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INTRODUCTION

Welcome to the exciting world of *The Sims Online*™ where you choose your role and define your destiny in this amusing alternate reality. From creating your dream home to building your own business, you decide how to interact with the rest of the Sim world. Be an eccentric recluse with a passel of cats or an outrageous party-throwing socialite—in *The Sims Online*, you can do whatever you can imagine.

FEATURES

- ☛ **Be unique.** Create your own unique Sim by choosing from literally hundreds of characteristics.
- ☛ **Imagine it.** Build it. Build a home, a shop, a dance club, or whatever you fancy in this fascinating and fun-filled online world.
- ☛ **Meet and mingle.** Make friends as you design houses, neighborhoods, businesses, museums, and more.
- ☛ **Make it Happen.** Experience new happenings every day—you control the outcome of this dynamic ever-evolving game
- ☛ **Be a day trader.** Trade or sell objects with other players as you search for the ultimate bargain or look for one more addition to top off your crazy flamingo collection.
- ☛ **Get lucky.** Manage your own casino while guests hit the slot machines or the roulette table.
- ☛ **Slip into something...** Find yourself a new look by buying a new outfit from one of the new clothing racks. With everything from swimwear to formal wear you can literally shop until you drop.
- ☛ **Go beyond the pale.** Spook. Possess. Mourn. Revive. Death has come to *The Sims Online*. But being a Sims sort of death, it's a little whimsical while still being a little, well, morbid.
- ☛ **Get to work.** Your Sims can bring home a paycheck when they take one of the new jobs. Be a Waiter, a Robot Technician, a DJ, and more. All new mini-games challenge your Sim to perform on the job.
- ☛ **Find a furry friend.** Cats, dogs, birds, and more from *The Sims*™ create a new level of mischievous behavior.
- ☛ **Get help.** Keep your house looking good by leaving the upkeep to the professionals. Hire maids, gardeners, and more to do your dirty—and clean—work.





INSTALL *THE SIMS ONLINE*[™] CD/DVD

Thank you for purchasing *The Sims Online*. Please take time to ensure your system meets the Minimum Configuration requirements. It is essential that your system meets these requirements in order for *The Sims Online* to function properly. An Internet connection is required to play the game.

SYSTEM REQUIREMENTS

MINIMUM CONFIGURATION

- Windows[®] XP (administrator only), Windows Me, or Windows 98
- 500 MHz Intel[®] Pentium[®] III or AMD[®] Athlon processor
- 128 MB RAM
- 4x CD-ROM/DVD-ROM drive
- 2.0 GB free hard disk space (additional space required for Windows swap-file and DirectX[™] 8.1 installation)
- 2 MB video card with DirectX 7 compatible driver
- DirectX 7 compatible sound card
- Keyboard
- Mouse
- 28.8 Kbps or faster internet connection
- Internet Explorer 4.0 or higher





INSTALL *THE SIMS ONLINE*™

NOTE: An Internet connection is a service provided by a separate company such as America Online. When you do have an Internet connection, you must then acquire an EA.com account. For more information on signing up for EA.com, go to www.EA.com. You must be connected to the Internet to play *The Sims Online*.

DISK PREPARATION

Before you install any software, it is critical that your hard drive be in proper working order. We recommend running ScanDisk, Disk Defragmenter, and Disk Cleanup.

ScanDisk searches your hard drive for lost allocation units as well as cross-linked files and directories. Disk Defragmenter ensures that your data is sorted properly, thereby helping to prevent corrupt data. Disk Cleanup clears unnecessary files from your system, freeing up disk space and preventing conflicts that might stop the game from installing correctly.

To run ScanDisk (Windows Me, 98, only):

1. Left-click the **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run...**
3. In the Run dialog box, type **scandisk**, then click **OK**. ScanDisk opens.
- ⊛ Make sure a check mark appears in the Automatically fix errors box, then select the drive to which you are installing the game (e.g., C:).
4. Click **START** to begin ScanDisk.

To run Disk Defragmenter:

1. Left-click the **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run...**
3. In the Run dialog box, type **dfrg.msc** (or **defrag** if using Windows Me or 98), then click **OK**. The Select Drive dialog box appears.
- ◆ Select the drive to which you are installing the game.
4. Click **Defragment** (or **OK**) to begin Disk Defragmenter.

To run Disk Cleanup:

1. Left-click the **Start** button from the Windows Taskbar. The Start menu opens.
2. From the Start menu, select **Run...**
3. In the Run dialog box, type **cleanmgr**, then click **OK**. The Select Drive dialog box appears.
4. Select the drive to which you are installing the game, then click **OK**. The Disk Cleanup window appears.
5. In the Files to delete: field, make sure a checkmark appears in the **Temporary files** box (if present). If any other boxes are checked, uncheck them.
6. Click **OK** to begin Disk Cleanup.
- ◆ A prompt appears asking for verification to delete files. Click **YES**.

INSTALLING THE GAME

In order to play *The Sims Online*, you must install *The Sims Online* CD/DVD and register for a *The Sims Online* account. You are guided through *The Sims Online* installation process by on-screen prompts, which give you step-by-step instructions on how to install *The Sims Online* CD/DVD and register for your *The Sims Online* account. The following instructions walk you through this process.

To install *The Sims Online*:

1. Start the Windows operating system.
2. Close all open programs and background tasks, including virus scanners (> *General Performance/Lockups* on p. 60 for more info).
3. Insert *The Sims Online* Disc 1 into your CD-ROM/DVD-ROM drive. The Autorun screen appears.
 - ◆ If the Autorun screen does not automatically appear, left-click the  **Start** button from the Windows Taskbar and select **Run....** Type **D:\Autorun.exe** in the Run dialog box, then click **OK** (substitute the correct letter of your CD-ROM/DVD-ROM drive if other than 'D:').
4. From the Autorun screen, select **INSTALL *The Sims Online***. The Terms of Service Agreement screen appears.
5. Read the Terms of Service. If you agree with the terms, select **I AGREE**. The Installation Options screen appears.
 - ☉ You can also select **READ AGREEMENT** to view the entire document, or **I DISAGREE** to end the installation process.
6. Select **OK**. The Account Setup screen appears.
7. You have four options on The Account Setup screen:
 - Select **USE AN EXISTING AOL ACCOUNT** if you already have an AOL Online account. A verification screen appears. Enter your AOL screen name and password and select **CLAIM NAME**. After verification of your AOL screen name, installation will begin.
 - Select **USE AN EXISTING EA MEMBER ACCOUNT** if you already have an EA Online account. A verification screen appears. Enter your EA member screen name and password and select **VERIFY ACCOUNT**. After verification of your EA screen name, installation will begin.
 - Select **CREATE A NEW ACCOUNT** if you do not already have an AOL or EA Online account. An account registration screen appears for you to fill in your **MEMBER INFO**. Enter your account registration information and select **CREATE ACCOUNT**. After confirmation that your account is created, installation will begin.
 - Select **CANCEL INSTALLATION** to stop the installation process.
8. Once you have entered a valid EA.com account log-in and password information, you are directed to enter your game registration code, found on the backside of your CD case.
9. Set up your **BILLING INFO** for the ongoing subscription payments needed to play *The Sims Online* beyond 30 days. This requires a credit card and valid email and billing address.
10. Set up your **SUBSCRIPTION INFO** for Parental Controls and Profanity **LOCK** during this process. (The Profanity Filter can be toggled on and off in-game.)
11. During installation, select **NEXT** and **BACK** to scroll through information screens that offer tips, strategy and general information about *The Sims Online*. Scrolling through these screens does not affect installation.
12. When prompted to do so, insert Disc 2 and Disc 3 and select **RESUME** to continue the installation process.
13. After installation is complete, a screen appears giving you the following options: **Play *The Sims Online***, **View the ReadMe file**, **View the slides again**, and **Return to Windows**. Select your choice and click **OK** to confirm.
14. Have fun!

STARTING THE GAME

To start *The Sims Online* once it is installed (with Disc already in drive):

1. Close all open programs and background tasks, including virus scanners (► *General Performance/Lockups* on p. 60 for more info).
2. Left-click the  **Start** button from the Windows Taskbar and select **All Programs (or Programs) > Maxis > The Sims Online > The Sims Online**.

To start *The Sims Online* once it is installed (without Disc already in drive):

1. Start the Windows operating system.
2. Close all open programs and background tasks, including virus scanners (► *General Performance/Lockups* on p. 60 for more info).
3. Insert *The Sims Online* Disc 1 into your CD-ROM/DVD-ROM drive. The Autorun screen appears.
 - ◆ If the Autorun screen does not automatically appear, left-click the  **Start** button from the Windows Taskbar and select **Run....** Type **D:\Autorun.exe** in the Run dialog box, then click **OK** (substitute the correct letter of your CD-ROM/DVD-ROM drive if other than 'D:').
4. Left-click the **Play The Sims Online** button.

UNINSTALLING/RE-INSTALLING THE GAME

If you are having problems or the game did not install correctly the first time, we recommend re-installing the game.

To re-install *The Sims Online*, which will automatically uninstall what you already have:

- ◆ Follow the *Installing the Game* instructions on page 7.

To uninstall *The Sims Online* without re-installing:

1. Start the Windows operating system.
2. Left-click the  **Start** button from the Windows Taskbar and select **All Programs (or Programs) > Maxis > The Sims Online > Uninstall The Sims Online**.
3. Follow the on-screen instructions to complete the uninstall process.

NOTE: Files that were created after the installation of *The Sims Online*, such as saved games, remain on the hard drive after completing the uninstall process. If you wish to continue to use these files, simply re-install the game to the same directory.





GETTING STARTED

To start the game after acquiring an Internet connection and installing the game:

1. Connect to the Internet using your local ISP.
2. Once you are connected, select Play *The Sims Online* now or select the desktop shortcut, *The Sims Online* logo, placed during installation. The Updating screen appears.
 - The game automatically checks to see if there are any updates available before starting. If you need updates, it automatically installs them before the game starts. This happens after you launch the game the first time and every time afterwards.

Updates allow us to make ongoing adjustments to the game and add features as the world of *The Sims Online* grows. Please be patient with this process. Some updates may take longer than others. By visiting www.TheSimsOnline.com often you can learn about new updates and the exciting ways we are improving the game.

3. When updating is complete, the EA GAMES and Maxis load screens appear. Then the Login screen appears. Enter your EA.com username and password.

If you did not create an account during the install process and need to create an EA.com account, select CREATE A NEW ACCOUNT on the Login screen. Enter the requested information and follow the on-screen prompts.

Updating automatically continues by looking for game updates to ensure you are playing the most recent version of the game. This process may take longer the first time you log in. Updating is not uncommon and is well worth the wait! *The Sims Online* is an evolving and ever-expanding game, and we want to get you these updates as soon as possible.

4. When the game is finished updating, the Select A Sim screen appears.
 - The Hint System dialog appears at the top of the screen, above the three empty Sim slots, where your Sims will appear after you create them.

NOTE: These hints are very valuable and can help you make strategic decisions. A few more will pop up during your first experience with your account. Read and enjoy them!

- ◆ Click the checkmark in the corner after reading the hint to make it disappear.
 - Hints only appear during your first time playing.
5. Select CREATE A SIM. The City Selector appears.
 6. Select which city this particular Sim will live in. Select **OK**. The Create a Sim screen appears.

NOTE: Once you create a Sim in a particular city, that Sim can never leave that city. The only way you can have a Sim in another city is to create a new Sim who lives in that city. You can create three Sims living in three different cities—that's like playing three different games!

7. Select a head and outfit for your Sim, and write a little description about your Sim's personality and goals. Then name your Sim! A birth date, beginning on the day of creation, is assigned to your Sim automatically.

NOTE: You can not alter your Sim's name or appearance after exiting the Create a Sim screen. There are opportunities in the game to wear hats and change into costumes, but you can not permanently change the appearance of your Sim. So choose carefully!

8. After creating your Sim, click the checkmark on the upper right side of the screen. The City View screen appears (> *Visiting a Property from Map View* on p. 11).

☛ The City View screen contains a map of the city, the Universal Player Control (> *Universal Control Panel (UCP)* on p. 28), and the Browser (> *Browser* on p. 31).

FILTERS AND PROPERTY CATEGORIES

Browser filters are a no-fuss way to get started. Filters display the most popular properties in different categories within a city as well as properties within that category that have more than three visitors at that time. Click a filter that sounds interesting and then pick one of the corresponding properties.



Properties can only belong to one category at a time and there are certain limitations to what kind of activities and actions a type of property can offer.



THE SIMS ONLINE™ BASICS

Here is some quick information that should help you blossom in your new online community. For more detailed guidelines, > *The Sims Online Experience* on p. 21.

VISITING A PROPERTY FROM MAP VIEW

After you select a Sim to play, the City Map View appears. From here you can visit another Sim's property (if it is online) or check out a Property Page (> *Property Mode* on p. 45) to get information about a Sim's property that is offline.

- ⊛ A property is indicated by different colored dots. Red means the property is online, black means it is offline and you cannot visit right now.
- ◆ To get to a property, left-click the area of the map you would like to investigate. The Neighborhood View appears.
- ⊛ In Neighborhood View, you can see the individual developed properties.
- ◆ If you left-click again on a property, the Property Page appears on the screen.
- ⊛ The Property Page displays a picture of the property with a large arrow and a few buttons around the edges. If the property is online, there is a green highlight around the oval picture of the property.
- ◆ Click the arrow to enter the property. You are a visitor on this property and can chat and interact freely.

SCROLLING

Move around the screen using the keyboard arrow keys or the mouse. The cursor changes to a black scrolling arrow when set into scrolling mode at the top, bottom, left, right, and diagonals of screen.

- ◆ Right-click anywhere on the screen (not on an object or Sim!) to center your Sim on the screen automatically.

CHAT

To chat with another Sim, you both need to be in the same property. Then, all you have to do is type and press **[ENTER]**! Your typing appears in a field in the upper-left corner of the screen and when you press **[ENTER]** a chat bubble appears over your Sim's head (> *Communication* on p. 25).

TOOLTIPS

Find out what most of the on-screen items are or get tips on how to play a particular object by resting your mouse cursor over that item. Information or advice appears next to the object.



LIVE MODE: THE SOUL OF A SIM



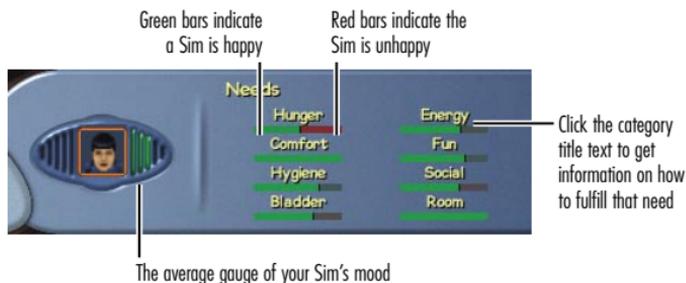
To access Live Mode, select the Live Mode button on the UCP in the lower-left hand corner of the screen (> *Universal Control Panel (UCP)* on p. 28).

In Live Mode, your Sim can interact with other Sims. Live Mode is only available once you are inside a property. These interactions depend on many things. One of the most important factors is the mood of your Sim. And what determines your Sim's mood? Just about everything: the type of environment and decor; how well fed and well rested your Sim is; and what other Sims are doing to your Sim, including insulting and encouraging. Everything that happens may affect your Sim's mood. Just like in real life, your Sim acts and reacts as the day is played out.

MOTIVES, NEEDS, AND PERSONALITIES

One of your chief concerns in Sim management is to make them happy through mood management. Their happiness is the key to moving them forward in life, expanding their opportunities and chances for new experiences and relationships.

Sims are motivated by needs: A hungry Sim needs to eat, a tired Sim needs to sleep, and so on, as represented by the mood bars displayed on the Universal Player Control (UCP) (> *UCP* on p. 28).



☼ If your Sim leaves a property and is still in the City View screen, their mood bars do not drop. Take your time to explore the next location or read your mail in your Inbox (> *Letters* on p. 26).

Here is a list of Sim needs, and some of the means to fulfill them:

Hunger

Eat food prepared by you or another Sim. Grab something from a vending machine or buffet table.

Comfort

Sit, sleep, take a bath, or nap.

Hygiene

Bathe in either a shower or a tub, or wash hands in a sink.

Bladder

Use the toilet. (Or suffer the embarrassment... of a puddle!)

Energy

Sleep or drink coffee. Your Sims get a little more kick from drinking espresso.

Fun

Entertain your Sim. Sims are entertained by watching TV, listening to the stereo, playing pinball or pool, dancing, and more.

Social

Interact with other Sims, using one-way interactions such as WAVE, BOW, or APPLAUD. Or use two-way interactions such as DANCE by clicking on another Sim and choosing an interaction. That Sim has the option to either ACCEPT or REJECT your interaction. Sims also fulfill Social needs by using multiplayer objects with other Sims, such as the Pizza Maker. And, of course, being around other Sims is more social than being alone.

Room

Sims like big rooms (made up of four walls) with a lot of light. Windows help during the day and lamps are good at night. Decorations and landscaping raise this score, but broken items, dirty dishes, and trash bring it down.



EXPRESSING YOURSELF

When clicking on an object, your Sim, or another Sim, a variety of options (or pie menus) appear.

Bust a move. When you click your Sim, a number of options to help you express yourself appear. Have some fun!

Reach out and connect with someone. Click another Sim and then select something from the pie menu.

Whether flirting or giving a high-five, you're sure to make an impression.

To chat with other players, just start typing. The text is displayed first in a field in the upper-left corner of your screen. Once you press **[ENTER]** the text appears in a little talk balloon above your Sim's head.

People and Relationships. *The Sims Online* is all about who you know. Get to know folks and maintain relationships using various resources.

Who is this? When you left-click someone's face in the Live Mode panel of the UCP, the Sim Page (> *Sim Page* on p. 39) appears, showing information about him or her. This works for you, too. This window shows all kinds of things, including skills and a brief bio written by that player.

It's who you know, not what you know. Click the Friendship Web button,  either on the Sim Page of the Sim you are checking out, or at the left side of the UCP, to see a network of faces. Green arrows show friendship, while red arrows show enemies. Right-clicking on a face moves that person to the center of the screen so you can view his or her relationships.

To start a relationship:

1. Walk up to the person you want to interact with.
2. Click him or her. A pie menu of choices appears.
3. Choose a transaction.

To terminate a relationship:

1. Make sure you are at the center of the Friendship Web, either by right-clicking on your face in the web, or opening the Friendship Web from your Sim Page.
2. Right-click the face of the Sim representing the relationship you want to end.
3. A prompt asks if you want to end this relationship. Select yes to confirm. Harsh, but sometimes necessary.

ENGAGING A SIM IN ACTIVITY

The world your Sim lives in is made up of all kinds of objects, from beds to bookshelves to buffet tables to bathtubs. Send your Sim to the refrigerator to eat by clicking on the refrigerator and picking an eating action. Send your Sim to the bookcase to read (and further their skills) by clicking on a bookcase and choosing a **STUDY** option.

Remember, even if there is only a single choice in the pie menu, you have to select that choice with your mouse to make it happen.

 As your Sim becomes more skilled, more options may appear in the pie menus.



QUEUING UP

After selecting an action, you see an icon for that action appear at the top-left of the screen. If you roll your mouse over the queue icon, a tooltip appears, explaining what action is queued. You can queue up to eight consecutive actions.

- ☉ **Tooltips:** When you rest your cursor over objects, buttons, and icons onscreen, a tooltip appears giving you information about that object or action.
- ◆ To delete an action queue, left-click the action and it disappears; if there are subsequently queued actions, they move up a space in the action queue.

Deleting an active action won't cancel it immediately, but it shortens the length of time the action is performed (though if you are late deleting on a short-timed action, that action might be completed anyway).

If your Sim can't complete the action you decree—say a new chair blocks the path to the bathtub for their ordered bath—the queue icon, and its control over your Sim, soon disappears. If you send your Sim to take a shower while another Sim is showering, the command might “time out”—and you might see a discomfited, un-showered Sim as a result. You can always queue up that action again. Besides the Sim grumbling, the offended Sim may display a little “alert” balloon that pictorially describes the problem.

MAKING MONEY

Show them the money! Your Sims need some cash to get their hands on all the stuff they want. There are many ways that Sims can earn Simoleons. Put your Sim to work and soon they'll be in the money.

Solo Job Objects

The easel, typewriter, and other Solo Job Objects are pure money-makers. Requiring no coordination of effort with from other Sims, these objects pay higher skilled Sims more money for the same work, and pay each Sim better when more Sims are simultaneously working on the same type of job object in the same property (room?).

Group Job Objects

Can only be found on lots in the Money category (► *Filters and Property Categories* on p. 10). You can participate at a Job Object on someone's property, or own your own.

To find properties with Job Objects, select the Most Popular Places with MONEY Filter in the Browser.

To purchase your own Job Object, select the Skill and Job Objects sub section in the Buy Mode menu or go visit some Sim-owned shops.

- ☉ When working on Job Objects, you receive more money depending on your skill level. When all Sims working on the Job Object have different skill levels, the payout is based on the Sim with the highest skill level.

Going to Work

Sims can also look for work in a newspaper or on the computer. At the set time, a car is sent to pick up your Sim who is then whisked off to work in such places as a restaurant, factory, or nightclub. At work, your Sims must take orders from diners, fix broken machines, flip burgers, or mix dance tunes for the nightlife crowd. Each place of business has instructions on how to do these jobs. In general, though, you are better prepared for success if you have the proper skill (such as Charisma for waiters, Mechanical for factory workers, and so on). Each successful task your Sim completes pays an amount commensurate with the difficulty of the task and their degree of success.

Stores

Run your own little Shop on the corner. A Sim whose property is categorized as a Store can buy goods from the catalog (in Buy Mode) at discount prices and then resell these items at prices they set.

- ☛ Stores that specialize get the greatest discounts. There are two ways to specialize: buy one type of item (tables, for example) or buy one particular kind of table. The more specialized you are, the greater your discount. However, stores without much variety may not bring back repeat customers.

- ☛ Items in stores depreciate just as they do when purchased straight from the catalog by a consumer. Once you mark an item as “for sale,” however, that item no longer depreciates. Items marked “for sale” also cannot be used. Potential buyers can view the wear on any object within that object’s information panel (just switch to Buy Mode and click on the object).

Vending Machines

Many objects in the game can be stocked with ready-to-eat food for your guests (such as the soda machine or buffet table). You set the prices for this food, which can be a nice means of making a few Simoleons on the side.

Visitors

Each day, you receive extra money based on how many “visitor hours” you accumulate. This is called your Visitor Bonus, so turn on the charm and get people to visit! In *The Sims Online*, there is no such thing as a visitor overstaying their welcome!

Cover Charges

Any door can be a **PayDoor**. Set your door options so that every time certain categories of Sims enter your house, they pay a cover charge. This fee is in addition to the Visitor Bonus you are already receiving.

To change a current door to a PayDoor:

1. Click the door and select ROOMMATES ONLY and then SET PERMISSIONS. You have the option of assigning a code, a Simoleon amount, or other limiting permissions to the door.
2. Type in the amount you want people to pay. Sims are charged in each direction! Set this price wisely, as you don’t want to scare people off and receive no money.
3. Click the checkmark to confirm this selection. For more information, ➤ *Economics and Jobs* on p. 35.

BUYING A PROPERTY

You do not have to buy a property to play *The Sims Online*. Being a roommate has its own advantages and does not hinder your game play at all (► *Roommates* on p. 42). However, if you do decide to buy a property you will be known as the Property Leader. You can invite up to eight other Sims to be your roommates. This can be very valuable in many ways. They can share costs and keep the property online when you are not available.

To buy a property:

1. In Neighborhood View, place your cursor over a property. A tooltip appears letting you know if it is available and how much it costs.
2. Use the scrolling grid to find the right location for you, then click the property you want to buy. Select YES to confirm this decision.

BUY MODE AND BUILD MODE

Time to buy stuff! In Buy Mode (► p. 48) and Build Mode (► p. 50) your Sim can purchase and create as long as they have Simoleons in their account! In Buy Mode, your Sim has the opportunity to shop and decorate. Build Mode gives you the tools to build up your property. Architecture is much cheaper than items in Buy Mode, but cannot be returned. Both modes are divided into sorts or catalogs—seating, lights, walls, windows—to find objects easier.

You can place most items wherever you want within the “build-able area” of your property. If you change your mind, you can always rearrange the furniture or walls.

- ◆ To place more than one of the same item, hold **[SHIFT]** after you select the object.
- ◆ To reposition an object, click on it so that the selection highlight square is visible and then release the mouse button. An image of the item sticks to your mouse cursor. Place this image over the new position and click again to secure it in the new spot. The coloring of the object changes depending on what transition state it is in at the moment.

Once an item is selected and brought into your Sim’s home, place it by clicking the mouse button. If you change your mind and don’t want to buy it after all, bring the item back into the control panel and click. If you placed it by mistake, simply click on the item again, and either press **[DEL]** or click in the panel to sell it back. Your cash total reflects any purchases and sell-backs.

The amount of money you receive for selling back an item depends on the shape it’s in, where you bought it, and how long you’ve had it. The longer you have it, the more its value depreciates, and the less money you get back for it. If you just bought it, and you bought it from the catalog in Buy Mode, you get a full refund.

- ⊗ Your window for obtaining a full refund ends when any of the following occurs:
 - ⊗ You buy and place another object.
 - ⊗ You put the object you just bought up for sale (if you’re a store owner).
 - ⊗ You put the object in your inventory.
 - ⊗ You leave Buy or Build Mode.

Not everyone can build, purchase, and place things in every house. Whether you are the property leader, roommate, visitor, or friend dictates whether or not you can shake things up and take things out (► *Roommates* on p. 42).

INVENTORY

One sort in Buy Mode is Inventory. Click  in the Buy Mode control panel. This is a place where you can hold on to objects you do not want to place, for whatever reason. You can think of this as an extra storage unit. You can only move things in and out of your Inventory when you are in your property (unless you are trading with another player; > *Making Trades* on p. 49). As a visitor to another property, you can only view what is in your Inventory.

OBJECT PLACEMENT

Be careful not to place items so that they block doorways or inhibit the free movement of your Sims. Think logically about things: Place a chair near a bookcase. Put a dining table in the house so Sims can sit while eating.

OBJECT ROTATION

Sometimes when you first place an item, its position makes it useless. Refrigerators placed with their doors facing the wall, for instance, don't do much for your hungry Sims. To reposition an object, click the misplaced item with your mouse button depressed. The grabber-hand cursor becomes the rotation arrow and you can turn that fridge around and end the forced hunger strike.

For more information, > *Objects* on p. 48.



ONLINE ETIQUETTE

Adhering to the Terms of Service and User Agreement in *The Sims Online* is mandatory. But please also use common sense and decency. You have an unwritten responsibility to treat others how you want to be treated. In an online environment, certain behaviors do not transfer well and other behaviors are magnified. For instance, being annoying and obnoxious in real life doesn't get you far. And it isn't any different online. Since there is no real human body language to read, please take extra care to communicate and express yourself thoughtfully. We want everyone to have fun in *The Sims Online*!

If a problem should arise, please communicate via the proper channels from the in-game help system:

1. Select HELP from the Help Menu .
2. Select COMPLAIN ABOUT A PLAYER.
3. Fill in the appropriate Complaint Type and related fields.

You can also visit: www.TheSimsOnline.com:

1. Select Player Site from www.TheSimsOnline.com home page.
2. Select GAME HELP.
3. Submit your issue to a helpful customer service representative.



KEEPING CURRENT WITH THE SIMS ONLINE

This is an online game with updates happening all the time. This manual cannot possibly cover all that is *The Sims Online*. To find the most current news about *The Sims Online*, please visit: <http://www.TheSimsOnline.com>.

◆ First log in using the same login and password you use in the game.

News updates are released regularly, giving you an edge on what's hot in *The Sims Online*.

Get involved with *The Sims Online* community! Check out the message boards, make sure you are subscribed to the TSO Newsletter, and follow all the latest news about new content on <http://www.TheSimsOnline.com>.

Also, every time you play *The Sims Online*, the game automatically updates your game files via the Internet. This can take a few minutes or longer depending on how many new updates are needed.

To keep up-to-date, visit <http://www.TheSimsOnline.com> on a regular basis.



THE SIMS ONLINE™ EXPERIENCE

This interactive experience is more than a game—it is a huge network of communities.

As an example, let's look at how a Sim named Fancy Pants starts out:

- Fancy Pants is visiting a property and begins to work out next to another Sim, Queen Mags. The two start chatting (➤ *Chat* on p. 25).
- Pretty soon Fancy Pants realizes this more experienced Sim is a great resource. Fancy bookmarks (➤ *Bookmarks* on p. 29) Queen Mags.
- After checking out Queen Mags' Friendship Web (➤ *Friendship Web* on p. 40), Fancy Pants realizes that they know some of the same Sims. In fact, one is a friend of Fancy's roommate, who was once over for a barbeque!
- Fancy Pants makes a phone call to invite Queen Mags to the next barbeque. Pretty soon other Sims hear about these barbeques and they become weekly events posted in the Player News on www.TheSimsOnline.com.
- When Queen Mags realizes that Fancy Pants hosts such cool events, she offers Fancy a job at her dance club, hoping she'll bring some new customers to her joint.
- What an opportunity for both of them! They each get free advertisement while ranking on the TOP 100 List (➤ *Top 100 List* on p. 82). Too cool!

The following sections offer a more in-depth look at the quirky and opportunity-laden land of *The Sims Online*.



YOUR SIM

CREATING YOUR SIM

After installing the game, you are prompted to create your Sim. You can create up to three Sims, each living in a different city. If you already have three Sims and want to create another, you need to retire one of your current Sims first.

To retire a Sim, click the "Sim Description" icon , then select **RETIRE THIS SIM**. You can now create a new Sim in that slot.

To create your Sim:

1. On the Select a Sim screen, select **CREATE A NEW SIM**. The Select a City screen appears.
2. Highlight a city and select **OK** to select this city. The Sim Creation screen appears.
3. Type a name for your Sim in the flashing box above your Sim.
4. Select a head, body, gender, and skin tone for your Sim. Then click **ACCEPT**. The World View screen appears.

NOTE: You cannot go back and change your Sim name or head once you accept what you create. However, you can purchase new clothes from the clothing racks or use the cool costume trunks to change your outfit to suit a theme at a particular property. Costume trunks can be purchased in the catalog under the "Miscellaneous" category.

RETIRING YOUR SIM

Deleting and retiring your Sim is the same thing. Retiring a Sim means you lose everything about that Sim. Their money, objects, and status are all gone forever. Make sure your Sim is ready for such "retirement."

To delete a Sim:

1. In the Select a Sim screen, select **RETIRE**.
2. A confirmation screen appears letting you know that you can create a new Sim right away.
- ⚙️ There is, however, a limit to how often you can retire a Sim. If something prevents you from retiring your Sim, a window pops up explaining why.
3. Select **OK** to confirm.
- ⚙️ For information on creating a Sim, > *Getting Started* on p. 9.



MOOD MANAGEMENT



- ☉ To keep your Sim happy, monitor the mood meters to the right of your UCP in Live Mode (► *Motives, Needs, and Personalities* on p. 12). In *The Sims Online*, your Sims have no free will. When you do not queue actions for your Sims, they don't take over and meet their own needs. Your Sim continues doing whatever you last ordered, only interacting briefly with other Sims who try to interact with him or her (and usually with negative outcomes). So don't leave your Sim unattended.

Meeting your Sim's needs takes practice. While some needs are easily met, like using the toilet when the Bladder need is red, other mood management is not always as obvious.

- ☉ Keep in mind that different objects have different "need points" assigned to them. For example, some couches have a higher comfort value assigned. Therefore, your Sim's comfort level increases more quickly than on a couch with a lower comfort point value (► *Objects* on p. 48).

FAILURE STATES AND DEATH

If your Sim does not get the food, sleep, etc. that is desperately needed, dire consequences could be just around the corner. If your Sim is in really dire straits, he or she may even drop dead. Not all failure states can kill your Sim; those that can are indicated below.

No Energy

Sims can get very, very tired if they don't get enough rest. They slow down, get woozy, sway, and wobble. Eventually, they just drop where they are to get some sleep.

Bladder

When you've got to go, you've got to go. If your type-A Sim puts off a trip to the powder room too long, it might be too late.

Starvation

Yes, it's true: Your Sims suffer greatly if they never eat. If they don't get food quickly enough, they fall over and curl up into a fetal position, bemoaning their wretched state. Without at least a little something, your Sim eventually perishes and will need to be revived.

Drowning

That dreamy evening swim can turn into a nightmare if your Sim runs out of energy while swimming. When your Sim expires in the watery deep of a local swimming pool, a tombstone appears beside the pool as a morbid reminder of just how fleeting life can be.

Electrocution

It's too bad your Sim didn't heed the warning label on the microwave. Otherwise, he or she might have known to leave the repair of electrical appliances to a professional. Sims with higher mechanical skill are much less likely to get zapped into the other-worldly state of death.

THE UN-DEAD

The good news is that while your Sim has passed on, he or she hasn't really gone to a better place. Dead Sims are still in the same city. Of course, death is a bit depressing, so your Sim's mood takes a plunge. There are some differences between what the living and the dead can do. Ghost Sims have some options that are unavailable to living Sims, but they also lack many of the typical options and interactions they were accustomed to in life.

On the upside, before your Sim get too overwhelmed with gloom and doom, he or she has the option (in 24 short Sim hours) of coming back from the dead and rejoining the living. If you prefer your Sim translucent and cold to the touch, you may refuse and your Sim remains a ghost.

If your Sims tire of spooking the mortals before the 24-hour period elapses, they can seek assistance from another Sim with the right skills. Sims with incredible Cooking and Charisma skills can pull a ghostly Sim through the veil and back into the world of the living.



COMMUNICATION

Whether your Sim is a social butterfly, a loner with a sweatshop on the second floor, or a business owner just trying to pay the bills, you have to communicate with the other Sims around you.

CHAT

The quickest and easiest way to let the Sim next to you know what is going on in your Sim's head is to simply type on your keyboard and press **ENTER**. The text appears in a speech bubble above your Sim's head.

If you do not see the chat box appear in the upper-left corner of the screen as you type, this is because some other part of the UI is expecting keyboard input. Click anywhere on the UCP that is not a button to restore normal keyboard input for chat.

◆ To ignore a pesky Sim, > *Ignore* on p. 41.

If you missed something, you can access the Chat History and view all of the chat that has taken place since you entered the property. You cannot see chat that occurred before you entered the property, parentally controlled chat, or ignored chat.

◆ To bring up a Chat History window, press **CONTROL**-**H** on your keyboard. A window appears containing chat from that moment until you close it.



PHONE CALLS AND LETTERS

Some communication requires direct attention and privacy. There are a few ways to begin and send a message to one Sim at a time:

From a Sim Page:

Click the Phone and Envelope button. The Phone Call and Letter Message box appears.

From your Bookmark list on the UCP:

Right-click the Sim's name already listed and highlight SEND A MESSAGE. The Phone Call and Letter Message box appears.

From your Inbox on the UCP:

☼ At the very top of the Inbox there is a dropdown address book, indicated by an arrow button pointing down. This address book is exactly the same as your Bookmark list.

Left-click the Sim's name already listed and their Sim page appears. Then, click the Phone and Envelope button. The Phone Call and Letter Message box appears.

NOTE: If the person you are trying to contact is offline, the proposed phone call becomes a letter. This letter is like an email and is sent to the receiving Sim's Inbox, awaiting their attention.



To check the Inbox:

1. Select INBOX. The Inbox appears.
 2. Move your cursor over the desired area or button to highlight the letter you want to read or sort your Inbox.
- ☼ You can send a new letter to someone in your dropdown bookmark list or address a new Sim.

M.O.M.I. — COMMUNICATION FROM MAXIS™ TO YOU!

M.O.M.I. (Municipal Observation and Management Incorporated) is the private corporation that provides land management, objects, and billing within *The Sims Online*. Occasionally special dialogs appear or letters are sent to you from M.O.M.I. in the game. These are identified with a unique logo.

This is a fictitious company that Maxis has created to communicate playing tips and to better support your game play needs in general. Please refer to www.TheSimsOnline.com for the latest news and information from M.O.M.I.

NAVIGATION

It's very easy to get around *The Sims Online*. The Universal Control Panel (UCP) is always at the bottom of the screen and is full of all the information you need while Simming around. Each Sim Page (> *Sim Page* on p. 39) is also available to direct you to a Sim's property (> *Property* on p. 45). You can also use the Browser (> *Browser* on p. 31) on the right side of the screen in World View and Neighborhood View. Expanding this oval-shaped gizmo gives you access to Map Filters (> *Filters and Property Categories* on p. 10), Search (> *Search* on p. 32) and Top 100 List (> *Top 100 List* on p. 32).

⊛ Don't forget: any time you need information or don't know what something is, just rest your mouse cursor over that icon or object and a tooltip appears to help you out.

CITY VIEW

After creating your Sim, the City View screen appears.



From here you can select which property to enter. Each red dot on the landscape indicates a property currently online. Black dots indicate a property developed but not currently online. You cannot enter an offline property if you're not the owner or a roommate.



Spotlights

If your property is party-central or you're having a Super-Huge Blowout Sale, you want to attract as many Sims to the gala as possible. Spotlights are a special kind of object you can purchase and put on your lot to draw attention to your property on the city map. Here's how they work:

A Spotlight is a temporary object. It only has enough power to operate for three Sim hours. When it's turned on, it creates a bright beam of light that is visible on the city map. This beam of light originates from your property, so people can find you more easily.

After it becomes unusable, the Spotlight sits on your property as an inert object until you recharge it or remove it. If you sell it back to M.O.M.I. (delete it), you only receive a small refund. This is because a full charge is included in the purchase price. So be careful about purchasing one.

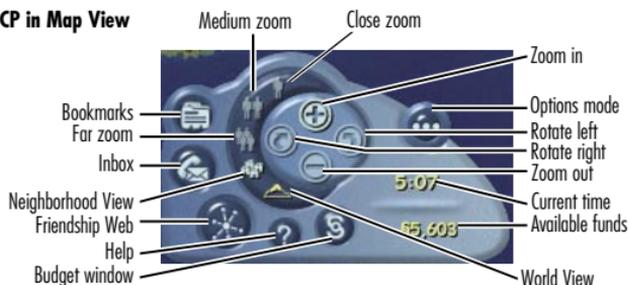
- ◆ You can check the status of a Spotlight at any time to see how much power it has left.
- ◆ Roommates can turn spotlights on and off. Visitors and friends cannot.
- ◆ Only one Spotlight can be turned on at a time in each property. If you try to turn on a second one, you are informed of this fact, and the second one remains off.
- ⊛ To recharge a dead Spotlight, you must pay a recharging fee.

UNIVERSAL CONTROL PANEL (UCP)

The Universal Player Control (UCP) appears at the bottom of the game screen throughout gameplay. The UCP and Browser (> *Browser* on p. 31) are the two most important resources you have while playing *The Sims Online*.

- ⊛ The UCP changes depending on what mode you are in. For example, while in Live Mode, the UCP includes icons for Build Mode and Buy Mode (> *UCP in Live Mode* on p. 30). Once you select another mode, the icons on the UCP change to accommodate that specific mode.

UCP in Map View



Bookmarks

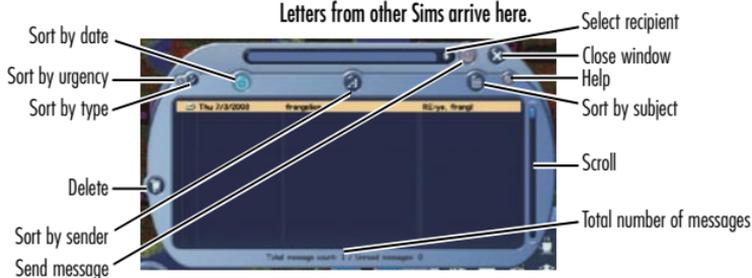
Mark Sims you want to remember.

☛ **Bookmarking a Sim** makes it more convenient to send letters and make phone calls with another Sim.



Inbox

Letters from other Sims arrive here.



Friendship Web Options Mode

View a Sim's network of friends.

Set your preferences, exit the game, and other options.



Help

Access help.

Budget Window

See how much cash you have and what you have spent it on (➤ *Budget Window* on p. 35).

Medium Zoom

Zoom to be able to see some detail and some surroundings.

Neighborhood View (Close Zoom)

View the properties already purchased and available.

World View (Far Zoom)

View the available online properties in the city.

Zoom In

Zoom in to get a closer look.

Zoom Out

Zoom out to see a broader area.

Rotate Right

Rotate the view to the right.

Rotate Left

Rotate the view to the left.

Current Time

Displays Sim Time.

Available Funds

Stay current on how much cash you have.

LIVE MODE

Once you enter a property, you are automatically in Live Mode.

GAME SCREEN IN LIVE MODE



UCP IN LIVE MODE

In Live Mode, the UCP displays different icons that help you access everything you need to live a fully-Sim life.



BROWSER

The Browser offers you massive amounts of information about Sims and Properties. You can find people and places in the city through three Browser features: Filters, Search, and the Top 100 Lists. To access the Browser, you must be in World or Neighborhood View.



Filters

To access Filters, select FILTERS on the Sim Browser.

Each Filter displays properties that are currently online, and filtered according to the category you choose. By turning on a Filter you see the exact location of several properties in that category. There is a billboard-like property portrait, connected to an arrow pointing to the spot on the map where that property is. Click on the portrait or the dot to get to the property page and into the property.



- ◆ Begin by selecting the **MOST POPULAR PLACES WITH WELCOME** Filter to view some of the coolest places to visit. This is an ideal way to dive right into *The Sims Online*!

Search

To access Search, select SEARCH from the Sim Browser.

Here you can find specific properties or Sims. This search works very similarly to any other keyword search you may have used on the Internet. This feature defaults on an exact match search, indicated by the single star icon. If you would like a broader search, after typing the Sim or Property name, do not press **ENTER**, click the three-star icon instead.

◆ To find places off the beaten track, zoom into a closer view of the neighborhood by clicking on the part of the map you want to see, then click any building to join an online property or to learn more about an offline property. Clicking any of these places brings up a property page, where you can hop right in or find out more about the place and who's in it.

Top 100 Lists

Are you someone who wants to know how you rank against others? Or are you someone who wants a birds-eye view of other players in the game? The Top 100 Lists represent the top 100 players in any given category. For instance, there are lists for "The Most Liked" Sim, "The Most Expensive" Property. Sims can rank in multiple topics across the categories (Sims or Properties). The game keeps track of specific purchases, social interactions you choose, and length of visits from other players to calculate where you place on the lists. These lists easily connect you to other Sims. When you see their Sim or Property name in a list, left-click and the Sim or Property Page appears. This gives you instant access to their information and location.

- ⊗ Rankings are based on visitor hours logged for the last three days.
- ⊗ Sims who rank on the Top 100 lists receive an Achievement Bonus.

Achievement Bonuses

Make any of the Top 100 lists and rake in some extra Simoleons! Bonuses are given out daily to top properties and Sims. Only players who logged in during the day are eligible for a bonus. The higher you place on a list, the bigger your bonus.



ENTERING A NEIGHBORHOOD AND EXPLORING PROPERTIES

To explore a neighborhood:

1. From the World View screen, or Far Zoom, click on a part of the map with an interesting neighborhood name. The Neighborhood View, or Near Zoom, appears.
2. Pass your cursor over an already-developed property or an available property. Information about that property appears.
3. Click the property. If the property is already occupied, a Property Page appears. (If the property is not yet developed, a Buy Property dialog appears stating how much the property costs.)



4. Select YES or NO to either purchase the property or continue shopping elsewhere.

To visit a property from the Select a Sim screen:

1. Click Enter City on the Select a Sim screen. The World View screen appears.
2. Select an online property. A corresponding Property Page appears.
3. To join, click the white arrow or property image in the upper left corner of the Property Page. For more information, > *Property Management* on p. 45.

To enter a property:

1. Click on the picture of the property in the oval window or the large white arrow on the Property Page, or double-click on the property in the Neighborhood View.
- If you own a property, a purple house icon appears in the World View Screen. You can use this as a shortcut to your property.

LEAVING A PROPERTY

To leave a property:

1. Click the telephone booth that is on every property.
2. Select LEAVE PROPERTY. The City View screen appears.

Another way to leave a property is:

1. Select Options Mode on the UCP.
2. Click the Select A Sim icon The Select A Sim screen appears. At this point you have left the city.
 - ⊗ When a Sim is leaving the property, he or she begins to fade and then disappears.
 - ⊗ You can leave your Sim in the property and still view the City and Neighborhood by zooming out on the UCP.

OPTIONS MODE



Exit the Game

Quit the game by clicking on this icon. There is no need to save anything, as everything is stored at Maxis.

Graphics Options

Adjust edge scrolling, shadows, and some lighting here.

Profanity Filter

Turn the language filter on and off and add words to the filter list. This changes what words you see in chat with other players.

Go to Select A Sim Screen

Leave the city and go to the Select A Sim screen.

Sound Options

Adjust sound volumes. Go to PROPERTY MODE, on the UCP to view or adjust (if you are the property leader) in-property sound effects.

ECONOMICS AND JOBS

Get a job or work with your fellow Sims to create a source of income.

HOW DO I MAKE MONEY?

Build those skills, use those Job Objects, and get to work! Job Objects, pay doors, and visitor bonuses can be strategically used to create some income. Visit a property that has Job Objects, open a hopping dance club and charge a cover, or run the plushiest colossal casino in the city. The options are endless. You don't need to own Job Objects to make money. Let your imagination run wild to come up with original ways to earn money. Other players have interesting ways for you to earn money, just visit the TOP MONEY MAKING filter or the Top 100 List for properties and Sims to visit.

◆ For some practical info, > *Making Money* on p. 15.

BUDGET WINDOW



◆ To access the Budget Window, click the Simoleon button on the UCP.

This handy tool tracks where your money is and how much you have. There are two subsections available now (and more to come, as indicated by the coming soon text). Use this resource to keep current on your cash and net worth. Your net worth is an accumulation of all your cash and objects, whether in property or inventory.

⊛ These totals are calculated on a per Sim basis, not per account.

BILLS

See how much you're spending on the hired help. Click the Simoleon symbol  and you can see all of your expenses.

SKILLS

Sims need enhanced skills in order to perform well at a task, and to make more money. Each skill can be improved to a maximum rating of **10**.

To view a Sim's current skill levels, select **SIM ACHIEVEMENTS AND SKILLS** on the Sim Page (> *Sim Page* on p. 39).

To improve each skill, click an object that is related to that specific skill.

☉ You can find specific skill objects on other Sims' properties or in the skill object sub-sort in *Buy Mode* (> *Buy Mode* on p. 48) for your own property.

It doesn't have to be your object for you to gain skills. You may benefit most from visiting other properties and using other Sims' skill objects. Try to select skill-building objects that also boost your Sim's mood.

☉ If you work on a skill object with others, skills go up quicker. Get your friends on the same skill-building schedule as you.

The more skills and skill points you have, the more...

- You get paid for work completed with corresponding job objects.
- Social interaction options you gain.
- You can earn at a work place, like the Robot Factory.
- Successful you'll be at related tasks (cook more satisfying food, repair things faster, and so on).

The following skills can be improved by using various skill building objects:

Cooking	Read a cookbook from a bookcase.
Mechanical	Read a mechanical book from a bookcase.
Charisma	Practice public speaking at a mirror.
Body	Work out on an exercise machine.
Logic	Play chess.
Creativity	Paint or play the piano or guitar.

LOCKING SKILLS

Use it or lose it. Well, that's mostly true. Your Sim's skill levels deteriorate or decay over time if they don't use that skill. You can combat this nasty process by "locking" up to 10 skill points. Just like fine wine, Sims improve with age. Older Sims are able to lock more skill points, depending on exactly how old they are.



JOB OBJECTS

There are two kinds of job objects: solo job objects and group job objects. For both types, the amount of money you make using them depends on the skill level of the workers. For group job objects, the Sim with the highest skill level determines the level at which all participating Sims are paid.

GROUP JOB OBJECTS

There are several different group job objects. Each one employs two to four different Sims in a different station. Each station draws on different skills. Select the station that uses your Sim's skills the best.

- ⊗ Each Job Object needs two, three, or four players to begin. Each object requires a different number of Sims.
 - Click an available job object to view a Learn to Play menu option. Select that option to learn valuable tips. Click **OK** to make the dialog disappear.
- ⊗ Once all stations are filled, the work begins. A specialized control panel extends along the bottom of the screen, displaying your decision-making controls and text prompts.



SOLO JOB OBJECTS

Solo objects are for Sims who prefer to go it alone. While solo job objects don't require other Sims to work, they pay more when other Sims are using the same kind of work job object at the same time on the same property.

GOING TO WORK

Now your laze-about Sims can finally go to work! Put them to work and see the Simoleons pour in. This new money-making option employs your Sim in a job with two to four other Sims at the job of your choosing.

Each different work environment introduces Sims to the tasks at hand and then sets them loose to wreak havoc or rake in the dough.

GET A JOB

Sims can find a job by picking up their morning paper and checking to see what work is available. After reviewing the openings, your Sim **ACCEPTS** or **REJECTS** the job. If he or she accepts, a car is sent for them at a specified time. If your Sim misses his or her ride, she or he can also call for a cab, but taking a cab is expensive and riding in the car pool is free.

- ⊗ Sims can also check the computer for jobs.

If your Sim is qualified for the job, the doors open and he or she goes in and gets to work!

EXPERIENCE PAYS

So do better skills and a strong network of friends. Sims with more work experience are eligible for jobs at better establishments. Inexperienced waiters start off at the Greasy Spoon Diner, but more skilled, better-connected, and more experienced waiters may be promoted to work at Chez Hoity Toity.

Sims who don't perform up to the level of their job are not fired, but they do get demoted back to a more suitable position.

SICK DAYS

Once a Sim is at work, he or she must finish his or her shift before quitting. If a Sim leaves his or her workplace before the shift is over, that Sim must use a sick day. But Sim sick days are numbered, so use them wisely. If your Sim quits and has no sick days left to use, he or she is summarily demoted.

☼ Sims can leave work without penalty in between shifts or rounds.

VISITOR BONUS

A very easy way to earn money on *The Sims Online* is to simply have visitors. You are awarded Simoleons based on the time spent in your property by non-roommates. Every roommate and property leader receives the exact same Visitor Bonus. Just think, for every visitor you have, you are a few Simoleons closer to buying that fantabulous object you and your roomies are dying for! Just by being online and having an inviting atmosphere can bring in visitors and money. Now only if that worked in real life!

☼ This bonus is awarded daily, the day after the visit. These funds are deposited directly into your account. You receive notification when you log in the next day.

NEGATIVE FUNDS

If you over-spend or if math skills aren't your strong suit, your cash totals may go into negative funds. To get out of debt, M.O.M.I. recommends you sell back an object to counteract your deficit.

(> *M.O.M.I. Communications* on p. 26)

SERVICE WITH A SMILE

If you have more money than time, and are a property owner, you might want to consider hiring some service NPCs (Non-Player Characters) to help out around the house. The following help is there for the hiring. Just purchase a telephone and give them a call. All the money you spend on these services can be accounted for in the Budget Window.

Maid

End your dirty dish and unmade bed woes by hiring this neatnik.

Repairman

Mend broken appliances and keep your coffeepot perking with this mechanical genius.

Gardener

If your thumb is not so green, this NPC can keep your garden in bloom so your Sims have more time to stop and smell the roses.

FRIENDS AND SOCIAL

From swing dancing to slapping another Sim across the face, whenever two or more personalities get together, you just never know what will happen next. To interact with other Sims, click a Sim and then select one of interaction options from the pie menus.

When another Sim initiates an interaction with your Sim, the queue in the upper left-hand corner of the screen indicates what that action is. You can then either accept or reject that action. Click the happy face icon to accept the action, or click the frown face icon to reject the action.

SIM PAGE

Consider the Sim Page your personal assistant, helping you access all kinds of information about a Sim.

To access a Sim Page, left-click the Sim's icon on the UCP and the page appears.



EXPRESS YOUR SIM SELF— EXPRESSION MENUS

Whether your Sim is a boisterous lout or a sophisticated snob, you can express yourself freely and completely using the Gesture and Social menus.

GESTURE MENU

To access the Gesture menu, click your own Sim and a special menu appears. These are the gestures you can choose to express yourself with.

SOCIAL MENU

To access the Social menu, click the other Sim you want to interact with. The Social menu appears. These options open up to their own submenu with as many as eight more socials to choose from.

TRANSACTION MENU

To access the Transaction menu, click another Sim and select TRANSACTIONS from the Social menu. From the Transaction menu, you can make friends, enemies, and roommates, kick a Sim off your property, or give money to another Sim.

☛ Just like using certain objects earns you skill points, making friends and enemies also earns you more social interactions. The more relationships you have, the more interaction options you can access.

THE ADVANTAGES OF FRIENDS

There are some practical advantages and disadvantages of having friends. Friends hold their own level of permissions within the game. You can set doors to only allow roommates and friends to enter. You can set the refrigerator to only allow roommates and friends to eat from it.

The real advantage of having friends is in the social arena. Roommates help with building up a property and starting a business, right? Friends are the core of your main network in *The Sims Online*. One of your friends might be able to give you access to someone, someplace, or something that you normally would not be able to get to. Also, to progress in jobs, you must have the right amount of friends to get to the next level. Remember it's now what you know, it's who you know!

FRIENDSHIP WEB

To access the Friendship Web, select the FRIENDSHIP WEB button on the UCP.

After accumulating friends (or enemies, as the case may be) you can see your Sim's image in the middle of the screen with green (indicating friends) and red (indicating enemies) directional arrows between your Sim and the other Sims. The direction of the arrow indicates who initiated the relationship.

Now this is where things really get connected! If you right-click any Sim in your web, that Sim becomes the center of the web and you can see who he or she has as friends and enemies. Not only that, but if you left-click any Sim in the web, you can access his or her Sim Page.

Incoming Friends	15
- Incoming Enemies	0
Max Links Earned	10

A friendship legend automatically appears in the upper left corner of your screen when you access the Friendship Web. This legend displays the number of friends and enemies you have and the number of additional balloons that you've earned.



The Friendship Web Controller appears on the upper right side of your screen. Click the picture of your Sim to return at any time to your own Friendship Web. Click the arrow to cycle back through recently viewed webs, in reverse order.

IGNORE

Sometimes, that pesky Sim just won't take the hint. The bored sigh didn't work, the direct "You are annoying me, please leave me alone" letter didn't work. Maybe it is time to officially ignore this Sim. If you do so, you are not able to interact or send messages to this Sim anymore. Nor will you see his or her chat anymore.

To ignore a Sim:

1. Open and expand the target Sim's Sim Page (> *Sim Page* on p. 39).
2. Select the Sim Permissions Option Tab.
3. Select IGNORE THIS SIM.

To un-ignore a Sim, toggle the IGNORE THIS SIM box to OFF or click the X in the box.

- You can see a list of ignored Sims by opening your Bookmark List on the UCP and clicking on the tab with a tooltip saying, IGNORE LIST.

SOCIAL ASPECT TO THE TOP 100 LISTS

The Top 100 Lists can be found on the BROWSER in the City or Neighborhood Map View. These lists are made up of a variety of topics and rank real Sims against each other. This is another great tool to keep you connected with all the Sims in your city.

Here are a few ways these lists can be a great resource:

- See which Sims are currently online and offline. If they are online, they are highlighted in yellow.
- Whether or not a Sim or Property Name is online, you can always left-click and open up the corresponding Sim Page or Property Page.
- If you place on any of these lists you receive an Achievement Bonus.
- If you aren't sure where to dive into *The Sims Online*, browse through the lists to see if anything catches your eye.

ROOMMATES

One of the most strategic decisions you make is whether to start your own property or become a roommate in an existing one.

Becoming a roommate has many advantages.

- ☼ You can pool resources with your roommates and buy more stuff.
- ☼ Having roommates allows you to more cheaply increase the build-able space on your property.
- ☼ You can host events better with multiple people.
- ☼ You'll get more visitors since your property will be online more often.

WHAT IT MEANS TO BE A ROOMMATE

As a roommate, you can...

- ☼ Access the house without dealing with any restrictions that may exist like a PayDoor or a restriction on the refrigerator.
- ☼ Purchase objects for the house.
- ☼ Place objects in the house.
- ☼ Move objects and redecorate (if the owner allows it).
- ☼ Place restrictions on the house door(s) and refrigerator(s).
- ☼ Ban or otherwise restrict other Sims from the house.
- ☼ Benefit from the Job Object earnings that occur from work accomplished in the house.

Being a roommate gives you and your partner(s) control over what happens in the house, how it happens, and with whom it happens. You're in charge, so have a blast!

HOW TO BECOME ROOMMATES

The owner of the property is the only one who can invite other Sims to be roommates. If you are the owner, there are two ways to invite someone to be your roommate.

To invite a Sim who is currently online to be your roommate:

1. Make sure the other Sim is not involved in an interaction and click that Sim.
2. Select TRANSACTIONS on the pie menu.
3. Select INVITE TO BE A ROOMMATE. A confirmation dialog appears.
4. Select YES. If the other Sim chooses NO, the transaction is cancelled on the spot.

To invite a Sim who is currently offline to be your roommate:

1. Access the potential roommate's Sim Page by clicking on their name in your bookmark list or in the results of a Search in the Browser.
2. Expand the Sim Page by clicking on the little arrow on the right side of the oval.
3. Choose the PERMISSIONS tab. Select INVITE TO BE A ROOMMATE. A confirmation dialog appears.
4. After clicking YES, a letter is sent to the invitee's Inbox. They will either select ACCEPT or REJECT with the automatic reply. Once this has happened, notification goes to the lot owner.

Kicking Out a Roommate

The lot owner is the only tenant who has the power to kick out a roommate.

To kick out a roommate:

1. If both the owner and roommate are on their property, the owner needs to click the offending Sim. The Social menu appears.
2. Select Transactions.
3. In the Transactions sub-menu there is an option to KICK OUT ROOMMATE. Click this option and the roommate will be removed from the property. A series of informative dialogs appear.
 - ☉ If the roommate is offline, the lot owner can kick out the roommate via the bookmark list. (All roommates are automatically added to your bookmark list.)
4. Left-click the Sim's name. Their Sim Page appears.
5. Expand the Sim Page and select the SIM PERMISSION OPTIONS tab. Select KICK OUT ROOMMATE.
 - ☉ If a roommate moves out or is kicked out, that roommate's objects are deleted and placed in that roommate's INVENTORY (➤ *Inventory* on p. 50).

THE ECONOMIC STRUCTURES WITHIN A PROPERTY

The Sim who owns the Job Object receives a portion of the earnings from the pay out associated with each completed job.

Every roommate and leader of a property receives the exact same Visitor Bonus for the time spent on your property from visiting non-roommates (➤ *Economics and Jobs* on p. 35).

OBJECT PERMISSIONS

Various objects within the house have permission options that only the roommates and/or object owners can set. These objects include the doors, refrigerators, and signs. To explore these permissions, click the object and select SET PERMISSIONS. If you are a visitor, select VIEW PERMISSIONS.



POWER STRUCTURE WITHIN A PROPERTY

Just like any successful business or household, it is valuable to recognize and honor rules. In some cases, M.O.M.I. has set the rules. In other case it is up to a Sim or groups of Sims to set the rules and, most importantly, to follow those rules.

- ⊗ Any Sim who buys an object is an object owner. That Sim is the only Sim who can delete that object. That object can reside in game or in that Sim's inventory. A roommate can move the object. And if a roommate purchases an object with permissions, any of the roommates can view and set the permissions on that object.
- ⊗ Any Sim who purchases a property is the property leader and owner. When the property leader moves out and has roommates, the senior-most roommate is given the new role of property leader. The leader can invite roommates, kick out roommates, set permissions for roommates, and change the property name and description.
- ⊗ Architectural objects have no sell-back value.

BUYING AND BUILDING TOGETHER

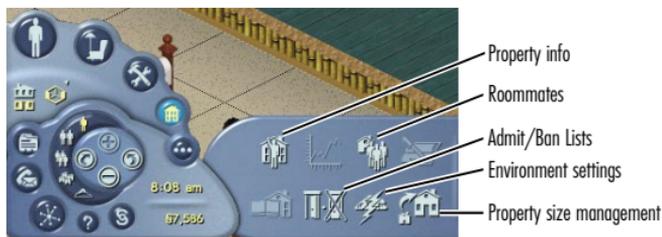
All roommates have equal ability to buy and build up the property as their Simoleon account allows, as long as the lot owner has granted build permissions to them. Roommates can always purchase and place objects from Buy Mode. As a visiting Sim, you have no buy or build permissions. It is up to each property to agree on a system or lack of system to decorate and build. No Sim can delete another Sim's object purchased in Buy Mode, but it is a different story for architectural objects. Walls can be deleted and rearranged; windows and stairs can be moved to accommodate new furniture or design ideas. The best benefit to these shared permissions is that there are more resources to get the property in tip-top shape!



PROPERTY MANAGEMENT

As the leader, roommate, or visitor of a property, you have so many different Sim roles you can explore. Decide from one city to the next how much control, responsibility, and headaches you want to assume. Along the way, you can use the information provided in Property Mode to help you figure out your comfort zone.

PROPERTY MODE



From the Map View, click any red dot to access the Property Page for quick property information before entering that neighborhood.

To gain information on a specific property, click one of the below sub-sections in the PROPERTY MODE on the UCP. You have to be in Property View to access this information.

Property Info

View the Property Page, containing the description and leader's portrait.

Roommates

View Roommate portraits and gain access to their Sim Page by left-clicking the portraits. Property owners can set permissions here too.

Admit/Ban Lists

If you are a visitor, this option is grayed out. If it is your property, you can toggle the property permissions here. Click one of the four radio buttons to activate. You can view each of your Admit Lists or Ban Lists.

Environment Settings

If you are on your property, you can adjust the ambient sounds. You can select various ambient loops or choose an overriding theme, like Sci-Fi.

Lot Size Management

If you are on your property and are the leader, click the up or down arrow to adjust the property size. Then click the checkmark to accept the changes and fees.

NEIGHBORHOODS

There must be at least four lots in a neighborhood before it shows up in near zoom or Neighborhood View. In far zoom or City View, only neighborhoods with large populations are displayed.

To join a neighborhood, you must be the property owner. Click the Neighborhood icon on your Property Page . The Neighborhood Affiliation window appears. Click one of the neighborhood names to join an existing neighborhood. To start a neighborhood, type in a name for your neighborhood at the Neighborhood Affiliation window.

NOTE: Your neighborhood name does not appear on the Neighborhood map until a total of four properties belong to the neighborhood.

HOW TO SELL A PROPERTY

To sell a property:

1. Buy another property! It's that simple. Follow the steps in Buying a Property on p. 17 and your objects, but not architecture, is transferred to your Inventory.
2. If you are invited to be a roommate elsewhere, clicking AGREE on the roommate invitation automatically sells your property. Again, all of your objects, but not architecture, are transferred to your Inventory.

NOTE: There isn't a way to sell a property without buying another one or becoming a roommate. Once you buy a property, you will always be connected to a property unless a leader kicks you out as a roommate. Please visit the www.TheSimsOnline.com for updates on this and all features.

MOVING

If you don't want to sell your property, but aren't loving thy neighbor, you can move. Your property can be moved, part and parcel, to another spot in the city with all of your roommates intact. And the best part is, it couldn't be easier: just find a new location that you want to move to and click it. A prompt appears, asking if you want to move your current property, sell it, or cancel. Select MOVE and you're done. There is a small moving fee (you didn't think all that packing and hauling was free, did you?), and the difference in property prices is also deducted from your account.

KICKING OUT VISITORS

To kick out a visitor, you must be on your own property:

1. Click the Sim you wish to kick out.
 2. Choose Transactions in the pie menu. A new sub menu appears.
 3. Click Kick out Visitor. A confirmation dialog prompt appears.
 4. After you click YES, you are given an option to BAN or IGNORE this Sim. If you choose to BAN this Sim, make sure your properties Ban List is turned ON to begin banning.
-  Depending on where the Sim is located, they may or may not have room to run an animation. Regardless you will know that they are kicked out when you see the Sim flicker in a green color and then disappear.

BAN AND ADMIT

This feature gives property leaders and roommates the ultimate control of who can enter their property.

To access Ban List, Admit List, Ban All, or Admit All functions:

1. The leader must select PROPERTY MODE on the UCP. In the extended panel to the right of the UCP, a sub-section of buttons appears.
2. Select ADMIT/BAN LISTS.
3. Choose the desired Ban or Admit option by clicking on the circle buttons. If it is a list, all the Sims on that list now appear to the right of the button.

To Ban a Sim:

1. Left-click the Sim. Their Sim Page appears.
2. Expand the Sim page by clicking on the little arrow on the right.
3. Select SIM PERMISSION OPTIONS and check the ADD TO YOUR PROPERTY BAN LIST box .

To Admit a Sim after they have been banned or to use just the ADMIT LIST:

1. Left-click the Sim and their Sim page appears.
2. Expand the Sim page by clicking on the little arrow on the right.
3. Select SIM PERMISSION OPTIONS and check the ADD TO YOUR PROPERTY ADMIT LIST box.



OBJECTS

The catalysts for most of your interaction with other Sims are objects, whether it's something as simple as fixing another Sim dinner, or as involved as hosting a dance contest at a city's most popular nightclub.

In Buy Mode you shop for and place the objects that shape your environment.

☼ You can also sell objects back to Maxis for a depreciated price and put objects into your Inventory.

In Build Mode, you create the space for you, other Sims, and your objects to exist within.



BUY MODE

Once in Buy Mode, a series of icons appear that represent the eight item categories.

If you roll your cursor over the categories, an identifying tooltip pops up. Clicking a category switches the panel to display its subcategories, and specific items for each group to the right. Click an individual icon for its specific items. If you hover your cursor over a specific item, its price pops up in a tooltip. Clicking an item brings up an information panel giving you its detailed information.

MAKE IT YOURS

Besides bringing up the info panel, clicking an item highlights it and attaches it to your cursor. The item is ready to be placed in your Sim's property. Notice when you move the cursor into your Sim world, the item tracks with it. The accompanying yellow highlight box tells you that the item is selected, a box you see when you click other placed objects. If you move the item into an area where it cannot be placed, it has a distinct pinkish tint; attempting placement in those conditions results in a scolding tooltip.

You can sell back an item any time you want by selecting it and pressing **[DEL]** or clicking the Recycling icon in the control panel.

The amount of money you receive for selling back an item depends on the shape it's in, where you bought it, and how long you've had it. The longer you have it, the more its value depreciates, and the less money you get back for it. If you just bought it, and you bought it from the catalog in Buy Mode, you get a full refund.

Your window for obtaining a full refund ends when any of the following occurs:

- ☼ You buy and place another object.
- ☼ You put the object you just bought up for sale (if you're a store owner).
- ☼ You put the object in your inventory.
- ☼ You leave Buy or Build Mode.

PLAYER-RUN STORES

If you're looking for a break on prices, visit one of the many player-run stores. Player-run stores offer an assortment of goods at various prices. Shop around until you find a deal you can't pass up and then snap it up.

- ☼ Items bought from player-run stores are not eligible for a full refund. They can be cashed in, but not for full price.

To buy an item from a store lot:

1. Enter the lot and then click the Buy Mode button.
2. Use your mouse to scroll over items. Items for sale display two prices: the suggested retail price and the sale price set by the store owner.

Click an item to bring up the item's info. You can then view either the Specific Info or General Info.

3. If you want to buy the item, click the Buy From the Owner button. A confirmation screen appears with details about the transaction and asks you to confirm that you want to buy the item. Select YES to purchase the item.

New Clothes

One of the things that you can pick up at a player run store is a new outfit. Visit a store with clothing racks and shop to your hearts desire. You can try on an outfit to see if it suits your Sim and then purchase it.

To purchase an outfit:

1. Select BROWSE at the clothing rack with the type of outfit you want to purchase. The available outfits appears in a catalog at the bottom of the screen.
2. Click on an outfit and the choose to TRY ON or PURCHASE.
 - ☼ You can try on as many outfits as you want.
 - ☼ When you purchase outfits, they're stored in your dresser.
 - ◆ To change into a new outfit, go to a dresser (on any property?) and choose CHANGE clothes. Then click the type of clothing you want to change into and choose one of the outfits from that category.
 - ☼ If you haven't purchase any additional outfits, you only have three different outfits: your swimwear, pajamas, and street or day outfit.

MAKING TRADES

There is another way to get what you want. If you're short on cash, you might be able to get your hands on something by offering a trade. Trading is an option under the Transaction social menu.

To cancel a trade, click CANCEL in the trade transaction window or click the Trade icon in the action queue.

To make a trade:

1. From the Transaction social menu, choose TRADE. The trade panel appears with your personal inventory displayed above it.
2. Click the item(s) in your inventory to add them to the trade. You can add up to five items to a trade.
 - ◆ To add money to a trade, click the arrows to the right of the trade panel.
 - ☼ Once an item is included in the trade panel, it is visible to both the parties in the trade.
 - ◆ To view the information on an object, click the object in the trade panel.
3. If you agree to the trade, click the checkmark. If the other player agrees and clicks their checkmark, the trade succeeds.



SKILL AND JOB OBJECTS

Some objects, such as bookcases, help you build your skill levels. Other objects, such as the workbench, let you earn money by producing something to sell. As your skill level increases, your rate of production and selling price increase. But, while crafting and selling things is a nice way to earn a few extra Simoleons, you won't get rich if that's your only income.

You can also buy a Job Object and have others produce the goods while you collect a percentage of the profits.



INVENTORY

This is a place where you can store objects you have purchased in Buy Mode. When you move out or are kicked out of a property as a roommate, your objects are automatically transferred into your Inventory. You can also place objects in your inventory that you no longer want to display to the world or just to get them out of the way.

To access your Inventory (you must be in a property):

1. Select Buy Mode on the UCP.
2. Click the INVENTORY button . The Inventory screen appears much like the catalog in Buy Mode, if you already have objects in there.

To move objects in and out of your Inventory:

1. Left-click on an object you own in the property while you are in Buy Mode. A control panel appears at the bottom of the screen with information about that object.
2. Click the Put in Inventory button  on the control panel.
3. This object is now transferred to your Inventory.



BUILD MODE

Whatever your construction talents or architectural tendencies, Build Mode can help you build your Sim dream home. Unless you bought a property, you will most likely be using Build Mode to modify an existing home. This information can help you build a home from the dirt up or just add a few new windows to the home you just moved into.

Entering Build Mode reveals a panel consisting of two rows of architectural tools, six to a row. Clicking on a particular tool brings up a sub-panel of either structural elements (walls, floors, etc.) or place-able objects (fireplaces, doors, staircases, etc.) related to the main tool choice. Each choice changes your cursor to something imitating that tool's function.

Resting your cursor on the tool brings up a text box of per-unit costs for tool use. For example, one unit of flooring costs you the displayed amount to fill a single grid square with that flooring style, and the Simoleons are immediately deducted from your household account.

Here are all the tools you need to put together your Sim home:

WATER TOOLS

Create pools, complete with diving board and ladders. You can also build decorative ponds or lakes. Remember to make a pool big enough for your Sims to swim a few strokes or they'll just tread water. Be sure to put in a diving board and ladder as well, so that Sims are able to enter and exit the pool easily.

Pool Tool

Click and drag with the Pool tool to put down pool water tiles. Initial clicks in open areas establish a nine-tile pool area, with a single tile occupied by a water square; you can fill in the surrounding pool "siding" tiles with pool water tiles once those initial grids are established.

Diving Board

Diving boards must be placed next to pool water tiles. You can place multiple diving boards at a single pool, if you have a large enough pool.

Pool Ladder

As with diving boards, place ladders next to water tiles. You can put many ladders in your pools, as well; this gives your Sims many places to exit the pool.

Water Tool

As with other build mode tools, the water tool can be used to place single tiles of water in your Sims' properties. Sims cannot swim in ponds—they are strictly decorative. Nor can Sims walk across them.

WALL & FENCE TOOLS

Some of the tools are more for the decorative arts than structural sensibility. Any architectural object (such as stairs, fireplaces, plants, etc.) can be placed in multiples by holding down **[SHIFT]** when you click to place them in the Sim world.

Wall Tool

To build sections of wall, click and drag from one gridline to another. Release the mouse and you see a wedge of unfinished wall, primed for wallpapering. You cannot place walls outside your property's gridlines.

- ◆ To build a closed rectangle of walling, hold down **[SHIFT]** while you drag. You can build walls (as well as roofing and second stories) on a diagonal.
- ◆ If you happen to misplace wall sections, delete them by holding **[CONTROL]** and clicking the wayward wall.

Fences and Balustrades

Click and drag to add these architectural elements to your plot. This is, again, a matter of clicking and dragging from gridline intersections. You can also use **[SHIFT]** for instant areas of squared-off fences. Be sure to place an opening in any of your fencing efforts, unless you really want to keep the Sims at bay; they need that passage to move through your fence work. Balustrades can be used on a staircase or balcony. Privacy fences are also available in this tool, but remember: Taller fences will not drop down in Walls Down Live mode.



Columns and Connecting Arches

Columns provide support for second-story floors and walls, although you can build second stories on the tops of any rooms with four contiguous walls, without column support. Note that some columns also connect when in close proximity to other columns exactly like them—you can create connecting archways for any of your homes. Some fences are built this way as well.

Wallpaper Tool

There are many styles of wallpapers, paints, and coverings with which to adorn your walls. Click and drag for individual wall panel treatment or Shift-click to cover an entire room in a stroke. All coverings cover both the interior and the exterior walls. If you've used a certain covering on the interior, it remains if you do a different covering on the exterior.

Stair Tool

Stairs, of course, imply a second story. Stairs can be repositioned within rooms just like any other place-able object. After your second story floor is established, just click with the Stair tool where you want it placed, and it rises up through the floor.

Fireplace Tool

Fireplaces, like many other objects such as toilets and doors, must be placed against a wall.

Plant Tool

There are trees, shrubs, and flowers available for your landscaping. They stay green all year long as long as a Sim or hired hand tends them occasionally. Placing a row of trees or hedges is as simple as multiple clicks on the grid intersections. Plants can be deleted just like other placed objects.

Floor Tool

[SHIFT] -click to fill an entire room with your flooring selection.

[CONTROL] -click to erase individual floor tiles.

Door Tool

Doors must be placed in an unblocked section of a wall in your house for Sims to route through them. Don't forget that any door you purchase can be a permission, code, or pay door.

Window Tool

Windows help increase your Sims' room score. Windows must also be placed in an unused section of wall.

Roof Tool

Clicking the Roof tool reveals a sub-panel of roofing pitches, as well as a selection of roofing styles. Roofs default to medium pitch and the initial style selection if you do not change them. Since there is no charge for roofing pitch or style changes, you can change your choices without wasting the household's money.

Hand Tool

Click the Hand tool to reposition and rotate objects. Move an object by simply clicking it (it now shows a yellow tile highlight), moving it to the right spot, and clicking again. If properly positioned, it settles into place.

Rotate objects with the Hand tool as you would in Buy Mode. Click and drag a selected object, holding the mouse button down, to rotate it in the drag direction. Follow the rotation cursor to encourage a direction. If the object is displayed in its regular color, it can be rotated to that position. Objects that can't be rotated or placed in certain positions take on a pink coloring. You also get a tooltip message indicating why your placement does not work.

◆ To delete an object, select it with the Hand tool and press **DELETE** or move into the Control Panel.

BUILDING AND UNBUILDING

Most of the structural tools work using click and drag. Click, and while holding your mouse button down, drag to place "rows" of whatever building element you want to place. Building fees are deducted with each tile element placed.

Deleting Walls, Doors, and Windows

Many structural elements can be deleted by choosing an element type (clicking on the right icon) in the sub-panel, placing the cursor over what you want to remove, and holding down **CONTROL** while moving your cursor over the elements you want removed. Release the mouse button to complete the job.

When the element is highlighted in pinkish tint, click and it disappears. Deleting place-able objects works the same way as it does in Buy Mode. Click the object and hit **DELETE**, or drag the object down to the Control Panel.

You cannot delete walls with anything hanging on them, or with any furniture, such as a toilet, attached. If you want to delete those walls, you need to delete or move the attached objects first.

NOTE: Combining **SHIFT** with **CONTROL** in some instances removes larger numbers or sections (i.e., an entire wall's worth of wallpaper) of placed elements; see the tool's information window to see if that condition applies (➤ *Hot Keys* inside the manual cover).

GOING UP: BUILDING SECOND STORIES

When you want to put in a second story, make sure there are four contiguous walls on the first floor. Click the Second Story button in the Control Panel and you see a grid pattern form over the touching walls. You can then use the Wall tool to put in your walls, and then make your Floor selection. Put in whatever windows and doors you want, then decorate the walls to suit.

It is probably a good idea to position the stairs before you make your roof selection. When you place your stairs, they emerge from the first floor through the first-floor roof without you having to make any provision for them penetrating the floor above. Use your View and Rotation tools to get these things just right.

Notice that when you add the floor to the second story, the grid extends one tile beyond the wall, and sticks out into space. This was done so you can make hanging balconies over the first floor. Fill that first row of overhanging tiles with a floor covering and you get a second tile extension to produce a two-tile overhanging balcony. You can continue the balcony out to the end of your property if you support it with columns on the first floor.

PETS

A critter could be just what your property needs. Whether your Sim is looking for a young pup or a sage iguana, a pet is a fun addition to the household. Happy, well cared for pets remain on their property indefinitely and provide entertainment and socialization for all roommates.

Pets can be purchased from Pet Stores, directly from other Sims, or, in the case of some pets, directly from the catalog in Buy Mode.

CATS AND DOGS

These furry friends require care and attention, but can enrich your Sim's life with their amusing antics.

TRAINING YOUR PET

Your new pet needs to be housebroken (taught to "go" in appropriate places), obedience training (good doggie), and can also be taught a variety of tricks for your mutual amusement.

Housebreaking

The first step in your training should be to teach your pet where to relieve himself. A property with a dog-pee odor is not a pleasant place. Reinforce your pet's behavior by praising him when he takes care of his business outside and by scolding him when he wets (or worse) on your fancy throw rug.

Keep an eye on a new pup's bladder need and take her outside when the time is near. This way she's already outside when nature calls.

Cats use a litterbox. Be sure to provide one and encourage proper feline peeing by luring your kitty near it before her bladder need is dire.

Sit, Spike. Stay.

Teach your pet obedience with the Sit and Stay command. The longer your pet sits and stays, the more obedient she becomes. The more obedient your pet is, the more likely she is to come when called, attack when prompted, and more.

MEETING MUFFIN'S NEEDS

You can purchase toys and other amenities for your pet.

Hunger

Even if your pup is a trash can rooter, he's going to want some in-house chow to supplement his diet. Get your dog or cat a pet bowl and be sure to keep it full and clean.

If your pet gets too hungry, she complains and resorts to rummaging through the trash can, trashing your flowerbeds, and drinking from the toilet. Ugh.

Fun

Playing with your pet is fun for you and her! When you're not available for playtime with Fifi, giving her a toy helps her keep her fun meter in the green.

Fun-deprived pets look for amusement anywhere they can: tipping trash cans, deflowering the foliage, and, for felines, offing the caged critters (birds and fish).

Social

Pets' social needs are met through interactions with humans and other pets. Petting and other interactions keep your critter socially content.

If your pet isn't properly socialized, he might nip and scratch and he will definitely complain.

Hygiene

If you've got a cat, lucky you—she keeps herself clean. But dog owners need to toss Rover in the bath for a scrub-down about once a week or suffer the stinky consequences.

Smelly, dirty pets decrease the room score for humans.

Energy

Your pet sleeps more comfortably if he has a cozy place to catch some zzzs. If he doesn't have his own bed, he sleeps on the floor.

Bladder

Train your pets (> *Housebreaking* on p. 54) and provide your cats with a clean litterbox.

Cats won't use a filthy litterbox and dogs who are not potty-trained relieve themselves in the house or out.

- ☉ If your dog or cat's motives are not met, he or she seeks out a happier home by running away.

WAGGLES COMES WITH

If you get kicked out of a property, your pet is automatically sent to his or her carrier and sent packing along with you. But you must own a property or be a roommate to bring your pet out of Inventory.

- ☉ An inventoried pet counts toward your inventory limit of objects/items.

OTHER PETS

In addition to cats and dogs there are several other pets your Sim can purchase. These pets are less demanding than dogs and cats, but if their needs are not met, they don't wander off to seek a better fortune. These pets, if neglected, eventually perish.

- ☉ These "object-style" pets include parrots and other caged birds, turtles, iguanas, and fish.
- ☉ Object-style pets are still fun for your Sim to interact with, but they don't form relationships.



PARENTAL CONTROLS

GETTING STARTED

This system allows parents to control who their child can chat or interact with in the game. When Parental Controls are active, that Sim cannot chat or interact with anyone **who is not bookmarked**. Bookmarking unlocks the block (if both parties have bookmarked each other) and the Sims can interact normally.

Setting Parental Controls happens in the Installing process **or can be set ON or OFF at anytime** through MY ACCOUNT on *The Sims Online* Player website. Go to www.TheSimsOnline.com or www.EA.com.

Bookmarking someone when you are under Parental Controls is just like bookmarking him or her normally, with one additional step: you must enter the Parental Controls password. This password was provided by the parent who set the controls ON. This is not the same password as your log-in password. If you have forgotten this Parental Controls password you can ask for a new one to be sent to the parent email used upon original Parental Controls set-up (➤ *Bookmarking* on p. 29).

NOTE: If you're a parent and you've forgotten the Parental Controls password, go to My Account on *The Sims Online* website and click the link to have your Parental Controls password emailed to you.

TIPS FOR PLAYING WITH PARENTAL CONTROLS ON

You'll have the most fun if you play with your real-life friends. Make play dates with your friends so you're online at the same time. When you explore the world, don't go alone, bring your friends—just like real life!

A player that is blocked from interacting with you or vice versa, has their Sim portrait marked by a small red circle with a slash through it on the corner of his or her face in the UCP. You are always able to kick these Sims off your property, if needed.

YOU'VE ENCOUNTERED A SIM WITH PARENTAL CONTROLS ON

The red circle slash icon that appears on the corner of the Sim portrait in the control panel indicates you are blocked from interacting with them. This means you cannot puppeteer, invite to be a roommate, chat, or send a message to that Sim—and they cannot do these things with you. They must have you bookmarked before the Sim can be unblocked and you each can freely interact.

PROFANITY FILTER

The Profanity Filter blocks certain words from being displayed in text from other Sims.

To modify this filter:

1. Select **OPTIONS** on the UCP.
 2. Select **PROFANITY Filter**.
- ◆ Add or delete words and toggle the entire filter **ON** or **OFF**.

NOTE: A feature of Parental Controls is the Profanity Filter Lock, which prevents the player from disabling the Profanity Filter without the use of the Parental Controls password. You can adjust this through My Account on the www.TheSimsOnline.com.



TROUBLESHOOTING GUIDE

If you are having a problem installing or using your software, we want to help.

☛ Please make sure you have read thoroughly the System Requirements and Installing the Game sections. It is essential that your system meets the Minimum Configuration requirements for the game.

If you followed the directions and are still having trouble installing or operating the software, below are some troubleshooting tips that might help solve the problem.

DIRECTX PROBLEMS

One of the most important aspects of trouble-shooting your system will be determining its compatibility with Microsoft's DirectX. DirectX is an Application Programming Interface (API) that gives Windows based applications high-performance access to your system's hardware. This makes the DirectX API well suited for Windows games. *The Sims Online* uses DirectX 7 or later and includes DirectX 8.1 files that you can install.

There are two considerations to be made. First, you must be sure that you have DirectX 7 (or higher) installed on your computer. Second, you must make sure that your existing hardware (your video and sound cards) has "drivers" that are fully compatible with the version of DirectX that you have installed. A "driver" is the software provided by your hardware manufacturer that allows your hardware to communicate with DirectX and Windows. It is essential that your video and sound drivers are fully up to date.

Three DirectX components, DirectDraw™, Direct3D, and DirectSound™, may require updating your video card and sound card drivers for proper operation. Using video card and sound card drivers that do not support DirectX, or that were written for an earlier version of DirectX, will result in various performance, display, and audio problems when running DirectX based applications.

During the installation of *The Sims Online*, the install program checks the version of DirectX that is installed on your system. If it finds that you have DirectX 7 or higher present, no action is taken. If it finds that you do not have DirectX 7 installed, you are prompted to install it.

To check your system's DirectX compatibility (to see if your video card and sound card drivers have DirectX support):

1. Left-click the  Start button on your Windows Taskbar, then click **Run...**
2. In the Run dialog box, type dxdiag then click **OK**.
3. From the System tab, check the DirectX Version to ensure that you have DirectX 7 installed. If an earlier version is displayed (e.g., 6.0 instead of 7), or if dxdiag fails to launch, you will need to install DirectX 8 (➤ below).
4. Click the Display and Sound tabs for the video and sound devices that you will be using to run the game.

The Drivers section of each tab displays the driver version number and whether or not your driver is Certified (or Signed) by Microsoft as supporting DirectX 7.

If the Certified or Signed field states "No" in this section, you should contact your manufacturer to obtain updated drivers that support DirectX 7. This can usually be accomplished by visiting the manufacturer's website and downloading the proper files. Contact your manufacturer directly for assistance in updating your drivers.

If the Certified or Signed field states "Yes" in this section, your video card or sound card supports DirectX 7 and should work properly in DirectX 7 applications.



You will also want to be sure that the driver version number is 4.08.xx.xxxx or higher (for example: 4.10.00.0000 would be good, while 4.03.00.0000 would indicate that the driver needs to be updated.)

Finally, refer to the Notes field at the bottom of each tab. These will provide useful information about the status of the drivers.

During the installation of *The Sims Online*, the install program checks your version of DirectX and prompts you to install it if necessary. If you wish to update to DirectX version 8 manually, please use the following steps.

To install DirectX:

1. Insert *The Sims Online* Disc into your CD-ROM/DVD-ROM drive. Exit the Autorun menu if it appears.
2. Click the  **Start** button and select **Search > Files and Folders** (or **Find > Files or Folders...**). The Search dialog box appears.
3. In the file name field, type **DXSETUP**.
4. In the Look In: field, **select the CD-ROM/DVD-ROM drive** (this is typically the 'D:' drive, but may be different on your system.)
5. Click **Search** (or **Find Now**).
6. Double-click **DXSETUP** when it appears.
7. Click the **Reinstall DirectX** or **Install DirectX** button.
8. Follow the on-screen instructions.

GENERAL PERFORMANCE/LOCKUPS

In some cases, programs that are running on your system can monopolize resources that the game needs in order to install, load and run properly. Not all of these programs are immediately visible. There are a number of programs, called "background tasks," that are always running on your system.

IMPORTANT NOTE: While shutting down background tasks will optimize your system for running *The Sims Online*, these background tasks' features will be unavailable once shut down. Be sure to re-enable background tasks after playing *The Sims Online* by restarting your computer.

ANTI-VIRUS/CRASH GUARD PROGRAMS

If your system is running Anti-Virus or Crash Guard programs you will need to close or disable them to run *The Sims Online*. To do this, find the icon for the program on the Windows taskbar. Right-click the icon and select "close," "disable," or the relevant option. Please note that these programs will be reactivated the next time you restart your computer.

GENERAL BACKGROUND TASKS

Once Anti-Virus and Crash Guard programs have been disabled, you should end all unnecessary general background tasks.

To view and close background tasks (Windows XP):

1. Hold down the **CONTROL** and **ALT** keys, then tap the **DELETE** key. The Windows Task Manager appears.
2. Click the **Applications** tab. This tab displays a list of all background tasks running on your system.
3. To end a background task, click its name in the list, then click the **End Task** button.
4. Repeat this process until all the background tasks are closed.

NOTE: The Task Manager allows you to close "Processes" in addition to Applications. Many of the listed Processes are necessary Windows functions that should not be closed. Therefore, we recommend you only close Applications and do not close any Processes.

To view and close background tasks (Windows Me or 98):

1. Hold down the **CONTROL** and **ALT** keys, then tap the **DELETE** key. The Close Program window appears. Inside this window is a list of all background tasks running on your system.
- ⚠ It is important that you **DO NOT CLOSE** the background tasks named Explorer and Systray. All other background tasks may be ended.
2. To end a background task, click its name in the list, then click the **End Task** button.
3. The Close Program window closes and the task is ended.
4. Repeat until only Explorer and Systray remain.

It is important to remember that the next time you restart your computer all of the background tasks that you ended will reactivate.

MOTHERBOARD CHIPSET

If you are continuing to have performance problems and have already ensured that your system is completely compatible with DirectX 7 (> *DirectX Problems* on p. 58), you should check with your system manufacturer for the availability of updated motherboard chipset drivers. Updating your motherboard drivers will usually enhance the performance and functionality of your system's video, hard drive, and CD-ROM/DVD-ROM drive controllers. Please consult your system manufacturer or motherboard documentation for assistance.

CD-ROM/DVD-ROM PROBLEMS

A 4x-speed or faster CD-ROM/DVD-ROM drive is required to run *The Sims Online*.

Receive "File not found" error message when installing or running the game

- Make sure the Disc is in the CD-ROM/DVD-ROM drive. The Disc must be in the drive to install or run the game.
- Make sure the Disc is clean and not scratched or damaged.

CD-ROM/DVD-ROM PERFORMANCE PROBLEMS

Make sure you are using a 32-bit native Windows driver to control your CD-ROM/DVD-ROM drive.

To verify that you are using 32-bit drivers (Windows Me, 98 only):

1. Left-click the  **Start** button from the Windows Taskbar and select **Settings > Control Panel**.
 2. From the Control Panel, double-click **System**. The System Properties appear.
 3. Click the **Performance** tab.
- If the Performance Status states that your system is configured for optimal performance, you are using 32-bit Windows native drivers and do not need to update them. If not, you may need to update your CD-ROM/DVD-ROM drivers. Contact your manufacturer for assistance.
 - Do not use a DOS-based 16-bit driver to control your CD-ROM/DVD-ROM drive (loaded in CONFIG.SYS) as it may significantly reduce performance.

VIDEO PROBLEMS

The Sims Online requires a video card capable of 640x480 resolution with 16-bit color depth. In addition, the video card must have at least 2 MB of video memory and be completely compatible with DirectX 7.

The most common cause of video problems is an outdated video driver (> *DirectX Problems* on p. 58). Please ensure that you are using the latest driver available for your video card. Refer to your manufacturer's website or contact them for assistance if necessary.

You should also experiment with the various display settings available in *The Sims Online*. In general, lowering the detail settings, resolution, and color depth should help the performance of the game.

Also, make sure your video card and monitor are capable of displaying the resolution and color depth you have selected. Refer to your hardware documentation for help.

MEMORY PROBLEMS

The Sims Online requires 128 MB RAM and Virtual Memory ENABLED. We advise letting Windows manage the amount of virtual memory automatically (the default setting) and having at least 100 MB free space on the main hard drive (the drive that contains Windows, typically 'C:') after installation. Please refer to your system documentation or manufacturer if you need help configuring your virtual memory.

SOUND PROBLEMS

The Sims Online requires a sound card with DirectX 7 compatibility. If your sound card driver is not fully compatible with DirectX 7, you may experience choppy or stuttering sound, or sound that cuts in and out. In this case, we recommend obtaining updated drivers from your sound card manufacturer (> *DirectX Problems* on p. 58).

INSTALLED SOUND CARD, BUT THERE IS NO SOUND

- ⊗ Make sure your speakers or headphones are plugged into the appropriate jack, are turned on, and the volume control is turned up. If the problem persists, contact your manufacturer.

MODEM PROBLEMS

The Sims Online requires a 28.8 Kbps or faster modem to play. A high-speed (16550 UART) serial port is required if using an external modem.

MODEM DOES NOT INITIALIZE

- ⊗ Make sure your modem is installed correctly and is turned ON.
- ⊗ Make sure your modem works properly in Windows. If your modem is installed correctly and works with other Windows modem applications, but you are having problems initializing it in *The Sims Online*, try changing your modem type in Windows to "Standard Modem."
- ⊗ Some computers may have telephone answering or FAX applications pre-installed. These applications may tie up the modem, not allowing it access to other applications. Exit all applications that use your modem before playing a modem game.

TECHNICAL SUPPORT

Technical support is available 24 hours a day by going to <http://thesimonline.custhelp.com>. Use the FIND ANSWERS section to search our knowledge base. Use the ASK A QUESTION section to submit an email help request and our customer service staff will contact you via email to resolve your issue. Use the LIVE HELP section to chat live with a customer support representative 24 hours a day. Or you may contact technical support by phone at 1-866-543-5435 Monday through Friday.

If you live outside of the continental United States, please call (512) 434-6740.





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THE SIMS ONLINETM

The user agreement is subject to change. Please go to www.thesimsonline.com to view the current user agreement.





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This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>). This product also contains software written by Eric Young (ea@cryptsoft.com). See *The Sims Online* CD OpenSSL License file for applicable copyright notices, terms and conditions of use, and disclaimers.

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AND A VERY SPECIAL THANKS TO THE ENTIRE SIMS 1.0 TEAM, EXPANSION PACK TEAMS, AND ALL AT MAXIS WHO MADE *The Sims Online* POSSIBLE!

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DEA Records Artists: Dedaman, Mac Kareem, Benzoe

Drum Loops Courtesy of: Spectrasonics "Burning Grooves" and Sounds Good AB "Eurotech"; East-West "Funky Ass Grooves"; Spectrasonics "Liquid Grooves"; Big Fish Audio "Roots of the Pacific"



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