

TROUBLESHOOTING

DIY: The do-it-yourself guide to troubleshooting and fixing simple issues.

POWER

- » Are all of the devices plugged in and powered on?
- » Is your Loveland Pulse ONT (modem) power button switched to "On"?
- » Are all cords plugged in and seated securely in their spots? To be sure, you may want to disconnect and reconnect them to make sure they didn't come loose.
- » Are power and service indicator lights on, including the blue light on the ONT (modem)?

CONNECTION

- » What kind of connection are you using? Wired (connected to your ONT (modem) with an ethernet cable) or through Wi-Fi?
- » If wired, how old is your ethernet cable? At least Cat5e is recommended for optimum speeds.
- » Are you signed into the wireless network? Try signing out and back in to be sure.
- » Test internet speed accurately at: [speedtest.net](https://www.speedtest.net) – always use a wired connection and close all other browser windows and programs on your device.

USAGE

- » How many applications and/or devices are you running simultaneously?
- » Are others in the home using Wi-Fi for streaming, gaming, etc.?
- » You may want to consider adding an extender to optimize Wi-Fi coverage and speed if you are running many devices or programs at once.
- » Still Not Working? Power down your Pulse ONT (modem) and extenders, wait 45 seconds to turn them back on. Close all programs and restart your devices.

HARDWARE

- » Is more than one device slow? If not, it may be a device issue.
- » How old is your device? If your device was made prior to 2016, your test may show significantly slower speeds, especially over Wi-Fi.

SOFTWARE

- » Are you running the latest version of your:
 - Software?
 - Operating system?
 - Browser?
- » Check your system for the latest updates if you don't receive them automatically. Refer to instructions for your specific device.
- » Ensure all devices that you use are running the latest operating system and software.

WIRELESS OPTIONS

- » How far are you from the ONT (modem) device?
- » Is the speed faster when you are closer?
- » Are you near something that may cause interference such as a microwave, appliances, baby monitors, walls and floors, etc.?
- » You can optimize Wi-Fi coverage and speed throughout your entire home by creating a mesh Wi-Fi solution with additional strategically placed extenders.



Keep in mind

A wired (plugged in with ethernet cable) connection will always be faster than a wireless (transmitted by radio waves) connection.

WE ARE HERE TO HELP!

If you need more assistance, call our 24/7/365 locally-based Technical Support team at: 970-962-3503

