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Vicki Almond - 2012-06-22 - in Troubleshooting

I am not able to access the elevator in the Mechanical Age Fortress. I keep falling through to the Fortress basement even though the stairway is raised. What can I do to progress past this point and continue with my game?

We are sorry to hear that you experienced a problem with the Fortress hidden stairway. This bug was discovered and reported to us previously. We believe we have fixed this issue and it will be in a future update of realMyst.

In the meantime, we would like to provide you with the following work-around for this bug:

- 1 - Return to the Fortress in Mechanical Age
- 2 - Raise the stairs to the "up" position
- 3 - Open the Options Menu (drag the grid at the bottom of the screen up to reveal the Options Menu)
- 4 - Create a bookmark (drag the larger image onto one of the bookmark slots)
- 5 - Load the newly created bookmark by tapping on the bookmark thumbnail and select "OK" from the dialog box that appears
- 6 - Once the scene has loaded, move across the raised stairs to the elevator

If this work-around does not work for you, please submit a support ticket or email support at [support@cyan.com](mailto:support@cyan.com).