



APP GUIDE

USER MANUAL & FAQs



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WELCOME TO RALLYTV!

STREAM ANYTHING, ANYWHERE.

RallyTV includes a downloadable app to be used on most third-party devices and a rich feature set that is on par with - or exceeds - competitor platforms so you can watch **LIVE TV** on almost any device!



TV viewership has changed, and IPTV technology continues to advance. We are proud to offer our customers with a streaming service that meets their expectations and lifestyle! RallyTV customers can discover the best content with carefully curated packages, theme packs and watch what you enjoy with an easy to navigate and smart TV experience that will recommend content based on your personal viewing habits.

GETTING STARTED

WHAT IS IPTV?

The RallyTV service is delivered through Internet Protocol TV technology, sending the TV content to your home via your home Internet connection. RallyTV is designed to being simple, making your TV smarter and accessing entertainment easier than ever. You can enjoy Rally Live TV alongside all your streaming entertainment like Netflix, Disney+, Amazon Prime Video and move seamlessly between them - all in one place!

HOW DO I SUBSCRIBE TO RALLYTV?

Subscribe to RallyTV by visiting our website or calling us to sign up.

WHAT HAPPENS AFTER I ORDER RALLYTV?

If you already own a compatible third-party device, such as a mobile phone or TV streaming device, you simply need to download to app from the related app store to your device. You will be sent login credentials from Rally by email.

If you need a device, you can purchase your preferred streaming method from major retailers, You will need to set up the device to your TV and create an account, then download the app and login using your RallyTV account credentials.

WHAT THIRD-PARTY DEVICES CAN I USE?

We recommend using a third-party device such as a Fire TV Stick, Apple TV or similar. *(See our installation guide on page 4 for compatible devices.)*

WHAT KIND OF CONTENT IS AVAILABLE ON RALLYTV?

We have tons of popular sports, news, entertainment, family and network channels! Our pre-built TV packages cover most needs but can be supplemented with a la carte channels or theme packs. You will have access to enjoy Rally's Live TV alongside all your other streaming entertainment apps.

WHY DO I NEED TO INTERNET & TV YOU FROM THE SAME PROVIER?

This is according to regulatory rules in Canada requiring Internet providers to deliver IPTV service over their own lines. By being your Internet provider, we can also diagnose and provide a quick resolution to any issue you may experience with any of our services.

HOW MANY DEVICES CAN I USE?

You can install the app on up to 5 different devices and be streaming on up to 3 at the same time.

IF I CANCEL RALLYTV, WILL I LOSE MY INTERNET SERVICE?

No, cancelling your RallyTV service doesn't affect your Internet service. You will be required to return your RallyTV remote and set-top box(es) if applicable. If you were using your own third-party device, your login credentials will be deactivated, and you will no longer have the ability to use the app.

WAYS TO STREAM

BRING YOUR OWN DEVICE & ACCOUNT

RallyTV allows you the ease and flexibility to bring your own device so you can enjoy your entertainment, your way! You can install the app on up to 5 different devices, watch RallyTV on your phone, tablet and other streaming devices. You will require an account with the related app store to download the RallyTV app.



To begin, if you have a **NEW** TV streaming device, follow the installation and account setup walkthroughs provided by the device you're using. For TV streaming devices, make sure all your cables are securely connected including the HDMI port from the TV to the device and power cable (*see next page for examples*).

Ensure that your remote batteries are inserted, and it is properly synced to the device and that your device is connected to the Internet either hardwired or using your Rally Wi-Fi.

If you already have a streaming device installed, or are using your tablet or mobile phone, you can skip this step and proceed directly to the app store to download the RallyTV app!

★ QUICK TIP!

YOU CAN ADD RALLYTV AS A FAVOURITE APP SO IT'S ALWAYS AT THE TOP OF YOUR DEVICE HOME SCREEN FOR EASY ACCESS!

DOWNLOAD THE APP

1. Launch the **APP STORE** for your device (*i.e. Apple, Google Play, Amazon*)
2. **LOG IN** using your personal account (*or create a free account*)
3. Go to **SEARCH** and enter '**RALLYTV**'.
4. Click the **DOWNLOAD** button. (*This may take a few minutes.*)
5. Once downloaded, click the **RALLYTV** icon to launch the app
5. Enter your **USER ID** and **PASSWORD** provided to you by Rally.



RallyTV app icon

Once you're in the app, the channel lineup that you selected will be available to you instantly. You can then go to your **ACCOUNT** to create users or **SETTINGS** to customize your preferences.

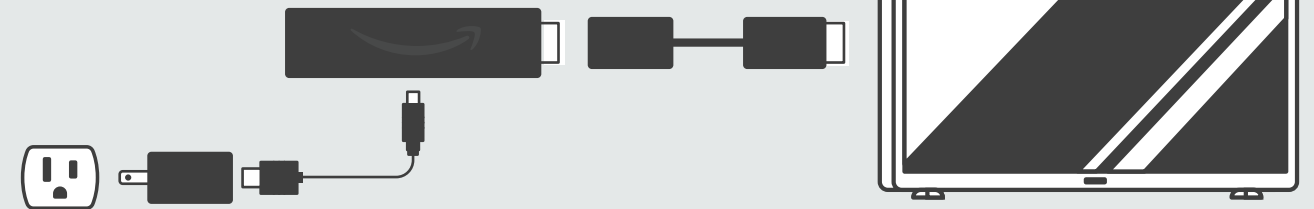
INSTALLATION

BRING YOUR OWN DEVICE

Most third-party devices connect in a similar way, but your device and remote control may differ. Please refer to the specific details provided with your device for installation instructions and troubleshooting tips.

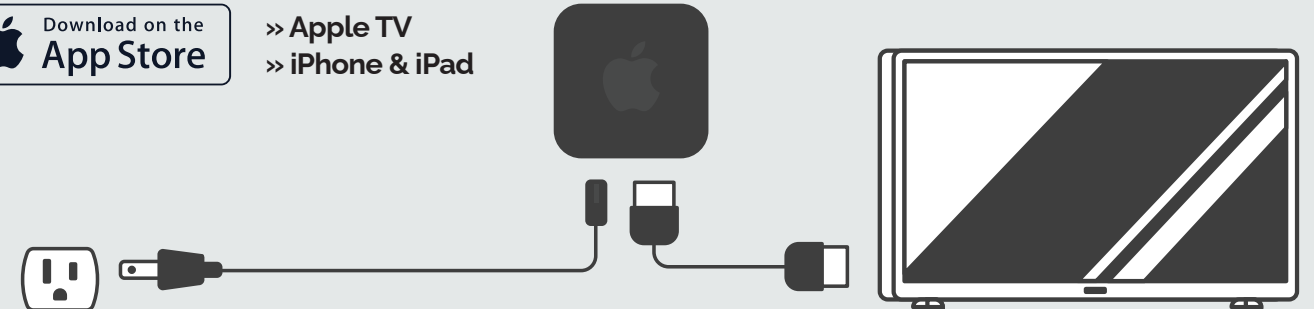
available at
amazon appstore

>> Fire TV
>> Fire TV Stick



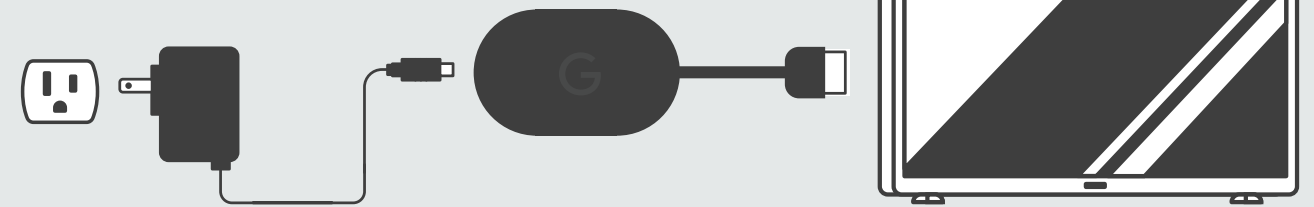
Download on the
App Store

>> Apple TV
>> iPhone & iPad



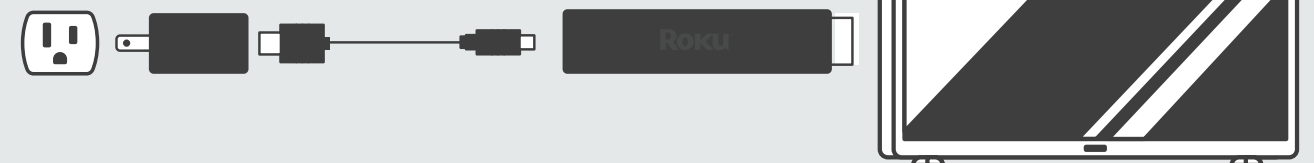
GET IT ON
Google Play

>> Android TV, Phone & Tablet
>> Google Chromecast



Available on
ROKU TVs & Devices

>> Roku TV
>> Roku Devices



LOGIN TO YOUR ACCOUNT

RallyTV User ID: _____

RallyTV Password: _____




★ KEEP THIS SOMEWHERE SAFE & DO NOT SHARE YOUR LOGIN DETAILS WITH ANYONE OUTSIDE YOUR HOUSEHOLD!

After logging in, you will be prompted to create your account profile. You can have up to 6 profiles, so every member of your household can have their own personalised viewing experience. See **ACCOUNT SETTINGS** on page 15 for more details.

APP GLOSSARY

BUTTONS & FEATURES

RallyTV offers a rich feature set so you can get the most out of your TV viewing experience! Different features and buttons will appear throughout the app, depending on what is available on a particular channel, program or series.

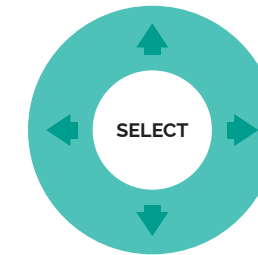
	SEARCH		PLAY	Play the selected program now.
	HOME		EPISODES	Go to the episode list for program series.
	MENU		WATCH	Watch the selected channel or program now.
	TV GUIDE		RESTART	Restart the episode from the beginning.
	BACK		RESUME	Continue watching a previously restarted program.
	PLAY		RECORD	Start recording or set a future recording.*
	PAUSE		MANAGE RECORDINGS	Edit episode or series recording options.*
	LIVE TV		PROTECT RECORDINGS	Protect (or unprotect) recordings from being deleted.
	REPLAY	Genre:  Cast:  Director: 		
	RESTART	ADVANCED SEARCH FILTERS: Navigate to highlight buttons by genre, cast, director, press the SELECT button to see matching titles.		
	RECORD	OTHER WAYS TO WATCH See other channels where you can watch the same program		
	RECORDINGS	SIMILAR TITLES Suggestions of other programs you may enjoy based on the type of program selected.		
	PROTECTED	LIVE TV See what's currently airing right now.		
	AUDIO & SUBTITLES	CATCHUP TV Go back in time to watch previously aired programs.*		
	INFORMATION	MOST WATCHED & MOST POPULAR CATCHUP See what's trending now or being re-watched across RallyTV that you might enjoy.		
	PICTURE IN PICTURE	*The availability of Recording, Replay and Catchup TV is at the discretion of the content providers and is not permitted on all channels or all types of programming. Buttons will only be visible where available.		
	FULLSCREEN			
	SETTINGS			
	PROFILE/ACCOUNT			
	PARENTAL CONTROLS ARE LOCKED			
	PARENTAL CONTROLS ARE UNLOCKED			

THE BASICS

GETTING AROUND THE APP ON A TV STREAMING DEVICE

RallyTV navigation operates very much like most other streaming apps you may be familiar with. You can scroll in every direction, and **SELECT** buttons to flip through different pages. If you ever go too far, pressing the **BACK** button repeatedly will take you in reverse order until you get back to the beginning or pressing the **HOME** button will jump you directly to where you started.

Please note that the buttons on your remote control may differ depending on the type of device or model you are using.



NAVIGATION RING



The **NAVIGATION RING** on your remote control are the buttons that you'll used most often to get around in the app.

When in the **TV GUIDE** you can press and hold to initiate fast scrolling In any direction. If at any point you go too far, simply press and hold the **BACK** button to get back to the present time.



BACK

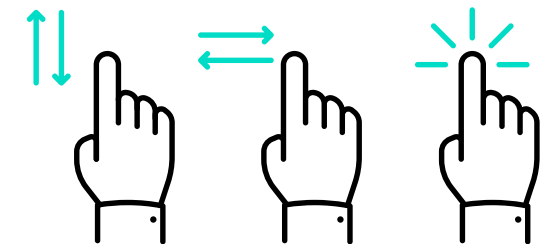
When a button is highlighted in blue, press the **SELECT** button to choose that option. Use the directional buttons (**UP**, **DOWN**, **LEFT** or **RIGHT**) to highlight a different button.

 **NEED HELP?** SUPPORT:

TOUCH DEVICES

NAVIGATING ON A PHONE OR TABLET

The RallyTV app works much the same as any other mobile or tablet app. Simply use your finger to scroll by swiping **UP** and **DOWN** or sliding **LEFT** and **RIGHT** and **TAP** to select.



Press the **MENU** button to open the **NAVIGATION MENU**. From the **TV GUIDE**, touching the **CHANNEL LOGO** will take you to that channel right away **TAPPING** on the show currently airing will take you to that show while **TAPPING** on a show that previously aired or is airing in the future will take you to the show information.


TV GUIDE, HOME SCREEN & SEARCH

The Electronic Program Guide (EPG) or **TV GUIDE** is the traditional grid layout you're used to, and for some, the easiest way to navigate the app. The vertical blue line will show you where are you are in time, but you can scroll, or swipe **LEFT** and **RIGHT** to go backwards and forwards in time to see what has previously aired what's coming up next.


In the **TV GUIDE**, pressing the show once will open the episode information, pressing it a second time will take you to the live program or to the complete show information page if not currently airing.


If you're not sure what to watch, then visit the **HOME SCREEN** to see a visual representation of content organized by genre, what's trending, and suggestions based on popularity. If you're not sure where or when your favourite show is airing, you can always use the **SEARCH** menu to locate your program. Here, you can either type in or speak (on supported devices) the name of a program, genre, actor, or director and locate any matches that exist in the EPG.

THE NAVIGATION MENU


 The **NAVIGATION MENU** is the main control panel for your RallyTV experience. When you login to the app, you'll start at the **HOME SCREEN** with the **NAVIGATION MENU** along the left-hand side of your screen.

 To access the **NAVIGATION MENU** on your RallyTV app, press the **BACK** button on your remote and it will display on the left-hand side of your screen. Use the **UP** and **DOWN** buttons to highlight your selection, then press the **SELECT** button.


 **SEARCH**
Open the **NAVIGATION MENU**, select **SEARCH**. Using search, type in any term; show title, channel, actor name or genre and your results will populate on the page. Use the **UP** and **DOWN** buttons to scroll through your results then press **SELECT** on the one you want.


 **RALLYTV HOME**
The **HOME SCREEN** is where you'll begin when you launch the Rally app, it will give you a visual layout of all the popular programming you have access to. Scroll through using **UP**, **DOWN**, **LEFT**, **RIGHT** controls on your remote, select a show to see more information and episode options.


To get to the **HOME SCREEN** at any time, open the **NAVIGATION MENU** and select **RALLYTV HOME**, then browse different selections such as Most Watched, and Catchup TV. Use the arrows to navigate **UP**, **DOWN**, **LEFT**, **RIGHT** to scroll.


 **TV GUIDE**
Open the **NAVIGATION MENU**, select **TV GUIDE** to display your RallyTV guide. The grid-style live TV guide displays channel numbers, show titles, and the network to make it easy to find your favourite TV shows.

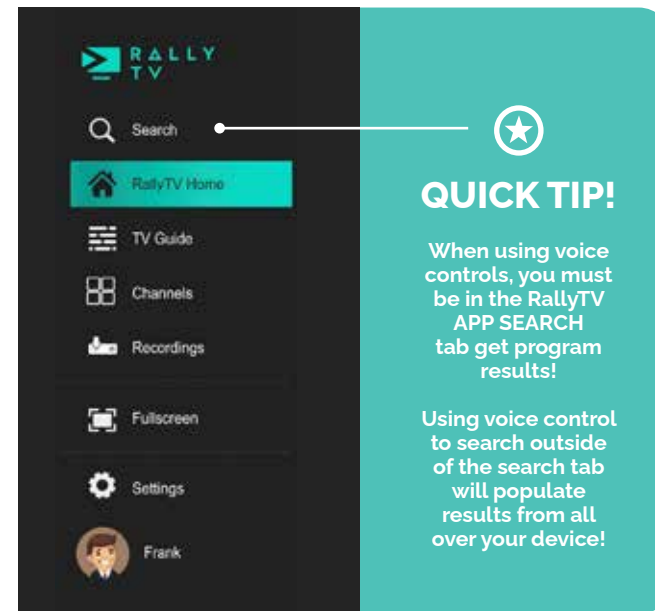
NEW OR RERUN
In the **TV GUIDE**, **NEW** programs will have a blue triangle in the upper left corner.

 **CHANNELS**
Filter your channels by programming type. See page 12 for more information on channel filters.

 **RECORDINGS (PVR)**
Open the **NAVIGATION MENU**, select **RECORDINGS**. See page 14 for more information on recording.

 **FULLSCREEN**
While you're navigating around the app, you can quickly return to the full screen of the current show by selecting **FULLSCREEN** at any time.

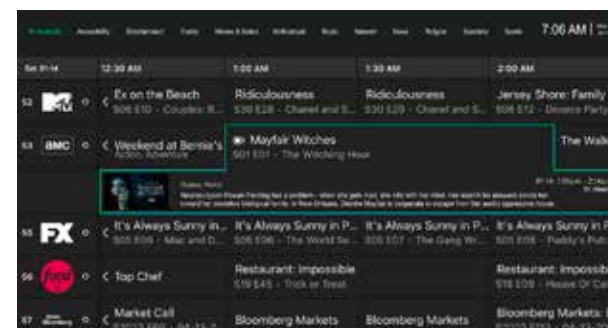
 **SETTINGS**
Go to **SETTINGS** to view or edit your device and network (Wi-Fi) settings. See page 15 for details.



Navigation Menu






The Home Screen will only show you the channels and content you are subscribed to. If a show is currently airing, selecting a show will take you directly to the live program already in progress. Catchup TV shows are available to Replay, selecting it will take you to the program information page where you can see available options.




Select once for detailed show info. Select again to go to the info page or show currently in progress. Tapping on a channel logo on a phone or tablet will take you directly to the program currently in progress.


APP FEATURES

 **PAUSE LIVE TV**
You can pause Live TV for 5 minutes before the show will start playing again automatically. Pausing for more than 5 minutes on a live channel will jump to you real-time when you resume.

  **FAST FORWARD OR REWIND A SHOW**
While watching a show, press the **SELECT** button located at the centre of your navigation control on your remote. A display screen with different options will appear over top of the show you are watching (you will still see the show in the back). To fast forward or rewind (if available), toggle down until the **BLUE PROGRESS BAR** is highlighted, then navigate **LEFT** and **RIGHT** to get to the point of the show you want.


On a phone or tablet, double tap the **LEFT** and **RIGHT** sides of the screen to go backwards or forwards in 10 seconds increments.


 **RESTART TV**
To restart live shows already in progress, look for the symbol and click **RESTART** on the show to go back to the beginning.


 **CATCHUP TV (REPLAY)**
You can go back in time up to 72 hours to watch a show that previously aired using the TV Guide.


Scroll back in time on your TV Guide, using the **LEFT** navigation on your remote. Shows **HIGHLIGHTED** in grey on your TV Guide are available for replay. Navigate to the show you'd like to replay. Press **SELECT** to bring up show details. Select **PLAY** to watch your show.

You can press **SELECT** to bring up available features or select and drag the progress bar to any point in the program.

 **AUDIO & SUBTITLES (CLOSED CAPTIONING)**
To manage closed captioning while watching a program, press the **SELECT** button. Navigate **DOWN** to the video controls and to the **RIGHT** to the **AUDIO & SUBTITLES** symbol. Press **SELECT**. Go to **SUBTITLES** and turn them **ON** or **OFF**.

 **INFO (SHOW DETAILS)**
To get the full details on the show you are watching, press the **SELECT** button located at the centre of your navigation control on your remote. Navigate down and click on the "i" symbol and press **SELECT**.

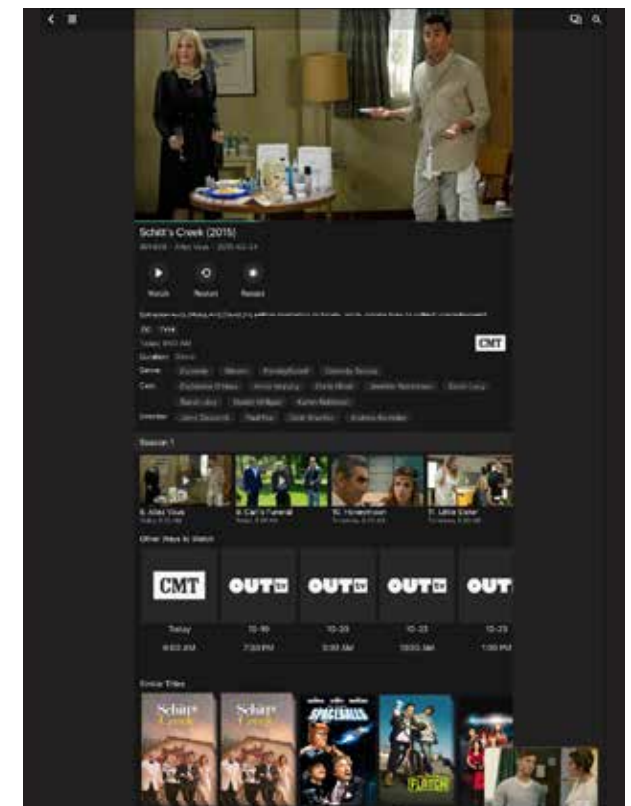
 **FAST SCROLL**
Press and hold the **UP** or **DOWN** button on your remote. The channels will soon start going by in fast speed. Release the button when you are close to the channel you're looking for. Then press and release the button to scroll one channel at a time. You can also fast scroll **LEFT** and **RIGHT** in time.

 **RETURN TO CURRENT TIME IN GUIDE**
If you've scrolled too far ahead in the TV Guide, press and hold the **BACK** button on your remote to quickly return to the current time.

 **APP FEATURES ARE AVAILABLE AT THE DISCRETION OF THE CONTENT PROVIDERS. NOT ALL FEATURES ARE PERMITTED ON ALL CHANNELS OR ALL TYPES OF CONTENT.**



LEFT: Pause, Return to Live TV, Restart and Record. RIGHT: Turn on & off close captioning, get show information and volume controls. Blue progress bar indicates where you are in the show.



Get full show details. Watch, Restart or set Recordings. Use the filters to search for other titles by genre or cast, available episodes, what time and channels they're airing. Use the **DOWN** button to see more episodes and similar shows. Select the pop-out screen, expand button to return to the show or press X to close.

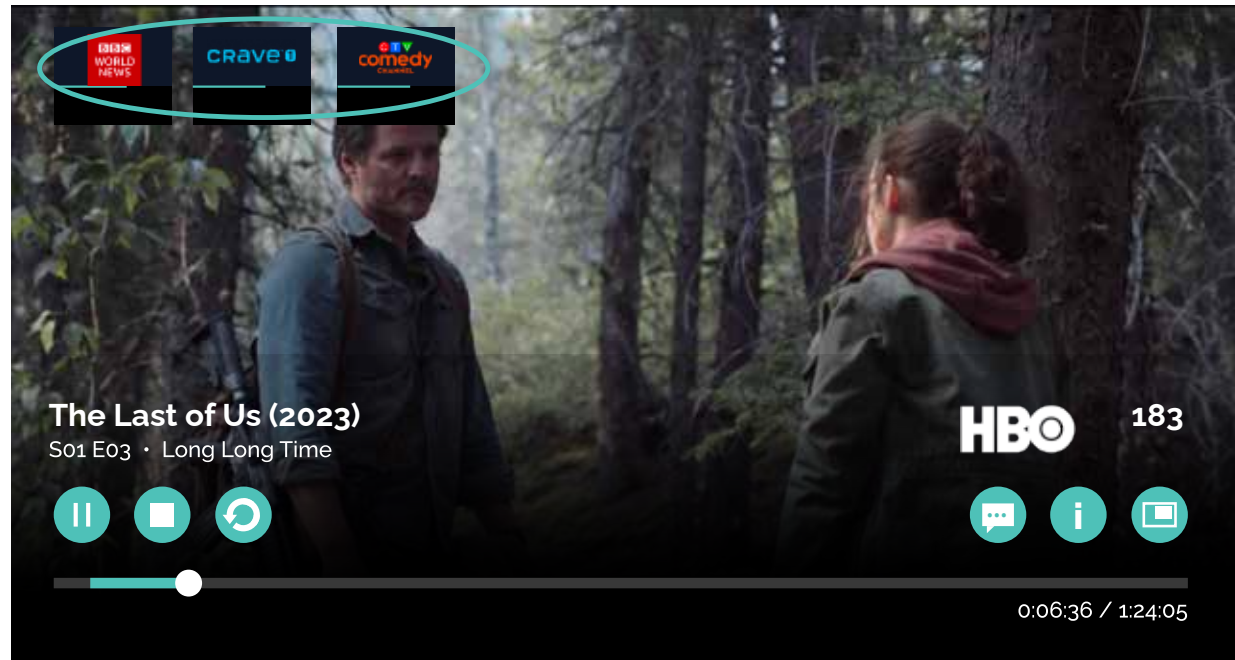
QUICK TIP!

IF YOU GET STUCK ANYWHERE IN THE APP, KEEP PRESSING THE BACK BUTTON UNTIL YOU GET BACK TO THE MAIN SCREEN.

LAST CHANNEL WATCHED

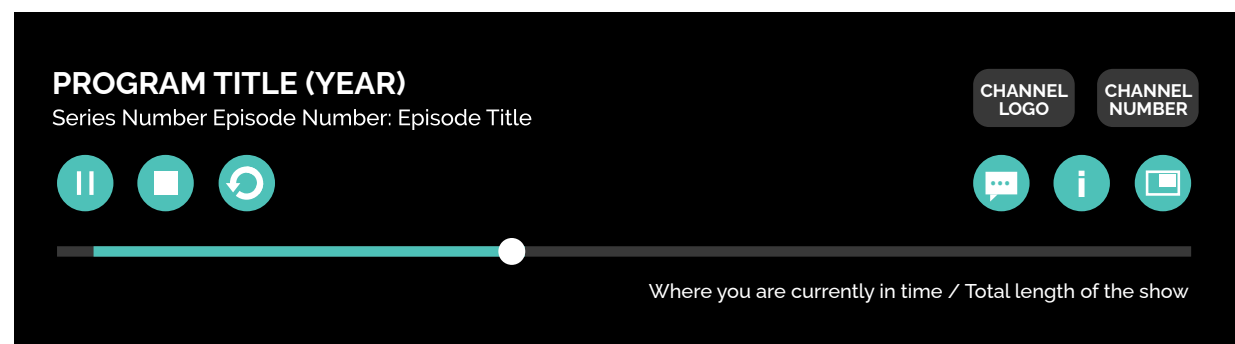
On your TV streaming device, while you're watching a show, press the **SELECT** button once to bring up the video controls over the screen.

At the top, you'll see any channels you were previously watching. Press the **UP** button on your navigation wheel and then navigate **LEFT** and **RIGHT** to get to the one you want. Press **SELECT** again to return to the channel you want.



VIDEO CONTROLS

To bring up the video controls and progress bar while you're watching a show, press the **SELECT** button once to display the video controls over the screen. Press the **DOWN** button to light up and move through the controls such as **PAUSE**, **RESTART** or move to the right to select **AUDIO & SUBTITLES** or get more **INFORMATION** about the program.



Press **DOWN** again to highlight the progress bar and press **LEFT** or **RIGHT** on the navigation ring (or drag on a mobile device) to move through the program. You can also tap on the **LEFT** and **RIGHT** side of the screen while watching to move in 10 second increments (where available.)



QUICK TIP!

RECORDING, REPLAY & CATCHUP TV IS AT THE DISCRETION OF THE CONTENT PROVIDERS AND IS NOT PERMITTED ON ALL CHANNELS OR ALL TYPES OF PROGRAMMING. BUTTONS WILL ONLY BE VISIBLE WHERE AVAILABLE.

READING THE LIVE TV GUIDE

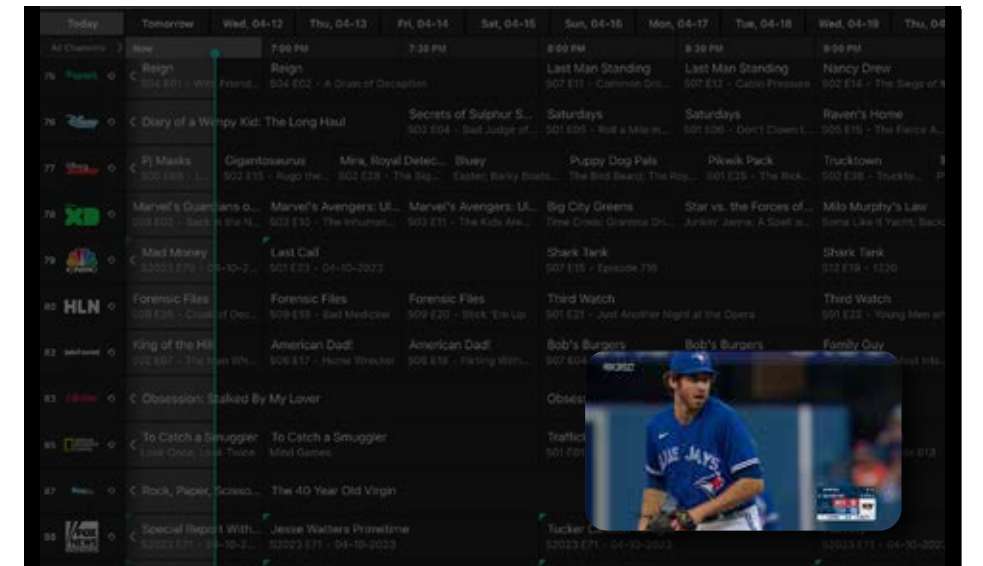
The vertical blue line will move to the right in real time, go **LEFT** or **RIGHT** to move through time to see what has played or is coming next. Blue triangles in the upper left corner indicates if it is a **NEW** episode, rather than a rerun. Any scheduled recordings will also be shown as well as the availability of **RESTART** on that channel next to the channel logo.

EXAMPLE: THURSDAY, OCTOBER 20, 12:15PM

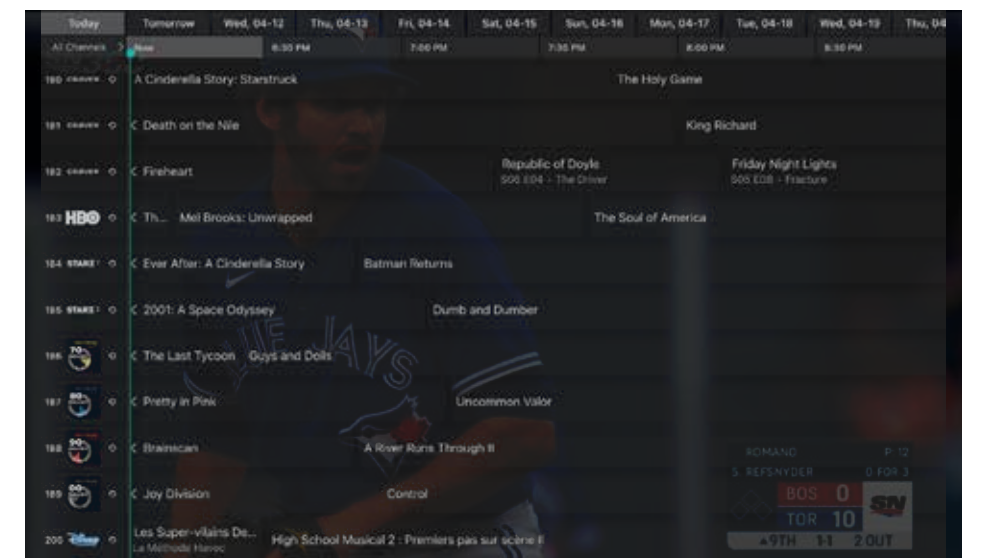
	Yesterday	Today	Tomorrow	Sat, 10-22	Sun, 10-23	Mon, 10-24	Tues, 10-25
All Channels		11:30 AM	Now		12:30 PM	1:00 PM	1:30 PM
32 AMC				▶			
33 CNN		▶					
34 TLC					▶	▶	

PICTURE IN PICTURE VS PLAY IN BACKGROUND

PICTURE IN PICTURE will keep a detached window open where you can continue to watch a program while you're navigating other areas of the app. On a touch device, in the **TV GUIDE** you can tap the channel logos to see what's playing, you can also drag and move the smaller screen to another location or tap it once to show options to either enlarge to **FULLSCREEN** or tap the **X** to close the window.



PLAY IN BACKGROUND will keep playing the show dimly behind the page you're currently viewing. You can change this setting by going to **SETTINGS** on the **NAVIGATION MENU**, select **DEVICE SETTINGS** and scroll down to **NON-FULLSCREEN PLAYBACK** and selecting the layout you prefer.



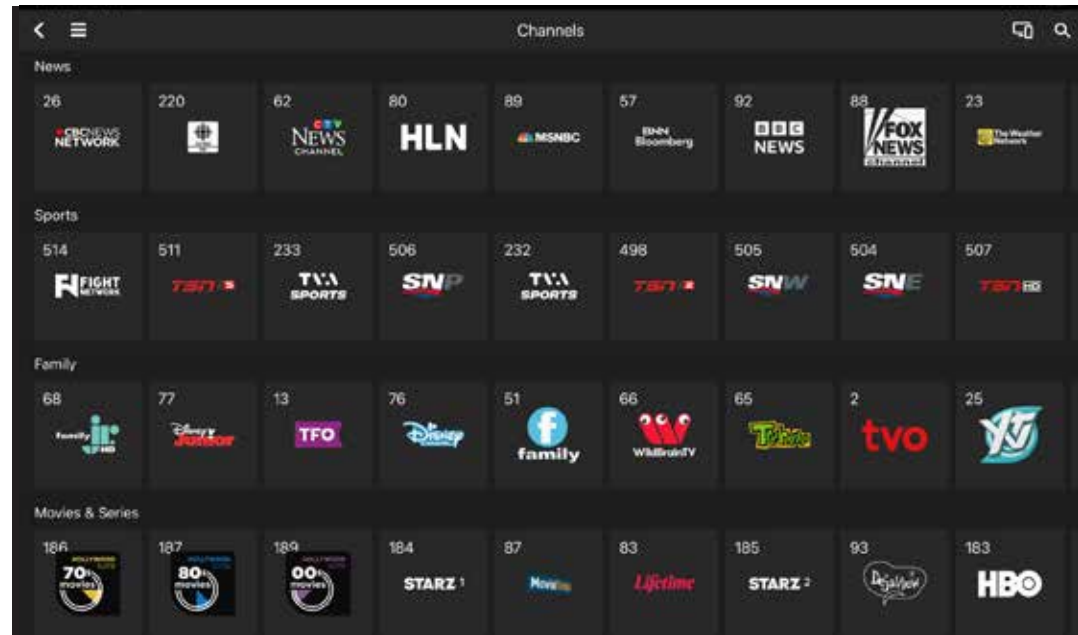
CHANNEL LISTS & FILTERING



If you're not sure what to watch - or if you know what you want but not where to find it - the RallyTV app offers a few different ways you can browse depending on how you like to get around! Besides the standard **TV GUIDE** and **HOME SCREEN**, here are a few ways to find exactly what you're looking for.

CHANNEL CATEGORIES

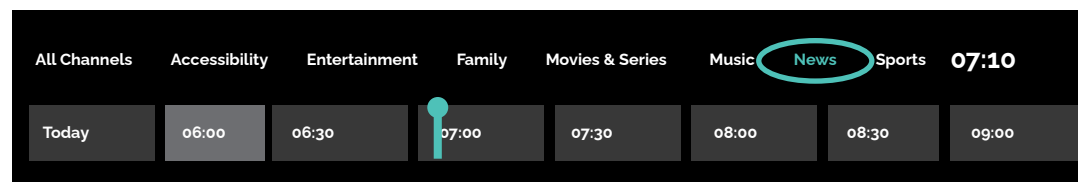
The first way is from the **NAVIGATION MENU**, select **CHANNELS** and see all the channels that you subscribe to that typically offer the type of programming you're looking for. Select the **LOGO** for the channel you want to be taken to the current program airing already in progress



FILTERING ON YOUR TV DEVICE

If you're looking for news, kids shows or just you feel like watching a movie and want to see what's available in one place, you can filter your **TV GUIDE** to narrow down the results to just those channels that typically offer that type of programming.

On some TV streaming devices, when you're in the **TV GUIDE** you'll see categories along the top of the screen, by default, this is set to **ALL CHANNELS**.



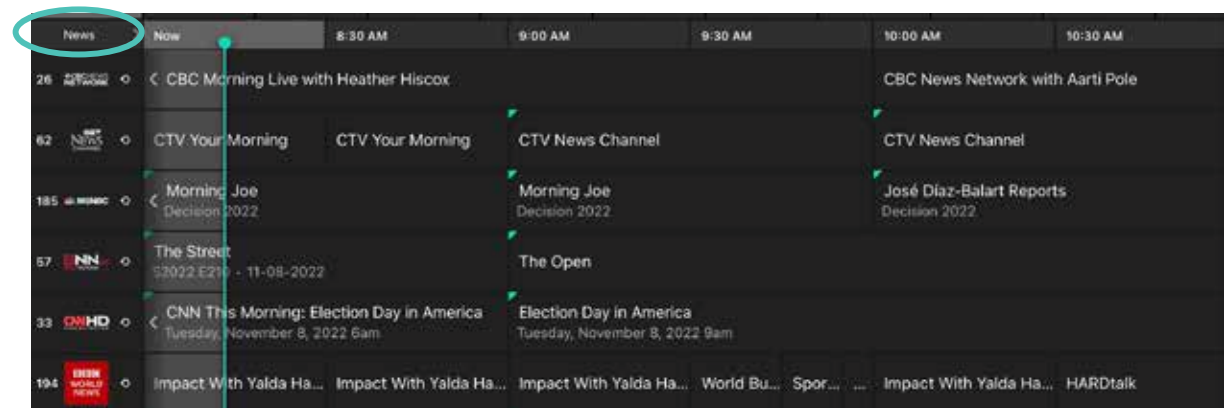
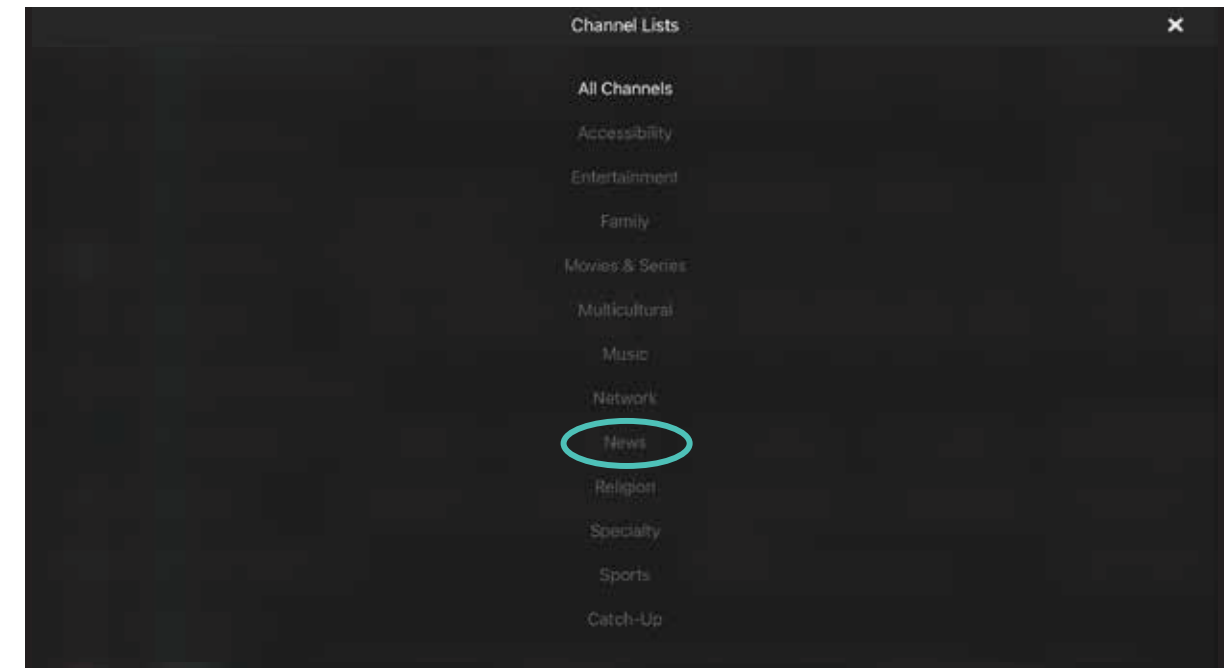
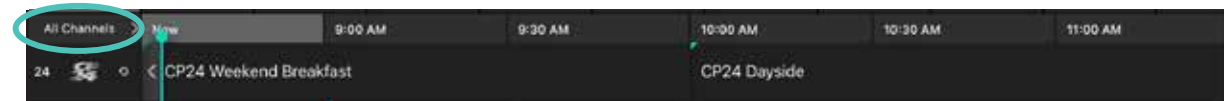
Pressing the **BACK** button **ONCE** will highlight the **ALL CHANNELS** filter, then, navigate to the **RIGHT** to highlight the category you want, then press **SELECT** to see only those channels within the filter. Navigate **DOWN** to scroll through the remaining channels. Press **BACK** button **ONCE** to get back to the categories.

To get out of category filters, navigate back to **ALL CHANNELS**, and **SELECT** it, and then press **BACK** again to go back to the main navigation, If you aren't seeing your full lineup in your **TV GUIDE**, you are likely seeing a filtered list.

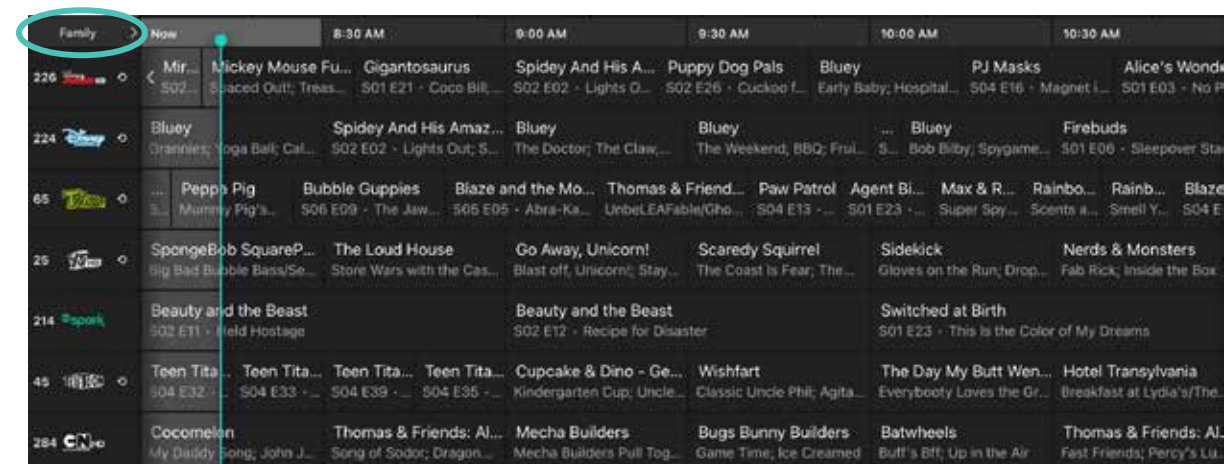
QUICK TIP!
YOU WILL ONLY SEE THE CHANNELS YOU ARE SUBSCRIBED TO, ADDING MORE TYPES OF CHANNELS WILL POPULATE MORE CATEGORIES.

FILTERING ON A PHONE OR TABLET

On a touch device you'll see these filters just to the left of the date. Tap on **ALL CHANNELS** and a screen will appear overtop where you can scroll and tap a category to filter your channels.



Tap the **NEWS** filter again to bring up the list, and select another filter, such as **FAMILY** to see only those channels or select **ALL CHANNELS** to go back to your complete channel lineup.



RECORDING (PVR)



On the **NAVIGATION MENU**, select **RECORDINGS**. Here you will find your recorded series, scheduled recordings, and your nDVR quota (How much space you have left.)

RECORD A TV SHOW OR SERIES

You can record a program when you are in the **LIVE TV GUIDE** or your **HOME SCREEN** by choosing the show or movie you wish to record and then clicking **RECORD** or **SERIES RECORD**. If you are watching a live show and you wish to record it, just click **SELECT** to select the show and then **SELECT** again to display options and then select **RECORD**. The recording will be available once the program finishes; otherwise, it will play the live channel.

HOW MANY SHOWS CAN I RECORD AT ONCE?

The RallyTV app allows you to catch up on all your favourite TV shows, you can record multiple shows at once and you can watch them anytime for up to 90 days or about 3 months. You can also choose **PROTECT RECORDING** so you never lose it.

DELETE A RECORDED SHOW OR SERIES

1. In your RallyTV app **NAVIGATION MENU** go to **RECORDINGS**.
2. Select the program you want to delete, then **SELECT**.
3. Navigate to the **RIGHT**, this will bring up your recording options.
4. Go to **MANAGE RECORDINGS**, then click on **DELETE EPISODE**.
5. Click on the **BACK** button if you change your mind.
6. In that same menu you have the options to **PLAY**, **RESUME**, **MANAGE RECORDINGS**, and **PROTECT (OR UNPROTECT) RECORDING**.

CANCEL A SCHEDULED RECORDING OR SERIES

To cancel a recording, go to **MANAGE RECORDINGS** then **CANCEL SERIES**. You can also **UPDATE SERIES RECORDING** options here as well.

HOW MUCH RECORDING STORAGE IS AVAILABLE WITH RALLYTV?

You can record **100 HOURS** of HD content to your account!

CAN I WATCH A SHOW WHILE IT'S BEING RECORDED?

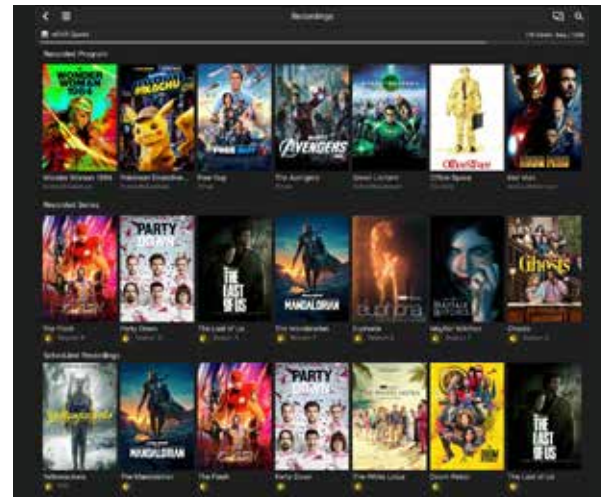
Yes, you can watch a show as it is being recorded; you can also change the channel and watch another show while your other shows are being recorded.

WHAT HAPPENS IF A LIVE EVENT I HAVE SCHEDULED TO RECORD GOES INTO OVERTIME?

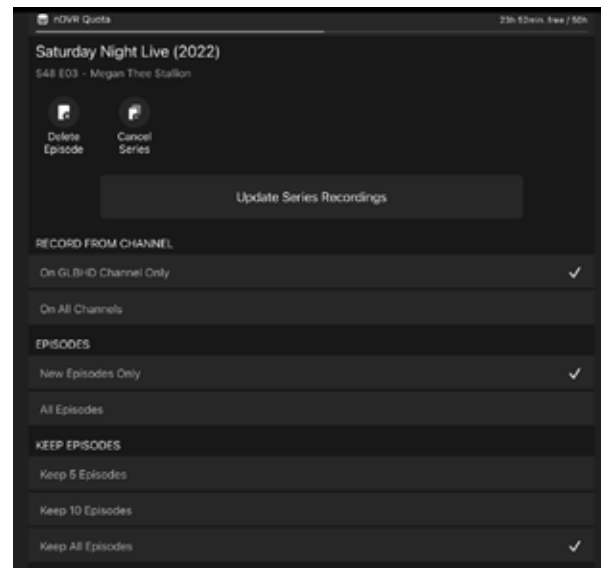
A program is recorded for the exact hours that it is scheduled to be on TV. In the case of a live event (such as an awards show or sporting event) it will only record the exact hours scheduled in the TV Guide, so if the big game goes into overtime and runs past the scheduled time, it will not continue to record. We suggest that you also schedule the recording to run after the scheduled time so you won't miss anything.

CAN I DOWNLOAD RECORDINGS TO MY DEVICES TO WATCH OFFLINE?

No, you are not able to download your recordings to your devices, but by installing the app on your tablet or mobile device, you can watch your saved recordings anywhere you are!



Go to **RECORDINGS** to view programs, series, scheduled recordings and how much recording space you have remaining.



Select a program to manage recording settings, edit your preferences then press **UPDATE SERIES RECORDING** to save your changes.

ACCOUNT SETTINGS



PRIMARY PIN

By default, your **PRIMARY PIN** should simply be **0** (the number zero) you should be able to access your **SETTINGS** and then can change the **PRIMARY PIN** to something you'll remember.

MULTIPLE USER PROFILES

In the **NAVIGATION MENU** on the left-hand side; scroll down to your profile name and select **USERS**, then **ADD USER**. Enter your **PRIMARY PIN**, then the **CHECK MARK** to continue.

Enter the new username, then click on the **CHECK MARK** to proceed to set a new user **PIN** for that profile; click on the **CHECK MARK**. Enter the **PIN** again to confirm.

PROFILE SETTINGS

Go to **EDIT USER** and press **SELECT**, here you can edit settings for each profile, such as the **NAME**, **AVATAR**, **LANGUAGE**, **PIN**, **PIN ON LOGIN**, turn on or off **PARENTAL CONTROLS** or **DELETE** the user.

You can have six different user profiles at once on your RallyTV account and you can edit your user profiles at any time.

PARENTAL CONTROLS



Use parental controls to restrict what programming can be viewed based on content ratings and warnings. When parental controls are enabled, restricted content cannot be viewed.

Only the primary (main) account can enable or disable parental controls using the **PRIMARY PIN**. Ensure you have **TURNOED ON PARENTAL CONTROLS** in the primary profile before you begin.

ENABLE PARENTAL CONTROLS

1. Go to the **NAVIGATION MENU** and select your profile.
2. Select **USER** then **EDIT USER** on the profile you want to control.
3. Select **PARENTAL CONTROLS**.
4. Enter the **PRIMARY PIN** number.
5. Make your choice for both **MOVIE RATING** and **TV RATING AND FLAGS** and press the **SELECT** button.
6. Click on the **BACK** button.

Repeat the process for each user account, you can adjust the settings at any time.

DISABLE PARENTAL CONTROLS

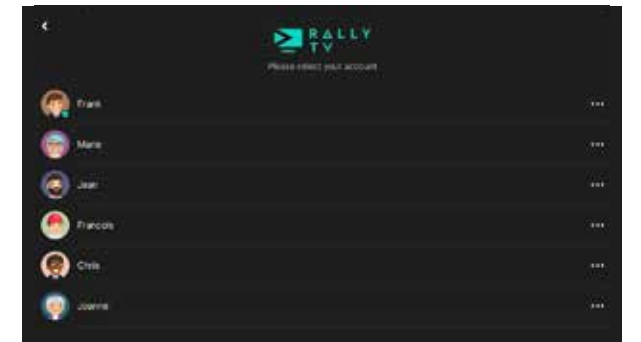
To disable parental controls, you need to be in the primary profile, then repeat steps 1 - 6, and select **DISABLE PARENTAL CONTROLS**.

CHANNEL-LOCK & RESTRICTED CONTENT

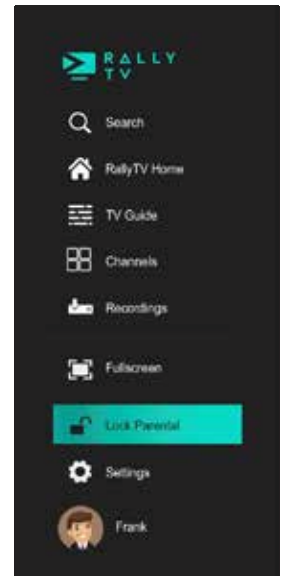
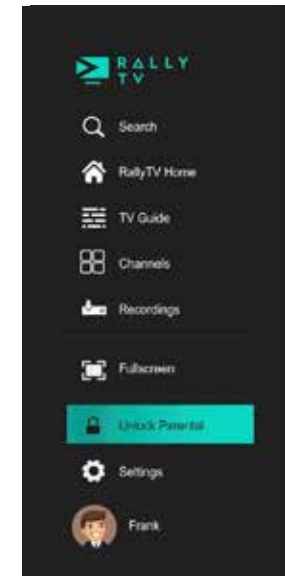
When a channel is locked or the content is restricted, the parental controls password must be entered to view the channel.

CHANGE PIN

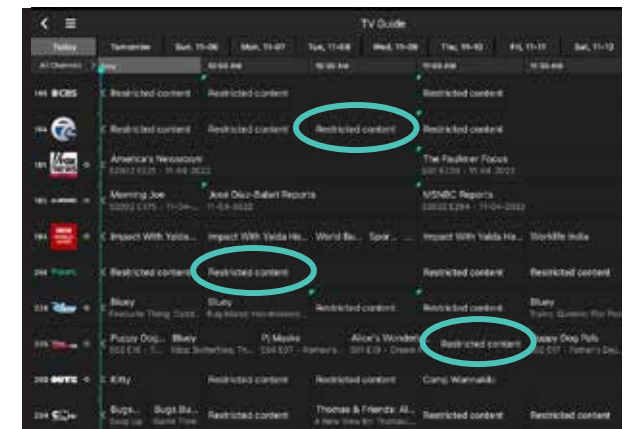
You can change your PIN by going into your profile in your RallyTV app. You will select **USERS** and then select **EDIT USER** then **CHANGE PIN**. Enter a new PIN, then re-enter the new PIN to confirm.



You can create up to 6 user accounts, with the option to set a unique **PIN** for each account and different parental controls for each.



By turning on **PARENTAL CONTROLS**, a new item will appear on the **NAVIGATION MENU**, only the main account can lock, unlock and edit controls using your unique **PIN**.



Content that is rated higher than the permitted control level will appear as **RESTRICTED** in the TV Guide and will not appear at all on the **HOME PAGE**.

NEED HELP?
FOR ACCOUNT HELP OR
TO REMOVE A DEVICE:

TV FAQs

HOW MANY HOURS CAN I GO BACK ON CATCHUP TV?

You can go back up to 72 hours on select channels. The ability to go back in time and for how long is up to the individual TV networks and content providers.

CAN I SKIP COMMERCIALS WHILE USING RESTART OR CATCHUP?

Yes, you are able to fast forward to skip commercials while using the **RESTART** or **CATCHUP** functionality or while watching recorded programs saved to your PVR. You cannot fast forward during **LIVE TV** currently airing.

DO I ONLY SEE THE CHANNELS I SUBSCRIBE TO?

Yes, you will only be able to see the channels you are subscribed to. To see our complete channel lineup please see the back page of this guide.

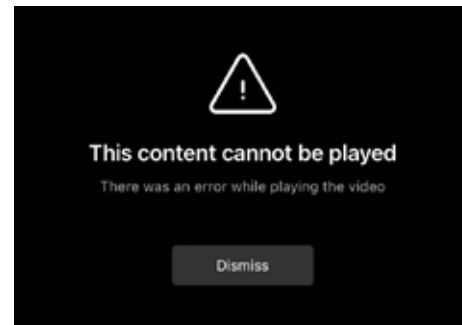
WHY ARE SOME SHOWS UNAVAILABLE FOR REPLAY OR RECORDING?

Each TV network makes their own decision about what to make available for later viewing. Different networks may make different programs available for **RESTART** and **CATCHUP**, or none at all. If there is something airing that you don't want to miss or want to be able to watch again in the future, we recommend you set it to **RECORD** and save it to your account.

WHY DO I SEE "THIS CONTENT CANNOT BE PLAYED"?

Sometimes broadcasters make content rights exclusive to a certain provider or platform. In this case, all other TV providers will be blocked from airing - for instance, a major sporting event - where the distribution and viewing has been made exclusive to a particular outlet.

If you see this screen frequently or in another situation, it's possible there is a technical issue with your connection, a channel or device, please contact us so we can check it out.



HOW DO I MAKE CHANGES TO MY CHANNEL LINEUP?

To add or remove channels and theme packs to your RallyTV lineup, please contact us. You will need to log out of the RallyTV app and log in again to see your new channel lineup.

WILL MY CHANNEL TIME-OUT?

Much like other streaming platforms, RallyTV will time-out after 3 hours if there is no user interaction, and the Live TV stream will stop after 7 hours if the channel has not been changed.

IF I LEAVE THE RALLYTV APP, WILL IT RESUME ON THE SAME CHANNEL I WATCHED BEFORE I LEFT?

If you open the app within 15 minutes of watching a live channel, this channel will be resumed. Otherwise, the first channel in the Guide will start playing (ch 1 or ch 2).

DOES RALLYTV SUPPORT BOTH HD AND SD PROGRAMMING?

Yes, while the majority of the RallyTV is HD, you can still watch a few SD channels. You can enjoy both HD and SD programming in a crisp viewing experience.

CAN I WATCH ON DEMAND VIDEO?

Currently, the RallyTV app does not support Video On Demand (VOD) - but look for this feature to be added in the future!

HOW DO I DOWNLOAD OTHER STREAMING SERVICES?

Most third-party devices come pre-loaded with the most popular streaming services. If your remote has app buttons, pushing that button will automatically launch the related app. To download more apps, navigate to the **DEVICE HOME PAGE** and go to the **APP STORE** for your device. Just navigate with your remote to browse or use search to find the app and download it to your device.

TROUBLESHOOTING TIPS

HOW DO I GET TECHNICAL SUPPORT FOR MY DEVICE?

For app-related support & device troubleshooting please contact us.

PLEASE NOTE: We can help walk you through troubleshooting your device but can only provide **REMOTE** technical support for Rally Set-Top Boxes, we are not able to control your own personal third-party devices. For some technical issues related to your own device, you may need to return to your point of purchase or device manufacturer (Apple, Amazon, etc.)

HOW DO I UPDATE THE RALLYTV APP ON MY DEVICE?

Updates will be pushed through the app store associated with your device. You can adjust your device **SETTINGS** to automatically receive updates or do them manually. Check your device app store under **Available Updates**, you will need to reboot your device after an update to refresh the app.

HOW DO I UPDATE THE RALLYTV APP ON MY SET-TOP BOX?

Updates will be pushed to your device remotely, usually these take place overnight or if you are experiencing a technical issue. You will need to reboot your device after an update to refresh the app.

HOW DO I ADD A DEVICE?

You can download the RallyTV app on up to 5 devices. Visit the app store for your device and download it then use your RallyTV credentials to login. You can also download the RallyTV app on devices such as Android TV, Amazon Fire TV stick or Fire TV, Roku, Chromecast, as well as your mobile phone and tablet.

HOW DO I REMOVE A DEVICE?

Once you reach the maximum number of devices, you will not be able to add a new one until you remove an existing device. If you need to remove devices, please contact us.

HOW DO I CHANGE THE LANGUAGE ON MY DEVICE?

Go to your **DEVICE SETTINGS** and look for your preferences, under **LANGUAGES** change your device to your desired language. The RallyTV app will update to reflect the language chosen (you may need to log out and log in again to see changes.) Currently, the RallyTV app fully supports both English and French.

QUICK TIP

HARDWIRED VS. WI-FI

TRY PLUGGING YOUR TV OR DEVICE DIRECTLY INTO YOUR ROUTER FOR A MORE STABLE CONNECTION & TO REDUCE LAG AT PEAK TIMES.

REMOTE OR DEVICE NOT WORKING?

SOMETIMES IT'S A SIMPLE FIX TO RESOLVE THE MOST COMMON ISSUES!

- 1. CHECK YOUR CABLE CONNECTIONS**
Make sure there are no loose wires and everything is secure.
- 2. CHECK YOUR REMOTE BATTERIES**
Replace if necessary.
- 3. LOG OUT & LOG IN AGAIN**
Log out of your account and completely quit the app, then log back in.
- 4. REBOOT THE DEVICE**
Log out and shut down your device, unplug, wait 10 seconds and plug it back in again, let it restart then log back in to your account.
- 5. CHECK FOR DEVICE OS UPDATES**
Check if your device needs a system update and a new version of the operating system is available.
- 6. CHECK FOR APP UPDATES**
See if a new version is available. You can also set your device to automatically install any updates.
- 7. CLEAR OUT THE APP & DEVICE CACHE**
Clear out any memory build up by cleaning out your device cache.
- 8. DELETE & REINSTALL THE APP**
If all else fails, delete the app from your device and reinstall it and try logging in again.

Contact our Technical Support Team if the issue is not resolved.