

# RCN Email and Dial-Up Configuration Instructions

Thank you for being an RCN Dial-up Internet customer. We know you're going to enjoy the service, and all the advantages that go with it—like superior RCN technology, value, and customer service. This booklet was put together to help you set up and use your RCN Dial-up Internet service, so please take a moment to get familiar with it. Of course if you need assistance, you can always call RCN customer service anytime at **1.800.RING.RCN**.

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# Email Configuration Instructions

## For Microsoft Outlook 2002/XP in Windows



1. Open Outlook.
2. Click the **Tools** menu and select **Email Accounts**. (fig. 1)

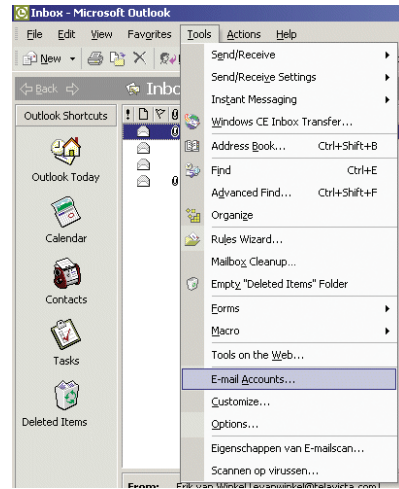


fig. 1

3. Select **Add a new email account** and click **Next**. (fig. 2)
4. Select **Pop3** and click **Next**.

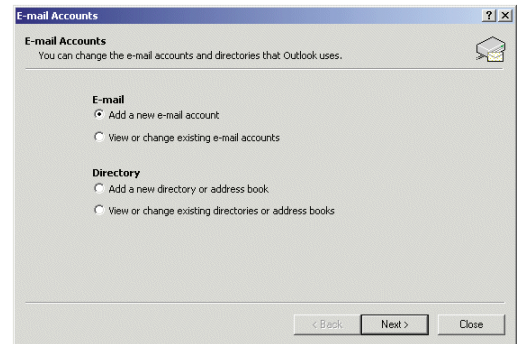


fig. 2

5. You will be asked for the following information. When done entering it, click **Next**. (fig. 3)

- > **Your Name:** Enter the name you would like to appear in the "From" field of the messages you send.
- > **Email Address:** Your email address will look like `username@rcn.com`
- > **Incoming Mail Server:** `pop.rcn.com`
- > **Outgoing Mail Server:** `smtp.rcn.com`
- > **Username:** The username will be the first part of your email address (everything before the @ symbol). Enter it in all lower case.
- > **Password:** Your password is case sensitive.
- > **Please do not check the box marked "Log on using Secure Password Authentication."**

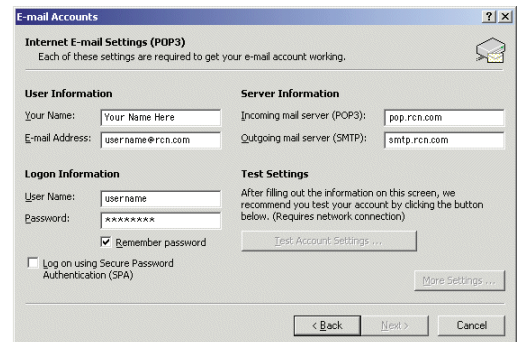


fig. 3

6. Click **Finish**.



# Email Configuration Instructions

## For Microsoft Outlook/Outlook Express in Windows

Outlook 98/2000, Outlook Express 4.x/5.x/6.x



1. Open Outlook/Outlook Express.
2. Click the Tools menu and select Accounts. (fig. 1)

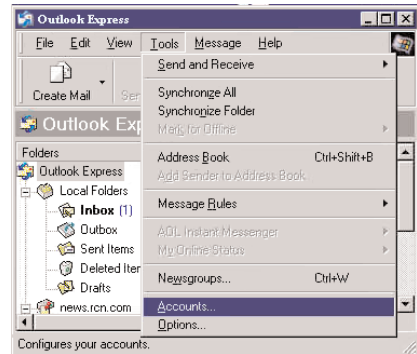


fig. 1

3. Click the Mail tab and click Add. (fig. 2)
4. You will be asked for the name that you want other people to see when they receive your email. Enter it and click Next.

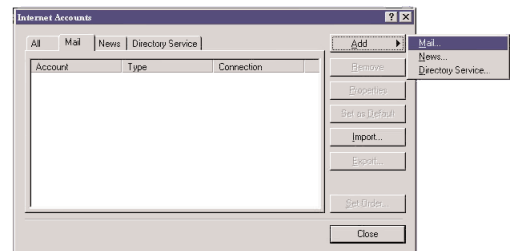


fig. 2

5. Enter your email address and click Next. (fig. 3)

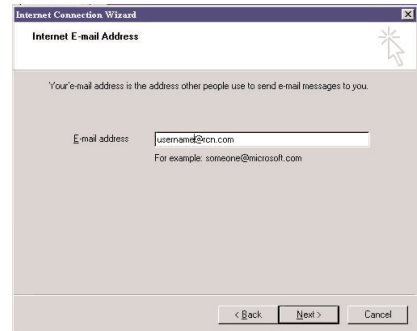


fig. 3

6. You now have to define the incoming and outgoing mail servers. Use pop.rcn.com for incoming and smtp.rcn.com for outgoing. Click Next. (fig. 4)

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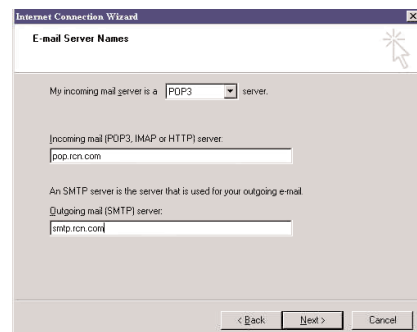


fig. 4

7. Enter your username and password. The username will be the first part of your email address (everything before the @ symbol). **Please do not check the box marked "Log on using Secure Password Authentication."** Click Next. (fig. 5)
8. Click Finish.

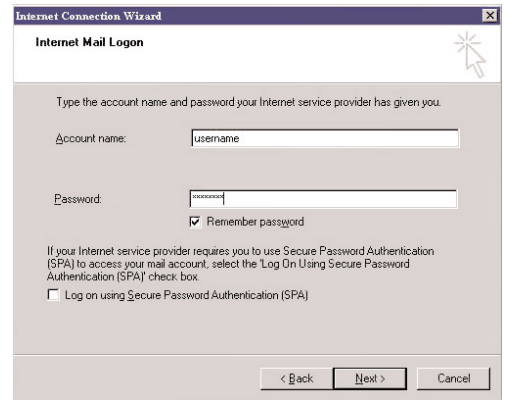


fig. 4

# Dial-up Configuration Instructions

## For Windows 95



1. Go to the **Control Panel** (Click Start and then Settings).
2. Double click on the **Network** icon.
3. If you see **Dial-Up Adapter** and **TCP/IP** (or **TCP/IP->Dial-Up Adapter**) listed you can skip to **step 11**. If not, please continue with **step 4**. (fig. 1)
4. Click the **Add...** button.
5. Double click **Protocol**.
6. Click on **Microsoft** and then **TCP/IP**. Click **OK**.
7. Double click **Adapter**.
8. Click **Microsoft** and then **Dial-Up Adapter**. Click **OK**.
9. Win95 may ask for the installation disks or CD-ROM so that it can install certain files.
10. You will be prompted to restart your machine. Before it restarts, please make sure your Win 95 installation disks or CD-ROM is available.
11. Go to **Dialup Networking** (Double click **My Computer**).
12. Double click on the **Make New Connection** icon.
13. Name your connection (RCN would be a perfect name) and make sure your modem is selected. Click **Next**. (fig. 2)

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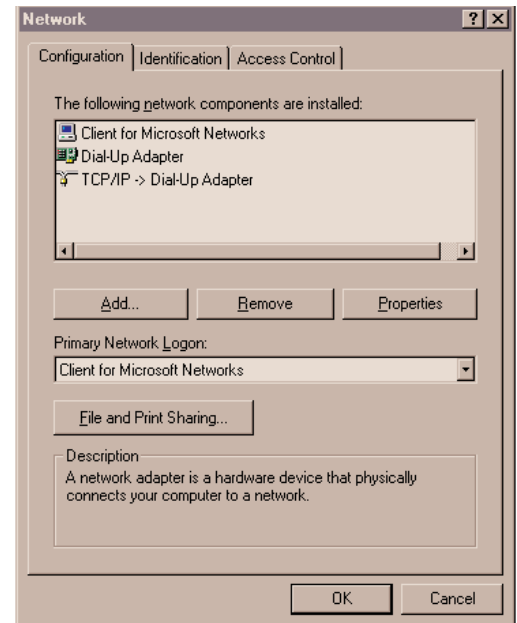


fig. 1



fig. 2

14. You will now have to enter the phone number to dial into RCN. If you are not sure of your local access number, please contact RCN Customer Service for assistance. Click Next.  
**PLEASE NOTE:** Check with your local phone company to see if you need to use 11, 10 or 7 digit dialing to connect. (fig. 3)

15. You have now successfully made a new RCN connection. Click Finish.

16. Right-click on the new icon and select Properties.

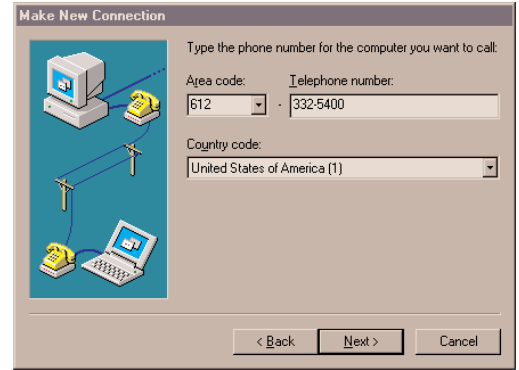


fig. 3

17. Click on Server Types. (fig. 4)

18. Uncheck Logon to Network, IPX/SPX and NetBEUI, then click OK.

19. Right-click on the Dialer.

20. On the drop-down menu, Left-click on Create Shortcut.

21. Click Yes on the error message to put the shortcut on the desktop.

22. Close any open windows.

23. To connect, go to your My Computer icon and double click Dial Up Networking.

24. Double click your new RCN connection icon.

25. Fill in your login and password. (fig. 5)

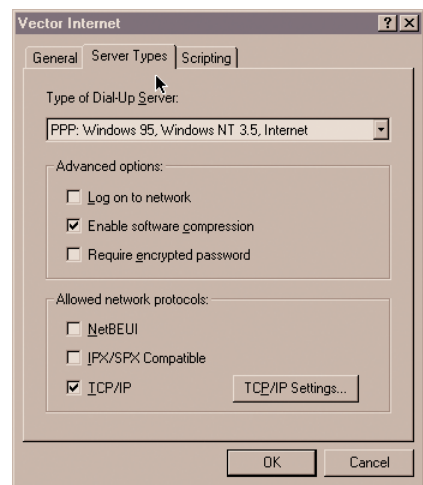


fig. 4

26. Click the Connect button. (fig. 5)



fig. 5



# Dial-up Configuration Instructions

## Windows 98 Dial-Up Internet Connection Wizard



1. Go to the Control Panel (Click Start and then Settings).
2. Double click the Internet Options icon.
3. Go to the Connections tab. (fig. 1)
4. Click the Setup button to bring up the Internet Connection Wizard.
5. The wizard will first ask you if you want to set up a new or existing Internet account. Choose the third option, "I want to set up my Internet connection manually..." and click Next.
6. You will now be asked how you connect to the Internet. Please choose "I connect through a phone line and a modem" and click Next.

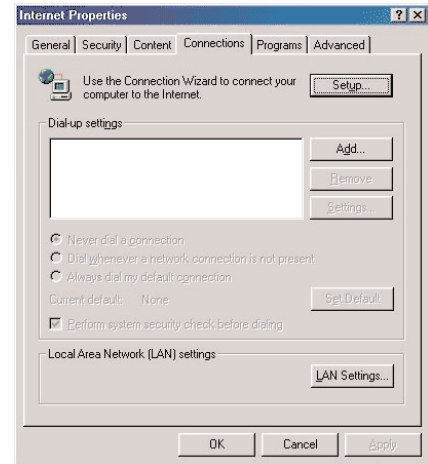


fig. 1

7. You will now have to enter the phone number to dial into RCN. If you are not sure of your local access number, please contact RCN Customer Service for assistance. Click Next.  
**PLEASE NOTE:** Check with your local phone company to see if you need to use 11, 10 or 7 digit dialing to connect.(fig. 2)

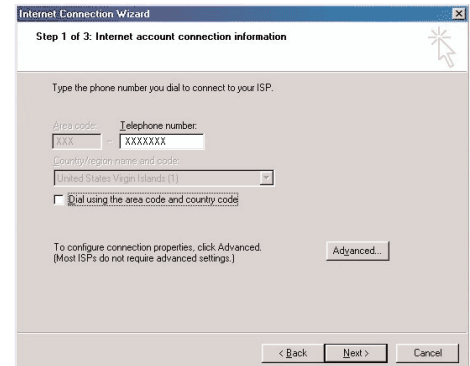


fig. 2

8. Enter your RCN username and password. The username will be the first part of your email address (everything before the @ symbol) and both the username and the password should be entered as all lower case. Click Next. (fig. 3)
9. Name your connection and click Next.
10. You now have the opportunity to configure your email account. Please choose "Yes" and click Next.
11. You will be asked for the name that you want other people to see when they receive your email. Enter it and click Next.

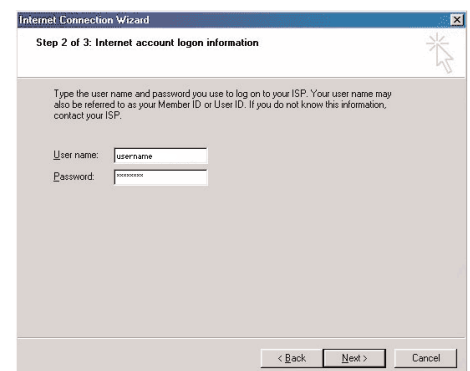


fig. 3

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12. Enter your email address and click Next. (fig. 4)

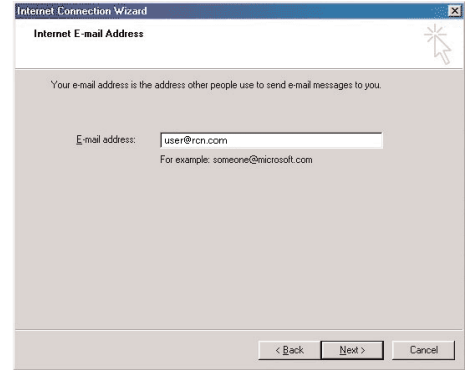


fig. 4

13. You now have to define the incoming and outgoing mail servers. Use pop.rcn.com for incoming and smtp.rcn.com for outgoing. Click Next. (fig. 5)

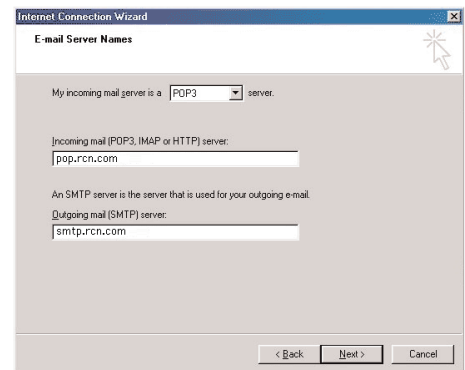


fig. 5

14. Enter your username and password. The username will be the first part of your email address (everything before the @ symbol). **Please do not check the box marked "Log on using Secure Password Authentication."** Click Next. (fig. 6)

15. Click Finish

16. In the future when you wish to connect you can simply go to the **Start** menu and select **Settings**. Then go to **Dial Up Networking** and double click your new **RCN** connection icon.

17. To check and send mail, simply use **Outlook Express** which is now configured for your **RCN** account.

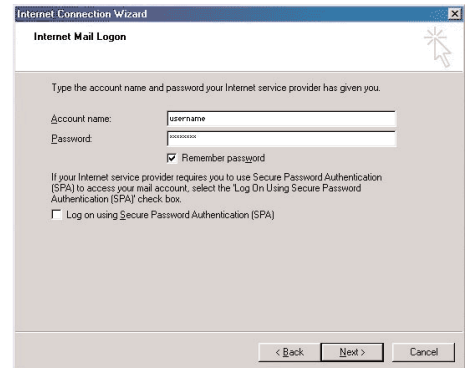


fig. 6



# Dial-up Configuration Instructions

## For Windows 2000



1. Go to the **Start** menu and choose **Settings**.
2. Go to **Network and Dial-up Connections**.
3. Double click **Make New Connection**.
4. You will see an informational screen about the **Network Connection Wizard**. Click **Next**.
5. Select **Dial-up to the Internet** and press **Next**.
6. Select the option **I want to set up my Internet connection manually** and press **Next**.
7. Select the option **I connect through a phone line and a modem** and press **Next**.
8. You will now have to enter the phone number to dial into RCN. If you are not sure of your local access number, please contact RCN Customer Service for assistance. Click **Next**. (fig. 1)  
**PLEASE NOTE:** Check with your local phone company to see if you need to use 11, 10 or 7 digit dialing to connect.

This screenshot shows the 'Internet Connection Wizard' window at Step 1: 'Internet account connection information'. The window title is 'Internet Connection Wizard'. The main text asks the user to 'Type the phone number you dial to connect to your ISP.' There are two input fields: 'Area code:' with a dropdown menu showing 'XXX' and 'Telephone number:' with a text box containing 'XXXXXXX'. Below these is a 'Country/region name and code:' dropdown menu set to 'United States'. A checkbox labeled 'Use area code and dialing rules' is checked. At the bottom, there is an 'Advanced...' button and navigation buttons: '< Back', 'Next >', and 'Cancel'.

fig. 1

9. Fill in your username and password. The username will be the first part of your email address (everything before the @ symbol) and both the username and the password should be entered as all lower case. Click **Next**. (fig. 2)

This screenshot shows the 'Internet Connection Wizard' window at Step 2: 'Internet account logon information'. The window title is 'Internet Connection Wizard'. The main text asks the user to 'Type the user name and password you use to log on to your ISP. Your user name may also be referred to as your Member ID or User ID. If you do not know this information, contact your ISP.' There are two input fields: 'User name:' with a text box containing 'username' and 'Password:' with a text box containing 'password'. At the bottom, there are navigation buttons: '< Back', 'Next >', and 'Cancel'.

fig. 2

10. Name your connection (RCN would be a perfect name). Click **Next**. (fig. 3)

This screenshot shows the 'Internet Connection Wizard' window at Step 3: 'Configuring your computer'. The window title is 'Internet Connection Wizard'. The main text explains that 'Information about your Internet account is grouped together as a dial-up connection and labeled with a name you provide.' It then asks the user to 'Type a name for the dial-up connection. This can be the name of your ISP or any name you want to use.' There is one input field labeled 'Connection name:' containing the text 'RCN'. At the bottom, there are navigation buttons: '< Back', 'Next >', and 'Cancel'.

fig. 3

(continued next page)

11. You now have the opportunity to configure your email account. Please choose **Yes** and click **Next**.
12. Select **Create a new Internet mail account** and click **Next**.
13. You will be asked for the name that you want other people to see when they receive your email. Enter it and click **Next**.
14. Enter your email address and click **Next**. (fig. 4)

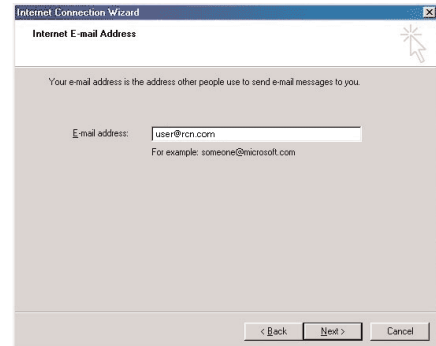


fig. 4

15. You now have to define the incoming and outgoing mail servers. Use **pop.rcn.com** for incoming and **smtp.rcn.com** for outgoing. Click **Next**. (fig. 5)

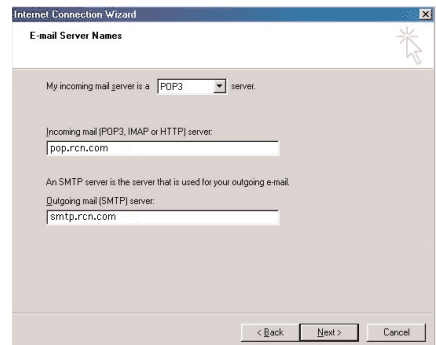


fig. 5

16. Logon using your account name and password. The username will be the first part of your email address (everything before the @ symbol) and both the username and the password should be entered as all lower case. (fig. 6)
17. You may now either choose to connect immediately or complete the configuration wizard and dial-in at another time.
18. To connect now, simply check the box marked **To connect to the Internet immediately, select this box and click Finish**.
19. Click **Finish**.
20. If you wish to connect later, go to your **Start** menu and select **Settings**.
21. Click **Network and Dial-Up connections** and double click the new **RCN** connection icon.
22. Fill in your username and password.
23. Click **Dial**.
24. To check and send mail, simply use **Outlook Express** which is now configured for your RCN account.

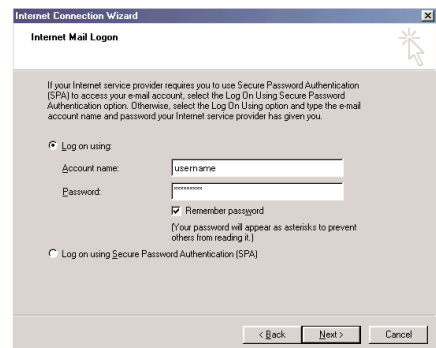


fig. 6



# Dial-up Configuration Instructions

## For Windows XP



1. Go to the Control Panel (Click Start and then Settings).
2. Select Network and Internet Connections.
3. Select the Network Connections icon. (fig. 1)
4. Click Create a New Connection under Network Tasks on the left of the screen.
6. You will see an informational screen about the New Connection Wizard. Click Next.
7. Select Connect to the Internet and press Next.
8. Select Set up my connection manually and press Next.
9. Choose to connect using a dial-up modem and press Next.

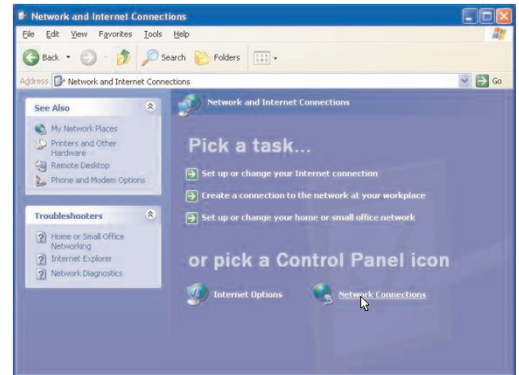


fig. 1

10. Name your connection. Click Next. (fig. 2)

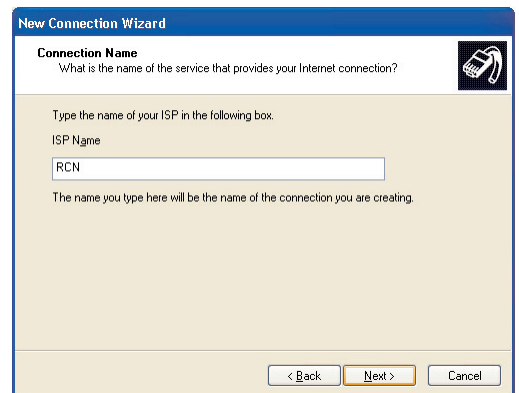


fig. 2

11. You will now have to enter the phone number to dial into RCN. If you are not sure of your local access number, please contact RCN Customer Service for assistance. Click Next. (fig. 3)  
**PLEASE NOTE:** Check with your local phone company to see if you need to use 11, 10 or 7 digit dialing to connect.

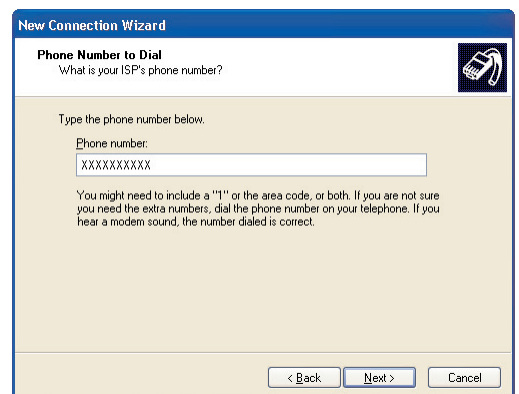


fig. 3

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12. Fill in your user name and password. The username will be the first part of your email address (everything before the @ symbol) and both the username and the password should be entered as all lower case. You will need to enter the password twice to confirm it. Click **Next**. (fig. 12)



The screenshot shows the 'New Connection Wizard' dialog box, specifically the 'Internet Account Information' step. The title bar reads 'New Connection Wizard'. Below the title bar, there is a sub-header 'Internet Account Information' and a small icon of a hand pointing to a document. The main text says: 'You will need an account name and password to sign in to your Internet account.' Below this, there is a note: 'Type an ISP account name and password, then write down this information and store it in a safe place. (If you have forgotten an existing account name or password, contact your ISP.)' There are three input fields: 'User name:' with the text 'username', 'Password:' with seven dots, and 'Confirm password:' with seven dots. Below the input fields are three checkboxes: the first is checked and labeled 'Use this account name and password when anyone connects to the Internet from this computer'; the second is checked and labeled 'Make this the default Internet connection'; the third is unchecked and labeled 'Turn on Internet Connection Firewall for this connection'. At the bottom right, there are three buttons: '< Back', 'Next >', and 'Cancel'.

fig. 4

13. On the final screen, check the box marked **Add a shortcut to this connection to my desktop** and click **Finish**.
14. You should now have an RCN connection icon on your desktop. Double click it to connect. If you do not see the new connection icon you just created, you can go to your **Start** menu and select **Connect To**. You can then choose your new RCN connection.
15. Make sure your username and password are entered and click **Dial**.



The screenshot shows the 'Connect RCN Internet' dialog box. The title bar reads 'Connect RCN Internet'. Below the title bar, there is a graphic of two laptops with a globe between them and a green arrow pointing from the globe to the laptops. Below the graphic are two input fields: 'User name:' and 'Password:'. Below these fields are two radio buttons: the first is selected and labeled 'Save this user name and password for the following users:'; the second is labeled 'Me only'; the third is labeled 'Anyone who uses this computer'. Below the radio buttons is a 'Dial:' dropdown menu with 'XXXXXXXXXX' selected. At the bottom, there are four buttons: 'Dial', 'Cancel', 'Properties', and 'Help'.

fig. 5

# Dial-up Configuration Instructions

## For Macintosh OS X



1. Go to System Preferences.
2. Click **Network**.
3. In the **Location** pull down, choose **Automatic** or **Home**.
4. Choose the **TCP/IP** tab. (fig. 1)
5. Make sure you choose to Configure using **PPP**.
6. The **Domain Name Servers** and **Search Domains** should be blank.

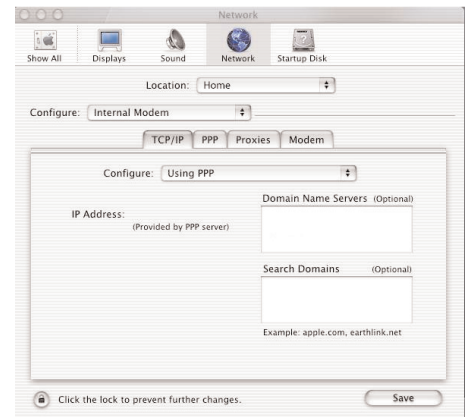


fig. 1

7. Click the **PPP** tab. (fig. 2)
8. Enter **RCN** as your Service Provider.
9. Enter the phone number to dial into RCN. If you are not sure of your local access number, please contact RCN Customer Service for assistance. Click **Next**. **PLEASE NOTE:** Check with your local phone company to see if you need to use 11, 10 or 7 digit dialing to connect.
10. Fill in your username and password. Please remember to enter these in lower case. The username will be the first part of your email address (everything before the @ symbol).
8. Click **Save**.

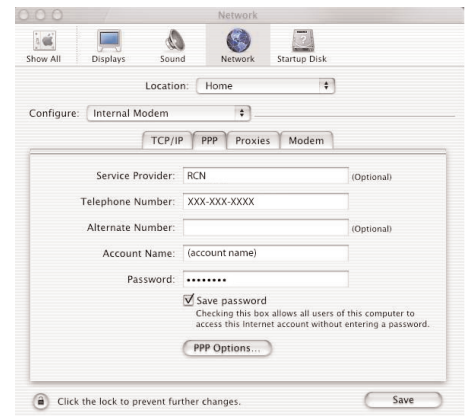


fig. 2

9. Go to **Applications** folder.
10. Click the **Internet Connect** application.
11. Make sure your password is entered and click **Connect**. (fig. 3)

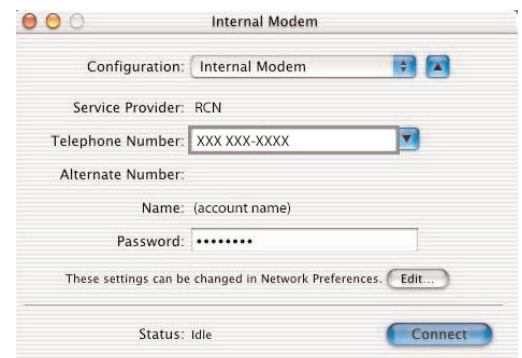


fig. 3



# Dial-up Configuration Instructions

## For Macintosh OS 7.6-9



1. Go to your **Control Panels** folder.
2. Open **TCP/IP**. (fig. 1)
3. Make sure you have selected to connect via **MacPPP** using the **PPP server**.
4. If there are any numbers in the name server address field or search domains, delete them.
5. Close **TCP/IP**.

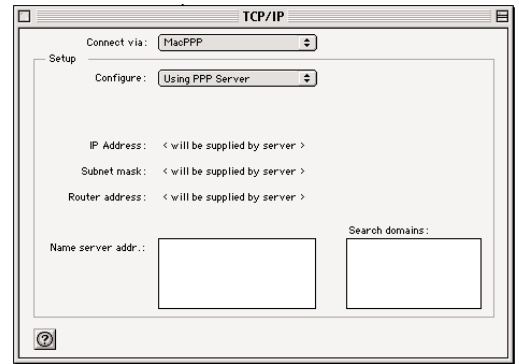


fig. 1

6. From the **Control Panels** folder, open **PPP** or **Remote Access** depending on which you have. (fig. 2)
7. Fill in your user name and password. Remember to enter them in lower case. The username will be the first part of your email address (everything in front of the @ symbol).
8. Enter the phone number to dial into RCN. If you are not sure of your local access number, please contact **RCN Customer Service** for assistance. **PLEASE NOTE:** Check with your local phone company to see if you need to use 11, 10 or 7 digit dialing to connect.
9. Click **Connect**.

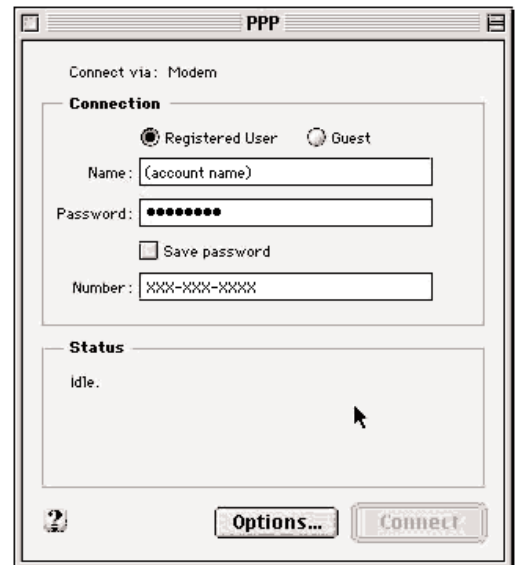


fig. 2

