



## FREQUENTLY ASKED QUESTIONS

### **ABOUT GPC iTV**

#### **What is GPC iTV?**

GPC iTV is a full featured, streaming TV app that you download and install using your favorite streaming media devices including Apple TV, Amazon Fire TV and Android. You can access your service through the GPC iTV app that runs on your streaming device.

#### **Does GPC iTV have my local channels?**

Yes, your local area broadcast channels are included.

#### **How many streams and hours of DVR recordings do I get?**

GPC iTV includes at least 2 streams and 50 hours of Cloud DVR. Additional streams and Cloud DVR hours are available for an additional monthly cost. We recommend one stream for each member of your household. A minimum of 30 Mbps Internet is required. A faster speed may be needed if multiple streams play at once.

#### **How many devices can I watch GPC iTV on at the same time?**

The number of devices you can watch on is the same as the number of streams available on your account. GPC iTV includes 2 streams. You may purchase additional streams, up to 8 total, for an additional monthly cost. If you need to log out of a device to utilize your stream on another device, navigate to the settings icon and log out.

#### **Which devices can I use to watch GPC iTV?**

GPC iTV is available on Amazon Fire TV devices, Apple TV, and Android. It is also available on iOS and Android phones and tablets and over a web browser. To purchase recommended devices, visit [amazon.com](http://amazon.com).

#### **What features are included?**

GPC iTV is packed with free features you're going to love, including free HD and 50 hours of cloud DVR. You'll also receive Replay TV and Restart TV so you can rewind or restart live TV!

#### **What is Restart TV?**

Restart TV is a great option available with select programs and channels that lets you start the program you are on from the beginning, even if it's half over! Never miss a second of your favorite show again! It is available with most channels. When you see a program you want to start over, select it and press play. Depending upon the device you are using, it will either have an option immediately to select Restart or after the program begins, a prompt will ask if you'd like to start from the beginning.

## What is Replay TV?

Replay TV is an amazing feature that allows us to offer up to 3 days of previously aired programming and is available with most TV networks. To view recently aired programs, bring up the guide and then press left. A tab will appear. Select the Replay button. You can then view available content and watch it or record upcoming content.

## Do GPC iTV customers have access to Watch TV Everywhere?

Yes! Watch TV Everywhere works the same as it does for digital TV customers today. The process for creating and using an account is the same. If you already have a Watch TV Everywhere account, your login information will remain the same. For new Watch TV Everywhere subscribers, visit [gpcom.com/watch-tv-everywhere](http://gpcom.com/watch-tv-everywhere) and click the "Register Now" button to get started.

## Can I watch GPC iTV outdoors?

Yes. As long as your device is connected to your home wi-fi connection, you can watch it anywhere around your house!

# SIGNING UP FOR GPC iTV

## How do I sign up for GPC iTV?

It's easy to sign up for GPC iTV. Simply call Great Plains Communications at 888-343-8014 or sign up online at [gpcom.com/gpcitv](http://gpcom.com/gpcitv).

## Can I get assistance with installation?

GPC iTV is easy to self-install as it's an app you add to your favorite streaming device. For support, read our installation guide for step-by-step instructions or call Great Plains Communications at 888-343-8014.

## Will Great Plains Communications technicians have streaming devices for customers to buy?

No, but you can purchase GPC iTV compatible devices at [amazon.com](http://amazon.com).

# GPC iTV SUPPORT

## How do I contact GPC iTV support?

Contact Great Plains Communications at 888-343-8014 or at [contactus@gpcom.com](mailto:contactus@gpcom.com).

## How do I surf the channels while watching a program?

Press up or down on the directional keys on your remote to change channels one at a time.

## Can you fast-forward through shows in restart or replay mode?

The fast-forward feature is available when watching DVR recordings, while pausing or rewinding live TV, and while watching Restart or Replay TV.

### **How do I record shows?**

Select the program you would like to record in the guide. The menu will give you several options including Play and Record. Navigate to Record and select it. If it is a series, you can select to record only this episode or all episodes. You may also then go back into the scheduled recording and edit the series to start or end later.

### **How do I access DVR recordings?**

Bring up the menu with your device remote. Navigate to the fourth button from the left and select it. You will see your Recorded shows and Scheduled shows. You can also view how many hours of content are recorded and how many remain. Additional DVR hours are available for an additional monthly cost.

### **How do I access settings?**

Press the remote button to bring up the guide. Navigate to the 4th icon from the left and push select. Navigate to the gear icon on the top right of the screen and push select. From settings, you can set up parental controls, manage user profiles, and sign out of the app.

### **Are parental controls available?**

Yes, you can access parental controls in the settings. By enabling parental controls, a PIN is required to play content with TV-MA, R, or NC-17 ratings.

### **What if I get an error that all streams are being used?**

Simply go to one of the streaming devices that you have recently watched GPC iTV on, go to the Settings, and log out of the GPC iTV app. This will stop that stream.

### **What is the moving circle icon on my screen?**

That circle icon you are referring to shows that the show or channel is loading. Streaming services like GPC iTV are different than traditional cable TV services with the way that it may take some time for the channel to load after changing channels. If you happen to notice this circle during your shows without changing channels, please contact us and we'll be happy to troubleshoot.

### **How do I get my username and password?**

If you are not currently a GPC iTV customer, call Great Plains Communications at 888-343-8014 to sign up and receive your username. An email will be sent to you to set up your GPC iTV password.

### **What if I forgot my username or password?**

GPC iTV has a "Forgot Password" function like most websites. Simply visit [gpcitv.net](http://gpcitv.net) in a web browser and click the "Forgot Password" link and follow the directions on the screen. You will receive an email to reset your password. If you have forgotten your username, call Great Plains Communications at 888-343-8014.

## **GPC iTV DEVICES**

### **What does the GPC iTV app look like?**

The GPC iTV app features a black background with the GPC iTV logo.

### **How can I use my smartphone as a remote?**

You can utilize your smartphone or tablet as your device remote. To do so, go to the app store of your device. Download the remote control app for your device. App names are Amazon Fire TV Remote, Apple TV Remote and Android TV. Follow the individual instructions for the app.

### **How do I install the GPC iTV app on my smartphone or tablet?**

Visit your phone or tablet's app store and search for GPC iTV. Click "Install" and follow the instructions for the app.

### **Can I watch GPC iTV and access recordings from a web browser?**

Yes! Visit [gpcitv.net](http://gpcitv.net) and log in with your username and password.

## **GPC iTV ON APPLE TV**

### **How do I connect via Apple TV?**

Visit the app store and search for the GPC iTV app. Download it. Once you click the app on Apple TV, log in with your username and password.

### **How do I use the Apple TV remote?**

You may view our video tutorial here: [GPC iTV - Apple TV Remote Tutorial](#)

## **GPC iTV ON AMAZON FIRE TV STICK**

### **How do I connect via Amazon Fire TV?**

Once you have the Fire TV device connected to your TV, go to Amazon.com on a web browser and search for the GPC iTV app. Choose which device to send it to and then click "Get App".

### **How do I use the Amazon Fire TV remote?**

View our video tutorial here: [GPC iTV - Fire TV Stick Remote Tutorial](#)

### **How do I tell what version of Amazon Fire TV Stick I have?**

Simply look at the bottom of the device, and look at the FCC ID, Version 1 is 2ABDU-0509. This version of Fire Stick TV will not work with GPC iTV.

### **What should I do if my Amazon Fire TV Stick freezes or kicks me out of the GPC iTV app?**

You may need to reboot your Amazon Fire TV Stick by unplugging it for a few seconds. You can also try clearing the cache. To do this, go to the main menu of the Fire TV Stick. Select Settings. Select Applications. Select Manage Installed Applications. Select the Great Plains Communications TV App. Select Clear Data and then select Clear Cache.

# GPC iTV VS. COMPETITORS

## I already have Netflix/Hulu/Amazon Prime. What makes GPC iTV so great?

GPC iTV offers you shows in real time, live sporting events, and local news stations. Plus you receive ONE bill for all of your services instead of 2 or 3. In addition, your service is backed by local, Nebraska-based support including technicians in your community. Netflix and Hulu (without Live TV) only provides on-demand shows and movies without the option to watch live sporting events. Amazon Prime has started to air live sporting events on their platform, but it is not a daily occurrence.

## I currently subscribe to Hulu Live. Why would I switch to GPC iTV?

Great question! GPC iTV offers a wider variety of channels and package options to fit the needs of your household. Hulu Live only offers about 75 live channels, whereas GPC iTV offers up to 104 depending on the package you choose. Both GPC iTV and Hulu Live offer 50 hours of cloud DVR storage and the ability to watch on 2 screens right off the bat.

	GPC iTV	Playstation Vue	Hulu Live	Sling TV	DirectTV Now	YouTube TV
Local Channels Included	✓	✓	✓	✓	✓	✓
Access to Premium Movie Channels	✓	✓	✓	✓	✓	✓
Streams Included	<b>2</b>	<b>5</b>	<b>2</b>	<b>4</b>	<b>2</b>	<b>3</b>
Max Number of Channels	<b>104</b>	<b>74</b>	<b>67</b>	<b>59</b>	<b>70</b>	<b>87</b>
DVR Storage Included (hours)	<b>50</b>	<b>250</b>	<b>50</b>	<b>50</b> \$5/mo.	<b>20</b>	<b>No Limit</b>

## CONTACT US

888-343-8014  
[contactus@gpcom.com](mailto:contactus@gpcom.com)

