

ASSASSIN'S CREED



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GETTING STARTED

System Requirements

Supported OS: Windows® XP/Windows Vista® (only)

Processor: Dual core processor 2.6 GHz Intel® Pentium® D or AMD Athlon™ 64 X2 3800+ (Intel Core® 2 Duo 2.2 GHz or AMD Athlon 64 X2 4400+ or better recommended)

RAM: 1 GB Windows XP/2 GB Windows Vista

Video Card: 256 MB DirectX® 10.0-compliant video card or DirectX 9.0-compliant card with Shader Model 3.0 or higher (see supported list)*

Sound Card: DirectX 9.0 or 10.0-compliant sound card (5.1 sound card recommended)

DirectX Version: DirectX 9.0 or 10.0 libraries (included on disc)

DVD-ROM: DVD-ROM dual-layer drive

Hard Drive Space: 8 GB

Peripherals Supported: Keyboard, mouse, optional controller (Xbox 360® Controller for Windows recommended)

* Supported Video Cards at Time of Release:

ATI® RADEON® X1600*/1650*-1950/HD 2000/3000 series

NVIDIA GeForce® 6800*/7/8/9 series

*PCI Express only supported

Laptop versions of these cards may work but are NOT supported. These chipsets are the only ones that will run this game. For the most up-to-date minimum requirement listings, please visit the FAQ for this game on our support website at: <http://support.ubi.com>.

NVIDIA nForce™ or other motherboards/soundcards containing the Dolby® Digital Interactive Content Encoder required for Dolby Digital audio.

NOTICE: This game contains technology intended to prevent copying that may conflict with some disc and virtual drives.

Installation

Installing Assassin's Creed

To install Assassin's Creed, follow these simple steps:

1. Insert the Assassin's Creed Installation DVD into your DVD-ROM drive. The Autorun menu should appear. If it does not, browse to your DVD drive and double-click on the Autorun.exe file.
2. Click the Install button. The installation wizard will walk you through the setup and installation process for the game.
3. After installing the game, select Ubisoft/Assassin's Creed/Play Assassin's Creed from your Start menu or double-click the Assassin's Creed shortcut on your desktop (if you selected to have one created during installation). On Vista, you'll find the shortcut in the Game Explorer. Doing either of these starts the game.

Uninstalling Assassin's Creed

To uninstall Assassin's Creed, follow these simple steps:

1. Insert the Assassin's Creed Installation DVD into your DVD-ROM drive. The Autorun menu should appear.
2. When the Autorun menu appears, click on the Uninstall button. This will automatically uninstall all components of Assassin's Creed.

07/09/12

From: Lucy Stillman

To: Dr. Warren Vidic

Subject: Re: Animus Functionality & New Subject Attachments: Animus Control & Feedback.txt

Warren,

As requested the other day in our weekly meeting, I've begun preparing the files on our new subject, #17 Desmond Miles, and his ancestor Altair (born circa 1165 – death unknown).

Please find attached my first draft of the Animus control & feedback system for the board presentation next week. Feel free to make comments or suggestions.

Cheers, Lucy

Subject #17

Desmond Miles

Age: 25

Weight: 170 lbs

Height: 6'

Blood Type: A+

Nationality: U.S.

Psychological Traits: Independent, introverted, and defensive. Desmond has trouble trusting others. His parents were incredibly overprotective, essentially imprisoning him within their community, swearing it was for his own good. He has spent the past nine years avoiding large cities, hiding from civilization. He guards his thoughts and emotions behind a wall of cynicism.

He might be a little difficult to work with. – Lucy

Ancestor for This Treatment

Altair Ibn La-Ahad ("Son of None")

Age: 25

Weight: 170 lbs

Height: 6'

Nationality: Unknown

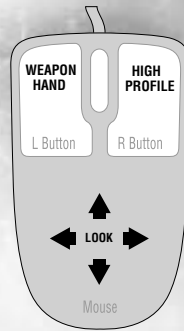
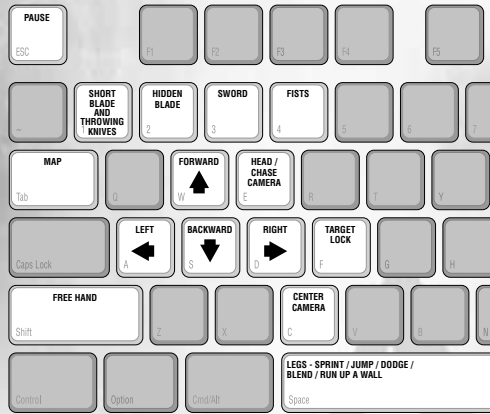
Year: 1191

Months for Study: July – August – September

Personal History: Little is known of Altair and the Assassins for whom he worked.

Psychological Traits: Disciplined, focused, and bold.

1. CONTROLS



Forward	W
Backward	S
Left	A
Right	D
High Profile	Right-click
Weapon Hand Action	Left-click
Free Hand Action	Left Shift
Head Action	E
Leg Action	Space Bar
Target Lock	F
Short Blade and Throwing Knives	1
Hidden Blade	2
Sword	3
Fists	4
Chase Camera	E
Center Camera	C
Map	Tab
Pause	Esc

Note: The default controls can be re-mapped in the Options menu for play with a 5-button mouse, a gamepad, or the keyboard only.

*The controls discussed are for the 2-button mouse and keyboard combination.

1.1 Animus Controls

The Animus allows the subject to control his ancestor through a combination of standard and contextual keys. Standard keys always perform the same action. For example, pressing 2 always selects the Hidden Blade. Conversely, the action resulting from a contextual key press will change depending on the context the ancestor is currently in. For example, the Space Bar can make the ancestor sprint, jump, dodge, blend, or run up a wall, depending on the context.

Vidic - When we switched the Animus control scheme to use standard video-game controls I guessed that the subject's learning curve would improve, but the increased acclimatization rate we are seeing with these slacker types is astounding.

1.1.1 Map

Pressing the Tab key opens up the map. (See section 2.7 for details.)

1.2 Standard Controls

The standard Animus controls are not contextual. Each of the keys listed here always triggers a single predictable action in the ancestor.

1.2.1 Move

The subject moves his ancestor using the W, A, S, and D keys. Pressing W or S moves his ancestor forward or backward. Pressing A or D makes the ancestor turn to the left or to the right.

1.2.2 Look

Using the Mouse, the subject can look around the ancestor's environment.

1.2.3 Target and Lock On

The Animus will display specific visual effects on certain citizens with whom the ancestor can interact. By pressing the Target Lock key, the attention of the ancestor focuses on the selected citizen, and he is then locked on to that citizen. When locked, the ancestor can pickpocket, interrogate, kill, and accomplish other objectives. Press the F key to enter Fight mode. Once you are in Fight mode, targeting will switch automatically to the nearest enemy. When you want to exit Fight mode, press the F key again to unlock and run away.

1.2.4 High Profile

By holding the High Profile key, the subject enters High Profile mode. The profile of the subject dictates the actions. (See section 1.3.1 for more details.)

Vidic - Lucy, this layout is confusing. Why mention High Profile mode here if you are not going to describe it full later?

1.2.5 Chase Camera

When the subject is chased by a soldier, pressing the Chase Camera key changes the camera angle to view the closest pursuer.

1.2.6 Quick Inventory

Numbers 1–4 on the keyboard each have a weapon attached to them.

Pressing a number selects the weapon assigned to that number. Pressing a second time unsheathes the weapon.

- 1: Short Blade and Throwing Knives
- 2: Hidden Blade
- 3: Sword
- 4: Fists

1.2.7 Pause

By pressing the Esc key, the subject accesses the Pause menu.

1.2.8 Map

Pressing the Tab key opens up the map. (See section 2.7 for details.)

Vidic - (See comment 1.2.4 for why I am annoyed.)

1.3 Contextual Puppeteering Controls

The Animus allows the subject to control his ancestor like a puppet. Each body part is linked to a key (E key for head, left mouse button for weapon hand, left Shift for free hand, and Space Bar for legs). In the top right corner, the heads-up display (HUD) shows each key's functionality. You will notice that the functionality changes depending on the context.

Vidic - Holding down keys is much more effective than tapping.

1.3.1 High and Low Profile

It is possible to change the intensity with which the ancestor performs each action. By default, the ancestor will be in Low Profile, but the ancestor's state can be changed to High Profile by pressing and holding the right mouse button.

Vidic - This is like stepping on the gas! In Low Profile, the ancestor's actions are inconspicuous and more socially acceptable. Fast and powerful assassin moves are available in High Profile.

1.3.2 Free Roaming

1.3.2.1 Free Roaming: Low Profile

Space Bar: Blend

Press and hold the Legs key to blend, and pass near informed soldiers unnoticed. The ancestor moves more slowly when blending.

Left Shift Key: Gentle Push

Press and hold the Empty Hand button to perform a gentle push. A gentle push is socially acceptable and will allow the ancestor to get past citizens without making them drop what they are holding.

Left Mouse Button: Attack

Pressing the Weapon Hand button makes the ancestor attack with his currently equipped weapon.

Vidic - Doesn't this belong in the Fight section? You should add a note that attacking is easier if you are locked on a target. Otherwise the ancestor will just perform some less effective mobile attacks.

E key: Vision

Pressing the Head key makes the ancestor enter first-person view.

- First-person view can only be triggered if the ancestor is stopped. The camera returns automatically to third person if the ancestor starts walking.
- If the subject's synch bar is at 100%, the first-person view is enhanced with Eagle Vision. We believe that in these moments of perfect synch, the Animus is able to read and display Altair's gift for intuition. The Animus has color-coded intuitive powers, as follows: red=soldiers, blue=allies, white=civilians with information, gold=assassination targets.

1.3.2.2 Free-Running: High Profile

Space Bar: Sprint/Free-Run

Press and hold the Legs key to make the ancestor perform free-running. Holding this key down makes the ancestor automatically adapt to any object in the path. Just press the movement keys (W, A, S, D) in the direction you want the ancestor to go.

Example: The subject is on the ground, close to a wall. Holding the Free-Run key and pressing the movement keys for the direction of the wall makes the ancestor climb that wall.

- If no Free-Run objects are in the path of the assassin, holding the Legs key while moving around in High Profile makes the ancestor sprint.

Left Shift Key: Grab and Throw

Pressing the Empty Hand button while standing still makes the ancestor grab an NPC, then throw him. The throw direction depends on the direction of the movement keys.

Pressing the Empty Hand button while running makes the ancestor tackle anyone in his way, clearing the path of civilians.

Left Mouse Button key: Attack

Pressing the Weapon Hand button makes the ancestor attack with his currently equipped weapon.

1.3.3 Fight

Fight abilities will change depending on your ancestor's Assassin Rank. Combo kills are mastered at Rank 1, while counters are only mastered at Rank 2. The assassins were known for their deadly defensive counters, so the subject may want to steer away from big battles until these high-profile counters are mastered.

1.3.3.1 Fight: Low Profile = Offensive Moves

Space Bar: Step

Pressing the Legs key makes the ancestor perform a stepping motion, based on the direction that the subject is pressing the movement keys.

Left Shift Key: Grab

Pressing the Empty Hand button makes the ancestor attempt a Grab and Throw move on an enemy NPC. The throw direction depends on the direction the subject is pressing the movement keys.

Left Mouse Button: Attack

Pressing the Weapon Hand button makes the ancestor attack an NPC with his currently equipped weapon. The strength of the attack depends on the length of time the subject holds down the button.

Tap for a quick attack.

Tap a second time as soon as your weapon makes contact to unlock a combo attack. Hold for a slower but stronger attack.

1.3.3.2 Fight: High Profile = Defensive Counters

In Fight mode, High Profile enables defensive actions like counters and dodging moves.

By default, holding the High Profile key makes the subject deflect enemy attacks.

Space Bar: Dodge

When pressing the Legs key with the right timing, the ancestor performs a counter-dodge move that exposes the enemy for a strike. If the timing is not good, the ancestor will become open to the enemy's strike.

Left Shift Key: Counter-Grab

When pressing the Empty Hand button with the right timing, the ancestor performs a counter-grab move on an NPC that is attempting to grab the subject. If the timing is not good, the ancestor is grabbed by the enemy.

Left Mouse Button: Counter-Attack

When pressing the Weapon Hand button with the right timing, the ancestor counter-attacks an NPC. If the timing is not good, the ancestor is open to the enemy's strike.

1.3.4 Horse

1.3.4.1 Horse: Low Profile

Space Bar: Blend

Holding the Legs key makes the horse move at his slowest pace, the blend. The blend cancels the proximity radius of soldiers, enabling the assassin to move next to soldiers without exposing himself.

Left Shift Key: Dismount

Pressing the Empty Hand button makes the ancestor get off the horse.

Left Mouse Button: Rear/Attack

With the assassin's sword sheathed, pressing the Weapon Hand button makes the horse perform a rearing animation.

When the assassin holds his sword, the Weapon Hand button makes the assassin attack.

E key: Vision

Pressing the Head key makes the ancestor go into first-person view.

- First-person view can only be triggered if the subject is not moving. If the subject is in first-person view and starts walking, the camera returns automatically to third person.
- If the subject's synch bar is at 100%, first-person view is enhanced with Eagle Vision. Eagle Vision lets the subject identify whether NPCs in a crowd are friends or foes.

1.3.4.2 Horse: High Profile

Space Bar: Gallop

Holding the Legs key while moving the horse in High Profile makes the horse move at his fastest pace, the gallop.

Left Shift Key: Dismount

When the subject presses the Empty Hand button, the ancestor will dismount the horse.

Left Mouse Button: Attack

Pressing the Weapon Hand button makes the ancestor perform an attack motion from the horse.

2. HEADS-UP DISPLAY (HUD)

The HUD provides important information while in the Animus. Various elements of the display will allow the subject to remain aware of his current status.

2.1 Synchronization Bar

When controlling the Animus, the subject's actions need to be synchronized with the actions of his ancestor. The synchronization bar shows the synchronization level.



2.1.2 How to Gain and Lose Synchronization

Gain Synchronization by: Completing an objective or staying anonymous. Your synchronization bar regenerates automatically as long as you are anonymous and will increase when you are exposed, but at a slower rate.

Lose Synchronization by: Killing an innocent person, falling from too great a height, or getting hurt in combat.

2.2 Abstergo Logo

(See Social Status indicator for more details.)

2.3 GPS

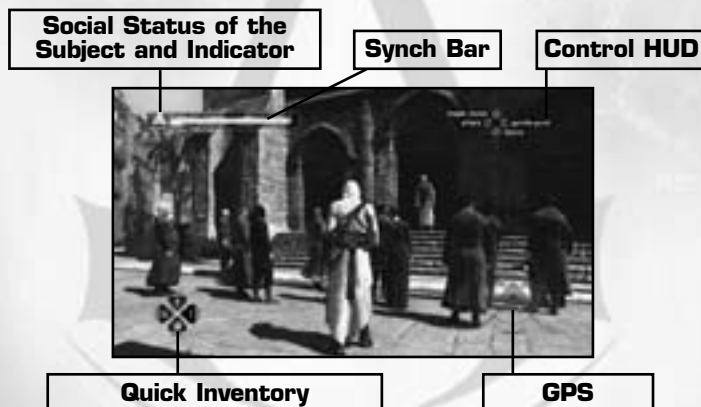


Found in the bottom right corner of the screen, the GPS helps navigate by always showing which way north is. It can also display the location of various important memory objectives. A good way to fill the GPS with memory objectives is to climb to the top of landmarks and scan the view.

Getting to these view points will help the subject synchronize with the ancestor's memory of the area and remember what he did in those locations.

Vidic - With recent updates, the Animus GPS can even display hiding spots nearby. He'd better keep his eye on the GPS if he gets into trouble. Hiding spots will help him become anonymous and resynchronize with his ancestor!

2.4 Control HUD



The top right corner displays the available actions at all times. Social Status of the Subject and Indicator Synch Bar Control HUD Quick Inventory GPS.

2.5 Chase Camera

The Chase camera is accessible by pressing the E key (indicated on-screen when available).

2.6 Cinematic Cuts

During a scene, the Animus can reframe from a different angle. This can be activated by pressing any key or mouse button during a visual glitch.

2.7 Map

Press the Tab key to display a map of the area. The Animus is able to fill in a basic outline of the area from historical data, but details about the area will have to be filled in through the subject's DNA. The subject should climb to the top of landmarks and scan the view to become synchronized with the ancestor's memory of the area. This will allow the Animus fill the map with specific memory objectives and other details stored in the subject's genetic memory. A GPS marker can be placed on the map to assist the subject in reaching a desired location.

3. INTERACTION LOOP

3.1 Ancestor's Social Status and Indicator

When starting a new session, the ancestor is anonymous (A) and will remain so as long as his actions are socially acceptable. Walking next to soldiers is not a problem at this stage. Starting a fight, being spotted on rooftops, or killing people will change his status to Exposed (A flashing red).

When the ancestor is Exposed, soldiers will immediately engage in fights with him. To return to an anonymous state, the ancestor must break soldiers' lines of sight (A flashing yellow).

When the ancestor is Unseen, he must find a hiding spot (bales of hay, roof gardens, benches, or scholars). Once in the hiding spot, he'll begin to vanish (A flashing blue).

When the ancestor is Vanished (A returns to white), he's back to being anonymous and can safely leave his hiding spot.

3.2 Soldiers' Awareness Levels

A soldier's awareness level will vary depending on the situation. Learning how to recognize these levels of awareness will be a great asset to the ancestor as he navigates through increasingly difficult situations.

Vidic - Yes! And learn it well! He MUST keep his eye on the indicator.

A soldier's awareness level will be indicated by the color of the eye inside this logo:

A White indicates unaware, yellow indicates suspicious, and red indicates informed.



Unaware

Unaware soldiers won't interfere with the ancestor as long as his actions are socially acceptable. They will react only if the ancestor kills someone in front of them or provokes them directly, or if they witness another soldier in conflict with him.

Suspicious

Suspicious soldiers will react to socially unacceptable behavior, like harassing the crowd. They are more easily provoked and won't tolerate the ancestor bumping into them. A suspicious guard has one hand on his sword and will only give one warning before becoming informed.



Informed

Informed soldiers are on the lookout for the ancestor. He will be instantly recognized if he gets too close to them, or if he performs any unusual behavior such as free-running, climbing walls, or bumping into civilians. Informed guards have their swords already drawn.



Vidic - This is the perfect time to blend to avoid being exposed.

City Alert

Under City Alert, every soldier is informed and will attack the ancestor as soon as he stands out from the crowd (climbing, walling, bumping civilians) or gets too close. The City Alert is triggered when the ancestor assassinates a target.

4. OBJECTIVES

4.1 Assassinations

The subject's ancestor is an assassin and his mission is to assassinate specific targets.

4.2 View Points

The cities and the kingdom have view points that can be reached by climbing tall buildings where eagles circle. These view points are identified on the map and GPS by an eagle icon.

Vidic - A recent Animus update adds an eagle flying above the building as well. Well done, Lucy.

To fill in all map details for an area, the ancestor must climb to the top of a view point and press the Head key (E key) to synchronize with the appropriate memory strand. Synchronizing reveals the position of the Assassins' Bureau, all other view points

of the district, and the following elements in a radius around the view points: citizens who need saving, stationary soldiers, hiding spots, and all other investigation memories on the map.

4.3 Investigations

Before getting access to an assassination memory, the subject must complete a certain number of investigation memories. These are minor memories, but they are still part of the ancestor's life. Completing the required number will ensure that the subject is acclimated enough to relive the more traumatic moment of assassination.

Vidic - I never understood why we cannot just go directly to the memories we are interested in. I want a proposal from you by Monday on how we can decrease the number of minor memories needed for acclimation.

4.3.1 Pickpocket

To perform a pickpocket, lock on to a designated target and carefully follow him without being noticed. Pick pocketing can be accomplished by pressing and holding the Empty Hand button (left shift key), and can be done while the target is moving. When the target stops, it's because he is suspicious. Stay away while he is looking around so that he does not become suspicious of you.

Vidic - And please, WATCH the target's head! If he's looking at the ancestor, DON'T pickpocket!

4.3.2 Eavesdropping

The objective is to spy on a secret conversation between two or more characters. To eavesdrop, the ancestor must sit on a bench, lock on to the characters, and press the Head key (E key) to listen. Looking at the targets is necessary to hear the information.

4.3.3 Interrogation

Some information is harder to get and needs to be extracted. After locking on to a despot, the ancestor needs to track him and choose the right moment to engage in a fistfight before getting the needed information.

4.3.4 Informers

Assassins that you encounter on city streets are Al Mualim's informers. They will provide you with information about your target in exchange for services. Pay close attention to the instructions that the informer gives you. He will only reward you with information if you follow his instructions to the letter.

Vidic - Lucy, add this to your document before you submit it:

- *Eagle Vision can be used to spot the people who have important investigation information.*
- *Pickpocket victims always wear a bag on their left side.*
- *Despots pose as town criers. They spread propaganda about their corrupt masters.*
- *Investigations can only be performed while anonymous.*

Judging by Subject 17's traits in your notes, he'll need all the help he can get.

4.4 Save Citizens

There are two types of citizens to be saved: vigilantes and scholars. Citizens you save will help you in return. Lock on to an assaulting soldier to save the citizen who is being harassed. Once you have killed all aggressive soldiers, don't forget to talk to the citizen you have saved so that he or she tells his or her friends of your good deed.

Vigilante: If you save a vigilante's daughter or wife, the men of the family will help you in return. Escape down a street where your vigilante friends hang out and you will easily lose pursuing soldiers. Vigilantes will block your enemies' path, giving you time to escape and hide.

Scholar: Because of the nature of their work, scholars have access to all areas of the city. Befriend these men in order to gain access to restricted areas.

4.5 Templars

Templars are easily identified by their clothing (white uniform with a red cross). If discovered, they attack on sight. The ancestor is rumored to have killed every Templar in the Holy Land.

4.6 Flags

Flags are located throughout the cities and kingdom. This was a popular way to lay claim to an area, but in the assassin's mind, these were false claims. They seemed to believe that the Holy Land belonged to no one and everyone.

Vidic - Picking up flags and helping old ladies! I thought Desmond's ancestor was an assassin, not some flag-stealing Robin Hood. I suppose that performing these activities helps our subject synchronize with his

ancestor and we will have to endure it, but really Miss Stillman! The coma is starting to look like a better and better option.

5. GAME STRUCTURE

An assassin must always gather information about his target and scout the surrounding area in order to plan a successful attack.

Step 1: View Points: The first thing that Altair did upon entering a new district was to climb to the top of the tallest buildings. This gave him a view point from which to scan the surrounding area.

Step 2: Investigation: The second step in preparing for an assassination is gathering as much detailed information about the target as possible. Information can be obtained through interrogation, by eavesdropping, by pick pocketing, or with the help of assassin informers.

Step 3: The Bureau: Once an assassin thinks he is ready, he must go see the city's Assassin Bureau leader in order to obtain the feather. The feather must be dipped in the target's blood and then returned to the Bureau leader as proof that the deed is done.

Vidic - Lucy, didn't you say that the new Animus update allows us to jump to the assassination mission without doing all of the investigation missions? We need the Animus to fill in the blanks on some of these if we are going to make our deadline.

6. MENUS

6.1 Main Menu

New: Start a new session within the Animus.

Continue: Continue the existing session.

6.2 In the Animus

6.2.1 Main Menu

Start/Continue Session: Begins a new session to record, and initializes the first memory block. Continue Session resumes a session during a memory block.

Memory Log Timeline: Browse through the memory block through a DNA timeline. By selecting one memory block, the subject can access his objectives.

Options: Adjust certain Animus options such as blood content, sound, brightness, video settings, control, and HUD display.

Exit Animus: End the session and exit the Animus. This will give the subject a small reprieve, allowing him to stretch his legs a bit.

6.2.2 Pause Menu

Resume Session: This will reactivate the session where the subject had paused.

Options: Access the Animus menu.

Map: Access the map of the region in which the subject's ancestor is located.

Quit Session: Ends the session, and lets the subject exit the Animus.

Memory Log Timeline: Browse through the DNA memory block timeline. By selecting one memory block, the subject can access its objectives.

Additional Memories: See the status of available objects (flags, Templars, etc.).

From: Dr. Warren Vidic
To: MAINTENANCE
CC: Lucy Stillman
Subject: Animus Functionality & New Subject

Attachments:

Hello,

We've recently acquired a new subject for the Animus – make sure to change all passwords on our computers. We can't have him exploring the net and reading his mail from our system, now can we?

Also, I've received news of a new security employee starting today. Make sure he doesn't forget to record our sessions and every move the subject makes. Unless, of course, pressing a key when indicated is simply too complex a task.

Lucy – with the new subject arriving, I'll need your latest document on the Animus functionality.

Vidic

Register this game now and stay in the know!

It's simple: Go to www.ubireg.com and register your product, and you will receive a coupon code good for 10% off your next purchase at the Ubisoft online store. You can also get exclusive game updates, participate in surveys, and win cool prizes! Look for the details on www.ubi.com!

Thanks,
The Ubisoft Team

Assassin's Creed™
Proof-of-Purchase



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- △ Impressive combos



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NOTES



TECHNICAL SUPPORT

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

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

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

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

Support Over the Internet: This is the best way to find answers to common issues seen with our games. Our Frequently Asked Questions list is available 24 hours a day, 7 days a week and contains the most up-to-date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis, so please check here first for solutions to your problems:

<http://support.ubi.com>.

Contact Us by Webmail: Due to high volumes of spam, viruses, and other non-support-related contacts, we no longer offer support via standard email. However, we do provide something better, webmail. By taking your questions directly through our website, we have completely eliminated all spam contacts. As a result, we are able to respond to your questions much more quickly than we could through standard email. To send us a webmail simply log into our site at <http://support.ubi.com>.

From this site, you will be able to enter the Ubisoft Solution Center, where you can browse through our lists of Frequently Asked Questions (FAQ), search our database of known problems and solutions, and send in a request for personal assistance from a Technical Support representative by using the **Ask a Question** feature on the Frequently Asked Questions page. Most webmail contacts are responded to within two business days.

Contact Us by Phone: You can also contact us by phone by calling **(919) 460-9778** (for our customers in Quebec, we provide French language support at (866) 824-6515). Please note that this number is for technical assistance only. No gameplay hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your computer and have all of the necessary information listed above at hand.

Be advised that our Technical Support representatives are available to help you **Monday through Friday from 9 am–9 pm Eastern Time** (French language support available from 7 am–4 pm EST).

While we do not charge for technical support, normal long distance charges apply. To avoid long distance charges, or to contact a support representative directly after these hours, please feel free to browse our Frequently Asked Questions lists or to send us a webmail. Webmail questions usually receive a response within two business days.

Contact Us by Standard Mail: If all else fails you can write to us at:
Ubisoft Technical Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560

Return Policy: Please do not send any game returns directly to Ubisoft before contacting Technical Support. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged or scratched CD, please visit the FAQ listing for your game and get the latest replacement policy and pricing. We will not accept unsolicited returns/exchanges without prior approval and an RMA (Return Materials Authorization) number from a support representative.

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