As part of our Boundary Free TV promise, Mediacom is proud to introduce HBO GO & MAX GO, the new streaming services from HBO.

Our customers will have access to over 1400 of their favorite HBO Shows like Game of Thrones, True Blood, Boardwalk Empire, and more. They can watch every episode of every season of the best of HBO, anytime, anywhere. They will also have full access to bonus features, behind-the-scenes extras, movies, and more, right at their fingertips.
take it with you

Why call it HBO GO? Because you can take it with you! HBO GO provides unlimited access to HBO and Cinemax content on desktop and laptop computers, iPhone, iPad and Android mobile devices, and connected TV devices like Roku, Samsung Smart TV, Xbox. You can even watch new episodes of your favorite shows and hit movies simultaneously with their premiere on HBO.

make it yours

You can create customized watchlists of your favorite HBO shows and hit movies anywhere at anytime. You can also setup a Series Pass to automatically send new episodes of your favorite HBO original series.

how do i register (sign-up)?

You must be currently subscribed to HBO and/or Cinemax, and have internet access (3mbps or faster).

1. Go to www.mediacomtoday.com and click on HBO Go or Max Go logo under Mediacom Networks.

2. Click the Sign-up button when you arrive at the page, or the link in the upper right-hand corner.

3. Click the Mediacom logo from the options presented.

4. You will be prompted to enter your email address and password.
   a. Only your mchsi or mediacombb email account will authenticate and authorize HBO and Max content.
   b. You can use the primary or any secondary Mediacom email address.
   c. If you have not setup a Mediacom email account, please go to www.mediacomtoday.com/registration and follow the instructions.
minimum system requirements

Adobe Flash
10.1, or higher

and

3 Mbps Internet
or faster

Windows
An Intel Pentium 4 3GHz processor (or equivalent) with 512MB RAM/128MB of VRAM.

Mozilla Firefox
Chrome

mac OS X
An Intel Core Duo 1.83GHz or faster processor, 512MB of RAM/128MB of VRAM.

Safari
Firefox
Chrome

antivirus software and firewalls

⚠️ You shouldn’t need to disable the antivirus software to use HBO GO.

If a firewall is installed, you may need to set HBO GO as a trusted site.

mobile device requirements

iOS 4, or higher

Android 2.1 & 2.2

The HBO GO App does not support Android 3.0 and higher (Honeycomb), which is the operating system that runs most Android tablets.

Some Android devices running version 2.1 - 2.3 are not supported, including Motorola Flipout, Motorola CLIQ XT, Motorola DROID, LG Ally, LG Apex, LG Axis, HTC myTouch 3G, HTC Droid Eris, HTC Hero, T-Mobile G1, Motorola CLIQ, Motorola Backflip and eLocity A7.

Some providers do not support the ability to sign in to HBO GO on Android smartphones running version 2.1. Please check the version of Android that you are running and upgrade to version 2.2 or higher, if possible.
can i play video on hbo go from more than one device at a time?

Yes, members of a household can watch HBO GO on up to three devices at the same time.

If you attempt to watch on more than three devices at once, you will receive an error message.

i can’t seem to log in to hbo go

You must be subscribed to HBO or Cinemax to receive the GO service.

You must have an e-mail address with Mediacom ending in mchsi.com or mediacombb.net. You can create one if you do not currently have one.

If the mediacombb.net email address is new, or you just recently changed/reset the password, it may take up to 24 hours for the process to be complete.

i want to use hbo go, but don’t currently have mediacom’s always faster internet service. can i still watch?

Yes. But, you will have to establish a mediacombb.net e-mail address. To do this, you may follow the instructions outlined on our website at www.mediacomtoday.com/registration.

While you may be able to establish this e-mail address, you may not be able to use it for any purpose other than logging into HBO Go. If you wish to use to retain this e-mail address for personal use, you are welcome to sign up for one of Mediacom’s Always Faster Internet services. You won’t be disappointed with our blazing fast speeds.
troubleshooting

trouble getting the shows to play on the computer?
Check if you have the most recent version of the Adobe Flash Player installed on your computer.
If you do not, please go to www.adobe.com to download it.

the video keeps skipping
HBO GO requires at least a 3Mbps (384KBps) connection.
To get the most optimal experience, be sure to check that the web browser loading the HBO GO site is the only application running.
Slower systems may have problems playing video back optimally (check the minimum system specs to be certain the computer is fast enough for HBO GO).

the volume is too low
Check the volume control in the HBO GO player to verify that it’s not on the lowest setting.
Make sure the volume on the computer is not muted or too low.
Check the audio cables on the computer and make sure they’re connected.

‘missing required registration token’ error
If you are using a desktop computer, please clear the browser cookies, browser cache, and try again. (or use another browser)
If you are using a mobile device, please clear the application data and try again.

‘video player error’
HBO GO cannot play the show at this time. Please try again later.

‘video player timed out’
The video player has timed out due to inactivity. Please try again to resume.
‘hbo go error’

The session has timed out. Please sign in again.

i cannot seem to find hbo go on airplay/apple tv. what’s wrong?

HBO requires a level of content protection that is not currently supported by Airplay/Apple TV.

i can’t access the sign up or sign in page. why is this happening?

If you are using Internet Explorer 9.0 with a 64-bit version of Windows, you may not be able to access the Sign Up or Sign In page. This configuration is currently not supported. Try using a different browser, such as Mozilla Firefox 2.0 or greater, or Google Chrome 3.0 or greater.

why am i unable to download the hbo go app to my mobile device?

The HBO GO Mobile App is not supported on all mobile devices. If your device is not supported, the iTunes Store and Google Play market may prevent you from downloading the HBO GO App.

why am i unable to find the hbo go app in the google play market or

The HBO GO Mobile App is not supported on all mobile devices. If your device is not supported, the iTunes Store and Google Play Market may prevent HBO GO from appearing in your search results.

why does the video keep skipping when i try to watch on the hbo go

Check your Internet connection speed. HBO GO works over a 3G, 4G or Wi-Fi network. Network performance can vary by provider and/or physical location.
how do I setup parental controls?

The first time that you sign up for HBO Go, you will have ratings set for TV-14 and PG - 13. You will be prompted that you have “Parental Controls Enabled”, and that you may modify your parental controls by clicking a link.

![Parental Controls Enabled]

A link has also been provided at the bottom of the mediacomtoday.com site, as well. Under **Premium Services**, click **Manage Premium Services Accounts**. Once your parental controls have been established, this is the way that you will have to change them should you desire to do so.

If you have not been to this page before, you will have to provide the name, account number, and the ZIP code on your account.

![Welcome to MediacomToday.com]

You will be establishing this account as the Head of Household (HOH). This allows you to override the parental controls for all of your other e-mail accounts. At the Manage Premium Services Accounts link at the bottom of mediacomtoday.com
how do I manage parental controls as head of household?

Once you have been established as head-of-household, you may make changes to parental controls. You are given the opportunity to do this when you first establish yourself as HOH. You can also return to this screen by going to the mediacomtoday.com website, and clicking the link at the bottom labeled Manage Premium Services Accounts. Once you have done this you will be taken to the Manage Accounts screen.

From this screen, you can grant others administrative access. You can also determine if the user can purchase additional premium services (like our online content packs). It is possible to grant access, but impose monthly spending limits, although we do not currently have any content for which this would apply.

Adjust the TV and Movie Ratings using the drop menus. You can select the highest acceptable rating the viewer can use. By checking the Unrated box, you can determine if the viewer is allowed to watch Unrated content.

NSFW (Not Safe for Work) - is a special option that Hulu uses for some of their content, and is not related to HBO Go.