

EPILEPSY WARNING

Please read before using this game or allowing your children to use it.

Some people are susceptible to epileptic seizures or loss of consciousness when exposed to certain flashing lights or light patterns in everyday life. Such people may have a seizure while watching television images or playing certain video games. This may happen even if the person has no medical history of epilepsy or has never had any epileptic seizures. If you or anyone in your family has ever had symptoms related to epilepsy (seizures or loss of consciousness) when exposed to flashing lights, consult your doctor prior to playing.

We advise that parents should monitor the use of video games by their children. If you or your child experience any of the following symptoms: dizziness, blurred vision, eye or muscle twitches, loss of consciousness, disorientation, any involuntary movement or convulsion, while playing a video game, discontinue use IMMEDIATELY and consult your doctor.

PRECAUTIONS TO TAKE DURING USE

- ⦿ Do not stand too close to the screen. Sit a good distance away from the screen, as far away as the length of the cable allows.
- ⦿ Preferably play the game on a small screen.
- ⦿ Avoid playing if you are tired or have not had much sleep.
- ⦿ Make sure that the room in which you are playing is well lit.
- ⦿ Rest for at least 10 to 15 minutes per hour while playing a video game.

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masseffect.bioware.com

INSTALLING THE GAME

NOTE: For system requirements, see electronicarts.co.uk.

To install (disc users):

Insert the disc into your disc drive and follow the on-screen instructions.

To install (EA Store users):

NOTE: If you'd like more information about purchasing direct downloads from EA, visit www.eastore.ea.com and click MORE ABOUT DIRECT DOWNLOADS.

Once the game has been downloaded by EA Download Manager, click the install icon that appears and follow the on-screen instructions.

Launch the game (once it is installed) directly from the EA Download Manager.

NOTE: If you've already purchased a title and would like to install it on another PC, first download and install the EA Download Manager on the other PC, then launch the application and log in with your EA account. Select the appropriate title from the list that appears and click the start button to download the game.

To install (third party online users):

Please contact the digital retailer through whom you purchased this game for instructions on how to install the game or how to download and reinstall another copy.

STARTING THE GAME

To start the game:

Games on Windows Vista™ are located in the **Start > Games** menu and on earlier versions of Windows™ in the **Start > Programs (or All Programs)** menu. (EA Store users must have the EA Download Manager running.)

NOTE: In Windows Vista Classic Start menu style, games are located in the **Start > Programs > Games > Games Explorer** menu.

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THE STATE OF THE GALAXY

Two years have passed since the massive geth attack on the Citadel. As the galactic community struggles to rebuild, rumors about the return of sentient starships responsible for the eradication of all life 50,000 years ago are being hushed. Officially, the attack on the Citadel is blamed upon Saren Arterius, a rogue Spectre. Most are quick to believe, but a few know the truth.

GETTING STARTED

After installing *Mass Effect™ 2*, launch the game to access the main menu. You can now choose to:

- Ⓞ Log on to Cerberus Network
- Ⓞ Create a new character
- Ⓞ Import your character from *Mass Effect 1*
- Ⓞ Access the Extras menu for achievements, options, and downloadable content

CERBERUS NETWORK LOGIN

Joining the Cerberus Network allows you to receive new content such as missions, squad mates, and equipment. It also enables you to download premium content from the internet. Use the Cerberus login included with the game, and follow the login procedure.

CREATE A NEW CHARACTER

Select NEW GAME from the main menu. You are able to start the game with a male or female character, or import a character from *Mass Effect 1*.

If you create a new character, you have two options:

- Ⓞ Play as the iconic Commander Shepard and choose a first name. You play as the Soldier class.
- Ⓞ Create a custom character, choosing your own class and adding other details.

IMPORT CHARACTER FROM *MASS EFFECT 1*

Select **IMPORT CHARACTER** on the main menu and choose a Save Game from the list of Character Saves.

You receive bonus experience and resources, and start at a higher level than a new player.

If you import your character, you may:

- Ⓞ Keep all the details of your imported character, including appearance, class, and history.
- Ⓞ Change your current appearance by customizing your facial reconstruction or choose the iconic appearance.
- Ⓞ Change your current class.

MISSION COMPUTER

Press **ESC** to bring up the Mission Computer screen. Use your mouse to select an area on the display. When an area receives an update, it flashes on the display.

Your current resource totals are displayed at the bottom of the Mission Computer screen.

The Mission Computer gives you access to details for:

Squad	View the current status of Shepard and squad. You can also spend squad points here to upgrade your powers.
Options	Set gameplay, controller, graphics, sound and other options.
Journal	View current and recent quests and tasks.
Map	View your current location and points of interest.
Save	Saves your game in its current state and location.
Load	Load games you have saved, and those that have been saved automatically.
Codex	Learn all about the <i>Mass Effect</i> universe.
Exit to Main	Takes you back to the main menu.
Exit Game	Close the game.

COMMAND AND CONTROL

Pay special attention to “overloaded” buttons that require a tap or a press and hold to enable.

ENTER COMBAT STANCE

Left-click/Right-click



EXIT COMBAT STANCE

H (to holster current weapon)

ZOOM

Right-click

CERBERUS HINT:

Zooming in on a target greatly increases weapon accuracy.



FIRE WEAPON

Left-click



STORM
SPACEBAR



TAKE COVER
SPACEBAR



CLIMB/VAULT
W + SPACEBAR



CERBERUS HINT:

If you hit a piece of cover while storming, you automatically enter cover.

MELEE ATTACK
F



RELOAD THERMAL CLIP
R



SWITCH TO PREVIOUS WEAPON
X



BRING UP NAVIGATION ASSISTANCE
M

Objective Marker



SPECIALIZATION CLASSES

Every class has a unique power that you can map in the squad command interface. Each squad mate can have up to four powers by the end of the game.

SOLDIER

High-level operatives are outfitted with an ocular synaptic processor that allows them to focus on targets with lethal accuracy.

ADEPT

Adepts are outfitted with L5x implants that spawn micro-singularities, blocking enemies and pulling them into the air.

ENGINEER

Engineers can spawn a combat drone to harass enemies or force them out of entrenched cover positions.

INFILTRATOR

Infiltrators are equipped with a tactical cloak system that allows them to avoid detection for short periods of time, gaining tactical advantage over enemies.

VANGUARD

Vanguards are outfitted with L5n implants that use biotic charges to knock down or stun opponents. This gives the Vanguard precious seconds to bring close range weapons to bear.

SENTINEL

Sentinels are equipped with the most advanced ablation armor system to keep the Sentinel safe. If overloaded, the system stuns all enemies within a short distance.

CERBERUS HINT: Each class has a list of powers that can be viewed and upgraded from the Squad screen. Press **ESC** for the Mission Computer and select **SQUAD**.

SQUAD ORDERS

You are part of a team! Giving tactical orders to your squad helps keep them alive and in turn keep you alive as they support you. Press **Q**, **E**, and **C** to issue squad orders.



- ⊙ Press **Q** to order the first squad member to move to point, use powers or attack.
- ⊙ Press **E** to order the second squad member to move to point, use powers or attack.
- ⊙ Press **C** to order your squad to follow you.

CERBERUS HINT: Squad-specific commands are context-sensitive. If you want your squad mates to move to point, first make sure no enemies are highlighted by a red square bracket.



SQUAD COMMAND INTERFACE

At certain times during combat, you may want to pause the game, take stock of what is going on around you, and issue specific orders to your squad. Press and hold left-**SHIFT** to activate the squad command interface.

USING POWERS

The squad command interface allows you to focus specific powers on different enemies. Move the camera around to target enemies.

Highlighting a power shows its description in the lower left-hand part of the screen.



Enemy with shields

Overload power
(moused over
and selected)

When you bring up the command interface, your squad mates' images appear in the left and right sections. Each squad mate can have up to four powers.

When a power is marked red with a downward arrow, it means it is already in use or should not be used.

TARGET AN ENEMY

Left-click



Targeting an enemy or combat object gives you context-sensitive information about what types of powers could be used on them. To target enemies with your powers, highlight them with the reticule, select a power, and left-click. One power per squad mate can be queued up at a time.

CERBERUS HINT: Map powers to have them available in real time without pausing.

To map any power, drag and drop it to the Quick Slot Bar.



SQUAD POINTS



Squad points represent your ability to directly improve the powers you and your squad use. To spend squad points, go to the Squad screen off the Mission Computer.

When you raise a power to its fourth rank, it evolves. Evolved powers allow you to choose one of two advanced forms of the power to use going forward. Choose wisely.

SWITCHING WEAPONS

The squad command interface also allows you to switch Shepard's and the squad's weapons. Use your mouse to highlight Shepard's current weapon. This reveals all current weapons available for use.

Weapon choices unfolded



The weapons your squad has equipped are highlighted in blue. To switch out a weapon for anyone in the squad, simply left-click a new weapon. Each squad mate can switch out one new weapon at a time.

CERBERUS HINT: Press **X** to quick switch weapons.

CERBERUS ARMORY

There are five classes of weapons in *Mass Effect 2*.

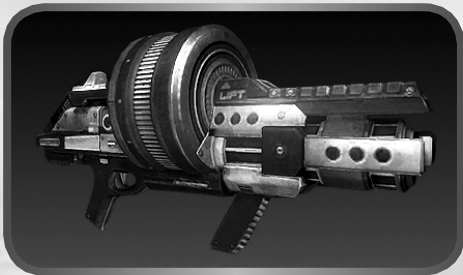
Assault Rifles	Useable by Soldiers
Sniper Rifles	Useable by Soldiers and Infiltrators
Sub-Machine Guns	Useable by Adepts, Engineers, Infiltrators, Vanguard, and Sentinels
Shotguns	Useable by Soldiers and Vanguard
Heavy Pistols	Useable by all classes

CERBERUS HINT: Rapid-fire weapons are effective against shields and barriers. Slow, hard-hitting weapons are effective against armor.

HEAVY WEAPONS

Heavy weapons are highly destructive and lethal, but limited by ammunition reserves maintained on the person carrying them. Be sure to save your heavy weapon ammunition for when you really need it.

Some heavy weapons are acquired on missions while others are made by doing research aboard the Normandy.



The most common heavy weapon carried by Cerberus personnel is the M-100 Grenade Launcher.

CERBERUS HINT: As you acquire technology, new research projects become available for you to purchase aboard the Normandy. These projects equip you and your squad with new and powerful technology upgrades.

IN-GAME HUD



The game HUD is your window into the world. The HUD displays your squad's status, your enemies' resistances, your equipped weapon's current amount of thermal capacity, and which objects in the world are useable. Understanding the information on this screen is the key to victory.

CERBERUS HINT: If you're lost and need help navigating the world, pressing **M** or left-**SHIFT** brings up an objective marker while on a mission or a map while visiting a hub.

RETICLE

The reticle highlights objects you can interact with in the world. The color of the reticle determines whether objects are combat or exploration objects.

Highlighted:
An object in the world shown with this reticle is highlighted but not selected.



Destructible:
An object that can be used as cover but does not stand up to sustained fire. You can destroy enemy cover if it is marked with this symbol.



Dangerous:
A volatile object that could have interesting consequences if shot or overloaded.

Enemy:
A hostile opponent who is trying to kill you.



TARGET BAR

Exploration Object
Target Bar



This bar highlights the name of the object you currently have selected.

Exploration target bars show the name of the object and what happens if you press **SPACEBAR** to activate the object. Some common interactions are:

- ⊙ Talk
- ⊙ Hack
- ⊙ Bypass
- ⊙ Open
- ⊙ Scan
- ⊙ Take

Enemy target bars show the name of the enemy and their health and resistance bars.

Enemies with resistances are protected by armor, shields, or a biotic barrier. You must penetrate these resistances before you can take an enemy down.

If an enemy's red health bar is revealed, use debilitating powers to quickly kill them.

CERBERUS HINT: While their resistances are intact, enemies cannot be incapacitated or affected by powers that damage health. You must lower resistances to use certain powers.

CERBERUS HINT: If an enemy is protected by resistances, bring up your squad command interface to see which power could be useful against those resistances. Press and hold left-**SHIFT** to bring up your squad command interface.

HEALTH BAR

The health bar appears as an arc over each squad portrait. It is closely tied to the shield bar. When Shepard is damaged, the shield bar appears, indicating Shepard is under fire and taking damage. When all shields are depleted, the health bar appears in order to track Shepard's health status.

POWER COOLDOWN METER

When Shepard uses a power, all powers cool down and are unusable for a short period of time. During this time, a small set of brackets appears around the target reticle. When the brackets disappear, Shepard can use powers again.

SQUAD BAR

The squad bar is located at the bottom of the HUD and gives information on:

Health—Each squad member's health status:

- ☉ Healthy
- ☉ Injured
- ☉ Dead

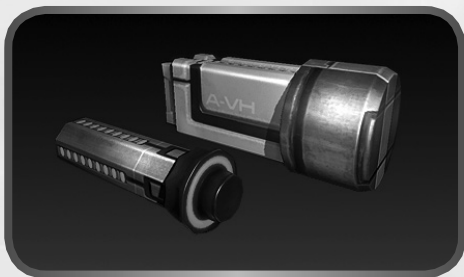
Resistance—Each squad member's resistance status:

- ☉ Active
- ☉ Inactive

Power Cool Down— While this element is active, the specific squad member is unable to use any powers.

CERBERUS HINT: Watch for the power cool down indicator to disappear on the squad bar. This means that one or both of your squad members is ready to use powers again.

THERMAL CLIPS



After analyzing geth advances in weaponry, the Alliance retrofitted every weapon in service with a thermal clip system developed by the geth.

Thermal clips hold a store of disposable heat sinks universal to all small arms. Instead of waiting for an overheated weapon to cool down, you can simply eject the spent heat sink and the clip feeds in a new one. This allows for a greater sustained rate of fire and more numerous impacts on targets.

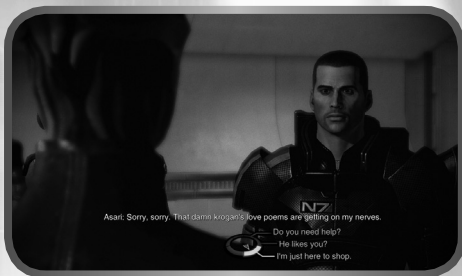
The HUD element in the lower left corner shows how many shots are left in your weapons thermal clip. The bar below this number is the progress towards expending your current heat sink.

NOTIFICATION SYSTEM

During the course of the game, you are notified of certain events, like acquiring objects, finding or losing resources, or earning Paragon and Renegade points. Notifications appear in the lower right-hand corner of the screen. Watch for these events to understand your interactions in the game.

CONVERSATIONS

You can select and talk to certain people in the world by pressing **SPACEBAR**.



The cinematic, choice-based dialogue in *Mass Effect* lets you fine-tune your character and story using the conversation wheel at the bottom of your screen.

Choices on the wheel's left side let you explore the conversation in depth, while choices on the right tend to move the conversation to quicker completion.

The top of the wheel typically corresponds to Paragon choices, where Shepard makes selfless, cooperative decisions. The bottom generally corresponds to Renegade choices, where Shepard tends to be more aggressive and hostile.

CHARM AND INTIMIDATE

Your Paragon and Renegade meters represent your skills at Charm or Intimidate. You can boost your Charm and Intimidate skills by spending squad points.

New options appear on the left side of the wheel that may affect outcomes of later conversations. Charm options appear in blue text; Intimidate options appear in red.

INTERRUPT SYSTEM

At certain times during a conversation, you are able to interrupt the conversation as either a Paragon or a Renegade. The Paragon Interrupt symbol appears on the left side of the screen; the Renegade symbol appears on the right.

During a dialogue, left-click for a Paragon Interrupt or right-click for a Renegade Interrupt.



PARAGON

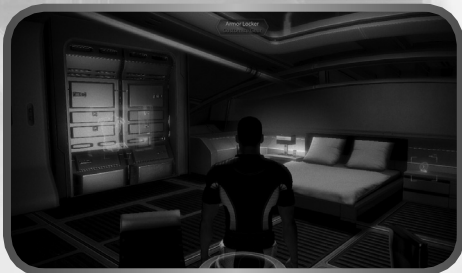


RENEGADE

THE NORMANDY

The Normandy SR-2 is the most advanced starship ever built by humans. It not only represents a home base for you and your squad, it is also the key to your victory. There are many systems aboard the Normandy that help you to navigate the dangers of your mission.

DECK 1-CAPTAIN'S CABIN



The captain's cabin is your personal oasis. Make your cabin feel more like home with pets, decorations, and other items of interest purchased at stores.

While in your cabin, you can customize the combat effectiveness and general look of your combat armor and casual wear. Look for new armor pieces and items in stores and on missions.

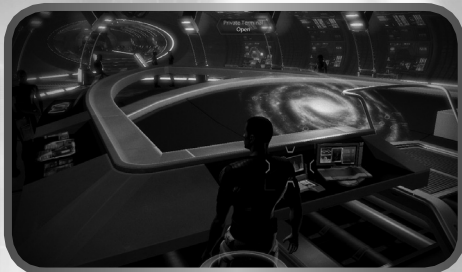
PERSONALIZATION GUI

CERBERUS HINT:

Look closely at the bonuses granted by armor pieces. By mixing and matching various types, you can create an outfit that enhances your combat preferences.



DECK 2-CIC

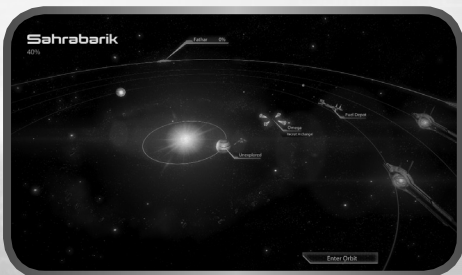


The CIC contains a number of command and control interfaces that allows you to navigate the Normandy, manage the crew, and look at advanced research.

YEOMAN KELLY CHAMBERS

Yeoman Chambers is your executive assistant. She informs you if one of your crew needs to speak with you, when you have messages, or if there is a private transmission waiting in the comm room.

THE GALAXY MAP



The Galaxy Map is your interface for traveling throughout the galaxy, scanning uncharted worlds, finding dangerous N7 missions, and managing your supply of fuel and probes.

The galaxy map has four levels of detail for navigation: galactic, cluster, system, and planet.

The galactic level shows the destinations within the galaxy that are available for travel. Click a cluster to travel to a system containing a mass relay.

Once you are inside a system, look to see if it is bounded by a green ring. Navigating the Normandy into this green ring brings up the cluster view. Moving around in the cluster view requires that you burn fuel.

CERBERUS HINT: Be careful traveling between stars in the cluster view. If you run out of fuel, you are forced to burn valuable resources to make it back to the fuel depot located by the mass relay.

Left-click and hold to fly the Normandy to a planet. To orbit a planet, either double-click the object or select ENTER ORBIT.

SCANNING

Most of the planets in the galaxy map can be orbited, scanned, and probed for various useful minerals including:

- ⊙ Iridium
- ⊙ Palladium
- ⊙ Platinum
- ⊙ Element Zero

To activate the scanner, select START SCANNER.

In scanning mode, your mouse moves the reticule over the planet's surface. Moving to the edge of the planet rotates it in that direction (you can also rotate it by pressing **A** and **D**). Pressing and holding right-click scans. You can launch a probe while scanning by left-clicking. **ESC** closes the scanner.

Occasionally, an anomaly appears as a visible white line under your reticle and disrupts your scanner. These anomalies are usually distress beacons or other signals originating on the surface of the planet. Follow the line to the source, and launch a probe to investigate it. This allows you to open up new N7 missions and land on the planet.

Make sure that you are topped up on fuel and probes before leaving the system containing the mass relay. Do this by visiting the fuel depot near each mass relay.

PRIVATE TERMINAL



As captain of the Normandy, you have access to a private terminal where you can receive private messages, look at the status of your squad, do research, and review all technological upgrades found or purchased.

SQUAD OVERVIEW



This brings up the Squad Selection screen, where you can look at the dossiers of potential squad members, review the capabilities and loyalty level of current squad members, or change their appearances via downloaded content.

EMAIL

Throughout your missions, various individuals send messages to your private terminal.

THE ARMORY

The Normandy's armory is just off the CIC and has terminals for managing your squad's weapons. Use the Load Out screen to select which types of weapons your squad is going to use. Use the heavy weapon screen to select which heavy weapon you take on missions.

The research terminal is also available from this area.

THE LAB

The ship's lab lies dormant, waiting for an appropriately brilliant scientist to come aboard. It is another area to access research when it eventually opens up.

RESEARCH AND TECHNOLOGY

This interface allows you to review the research projects and upgrades you have acquired. You can buy upgrades from stores with credits, or build them using research. Review all your upgrades on your personal terminal.

The research computer lets you build new upgrades for you and your squad. To build an upgrade, you must first acquire a research project by retrieving technology on missions. Then, obtain the required resource to complete the research project (iridium, platinum, palladium, element zero) from planets. Finally, use the research computer in the Normandy lab to build the upgrade.

CERBERUS HINT: Research and technology is one of the key factors to succeeding on your mission. Every piece of technology found, purchased, or researched enhances the combat capabilities of your ship, squad, and gear.

COMM ROOM

In this room, you can communicate with others in holographic form. When urgent, important matters arise, you are summoned to this room to communicate in person.

DECK 3-CREW QUARTERS

Many of your squad mates are billeted on this deck. Make sure to check in with them to see if they need anything.

APPENDIX 1-MINI-GAMES

There are two tech mini-games that allow you to bypass locks and hack encrypted files.

BYPASS

To bypass a lock, find matching circuit pairs without activating mismatched pairs.

Use the mouse to select and highlight a node, revealing its circuit type. Left-click on a circuit node to lock it in for several seconds, then quickly move the reticle to find the matching node. Left-click on the matching node to lock the pair in.

HACK

To hack encrypted files, find a matching code fragment in a series of scrolling code fields.

Press **W A S D** keys to move the code reticle around and search. Press **SPACEBAR** to lock in a piece of code. The current target code is displayed at the top of the screen.

The hack terminates if you:

- ⊙ Select incorrectly three times.
- ⊙ Move your code reticle over a red-coded segment that contains security probes. This causes you to lose locked code segments.

APPENDIX 2-CLASSES

There are six base classes with variable strengths in different areas for the player and squad members. Some classes are focused on one skill area while others balance strength equally in two or more areas.

Certain powers, weapons, and ammunition are class-specific. Others require the player to spend power points to unlock them.

SOLDIER-COMBAT SPECIALIST

The Soldier is a tough warrior able to deal with a range of combat situations by getting into the thick of the fight, picking the right tactical weapon, and outlasting opponents.

Weapons and Equipment

- ⊙ Assault Rifle
- ⊙ Sniper Rifle
- ⊙ Shotgun
- ⊙ Heavy Pistol
- ⊙ Disruptor Ammo
- ⊙ Incendiary Ammo—Must be Unlocked
- ⊙ Cryo Ammo—Must be Unlocked

Powers

- ⊙ Adrenaline Rush—Class-Specific Power
- ⊙ Concussive Shot—Must be Unlocked

INFILTRATOR-COMBAT/TECH

The Infiltrator is a tech-savvy warrior, able to win battles by quickly disabling and killing enemies, unlocking alternate routes, and using tactical stealth.

Weapons and Equipment

- ⊙ Sniper Rifle
- ⊙ Submachine Gun [SMG]
- ⊙ Heavy Pistol
- ⊙ Disruptor Ammo
- ⊙ Cyro Ammo—Must be Unlocked

Powers

- ⊙ Tactical Cloak—Class-Specific Power
- ⊙ AI Hacking—Must be Unlocked
- ⊙ Incinerate Blast—Must be Unlocked

VANGUARD-BIOTIC/COMBAT

The Vanguard is a powerful biotic warrior able to jump across the battlefield in an instant to charge the enemy and attack at close range, combining the offensive power of an Adept and a Soldier.

Weapons and Equipment

- ⊙ Submachine Gun [SMG]
- ⊙ Heavy Pistol
- ⊙ Shotgun
- ⊙ Incendiary Ammo
- ⊙ Cryo Ammo—Must be Unlocked

Powers

- ⊙ Biotic Charge—Class-Specific Power
- ⊙ Pull—Must be Unlocked
- ⊙ Shockwave—Must be Unlocked

SENTINEL-BIOTIC/TECH

The Sentinel is the most flexible class, able to combine tech and biotics to manipulate enemies and protect themselves with tech armor.

Weapons and Equipment

- ⊙ Submachine Gun [SMG]
- ⊙ Heavy Pistol

Powers

- ⊙ Tech Armor—Class-Specific Power
- ⊙ Throw
- ⊙ Cryo Blast—Must be Unlocked
- ⊙ Overload—Must be Unlocked
- ⊙ Warp – Must be Unlocked

ADEPT-BIOTIC SPECIALIST

The Adept is the ultimate biotic, able to use the power of the mind to manipulate the physical world, disable and debuff enemies, and deal massive damage.

Weapons and Equipment

- ⊙ Submachine Gun [SMG]
- ⊙ Heavy Pistol

Powers

- ⊙ Singularity—Class-Specific Power
- ⊙ Throw
- ⊙ Pull—Must be Unlocked
- ⊙ Shockwave—Must be Unlocked
- ⊙ Warp—Must be Unlocked

ENGINEER-TECH SPECIALIST

The Engineer is a skilled expert who quickly and easily shapes the battlefield before combat begins, ensuring that the enemy always begins with a significant disadvantage.

Weapons and Equipment

- ⊙ Submachine Gun [SMG]
- ⊙ Heavy Pistol

Powers

- ⊙ Combat Drone—Class-Specific Power
- ⊙ Overload
- ⊙ AI Hacking—Must be Unlocked
- ⊙ Incinerate—Must be Unlocked
- ⊙ Cryo Blast—Must be Unlocked

APPENDIX 3-RESOURCE TYPES

There are many different types of resources found throughout the world, automatically tracked on your Mission Computer. At any time, you can press **ESC** to view your Mission Computer with resource totals at the bottom of the screen. Resources are:

CREDITS

This universal form of currency can be used in stores to purchase items or at fuel depots to purchase fuel and probes for interstellar exploration.

MEDI-GEL

Medical gel is used to treat various wounds and ailments. You can acquire medi-gel at aid stations you find on missions. You can also purchase an increase in your medi-gel capacity in some shops. To revive fallen squad members, use the Unity power to deploy medi-gel. Press and hold **SHIFT** to bring up your command interface and use the Unity power.

HEAVY WEAPON AMMO

This powers your current heavy weapon. The number of current shots with that weapon is shown on the weapon wheel.

IRIDIUM, PLATINUM, PALLADIUM AND ELEMENT ZERO

These are rare and valuable resource found mainly through planetary scanning and exploration. They allow for advanced research projects aboard the Normandy.

GAME CREDITS

Project Director

Casey Hudson

Lead Designer

Preston Watamaniuk

Lead Writers

Mac Walters

Drew Karpyslyn

Art Director

Derek Watts

Lead Programmer

David Falkner

Senior Project Manager

Yanick Roy

ART & ANIMATION

Cinematic Animators

Parrish Ley - Lead

Carlos Arancibia

Ed Beek

Carl Boulay

Jonathan Cooper

Tony de Waal

Tim Golem

Suhas Holla

Bartek Kujbida

Thierry Labelle

Greg Lidstone

Joel MacMillan

Marc-Antoine Matton

Hugo Morales

In-Game Animators

Brad Kinley - Lead

James Humphreys

Stefano Marchesini

Technical Animators

Cristian Enciso

Ray Lim

Kieran Ritchie

Add'l Animation

David Wilkinson

Character Artists

Jaemus Wurzbach - Lead

Ben Carriere

Leroy Chen

Ken Finlayson

Kolby Jukes

Francis Lacuna

Rion Swanson

Concept Artists

Ben Huen

Mikko Kinnunen

Matt Rhodes

Brian Sum

GUI Artists

Nelson Housden

Level Artists

Mike Trotter - Lead

Don Arceta

Casey Baldwin

Lee Church

Graham Kelly

Andrew Knight

Rohan Knuckey

Mark Linington

Noel Lukasewich

Boyd McKenzie

Neil McKnight

Young Park

Danny Rodriguez

Chris Ryzebol

Marcel Silva

Neil Valeriano

Technical Artist

Jeff Vanelle - Lead

Visual Effects Artists

Trevor Gilday - Lead

Terrence Kim

Add'l Art

Kally Chow

Mike Hong

Director of

Art & Animation

Alistair McNally

Asst. Director of

Art & Animation

Dean Andersen

AUDIO, LOCALIZATION, & EXTERNAL RESOURCES

Audio Design

Rob Blake - Lead

Steve Bigras

Real Cardinal

Jason Cushing

Vance Dylan

Terry Fairfield

Joel Green

Jordan Ivey

Michael Kent

Jeremie Voillot

Add'l Audio Implementation

Andrew Gray

Nathan Willis

Voice-Over Producer / Director

Caroline Livingstone

Asst. External Producers

Melanie Fleming

Steve Lam

Localization Project Manager

Ryan Warden

External Producer

John Campbell

Director of Audio, Localization, &

External Resources

Shauna Perry

Audio Director

Simon Pressey

Localization Producer

Jenny McKearney

DESIGN

Cinematic Designers

Armando Troisi - Lead

Vanessa Alvarado

Edward J Douglas

John Ebenger

Samuel Irwin

Leo Lucien-Bay

Paul Marino

Nathan Moller

Jonathan Perry

Guilherme Ramos

Zachariah Scott

Robert Stoneman

Gameplay Designers

Christina Norman - Lead

Noel Borstad

Jason Attard

Corey Gaspar

Eric Fagnan

Level Designers

Dusty Everman - Lead

Raylene Deck

Alex Elsayad

Dave Feltham

Matthew Fisher

Bastiaan Frank

Keith Hayward

Jos Hendriks

Miles Holmes

Rick Knowles

Patrick Moran

Thomas Pertlinski

Matthew Resmini

Jon San Agustin

Kris Schoneberg

Graham Scott

David Stenton

Gary Ian Stewart

Bjorn Taylor

Joshua Wilson

John Winski

Writers

Malcolm Azania

Chris Hepler

Brian Kindregan

Luke Kristjanson

Chris L'Etolle

Jay Turner

Patrick Weekes

Editors

Cookie Everman

Dan Lazin

Karin Weekes

Add'l Design

Jason Booth

James McVinnie

Vincent Napoli

Michelle Pettit-Mee

Cathleen Rootsært

Jay Watamaniuk

Director of Design
Matt Robinson

PRODUCTION

Producers

Adrien Cho (Art)
Jesse Houston
Nathan Plewes

Project Managers

Corey Andruko - Lead
Ryan Ward - PC Lead
Marwan Audeh
Scylla Costa
Michael Gamble
Dorian Kieken
Robin Mayne

Co-Directors of Production

Benoit Houle
Duane Webb

Programming

Assistant Lead Programmer
Don Moar

Programmers

Chris Blackburn
Doug Demyen
Mike Devine
Blake Grant
Prashan Gunasingam
Brenon Holmes
Ryan Hoyle
Mark Jaskiewicz
Chris Johnson
Carson Knittig
Matthew Komsthoef
Rob Krajcarski
Jocelyn Legault
Yuri Leontiev
Dominic Mathieu
Chris Orthner
Shawn Potter
Thomas Roy
Brent Scriver
Zousar Shaker
David Streat
Leah Vilhan
John Wetmiller
Darren Wong
Peter Woytiuk
Justin Yong
Tom Zaplachinski

Localization Programmers

Chris Christou
Andy Desplenter
Christopher Mihalick

Add'l Programming

Devin Doucette
Andrew Gardner
Matt Peters
Chris Sharp
Graham Whildal
Don Yakielashak

Director of Programming

Aaryn Flynn

QUALITY ASSURANCE

QA Principal Lead
Kim Hansen

QA Design Team

Billy Buskell - Lead
Daniel Barrett
Luke Barrett
Chris Buzon
Darren Clark
Mitchell T. Fujino
Darren Gilday
Garret Haynes
Matt Henderson
Scott Horner
Kyle Hubbard
Scott Langevin
Ivan Mulkeen
Barrett Rodych
Chris Schanche
Kim Stolz
Decard Timmermans
Daniel Trotter

QA Story Team

Arone Le Bray - Lead
John Epler
Frank Gordon
Carlo Lynch
Tom Trachimowich
Stanley Woo

QA Technical Team

Brian Costa - Lead
James Costanzo
Steven Deleeuw
Jack Lamden
Gabriel Leung
Baldwin Li
Brett Ludwig
William Mah
Nathan Matichuk
Michael Nemish
Edward Pollard

QA Programmers

Alex Lucas - Lead
Sam Johnson - Lead
Daniel Busse
Chester Szeto
Dave Schaefer
Jay Zhou

QA Focus Test Coordinator

Iain Stevens-Guille
Add'l QA
Nathan Frederick
Caleb Kan
Costa Zervos

Director of QA

Ron Clement

MARKETING

Senior Product Manager

Jarrett Lee

Marketing Assistant

Nick Clifford

PR

Matt Atwood
Heather Rabatich

Online Marketing

Derek Larkie - Manager
Isa Amistad
Jeff Marvin
Nadia Phillipchuk
Chris Priestly
Jeff Rouseil
Jesse Van Herk
Colin Walmsley
Jay Watamaniuk
Senior Director of Marketing
Ric Williams

OPERATIONS

Directors of Business Development

Richard Iwanluk
Robert Kalir
Executive Assistant
Teresa Meester

Director of Finance

Kevin Gunderman
Finance / Payroll
Vanessa Potter

Director of Human Resources

Mark Kluchky
Human Resources
Celia Arevalo
Theresa Baxter
Leanne Korotash
Chris Pangrass

INFORMATION SYSTEMS AND ADMINISTRATION

Director of Information Systems, Facilities, and Administration
Vince Waldon

Administration

Keri Clark - Office Manager
Amy Fraser
Leah Hollands
Nils Kuhnert
Jeanne-Marie Owens

Application Support

Lee Evanochko - Manager
Julian Karst
Robert McKenna

Desktop Support

Chris Zeschuk - Manager
Dave McGruther
Jeff Mills
Brett Tollefson

Facilities

Mike Patterson - Manager
Kelly Wambold
Infrastructure
Craig Miller - Manager
Sam Decker
Wayne Mah

Special Thanks
Jonathan Baldwin
Matt Besler
Owen Borstad
Derek French
Ben Hindle
Stefan Lednicki
James Redford
O'Jay Robinson
Paul Schultz

STUDIO LEADERSHIP, BIOWARE

Co-founder
Ray Muzyka
Co-founder
Greg Zeschuk

CAST

Shohreh Aghdashloo
Admiral Shala Raan vas Tonbay

Maggie Baird
Samara

Adam Baldwin
Kal'Reegar

Michael Beattie
Mordin Solus
Add'l voices

Claudia Black
Admiral Xen
Add'l voices

Steve Blum
Grunt
Add'l voices

Keith David
David Anderson

DC Douglas
Legion
Add'l voices

Keythe Farley
Thane Krios
Add'l voices

Seth Green
Jeff "Joker" Moreau

Jennifer Hale
Commander Shepard

Tricia Helfer
EDI

Michael Hogan
Captain Bailey

Brandon Keener
Garrus Vakarian

Adam Lazarre-White
Jacob Taylor
Add'l voices

Mark Meer
Commander Shepard
Add'l voices

Carrie-Anne Moss
Aria T'Loak

Martin Sheen
Illusive Man

Liz Sroka
Tall'Zorah vas Neema

Yvonne Strahovski
Miranda Lawson

Courtenay Taylor
Jack
Add'l voices

Simon Templeman
Admiral Han Gerrel

Additional Voices

Jocelyn Ahlf
April Banigan
Ashley Barlow
Steve Barr
Shannon Blanchet
Brian Bloom
Jessica Bogart
Wes Borg

Wendy Braun
Kimberly Brooks
Lora Brovold
Natalia Cigliuti
Belinda Cornish
Jim Cummings

Jon Curry
Josh Dean
Casey DeFranco
Grey Delisle
Michael Dorn
Collin Doyle

Alistair Duncan
Chris Edgerly
Jeannie Elias
Gideon Emery
Dannah Feinglass
Dave Fenoy

Keith Ferguson
Quinton Flynn
Peter Giles
Jesse Gervais
Zach Hanks

Ali Hillis
Roger L. Jackson
Martin Jarvis
Peter Jessop
Phil LaMarr

Lex Lang
Yuri Lowenthal
Stefan Marks
Vanessa Marshall
Anndi McAfee

Naomi Mercer
Jeff Page
Cara Pifko
Chris Postle
Francesco Quinn

Bill Ratner
Cindy Robinson
John Rubinow
William Salyers
Raphael Sbarga
Dwight Schultz
Carolyn Seymour
Armin Shimmerman
Jane Singer

Jason Singer
Jan Smith
Keith Szarabajka
George Szilagyi
Fred Tatasciore
John Ulyatt
Mick Wingert
Stephanie Wolfe
John Wright
Gwendolyn Yeo
Frederick Zbryski

EA

Corporate Leadership

Chief Executive Officer
John Riccitiello

Chief Operating Officer
John Schappert

**Executive Vice-President & Chief
Financial Officer**
Eric Brown

**Executive Vice-President, Business
& Legal Affairs**
Joel Linzner

**Executive Vice-President, Human
Resources**
Gabrielle Toledano

**Senior Vice-President & Chief
Accounting Officer**
Ken Barker

**Senior Vice-President, General
Counsel, & Corporate Secretary**
Stephen G. Bene

GAMES LABEL LEADERSHIP

President

Frank Gibeau

Chief Financial Officer
Mike Williams

Chief Operations Officer
Bryan Neider

Chief Technical Officer
David O'Connor

Senior Vice-President
Jeff Karp

Vice-President, Human Resources
Mala Singh

Vice-President, Marketing
Jeff Karp

RPG/MMO GROUP

Group General Manager & SVP
Ray Muzyka

Group Creative Officer & VP
Greg Zeschuk

Group Operations Officer & VP
Rob Denton

Group Marketing Officer & VP
Patrick Buechner

LOCALIZATION

Production

Inés Hernández Ramiro – Int'l Project Manager
Daniel Harty – Asst. Project Manager

Engineering

Rubén Martín Rico – Project Lead
Danilo José Guerrero Rodríguez – Senior
Fernando San Nicolás – Lead
Alberto Abad Ballesteros
Irene Chillón
Tomás Martínez Cortés
Juan Comesaña Fernández
Daniel Gutiérrez Martínez
Sergio Moreno
Daniel Martín
Ignacio Rodríguez Rodríguez

Coordination

Álvaro Corral
Mathieu Donsimoni
Marcel Eisner
Alexander Faißt
Sergey Kolesov
Stéphane Lemelle
Julien Murria
Mária Nagy
Pavel Rutski
Jan Staníček
Anna Maya Tomala

Localization Testing

Leadership

Fausto Ceccarelli – Project Manager
Hugo Rivalland – Junior Project Manager
Testers
Pierre Attali
Wojciech Baran
Óscar Cruz
Cristian De Frassine
Claudio De Pasquale
Timothée Even
Ángel Fernández
Paolo Giunti
Damien Haimovici
Nadia Krupko
Max Matta-Fletcher
Antonin Ménard
Vasilijš Mercalovs
Pablo Ministrál
Maciej Oginski
Antonio Orfino
Sarka Pechociakova
Jaroslaw Radzio
Ekaterina Samolyak

Post-production

Joaquín Aicart

QUALITY ASSURANCE

Leadership

Derek Fitzgerald - QA Manager
Keith Chan - Senior QA Project Lead
Todd Desgagne - QA Project Lead

Testers

Arman Abounourinejad
Ezequiel Alsina
Cecilia Alvarez
Wade Anderson
Luis Badano
Kenneth Banadyga
Matt Bliss
Tomas Borzi
Valentin Brega
William Brewer
Michael Brown
Corey Bussey
Craig Charlesworth
Cristian Diaz
Jessica Docherty
Guillermo Duarte
Andrés Gadea
Karl Germyn
Dalmino Grañas
Chris Hamilton
Cristhian Heiderscheid
Kellie Hett
Francisco Isidori
Navpreet Lalli
Rudy Mankovits
Derek Mann
Sergio Marcelino
Seth Mayer
Jamie Milman
Rob Nickerson
Paola Parra
Marc Poirier
Greg Priebe
Kevin Quan
Daniel Reichert
Axel Rolon
Patricio Rovito
Jerónimo Shannon
Pablo Sojo
Jimmy Sou
Charles Wagner
James Wang
Danny White
Trevor Wong
Irwin Wong-Sing
Sam Yoo
Ramiro Zapata
Angel Zapiola

EA Global Online

Producers

Lars Smith
Shawn Stafford

Product Manager

Dan Windrem

Project Manager

Karen Clark

Programmers

Michael Sop
Ryan Butterfoss

QA

Chris Buffett

EXTERNAL PARTNERS

Art & Animation

Add'l Animation

Axis Animation
Liquid Development, LLC

Additional Art

Liquid Development, LLC

3D Scanning

Eyetrionics-3D Inc

Additional Compositing

Faction Creative Effects Ltd

Motion Capture

EA Worldwide Motion Capture Studio
(Burnaby)
Giant Studios, Inc (Los Angeles)

Geopolitical Evaluation

Englobe Inc

Original Score

Wall of Sound, Inc
Lead Composer
Jack Wall

Composers

Jimmy Hinson
Sam Hulick
David Kates
Music Implementation
Brian DiDomenico

Voice-Over Direction (LA)

Chris Borders
Ginny McSwain

Voice-Over Production Services

Tikiman Productions, Inc.

Voice-Over Recording

Technicolor Animation & Interactive
Service, a division of Technicolor Inc.
Wolf Willow Sound Inc

Dialog Editing

Wave Generating Inc
Wolf Willow Sound Inc

PERFORMANCE TIPS

PROBLEMS RUNNING THE GAME

- ⊙ Make sure you meet the minimum system requirements for this game and that you have the latest drivers for your video card and sound card installed:

For NVIDIA video cards, visit www.nvidia.com to locate and download them.

For ATI video cards, visit www.ati.amd.com to locate and download them.

- ⊙ If you are running the disc version of this game, try reinstalling DirectX from the disc. This is typically found in the DirectX folder on the root of the disc. If you have Internet access, you can visit www.microsoft.com to download the latest version of DirectX.

GENERAL TROUBLESHOOTING TIPS

- ⊙ If you have the disc version of this game and the AutoPlay screen does not automatically appear for installation/playing, right-click the disc drive icon found in My Computer and select AutoPlay.
- ⊙ If the game is running slowly, try reducing the quality of some of the video and sound settings from the game's options menu. Reducing the screen resolution can often improve performance.
- ⊙ For optimum performance when playing, you may like to disable other background tasks (except the EADM application, if applicable) running in Windows.

CUSTOMER SUPPORT

If you have trouble with this game, EA Customer Support can help.

The *EA Help* file provides solutions and answers to the most common difficulties and questions about how to properly use this product.

To access the EA Help file (with the game already installed):

Windows Vista users, go to **Start > Games**, right-click the game icon, and select the appropriate support link from the drop-down menu.

For users on earlier versions of Windows, click the **Technical Support** link in the game's directory located in the **Start > Programs** (or **All Programs**) menu.

To access the EA Help file (without the game already installed):

1. Insert the game disc into your DVD-ROM drive.
2. Double-click the My Computer icon on the Desktop. (For Windows XP, you may need to click the **Start** button and then click the My Computer icon).
3. Right-click the DVD-ROM drive that has the game disc and then select OPEN.
4. Open the **Support > European Help Files > Electronic_Arts_Technical_Support.htm** file.

If you are still experiencing difficulty after utilizing the information in the EA Help file you can contact EA Technical Support.

EA CUSTOMER SUPPORT ON THE INTERNET

If you have Internet access, be sure to check our EA Technical Support website at:

<http://eusupport.ea.com>

Here you will find a wealth of information on DirectX, game controllers, modems, and networks, as well as information on regular system maintenance and performance. Our website contains up-to-date information on the most common difficulties, game-specific help, and frequently asked questions (FAQs). This is the same information our support technicians use to troubleshoot your performance issues. We keep the support website updated on a daily basis, so please check here first for no-wait solutions.

SUPPORT CENTRE CONTACT INFO

If you require further assistance and would prefer to speak to a technician, telephone our Customer Support team (9am-9pm, Monday-Friday):

Telephone: 0870 243 2435

NOTE: No hints or codes are available from the Support Centre.

Fax: 0870 2413231

Calls charged at national call rates; please consult your telecoms provider for details.

To help us diagnose the problem please generate a DirectX Diagnostic report of your PC before calling us:

Click **Start > Run...** and type dxdiag. Click OK, then once the report is complete, Click **SAVE ALL INFORMATION...** and save the report to your Windows Desktop.

WARRANTY

NOTE: The Following warranties only apply to products sold at retail. These warranties do not apply to products sold online via EA Store or third parties.

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Electronic Arts warrants to the original purchaser of this computer software product that the recording media on which the software programs are recorded will be free from defects in materials and workmanship for 12 months from the date of purchase. During such period defective media will be replaced if the original product is returned to Electronic Arts at the address below, together with a dated proof of purchase, a statement describing the defects, the faulty media and your return address. This warranty is in addition to, and does not affect your statutory rights in any way. This warranty does not apply to the software program themselves, which are provided "as is", nor does it apply to media which has been subject to misuse, damage or excessive wear.

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