

Installation FAQs



HOW DO I PREPARE FOR MY VISIT?

Unless you choose the self-install TV option, we will require access to your suite to install your new TV Box.

City Park Co-Op management will provide an access notice in advance of your visit.

IMPORTANT!

Ensure that the area around your TV and Internet wall jack is clear and accessible.

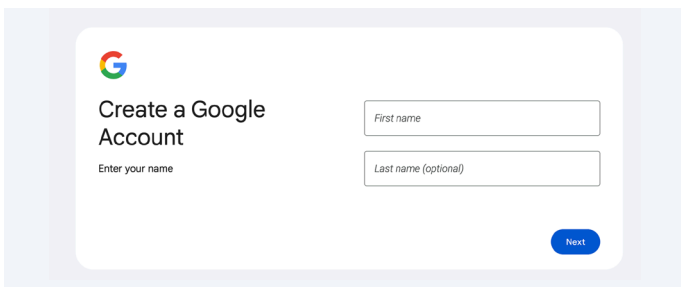
Have your Wi-Fi and Google Account login and password information handy.

If you don't already have a Google Account, please visit accounts.google.com to set it up.

WHY DO I NEED A GOOGLE ACCOUNT?

You need a Google account to access the Google Play Store, which is where you can download, install, and update apps on your TV Box, including your RallyTV app.

A Google account provides authentication, security measures, and access to the Google Play Store.



You don't need a Gmail address; any existing email address can be used to create a Google Account and sign in to the Google Play Store.

WHAT DO I DO WITH MY SHAW EQUIPMENT?

You can disconnect any Shaw TV devices you may have in advance and set them aside. City Park Co-Op Management will provide instructions on how to return your Shaw TV equipment.

THE TV BOX WAS INSTALLED WHILE I WAS NOT AT HOME, WHAT DO I NEED TO DO?

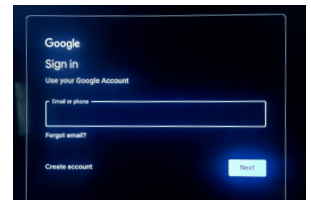
If you are not at home, we will only be able to connect the TV Box to your TV.

You will need to connect your TV box to your Internet, download and install the RallyTV app to your TV box and then login using your username and password.

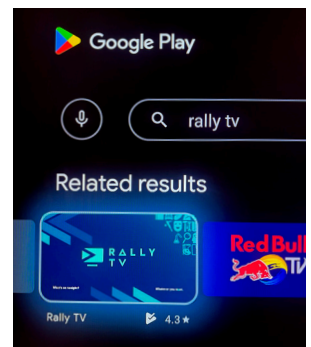
Power on your TV and TV Box: Ensure everything is connected, using your remote, turn on your television and the TV Box. Make sure your TV is set to the correct HDMI input.

Follow the Installation Steps: Follow any on-screen steps carefully, which may include initial setup procedures such as connecting to your Wi-Fi network and configuring settings.

Login to your Google Account: When prompted, login to your Google account, follow the on-screen instructions.



Download the RallyTV App: Once signed in, use the search function within the Google Play Store to search for "rally tv" the app will look like the image on the right.



Login to the RallyTV App: After completing the setup and update process, you'll be prompted to login to the RallyTV app. Use your personal RallyTV username and password on a sticker on the bottom of your TV box.



Enjoy! Once logged in, you should have access to the RallyTV app and its content. You can now start enjoying your new RallyTV service on your television!

If you encounter any issues, or need help logging in, our support team is available around the clock by calling us at 416 360 3000.

Our complete Rally TV Box Installation guide and more resources can be found on our website, please visit rally.ca/CPC

CAN I DOWNLOAD THE APP TO MY TABLET?

Yes! Just download the app from the App Store. You may use your own streaming devices, such as an Amazon Fire TV, Apple TV, Roku or Chromecast using your own Amazon, Apple, Roku or Google account, including your mobile phone and tablet!

WHAT IF I DON'T HAVE A SMART TV?

RallyTV can still be enjoyed on most non-smart TVs using our TV Box. Our technicians will assist you in setting up the hardware and advise you of any additional requirements.

CAN THE TV BOX OPERATE WIRELESSLY?

Yes! The TV box can be directly connected to the Internet router or connected wirelessly.

WHAT CHANNELS DO I GET?

Please refer to the document provided for the channel lineup. You can contact us at any time to add any additional channels à-la-carte.

DOES IT INCLUDE HBO & CRAVE?

No, but you can subscribe to Crave 1,2,3 + HBO for \$20 per month, or \$25 per month with STARZ 1 & 2.

CAN I DOWNLOAD OTHER APPS TO MY TV BOX?

Yes! To download more apps, navigate to the Google Play Store app on your TV Box. You can find this app in the main menu. If you aren't already signed in with your Google account, you'll need to do so to access the Google Play Store.

Search for apps: Use the search function within the Google Play Store to search for the app you want to add. You can do this by typing the name of the app into the search bar using the remote control.

Select and Download: When you find the app you want in the search results, select it to view the app details. You should see an option to download or install the app. Select this option to begin the download and installation process.

Follow Installation Prompts: Follow the on-screen prompts to complete the installation of the app. Once installed, you should be able to access the app from the main menu or apps section.

Sign in: After installing the app, launch it from the menu. You'll need to sign in with your existing app account credentials (or create a new account if you don't have one already.)

Enjoy! Once signed in, you can start streaming content from other apps that you've downloaded to your RallyTV box!

I'M ALREADY A DOTTO-ONE CUSTOMER, DO I NEED A NEW INTERNET BOX?

You'll only need a TV Box.

CAN I USE MY BELL PHONE LINE?

Yes, you can.

WILL THE WIRES FROM THE BALCONY GO AWAY?

The Co-Op is responsible for decommissioning the old TV system, including the wires on the balcony.

CAN I CHOOSE A FASTER SPEED?

Yes! In the coming months, Internet speed upgrades will become available. Please stay tuned for more information to come.

CAN I KEEP MY CURRENT ISP EMAIL?

You may be able to keep your email attached to another ISP (e.g., Sympatico), you should contact your current ISP to verify any necessary steps.

HOW DO I GET HELP WITH MY SERVICES?

Over the coming weeks, the Rally team will be on site to help and to answer any questions.

Visit us online for more info: rally.ca/CPC

You can also contact us 24x7 at 416 360 3000 or email support@rally.ca for account assistance, to order additional TV Boxes, channels or for technical support.