

RALLY

RALLY FOR DELSUITES

Onboarding Packet

RALLY ENTERPRISES &
COMMUNICATIONS CORP.
111 RAILSIDE ROAD SUITE 100
TORONTO, ON M3A 1B2

416 307 1530 | rally.ca | info@rally.ca



TELEPHONE

Ring-ring-ring, banana phone.

LOCAL CALLS:

There is no charge for local calls.

Unlimited long distance calls throughout North America are also offered with some areas excepted. Areas not included: Yukon, Nunavut, Northwest Territories, Bruce Peninsula, Hawaii, Alaska and Puerto Rico

INTERNATIONAL CALLS:

For international calls, you can purchase a calling card from a local retailer or contact Rally at 416-307-1530 or by pressing the Tech Support button on your telephone.

You will be asked to provide your credit card details to enable international calling.

To find out the per minute cost for each international call go to rally.ca and click on 'Phone' in the navigation bar at the top of the website. Scroll to the bottom of the page and type in the name of the country you wish to see the international calling rates for. All rates are subject to 13% HST.

International Calling Rates

Start typing in the search bar by country name

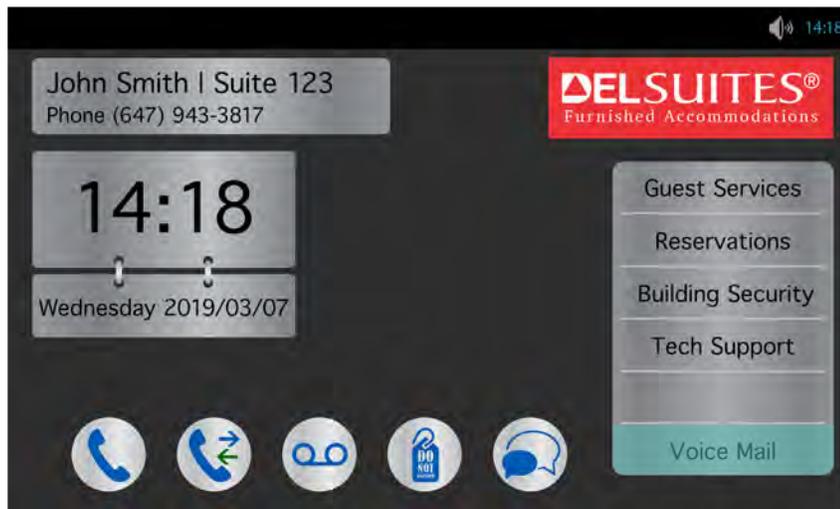
| COUNTRY | LOCAL RATE (\$CAD) | MOBILE RATE (\$CAD) |
|-------------------|--------------------|---------------------|
| Search by country | \$CAD | \$CAD |



VOICEMAIL

Leave your name & number.

To pick up messages from the phone in your suite, simply press the *Voice Mail* button.



From the phone set dial ***98**. You will be prompted for your password. Your password, is the suite number. If your suite number is only 3 digits, add a "0" and then your suite number.

From outside the suite, dial your telephone number. When you hear the greeting press '*****' immediately. Enter your password, which is the suite number.



ENTER PHONE FOR VISITOR ACCESS

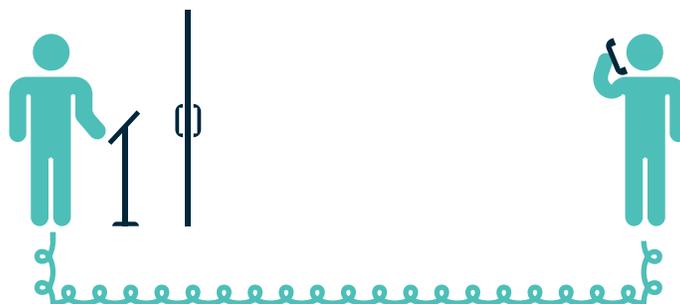
Open sesame.

If you are expecting visitors, advise them of your Suite Name, which is included in your *Welcome Letter* in your arrival package.

To gain access to the building, your visitors select your Suite Name on the *Enter Phone* panel and call your suite. Quick rings on your phone tell you it is an *Enter Phone* call.

Pick up the phone and dial '9' to allow access.

If you are on the phone, you will hear the call waiting beep on the line to signal an *Enter Phone* call. Press the *hang-up* button to speak to your visitor, then press '9' to grant access to the building and press the *hang-up* button again to return to your call.



INTERNET

Easy and speedy connection.

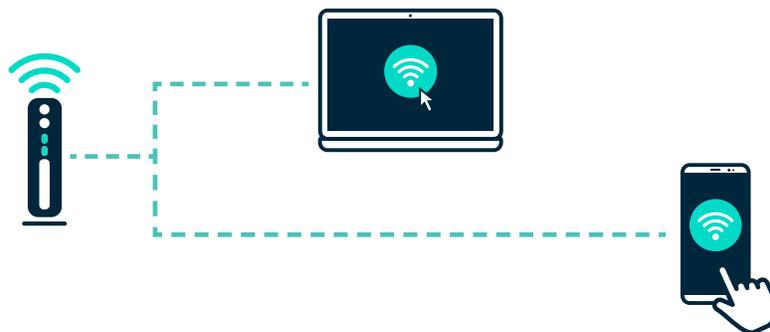
Your suite is equipped with unlimited hi-speed wireless internet.

To connect, select the network name that begins with your building name (ie. 15/25 Greenview = 'Meridian') followed by your suite number (example: **Meridian1216**).

All connections are encrypted so a password is required. The password is the 10 digit phone number of your suite.

Some networks may have a **2G** or **5G** at the end of the network name. Either network will work, but you may experience faster speeds and less traffic on the 5G network.

If you're having issues finding your suite's network, or connecting to that network, please do not hesitate to contact our support team by calling 416-307-1530 for any assistance you may need.



TELEVISION

Watch what you want.

We are proud to have equipped your suite with the latest and greatest in TV streaming: the RallyTV app, preloaded and ready to go.

The RallyTV app can be accessed using the set-top box and remote found in your suite. You can enjoy nearly endless Canadian and American TV channels at no additional cost.

You do not need to power off the set top box when you are finished watching TV. Simply power OFF the TV, the set top box will timeout on its own after a few hours of inactivity. If you do power off the set top box, it will just take a few extra seconds to come back online.

If you have any questions or technical difficulty please contact Rally at 416-307-1530 or by pressing the Tech Support button on your telephone.

PLEASE DO NOT LOG OUT OF THE APP. If you have accidentally logged out of the app, please reach out to Tech Support to let us know.

There may be up to 3 TVs in your unit, and therefore up to 3 pairs of devices. If you're having trouble with your remote, look for the **stickered numbers** on both devices to make sure they match.



EXTRA CHANNELS & SPECIALTY PROGRAMMING

Extra, extra, stream all about it.



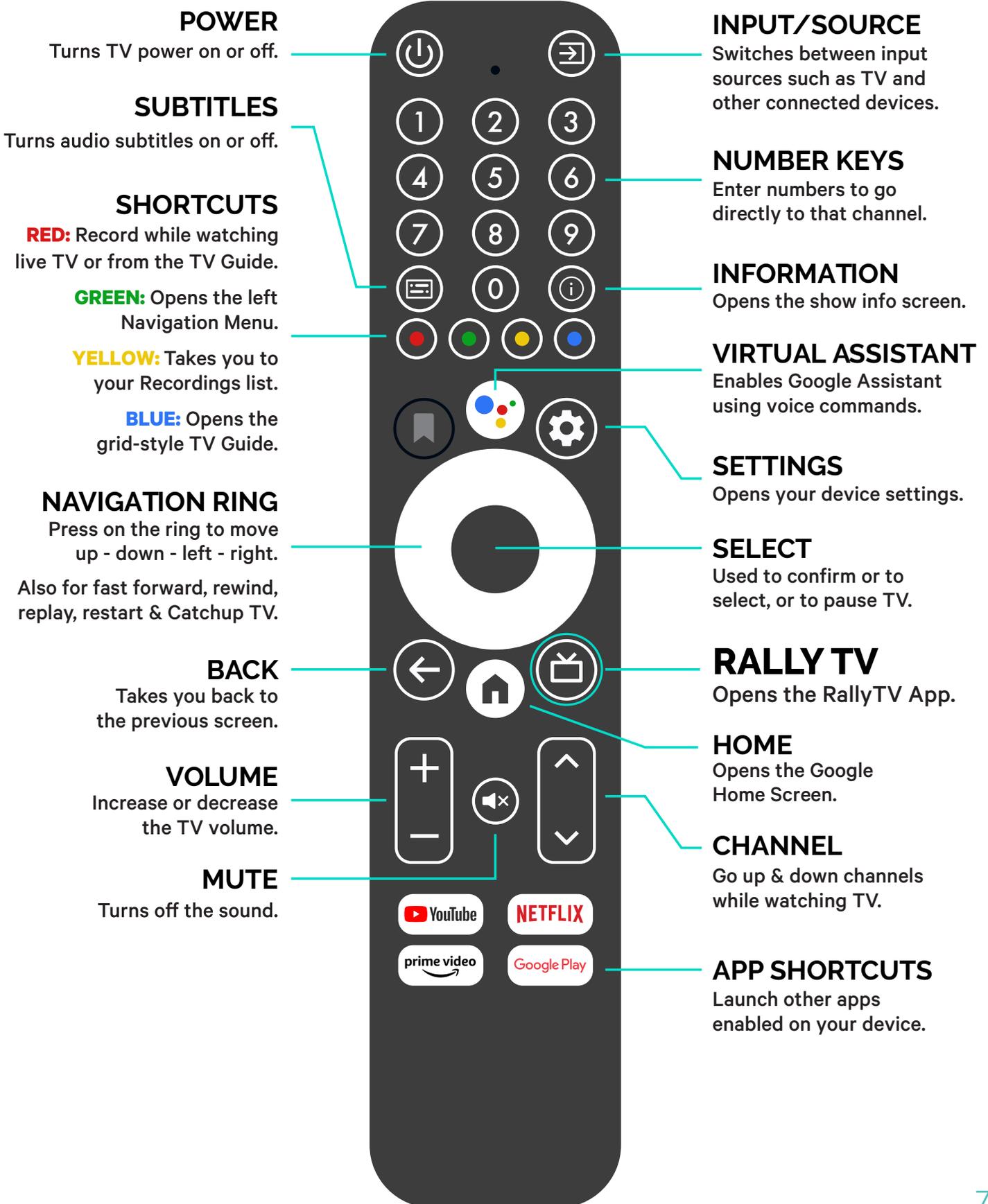
To order any specialty programming, you will need to contact Rally directly. You will be asked to provide your credit card information and will be billed monthly. All terms and conditions will be detailed at the time of ordering. Unfortunately, DelSuites cannot add these services on your behalf.

To view available content you can visit the website at rally.ca/channels. If you scroll down to the bottom of the page you'll find the UPick channels, which are à-la-carte.

RallyTV has traditional program recording, as well as being able to watch and record programs up to 72 hours into the past. Your recordings will stay saved until you decide to delete the recording, and you'll be able to save up to 100 hours of content.

You can access any other streaming services you may be subscribed to through the same set-top box. Just enter your login information and enjoy as you would at home!

REMOTE CONTROL



POWER

Turns TV power on or off.

SUBTITLES

Turns audio subtitles on or off.

SHORTCUTS

RED: Record while watching live TV or from the TV Guide.

GREEN: Opens the left Navigation Menu.

YELLOW: Takes you to your Recordings list.

BLUE: Opens the grid-style TV Guide.

NAVIGATION RING

Press on the ring to move up - down - left - right.

Also for fast forward, rewind, replay, restart & Catchup TV.

BACK

Takes you back to the previous screen.

VOLUME

Increase or decrease the TV volume.

MUTE

Turns off the sound.

INPUT/SOURCE

Switches between input sources such as TV and other connected devices.

NUMBER KEYS

Enter numbers to go directly to that channel.

INFORMATION

Opens the show info screen.

VIRTUAL ASSISTANT

Enables Google Assistant using voice commands.

SETTINGS

Opens your device settings.

SELECT

Used to confirm or to select, or to pause TV.

RALLY TV

Opens the RallyTV App.

HOME

Opens the Google Home Screen.

CHANNEL

Go up & down channels while watching TV.

APP SHORTCUTS

Launch other apps enabled on your device.