



## Tower of Fantasy FAQ

### General

**Q:** Where can I contact the ToF staff?

**A:** We encourage you to use the in-game customer support link by going to Settings - Customer Support - This allows us to locate your user information faster. You can also contact us by reaching out to the support email (support@toweroffantasy-global.com).

**Q:** The support email has not responded to my emails/The support email is only replying with automated messages and I can't get help.

**A:** Please wait 48 hours and resend your email. The support team has been busy helping fans deal with download and gameplay issues. They will get back to you as soon as possible!

**Q:** Where can I leave feedback for the ToF team?

**A:** Thank you for your feedback! We'd be happy to learn more about how we can make this game better for the coming future. Please use this link: <https://forms.gle/cxVF4Lc14Mqmh2QUA> to submit your feedback!

**Q:** What publisher is working on the game?

**A:** We are proud to announce that we will be working with Level Infinite for our global version and are excited to see it come to life!

### Global Version

**Q:** Will this game be available on iPhone and Android as well?

**A:** ToF is available on PC and mobile (both iPhone and Android) so you can play from anywhere, anytime!

**Q:** Where can I download ToF once the global version has been released? Google Play Store, Apple App Store Tap Tap, etc?

**A:** ToF can be downloaded from Google Play and the Apple App Store for mobile and from the official website for the PC version. Tower of Fantasy will also be available through Steam and the Epic Games store however the release date for these two platforms will take place later on in Q4 of 2022.

**Q:** Will this game be available for consoles?

**A:** There is currently no plan to release the game on any console in the near future as we're currently focused on PC & mobile-only for this global version. We appreciate your support and will let you know if anything changes for consoles!

**Q:** What languages will be available in ToF?

**A:** Tower of Fantasy will be available in the following 8 languages: English, Japanese, Portuguese, Spanish, Thai, Indonesian, French and German! It will also include English and Japanese dubs.

**Q:** Will there be any censorship in the global version?

**A:** Yes, we will have the necessary censorships to meet the requirements for the different regions that Tower of Fantasy will be available in.

**Q:** Will this game be available in South Korea/Hong Kong/Taiwan/Macao etc.?

**A:** Feel free to check the local news and publishers for more details on if the release of the global version of ToF will be available in your region!

**Q:** Will ToF be available on macOS?

**A:** Unfortunately, we do not have any plans for a macOS version of ToF. We will update the community if this changes!

**Q:** What are the requirements to be able to play ToF on the computer when it's released?

**A:** PC requirements include Intel Core i5 or equivalent, at least 8 GB of RAM, and NVIDIA 1030 or better GPUs. Feel free to check out our website for more information about PC and mobile requirements!

**Q:** What are the requirements to be able to play ToF on Android devices when it's released?

**A:** Great question! Please see the minimum and recommended configurations for Android devices below:

Minimum Configuration: Kirin 710/Snapdragon 660

Recommended Configuration: Kirin 980/985/990/9000, Snapdragon 855/865/870/888, MediaTek 800/1000

Recommended System: Android7.0 and above

Recommended Memory: 4G and above

**Q:** What are the requirements to be able to play ToF on IOS devices when it's released?

**A:** Great question! Please see the minimum and recommended configurations for IOS devices below:

Support system: iOS 12.0 and above

iPhone Minimum Configuration: iPhone 8P

iPhone Recommended Configuration: iPhone 13/iPhone 13 Pro/iPhone13 Pro Max/iPhone13 mini/iPhone 12/iPhone 12Mini/iPhone 12 Pro/iPhone 12 Pro Max/iPhone 11 Pro/iPhone 11 Pro Max/iPhone 11/ iPhone SE 2nd/iPhone Xs/iPhone Xs Max/iPhone XR

**Q:** What are the requirements to be able to play ToF on iPad devices when it's released?

**A:** Great question! Please see the minimum and recommended configurations for iPad devices below:

iPad Minimum Configuration: iPad Air(2nd)

iPad Recommended Configuration: iPad Pro (4th generation) 12.9 inches/iPad Pro(4th generation) 11 inches/iPad Pro (3rd generation) 12.9 inches/iPad Pro(3rd generation) 11 inches/iPad mini (5th generation)/iPad Air (3rd generation)

**Q:** Will there be controller support for both PC and mobile?

**A:** We already have controller support for both PC and mobile devices. We are currently working to optimize the experience for controller users by adding improved functionality and better button configuration.

## Common Issues (Download)

**Q:** I have the client/launcher from the closed beta test (CBT). Do I have to re-download the game?

**A:** Yes. The client and launcher from the CBT are not interoperable with the Global Launch version, and it cannot be directly upgraded. We recommend that you uninstall the currently installed client/launcher and re-download the latest version from official channels (app store, official website, etc.).

**Q:** After launching the game, the system shows that you don't have enough storage to download additional resources or prompting an error. What should you do?

**A:** Please ensure your device's remaining storage meets the game's storage requirements. Try freeing up some space and trying again.

**Q:** When downloading the game resources, why does it get stuck at 100%?

**A:** You may not be using the recommended device model, or your device's performance is lower than expected. Please first make sure your device meets the official recommendation. If you do, then wait patiently for 2-3 minutes. If the issue persists, exit the game and try to restart the game.

**Q:** What should I do if I encounter an error entering the game? A blank pop-up window without any message appears or prompts showing "Insufficient storage available" or "Failed to update."

**A:** These could be the result of your device being unable to load the corresponding error prompts by not having enough storage for the game. Please check if your device has sufficient storage that meets the official requirements. You may need to free up some storage to download the necessary resource if there is insufficient space. We recommend checking your device's remaining storage first if you encounter any issues after entering the game.

Another cause for this happening will be an overwritten game installation. Please find out if you've installed the CBT1&CBT2 version or any pre-launch game version. If you did, please uninstall all the previous versions on your PC or mobile device, and go to the app store or our official website to download and install the latest Tower of Fantasy installation package.

**Q:** What should I do if I encounter a blank interface or button when I am downloading the game?

**A:** This could be the result of your device being unable to load the corresponding error prompts by not having enough storage for the game. Please check if your device has sufficient storage that meets the official requirements. You may need to free up some storage to download the necessary resource if there is insufficient space. (On iOS devices, the remaining storage displayed in Settings may be inaccurate. We recommend having at least 30 GB for game installation.)

## Common Issues (Registration & Logging In)

**Q:** What are the avenues available to me for registering an account and logging in?

**A:** Registration and logging in will be available via an email account or through five third-party accounts: Apple, Google, Facebook, Twitter, and Line.

All six log-in methods will be available in the PC version. iOS does not support logging in with a Google account; Android does not support logging in with an Apple ID.

**Q:** Can I log in to the same account through different log-in avenues?

**A:** Yes, a single account supports logging in through multiple avenues. You can bind your account with all six log-in methods in the PC version. In the mobile version, you can bind your email account with any one of the supported third-party accounts.

**Q:** Are the accounts synced between platforms? Can I play with Wanderers from other platforms?

**A:** Character information is fully synced between platforms. Your characters, progress, resources, and purchases on any platform will be shared between all other platforms. As there are many servers available among different regions, character information is not shared between servers. But we have a server-wide cross-platform mechanism in place. You can play with players on PC, iOS, and Android from the same server.

**Q:** How do I select my region and server when registering and logging in to the game?

**A:** The regions in Tower of Fantasy are divided into North America, Asia-Pacific, Europe, Southeast Asia, and South America. There are multiple servers to choose from within each region. To guarantee a smooth experience, we strongly recommend that you select a region close to or that corresponds to the country you reside in. You are free to choose any server while taking the above into consideration.

When a queue or congestion arises for a certain server, we recommend you prioritize selecting a smooth server. You can add Wanderers from the same region and server as your friends, join their Crew, etc. In addition, certain modes support cross-server matching within the same region.

**Q:** How many players can each server hold? I am afraid that I cannot get into the same server as my guild/crew member!

**A:** There will be an icon showing if the server is empty or crowded (greenlight=empty), so we may suggest Wanderers check the server condition at times and discuss joining the same server together if you want to join the same crew. There is always a max limitation number of people for registration and online(at the same time) on the same server, and we are preparing to make sure everyone gets a smooth game experience no matter which server they are in.

**Q:** I didn't pre-register. Can I still claim the pre-registration milestone rewards?

**A:** Once the pre-registration milestones are reached, even if you didn't make pre-registration, you can also claim the pre-registration milestone reward within 180 days from the official launch. You can only receive each reward once per character. The 1.5 million pre-registration avatar you receive will differ according to the login avenue you select.

**Q:** The client is not working. What should I do if I can't log in?

**A:** The Global Launch begins at 2022/08/10 20:00 (your local time). It is normal if you are unable to log in before then. If you are still unable to log in after the Global Launch, please try the following:

1. Please check if your network connection is working and avoid using a VPN or a modified HOST. Next, restart your computer and check if an update is available. Try to enter the game again once everything has loaded.

2. If you're still unable to log in after checking your network connection and updating the game, please visit the official website or game communities to verify if there are any errors or update announcements.

**Q:** How do I delete my account?

**A:** Tap on Settings - Customer Service in-game, and select Delete Account in the list to delete your account. Please note that single-character deletion is unavailable at the moment. Account deletion means the deletion of all character data and information in the account. Please use this function with caution.

**Q:** What should I do if I fail to log in, and it prompts "2618" or "This account has been logged in"?

**A:** The server is full, which is causing the problem. Please restart the game and select a less crowded server.

## Common Issues (Gameplay & Payment)

**Q:** What are the supported game languages and voice-over languages?

**A:** The current version supports English, Japanese, German, French, Portuguese, Spanish, Indonesian, and Thai. Voice-over is only supported in English and Japanese. You can switch between supported game languages and voice-over languages in the in-game interface Settings - Language.

**Q:** What should I do if my game lags?

**A:** Please ensure that your device meets the system requirements and uses suitable compatibility settings to run the game, select a region that is close to or corresponds to the country you reside in, and use a smooth network connection. If you still experience a lag in the game, you can adjust the game's graphics at Settings - Display to reduce stuttering and lag.

**Q:** What should I do if my game crashes frequently?

**A:** Crashing may be due to the usage of a device far below the system requirements. Please contact our customer service and provide information about your issue. We will also continue working on optimizing the game further.

**Q:** I'm using a Xiaomi phone, what should I do if my game crashes?

**A:** Please check the operating system of your phone. If you are using MIUI10 or 10pro, please upgrade to MIUI11 or above and try to enter the game again. If the issue remains, please contact customer service.

**Q:** Which payment methods are supported?

**A:** Mobile devices currently only support payments via the app store (App Store / Google Play). PC currently only supports credit card payments. We will open a store on the official website at a later date and add more third-party payment methods to improve ease of payment.

**Q:** What should I do if I do not receive my purchase?

**A:** Please contact our in-game Customer Service via Settings - Customer Service.

**Q:** I have encountered other issues. How do I contact you?

**A:** You can contact our customer service personnel via email at [support@toweroffantasy-global.com](mailto:support@toweroffantasy-global.com) or in-game via Settings - Customer Service. You can also contact our customer service personnel via the Customer Service Feedback option at the top right corner of the PC launcher.

**Q:** What are the game's official social media communities?

**A:** You can find our official accounts on many platforms like Twitter, Facebook, Discord, and YouTube. Please visit our official website for further details.

**Q:** Can I share in-game content or derivative work on public platforms?

**A:** Absolutely! We encourage the creation and distribution of content related to Tower of Fantasy. We will set up a website dedicated to showcasing your work and frequently hold contribution events in our official communities. Everyone is welcome to participate! Please follow our official communities. In addition, please abide by the Derivative Content Creation Guideline when creating derivative works.

**Q:** When I purchase items in the game, I receive a failed payment prompt that tells me to contact my bank. What should I do?

**A:** It could be the fraud detection on the credit card you used in the payment (including the credit cards you linked to Apple Pay or Google Pay). Listed below are some possible options:

1. Try to make the payment again.
2. Contact your credit card company to resolve the issue.
3. Get in touch with our customer service team.

## CN Version

**Q:** If we already have a ToF account on the Chinese version of ToF, can the characters and progress transfer over to the global version, or will we have to start over?

**A:** Great question! Unfortunately, the global and Chinese versions of ToF will not be able to support any data transfers. The global version is still in progress and will have some slight differences from the Chinese version.

**Q:** Will we be able to play/interact with people in the Chinese version of ToF? Do those two ToF open-worlds connect in any way?

**A:** Since the Chinese version of ToF will be separate from the global version, the two open worlds will not be connected and you will not be able to interact with them. We suggest encouraging your friends to download the global version so you can all play together!

**Q:** Will there be an option to change the language in the Chinese version or will we have to download the ToF global version

**A:** You will not be able to switch the language in the Chinese version of ToF, so you will need to download the global ToF to play in your preferred language.

**Q:** Will this version will be smoother than the Chinese ToF? Will we see the same bugs (deleted gacha history, ability to use CE, etc.)?

**A:** Appreciate the feedback! We aim to give our Wanderers a better experience with this global version. However, we ask for your patience on this as ToF is still in a beta testing period. If you encounter any bugs, don't hesitate to contact us.