Welcome to a whole new way to stay connected.

Welcome to RCN. We’re excited to redefine how you enjoy the very best in Digital TV, High-Speed Internet and Nationwide Home Phone services available. In addition to quality products and services, RCN has a true dedication to providing unsurpassed customer service, 24/7. We’re committed to providing you with a superior experience through accountability, follow-through and the quality of services we offer.

Did you know RCN offers fast Internet, full featured phone and content rich programming for your business, delivered over a fiber-rich network? Plus, a local representative will work with you to build a solution based on your business needs and budget, along with 24/7 support. Learn more at rcn.com/business.

Our Pledge to You: Service Redefined

Our customer pledge is simple: we’re committed to putting you first in everything we do. It’s what you expect, and it’s what you deserve.

- 24x7 U.S.-based customer service
- We will do what we say we’re going to do
- 30-Day Money-Back Guarantee
- On-Time Guarantee
- Easy-to-understand bill
- No mandatory contracts
- Convenient 2-hour appointment windows
- Service calls 7 days a week
- Our goal is to make every effort to resolve your issue the first time
- SCTE Certified

rcn.com/customer-pledge

Need Help? Visit rcn.com/help for more support.
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MyRCN Customer Center

Visit the RCN Customer Center and get set up in no time.

Just log on to rcn.com/customer-center to get started.

  • Manage your account settings and add services from the comfort of your couch.
  • View your account, pay your bill and set up e-billing.
  • Learn about exclusive customer promotions and get tips for using your RCN services.

Manage your existing MyRCN account from anywhere!

  • Download our FREE MyRCN app from the App Store or Google Play.
  • View your account information, check your voice mail, and pay your bill online, anytime.
  • If you have an existing account already, just log on to rcn.com/customer-center.
  • If you do not have a MyRCN account, visit rcn.com and click the MyRCN tab at the top of the page to sign up.

Where’s my tech?

Now you can confirm your RCN Technician’s arrival and appointment status by logging into MyRCN on any iOS device.

RCN offers upgrades to your services, like TiVo® Whole Home Bundle, to give you endless entertainment possibilities with Digital TV, movies, web and music all in one awesome box.
RCN Remote
The most essential buttons for total control.

- **A, B, C, D**: Use these to easily navigate through the interactive guide.
- **Guide**: Browse the program guide to find your favorite shows and jump quickly to your selection.
- **Info**: View plot summaries and other program information to help you choose what you want to watch.
- **Display a List of Recorded Programs**: Jump to the shows you want to watch and catch up on your favorite programs with RCN DVR service.

You can scroll through whole menu sections with the PAGE buttons, or move line-by-line with the buttons. To return to regular programming, just press EXIT from any page.

Four-Tuner DVR Remote
Command your entertainment with the TiVo remote.

- **RCN On Demand**: One button gives you thousands of your favorite movies, shows and more, whenever you want them.
- **Menu**: Access the main Digital TV menu, select shows to watch, control your security settings and more.
- **Record**: Capture the moment with just one button and record live TV while you’re watching recordings on your RCN DVR.
- **Record**: Access your recorded programs, interactive guides, settings and more, all from one easy-to-navigate menu.
- **Thumbs Up/Down**: Rate your shows, and let TiVo make suggestions based on your personal tastes.
- **Instant Replay**: Instant Replay repeats the last 8 seconds of the show. Press and hold this button to replay live TV and catch every moment.
- **Live TV/Swap**: When you are watching live TV, the LIVE TV/SWAP button switches tuners (each press will toggle back and forth between the two tuners). While watching a recording, pressing the LIVE TV/SWAP button takes you to live.
- **Arrow Buttons**: Navigate TiVo remote menus and the program guide.
- **Record**: Record live TV while you’re watching, and set up future recordings.
- **Control Playback of Your Recorded Shows**: Pause, rewind and skip past commercials on your RCN DVR recorded programs.

NOTE: May not be available for all On Demand selections.

**Remote Control Features**
- **RCN Central**: Access your recorded programs, interactive guides, settings and more.
- **RCN On Demand**: Access thousands of movies, shows and more, whenever you want them.
- **Guide**: Browse the program guide to find your favorite shows and jump quickly to your selection.
- **Info**: View plot summaries and other program information to help you choose what you want to watch.
- **Display a List of Recorded Programs**: Jump to the shows you want to watch and catch up on your favorite programs with RCN DVR service.
- **Record**: Capture the moment with just one button and record live TV while you’re watching recordings on your RCN DVR.
- **Thumbs Up/Down**: Rate your shows, and let TiVo make suggestions based on your personal tastes.
- **Instant Replay**: Instant Replay repeats the last 8 seconds of the show. Press and hold this button to replay live TV and catch every moment.
- **Live TV/Swap**: When you are watching live TV, the LIVE TV/SWAP button switches tuners (each press will toggle back and forth between the two tuners). While watching a recording, pressing the LIVE TV/SWAP button takes you to live.
- **Arrow Buttons**: Navigate TiVo remote menus and the program guide.

**Remote Control Buttons**
- **A, B, C, D**: Use these to easily navigate through the interactive guide.
- **Guide**: Browse the program guide to find your favorite shows and jump quickly to your selection.
- **Info**: View plot summaries and other program information to help you choose what you want to watch.
- **Display a List of Recorded Programs**: Jump to the shows you want to watch and catch up on your favorite programs with RCN DVR service.
- **Record**: Capture the moment with just one button and record live TV while you’re watching recordings on your RCN DVR.

**TiVo Central**
Access your recorded programs, interactive guides, settings and more, all from one easy-to-navigate menu.

**Thumbs Up/Down**
Rate your shows, and let TiVo make suggestions based on your personal tastes.

**Instant Replay**
Instant Replay repeats the last 8 seconds of the show. Press and hold this button to replay live TV and catch every moment.

**Live TV/Swap**
When you are watching live TV, the LIVE TV/SWAP button switches tuners (each press will toggle back and forth between the two tuners). While watching a recording, pressing the LIVE TV/SWAP button takes you to live.

**Arrow Buttons**
Navigate TiVo remote menus and the program guide.

**Record**
Record live TV while you’re watching, and set up future recordings.

**Control Playback of Your Recorded Shows**
Pause, rewind and skip past commercials on your recorded and RCN On Demand programs. You can even watch in slow motion! NOTE: May not be available for all On Demand selections.

To navigate through the TiVo menus and program guide, use the buttons. Use the CH buttons to change channels anytime during live TV.

Need Help? Visit rcn.com/help for more support.
Your TiVo® Service

Register your TiVo online.

Set up your account on tivo.com to manage recordings, learn about extra features of RCN TiVo Service and get online updates when you schedule recordings.

Turn your iPad or mobile device into a remote control.

Download the TiVo® App from the iTunes® AppStore or Android Marketplace to discover new content, view guides, schedule recordings and get recommendations.

Watch your shows in any room with Whole Home Bundle

To watch a recorded show in a different room: press the TiVo® button on the TiVo box in the room of your choice. Select the recorded show and enjoy!

Expand your entertainment.

Watch Netflix or videos on YouTube™, listen to a personalized Pandora® station or Spotify playlist with your favorite music, and explore our large RCN On Demand library. Plus great apps and games from the Opera TV Store like AccuWeather, AP News, Solitaire, Facebook and more!

Set up a OnePass and let your TiVo® Service do the work.

OnePass™ records the shows you know, plus it will track down available episodes of a show — from Live TV, On Demand and Netflix — and saves them in one convenient playlist. So when you’re ready to binge, OnePass has it all cued up for you! It’s Tivotacular! Visit rcn.com/tivo to learn more about these features.

Not at home?

Register your TiVo online and take advantage of our Remote Scheduling feature to find shows and schedule recordings online using a computer or your smartphone.

From your PC, MAC or mobile device, go to online.tivo.com and sign in. If you are using a mobile device you will have to sign in and select the TiVo box that should receive the recording request.

Remotes

Six-Tuner DVR Remote Powered by TiVo®

Take control of the ultimate digital TV experience.

TiVo Central
Press the TiVo button at any time to go to the TiVo Central screen. Press it twice to get to your My Shows list from any other screen.

TV Pwr
Turns TV or AV receiver on/off.

Volume
To program Volume, Mute and TV Power buttons, go to Settings > Remote, CableCard, and Devices.

Control Playback
Fast-forward, rewind, pause or play in slow motion any live TV and recorded shows.

Replay
Repeats the last 8 seconds of the show. Press and hold to jump back to the beginning.

Select
In the TiVo menus and program guide, use the arrow buttons to move to the option you want, then press Select.

Thumbs Up/Thumbs Down
Rate shows, collections, or video providers for TiVo Suggestions.

Advance
Move forward in 30-second increments, press and hold to jump to the end.

Thumbs Up/Thumbs Down
Sort and filter views. Look for the on-screen tip.

Find the button on your remote to access TiVo® Central. Check out the How-To Videos on rcn.com/tivo, or on your television on Channel 997 and RCN On Demand.

Need Help? Visit rcn.com/help for more support.
Whole Home Bundle

Get the Whole Home TiVo® Experience.

The Whole Home Bundle enables networking of your devices powered by TiVo® for easy streaming, recording, sharing and access to your entire library of entertainment from any room in the home!

It starts with your main TV in your home. Then you can add two, three, or more boxes powered by TiVo — for your living room, den, and bedroom — and the Whole Home Bundle is complete! Stream content in real time from one room to another and record programming for the whole household to enjoy.

• Record up to four or six* simultaneous programs.
• Start watching a show in one room and continue in another.
• Schedule recordings on your TiVo® when you’re away from home.
• RCN’s Whole Home Bundle lets you enjoy TiVo in every room of your house.

Six-Tuner DVR

Welcome to the Ultimate Digital TV experience.

Redefine how you stay entertained with Six-Tuner DVR powered by TiVo. Six-Tuner DVR from RCN provides endless entertainment possibilities.

• Record up to 6 shows at once.
• Up to 150 HD hours and 1,000 SD hours of recording capacity.
• TiVo’s best features included: Intelligent Search, What to Watch Now, OnePass and Wishlist.
• Stream live and recorded TV to other devices and watch them anywhere in your home.
• Multi-room streaming lets you stream the same show (or different shows) on two different boxes at the same time.
Netflix on TiVo®

How to find Netflix on your RCN TiVo.

There are two simple ways to access Netflix through TiVo.

- Press the TiVo button on your remote. From the TiVo Central Screen, select Find TV, Movies, & RCN VOD > Netflix.
- You can tune directly to channel 450 (750 in Lehigh Valley) and you will automatically be taken to the Netflix home screen.

Signing in to Netflix is simple. Make sure you have your Netflix account information handy.

- If you are a Netflix member, select Sign In. Enter your email address. (NOTE: you must use the onscreen keyboard to enter your information, including the shift key for capitals. THUMBS UP/DOWN will not work.) Arrow down and press SELECT to enter your password. Arrow to Continue and press SELECT.
- You'll only need to sign in once. You'll remain signed in to Netflix until you sign out.


Four-Tuner DVR

Record what you want, when you want, wherever you are.

Four-Tuner DVR gives you endless entertainment — all from one intelligent little box.

- Record up to four shows at once.
- Max Hours: up to 75 HD hours and 500 SD hours of recording capacity.
- Record, play, pause and rewind your favorite movies, sports and shows, plus access to online entertainment.
- Transferring your recordings to your laptop, tablet or smartphone is available for a nominal one-time fee with TiVo® Desktop Plus.
- **NOTE:** Transferring your recordings to your laptop, tablet or smartphone is available with TiVo Desktop Plus. Go to tivo.com/shop/accessories to purchase Desktop Plus software.

To learn more about TiVo or to upgrade today, visit rcn.com/tivo.
Your TiVo® Service

hulu

Now available on your TiVo®!

Hulu subscription required

Watch TV shows and movies streamed directly to your RCN TiVo with your Hulu subscription. There’s no need to buy extra devices or hook up your laptop to your television – RCN powered by TiVo lets you easily access and watch Hulu right on your TV.

Two simple ways to access Hulu on your RCN TiVo when you have a Hulu subscription:

- Press the TiVo button on your remote.
  From the TiVo Central screen, select Find TV, Movies & RCN VOD > Hulu
- From your Program Guide, tune directly to channel 449 (749 in Lehigh Valley)

Log In

If you are a Hulu subscriber, continue with the following steps:

- Sign in on Device or Sign in Online
- Enter your email address.

NOTE: You must use the onscreen keyboard to enter your information, including the shift key for capitals. THUMBS UP/DOWN will not work.

- Arrow ▼ and press SELECT to enter your password.
- Arrow to LOG IN and press SELECT.
- You’ll only need to log in once. You’ll remain signed in to Hulu until you log out.

You must have an eligible RCN TiVo box. You must also have an RCN High Speed Internet connection and a Hulu subscription.

Not a Hulu subscriber? Set up your subscription at HuluOffer.com/RCN.
(A credit card number is needed to start free trial. Free trial available to eligible subscribers.)

Access tons of apps. Now on your TV.

Post updates to Facebook, Tweet with Opera for Twitter, check local Weather, and share new photos with Opera for Instagram — all at the same time — from the comfort of your couch.

Smart Technology

Access tons of popular apps right on your TV.

Interactive TV Apps

Find new apps based on your interests and likes, all neatly organized. Go to TiVo Central > Apps & Games > Opera TV Store and give them a try today!

Sync Your Data

Synchronize your existing social networks — so you can start enjoying Facebook, Opera for Instagram and even Opera for Twitter, all from your TV!

Hulu subscription required

To learn more about the Opera TV Store powered by TiVo, visit rcn.com/operatv.
Caller ID on TiVo®

Never miss an important call.

Caller ID is now available on your TV from RCN! With RCN Digital Phone, one of the great features you can now enjoy is Caller ID on your TiVo box. With this feature, when your home phone rings, the name and number of the caller appears on your screen.

• To turn this feature on or off, go to TiVo Central > Settings > Displays > Caller ID. Check “Yes, display the caller’s name and number” or “No, don’t display”.

• Don’t worry! If you are recording a show with your TiVo when the phone rings, the Caller ID box won’t appear in the recording.

Put a universe of entertainment at your fingertips with RCN2GO.

With RCN2GO you can watch your shows anywhere, anytime on your computer, Apple® or Android device. All you need is RCN2GO and Internet access. Whatever you’re in the mood for, RCN2GO makes it easy to love your shows wherever you go.

To learn more, visit rcn.com/rcn2go.

RCN2GO is only available to residential customers. Using RCN2GO to set recordings is only applicable for customers who have DVR equipment powered by TiVo (not applicable for Motorola DVR equipment). Certain RCN2GO features are only available while in the home. Watching recorded shows stored on your DVR powered by TiVo is only applicable while in the home and this feature is only available for customers who have a DVR powered by TiVo. Other restrictions may apply. Not all content or programs can be downloaded or transferred between devices due to copyright protections or contractual restrictions. Not all RCN2GO app features are available on all devices. Internet access is required to use RCN2GO. RCN2GO access is based upon your RCN Digital TV service subscription level. You must have a current MYRCN username, as well as a subscriber to the digital cable TV networking service you wish to access. RCN2GO requires a PC/laptop, TiVo DVR, Apple® or Android device and Internet access. Certain programs may require Flash player to view availability of programs varies and is determined by the cable TV network(s). RCN2GO viewer experience may vary based on device used to view content. Not all devices have the necessary software required to view programming content. Certain programs may require Flash player to view. Availability of programs varies and is determined by the cable TV network(s). RCN2GO viewer experience may vary based on device used to view content. Not all devices have the necessary software required to view programming content. Certain programs may require Flash player to view. Availability of programs varies and is determined by the cable TV network(s).
Laptops and PCs

To get started...

You will need to have a MyRCN username to begin using RCN2GO. To sign up, visit rcn.com and click MyRCN located at the top of the page.

Visit rcn2go.com and sign in using your MyRCN username and password.

To view more information on a selected show or program.

Laptops and PCs

What to Watch

With RCN2GO, it’s simple to access your shows in a snap!

1. Hover over a program of interest by placing your mouse over the desired show or live TV channel. Click Info. Details about the program will appear, including a button.
2. You will be directed to a new page where you can view the selected show.
3. Select RCN as your cable provider from the drop down menu.
4. You will be prompted to enter your MyRCN username and password.
5. Enjoy the show!

Laptops and PCs

DVR Scheduling with RCN2GO

RCN Digital TV subscribers can access the Watch Online, Browse, Guide and Search features on RCN2GO.

RCN subscribers with a DVR powered by TiVo will also be able to access the remote scheduling feature and view the list of their recordings through the “My Shows” page.

RCN subscribers with a DVR powered by TiVo will also be able to access the remote scheduling feature and view the list of their recordings through the “My Shows” page.

DVR Scheduling with RCN2GO

When you see...

Only one episode is available to watch now.

More than one episode is available to watch now.

To view more information on a selected show or program.

My Shows

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

1. Hover over a program of interest using your mouse, and click “Info”. “Add to My Shows”.

2. The program will be added to the “My Shows” folder. From there you can see which episodes are available to watch.

RCN Digital TV subscribers can access the Watch Online, Browse, Guide and Search features on RCN2GO.

RCN Digital TV subscribers can access the Watch Online, Browse, Guide and Search features on RCN2GO.

RCN Digital TV subscribers can access the Watch Online, Browse, Guide and Search features on RCN2GO.

RCN Digital TV subscribers can access the Watch Online, Browse, Guide and Search features on RCN2GO.
To learn more, visit rcn.com/rcn2go.

Search
Search by actor, director, title and more by using the search field on the RCN2GO page.

1. At the top right enter a few letters of the show you’re searching for and RCN2GO will return the most popular matching results.
2. Select your program.
3. View upcoming episodes and discover new shows with recommendations from RCN2GO.

RCN subscribers with a DVR Powered by TiVo can set a OnePass to record all episodes and manage what, how and when you watch.

Browse TV and Movies
Looking for something specific? You can view and filter shows that are available to watch.

1. Select the “Browse TV & Movies” tab and search by genre, network, most popular, newest, and in alphabetical order.
2. Hover over a program of interest using your mouse and click “Get Info”. Details about the program will appear.
3. Click on the program to watch.

LIVE TV – If a show is available to watch live online, simply click on it. RCN2GO will take you to the network’s website where you can watch the program selected.

RCN2GO on Mobile Devices

Download this free app to get started.

With RCN2GO powered by TiVo you’ll never run out of things to watch. Find the programs you love in a snap & choose from tons of shows from RCN2GO titles. Plus, it’s all included free with RCN Digital TV service. Download the free RCN2GO app today!

What to Watch Now

• What to Watch Now is the first screen you’ll see when you open the RCN2GO app.
• Choose from Live TV, Movies, Popular TV, Sports, and Kids categories.

For the best user experience you will need to have the individual network app already downloaded to your device.

The Info Screen

The Info screen displays information about the show that’s currently airing on your DVR powered by TiVo. As you change channels, the Info screen will update to reflect the show you’re watching.

You can reach the info screen by tapping the info button.

• Tap Watch Now for viewing options.
• Tap: Get This Show to set recording or OnePass.
• Tap: Upcoming to view upcoming episodes.
• Tap: Explore for program details and show recommendations.

The info screen is not available if you are away from your home network.

To learn more, visit rcn.com/rcn2go.
Use as a Remote Control

Use the RCN2GO app to control live TV and recorded shows, whether they are streaming to your mobile device or on your television, or to navigate between your TiVo menus.

Tap the navigation or remote control icon to get started.

Manage your recordings with the RCN2GO App

**Managing Your Shows**

- On your mobile device tap Manage/More, then tap the To Do List tab.
- Tap a show title to get information about it. From there, you can set up or cancel a recording, get or modify a OnePass, view upcoming episodes, explore the show, change recording options, and more.

**My Shows**

The On DVR tab lets you watch shows from your My Shows list in home. (Six-Tuner DVR Powered by TiVo or TiVo Stream required.)

Not all content or programs can be transferred between devices due to copyright protections or contractual limitations.

Additional RCN2GO features.

1. **Newly Available**

   Find the latest TV shows or movies that are available through RCN2GO.

2. **Live TV**

   Provides quick access to channels that offer live Online streaming of their programming.

3. **My Shows**

   Certain programs may also be available to watch Online and are displayed here.

4. **Recommendations**

   Provides recommended shows and movies based on your previous viewing choices.

5. **Popular**

   Watch the most popular TV shows or movies.

6. **Guide**

   Access the channel lineup and program schedule for 14 days forward, plus 7 days prior.

To learn more, visit rcn.com/rcn2go.
Menu & Guide
Go everywhere with the push of a button.

Press **MENU**.

- Browse through thousands of choices from the vast RCN On Demand library, access your saved programs, and set parental controls.
- Use the ▼▲▼ buttons on your remote to navigate through menu options.

Press **GUIDE**.

- View information about shows by time or theme, view program summaries, access your DVR settings, and watch Pay-Per-View with just a push of the button.
- Navigate through the TV listings grid with the ▼▲▼ buttons to see different channels and times.

RCN On Demand
Choose. Watch. Anytime.

We’ve added **5x the capacity** to RCN On Demand.

**That means more of your favorites from Fox, NBC, A&E, Disney Jr. and more with over 40 networks.**

We also have added 3000 hours in our Music Choice On Demand Library. Watch whatever you want, whenever you want.

Just press the **on demand** button and access all the categories RCN has to offer with our huge RCN On Demand library.

- Play, pause, rewind and resume RCN On Demand selections whenever you want with RCN DVR service. **NOTE:** May not be available for all selections.
- **NOTE:** Pause, rewind and resume features are not available on HD Preview and non-DVR boxes.

When you subscribe to RCN Premium channels, you also get them On Demand, so you never have to miss the movies and original programming you want to see.

*Includes 45 networks in HD and 48 networks in Standard Definition.
HD Programming
Catch every stunning detail.

Enjoy over ten times the image clarity for the shows, sports and movies you want.

- Many HD shows are available for free as part of the RCN channel lineup, plus lots more in the RCN On Demand library.* Over 145 HD Channels available and adding more!
- Gain access to even more HD channels when you subscribe to RCN Premium channel packages such as HBO®, Showtime®, The Movie Channel®, Starz® and Cinemax®.
- Watch more of your favorite channels and shows with a wide variety of sports, family programming, movies, news, and more all in stunning HD.

* HD Converter required to receive HD programming. Equipment fees apply.

RCN DVR
Take control of how and when you watch.

To record a show, simply hit the GUIDE button on your remote, highlight the show you want, then press ▬ Record▬.

- You can even record a program you’re already watching. Just press the record button any time!
- Play, pause and rewind On Demand shows, your recorded shows, plus live TV! Use the DVR control buttons towards the base of your remote to watch at your convenience.

NOTE: May not be available on all On Demand selections.
Parental Controls
Manage your children’s entertainment.

Just press the **MENU** button, create a PIN and follow the prompts to keep your children protected.

- Rest assured your children only have access to what they should.
- Block access to adult programming by title, TV rating and even by channel.
- Password protect Pay-Per-View and RCN On Demand titles.

**TiVo Parental Controls**

- Controlling access is easy. Restrict access to shows based on their ratings or simply restrict certain channels.
- Go to **TiVo Central > Settings & Messages > Parental Controls**

To set up your PIN for the first time, you can use any combination of four numbers. You’ll only have to set it up one time. Don’t forget to write your PIN down!

Megafast speeds from RCN.
Get download speeds up to 155 Mbps. It’s Megafastastic!

**Speed For Your Life.** Upload and download in a flash. Ideal for watching Netflix, streaming video, playing games and more — without lags or breaks.

**Multiple Devices.** Ultimate bandwidth for homes that have many devices. Connect all your electronics at once, and enjoy a super smooth Internet experience.

**Voted Top Performance.** RCN delivers reliable and incredibly fast internet speeds over our fiber-rich network. PC Magazine readers voted RCN Top Rated Performance for speed and reliability.*

**Supercharge Your Netflix Experience.** RCN is a Netflix Open Connect partner, offering what few other providers can: the fastest Netflix connection and Super HD! Learn more at rcn.com/rcn-supercharges-your-netflix-experience.
Windows Live Mail

Keep up with your email quickly and securely.

- Sending and receiving email from your home computer has never been easier.
- After entering your display name, email address and password, select **POP3** from the **My Incoming Mail** pull-down menu.
- Type **pop.rcn.com** into the Incoming Mail server and enter your login ID.

RCN Webmail

Stay connected everywhere.

- Visit [rcn.com/customer-center](http://rcn.com/customer-center) and enter your login ID and password to gain instant access to your email.
- Store all of your emails without having to delete with up to 5 GB of storage.
- Read and send emails when you are away from home.
- If you are not sure of your username and password, call us at **800.RING.RCN**, and we will be happy to assist you.

Security

Feel Secure with RCN.

Now that you are a part of the RCN family, you can guard your personal information.

- We only allow the account holder and authorized users to discuss confidential account information or make changes to your account.
- RCN will mail you a unique PIN to create a username and password.
- Once the PIN is received, visit [rcn.com/secureaccount](http://rcn.com/secureaccount) to guard your account.

Get McAfee Total Protection to guard your PC, social network, identity, family and home network with ultimate protection against hackers, malware, spyware, phishing and other online threats. Visit [rcn.com/help](http://rcn.com/help) for details.

Your login ID is the portion of your email address before the @rcn.com. Example: If your email is bob@rcn.com, your login ID is bob.
Optimize your internet speed.

Wired is faster than Wi-Fi

While Wi-Fi has improved over the last five years, it’s still not perfect. A wired connection is just plain faster than Wi-Fi.

Why? Because your Internet is physically attached to your device, there’s nothing coming between it and your Internet signal. A wired connection is always better and should be used wherever it makes sense to do so. Try to match each device with its best connection. PCs, laptops, media players and gaming consoles work best with a wired connection; mobile devices and tablets work best on Wi-Fi.

Recommended Equipment: DOCSIS 3.0 or higher certified modem. Minimum of eight channels downstream and two channels upstream is advised.

What slows down Wi-Fi

There are dozens of things that can slow down Wi-Fi. Where you place your router matters; physical barriers like walls or appliances and the number of devices connected will all slow down the Wi-Fi speed. The further the signal has to go, or the more it has to travel through and around, the slower the speeds will be.

Wi-Fi Interference by materials in the home.

<table>
<thead>
<tr>
<th>Material</th>
<th>Low</th>
<th>Medium</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wood</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Synthetic Material</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Glass</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bricks</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Marble</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Plaster</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Concrete</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Metal</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Internet speeds vary due to several factors, and therefore are not guaranteed. Internet speed can be affected by your devices, equipment, your wireless network and even the specific website you are visiting. Performance of a computer or other device, including its processing capability, operating system, the number of applications running simultaneously, and the presence of any viruses will impact speed. The type of connection between a computer or device and modem will affect speed. In-home wireless connections are subject to greater performance fluctuations, caused by factors like interference and congestion. Certain wireless connections and routers cannot perform at the speeds delivered by RCN. Internet congestion or high usage levels at the website can slow speeds.

Move closer to the Wi-Fi router

Location, location, location! Where the router is placed is very important. Some people put it in an upstairs office or even worse, the basement or attic; these areas make it hard for the wireless signal to reach the device. Try putting it in the center of your home, up off the floor, preferably on the 1st floor, in a room where the Internet is frequently accessed.

Check all devices

Multiple devices divide up bandwidth like a pie, with each device taking the portion it needs at the time of use. The more devices you have, the more Wi-Fi speed is divided up. Some devices can’t support higher speeds — which slows down all the others. To see what speeds your device can support, check the owner’s manual or perform a web search using its model number.

Password protect Wi-Fi

Remember, your speed is shared by all devices. If your neighbors are using your Wi-Fi, they are using your speed too. Be sure to secure and password protect your Wi-Fi.

Keep devices clean

Run regular virus scans to keep your devices clean. Close browsers, clear cookies, and turn off devices you’re not using. Clearing cookies is fast and easy, but the steps vary by browser. To learn how to clear cookies for your browser, a quick web search is all you need.

rcn.com/max-your-speed

Accessing a site that is being visited by others at the same time may slow your connection if the site does not have sufficient capacity to serve all of the visitors efficiently at the same time. RCN’s FCC Network Management Disclosure makes available information regarding our network management practices and the performance and commercial terms of our Internet access services to enable you to make informed choices regarding the purchase and use of our services, in accordance with 47 C.F.R. Part B of the Rules of the Federal Communications Commission (FCC). Reprinted from pcmag.com with permission. © 2015 Ziff Davis, Inc. All Rights Reserved. Readers’ Choice logo is a trademark of Ziff Davis, Inc. used under license.
RCN Internet Speed Test

Whether you surf online occasionally or spend hours downloading music, streaming movies and gaming, you can check your speed with the RCN Speed Test. Use the RCN Speed Test to measure your internet connect and see if there are steps you can take to improve performance.

Speed Test Instructions | Wired Connection

1. First, limit the number of applications and devices using your internet connection before starting the test.
2. Connect the Ethernet cable from the back of the modem to the open Ethernet port on your computer.
3. Make sure the power cord from the back of the modem is connected to an electrical outlet.
4. Check the modem and router lights to confirm they have power and are connected to the network and your computer.
5. Go to rcn.com/speedtest.
6. The test takes less than a minute and measures both download and upload speeds.

Visit rcn.com/speedtest to test your Internet speed.

Visit rcn.com/help to learn more on Phone features. Check your Welcome Kit for voicemail instructions.

RCN Nationwide Home Phone

Call Activation & Deactivation

Stay connected to the most important people in your life.

- Always reach a friendly voice thanks to unlimited local, regional and nationwide calling from home.
- Low international calling rates connect you to more than 200 countries.
- Whether you’re stepping out for a minute or a month, never miss an important call with 18 popular, time-saving features.

Here’s a Quick Guide to accessing some favorite features.

<table>
<thead>
<tr>
<th>ACTIVATE</th>
<th>DEACTIVATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>3-Way Calling</td>
<td>Flash-Hook</td>
</tr>
<tr>
<td>Anonymous Call Rejection</td>
<td>7 7</td>
</tr>
<tr>
<td>Call Forward</td>
<td>7 2</td>
</tr>
<tr>
<td>Call Return</td>
<td>6 9</td>
</tr>
<tr>
<td>Repeat Call</td>
<td>6 6</td>
</tr>
<tr>
<td>Speed Call</td>
<td>7 5</td>
</tr>
<tr>
<td>Selected Call Acceptance</td>
<td>6 4</td>
</tr>
<tr>
<td>Call Block</td>
<td>6 0</td>
</tr>
</tbody>
</table>

RCN High-Speed Internet
Pay your bill, view your statement and go green.

- Sign up for FREE RCN AutoPay and never miss a payment.
- Save time and resources with paperless billing.
- Just log on to rcn.com/customer-center.

Pay the way you want.

**Pay Online**
Save time by viewing and paying your bill online, anytime.
rcn.com/customer-center

**Pay by Phone**
Want to phone in your monthly payments? Call 877.RCN.BILL (877.726.2455)

**Pay by MyRCN App**
Download our FREE MyRCN App from the App Store or Google Play, and pay your bill online from anywhere.

**Pay in Person**
RCN has convenient locations that are available for quick and easy bill payment. For a list of our locations, visit:
rcn.com/help/locations-and-payment-centers

*Convenience fee may apply when paying online or by phone.

**Questions about your bill?**
You can visit us at rcn.com or call a Customer Service Representative at 877.RCN.BILL (877.726.2455). Our friendly U.S.-based customer service reps are happy to answer all your questions.

**Troubleshooting**

**We'll keep you up and running.**

**Unable to get online?**
- Check to make sure one of the connections hasn’t jarred its way loose. All connections to your modem, router, PC, and laptop device should be snug.
- Completely shut down all of your programs and your computer.
- Unplug the modem’s power cord from the wall outlet. If you have one, unplug your router power cord.
- Wait 60 seconds and then plug the power cord back in.
- Turn the computer on and try to access a web page or connect to an online service using your home network.
Troubleshooting

No dial tone?

- Is your cordless phone base plugged into the electrical outlet?
- If not, check to make sure the telephone and phone cable modem device is plugged in and the outlet has power.
- If the Power Light is lit, then check the Online Light on your telephone.
- Check the cable connections at the phone cable modem device and the wall. Ensure that they are connected and tight.

Powercycling Your Phone Cable Modem Device

- Disconnect the cord that supplies power to the phone cable modem device.
- On the bottom of the device, press down on the lever that holds the battery door in place and pull off the battery door.
- When the battery door is removed, you will see a white battery. Grasping it by its sides, pull the battery out of the compartment.
- Wait 30 seconds, and then put the battery back in the phone cable modem device just as you removed it. Replace and close the battery door, then plug power cord back into the back of the phone cable modem device.

On rcn.com/help we provide detailed step-by-step instructions and How-To Videos to install your RCN products, as well as a complete listing of remote codes. Here, you can tweet or email us, or even chat live with a representative. If you have a specific technical question, please call 866.TECH.RCN and we’ll be glad to help you through it.

Digital TV Troubleshooting

Sometimes signal-reception problems occur and may impair picture quality. These impairments arise for a number of reasons, many of which are outside of RCN’s control. Understanding the appearance of these impairments will help you determine if a service call is necessary.

No picture.

- Ensure that the converter box, TV and all relevant equipment are plugged in the power outlet and switched on.
- Check the connection cables including splitters. All connections should be tight and snug.
- Using your original TV remote, make sure your TV is on its proper INPUT to receive the box signals (HDMI 1, HDMI 2, Component, Video, etc.). If your converter is hooked up to your TV with coaxial cable, make sure the TV is tuned to channel 4 (PA/IL) or 3 (DC/MD/VA/MA/NY).

No or low sound.

- Turn up the volume on the TV using the RCN remote. Also check your original TV remote.
- Check both your original TV remote and your RCN remote to ensure that the mute function is not on.
- Ensure that all the equipment is connected properly.
- Check the connection cables. All connections should be snug.
- Sometimes your TV may be set to “second audio” broadcasting. Look for an SAP or MTS button on your original TV remote and press it.
Remote control not responding?
- First, check the batteries.
- If the remote still doesn’t work, you can swap your remote at a local office or call us at 866.TECH.RCN (866.832.4726).

Converter box does not respond to remote control.
- Point remote control directly at the converter box front panel.
- Check the batteries in the remote control.
- Try powering cycling the converter box by unplugging for 60 seconds and then plug back in.

On-screen message: no data.
- If the converter box does not move from this screen more than 5 minutes after startup it means the converter box has lost communication.
- A service call may be necessary.
- Try powering cycling the converter box by unplugging for 60 seconds and then plug back in.

On-screen message: no signal to cable box.
- Check connections from the box to the TV are secure and snug.
- Make sure you are on the proper INPUT to see your converter’s signals. Using your original TV remote, make sure your TV is on its proper INPUT to receive the box signals (HDMI 1, HDMI 2, Component, Video, etc.). If your converter is hooked up to your TV with coaxial cable, make sure the TV is tuned to channel 4 (PA/IL) or 3 (DC/MD/VA/MA/NY).

Issues with RCN TiVo®?
Check these common network issues first.

1. Check that all your power plugs are snug and plugged in.
2. Check that all your cables are snug.
   - Verify that your Ethernet cable is securely plugged in between your modem and router.
   - Ensure that all connections are securely plugged into the TiVo box and any additional equipment used to connect your box to the Internet.
3. Powercycle your modem and router by unplugging it for 10 seconds and plugging it in again.
   - Unplug your modem and router. Wait 10 seconds and plug back in. A full restart may take 30-60 seconds.
   - If you have MoCA Adaptor hooked with your router, powercycle that as well. MoCA (Multimedia Over Coaxial Alliance) is a technology that allows you to access High-Speed Internet in every cable-ready room in your home.
   - After your modem and router have restarted, go to Step 4.
4. Test your Internet connection using another device.
   - Using your home computer or any other device used to connect to the Internet, try to access a web page or connect to an online service using your home network.
   - If you cannot get on the Internet with any device in your home, there may be an issue with your Internet service. Please call us for assistance.
   - If you can get online with your home computer or another device, test the connection on your TiVo box.
5. Test the Internet connection on your TiVo box.
   - From TiVo Central, go to > Settings & Messages > Settings > Network > View Network Diagnostics > Test Internet Connection and follow the prompts to test your Internet connection.
Get peace of mind with the RCN Service Protection Plan.

- Sign up for troubleshooting and diagnostics for your RCN Internet, Digital TV and Phone services.
- Hassle-free repair and replacement for wiring, cables and more.
- One low monthly fee: $4.95
- Visit rcn.com/serviceprotection for complete terms and details.

If you have any questions regarding your RCN services, please visit rcn.com where you can submit a customer comment, email us, or live chat 24/7. You can also visit or write to us at one of our convenient local payment centers. Friend us on Facebook or follow us on Twitter: @RCNConnects.

For technical assistance, please call: 866.TECH.RCN (866.832.4726)

For all other assistance, please call: 877.RCN.BILL (877.726.2455)

To contact RCN Business Services, please call: 877.RCN.7000 (877.726.7000)

RCN Payment Center Locations

Massachusetts
Arlington
956 Massachusetts Ave.
Arlington, MA 02476
Mon, Wed & Fri: 9am–5pm
Tues & Thurs: 9am–7pm
Sat: 9am–1pm

Framingham
518 Union Ave.
Framingham, MA 01702
Mon–Fri: 9am–1pm & 2pm–5pm

Hyde Park
1224 Hyde Park Ave.
Hyde Park, MA 02136
Mon–Fri: 9am–1pm & 2pm–5pm

Illinois
Chicago
2640 West Bradley Place
Chicago, IL 60618
Mon–Tue: 9am–5pm
Wed–Thur: 9am–7pm
Fri: 9am–5pm
Sat: 9am–1pm

Washington, DC
Retail Showcase (Walk-in Address)
5756 Georgia Avenue, NW
Washington, DC 20011
Mon–Fri: 8am–6pm
Sat: 8am–2pm

Pennsylvania
Bethlehem
2124 Avenue C
Bethlehem, PA 18017
Mon, Wed & Thurs: 8am–6pm
Tues & Fri: 8am–7pm
Sat: 8:30am–2pm

New York
Long Island City
33-16 Woodside Ave
Long Island City, NY 11101
Mon–Fri: 8am–6pm

Manhattan
593 Third Avenue
(On 39th Street, next door to TD Bank)
New York, NY 10016
Mon–Fri: 8am–6pm
Sat: 9am–1pm