

# RALLY



# APP GUIDE

USER MANUAL & FAQs



Need help?  
[support@connectmobility.ca](mailto:support@connectmobility.ca)  
833-974-4545



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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?

Get RallyTV is by visiting our website [connectmobility.ca](http://connectmobility.ca) or calling us at **833-974-4545**. Please note that RallyTV is only available in select locations where Rally Internet services are available.

### 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 RALLY INTERNET TO GET TV FROM RALLY?

According to regulatory requirements in Canada, in order to deliver broadcast TV services, we need to also provide the Internet services to authenticate the account. 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!

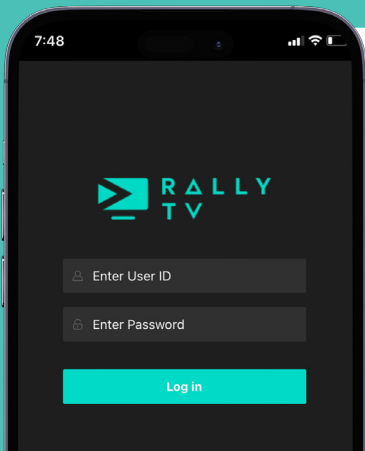
## DOWNLOAD THE APP

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.



## 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.

# INSTALLATION

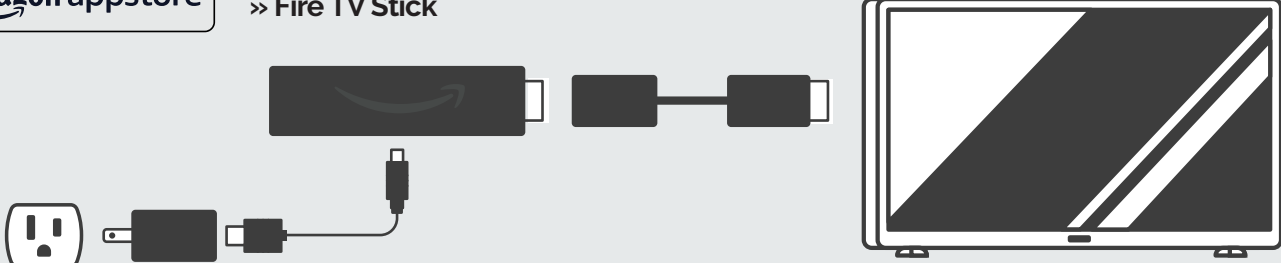
## BRING YOUR OWN DEVICE

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.

Visit [rally.ca/App](https://rally.ca/App) for downloads, FAQs and quick links to manufacturer support.

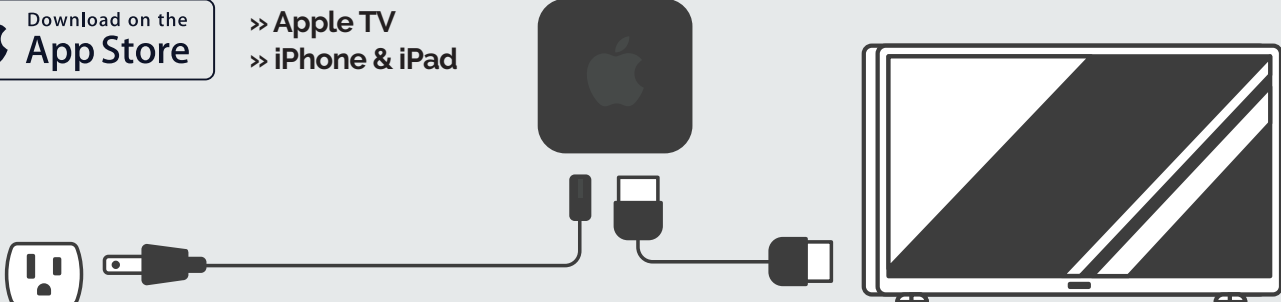
available at  
**amazon appstore**

>> Fire TV  
>> Fire TV Stick



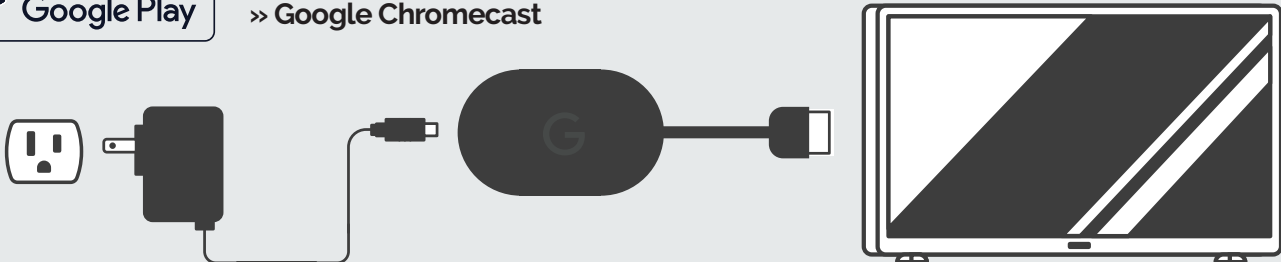
Download on the  
**App Store**

>> Apple TV  
>> iPhone & iPad




GET IT ON  
**Google Play**

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



Available on  
**ROKU** TVs & Devices






















>> Roku TV  
>> Roku Devices



# 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
-  HOME
-  MENU
-  TV GUIDE
-  BACK
-  PLAY
-  PAUSE
-  LIVE TV
-  REPLAY
-  RESTART
-  RECORD
-  RECORDINGS
-  PROTECTED
-  AUDIO & SUBTITLES
-  INFORMATION
-  PICTURE IN PICTURE
-  FULLSCREEN
-  SETTINGS
-  PROFILE/ACCOUNT
-  PARENTAL CONTROLS ARE LOCKED
-  PARENTAL CONTROLS ARE UNLOCKED

**PLAY**

Play the selected program now.

**EPISODES**

Go to the episode list for program series.

**WATCH**

Watch the selected channel or program now.

**RESTART**

Restart the episode from the beginning.

**RESUME**

Continue watching a previously restarted program.

**RECORD**

Start recording or set a future recording.\*

**MANAGE RECORDINGS**

Edit episode or series recording options.\*

**PROTECT RECORDINGS**

Protect (or unprotect) recordings from being deleted.

Genre: 

Cast: 



Director: 

**ADVANCED SEARCH FILTERS:** Navigate to highlight buttons by genre, cast, director, press the **SELECT** button to see matching titles.

### OTHER WAYS TO WATCH

See other channels where you can watch the same program

### SIMILAR TITLES

Suggestions of other programs you may enjoy based on the type of program selected.

### LIVE TV

See what's currently airing right now.

### CATCHUP TV

Go back in time to watch previously aired programs.\*

### MOST WATCHED & MOST POPULAR CATCHUP

See what's trending now or being re-watched across RallyTV that you might enjoy.

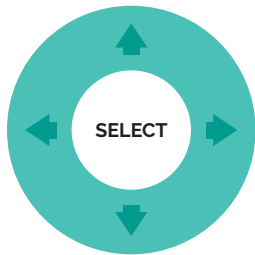
*\*The availability of Recording, Replay and Catchup TV is at the discretion of the content providers and is not permitted on all channels or all types of programming. Buttons will only be visible where available.*

# 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.



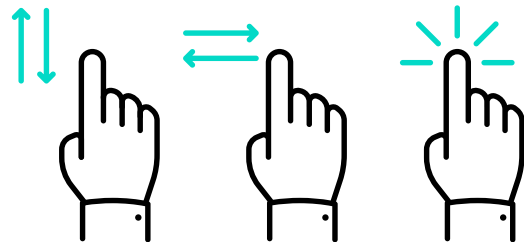
**NEED HELP?**

SUPPORT: Call 833-974-4545 | [support@connectmobility.ca](mailto:support@connectmobility.ca)

# 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 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.

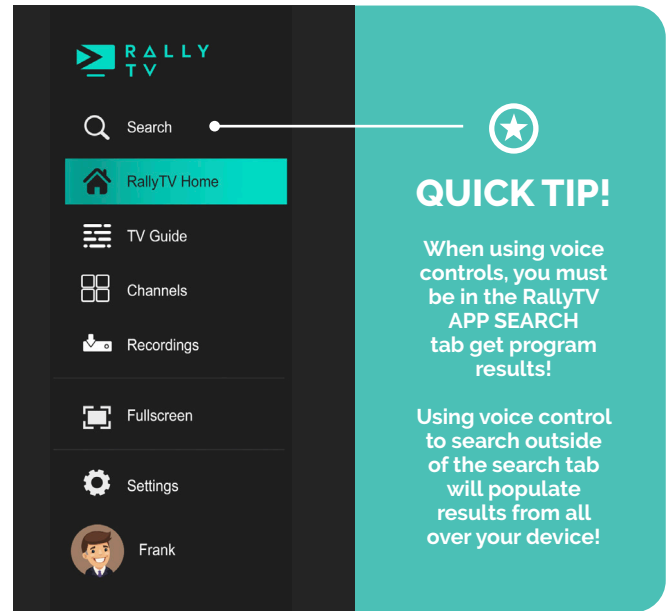
**NEW OR RERUN**  
In the **TV GUIDE**, **NEW** programs will have a blue triangle in the upper left corner.

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

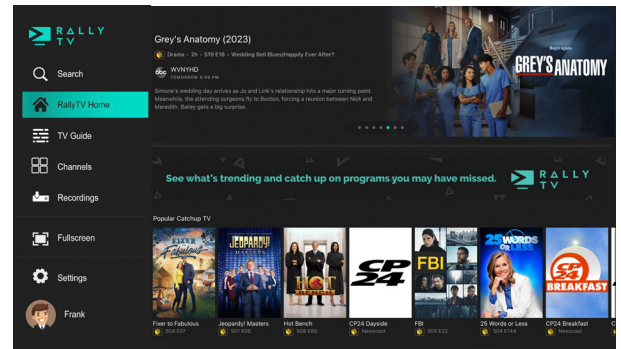
 **RECORDINGS (PVR)**  
Open the **NAVIGATION MENU**, select **RECORDINGS**. See page 14 for more information on recording.

 **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.

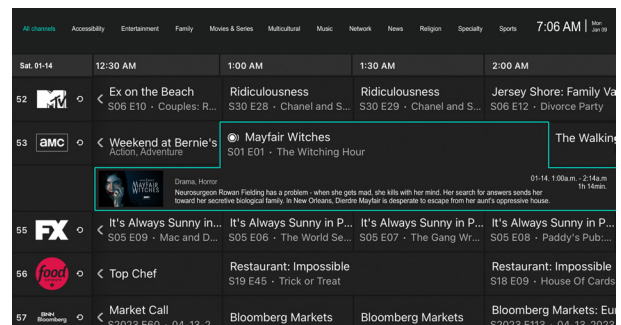
 **SETTINGS**  
Go to **SETTINGS** to view or edit your device and network (Wi-Fi) settings. See page 15 for details.



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.

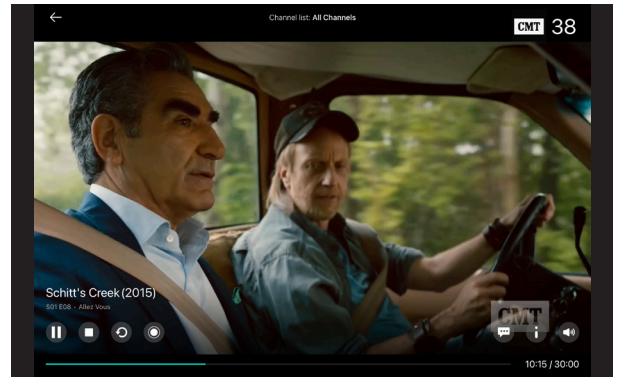


### RETURN TO CURRENT TIME IN GUIDE

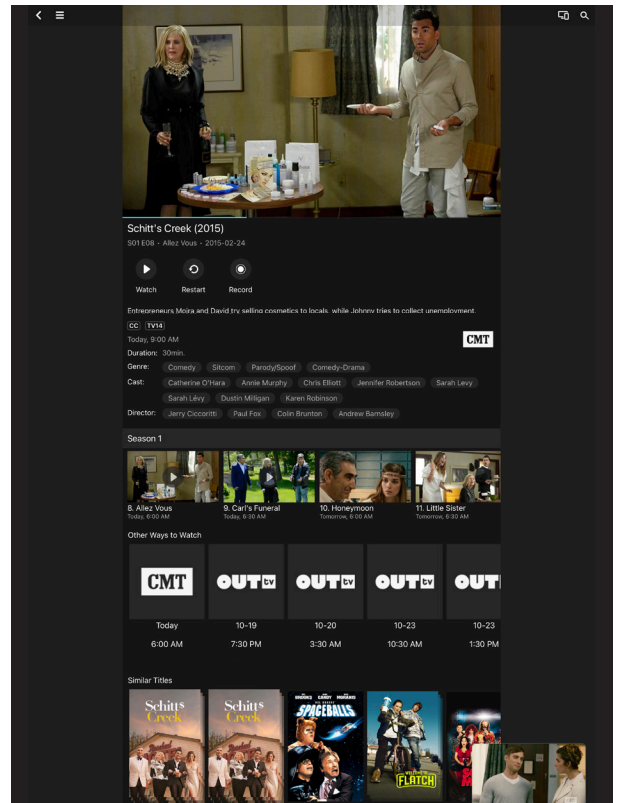
If you've scrolled too far ahead in the TV Guide, press and hold the **BACK** button on your remote to quickly return to the current time.



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.



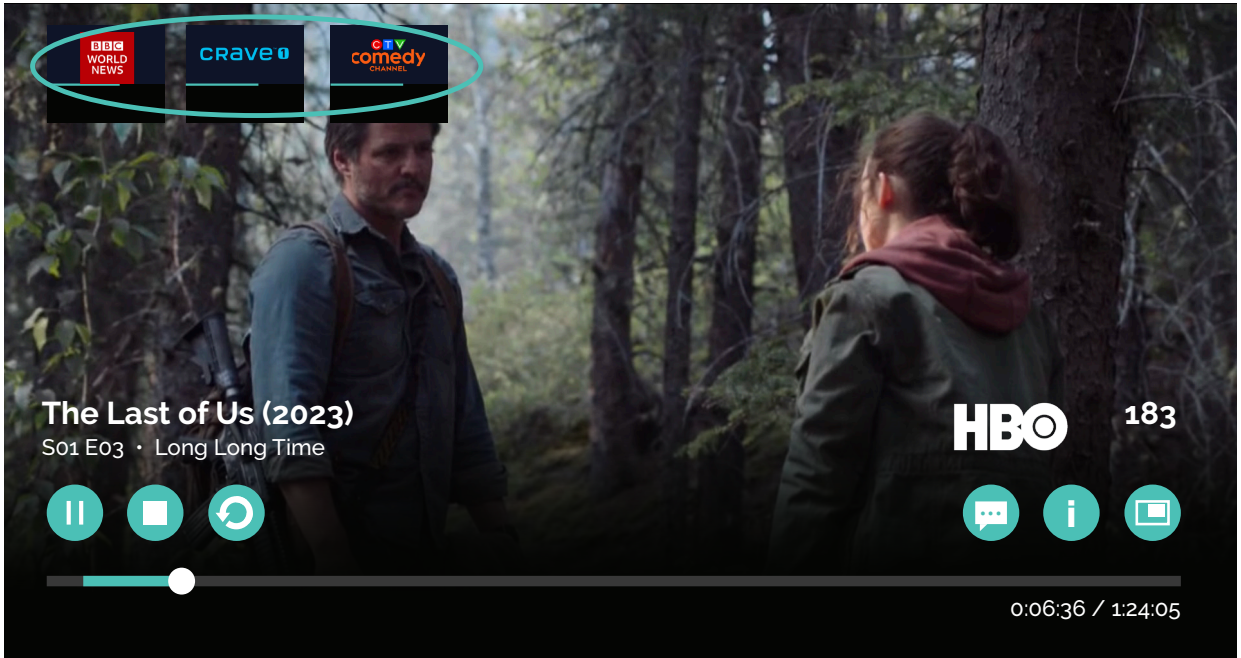
## QUICK TIP!

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

## LAST CHANNEL WATCHED

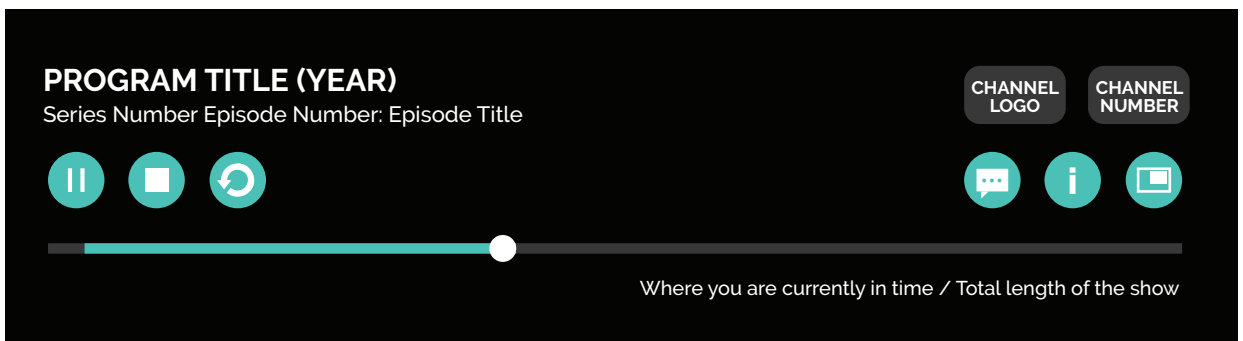
On your TV streaming device, while you're watching a show, press the **SELECT** button once to bring up the video controls over the screen.

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					RESTART		
33 CNN							
34 TLC						RESTART	

## 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.

Today	Tomorrow	Wed, 04-12	Thu, 04-13	Fri, 04-14	Sat, 04-15	Sun, 04-16	Mon, 04-17	Tue, 04-18	Wed, 04-19	Thu, 04-20
All Channels	Now	7:00 PM	7:30 PM	8:00 PM	8:30 PM	9:00 PM				
76	Reign S04 E01 - Will Friend...	Reign S04 E02 - A Grain of Deception			Last Man Standing S07 E11 - Common Gro...	Last Man Standing S07 E12 - Cabin Pressure	Nancy Drew S02 E14 - The Siege of I...			
76	Diary of a Wimpy Kid: The Long Haul		Secrets of Sulphur S... S03 E04 - Bad Judge of...		Saturdays S01 E05 - Roll a Mile in...	Saturdays S01 E06 - Don't Clown T...	Raven's Home S05 E15 - The Fierce A...			
77	Pj Masks S05 E06 - L...	Gigantosaurus S02 E16 - Rugo the... S02 E28 - The Big...	Mira, Royal Detec... S02 E28 - The Big...	Bluey Easter, Barky Boats...	Puppy Dog Pals The Bird Beard, The Roy...	Pikwik Pack S01 E25 - The Rick...	Trucktown S02 E36 - Truckto... P...			
78	Marvel's Guardians o... S03 E02 - Back in the N...	Marvel's Avengers: Ul... S03 E10 - The Inhuman...	Marvel's Avengers: Ul... S03 E11 - The Kids Are...		Big City Greens Time Crisis, Gramma Dri...	Star vs. the Forces of... Junkin' Janna, A Spell w...	Milo Murphy's Law Some Like It Yacht; Back			
79	Mad Money S2023 E70 - 04-10-2...	Last Call S01 E23 - 04-10-2023			Shark Tank S07 E15 - Episode 716		Shark Tank S12 E19 - 1220			
80	Forensic Files S09 E26 - Cloak of Dec...	Forensic Files S09 E19 - Bad Medicine	Forensic Files S09 E20 - Stick 'Em Up		Third Watch S01 E21 - Just Another Night at the Opera		Third Watch S01 E22 - Young Men an			
82	King of the Hill S02 E07 - The Man Wh...	American Dad! S06 E17 - Home Wrecker	American Dad! S06 E18 - Flirting With...		Bob's Burgers S07 E04 - ...	Bob's Burgers S07 E15 - Episode 716	Family Guy Most Inte...			
83	Obsession: Stalked By My Lover				Obses...					
86	To Catch a Smuggler Look Once, Look Twice	To Catch a Smuggler Mind Games			Traffic S01 E01 - ...					
87	Rock, Paper, Scisso... S2023 E71 - 04-10-2...	The 40 Year Old Virgin								
88	Special Report With... S2023 E71 - 04-10-2...	Jesse Watters Primetime S2023 E71 - 04-10-2023			Tucker Ca... S2023 E71 - 04-10-2023					

**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.

Today	Tomorrow	Wed, 04-12	Thu, 04-13	Fri, 04-14	Sat, 04-15	Sun, 04-16	Mon, 04-17	Tue, 04-18	Wed, 04-19	Thu, 04-20
All Channels	Now	6:30 PM	7:00 PM	7:30 PM	8:00 PM	8:30 PM				
180	A Cinderella Story: Starstruck						The Holy Game			
181	Death on the Nile						King Richard			
182	Fireheart				Republic of Doyle S06 E04 - The Driver		Friday Night Lights S05 E08 - Fracture			
183	Th... Mel Brooks: Unwrapped						The Soul of America			
184	Ever After: A Cinderella Story		Batman Returns							
185	2001: A Space Odyssey				Dumb and Dumber					
186	The Last Tycoon	Guys and Dolls								
187	Pretty in Pink						Uncommon Valor			
188	Brainscan				A River Runs Through It					
189	Joy Division				Control					
200	Les Super-vilains De... La Méthode Havoc	High School Musical 2 : Premiers pas sur scène II								

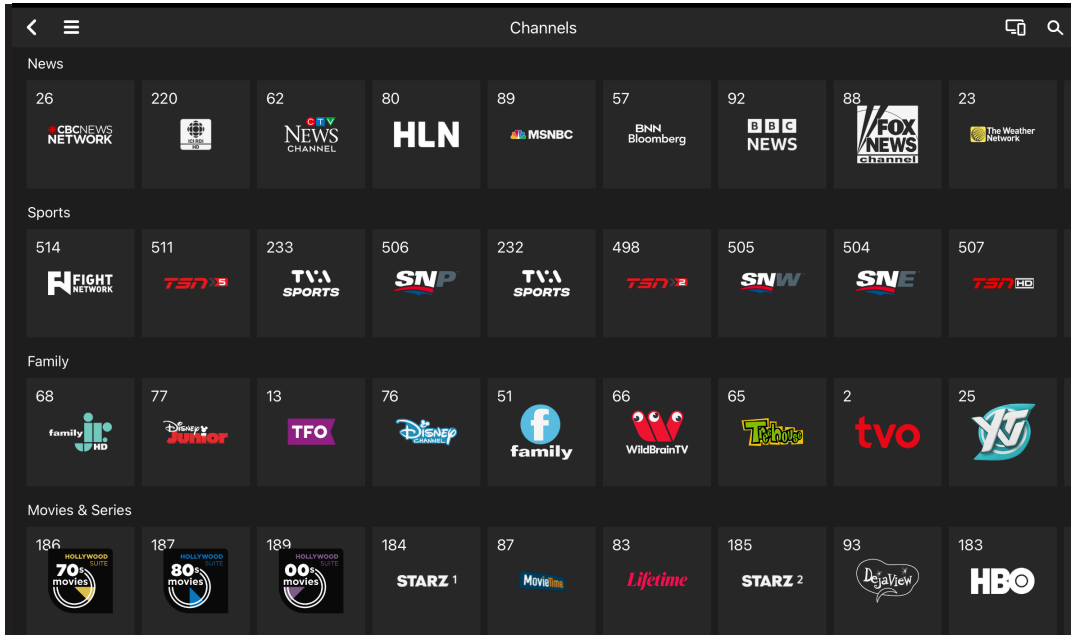
## CHANNEL LISTS & FILTERING



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

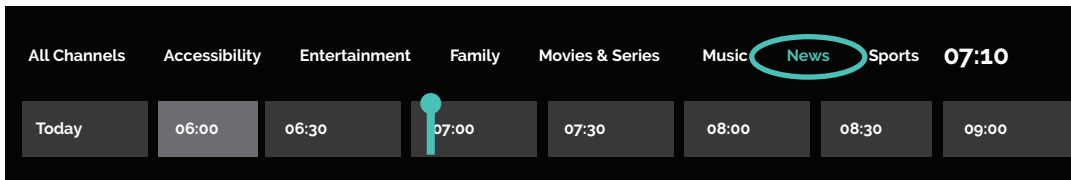
The first way is from the **NAVIGATION MENU**, select **CHANNELS** and see all the channels that you subscribe to that typically offer the type of programming you're looking for. Select the **LOGO** for the channel you want to be taken to the current program airing already in progress



### 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.

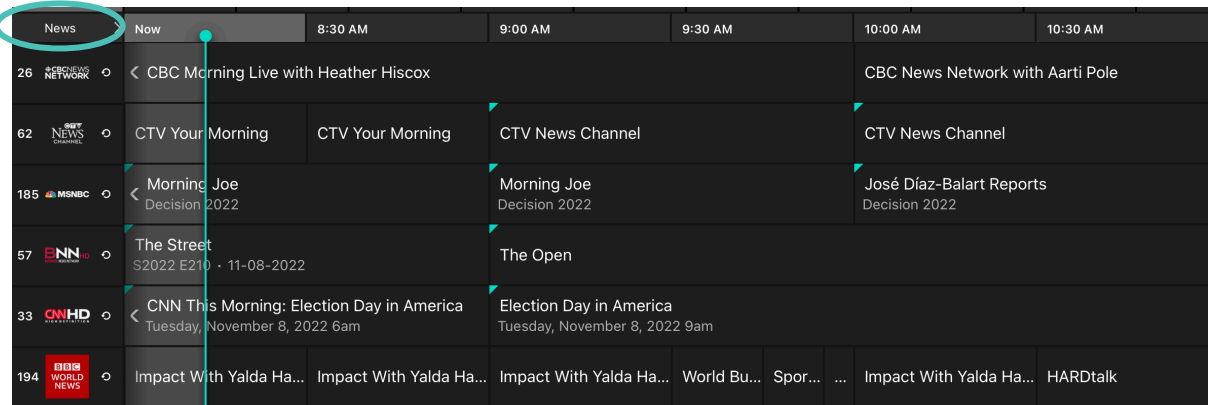
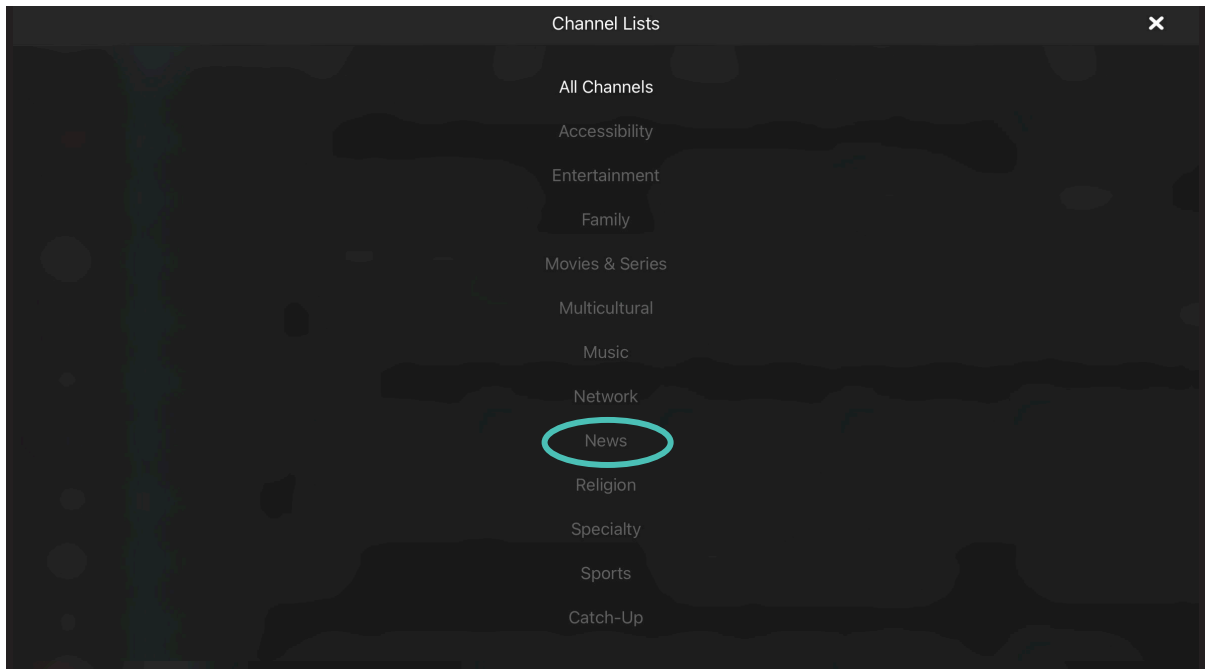
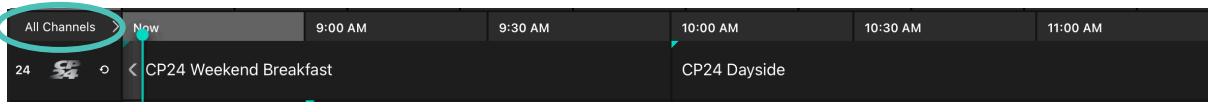


**QUICK TIP!**

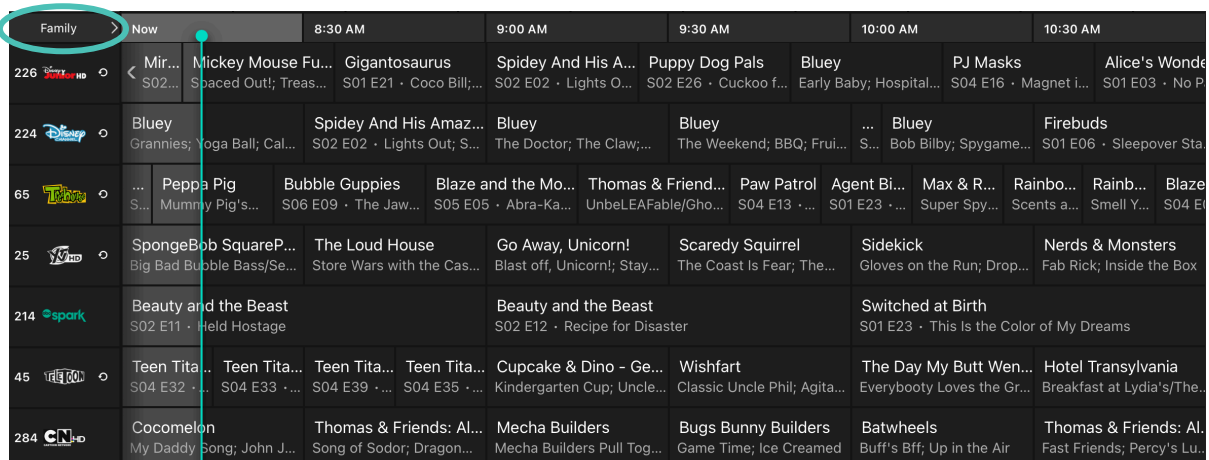
YOU WILL ONLY SEE THE CHANNELS YOU ARE SUBSCRIBED TO, ADDING MORE TYPES OF CHANNELS WILL POPULATE MORE CATEGORIES.

## 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)

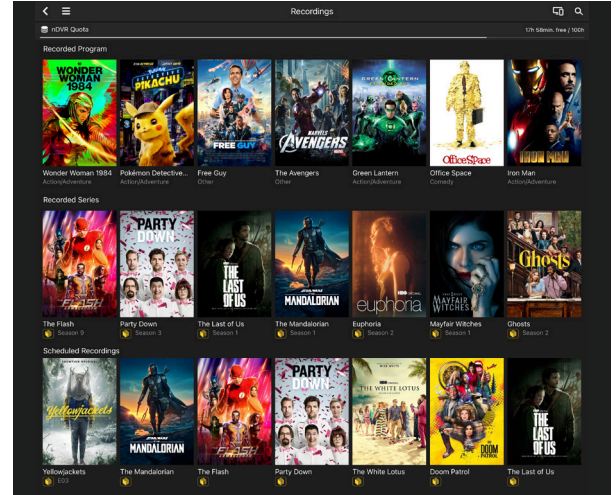


On the **NAVIGATION MENU**, select **RECORDINGS**. Here you will find your recorded series, scheduled recordings, and your nDVR quota (How much space you have left.)

### PROGRAMS, SERIES & SCHEDULED RECORDINGS

There are three areas in **RECORDINGS**:

- PROGRAM** – a program that airs once, for example, a movie, or an awards show that only occurs one time.
- SERIES** – a recurring program with multiple episodes, for example, a weekly sitcom. (**SERIES** will be organized into separate folders by **SEASON**.)
- SCHEDULED RECORDINGS** – Programs and series that you have set to record in the future, but have not yet aired.



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

You can select any program, series or scheduled recording to watch or make changes to your recording settings.

### RECORD A PROGRAM 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.

### RECORD FROM CHANNEL

Sometimes programs air live or in syndication on more than one channel, you can choose:

- ON "CHANNEL NAME" CHANNEL ONLY** – Record the series on a specific channel only.
- ON ALL CHANNELS** – Record the series anywhere it airs, any time, and on any channel.

### EPISODES

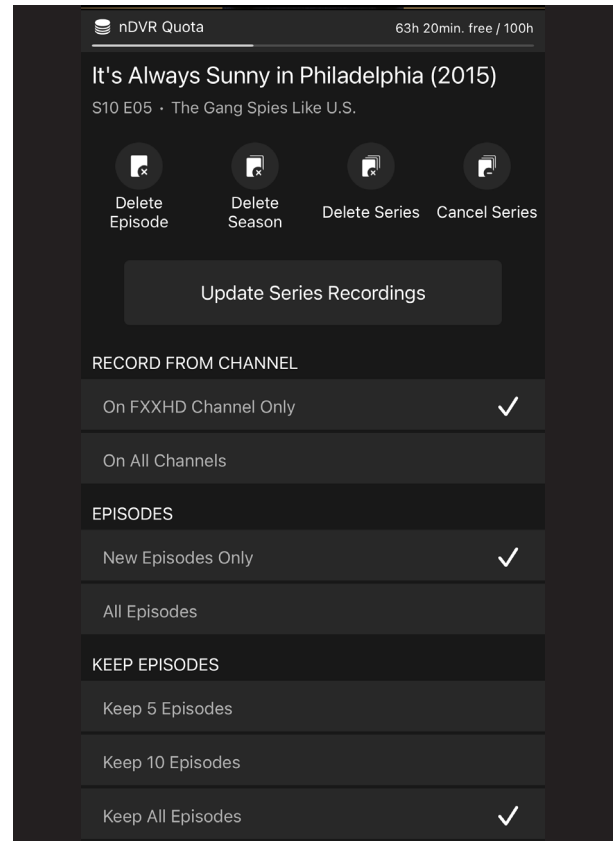
If your series airs regularly, you can choose:

- NEW EPISODES ONLY** - Record only **NEW** episodes in a series as they air.
- ALL EPISODES** - Record all airings of the program, including previous seasons and episodes as they air.

### KEEP EPISODES

You can choose how many episodes you want to save to your PVR:

- KEEP 5 EPISODES:**  
Save only the last 5 recorded episodes.
- KEEP 10 EPISODES:**  
Save only the last 10 recorded episodes.
- KEEP ALL EPISODES:**  
Save all recorded episodes.



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

**NOTE:** By specifying 5 or 10 episodes, the oldest episode will expire to make room for a new one. As your series continues to record new episodes, older episodes will continue to expire.

## SCHEDULING FUTURE PROGRAMS

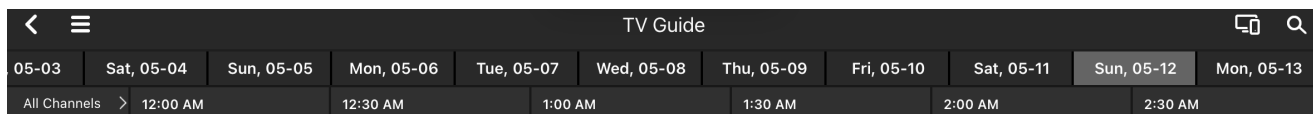
### USING THE TV GUIDE

If you know the channel and time your program airs, you can locate the broadcast in the TV Guide and select the show you want to record. You can browse the TV Guide up to 2 weeks into the future.

**RALLY TV BOX:** Press and hold the right button on your navigation ring (or right arrow) to fast scroll to into the future.

**OTHER TV DEVICES:** If your TV device has Fast Forward and Rewind buttons, you can also press the >> button to move forward (or << to go back) in 12 hour increments.

### MOBILE PHONE OR TABLET:



1. Scroll along the dates on top of the **TV GUIDE** to find the date you want, tap to select.
2. Scroll the **TV GUIDE UP** and **DOWN** to find the channel, and **LEFT** to **RIGHT** to find the time your program airs.
3. Select the program you want to record and select **RECORD** (or **RECORD SERIES** if you want to record all episodes.) Your recordings will become available once the program finishes airing.

### USING SEARCH

You can also use the **SEARCH** function to find the program you want to record.

Navigate to **SEARCH** from the main **NAVIGATION MENU** and enter the name of the show, (you can also enter the name of an actor, director or genre.) Select the title that you want, and select **RECORD**.

## RECORDING FAQS

### HOW MUCH RECORDING STORAGE IS AVAILABLE?

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

### 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 60 days or about 2 months.

You can also choose **PROTECT RECORDING** so you never lose it.

### 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 your recordings are saved to your account and available on other devices, so by installing the app on your tablet or mobile device, you can watch your saved recordings anywhere you are!

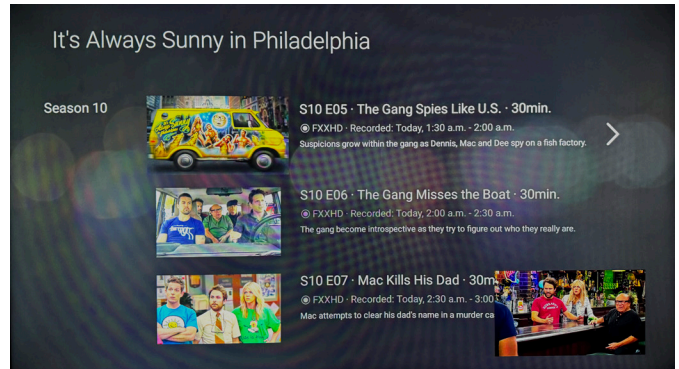
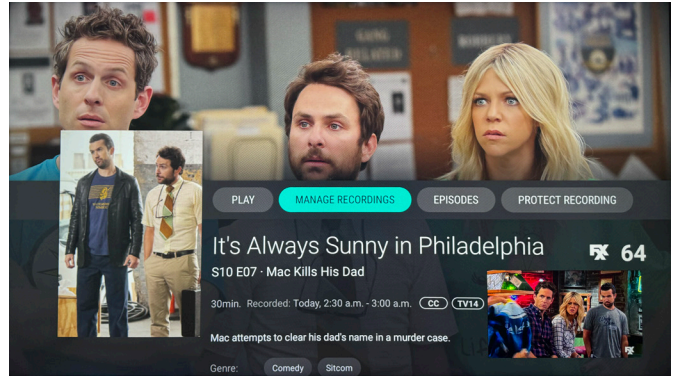


**QUICK TIP!**

YOU CAN CHANGE YOUR RECORDING SETTING AT ANY TIME. IF YOU MAKE CHANGES, YOU MUST SELECT "UPDATE SERIES RECORDINGS" TO SAVE YOUR NEW SETTINGS.

## DELETE A RECORDED PROGRAM OR SERIES

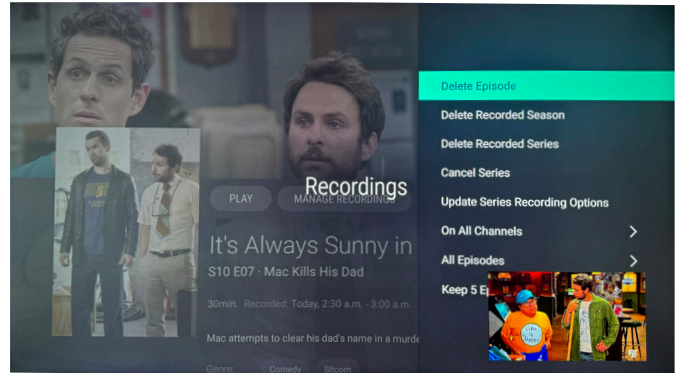
1. In your RallyTV app **NAVIGATION MENU** go to **RECORDINGS**.
2. Select the program you want to delete, then **SELECT**.
3. Navigate to the **RIGHT**, this will bring up your recording options.
4. Go to **MANAGE RECORDINGS**, then click on **DELETE EPISODE**.
5. Click on the **BACK** button if you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



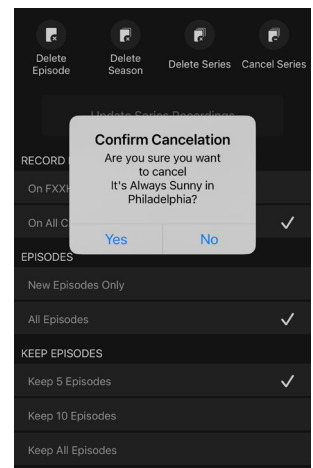
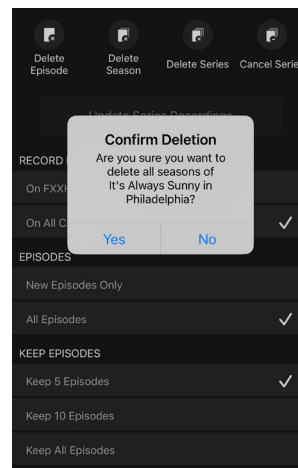
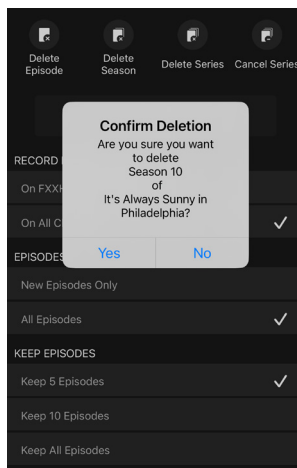
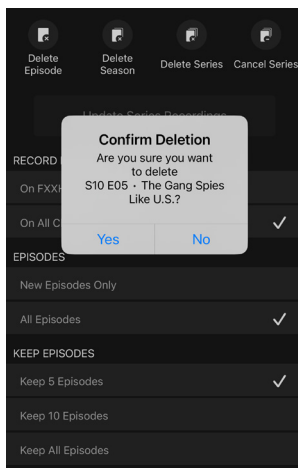
## CANCEL A SCHEDULED RECORDING

To cancel a recording, go to the program or series you want to cancel and select **MANAGE RECORDINGS** then choose **CANCEL RECORDING** (or **CANCEL SERIES**.)

You can also **UPDATE SERIES RECORDING OPTIONS** here as well.



**IMPORTANT:** If your PVR becomes full and cannot record more programs, you will get a warning letting you know that you have reached your quota and there is not enough space. If you are running low on space, you can delete programs or series to make room to add something new.



You can manage recordings by episode, season or by entire series. You can also Cancel Series to stop any future recordings and keep the ones you have already recorded without deleting them. (They will expire after 60 days unless you choose to protect them.)



## QUICK TIP!

YOU CAN RECORD MULTIPLE PROGRAMS ON DIFFERENT CHANNELS ALL AT THE SAME TIME, (AS LONG AS YOU HAVE ENOUGH RECORDING SPACE AVAILABLE) ALL WHILE WATCHING ANOTHER CHANNEL!



## 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 **TURNED 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

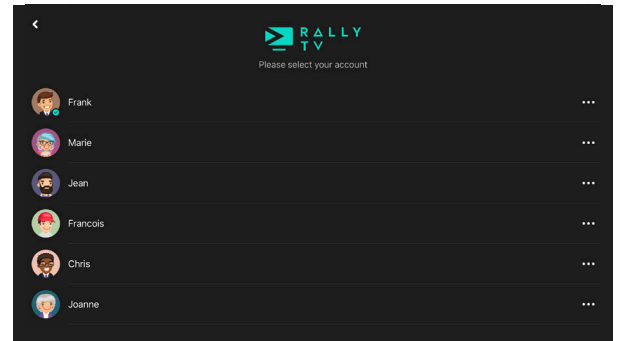
To disable parental controls, you need to be in the primary profile, then repeat steps 1 - 6, and select **DISABLE PARENTAL CONTROLS**.

### CHANNEL-LOCK & RESTRICTED CONTENT

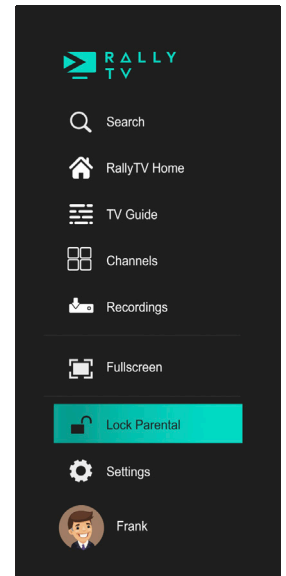
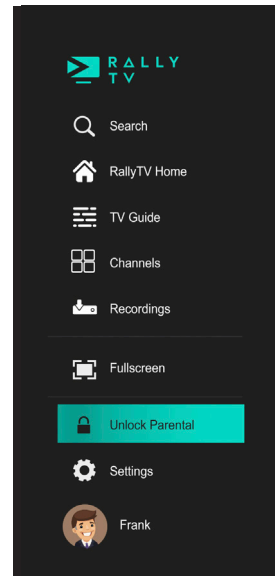
When a channel is locked or the content is restricted, the parental controls password must be entered to view the channel.

### CHANGE PIN

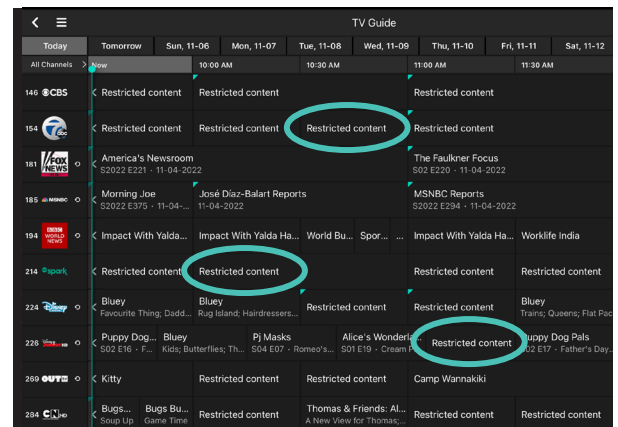
You can change your PIN by going into your profile in your RallyTV app. You will select **USERS** and then select **EDIT USER** then **CHANGE PIN**. Enter a new PIN, then re-enter the new PIN to confirm.



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?

ACCOUNT SET-UP HELP OR TO SIGN-UP FOR SERVICES

[support@connectmobility.ca](mailto:support@connectmobility.ca)

833-974-4545

## 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 visit [rally.ca/channels](http://rally.ca/channels) or the back of this guide.

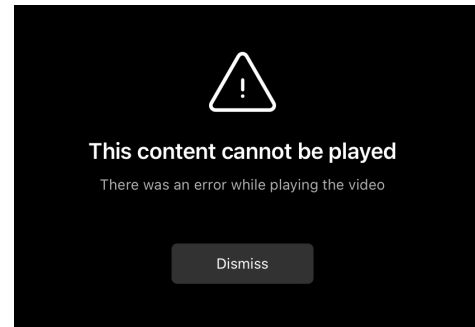
### WHY ARE SOME SHOWS UNAVAILABLE FOR REPLAY OR RECORDING?

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 at [support@connectmobility.ca](mailto:support@connectmobility.ca) or call **833-974-4545**. 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).

### 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 contact us at [support@connectmobility.ca](mailto:support@connectmobility.ca) or **833-974-4545**.

**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 at [support@connectmobility.ca](mailto:support@connectmobility.ca) or **833-974-4545**.

### 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 24/7 at 416 360 3000 if the issue is not resolved.

<b>A</b>	CTV 2 Victoria	114	<b>I</b>	ICI ARTV	202	<b>R</b>	Persian	762
A&E	CTV Calgary	115	ICI Montreal (OMNI)	203	RDS 1	234	Pop Adult	712
ABC Buffalo	CTV Comedy Channel	44	ICI RDI	221	RDS 2	235	Popular Classics	739
ABC Burlington	CTV Drama Channel	10	ICI Télé Edmonton	204	REWIND	94	Punjabi	756
ABC Detroit	CTV Edmonton	121	ICI Télé Montréal	216			Remember the 80s	721
ABC Seattle	CTV Kitchener	116	ICI Télé Ottawa   Gatineau	205	<b>S</b>		Ritmo Latinos	768
ABC Spark	CTV Life Channel	22	ICI Télé Toronto	12	Salt & Light	91	Rock	723
Addik	CTV Montreal	117	ICI Télé Vancouver	206	Showcase	39	Smooth Jazz	744
Adult Swim	CTV News Channel	62	ID (Investigation Discovery)	74	Silver Screen Classics	95	Sounds of South India	754
AMC	CTV Ottawa	118	<b>J</b>		Slice	41	Souvenirs	733
AMI audio	CTV Sci-Fi Channel	50	JoyTV Vancouver	126	Sportsnet 360	503	Tagalog	760
AMI Télé	CTV Sudbury	119	<b>K</b>		Sportsnet East	504	The Asian Flavour	759
AMI-TV	CTV Toronto	8	Knowledge BC	130	Sportsnet One	502	The Blues	727
APTN	CTV Vancouver	120	<b>L</b>		Sportsnet Ontario	501	The Chill Lounge	715
Assemblée nationale du Québec			LCN	225	Sportsnet Pacific	506	The Sound of Mando Pop	758
	<b>D</b>		Lifetime	83	Sportsnet West	505	The Spa	738
	Daystar	90	<b>M</b>		Starz 1	184	World Carnival	751
	DejaView	93	Météo Media	207	Starz 2	185		
	Discovery	42	MeTV KVOS	166	<b>STINGRAY MUSIC</b>			
	Disney Channel	76	MovieTime	87	Adult Alternative	726	Talentvision	250
	Disney Junior	77	MSNBC	89	All Day Party	716	TCM (Turner Classic Movies)	48
	Disney La Chaîne	200	MTV	52	Alternative	725	Télé-Québec	209
	Disney XD	78	MUCH	29	Arabic	761	Télétoon	210
	DTOUR	54	MyTV 38	138	Around the World	743	Témoins	238
	<b>E</b>		<b>N</b>		Baroque	741	TFO	13
	évasion	237	National Geographic	85	Big Band	772	The Filipino Channel	253
	<b>F</b>		NBA TV	516	Bollywood Hits	753	TLC	34
	Fairchild TV 1	252	NBC Buffalo	17	Canadian Indie	763	Todays Shopping Choice	31
	Fairchild TV 2	251	NBC Detroit	158	Canadiana	764	Treehouse	65
	Family Channel	51	NBC Plattsburgh NY	159	Chamber Music	740	TSN 1	507
	Family Junior	68	NBC Seattle	160	Christian Pop & Rock	737	TSN 2	508
	Fight Network	514	Nickelodeon	69	Classic Masters	742	TSN 3	509
	Food Network	56	Noovo Montreal	232	Classic Rock	722	TSN 4	510
	Fox Buffalo	28	<b>O</b>		Classical India	755	TSN 5	511
	Fox Burlington (Vermont)	156	OLN	37	Country Classics	731	TV5	229
	Fox News	88	OMNI 1	4	Dance Clubbin	714	TVA Montréal	219
	Fox Seattle	157	OMNI 2	14	Easy Listening	747	TVA Sports 1	232
	FX Canada	55	OMNI West	133	Eclectic Electronic	724	TVA Sports 2	233
	FXX	64	OMNI Calgary	134	En Marge	765	TVO	2
	<b>G</b>		OMNI East	131	Éxitos Latinos	769	<b>U</b>	
	Global Calgary	122	OMNI Edmonton	135	Flashback 70s	720	Unis	231
	Global Durham	123	OMNI Prairies	132	Folk Roots	729	<b>V</b>	
	Global Edmonton	124	ONT.PARL	36	Franco Country	732	Vision TV	60
	Global Montreal	215	OUT TV	96	Franco Pop	735	<b>W</b>	
	Global Peterborough	125	OWN	72	Franco Rétro	718	W Network	27
	Global Toronto	3	<b>P</b>		Greatest Hits	766	W Network (West)	167
	Global Vancouver	127	PBS Buffalo	21	Guangdong	757	Weather Network	23
	Golf Network	513	PBS Detroit	161	Headbangers	767	WildBrainTV	66
	<b>H</b>		PBS Seattle	162	Hindi Gold	752		
	HBO	183	Peachtree TV	47	Hip Hop	770		
	HGTV Canada	46	PIX 11	70	Hip Hop   R&B	717		
	Historia	201	Prise 2	208	Hit List	713		
	History	43	<b>Q</b>		Hot Country	730		
	History (West)	165	QUB	212	Jammin	771		
	HLN	80			Jazz Masters	746		
	Hollywood Suite 00s	189			Jazz Now	745		
	Hollywood Suite 70s	186			Jukebox Oldies	719		
	Hollywood Suite 80s	187			Kids Stuff	710		
	Hollywood Suite 90s	188			Le Palmarès	736		
					Mousses Musique	750		
					Nature	749		
					Nostalgie	734		
							<b>Y</b>	
							YES TV	9
							YES TV Calgary	137
							YES TV Edmonton	128
							YTV	25
							YTV (West)	163
							<b>Z</b>	
							Z Télé	213
							Zeste	214

# REMOTE CONTROL

