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**INSTALLATION**

Insert the *EverQuest II* Disc 1 into your DVD-ROM drive. If your computer is set up to auto play discs, the installation should begin on its own within a minute. Otherwise you can start the installation by opening *My Computer*, double-clicking on the DVD-ROM drive where the disc is located, and then double-clicking on the *EverQuest II* icon. Follow the instructions given by the setup program to complete the installation.

*EverQuest II* can help you register an account during installation. To do so, you must have an active Internet connection. You may receive a popup warning before the connection if you use firewall software or have certain Internet settings. Dialup users may be prompted to enter the telephone number of their ISP for connection. If the Internet connection fails, registration will be skipped, but can be completed the first time you start the game.

When installation is finished, double-click the *EverQuest II* icon on your desktop to start the game. You will be prompted for a Station.com account login. If you do not have an account, create one by clicking the *New Account* button and registering.

*EverQuest II Account Key*

The first time you log into *EverQuest II* you will be prompted for an account key. This is printed inside your disc holder.

**WELCOME TO EVERQUEST II**

Welcome to a brand new experience in online gaming. Whether you’re a newcomer or you’re familiar with the original *EverQuest*, prepare to have your assumptions challenged and your imagination entertained!

*EverQuest II* is an enormous and unique world rich with sights, sounds, and adventures. Thousands of players from all around the world will join you in this world, known to inhabitants as Norrath, to explore, quest for treasure, grow in renown, and participate in the battle between darkness and light for an experience unlike any other.

But first you must create who you will be in Norrath!

**CREATING YOUR CHARACTER**

The first step on your journey through *EverQuest II* is creating your character. This will be your avatar in the vast world, and it will be through this character that you will become known.

At the entry screen, click the *Create Character* button in the lower right of the screen.

**Choose Your Race & Gender**

Your first choices for your character are race and gender. There are 17 choices available for your race, each of which appears as a portrait. Click the portrait of the race you wish to be; the character image to the left will change to that race. Read the description that appears at the top of the window to learn the selected race’s unique abilities and advantages.

Above the portraits click either the Male or the Female button to pick your gender. Gender only affects your character’s appearance, not attributes or abilities. You will have the opportunity to customize your character’s appearance later in the creation process.

When you are satisfied with your choices of race and gender, click “Next” in the lower right corner of the screen.
Customize Your Appearance
After you select your race, you will be able to customize the appearance of your character. Click on the buttons inside the box on the left for general areas you would like to customize, such as eyes, head, and body. Some races may have additional areas for customization, like the iksar crest. Below the buttons is a list of specific features within the general area you selected. Click the feature you would like to adjust. On the right side of the screen, under the close-up view of your face, slider bars allow you to alter the feature. Color palettes are used to select the color of certain features.

You may lock settings so they cannot accidentally be changed by clicking on the padlock icon. To unlock the setting click on the padlock icon again. Unlock all settings by clicking the Unlock All button.

Randomizing Your Character’s Appearance
You can randomly generate your character’s appearance by using the randomize buttons. Click the Randomize All button to change all features (except those you have locked). Individual features may also be selectively randomized by clicking the Randomize button at the bottom of the box.

Saving and Loading Customizations
You may save the work you’ve done customizing your character’s appearance by clicking “Save” at the bottom of the screen. Enter a filename for the customization in the field and click OK to save. The character customization file will be saved with the .ccf extension in a folder called “saved_customizations” in your EverQuest II directory.

You may load a saved customization by clicking “Load” at the bottom of the screen. Select the filename of the customization you want to load and click OK.

When you are satisfied with your character’s appearance, click “Next” in the lower right corner of the screen.

Choose Your Starting City
Your choice of starting city will influence your alignment, either good or evil. Good characters will begin in Qeynos or Kelethin, depending on race, while evil characters begin in the city of Freeport.

Note: Certain races are inherently good (such as high elves), or evil (such as trolls). These characters will not have free choice of starting city, but will make their home in the city or cities appropriate to their inherent alignment. Additionally, only certain races historically native to Faydwer may start in Kelethin: Fae, Wood Elves, High Elves, Half Elves, Dwarves and Gnomes.

Choose Your Class
Your class is your character’s profession, which will determine the ways in which your character will handle the challenges of the world and the role he or she will fill when playing with friends. Remember that some classes have an inherent alignment and may be race restricted. For instance, Dark Elves are evil, and cannot choose a good class such as Paladin. Classes available to your chosen race will be visible, while others will be grayed out.

Click on the portrait of the class you would like to play. A description of the class will appear at the top of the window.

When you have selected the class you wish to play, click “Next” to continue.

Choose Your Name & Server
The last stage of character creation allows you to pick a name and a server on which to play.
Selecting a Character Name
Enter the name you want your character to be known by in the field. This is the name all other players will know you by in the world. If you’re stumped for a name, click the Get Random Name button and one will be generated for you. Please do not pick offensive or otherwise inappropriate names, as these will be rejected. Review the Sony Online Entertainment naming policy on EverQuest2.com for rules on names. If the name you have chosen is already in use by another player, or your chosen name is not allowed for other reasons, you will be notified and given the opportunity to pick a different name.

Selecting a Server
Servers are the worlds in which you will play. Each server is the same basic world, but through the actions of the players and the communities that develop on them, each server is singular in its own way. Also, certain servers may have special rules or designations in place that differentiate them from others, such as these:
- Antonia Bayle, Lucan D’Lere, Venekor
- Vox, The Bazaar
- Innovation, Valor, Talendor
- Runnyeye, Splitpaw, Darathar
- Sebilis
- Storms, Gorenaire

Roleplaying Preferred Servers
Station Exchange™ Servers
German Servers
European English Servers
Japanese Server
French Servers

If you have friends in EverQuest II that you would like to play with, find out which server they are on and choose it as your play server.

CHARACTER BASICS
Attributes
Your character has five attributes that define his or her physical and mental abilities. Depending on your race, these attributes will vary to reflect innate strengths and weaknesses.

Strength represents your character’s physical strength. It affects your character’s ability to deliver physical damage, and his or her carrying capacity. Strength also affects Power for Guardians, Berserkers, Monks, Bruisers, Paladins Brigands, Swashbucklers, Rangers, Assassins and Shadowknights.

Agility is a measure of your character’s nimbleness and dexterity – increased agility makes your character harder to hit. For Brigands, Swashbucklers, Dirges, Troubadors, Rangers, and Assassins, Agility also affects Power.

Stamina is your character’s fortitude. It affects maximum Health and how much damage an unconscious character can take before dying.

Intelligence represents your character’s powers of reasoning and overall intellect. It can influence magic use, affecting magical damage. For Wizards, Warlocks, Conjurers, Necromancers, Illusionists, Coercers, Troubadors, Shadowknights and Dirges, it also affects Power.

Wisdom is a measure of your character’s spiritual strength and willpower. It can affect your character’s ability to resist magical attacks. For Templars, Inquisitors, Wardens, Furies, Mystics, Defilers and Paladins, Wisdom also affects Power.

Your character’s Power and Health pools are perhaps the most important to monitor when adventuring.
Health represents your character’s resilience, especially in battle. As your character takes damage, Health is reduced. It will regenerate with time and rest; however, if your Health is depleted, your character will die.

Power allows your character to perform spells and combat arts. These are often draining, and using them reduces your Power. It will regenerate with time and rest. You will not be able to use spells and abilities that require more Power than you currently have available.

Your character also has resistances to a variety of attacks he or she may encounter. The higher your resistance to a particular type of attack (such as heat, magic, or physical attacks), the less that attack will harm you.

Character Classes
There are 24 classes to pick from for your character. Some, however, are only available to characters of a particular alignment. For example, only evil characters from Freeport can choose to be a Shadowknights, while only good characters from Qeynos can be Paladins.

Guardian
Those who seek up-close combat will find the melee-driven style of the Guardian to be to their liking. The Guardian is the front-line force in a party. Combining the power of armored protection and physical prowess, the Guardian can take large amounts of physical damage from enemies and remain standing. This style of combat requires the Guardian to be in close range with his target at all times. The Guardian’s role allows the less resilient members of his party to perform their roles more effectively. The Guardian can wear all forms of armor and may choose from all forms of weaponry.

Berserker
Those who seek to devastate their foes through an expertise in martial weaponry will find the Berserker to be an exciting profession. The Berserker’s skills in melee combat consume the entirety of his role and abilities. The Berserker is the personification of unbridled rage and fury, making him a powerful combatant. The Berserker serves his party on the frontlines of battle where he can best vent his rage upon his enemies in melee combat. The Berserker shows neither mercy nor apprehension in combat. The Berserker can wear all forms of armor and may choose from all forms of weaponry.

Monk (Good Only)
Those who desire to engage in graceful, hand-to-hand martial combat will find the Monk profession to be an exciting path. The Monk is a spiritual combatant who practices philosophies of mind-over-body. The Monk is best served on the frontlines where her advanced physical skills are most effective against her foe. The Monk can wear leather armor and may choose from hand-to-hand or blunt weapons.

Bruiser (Evil Only)
The Bruiser profession is ideal for those who want to pummel their enemies hand-to-hand. The Bruiser is a juggernaut of physical pain, having transformed his body into a vicious tool for inflicting suffering on his foes. The honing of the Bruiser’s physical body conveys offensive as well as defensive advantages. The Bruiser is most effective on the frontlines of combat. The Bruiser can wear leather armor and use hand-to-hand or blunt weapons.
**Paladin (Good Only)**

Those who desire to fulfill a role of nobility, honor, and virtue will find the Paladin profession to be ideal. The Paladin excels in martial combat and possesses divine magical abilities to enhance her skills in combat. As a true martial combatant, the Paladin is most efficient on the frontlines where she is able to engage the enemy in close combat. By invoking her protective magic, the Paladin may temporarily augment her martial skills, increasing her capabilities for both defense and healing during a fight. The Paladin can wear plate armor and may use most one- and two-handed weapons.

**Shadowknight (Evil Only)**

The Shadowknight profession is ideal for those who seek personal power through physical force and live to spread fear, hate, and despair. The Shadowknight is trained in martial skills and has the ability to conjure dark magic to enhance his abilities in combat. This combination of offensive and defensive capabilities makes the Shadowknight a very effective frontline combatant. The Shadowknight can wear plate armor and use most one- and two-handed weapons.

**Warden**

The Warden profession is ideal for those who desire to use harmonious magic provided by nature to fulfill a protective role in the world. The Warden serves her party by invoking her druidic powers to mend wounds and purge the effects of disease and poison that afflict her allies. The Warden may also invoke powers to bestow temporary protective effects on and enhance the attributes of her allies, as well as hinder or harm her foes. The Warden can wear leather armor and may use hammers, staves, maces, and swords as weapons.

**Fury**

Those who seek to harness the feral and destructive forces of nature will find the Fury to be a suitable profession. Although the Fury conjures his power from nature’s ferocity and is a druid of predation and vengeance, he can play a vital support role in the party by providing magical healing and protection. The Fury can enhance his allies’ physical attributes and abilities in combat, and bring down destructive forces upon his enemies. The Fury can wear leather armor and use weapons such as hammers, staves, maces, and swords.

**Templar (Good Only)**

The Templar profession is ideal for those who desire to excel in a role of support by conjuring powerful restorative and protective magic to benefit allies. The Templar serves her party by mending the wounded and purging illness and suffering from the afflicted. The Templar may also use her powers to bestow temporary augmentations to her allies’ defenses and attributes. As a secondary application of her divine powers, the Templar may invoke offensive powers that will hinder or harm adversaries. The Templar can wear plate armor and use hammers, staves, and maces as weapons.

**Inquisitor (Evil Only)**

The Inquisitor fulfills a militant support role by providing restorative and protective benefits to her allies. The Inquisitor is able to mend wounds and purge ailments of all sorts, while striking opponents with divine power. The Inquisitor can wear plate armor and use hammers, staves, and maces as weapons.
Mystic (Good Only)
Those who seek a symbiotic connection with the spirit world in order to fulfill a supportive role will find the Mystic to be to their liking. The Mystic is a shaman of spiritual preservation and enlightenment, offering magical healing and relief from disease and poison. The Mystic can also use her powers to grant brief enhancements to her allies’ attributes and provide magical protection in combat, as well as weaken and harm enemies. The Mystic can wear chain armor and may use hammers, staves, spears, and maces as weapons.

Defiler (Evil Only)
Those who crave power through the corruption and enslavement of the spirit world will find the Defiler class to be an ideal profession. The Defiler best serves as a first line of defense for the party, being able to heal wounds and remove ailments that afflict allies. The Defiler is also able to augment his allies’ attributes or enhance their abilities in combat. In addition, the Defiler can weaken and harm enemies with magical attacks. The Defiler can wear chain armor and use hammers, staves, spears, and maces as weapons.

Wizard
The Wizard profession is ideal for those who seek to unleash the purest forms of destruction through the arcane magic of fire and ice. Wielding these powerful elemental energies, the Wizard serves her party by devastating opponents from afar with damaging magic. The Wizard can wear cloth armor and use staves, wands, and daggers as weapons.

Warlock
Those who desire to wield the destructive forces of poison and decay in order to obliterate their foes will find the Warlock profession to be ideal. The Warlock serves his group best from behind the frontlines where he can better avoid a physical confrontation and ravage opponents with poison and disease. The Warlock can wear cloth armor and use staves, wands, and daggers as weapons.

Conjuror (Good Only)
The Conjuror suits those who wish to summon powerful minions to perform their bidding in combat. The Conjuror’s minion can be a creature native to Norrath or a manifestation of an elemental force. The Conjuror works best behind the frontlines of combat, directing his minion and wielding arcane elemental spells. These spells can strike down opponents or weaken their abilities. The Conjuror can wear cloth armor and may use staves, wands, and daggers as weapons.

Necromancer (Evil Only)
The Necromancer is ideal for any who are intrigued by the mastery of death and the commanding of undead servants. The Necromancer is able to summon a wretched undead servant to attack his enemies, and use the powers of death to weaken and destroy his enemies. The Necromancer can wear cloth armor and use staves, wands, and daggers as weapons.

Illusionist (Good Only)
The Illusionist profession is an ideal choice for those who seek to fill a role of support and control through the magic of illusions. The Illusionist supports her party, using illusions to confuse, misdirect, and damage opponents. These illusions require little maintenance by
the Illusionist, freeing her to concentrate on helping bring order to chaotic combat situations. The Illusionist can also bestow temporary augmentations to her allies’ attributes, as well as offensive and defensive capabilities. The Illusionist can wear cloth armor and use staves, wands, and daggers as weapons.

**Coercer (Evil Only)**
Those who seek to dominate their foes, subjugating an enemy’s will to her own, will find the Coercer to their liking. The Coercer serves a party best behind the frontlines. She can subdue multiple opponents, send enemies fleeing in induced unbridled terror, and even seize control of minds. A Coercer can also mentally augment her allies, improving their abilities in combat. The Coercer can wear cloth armor and use staves, wands, and daggers as weapons.

**Troubador**
The Troubador is ideal for those who desire to inspire and protect their allies through the unique magic generated by their songs of bravery and heroism. The Troubador best serves her party from behind the frontlines of combat. Through her music, the Troubador inspires allies to perform outstanding feats of skill and courage. The Troubador may also use her songs to demoralize her enemies. The Troubador can wear chain armor and use dual-wield and one-handed weapons.

**Dirge**
The Dirge is an ideal profession for those who desire to use songs of misery and sorrow to inspire intense battle rage in their allies and despair in their enemies. The Dirge best serves his party behind the frontlines where he can play mournful songs behind the protection of his allies. The Dirge’s songs inspire bold feats in allies, boosting their attributes and skills, and demoralize enemies, diminishing their strength in battle. The Dirge can wear chain armor and use dual-wield and one-handed weapons.

**Ranger (Good Only)**
The Ranger is an ideal profession for those who seek mastery of the wilderness. Unrivaled in her abilities to hunt foes and locate dangers in the wilds of Norrath, the Ranger best serves her party in the midst of combat. Using stealth, perception, and cunning, the Ranger flushes out the enemy and initiates combat. The Ranger can then drop back from the frontlines where she can attack with ranged weapons. The Ranger can wear chain armor and use dual-wield and one-handed weapons.

**Assassin (Evil Only)**
The Assassin profession is ideal for those who wish to master sinister strikes and hidden attacks. The Assassin serves his party best in the frontlines of combat. He surveys the battle for potential prey and attacks of opportunity, striking from the shadows to inflict massive damage. The Assassin can wear chain armor and use most dual-wield and one-handed weapons.

**Swashbuckler (Good Only)**
Those who seek to engage in combat with grace and panache while crippling opponents with strategic attacks will find the Swashbuckler profession to their liking. The Swashbuckler is a rogue who prefers to perform flamboyant acts of skill and daring, striking suddenly and using shadows to confuse opponents. The Swashbuckler best serves a party as a secondary line of physical offense, inflicting damage on
opponents—particularly in devastating first strikes. The Swashbuckler can wear chain armor and use most dual-wield and one-handed weapons.

**Brigand (Evil Only)**
Those who enjoy a tough and unpredictable scrapper that works the dark corners of the world for gain through intimidation will find the Brigand to their liking. He serves his group best as an unseen element in the chaos of battle, positioning himself just behind the frontlines and dealing powerful strikes of opportunity against the enemy. The Brigand can wear chain armor and use most dual-wield and one-handed weapons.

**USER INTERFACE**

**Character Selection Screen**
When you have more than one character in *EverQuest II*, you can select which one you want to play from the Character Selection Screen. Your characters are displayed along with their names, current level, the servers they are on, and the zone they are camped in.

**EXAMPLE:**

On the left of the screen is a list of your characters. Click on the one you would like to play. When your selected character appears, click **Play** in the lower right of the screen to enter the world.

You can also select the character you wish to play from the patcher screen, from the pull-down menu that appears on the left.

**Deleting Characters**
You may delete a character by selecting him or her and clicking the **Delete** button in the lower right of the screen. Please be certain you want to do this! You will be prompted to type in the character’s name to confirm the deletion.

**Resetting Appearance**
You can change your character’s appearance once by clicking the **Set Appearance** button in the lower right of the screen. This will return you to the character
customization screen where you may alter your character’s appearance. Note that you may only do this once, and once you reset your appearance and click “Finish” the button will no longer appear on the Character Selection Screen.

Set Alternate Model Appearance
U.S. and European players can now use unique Asian-styled characters that were developed for the EverQuest II East project created by SOGA, a joint-venture with SOE’s development studio based in Taiwan. These alternate models can be seen in-game by players who set their Options to display them.

Click the Alternate Appearance button to enter character customization and set your alternate model appearance. This will not change your original character appearance, but will set your character’s appearance for those who have alternate models turned on.

Main Game Screen
These are the basic elements you will find in main screen user interface. The EverQuest II user interface is highly customizable to suit the individual. All windows can be resized and moved to your liking.

1. EQII Menu Button. Click this button to get access to menus, controls, and other actions. If you’re not sure how to do something, you can find it through this menu.

2. Hotkey Bar. Place spells, combat arts, and other actions in this bar for quick and easy use.

3. Experience Meter. This meter tracks your progress toward your next level. The gold bar tracks total experience and is divided into 10 blocks; when all blocks are filled you will level up. The blue bar tracks progress toward the next full block in the gold bar.


5. Clock. Displays the day and night cycles in the game and shows the time when you move your mouse over it.
6. **Chat Window.** Displays conversations and game text.

7. **Dialog Bubble.** When characters speak using the /say command, their text is displayed in a dialog bubble.

8. **Spell Effects.** Displays effects that are currently affecting your character, such as spells, diseases, combat arts, poisons, and others.

9. **Group Window.** Health and Power meters for other members of your group are displayed here. In addition, there are two buttons in this box that will help you find groups.

10. **Character Condition Meters.** This displays your character’s current Health, Power, and Concentration.

11. **Target Window.** Displays information about your current target, such as condition and relative strength to you.

12. **Implied Target Window.** This window appears when the character or creature you have targeted has another being targeted. For example, if you target a group member that is targeting an opponent, any beneficial spells you cast will land on your group mate while hostile spells will land on the opponent.

13. **Maintained Effects.** Displays the spell or combat art effects you are currently maintaining on yourself, friends, or enemies.

14. **Quest Helper.** Displays the currently selected quest in your Quest Journal and the next goal to be completed in the quest.

**Hotkeys**

Hotkeys allow you to perform actions quickly. Each hotkey slot corresponds to a number key, and the action in that slot will be executed when the key is pressed.

To assign an action to a hotkey, open your Knowledge Book by pressing the [K] key and drag-and-drop the icon to a slot on the hotkey bar. If there is an action already assigned to the slot, the new action will replace the previous action. The old action will be attached to your mouse pointer for placement in another hotkey slot, or you may delete it by clicking anywhere in the main world view area.

You may also create hotkeys from your inventory window by dragging-and-dropping an item slot into a hotkey slot. This can allow for quick changes of weapons or quick activation of equipped items with special usable effects, such as poisons and potions.

You may open and use additional hotkey banks. Right-click on the hotkey bar and select “Open New Hot Bar.” These hotkey slots can be activated quickly using the [Alt] key and the number for the secondary bank, and the [Ctrl] key plus the number for the tertiary bank.

**Changing the Size of Hotkey Icons**

You can alter the size of your hotkey bars and icons by right-clicking on the hotkey bar and selecting “Set Icon Size” from the context menu. Adjust the slider bar to change the size of your icons.
**Custom Hotkeys: Macros**

Macros allow you to define your own hotkeys. You can create and edit macros from the Macros tab of the Socials window (press the [O] key). Click one of the open slots; this will open the Edit Macro window.

You can set the macro’s name, icon, and up to three commands to perform when the macro is executed. Enter commands in the three text fields. These fields take only one command per text field (any more will be ignored). Click the Test button to check that the macro functions as you intend.

Once created, you can execute a macro by clicking the button in the Socials window, or dragging-and-dropping the icon into a hotkey slot. You can change an existing macro by right-clicking on it and selecting “Edit.”

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**EQII Menu**

The EQII Menu will help you navigate to any option, setting, or action you might need in the game. If you’re not sure where to find something, check here.

- **Achievements.** Opens up your class achievements UI window (default [L] key).
- **Inventory.** Opens your inventory screen (default [I] key).
- **Persona.** Opens your persona screen (default [P] key).
- **Knowledge.** Opens your Knowledge Book, which lists all spells, combat arts, tradeskills, and abilities (default [K] key).
- **Recipes.** Opens the tradeskill window listing recipes your character knows (default [N] key).
- **Quest Journal.** Opens your Quest Journal where all your quests are tracked (default [J] key).
- **Waypoints.** Displays a list of locations or group members in your area. Select one to see a light trail that will lead you to the target (default [Alt]+[W] key).
- **Map.** Displays a map of your current location, if one is available (default [M] key).
- **Societies.** Displays a list of tradeskill societies, their levels, members in each, and other information. Societies you are a member of are highlighted in green.
- **Guild.** Displays the guild window, if you are a member of a guild (default [U] key).
- **Socials.** Displays a list of social actions and custom macros (default [O] key).
- **Community.** Opens your Friends and Ignore lists (default [Y] key).
- **Options.** Opens a window listing all options for adjusting the game settings, such as graphics, sound, and key mappings. Explore the many ways that you can fine tune user interface settings to suit your unique play style.
- **Claim Rewards.** If you have special gifts awaiting you, such as veteran rewards, check here to see what is available for you to claim.
- **Help.** Opens the help window where you can find quick answers to your questions in-game and access Customer Service.
- **Report a Bug.** Use this to report any game bugs.
Camp (Logout). Use this when you want to exit *EverQuest II*. Camping takes 20 seconds to complete. Make sure you are in a safe location when you exit the game.

**GAMEPLAY BASICS**

This section will explain the basics of making your way through Norrath and building your fame and fortune.

**Starting Cities: Freeport, Qeynos & Kelethin**

The devastation that followed the Shattering left three centers of civilization intact: the cities of Qeynos and Freeport, and the recently rediscovered treetop citadel of Kelethin. Each harbors citizens of differing philosophical outlooks.

Qeynos is a kingdom founded on order and valor. Populated by the surviving good races and those who believe in a better future, the citizens of Qeynos seek to restore prosperity to Norrath. The city is guided by the benevolent and influential Antonia Bayle, descended from the great house that ruled the Kingdom of Qeynos in the past. She regards herself not as a queen, but as a representative of her people’s will, and is responsive to their needs. Her good nature and charisma inspire Qeynos’ residents to greater achievements.

Freeport is ruled by the will of just one individual, the Overlord Lucan D’Lere. His history is obscure, his power great, and his rule of Freeport uncontested. He is merciless in maintaining and expanding his power. The Overlord’s influence permeates all of Freeport, its citizens held in thrall through fear and their leader’s self-aggrandizing manipulation of history. Many of the citizens of Freeport live in squalor, and they are constantly reminded that the only reason they have survived Norrath’s devastation is through the strong hand of the Overlord.

Kelethin was long forgotten and thought lost by most Norrathians after the Shattering. The Fier’Dal left hundreds of years ago, and the once shy Fae folk moved in and made the city their own. Here they continued to grow, change and develop a unique culture, true to their origin as the children of Tunare, Mother of All. Queen Amree rules the Fae with great wisdom and compassion born of the trials her peoples have faced. Now at last new folk are coming to the verdant forest of the Faydark. They are warmly welcomed by the Fae; Allies will be needed in the upcoming struggles.

**Right-Click Context Menus**

In any situation you find yourself, whether dealing with non-player characters, doors, objects, abilities, and more, you can always find a list of actions and information by right-clicking on them. This will open a context menu listing the commands you can issue.

**Moving Around**

You control your character in two ways, using the keyboard or the mouse. You may also use them in conjunction. The default keyboard commands for movement are the [W], [A], [S], and [D] keys:

- [W] moves you forward
- [A] turns you to the left
- [D] turns you to the right
- [S] moves you backward
- [Page Up] tilts your view up
- [Page Down] tilts your view down
- The number pad will also direct your character using the [8], [4], [6], and [2] keys, as will the directional arrow keys.

**Mouselook**

“Mouselook” allows you to use your mouse to look around your character and move
through the world. It is particularly useful underwater, where up and down movement is needed.

To move the camera view. Hold down the right mouse button and move the mouse. The camera will circle around your character. Look up and down by moving the mouse vertically.

To move. Hold the right mouse button, and press the left mouse button to move in the direction the camera is facing.

To zoom camera view. On a mouse with a scroll wheel, roll the wheel toward you to zoom out from your character. Roll the wheel forward to zoom in close to your character. Rolling the wheel forward will eventually put you into the first-person camera view. Pressing the default [F9] key will toggle between first-and-third person camera views.

Auto-Follow
When grouped you can auto-follow another group member by right-clicking the member and selecting “Follow” or typing /fol. Use of auto-follow is not recommended in areas with narrow, twisting hallways, or near steep cliffs, water or lava.

Auto-Run
Auto-run keeps your character running without having to hold down the direction keys. This is useful when traveling long distances on foot.

To toggle auto-run on, press the [Numlock] key. Press it again to stop, or press the forward [W] or back [S] key.

While auto-running, you can change direction without stopping by pressing the left or right turn keys, when using mouselook, hold down the right mouse button and move the mouse right or left to turn.

Climbable Walls
In EverQuest II, you can scale some walls in the Desert of Flames, Kingdom of Sky and Echoes of Faydwer zones. Watch for subtle visual clues such as climbing spikes, a heavily scarred wall surface, or the flattened trunk of a tree.

You will automatically enter the stance necessary to traverse these special types of terrain when you encounter them. Mounts will be dismissed when you start to climb.

When climbing walls, you move similarly to normal movement. For example, moving forward will cause you to climb up, while moving back will make you climb down.

Jumping will disengage you from the vertical surface. You will fall when doing this, so be sure you’re not too far from the ground!

You will be unable to fight while climbing. You may, however, still maintain spells and be healed. Encounter lock will be broken if you begin a vertical climb during a battle.

Mariner’s Bells
You can get around cities and some outlying areas by using mariner’s bells. Ring a mariner’s bell by right-clicking on it. A window will open with a list of places to which you can travel. Select your destination and click the “Zone” button.

Walking Between Zones
When traveling to different locales on foot, you may come to gates or other portals. Move your mouse pointer over them to see the name of the place (or “zone”) beyond
it. Click on the portal to travel to your destination. Some outdoor zones have no distinctive entries, and will automatically transport you as you cross the border.

**Mounts**

Mounts such as horses and flying carpets are available for purchase in some cities and allow you to travel the world more quickly. The cost can be in coin or status points, or possibly both depending on the quality of the mount. Mounts may also be rewards for completed quests. When you acquire a mount, you will receive an item (such as a horse whistle) that will call your mount. You may cast spells and fight while mounted. Mounts will disappear when you cross water. Once you climb out on the other side, the mount will reappear. Mounts cannot be used in most dungeons.

**Griffin Towers, Carpets & Ships**

There are many modes of travel in the world, such as griffin towers and flying carpets. These can carry you quickly to locations within a zone, or even transport you to other zones. Some griffin routes require the traveler to complete a short quest to gain access the first time.

With the *EverQuest® II Echoes of Faydwer™* expansion, a ship route has been established between the Thundering Steppes, Nektulos Forest and Butcherblock Mountains. The ship docks at each of these ports at regular intervals; simply board the ship, and it will transport you.

**Teleportation Spires and Cloud Transport**

Spires (found in several zones in Norrath) can transport you to various places in the *EverQuest® II Kingdom of Sky™* expansion. You must have the expansion enabled and hail the nearby Gate Caller Scion to receive a teleportation shard in order to use the spires. Just remember that the Overrealm is dangerous for characters under Level 50. Kingdom of Sky also features unique cloud transports between floating isles. To use one, right-click on the cloud at the station, and choose your destination from the context menu.

**Sprinting**

Your character can run faster in short bursts using the Sprint ability. If you are forced to flee a fight and yell for help, Sprint can help you put some distance between yourself and a pursuing enemy. Sprinting consumes Power; if you run out of Power you will slow down to your normal running speed.

**Swimming**

Your character can wade in shallow water, but when you enter deeper water, you will automatically begin to swim. While underwater, a breath meter will appear on your screen.

This measures how long you can stay underwater, holding your breath. Swim to the surface to replenish your breath by looking up (using mouselook, or [Page Up] on the keyboard) and moving forward. You will eventually break the surface of the water and take a breath of air. Don’t wait too long to replenish your breath if you are deep underwater — you may run out of air before reaching the surface and face death by drowning.

**Falling**

Falling long distances hurts. If your character falls from a high position, he or she will take damage. Some classes have a Safe Fall skill that allows them to minimize or even negate falling damage. The Fae have a unique Feather Fall skill that works similarly.

**Exiting the Game**

To leave *EverQuest II*, you should “camp” your character. This safely logs your
character out of the game world, and he or she will be in the same place when you next return. The camping process takes 20 seconds.

To camp, click the **EQII** button and select “Camp” from the menu. You may also use the `/camp` command. Camping will return you to the Character Selection screen. If you want to completely exit the game, select “Camp to Desktop” or use the `/camp desktop` command.

You may also instantly quit *EverQuest II* without the 20-second camping process; however, your character will remain in the game world for a period of time after you log out. Use the `/quit` command to exit the game in this way.

Note that when quitting without camping, because your character remains in the game world for a period of time after you log out, your character is still vulnerable to attack. Only quit when you are in a safe location.

**Inventory & Equipment**

The inventory screen displays what your character carries and wears. Open your inventory screen by pressing the `[I]` key. In the center of the window is an image of your character, surrounded by equipment slots. Items placed in these slots will be worn by your character in the indicated location.

### Equipping Items

Equipment slots are located around your character portrait. To equip an item, drag-and-drop it on your portrait, or double-click the item to have it placed in an appropriate open slot. You may also right-click on the item and select “Equip” from the context menu. The item will be equipped in the proper slot (if you cannot equip the item, it will return to an inventory slot).

To unequip an item drag-and-drop it back into a general inventory slot, double-click on it, or right-click it and select “Unequip” from the context menu.

At the bottom of the inventory window is your encumbrance. The number on the left is how much weight you currently carry, while the number on the right is the maximum you can carry without slowing down.

### General Inventory

Beneath your character’s equipment slots is a line of six slots that are your inventory slots. These are items that your character carries on his or her person but has not equipped. Containers such as bags or backpacks are kept here and expand your character’s inventory space. To automatically open all containers in your inventory, press the `[B]` key.
You can have items automatically placed into your inventory in an available slot by dragging and dropping the item on the space labeled “Drop items here to add to inventory” near the bottom of the inventory window.

**Item Overflow**
There may be times when you receive an item, such as a quest reward, but do not have space in your inventory to hold it. The item will go into an “overflow” slot, appearing in the lower left corner of your character’s inventory image. You cannot place items in this slot yourself. Overflow items should be moved to your inventory when you have space by dragging and dropping them into open slots. You will see a warning message on the main screen alerting you that you have items in your overflow.

**Carried Money**
Your character’s carried money is shown in four denominations beneath the inventory slots: platinum, gold, silver, and copper. To move money, click and hold a coin denomination while dragging. If you wish to move just a single coin, hold the [Ctrl] key while clicking and dragging. To move a specific portion of the coin carried, hold the [Shift] key while clicking and dragging; a window will open in which you may specify how much money you want to pick up.

In *EverQuest II*, currencies have the following values:
1 platinum = 100 gold = 10,000 silver = 1,000,000 copper

**Weight Allowance**
At the bottom of the inventory screen is your carried weight allowance and encumbrance. It is displayed as a ration, with the number before the slash representing the weight of what you currently carry, and the number after the slash representing the maximum amount of weight your character can carry without movement being hindered.

**Attuning Items**
Certain items you find as you adventure will require you to “attune” them before equipping them. Attuning an item allows you, and only you, to use it. Once attuned, an item can never be sold or given to another player character. Before attuning an item, you will be prompted to confirm the process. Once an item is attuned, the only way to dispose of it is to sell it to an NPC merchant or destroy it.

**Mending Items**
The wear-and-tear of dying takes a toll on your character’s equipment. Without repairs, equipment can become unusable and will be automatically unequipped at 0% durability. If you do not have room in your inventory for these items, they will be stacked in your overflow inventory. Fortunately, items are never permanently broken.

Menders are located throughout the world and can repair your equipment for a fee. Click on a mender and select the Repair tab. Your damaged items will be displayed, as well as the cost to repair them.

To repair an item, select it and click the Repair button. You can also click the Repair All button to repair everything at once. The amount for the repair will be deducted from the money your character carries.

**Persona**
The persona window shows important statistics about your character, his or her relationship to elements in the world, and allows you to set certain options and flags for your character.
Stats
This tab displays vital information about your character, such as physical attributes, status points, and resistances. Stats in green are being augmented by spells, abilities, or equipment in some fashion. Stats in red have been reduced for some of the same reasons.

Skills
Your skills page includes your combat proficiencies with different weapons, as well as your avoidance ratings. Casting classes also display their abilities in various schools of magic.

Details
Here you can see and set details for your character, such as the zone where your house is and titles your character has earned and can display. Your surname may be set or changed from this tab. You may also customize the voiceover sounds your character makes when performing emotes and while in combat.

Factions
Factions are organized groups or creatures in the world that you will encounter. The Faction tab under Persona will show you how members of these factions will react to you.

Options
Checkboxes allow you to turn on or off these options for your character:
Character Flags

Anonymous. When checked, your character’s level and class will not appear on lists using the /who command.

Roleplaying. When checked, this shows other players that you are roleplaying your character. Your level and class will not appear on lists using the /who command.

Away From Keyboard. When checked, this lets other players know when you are currently away from your keyboard and not able to respond. If you wish to leave a message for players who send you tells, type /afk <message>.

Looking For Group. When checked, this lets other players know you are available to join a group.

Looking For Work. When checked, this lets other players know you are available for crafting/tradeskill tasks.

Graphics
Head Cover. Select display options for head covering from this menu.

Hide My Illusion Form. When checked, this will keep your character’s true form visible even while under a spell effect that changes your character’s form.

Display Heraldry On Cloak. When checked, your guild’s heraldry will be displayed on your cloak. When unchecked, the default appearance of your cloak is displayed.
**Privacy**

**Decline Invitations to Duel.** When checked, requests from other players to duel will automatically be rejected.

**Decline Invitations to Trade.** When checked, attempts to initiate a trade with your character will automatically be rejected. This will also prevent unwanted trade skill commission invitations.

**Decline Invitations to Join Groups.** When checked, invitations to join groups will automatically be rejected.

**Decline Invitations to Join Raids.** When checked, invitations to join in raids will automatically be rejected.

**Decline Invitations to Join Guilds.** When checked, guild invitations will automatically be rejected.

**Chat Windows & Commands**

The chat window displays descriptions of events in the game, communications from other players, and non-player character dialogue. You can also issue commands through the chat window.

To issue a chat command, press the [/] key or the [Enter] key to activate the command line. You can customize your chat window and messages by right-clicking on the chat window for a context menu of options:

**Chat Options.** Allows you to customize what messages appear in the window, the font size, and more.

**New Chat Window.** Opens another customizable chat window.

**Open Existing Chat Window.** Opens the current chat window.

**Add New Tab.** Creates a new tabbed chat window within your window instead of creating a new separate chat window.

**Detach Current Tab.** Separates a tabbed chat window, turning it into a separate chat window.

**Remove Current Tab.** Deletes the current tabbed chat window.

**Clear Chat Text.** Clears the current chat window of all text.

**Always Chat Here.** Sets the current chat window as the default location your chat commands will be issued through.

**Window Settings.** Allows you to set the appearance of the window, such as its opacity, and lock it in its current location. The “Click through enabled” check box will lock the window in place and allow you to click through it, onto objects behind it.

**Lock Window.** Locks the current window into place so it can’t be moved accidentally.

**Chat Options**

You can tailor your incoming chat by turning on and off different types of chat channels and assigning specific channels to additional chat windows and tabs. Right-click on your chat window and select “Chat Options.” Uncheck the channels and types of messages you do not wish to receive in this window. Do the same for other
chat windows or tabs to tailor what each window displays. For example, you can create a chat window that only displays /tell messages sent directly to you.

The button in the lower left of the chat window that appears as a dialog bubble, directly below the scroll bar, allows you to set your default communication channel:

Say (/say <message>). Broadcasts your message to all those nearby, within earshot. A simple /s will also work. Say is the default chat setting when you begin. Unless you change it, all messages you type after hitting [Enter] will see seen as /say.

Group (/gsay <message>). Messages are sent only to those who are currently in your group. The command /g will also work.

Guild (/guildsay <message> <message>). Broadcasts your message only to guild members. You only need type in /gu

Officer (/of <message>). Broadcasts your message to all officers in your guild.

Raid (/r <message>). Broadcasts your message to all members of your raid group.

Reply (r <message>). Sends your message to the last character who sent you a /tell.

Out of Character (/ooc <message>). Broadcasts your message to those who have the Out of Character (OOC) channel toggled on. This channel is used for general chatting with other characters in the same zone.

Additional Chat Commands
Auction (/au <message>). Broadcasts your message to all those who have the Auction channel on.

Shout (/sh <message>). As the name implies, this broadcasts your message to all characters in the same zone.

Chat Channels
Chat channels are custom, often temporary channels. Each channel is numbered sequentially in the order that you joined it. To speak in a chat channel, type /<#> <message>.

World Channels are permanent channels, automatically joined by your character when you qualify. These include the city, class, tradeskill and level channels.

Regular chat channels are created by players and may be used for general chat or to facilitate communications (for example) within guild alliances. To create or join such a channel, type /join <nameofchannel>. It will be assigned a number in your list.

You cannot re-number your custom chat channels at this time. However, you can leave them all, and then rejoin them in the order you wish to have them numbered.

You may leave a channel at any time by typing /leavechannel <#> or merely disable it via Chat Options, by removing the checkmark by the channel name.

In-Game Mail System
You can send messages, and even coins and items, to other players in the game using the Norrathian Express in-game mail system.

You can access the mail system by using the kiosks throughout the world. Right-click the kiosk to open the mail window. The Inbox tab will display any messages you have received. Click on a message to open the letter. If there are gifts attached to the letter, click the Receive Gifts button to claim them; they will appear in your inventory. You can reply to the sender by clicking the Reply button.
Note: Messages are only stored for up to 30 real-time days, so be sure to check your mail. Messages older than 30 days will automatically be deleted.

Click the Send tab to create a new message. Enter the name of the character you wish to send the message to in the “To:” field. You may also enter the subject of the message in the “Subject:” field. Click in the blank space and type your message.

If you wish to send an item with the message, drag-and-drop the item into the space at the bottom of the message. Only one item or stack of items may be attached to each message. If you wish to send coin, click the Give Coin… button and enter the amount. Click the “Send” button when you are ready to send the message.

Note that it does cost money to send messages, and messages bearing gifts are more expensive to send. Also, mail delivery is not instantaneous; it takes approximately one half-hour for your message to reach the recipient.

Mail travels freely between good and evil characters. Items designated as “Lore” cannot be mailed.

**Banking**

Banks allow you to store money and items safely. Bankers are usually located within cities. Click on the banker NPC to open your bank window, or right-click and select “Bank.”

To move items into and out of your bank, simply drag-and-drop them into open slots. If you wish to move an specific number of items from a stack, hold the [Shift] key while dragging-and-dropping; enter the amount of the item you wish to move in the window that opens. You can move one unit of a stack by holding the [Ctrl] button while dragging-and-dropping.

To open all containers in your bank vault, press [Shift][B].

Items can be automatically placed in open slots in your bank by dropping them on the space in the bank window labeled “Drop items here to auto-bank.”

You can deposit coins in your bank by dragging-and-dropping in the same way.

**Shared Bank Slots**

The shared bank slots allow you to transfer some items and coins between your characters on the same account. Items placed in these slots will appear in your other characters’ shared bank slots, with limitations: Shared bank slots of characters of one alignment are restricted to only those of the same alignment; for example, items your evil character in Freeport places in shared bank slots will not appear in your
good Qeynos character’s shared bank slots, and vice versa. Also, items that cannot be dropped or traded, or are designated as LORE, cannot be placed in shared bank slots.

Trading with Other Players
You can trade items and coins with other characters by right-clicking on them and selecting “Trade” from the context menu. This will open a trade window.

Offer items to trade by dragging them into the top set of slots; offer coins by dragging them into the upper row of coins. Beneath this area are displayed any items or coins the other character is offering to trade to you.

Use:

- click+drag to access all of the money of a given denomination
- [Shift]+click+drag to choose a specific amount of coin
- [Control]+click+drag to choose a single coin.

To finish a trade, press the Accept button. When both characters involved in the trade click the Accept button, the trade is completed. If either side wishes to make a change to the offer the trade must be canceled and reinitiated. You may cancel a trade at any time by pressing the Reject button.

Always examine the items the other party is offering in the trade window, to ensure you are getting exactly what you want, BEFORE you press “Accept”.

Buying & Selling
You can find merchants who buy and sell goods throughout cities and even in the wilderness. To engage a merchant, click on him or her, or right-click and select “Merchant” from the context menu. This will open the merchant window. The money you carry is displayed at the bottom of the window. Money kept in the bank cannot be used in merchant transactions. You must first withdraw the coin from the bank in order to spend it.

Click the Buy tab to see what the merchant has for sale. You can learn more about an item for sale by right-clicking it and selecting “Examine” from the context menu. To buy an item, select it and click the Buy button at the bottom of the window.

Items that you can use are listed in white text. Items that you cannot use due to level, class, race or faction are listed in red text.

Click the Sell tab to see what items you may sell from your own inventory and the amount of money the merchant is willing to pay you for each item. Items you have equipped are not shown. If there are items that you don’t want to sell by accident, select the item from the list and click on the “Not for sale” checkbox at the bottom of the merchant window.

To sell an item, select it and click the Sell button. Some merchants are choosy about the items they are willing to buy. You may need to look around to find a buyer for certain items. Also keep in mind that not all merchants pay the same prices for goods, and may offer different sums for the goods you are selling.

The Open Market
Once you own a living space of any type, you may open a store to sell items. To open a store, first acquire a Market Bulletin Board. These are available from merchants in your home town. Place it on the wall of your house. Right-click on it and select “browse market” from the context menu. This opens the store window.

You can also access your store from any Broker in Norrath that is of the same
alignment. Brokers are found in all major cities, and on the docks of Mara (Fallen Dynasty).

**The Store Window**
The store window allows you to set prices, list items, browse prices, and begin selling. There are three tabs in the window: Browse, Sell and Sales Log.

![Store Window](image)

**Searching the Market**
The **Browse** tab allows you to search for all items currently listed on the market. Type all or part of the name into the “Search” field and press “Find”. You may also conduct an Advanced Search by pressing that button and selecting detailed criteria. You may save your search criteria for items you frequently search for. Note that prices given do not include the broker fee. You cannot buy directly from your home; you must find a broker or travel to the seller’s residence, if it is listed.

**Selling Items**
When you are ready to open for business, press the **Sell** tab. At the upper left of this window, you will see 2 to 6 merchandise slots. These are based on the maximum number of vault slots that your residence supports. A basic residence has 2 slots. You may place backpacks or boxes in these slots, or purchase special player-made Sales Displays.

A note on Sales Displays: If you sell from regular bags and boxes, PCs can only buy your goods through a broker. Sales displays offer greater capacity than equivalent tier bags and boxes, and you can sell directly to the public, effectively offering PCs a discount (no broker fee) if they come to your home to buy.

Sales Displays come in many forms and sizes. If you’re selling general goods, use a Salesman’s Crate. If you have a lot of crafted items of one type to sell, buy the appropriate display for that item type, as these displays offer more space. For instance, you can put any items in a Cedar Salesman’s Crate (max. cap. 44), but only crafted food and drink in a Cedar Pantry (max. cap. 64), and only potions and poisons in a Cedar Potion Cabinet (max cap. 64).

Once the sales display is in your Sell window, right-click on it and select “Place Sales Display”. Then place the display in a location convenient for shoppers who come to your home, so that they may buy directly from it. You may move the display as often as you like without disturbing the contents.

Default access to your house will be set to “visitor” to allow prospective customers to enter.
In the **Sell** window, click on the container you wish to place an item in, and then drag the item from your inventory to the **Drop to add item** button. If you’re selling stackable items, the interface will list up to 100 (5 stacks) on one line.

Your item now appears in the large window below. Under the **Listed** column, it will say **No**, and a price will appear on the right side. This is the merchant resale value; the price you can expect if you sell to a regular NPC merchant. (Not all items can be sold to a merchant; their initial “value” will be set to 0.)

If you want to see what others are asking for the same item, select the item, and press the “Search Broker” button at bottom. This takes you to the results on the “Browse” tab.

When you’ve decided on your selling price, return to the Sell tab, click on “Set Price” to enter a value for the item and click “OK”. The item now has a new price and is automatically listed for sale.

To unlist an item, select it and click on “Stop Selling Item”.

To remove an item, select it from the list and click on “Remove Item”. For stackable items, the default is to remove one. Hold down the [Shift] key to select a specific quantity to move, or hold down [Control] to remove an entire stack at a time.

**Collecting Payment**
As you sell items, monies will be collected in your **Sell** window, and will be visible for each sales container as you click on it. To collect your earnings, click on the **Take Coin** button for each container in turn.

**Tracking Sales**
The **Sales Log** tab will show what sales you have made during each selling session, displaying who bought what, for what price and at what time. It will also show how much total money you have made during the current session and since opening for business.

**Markets and Brokers**
Qeynos and Freeport each have open markets in which you can search items available from vendors. Brokers are found in tradeskill workshops and in each of the four main sections of the city. Brokers allow you to buy items from player character (PC) vendors without having to visit that vendor’s shop in person. Brokers charge a 20% fee for this service on top of the price the vendor charges. These brokers will display items for sale by vendors in your current market (for example, if you’re in Qeynos, you will see the Qeynos market).

Black market fences are also around, and these will sell you items that are available in the opposing city’s market. These brokers charge a 40% service fee for items bought through them.

To engage a broker, click on the NPC or right-click and select “Buy from broker” from the context menu. As with other merchants, you may only use money on your person to purchase items. Banked money must be withdrawn in order to be used.

**Searching and Buying from the Market**
When engaging a broker, you can search your local market for items. Click the **Browse** tab. Enter all or part of the item name you are seeking and click the **Search** button. You may also click on the Advanced Search button to set more detailed criteria for your search. You can save frequently used searches to save time. You can buy any listed item by selecting it from the results list and pressing the **Buy from Broker** button (remember the broker will charge a fee for the service, which is displayed at the bottom).

If a vendor’s residential address is given in the listing, you may travel there and purchase from his sales display, thereby saving on the broker fee.
Grouping with Other Players

Grouping with other players allows you to tackle greater challenges and explore more safely. To form a group, right-click on the person you would like to invite to group with and select “invite to group,” or select the person and press [Control] + [I]. When you wish to leave a group as a member or disband the entire group as its leader, type /disband. You will see members of your group and their Health and Power status in the group box on your screen.

Looking for a Group

There are two buttons on your group window that will help you find members or groups to join quickly. When you are not currently grouped you will see buttons that will help you find groups.

- This button will open the Community window to the Find People tab. Click the Find Matches button for a list of characters currently seeking to join a group.
- Click this button to announce globally that you are looking to join a group. This will place your name on a list where characters who are looking for group members can find you. An “LFG” tag will appear by your name. LFG is short for “looking for group.” To turn off the LFG flag, click the LFG button again.

Group Settings

You can define how your group will function using the group settings. Right-click on a group member and select “group options” from the context menu. This will allow you to set how loot rewards from defeated enemies are taken and distributed (the “Lotto” setting will allow group members to participate in a random drawing for items found), who in a group can yell for help, and other settings.

Mentoring

When grouping with characters of widely varying levels, low-level members may see “You are too low level to receive experience of quest rewards.” The high-level character(s) can mentor the lower-level characters in order to remove the level gap.

To mentor a lower-level character, right-click on the character (or the character’s name in the group window) and select “Mentor” from the context menu. Your level now matches his. You retain all spells and abilities, but they are scaled down in power to the lower level. You will gain 50% of normal experience while mentoring, while the mentored character gains a 5% bonus to his experience.

Several group members can mentor the same character if they choose.

Raid Groups

A raid is an expedition mounted by more than one group of characters to face an extraordinarily difficult challenge. They are called “raids” because they often entail such heroic undertakings as storming the heavily defended lair of a powerful creature. Being some of the most difficult encounters in the game, the rewards for success are equally grand. A raid can consist of up to four groups.

To form a raid group, the leader of one group should right-click on any member of another group and select “Invite to Raid” from the context menu. The leader of the invited group will receive a request to accept or decline the raid invitation.

The raid display shows the name, level, class, and status of all members in the raid. Characters are separated by their group, and each group has a color-coded background to make it easier to differentiate between them. You can target any member of the raid by clicking on their name. To remove a group from the raid, right-click on any member of that group and select “Disband from Raid” from the context menu.
The Raid Leader may move individuals from one group to another simply by clicking and dragging on the name. The Raid Leader may also set loot settings as appropriate.

**Housing**
Your character can acquire a living space in your home city. This can be as small as a room at the inn or as luxurious as a mansion. You can furnish your home with items, host visitors, and even grant access to your home to other characters.

When you first enter your starting city — Qeynos, Freeport or Kelethin — you are granted a room. You will be directed to your first room at the inn when you arrive in your new city.

You must first right-click and go to “Access” in order to acquire your home, then enter your room by selecting “Enter” from the context menu.

**Granting Access**
You can grant access to your house by right-clicking on the door to your house, or the inn door, and selecting “Access” from the context menu.

Under the **Access** tab, you may pay rent and add characters to your list, assigning them a level of authority within your house.

**Visitor**. The character can enter and leave the house at any time, but cannot move any furnishings or affect house pets or gardening features.

**Friend**. The character can enter and leave at any time, move furnishings (but not destroy or remove them) and interact with housing pets and gardening features.

**Trustee**. The character has all of the control options the owner has, including the ability to pay rent and set access levels. He cannot, however, affect the access level of the owner.

**Placing Items in Your House**
You can decorate your character’s living quarters with furniture, lighting and a host of other amenities. To place an item of furniture from your inventory, right-click on the item and select “Place.” An outline of the item will appear on your mouse pointer. Move it to the location you wish to place it. The object is outlined in either green or red; if it is red, you cannot place the item in its current location. Items may be rotated with the middle mouse wheel before placement.

**Customizing Your Home**
You can change the appearance of the floor, trim, walls and ceiling. Hover your cursor over the room feature until you see the hammer and saw icon. Right-click and select “customize” to open the interface. You will see a list of “Available Options”, each with a purchase price. Select your preference from the list and press “Purchase”. The option will now appear in the top half of the window, as a purchased option. Select the option and press the “Set” button, incurring a small additional fee. Once purchased, you may switch between options as much as you like, for the cost of the set fee alone.

**Spells, Combat Arts & Other Abilities**
All of your character’s special abilities can be found in your Knowledge Book. Press the [K] key to open the Knowledge Book. All tradeskills, spells, combat arts, and special abilities are displayed as icons.

Select the section of your Knowledge Book by clicking a button at the top of the window. You can move around by dragging and dropping the icons wherever you like, or use the Sort button to arrange abilities alphabetically, by type, or by level. You can navigate through your Knowledge Book with the buttons in the lower
Using Spells, Combat Arts and Other Abilities

To use an ability, you should first assign it a hotkey by dragging-and-dropping it from your Knowledge Book into an open hotkey slot. To activate it, click on its icon or press the corresponding number of the hotkey. You may also activate abilities directly from your Knowledge Book by clicking on the icons in the book.

If an ability requires a target, make sure the target is selected before activating the ability. For targeted abilities that have limited range, the button will show red if the target is out of range.

After a combat art or spell is used, it will be “grayed out,” signifying that it is unusable at the moment. This is known as the recast time. Once the recast time elapses, you can use the spell or combat art again.

Spell and ability icons have a background color to designate targeting:

<table>
<thead>
<tr>
<th>BACKGROUND</th>
<th>AFFECTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red</td>
<td>a single enemy target.</td>
</tr>
<tr>
<td>Blue</td>
<td>all non-player creatures within range.</td>
</tr>
<tr>
<td>Green</td>
<td>all enemies within a target encounter.</td>
</tr>
<tr>
<td>Yellow</td>
<td>only the caster.</td>
</tr>
<tr>
<td>Gold</td>
<td>a single targeted group member.</td>
</tr>
<tr>
<td>Purple</td>
<td>all members within your group.</td>
</tr>
</tbody>
</table>

Concentration
Concentration determines how many spells your character can maintain at the same time. The amount of Concentration a spell or ability requires, if any, is shown in its description (select “Examine” from the right-click menu on its icon). Concentration is tracked in the bar below your Power bar. There are five empty blocks that fill as you use up Concentration. When all are filled, you cannot maintain additional abilities until you expire others.

Canceling Effects
You can cancel a beneficial spell effect on yourself by right-clicking on the effect’s icon in the effects window and selecting “Cancel” from the context menu. This will remove the effect and free up Concentration slots it may have been using. Harmful effects cast on you by opponents cannot be canceled.
**Interrupts and Fizzles**
Spells can sometimes be difficult to complete in the heat of battle, and from time to time you may be interrupted. When this happens, the spell is aborted but no Power is consumed. You may immediately attempt to cast the spell again.

A fizzle is an unfortunate event that casters encounter from time to time. Whether it’s a particularly new or powerful spell, or you’re just having bad luck, a spell can fizzle uselessly. A small portion of Power is consumed, and the spell fails to go off. You may retry the spell again immediately.

**Minions and Pets**
Certain characters are able to summon or charm creatures to assist them. These minions are sometimes referred to as pets. Pets can be ordered to carry out actions by using the pet command window and buttons.

- **Attack.** Tell the pet to attack.
- **Back Off.** Tell the pet to back off.
- **Protect Me.** Toggle whether pet automatically attacks creatures that attack you. The default is On.
- **Protect Yourself.** Toggle whether pet automatically attacks creatures that attack it. The default is On.
- **Follow.** Tell the pet to follow you.
- **Stay.** Tell the pet to stay here.
- **Dismiss.** Destroy the pet. Note that if the pet was charmed, Dismiss will release the pet from control, and it will likely attack you!

**Improving Spell and Combat Art Ranks**
Most spells and combat arts can be made more powerful with upgrades. Each has an initial rank, which is a measure of power. New spells automatically granted to your character are always of the beginning rank, Apprentice I. You can enhance the power of your spells and combat arts by acquiring higher-rank versions of them.

There are three major ranks for spells and combat arts: Apprentice, Adept, and Master. Each rank represents a significant increase in potency and effectiveness for the spell or combat art. Apprentice scrolls are common, Adepts are uncommon, and Masters are quite rare.

Within each rank there are four levels, I through IV. Each represents a slight increase in potency over the previous one.

Apprentice I is the base strength of new spells and combat arts you receive as you level up. Apprentice II spells and combat arts can be found for sale in shops.
Apprentice III and IV spells are created through player character (PC) crafting.

Adept rank spells are more powerful. Adept I upgrades generally come as loot from defeated enemies. Adept III spells are created through PC crafting using rare components.

Master I spells are generally rewards for defeating particularly powerful foes; however, certain spells can be “trained” up to Master II through special advancement opportunities (see “Training” under Character Advancement).

Not all spells or combat arts will have ranks, as some spells don’t lend themselves to an increase in potency.

Recovering Health & Power
Your character will naturally regenerate Health and Power over time. This rate of regeneration can be greatly increased through spells and combat arts. Food and drink can also increase Health and Power regeneration.

Food will increase your Health regeneration rate outside of combat, while drink increases your Power regeneration outside of combat.

Food and drink comes in many varieties, regenerating varying amounts depending on the level of character it is intended for. Higher level characters will be better served consuming food and drink appropriate to their levels as these regenerate higher amounts. The names of food and drink that are appropriate for your level will appear white. If it is gray, it will not be as effective for you. Red food and drink is will not work at their listed rates for you, as it is too far above your level to offer full benefits.

As mentioned, all benefits from food and drink are suspended during combat.

COMBAT
Combat in EverQuest II is a combination of automatic attacks and your strategic use of spells and combat arts against enemies.

The first step in engaging in combat is to target your enemy and gauge its strength. Click on the enemy you want to target. A ring will appear beneath it, and its name and other important information will appear in your target window. The color of the ring will reflect the target’s level relative to your own. You may also use the keyboard shortcut [F8] to automatically target the enemy closest to you, or press the [TAB] key to cycle through visible targets.

Multiple Enemy Encounters
Some enemies will be grouped with one another in an encounter, and when you select one, others associated with it will be highlighted. Be careful, attacking one will result in a response from the entire group.

Considering Enemy Reaction & Strength
After targeting your enemy, consider its reaction to you and whether it is wise to challenge it. If the name of the enemy has a red outline around it, beware; this creature will attack you first if you get close enough for it to notice you. Move your mouse over the target window to see additional information in a pop-up window.

You should judge the strength of an enemy encounter in the following ways:

Single and Multiple Enemy Encounters
The first thing to consider is whether the encounter is a single enemy, or if it consists of multiple enemies. Encounters with multiple enemies can be tough, especially if you’re playing by yourself. Look around to make certain there aren’t any distant or hidden members of the encounter.
Normal, Heroic, and Epic Encounters

Next, consider whether the target is meant for solo characters and small groups, large groups, or raids.

Encounters designed for solo characters and small groups have no label. They should present a reasonable challenge to moderately equipped characters of the appropriate level.

Heroic encounters are best tackled by a single group of 4 to 6 characters. Following the target’s level you will see the “Heroic” label.

Encounters that are Epic will be labeled as such in the target window. These should only be challenged with multiple groups of characters in a raid. Following the “Epic” designation you will see banners or a multiplier; for example, “Epic (x2)”. This multiplier indicates the number of groups recommended.

Enemy Level vs. Player Level

Enemies have levels just like characters. Before attacking, consider whether it is high enough to be worth attacking or if it might be well above your level and thus too difficult to handle. Even though an encounter may be designed for a group or even a solo character, this is a guide meant for characters near levels near the enemy’s level.

Enemy level is show in the target window beneath its health bar. The color of the target’s name, as well as the targeting circle beneath it and the arrow above its head will help you gauge the target’s level against your own.

Gray. No challenge for you; you will receive no reward for defeating this creature. Gray creatures will never attack you first.

Green. A little challenge for you. You will receive a small experience reward for defeating this creature.

Blue. A moderate challenge. You should be able to defeat the creature handily and receive a decent experience reward.

White. Evenly matched with you; the fight could go either way, but success means a good experience reward.

Yellow. Tough; there’s a good chance you will lose one-on-one, but if you pull it off the experience reward will be worth the effort.

Orange. Very tough; it’s almost certain that this creature will defeat you.

Red. Extremely tough; in fact, it is so tough that you can’t accurately judge it. It could be slightly tougher than orange, or vastly stronger. Your defeat is almost assured.

Up and Down Arrows

Some targets may have arrows above or below their names in the target window. An arrow pointing down below the target’s name means it is slightly weaker than it generally appears. An arrow pointing up above its name means the target is tougher than it appears. There can be up to three arrows in these configurations, indicating greater degrees of strength or weakness.

Beware of targets with three arrows pointing up! These encounters are very tough!

Attacking

To engage in melee combat with a targeted enemy, press the attack icon in your hotkey bar or press the [~] key. Your character will draw an equipped weapon and attack the targeted enemy if it is within melee range. Pressing the attack icon or [~] key again will toggle melee combat off, and your character will put away his or her weapons.
During melee, you can also use many of your spells and combat arts to tip the fight to your advantage.

Damage dealt during combat will appear above you or your target with these color designations:

**Orange.** Damage you inflict on your target

**Red.** Damage your character suffers

**Gray.** Damage inflicted by and on others

**Assisting in Melee**

When engaged in melee with multiple enemies, it is often wise for all members of the group to concentrate their attacks on a single target. Sometimes the battle is so frantic that it can be hard to determine quickly which target you should focus on. Assisting can help you with this.

To assist, target a friend in your group who is attacking the enemy you want to attack. A secondary target window will appear to display the enemy your friend is attacking. Turn on your auto-attack using the `~` key and you will begin attacking the same enemy as your friend, if it is within range. You may also do this to attack with ranged weapons or spells the same enemy your friend has targeted.

If the target dies you will automatically stop attacking.

**Ranged Attacks**

Ranged attacks are toggled on by clicking the ranged attack icon, found on the Abilities tab of your Knowledge Book. If you are in range of your target, have a ranged weapon equipped, and have the required ammunition (if any), you will launch a ranged attack. You will continue to fire on the enemy as long as the ranged attack is toggled on and the target is within range. If a target is too close, you will not be able to attack with a ranged weapon.

**Avoidance, Mitigation, and Resistance**

During your adventures, your character will encounter a variety of harmful attacks directed against him or her. These can include mundane attacks with weapons, and exotic attacks. Your character has ratings that will help protect him or her from these kinds of attacks. These are displayed in the Persona window (open with the `[P]` key). The higher these ratings, the better the protection is. Resistances are raised through spells and equipment.

Mitigation is a rating that helps reduce damage you take from physical attacks such as weapons.

Avoidance rates your ability to dodge attacks, avoiding damage by not getting hit.

Resistances rate how well your character can withstand a variety of attacks beyond the physical, such as poisons, magic, cold, and others.

**Yelling for Help**

If you get into trouble during a fight, you can yell for assistance. This will break the encounter if it was locked, allowing others to intervene on your behalf, and will allow your movement buffs as well as health and power regeneration improvements (such as food and drink) to take effect again. You will not gain experience or loot from the defeat of an enemy after you break your encounter with a yell for help.

You can yell for help using the `/yell` command, or by clicking the “Yell for Help” hotkey found on the Abilities tab of your Knowledge Book. If in a group, the leader may restrict who may yell for help.
Heroic Opportunities
You and those you group with may trigger special moves during combat that can yield spectacular benefits. These special moves are called Heroic Opportunities, and they require coordination to pull them off successfully.

**Triggering a Heroic Opportunity**
Each character can trigger Heroic Opportunities using a special ability gained at Level 5. They are found in your Knowledge Book under Spells or Combat Arts, depending on your archetype.

**Scout. Lucky Break**
**Mage. Arcane Augur**
**Fighter. Fighting Chance**
**Priest. Divine Providence**

When you use your ability to trigger a Heroic Opportunity, a set of icons will appear in the lower right corner of your screen. These icons represent spells or combat arts that will trigger the first step toward a Heroic Opportunity. Watch your hotkey bar when these icons appear; spells or combat arts you have that match Heroic Opportunity icons will flash to let you know they can be used to advance the opportunity.

Most spells or combat arts have Heroic Opportunity icons associated with them. To see which opportunity icon a spell or combat art has associated with it, right-click it in your Knowledge Book and select “Examine.” You may also move your mouse pointer over a spell or combat art to see Heroic Opportunity icons in the pop-up window.

**Completing Heroic Opportunities**
Once you have triggered a Heroic Opportunity and you or a group member initiates the opportunity with the first spell or combat art, the graphic display will change to a large wheel. This wheel will show the actions icons that must be activated to complete the opportunity. Many involved actions from different player classes, so coordinate with your group members.

The order in which the actions in the Heroic Opportunity wheel should be completed is often important. Look for arrows at the center of the wheel to find out what order the actions should be taken; for example, if the arrow curls clockwise, you and your group must perform the actions called for in clockwise order around the wheel to successfully complete the Heroic Opportunity!

Note: You only have 20 seconds to complete a Heroic Opportunity, so be ready and quick!

**Scout Special: Shifting Heroic Opportunities**
A Scout has the unique ability to shift some Heroic Opportunities to new ones. If a Heroic Opportunity appears with the “coin” Scout opportunity icon in the lower right of the wheel, a Scout in the group can use a combat art matching the coin icon and a new Heroic Opportunity will appear—but only if the Scout makes the move first; if anyone executes a step in the opportunity before the Scout shifts it, it cannot be changed by the Scout.
Death
At some point in your character’s life, you are likely to come face to face with death. When your character dies, he or she suffers some setbacks, but nothing a brave adventurer cannot overcome.

Cost of Dying
Dying can be a tough process, and it takes its toll on your character. Several things happen when your character is killed:

• Your equipment suffers damage from the ordeal.
• You accumulate experience debt.
• Your attributes, such as Agility and Health, are temporarily weakened.

You have two options for continuing. You may wait for a friend to resurrect your character, or you can “revive,” which returns your character to the game world in a designated location (in some cases you may choose the location where you revive). Resurrection returns you to where you died, saving you a trip back to where you were. In either case, you will accrue a small amount of experience debt.

Experience Debt
After dying, your character accumulates experience debt. This appears as a red bar at the end of your gold experience bar. You do not lose any experience you have earned, but the debt must be paid out of experience you gain going forward. As you earn more experience, some goes toward your new level, and some pays off your debt. When all your debt is gone, full experience once again goes toward attaining your next level.

Equipment Damage
When killed, your character’s equipment suffers 10% damage. If left unrepaired, an item’s durability can reach zero and become unusable. Find a mender, often located in cities and towns, to repair your equipment. You can check the condition of your equipment at any time by moving your mouse pointer over an item in your inventory.

Recovering from Death
You can bounce back from tragedy to overcome the effects of dying. None of the detriments suffered through death are permanent. You will be weak temporarily after death, whether you were revived or got a resurrection from another player character (PC). This weakness will affect your statistics, but it will pass after a short period of time.

QUESTING
At the heart of EverQuest II is the quest. The inhabitants of Norrath are often in need of help with a task or problem, and some will reward you handsomely for your assistance. You may also discover items during your adventures that will unlock quests.

The Quest Journal
You can open your Quest Journal by pressing the [J] key. At the top are tabs for Active quests, Collection quests, and Completed quests. If you are grouped, a fourth tab will appear to show you quests that members of your group have in common with you.

Check boxes will mark off objectives of the quest as you complete them. When all parts of a quest are checked, your journal will update with instructions on what you should do next (for example, return to the original quest-giver to collect your reward). When you complete a quest, it is moved to your completed quests page.

You can shorten your list of quests by hiding a quest entry. Select it and click the “Hide” button. You may also delete a quest from your Quest Journal by selecting it and clicking the “Delete” button. You can sort quests by current zone or type.
Note: You can have a maximum of 75 active quests in your journal at one time. You will receive a message telling you that your journal is full if you attempt to take any more quests before completing some of those you already have. Collection quests do not count against the total.

The Quest Helper
The Quest Helper is a small display shown in the top right corner by default that tracks the current stage of the last quest you selected in your quest journal.

The helper is shown by default, but you can disable it if you like by unchecking the “Show Quest Help” checkbox at the bottom of the Quest Journal window.

Acquiring Quests
You can get quests by talking to non-player characters, examining items, or clicking on special objects in the game world. Non-player characters that give quests close to your level will have a feather icon above their heads.

When you are presented with a quest, you have the option to accept it or decline it. You will see a brief description explaining the quest and displaying what rewards you will be given for completing it.

Quests from Non-Player Characters
Talking to non-player characters, or NPCs, will often reveal information about the area you are in. Many times, these characters will have tasks they will ask you to perform. To talk to an NPC, move your mouse pointer over the target. If the pointer turns into a dialog bubble, click on the NPC to begin a conversation. You may also right-click on the target and select “Hail” from the context menu, or select the NPC and press the [H] key to start the conversation.

As you talk with an NPC, you will have choices in how you wish to respond. Click on your response. These responses will affect how the NPC reacts to you, so consider them carefully. If the NPC offers you a quest, a quest information box will open asking if you would like to accept the quest. To accept, click the Accept Quest button.

Quests from Items and Objects in the World
Some items you discover in the world as loot can grant quests. Examine the item to trigger the quest dialog.

Some objects you encounter in the world, such as statues, buildings, carts—nearly anything—can be a quest trigger. When you move your mouse over one of these objects it will be highlighted and your mouse pointer will become a hand. Right-click the object to start a quest dialog.

Collection Quests
Collection quests are special quests that are completed by collecting items from the game world. Collection quests appear in your Quest Journal under the Collections tab. These do not count toward your 75 quest maximum.
Items for collection quests will appear on the ground in the game world. Some appear as sparkles with a question mark above them. Others appear as bits of parchment on the ground with an exclamation point above them. To pick them up click on them, or right-click it and select “Harvest.”

When you have the item in your inventory, right-click on it and select “Examine” from the context menu. If you haven’t collected the item in the past, your Quest Journal will open. Click the Add button next to the collection quest you would like to add the item to (some items can satisfy more than one quest, so you will be able to choose which quest to apply the item to).

**Betrayal Quests**
Betrayal quests offer characters a chance to change their home city. These quests are difficult, and should only be attempted by players willing to dedicate a significant amount of time and effort. They are not intended for all players. It is recommended that you be at least Level 15 before attempting betrayal.

<table>
<thead>
<tr>
<th>City</th>
<th>Seek Out</th>
<th>Quest Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qeynos</td>
<td>Cordun Brenland, Qeynos Harbor</td>
<td>“Qeynos to Freeport — Exile”</td>
</tr>
<tr>
<td>Freeport</td>
<td>Stilus Graphium, East Freeport</td>
<td>“Freeport to Qeynos — Exile”</td>
</tr>
</tbody>
</table>

**Completing Quests**
Quests can be short or epic, multi-step journeys. As you work through the quest, legs of the quest will be marked off in your quest journal. You will also get clues and directions within each segment of a quest to help you reach the objective.

**Waypoints and the Light Trail**
If the current quest objective is in the zone you’re currently in, then there may be a waypoint available for it. When that’s the case, the Waypoint button will appear at the bottom of the zone's map. Clicking the button will reveal a light trail leading to the destination. This trail will appear when you are near your next objective and lead you to it. Your target becomes a red dot on your map.

**Asking for Directions from Non-Player Characters**
Guards of your city may be able to help you find non-player characters (NPCs) you’re looking for within the same zone. Clicking on a guard will open the “find NPC” box with a field for entering the name of the NPC you are seeking. Type the name of the NPC and click OK. If the guard knows the individual’s location, he or she will point in their direction. A light trail will appear to lead you to the NPC. Asking for directions to a different NPC will create a new waypoint, replacing the first one.

**Quest Rewards**
When you have completed all tasks in a quest, you may immediately receive a reward for completing the quest, or your quest journal will update to tell you what you should do next to complete the quest. Sometimes this involves returning to the individual who originally assigned the quest to you. In these cases, when you return to the one who gave you the quest, you are granted a reward.

A non-player character that can complete a quest for you will have a closed book above its head. One which can be spoken to in order to advance a quest you currently have will display a book with a quill together above its head.

A Quest Reward confirmation box appears at the end of a quest that lists the items or money you are being given. Some quests will offer you a choice of rewards.

**CRAFTING**
Anyone can take up a crafting trade. Like adventuring, crafting is exciting and can be
challenging. The rewards of mastery can assure one a place in the history of Norrath alongside the world’s greatest explorers. The creations of a master craftsman can achieve an almost mythical status.

**Tradeskill Arts**
As you grow in skill as an Artisan, you will gain tradeskill arts that can influence your crafting. They can push your crafting skill to new heights of excellence to create true masterpieces.

Tradeskill arts appear in your Knowledge Book on the Tradeskill page, and their use is similar to spells or combat arts. You can drag-and-drop the icons into your hotkey bar for easy use during the crafting process.

**Your Recipe Book**

Your recipe book is a master list of all the recipes you have gathered so far. Open your book by pressing the [N] key.

Your recipes are shown with icons, the recipe name, and the level of difficulty. Position your mouse pointer over a recipe’s icon and a pop-up window will display the materials needed and other important details.

Throughout your time in Norrath you will encounter a variety of advanced manuals with additional recipes. You can add recipes to your own repertoire by right-clicking on a volume of new recipes in your inventory and selecting “Scribe” from the context menu. This will consume the volume.

You can create filters to sort your recipes. Click the **Edit** button. Set the any of the search criteria you wish to use to filter your recipe list. For example, you can filter based on a particular recipe book by selecting the book from the list of scribed books under “Recipe Book” on the filter screen. In the Filter field at the top enter a name for your filter and click the **OK** button. Your new filter will appear on the main Recipe Book screen as a drop down selection from the Filter menu.

**The Crafting Process**
To craft, you will need a recipe and the materials called for in the recipe. You must have these on your character and access to the required device to start the process. Crafting stations can be found in workshops throughout cities, and include sewing tables, scribing desks, lathes, workbenches, forges, chemistry tables and stoves.

Follow these steps to craft:

1. Click on the device called for in your recipe.

2. Select the recipe you wish to use and click the “Create” button. A window will open displaying the list of components required by the recipe and whether or not you have each.
3. If all components are present, click the “Begin” button.

4. You will see two bars at the top of the crafting process window. These will track your overall crafting progress.

5. Watch for crafting events to appear at the bottom of the window. When they appear, counter them by activating a tradeskill art from your Knowledge Book that has the same icon. A successful counter will change the event icon to a green square.

6. Use tradeskill arts to influence durability and progress as you see fit, but monitor your Power and Health in the process as these can be drained by crafting.

7. You can halt the crafting process at any point by clicking the **Stop** button to yield an item of the quality reached during the process.

If you stop the process before the first level of quality has been reached, your components are returned to you, but your fuel component is consumed.

The green bar displays the current item’s durability and the blue bar displays the progress toward higher-level qualities of the item. The blue bar is marked along its length to indicate the levels of quality achievable with this recipe. The green bar is marked to show when you will lose a level of quality as durability drops. In the lower part of the box are displayed the levels of quality. If this is the first time you have attempted this recipe, these will be listed as “Unknown”; as you practice with the recipe and reach higher levels of quality, they will change to display the quality. Each of the quality levels has two bars next to it. These are similar to the two at the top of the window. As you craft, the green durability bar is reduced. If it disappears, that level of quality is lost (though it is sometimes possible to regain the lost level of quality with skillful use of your tradeskill arts). Progress will continue until you fill the blue progress bar of last quality level, or you stop the process at its current level.

**Materials for Crafting**

Raw components are harvested from sources such as roots, felled trees, and unearthed stones around Norrath. Right-click on one and select “Harvest” to gather raw components. There are skill levels associated with harvesting, which you will increase through use. Different zones require varying skill levels and return varying tiers, or levels, of harvested items.

Basic materials required in crafting are available from merchants inside your workshop, such as coal, filament, and other items.

**Workshops**

There are several locations in both Qeynos and Freeport to access the crafting stations. These usually appear as cellar doorways in the cities. There is a non-player character near the entrance to each workshop who will sell the basic crafting books appropriate to your tradeskill class and level.

In Kelethin, the tradeskill stations are located in various places around the citadel, not in separate crafting zones.
CHARACTER ADVANCEMENT
As you explore Norrath, conquer enemies, and complete quests, your skills and abilities will improve. There are many ways you can advance in EverQuest II, including through levels, skill scores, as an Artisan, by improving spells and combat arts, and others.

Gaining Experience & Leveling Up
Defeating enemies and completing quests earns you experience points. Experience points add up and move your character up in levels. The higher level your character is, the more powerful and effective he or she becomes.

The gold bar of your experience meter represents how much total experience you have accumulated toward your next level. As each segment of the gold bar is filled, your character receives a small boost with all health and power being instantly replenished.

When the entire gold bar fills completely, you will gain a level and the bar will reset to begin tracking progress to your next level. The blue bar beneath the gold bar tracks your experience in one-gold-block segments. When the blue bar is filled, a single gold block will have been filled.

When you level up you can gain more Health, more Power, improved stats, new spells, combat arts, abilities, skills, racial bonuses, and more.

Improving Skills
As your character advances, his or her skills will also improve through use. When you use a skill and it goes up in value, you will see a message alerting you to the improvement. Higher skill scores improve the strength and effectiveness of actions, spells, and combat arts that use that particular skill.

Advanced Training
You can further customize your character through a variety of advanced training opportunities. At certain levels a “plus” button will appear on your screen. Click to open a window that will allow you to pick a new ability from one of the following categories.

Enemy Mastery
At certain levels, you may pick a type of enemy for which you have a particular dislike and learn an enhanced attack that can be used against that type of enemy to great effect.

Racial Traditions
As you level, you will begin to unlock certain advantages and abilities inherent to your race. Racial traditions take many forms, some are activated similarly to your other abilities, and some are permanent improvements to your character.

Advanced Training
At certain levels you will be able to choose one of your spells in which to specialize. This will immediately increase its spell rank to Master II.

Personal Traits
Traits are natural improvements to your attributes and other statistics. For example, you might choose the Clever trait, thereby increasing your Intelligence. Traits can increase your Health or Power, improve your rate of regeneration for either of these, and even make you more resistant to magic, disease, or certain types of melee damage. Traits are independent of your character’s race or profession.
Achievements
The Achievements system offers a new way for you to improve your characters’ powers while individualizing them at the same time.

Achievement experience is earned in a variety of ways, including:

• Completing quests
• Defeating notorious enemies
• Obtaining rare treasures
• Exploring new places
• Gaining experience after reaching your level cap

Achievement experience can be earned by characters Level 10 and above. Each exploration, notable enemy defeat, or treasure discovery will only count as an achievement once. Characters that have reached the Level 70 cap will have a portion of their earned experience applied to achievement experience.

As you gain achievement levels, you gain Achievement Points you can spend to acquire new powers and abilities that will set your character apart from the crowd. For example, Warriors may advance their training with a weapon of their choice, learn new combat abilities, or customize their fighting style. Mages can gain greater control of their arcane abilities, allowing them to adjust how they cast their spells to suit their preference.

You can view your achievement abilities and your available Achievement Points by pressing [L].

No one will be able to learn all of the specialties, so each choice makes your character more unique. You can earn a maximum of 100 achievement points to spend between the two trees, with up to 50 points in each.

Ability descriptions appear in a pop-up dialog box when you move your mouse pointer over the ability icon. Each ability lists the current rank you have acquired for that particular ability, the maximum rank you can achieve in that ability, and the cost to purchase a new rank. The higher your rank in any ability, the better that ability functions.

To increase the rank of an ability, you must have the specified amount of Achievement Points available to raise the ability’s rank. You cannot raise an ability’s rank above its maximum.

To acquire a rank in an unlocked ability, click on it. You will be asked to confirm your choice. Click Yes to confirm. The rank will be increased, or the ability added if it is new.

There are two separate tabs: one for your primary class (such as Rogue) and another for your subclass (such as Brigand and Swashbuckler).

Class Achievement
Every parent class has five different achievement paths they may follow to customize their character with brand new abilities. You may choose to specialize your training in one path, becoming more advanced in that single specialty, or you may spread out your advancement for broad-ranging abilities.

Abilities deeper in a tree will only become available when you have acquired the preceding abilities in that line. There may also be other prerequisites that must be met before access to a new ability is unlocked.
You may invest a total of 50 points in your class achievements.

**Subclass Achievement**
Adding to the depth of customization your character can develop, the subclass achievement progression concentrates on improving existing skills for your profession. You might be able to hit harder, evade more, heal faster, increase duration of a spell type, or reduce casting time on another.

As in the class achievements, you must fulfill prerequisites before moving further in the tree. As you can see, the subclass achievements have a more web-like progression pattern, allowing optional alternative prerequisites. For instance, you must have “Whack” at Rank 3 or “Double Dagger” at Rank 3 to make the Brigand enhancement “Gouge” available.

You may invest a total of 50 points in your subclass achievements.

**Resetting Achievements**
If you decide that you would like to change your achievement path, you may click on **Special: Reset Achievements** to regain all points spent in that window. You may then reassign them as you like. Your class and subclass achievements are reset separately, and cannot be transferred back and forth.

**Titles**
Your character can earn titles for a variety of achievements, such as defeating a large number of a particular type of enemy. Titles are displayed next to your character’s name, either before or after it. You can choose display titles from your Persona window ([P]). Click the **Details** tab and use the pull-down menus to set your titles.

**Artisan Advancement**
Successful crafting earns you tradeskill experience points. Tradeskill experience works the same as adventuring experience. On your persona screen you will see the tradeskill experience bar. When this fills completely, your Artisan level will increase.
Throughout the world you will discover manuscripts especially for your pursuits as an Artisan. They contain tradeskill recipes not available in the manuscripts purchased from merchants. Each manuscript’s recipe levels increase with each volume number. The level at which you can scribe the recipes corresponds to the volume number of the book (for example, you can scribe advanced tailoring volume 18 at Level 18). Over your life as an Artisan, you must become certified to reach certain levels of expertise in your craft. Seek out the individuals below to become certified in a more advanced trade.

Tradeskill Class Selection may commence at Level 9 and must be completed before Level 10 can be reached.

Tradeskill Subclass Selection may commence at Level 19 and must be completed before Level 20 can be reached.

<table>
<thead>
<tr>
<th>City</th>
<th>Tradeskill Class Selection</th>
<th>Tradeskill Subclass Selection</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qeynos</td>
<td>Alfred Ironforge, Qeynos Harbor</td>
<td>Devona Ironforge, Qeynos Harbor</td>
</tr>
<tr>
<td>Freeport</td>
<td>Alethea Augustine, West Freeport</td>
<td>Matthias Zoe, West Freeport</td>
</tr>
<tr>
<td>Kelethin</td>
<td>Ralika Mekkila, Kelethin</td>
<td>Ralika Mekila, Kelethin</td>
</tr>
</tbody>
</table>

**Artisan Classes and Subclasses**

**Craftsman.** The Craftsman makes beverages, food, wooden weapons and shields, and furniture. Craftsman subclasses include:

- **Provisioner.** The Provisioner specializes in beverages and a great variety of foods.

- **Woodworker.** The Woodworker specializes in wooden creations such as staves, bows, shields, arrows, and instruments such as totems.

- **Carpenter.** The Carpenter specializes in many different types of furniture and fixtures used to decorate PC houses, as well as sales displays.

- **Outfitter.** The Outfitter makes metal weapons and armor, as well as leather and cloth armor. Outfitter subclasses include:
  - **Armorer.** The Armorer specializes in metal armor, such as platemail and chainmail.
  - **Tailor.** The Tailor specializes in cloth and leather armor.

- **Weaponsmith.** The Weaponsmith specializes in metal weaponry, such as swords, axes, daggers, and hammers.

- **Scholar.** The Scholar deals in spell upgrades, combat art upgrades, jewelry, talismans, potions, and poisons. Scholar subclasses include:
  - **Jeweler.** The Jeweler specializes in the creation of jewelry, talismans and scout class combat art upgrades.
  - **Sage.** The Sage specializes in scrolls that upgrade spells for mage and priest classes.
  - **Alchemist.** The Alchemist specializes in the creation of potions and poisons, as well as upgrades to fighter combat skills.

**Artisan Secondary Skills**

In addition to specializing in one of the tradeskill paths above, each character can learn a secondary artisan skill, newly introduced in the *EverQuest® II Echoes of Faydwer™* expansion.
Adornments. Allows creation of augmentations that may be applied to equipable gear such as armor and weapons.

Tinkering. The Tinker makes various gadgets and trinkets for player use.

Transmuting. The Transmuter takes existing items and breaks them down into useful components.

**PVP (PLAYER VERSUS PLAYER)**

Live Update #20 for *EverQuest II*, released in conjunction with *Kingdom of Sky* and available to all *EQII* players, introduced traditional player versus player combat to the game on a broad scale.

Player versus player (PvP) combat is available on new, dedicated servers with the specialized PvP ruleset. There are two U.S. servers (one of these with the Station Exchange™ feature enabled), as well as one each for UK, DE and FR players.

**Gameplay on a PvP Server**

The background conflict on PvP servers is the struggle between good (the residents of Qeynos and Kelethlin) and evil (the residents of Freeport). You hunt and battle members of the opposing alignment to gain experience, status, faction and titles. Further rewards become available at PvP merchants as you earn standing with your city, and you may purchase rewards from these merchants.

All areas on a PvP server are open to player versus player engagement — nowhere is completely safe, so be on your toes! You will, however, find relative safety within the protective walls of your home city where you can rest and replenish supplies.

**PvP Rules**

While PvP servers are dangerous and intense worlds to live in, there are a few rules that Norrathians must still abide by:

- Players under Level 10 are protected from and cannot initiate PvP combat.
- Players can only engage in PvP within city walls, including outlying districts, if flagged for city PvP. See the “City PvP” section below for details.
- You cannot attack any character that is more than eight adventure levels below you unless he attacks you first. Likewise you cannot be attacked by characters greater than eight adventure levels higher than you.

Opposing characters’ names will have a red outline, indicating that they are a valid hostile targets. Any characters +/- up to 8 levels are valid targets, and their names will appear as a color based on the level difference:

- **Green** 5-8 levels below you
- **Blue** 1-4 levels below you
- **White** equal level to you
- **Yellow** 1-4 levels above you
- **Orange** 5-8 levels above you
- **Gray** more than 8 levels below you, no red outline around character name
- **Red** more than 8 levels above you, no red outline around character name

**Player Communication in PvP**

On PvP servers, a language barrier exists between good characters (from Qeynos and
Kelethin) and evil characters (from Freeport). Good characters speak the Antonican language. Characters from Freeport speak Lucanic. Players on opposing sides will not be able to understand each other’s speech.

This language barrier extends to all languages. No matter which language you choose to communicate with — be it gnomish, draconic, oggish, or any other — characters from the opposing city will not be able to understand you.

Players from opposing sides also:

- cannot join guilds or groups together, therefore they cannot communicate via guild chat or group chat
- cannot send tells to each other
- cannot view the other side’s /auction, /ooc, /shout chat channels
- cannot join chat channels created by characters from the opposing side
- cannot view the opposing alignment’s presence in a zone using the /who command
- cannot send mail to each other through the Norrathian Express in-game mail system
- cannot trade items or coins
- cannot use the /duelbet command between each other (/duel still functions, however)

**PvP Combat**

Combat between player characters will function somewhat differently in many aspects than combat between player characters and monsters (this is known as player versus environment, or PvE, combat). Note that the changes that are described below only apply to PvP combat; PvE combat follows the standard ruleset on PvP servers.

**Melee Combat.** The default maximum range for melee combat has been increased. Positional spells and combat arts that require the caster to be either behind or flanking the opponent will work if either requirement is met.

Note: This is only the case against PCs.

**Taunts and Threat Reduction.** Taunts can change an enemy PC’s target in PvP and even hold the enemy’s target on the taunter for short durations of time.

Spells that reduce threat or lower a target’s position on a creature’s threat list (such as the Swashbuckler’s Evade combat art or Templar’s Placate spell) can force PCs to completely lose their target focus.

**Control Spells.** Control spells, such as Snare, Root, Stun, Fear, Charm, Stifle, Fascination, and Pacify cannot be refreshed on a PC target, and, for a short duration after the effect expires, the affected PC will be immune to future effects of this type. This immunity period is as long as the original duration of the spell.

For example, if you are rooted by an opposing PC for 10 seconds, you cannot be re-rooted while you are still under the effect, and when the root breaks, you cannot be rooted again for 10 seconds following the break.

Note: This immunity only applies to player cast spells of this type. You are not immune to these spells cast by non-player characters.

**Stealth and Invisibility.** A character affected by invisibility or stealth will appear as a shadowy outline if he or she comes within a short distance of a PC of an opposing
alignment. Outside this range, the invisible or stealthy PC remains unseen.

Players affected by abilities or spells that allow them to detect invisible or stealthy characters, or that are significantly higher level than an invisible or stealthy PC, will see opposing PCs as shadowy outlines as they normally would.

**Zoning.** Upon entering a zone, PCs will be immune to PvP engagement until they initiate a hostile action or move. This will prevent unscrupulous players from “camping” zone-in points to catch enemies in unfairly vulnerable positions.

**Viewing PvP Spell and Combat Art Effects.** A separate inspection option has been included on PvP servers that will let you view how spells and combat arts function in the PvP ruleset. You can view this through the right-click context menu.

**City PvP**

PvP within city walls works a little differently than it does in the outside world. A PC cannot attack another within a city unless one is flagged for city PvP.

The rules for city PvP are as follows:

- Attacking any NPC in a safe zone (i.e., a city) flags the attacker for city PvP.
- Anyone flagged for city PvP can be attacked by anyone of the opposing alignment in any zone, within the standard PvP rules governing engagement.
- Anyone that attacks a city PvP flagged PC also becomes flagged for city PvP.
- The city PvP flagging lasts for 15 minutes from the last hostile action taken against a safe zone NPC or another PC flagged for city PvP.

**PvP Death**

Death during a PvP encounter will result in moderate experience debt. You will not receive armor damage. Note, however, that if you are on any creature’s threat list at the time of your PvP death, you will suffer standard PvE death penalties, including armor damage.

**PvP Rewards**

Rewards for emerging triumphant from a PvP conflict vary depending on how the kill took place:

- **Honorable Kills.** Any kill of the opposing alignment that was first engaged while the target was at full or nearly full health is considered an honorable kill. The first group or solo PC that engaged the target will receive experience, status, and faction rewards.

- **Neutral Kills.** Any kill of the opposing alignment that was first engaged while the target had at least half health but not full or nearly full health is considered a neutral kill. The first group or solo PC that engaged the target will receive moderate faction gain, but no experience or status rewards.

- **Dishonorable Kills.** Any kill of the opposing alignment that was first engaged while the target is significantly hurt is considered a dishonorable kill. The results of a dishonorable kill are detrimental, and include a loss of faction with both your alignment and the opposing alignment. Losing faction with your own side in this way can cause you to fall out of favor with your alignment and will restrict or remove any access to the rewards system.

**The Kill List**

Honorably killing foes will place them on your character’s kill list. Any subsequent honorable kills of the same PC will be counted as neutral kills until you have killed 10 other PCs. Neutral and dishonorable kills have no effect on the list.
COMMUNITY
You will meet a lot of people as you play, and EverQuest II has many ways for you to keep track of and interact with other players in the game.

Friends and Ignore Lists
You can keep track of your friends and block those who bother you by using the Community tools. Click the EQII button and select “Community,” or press the [Y] key to open the community window.

Friends List
When you make friends in EverQuest II, put them on your friends list by entering their names in the Friend field and click the Add button. From then on, you will be alerted when that friend logs in. You can remove characters from your list by selecting their name and clicking the Remove Selected button. You may also type /friend <name>.

Ignore List
If someone is bothering you, you can block them from sending you messages and interacting with you by entering their name in the Ignore field and clicking the Ignore button. You will receive no further messages from that character. You may type /ignore <name> as well. You can remove characters from your list by selecting their name and clicking the Remove Selected button.

Guilds
Guilds are associations of characters that cooperate to achieve many common goals. These associations can be small groups of friends, organized Artisans, or enormous “über guilds” that tackle some of the biggest challenges Norrath has to offer.

Forming a Guild
To form a guild, you must visit a guild registrar. Registrars are located in The Freeport Observer in Freeport, The House of Lords in Qeynos, and the Tunarean Court in Kelethin. The following requirements must be met to form a guild:
• Six unguilded characters present and grouped together, and
• 60 silver for the registration fee
You will be prompted for a name for the guild (subject to an inappropriate word filter).

The leader and officers are the only members of a guild who can invite new members. To invite members, use the /invite <character name> command.

Guild Levels
A guild can become stronger through the actions of its members, unlocking benefits as the guild grows in prominence. A guild levels up as its members complete guild writs for status points and sell special status point items found while adventuring. Each time a guild member earns status points, the guild as a whole gains experience. Guild leveling is very similar to character leveling. At the bottom of the Guild Window is a guild experience meter.

Guild Status Points
Guild Status Points are status points held collectively by the guild and determine the level of the guild. These are accumulated through the completion of writs, completing special quests, and by defeating certain epic foes.

Writs
A writ can be obtained by anyone with a guild affiliation from Heralds located within a city. Writs are duties a guild performs for a city or other faction in order to gain prominence through Guild Status Points. Upon completion of a writ, instead of adventure experience, the experience is added to the guild member’s individual Status
Points, as well as to the Guild Status Points pool. There are solo and group (heroic) writs available.

As the Guild gains levels, special writs become available: raids for the guild to complete for additional experience. These are given out by the City Registrar, and accessed via a magical doorway nearby.

**Guild Administration In-Game**
The guild window lets leaders and members interact with the guild as a whole. Also, from here the guild leader may do special leader-only actions. To open the guild window, press [U].

There are eight tabs in the guild window:

**Main.** This tab displays general details about the guild, as well as recent events in the guild.

**Members.** Displays a roster of guild members that can be filtered and sorted.

**Events.** Displays a complete list of guild events and allows designated members to administer the list.

**Ranks.** Shows rank titles and permissions, which can be changed by the guild leader and designated officers.

**Event Filters.** Filters for the tracking of list of guild events.

**Bank Settings.** Allows the guild leader and designated members to change how members can use the guild bank.

**Bank Log.** Displays transactions in the guild bank.

**Recruiting.** Displays the Guild Description that will be seen by those seeking a guild.

**Basic Guild Commands**

/guildsay <text>. Speak in the guildchat channel
/guild invite <character>. Invite a character to join the guild (leader and designated officers only)

/guild remove <character>. Remove a character from the guild (only the leader and designated officers can remove other characters, but a character can remove himself with this command)

/guild promote <character>. Promote a member to officer status or an officer to leader status (only someone of higher rank with permissions can do this)

/guild demote <character>. Demote an officer to member status or a leader to officer status (only someone of equal or higher rank with permissions can do this)

The Guild Bank
The guild bank allows members to store and withdraw items and coins. You can access the guild bank by right-clicking on a banker NPC and selecting “guild bank” from the context menu.

To deposit or withdraw items, simply drag-and-drop them into available slots. To deposit or withdraw coins, click the Deposit Coin or Withdraw Coin button and enter the amount you would like to deposit.

There are four different guild bank tabs, each with separate bank slots and coin banks. The guild leader and officers can place limits on how each guild rank can use a guild bank, as well as any limits on deposits and withdrawals.

As a guild advances in level, additional rows of guild bank slots become available.

The Guild Bank

Station Players™
Station Players is an online service that connects players to the EQII community. Station Players offers an array of free and premium features that merge the Web and your EverQuest II experience in exciting new ways.

What is Station Players?
Station Players links you to the EverQuest II community and gives you access to a wealth of information about the evolving world of Norrath. EverQuest II subscribers may get access to some of these great features:

Guild Websites. As a subscriber to EverQuest II, you automatically receive access to your guild website.

Server and Class Community Areas. Your server has its own community area that will keep you up-to-date on news and events, and offers special features like.

Characters of the Day and Guilds of the Day
Character Profile Page. Show off your character’s equipment, statistics and more.
**Want More? Try Station Players Advanced Features**

Station Players takes Web and game integration to an unprecedented level. Pick and choose optional advanced features at an additional fee to get access to these extensive tools and resources:

**Advanced Character Profiles.** Your character’s history is tracked by Station Players. View your achievements, advancement, and items, and even allow others to witness your greatness!

**Advanced Item Lists.** Both Artisans and adventurers discover incredible items everyday in *EverQuest II*, and Station Players displays detailed statistics of each while immortalizing the discoverer by name!

**Advanced Guild Tools.** Your guild is as close as the Web: Chat directly with your guild and see who’s online right now through the Web. Plus, follow your guild’s successes in your guild Wall of Fame.

**Screenshot and Image Storage.** You can store your own visual records on StationPlayers.com. With the optional advanced features subscription, you can upload up to 50 images and screenshots or 10 MB for others to view.

The tools and services on Station Players are unmatched when it comes to immortalizing your characters and guild and bringing players together. Please visit www.stationplayers.com for more detailed information and pricing options and to try out the future of online gaming on the Web!

**Guild Web Support: Station Players**

As part of your *EverQuest II* subscription, guild leaders will have access to Web space for a guild page and administrative tools to help you organize your guild. You can find these at www.stationplayers.com.

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**EVERQUEST® II ECHOES OF FAYDWER™**

Long ago, Faydwer was a continent filled with magic. The cities were places of legend and renown. Then came the rending, the shattering and the withdrawal of the Gods ... the many peoples of Faydwer scattered to the winds, seeking shelter from the events that raged on about them. Most became refugees and settled on the sundered continents of Karan and D'Lere, where they began to rebuild lives and civilizations far from their ancestral home.

Yet longing never ceased in the hearts and souls of the exiles, even as generations passed. No Dwarf, Elf or Gnome could deny hoping that Faydwer had survived, and that one day, perhaps, they could return.

Now at last the continent has been rediscovered. Unlike Antonica, Faydwer survived the Cataclysm largely intact, but much changed. The great cities of Faydwer are but an introduction to the continent. Let us visit them now ...

The mighty city of **Kaladim**, ancestral home of the stout Dwarven race, where the smithys’ mighty hammers rang day and night, and ale flowed like water. Now its great stone halls are home to Bugbears, a strange, heavyset and primitive race, who share the undermountain city with a curious alliance of goblins, Kobolds and a priestly sect of Ratonga among others ... followers of Brell, all. The power of the Underfoot runs as strongly through Kaladim as it ever has.

**Ak’Anon**, where Gnomes explored every niche of the arcane arts and created all manner of fabulous contraptions, the likes of which have never been seen before
or since. When the Gnomes fled the city, the clockworks they left behind achieved sentience and formed their own society. They are not evil, but seek to keep their home, renamed Klak’Anon, free of the infestation of flesh and blood creatures.

The elegant city of Felwithe, where the High Elves studied and practiced their purely beneficent magics. Through the wearing effects of centuries of war and destruction, coupled with insidious rumors and fear-mongering by the agents of evil, the once noble Koada’Dal became first isolationism and eventually corrupt and xenophobic. After “purifying” their race, they now style themselves “Renda’Dal.” The beauty of the city, now called New Tunaria, is a mere veneer that hides the dark madness of the High Council. Many rumors are whispered about the fate of the true ruler, Queen Lenya Thex, but none dare pursue them.

The treetop citadel of Kelethin, where Wood Elves lived in communion with nature and developed an unmatched knowledge of the lore of the land. The city has survived several vicious wars, and remains the heart of all that is good in Faydwer. A new race of beauty and light, the Fae, kept hopes alive in Kelethin.

Many other interesting areas await the brave adventurer, such as the haunted desolation of the Loping Plains, the palpable power of evil that permeates Mistmoore, the unique geology and fauna of Steamfont, and the powerful stronghold of the Faydwer Orc tribes, Crushbone. There is something for all levels to enjoy discovering.

It cannot be pure chance that the rediscovery of this magical continent coincided with the stirrings of the Gods on the mortal plane once more; the struggle for balance in this land is just beginning … Welcome to Faydwer.

Traveling to Faydwer
A ship route has been established between Thundering Steppes, Nektulos Forest and the Butcherblock Mountains. There are than 20 new and exciting zones to explore, spread across every level range.

New Playable Race: The Fae
The Fae are a new playable race available in the Echoes of Faydwer expansion. Small and lithe, these creatures have innate high agility, wisdom and intelligence, leading many to become scouts, priests and magic wielders. Mischievous and funloving, they have wings of countless hues and shades of color which reflect their many moods.

The ancestors of the Fae were present in Faydwer in ancient times, and known to the Wood Elves, with whom they allied in the later wars. Legend has it that the Fae were created from beautiful woodland flowers by Tunare herself. When they began to learn more of the world, they were affected by her influence and began to grow in spirit, mind and body. They are now much larger than other Fay folk in Norrath and have a fully developed culture based on maintaining harmony with nature.

Although they have wings, Fae cannot fly in the sense that birds can. Instead, they use their wings to gently glide above the ground, or safely float down small drops. With time, many Fae learn additional skills in Gliding that help them safely traverse paths that others may find dangerous.

Alignment
The Fae are creations of the goddess Tunare, and they never forgot her, even when all the gods withdrew from Norrath. For this reason, all Fae are considered “good” and begin life in Kelethin. They may not begin training as an evil class. All Fae begin life in the Nursery near Kelethin.

New Starting City: Kelethin
The fabled treetop citadel of the Feir’Dal, or Wood Elves, Kelethin has stood for
many centuries. In ancient times, when the tumult of war and the tide of destruction became too great, almost all elven folk fled their sanctuary within the Greater Faydark Forest for other lands. The Fae remained, and against great odds, made the city their own. Kelethin became the place where the Fae folk developed their culture, building on their own knowledge as well as that learned earlier from the Feir’Dal.

The Fae who rule Kelethin are a Matriarchal society. Queen Amree is welcoming to the many strangers who now traverse her lands, while her heir, the Princess Saphronia, is less tolerant of the outlanders whom she instinctively distrusts. The Fae are loosely allied to the brownies of Lesser Faydark, who consider Amree their queen as well, although they maintain their own highly bureaucratic government.

Kelethin offers all the advantages of other large cities, including housing, banking, brokers, a wide variety of merchants and services, city registrar and writ givers. It is the central hub of Faydwer.

Young Fae buds always start life in the Nursery near Kelethin.

Players who are of the ancestral Faydwer races may also choose to begin life in Kelethin: Dwarves, Gnomes, Wood Elves, Half Elves and High Elves.

Kelethin, the Fae and PvP

Kelethin and its inhabitants are devoted followers of Tunare, and as such, are of good alignment. Evil players must tread carefully here, particularly on PvP servers.

The Return of the Gods

Cataclysmic events heralded the rending of the Norrath of old. Wars raged between mortals and the Gods, with the very Planes of Power — the seat of the Gods — besieged in the name of greed and supremacy. Finally the balance of the mortal world was distorted beyond repair and the land itself began to rend and tear apart. In a final mysterious event, the shrouded moon Luclin itself exploded, remaining in the sky as a symbol of all things torn asunder. At the urging of Quellious, the Gods themselves finally withdrew from Norrath and remained silent for hundreds of years.

With the passing of time, many thought the Gods dead, or a myth that had never really existed; yet there were always some in the Shattered Lands who could feel their distant presence, and never gave up their faith.

Through supplication, summons, dark ritual and prayers of hope, the immortals have been called back to the lands to which they are bound. So many unimaginably powerful and opposing forces; will you choose a deity to follow?

Abilities and Altars

You will quest to prove your faith, and those who are true of heart and purpose can earn blessings and miracles. Each Tier offers a new quest, with five in total. The first quest begins at Level 20.

Miracles are instant or short-duration abilities that have very powerful effects.

Blessings are usually of a longer duration, and increase abilities, augment skills or call forth a servant of the deity to aid you. Both miracles and blessings are on a 60-minute timer.

In order to use specially bestowed abilities, you will be required to expend some of the favor you gained from serving your deity. Favor may be increased again by making offerings to your God or by praying at your altar. Each character will receive an altar for personal use; this is placed in your house.

Altars are of differing qualities, and better ones are available as you advance in faith. To
use the altar, place it in your house and pray by right-clicking on it. This will bring up
the altar interface. Within this window, you will see blessings on the left and miracles
on the right. Mouse over the icons to learn about the abilities and what they require.

**Revoking or Changing Faith**

You may only serve one deity at a time.

If you wish to stop serving your current God, you must go to your deity’s altar, right-
click on it, and renounce your faith. You will immediately lose all favor with the God,
but you are free to choose a new one, or to remain without.

**The Deities**

Each of the Gods has an avatar, a mortal entity imbued with divine power, which will
appear in Norrath if worshipers collect enough favor. The avatar will usually remain on
the mortal plane for 3-5 days, granting their devoted followers a small buff; the buff is
increased in duration should you travel to stand in the presence of your God’s avatar.

There are some who may wish to destroy the holy avatars, a difficult challenge
indeed. The followers of Innoruuk, for instance, might think to serve their dark lord
well by mounting a raid to destroy the avatar of his nemesis, Tunare.

A warning to those in a raid who worship the target deity: should you attack as well,
you will be cursed with Apostasy (a divine stun lasting 9 seconds), and immediately
lose all favor, blessings and miracles, even those already cast. In addition to a
massive blow to faction, you will be afflicted with divine censure for 24 hours. The
Gods do not look favorably on such betrayal.

**Brell Serilis, The Duke of Below (neutral)**. Revered as the primary god of the
Dwarves as well as many Gnomes, Halflings, and Gnolls, Brell is the god of the deep
earth. Solidity of purpose and strength in action are the hallmarks of his followers.
The stout of heart must talk with those who dwell in the Dwarven Outpost south of
Kaladim if they hope to prove themselves worthy of service to Brell.

**Cazic Thule, The Lord of Fear (evil)**. Known long ago as “The Faceless”, Cazic has
been called back to Norrath by his devoted followers. There is great power as well
as danger in Fear; those who wish to learn the ancient, dark ways of terror should
discourse with Danak Dhorentath in the Butcherblock Mountains.

**Innoruuk, The Prince of Hate (evil)**. The heart of evil, Innoruuk twists even the
most pure of spirit to pure evil. It was he who created the Teir’Dal, the Dark Elves, by
torturing and warping the captive king and queen of the Koada’Dal, the High Elves.
Players who wish to sample the power of hate — perhaps at the cost of their own
souls — should find Xilania Nevagon in Greater Faydark.

**Mithaniel Marr, The Truthbringer (good)**. Many were the knights in Norrath who
once followed the bright banner of Mithaniel Marr, and he has returned to sound the
call once more. Honor, in word and deed, rule in the hearts of the many valorous
souls who wish to swear fealty to this noble God. They must seek out Bayden
Cauldhorn in Kelethin to learn their destiny.

**Quellious, The Tranquil (good)**. Worshipping the child goddess who personifies the
balance of all things, the followers of Quellious are not afraid to use force to defend
themselves and others from evil. The Tranquil is the natural opposite of Rallos Zek.
Revered by ancient orders of monks for millenia, now many in Norrath also wish to
learn the Tranquil path of inner peace. If you are one of these, speak to her devoted
servant, Pacificator Merrek, in Butcherblock.

**Rallos Zek, The Warlord (evil)**. Nothing pleases this energetic God more than the
sound of pitched battle, steel upon steel, armies stretching to the horizon. Rallos has
no stomach for weaklings and seeks only power through might. The Ogres and Orcs are his children, but he calls all who love the heat of the fray to his side. Victory and destruction are the only goals in his soul. To seek service in his ranks, speak with Tychus Zekbringer in Butcherblock.

**Solusek Ro, The Burning Prince (neutral).** All Mages of Norrath can trace the root of their powers to the bright fires of magic that ceaselessly roll in Solusek. He holds the power of ethereal fire in his soul, and countless generations of mortals have sought to learn from his greatness. If you are not afraid of the all-consuming conflagration he represents, seek out Civean Il'Pernod, along the cliffs of Butcherblock.

**Tunare, The Mother of All (good).** Generous and beautiful of spirit, Tunare is the goddess of nature and growth. Hers are the viridian woods and sun-dappled vales, her people, the Elves: Feir'Dal and Koada'Dal as well as the exquisite Fae. In time, many races came to reverence this gentle but powerful deity. Should you wish to begin the path of her worship, converse with Eva Coinno’thes, the High Priestess of Growth, in Kelethin.

**Guild Advancement**

With the discovery of Faydwer, Guilds may advance to Level 60, opening up additional guild bank slots. New status rewards are available, including an advanced armored mount at Guild Level 60.

**New Titles**

Two new advanced titles, Count and Countess, are available for those who gain enough reputation with their cities and have reached Guild Level 60.

**Guild Heraldry**

Long awaited heraldic cloaks make their appearance in *Echoes of Faydwer*. Guilds will be able to choose a unique design that can never be used by others, for a one-time registration fee.

Guild Heraldry Designers may be found at City Registry offices in Qeynos, Freeport and Kelethin. The guild leader (or others he designates via the permissions in the guild interface, default [U]) will right-click on a Guild Heraldry Designer and choose “change heraldry.”

After making selections appropriate to the guild’s level, the leader will click on “Accept” and will pay the heraldic registration fee. Clicking on “Close” will leave the interface with no changes made and no money paid.

Guilds will unlock different degrees of cloak customization as they advance in level:

<table>
<thead>
<tr>
<th><strong>Guild Level</strong></th>
<th><strong>Customization</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Guild Level 15</td>
<td>icon and color, background color</td>
</tr>
<tr>
<td>Guild Level 30</td>
<td>add border color and pattern</td>
</tr>
<tr>
<td>Guild Level 60</td>
<td>add background pattern</td>
</tr>
</tbody>
</table>
Once a guild has a cloak choice registered, the leader may designate which ranks are allowed to display heraldry. Thereafter, members will display guild colors on cloaks provided they have selected “Display Heraldry” in the Persona window (default [P]), under “Options.”

Any changes to the guild heraldry, no matter how minor, will incur the level-appropriate charges listed above.

**Equipment**

**Cloaks.** In addition to Guild Heraldry, cloaks will be available through certain quests, as item drops from encounters and player-made by Tailors.

**Second Earring Slot.** A second earring slot has been added to the equipment slots.

**Quests**

There are more than 350 new quests for you to discover throughout Faydwer.

**New Heritage Quests and Title.** *Echoes of Faydwer* offers 5 new Heritage Quests, and a new title, “The Artifact Raider,” for completion of 30 in total.

**New Collection Quests.** As with previous expansions, new collections have been added, but this time, there is an added twist … if you obtain Gnomish Collection Goggles from the Collector in Kelethin, you will be able to detect the rare, normally invisible blue glowies. You must first prove yourself worthy by completing an expert collection quest!

**Achievements and Training**

A second page of achievements has been added for each adventure subclass, along with 50 more points to earn, for a total of 100. Full details under Alternate Achievements in the gameplay section of he manual.

**Enemy Masteries.** There are many new foes to challenge you in Faydwer. You will be able to gain new Enemy Masteries to help combat them.

At Level 35, choose between Bugbear, Kobold and Minotaur.

At Level 49, choose between Brownie, Clockwork and Werewolf.

**Class Changes: Teleportation**

Druids and Sorcerers are rediscovering the lost art of teleportation. The secret to their success lies in Faydwer.

Druids (Furies and Wardens) can transport people via their sacred Druid rings, while Sorcerers (Wizards and Warlocks) can open portals for friends to travel through.

**Tradeskill Changes: New Tradeskills and Commissions**

**New Secondary Tradeskills.** Any character with a tradeskill level of 10 or higher may explore an additional tradeskill with *Echoes of Faydwer*, as Norrathians rediscover the arts of Tinkering and Transmuting.

It is important to note that you may only choose Tinkering or Transmuting, not both. This secondary skill is developed in addition to the primary crafting skill. Your maximum skill in Tinkering or Transmuting is tied to that achieved with your primary tradeskill. Thus, if you have a skill of 140 in Woodworking, you may raise your secondary tradeskill to 140 as well.

All players with existing tradeskills can now create adornments to augment equipable items.
**Tinkering**

A Tinker can assemble useful gadgets which will enable characters to feign death, reduce falling damage, breathe underwater, and so forth.

You must first reach at least Level 10 in your chosen primary tradeskill profession, then speak to a Tinkering trainer to obtain the skill. You may purchase new “Tinkering” reaction icons which will be scribed in your knowledge book (default [K], tradeskills tab).

Tinkers practise their arts on the Workbench crafting station.

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**Transmuting**

The skilled Transmuter can take a valuable item and break it down into magical components that may then be used to create adornments. Only truly exceptional items can be used for transmuting, such as: treasured, legendary or fabled items, adept I/III spells and master crafted items.

Items that cannot be transmuted include non-rare player-crafted items, collectibles, mounts, consumables, furniture, containers, attuned items and certain treasured items obtained through quests.

Once you reach Level 10 or higher in your chosen primary tradeskill profession, speak to a Transmuting trainer to obtain the skill. You will gain a new “Transmute” ability in your knowledge book (default [K], abilities tab). Activate the transmutation icon by clicking on it. Your mouse cursor attains a blue color, indicating that you are ready to transmute an object.

Find an item in your inventory that is within your transmuting level range. For instance, you must be at least Level 23 in transmuting before you can transmute a Level 23 item.

Click on the item you wish to transmute to start the process. When complete, the original item will disappear and the component you extracted will be added to your inventory.

Different tiers of items will result in different tiers, or grades, of components, which may then be used in equivalent tier adornment recipes.

Transmuting can be undertaken anywhere, and does not require a crafting station.

A treasured item will yield a fragment or powder.

A master crafted item will result in a fragment or powder, with a rare chance for an infusion.

A legendary item will be transmuted into a powder or infusion.

A fabled item will provide an infusion or, less commonly, a vial of mana.

**NOTE:** occasionally, a transmute may result in two components instead of one.

All components can be freely traded and sold through the broker.

**Adornments**

Certain adornments may be created by any tradeskill class, including Tinkers and Transmuters. Appropriate recipe books can be purchased from the Transmuting Merchant.

Creating an adornment uses the existing tradeskill process, at a Chemistry table. Your knowledge book (default [K]) will have reaction counters for Transmuting that you can use during the process.

Once the adornment is created, it is applied to the desired item by the owner of that item.
In this way, an adornment may be added to an item that is already attuned to the owner. There is no skill required for this action; anyone can add an adornment to an item.

One adornment at a time may be placed on an item. It will augment effects already naturally present on the item.

If a second adornment is applied, it will replace the previous one. Adornments cannot be removed once fused with the item.

Adornments scale up for the purposes of application, but not down. That is, you may place a Level 2 adornment on a Level 6 weapon, but you cannot place a Level 6 adornment on a Level 2 weapon.

Both components and adornments may be freely traded and sold through the broker.

**Tradeskill Commissions**

With Tradeskill Commissions, you may have a crafter create an item for you, on the spot, with materials you provide, in a secure trade environment.

The crafter must be within range of his chosen workstation. He selects a recipe from his recipe list, then targets the customer before clicking on the “Create” button in the recipe list. This will bring up the “Commissions Work” window for both parties.

The customer will see the recipe, the ingredient slots, the byproduct and payment options. The customer may place the components that he is providing (if any) into the appropriate slots, as well as any payment requested by the crafter.

Once both parties have agreed on the options within the window, they each press “Accept” to the agreement (or “Reject” to cancel).

The customer can watch the progress bar moving toward completion as the product is being created by the crafter. As soon as the item is complete, it goes directly to the customer’s inventory, and payment, if any, goes directly to the crafter.

**EVERQUEST® II KINGDOM OF SKY™**

*EverQuest II* Kingdom of Sky introduced many new features to *EverQuest II*, including:

- Increased level cap for adventurers to 70
- Increased level cap for guilds to 50
- More than 30 new items for your house
- Fashionable new items, including profession hats, helmets, and pauldrons that give your character a unique look
- Over 25 exotic new creatures to encounter
- New quests, including heritage and signature quests, as well as 30 new collection quests
• Eye-popping and challenging new zones to explore
• New titles for characters and guild members
• All new items for purchase with status points, including raid and group expendable items
• Brand new Artisan recipes

The Overrealm
High above the mightiest peaks of Norrath, new realms have been discovered. Hidden from the eyes of most of Norrath’s inhabitants for centuries, this Overrealm exists as enormous hunks of land suspended in the air and is home to avians and creatures never-before seen. It is the splintered and warring dragons, however, who rule it. Driven by lust for power, religious zealotry, and consuming rage, the most ancient creatures in all of Norrath are the undisputed masters of the skies.

Harla Dar is the high priestess of the Awakened and fanatical follower of an unknown dragon god.

Lord Vyemm is the military and scientific leader who desires the subjugation of Norrath.

Gorenaire and Talendor, twin chromatic dragons, plot and scheme against each other and their enemies in their bids for power.

Tarinax is the powerful and mysterious undead guardian of a fabled dragon necropolis.

The Barren Sky (Realm of Dawn)
The Barren Sky rests over Norrath under an eternal dawn. The sun always peeks over the horizon of this arid environment. Winds race over the defiant pillars of rock and enormous chains that make up most of the islands. The Barren Sky is patrolled by avian flocks loyal to the Empire of the Awakened. These avians have formed an alliance with the dragons that predate the Overrealm’s creation. The eagle avians are in conflict with the predominant avian flock of this zone, the Vultak, a breed of vulture avian. It is not uncommon to find the two skirmishing in the Barren Sky.

The chromatic dragons Talendor and Gorenaire rule this realm of avians and grand palaces. These two fiercely bickering dragons plot and scheme against one another as often as they do against their enemies in their struggle for personal power among the Awakened and for dominance over all of Norrath.

The Bonemire (Realm of Night)
A gloomy realm of monolithic rocks, The Bonemire bears a dark and forgotten history. Torn from an unknown area in the Plane of Sky, the islands of The Bonemire are desolate and barren. Spires rise from the surface and shadowy shapes flitter in the darkness surrounding them. Pools of sickly purple fluid congeal on the surface of the islands and are home to all forms of horrifying mutated creatures.

On these islands are the remains of long forgotten dragons, half-buried in the rock around them. The Doomwing Legion, followers of the Awakened Cult, is sometimes found here excavating the bones of long dead dragons for ancient and powerful relics. The militarily and scientifically minded dragon Lord Vyemm rules this realm from his lair inside The Halls of Fate. Against orders, he believes the time is right to bring the full might of his army against an unsuspecting world. He knows only with the aid of the other draconic rulers can he succeed, and thus far his efforts are counter to the orders and wishes of Harla Dar and her god.

Tenebrous Tangle (Realm of Twilight)
The Tenebrous Tangle rests in perpetual twilight. Exotic foliage shrouds much of the floating isles of this realm. These islands are the religious foundation of the Empire
of The Awakened. Sacred stone monuments and temples are clutched by unyielding vines and roots. This region is the home of the Temple of Scale and as such is considered holy ground by many of the Awakened. The High Priestess Harla Dar and her fanatically devoted followers fiercely protect this realm from intruders, including those that would try to usurp her authority or contradict her wishes. Following the orders of her worshiped draconic god, Harla Dar holds her powerful forces in check until the time is right to descend upon Norrath in a holy crusade.

Arenas & Champions
Two new arenas within the Overrealm of Norrath have been discovered and are now being used by the most elite of champions.

New champions native to the realms of sky have emerged, as well. These may be used by characters in the Arenas for a unique twist on friendly combat.

EVERQUEST® II DESERT OF FLAMES™
The Desert of Ro has been unreachable for centuries, cut off by the impassible Sea of Sand — or so it has been thought. The means and methods to reach the lost and ancient desert have been developed by the Deathfist Orcs, and now the attentions of the inhabitants of both Qeynos and Freeport have been drawn to the exotic and parched realms of the Desert of Flames.

You will discover exciting new content and features in Desert of Flames. Set in a desert realm, you will be faced with fierce new enemies such as sand giants and encounter magical new locations, like the strange and contentious city of Maj’Dul. You will be able to continue developing your characters to Level 60 in Desert of Flames, and you will even be able to engage in new player-versus-player action!

Level Advancement
In the Desert of Flames expansion, your character will be able to continue his or her adventure class advancement beyond Level 50, all the way to Level 60. You will learn new spells and combat arts, and continue to increase your character’s power.

Artisan characters also have increased advancement opportunities beyond Level 50. They, too, are able to advance to Level 60 in their chosen tradeskill, earning new recipes and skills.

Guilds
Player guilds gain new advancement options in Desert of Flames. Guilds may now progress to Level 40, unlocking new features for their organization.

Arenas
You may engage other PCs in combat in special arenas within the Desert of Flames expansion. You can battle in instanced arena zones as your character, or as non-player characters you control.

You may enter arena play through the city of Maj’Dul.

All movement and camera view controls are the same within arenas as in the rest of EverQuest II.

Joining an Arena
When entering an arena, you may choose to join a battle or start one of your own. You will see a list of arenas you may currently join and the settings for each, such as whether it is fought with NPC arena champions or your character, victory conditions, etc.

Arena difficulties are set at five level increments (5, 10, 15, etc.). To join an arena, your NPC arena champion must be the exact level of the battle specified. If joining with your character, he or she must be at least the level of the arena; characters of
higher level than the arena will be “mentored” down (using the mentoring system of *EverQuest II*) to the appropriate level.

Battles are divided into two teams, red and blue, as indicated by the color of their overhead name. Each team may have up to four groups of six PCs each.

To enter an arena, click “Join Arena.”

Creating an Arena
You may create your own arena by clicking “Create Arena” from the main arena entry window. When starting your own game you will input a name of the game, and enter a password if you only want those with the password to enter. Leave the password field blank if you want the game to be open to all PCs.

You will have several options for your battle:

**Combatants.** Select the types of champions to allow in the battle: player characters, standard NPCs, or unique NPCs.

**Game type.** The type of battle to be played

**Time limit.** Sets the time limit for the battle. If the battle type chosen establishes other victory conditions, this option will not be available.

The creator of a game may kick PCs from his or her game by right-clicking on the PC and selecting “kick” from the context menu.

**Arena Types**
There are several types of battle you may choose from when creating a game:

**Team Deathmatch.** Two sides, either team play or mano a mano, fight until only one remains.

**Defend the Idol.** Each team has an idol that they must protect. To win, you must destroy the other team’s idol.

**Capture the Flag.** Each team vies for control of the opposing team’s flag.

You may pick from a variety of maps to fight on, based on the battle type chosen.

At the end of a battle you will be shown statistics, such as you number of kills and deaths.

**Arena Champions Mode**
In this mode, you will pick an NPC to be your champion in the arena. When entering a battle, you will see a list of eligible characters to pick from for this battle.

You will then prepare your champion by selecting spells, abilities, and equipment you would like to bring into the arena for your champion to use. Once in the arena, you will not be able to change these settings; however, you may still view and manage your Book of Knowledge.

Click “Play” to enter the arena.
CUSTOMER SUPPORT

If you encounter a problem while playing *EverQuest II*, click the **EQII** button and select “Help.” This will open the *EverQuest II* Help window that will answer many questions you may have about the game.

You can access additional help information from our Knowledge Base of common questions and answers. Click on the **Petition** button at the bottom of the Help window (or type /petition in the chat line). A window will open which will direct you to the web-based customer service center. Click on Go to Website to continue, or Contact Customer Support Later to cancel.

**Using the Knowledge Base**
The Knowledge Base is a collection of answers to frequently asked questions, and it may give you the immediate answer you seek. When you arrive at the Customer Service center, you will always start at the Knowledge base tab.

Activate the appropriate categories in the drop boxes offered, type in one or more keywords in the “Search Text” field, and click **Search**. This will find any articles about the keywords you enter. You can view an article by selecting it from the list. You can also access the Knowledge Base on the Web at www.station.sony.com/kb or by using the “Search the Knowledge Base” field at the top of most Station Web pages.

**Creating a Customer Service Ticket**
If you can’t find the answers you seek in the Knowledge Base articles or require assistance with an in-game problem, you can send your question to a customer service representative. Click on the “In Game Support” tab.

**Product & Category**. Choose the appropriate categories from the drop-down menus, then fill in the remaining information to the best of your ability. If you launched your query from within the game, you will see that a lot of the information is already filled in for you.

**Subject**. Enter a short phrase to summarize your situation, such as “stuck in place” if your character has become wedged in behind some rocks or other obstruction.

**Question**. Enter details about your problem. Use complete sentences, avoid abbreviations, and include as much detail as possible, including who, what, why, when and where. The more information you are able to provide, the easier it will be for a customer service representative to research your issue.

**Attach Documents to Question**. You may send saved files, screenshots or other materials to support your petition. In most cases, these will not be required. Use the browse button to find the document(s) that you wish to include.

**Continue**. When you are finished, click on “Continue” to submit the question.

A new page will appear, with the heading, “Your Question has been Submitted.” You will see a reference number for your question.

**Viewing or Adding to Your Question**
To see if you’ve received a reply to a previously submitted ticket, check the **Service History** tab in the Knowledge Base window. Remember, you can return to this page at any time from within the game via /petition.

Click on “Questions” to check the status of your question, or to provide additional information. Find the question at the bottom of this page and click on the text under the “Subject” column to open your question. Below your original question, you will
see a button, “Update Question.” Click on this to add additional information or to follow up on an unresolved issue.

Your Question history remains after an issue has been marked as “solved,” for your convenience and reference.

Click on “Notifications” to see if a customer service representative has responded to your Question. If so, you may click on the Subject text to open the question and read the response. If the customer service representative requires more information, or the situation changes, click on the “Update Question” button to provide more input.

Each time a customer service representative responds to your question, you will receive an email of the full response at the address registered to your SoE Station account; please keep this email address updated.

For the latest information on updates, please visit the official EverQuest II website at www.EverQuest2.com.

Technical & Billing Support
In your web browser, go to www.EverQuest2.com, click on “Support.” A page will appear with a list of all SoE games. By the EverQuest II icon, click on “Technical and Billing” to be taken to the Knowledge Base.

Due to variations in today’s hardware and software, please do the following basic checks before contacting SOE Customer Service:

• Search our Knowledge Base for an answer to your question.

• Check that you have installed the proper version of DirectX and all hardware drivers (for sound/video cards).

• Check that you’re using supported sound and video cards.

• Check that your computer is properly connected to the Internet through your Internet Service Provider.

If you still have technical or billing issues, please choose the “Email Support” or “Chat Support” tab.

E-mail Support
You may contact Sony Online Entertainment regarding technical and billing issues by e-mailing via the “Email Support” tab at the Knowledge Base. Please provide as much detail as possible in your Question Data. We will respond to your issue as quickly as possible; however, response times may vary depending on the volume of e-mails received by the Customer Service Department.

Live Chat
You may contact Sony Online Entertainment for Live Chat Support. Fill in the required fields and enter a detailed summary of your issue in the “Problem Description” field. Click on “Submit Request” and your query will be placed in a queue for a support representative. You will be able to see your position in the queue in a small window that appears. We will try to respond as soon as possible, but response times will vary depending on the volume of requests submitted. Live Chat is available Monday through Friday from 7:00am to 7:00pm Pacific Standard Time, except holidays.

Phone Support (Billing and Technical Issues Only)
You may contact Sony Online Entertainment for telephone support at (858) 537-0898 during normal business hours. Please visit www.EverQuest2.com/support for the most current support hours and contact information.
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The EverQuest II development team would also like to say thank you to our families and friends for all of their support. Without their support, Echoes of Faydwer would not be possible.
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14. IN NO EVENT SHALL WE, OUR PARENT, OUR LICENSORS, OUR AFFILIATES OR OUR SUPPLIERS, AND EACH OF OUR AND THEIR RESPECTIVE OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS, BE LIABLE TO YOU OR TO ANY THIRD PARTY FOR ANY LOST PROFITS OR SPECIAL, INCIDENTAL, INDIRECT OR CONSEQUENTIAL DAMAGES (HOWEVER ARISING, INCLUDING NEGLIGENCE) ARISING OUT OF OR IN CONNECTION WITH THE POSSESSION, USE, OR MALFUNCTION OF THE SOFTWARE, YOUR ACCOUNT, THE GAME, OR THIS AGREEMENT, INCLUDING, WITHOUT LIMITATION, DAMAGE TO PROPERTY AND—TO THE EXTENT PERMITTED BY APPLICABLE LAW—PERSONAL INJURY, EVEN IF WE, OUR LICENSORS AND EACH OF OUR RESPECTIVE AFFILIATES, OFFICERS, DIRECTORS, EMPLOYEES AND AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR LOSS. THE LIABILITY OF SOE, OUR LICENSORS OR ANY OF OUR OR THEIR RESPECTIVE PARENT OR AFFILIATED COMPANIES TO YOU OR ANY THIRD PARTIES IS LIMITED TO $100. You further agree to indemnify, defend, and hold us, our licensors, and each of our respective parents or affiliated companies, their parents or affiliates, officers, directors, employees and agents free and clear of and against any and all claims, demands, actions, causes of action, suits, liabilities, responsibility, penalties, losses, damages, costs or expenses (including reasonable attorneys’ fees and costs) that result, arise, or are based in whole or in part on any breach by you or others does not waive our right to act with respect to subsequent or similar breaches. You may not assign or transfer this Agreement or your rights hereunder, and any attempt to the contrary is void. This Agreement sets forth the entire understanding and agreement between us and you with respect to the subject matter hereof. Except as provided in section 3 herein, this Agreement may not be amended except in a writing signed by both parties.

15. You shall comply with all applicable laws regarding your use of the Software, the CD-ROM, your access to your Account and your playing of the Game. Without limiting the foregoing, you may not download, use or otherwise export or re-export the Software except in full compliance with all applicable laws and regulations, including, without limitation, the laws of the United States.

16. This Agreement is governed in all respects by the substantive laws of the State of California and the United States of America. Notwithstanding the foregoing, Section 17(b) below shall be governed by the Federal Arbitration Act. The UN Convention on Contracts for the International Sale of Goods is expressly disclaimed. Our failure to act with respect to a breach by you or others does not waive our right to act with respect to subsequent or similar breaches. You may not assign or transfer this Agreement or your rights hereunder, and any attempt to the contrary is void. This Agreement sets forth the entire understanding and agreement between us and you with respect to the subject matter hereof. Except as provided in section 3 herein, this Agreement may not be amended except in a writing signed by both parties.

17. Resolution of Disputes

In order to expedite and control the cost of disputes, you and SOE agree that any legal or equitable claim relating to this Agreement (referred to as “Claim”) will be resolved as follows:

a. Informal Resolution

You and SOE agree that we will first try to resolve any Claim informally. Accordingly, neither of us may start a formal proceeding (except for Claims involving any violation of the federal trademark or copyright laws, for injunctive relief) for at
least 30 days after one of us notifies the other of a Claim in writing. SOE will send its notice to your billing address, with a copy via email to your email address. You will send your notice to Sony Online Entertainment, 8928 Terman Court, San Diego, CA 92121 Attn: Legal Department.

b. Formal Resolution – US Residents

(1) Agreement to Arbitrate.

Except as provided in Section 17(b)(3) below, if we cannot resolve a Claim informally, we agree that any and all Claims either of us asserts shall be resolved solely through binding arbitration. The arbitration will be conducted under the rules of the Judicial Arbitration and Mediation Service (“JAMS”) that are in effect at the time the arbitration is initiated, including the rules for the exchange of non-privileged and relevant information, and under the rules set forth in this Agreement. If there is a conflict between JAMS rules and the rules set forth in this Agreement, the rules set forth in this Agreement will govern. If you initiate the arbitration, you agree to pay a fee of $125 or, if less and you tell SOE in writing, the amount that you would pay to initiate a lawsuit against SOE in the appropriate court of law in your state. Other fees will be paid in accordance with JAMS rules. The arbitration will be held at a location in your hometown area (meaning, the closest JAMS dispute resolution center to your hometown) unless you and SOE both agree to another location. In the arbitration proceeding, the arbitrator must follow applicable law, and any award may be challenged if the arbitrator fails to do so. Forms and other information on filing such a Claim can be found at www.jamsadr.com.

BY AGREEING TO ARBITRATE AS SET FORTH HEREIN, YOU UNDERSTAND THAT WE ARE BOTH WAIVING OUR RIGHT TO SUE IN COURT AND HAVE A JURY TRIAL.

(2) Special Rules.

You and SOE agree that the type of arbitration in which we both agree to participate is between SOE and you as an individual. YOU AND SOE ARE AGREING THAT NEITHER OF US WILL UTILIZE OR ATTEMPT TO UTILIZE CLASS ACTION ARBITRATION PROCEDURES IN ANY ARBITRATION.

(3) Exceptions.

Notwithstanding the foregoing, (i) any Claim involving a violation of the federal trademark or copyright laws, or a Claim for injunctive relief, may be decided only by a federal court (or, for injunctive relief, federal or state court) in the County of San Diego, State of California, and (ii) neither you nor SOE shall be precluded from filing a Claim in small claims court for disputes within the small claims court jurisdictional level.

c. Formal Resolution – International Residents

Both parties submit to personal jurisdiction in California and further agree that any Claim shall be exclusively brought in the County of San Diego, State of California, United States of America, in the appropriate state or federal court.

d. Severability

You and SOE agree that if Section 17(b)(1) is found to be unenforceable by a court of competent jurisdiction, it shall be severed from this Agreement and – in that event -- you and SOE agree to submit to personal jurisdiction in California and agree that any Claim shall be exclusively brought in the appropriate state or federal court in the County of San Diego, State of California. You and SOE also agree that if Section 17(b)(2) is found to be unenforceable by a court of competent jurisdiction, then – regardless of the enforceability of Section 17(b)(1) – any class action Claim shall be exclusively brought in the appropriate state or federal court in the County of San Diego, State of California and you agree to submit to personal jurisdiction in California.

18. All services hereunder are offered by Sony Online Entertainment LLC, located at 8928 Terman Court, San Diego, California 92121. Our phone number is (858) 537-0898. Current rates for using the Game may be obtained from a hotlink at www.everquest2.com, and such rates are subject to change at any time. If you are a California resident, you may have this same information emailed to you by sending a letter to the foregoing address with your email address and a request for this information.

The Complaint Assistance Unit of the Division of Consumer Services of the Department of Consumer Affairs may be contacted in writing at 400 R Street, Sacramento, CA 95814, or by telephone at (800) 952-5210.

Parental control protections (such as computer hardware, software, or filtering services) are commercially available that may assist you in limiting access to material that is harmful to minors. If you are interested in learning about these protections, information is available at http://www.worldvillage.com/wv/school/html/control.htm or other similar sites providing information on such protections.

The Software is a “commercial item” if acquired under agreement with the U.S. Government or any contractor therewith in accordance with 48 CFR 12.212 of the FAR and, if acquired for Department of Defense (DoD) units, 48 CFR 227-7202 of the DoD FAR Supplement, or any succeeding similar regulations.