

General Information

- Reading your bill 2
- Paying your bill 2
 - Setting up electronic bill payments 2
 - Registering for My RCN 3
 - Using the Interactive Voice Response system 4
 - Authorized User Access 4
 - In person 5
- Refer-A-Friend Program 6

Internet

- Setting up your Email account 7
- Powercycling your Modem 8

Cable TV

- Using your Remote Control 9-10
- Troubleshooting Remote Control problems 11
- Using your Digital Video Recorder 11
- Accessing Video ON DEMAND and Pay-Per-View 12
- Parental Controls 13

Phone

- Phone features 14
- Setting up Voicemail 15

Name Change Authorization Form

Reading your bill

Please see our Comprehensive User's Guide for complete details.

Paying your bill

Setting up electronic bill payments using My RCN

With My RCN, located on rcn.com, you can pay your RCN bill online quickly and conveniently—so you can spend more time surfing the net, watching your favorite movies or calling your friends.

What can you do with My RCN?

1. View your current and past statements online.
2. Pay your bill online.
3. Set up your account to have your RCN bill automatically paid each month using an electronic transfer from your checking or savings account.
4. Choose your billing method. Get an electronic bill or a paper bill.

Paying your bill

Registering for My RCN

1. You'll need to have your most recent paper bill from RCN. Then go online to rcn.com and click on the "My RCN" link in the main navigation bar.
2. Once you arrive at the main My RCN page, click on the "Register Now" link in the left-hand column. This will take you to the registration form.
3. Complete the registration form, including your RCN account number as it appears on the printed copy of your latest statement.
4. After clicking the "Submit" button, your My RCN password will be emailed to you and the registration process is complete.
5. To use the service, return to the main My RCN page, enter the username you supplied on the registration form and the password you received by email, then click "Go" to log onto the service and start paying your bill online.

Paying your bill

Using the Interactive Voice Response (IVR) system

1. Call 1.877.RCN.BILL (1.877.726.2455) to connect to our IVR system and let the recorded voice walk you through menu options, including language selection.
2. Press "1" for "Account Balance and Payment Information".
3. The recorded voice will prompt you to enter your 13-digit RCN account number or your phone number.
4. Press "2" for "Make Payment".
5. You'll be prompted to use Direct Bank debit (ACH)*. Just punch in all the numbers and you're done.

** A \$3.50 payment processing fee is charged for payments through the IVR System.*

Authorized User Access

RCN is committed to maintaining your account security and integrity. We will only allow the account holder and any listed authorized users to discuss confidential account information and/or make changes to this account.

If you wish to have someone other than yourself listed as an authorized user on your account, please contact us at 1.877.RCN.BILL (1.877.726.2455).

Paying your bill

In person

RCN of Illinois

Chicago

2640 West Bradley Place
Chicago, IL 60618

RCN of Massachusetts

Arlington

956 Massachusetts Ave.
Arlington, MA 02476

Framingham

518 Union Ave.
Framingham, MA 01702

Hyde Park

1224 Hyde Park Ave.
Hyde Park, MA 02136

RCN of New York

Long Island City

33-16 Woodside Ave
Long Island City, NY 11101

New York City

28 West 23rd Street
11th Floor
New York, NY 10010

RCN of Pennsylvania

Bethlehem

2124 Avenue C
Bethlehem, PA 18017

Upper Darby

110 South 69th Street
Upper Darby, PA 19082

RCN of Washington, DC metro area

Washington, DC

1331 Pennsylvania Ave., NW
Washington, DC 20004

Connect to life, 24/7.

Visit rcn.com to switch to Autopay and simplify your life.

Visit rcn.com/payment for Hours of Operation and additional locations.

Refer-A-Friend Program

Save up to \$100 on your bill when you refer a friend to RCN.

RCN is growing thanks to customers like you and our Refer-A-Friend program. Just tell your family and friends about RCN, fill out the referral form at rcn.com/referral and you could get up to a \$100 credit on your RCN bill.

Here's all you have to do...

- Enter your name and RCN account number or telephone number.
- Enter your referral's complete name, address, city, state, zip code and contact information.
- Click "Go" and you're done.

If your referral is installed as an RCN customer, you'll receive up to a \$100 credit.* The more people you connect, the more credits you receive.

If you don't have Internet access, please call 800.RING.RCN (800.746.4726).

Start referring today.

*Visit rcn.com/referral for complete details. Existing/referral RCN a la carte dial-up internet customers will receive 1 free month of dial-up service for each qualified dial-up internet referral. Amount will be determined based on the customer's current monthly rate for 1 dial-up account. Value not to exceed \$19.95. Other restrictions may apply.

Setting up your Email account

1. Open Outlook Express, on the Tools menu, select "Accounts".
2. Click on "Mail" and select "Add".
3. Enter your name in the "Your Name" box, and click "Next".
4. Enter your email address and click "Next".
5. Select "POP3" from the My Incoming Mail pull-down menu.
6. In the Incoming Mail server, type "pop.rcn.com" and click "Next".
7. In the Outgoing Mail server, type "smtp.rcn.com".
8. In the Account Name box, enter everything that comes before the @ in your email address.
9. Enter your password (keep in mind that it's case-sensitive), click "Next", then click "Finish".

More information about email and other internet services for PCs and Macintosh computers can be found in the Comprehensive User's Guide.



Powercycling your Modem

To powercycle a modem means to turn the power off and then on again in order to restore it to full functionality.

1. Make sure one of the connections hasn't jarred its way loose.
2. Completely shut down all your programs and your computer.
3. Unplug the modem's power cord from the wall outlet.
4. Wait 30 seconds to a full minute and then plug the power cord back into the wall.
5. Turn the computer back on.



Using your Remote Control

Your Synergy® V (Model RC-U62DCR) remote comes locked in its CABLE operating mode. While it is in CABLE mode, it can control all set-top operations, as well as power in the TV, VCR, DVD, and AUDIO devices.

To operate more functions on your TV, VCR, DVD, and AUDIO devices, you can unlock the remote as follows:

1. Press [MUTE], then [CBL] together. Hold BOTH buttons down until the [CBL] button lights up (under finger).
2. Press [9,9,9]. The [CBL] button will blink and go out.

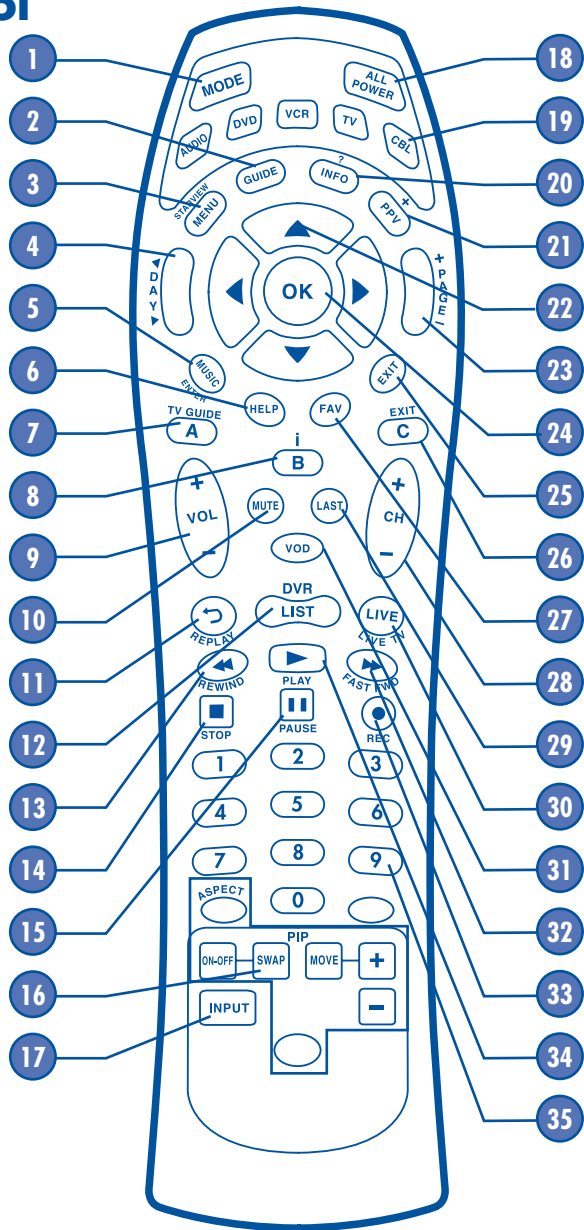
To lock your remote back in its CABLE operating mode:

1. Press [MUTE], then [CBL] together. Hold BOTH buttons down until the [CBL] button lights up (under finger).
2. Press [0,0,0]. The [CBL] button will blink and go out.



Using your Remote Control

- 1 Mode:** Illuminates/Select electronic device being operated. Press Mode then: CBL- for cable mode TV- for TV mode VCR- for VCR mode DVD- for DVD mode AUDIO- for audio mode
- 2 Guide:** Access Electronic Program Guide
- 3 Menu:** Access any On-Screen Display for currently selected device
- 4 Day:** View previous/next day's cable guide
- 5 Music (Red):** Access Digital Music Channels
- 6 Help (Green):** Display Help screen
- 7 A:** Controls Interactive Guide functions
- 8 B (i):** Controls Interactive Guide functions
- 9 Volume:** Increase/decrease
- 10 Mute:** Mutes volume
- 11 Replay:** Replay previous few seconds of DVR-recorded programs
- 12 List:** Displays list of DVR-recorded programs
- 13 Rewind:** Rewinds VCR, DVD, DVR
- 14 Stop:** Stops VCR, DVD, DVR
- 15 Pause:** Pauses VCR, DVD, DVR
- 16 Swap Button:** Used with Motorola DCT6412 converter box (remaining buttons for future use for all other converter boxes)
- 17 Input:** Select video source
- 18 All:** CBL + TV on/off
- 19 Audio, DVD, VCR, TV, CBL:** Individual device on/off
- 20 Info (?):** Display channel/program information
- 21 PPV (+):** Direct access to PPV programming where available
- 22 ▲, ▼, ◀, ▶:** Move through on-screen display of Cable guide menu
- 23 Page +/-:** Move up/down through menu screens, or Electronic Program Guide
- 24 OK:** Select currently highlighted on-screen-display or Cable guide menu



- 25 Exit:** Exit any on-screen display & return to regular viewing
- 26 C (Exit):** Controls Interactive Guide functions
- 27 Fav (Blue):** Jumps along preselected favorite channels
- 28 Ch +/-:** Select next/previous channel
- 29 Last:** Return to last selected channel
- 30 Live TV:** Displays live TV programming
- 31 VOD:** Direct access to Video ON DEMAND
- 32 Fast Fwd:** Fast forward VCR, DVD, DVR
- 33 Rec:** Record to VCR, DVR
- 34 Play:** Play VCR, DVD, DVR
- 35 0-9:** Enter channel number

Troubleshooting Remote Control problems

1. Make sure your batteries are correctly placed.
2. Are your batteries dead? If they are, replace them.
3. If the remote still doesn't work, consult your Comprehensive User's Guide and reset the code.

Using your Digital Video Recorder (DVR)

To record a show:

1. Press "Guide" on your remote.
2. Highlight the program you want to record.
3. Press "Record".

To record one program while watching another:

1. Press "Record".
2. Press the "Swap" button on your remote to tune to the other program.

To record a program you're already watching:

1. Press "Record".
2. Press "OK".



Accessing Video ON DEMAND and Pay-Per-View

For Video ON DEMAND (VOD):

1. Access the Video ON DEMAND menu from either the Main Menu or Quick Menu on your remote. Alternatively, you can press your remote's VOD button or go to Channel 1.
2. You'll see various categories of ON DEMAND programming on your TV screen.
3. Select the category and you'll see a listing of all the titles in that category.
4. When you select a title, you'll see information such as program length, cost, rating and description.
5. Highlight the Order icon, then hit Confirm to complete your order. If you see a Watch icon instead of an Order icon, the program is free.
6. Watch as often as you like for 24 hours.

For Pay-Per-View (PPV):

1. From the Main Menu or Quick Menu, select "PPV" or press the PPV button on your remote.
2. From the PPV Search Menu, select an option (Sports, etc.) to see what's available.
3. When you find an event you'd like to order, highlight the title and select "OK".
4. Highlight the "Buy" icon and follow the on-screen prompts to complete and confirm.

More information about Video ON DEMAND, converter boxes, Pay-Per-View programming, DVRs, HDTV and other cable TV services can be found in the Comprehensive User's Guide.

Using Parental Controls

Do you want to manage what your children are watching? Here's an easy way to set the limits you're most comfortable with.

Passport DCT

1. Press the [MENU] button twice to the Settings Menu.
2. Use the ▲ or ▼ button to highlight the Parental Control preference.
3. Press the ► button for your Parental Control options.
4. If you have not yet set up a PIN, you will be prompted to do so. Press [A] to continue, and follow the prompts to resolution.
5. The Parental Control options will display. From the options list, select the option you desire. You can block by channel number, rating, time period (i.e. block all channels from 3pm to 6pm). If you want to block PPVs or VODs that would cost money to order, select the PURCHASING option from Parental controls to enable your PIN (choose PIN Required).
6. To exit the Settings menu, press the EXIT button.

Passport ECHO

1. Press the [MENU] key TWICE at anytime while you are watching TV. This will bring you to the "General Settings" page. Scroll down to "Parental Control" and press [OK]
2. To establish or change your PIN, choose "Change PIN" and press [OK]
3. Enter your 4-digit PIN number. If you do not have a PIN, it will tell you to assign one. Press [A] to continue, and follow the prompts to resolution.
4. Once a PIN number is established, the Locking Status must be turned on for the Parental Control feature to work. Scroll to "Locking Status" under the "Parental Control" area Press [OK] or ► with your remote.
5. Choose On - All parental locks that have been enabled will turn on.
6. Once this is done you can block by channel number, rating, or time period. To do this you need to press ▲ or ▼ to highlight Parental Control. From here you can lock their specific channels or rating.
7. To exit the Settings menu, press the [EXIT] button.

Phone features

1. If you haven't chosen your phone features already, you can order our Pick 5 Feature Package, which includes a choice of up to five of these features:

- Anonymous Call Rejection
- Basic Voicemail
- Call Block
- Caller ID Blocking
- Caller ID Deluxe
- Call Forward Busy Line/Don't Answer
- Call Forward Variable
- Call Return
- Call Waiting
- Call Waiting ID Deluxe
- Distinctive Ring 1
- Distinctive Ring 2
- Priority Call
- Repeat Call
- Speed Call 8
- Speed Call 30
- Three Way Calling
- Ultra Call Forward (Remote Call Forward)

2. If you don't want the Pick 5 Feature Package, choose and order the individual features that are right for you.



Setting up Voicemail

1. Dial your RCN access number
(See Local Access section on page 69 of Comprehensive User's Guide.)
2. Enter your password using the phone touchpad. It's the last four digits of your home phone number until you change it during the set-up procedure.
3. Change your password. Press "8", then press "7", then press the "#" sign.
4. Record your greeting. Press "8", then press "4", then press the "#" sign.
5. Press "9" to save your greeting.
6. Record your name. Press "8", press "6", then press the "#" sign.
7. Press "9" to save your name.

More information about phone features, accessing voicemail from home and away from home, rates and calling plans can be found in the Comprehensive User's Guide.



Name Change Authorization Form

Reason for Name Change: Marriage Divorce Death Roommates

Current Name on Account:

Account Number:

Home Phone Number:

Daytime Number:

Forwarding Address if Applicable:

Signature of Current Account Holder:

Date:

Requested Name on Account:

Social Security Number:

Alternate ID:

Home Phone Number:

Daytime Phone Number:

Billing Address if Applicable:

Signature of Current Account Holder:

Date:

Video—Converter Box(es) Serial Numbers

The signatures above authorize the transfer of account ownership as noted. Both parties agree that the new owner will assume full responsibility for the account balance (debit or credit). This includes responsibility for any company owned equipment.

Telephone—Phone Number(s):

For internal use only

Credit Check (Local Service): Approved Denied Rejected

Credit Check (Long Distance Service): Approved Denied Rejected

Deposit of \$ required

Name Change Approved by:

Date:

Note: There is a service charge of \$5.00 to process a directory listing change. This charge will appear on your next invoice. Credit check MUST be completed prior to name change approval. The account will remain in the name of the current subscriber until the Credit Check Approval Process is complete and all the above name change information has been completed in full and returned.

The signatures above authorize transfer of account ownership as noted. Both parties agree that the new owner will assume full responsibility for the account balance (debit or credit).

Please return all correspondence regarding name changes to:

RCN Financial Services Department
East Mountain Corporate Center
100 Baltimore Drive, Wilkes-Barre, PA 18702
Forms may be faxed to 570.270.1358