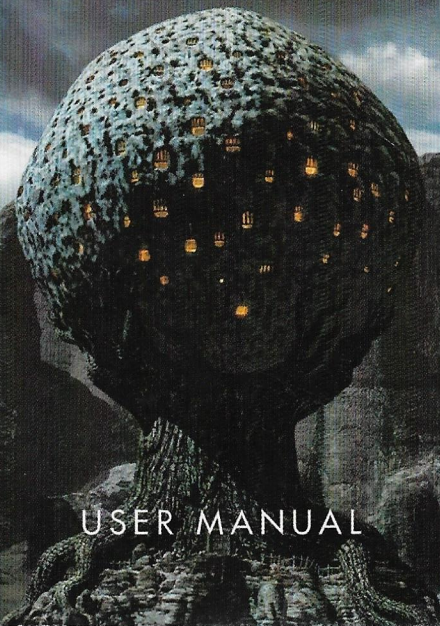


# RIVEN™

THE SEQUEL TO MYST®



USER MANUAL



# RIVEN™

THE SEQUEL TO MYST®

## User's Manual



© 2000 Ubi Soft Entertainment. © 1997 Cyan, Inc. and Brøderbund Software, Inc. All rights reserved. MYST, Riven and Cyan are registered trademarks of Cyan, Inc. Windows is a registered trademark of Microsoft Corporation, Inc.

**PLEASE DO NOT MAKE ILLEGAL COPIES  
OF THIS SOFTWARE**

The software you are using was produced through the efforts of many people: designers, artists, producers, programmers, distributors, retailers and other dedicated professionals.

The costs of developing this and other software programs are recovered through software sales. The unauthorized duplication of personal computer software raises the cost to all legitimate users.

This software is protected by federal copyright law. Copying software for any reason other than to make a backup is a violation of law. Individuals who make unauthorized copies of software may be subject to civil and criminal penalties.

Ubi Soft, Inc., supports the industry's efforts to fight the illegal copying of personal computer software.

Report copyright violation to:

SIIA  
1090 Vermont St.  
Washington, D.C. 20005  
(202) 452-1600

*Perhaps you remember your last conversation with Atrus — as he sat in that ancient room, constantly writing into the volume that lay before him. He spoke to you, even pleaded with you, regarding his sons, but still, his mind seemed occupied by something else, burdened. He was struggling with a tremendous weight, and he even spoke of a greater foe ...*

**MESSAGE FROM THE CREATORS**

Well, here we are again. For some of you this will be a new journey, for others it is just a continuation after a brief hiatus. Either way, what you are about to experience is the culmination of our blood, sweat and tears over the last four years (OK, maybe not blood).

***Riven***<sup>™</sup> was designed to be an immersive experience. So, shut the door, turn down the lights, turn up the sound, sit in a comfortable chair, and let yourself be drawn into the world of ***Riven***.

And, for goodness sake, use a pair of headphones or a good pair of speakers!

Sincerely,  
*The Riven Development Team*

## TABLE OF CONTENTS

Getting Started/Installation Instructions .....	5
Playing the Game .....	10
Reference Keys .....	13
Troubleshooting .....	14
How to Contact Technical Support .....	17
Credits .....	19
90-Day Satisfaction Guarantee .....	23

## GETTING STARTED



### WINDOWS® CD-ROM SYSTEM REQUIREMENTS\*

- Windows 95 required
- 100MHz Pentium® or faster
- 16MB RAM
- Minimum 75MB hard disk space
- 4X CD-ROM drive or faster
- 640X480 display, High Color
- Windows compatible sound device
- Video and sound cards compatible with DirectX\*\*

### \*SYSTEM CONFIGURATION:

May require minor adjustments to the configuration of your operating system, additional hard disk space, and/or updates to the hardware component drivers.

\*\*If you experience problems with the installation or compatibility of DirectX on your computer, please consult the hardware manufacturer of your video or sound card for the latest drivers compatible with DirectX. You may also want to check Microsoft's Web page for more information.



## WINDOWS 95 INSTALLATION INSTRUCTIONS

### TO INSTALL

- Begin at the Windows 95 desktop.
- Insert **Riven1** disc into your CD-ROM drive.
- The **Riven** Startup window should appear.
- Click the **Install** button and follow the on-screen instructions to install the program.

If the **Riven** Startup window does not appear automatically on screen, you can install the program manually:

- Click the **Start** button on the taskbar and choose **Run**.
- Type **D:\SETUP.EXE** in the line labeled **Open**. (If your CD-ROM drive uses a letter other than **D**, substitute that letter for **D**).
- Click the **OK** button and follow the on-screen instructions to install **Riven**.

### TO PLAY

After successfully installing the program, click the **Run** button at the **Riven** Startup window to start the program. The **Riven** Startup window will usually appear each time the **Riven1** disc is inserted into the CD-ROM drive.



If the **Riven** Startup window does not appear automatically on screen:

- Begin at the Windows 95 desktop.
- Click the **Start** button, point to **Programs**, and then **Riven**.
- Click the **Riven** menu item to start the program.

### TO REMOVE

If you need to remove **Riven**, begin at the Windows 95 desktop. Click the **Start** button, point to **Settings**, and then click **Control Panel**. Double-click the **Add/Remove Programs** icon. Click the **Install/Uninstall** tab and select **Riven** from the list of programs. Click the **Add/Remove** button and then click the **Yes** button to remove the program.



#### MACINTOSH® CD-ROM SYSTEM REQUIREMENTS\*

- Mac™ OS required
- System 7.5 or higher
- 90MHz PowerPC or faster
- 9MB RAM free
- Minimum 65MB hard disk space
- 4X CD-ROM drive or faster required
- 640X480 display, thousands of colors



#### \*SYSTEM CONFIGURATION:

May require minor adjustments to the configuration of your operating system, additional hard disk space, and/or updates to the hardware component drivers.

#### MAC™ OS INSTALLATION INSTRUCTIONS

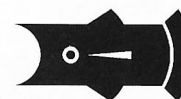
Insert the **Riven1** disc into your CD-ROM drive. Double-click the **Riven1** disc icon, then double-click the **Riven Installer** icon to launch the install program. Click the **Continue** button to view the ReadMe file. When you have finished viewing the ReadMe file, click the **Continue** button again. Make sure the pull-down menu in the upper left corner of the **Riven Installer** window is set to **Easy Install**. Select the hard disk where you would like **Riven** to be installed by clicking the **Switch Disk** button until the correct hard disk is displayed. Click the **Install** button. Restart your computer when the installation is finished.

#### TO PLAY

To play **Riven**, locate the **Riven Folder** on your hard drive, double-click the folder to open it, then double-click the icon labeled **Riven** to launch the application.

#### TO REMOVE

If you need to remove **Riven**, just drag the **Riven Folder** into the Trash and empty the Trash.



## PLAYING THE GAME






An old D'ni proverb reads, "Lose your questions and you will find your answers." **Riven** is a continuation of the story from the **Myst**® CD-ROM and the **Myst** novels. The secret to **Riven** is there are no secrets! Become lost in the beauty of its worlds and think as if you were actually there. Take time to explore and pay close attention to the details in the worlds; don't overlook anything. Keeping brief notes may help remind you of important clues and information you encounter along the way. Think about what you have seen in other parts of **Riven** and logically piece together everything you know.

### MOVING AROUND


**Basics:** Moving through **Riven** is simple and intuitive. Position the mouse pointer where you would like to go, then click. When you would like to move forward, click near the center of the screen. When you want to turn right or left, click on the right or left side of the view.

**Details:** You are able to turn around from most locations by moving the hand pointer to the left or right side of the view and clicking. When the hand pointer changes to point either left

or right with a bent finger,  clicking will turn you 180° in that direction. It also may be possible to look or move up or down in certain areas. In these cases, when the pointer is near the top or bottom of the screen, the regular hand pointer with the thumb extended  will change to a pointer that points up or down with the thumb retracted .

In some locations, when you are very close to an object, clicking to the side of the object will move you back one step. Some areas are not accessible. Clicking on these areas will have no effect, indicating that they are not valid paths and contain no important information.

### Zip Mode:



**Riven** has a Zip Mode which enables quick transportation to places you have already been. When Zip Mode is checked in the **Options** menu, the pointer changes into a lightning bolt  when it is over certain objects or areas. Clicking the mouse will *zip* you to these areas immediately, bypassing all the areas in between. You can only zip to a location you have previously visited. Be careful; if you use Zip Mode too early or without care, you may miss some important details in the areas that you are bypassing.

### MANIPULATING OBJECTS

**Basics:** If you want to examine or use an object, just click it, or click and drag it.

### Details:

Clicking an object will either bring that object closer to you or bring you closer to the object. If the object is functional, clicking it may activate it, or manipulate it (such as turning on a switch or flipping the pages in a book). If the object is not important, clicking it may have no effect.

It is also possible to move some objects, such as switches and levers, by dragging them. If an object can be dragged, the regular pointer will turn into an open hand . When you click the object the pointer will change into a grabbing hand  and you will be able to move the object.


There are a few objects which can be picked up and carried with you. When one of these objects is selected, it will automatically come into your possession. To access an item you have picked up, move your mouse pointer over the black area at the bottom of the screen. The items in your possession will appear; click on any one of them to use or examine it. When you are finished examining or using an item, click to either side of the object to put it away.

To jump to the end of a movie, press the spacebar. But, as with Zip Mode, be careful not to skip through an important movie.





### REFERENCE KEYS

To view or hide the menu bar:

Windows users: hold down the **Ctrl** key and press the spacebar, or click near the top of the screen.

Macintosh users: hold down the **Command** key  and press the spacebar, or click near the top of the screen.

Windows Mac

<i>New</i>	Ctrl +N  -N	Start a new game.
<i>Open...</i>	Ctrl +O  -O	Open a saved game.
<i>Save</i>	Ctrl +S  -S	Save a game.
<i>Save As...</i>		Save the current game using a new name.
<i>Exit/Quit</i>	Alt +F4  -Q	Quit.





## TROUBLESHOOTING

### WINDOWS 95

The Startup window will usually appear each time the **Riven1** disc is inserted into the CD-ROM drive. If you prefer **Riven** to launch without seeing this screen, click the check box at the bottom of the Startup window marked "Show this window next time you insert the CD" so that the check mark is removed. The next time the CD is inserted into the CD-ROM drive, the program will automatically launch. (**Note:** This AutoPlay feature is not available if the **Riven** Startup window does not automatically appear the first time the CD is inserted.)

To reactivate the Startup window, insert the **Riven1** disc into your CD-ROM drive. When the program begins, immediately press **Alt+F4** to quit. Double-click the **My Computer** icon on the Windows 95 desktop. Click the **Riven** CD icon once with the right mouse button and select **AutoPlay Dialog**. Click the check box at the bottom of the Startup window marked "Show this window next time you insert the CD" so a check mark is placed there. Click **Run** to start the program.

### MAC OS

For **Riven** to work properly, your system software must include the following **QuickTime™ 2.5** components in the **Extensions** folder.

- QuickTime™
- QuickTime Musical Instruments
- QuickTime PowerPlug

### Sound Manager (version 3.2.1)



During the installation process these files should be installed into your **Extensions** folder. If the **Riven** installer encounters an earlier version of these files, it will prompt you to save the older versions. When the **QuickTime 2.5** files are installed, any older versions will be saved in a folder named **QuickTime (Old Version)** which can be found in the **System Folder**.

If for some reason you need to reinstall the older versions of the **QuickTime** extensions, you will need to disable **QuickTime 2.5** manually. In order to disable **QuickTime 2.5**, double-click the hard drive icon on your desktop. In the hard drive window, double-click the **System Folder** icon. When the **System Folder** window opens, pull down the **File** menu and select **New Folder**. Name the new folder **QuickTime (for Riven)**. Double-click the **Extensions** folder to open it. Drag the **QuickTime 2.5** extension from the **Extensions** folder onto the **QuickTime (for Riven)** folder. Repeat the last step as needed to move any other **QuickTime 2.5** extensions.

Once **QuickTime 2.5** is disabled, you may reinstall your older version of **QuickTime**. Again, locate the **System Folder**. Double-click the **System Folder** icon to open the folder and locate the **QuickTime (Old Version)** folder and double-click this folder to open it. Locate the **Extensions** folder in the **System Folder** window and drag the files from the **QuickTime (Old Version)** folder onto the **Extensions** folder icon. **Note:** If you do

reinstall the older extensions, **Riven** will no longer run. You will need to perform a **Custom Install** before running **Riven** again.

To perform a **Custom Install**, insert the **Riven1** disc into your CD-ROM drive and double-click the **Riven1** disc icon. Double-click the **Riven Installer** icon to launch the install program. Click the **Continue** button to finish viewing the ReadMe document. Select **Custom Install** from the pull-down menu in the upper left corner of the installer window. Click the small box next to the **QuickTime 2.5 Components** item in the list of items that can be installed. Make sure you are installing onto the hard disk where your **System Folder** is located by clicking on the **Switch Disk** button until the correct hard disk is displayed. Click the **Install** button. Restart your computer when the installation is finished.



## HOW TO CONTACT TECH SUPPORT

Before contacting Ubi Soft Entertainment's Technical Support Department, please first read through this manual and the readme file. Also browse through our FAQ listings or search our support database at our website, <http://support.ubi.com>. Here you will find the most recently updated information since the game's release.

Also please make sure that your computer meets the minimum system requirements, as our support representatives will be unable to assist customers whose computers do not meet these criteria.

Whenever you contact the Technical Support Department, please include the following information or have it available if you are calling:

- Complete product title (including version number)
- Exact error message reported (if applicable) and a brief description of the problem you're encountering
- Processor speed and manufacturer
- Amount of RAM
- Operating system
- Video card that you are using and amount of RAM it uses
- Maker and speed of your CD-ROM or DVD-ROM drive
- Type of Sound Card you are using

### CONTACT US OVER THE INTERNET

This is the best way to contact us. Our website is open 24 hours a day, 7 days a week, and it contains the most up to date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis so please check here first for solutions to your problems: <http://support.ubi.com>. If you cannot find an answer to your question, you will be able to send your question directly to our Technical Support staff. We will attempt to answer your question within 72 hours (barring weekends and holidays.)

### CONTACT US BY PHONE

You can also contact us by phone by calling (919) 460-9778. Note that this number is for technical assistance only. No hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your computer and have all of the necessary information listed above at hand.

Be advised that our Technical Support Representatives are available to help you Monday-Friday from 9 am - 9 pm (Eastern Standard Time).

While we do not charge for technical support, normal long-distance charges apply. To avoid long-distance charges, or to contact a support representative directly after these hours, please log on to our support site at <http://support.ubi.com>.

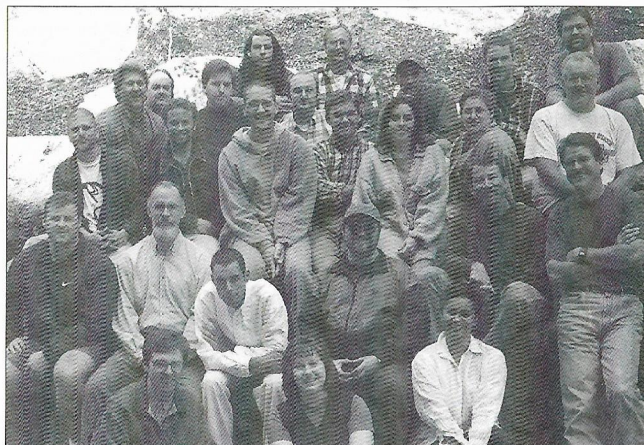
### CONTACT US BY STANDARD MAIL

If all else fails you can write to us at:

Ubi Soft Technical Support  
2000 Aerial Center Pkwy, Suite 110  
Morrisville, NC 27560

### RETURN POLICY

Please do not send any game returns directly to Ubi Soft Entertainment. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged or scratched CD, please visit our FAQ listing for your game and get the latest replacement policy and pricing.



The people of Cyan

## CYAN

**Designed and Directed by**  
Robyn Miller and  
Richard Vander Wende

**Produced by**  
Rand Miller

**Production Manager**  
Tony Fryman

**Lead Programmer and D'ni  
Historian**  
Richard A. Watson

**CG Production Director**  
Joshua A. Staub

**CG Artists/Animators**  
Jason Baskett  
Michael Bostick  
Tony Davidson  
Jeremy Engleman  
Robin Higgin-Foley  
Robert Grace  
Tim Greenberg  
Joshua A. Staub  
Bret St. Clair

**CG Technical Director**  
Karl Stiefvater  
Shaders by Lume, Inc.

## CREDITS

**Additional CG Animation**  
Patrick Faille  
Eric Vignola

**Compositing and Additional  
CG World Assembly**  
Michael Sheets

**Effects Programming Engineer**  
Mark DeForest

**Post Production Engineer and  
Additional Programming**  
Ryan Miller

**Gameplay Design**  
Rand Miller  
Robyn Miller  
Richard Vander Wende  
and  
Joshua A. Staub  
Richard Watson

**Lead Sound Designer**  
Tim Larkin

**Sound Design and Live Action  
Foley and Mix**  
Martin O'Donnell  
Michael Salvatori  
O'Donnell/Salvatori Music,  
Chicago, IL

**Music Composed and  
Produced by**  
Robyn Miller

**Music Sampling Engineer and  
Additional Sound Design**  
Chris Brandkamp

**Live Action Segments Written  
and Directed by**  
Richard Vander Wende and Tim  
Greenberg

**Cast**

Gehn	John Keston
Catherine	Sheila Goold
Atrus	Rand Miller
Nelah	Christine Steel
Gehn's Guard	Vicente Ramos
Moiety Prisoner	Ernie Whitecloud
Leira (Keta)	Kate Vander Wende
Village Boy	Micah Biggs
Gehn's Scribe	Tony Fryman
Girl in Jungle	Sydney Wakan
Mosity Scout	Ryan Miller

**Live Action Filmed by**  
PVR, San Francisco, CA

**Voiceover Talent**  
Catherine Rengin Altay



**Assistant Production Manager**  
Bonnie Staub

**Systems Administrator**  
John Biggs

**Additional Production Management**  
Dennis Leahy

**CG Technical Assistant**  
Eric Arnold

**Journals Written by**  
Richard Vander Wende and  
Tim Greenberg

**Catherine's Journal by**  
Mary Anderson

**Casting Assistance**  
Belinda Hunt  
Kinslee Miller  
Ryan Miller

**Costume Designer**  
Catherine Hunt

**D'ni Background Model (from *Myst*)**

Chuck Carter

**Gate Room Illustrations**  
Richard Downs

**Gehn's Age Sky**  
Matte World Digital

**Wigs**  
Joyce Degenfelder

**Costumes**  
Kauffman-Davis Studios  
Seattle Opera

**Prop Construction**  
Seattle Opera

**Additional Props**  
Gaye Gardner  
Robert Bovil  
Cour Dain  
Joseph Fisher  
Studio 7

**Additional Cyan Support**  
Chris Brandkamp  
Al Carlson  
Heather Ferguson-Gady  
Byron "Loco" Heinemann  
Mark Klammer  
Jeff Oswaldt

**Special Thanks to**  
Everyone who played *Myst* -  
*Riven* exists because of you!  
Everyone at Brøderbund, especially  
Dennis Leahy and Laurie Strand.

Everyone at Sunsoft, Inc,  
especially Masami Maeda and  
Kiharu Yoshida.

The original *Myst* team  
John Miller/Symplex Systems  
Kass Kapsiak  
Katie Fisher  
Rhode Island Historical Society  
The City of Santa Fe, New Mexico  
Net-Tel/Wes Morris

**Extra Special Thanks to**  
The Cyan team. Your efforts have  
been superhuman. Thank you for  
caring about this project!

The families and loved ones of  
everyone closely associated, for liv-  
ing through the deadlines with us.

**Extra, Extra Special Thanks to**  
Debbie, Kinslee, Kerry, and Kara  
Miller; Beth, Alexander, Grace,  
and Abraham Miller; and Kate,  
Helen, and Evie Vander Wende.  
We love you and couldn't have  
done it without you!

Robyn and Rand would like to  
thank their parents, Ronald and  
Barbara, for their remarkable  
emotional and spiritual support  
and for their unfailing love.

And Richard would like to thank  
Garry and Evelyn (his parents) - I  
owe everything to you (but don't  
worry, I'll pay you back some day).

## PUBLISHER CREDITS

### Lead Programmers

Ben Ceschi  
Allan Young

### Application Programmers

Frankie Ford  
Ed Rose  
Samir Ramji

### Programming Directors

Jeffrey Charvat  
Grace Kim

### Executive Publisher

Laurie Strand

### Senior Production Manager

Dennis Leahy

### Production Manager

Matt O'Hara

### Assistant Production Manager

Ralph Marsh

### Lead Sound Designer

Tim Larkin

### Assistant Sound Designer

Brian Walker

### Sound Processing

Ralph Marsh

### Video Processing

Scott Aronian

### QuickTime Programmer

Mike Foulger

### Systems Programmers

Glenn Axworthy  
Scott Henderson  
Bob Gulian  
Michael Zacks

### Production Tools

#### Programmers

Esteban Ahn  
Andrew Kay  
Peter Van Gorder

### Installer Programmers

Kent Daniels  
Fred Campbell

### MMX Programmer

Davis Frank

### Senior Marketing Manager

Bruce Friedrichs

### Marketing Coordinators

Valerie Schultheisz  
Deanne Waltz

### Package Design

Cyan  
Tolleson Design

### Package Illustration

Cyan

### Public Relations

Connors Communications

### Retail Merchandising

Lisa Dawson

### Web Site Coordination

Angie Simas

### Quality Assurance (QA) Team Leaders

Warren Yamashita  
Juan Manuel Torres  
Jeffrey Zemrak

### QA Core Team

Jennifer Winter  
Sean Hamilton Alexander  
Julia Thiel  
Inga Pedersen

### QA Management

Rodrigo Silveira  
Kirk Roulston  
Erik Spencer

### Documentation Review

Anne Sete  
Karen Lamoreux  
Inga Pedersen

### QA Automated Testing Lead

Mike Taber  
Barry Burris

### MPEG2 Audio Compression

QDesign Corporation  
Vancouver, BC, Canada



**Special Thanks to**

Joyce Anderson, Joe Boyd,  
Jeff Clayton, Mike Dooley,  
Carol Dickason, Ken Goldstein,  
Jim Goodkind, Rod Haden,  
Dana Henry, Kerry Huffman,  
Wendy Johnson, Deanna Jordt,  
David Kessler, Hendryk Lasak,  
M.W. Mantle, Sue Olsen,  
Sher Ripley, Mike Salvatore,  
Richard Seaman, Dabney Standley,  
Ted Simon, Lisa Ward,  
Harry Wilker, Jeanne Winding,  
Eric Winkler, Carlos Zubiate,  
Brøderbund Sales Force  
  
Berkeley Sound Artists  
Frankel & Company  
Organic Online, Inc.  
RD/Fox Advertising  
Saatchi & Saatchi Advertising

**PVR Crew**

**Director of Photography**  
Steve Kotton

**Live Action Production  
Manager**  
Renee Jensen

**Assistant Camera**  
James Pusch

**Gaffer**  
Mike Van Dine

**Grip**  
Alex Robinson

**Ultimate Operator**  
Sprague Anderson

**Audio**  
Robert Tachories

**Videotape Operators**  
Wayne Cory  
Jeff Piccinini

**Make-Up**  
Nancie Marsalis  
Joann Edmonds

**Wardrobe Assistant**  
Pamela Buss

**Live Action Continuity**

Pat Burke  
David Van Woert

**Live Action Editor**  
Michael Albanese  
Aldo DiVergilio

**Assistant Editor**  
Vince Oresman

**Digital Video Capture**  
J. Anthony Ruffo  
Derek Gatlin

**Operations Manager**  
Steve Manke

**Post-Production Coordinator**  
Laurie Lamson

**Voiceover Engineers**  
North by Northwest Productions

**Additional Sound Design for  
O'Donnell/Salvatore Music**  
Paul Heitsch, John Binder, Mark  
Devos, Brian Jennings, Sean  
Richards, and Jeff Krajewski (cour-  
tesy of Fuse Music and Design,  
Chicago, IL)

**UBI SOFT WARRANTY**

Ubi Soft warrants to the original purchaser of its products that the products would be free from defects in materials and workmanship for a period of ninety (90) days from the date of purchase. Ubi Soft products are sold "as is", without any expressed or implied warranties of any kind, and Ubi Soft is not liable for any losses or damages of any kind resulting from use of its products. Ubi Soft agrees for a period of ninety (90) days to either replace the defective product free of charge provided you return the defective item with dated proof of purchase to the store from which the product was originally purchased or repair or replace the defective product at its option free of charge, when accompanied with a proof of purchase and sent to our offices postage prepaid. This warranty is not applicable to normal wear and tear, and shall be void if the defect in the product is found to be as a result of abuse, unreasonable use, mistreatment or neglect of the product.

**LIMITATIONS**

This warranty is in lieu of all other warranties and no other representations or claims of any nature shall be binding on, or obligate Ubi Soft. Any implied warranties applicable to Ubi Soft products, including warranties of merchantability and fitness for a particular purpose, are limited to the ninety (90) day period described above. In no event will Ubi Soft be liable for any special, incidental, or consequential damages resulting from possession, use, or malfunction of Ubi Soft products. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of incidental or consequential damages. So the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

**NOTICE**

Ubi Soft reserves the right to make improvements in its products at any time and without notice.

**PRODUCT / DOCUMENTATION REPLACEMENTS:**

Please contact Ubi Soft Technical Support before sending your product to us. In many cases, a replacement is not the best solution. Our support representatives will help you determine if a replacement is necessary or available.

**WITHIN THE 90-DAY WARRANTY PERIOD:**

Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address and phone number to the address below. If the product was damaged through misuse or accident, or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

*(continued on page 24)*

## **UBI SOFT WARRANTY** *(continued from page 23)*

### **AFTER THE 90-DAY WARRANTY PERIOD:**

Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubi Soft, a brief description of the difficulty you are experiencing including your name, address and phone number to the address below.

### **REPLACEMENT FEES**

Our most recent replacement fee schedule is available online. Please visit the support section of <http://www.ubi.com> for an updated price list.

### **WARRANTY ADDRESS AND CONTACT INFORMATION:**

Email: [replacements@ubisoft.com](mailto:replacements@ubisoft.com)  
Phone: 919-460-9778  
Hours: 9am - 9pm (EST), M-F  
Address: Ubi Soft Replacements  
2000 Aerial Center Pkwy, Ste. 110, Morrisville, NC 27560

Please use a traceable delivery method when sending products to Ubi Soft. To order Ubi Soft products in the United States, please call toll free 877-604-6523.



CYAN  
PRODUCTIONS

Part 650324-MNL

COMPACT  
disc



© 2000 Ubi Soft Entertainment. © 1997 Cyan, Inc. and Brøderbund Software, Inc. All rights reserved. MYST, Riven and Cyan are registered trademarks of Cyan, Inc. All other trademarks are the property of their respective owners. Windows is a registered trademark of Microsoft Corporation, Inc.