

## Uh-oh! Not working as expected?

SYMPTOM	FIX
Buffering/slow loading while watching shows	Restart your Pulse devices by disconnecting the power or turning the On/Off button to Off for a minimum of 45 seconds.
Remote control not changing channels	<ol style="list-style-type: none"><li>1. Check the input on the TV to ensure you are viewing the input connected to the streaming device.</li><li>2. How old are the batteries? Do they need to be changed?</li></ol>
TV shows blank screen	Unplug the set-top box/ Apple TV/Chromecast/ Fire TV Stick, then plug 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 **970-744-4226**.



“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 [PulseFiber.org/TV](https://PulseFiber.org/TV)

### STAY IN TOUCH

PulseFiber.org  
970-541-4990  
Pulse@LovelandPulse.com



## QUICK START GUIDE

PulseTV was designed specifically for our local community. 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](http://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 app on your viewing devices

- 1 Download and activate the "Loveland PulseTV" app on each device you plan to use.



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.

You can also stream PulseTV on a web browser at [TV.LovelandPulse.com](http://TV.LovelandPulse.com)

# Watch!

## Open the 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. Go to [PulseFiber.org/WatchPulseTVE](http://PulseFiber.org/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.

Pulse customers enjoy 24/7/365  
Technical Support: 970-744-4226

