest Wheel in Workshop, Build, or Decorate mode.

You can also influence the overall town interest just by moving in certain types of Sims.

- ◆ The more Cute businesses you have in town (like Poppy's Flower Shop) the more Cute Sims will want to visit and even live in the town.
- ◆ Decorating the town's buildings with certain blocks (such as the Gargoyle or the Gnome) influences the overall flavor of your town.
- ◆ To see how your town is doing, check out the town Interest Wheel, located in the Map screen.

My Stuff Inventory

You can view the items you have in your possession, the status of your various tasks and relationships, and the blueprints that you have received by clicking the Task Book icon. You can also click the backpack icon to view the Blueprints and Essences you have collected.



Backpack

Shows inventory list.



Task Book

Shows list of current tasks.



Blueprints

Shows blueprints you have received.



Essences Book

Shows Essences you have collected.



Relationships

Shows people you have interacted with.

Star Level Tools

As you perform various tasks for the townsfolk, your Star Level increases in the Star Meter (located at the top of the screen). As the town increases its Star Level, Mayor Rosalyn authorizes you to use new tools that allow you to access new areas of the map.

- | | |
|------------------|--|
| Crowbar | Breaks through boarded-off areas. (Unlocks at Star Level 1.) |
| Saw | Cuts through giant logs. (Unlocks at Star Level 2.) |
| Pickaxe | Breaks through giant boulders. (Unlocks at Star Level 3.) |
| Blowtorch | Bursts locks on metal doors. (Unlocks at Star Level 4.) |

Each tool allows you to access new parts of the world such as the forest area and desert, which contain new Essences, and can be developed for town expansion. As you reach higher Star Levels new characters are also unlocked who visit the town and possibly become residents.

Online Play

TO ACCESS ONLINE FEATURES, YOU MUST REGISTER ONLINE WITH THE ENCLOSED SERIAL CODE. ONLY ONE REGISTRATION AVAILABLE PER GAME. INTERNET CONNECTION REQUIRED. END USER LICENSE AGREEMENT REQUIRED TO PLAY. EULA, EA ONLINE TERMS & CONDITIONS AND FEATURE UPDATES CAN BE FOUND AT WWW.EA.COM. YOU MUST BE 13+ TO REGISTER ONLINE.

EA MAY RETIRE ONLINE FEATURES AFTER 30 DAYS NOTICE POSTED ON WWW.EA.COM.

Creating a utopia for your virtual Sims pals in *MySims* is only the beginning: You can also go online and play in a special Shared Garden level with up to seven of your actual friends!

In the Shared Garden you can gift items to your friends—including cool items that you've made offline or even items from the single-player game that they may not have unlocked yet! And you can all work together to construct buildings, interact with special objects, play tag, try on each other's outfits, hang out and chat with each other, and more!

Also, each player gets an assortment of new Essences in their Shared Garden that are not available in the single-player game. So visit all of your friends' Shared Gardens to collect them all!

NOTE: You may only invite people whose Persona names you already know to visit your Shared Garden. This ensures a safe and fun online experience by making sure you only play with people you know.

Account Creation and Login

To access the Shared Garden you must first login to *MySims*. To do so, load any save game and press the **SPACEBAR** to open the Game Menu. Select **LOGIN TO MYSIMS** and enter your EA.com Account Name and Password. Select the green checkmark in the lower right of the Login Box to confirm.

If you do not already have an EA.com account, create one by selecting **CREATE NEW ACCOUNT**, which takes you to the Account Creation web page outside of the game. Follow the prompts to create your EA.com account. When you're finished, go back into the game, and enter the account name and password you just made to log in.

NOTE: You can store login information or have the game log you in automatically each time you play via the Game Options menu.

Create a Sim Persona

If you have not previously created a Persona name you are prompted to do so the first time you log in to *MySims*. Choose your Persona name carefully as it can not be changed later!


NOTE: While you can log in at anytime, you cannot access the Shared Garden to play online with your friends until your save slot is at Star Level 2 or above.






Accessing the Shared Garden

To enter the Shared Garden level go to the Train Station, approach the ticket machine, and select VISIT A GARDEN. Next, select VISIT YOUR GARDEN ALONE to explore and customize your Shared Garden level offline. Or you may select VISIT YOUR GARDEN ONLINE to start an online session, or VISIT A FRIEND'S GARDEN to join a friend's online session.


Invite Your Friends

Take some time to explore your Shared Garden level. To view which of your friends are online, click  in the upper right of the game screen. This opens the My Friends! list, where you can add your friends' Persona names anytime you are logged in. Simply type in your friends' Persona names and click the ADD FRIEND button to save them. (To remove a friend from your Friends List, select their name and then click the REMOVE FRIEND button.)

To invite your friends to join you, click  in the upper right of the game screen, and then click . To invite a new friend, type their name in the entry field and click . If a friend does not respond to your invitation within 24 hours it will be returned, so make sure you tell them when you plan to invite them!

Click  to view which of your friends are currently invited to your Garden and if they are currently online.

Chatting

You can chat with your friends anytime they are in the Garden by clicking  in the lower left of the screen. Then, simply type your message and click the Send button or press ENTER.

Private Tells

To send a private message to a friend that others cannot see, type /t <player_name> <text>, where <player_name> is the friend you want to chat with, and <text> is your message.

Action Descriptions

To send a descriptive action to your friends, type /me <text>, where <text> is the action description you wish to display. For example, if a player's name is John and he types "/me laughs out loud!" the chat window will display "John laughs out loud!"



Chat Emotes

You can perform funny animations, called emotes, that help you communicate with your friends. To perform an emote, open the Chat Window and enter any of the following Chat Commands. The chat window displays your name and the following emote:

Chat Command	Chat Descriptive Text	Chat Command	Chat Descriptive Text
/AFRAID	is afraid!	/LAUGH	laughs!
/ANGRY	is angry!	/GRUMPY	is grumpy! Harrumph!
/FURIOUS	is furious!	/HECKLE	heckles everyone!
/BELCH	belches...mmm....	/HIPSHAKE	shakes to the left! Then to the right...HIPSHAKE! Whoa!
/KISS	blows a kiss.	/HIPSLIDE	slides those hips around, yeah baby!
/BOW	takes a bow.	/HOOT	goes Hoot Hoot! HOOT!
/BUBBLES	blows bubbles! Yay!	/NO	says NO!
/TIME	checks the time...	/POINT	points and laughs!
/CHEER	cheers!	/POP	pops a bag!
/CLAP	claps.	/SAD	is sad.
/HAPPY	is so very happy!	/SHAKEFIST	shakes a fist!
/CONFETTI	throws confetti into the air!	/SNEEZE	sneezes, Aaaaaa Chooo!
/CRY	cries.	/STINKY	smells something stinky! Eww!
/CUTE	is soooo cute!	/LOVE	is in love! Awwwww!
/VERYCUTE	is very, very cute!	/TAP	taps a foot impatiently.
/CUTEWAVE	does a cute wave.	/TEASE	teases everyone and laughs!
/BOUNCE	dances with a little bounce!	/THANK	is thankful!
/DANCE	does a funky little dance!	/WAVE	waves hello!
/DANCEKICK	dances with a kick, so cool!	/GREET	says hello!
/BOOGIE	really boogies! Oh yeah!	/UNHAPPY	is very unhappy!
/DISCO	is a disco dancing Super Sim!	/HELP	calls for help!
/ROBOT	does the robot, beep...beep...BOP!	/YAWN	yawns.
/FUN	dances around, so much fun!	/YES	says Yes.
/MAD	is very mad!	/TAUNT	taunts everyone! Nahhh!
/BLUSH	is blushing...aww....	/COME	Says come here!

Package Files

Objects you make in *MySims* may be packaged and shared with friends. To make a Package File:

- ◆ Go to the Workshop in game and construct any object.
- ◆ Exit the Workshop (the object is now in your Sim's backpack).
- ◆ Open the backpack and click the object you would like to package.
- ◆ Select PACKAGE.
- ◆ Confirm selection.

NOTE: Any object you Package disappears from your Sim's backpack.

- ◆ If packaging succeeds, you receive a message telling you the name of the Package File and where it is located. By default, Package Files save to the Outbox folder in your *My Documents/Electronic Arts/MySims* directory.

Now you can share the Package File with a friend by attaching it to an email or instant messaging program message and sending it to them, or copying it to any PC-compatible storage media of your choice. To use a Package File from your friend, you must place it in the Inbox Folder in your *My Documents/Electronic Arts/MySims* directory. The next time you launch *MySims* the object will be in your Sim's backpack!

Hints and Tips

- ◆ Click the sides of roofs or fronts of dormers to change their siding or pane textures independently from the shingles.
- ◆ Looking for unusual hair or a wild new outfit? Be sure to move in Shirley, Dolly, and Ms. Nicole so you can unlock their blueprints. Mohawks are just the beginning once you've got a salon chair, changing booth, and costume chest at your disposal.
- ◆ Looking for inspiring new blueprints? Be nice and give things to the residents to see what kinds of objects they give you once they know you are a good friend!
- ◆ Don't worry if you cut down all the trees of a certain type. If you leave a spot in its native garden open, the missing trees eventually grow back.

NOTE: Dial-up Internet speed is not supported for Internet play. Only Broadband connections are supported.



Performance Tips

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.

Internet Performance Issues

To avoid poor performance during Internet play, be sure that you close any file sharing, streaming audio, or chat programs prior to entering gameplay. These applications can monopolize your connection's bandwidth, causing lag or other undesirable effects.

This game uses the following TCP and UDP port(s) for Internet play:

18130, 18135, 10000

Please consult your router or personal firewall documentation for information on how to allow game related traffic on these ports. If you are attempting to play on a corporate Internet connection, contact your network administrator.

Technical Support

If you have trouble with this game, EA Technical 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):

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 > EA Help > Electronic_Arts_Technical_Support.htm** file in North America or **Support > European Help Files > Electronic_Arts_Technical_Support.htm** in Europe.

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

EA Technical Support on the Internet

If you have Internet access, be sure to check our EA Technical Support website at:

<http://support.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.

Technical Support Contact Info

If you need to talk to someone immediately, call our Technical Support team (Monday through Friday 8 AM – 5 PM PST):

Telephone: US 1 (650) 628-1001.

NOTE: No hints or codes are available from Technical Support.

Website: <http://support.ea.com>

Mailing Address: EA Technical Support
9001 N I-35 Suite 110
Austin, TX 78753



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Online: <http://warrantyinfo.ea.com>

Automated Warranty Information: You can contact our automated phone system 24 hours a day for any and all warranty questions.

US 1 (650) 628-1001

EA Warranty Mailing Address

Electronic Arts Customer Warranty
9001 N I-35 Suite 110
Austin, TX 78753

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