

RCN2GO FAQs

1. What is RCN2GO?

A: Ability to watch hundreds of shows and programs anywhere you have internet access on your laptop or PC. Some of these shows and programs may be available for you to watch live or online – depending on what titles the networks make available thru RCN2GO.

RCN2GO powered by TiVo gives you the superior experience of TiVo guides and screens. RCN2GO will provide access to a catalog of programs made available to RCN from content providers such as cable and broadcast networks. Since RCN2GO is powered by TiVo, you can search, browse and get recommendations on what to watch live or from RCN2GO's titles. For those who have TiVo DVRs, you can discover, view and manage your TV shows and recordings anywhere you have Internet access, easily and conveniently. If you do not have TiVo, you will be able to enjoy all the same programs, but will not be able to manage your DVR from RCN2GO.

NOTE: Internet access is required to use RCN2GO. Subscription to RCN Digital TV required and the availability of programming varies depending on the level of service you subscribe to and networks' programming library.

2. What kinds of Networks or programs are available?

A: Enjoy many your favorite programs and shows, with much more on the way. With RCN2GO you can access programming from Fox News & Fox Business, Viacom (MTV, VH1, Nickelodeon, TV Land, Spike, Comedy Central), Turner (TBS, TNT, Cartoon Network, TruTV, Adult Swim, CNN, HLN), NBC (NBC Sports, Golf Channel, CNBC, MSNBC) and more on the way. Stay tuned for additional announcements!

3. How do I access RCN2GO? Is it an app or a website?

A: RCN2GO can be accessed via the web at www.rcn2go.com.

- Access using your MAC or PC, laptop or desktop.
- A "MyRCN ID" and password will be needed to sign in.
- If you do not have a "MyRCN ID", go to www.rcn.com and click "MyRCN" at the top of the page to sign up.
- RCN2GO remembers your login for 15 days so you don't have to login every time you access the site.
- In the near future, an app will be available as an additional way to access RCN2GO. Stay tuned for additional announcements.

4. What devices can I access RCN2GO on?

A: RCN2GO viewer experience will vary based on device. Not all devices have the necessary software required to view shows or programs provided by the network. Certain content may require Flash Player to view. Tablets and smartphones are not supported at this time. Recommended devices for best viewing experience are laptops and desktops. You can access RCN2GO on any personal computer running Windows XP, Vista, 7 or 8 with the latest version of the Google Chrome, Mozilla Firefox or Internet Explorer browser. You can also access it on any MAC running MAC OSX version 14.6 or later through the latest version of the Google Chrome, Mozilla Firefox or Safari browser.

5. What features should I be aware of and what do they do?

A: Features you should be aware of are:

- Categories: Newly Available, TiVo Suggestions, Popular, My Shows, Live TV, Browse Categories.
- Watch Online: Tells you what programs are available from a particular cable network to watch online, on their website.
- My Shows: Tells you what is available to watch online or on your TiVo DVR
 - Find a show on RCN2GO that you want to watch later? Click "+ My Shows" to tag that episode or series so any new episodes that are available online by that network will automatically appear.
- Browse TV & Movies: TV, Movies, Sports

Explore all of these to see what programs are available via RCN2GO and what you can do with it!

Watch Online & Watch Now

The "Watch Online" page provides quick access to shows and programs to watch online through RCN2GO.

Hover over a program of interest using your mouse.

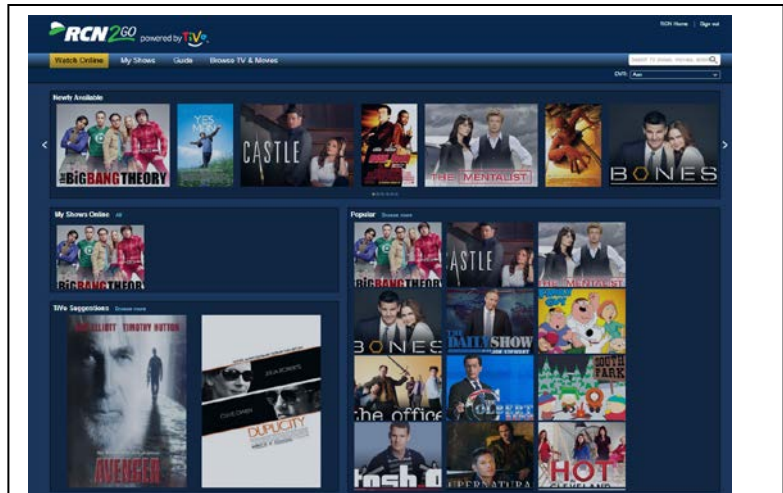
Details about the program will appear, including what you can do.

Click "Watch Now".

You will be directed to a new screen where you can watch the show online. Select RCN as your cable provider from the drop down menu.

You will be prompted to enter your MyRCN ID and Password.

Start watching!



Season Pass Scheduling

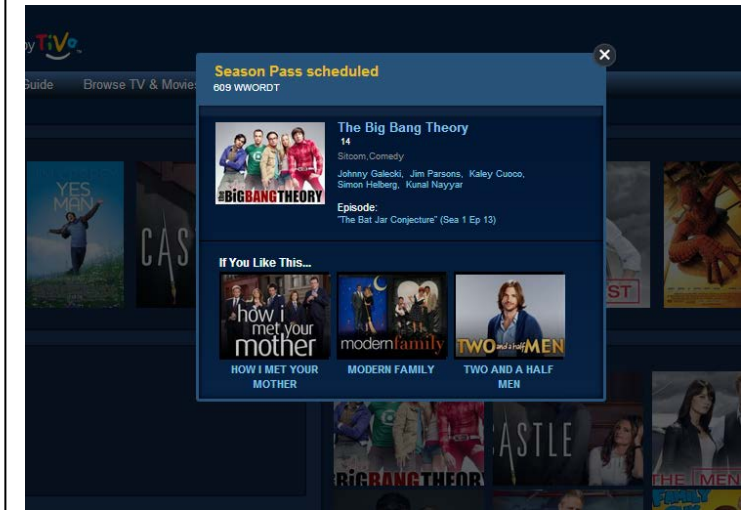
Hover over a program of interest using your mouse.

Details about the program will appear, indicating what you can do.

Click "Season Pass" to record all episodes on your TiVo DVR.

That's it! Season Pass is scheduled. It's that easy.

Plus, RCN2GO will recommend other programs you may like so you can discover new shows to love.



My Shows

Find a program you really like? You can bookmark it using the "+My Shows" feature.

Hover over a program of interest using your mouse. Details about the program will appear, indicating what you can do.

Click "+My Shows".

The program will be added to the "My Shows" folder. From there you can see which episodes are available to watch "online". You can also see which ones are new episodes and which ones have also been recorded on your TiVo DVR.

RCN subscribers with a TiVo DVR will see their season passes with shows available to watch automatically bookmarked in My Shows "On TiVo DVR" folder.

Only those shows you've scheduled to record will appear under the "On TiVo DVR" folder.



Browse TV & Movies

Looking for something specific? You can view and filter shows that are available to watch either online or on your TiVo DVR. Select the genre you're looking for and see shows only in that category instead of the entire program catalog.

Looking to see what movies are available. From the "Browse TV & Movies" folder, select "Movies" to see which titles are available.

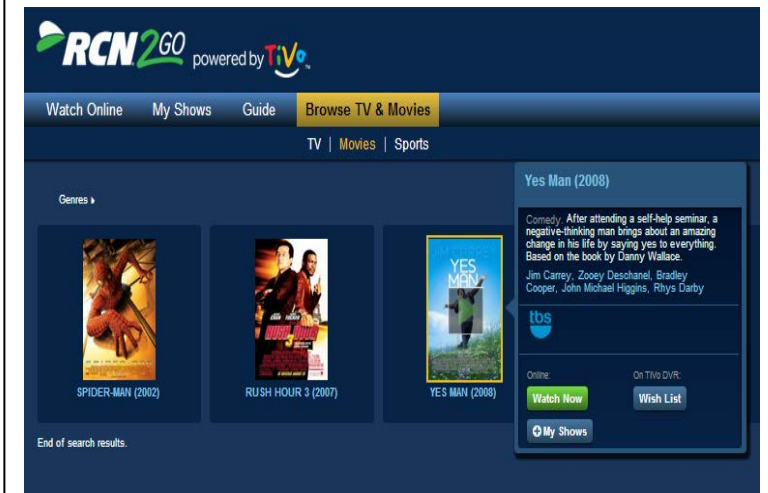
Hover over a program of interest using your mouse. Details about the program will appear, indicating what you can do.

Click "Watch Now".

You will be directed to a new screen where you can watch the movie online. Select RCN as your cable provider from the drop down menu.

You will be prompted to enter your MyRCN ID and Password.

Start watching!



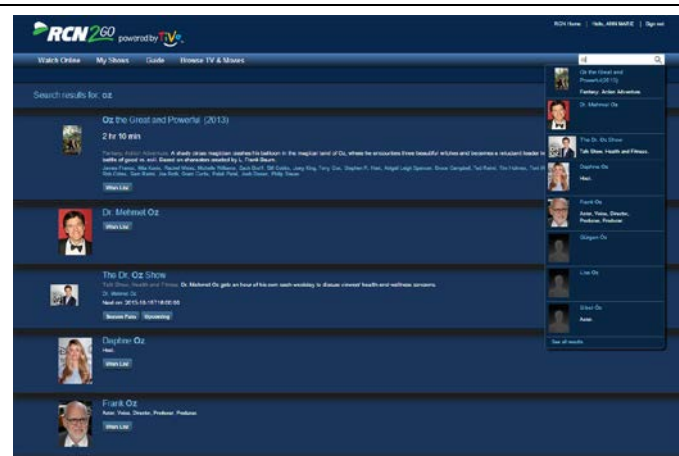
Search

Looking for shows with a particular actor, director, title, cast member or something else? Use the search feature at the top right. Enter a few letters and RCN2GO will return the most popular matching results automatically.

Whether it's the Wizard of Oz or Dr. Oz, the Search feature lets you find what you're looking for, see when it's available and decide when or how to watch, quickly and easily.

You may add results to your Wish List, set a Season Pass or see all Upcoming runs of available episodes and manage what, how and when you watch.

Plus, RCN2GO will recommend other programs you may like so you can discover new shows to love.



6. What cable boxes are supported/unsupported for guide and DVR scheduling using RCN2GO?

A: RCN Digital TV subscribers can access the Watch Online, My Shows, Browse, Guide and Search features on RCN2GO. RCN subscribers with a TiVo DVR will also be able to access the remote scheduling feature and view the list of their recordings on their TiVo DVR through the "My Shows On DVR" page.

7. Can I use RCN2GO to manage my set-top boxes, DVR recordings, etc.?

A: With an RCN TiVo DVR, you can use RCN2GO to create and delete individual recordings, season passes and wish lists. Find a show playing on TV that you want to record? Simply hit the Record button and RCN2GO will schedule the recordings in real-time and help you resolve any conflict, on the go. Using RCN2GO you can manage your TiVo DVR and schedule recordings, season passes and wish list searches. RCN customers who currently use TiVo.com to schedule their recordings and season passes can now do this through RCN2GO instead.

8. What do I need in order to use RCN2GO?

A: Internet access is required. Subscription to RCN Digital TV is also required. The availability of programs varies depending on the level of service you subscribe to and the library of shows made available to RCN by the cable networks. Not all devices have the necessary software required to view shows or programs provided by the cable networks. Certain content may require Flash Player to view. Tablets and smartphones are not supported at this time. Recommended devices for best viewing experience are laptops and desktops, PC or MAC.

9. Do I need a wireless router to use RCN2GO?

A: RCN2GO works on any wired or wireless connected laptop or desktop.

10. Will I need to purchase any extra equipment from RCN?

A: No, as long as you are a current RCN Digital TV subscriber.

11. Is there a monthly charge to use RCN2GO?

A: No. RCN2GO is included FREE with your RCN Digital TV subscription.

12. Can I use RCN2GO with my Limited Basic only cable service?

A: Yes. Access to programs will be limited to the level of service you subscribe to. For example, if you want to watch a show from a channel that is on our Premiere level of service, you'll need to subscribe to our Premiere tier to access that show through RCN2GO.

13. What if I'm an Internet only customer?

A: RCN2GO is only available to RCN Digital TV subscribers. Subscription to RCN video is necessary to use RCN2GO.

14. How many days of programming are available on RCN2GO guide?

A: The RCN2GO guide presents programming information for up to 7 days back and 14 days forward. This is a programming schedule only and is intended to assist RCN TiVo subscribers in scheduling their recordings and seeing what programs are available to watch online. The guide will display programs that already aired but you will not be able to go back in time to watch them live.

15. How often does the programming available on RCN2GO change?

A: The shows, programs, movies and more that are available on RCN2GO are determined by the programming partners (like Turner, Viacom, NBC and others – it's what they provide to RCN that will appear on RCN2GO).

16. How do I customize the program guide on RCN2GO to fit what I want to see?

A: With RCN2GO, you can search the guide for a given channel, update the time and date you are looking for and even filter the guide based on your "Favorite Channel" selections on your TiVo DVR provided by RCN. At the top of the Guide page you will also see a carousel of program recommendations that are broadcasting right now so you can find interesting and popular shows to watch on your TV.

17. Can I watch TV programs recorded from my home TiVo outside of my home?

A: You can watch programs recorded on your home TiVo DVR as long as the episodes/titles are available to watch online through one of the networks supported by RCN2GO (like TBS, Nickelodeon, etc.). To see it, go to the "My Shows Online" page. This will display any programs that are on your TiVo DVR that are also available online for you to watch through RCN2GO. For example, say you recorded an episode of The Big Bang Theory that aired on TBS last week. You would access RCN2GO, go to your "My Shows Online" page and click "Watch Now". Remember, TBS must make that particular episode available online in order for you to watch it. This functionality is only available to customers with a TiVo DVR.

18. Can I pause live TV with the RCN2GO and watch it on another device? Can I watch it at later another time?

A: No.

19. Will RCN2GO work with another cable provider's Mobile Internet Hot Spot?

A: Yes – if you can login to that other cable provider's Mobile internet hotspot.

20. Can I use RCN2GO inside another RCN customer's home? What if they have a cable provider other than RCN?

A: You may use RCN2GO in either scenario, as long as you have Internet access and you are an RCN Digital TV subscriber.

21. How will I receive notice on my devices when there is an upgrade available or an enhancement made?

A: RCN2GO will automatically update from time to time to ensure that we deliver the best experience possible. You do not need to do anything yourself – it will automatically occur.

22. Can I use RCN2GO outside my home (beyond my yard)? How far can I go?

A: You can access RCN2GO wherever you can get access to internet.

23. Is closed captioning supported on RCN2GO?

A: The playback of a show or program occurs on 3rd party websites. While RCN2GO illustrates what is available to watch and when, the programs themselves are provided by these 3rd party websites which are hosted by the networks. Closed captioning would be offered through the cable networks that are providing online content to RCN2GO.

24. Can I block specific channels from viewing on RCN2GO?

A: No.

25. How do I activate Parental Controls on RCN2GO?

A: Parental controls are currently not supported on RCN2GO.

26. Can I control channel viewing on my set-top box using RCN2GO?

A: No.

27. What are the computer browser requirements for RCN2GO?

A: See above Question #4.

28. How many tablets/smartphones can I use with RCN2GO?

A: Tablets and smartphones are not supported at this time. RCN2GO is optimized for viewing in MAC and PC web browsers, laptop or PCs. There is no limit on the number of devices that you can use simultaneously with RCN2GO.

29. Can I watch On Demand or Pay-Per-View? Or will I receive a Channel Not Available message?

A: No, you cannot watch On Demand or PPV through RCN2GO.

30. Is there the possibility of a video freezing, stopping or stuttering? What would cause that?

A: The playback of a show or program occurs on 3rd party cable network websites. These websites may be subject to quality degradations due to user traffic and congestion, poor signal quality, transmission noise or variable bandwidth. Playback may freeze, stop or stutter in certain network conditions.