

Welcome to TV Reimagined
for the Internet Age.


theaTV

User Guide

Thea for Business



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Please Note TheaTV will not work without a BAI Connect connection. If your Internet has not been installed you will need to wait until it has been activated.

Welcome

Finally, TV Made for you

Welcome to TheaTV for Business! This field guide will show you how to get the most out of your brand new TheaTV experience including how to get started, browse, search, set up profiles, set parental controls and much more.












Access your favorite live and on demand shows, movies and sports simply by downloading the Thea App on your television or device.

What type of TV do you have?

Select your TV type or streaming device and identify what operating system it has.

Operating Systems









| android  |  | fire |
|---|--|--|
|  NVIDIA nVidia <ul style="list-style-type: none"> Shield TV (2017, 2019) Shield TV Pro (2017, 2019)  Xiaomi <ul style="list-style-type: none"> Mi Box, Mi Box S 4K HDR SONY <ul style="list-style-type: none"> Z9G, Z8H, A9G, A9F, Z9F, A8H, A8G, A1E, A8F, X950H, X950G, X900H, X850G, X800H, X900F, X850F, X830F, X780F, X750H, X750F, X940E/ X930E, X900E, X805E, X800E, X720E SHARP <ul style="list-style-type: none"> XU, UA6800X, AL1X, UE630X, LE580X PHILIPS <ul style="list-style-type: none"> 5000, 5704  Hisense <ul style="list-style-type: none"> H55, H65, H8, H9, H55, H6570, H6590 |  Apple (OS 12+) <ul style="list-style-type: none"> Apple TV (A1625), Apple TV 4K (A1842) |  Amazon Fire TV (Fire OS 5+) <ul style="list-style-type: none"> Fire TV Gen 3, pendant (2017) Fire TV Cube (Gen 1, Gen 2)  Amazon Fire TV (Fire OS 5+) <ul style="list-style-type: none"> Fire TV Stick Gen 2 (2016), Basic Edition (2017), Fire TV Stick 4K (2018)  <ul style="list-style-type: none"> Element 4K (2017) AFTRS INSIGNIA™ <ul style="list-style-type: none"> Insignia HD (2018) NS-24DF310NA19 Insignia 4K (2018) NS-43DF710NA19, NS-50DF710NA19, NS-55DF710NA19 TOSHIBA <ul style="list-style-type: none"> Toshiba HD (2018) 32LF221U19 Toshiba 4K (2018/19) 43LF621U19, 55LF621U19, 43LF711U20 |

What type of Mobile Device or Browser do you have?

Select your mobile and/or browser type from the table and identify what operating system it has.

Mobile

Operating Systems

| android  |  | fire |
|--|--|------|
|  <ul style="list-style-type: none"> Pixel 3, 3XL, 3A, 3AXL, 4, 4XL Pixel Slate  <ul style="list-style-type: none"> Galaxy S9, S9+, S10E, S10, S10+ Note 9, 10, 10+ Fold Tab 5SE, S6  <ul style="list-style-type: none"> K30, K40, G8, G8X, Q7 Plus  <ul style="list-style-type: none"> 6T, 7T, 7 Pro, 8, 8 Pro |  iPhone iPhone (iOS 12+) <ul style="list-style-type: none"> SE (gen 1-2) 6S, 6S+ 7, 7+ 8, 8+ XR, X, XS, XS Max 11 Pro, 11 Pro Max  iPad iPad (iOS 12 - iPadOS 13+) <ul style="list-style-type: none"> iPad Air 2, iPad mini 4, iPad Gen 5 iPad Pro 9.7", 10.5", 11" (gen 1-2), 12.9" (gen 1-2) | |

Web Browsers



- Chrome (Win 49+, OS X 55+)



- Edge (13+)
- IE (11+ on Windows 8.1+)



- Firefox (47+)



- Safari (8+ on Mac OS X 10.11+)

fire

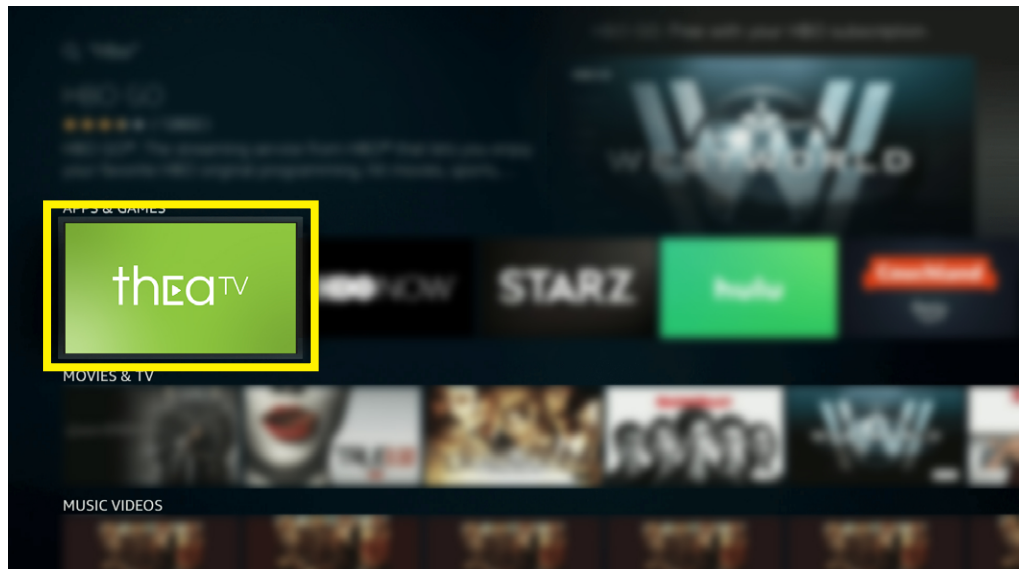
amazon fireTV firetvstick element INSIGNIA™ TOSHIBA

Fire Quick Start Install Guide

1

Select the search icon to the left of "Home" at the top of the screen and search 'TheaTV', 'Thea' or 'BAI Connect'. Find the TheaTV app, highlight it, and select the download button to begin downloading.

Once it's done downloading, select Open to launch Thea.



2

To log in, use your TheaTV username and password that you created in your quote when you first signed up.

[Forgot Username/Password?](#)

android



SONY

SHARP

PHILIPS

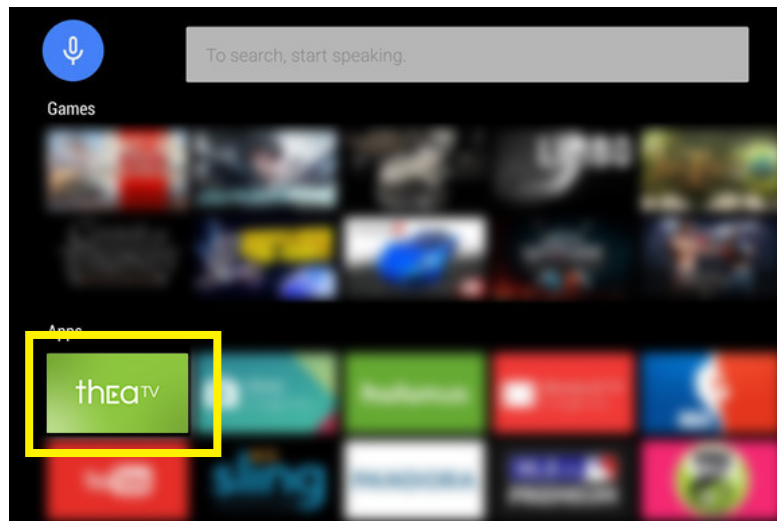
Hisense

Android Quick Start Install Guide

1

From the TV home screen, install Thea by following these steps:

- Navigate to Apps
- Select the Google Play Store app Google Play
- At the top of the screen, select Search and type in 'TheaTV', 'Thea' or 'BAI Connect'
- Select the TheaTV App
- Select Install



2

To log in, use your TheaTV username and password that you created in your quote when you first signed up.

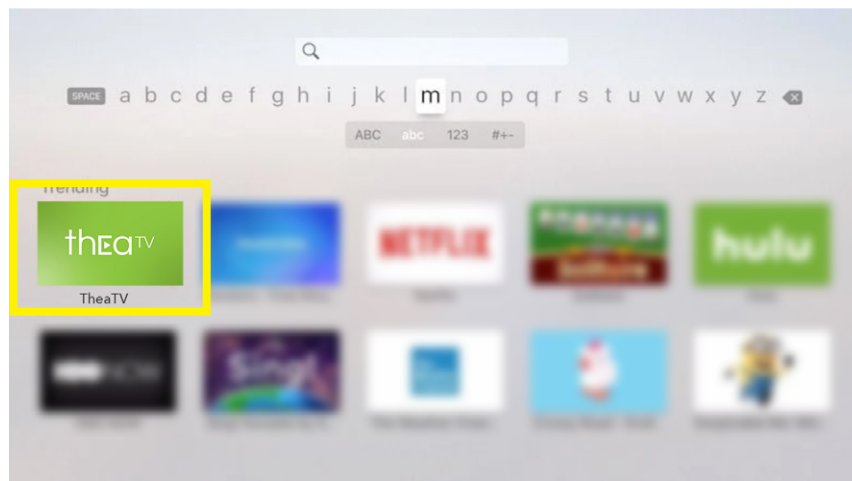
[Forgot Username/Password?](#)



Apple Quick Start Install Guide

1

- From your Apple TV, go to the App Store.
- From within the App Store search 'TheaTV', 'Thea' or 'BAI Connect' then highlight TheaTV and select the app to begin downloading.
- While an app is downloading or updating, its icon appears on the Home screen with a progress indicator. Once it's done downloading, select Open to launch TheaTV.



2

To log in, use your TheaTV username and password that you created in your quote when you first signed up.
[Forgot Username/Password?](#)



Web/Computer Quick Start Install Guide

1

To watch Thea on your computer/laptop, open your web browser of choice and go to: theatv.baiconnect.com

2

To log in, use your TheaTV username and password that you created in your quote when you first signed up.

[Forgot Username/Password?](#)

theaTV
A BEL AIR INTERNET PRODUCT

Welcome to TheaTV! Please enter your username and password you confirmed when you ordered your TheaTV service with Bel Air Internet.

Username
Password

Sign in

☐ Remember me

[Learn more about TheaTV](#)
[Forgot Password](#)



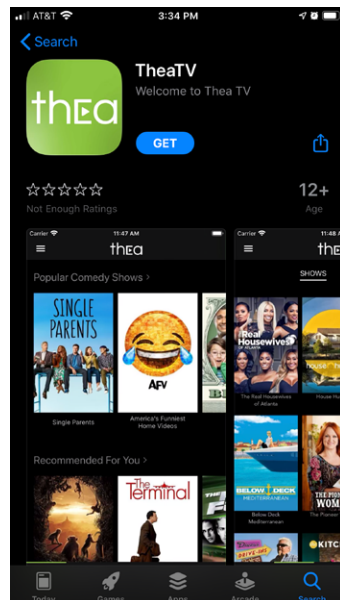
Mobile Device Quick Start Install Guide

1

Search for 'TheaTV', 'Thea' or 'BAI Connect' on the Apple App Store for iOS or Google Play store for Android.

2

Download the App.



3

To log in, use your TheaTV username and password that you created in your quote when you first signed up.

[Forgot Username/Password?](#)

Questions?

Contact our Support Team so they can walk you through your Quick-Install process.

 support@baiconnect.com

 (818) 449-2626

Upgrades

If you have recently upgraded to a higher package, you will need to log out of Thea and sign in again before your new channels will be visible.









Live Guide

Title Bar

The Title bar is used to indicate which screen is currently being viewed.

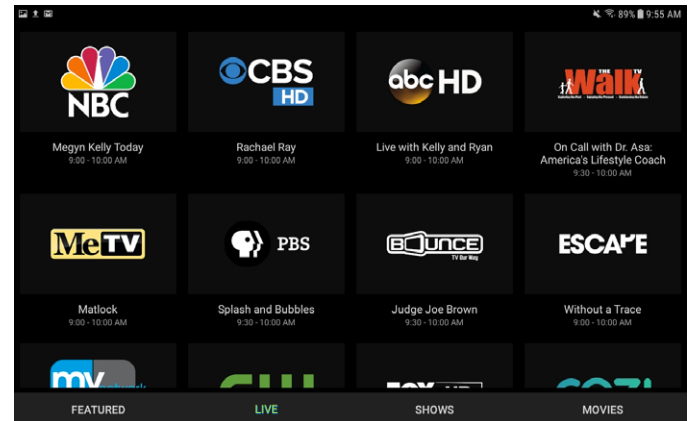
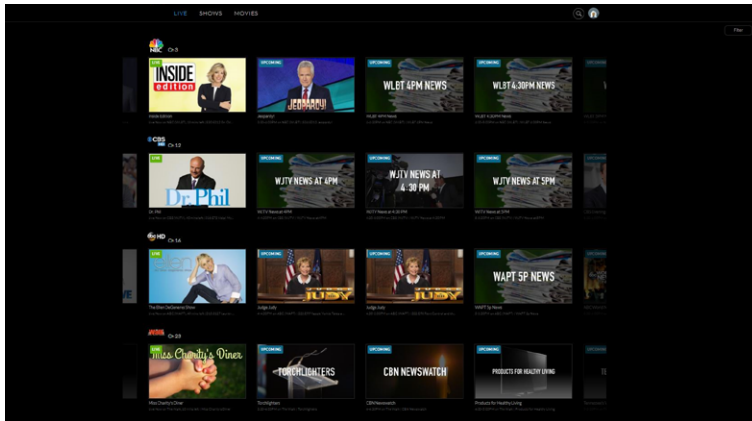
Television

When you select "Guide" from the menu displayed at the bottom of the screen, a Guide title bar appears at the top of the screen to indicate that the Live guide is currently being viewed.

| Guide | | 11:53 AM | | | | |
|---|-----|---------------------|------------------------------------|---------------------|--------------------|--------------|
| | | On Now | 12PM | 12:30PM | 1PM | 1:30PM |
|  | 003 | Jeopardy! | WLBT Noon News | WLBT 12:30PM... | Days of our Lives | |
|  | 012 | The Young and th... | WJTV News at... | The Bold and the... | The Talk | |
|  | 016 | The Dr. Oz Show | The Chew | | General Hospital | |
|  | 023 | Know the Cause... | New Life Live With Steve Arterburn | | Designing Spaces | Hiring A... |
|  | 027 | The Big Valley | Gunsmoke | | Bonanza | |
|  | 029 | Peg + Cat | Sesame Street | Splash and... | Curious George | Pinkalici... |
|  | 030 | Half & Half | The Bernie Mac... | The Bernie Mac... | Courage Under Fire | |
|  | 031 | Justice Served:... | It Takes a Killer | It Takes a Killer | American Greed | |

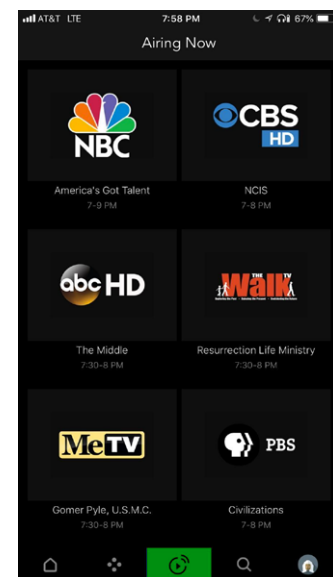
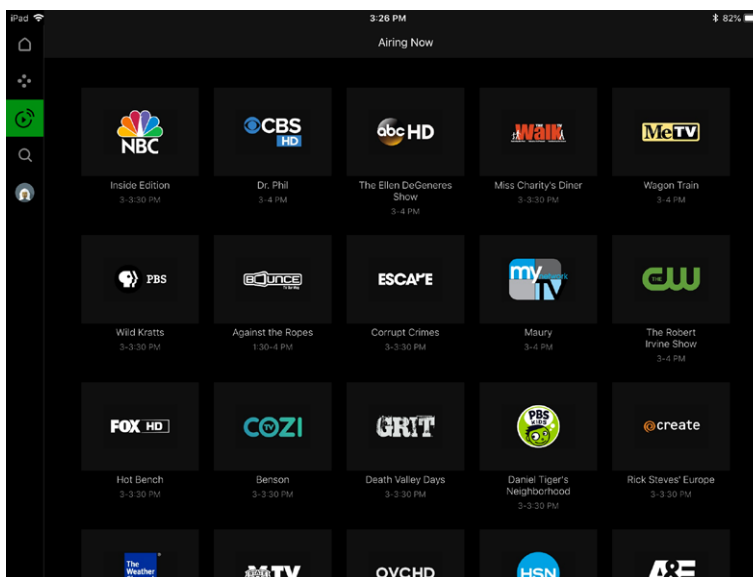
Web/Computer

When you select the “Live” option from the menu bar at the top of the screen on a computer, the Live menu option is highlighted in a different color to indicate that the Live guide is currently being viewed.



iPad/iPhone

When you select the “Live Guide” icon from the menu on the left side of the iPad screen, a bar appears at the top of the screen with Airing Now to indicate that the Live guide is currently being viewed.



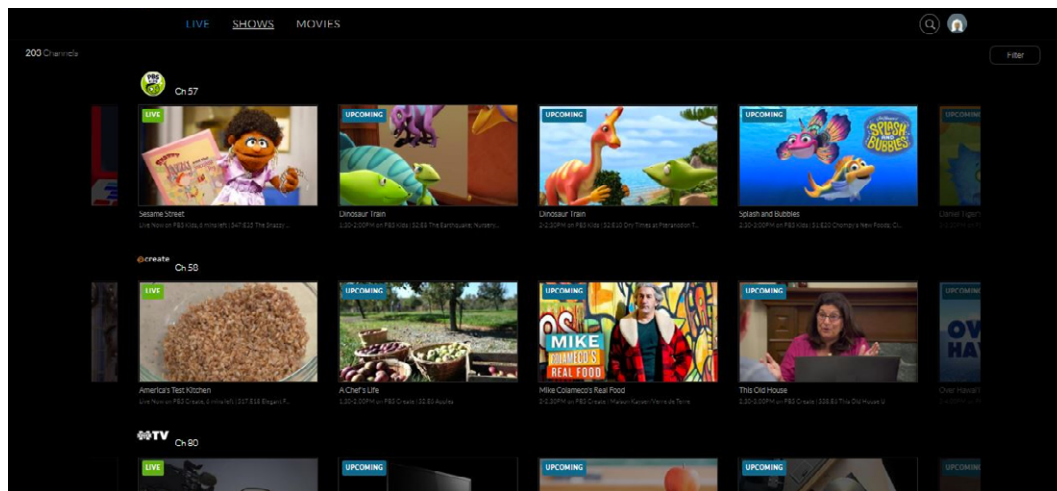
Badges

Badges indicate the current status of a show such as Live, Upcoming, New or Progress Bar.

The progress bar provides additional information about the viewed portion of the selected content and is displayed at the bottom of the program image.

Depending upon the type of content and its settings, a program may have more than one badge. Badges will appear when browsing content in the following ways.

- Featured TV/Movies
- Browse TV/Movies
- Live Filter Results
- Replay
- Search (excluding live channel results)
- Episode List or Series Details



Filters

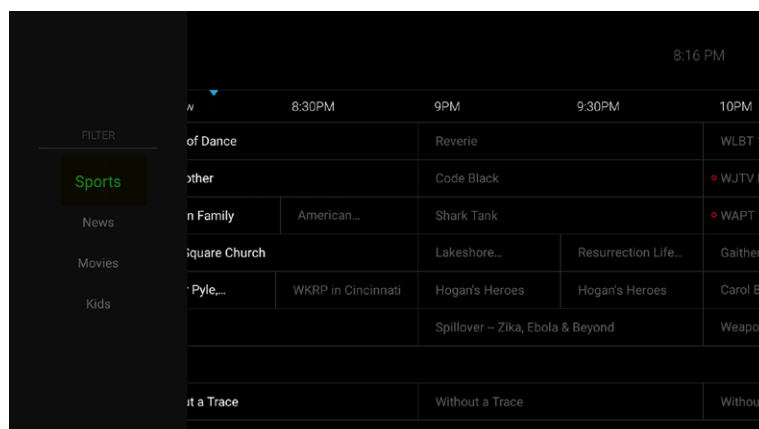
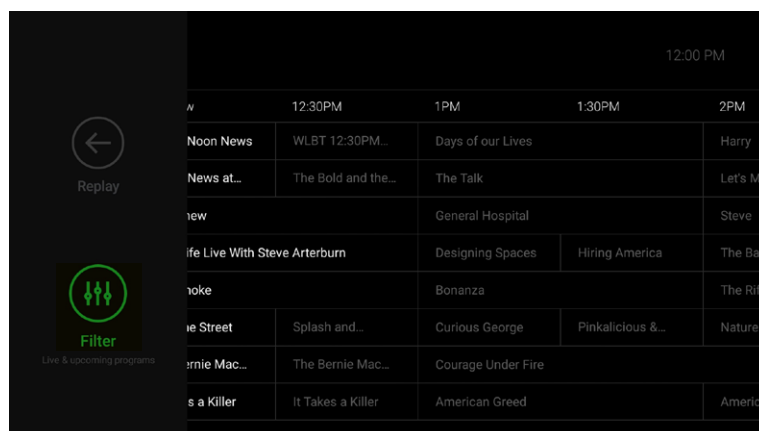
Filters are available when browsing live content on all devices. Once a filter is selected, you have the option to select from the following categories.

- Sports
- News
- Movies
- Kids

Once a category is selected, the filtered content will populate, sorted by the time it is aired. The list begins with those programs that are currently live.

Television

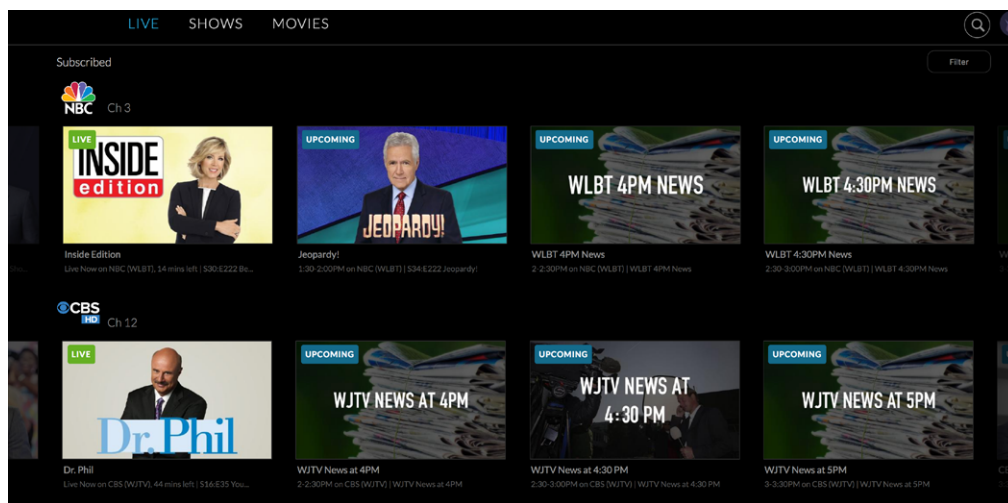
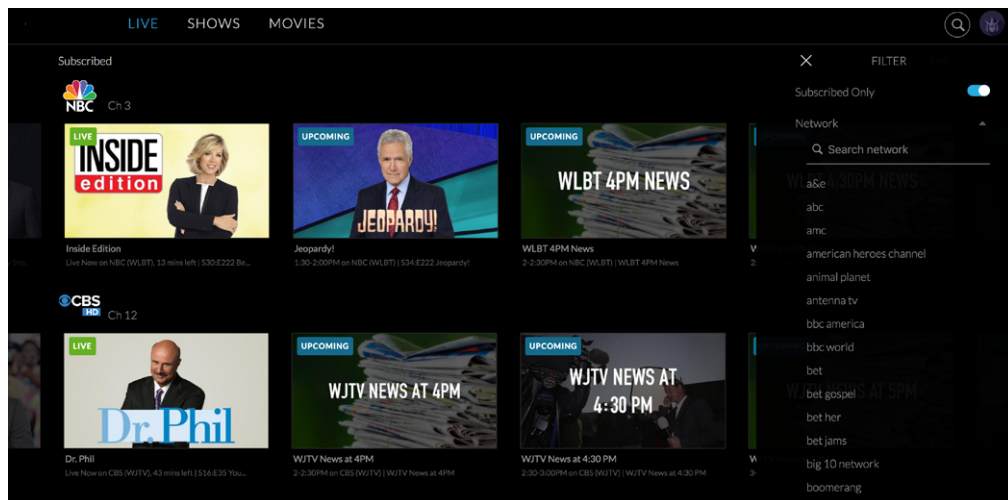
Filters can be accessed by pressing left on the remote's directional pad. This opens an overlay in which you can access content that can be replayed as well as the filter menu.



Filters

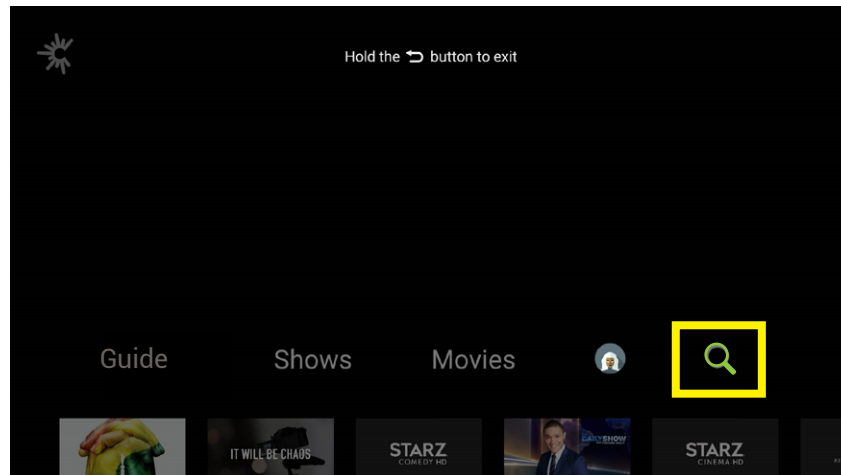
Web/Computer

When watching Thea on a computer, filters can be accessed by selecting 'Filter' on the right side of the screen.



Search

The Search feature is located on the main menu screen next to guide:



Once Search (or the magnifying glass icon) has been selected, the search text box will appear, allowing you to type in search keywords for content titles (series, movies, episodes) and channel titles across live, upcoming, lookback and VOD content.

If voice commands are enabled on the device or platform in use, you may also select the microphone in order to speak the search keywords.

Once a search term has been entered, the results will be populated, and may contain results that fall into one or more of the following categories:

- Shows
- Movies
- Channels
- Live and Upcoming
- Episodes

You may select any of the results in order to access additional information about the program.

(Please note the channel search is not yet supported for mobile and tablet.)

Watching TheaTV

Remote Control Functions

When viewing the media player, there are multiple controls available in order to access trickplay functions as well as a progress bar that allows you to see where your playback position is.

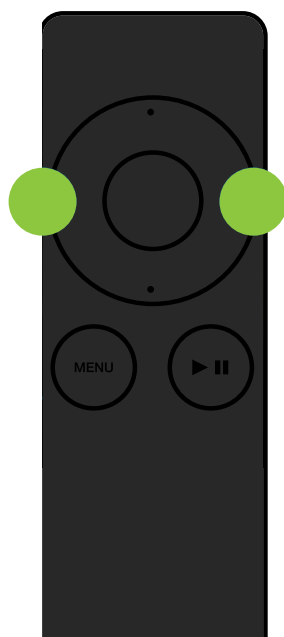
Restart: Allows you to restart the program from the beginning (if the content has 'start over' rights).

Pause/Play: Allows you to toggle into pause mode when desired, then resume where they left off.

Go Live: When you are viewing currently-airing content behind the live point, this control allows you to jump ahead to the live point on the channel.

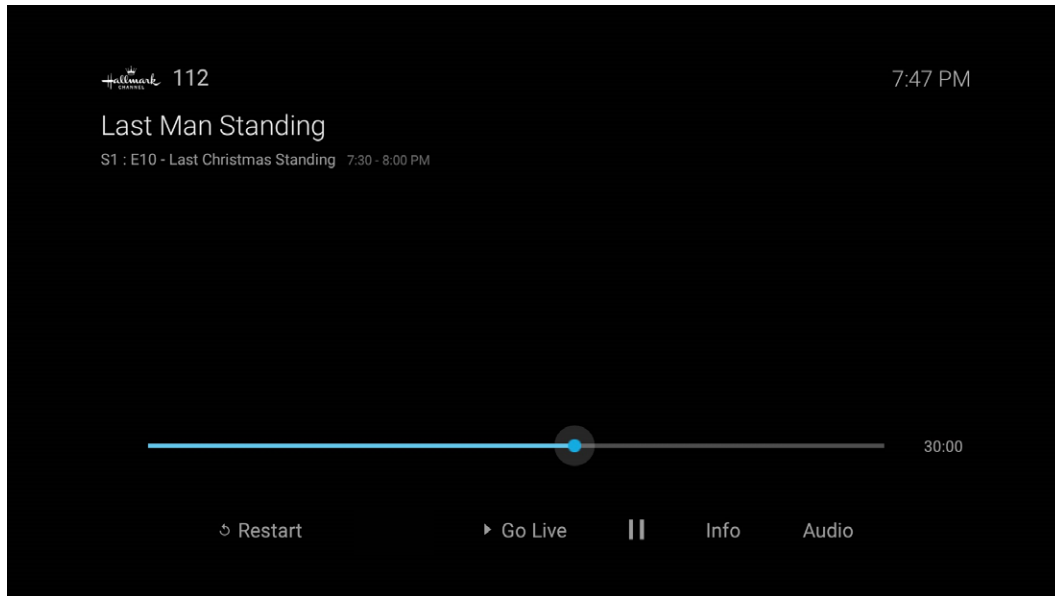
Info: Opens up information overlay for current program.

Audio/CC Replay: Enables or disables the closed captioning.



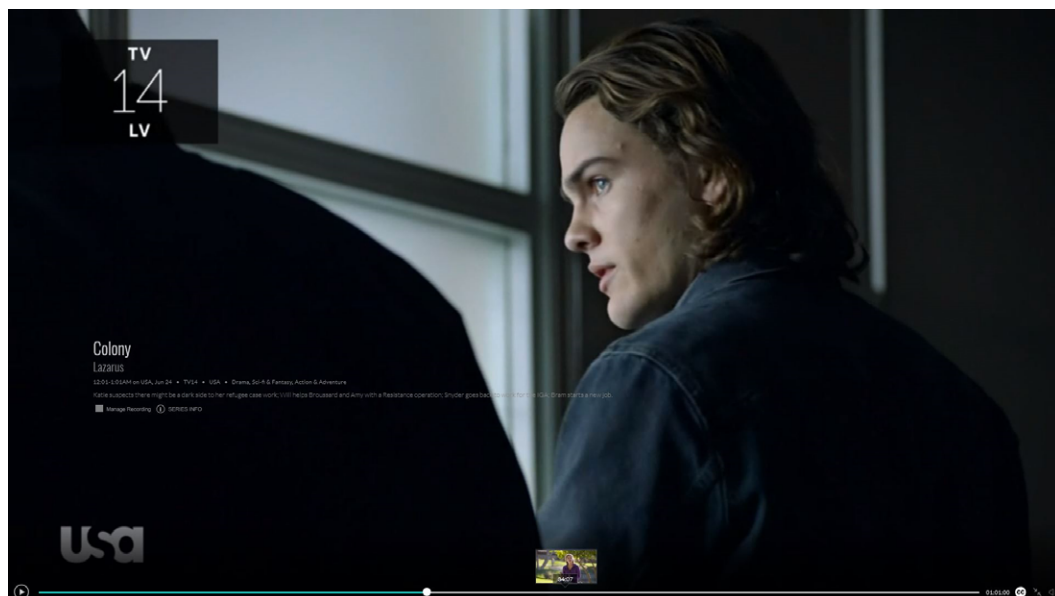
Television

Player controls can be accessed by pressing the select button on the device's remote. (On Apple TV, you must swipe up or down to invoke the various controls).



Web/Computer

When watching Thea on your computer, the control bar will also display scene shots from various places within the program as you move the mouse over. This helps determine where to begin playback when going back or forward within the content.



Channel Change

You can change channels while viewing live content by using the up / down buttons on the device's remote (Amazon Fire, Android TV) or the right / left controls (Apple TV). As the channel changes, the program information found on the new channel will display in the upper left hand corner.

If a channel is not subscribed to, or there is a restricted content rating, a message will appear to inform the viewer of the reason that the channel is not displaying.

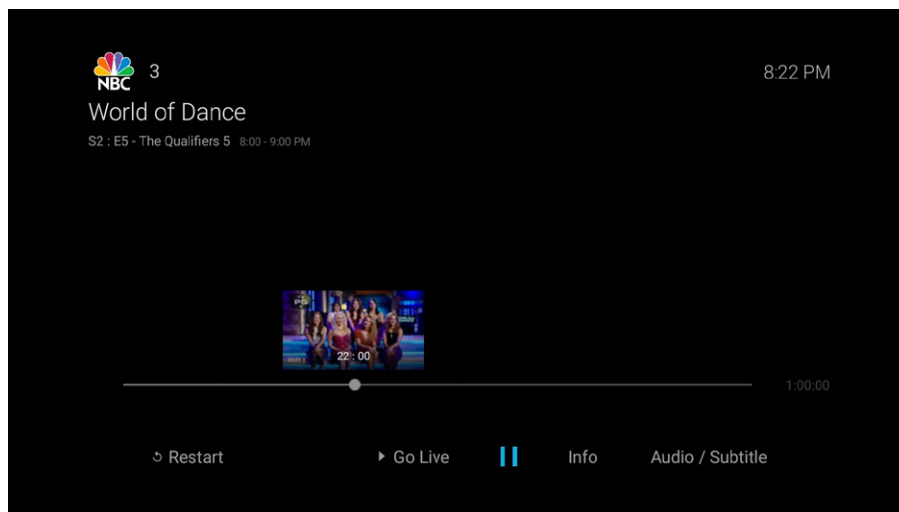


Restart

The Restart option allows you to restart a **live program currently in progress**. There are three different ways to restart from the beginning:

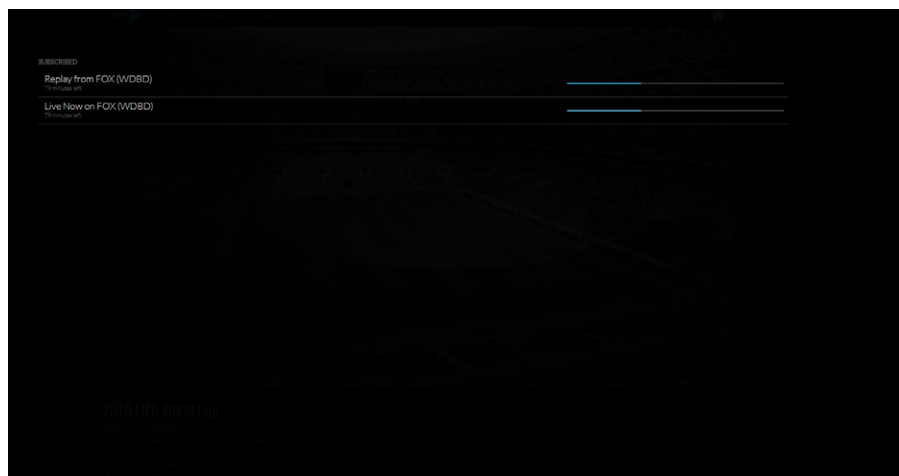
Television

1. Selecting the restart option from the dialog that appears for a few seconds after the media player is launched (if available for that program).
2. Selecting the restart option from the player controls
3. Seeking backwards to the beginning of the program



Web/Computer

Once the play button has been selected, all playback options for that content will display, including the ability to start from the beginning.



Replay

The Replay feature enables you to watch a **previously-aired program, show or movie**. The action taken to start replaying depends on the device being used. **(Note that the Replay function is not available for all devices and programs.)**

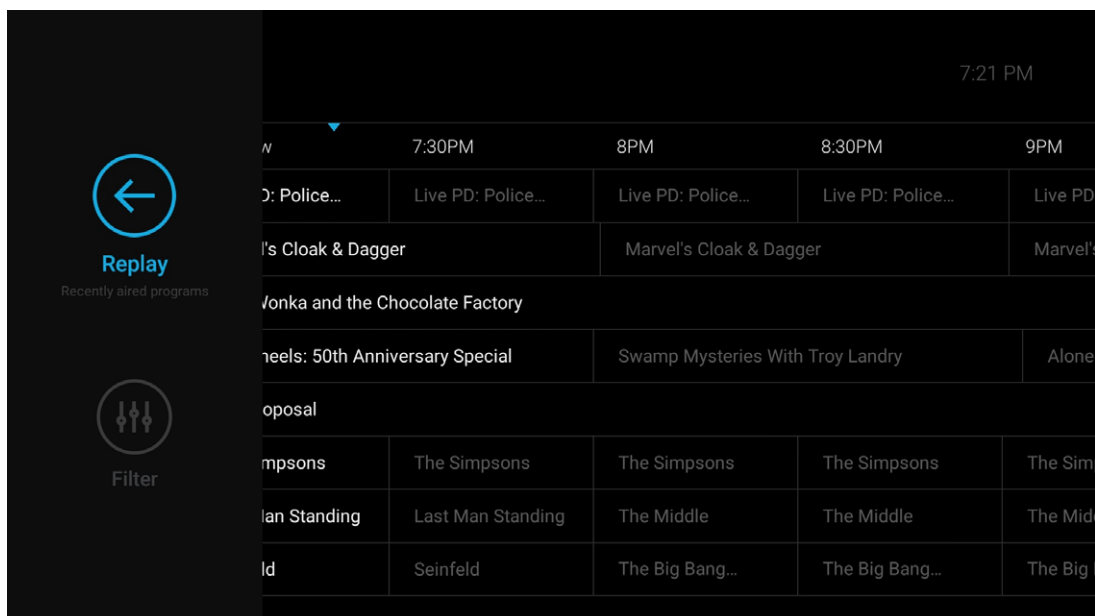
Television

When a show in the live column is highlighted on the Guide screen, pressing left on the remote's directional pad brings up a display with Replay and Filter selections.

Selecting Replay displays all previously aired shows on all channels. You can select any show from any channel using the remote's scroll functions on the directional pad.

Scrolling all the way to the right while in the Replay screen displays an option to return to the Guide screen. (Since not all programs have catch-up rights allowing them to be replayed, you may not always land on the same channel in which you started).

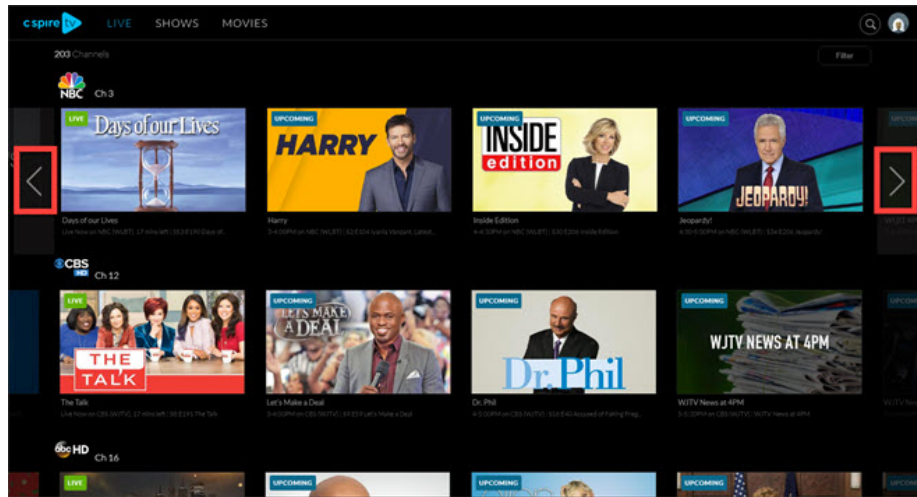
Please note replay is only available for a certain amount of time.



Web/Computer

Once the desired live content is selected, you can select whether you would like to join the live program in-progress or replay it from the beginning.

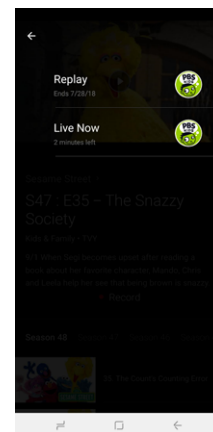
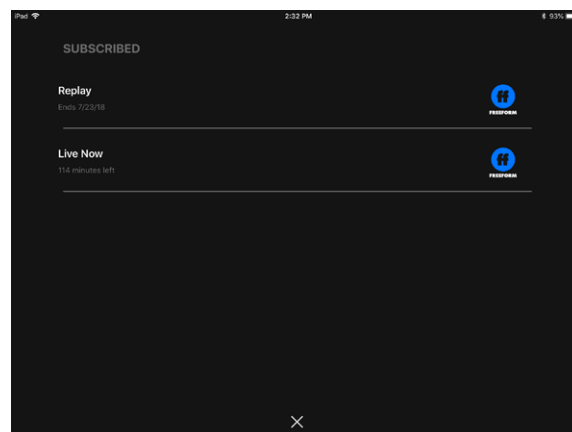
You may also hover over a channel row, enabling the left and right scroll arrows to appear. Using the left scroll arrow you can select to replay any previously aired show on that channel if the content has replay rights. The right arrow accesses upcoming shows.



Tablet/Phone

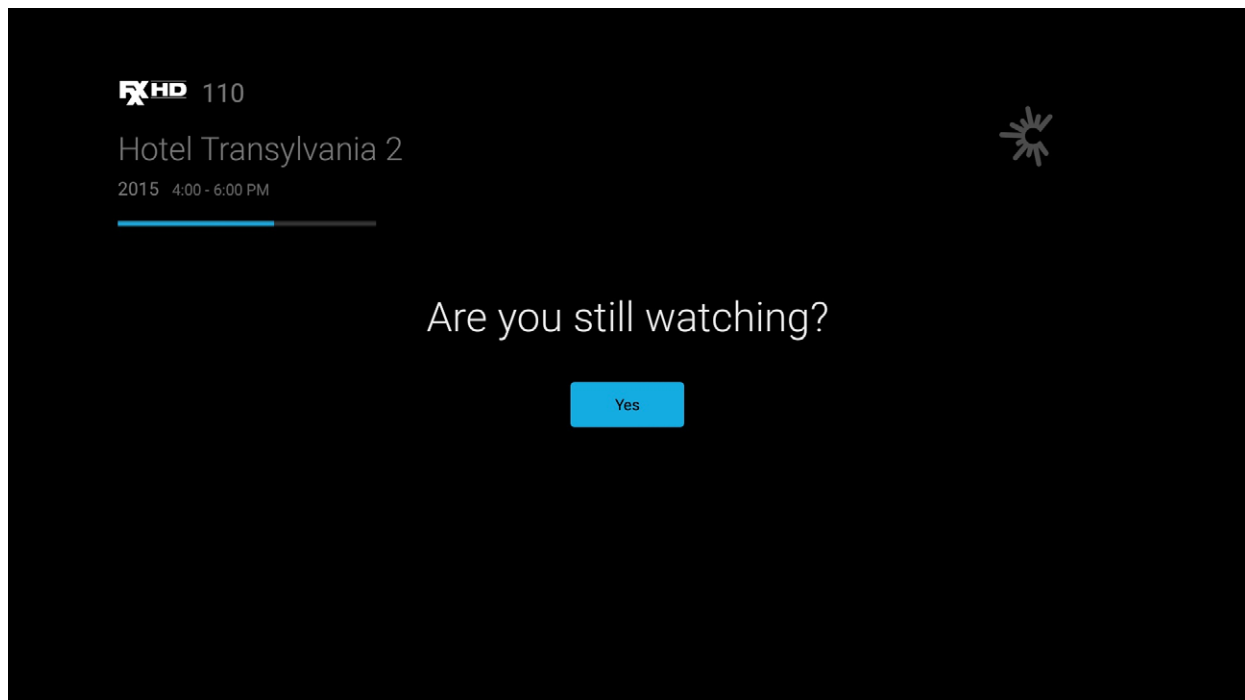
When viewing on Android and Apple devices, a selected live program will launch from where it currently is in-progress. If the content has replay rights, a screen will appear allowing you to select whether you would like to replay from the beginning or join the in-progress content.

(Episodes on the iPad and iPhone are listed left to right in most recent to oldest order. You can restart a live program by moving the control bar to the beginning).



Standby

If there is no interaction for 4 hours while the media player is streaming content, the app will ask if you are still watching. If you select 'Yes' or the back / menu button on the remote, the dialog will disappear and the standby timer will reset. If there is no response or interaction within 5 minutes of the prompt, the app will close automatically.



Setting Up and Managing Thea Profiles

Profiles allow households with multiple members to have a personalized experience in terms of recommendations, resume watching, recently watched and subscriptions.

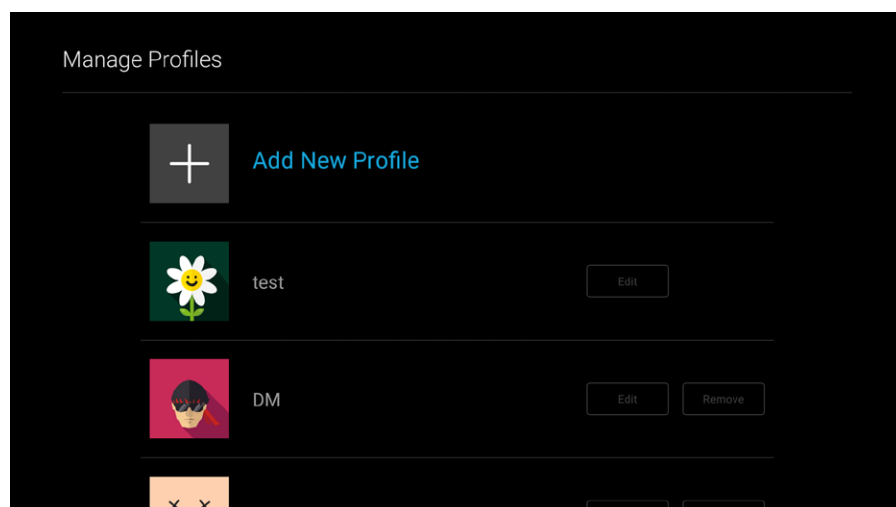
Each time an authenticated user launches the app and there is more than one profile on the account, a Who's Watching? screen appears.

Manage Profiles

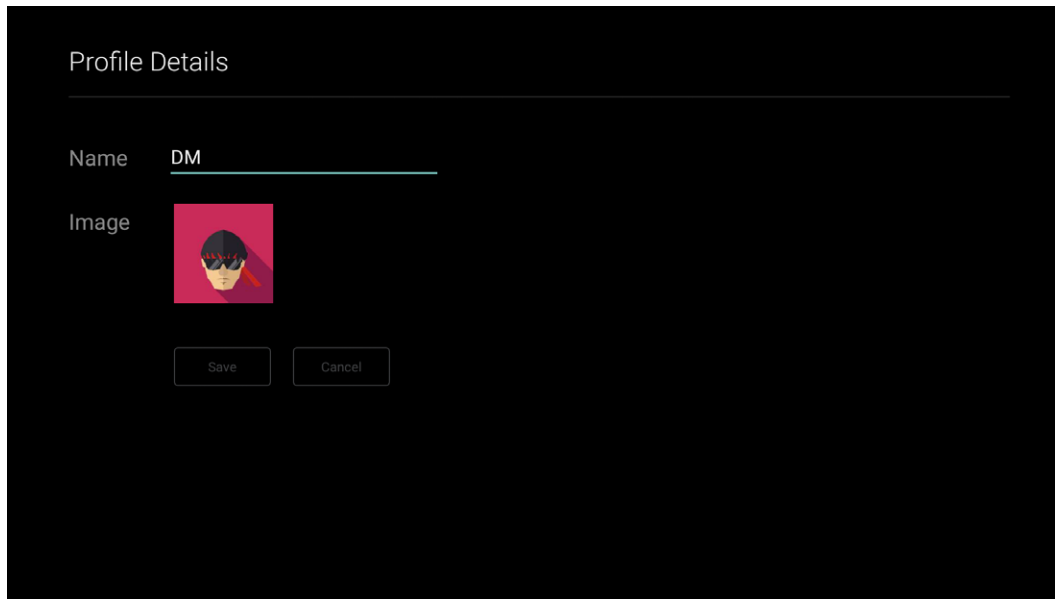
Adding, switching and managing profiles can be performed on the Manage Profiles screen within Settings. New profiles can be created until the maximum of 10 has been reached. (Please note: Mobile versions of the app allow you to switch between profiles only.)



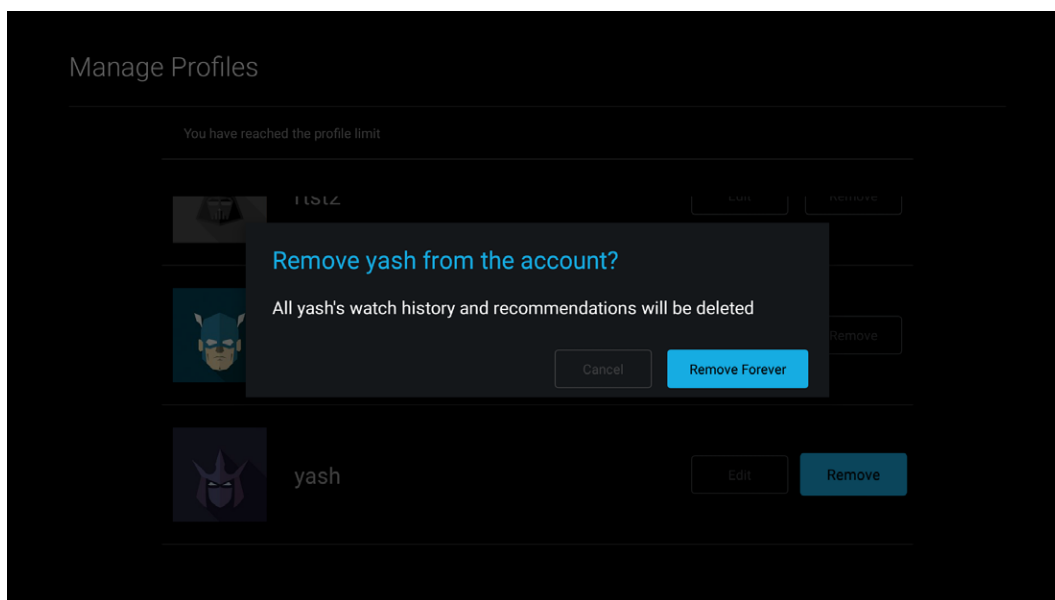
To create a profile, select the 'Add New Profile' option. Click Save when you are satisfied with the profile details and it will appear in the profile list across all devices. (Please Note: New profiles cannot be created on mobile devices.)



To edit a profile, select the pencil icon or the Edit option next to the profile you would like to edit on the profile list. This will allow you to make changes to the name or image associated with the profile.



To delete a profile, you may click on the trashcan icon next to the profile you would like to delete on the profile list. A pop-up box will confirm that you want this profile to be deleted permanently.

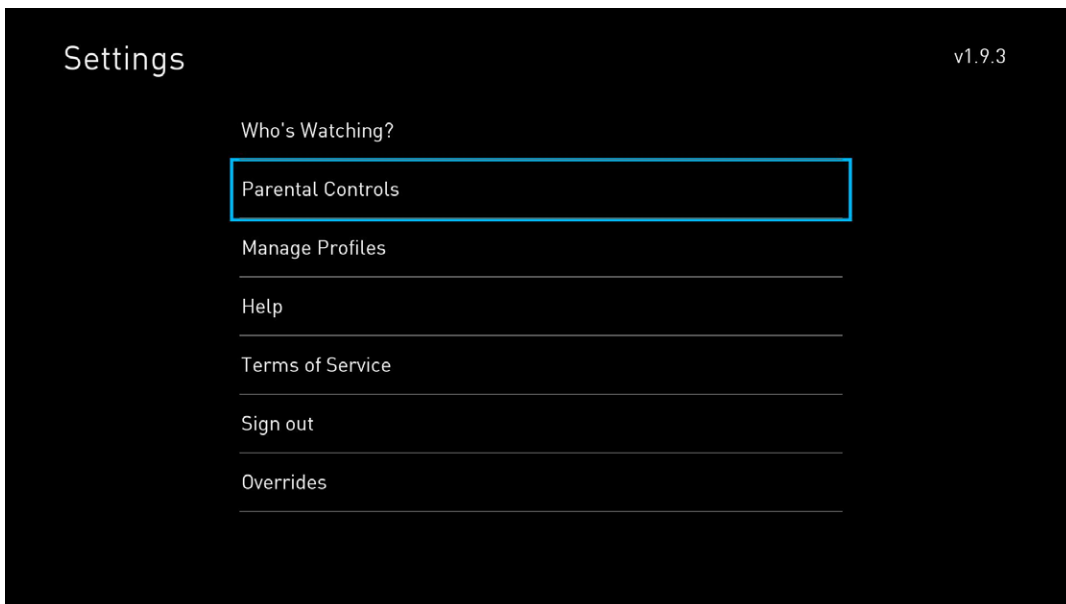
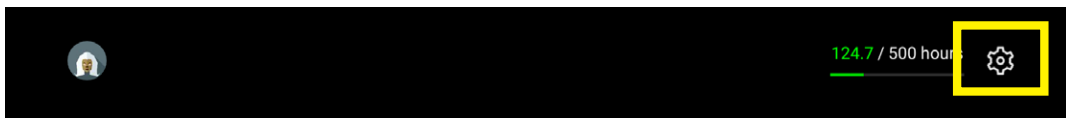


Parental Controls

Parental controls enable you to restrict mature content. When parental controls are enabled, you will need to enter a PIN to play any content with a parental guidance rating of TV-MA, R, NC-17 or NR regardless of the profile. When parental controls are enabled, they will take effect on all profiles and devices associated with the account.

In order to set up parental controls, you will need to create a PIN. Once activated, if you do not remember the PIN, there is an option to select Forgot Pin.

Parental Controls are located within Profile > Settings on a television.



Voice Command Functions

Voice commands can be used to search, playback, change channel and trickplay.

STB voice remote

If your bluetooth enabled STB remote has an built-in microphone, you can use it to do voice search. Go to the Search option on the Main Menu, then press and hold the microphone button on the remote to dictate the Search. The dictated keywords display search results similar to any typed search text.

Remote with voice assistant

If you are using a remote control with voice assistant (such as Alexa or Google home), you can use voice commands by pressing and holding the microphone and calling out the voice commands. You can use commands specific to the voice assistant (and use the specified format) or to search for content.

Voice assistant devices

If you are using a voice assistant device like Echo, invoke the voice support by calling out the wake-up keyword ("Alexa, ..."). You can use commands with the wake-up keyword to change channel, search for content, playback content and trickplay controls during playback.

Supported Voice Commands

Search

Channel

- "search channel {channelName}",
- "search for channel {channelName}"
- "find channel {channelName}"
- "find for channel {channelName}"
- "look for channel {channelName}"
- "show me channel {channelName}"

Channel Number

- "search channel number {channelNumber}"
- "search for channel number {channelNumber}"
- find channel number {channelNumber}"
- "find for channel number {channelNumber}"
- "look for channel number {channelNumber}"
- "show me channel number {channelNumber}"

General Title Searches

- "search {contentName}"
- "search for {contentName}"
- "find {contentName}"
- "look for {contentName}"
- "show me {contentName}"

Movie Specific

- "search movie {movieName}"
- "search for movie {movieName}"
- "find movie {movieName}"
- "look for movie {movieName}"
- "show me movie {movieName}"

Series specific

- "search series {seriesName}"
- "search for series {seriesName}"
- "find series {seriesName}"
- "look for series {seriesName}"
- "show me series {seriesName}"
- "search show {seriesName}"
- "search for show {seriesName}"
- "find show {seriesName}"
- "look for show {seriesName}"
- "show me show {seriesName}"

Movie Genre

- "search a {genreName} movie"
- "search for a {genreName} movie"
- "look for a {genreName} movie"
- "search for movies in {genreName}"
- "search for movies in {genreName} genre"
- "find movies in {genreName}"
- "find movies in {genreName} genre"

Search Continued...

Shows Genre

- "look for a {genreName} series"
- "search a {genreName} series"
- "search for a {genreName} series"
- "search for series in {genreName}"
- "search for series in {genreName} genre"
- "find series in {genreName}"
- "find series in {genreName} genre"
- "search a {genreName} show"

- "search for a {genreName} show"
- "search for show in {genreName}"
- "look for a {genreName} show"
- "search for show in {genreName} genre"
- "find show in {genreName}"
- "find show in {genreName} genre"

By Actor

- "search {actorName} movie"
- "find {actorName} movie"

Quickplay

Watch Channel

- "watch channel {channelName} "
- "play channel {channelName}"
- "change to channel {channelName}"
- "switch to channel {channelName}"
- "jump to channel {channelName}"

{channelNumber}"

- "switch to channel number {channelNumber}"
- "jump to channel number {channelNumber}"

Watch Channel Number

- "watch channel number {channelNumber} "
- "play channel number {channelNumber}"
- "change to channel number

Watch Content

- "play {contentName}"
- "watch {contentName}"

Watch Movie

- "play movie {movieName}"
- "watch movie {movieName}"

Watch Series

- "play episode {episodeNum} season {seasonNum} of {seriesName}"
- "play episode number {episodeNum} season number {seasonNum} of {seriesName}"
- "watch episode {episodeNum} season {seasonNum} of {seriesName}"
- "watch episode number {episodeNum} season number {seasonNum} of {seriesName}"

Watch Genre Movie

- "play a {genreName} movie "
- "watch a {genreName} movie"
- "play {genreName} movie "
- "watch {genreName} movie "

Watch Actor Movie

- "play {actorName} movie"
- "watch {actorName} movie"

Trickplay

Play

- "play video"
- "play"

Resume

- "resume"
- "resume video"
- "resume playback"

Pause

- "pause"
- "pause video"
- "pause playback"

Stop

- "stop"
- "stop video"
- "stop playback"

Fast Forward

- "fast forward"
- "fast forward video"
- "fast forward playback"

Rewind

- "rewind"
- "rewind video"
- "rewind playback"

Accessibility Settings

TheaTV is compatible with several accessibility features that are designed to help people with disabilities use technology with greater ease. Several of these features include screen reader technology, closed captioning, and video description tracks. Accessibility features are typically enabled on the devices used, rather than the application itself.

Closed Captioning

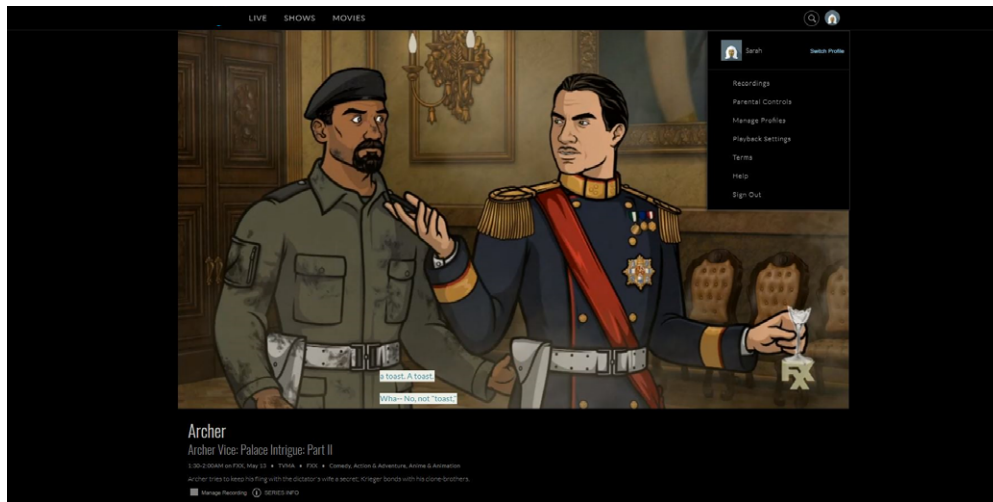
Closed captioning provides a method for allowing speech and other sounds to be displayed as text on the screen. Most content allows for closed captions to be turned on or off, however, there are instances when it is not supported. The process for turning it on, off or changing the closed caption settings will vary by device. At times, it may be necessary to change certain Accessibility settings on the device itself before enabling it on the application.

Television

The closed captioning (CC) option may be accessed by pausing the content that is being viewed and using the directional pad on the remote to select the Audio/Subtitles option.

Web/Computer

Closed captioning can be turned on and off by hovering over the screen until the playback bar is displayed. You may then click on the CC icon at the lower right corner of the screen. Closed captioning settings can be accessed by selecting the profile icon, then selecting Playback Settings.



Android Tablet/Phone

Closed captioning must be enabled on the device before it will work with Thea. To turn this feature on, access the menu by going to **Settings>Accessibility>Hearing** and ensure that the subtitle options are enabled.

You may then use the CC button on the playback bar to turn the closed captioning on while viewing content on either an Android phone or tablet.

iPad/iPhone

Unlike other platforms, the iPad and iPhone do not require you to enable any system settings in order to turn on the closed captioning. This feature may be accessed directly in the app from the playback bar.

Screen Reader

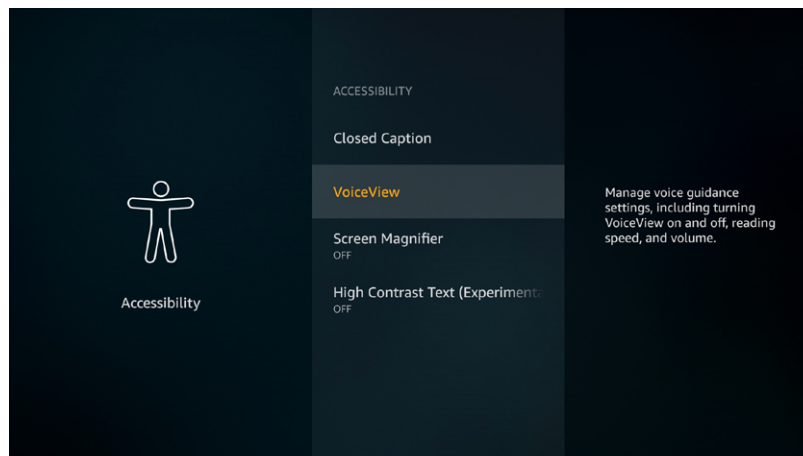
Screen readers function to assist the visually impaired by transferring information through a non-visual method, such as text to speech. It typically provides an audio description of all elements located on the screen.

Android TV

1. On Android TV, go to the home screen.
2. Scroll down and select Settings.
3. Under "Preferences," select Accessibility and then Services and then TalkBack.
4. Select State and then On.
5. To change volume and pitch:
6. On your Android TV, go to the home screen.
7. Scroll down and select Settings.
8. Under "Preferences" Select Accessibility Services.
9. Select TalkBack Configuration.
10. Choose an option.

FireTV

1. Go to Settings
2. Select Accessibility
3. Select Screen Reader
4. Turn on Screen reader
5. Adjust Reading Speed
6. Adjust Volume
7. Adjust Feedback Tone



The screen reader is called sometimes referred to VoiceView. It can be enabled by selecting **Settings>Accessibility>VoiceView.

Apple TV

Using Siri:

1. Hold the Siri Button on Remote
2. Say "Turn VoiceOver On" or "Turn VoiceOver Off"

Using Screen:

1. Go to Settings
2. Go to General
3. Select Accessibility
4. Select VoiceOver
5. Turn VoiceOver turn on or off

Note:

Voice is supported on the following Apple TV Models:

- Apple TV 4K
- Apple TV (4th generation)
- Apple TV (2nd or 3rd generation) with software version 4.2 or later

From iOS:

1. Go To Settings
2. Select Accessibility
3. Select Audio Guide
4. Turn on Audio Guide

To Select Speech Rate, Volume and Shortcut

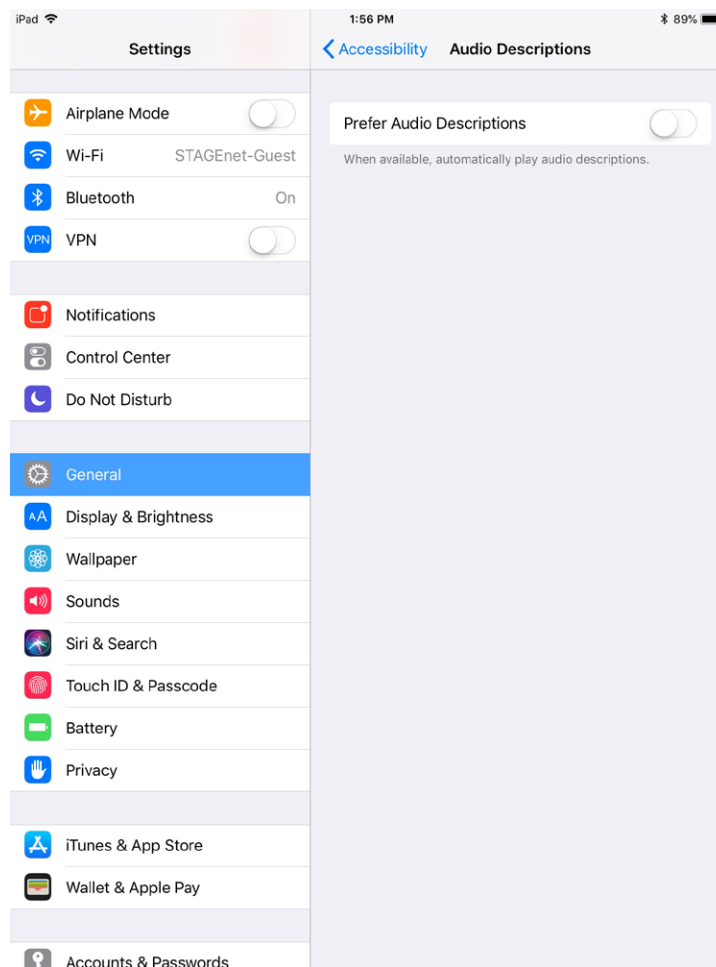
1. Go To Settings
2. Select Accessibility
3. Select required Speech Rate
4. Select required Volume
5. Select shortcut enables/disabled

Description Tracks

Description tracks are supplemental, separate audio tracks that describe visual content of a program. By enabling description tracks, the visually impaired will receive greater detail about the content on the screen, including information about the scene changes, characters, actions and other visual details. (Most platforms are currently limited in their ability to support additional description tracks).

iPad/iPhone

Audio descriptions can be enabled by accessing the **Settings>General>Accessibility>Audio Descriptions** and tapping on **Prefer Audio Descriptions** to enable it.




theaTV

Enjoy your new TV Service!

Still have questions?

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