

RCN2GO FAQs

1. What is RCN2GO?

RCN2Go presents a unique opportunity to watch hundreds of shows anywhere you have internet access on your laptop/PC, iOS/Apple and Android devices. Some of these programs may be available for you to watch live online – depending on what titles the cable TV networks make accessible thru RCN2GO.

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

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

2. What kinds of Networks or programs are available?

Enjoy many your favorite channels and shows. With RCN2GO you can [access programs from these networks](#) and more on the way. Stay tuned for additional announcements!

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

On Your Computer, PC, MAC or laptop:

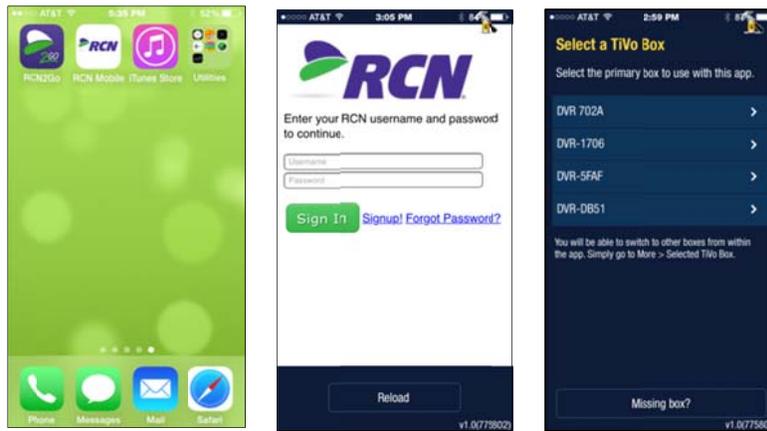
- RCN2GO can be accessed via the web at www.rcn2go.com.
- A MyRCN username and password will be needed to sign in.
- If you do not have a MyRCN username and password, go to www.rcn.com and click "MyRCN" at the top of the page to sign up.
- RCN2GO remembers your login for 15 days so you don't have to login every time you access the site.

On Your iOS/Apple or Android Device – Tablet or Phone:

- Download the free app from the iTunes App Store or Google Play.
- Search for 'RCN2GO' and download our app.
- When the download is complete tap the icon to launch the RCN2GO app.
- Enter your MyRCN username and password into the app, once you've done this you'll be kept signed in. If you haven't registered for a MyRCN account visit

<https://my.rcn.com/signup>. If you have signed up and don't recall your password visit https://my.rcn.com/forgot_password.

- For iOS/Apple Devices: The 'Select a TiVo box' screen shows all the TiVo boxes connected to your RCN account. If you have more than one DVR box powered by TiVo in your home, choose the one you want to use with the app. If you have only one DVR box powered by TiVo or do not have TiVo at all (i.e. Motorola customer) you do not need to select anything.
- Once you've finished, your app is good to go!
- If you do not have a DVR powered by TiVo, you will be able to enjoy all the same programs, but will not be able to manage your DVR from RCN2GO.



4. What can you do with RCN2GO?

If you are a RCN Digital TV customer, you've got RCN2GO at no extra cost. Watch loads of your favorite live channels and thousands of hours of shows. Plus if the channel's available as part of your TV package, and its part of our RCN2GO line-up, you can watch, set recordings or see upcoming times that a show will be available. All from your computer, iOS/Apple or Android device, wherever there's a Broadband or Wi-Fi network.

5. How do you watch Live TV?

PC or Laptop: **Live TV Channels** carousel gives you [quick access to channels that offer live online streaming](#) of their programming through RCN2GO. Simply click on the channel you want to watch live. RCN2GO will take you to the network's page where you can watch what is being shown on live TV, on that channel.

Tablet or Mobile Device: **What to Watch Now** is the first screen you'll see when you open the RCN2GO app. See something you like? Click the program and choose an available option – **Watch Now, Record, Upcoming, Explore & More**.

You can choose to "Watch Now" at any time, wherever there is Wi-Fi.. For example, say you want to watch an NBC show. When you click "Watch Now" you will see available viewing options such as "Watch on TV", "Watch on NBC", etc. If you select "Watch on

NBC”, you will be redirected to NBC’s online site to watch from there. To “Watch on TV” you must be in your home.

You can watch Live TV on your mobile device by selecting the channel you want to watch under the “LIVE TV” heading within RCN2GO. For the best user experience on a tablet or mobile device, you will need to have the individual network app already downloaded to your device. If you do not, you will be redirected to the iTunes App store or Google Play where you can download it for FREE. From there, you will be directed back to the network’s site to watch a show. Once on the network site, you will need to search for the program again and then select it to watch.

RCN2GO viewer experience will vary based on device used. Availability of programs to watch live will also vary and is determined by the cable TV network(s).

6. What features are available with the RCN2GO app?

With our free app, if a channel is in your RCN Digital TV package and is part of the RCN2GO line up, you can watch it wherever there’s Wi-Fi. You can also do just about everything from your table or mobile device that you can do with your TiVo® remote control, such as:

- Find, explore and watch shows.
- Find out more about the cast and crew.
- Set recordings for TV shows, movies and even series.
- Browse and manage your recordings in My Shows.
- At home, transform your device into a second TV screen or a remote control.
- Browse the TV guide to see what’s on, up to 14 days in the future.
- Watch recorded shows stored on your DVR powered by TiVo (only in home, only if you have a six-tuner DVR powered by TiVo or TiVo Stream)*

**Not all content is transferable due to copyright protections.*

7. What’s the difference between using RCN2GO at home or away?

RCN2GO offers great entertainment options whether your device is connected to your home Wi-Fi network, or you’re out and about. It also allows you to manage your recordings, choose what you want to watch and discover new programs.

- What you can do and how you do it depends on which mode you’re using. If you are out and about, the RCN2GO app lets you: Find and explore shows; Set, manage and delete recordings on your DVR box powered by TiVo. You can also watch TV while away from home if you have an Internet connection.
 - You can watch Live TV on your mobile device by selecting the channel you want to watch under the “LIVE TV” heading within RCN2GO. For the best user experience on a tablet or mobile device, you will need to have the individual network app already downloaded to your device.

- For the best user experience on a tablet or mobile device, you will need to have the individual network app already downloaded to your device. If you do not, you will be redirected to the iTunes App store or Google Play where you can download it for FREE. From there, you will be directed back to the network's site to watch a show. Once on the network site, you will need to search for the program again and then select it to watch.
- With your DVR box powered by TiVo, connected to your home Wi-Fi network, the RCN2GO app lets you: Use your table or mobile device like an advanced remote to control DVR; Set, manage and delete recordings on your DVR; Find and explore shows.
- If you do not have DVR powered by TiVo (i.e. Motorola customer), you will be able to enjoy all the same programs, but will not be able to manage your DVR from RCN2GO.

**Using the RCN2GO app as a remote control is only available in the home while on your home Wi-Fi network. When using RCN2GO outside of your home network, there may be certain viewing and streaming restrictions for select networks, programs or TV shows. These restrictions are based on programming contractual rules or copyright protections that must be enforced by RCN.*

8. What devices can I access RCN2GO on?

RCN2GO viewer experience will vary based on device. Not all devices have the necessary software required to view shows or programs provided by the network. Certain content may require Flash Player software to be installed to view. RCN2GO is available on PCs, MACs, iOS and Android devices. You can access RCN2GO on any personal computer running Windows XP, Vista, 7 or 8 with the latest version of the Google Chrome, Mozilla Firefox or Internet Explorer browser. You can also access it on any MAC running MAC OSX version 14.6 or later through the latest version of the Google Chrome, Mozilla Firefox or Safari browser.

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

- **Categories:** Newly Available, Live TV Channels, Recommendations, Popular, My Shows, Browse Categories.
- **Newly Available:** Tells you what programs are available from a particular cable network to watch online, on their website.
- **My Shows:** Tells you what is available to watch online or on your DVR powered by TiVo
 - Find a show on RCN2GO that you want to watch later? Click "Add live stream to My Shows" to tag that episode or series so any new episodes that are available online by that network will automatically appear.
- **WishList™** – if you're using the Explore button, and you've selected a cast or crew member, the WishList button will appear. Create a WishList and your DVR will automatically record everything that cast or crew member is in, as it appears on TV.
- **Watch Now** – Lets you see what is available to watch **Now, Next, Tonight**. If you're looking at the Info screen, Guide or details of a TV program, tapping "Watch Now"

will start the program on your DVR box. If you're watching live TV, you'll need to be connected to Wi-Fi and have the channel as part of your RCN Digital TV package, plus it'll need to be part of our RCN2GO line-up.

- **Record** – want to record a single program, or a whole series? Just tap on Record. Then you'll see new buttons that help you manage your recordings. You can set and manage your recordings through your RCN2GO app or through your DVR box at home.
- **OnePass** – use this button to manage your OnePass recordings. You can change your recording options or cancel them.
- **Upcoming** – tapping this lists all showings of a program within the next two weeks. Tap a program in the list and you'll see the Action buttons you can use for it.
- **Explore** – want to find out more about a program, like who's starring in it or who's directing it? Or discover more programs like it? Or find other episodes? Tap the Explore button. You can see this button when you're looking at these menus: Info (when you're at home), Guide or My Shows.

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

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

RCN Digital TV subscribers can access the Newly Available, My Shows, 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 on their DVR through the "My Shows On DVR" page.

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

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

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

Internet access is required. Subscription to RCN Digital TV is also required. The availability of programs varies depending on the level of service you subscribe to and the library of shows made available to RCN by the cable networks. Not all devices have the

necessary software required to view shows or programs provided by the cable networks. Certain content may require Flash Player software to be installed to view.

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

RCN2GO works on any wired or wireless connected laptop, desktop, iOS or Android device.

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

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

15. Is there a monthly charge to use RCN2GO?

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

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

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

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

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

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

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

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

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

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

With RCN2GO, you can search the guide for a given channel, update the time and date you are looking for and even filter the guide based on your "Favorite Channel" selections

on your DVR powered by TiVo. At the top of the Guide page you will also see a carousel of program recommendations that are broadcasting right now so you can find interesting and popular shows to watch on your TV.

21. Can I watch TV programs recorded from my home DVR outside of my home?

You can watch programs recorded on your home DVR powered by TiVo as long as the episodes/titles are available to watch online through one of the networks available on RCN2GO (like NBC, TBS, ABC, etc.). To see it, select the show you want to watch and click “Watch Now”. Remember, the network (like NBC, TBS, ABC, etc.) must make that particular episode available online in order for you to watch it.

** When using RCN2GO outside of your home network, there may be certain viewing and streaming restrictions for select networks, programs or TV shows. These restrictions are based on programming contractual rules or copyright protections that must be enforced by RCN.*

22. Will RCN2GO work with another cable provider’s Mobile Internet Hot Spot?

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

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

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

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

RCN2GO will automatically update from time to time to ensure that we deliver the best experience possible. You do not need to do anything yourself – it will automatically occur. For tablets and mobile devices, you’ll be prompted to download when a new version is available, just as you would with any other app today.

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

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

26. Is closed captioning supported on RCN2GO?

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

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

No.

28. How do I activate Parental Controls on RCN2GO?

Parental controls are currently not supported on RCN2GO.

29. What are the computer browser requirements for RCN2GO?

See above Question #4.

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

There is no limit on the number of devices that you can use simultaneously with RCN2GO.

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

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

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

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