# 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.

# CONTENTS

## STAY IN THE GAME AND REGISTER WITH EA!

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masseffect.bioware.com

# INSTALLING THE GAME

**NOTE**: For system requirements, see **electronicarts.co.uk**.

**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.

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.

# 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**.

ACCEPTANCE OF END USER LICENSE AGREEMENT REQUIRED TO PLAY. ACCESS TO ONLINE FEATURES AND/OR SERVICES REQUIRES AN EA ONLINE ACCOUNT AND REGISTRATION WITH THE ENCLOSED SERIAL CODE. EA ONLINE TERMS & CONDITIONS CAN BE FOUND AT www.ea.com. YOU MUST BE 13+ TO REGISTER FOR AN EA ACCOUNT. EA MAY PROVIDE CERTAIN INCREMENTAL CONTENT AND/OR UPDATES FOR NO ADDITIONALCHARGE, IF AND WHEN AVAILABLE.

EA MAY RETIRE ONLINE FEATURES AFTER 30 DAYS NOTICE POSTED ON www.ea.com

# THE STATE OF THE GALAXY

Two years have passed since the massive geth attack on the Citadel. As the galactic community struggles to rebuild, rumors about the return of sentient starships responsible for the eradication of all life 50,000 years ago are being hushed. Officially, the attack on the Citadel is blamed upon Saren Arterius, a rogue Spectre. Most are quick to believe, but a few know the truth.

## GETTING STARTED

After installing *Mass Effect™ 2*, launch the game to access the main menu. You can now choose to:

⊙ Log on to Cerberus Network
⊙ Create a new character
⊙ Import your character from *Mass Effect 1*
⊙ Access the Extras menu for achievements, options, and downloadable content

## CERBERUS NETWORK LOGIN

Joining the Cerberus Network allows you to receive new content such as missions, squad mates, and equipment. It also enables you to download premium content from the internet. Use the Cerberus login included with the game, and follow the login procedure.

## CREATE A NEW CHARACTER

Select NEW GAME from the main menu. You are able to start the game with a male or female character, or import a character from *Mass Effect 1*.

If you create a new character, you have two options:

⊙ Play as the iconic Commander Shepard and choose a first name. You play as the Soldier class.
⊙ Create a custom character, choosing your own class and adding other details.

## IMPORT CHARACTER FROM *MASS EFFECT 1*

Select IMPORT CHARACTER on the main menu and choose a Save Game from the list of Character Saves.

You receive bonus experience and resources, and start at a higher level than a new player.

If you import your character, you may:

⊙ Keep all the details of your imported character, including appearance, class, and history.
⊙ Change your current appearance by customizing your facial reconstruction or choose the iconic appearance.
⊙ Change your current class.

## MISSION COMPUTER

Press **ESC** to bring up the Mission Computer screen. Use your mouse to select an area on the display. When an area receives an update, it flashes on the display.

Your current resource totals are displayed at the bottom of the Mission Computer screen.

The Mission Computer gives you access to details for:

| | |
|---|---|
| **Squad** | View the current status of Shepard and squad. You can also spend squad points here to upgrade your powers. |
| **Options** | Set gameplay, controller, graphics, sound and other options. |
| **Journal** | View current and recent quests and tasks. |
| **Map** | View your current location and points of interest. |
| **Save** | Saves your game in its current state and location. |
| **Load** | Load games you have saved, and those that have been saved automatically. |
| **Codex** | Learn all about the *Mass Effect* universe. |
| **Exit to Main** | Takes you back to the main menu. |
| **Exit Game** | Close the game. |

# COMMAND AND CONTROL

Pay special attention to "overloaded" buttons that require a tap or a press and hold to enable.

**ENTER COMBAT STANCE**
Left-click/Right-click

**EXIT COMBAT STANCE**
**H** (to holster current weapon)



**ZOOM**
Right-click

**CERBERUS HINT:**
Zooming in on a target greatly increases weapon accuracy.



**FIRE WEAPON**
Left-click



**STORM**
SPACEBAR



**TAKE COVER**
SPACEBAR



**CLIMB/VAULT**
**W + SPACEBAR**

**CERBERUS HINT:**
If you hit a piece of cover while storming, you automatically enter cover.



**MELEE ATTACK**
**F**

**RELOAD THERMAL CLIP
R**



**SWITCH TO PREVIOUS WEAPON
X**



**BRING UP NAVIGATION ASSISTANCE
M**

Objective Marker ⎯⎯⎯⎯

# SPECIALIZATION CLASSES

Every class has a unique power that you can map in the squad command interface. Each squad mate can have up to four powers by the end of the game.

# SOLDIER

High-level operatives are outfitted with an ocular synaptic processor that allows them to focus on targets with lethal accuracy.

# ADEPT

Adepts are outfitted with L5x implants that spawn micro-singularities, blocking enemies and pulling them into the air.

# ENGINEER

Engineers can spawn a combat drone to harass enemies or force them out of entrenched cover positions.

# INFILTRATOR

Infiltrators are equipped with a tactical cloak system that allows them to avoid detection for short periods of time, gaining tactical advantage over enemies.

# VANGUARD

Vanguards are outfitted with L5n implants that use biotic charges to knock down or stun opponents. This gives the Vanguard precious seconds to bring close range weapons to bear.

# SENTINEL

Sentinels are equipped with the most advanced ablation armor system to keep the Sentinel safe. If overloaded, the system stuns all enemies within a short distance.

**CERBERUS HINT:** Each class has a list of powers that can be viewed and upgraded from the Squad screen. Press **ESC** for the Mission Computer and select SQUAD.

# SQUAD ORDERS

You are part of a team! Giving tactical orders to your squad helps keep them alive and in turn keep you alive as they support you. Press **Q**, **E**, and **C** to issue squad orders.



⊙ Press **Q** to order the first squad member to move to point, use powers or attack.

⊙ Press **E** to order the second squad member to move to point, use powers or attack.

⊙ Press **C** to order your squad to follow you.

**CERBERUS HINT:** Squad-specific commands are context-sensitive. If you want your squad mates to move to point, first make sure no enemies are highlighted by a red square bracket.

# SQUAD COMMAND INTERFACE

At certain times during combat, you may want to pause the game, take stock of what is going on around you, and issue specific orders to your squad. Press and hold left-**SHIFT** to activate the squad command interface.

## USING POWERS

The squad command interface allows you to focus specific powers on different enemies. Move the camera around to target enemies.



Highlighting a power shows its description in the lower left-hand part of the screen.

Enemy with shields

Overload power (moused over and selected)

When you bring up the command interface, your squad mates' images appear in the left and right sections. Each squad mate can have up to four powers.

When a power is marked red with a downward arrow, it means it is already in use or should not be used.



**TARGET AN ENEMY**
Left-click

Targeting an enemy or combat object gives you context-sensitive information about what types of powers could be used on them. To target enemies with your powers, highlight them with the reticule, select a power, and left-click. One power per squad mate can be queued up at a time.

**CERBERUS HINT:** Map powers to have them available in real time without pausing.

To map any power, drag and drop it to the Quick Slot Bar.



## SQUAD POINTS



Squad points represent your ability to directly improve the powers you and your squad use. To spend squad points, go to the Squad screen off the Mission Computer.

When you raise a power to its fourth rank, it evolves. Evolved powers allow you to choose one of two advanced forms of the power to use going forward. Choose wisely.

## SWITCHING WEAPONS

The squad command interface also allows you to switch Shepard's and the squad's weapons. Use your mouse to highlight Shepard's current weapon. This reveals all current weapons available for use.

Weapon choices unfolded

The weapons your squad has equipped are highlighted in blue. To switch out a weapon for anyone in the squad, simply left-click a new weapon. Each squad mate can switch out one new weapon at a time.

**CERBERUS HINT:** Press **X** to quick switch weapons.

# CERBERUS ARMORY

There are five classes of weapons in *Mass Effect 2*.

| | |
|---|---|
| **Assault Rifles** | Useable by Soldiers |
| **Sniper Rifles** | Useable by Soldiers and Infiltrators |
| **Sub-Machine Guns** | Useable by Adepts, Engineers, Infiltrators, Vanguards, and Sentinels |
| **Shotguns** | Useable by Soldiers and Vanguards |
| **Heavy Pistols** | Useable by all classes |

**CERBERUS HINT:** Rapid-fire weapons are effective against shields and barriers. Slow, hard-hitting weapons are effective against armor.

# HEAVY WEAPONS

Heavy weapons are highly destructive and lethal, but limited by ammunition reserves maintained on the person carrying them. Be sure to save your heavy weapon ammunition for when you really need it.

Some heavy weapons are acquired on missions while others are made by doing research aboard the Normandy.

The most common heavy weapon carried by Cerberus personnel is the M-100 Grenade Launcher.

**CERBERUS HINT:** As you acquire technology, new research projects become available for you to purchase aboard the Normandy. These projects equip you and your squad with new and powerful technology upgrades.

# IN-GAME HUD



Quick Slot Bar
Targeting Reticle
Squad Bar
Heat Management
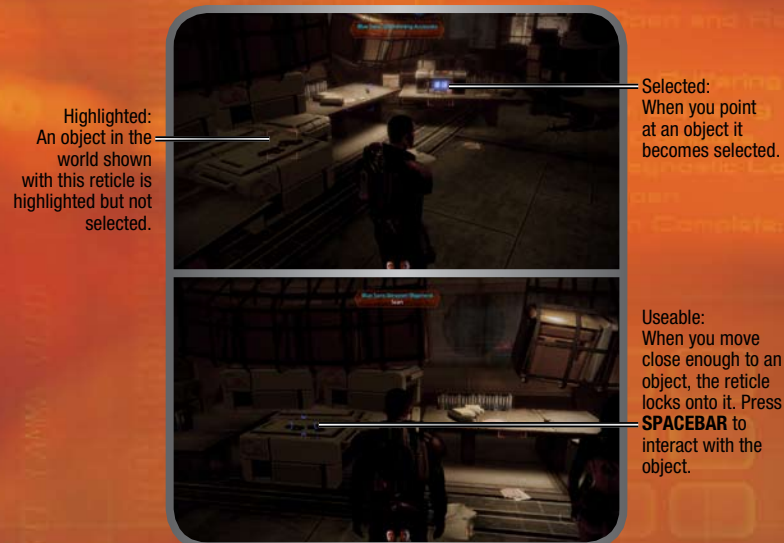Target Bar
Notification
Shepard's Health Bar

The game HUD is your window into the world. The HUD displays your squad's status, your enemies' resistances, your equipped weapon's current amount of thermal capacity, and which objects in the world are useable. Understanding the information on this screen is the key to victory.

**CERBERUS HINT:** If you're lost and need help navigating the world, pressing **M** or left-**SHIFT** brings up an objective marker while on a mission or a map while visiting a hub.

# RETICLE

The reticle highlights objects you can interact with in the world. The color of the reticle determines whether objects are combat or exploration objects.



Highlighted: An object in the world shown with this reticle is highlighted but not selected.

Selected: When you point at an object it becomes selected.

Useable: When you move close enough to an object, the reticle locks onto it. Press **SPACEBAR** to interact with the object.

Destructible: An object that can be used as cover but does not stand up to sustained fire. You can destroy enemy cover if it is marked with this symbol.

Dangerous: A volatile object that could have interesting consequences if shot or overloaded.

Enemy: A hostile opponent who is trying to kill you.

# TARGET BAR

Exploration Object Target Bar

This bar highlights the name of the object you currently have selected.

Exploration target bars show the name of the object and what happens if you press **SPACEBAR** to activate the object. Some common interactions are:

⊙ Talk                    ⊙ Open
⊙ Hack                    ⊙ Scan
⊙ Bypass                  ⊙ Take

Enemy target bars show the name of the enemy and their health and resistance bars.

Enemies with resistances are protected by armor, shields, or a biotic barrier.  You must penetrate these resistances before you can take an enemy down.

If an enemy's red health bar is revealed, use debilitating powers to quickly kill them.

**CERBERUS HINT:** While their resistances are intact, enemies cannot be incapacitated or affected by powers that damage health. You must lower resistances to use certain powers.

**CERBERUS HINT:** If an enemy is protected by resistances, bring up your squad command interface to see which power could be useful against those resistances. Press and hold left-**SHIFT** to bring up your squad command interface.

## HEALTH BAR

The health bar appears as an arc over each squad portrait. It is closely tied to the shield bar. When Shepard is damaged, the shield bar appears, indicating Shepard is under fire and taking damage. When all shields are depleted, the health bar appears in order to track Shepard's health status.

## POWER COOLDOWN METER

When Shepard uses a power, all powers cool down and are unusable for a short period of time. During this time, a small set of brackets appears around the target reticle. When the brackets disappear, Shepard can use powers again.

# SQUAD BAR

The squad bar is located at the bottom of the HUD and gives information on:

**Health**—Each squad member's health status:

⊙ Healthy

⊙ Injured

⊙ Dead

**Resistance**—Each squad member's resistance status:

⊙ Active

⊙ Inactive

**Power Cool Down**— While this element is active, the specific squad member is unable to use any powers.

> **CERBERUS HINT:** Watch for the power cool down indicator to disappear on the squad bar. This means that one or both of your squad members is ready to use powers again.

# THERMAL CLIPS



After analyzing geth advances in weaponry, the Alliance retrofitted every weapon in service with a thermal clip system developed by the geth.

Thermal clips hold a store of disposable heat sinks universal to all small arms. Instead of waiting for an overheated weapon to cool down, you can simply eject the spent heat sink and the clip feeds in a new one. This allows for a greater sustained rate of fire and more numerous impacts on targets.

The HUD element in the lower left corner shows how many shots are left in your weapons thermal clip. The bar below this number is the progress towards expending your current heat sink.

# NOTIFICATION SYSTEM

During the course of the game, you are notified of certain events, like acquiring objects, finding or losing resources, or earning Paragon and Renegade points. Notifications appear in the lower right-hand corner of the screen. Watch for these events to understand your interactions in the game.

# CONVERSATIONS

You can select and talk to certain people in the world by pressing **SPACEBAR**.



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 side let you explore the conversation in depth, while choices on the right tend to move the conversation to quicker completion.

The top of the wheel typically corresponds to Paragon choices, where Shepard makes selfless, cooperative decisions. The bottom generally corresponds to Renegade choices, where Shepard tends to be more aggressive and hostile.

# CHARM AND INTIMIDATE

Your Paragon and Renegade meters represent your skills at Charm or Intimidate. You can boost your Charm and Intimidate skills by spending squad points.

New options appear on the left side of the wheel that may affect outcomes of later conversations. Charm options appear in blue text; Intimidate options appear in red.

# INTERRUPT SYSTEM

At certain times during a conversation, you are able to interrupt the conversation as either a Paragon or a Renegade. The Paragon Interrupt symbol appears on the right side of the screen; the Renegade symbol appears on the left.

During a dialogue, right-click for a Paragon Interrupt or left-click for a Renegade Interrupt.



**RENEGADE**          **PARAGON**

# THE NORMANDY

The Normandy SR-2 is the most advanced starship ever built by humans. It not only represents a home base for you and your squad, it is also the key to your victory. There are many systems aboard the Normandy that help you to navigate the dangers of your mission.

## DECK 1—CAPTAIN'S CABIN



The captain's cabin is your personal oasis. Make your cabin feel more like home with pets, decorations, and other items of interest purchased at stores.

While in your cabin, you can customize the combat effectiveness and general look of your combat armor and casual wear. Look for new armor pieces and items in stores and on missions.
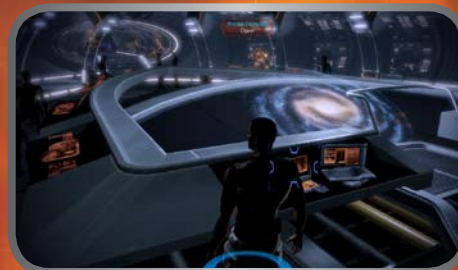
**PERSONALIZATION GUI**

**CERBERUS HINT:**
Look closely at the bonuses granted by armor pieces. By mixing and matching various types, you can create an outfit that enhances your combat preferences.



## DECK 2—CIC



The CIC contains a number of command and control interfaces that allows you to navigate the Normandy, manage the crew, and look at advanced research.

## YEOMAN KELLY CHAMBERS

Yeoman Chambers is your executive assistant. She informs you if one of your crew needs to speak with you, when you have messages, or if there is a private transmission waiting in the comm room.

## THE GALAXY MAP



The Galaxy Map is your interface for traveling throughout the galaxy, scanning uncharted worlds, finding dangerous N7 missions, and managing your supply of fuel and probes.

The galaxy map has four levels of detail for navigation: galactic, cluster, system, and planet.

The galactic level shows the destinations within the galaxy that are available for travel. Click a cluster to travel to a system containing a mass relay.

Once you are inside a system, look to see if it is bounded by a green ring. Navigating the Normandy into this green ring brings up the cluster view. Moving around in the cluster view requires that you burn fuel.

**CERBERUS HINT:** Be careful traveling between stars in the cluster view. If you run out of fuel, you are forced to burn valuable resources to make it back to the fuel depot located by the mass relay.

Left-click and hold to fly the Normandy to a planet. To orbit a planet, either double-click the object or select ENTER ORBIT.

# SCANNING

Most of the planets in the galaxy map can be orbited, scanned, and probed for various useful minerals including:

⊙ Iridium

⊙ Palladium

⊙ Platinum

⊙ Element Zero

To activate the scanner, select START SCANNER.

In scanning mode, your mouse moves the reticule over the planet's surface. Moving to the edge of the planet rotates it in that direction (you can also rotate it by pressing **A** and **D**). Pressing and holding right-click scans. You can launch a probe while scanning by left-clicking. **ESC** closes the scanner.

Occasionally, an anomaly appears as a visible white line under your reticle and disrupts your scanner. These anomalies are usually distress beacons or other signals originating on the surface of the planet. Follow the line to the source, and launch a probe to investigate it. This allows you to open up new N7 missions and land on the planet.

Make sure that you are topped up on fuel and probes before leaving the system containing the mass relay. Do this by visiting the fuel depot near each mass relay.

# PRIVATE TERMINAL



As captain of the Normandy, you have access to a private terminal where you can receive private messages, look at the status of your squad, do research, and review all technological upgrades found or purchased.

# SQUAD OVERVIEW



This brings up the Squad Selection screen, where you can look at the dossiers of potential squad members, review the capabilities and loyalty level of current squad members, or change their appearances via downloaded content.

# EMAIL

Throughout your missions, various individuals send messages to your private terminal.

# THE ARMORY

The Normandy's armory is just off the CIC and has terminals for managing your squad's weapons. Use the Load Out screen to select which types of weapons your squad is going to use. Use the heavy weapon screen to select which heavy weapon you take on missions.

The research terminal is also available from this area.

# THE LAB

The ship's lab lies dormant, waiting for an appropriately brilliant scientist to come aboard. It is another area to access research when it eventually opens up.

# RESEARCH AND TECHNOLOGY

This interface allows you to review the research projects and upgrades you have acquired. You can buy upgrades from stores with credits, or build them using research. Review all your upgrades on your personal terminal.

The research computer lets you build new upgrades for you and your squad. To build an upgrade, you must first acquire a research project by retrieving technology on missions. Then, obtain the required resource to complete the research project (iridium, platinum, palladium, element zero) from planets. Finally, use the research computer in the Normandy lab to build the upgrade.

**CERBERUS HINT:** Research and technology is one of the key factors to succeeding on your mission. Every piece of technology found, purchased, or researched enhances the combat capabilities of your ship, squad, and gear.

# COMM ROOM

In this room, you can communicate with others in holographic form. When urgent, important matters arise, you are summoned to this room to communicate in person.

## DECK 3–CREW QUARTERS

Many of your squad mates are billeted on this deck. Make sure to check in with them to see if they need anything.

# APPENDIX 1–MINI-GAMES

There are two tech mini-games that allow you to bypass locks and hack encrypted files.

## BYPASS

To bypass a lock, find matching circuit pairs without activating mismatched pairs.

Use the mouse to select and highlight a node, revealing its circuit type. Left-click on a circuit node to lock it in for several seconds, then quickly move the reticle to find the matching node. Left-click on the matching node to lock the pair in.

## HACK

To hack encrypted files, find a matching code fragment in a series of scrolling code fields.

Press **W A S D** keys to move the code reticle around and search. Press **SPACEBAR** to lock in a piece of code. The current target code is displayed at the top of the screen.

The hack terminates if you:

- ⊙ Select incorrectly three times.
- ⊙ Move your code reticle over a red-coded segment that contains security probes. This causes you to lose locked code segments.

# APPENDIX 2–CLASSES

There are six base classes with variable strengths in different areas for the player and squad members. Some classes are focused on one skill area while others balance strength equally in two or more areas.

Certain powers, weapons, and ammunition are class-specific. Others require the player to spend power points to unlock them.

## SOLDIER–COMBAT SPECIALIST

The Soldier is a tough warrior able to deal with a range of combat situations by getting into the thick of the fight, picking the right tactical weapon, and outlasting opponents.

**Weapons and Equipment**

- ⊙ Assault Rifle
- ⊙ Sniper Rifle
- ⊙ Shotgun
- ⊙ Heavy Pistol
- ⊙ Disruptor Ammo
- ⊙ Incendiary Ammo—Must be Unlocked
- ⊙ Cryo Ammo—Must be Unlocked

**Powers**

- ⊙ Adrenaline Rush—Class-Specific Power
- ⊙ Concussive Shot—Must be Unlocked

# INFILTRATOR–COMBAT/TECH

The Infiltrator is a tech-savvy warrior, able to win battles by quickly disabling and killing enemies, unlocking alternate routes, and using tactical stealth.

**Weapons and Equipment**

- ⊙ Sniper Rifle
- ⊙ Submachine Gun [SMG]
- ⊙ Heavy Pistol
- ⊙ Disruptor Ammo
- ⊙ Cyro Ammo—Must be Unlocked

**Powers**

- ⊙ Tactical Cloak—Class-Specific Power
- ⊙ AI Hacking—Must be Unlocked
- ⊙ Incinerate Blast—Must be Unlocked

# VANGUARD–BIOTIC/COMBAT

The Vanguard is a powerful biotic warrior able to jump across the battlefield in an instant to charge the enemy and attack at close range, combining the offensive power of an Adept and a Soldier.

**Weapons and Equipment**

- ⊙ Submachine Gun [SMG]
- ⊙ Heavy Pistol
- ⊙ Shotgun
- ⊙ Incendiary Ammo
- ⊙ Cryo Ammo—Must be Unlocked

**Powers**

- ⊙ Biotic Charge—Class-Specific Power
- ⊙ Pull—Must be Unlocked
- ⊙ Shockwave—Must be Unlocked

## SENTINEL—BIOTIC/TECH

The Sentinel is the most flexible class, able to combine tech and biotics to manipulate enemies and protect themselves with tech armor.

**Weapons and Equipment**

⊙ Submachine Gun [SMG]

⊙ Heavy Pistol

**Powers**

⊙ Tech Armor—Class-Specific Power

⊙ Throw

⊙ Cryo Blast—Must be Unlocked

⊙ Overload—Must be Unlocked

⊙ Warp – Must be Unlocked

## ADEPT—BIOTIC SPECIALIST

The Adept is the ultimate biotic, able to use the power of the mind to manipulate the physical world, disable and debuff enemies, and deal massive damage.

**Weapons and Equipment**

⊙ Submachine Gun [SMG]

⊙ Heavy Pistol

**Powers**

⊙ Singularity—Class-Specific Power

⊙ Throw

⊙ Pull—Must be Unlocked

⊙ Shockwave—Must be Unlocked

⊙ Warp—Must be Unlocked

## ENGINEER-TECH SPECIALIST

The Engineer is a skilled expert who quickly and easily shapes the battlefield before combat begins, ensuring that the enemy always begins with a significant disadvantage.

**Weapons and Equipment**

⊙ Submachine Gun [SMG]

⊙ Heavy Pistol

**Powers**

⊙ Combat Drone—Class-Specific Power

⊙ Overload

⊙ AI Hacking—Must be Unlocked

⊙ Incinerate—Must be Unlocked

⊙ Cryo Blast—Must be Unlocked

## APPENDIX 3—RESOURCE TYPES

There are many different types of resources found throughout the world, automatically tracked on your Mission Computer. At any time, you can press **ESC** to view your Mission Computer with resource totals at the bottom of the screen. Resources are:

## CREDITS

This universal form of currency can be used in stores to purchase items or at fuel depots to purchase fuel and probes for interstellar exploration.

## MEDI-GEL

Medical gel is used to treat various wounds and ailments. You can acquire medi-gel at aid stations you find on missions. You can also purchase an increase in your medi-gel capacity in some shops. To revive fallen squad members, use the Unity power to deploy medi-gel. Press and hold **SHIFT** to bring up your command interface and use the Unity power.

## HEAVY WEAPON AMMO

This powers your current heavy weapon. The number of current shots with that weapon is shown on the weapon wheel.

## IRIDIUM, PLATINUM, PALLADIUM AND ELEMENT ZERO

These are rare and valuable resource found mainly through planetary scanning and exploration. They allow for advanced research projects aboard the Normandy.

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**Michael Beattie**
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**Claudia Black**
Admiral Xen
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**DC Douglas**
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Thane Krios
Add'l voices
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**Jennifer Hale**
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**Additional Art**
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Giant Studios, Inc (Los Angeles)
**Geopolitical Evaluation**
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**Voice-Over Recording**
Technicolor Animation & Interactive Service, a division of Technicolor Inc.
Wolf Willow Sound Inc
**Dialog Editing**
Wave Generating Inc
Wolf Willow Sound Inc

# 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.

# 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.

# WARRANTY

**NOTE:** The Following warranties only apply to products sold at retail. These warranties do not apply to products sold online via EA Store or third parties.

# LIMITED WARRANTY

Electronic Arts warrants to the original purchaser of this computer software product that the recording media on which the software programs are recorded will be free from defects in materials and workmanship for 12 months from the date of purchase. During such period defective media will be replaced if the original product is returned to Electronic Arts at the address below, together with a dated proof of purchase, a statement describing the defects, the faulty media and your return address. This warranty is in addition to, and does not affect your statutory rights in any way. This warranty does not apply to the software program themselves, which are provided "as is", nor does it apply to media which has been subject to misuse, damage or excessive wear.

# RETURNS AFTER WARRANTY

Electronic Arts will replace user-damaged media, current stocks allowing, if the original media is returned with a cheque or postal order for £7.50 per disc, payable to Electronic Arts Ltd. Please remember to include full details of the defect, your name, address and where possible, a daytime telephone number where we can contact you.

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