

## Welcome to Road Runner High Speed Online

**With our blazing-fast speed, reliable online connection, innovative features and around-the-clock technical support, you're bound to be amazed.**

**Road Runner is delivered over an advanced fiber-optic network, not your phone line, so you'll never have to worry about waiting for a connection because it's always there. Plus, Road Runner's speeds zoom past DSL and dial-up, so downloads take seconds, not minutes. Road Runner's connection gives you blazing-fast speed. Get ready to experience the Road Runner difference!**

\*Service not available in all areas. PowerBoost® is available with Road Runner Turbo and Road Runner Standard. PowerBoost is a registered trademark of Comcast Corporation. Used with Permission. All rights reserved.

Here are some of the amazing extras you get with Road Runner:

- **Web Mail** — Send and receive emails with enhanced email service from any computer with an Internet connection.
- **Security Center** — Enjoy anti-virus, firewall, ad blocker, anti-spyware and anti-spam protection to keep your computer clean and safe, included for no extra charge.
- **Parental Controls** — Keep your family protected while they're online with parental controls, included for no extra charge.
- **Road Runner Toolbar** — Download the latest Road Runner toolbar and access links to Web Mail, local weather, news, Road Runner Portal Channels and more.
- **PhotoShow™ 5.0** — Share digital photos with friends and family and create memorable photo shows online.
- **Blazing Speeds** — Get the fastest Road Runner speeds yet with PowerBoost®!



## System Requirements

Computer minimum system requirements for using Road Runner High-Speed Online service. (Effective 6/2008)

### PC

#### Operating System

Windows XP/Vista (32-bit versions only)

#### Processor

Pentium-class (or equivalent) 450 MHz (800 MHz or greater is recommended)

#### Memory

128 MB (256 MB recommended)

#### Free Hard Drive Space

300 MB (500 MB recommended)

#### Network Capability

Ethernet card with RJ45 connector, or Open USB port

#### Browser

Internet Explorer 6.0 or above

#### Other

CD-Rom drive required, sound card and speakers recommended.

### MACINTOSH

#### Operating System

OS X 10.4 and above

#### Processor

G3 or higher or Intel® Dual-Core Processor

#### Memory

256 MB or higher

#### Free Hard Drive Space

300 MB (500 MB recommended)

#### Network Capability

Ethernet card with RJ45 connector, open slot or USB port

#### Browser

Safari 3.0 or above

#### Other

CD-Rom drive required, sound card and speakers recommended.

### NOTES

- Road Runner supports Firefox on a best-effort basis.
- Road Runner will provide support for earlier releases of Windows and Macintosh (10.0 and higher) on a best-effort basis only and cannot guarantee optimal performance.
- Please note that your computer system, as well as certain broadband services, may require resources beyond Road Runner's minimum standards.

## Getting Started with Road Runner

The online activation is fast and easy! Begin now by going to [www.activation.rr.com](http://www.activation.rr.com).

First, make sure you have a connection to the Internet, as well as the master account number, user name and password provided by your local Time Warner Cable office. Keep this information handy throughout the installation process.

Using the Road Runner Activation Wizard takes, on average, five to ten minutes. For the most part, all you have to do is click **“Continue.”**

The Road Runner Activation Wizard will:

- Confirm that your computer meets minimum system requirements.
- Configure your network settings for Road Runner service.
- Download Flash (a software used with Road Runner service) if necessary.
- Configure your Web browser and email program.
- Test your connection to Road Runner.
- Download the Road Runner Medic desktop self-help application.

The Road Runner Activation Wizard assumes that Internet access has been established by you or by a Time Warner Cable technician. If you do not have a connection to the Internet, please refer to **Troubleshooting Basics** on page 30 or call 1-888-TW-CABLE (1-888-892-2253).



## Installing Your Road Runner

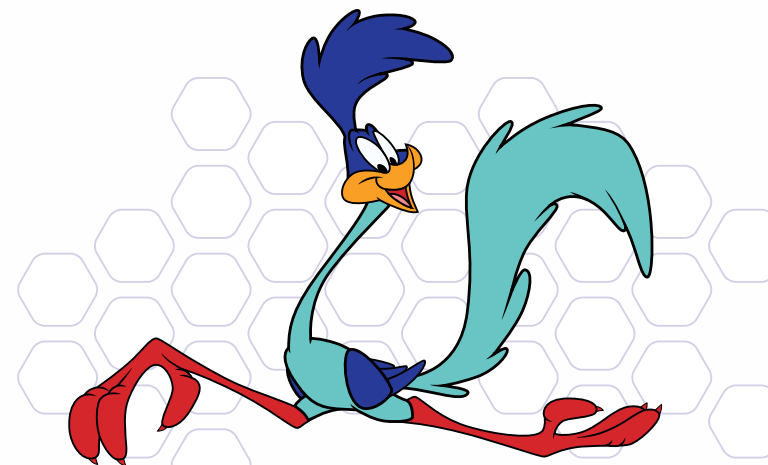
Before you are able to activate your Road Runner High Speed Online account, you should have the following information, provided by your local Time Warner Cable office, on hand:

1. **User name**
2. **Password**
3. **Account number**

### Road Runner Activation Procedure

When you are ready to begin, access the Activation Wizard at [www.activation.rr.com](http://www.activation.rr.com) and click on the link that best describes you.

The Road Runner Activation Wizard is available to PC and Mac users. Mac users should use the Safari browser.



### Notes

- If you are running Road Runner Activation on Windows XP, the Windows User ID must have administrator privileges to update your browser and email program.

The Road Runner Activation Wizard will walk you through the process step by step. Just follow the prompts when indicated, and don't forget to click **“Accept”** on the User Agreements.

The activation process is smooth and quick. On occasion, however, it is possible that a few snags may be encountered. This will happen if:

- Your computer does not have the supported browser software.
- Your computer is not connected to the Internet.
- Your computer's operating system needs to be upgraded.
- Your computer does not have enough memory.
- Your computer does not have enough free disk space.
- You did not accept the User Agreements.
- The email test fails.

If you encounter one of these situations during your online activation, a screen will appear that notes the issue and offers actions to take. If you are unable to remedy the situation by taking the suggested actions, please call your local Time Warner Cable office.

## RoadRunner.com | Basic Layout



- 1 **HEADER:** The Header will always appear at the top of each page, offering a search engine window and one-click access to Road Runner's Help and Benefits sections.
- 2 **SEARCH ENGINE POWERED BY GOOGLE™:** Surf the web with one of today's most popular search engines.
- 3 **NAVIGATION BAR/CHANNEL QUICK LINKS:** Find daily news and sports updates, shop for your favorite items, get exclusive money-saving offers, play online games, get the latest Hollywood scoop, book vacations and join the online dating community.
- 4 **ROAD RUNNER TOOLBAR:** Download the latest Road Runner Toolbar and access key features like Web Mail, local weather updates, online security, and more.
- 5 **WEB MAIL:** Check your email from any computer with an Internet connection by clicking this link. You'll need to know your Road Runner user name and password to access your Web Mail.
- 6 **TV LISTINGS AND ON TV NOW:** Never miss your favorite shows again! View a current channel lineup, find out what's playing on TV and search programs by channel, time or title.
- 7 **WEATHER UPDATES:** A constant display of your local weather.

- 8 **HOROSCOPE:** Read your daily horoscope here.
- 9 **STOCKS:** Get daily stock market updates and view the latest stock values, charts, key market indices and related news.
- 10 **PHOTOCENTER:** Print, manage, store and share your photos and videos online. And with Snapfish, you'll save on all your printing needs with exclusive coupons and money-saving offers!
- 11 **PODS:** Content found on Road Runner.com is organized in frames, also known as Pods. Within these Pods, you can access content that's important to you, like local news, marketplace information, Road Runner Benefits and Spotlight, featured videos and top photos of the day.
- 12 **ROAD RUNNER BENEFITS:** Access Road Runner's Internet Security Suite by CA, protect your family with Parental Controls and download the Road Runner Toolbar — included for no extra charge.
- 13 **DAILY PUZZLE:** Play a new puzzle everyday!
- 14 **FOOTER:** The footer will always appear on the bottom of every page, offering a search engine and one-click access to your homepage, Road Runner help and online tutorials.

## Special Interests

RoadRunner.com has something for everyone! Visit the Road Runner homepage and find everything from travel information to news updates, exclusive coupons to your favorite shopping, plus the best online entertainment for those of all ages.

### See what's available to you at RoadRunner.com:

- **Shopping** — Find the best deals online with comparison shopping and access exclusive money-saving offers!
- **Travel** — Book flights, search hotel and car deals and plan your dream vacation the easy way.
- **Dating** — Road Runner makes it simple by providing a link to eHarmony, where you can receive and review matches!
- **News** — Get the latest news headlines without doing all the searching yourself.
- **Sports** — Access commentary, blogs, scores and everything else related to sports.
- **Games** — For the game lovers out there, this feature will provide hours of fun. Many games are included at no extra charge, while others are a small fee.
- **Entertainment** — Get the latest scoop on movies, the music scene and your favorite stars.
- **Blogs** — Spend hours reading thousands of blogs on hundreds of topics that you'll love.
- **Road Runner Video** — Watch featured videos and stream short and full-length videos directly to your desktop.
- **Road Runner Radio** — Listen to your favorite songs on with over 52 commercial-free, CD-quality music channels.

## Wireless Home Networking

Now it's possible for everyone in your home to be online at the same time! You don't have to worry about buying Internet access for multiple computers, or the whole family sharing one — with Wireless Home Networking, get a blazing-fast connection for the whole house at a low monthly price.

### What is Wireless Home Networking?

- Connect multiple computers to the Internet with a wireless router.
- Protect your computers and personal information — an advanced intelligent firewall is built right into the network.
- No expensive equipment to buy — you won't have to pay for separate connections for each computer in your home.
- We'll install it for you — quick, easy setup by professionally trained Time Warner Cable technicians using your existing cable.



Road Runner High Speed Online required for this service. Wired versions available in some areas. Additional equipment, such as wireless cards, may be required. Not all Road Runner products and services are available to customers using the Microsoft® Windows Vista™ operating system. Windows Vista™ is either a registered trademark or trademark of Microsoft Corporation in the United States and/or other countries. ©2009 Time Warner Cable, Inc. All rights reserved. All other corporate brands and logos are trademarks or registered trademarks of their respective companies. TM & © Warner Bros. Entertainment, Inc. (s09)

## Communication Tools

### Road Runner Email

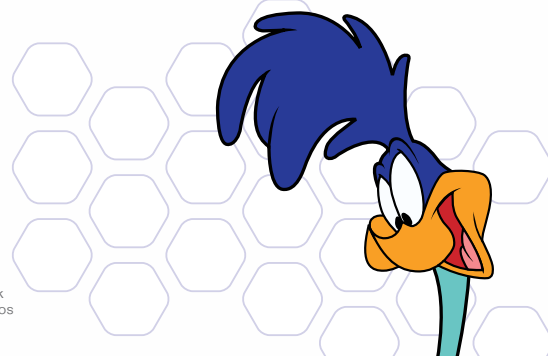
Your Road Runner service comes with one master email address and can be easily configured to support several more. A master account was established as part of your sign-up process. It includes one email address with a user name and password.

The master account holder can create subaccounts for other users by visiting help.rr.com and clicking "Add/Delete User" under Manage Your Services.

For further information on how to configure and use multiple subaccounts with Microsoft Outlook, or to get the specific server settings for your email program, please visit help.rr.com/email.

### Web Mail

Road Runner email can go wherever you go! Thanks to Web Mail, you can access your Road Runner email anywhere. All you need is a computer with an Internet connection and a Web browser. You can access Web Mail through the Road Runner service or by typing the Web Mail address for your location into a Web browser. Once you're logged in, the Web Mail application will alert you to new messages as they are received.



## Internet Security Tools

Road Runner wants customers to have a safe and secure online experience. The Security Center offers timely news and information about security threats, as well as tools to recognize threats such as phishing scams, ID theft and viruses. Plus, we offer free Parental Controls so you can control what your kids view online.

### Security Suite Software

- **Anti-Spyware:** Gets rid of spyware that tracks your online activity and may slow down computer performance. Anti-Spyware allows you to scan and detect spyware and eliminate it from your computer.
- **Anti-Virus Software:** Detects and eliminates computer viruses that harm PC functions and protects PCs with constant virus updates.
- **Firewall with pop-up protection:** Keeps computers private and protected from outsiders while blocking annoying pop-up ads.
- **Anti-Spam:** Blocks spam by sending it to a quarantine folder, protects multiple email accounts and automatically updates approved-sender lists.

This security suite can be downloaded from the RR Security Center or through the "**Security**" link in the Road Runner Benefits Pod.



Download  
FREE at  
RoadRunner.com

\*Security software is currently not available for Macintosh® computers. Internet Security Suite software must be downloaded on Road Runner and registration is required. Terms and conditions of this offer are subject to change at the discretion of Road Runner and/or CA at any time. Not all Road Runner products and services are available to customers using the Microsoft® Windows Vista™ operating system.

PureSight® Parental Control must be downloaded on the Road Runner service. Software not available for Macintosh® operating systems. Subscription to Road Runner High Speed Online required for RR Safe Storage. Terms and conditions of this offer are subject to change at the discretion of Road Runner at any time.

### New Parental Controls

Road Runner is pleased to offer PureSight® Parental Controls, a new service from Road Runner and CA. PureSight is an easy-to-use parental control solution that allows you to monitor or restrict access to websites that you feel may be inappropriate for your children. It's included at no extra charge for all Road Runner customers.

- Analyze all your Internet traffic.
- Filter out inappropriate content without interfering with legitimate material.
- Protect your kids against inappropriate content with easy-to-use content filters (such as Adult, Gambling, Weapons).
- Block websites by address.
- Restrict and manage access based on your schedule.

So, if you share your Road Runner service with your kids and would like to make the whole family's Internet experience safer, sign up for Parental Control today at [RoadRunner.com](http://RoadRunner.com).

The Security Suite and Parental Control software can be downloaded from the Road Runner Security Center, through the "**Security**" link in the Road Runner Benefits Pod or through [help.rr.com](http://help.rr.com).

### Road Runner Safe Storage

Road Runner customers receive 500MB of online storage space included for no extra cost! Protect your digital photos, music and documents with Road Runner Safe Storage and access them from any computer in the world.

## Help and Member Services

Road Runner provides 24/7 customer support online or over the phone, as well as a number of other online support systems. You can access customer support at [help.rr.com](http://help.rr.com) to assist you with any Internet concerns that may arise.

With Road Runner, you'll receive the following comprehensive tools, support and services:

- **Live Chat Support** — Chat online one-on-one with a Technical Support specialist any time of day to get answers to any technical questions.
- **Email Technical Support** — Email our Road Runner Customer Care Specialists with questions and receive answers within a few hours.
- **Telephone Technical Support** — Call us at your local Time Warner Cable office to receive technical assistance and support.
- **Ask TWC** — Access a virtual Customer Care tool that allows customers to ask questions using a text-chat interface and receive answers immediately.
- **Tutorials** — Watch interactive, step-by-step tutorials to learn how to set up email, create subaccounts, change passwords and much more.

- **FAQs** — Find answers to many of your Internet questions and concerns by reading our list of Frequently Asked Questions.
- **New User Support** — Gain useful information about purchasing new computers, using the Internet and more.
- **Helpful Hotlinks** — Access a list of Internet resources that may help you with a variety of topics such as cable modems, software and others.
- **Glossary of Terms** — Read definitions to many common Internet and computer terms to help in your understanding.

To access these support tools, go to [RoadRunner.com](http://RoadRunner.com) and click on "Road Runner Help" at the top of the page or visit [help.rr.com](http://help.rr.com).



## Troubleshooting Basics

Here are some tips on how to better understand your cable modem.

### Connection Results

Typically, if all connections are properly set, the lights on the front of the cable modem will go through a series of actions, and different lights will flash while the final connection is being established.

Once connected, lights will illuminate, indicating that your connection is functioning properly. For general information on functions of your cable modem lights use the following Modem Lights/Indication table below to help identify the functions.

| MODEM LIGHTS                | INDICATION   |
|-----------------------------|--|
| ● POWER                     | Steady green usually means the modem is on.  |
| ● CABLE, SYNC OR BLOCK SYNC | Steady green usually means modem is connected to the cable. Internet network. Usually flashes during initial synchronization. Off means no cable connection (call Technical Support at 1-888-TW-CABLE).  |
| ● PC OR LINK                | Steady green means connection to the computer is working. Off means the computer is turned off or not connected. Some modems do not have this light or an equivalent.  |
| ○ DATA OR ACTIVITY          | Flashing or blinking green means data is flowing through the modem. Some modems have a separate light (RD or RX, for example) that indicated when your modem is receiving data as well as a light (TD, TX or SD, for example) that indicates when your modem is transmitting data. |
| ● TEST OR ERROR             | Normally off. May flash during initial self-test or software downloading. Steady light usually indicates some failure of the modem or the network.   |
| ● STAND BY                  | This light should be off. If lighted, indicates no activity between computer and modem. Call Technical Support at 1-888-TW-CABLE.  |

### Troubleshooting Tips

Your cable modem should operate continuously without maintenance. You may leave the cable modem on even when you turn off your computer. If you experience problems, please check for these possible causes before you contact Road Runner Customer Support.

- **Check coaxial cable at the modem and outlet.**

If the connection on your coaxial cable becomes loose at either your modem or the cable outlet, you will not be able to send or receive data. Secure the connection.

- **Check Ethernet or USB cable connections.**

If your Ethernet cable or USB cable becomes loose at either your modem or your computer, you will not be able to send or receive data. Secure the connection.

- **Confirm a Cable Signal.**

Confirm that your cable signal is active. If you have cable television service, confirm that you are receiving the signal and that the channels are clear.

- **Power cycle your modem.**

Over 90% of the time, power cycling your modem can clear these errors and restore your connection. Should you experience connection problems, simply unplug your cable modem, wait 30 to 45 seconds, plug it back in and reboot your computer when the lights on your cable modem are solid. Some modems have a battery backup. Unplugging and plugging will not reset them. Look for a reset button on the back of the modem and use it instead. By the way, some cable modems have an on/off switch, so make sure the on/off switch is on or the standby switch is off.

If you still have problems, please call 1-888-TW-CABLE.

## Quick Reference

Welcome to Road Runner – this page offers handy quick tips on self-help and security. We hope you'll enjoy everything that you learn and discover through your high-speed connection. Thank you for choosing Road Runner!

### What to do if you have connectivity issues

1. Turn your computer off.
2. Locate the black power cord on the back of your cable modem and unplug it from the electrical outlet.
3. Wait 30-45 seconds.
4. Plug the power cord back in.
5. The lights on the cable modem will flash for a few minutes as it connects to the Road Runner network.
6. When the lights are solid, turn on your computer.
7. That's it! Your connection should be restored.

If you are still having problems with your connection contact Customer Care at 1-888-TW-CABLE.

### What If You Forget Your Password?

In many cases, when you forget your password you can reset it yourself at [help.rr.com](http://help.rr.com). All you need is your complete email address and cable modem ID – the 12-digit alphanumeric identifier printed on a sticker on the bottom or back of your cable modem. Just go to [help.rr.com](http://help.rr.com), click on "Reset Password" and follow the on-screen instructions.

### Security Precautions

#### General Operating Guidelines

- Be sure to install the Internet Security Suite from CA\* which includes the anti-spyware, anti-virus, firewall with ad blocker and anti-spam package offered with your Road Runner subscription for no extra cost! Click on the Security Center link on the top of the Road Runner homepage under the "Benefits" drop down menu and download today.
- Disable "File and Print Sharing" on your computer unless you are on a home network.
- Don't open email attachments or download files from sources you don't know.
- Don't run Web, FTP or other servers on your computer.
- Keep all security patches and fixes current for your particular computer's operating system.
- Do not run servers on your computer that allow access to untrustworthy users on the Internet. These services include mail or game servers.

### Help and Member Services

Problems? Questions? Concerns? Help and Member Services is available 24 hours a day – every day! Click on the [help.rr.com](http://help.rr.com) link at the top of the Road Runner homepage under the "Road Runner Help" drop down menu.



\*Security software is currently not available for Macintosh® computers. Security software must be downloaded on Road Runner and registration is required. Terms and conditions of this offer are subject to change at the discretion of Road Runner and/or CA at any time. Not all Road Runner products and services are available to customers using the Microsoft® Windows Vista™ operating system. ©2009 Road Runner Holding Company LLC. All rights reserved. All other trademarks and copyrights are the property of their respective holders. Road Runner features, content and offers in this booklet subject to change without notice. Road Runner reserves the right to discontinue any feature or offer at any time. Not all Road Runner products and services are available to customers using the Microsoft® Windows Vista™ operating system. Items in this book subject to change without notice. All other corporate brands and logos are trademarks or registered trademarks of their respective companies. "The power of you" is a registered trademark of Time Warner Cable Inc. ©2009 Time Warner Cable, Inc. All rights reserved. TM & © Warner Bros. Entertainment Inc.

## HOME PHONE

|                        |       |
|------------------------|-------|
| Getting Started .....  | 33    |
| Calling Features ..... | 34-36 |
| Voice Mail .....       | 37-39 |
| FAQs.....              | 40-43 |