

Uh-oh! Not working as expected?

SYMPTOM	FIX
Buffering/slow loading while watching shows	Restart your ONT by disconnecting the power for a minimum of 45 seconds.
Remote control not changing channels	<ol style="list-style-type: none">1. Check the input on the TV to ensure you are viewing the input connected to the streaming device.2. How old are the batteries? Do they need to be changed?
TV shows blank screen	Unplug the set-top box/ Apple TV/Chromecast/ Fire TV Stick, then plug it back in and let the system reload.
Error Code	Please note any specific error codes or messages to tell Pulse Technical Support.

Still not working? Our Technical Support team is here to help 24/7/365 at **970-962-3503**.




“Internet how it should be! Support is friendly and local. Speeds are as advertised, no caps and no throttling. I got My Gig and I love it.

– Grant L., Pulse customer


For the most up-to-date information, visit LovelandPulse.com/TV

STAY IN TOUCH


 LovelandPulse

 LovelandPulse.com

 LovelandPulse

 970-541-4990

 LovelandPulse

 Pulse@LovelandPulse.com



QUICK START GUIDE

PulseTV was designed specifically for the community of Loveland, Colorado. We are proud to offer the most customizable way to enjoy your programs – so you won't miss a thing!

Ready? Set... Watch!



Ready?

What you'll need to watch TV with fiber-optic speed!

- Your Pulse My Broadband Account credentials
 - Username/Email:
 - Password:
 - If you do not have an account, please visit MyBroadbandAccount.com/LovelandPulse or call 970-541-4990.

- Login credentials for all smart devices and accounts
 - Smart TVs, smart phones, computers, and tablets often ask for permission and a password to install an app.

GATHER YOUR PASSWORDS AND DEVICES:

<input type="checkbox"/> Google Login	<input type="checkbox"/> Apple ID
<input type="checkbox"/> Amazon Login	<input type="checkbox"/> AppleTV
<input type="checkbox"/> Fire TV Stick	<input type="checkbox"/> Smart TV
<input type="checkbox"/> Smart Phone	<input type="checkbox"/> Desktop
<input type="checkbox"/> Tablet	<input type="checkbox"/> Laptop

Set...

Set up the PulseTV app on your viewing devices

- 1 Download and activate the "Loveland PulseTV" app on each device you plan to use. You can also watch on a web browser at TV.LovelandPulse.com.



NOTE: When watching on a PulseTV set-top box, the app is already installed and ready to go.

- 2 Sign in to the app using your Pulse My Broadband credentials.
- 3 Create a profile by entering a name and choosing an avatar.
- 4 TV Streams can be run on up to 3 devices at the same time. Additional Streams may be purchased.

Watch!

Open the PulseTV app to find:

- Home:** Selection of your recordings, recommendations, and recently watched
- Guide:** Channel lineup with the current and upcoming schedule
- Shows:** Browse selections by category
- Movies:** Live, recorded, and recently aired
- Recordings:** Schedule or watch recordings, and access settings for profile and parental controls
- Search:** Find content anywhere in the app

PulseTV Everywhere

Turn your mobile device into a mobile TV! Watch content from your favorite networks wherever you have an internet or cellular connection.
[LovelandPulse/WatchPulseTVE](#)

Cloud DVR Recordings

Save up to 100 hours of your favorites for when you want to watch them (or watch them again!). Additional Cloud DVR hours may be purchased.

Loveland Pulse customers enjoy 24/7/365
Technical Support assistance: 970-962-3503

