

WELCOME TO

# PlayOnline®

PlayOnline® isn't just about games. It's a comprehensive networked entertainment service that connects you to a wide variety of services and information. Whether you enjoy playing massively multiplayer games or simply chatting with your friends, connecting to PlayOnline will open a whole new realm of entertainment possibilities for you.

Here's a taste of what you can enjoy on PlayOnline!

## You can play online games like FINAL FANTASY® XI!

With PlayOnline, you can play games with your friends regardless of the distance between you. Collaborate or compete with other players in real time!

## You can make friends and create your own Friend List!

You can use the Friend List to keep in touch with your friends and acquaintances online. Making new friends helps you live your "PlayOnline lifestyle" to the fullest!

## You can communicate with easy-to-use chat and message systems!

Use chat to talk with your PlayOnline friends about any topic you'd like. Or send a message to invite friends to join your game. PlayOnline's communication systems let you expand your circle of friends with ease!

## You can send e-mail!

E-mail is already a fundamental tool for communication, but PlayOnline makes it easier to use than ever. And it's not just for the PlayOnline system, either – you can exchange e-mail with anyone in the world who has access to the Internet, whether they're using a personal computer or a mobile phone.

There's plenty of other fun services to enjoy as well!

Get ready to experience the fun and excitement of PlayOnline for yourself!

All information is current as of the time of printing, but please be aware that it is subject to change without notice. For more details, please check the "Information" section of the PlayOnline Viewer.

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- The actual layout of your keyboard may differ slightly from the one shown.

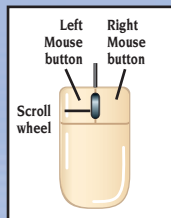


## KEYBOARD

[Enter]	Choose/Next/Next line in text input/Confirm input
[Esc]	Cancel/Back to previous screen/Exit text-input area/Delete unconfirmed text input
[↑] [↓] [←] [→]	Move anchor/Move text cursor
[Tab]	Move anchor to next field in order/Insert a tab-space into text
[Back Space]	Delete character before cursor
[Delete]	Delete character after cursor
[Ctrl] + [X]	Cut (Cuts selected text)
[Ctrl] + [C]	Copy (Copies selected text)
[Ctrl] + [V]	Paste (Pastes text previously selected with cut or copy)
[Ctrl] + left mouse button	Select multiple items
[Shift] + left mouse button	Select all items between pre-set beginning and end points (set beginning and end points by using [Shift] + left mouse button)
[Shift] + [↑] or [↓]	Select/Deselect text
[Shift] + [←] or [→]	Select/Deselect text
[Page Up]	Back one page (in lists with scroll bars)
[Page Down]	Next page (in lists with scroll bars)
[Space bar]	Insert a blank space during text input/Fast scroll (when pressed while moving mouse up or down)
[F1 I]	Display/Hide cut-copy-paste menu during text input
	Display/Hide Quick Menu when viewing content
[F12]	Display/Hide PlayOnline Navigator top page and Friend List

## MOUSE

Move Mouse	Move pointer
Left Mouse button	Confirm (only with pointer)/Move selection during text input (by selecting text and moving mouse while holding the left mouse button)
Right Mouse button	Display menu during text input/Select all items in the current window (when available)
Scroll wheel (up/down)	Move scroll bar in selected area
Scroll wheel (press)	Display/Hide PlayOnline Navigator top page and Friend List



- Pressing the left mouse button once is called a "left click". Pressing the right mouse button once is called a "right click".
- The control method will vary based on the particular PlayOnline service that you are using. For more information, please refer to the owner's manual for each service.

## SELECTING AN OPTION YOU WISH TO USE

You can select an option in one of two ways: by using the pointer, or by using the anchor.



### Selecting With the Pointer

Use the mouse to move the pointer over a desired option item. Press the left mouse button to choose the item.

Pointer



### Selecting With the Anchor

Use the [↑] [↓] [←] [→] or [Tab] keys on the keyboard to move the anchor. The pointer and the anchor cannot be used at the same time. When using the pointer, the anchor will disappear. When using the anchor, the pointer will disappear.

Anchor

## Using Scroll Bars

If the content you are viewing, such as a Friend List, does not fit onto a single screen, a scroll bar will appear on the right side of the window. Either select the scroll bar with the pointer, or select the window with the anchor and use the [↑] [↓] keys (or the mouse scroll wheel) to scroll through the display of content.

## High-Speed Scrolling

With the pointer over the scroll bar, hold the left mouse button and move the pointer. The content display will scroll at a higher speed. You can also obtain the same effect by moving the pointer over a window, holding down the [Space bar] on your keyboard, and moving the pointer.

## Switching Pages

Page switching bars appear in windows that consist of multiple pages of content (such as help screens for mail or chat, or friend search lists). You can switch pages by selecting ◀ or ▶ buttons on the page switching bar.

## USING CUT, COPY, AND PASTE

You can use these features to cut a selected range of text and paste it elsewhere, or copy a selected range of text and paste it elsewhere.

### Selecting Text When Using the Anchor

Move the cursor with the arrow keys while holding down the [Shift] key to select a desired range of text. The selected text will appear in pink.

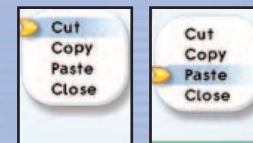


### Selecting Text When Using the Pointer

Move the pointer by using the mouse while holding the left mouse button to select a desired range of text. The selected text will appear in pink.

## Cutting a Text Selection

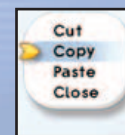
- Select a desired range of text.
- Press the right mouse button and select "Cut" from the menu that appears. The selected range of text will be cut. Cut text will appear to have been deleted. However, by using the "Paste" feature, the cut text can be pasted into a desired location.



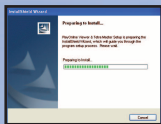
## Copying Text and Pasting it Elsewhere

This feature allows you to copy a selected range of text and paste it in a desired location.

- Select a desired range of text. Press the right mouse button and select "Copy" from the menu that appears.
- Move the cursor to the area in which you would like to paste the copied text. Press the right mouse button and select "Paste" from the menu that appears. The copied text will be pasted behind the cursor.



Follow the steps below to install the PlayOnline Viewer and Tetra Master software on your hard disk drive.



### 1. Preparing to Install

Insert the PlayOnline disc into your computer's CD-ROM drive. If installation does not begin automatically, run "setup.exe" from the root directory of the PlayOnline disc.



### 2. Read the Important Notice

Once you have read the screen, select "Next". If you select "Cancel", the installation will be stopped.



### 3. Accept the Software License Agreement

Please read the PlayOnline Viewer and Tetra Master Software License Agreement thoroughly. If you accept the terms of the software license agreement, select "Yes". If you do not accept the terms, select "No". If you select "No", you will not be able to use PlayOnline or FINAL FANTASY XI. You may also view the license agreement in the "Service & Support" section later.

### Scroll Bar

The window display can be moved by using either the scroll bar or mouse scroll wheel.



### 4. Installation

Once you agree to the software license agreement, you are ready to install files. Select the destination folder and confirm the settings. When you are satisfied with the settings, select "Next" to begin the installation process for the software.



### 5. Begin Installation

The progress of the installation is displayed on a bar at the bottom of the screen. When the bar reaches 100%, the installation is complete.



### 6. Finishing the Installation Process

Once the installation is complete, select "Finish". Start PlayOnline by double-clicking the PlayOnline Viewer icon, then select "Start PlayOnline Registration!" to start the registration process. (➡ p. 5)

## Reinstalling the Software

If the data on your hard disk drive is corrupted and you can no longer start the PlayOnline Viewer or Tetra master software properly, you may need to reinstall it. Before doing so, you must first remove your current installation. Please follow the steps below to complete this process:

1. Go to the Control Panel and remove the PlayOnline Viewer with the "Add or Remove Programs" feature. If you have FINAL FANTASY XI installed, it is recommended you remove that as well.
2. After removing the software, insert the PlayOnline Viewer and Tetra Master disc into your CD-ROM drive.
3. Select "Install PlayOnline Viewer and Tetra Master" from the menu and follow the instructions on the screen. Once the PlayOnline Viewer is properly installed, you can reinstall FINAL FANTASY XI. To do so, follow the same steps used to install the game for the first time.

Once you have finished installing the PlayOnline Viewer and Tetra Master software, double click the PlayOnline icon to display the PlayOnline registration screen. Select "Start PlayOnline Registration!" to begin the registration process.



### If you are installing for the first time:

Select "Start PlayOnline Registration!"

Follow the steps listed in the "Registration Process".

### If you are reinstalling:

Select "For PlayOnline Members!"

The "Add Member" screen will appear. Enter your member name, PlayOnline ID, and password. You will not need to enter the registration code again.

Make sure you are connected to the Internet first, then select "Start PlayOnline Registration!" to proceed to the registration process.

## BEGINNING THE PLAYONLINE REGISTRATION PROCESS

Please enter the registration code found on the last page of this owner's manual. Please take the time to enter name, address, and other information correctly. If you do not, you may not be able to use PlayOnline services, including support services.

### CAUTION!

Use care when entering your information. The following letters and numbers are easily mistaken for one another:

0 (zero) and O (the letter O)

U (the letter U) and V (the letter V)

\$ (dollar sign) and S (the letter S)

6 (six) and b (the lowercase letter B)

@ (the "at mark") and a (the lowercase letter A)

u (the lowercase letter U) and v (the lowercase letter V)

1 (one), l (the letter l) and I (the lowercase letter L)

9 (nine) and q (the lowercase letter Q)

2 (two) and Z (the letter Z)

### 1. Confirm Age and Read Privacy Policy

A screen will appear asking you to enter your birth date. If you are a minor, you must let a parent or legal guardian complete the registration. **Children under the age of thirteen, however, are not permitted to use PlayOnline.** Please read through the privacy policy that follows.



### 2. Confirm the Registration Steps

Read the steps in the registration process and select "Next" to proceed.

### 3. Enter Your PlayOnline Registration Code

The registration codes are located in the back of this owner's manual. When the registration code entry screen appears, enter the PlayOnline registration code (a series of sets of four alphanumeric characters). If you select "Cancel", the process will be cancelled and you will not be able to use PlayOnline. The registration code is required to verify your PlayOnline Viewer and Tetra Master software. If your package contained a special promotional code, please enter it as well. If you don't have a promotional code, you can simply ignore this field.

### CAUTION! About Registration Codes

The last page of this owner's manual contains registration codes for the following PlayOnline services: (Registration codes consist of a series of 20 alphanumeric characters that are separated by hyphens.)

### PlayOnline, FINAL FANTASY XI, and Tetra Master

A specific registration code is required each time you purchase a Content ID for a PlayOnline service. Because of this, if you lose your registration codes, you will not be able to purchase additional Content IDs or register for expanded services. Unfortunately, you will not be issued a replacement for a lost registration code for any reason. Registration codes are very important, so make sure to keep this owner's manual in a safe place.



#### 4. Accept the PlayOnline Member Agreement

Please read through the PlayOnline Member Agreement. If you agree to the terms, select "Accept". If you do not agree to the terms, you will not be allowed to register for PlayOnline.

#### 5. Enter Your Name

Enter your name. Once you have finished entering your name, select "Next". Selecting "Reset" will clear all input fields.

##### NOTE:

If you make a mistake when registering your name, contact the PlayOnline Information Center.

#### 6. Enter Address

Enter your address. If you live in an apartment, please include the apartment number. Once you have finished entering your address, select "Next".

#### 7. Enter Phone Number and E-mail Address

Enter your phone number. Then, if you have an e-mail address that was provided by your Internet or phone services provider, enter it in alphanumeric characters. When you have finished, select "Next".

#### 8. Confirm Your Information

A screen showing the information you entered for steps 5 through 7 will appear. Please check it for accuracy. If there are any errors, select "No" and register again. If the information is correct, select "Yes".

#### 9. Enter Payment Information

Enter information about your method of payment. Credit, debit or prepaid card with VISA or MASTERCARD logo are accepted, for users in Germany, ELV, and, for users in France, Carte Bleue.

#### 10. Select Your PlayOnline Password and Mail Password

##### NOTE: About Payment Information

When you register a payment method, please make sure that you enter the correct information. You will be asked to submit the following information:

##### 1. Card Number

##### 2. Expiration Date (Month/Year)

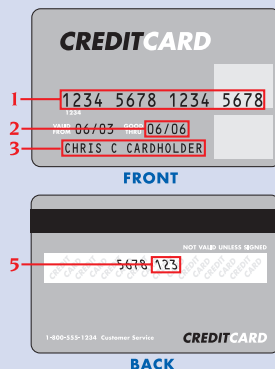
Note: Please be careful not to reverse the digits of the month and year.

##### 3. Name of Cardholder

##### 4. Billing Address (the address where the card statement is sent)

##### 5. CVM Code (Security Code)

Note: The CVM code is the 3-digit number on the back of your card that follows the last 4 digits of your card number.



##### CAUTION! Maintaining a Valid Payment Method is Required

PlayOnline requires you to maintain a valid payment method as part of your member information at all times. This applies even if you do not purchase Content IDs for fee-based services and only use PlayOnline's free services. Your access to PlayOnline will be suspended immediately if your payment method is determined to be invalid. If this occurs, a message will notify you of your account suspension the next time you attempt to log into PlayOnline. To restore your access, please follow the instructions in the message.

Select passwords that can not be easily recognized or guessed by others. You will need to enter your PlayOnline ID and PlayOnline password when you review or update your member information or purchase Content IDs, so please take note of them and keep them in a safe place.

When you are finished, select "Next". If you wish to change your PlayOnline mail address, select "Change Mail Address". You may only change your mail address once.

**You will not be issued a replacement PlayOnline ID. Furthermore, the PlayOnline Information Center will not give out PlayOnline passwords, so please write yours down and keep it in a safe place. (You can only be issued a replacement for your PlayOnline password.)**

PlayOnline ID	
PlayOnline Password	
PlayOnline Mail Address	
PlayOnline Mail Password	

##### CAUTION! About PlayOnline IDs and Passwords

Your PlayOnline ID and PlayOnline password are very important for using the PlayOnline service. Do not share them with other people, and please take care to keep them in a safe place. Square Enix Ltd. accepts no responsibility for problems that arise from your failure to manage your PlayOnline ID or PlayOnline password.

#### 11. Saving Your PlayOnline Password and Mail Password

You can save your PlayOnline password and mail password. If you choose to do so, you will not be required to enter them again when you access services or use other password-required features. If you do not choose to save your PlayOnline password and mail password, you will have to enter them every time you access (log into) PlayOnline.

Please decide which method works best for your situation from a security standpoint. Even if you do choose to save your passwords, you will still need to enter them again when you change or confirm your membership information or purchase a Content ID. Please make sure to write your passwords down and keep them in a safe place.

**Saving the PlayOnline password:** At the login screen, select the member you wish to edit, then select "Settings". For the "Save Password" setting, select "Save".

**Saving the mail password:** Select "Navigator" from the main menu, then "Mail". Next, select "Accounts", select the mail account, then "Edit Account". Then, select "Server Settings", and change "Set Password" to "Save".

#### 12. Enter Your PlayOnline ID and Password for Confirmation

Your PlayOnline ID and password will be displayed again so that you can confirm that you wrote them down correctly. If you make a mistake, the PlayOnline ID and password will be displayed again for your reference.

#### 13. PlayOnline Registration Completion Message

You have now completed the PlayOnline registration process, and important information for using the service will appear on your screen.

Select "Log in to PlayOnline now" to log in or select "Exit" to end the start-up process.

- After you have completed the PlayOnline start-up process, you will not need to insert the PlayOnline Viewer and Tetra Master disc to access the PlayOnline Viewer.

Please refer to "Starting PlayOnline". (➡ p. 12)

## PlayOnline IDs: Addendum

Only one PlayOnline ID may be obtained per registration code. Once associated with a PlayOnline ID, a player character (such as those from FINAL FANTASY XI) cannot be transferred to another PlayOnline ID. PlayOnline IDs obtained for the Windows® version of the software can be used with the PlayStation®2 version of the software (and vice-versa). However, you cannot use the same PlayOnline ID on two machines at the same time.

## Reviewing or Updating Your Member Information

If you wish to review or update the information that you entered during the PlayOnline registration process, please follow the steps below:

### To Review

PlayOnline Main Menu ➔ Service & Support ➔ Membership ➔ Member Information ➔ Review

You can review the following information:

- Name
- Date of birth
- Address
- Telephone number
- E-mail address

### NOTE:

If you find any errors in your name or date of birth, please contact the PlayOnline Information Center. If you would like to change your payment method, review your past and current fees, cancel or reactivate Content IDs, please proceed to the appropriate menu within the Service & Support section.

### To Update

PlayOnline Main Menu ➔ Service & Support ➔ Membership ➔ Member Information ➔ Update

You can update the following information:

- Address
- Telephone number
- E-mail address

## PlayOnline Information Center

Phone (English): +44 (0)870 600 0182.

Note: Long-distance fees may apply.

Phone support information is available in the PlayOnline Viewer's Service & Support section and the on the PlayOnline web site at <http://www.playonline.com>.

The PlayOnline Information Center will not accept requests regarding game tips or data. Please also be aware that the PlayOnline Information Center may not be able to answer certain questions.

## SERVICES AVAILABLE ON PLAYONLINE

### • Free Services

You can enjoy basic services such as chat, e-mail, and the Friend List free of charge.

### • Fee-Based Services

Monthly subscription fees are required for fee-based services such as FINAL FANTASY XI and Tetra Master. These "Content ID fees" are applied toward Content IDs purchased for each fee-based service. Details on billing times are available below. Current monthly Content ID fees include the following:

#### FINAL FANTASY XI

The fee for a single Content ID is GBP 8.99 or EUR 12.95 a month. The fee for each additional Content ID is GBP 0.70 or EUR 1.00 a month. You can purchase up to sixteen Content IDs total. (Fees are current as of April 2006.)

#### TETRA MASTER

The fee for a single Content ID is GBP 0.70 or EUR 1.00 a month. You can only purchase one Content ID for this service. (Fee is current as of April 2006.)

### About the Free Trial Period

Each fee-based service comes with a 30-day free trial period. For services that allow you to purchase multiple Content IDs (such as FINAL FANTASY XI), the free trial period begins on the date you purchased the first Content ID. Any additional Content IDs purchased are also free of charge until the end of the free trial period.

## Content IDs

### Cancelling and Reactivating Content IDs

Once you purchase a Content ID, it remains active and available for use until you either cancel or delete it. If you no longer wish to use an active Content ID, you can cancel it at any time. Doing so will cancel service for that Content ID along with any related fees. Once a Content ID is cancelled and no longer available for use, it is considered inactive. You can reactivate at any time.

### Deleting Content IDs

You can also delete both active and inactive Content IDs entirely. Once you delete a Content ID, whether it is active or inactive, you will not be able to use it again. Any player or character data associated with the Content ID will be gone and cannot be restored.

## BILLING FOR FEE-BASED SERVICES

### Billing Times

Monthly Content ID fees become due and payable at three different times. They become due either: 1. on the first day of each calendar month; 2. upon purchase or reactivation of a Content ID; or 3. at the end of your free trial period. See "About Billing" below for more details.

### NOTE:

Full monthly fees are charged for Content IDs purchased or reactivated in the middle of a month. See "About Billing" for special rules that apply to fees immediately after the free trial period ends.

## About Billing

### Billing Cycle and Format

All Content ID fees for the current billing period are added up on the first day of each calendar month. The sum of these fees is then charged to you. You will only see one charge from PlayOnline on the billing statement from the company providing your payment method. For information on how to review details of a charge, please read "Statements" on the next page.

**NOTE:**

Overdue Content ID fees are treated differently from the above cycle. They are charged immediately upon your approval using the payment method of your choice. For details, please refer to “Declined Payments”.

**Content ID Fees Included in a Charge**

A charge may include Content ID fees for several fee-based services. A charge may also include the fees for multiple Content IDs purchased for a single fee-based service. Please be aware also that a charge may include fees for the current month as well as any fees due from the previous month. The following describes the fees that may be included in a single monthly charge:

1. Monthly fees for Content IDs that are active as of midnight Pacific Time on the first day of each calendar month are included in a charge. The fees are charged in advance for the current calendar month.
2. Monthly fees for Content IDs that were purchased or reactivated since the last time you were charged are included in a charge. Full monthly fees are charged for these Content IDs, regardless of the date they were purchased or reactivated.
3. Prorated monthly fees for Content IDs that are active as of midnight Pacific Time on the day after your free trial period ends are included in a charge. Additionally, the fees for Content IDs purchased or reactivated after the end of your free trial period but before the end of the month are included in a charge. Full monthly fees are prorated based on the number of days between the end of your free trial period and the end of the month. Please note that this is the only time monthly Content ID fees are prorated.

**Statements**

PlayOnline will not issue monthly statements detailing the Content ID fees being charged. However, you can review details of a charge from within PlayOnline by using one of the options described below:

**At PlayOnline Login**

A message regarding your billing will appear, asking if you would like to review the details of a charge for a given month. Please follow the instructions in the message in order to do so.

**Within PlayOnline**

From the PlayOnline Main Menu, please proceed as follows:

PlayOnline Main Menu ➡ Service & Support ➡ Membership ➡ Fees ➡ Review

Please follow the instructions there to view your billing details.

**Details of Past Charges**

Details of charges for the past six months are available for review within PlayOnline as well. To review these charges, please follow the steps below:

PlayOnline Main Menu ➡ Service & Support ➡ Membership ➡ Fees ➡ Review

Please follow the instructions there to view your billing details.

**Declined Payment**

If we are declined payment for a charge, either in whole or in part, from the company providing your method of payment, your access to PlayOnline services will automatically be suspended. Your access will also be suspended if we issue a refund on a past payment we have already received, either in whole or in part, to the company providing your method of payment (i.e., a “charge back”). When you next attempt to log into PlayOnline, a message will notify you of the suspension and briefly explain the reason. If you were unaware of the circumstances behind your account suspension, please contact the company providing your method of payment before contacting PlayOnline customer support. To restore your access, you must first pay the amount that is overdue. You can do this by either registering a new payment method (such as a different credit card) or reregistering the current payment method once you have resolved your issues with the company providing it. To do either, please follow the instructions in the message displayed when you attempt to log into PlayOnline.

**NOTE:**

Square Enix Ltd. is neither responsible nor liable for any account time lost due to account suspension. Furthermore, Square Enix Ltd. is not obligated to retain any account data on any server during the suspension period.

**Changing Payment Methods**

If you wish to change your current payment method, please follow the steps below:

PlayOnline Main Menu ➡ Service & Support ➡ Membership ➡ Payment Method ➡ Register/Change

**UNSUBSCRIBING FROM PLAYONLINE**

If you wish to unsubscribe from PlayOnline entirely, visit Service & Support from the PlayOnline Viewer's main menu. Proceed to “Guide” and select “Unsubscribing from PlayOnline”. Please follow the on-screen instructions and answer the short survey there to unsubscribe. Your access to PlayOnline will be disabled once you complete these steps.

**Reactivating a PlayOnline Account**

To reactivate a PlayOnline account, you must register a payment method again. You must also submit the PlayOnline ID and PlayOnline password that you used prior to unsubscribing.

From the PlayOnline login screen, log in using the PlayOnline ID and password for the account you wish to reactivate. When a confirmation message appears, select the “Yes, Reactivate Now” button and follow the on-screen instructions.



## STARTING THE PLAYONLINE VIEWER

- Before starting the PlayOnline Viewer, please check to ensure that you are already connected to the Internet.

- Once you have successfully installed the software, a PlayOnline shortcut icon will appear on your desktop.
- Double-click on the PlayOnline icon to start the PlayOnline Viewer. You can also use the Windows Start menu under Programs ➔ PlayOnline.
- An opening movie will play and the title screen will appear. Press any button to open the login screen menu.



## LOGGING IN

Start the PlayOnline Viewer by clicking the PlayOnline icon on the desktop or in the Start menu under Programs ➔ PlayOnline. When you start the PlayOnline Viewer, the login screen will appear. You can configure your login information and network settings there, then log into PlayOnline.

### There Are Two Ways to Log In to PlayOnline:

#### Logging in as a Registered Member

Allows you to log in using the PlayOnline ID and connection that you configured when you registered for PlayOnline.

##### 1. Select a Member

Select a member name from the Member List. The PlayOnline ID issued during the registration process will appear in the Member List as "New User", so you can begin using PlayOnline right away. You can change the member name by selecting "Settings" after you choose the member.

##### 2. Enter Your Password

If you have set a member password, the member password input window will appear. Enter your member password and select "OK". (If you have not set a member password, the member password input window will not appear.) The member password is a secondary password that you can set for added personal security. If you lose your member password, you will no longer be able to log in, delete or change member settings, or register using that PlayOnline ID. The member password is stored on your hard disk drive. Because of this, if you lose your member password, you will not be able to obtain a new one by calling the PlayOnline Information Center. If you lose your member password, you will have to reinstall the PlayOnline Viewer software.

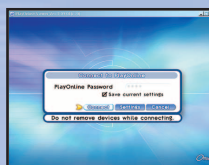
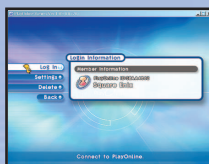
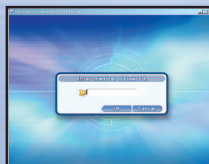
##### 3. Select "Log In"

Selecting "Settings" on this screen will allow you to change member information such as your member name. You can also remove a member from the Member List by selecting "Delete".

##### 4. Connecting to PlayOnline

When the connection confirmation window appears, enter your PlayOnline password in alphanumeric characters and select "Connect". (If you previously chose "Save" for each password, you will not need to enter them on this screen.)

If you place a check in the "Save current settings" option box, the next time you log in and select a member name on the top page, you will be able to skip step 3.



When you select "Connect", you are logging in to PlayOnline. Enjoy the various network services offered by PlayOnline. Please refer to "The PlayOnline Navigator".

- When you log in from now on, please refer to "Starting PlayOnline". above.

### NOTE: About Updates

PlayOnline is a networked service. Occasionally, content may be updated via the network. When you connect to PlayOnline, the system will automatically check the version of software that you are using. If a newer version is available, an update screen will appear. Select "Update" to download the updated data.

After your software version is updated, your computer may need to be restarted. Please refer to "Starting PlayOnline". (➔ p. 12)

The update screen may appear when you select certain PlayOnline services as well. If this occurs, follow the directions on-screen to update your software.

## Guest Login

You can access PlayOnline with your own data even when using another person's computer by selecting "Guest Login" from the login screen menu. However, you will need to manually enter your PlayOnline ID and password. The steps for logging in as a guest are as follows:

##### 1. Select "Guest Login"

Displays the Guest Login window. Please enter your PlayOnline ID and PlayOnline password in alphanumeric characters. When you have finished, select "OK".

##### 2. PlayOnline Connection Settings

The PlayOnline connection settings screen will appear. Check to ensure that the information is correct and select "Log In".

##### 3. Connect to PlayOnline

An information screen will appear. Check to ensure that the information is correct and select "Connect". The server will access your data and you can begin playing the game.



### CAUTION! Things to Remember About The Guest Login

When you use guest login, you will only be able to access personal data stored on the server; any data stored on your hard disk drive will not be available during the guest login. This includes information such as your PlayOnline Mail address book and mailboxes, your optional settings, and other personal data. This data is normally saved on your hard disk drive every time you log out of PlayOnline, but it is not saved when using the guest login.

- Your PlayOnline ID and PlayOnline password are necessary to use the PlayOnline service. Do not share them with other people, and make sure to keep them in a safe place.
- For more information about the data that is stored on the server, refer to "Data Stored on the Server".

Please refer to the Quick Manuals for the latest information on how to use the PlayOnline Viewer.

## THE LOGIN SCREEN MENU

The login screen menu is structured as follows:

For more information, please refer to the "Login" portion of the Quick Manuals.

- Several additional features will be added via a version update the first time you log in to PlayOnline.

### 1. Member List

The anchor will move to the Member List, which shows the member names that you have created. For more information, please refer to "Logging In". (➡ p. 12)

### 2. Information

Allows you to view news about server outages and maintenance.

### 3. Guest Login

A method of logging in as a guest. For more details, please refer to "Guest Login". (➡ p. 13)

### 4. Add Member

Allows you to add a new connection for PlayOnline members.

#### A. Select "Add Member"

The Add Member window will appear. Items marked with a "!" indicate mandatory information. In "Member Name", enter a member name to be associated with your PlayOnline ID. You may be asked to enter a member password as well. Next, enter your PlayOnline ID. If you wish to store your password, select "Save" for the Set Password setting before entering your PlayOnline password. When you have finished entering all the required information, press the "Register" button.

#### CAUTION!

You can add a maximum of one member per PlayOnline ID. You cannot add multiple members using the same information.

#### B. Confirm Your Member Information

A screen allowing you to confirm your member information will appear. If it is correct, select "Yes". A new member will be added to the Member List.

### 5. Check Files

Checks your system to ensure that there are no problems with your software.

### 6. Join PlayOnline

Allows you to add multiple PlayOnline IDs.

- You must purchase additional copies of the software to add additional memberships.

### 7. Network Settings

Displays the network connection settings screen.

### 8. Language Settings

Allows you to choose the language of the PlayOnline Viewer, PlayOnline Contents and FINAL FANTASY XI.

### 9. Quick Manuals

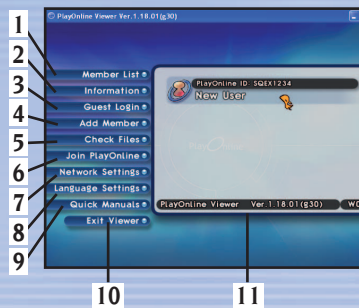
Displays online manuals for the PlayOnline Viewer.

### 10. Exit Viewer

Quits the PlayOnline Viewer and returns to your operating system.

### 11. Version Info

Displays the version of the PlayOnline Viewer that you are using.



If you encounter problems between starting the PlayOnline software and logging in, please refer to the Q&A section below. This section contains tips to help you resolve simple problems. For more information, please refer to the general "Troubleshooting" section.

#### Q: I can't log into PlayOnline.

A: Please check the following:

##### 1. Checking for Server Maintenance Outages

Check and see if the provider you are using, or the PlayOnline system, is down for server maintenance. For information about server outages, please check your provider's website, and the PlayOnline website at (<http://www.playonline.com>).

##### 2. Checking Your Modem

Ensure that your modem is compatible with your data line.

Ensure that your modem is compatible with PlayOnline.

Ensure that there is a proper connection between your modem and your data line.

##### 3. Checking the Connection Method

Ensure that you are using the appropriate connection method for your data line.

##### 4. Others

If you are using a cable Internet service:

Some cable Internet providers require that you specify a "Host Name" when logging in. For more information, please contact your cable services provider.

#### Q: Communication suddenly stopped while I was updating my Friend List, creating a handle, or registering for PlayOnline. I can't seem to progress any further.

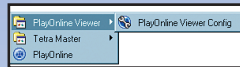
A: Please ensure that your modem is using the newest version of firmware.



## CONFIGURING THE PLAYONLINE VIEWER

“PlayOnline Viewer Config” allows you to configure various settings for the PlayOnline Viewer.

To open the PlayOnline Viewer Config window from the Windows® Start menu, select:



Start ➔ Program ➔ PlayOnline ➔ PlayOnline Viewer ➔ PlayOnline Viewer Config

The top window allows you to configure the following settings:

### Enable Sounds

(Default: enabled)

Checking this item enables all PlayOnline Viewer sounds (including background music, sound effects, and ambient sound effects).

### Play Opening Movie At Startup

(Default: enabled)

When this item is checked, the opening movie will play every time the PlayOnline Viewer is started.

### Run in Windowed Mode

(Default: disabled)

Checking this item starts the PlayOnline Viewer in its own window. If it is not checked, it will begin in full-screen mode. If you select “Run in Windowed Mode”, you will be able to hide, expand, or move the window as you would any other window. The default size is 640 x 480 pixels. In contrast, in full-screen mode, the PlayOnline Viewer will fill the entire display.

### Use Gamepad

(Default: disabled)

Checking this item enables you to use a gamepad connected to your computer to control the PlayOnline Viewer. For additional gamepad settings, please click the “Gamepad Configuration” button.

- Please also refer to “Gamepad Configuration” below.

### Restore Default Settings

Selecting “Default Settings” displays a confirmation window.

Selecting “Yes” returns all PlayOnline Viewer settings to their default values.

- Gamepad settings will not be changed.

## Gamepad Configuration

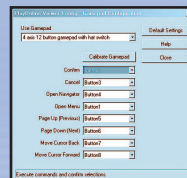
Selecting “Gamepad Configuration” from the PlayOnline Viewer Config screen allows you to configure the settings for the gamepad that is connected to your computer.

### Select Gamepad

If you have connected multiple gamepads to your computer, you must select one for use with the game. Use the pull-down menu to display a list of gamepads currently connected to your computer. Select one for use with the game.

### Multi-Language Support

Selecting “Multi-Language Support” from the PlayOnline Viewer Config screen allows you to select the default language for contents with multi-language support.



## Assign Buttons

You can assign PlayOnline Viewer features to each gamepad button. Use the pull-down menu to view a list of buttons, and assign a feature to each gamepad button. You can assign features to the directional buttons as well. Additionally, you can press a given button to directly assign it to that feature.

### Confirm

(Default: Button2)

Allows you to assign the “Confirm” command to a button. “Confirm” corresponds to the [Enter] key on the keyboard.

### Cancel

(Default: Button3)

Allows you to assign the “Cancel” command to a button. “Cancel” corresponds to the [Esc] key on the keyboard.

### Open Navigator

(Default: Button4)

Allows you to assign the “Open Navigator” command to a button. This command acts as a shortcut to the top screen of the PlayOnline Navigator.

### Open Menu

(Default: Button1)

Allows you to assign the “Open Menu” command to a button. This command acts as a shortcut to each menu on the PlayOnline Viewer.

### Page Up (Previous)

(Default: Button5)

Allows you to assign the “Page Up (Previous)” command to a button.

### Page Down (Next)

(Default: Button6)

Allows you to assign the “Page Down (Next)” command to a button.

### Move Cursor Back

(Default: Button7)

Allows you to assign the “Move Cursor Back” command to a button. (This feature is used when entering text.)

### Move Cursor Forward

(Default: Button8)

Allows you to assign the “Move Cursor Forward” command to a button. (This feature is used when entering text.)

## Restore Default Settings

Selecting “Default Settings” will display a confirmation window.

Selecting “Yes” will return all gamepad settings to their default values.

- PlayOnline settings will not be changed.

- If you wish to use a gamepad, you must configure it separately for each type of PlayOnline service (such as FINAL FANTASY XI). (For more information about Tetra Master, please refer to p. 37. For more information about FINAL FANTASY XI, please refer to p. 47.)

## System Information

Selecting “System Information” displays a list of information about the computer system that you are using. Selecting “Copy to Clipboard” will place a copy of the list on your clipboard.

Once you log into PlayOnline, the main menu will appear. From the main menu, you can access PlayOnline games, chat and other services. Simply move the pointer or anchor to the menu item you wish to access, then press the [Enter] key.

### Main Menu Choices:

#### Information

Allows you to view various types of information about PlayOnline services.

#### Navigator

A versatile communication tool that includes mail, chat, and Friend List features.

#### Games

Allows you to play games on PlayOnline. This section also contains game tips and other information.

#### Extras

Features columns and a variety of other entertainment for your enjoyment.

#### Options

Allows you to configure various settings for the PlayOnline Viewer. (→ p. 20)

#### Service & Support

Allows you to view the License Agreements and make changes to your member information.

#### Quick Manuals

Explains how to use the PlayOnline Viewer and its various features.

#### Log Out

Logs out of PlayOnline and returns to the login screen menu.

### Information at the Top of the Screen:

The data that appears at the top of the screen is called your "active handle information". This information appears in many places throughout PlayOnline. It will disappear when you access PlayOnline services, but you can view it at any time by moving the pointer near the top of the screen or pressing the [F11] key to display the Quick Menu.



#### 1. Portrait

Shows the portrait that you have set in your active handle profile.

#### 2. Handle ID

Shows the Content ID linked to the active handle.

#### 3. Active Handle

Shows the handle that you are currently using.

#### 4. Headline Bar

1. Shows the current date and time, or connection time.
2. Shows an alert when friends go online or offline or send you a message.
3. Shows a list of previous alerts when selected with the pointer.



### 5. View Messages Icon

Indicates the number of new messages. When selected, allows you to read your new messages.

### 6. Group Chat

Allows you to view the Group Chat screen.

### 7. Check Mail Icon

Indicates the number of new mail messages. When selected, allows you to read your new mail.

### 8. PlayOnline Chat

Access the PlayOnline Chat main screen here.

### 9. File Manager

View the main screen of the File Manager here.

### 10. Friend Search

View the main screen of the Friend Search feature.

### 11. Friend List

Here you can view a list of PlayOnline members you have registered on your Friend list.

### 12. Q&A Search

Here you can search a database of frequently asked questions regarding PlayOnline. Clicking here opens a search mask for keywords.

### 13. Log Out

When selected, logs you out of PlayOnline. Additionally, if you have temporarily paused your game to return to the PlayOnline Viewer, this icon will appear as a game icon. In that case, selecting it will return you to your paused game.

All information is current as of September 2004, but please be aware that it is subject to change without notice. For more details, please check the "Information" section of the PlayOnline Viewer.

### Information at the Bottom of the Screen:



#### 1. Active Help

When a menu item or icon is selected, a brief explanation of the item is shown here.

**NOTE: Log Out and Quit**

When you want to quit PlayOnline, follow these steps:

**1. Log Out**

Disconnects you from the PlayOnline server.

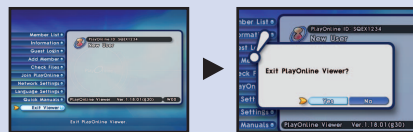
- Temporarily exiting PlayOnline games does not constitute logging out. You must first select "Back to Game" and complete that game's logout process for the service in question before logging out of PlayOnline. Selecting "Log Out" from the main menu will display a confirmation window. Select "Yes".
- You can also select "Log Out" from other menus, such as the Quick Menu.

**2. Quitting the PlayOnline Viewer**

Quits the PlayOnline Viewer and return you to Windows®.

Selecting "Exit Viewer" from the login screen menu will display a confirmation window. Select "Yes".

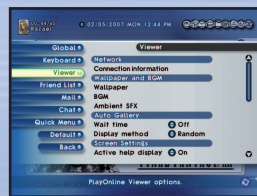
- \* Please make sure to follow these steps when quitting the PlayOnline Viewer in order to prevent loss of data.

**OPTIONS**

Selecting "Options" from the main menu allows you to configure various settings for the PlayOnline Viewer.

**Using the Options Menu**

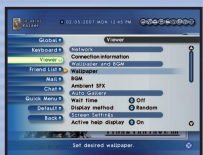
1. Select one of the items on the right side of the screen to adjust that setting.
2. When you are finished adjusting the settings, select "Back" and then select "Yes" from the confirmation window. Selecting "Default" will restore all options to their original settings.

**Network**

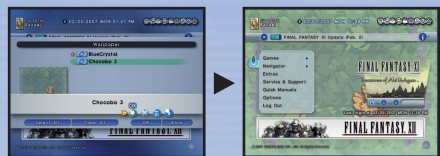
**Connection Information:** Allows you to view your current network settings.

**Wallpaper and BGM**

**Wallpaper:** Allows you to change the wallpaper used for the PlayOnline Viewer.

**How to Change the Wallpaper**

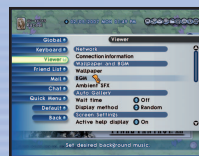
1. Select "Options" from the main menu, and then select "Wallpaper" from the Wallpaper and BGM section of the PlayOnline Viewer.



2. A list of wallpaper selections will be displayed. Scroll to a desired wallpaper to view it. Select a wallpaper and select "OK" in the displayed window. When finished choosing a wallpaper, select "OK" to make the change.

**BGM**

Allows you to change the background music for the PlayOnline Viewer.

**How to Change the BGM**

1. Select "Options" from the main menu, and then select "BGM" from the Wallpaper and BGM section of the PlayOnline Viewer.



2. A list of BGM selections will be displayed. Select a desired BGM. Select "OK" in the displayed confirmation window, and select "OK" in the BGM window to make the change.

**Ambient SFX**

Allows you to change the ambient sound effects for the PlayOnline Viewer.

**Screen Settings**

**Active Help Display:** Allows you to display or hide the active help text which appears at the bottom of the screen.

**Screen Adjustment:** Allows you to adjust picture quality and screen position.

**Sound Settings**

**Output Method:** Allows you to toggle between Stereo and Monaural.

**BGM Volume:** Allows you to select a volume for the background music (10% - 100%, or "Off".)

**Ambient SFX Volume:** Allows you to select a volume for the ambient sound effects (10% - 100%, or "Off".)

**SFX Volume:** Allows you to select a volume for the sound effects (10% - 100%, or "Off".)

**System Clock****Time Display**

Allows you to toggle between "Current time" and "Connection time" for the clock display in the Headline Bar.

- Please note that the server provides the time and date to the client as GMT (Greenwich Mean Time). You must adjust your own time zone and daylight savings time from your computer's control panel. For more information regarding changing time, please refer to your computer's owner's manual.

**Headline Bar**

**Display:** Allows you to automatically hide the Headline Bar when you are viewing PlayOnline services.

**Mail Receipt:** Allows you to switch the Headline Bar mail indicator on or off.

**Message Receipt:** Allows you to switch the Headline Bar message indicator on or off.

**Friends' Status:** Enables or disables alerts to notify you when your friends go online or offline.



Selecting "Navigator" from the main menu opens the PlayOnline Navigator top page. This area allows PlayOnline members to communicate with each other via chat or mail. When you access the PlayOnline Navigator for the first time, use the steps below to reach the top page.

Please refer to the following pages for an explanation about the "Friend List", "Mail", and "Chat" features.

## PLAYONLINE NAVIGATOR TOP PAGE

Once you have finished steps 1 through 3, the PlayOnline Navigator top page will appear, with the following options down the right side of the screen:



Friend List	Move the anchor to the Friend List.
Mail	Display the PlayOnline Mail top page.
Chat	Display the PlayOnline Chat top page.
File Manager	Allows you to view and manage files, such as greeting cards and screenshots. You can also attach these files to mail messages.
Friend Search	Allows you to search for friends.
Handle List	Displays the Handle List.

Your handle is another name that is used while you are on PlayOnline. It is required for communicating with other PlayOnline members.

You can create multiple handles and different profiles (including a different age, gender, and portrait) for each one.

The handle that you are currently using is referred to as your active handle. It will appear to the left of the "active handle information" display in the upper portion of the screen.

- Your handle is your identity on PlayOnline. Please try to avoid creating handles that might offend other members.



## CREATING A HANDLE

### Creating Your First Handle

You can create multiple handles for a single PlayOnline ID. You can also use different handles depending on the game or chat mode that you are using. You can create your first handle on the handle menu that is displayed the first time you log on to PlayOnline. Select "Create New Handle", enter a new handle into the text-entry window, and select "OK". A confirmation window will appear. Select "Yes" to register the new handle on the list.



- Creating additional handles can be done on the Friend List. Select "Handle List" from the Friend List command menu. Select "Create New Handle" and enter a new handle. Select "OK" to display a confirmation window, and then select "Yes".
- Once you have finished creating a handle, a window allowing you to confirm the associated profile information will appear. Select "Yes" to open the edit profile screen.

## EDITING A PROFILE

You can edit the profiles associated with each handle you create. Personalize your profile with a portrait and introduce yourself to other PlayOnline members by indicating your interests and other information about yourself.

- Your profile is hidden by default. You can choose to make it public and even select which items you want visible.

### 1. Display a List of Handles

Select "Handle List" from the Friend List command menu to display a list of handles.

- If you are editing the profile for your active handle, selecting "Edit Profile" will open the profile editing window.

### 2. Open the Edit Profile Window

Select the handle of the profile you wish to edit. A menu will appear. Select "Edit Profile".



### 3. Edit the Profile

Select "Edit" from the Edit Profile screen menu. The anchor can be moved to each field, allowing you to make changes to the profile.

- You do not have to complete every field. Feel free to enter only the information that you like.

### 4. Configure Your Profile Privacy Settings

Selecting "Privacy" from the Edit Profile menu opens a Profile Privacy Settings window. Select the public items you wish to make public by checking the ☐ box. Select "OK" to make the change.



**CAUTION!**

If you do not change the ☐ box next to "Handle Profile" to ☒ (with a checkmark inside the box), your profile information will remain hidden and your handle will not appear in Friend Search results.

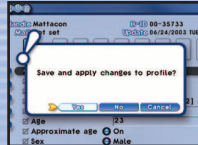
**5. Confirm Your Profile Privacy Level Settings**

Selecting "Preview" from the Edit Profile screen menu will display the profile as it will appear to other PlayOnline members. Once you have confirmed that your information is correct, select "Exit" to return to the Edit Profile screen.

**6. Save your Profile Data**

If you are satisfied with the content of your public profile, select "Back" from the Edit Profile screen menu. A confirmation window will appear. Select "Yes" to apply changes to the profile.

- You can copy a profile that you have finished creating for a handle to another one. For more information, please refer to the Quick Manuals on the PlayOnline Navigator.

**SWITCHING HANDLES**

If you have registered multiple handles, you can switch between them. There are two ways to switch your active handle:

**Using Active Handle Information to switch your handle:**

Select "Switch Handle" from the active handle information to display a list of handles. Select the handle you wish to use. A confirmation window will appear. Select "Yes".

**Using the Friend List to switch your handle:**

Select "Handle List" from the Friend List command menu to display a list of handles. Select the handle you wish to use. A confirmation window will appear. Select "Yes".

**EDITING A HANDLE**

You can edit a handle name itself without altering the other profile content. Select "Handle List" from the Friend List command menu to display a list of handles.

Select the handle you wish to edit. A menu will appear. Select "Rename". A text-entry window will appear. Enter a new handle and select "OK". A confirmation window will appear. Select "Yes".

**Making Your Profile Public**

You can use the PlayOnline Viewer to set the privacy level for your handle profile information. You can also set the privacy level for notifying other members about your current online status.

- The default privacy level settings are all set to Hide. If you wish to communicate with other PlayOnline members, you must manually reset your privacy level settings. There are three privacy level settings on PlayOnline. For more information about configuring your privacy level, please refer to the Quick Manuals on the PlayOnline Navigator.

**CONTENT IDS**

You must obtain a Content ID for each PlayOnline service, including games, that you wish to use. For more information on obtaining Content IDs, please refer to the owner's manual for each PlayOnline service.

**Linking a Content ID to a Handle**

Content IDs for games can be linked to a handle in order to be used. If your friends have linked Content IDs to their handles and are playing a game, icons will appear beside their handles on your Friend List to indicate where they are.



1. Select "Handle List" from the Friend List command menu to display a list of handles.



2. Select a handle you wish to link a Content ID to. A menu will appear. Select "Link" to display a list of Content IDs.

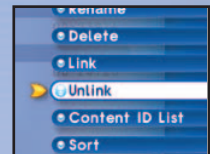


3. Select the Content ID that you wish to link. A confirmation window will appear. Select "Yes".

- You may link up to eight Content IDs per handle.

**Unlinking a Content ID from a Handle**

You can unlink a Content ID from a handle. Select "Handle List" from the Friend List command menu to display a list of handles. Select the handle you wish to unlink the Content ID from. A menu will appear. Select "Unlink". A list of linked Content IDs will appear. Select the Content ID you wish to unlink and then select "Yes" to unlink it.

**CAUTION!**

Even if you purchase a new Content ID, you will not be able to use the information from a previously deleted Content ID. If you wish to use the information from a previously deleted Content ID, please follow the reactivation process.

- Reactivating a Content ID

Select Service & Support ➔ Membership ➔ Content ID ➔ Reactivate.

## Online Status

Shows your current status in the Friend Lists of members who are registered as your friends. Your online status is displayed in the upper right of your Friend List.



The different types of online status are as follows:



### Online

Indicates you are online and available.



### Invisible

Shows your status as "offline" to all users, regardless of your privacy level settings.



### Away

Indicates you are away from the computer and may not be able to respond immediately.

Service & Support allows PlayOnline members to view important information about using games and other services on PlayOnline, including news and a Q&A database. It also allows you to view or change your member information and contact the PlayOnline Information Center.

**The Service & Support menu is structured as follows:**

## Guide

A guide to using various PlayOnline services, including managing your account, usage fees and payment methods, and more.

## Information

Allows you to view news about PlayOnline services.

## Rules & Policies

Allows you to view the license agreement and rules of conduct.

- This allows you to view the latest version of the license agreement. Please be aware that the license agreement contained in this owner's manual is subject to change.

## Membership

Allows you to view or make changes to your PlayOnline ID, and mail account, check usage fees, and more.

- Fees: Allows you to view the details about charges you have incurred, sorted by payment method.
- Payment Method: Allows you to view and change the payment method that you are using.
- Member Information: Allows you to view and change your registered address, phone number, or e-mail address.
- PlayOnline ID: Allows you to change your PlayOnline password.
- Mail Account: Allows you to change your mail address or mail password.
- Content ID: Allows you to review the status of your Content IDs, as well as cancel or reactivate a Content ID.

## Connect to PlayOnline

View system requirements and compatible peripherals for PlayOnline.

## Q&A

Allows you to search for frequently asked questions and answers about PlayOnline and other services.

## Support

Contains a guide to asking questions about PlayOnline services, and a mail form that can be used to contact the PlayOnline Information Center.





The data that you use or configure on PlayOnline are saved either on the server or on your hard disk drive. The different types of data are as follows.

### Data Stored on the Server

Information such as your profile and Friend List (including your privacy level settings and handles), and a portion of game data.

In the case of FINAL FANTASY XI, this data includes:

- Character data (level, appearance and items)
- Quest and Mission lists (current and completed)
- Your Friend List

### Data Stored on Your Computer's Hard Disk Drive:

- Information required for logging in to PlayOnline (PlayOnline ID, Password, Member Information, etc.)
- Your mail address book
- Received mail, and information pertaining to your mail account (such as your mail password) (A PlayOnline mail account is automatically created and assigned for every user.)
- Data stored in folders in the File Manager
- Messages that you have received via your Friend List
- Option settings
- A portion of game settings

In the case of FINAL FANTASY XI, the following data is stored on your hard disk drive:

- Macro settings
- A portion of "Config" settings
- Map markers
- Information about sorted lists
- Screenshots

- Please be aware that all PlayOnline data stored on your hard disk drive will be deleted if you uninstall the software.

### CAUTION!

Your computer's hard disk drive contains important information for connecting to PlayOnline (such as your PlayOnline ID, password, connection settings, and more.) If a third party uses your computer without permission, they may be able to use your PlayOnline ID and password to connect to PlayOnline. If this occurs, you may be charged for services that you did not plan to use. Take care who uses your computer.

The same is true for situations where you lend or sell your computer or hard disk drive to a third party. If person then connects to PlayOnline, your account will be charged. If you lend or sell your computer to someone, make sure to delete your PlayOnline ID and password first.

## REGISTRATION AND CONNECTION ISSUES

### The Registration Process

**Q: Can a child (minor) join PlayOnline?**

**A:** Only minors aged 13 and above can register to PlayOnline services. People between 13 and 17 must first obtain the consent of a parent or guardian to join. The parent or guardian must read and agree to the PlayOnline Member Agreement before the minor is allowed to join.

### Internet Service Providers

**Q: Do I have to subscribe to an ISP before I can connect to PlayOnline?**

**A:** You must have a subscription to an ISP before you can connect to PlayOnline.

**Q: I switched ISPs. How do I set up my new connection settings?**

**A:** You can configure new settings by choosing "New Connection" from the "Network Settings" selection on the login screen.

### Connecting to PlayOnline

**Q: When I tried logging in on the login screen, it told me my PlayOnline ID or password was incorrect.**

**A:** Please ensure that you entered them correctly. Many characters look similar on-screen. For example, 0 (zero) and o or O (lowercase and uppercase letter O); 1 (one) and l (uppercase letter l) or l (lowercase letter L); 2 (two) and z or Z (lowercase or uppercase letter Z); 6 (six) and b (lowercase letter B); 9 (nine) and q (lowercase letter Q) or g (lowercase letter G). If you have entered your information correctly, please contact the PlayOnline Information Center.

### Error Messages

**Q: I received an error message during the connection configuration step of the PlayOnline Viewer installation process.**

**A:** If you encounter an error message, follow the instructions on screen to resolve it. If you are still unable to resolve the problem, contact the PlayOnline Information Center.

### Registered Information

**Registration of Name, Address, Telephone Number and Other Information**

**Q: How can I update my member information?**

**A:** You can update your member information on the "Service & Support" page.

**Q: Is there any way to view the account information that I have registered?**

**A:** Yes, on the "Service & Support" page. From the top page, select "Membership", then "Member Information", and then "Review".

### PlayOnline IDs

**Q: What is a PlayOnline ID?**

**A:** It is an identification number that is assigned to you when you join the PlayOnline service.

**Q: Why is it necessary to have a PlayOnline ID?**

**A:** A PlayOnline ID is required to use all PlayOnline services. You use your PlayOnline ID and password to log in and begin using PlayOnline. A single PlayOnline ID is assigned to each customer, and it cannot be changed. Please take care to keep your PlayOnline ID and password secret from other people.

**Q: Can I change the name assigned to my PlayOnline ID, or transfer it to another person?**

**A:** You cannot transfer your PlayOnline ID to another person.

**Q: Can I change my PlayOnline ID?**

**A:** Once assigned, a PlayOnline ID cannot be changed.

**Q: How do I change the password associated with my PlayOnline ID?**

**A:** Use the "Service & Support" page. On the Service & Support top page, select "Membership", then "PlayOnline ID", and then "Change Password".

## Controls

### Q: Can I use PlayOnline with just a gamepad?

**A:** Yes, you can play with only a gamepad. But using the keyboard and mouse makes performing operations such as entering text easier.

## Handles

### Q: How many handles can I have?

**A:** You may register up to 64 handles.

### Q: What is a Content ID?

**A:** A Content ID is an account that is required to use PlayOnline services, including games. You must purchase each Content ID that you wish to use.

### Q: How many Content IDs can I have?

**A:** The number of Content IDs depends on the game. Tetra Master allows only one. FINAL FANTASY XI allows 16 Content IDs.

### Q: I can't register a Content ID under my handle.

**A:** You can only register 8 Content IDs per handle. If you are having trouble registering a Content ID, try to either create a new handle, or delete one of the Content IDs from your current handle. When you select a handle from the handle list, a list of Content IDs linked to that handle will be displayed. Select a Content ID to delete it.

## Friend List

### Q: I tried to add a friend to my Friend List, but received a message that "additional members cannot be added".

**A:** You can add up to 200 friends to your Friend List. If you want to register a new friend after that point, you will have to delete someone from the list. Select the friend to be deleted from your Friend List, then "Delete".

### Q: Can I send a message to anyone?

**A:** Messages are different from mail in that they can only be sent and received by members of PlayOnline. Furthermore, you cannot send a "Let's be friends!" message to a person who is already registered as a friend on your Friend List.

### Q: Can I read messages that I have sent previously?

**A:** Select the "Message List" command on the Friend List. If you wish to view messages sent to each friend, select the friend from the Friend List, then "More Details", then "Message History". However, please be aware that once a certain number of messages have been reached, older messages will be deleted when new messages are saved.

### Q: Can I send the same message to multiple recipients?

**A:** You can use the Group feature to send the same message to multiple recipients.

### Q: Out of the blue, I received a message from a total stranger.

**A:** You either appeared in the results of a friend search, or you were messaged by someone using the same service that you were. If you do not wish to converse with the person, there is no need to reply. If you do not wish to be contacted by the person again, you can add him to your Ignore List.

### Q: Whenever I send a message, it is sent from a different handle than I expected.

**A:** If you have multiple handles, make sure to use the active handle name information to confirm which of your handles is currently active. If you are using another handle, select the handle you wish to use from the list and choose "Change". If you are currently using services such as FINAL FANTASY XI, you may be sending messages under your character name rather than your handle name.

## PLAYONLINE MAIL

### Composing and Sending Mail

#### Q: Can I exchange e-mail with people other than PlayOnline members?

**A:** As long as they have an e-mail account on their computer or mobile phone, you can exchange e-mail with anyone in the world.

#### Q: Can I send the same mail to multiple recipients?

**A:** When you enter a mail address into the "To" area, you can use the "," (comma) or ";" (semicolon) marks to separate mail addresses for sending the same mail to multiple recipients. You can also enter addresses into the "CC" or "BCC" areas as well.

#### Q: What is the "CC" area in the mail composition window?

**A:** "CC" means "carbon copy", and it is a feature that allows you to send the same mail message to multiple mail addresses. The address listed in the "To" area indicates the direct recipient of the message; use the "CC" area for the addresses of people who need to receive a copy of the mail as a reference. Furthermore, you can use the "," (comma) or ";" (semicolon) marks to separate mail addresses in the CC area for sending the same mail to multiple recipients.

#### Q: What is the "BCC" area in the mail composition window?

**A:** "BCC" means "blind carbon copy", and it is a feature similar to "CC" that allows you to send the same mail message to multiple mail addresses. However, addresses entered into the BCC area will not be visible by the people listed in the "To" and "CC" areas. Since this allows you to send messages while hiding the address, you can send a copy to the address listed in the "BCC" area without the people in the "To" and "CC" areas knowing about it. Furthermore, you can use the "," (comma) or ";" (semicolon) marks to separate mail addresses in the BCC area for sending the same mail to multiple recipients.

#### Q: Can I save mail that I'm in the process of writing?

**A:** If you choose "Cancel" while you are composing a mail, you will be asked if you want to "Save current message?" Select "Yes" to save a copy in your mailbox. You can then select the mail from the "Saved" box to continue composing.

## Reading Mail

#### Q: I received a message that I had new mail, but I didn't see anything in my mail list.

**A:** Mail that you receive is stored on the server. You must select "Send/Receive" from the Mail top page to retrieve it from the server and have it appear in your mail list.

#### Q: There is a file attached to a mail that I received, but I can't open it.

**A:** It may be in a format that is incompatible with PlayOnline. Currently, the PlayOnline system only allows you to view files that have JPG, PNG, or EML extensions, or files that are saved in text-only format.

#### Q: How do I read mail that I have previously received?

**A:** Messages that you have received will appear in your "Inbox". Select a mail message from the "Inbox" to read it.

## The Address Book

#### Q: I can't add a new address to my address book.

**A:** You can add up to 500 mail addresses to your address book. If you wish to add more addresses after that point, you need to make room by erasing addresses that you are not using.

## PlayOnline Chat

#### Q: I don't see any chat rooms.

**A:** There may not be any chat rooms in the zone you are currently in. Try moving to a different zone.

#### Q: What are zones?

**A:** Zones are areas that contain a variety of chat rooms that are organized by theme (such as games or music). You can search each zone for chat rooms that correspond to your personal interests.

**Q: There are so many chat rooms that I can't find the one I'm looking for.**

**A:** Use the room search feature to search for a chat room by name or category. You can select this feature by choosing "Room Search" from the Chat top page.

**Q: I can't join a chat room.**

**A:** Each chat room is limited to a maximum number of participants. Once that number is reached, no new participants may enter.

**Q: I tried to enter a chat room, but it asked me for a password.**

**A:** Room masters have the authority to use passwords to limit access to chat rooms. If you encounter a room that is password-protected, try contacting the room master through mail or message for more information.

**Q: I entered a password, but I was told that it was incorrect.**

**A:** Please confirm that you entered the password correctly. Many characters look similar on-screen. For example, 0 (zero) and o or O (lowercase and uppercase letter O); 1 (one) and l (lowercase letter l) or l (lowercase letter L); 2 (two) and z or Z (lowercase or uppercase letter Z); 6 (six) and b (lowercase letter B); 9 (nine) and q (lowercase Q) or g (lowercase G).

**Q: What is a chat name?**

**A:** A chat name is the name that you use when you enter a specific chat room. The name will be discarded as soon as you leave the chat room. When you enter a chat room, a chat name creation window will appear. The chat name that you set will be used as your active handle when you are in a chat room.

**Q: Can I make my own chat room?**

**A:** Yes. Use "Create Room" to create a chat room with any theme that you like. Make sure to select the appropriate zone. The "Create Room" feature is accessed by selecting "Create Room" from the Chat top menu.

**Q: Can I chat with just a specific person?**

**A:** Yes. When you create a chat room, you can restrict the chat to specific individuals by limiting the maximum number of participants and setting a password. Once you have set the password, you can chat with specific people by sharing the password with them.

**Q: What is the maximum number of people who can participate in a chat room?**

**A:** The maximum number of participants is 20. The creator of the chat room can set the number of people to participate when the room is created.

**Quick Menu****Q: I can't select the Quick Menu icon.**

**A:** The Quick Menu can only be used in certain areas of the PlayOnline Viewer. At other times, you should use the menus that appear on the screen you are using.

**Q: What are bookmarks?**

**A:** They are used the same way as bookmarks in a web browser. You can use them to mark pages that you find interesting. However, you cannot use the bookmark feature for fee-based services such as games.

If you encounter a problem that you cannot resolve even after consulting the "Q&A" or "Service & Support" pages on PlayOnline, please contact the PlayOnline Information Center directly. Please be aware that the PlayOnline Information Center may not be able to answer questions about specific game content.

**Contact Information**

Please call by phone or use the PlayOnline Mail form to contact the PlayOnline Information Center.

**Contact by Phone**

The PlayOnline Information Center phone number is +44 (0)870 600 0182.

Phone support contact information is available in the PlayOnline Viewer's Service & Support section and on the PlayOnline.com website at <http://www.playonline.com>.

Please have the following information ready when you contact the PlayOnline Information Center:

1. Error message, type of error, or error number displayed on the screen
2. Type of modem
3. Connection method
4. PlayOnline ID (if you have completed registration)
5. Your specific connection settings

**Contact by E-mail**

You can contact the PlayOnline Information Center using the mail form on PlayOnline. The mail form can be found in the following location. Fill in all the necessary information and send it in.

1. Select "Support" from the top menu of "Service & Support". Then, select "E-mail Support".
2. Select a subject from the following categories: "Contract", "Technical Matters", "Other Inquiries", or "Opinions & Requests".
3. Open the mail form, fill in the information as necessary, and send it.

**Other Contact Methods**

Please feel free to follow the instructions for contacting us as listed on the PlayOnline.com website at: <http://www.playonline.com>