Dear Valued RCN Customer,

Welcome to RCN and thank you for choosing us. As you’ll soon discover, we’re much more than just a premier Internet, cable TV, and phone provider. We’re a company driven by an unwavering commitment to making sure you get the most out of your communication, information and entertainment experiences.

From our outstanding services delivered via our own advanced fiber optic network, to the ability to truly bundle your services for added savings and convenience—every aspect of our business continuously strives to give you more.

Connect to RCN, and you connect to something more. That’s our pledge to you.

Sincerely,

Peter Aquino
Chief Executive Officer, RCN Corporation
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Would you like to find simple solutions to common questions about your phone, Internet and cable TV services? Would you like to tailor your services to meet the needs of your business?

The one-size-fits-all approach to providing services is a thing of the past – at least at RCN, where the goal is to connect you to something more. We offer you more ways to bundle your phone, Internet and cable TV services in ways that make sense for you and your business.

That means a choice of Internet speeds, unlimited always-reliable phone service, crystal-clear digital TV plus the flexibility of add-on features such as Internet security options, a variety of phone features, and high-definition and international programming.

In a word, we offer the products you need to help keep your business running smoothly, at prices that fit your budget. And we have dedicated in-house support available to help with your service questions.
How to Read Your Bill

1. Customer name, account number and service address.
2. Total amount due as of bill date.
3. Date payment must be received by to avoid a late charge.
5. Total amount of payments, credits, and adjustments.
6. Total amount unpaid since last bill.
7. New charges incurred since last bill.
8. Total amount due as of bill date.
9. Pay your bill online or find answers to many questions.
10. Detach slip and return with payment to RCN.
11. Total amount due and date payment must be received.
12. Verify the amount of the payment being sent to RCN.
13. Details of the total amount of payments, credits and adjustments to previous bill.
14. Details of all bundled services that you subscribe to.
15. Details of services not included as part of your bundle.

(For additional assistance, please call 877.RCN.7000)
16. Summary of your current telephone charges including directory assistance, toll-free and long distance charges.

17. Government-imposed franchise fees, taxes and surcharges vary by state.

18. Detailed listing of billable telephone charges including directory assistance, local, regional toll and long distance.
RCN Internet

With RCN Business Services, you can do it all. You can make the Internet a basic tool or an integral part of your business. And you can quickly and easily upgrade to a faster speed or add more options when, and if, you choose.

RCN provides a speed for nearly every need. Choose from a range of speeds up to 20Mbps. SONET, Ethernet, dedicated bandwidth or long-haul connectivity options are also available. When you purchase Internet service with RCN, we will also include security software to protect your critical data against viruses, hackers and theft.

www.rcn.com is an informational resource that helps you troubleshoot common user problems, pay your bills online and find the best uses for new web-based products.

Read on to find out how to use your RCN high-speed modem and all the basic features that come with it. As your business grows, add wireless connectivity, static IP addresses, additional web storage space and other features that best meet your needs. Then think about adding RCN phone or cable TV service to take advantage of our best bundled pricing available.
Cable Modem: Minimum System Requirements

This section will outline the easiest way to connect to the Internet with your RCN high-speed cable modem.

Here are the minimum requirements for both IBM-compatible and Macintosh computer systems. For a more detailed view, visit rcn.com.

<table>
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<th></th>
<th>IBM-Compatible Systems</th>
<th>Macintosh Systems</th>
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</thead>
<tbody>
<tr>
<td>Processor Speed</td>
<td>Please refer to page 66</td>
<td>Power PC or higher (RCN recommends 150 MHz or greater)</td>
</tr>
<tr>
<td>Operating System</td>
<td>Please refer to page 66</td>
<td>OS 10.2 or higher (RCN recommends that you use the latest version of Open Transport compatible with your system - minimum OTPPP 2.6.1)</td>
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<tr>
<td>Memory/RAM</td>
<td>Please refer to page 66</td>
<td>256 MB</td>
</tr>
<tr>
<td>Hard Drive Free Space</td>
<td>Please refer to page 66</td>
<td>60 MB (RCN recommends greater than 90 MB to fully utilize all features)</td>
</tr>
<tr>
<td>SVGA Monitor</td>
<td>Recommended</td>
<td>Recommended</td>
</tr>
<tr>
<td>CD-ROM</td>
<td>Required</td>
<td>Required</td>
</tr>
<tr>
<td>NIC (Network Interface Card)</td>
<td>10 Base-T or 10/100 Base-T (RCN recommends that you have the NIC installed and tested by a computer technician to ensure that it works)</td>
<td>Required (Some Macs come preinstalled with a NIC. If not, you will need to install a NIC. Users must have the latest version of Open Transport 2.6 installed)</td>
</tr>
</tbody>
</table>
What You Need for Speed

RCN Business Services offers a cable modem with speeds that far exceed those of Internet providers whose old legacy networks simply aren’t capable of moving information as quickly.

However, because of the nature of the Internet, we cannot guarantee that you will be able to take full advantage of our modem’s blazing speeds. This is because of the way the Internet works and because of factors that might have to do with your cable modem, your PC and the nature of the Internet.

Internet

The Internet is a system of networks that connects computers around the world, but the speed of the Internet is determined by the speed of the individual websites you are trying to access. Think of it this way – if Manhattan was connected to New Jersey by one single-lane bridge, traffic would slow to a crawl. Similarly, if you try to access a website that has insufficient capacity, your Internet experience will be slowed.

Cable Modem

Your cable modem may also be a factor. To experience optimal performance, please use one of the RCN recommended cable modems or you can rent one from RCN for a nominal monthly rental fee. You can find a list of RCN recommended cable modems at rcn.com/internet/highspeed/modem_purchase.php.

Your PC

Your PC is your terminal connecting you to the Internet. We recommend your PC meet the following minimum requirements to achieve optimal speed:

1. Pentium III processor (500MHz or better).
2. Windows 98SE or better.
3. 128 MB of memory.
4. 10/100 network interface card.

To achieve optimal performance, we recommend the following:

1. Do not connect your cable modem to your PC via a USB connection, which is slower than your set cable modem speed.
2. Download all operating system patches.
3. Install a virus protection system and update it often.
4. Install a firewall to prevent unauthorized access to your PC.
5. Clear your PC of Spyware.

By following our recommended steps, you should experience significant improvement with your cable modem speed.

Your computer needs protection.

Installing virus protection software on your computer, and updating it often will help your computer run better.

Go to rcn.com or call us at 877.RCN.7000 for more information.
Connecting Your RCN Modem

If you are connecting or reconnecting the RCN modem, you can be back online fast. Simply follow these easy instructions.

1. Connect the coax cable that is dedicated to your cable modem to the cable connector on the cable modem, and make sure the connection is tight.
2. Plug one end of the Ethernet cable into the Ethernet port of the Ethernet card in your computer.
3. Connect the other end of the cable to the Ethernet jack on the back of the cable modem.
4. Plug the cable modem power transformer into a surge protector.
5. Connect the power transformer to the modem’s power connector.
6. Connect the power for your computer following your computer’s manufacturer specifications.
7. Plug the surge protector into a grounded 110VAC household outlet.
8. You should see a light indicating that the cable modem is on. Most cable modems do not have a power switch. If your cable modem has a power switch, turn on the modem.
9. Wait for the modem to sync with RCN’s network. This may take several minutes. Depending on the model of the cable modem, the sync light, online light, and status of cable light will be solid indicating when synchronization occurs.
10. If you still can’t get a line, you may need to set your windows operating system to accept IP address via DHCP. To ensure your Windows OS is ready for DHCP, please follow these steps.

A. If You are Using Windows 98 or ME:
   1. Open the Start menu, select Settings, and click Control Panel.
   2. Double-click the Network icon.
   3. Double-click the line in the network components list that includes TCP/IP followed by the name of your network card.
   4. Make sure the Obtain An IP Address Automatically option is selected.
B. If You are Using Windows 2000/XP:

1. Right-click the My Network Places icon and select Properties.
2. Right-click the Local Area Connection icon and select Properties.
3. Double-click the line in the network components list that includes TCP/IP.
4. Make sure the Obtain An IP Address Automatically option is selected.
Connecting A Router

Before beginning, please read the following:

• RCN does not provide technical support for routers that are not rented from RCN.

• Customers with Static IP’s or Subnets should release their IP address on their computer before starting this process.

To hook up a router to an RCN Cable Modem connection:

1. Locate the Ethernet cable on the back of the cable modem.

2. Trace the Ethernet cable and unplug the Ethernet cable from the device in which it is currently plugged.

3. Plug the Ethernet cable into the WAN port on the back of the router.

4. That’s it. Generally, there are no more steps. If you are unable to get online, see the Power Cycling section and then call the router manufacturer for further assistance.
What Do Those Lights Mean?

Each time you turn on your computer, a series of lights will appear on the front of your modem.

While the order of the lights may vary by modem type, the following lights are typically found:

A. Power: On and Off
B. Receive: For Downloading
C. Send: For Uploading
D. Online/Cable: A solid green light shows the network connection is working properly. A red, flashing or dark light means you are not connected.
E. Status: This light flickers whenever the modem is active (this is normal)
F. Standby: If this is the only light that’s on, you’re securely disconnected from the Internet when you’re not using it.
What is an IP Address?

Computers need an IP address in order to communicate with each other. To verify you are obtaining an IP address from RCN’s server, or if you need to renew your IP address, just follow these steps:

Windows 98 and ME

1. Click Start, then Run.
2. In the space provided, type winipcfg, then click OK. You’ll be taken to the IP Configuration box.
3. Choose the Ethernet adapter from the drop-down at the top. This should say something similar to 10/100 Ethernet adapter.
4. Click the release button. Wait for the IP address to change to 0.0.0.0, then click the renew button.

Note: If you release and renew and the IP address starts with 169.254, there may be some configuration problems with the computer or cable modem. Please contact technical support.

Windows NT, 2000 and XP

1. Click Start, then Run.
2. In the space provided, type CMD, then click OK. You’ll be taken to a black DOS window.
3. Type ipconfig/release, then press the Enter key.
4. Type ipconfig/renew, then press the Enter key. The IP address information will be displayed.

Note: If you release and renew and the IP address starts with 169.254 or returns an error message, there may be some configuration problems with the computer or cable modem. Please contact technical support.
Static IP vs. Dynamic IP

IP addresses are similar in concept to telephone numbers. Just as each house or cell phone has a unique telephone number, a computer connected to the Internet also has a unique number known as an IP address.

RCN provides two types of IP addresses, Dynamic IP Addresses, which change periodically, and Static IP Addresses, which do not change. Static IP addresses are beneficial for small businesses as they allow for greater flexibility and control by the customer. Static IP addresses have unrestricted unfiltered connectivity to the Internet, unlike standard dynamic IP addresses, which have certain restrictions in place.

If you have ordered a static IP with RCN's service, the steps above also apply; however, your specific Static IP should have been provided to you at the time of installation or setup of the service. When following the steps above, you should see the IP that was given to you after you "renew" your DHCP request.

Should you ever change the device or computer connected to your cable modem that was receiving a static IP, you should follow the above steps to "release" your IP before proceeding. If the device you have attached is not capable of doing this, please know that the system will likely assign you a "dynamic" IP because RCN attempts to protect the integrity of your configuration. This will continue for 4 hours at which point a reboot of the device should trigger the assignment of your static IP again. Don't forget; if changing devices behind a modem, you should always disconnect all Ethernet connections to the modem and reboot the modem first before re-connecting other devices.
Email Set-up

RCN service provides you with a reliable way to send and receive emails. Here are some instructions on how to set up your RCN email using the most convenient email client.

Microsoft Outlook Express for Windows

1. Open Outlook Express and on the Tools menu, click Accounts.
2. Click Add, and then click Mail to Open Internet Connection Wizard.
3. On the Your Name page, type your name as you want it to appear to anyone who gets email from you. Click Next.
4. On the Internet Explorer Address page, type your email address, click Next.
5. On the Email Server Names page, select POP3 from the drop-down menu and then enter pop.rcn.com in the Incoming Mail (POP3) field.
6. Type smtp.rcn.com in the Outgoing Mail (SMTP) field, click Next.
7. Type your account name (type in everything before the @ in your email address).
8. Type your password (this is case sensitive).
10. Click Next and then Finish.*

Microsoft Outlook 2002/XP for Windows

1. Open Outlook, click the Tools menu and select Email Accounts.
2. Select Add A New Email account and click Next.
3. Select POP3 and click Next.
4. Enter the following information (in lower case), then click Next:
   a. Your Sender Name (this will appear in the From field when you send mail).
   b. Your Email Address.
   c. Incoming Mail Server Address (pop.rcn.com).
   d. Outgoing Mail Server Address (smtp.rcn.com).
   e. Your User Name (the username is everything before the @ in the email address).
   f. Password. This is case-sensitive.

Note: Do NOT check the box marked Log On Using Secure Password Authentication.

5. Click Finish.*

*Note: If you are using a roaming dial-up access number, click the More Settings, then click the Outgoing Server tab. Check the box that states My Outgoing Server (SMTP) Requires Authentication. Be sure the radio button is selected that states Use Same Settings As Incoming Mail Server.
Entourage for Macintosh

1. Open Entourage email client.
2. On the Tools menu, click Account.
3. Click the Mail tab and then click New. If the Account Setup Assistant appears, click Configure Account Manually.
4. In the Account Settings window, enter your account name as you would like it to appear in Entourage.
5. In the Name field, enter the name that you want to have appear in the emails sent.
6. Enter your email address, which should be your RCN.com email address.
7. Enter pop.rcn.com in the POP Server field and then enter your RCN mail password. Make sure you click on the Save Password option.
8. Enter smtp.rcn.com in the SMTP Server field.
9. Click OK.

Apple Mail 2.x

To set up Apple mail 2.x (in Mac OS X 10.4.x “Tiger”)

1. With Apple Mail open, click “File” then “New Account”.
2. From the “Account Type” dropdown menu, choose “POP”.
3. Type in a description for this account, such as “RCN Email”.
4. Type in the name that should be displayed on all outgoing emails, such as “Jose Ortiz” or “ABC Company” in the “Full Name” field.
5. Type in the RCN email address in the “Email Address” field.
6. Click “Continue”
7. In the “Incoming Mail Server” field, type pop.rcn.com
8. In the “User Name” field, type in the RCN username (this is the same as the email address but without the @rcn.com).
9. In the “Password” field, type in the password.
10. From the “Authentication” drop down menu, choose “Password”. Ensure the “Use Secure Sockets Layer (SSL)” is NOT checked.
11. Click “Continue”
12. In the “Outgoing Mail Server” field, type smtp.rcn.com
   NOTE: If your Internet connection is not provided by RCN, you may have to use another outgoing mail server. Please check with your Internet Service Provider (ISP).
13. Click “Continue”
14. Apple Mail will display all the settings that have been entered. Ensure the settings are correct and click “Continue”
15. Click “Done”
**RCN Webmail**

RCN Webmail allows you to check your email from any PC connected to the Internet. You can read, reply and send email messages whether you’re out of town or out of the country – simply visit our secure webmail site. Send messages, create folders and maintain an online address book. The service includes advanced spam filters, improved mail forwarding options and automatic reply features.

**To Access Your Webmail:**

1. Open a browser window.
2. Type this location and click Enter: http://webmail.rcn.com.
3. Enter your RCN user name and password and click Go.
4. Read the messages in your Inbox.

Note: Any email you previously downloaded to your computer will not appear in webmail.
**Internet Security**

With RCN you’re always ready to surf the Internet and access your email. As a result, we recommend you disable File and Print Sharing to minimize risk to your files and programs.

Disabling File and Print Sharing for maximum security.

Always disable File and Print Sharing unless you often copy documents from one computer to another, or unless you want someone else to have access to your files.

**Windows 98 and ME**

1. From the Start menu, select Settings, then Control Panel.
2. Select Network.
3. Click the Configuration tab and select File and Print Sharing.
4. Deselect (uncheck) these choices:
   - I want to be able to give others access to my files.
   - I want to be able to allow others to print to my printer(s).
5. Click OK, then select OK again in the Network Dialog box.
6. Click Yes to restart your computer so the changes will take effect.

Note: The Client for Microsoft Networks software is automatically loaded along with Windows 95/98. It slows your computer, uses valuable memory and can open your computer to security breaches through NetBIOS file sharing ports. To remove it:

1. Click Start/Settings/Control Panel.
2. Double click Network.
3. Select Client for Microsoft Networks.
4. Click Remove, then click OK.
5. Click Yes to restart your computer so the changes will take effect.

**Macintosh Operating Systems**

1. Select Sharing Setup Control Panel.
2. If File Sharing is already off, simply close the window.
3. If File Sharing is Off does not appear, select Stop.
4. You’ll be asked how many minutes to wait before turning off File Sharing. Choose 0.
5. Click OK and close the Control Panel.

**Free Virus Scan**

In order to better protect our Internet customers, RCN is offering a free online virus scan through McAfee. To scan your PC, please go to http://rcn.com/virusscan.
Internet Acceptable Use Policy

For a complete copy of this document, please see http://rcn.com/internet/agreement.html.

RCN's dedication to customer service means that RCN strives to maintain an Internet Access Service ("Access Service") that provides RCN customers with an enjoyable Internet experience, and an experience that is free from interference by persons who use the Access Service in an improper or unlawful manner. RCN's Online Policies address frequently asked questions regarding proper online conduct. These policies include information on: RCN Account Charges, the content of the material that you may find on or through the Access Service, goods and services available online through the Access Service, and procedures for reporting complaints regarding a person's online conduct. RCN's Online Policies, including the following list of Prohibited/Abusive Activities, are part of your subscriber agreement. Please note that if you engage in any such activities, RCN may suspend or terminate your account. As explained in your subscriber agreement, your use of RCN Internet Access Service must be governed by all applicable laws and regulations, including all applicable local, state, national, and international laws and regulations. In addition to other applicable laws, this includes all laws relating to copyright, trademark, trade secrets, obscenity, defamation, rights of privacy and publicity, false advertising, and fraud. In addition to such laws and regulations, when using the Access Service you must use your best efforts to avoid interfering with any other person's use and enjoyment of the Access Service. You must also ensure that your use of the Access Service is governed by generally accepted rules of proper Internet conduct.

Please use your best judgment, be respectful of other subscribers, and take the time to review the activities listed below. These activities are not proper Internet conduct and are prohibited activities on the Access Service. Following these rules will ensure that everyone has an enjoyable Access Service experience.

Prohibited / Abusive activities

For purposes of the Prohibited/Abusive Activities, the term "content" means information or material of any type capable of being posted or transmitted on or through the Access Service, including material in print, graphic, pictorial audio, or audio-visual form.

When using the Access Service:

(a) Defamation. You agree not to post or transmit any content in violation of any applicable law of libel or defamation in the United States or elsewhere.

(b) Fraud. You agree not to post or transmit any fraudulent content on or through the Access Service. This includes any content that you know or have reason to know is false, and that you intend for others to rely on.

(c) False Advertising. You agree not to post or transmit on or through the Access Service any advertising or promotional materials that contain false, deceptive, or misleading statements, claims, or representations.

(d) Unsolicited Advertising. You agree not to post or transmit any unsolicited advertising, promotional materials, or other forms of solicitation to other subscribers, individuals, or entities, except in those areas (e.g., classified advertisement areas) that are designated for such a purpose. You further agree not to involve or associate RCN in any way with the posting or transmission of unsolicited advertising, promotional materials, or other forms of solicitation, including but not limited to unsolicited advertisements sent from another service provider advertising an RCN-hosted web page, and unsolicited advertisements sent from another service provider which request that replies be sent to an RCN email address.

(e) Copyright Violations. You agree not to post or transmit on or through the Access Service any content that infringes another person's or entity's copyright in all or any part of the content.

(f) Trademark, Service Mark, and Trade Dress Violations. You agree not to post or transmit on or through the Access Service any content that infringes, dilutes or otherwise violates another person's or entity's rights in its trademarks, service marks, trade dress, or other indicia of origin.

(g) Trade Secret Violations. You agree not to post or transmit on or through the Access Service any content that reveals trade secrets or other confidential or proprietary information belonging to another person or other entity.

(h) Obscenity. You agree not to post or transmit any obscene or pornographic content, including, but not limited to, child pornography, on or through the Access Service.

(i) Harassment, Threats, and Abuse. You agree not to use the Access Service to harass, intimidate, threaten, or abuse any person or entity, by any means, including the use of vulgar, hateful, racially or ethnically offensive, sexually harassing, or otherwise objectionable content.

(j) False Pretenses. You agree not to use the Access Service to impersonate any person, including but not limited to, an RCN official or an information provider, guide, or host, or communicate under a false name or a name that you are not entitled or authorized to use in all forms of online communication, including but not limited to, screen names, subscriber profiles, chat dialogue, and message posting.
(k) Chain Letters. You agree to not post or transmit chain letters, or letters or messages that offer a product or service based on the structure of a chain letter, on or through the Access Service.

(l) Inappropriate Content. You agree not to post or transmit on or through the Access Service content that is patently inappropriate material under the circumstances e.g., content or topics not related to the topics focused on by the participants in a particular newsgroup or mailing list.

(m) Scrolling. You agree not to cause the screen to “scroll” faster than other subscribers or users are able to type to it, or any action to a similar disruptive effect on or through the Access Service.

(n) Disruptive Activities. You agree not to use the Access Service to disrupt the normal flow of online dialogue, or otherwise act in a manner that negatively affects use of the Internet by other subscribers, users, individuals, or entities.

(o) Violations of Service Providers’ Rules. You agree not to use the Access Service to violate any operating rule, policy, or guideline of any other online service provider or interactive service.

(p) Multiple Access. You agree that this Agreement is not transferable. You agree not to simultaneously access the Access Service for more than one session at any time.

(q) Abuse of RCN Procedures. You agree not to make false or unverified complaints against any RCN subscriber, or otherwise abuse any of RCN Complaint Response Procedures.

(r) Systems Abuse. You agree not to abuse RCN’s system, or any other system accessible through the Internet via RCN, by causing any harm to the system so that it inhibits or negatively impacts the ability of other users to effectively use such system. You further agree not to compromise or attempt to violate security at RCN or elsewhere, including but not limited to, attempted access of any data, server, or account that you are not expressly authorized to access. RCN cable modem service is for residential use only and our network will not support or allow servers of any kind from the home.

(s) SPAM. You agree not to post or cross post, regardless of content, copies of the same message to 20 or more newsgroups.

(t) Support Abuse. You agree not to harass, threaten or abuse authorized representatives of RCN, including but not limited to tech support representatives, customer relations representatives, and sales representatives, or otherwise abuse RCN’s support services.

(u) Inappropriate software, products, and services. You agree not to post, transmit, promote, or otherwise make available any software, product or service that is illegal, violates the rights of RCN or a third party, or is designed to violate this Agreement. Such software, products or services include, but are not limited to, programs designed to send unsolicited advertisements (i.e., “spamware”), services which send unsolicited advertisements, programs designed to initiate “denial of service” attacks, mail bomb programs, and programs designed to gain unauthorized access to networks on the Internet.

(v) Reselling. You agree not to resell RCN services or products without an express written agreement with RCN to do so.
RCN Cable TV

News that affects your business and your world happens everyday. RCN’s Cable TV keeps you and your customers informed and entertained with a wide variety of crystal-clear Digital channels.

Whether you own a restaurant, hardware store, beauty salon or a bookstore. Whether you are a plumber, lawyer, architect, car dealer, contractor or dentist, RCN has just the right services for you and your business.

With RCN you can receive crystal-clear programming with Limited or Full Basic Cable TV, add even more exciting channels for you and your customers to enjoy with DigitalVision for Business, enjoy high-definition programming with RCN HDTV, and access popular Spanish-language channels, such as Univision and Telemundo, with our MiVision for Business packages.

Read on to learn how you can make the most of your RCN cable TV subscription. If you need additional information, please visit us at rcn.com or call 877.RCN.7000.

Note: HD service not available in all areas. Digital box required to receive digital cable TV service.
**What is a Converter Box?**

Today’s televisions are designed to let you receive a wide array of cable TV channels. But they can’t descramble the signals sent by digital cable networks, premium channels, HDTV or Pay-Per-View.

Your converter box serves as the descrambler and/or channel selector, making TV sets cable-ready. They enable TVs to recognize cable input and expand channel capacity.

Converter boxes also allow cable subscribers to view services such as movie channels, Pay-Per-View or HD programming.

Note: HD programming not available in all areas.
Audio/Video Cables

Make the Right Connections

The video and audio components of your entertainment system may be simple or sophisticated, but all of them have one thing in common. They only work when used in conjunction with the right cables. You must know your cables to successfully connect your components, so here is a list of cable types and their functions.

For Audio/Video:

RCA Stereo Audio/Video Cables:

RCA Cables deliver baseband analog audio and video. They may be used to connect a Motorola DCT-2000 converter box, a non-HDTV to a VCR and/or stereo tuner or audio/video receiver.

For Audio:

Optical SPDIF: [customer must supply]

The OPTICAL SPDIF connector is an optical digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the Motorola DCT-2000, 5100, 6200, 6412 and 6416 converter boxes to a stereo tuner or audio/video receiver to provide surround-sound.

RCA Stereo Audio/Video Cables:

RCA Cables (red, white and yellow) deliver baseband analog audio and video. They may be used to connect a Motorola DCT-2000 converter box to a non-HDTV, a VCR and/or stereo tuner or audio/video receiver. May also be used to connect the Motorola DCT-5100, 6200, 6412 and 6416 converter boxes to a VCR.

For Video Choose 1 of the following:

Option 1, may be used for HDTV’s or non-HDTV’s

Y Pb Pr:

Component video connectors are used to deliver an HDTV signal to a high-definition television. Y Pb Pr is an analog connection between the HDTV converter box and the television set. These cables also deliver standard definition signals to the television set. These cords have five connectors on each end. A separate audio connection is required (RCA cables for analog audio, or SPDIF for Dolby Digital 5.1 audio).

Option 2, may be used for HDTV’s only

DVI — Digital Video Interface (customer must supply):

A DVI cord is a digital optical connector that transfers the HDTV signal from your converter box to your HDTV set in pure digital form. These cables also deliver standard definition signals to the television set.

Note: A separate audio connection is required (RCA cables for analog audio, or SPDIF for Dolby Digital 5.1 audio). Customer may be responsible for purchasing certain cables.
Connectors:

HDMI:

HDMI offers higher quality HD video than component video. If the TV has an HDMI or a DVI input, use the HDMI output. HDMI works both video and audio connections. If you use HDMI, no separate audio connection to the TV is required. HDMI is compatible with DVI. If the TV has a DVI input, you can use an HDMI-to-DVI converter cable to connect to the DCT3412 HDMI connector.

IEEE 1394:

IEEE 1394 offers higher quality HD video than component video. IEEE 1394 works both video and audio connections. If you use IEEE 1394, no separate audio connection to the TV is required.

Optical SPDIF Connection:

The OPTICAL SPDIF connector is an optical digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the Motorola DCT-2000, 5100, 3416, 6200, 6412 or 6416 converter boxes to a stereo tuner or audio/video receiver to provide surround-sound.

RF Connection:

Plugs from the wall jack into the Cable In or RF In port on the back of the set-top box. This connection supplies the video signal to the set-top box.

SPDIF Audio Connection:

The SPDIF connector is a digital output connection that carries Dolby Digital 5.1 audio or PCM audio.
Converter Box Diagrams

The DCT 700 Converter Box

This digital converter box lets you experience the full range of RCN channels, excluding HDTV channels, as well as stereo and Dolby® sound on digital channels.

A: Lights when power is on.
B: Light will display when RCN is sending a message.
C: Audio out.
D: Video out.
E: RF in.
F: To TV/VCR.
G: DC power connection.
Standard TV Cabling
Use 75-ohm coaxial cables to connect your DCT700 to your TV.

Standard VCR Cabling
Use 75-ohm coaxial cables to connect your DCT700 to your VCR.
Composite Baseband Cabling
Connect your DCT700 to your TV using RCA-type baseband outputs to experience stereo and Dolby Surround® Sound when available.

Composite VCR Cabling
Connect your DCT700 to your VCR using the audio connectors on the VCR.
**Stereo Cabling (VCR to Stereo)**

Connect your DCT700 to your stereo using the audio connectors on the VCR.
The DCT 2000/2224 Converter Box

This digital converter box lets you experience the full range of RCN channels, excluding HDTV channels, as well as stereo and Dolby® sound on digital channels.

A: Lights if A/B switch is activated.
B: When this light flashes, you have a message from RCN.
C: Displays current channel number or codes when in diagnostic mode.
D: Flashes in response to the remote control.
E: Power: Lights when power is on.
F: Displays Interactive Program Guide.
G: Moves cursor in menu and program guide screens.
H: Displays current channel and program information.
I: Displays main menu.
J: Chooses programs and options from the various menus.
K: Operates the A/B or RF bypass switch.
L: Changes channels up or down.
M: Power: Turns converter box on and off.
Connect Your TV
To experience RCN digital cable TV, connect your TV to your converter box using coaxial cables.

Connect Your TV and VCR
This connection uses RCA cable inputs – the red, white and yellow audio/video jacks.
For High-Quality Stereo Sound
Simply connect the RCA jacks from the output of your converter box to the input lines of your stereo receiver.
The Motorola DCT5100 delivers state-of-the-art digital cable TV service and maximizes your HDTV experience.

D: Multiple Displays:
- Channel/Time of Day
- "MSGS": Messages from RCN for you to read
- Shows if Power is On/Off
- A/B: The RF Bypass is active
- Remote: Indicates when the remote is being used

E: Smart Card: For future use.

F: Cursor: Lets you move around various screens and program guides.

G: Menu: Displays the Main Menu.

H: Power: Lights when power is on.

I: Info: Displays current channel/program information.

J: A/B: Enables the RF bypass function so you can watch unscrambled analog channels.

K: Select: Chooses programs and options from the various menus.

L: Guide: Displays Program Guide.

M: Channel: Changes channels up (+) or down (-).
Connect your TV and VCR

To experience RCN digital cable TV, connect your TV to your converter box using coaxial cables.

For High-Quality Stereo Sound

This connection uses RCA cable inputs – the red, white and yellow audio/video jacks.
Connect your HDTV

Uses YPbPr cord from TV to converter box for Video. The previous diagrams show you how to connect Audio to your HDTV.
The Motorola DCT6200 High Definition Converter Box

The Motorola DCT6200 delivers state-of-the-art digital cable TV service, and maximizes your HDTV experience.

A: For future use.
B: For future use.
C: For future use.
D: Multiple Displays:
   - Channel/Time of Day
   - “MSGS”: Messages from RCN for you to read
   - Shows if Power is on/off
   - A/B: The RF Bypass is active
   - Remote: Indicates when the remote is being used
E: Smart Card: For future use.
F: Cursor: Lets you move around various screens and program guides.
G: Menu: Displays the Main Menu.
H: Power: Lights when power is on.
I: Info: Displays current channel/program information.
J: A/B: Enables the RF bypass function so you can watch unscrambled analog channels.
K: Select: Chooses programs and options from the various menus.
L: Guide: Displays Program Guide.
M: Channel: Changes channels up (+) or down (-).
Connect Your Entertainment System

Connect converter box & HDTV using DVI or YPbPr cords. To hook up remaining components, use RCA cables.
CableCARD™

A CableCARD is a device for decoding and allowing you to access RCN Premium programming such as DigitalVision for Business and HDTV.

The card looks like the plug-in PCMCIA cards used in laptop computers. It is designed for insertion into your digital, cable-ready TV. The insert location varies according to which company manufactured your TV.

The card can’t decode all programming. It is a one-way device, which means it will not support:

- RCN Interactive Programming Guide
- On-screen ordering of Pay-Per-View

A CableCARD may be rented from RCN for a monthly fee.

Note: CableCARD name is registered to CableLabs®.
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.
1. Mode—Illuminates/select electronic device being operated  
   Press Mode then:  
   CBL—for Cable mode  
   VCR—for VCR mode  
   Audio—for Audio mode  
   TV—for TV mode  
   DVD—for DVD mode  
2. Guide—Access Interactive 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  
6. Help (Green)—Display Help screen  
7. A—Controls Interactive Guide functions  
8. B (i)—Controls Interactive Guide functions  
9. Volume—Increase/decrease volume  
10. Mute—Mutes volume  
11. Rewind—Rewind VCR, DVD  
12. Stop—Stop VCR, DVD  
13. Pause—Pause VCR, DVD  
14. Input—Select video source  
15. All—CBL + TV on/off  
16. Audio, DVD, VCR, TV, CBL—Individual device on/off  
17. Info—Display channel/program information  
18. PPV (+)—Direct access to PPV programming where available  
19. ▲, ▼, ◄, ►—Move through on-screen display of Cable Guide menu  
20. Page +/-—Move up/down through menu screens, or Electronic Program Guide  
21. OK—Select currently highlighted on-screen display or Cable Guide menu  
22. Exit—Exit any on-screen display & return to regular viewing  
23. Fav (Blue)—Jumps along preselected favorite channels  
24. D (Exit)—Controls Interactive Guide functions  
25. Ch +/-—Select next/previous channel  
26. Last—Return to last selected channel  
27. Live TV—Displays live TV programming  
28. Fast Fwd—Fast forward VCR, DVD  
29. Rec—Record to VCR  
30. Play—Play VCR, DVD  
31. 0-9—Enter channel number
Interactive Program Guide Overview

RCN Cable TV has a lot to offer and you’ll find your way using our Interactive Guide. Below are icons utilized by this guide and the applicable function each represents. For details, videos and to download brochures on this guide, please visit rcn.com/guide.

<table>
<thead>
<tr>
<th>This icon</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td>🔒</td>
<td>A program locked by channel, rating, content or time period when Parental Control is currently enabled.</td>
</tr>
<tr>
<td>🛑</td>
<td>A program locked by channel, rating, content, or time period when Parental Control is currently disabled.</td>
</tr>
<tr>
<td>★</td>
<td>A Favorite channel.</td>
</tr>
<tr>
<td>✔</td>
<td>A Skipped channel.</td>
</tr>
<tr>
<td>⭐️</td>
<td>An Auto Favorite channel.</td>
</tr>
<tr>
<td>🎧</td>
<td>A program that features stereo sound.</td>
</tr>
<tr>
<td>🎤</td>
<td>A program that features closed caption information (subtitles for hearing-impaired viewers).</td>
</tr>
<tr>
<td>🎥</td>
<td>A program that features a secondary audio track, typically in a different language.</td>
</tr>
<tr>
<td>$</td>
<td>A purchased program.</td>
</tr>
<tr>
<td>📄</td>
<td>Indicates that the program is broadcast in High-Definition (HD) format.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>This icon</th>
<th>Indicates</th>
</tr>
</thead>
<tbody>
<tr>
<td>🕒</td>
<td>The Reminder Timer icon is displayed in the Program Guide if you selected Remind me about this show in the timer dialog.</td>
</tr>
<tr>
<td>🗃️</td>
<td>The Series Header icon (or Keyword Header icon) is displayed in the Program Guide. It is like a “folder” that contains individual instances of a series, or individual shows that match a keyword.</td>
</tr>
<tr>
<td>🔍</td>
<td>The Magnifying Glass icon is displayed when you search for keywords in the Program Guide. It is also used in list menus to tag recordings based on keyword series recordings.</td>
</tr>
<tr>
<td>📬</td>
<td>The Message Notification icon is displayed in the Channel Banner to indicate that a message from your cable company has been received.</td>
</tr>
<tr>
<td>📄</td>
<td>The Customized Line-Up grid icon is displayed next to the Time sort menu option at the bottom of the Program Guide.</td>
</tr>
</tbody>
</table>
Interactive Program Guide

Watching TV

Getting started with TV basics

Power*

Turn on the TV  Press \( \text{TV} \) and then \( \text{FWR} \).

Turn on the Set-top  Press \( \text{OK} \) and then \( \text{FWR} \).

Turn on the VCR  Press \( \text{OK} \) and then \( \text{FWR} \).

Audio*

Set up the Audio  Press \( \text{MENU} \) until the Settings Menu appears. Press \( \text{\leftarrow} \) to highlight the Audio Preference and \( \text{SELECT} \) to display options. Highlight and adjust each option to your liking. For help with options, press \( \text{MENU} \).

Adjust the Volume  Press \( \text{\uparrow} \).

Changing channels

Channel Surf  Press \( \text{CH} \).

Select a Specific Channel  Use the number buttons to enter a channel number.

Select the Previous Channel  Press \( \text{LAST} \).

Surf Favorites  First make a list of your favorite channels in the Settings Menu. Then when viewing TV, use \( \text{FAV} \) to surf from one channel to the next.

Note: The buttons and features shown in the remote control illustration may differ from your remote control. The remote control shown in the illustration is for sample purposes only.

* You may have to program the remote control buttons before using them.
Using the Channel Banner

Displays information about the currently selected program or allows you to browse information for other programs.

See what’s playing on the channel you selected

Display the Channel Banner
Change channels and the banner displays briefly, or press INFO for a longer display (about 20 seconds).

Exit the Channel Banner
Press EXIT or INFO twice while the Channel Banner is showing.

QuickInfo™

To display additional program-related information:

Display the QuickInfo Banner
From a current show, press INFO twice, or from the currently displayed Channel Banner, press INFO once to access the QuickInfo Banner.

Exit the QuickInfo Banner
Press EXIT or INFO.

See what’s playing on a channel other than the one you selected

Display the Channel Banner
Press INFO.

Browse by Channel
Press ▲ or ▼.

Browse by Time
Press ► or ◄.

Select a Channel to Watch
Press SELECT to view the channel displaying in the Browse Banner.
Using QuickMenu™

Allows you to access and launch the special services that are available from your cable company.

Access and launch special services

**Access the QuickMenu**

Press from a channel being viewed, the program guide, or channel-specific displays.

**Select a Service**

Press \( \uparrow \) or \( \downarrow \) to scroll through the list of categories.

Press \( \uparrow \) or \( \downarrow \) to scroll and highlight the desired service from the service list.

Press \( \uparrow \) to choose the highlighted option.

**Exit the QuickMenu**

Press \( \text{EXIT} \) to exit the QuickMenu™ without selecting a service.
Browsing for shows in the Guide

Note: Based on your Digital Converter Box, you may or may not see a picture when viewing your guide.

Displays detailed program descriptions and sorts your listings by time or theme. Green indicates Pay Per View (PPV) channels; Purple, Premium; Yellow, Timers.

Browse listings by Time and Channel

Show the Guide Press .
Browse by Channel Use ▲ and ▼, press FAV®, or enter numbers.
Browse by Time Press or ,
Browse by Day Press DAY+ or DAY-
Hide the Guide Press EXIT.

Browse listings by Theme

Show the Guide Press .
Browse Themes Press B to display the Theme view.
Use ▲ or ▼ to highlight a theme of interest.
Use ▲ or ▼ to scroll faster.
Press 4 to scroll to another theme category.
Browse Programs in Theme Press ▼ to see listings that fit your selected theme and browse programs using ▲ and ▼.
Use ▲ or ▼ to scroll faster.

Beyond Browsing

Show the Guide Press .
Show (or Hide) More Information Highlight a program and press INFO.
Set a Timer Highlight a future program. Press for Timer options.
View Current Program Highlight a program playing now. Press SELECT.
Buy a PPV Event Highlight a Pay Per View program playing in the future. Press SELECT for purchase options.
Searching for shows in the Guide

Note: Based on your Digital Converter Box, you may or may not see a picture when viewing your guide.

Displays a keyboard interface for character entry to target specific program titles quickly.

Search for shows in the Guide

Display Title Search Mode

Display the Guide by pressing .

Press and a keyboard of alphabetical letters and numbers displays.

Start a New Search

Highlight New and press .

Use , , , , or to highlight the first letter (or number) of the title and press .

Narrow the Search

Repeat the step above for the following letters in the title until the search has narrowed.

Erase a Number or Letter

Highlight the Back option and press .

Select a Title

When you have a list of titles you wish to review, press until the focus changes to the program list on the right. Use or to browse titles.

Press to jump to the next unique title.

When you find the desired title, press .

Note: Based on your Digital Converter Box, you may or may not see a picture when viewing your guide.
Setting Timers and Recording

Schedule Timers for future shows from the Guide. Event Timers notify you of the start of events. VCR Timers adjust the audio level and communicate recording instructions to your VCR.

See what’s playing on the channel you selected

Show the Guide

Set a Timer

Highlight a future program. Press ▲ for options. Use ▲ or ▼ to highlight the Timer type. Use ▶ or ◄ to select a repetition option, such as daily, weekly, or M-F. Press ▼ to accept.

Change/Clear a Timer

Highlight a future program with a Timer. Press ▲ for Timer options. Highlight an option and press ▼.

Start Impulse Recording

With a VCR Controller Device set and the VCR power on:

Record Current Channel Now

Press ▶.

Stop Impulse Recording

Press ▼ or EXIT.

Stop VCR Recording in Progress

With a VCR Controller Device:

Stop Recording

Let the VCR Timer end automatically, or press ▼, or press EXIT to stop recording immediately.

Without a VCR Controller Device:

Stop Recording

Press EXIT to end the VCR Timer, and press your VCR ▼ to end independent VCR activity.
Purchasing Pay-Per-View (PPV)

Allows you to buy current PPV programs from PPV channels or to plan ahead and buy upcoming events from the Program Guide.

Buy a current PPV event

Buy Current/Next PPV Program

Select a PPV channel with an event you want to watch. Observe the start time and pricing details.

Press \( \text{B} \) to buy.

The purchase options display. Use \( \text{A} \) or \( \text{v} \) to highlight an option and press \( \text{A} \) to accept.

Schedule a PPV purchase in advance

Buy a Future PPV Event

Press \( \text{GUIDE} \) and scroll to a future PPV program.

Press \( \text{SEL} \) for details. Press \( \text{B} \) to buy.

Purchase options display. Use \( \text{A} \) or \( \text{v} \) to highlight an option and press \( \text{A} \) to accept.

Cancel a PPV purchase in advance

PPV purchase charges apply unless a pending purchase is cancelled in advance.

Cancel a Pending PPV Purchase

Press \( \text{MENU} \) until the Settings Menu displays. Use \( \text{A} \) or \( \text{v} \) to highlight the Purchase Review preference and press \( \text{B} \). Use \( \text{A} \) or \( \text{v} \) to highlight the pending purchase you wish to cancel and press \( \text{A} \) .
Customizing Settings
Allows you to manage an array of personal and settop settings, timers, purchases and personal preferences.

Manage settings, timers, purchases, and personal preferences

Show Settings Menu
Press \text{MENU} until the Settings Menu is displayed.

Highlight a Preference
Use \text{ or } \text{.}

Change a Setting
Highlight a preference and press \text{.} Use \text{ or } \text{ to highlight a new setting. Press \text{ to change it.}

Show (or Hide) Help
Highlight a preference or option and press \text{.}

Exit Settings Menu
Press \text{.}

Setting up the VCR Controller device
This device allows your VCR Timers to communicate directly to your VCR. Without it, your VCR and VCR Timers must be programmed independently.

VCR Controller Setup
(Device Required)
Press \text{MENU} until the Settings Menu displays. Use \text{ or } \text{ to highlight the VCR Controller preference and press \text{. Use \text{ or } \text{ to scroll the list and highlight your brand of VCR. Press and follow the on-screen directions. (Check your VCR manual to verify the correct power state for your VCR).}}
Viewing in High-Definition TV

Allows you to view programs in HDTV (High-Definition Television). If you have an HDTV and an HD-capable set-top box, follow the procedures below to customize your settings.

View in HDTV

If you have HDTV and an HDTV-capable set-top box, you will see HD video on your HDTV channels. If you have an HD converter with a non-HD cable box, you may see the screen to the left. Press to view.

Customizing Output Formats

Televisions may have different output capabilities. This setting should match the output format that is compatible with your TV.

Change Output Formats

Press until the Settings Menu displays. Use or to highlight your Output Formats preference. Press to move to the Settings column to display the formats. Press or to highlight the desired format and follow the on-screen instructions.

Customizing the Aspect Ratio

The aspect ratio setting changes the way that standard definition video appears on an HD television.

Change the Aspect Ratio

Press until the Settings Menu displays. Highlight Output Formats and press two times. Using or, highlight your preferred option. Press and follow the on-screen instructions.
Using Parental Control

Restricts set-top access to specific channels, ratings, content, titles, and time periods and allows you to manage PPV purchasing by requiring a PIN entry.

Access the Parental Control settings

Press \[\text{Menu}\] until the Settings Menu displays. On first entry, you will need to set up and remember your Parental Control personal identification number (PIN).

**PIN Set Up**

Use \(\uparrow\) or \(\downarrow\) to highlight the Parental Control preference. Press \(\rightarrow\) and follow the PIN setup instructions on the screen (and note your PIN for future use).

**Show Parental Control Options**

Highlight Parental Control. Press \(\rightarrow\) and enter your PIN.

Use \(\uparrow\) or \(\downarrow\) to enter/exit settings. Press \(\uparrow\) or \(\downarrow\) and \(\leftarrow\) to change items.

Set up viewing and purchase restrictions

*Display the Parental Control options (as above).*

**Choose what to Lock**

Highlight Lock Ratings, and press \(\rightarrow\) for settings. Press \(\rightarrow\) on each rating you want to have blocked whenever Locking is turned on.

Repeat with Lock Channels, Lock a Time Period, Lock Titles and Lock Content if desired. Press \(\text{Info}\) for help.

**Turn on Locking**

Enter the Locking option, highlight On and press \(\text{Select}\).

**Disable Locking**

Enter the Locking option and highlight Off/Disable and then press \(\text{Select}\).

**Restrict Purchasing**

From Purchasing, press \(\rightarrow\). Select “PIN Required” for mandatory PIN entry when buying PPV events. Press \(\text{Select}\).

**Turn off Locking**

From a blocked program, press \(\text{Select}\).

Choose “This” or “All” Channels and press \(\text{Select}\). Enter your PIN and press \(\text{Select}\) to remove the confirmation dialog.
Cable TV Subscriber Privacy Notice

As a subscriber to cable television service, you are entitled under the Section 631 of the Communications Act of 1934, as amended (47 U.S.C. § 551) (the “Communications Act”) to know the limitations imposed upon cable operators in the collection and disclosure of personally identifiable subscriber information, the type of personally identifiable information collected, how subscriber information is used, under what conditions it is disclosed, the period during which it is maintained, and the right of subscribers concerning such information and its disclosure. This law relates only to personally identifiable information. In order that we may operate efficiently, we keep regular business records that contain the following types of personally identifiable information: your name, address, telephone numbers, social security number, credit information, and subscriber correspondence. Our records also include information on billing, payment, damage and security deposits, maintenance and repairs, how many television sets you have connected to cable or that are cable-ready, the location of these television sets in your home, the service options you have chosen, and the number of converters or other cable equipment installed in your home. We also keep records of research concerning subscriber satisfaction and viewing habits, which are obtained from subscriber interviews and questionnaires. We also keep records showing the movies and events you have ordered on our pay-per-view channels. Additionally, if you rent your home, we may have a record of whether landlord permission was required prior to installing our cable facilities, as well as your landlord’s name and address. Without appropriate written or electronic consent from you, we cannot collect personal information over the cable system unless it is necessary to provide a cable or other service you have requested or to determine if you are being properly billed for the services you are receiving.

RCN considers the information contained in the business records we keep confidential. Unless prior written or electronic consent is obtained, personal information that we maintained related to our subscribers will be disclosed only when it is necessary to render or conduct a legitimate business activity related to the cable and other services that we provide to you, or if such disclosure is required by court order and the subscriber is notified of such order or if disclosure is otherwise consistent with the Communications Act as summarized in this notice. Our detailed business records are used (and personal information contained in them disclosed) generally to help make sure you are being properly billed for the services you receive, to send you pertinent information regarding your cable services, to improve the quality of the services we provide, and for tax, legal and accounting purposes. Specifically, the information in these records is used to sell, install, maintain and disconnect cable services, as well as to bill and collect service-related charges, to measure subscriber satisfaction and improve marketing and program decisions, to mail related materials, to ensure compliance with relevant law and contractual provisions and to answer questions from subscribers. The types of persons to whom information about you may be disclosed in the course of our cable business include the employees of RCN and their related legal entities, agents, legal counsel, repair and installation subcontractors, sales representatives, accountants, billing and collection services, program guide distributors, mail houses, program suppliers, consumer and market research firms, franchising authorities, and authorized representatives. Personally identifiable information is disclosed to persons with an equity interest in legal entities to RCN when they have a legal right to inspect our books and records. Information for billing purposes and program guide mailings is generally provided on a monthly basis. Information for other purposes is provided as it is needed. We will maintain information about you as long as it is necessary for our cable television business purposes. This period of time lasts as long as you are a subscriber and up to fifteen (15) additional years so that we can comply with tax and accounting requirements. Unless you object or unless state or local law provides to the contrary, the Communications Act also allows us to disclose information to others, including advertisers and direct mail or telemarketers, for non-cable-related purposes, including product advertising, direct marketing and research. Disclosure for such purposes is limited to your name, address and the particular services to which you subscribe, but cannot include the extent of your viewing or use of a particular service or the nature of any transaction you may make over the cable system. We may provide names and addresses of subscribers to third parties. If you wish to have us remove your name from such lists, please write us at RCN, 196 Van Buren Street, Herndon, VA 20170 or telephone 800.746.4726 (Press 1 for English then use the following prompts: press 5, press 3, press 1). We will then not make your name and address available for such non-cable purposes. Digital cable television service is delivered with an Interactive Programming Guide operated by and licensed from Aptiv XXXXX, Inc. (“Aptiv”). Aptiv may collect information about viewing patterns through the use of its Interactive Programming Guide. Other than information provided to governmental taxing or regulatory authorities in furtherance of our legitimate business activities, RCN shall not make such personally identifiable information available to government authorities in the absence of an appropriate court order entered after a court proceeding. At such a court proceeding, Federal law requires the governmental entity to offer clear and convincing evidence that the subject of the information is reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case. The subject of the information must be afforded the opportunity to appear and contest the governmental entity’s claims. In addition, pursuant to an administrative subpoena, state welfare agencies may obtain the names and addresses of individuals as they appear in the customer records of cable television companies with respect to those who owe, or are owed, welfare support.

Such information may be obtained without a court order and does not require that a subscriber be given notice of and the opportunity to contest the disclosure. You have the right to inspect our records that contain information about you and correct any errors in such information. If you wish to inspect our records, please contact your local business office. Please notify us in writing thirty (30) days in advance and an appointment will be arranged promptly during our regular business hours. Additionally, as a cable subscriber, the Communications Act provides you with a cause of action for damages, attorney’s fees and costs in Federal District Court should you believe that any of the limitations on the collection, disclosure and retention of personally identifiable information have been violated by us.
Looking for the same great phone service you’re used to that doesn’t cost an arm and leg? Want a service with voice quality that rivals actually being there, and an E911 feature that’s there when you need it most?

By choosing RCN, you can save money by signing up for an unlimited local, regional and long distance phone plan. Or, you can build a plan that fits your busy life.

We’re flexible. We offer a variety of phone features, including Voicemail, Caller ID, Call Forward and Call Hunting, so you can receive calls wherever you are, place conference calls and much more.

Go to rcn.com for tips on using your phone features more efficiently and techniques for diagnosing common phone problems. Or, for a summary of our basic phone features and how to use them, just turn the page.

Additional assistance is also available within the Help Section at rcn.com. Or if you prefer, please call us at 877.RCN.7000.
Setting Up RCN Voicemail

RCN’s voice mail system helps you manage your time. That’s because as many as ten people can have their own voice mailbox.

Setting Up Your Business Voicemail Box

You don’t have to be in your office to set up your voicemail boxes. Simply follow the steps below:

1. Dial your RCN access number (See Local Voicemail Access Numbers).
2. You’ll be asked to enter your 10-digit mailbox number or business telephone number with area code.
3. You’ll be asked to enter your password. It’s the last four digits of your telephone number for all of your business mailboxes until it’s changed during the setup procedure.
4. You’ll hear detailed instructions for changing your password, recording your greeting and more.

Accessing your Business Voicemail from Your Business Location

1. Dial your RCN access number (See Local Voicemail Access Numbers).
2. Press *9. (IN CHICAGO: Press *98)
3. Press the number that corresponds to the mailbox you are accessing (1, 2, 3, 4, 5, etc.).
4. Enter your password when prompted. You’ll hear the number of messages you have.

Accessing your Business Voicemail Away from Your Business Location

1. Dial your RCN access number (See Local Voicemail Access Numbers).
2. Enter your 10-digit home telephone number.
3. When the greeting begins, press *.
4. Press the number that corresponds to the mailbox you are accessing (1, 2, 3, 4, 5, etc.).
5. Enter your password when prompted. You’ll hear the number of messages you have.
Setting up Additional Voice Mailboxes

1. Dial your RCN access number (See local access section).
2. Dial *9. *(IN CHICAGO: Dial *98)*
3. Press 1, 2, 3 or 4, depending upon which mailbox you’re accessing.
4. Enter your password. You’ll hear the number of messages you have.

Why wade through tons of messages intended for others when there’s a way to manage numerous voice mailboxes from your business or from a different location. Press 1 through 10 to indicate each new mailbox you want to set up. Then enter your password and follow the instructions.

Note: Callers will be instructed to press number 1 through 10 to leave a message for each person and each person’s name will be automatically announced.

Savvy Shortcuts

These shortcuts will help you breeze through messages faster:

* – Rewinds 5 seconds.
# – Fast forwards 5 seconds.
1 – Pauses 30 seconds (hit any other key to resume).
8 – Moves to the next message without changing the message status.
9 – Exits a function.
Setting Up a Voicemail Distribution List

A distribution list is a group of mailboxes assigned to a simple list number. When a message is sent to a distribution list number, the message will be sent to all mailboxes defined in that list.

1. Access your mailbox.
2. Press 8 for User Options.
4. Enter 2-digit distribution list number.
5. Select one of the following:
   - 2 – Add a mailbox to the list.
   - 3 – Drop mailbox from list.
   - 6 – Record name from the list.
   - 7 – Play the list.
6. Press 9 to save and return to the Main Menu.
7. Press 9 to exit or press 9* to return to the Welcome Prompt.

Forwarding a Message

1. Access your mailbox.
2. Play the message to be forwarded.
3. Enter 4 to give the message.
4. Enter mailbox number to give the message or enter a 2-digit distribution number.
5. To send to multiple destinations, repeat Step 3 or, if finished, press #.
6. Record comments (press # to stop recording).
7. Select one of the following:
   - 7 – Review.
   - 3 – Discard.
   - 2 – Append.
   - 6 – Message addressing options.
8. Press 9 to send and return to Main Menu.
9. Press 9 to exit or press 9* to return to Welcome Prompt.
# Local Voicemail Access Numbers

<table>
<thead>
<tr>
<th>State</th>
<th>Location</th>
<th>Access #</th>
</tr>
</thead>
<tbody>
<tr>
<td>Illinois</td>
<td>Chicago</td>
<td>312.650.6245</td>
</tr>
<tr>
<td>Illinois</td>
<td>Chicago</td>
<td>773.855.6245</td>
</tr>
<tr>
<td>Illinois</td>
<td>Skokie</td>
<td>847.213.6245</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>All</td>
<td>617.670.9999</td>
</tr>
<tr>
<td>New York</td>
<td>Manhattan</td>
<td>212.842.6245</td>
</tr>
<tr>
<td>New York</td>
<td>Queens</td>
<td>718.305.6245</td>
</tr>
<tr>
<td>New York*</td>
<td></td>
<td>718.606.6245</td>
</tr>
<tr>
<td>New York*</td>
<td></td>
<td>718.223.6245</td>
</tr>
<tr>
<td>New York*</td>
<td></td>
<td>718.577.6245</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>Lehigh Valley, Allentown</td>
<td>610.351.6245</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>Chester, Eddystone, Woodlyn</td>
<td>484.487.6245</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>Swarthmore, Morton</td>
<td>484.478.6245</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>Upper Darby, Primos, Clifton Heights</td>
<td>484.461.6245</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>Glenolden, Folcroft, Folsom, Darby, Ridley Park, Norwood, Prospect Park, Crum Lynne, Tinicum, Sharon Hill</td>
<td>484.494.6245</td>
</tr>
<tr>
<td>Washington, D.C.</td>
<td>All</td>
<td>202.248.6245</td>
</tr>
</tbody>
</table>

*Note: Each access number is a local call from your local calling area. However, please use the access number that corresponds to the first six digits of your local telephone number.*
RCN Phone Features

Place calls with a single button. Answer calls selectively. The features described here will insure that you talk only with the people you want to, when you want to. Each feature is available with a monthly subscription unless otherwise noted.

Anonymous Call Rejection

Blocks calls from people who don’t allow their name or number to appear in your Caller ID display. Callers will hear a message saying that you won’t accept blocked calls. This feature will not work with telemarketing firm calls.

To Activate:
Touchtone: *77
Rotary: 1177

To Deactivate:
Touchtone: *87
Rotary: 1187

Basic Voicemail

See page 53 for complete details.

Call Block†

Blocks calls from as many as 10 numbers in your calling area. Callers will hear a message saying that you’re not accepting calls from their number at this time. Activation code must be entered immediately after an unwanted call is received.

To Activate:
Touchtone: *60
Rotary: 1160

To Deactivate:
Touchtone: *80
Rotary: 1180

Caller ID Blocking†

Callers will see Private or Anonymous when you call, rather than your name and number.

Active at all times with monthly subscription.

To Deactivate:
Touchtone: *82
Rotary: 1182

† Note: There is a per-use fee when you do not subscribe to the monthly feature subscription offer.
Caller ID Deluxe (Caller ID box required).
This feature displays the name and phone number of the person who’s calling you, so you can decide whether or not to answer.

Active at all times with monthly subscription. Cannot be deactivated.

Call Forward Busy Line/Don’t Answer
Automatically forwards incoming calls to a pre-selected number if you’re on the line or don’t answer. You must call 800.RING.RCN to switch the number your calls are forwarded to.

Active at all times with monthly subscription.

Call Forward Variable
Lets you forward incoming calls to the number of your choice. Callers won’t know their calls are being forwarded.

To Activate:
Touchtone: *72
Rotary: 1172

To Deactivate:
Touchtone: *73
Rotary: 1173

Call Return†
Can’t get to the phone in time? Use this feature to find out who called, and when. The caller will be automatically dialed every 40 seconds for the next 30 minutes. You’ll hear a special ring when the person is contacted. (This feature will not work on private, anonymous, unknown or unavailable numbers.)

To Activate:
Touchtone: *69
Rotary: 1169

To Deactivate:
Touchtone: *89
Rotary: 1189

† Note: There is a per-use fee when you do not subscribe to the monthly feature subscription offer.
Call Waiting

When you’re on the phone, a special tone will let you know when someone else is calling. To answer, push the switch hook or Flash button. Remember to disable Call Waiting if you’re using your phone connection to access the Internet – a Call Waiting signal can cause your connection to freeze.

Active at all times with monthly subscription.

To Deactivate:
Touchtone: *70
Rotary: 1170

Call Waiting ID Deluxe (Caller ID box required).

Works just like Call Waiting, except you’ll be able to see the name and number of the caller on your Caller ID display when you’re on the phone.

Active at all times with monthly subscription.

To Deactivate:
Touchtone: *70
Rotary: 1170

Distinctive Ring 1

Give up to three people in the office their own special ring. The Call Waiting tones match the rings, too.

Active at all times. Cannot be deactivated.

Distinctive Ring 2

Give up to three people in the office their own special ring. The Call Waiting tones match the rings, too.

Active at all times. Cannot be deactivated.

Note: To Activate and Deactivate outside your business location, dial 877.ULTRA.CF (877.858.7223), enter your area PIN when you hear a dial tone. Then follow the instructions (you must be using a touchtone phone).
Priority Call

Don’t want to miss a particular call? Make it a Priority Call, and you’ll hear a special ring when they’re trying to get through.

**To Activate:**
- Touchtone: *61 and listen for instructions
- Rotary: 1161

**To Deactivate:**
- Touchtone: *81 and listen for instructions
- Rotary: 1181

Repeat Call†

Getting a busy signal when you dial a number? Don’t waste time redialing yourself. Let Repeat Call do it for you — every 40 seconds for up to 30 minutes. Your phone will ring with a special signal to let you know the person’s line is available.

**To Activate:**
- Touchtone: *66
- Rotary: 1166

**To Deactivate:**
- Touchtone: *86
- Rotary: 1186

Speed Call 8

Program up to 8 local or long distance numbers.

**To Activate:**
- Touchtone: *74 and listen for Dial Tone. Press the Speed Code (2-9) and dial the number you want to speed call.
- Rotary: 1174

**To Deactivate:**
- Touchtone: *85 and listen for Dial Tone. Press the Speed Code (20-49) and dial the number you want to speed call.
- Rotary: 1175

To remove a number from your speed-call list, you must replace it with another number.

Speed Call 30

With Speed Call 30, you can program as many as 30 calls.

**To Activate:**
- Touchtone: *75 and listen for Dial Tone. Press the Speed Code (20-49) and dial the number you want to speed call.
- Rotary: 1175

**To Deactivate:**
- Touchtone: *85 and listen for Dial Tone. Press the Speed Code (20-49) and dial the number you want to speed call.
- Rotary: 1175

To remove a number from your speed-call list, you must replace it with another number.
Three Way Calling†
Want to make sure everyone can get in on the conversation? Simply add another person to your conversation and chat away.

In New York:
1. Press and release switch hook or flash. Your first call is now on hold, and you’ll hear three quick beeps followed by a dial tone.
2. Dial the other person’s number. You can speak to this person privately, while your first call remains on hold.
3. To connect everyone, press and release the switch hook or flash again.
4. If the second person doesn’t answer or if you get a busy signal, press switch hook or flash twice to return to your original call.

In Massachusetts, Pennsylvania and the Washington, D.C. Metro Area:
1. Press and release switch hook or flash. Your first call is now on hold, and you’ll hear three quick beeps followed by a dial tone.
2. Dial *71 (1171 for Rotary) and call the other person’s number. You can speak to this person privately, while your first call remains on hold.
3. To connect everyone, press and release the switch hook or Flash again.
4. If the second person doesn’t answer or if you get a busy signal, press switch hook or Flash twice to return to your original call.

† Note: There is a per-use fee when you do not subscribe to the monthly feature subscription offer.

In Chicago:
On subscription:
1. Press your switch hook or flash button, your first call is now on hold.
2. Dial the number of the person you want to include.
3. Press your switch hook or flash button again, all three parties are now connected.

Per Use:
1. Press your switch hook or flash button, listen for three quick beeps.
2. Dial *71.
3. Dial the number of the person you want to include.
4. Press your switch hook or flash button again, all three parties are now connected.
Ultra Call Forward (Remote Call Forward)

Forgot to forward your calls before you left? No problem – you can do it from anywhere in the world. All you need to do is choose a PIN for security.

**To Activate:**

Touchtone: *72
Rotary: 1172

**To Deactivate:**

Touchtone: *73
Rotary: 1173

Note: To Activate and Deactivate outside your business location, dial 877.ULTRA.CF (877.858.7223), enter your area PIN when you hear a dial tone. Then follow the instructions (you must be using a touchtone phone).
E911 Dialing
(Chicago & certain areas of Lehigh Valley)

E911 CUSTOMER ADVISORY: Under certain circumstances, RCN’s Digital Phone service (where available) will not support Traditional 911 or Enhanced 911 (E911) dialing access to emergency services. The address associated with an E911 call on RCN’s Digital Phone service is specific to Customer’s original service location only. Movement of the Digital Phone equipment from the original service location to a new service location may result in a mistaken identification of the E911 call as having come from the original service location. If the coaxial cable or telephone line is removed from its connection on the Digital Phone equipment, an improper network connection will result and may render the Digital Phone service unusable. Furthermore, 911 dialing on RCN’s Digital Phone service will not function in the event of a power failure, improper network connection and/or function, or broadband network outage and/or slowdown. You must inform all household residents, guests, and other third persons who may be present at the physical location where Digital Phone service is utilized as to the important limitations on emergency response services as detailed herein. Customer understands and acknowledges that RCN, its affiliates, subsidiaries, parent companies and network service providers, will have no liability whatsoever with respect to 911 dialing on RCN’s Digital Phone service. Customer agrees to defend, indemnify, and hold harmless the aforementioned entities from any claims, losses, damages, costs and expenses (including reasonable attorneys’ fees) relating to such 911 dialing by Customer and/or any user of Customer’s Digital Phone service.
Telephone Customer Privacy Notice

Federal law gives you a right to confidentiality of information about the telephone services you purchase from RCN, and requires us to protect the privacy of that information, including how many telecommunications services you have, the type of lines you buy, technical characteristics, class of service (business or residential), as well as where, when, and to whom you place a call, and the related billing for these services. However, unless you have requested an unlisted or unpublished number, we may release your name, address, and telephone number for listing in directories and for directory assistance services, including those of unaffiliated third parties.

RCN may use information about your telephone services without notifying you to provide and repair the services you have ordered, for billing, and for protection of our network and our subscribers against fraud, abuse, and unlawful use.

From time to time we may have the opportunity to offer you products and services that will better meet your needs by using information about the services you have already purchased from RCN. Use of your service-related information for this purpose may enhance our ability to make you aware of new or alternate products and services that are tailored to your needs. We may also share the information with our Company’s affiliates, agents, partners, joint venturers, or other related entities for administrative and marketing purposes, but only for communications related services.

You have the right to restrict RCN's use of your customer information for marketing purposes. Your decision to restrict our use of your customer information is free of charge and will not affect the service you receive from RCN. If you wish to restrict RCN’s use of your customer information, please notify RCN, in writing, at 196 Van Buren Street, Herndon, VA 20170 or call us at 800.RING.RCN within 30 days of receipt of this notice. You may also contact us at any time in the future to restrict the use of your information. If you elect not to restrict use of your information, RCN may use it for the purposes described in this notice. You may change your decision at any time, but your decision will remain valid until you tell us otherwise.

Even if you do not restrict RCN’s use of your customer information, RCN still will not sell, release, or permit the use of confidential information about your telephone services for any purpose except as described in this notice.

You may receive marketing information from RCN even if you restrict RCN’s use of your customer information. These materials are developed without use of confidential customer information. We also encourage you to contact us at any time to find out about RCN products and services.
Troubleshooting

Cable TV

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.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
</table>
| No picture                    | 1. Ensure that the converter box, TV and all relevant equipment are plugged in the power outlet and switched on.  
                                  | 2. Check the connection cables including splitters.                                             
                                  | 3. Make sure your TV is on channel 3.                                                         |
| No or low sound                | 1. Turn up the volume on the TV.                                                             
                                  | 2. Check that the mute function is not on.                                                     
                                  | 3. Ensure that all the equipment is connected properly.                                       
                                  | 4. Check the connection cables.                                                              |
| Herringbone pattern or faint lines on TV | 1. Check connection cables.                                                                    
                                  | 2. A service call may be necessary.                                                           |
| Converter box does not respond to remote control | 1. Point remote control directly at the converter box front panel.                            
                                  | 2. Check the batteries in the remote control.                                                  |
| On-screen message: No Data     | 1. If the converter box does not move from this screen more than 5 minutes after start up it means the converter box has lost communication. 
                                  | 2. A service call may be necessary.                                                           |
| On-screen message: No Signal   | 1. Check the cable signal.                                                                    |

Internet

Powercycle your modem before you do anything else. Powercycle means a simple reboot, which is usually all it takes to solve the problem.

1. Completely shut down your computer.
2. Unplug your cable modem from the electric outlet.
3. Wait 60 seconds and plug the modem back in.
4. When two solid lights come on, turn your computer back on and open your browser.

You can find more information on Troubleshooting at http://help.rcn.com.
(For additional assistance, please call 877.RCN.7000)
### Minimum System Requirements Windows 98/98SE/ME

<table>
<thead>
<tr>
<th>Speed</th>
<th>CPU Speed</th>
<th>Ram Memory</th>
<th>Free Disk Space</th>
<th>Network Interface Card (NIC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>768—768 Kbps/128 Kbps</td>
<td>233 MHz</td>
<td>64 MB</td>
<td>100 MB</td>
<td>10 Base-T</td>
</tr>
<tr>
<td>1.5 Mbps—1.5 Mbps/384 Kbps</td>
<td>300 MHz</td>
<td>128 MB</td>
<td>100 MB</td>
<td>10 Base-T</td>
</tr>
<tr>
<td>Mach 5—5 Mbps/384 Kbps</td>
<td>233 MHz</td>
<td>64 MB</td>
<td>100 MB</td>
<td>100 Base-T</td>
</tr>
<tr>
<td>Recommended System Requirements</td>
<td>300 MHz</td>
<td>128 MB</td>
<td>100 MB</td>
<td>100 Base-T</td>
</tr>
<tr>
<td>Mach 10—10 Mbps / 800 Kbps</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
</tr>
<tr>
<td>Minimum System Requirements</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
</tr>
<tr>
<td>Recommended System Requirements</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
</tr>
<tr>
<td>Mach 20—20 Mbps / 2 Mbps</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
</tr>
<tr>
<td>Minimum System Requirements</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
</tr>
<tr>
<td>Recommended System Requirements</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
<td>Not supported</td>
</tr>
</tbody>
</table>

### Minimum System Requirements Windows XP / 2000

<table>
<thead>
<tr>
<th>Speed</th>
<th>CPU Speed</th>
<th>Ram Memory</th>
<th>Free Disk Space</th>
<th>Network Interface Card (NIC)</th>
</tr>
</thead>
<tbody>
<tr>
<td>768—768 Kbps/128 Kbps</td>
<td>233 MHz</td>
<td>64 MB</td>
<td>100 MB</td>
<td>10 Base-T</td>
</tr>
<tr>
<td>1.5 Mbps—1.5 Mbps/384 Kbps</td>
<td>300 MHz</td>
<td>128 MB</td>
<td>100 MB</td>
<td>10 Base-T</td>
</tr>
<tr>
<td>Mach 5—5 Mbps/384 Kbps</td>
<td>300 MHz</td>
<td>128 MB</td>
<td>100 MB</td>
<td>100 Base-T</td>
</tr>
<tr>
<td>Recommended System Requirements</td>
<td>800 MHz</td>
<td>512 MB</td>
<td>300 MB</td>
<td>100 Base-T</td>
</tr>
<tr>
<td>Mach 10—10 Mbps / 800 Kbps</td>
<td>800 MHz</td>
<td>512 MB</td>
<td>300 MB</td>
<td>100 Base-T</td>
</tr>
<tr>
<td>Minimum System Requirements</td>
<td>1.2 GHz</td>
<td>1 Giga</td>
<td>300 MB</td>
<td>100 Base-T</td>
</tr>
<tr>
<td>Recommended System Requirements</td>
<td>1.8 GHz</td>
<td>1 Giga</td>
<td>500 MB</td>
<td>100 Base-T</td>
</tr>
</tbody>
</table>