

THOMSON



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en/Support/FAQs/](https://tv.mythomson.com/en/Support/FAQs/)

THOMSON STREAMING BOX PLUS 270

IMPORTANT

Please read this manual carefully before installing and operating the Streaming Box 270 Plus.
Keep this manual handy for further reference.

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1 Safety and product information

Your appliance has been carefully checked and packaged before despatch. When unpacking, make sure that all parts are included and keep the packaging out of the reach of children. We recommend that you keep the box during the warranty period so that your appliance is perfectly protected in the event of a repair or warranty.

Please read the instructions before using the appliance and keep them for future reference. The product must be installed in accordance with national regulations.



Please place the appliance in a well-ventilated place on a flat, firm and stable surface.



Disconnect the mains plug if you are not going to use the appliance for a longer period of time. If the mains cable is damaged, it must be replaced with the 12 V 1.5A mains adapter. Please contact customer service to avoid possible hazards.



NOTE: To avoid electric shock, do not expose the device to rain or moisture and protect it from high temperatures, humidity, water and dust. Do not use the device in damp or cold locations.



If the device needs to be repaired, please go to the website:
[https://tv.mythomson.com/en/ Support/](https://tv.mythomson.com/en/Support/) and contact After Sales Service.



To prevent the spread of fire, always keep candles or other naked flames away. Keep the device away from direct sunlight.



AAA

Replacing the battery

There is a risk of explosion if the battery is replaced with an incorrect type:

- Replacing a battery with an incorrect type that can switch off a fuse (e.g. in the Housing of some lithium battery types)
- the disposal of a battery into a fire or a hot oven or the mechanical crushing or dismantling of a battery that can lead to an explosion
- leaving a battery in an environment with extremely high temperatures, which can lead to the following problems an explosion or the escape of flammable liquids or gases
- a battery that is exposed to extremely low air pressure, which can lead to an explosion or leakage of flammable liquids or gases.



An appliance with this symbol is a Class II electrical appliance or a double-insulated appliance. It has been designed so that it does not require a safety connection for electrical earthing.



This marking indicates that this product must be disposed of correctly throughout the EU in accordance with Directive 2002/96/EC (WEEE) and must not be disposed of with other household waste. Please recycle it responsibly and contribute to the sustainable reuse of material resources. Please hand it in to a collection system or contact the retailer where you purchased the product.

According to the Battery Act, end users are legally obliged to return old batteries. Please do not dispose of used batteries in household waste, but hand them in to a collection system for used batteries.

Hereby, StreamView declares that the radio equipment type Streaming Box fulfils the requirements of the directive 2014/53/EU. The full text of the EU Declaration of Conformity is available at the following Internet address: tv.mythomson.com/support. For indoor use only

1.1 Applications and performance

The download speed depends on your internet connection. Some apps may not be available in your country or region. Streaming membership may be required. Netflix is available in selected countries. More information at www.netflix.com. Voice availability for Google Assistant depends on Google voice search support.

1.2 Data Protection

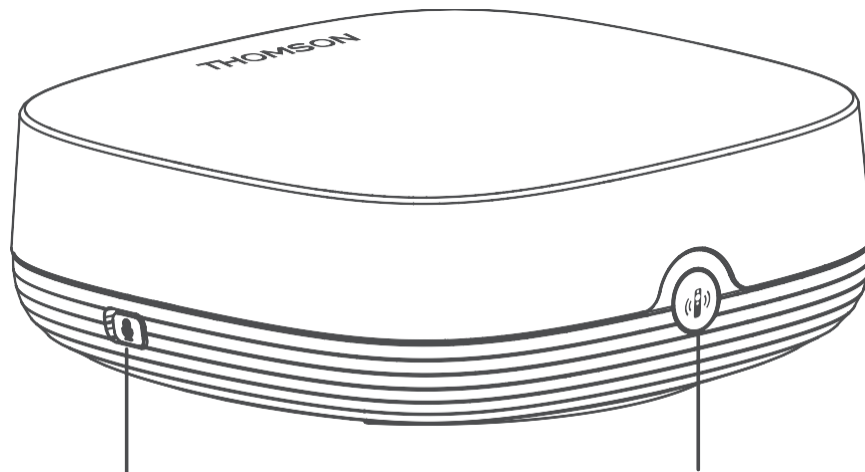
Application and service providers may collect and use technical data and related information, including, but not limited to, technical information about this device, the system and application software and peripherals. They may use such information to improve products or provide services or technologies that do not personally identify you. In addition, some third-party services that are already included in the device or installed by you after purchasing the product may require registration with your personal data. Some services may also collect personal data without additional warnings. StreamView cannot be held liable for a possible breach of data protection by third-party services.

2 Introduction

With Google TV™ on the Streaming Box Plus 270, you can enjoy all the entertainment you love - with a little help from Google. Google TV brings films, series and more from all your subscriptions to one place. Need some inspiration? Get curated recommendations and use Google's powerful search to find shows in over 10,000 apps. You can also use your voice to find programs, play music, control smart home devices and much more. And with personalized watchlists and profiles, the experience is customized for everyone.

3 Streaming Box

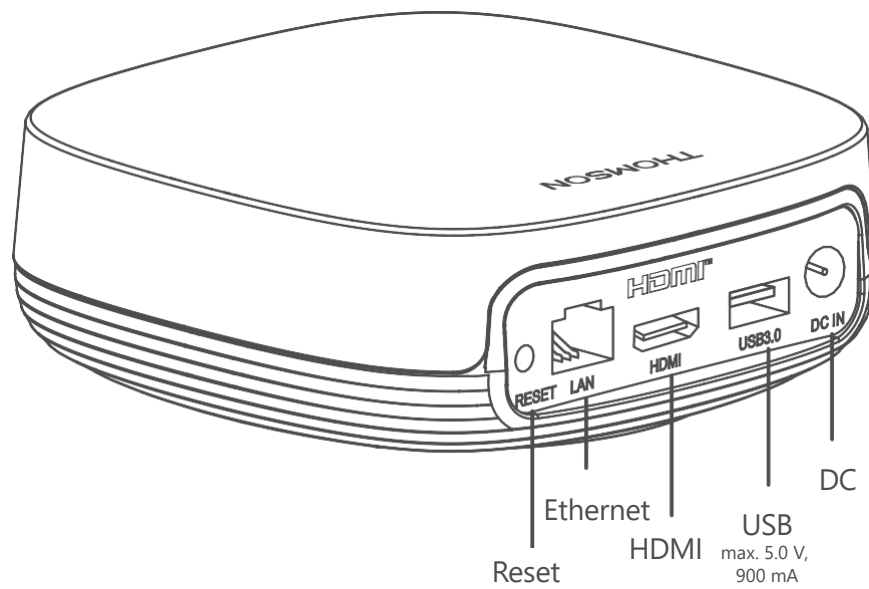
3.1 Front Panel



Far field microphone on/off

Find my remote control

3.2 Back panel



Reset

Ethernet

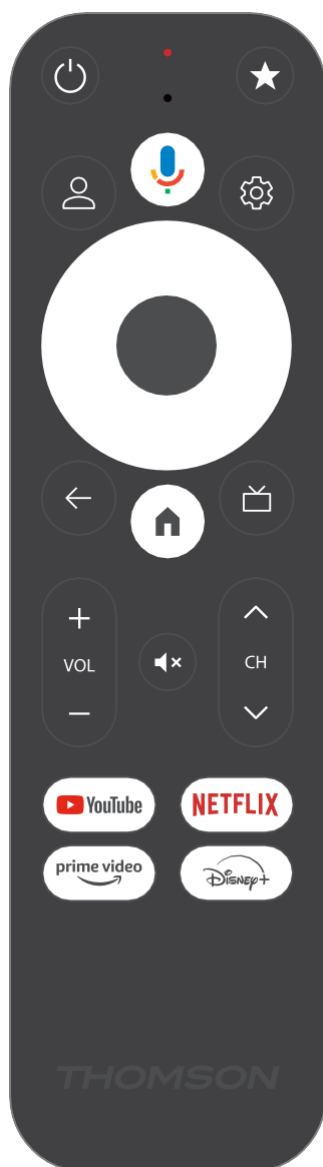
HDMI

USB
max. 5.0 V,
900 mA

DC

4 Remote Control

4.1 Remote Control 1



	Standby: Fast standby / Standby / On
	Press and hold this button to activate the shortcut function of this button. Briefly press the star button to select the desired or to select the input source.
	Profile Switch: Switch between multiple Google profiles
	Microphone: Activates the Google Assistant and the microphone integrated into the remote control
	Settings: Opens the settings menu
	OK: Confirms the selections
	Direction button (D-pad): Navigating in the menu, setting options, moving the focus or cursor, etc.
	Back/Return: Return to previous menu screen, go one step back, close windows, close teletext (in Live TV-Teletext mode). Exit the playback of multimedia files and return to the MMP (Multi Medi Player) overview menu
	Home: Opens the Home Screen
	Electronic program guide
	Volume +/-: Controls the sound volume of the TV
	Program +/-: Zapping the single TV/radio channels. Scrolls the channel list page by page when the channel list is displayed on the TV screen
	Mute: Completely turn off the volume of the TV
	Launch the YouTube application
	Launch the Prime Video application
	Launch the Netflix application
	Launch the Disney + application

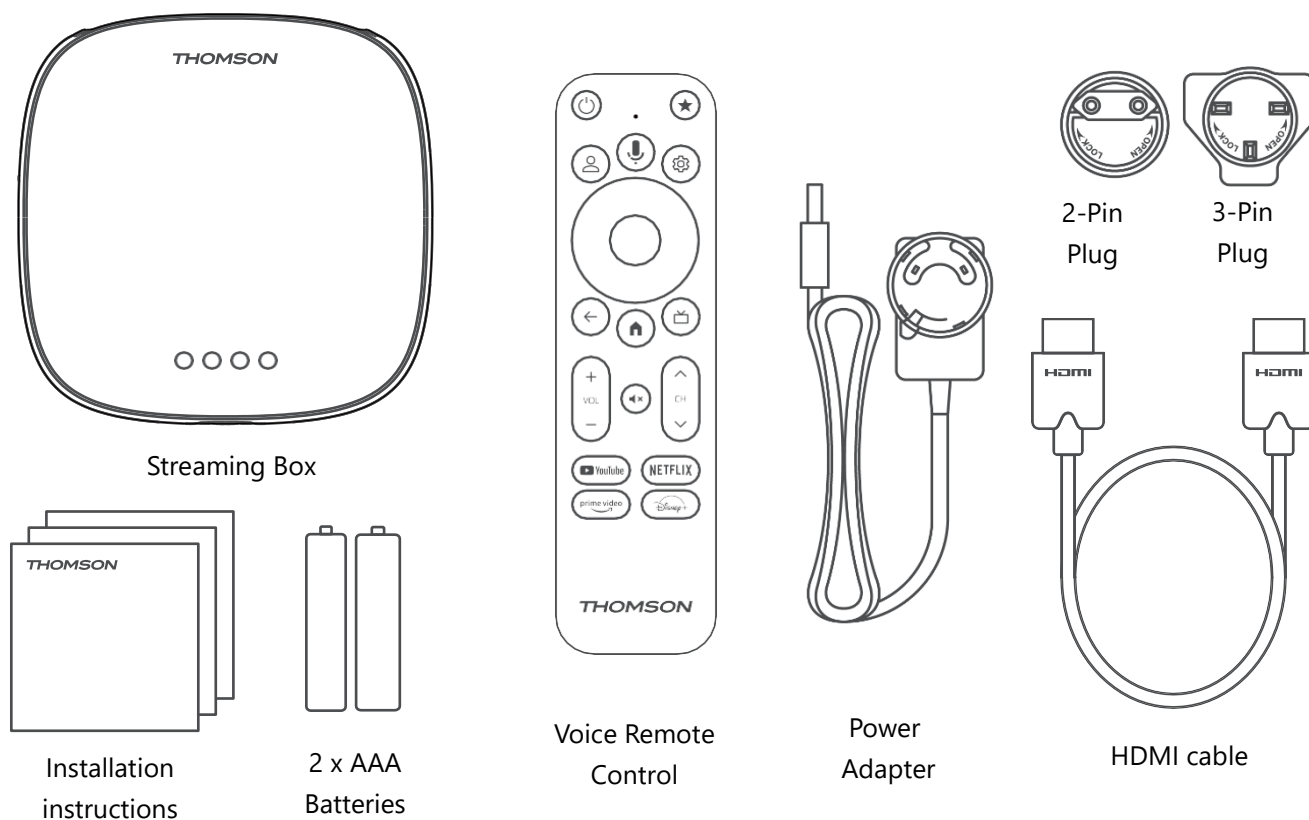
4.2 Remote Control 2



	Standby: Fast standby / Standby / On
	Press and hold this button to activate the shortcut function of this button. Briefly press the star button to select the desired or to select the input source.
	Change profile: Switches user profiles
	Microphone: Activates the Google Assistant and the microphone integrated into the remote control
	Settings: Display Live TV Settings menu (in Live TV mode), display available setting options such as sound and picture
	OK: Confirms the selections
	Direction button (D-pad): Navigating in the menu, setting options, moving the focus or cursor, etc.
	Back/Return: Return to previous menu screen, go one step back, close windows, close teletext (in Live TV-Teletext mode). Exit the playback of multimedia files and return to the MMP (Multi Medi Player) overview menu
	Home: Opens the Home Screen.
	Electronic program guide
	Volume +/-: Controls the sound volume of the TV
	Programme +/-: Zapping the individual TV/radio channels. Scrolls through the channel list page by page when the channel list is displayed on the TV screen.
	Mute: Switches the volume of the TV off completely.
	YouTube: Starts the YouTube application
	Prime Video: Starts the Prime Video application
	Netflix: Starts the Netflix application
	Disney+: Launch the Disney+ application
	Launch the Live TV application

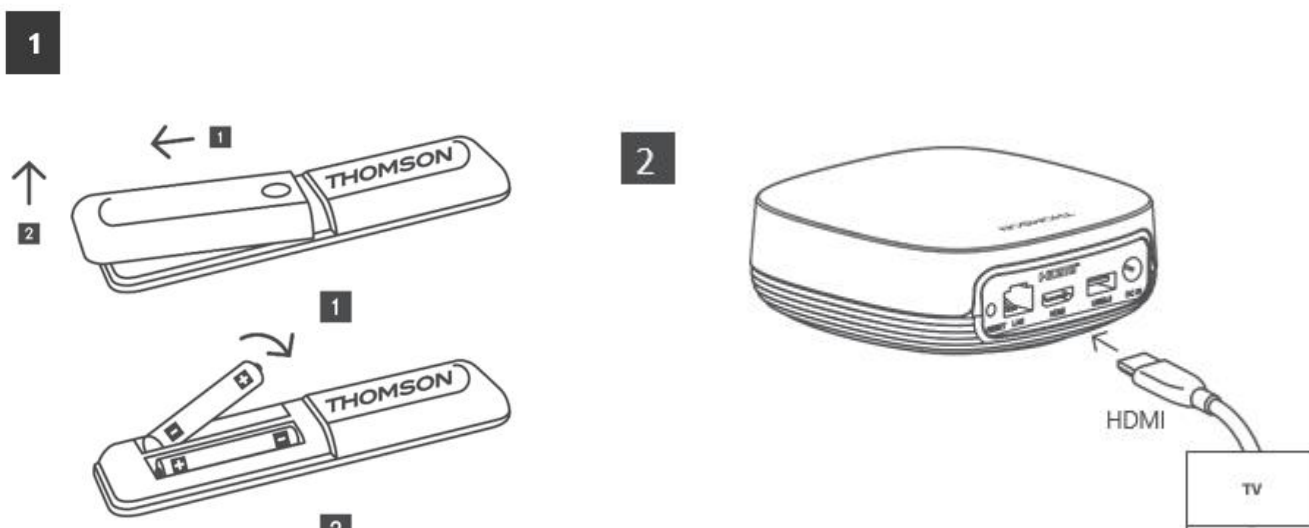
5 Installation

5.1 Packaging Content

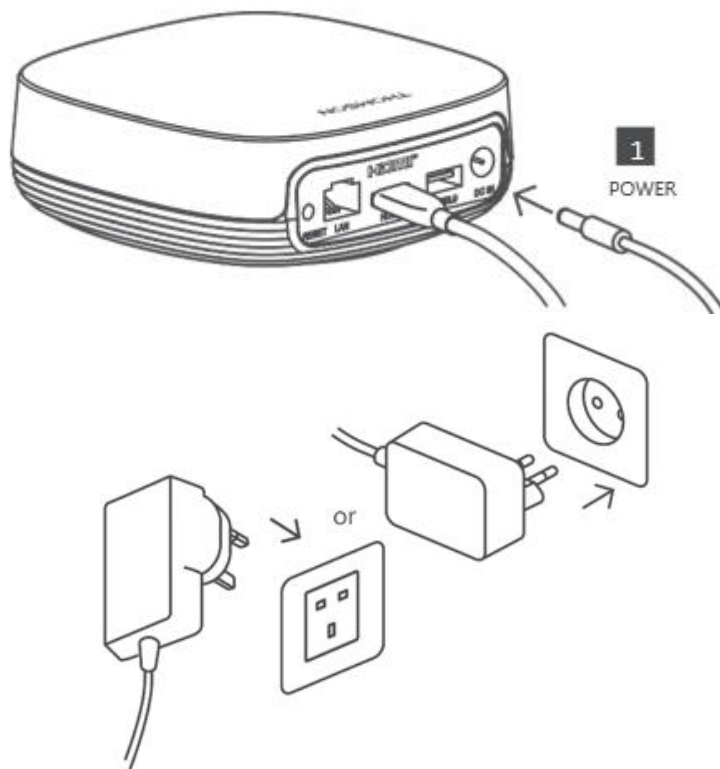


*Illustrations for reference only

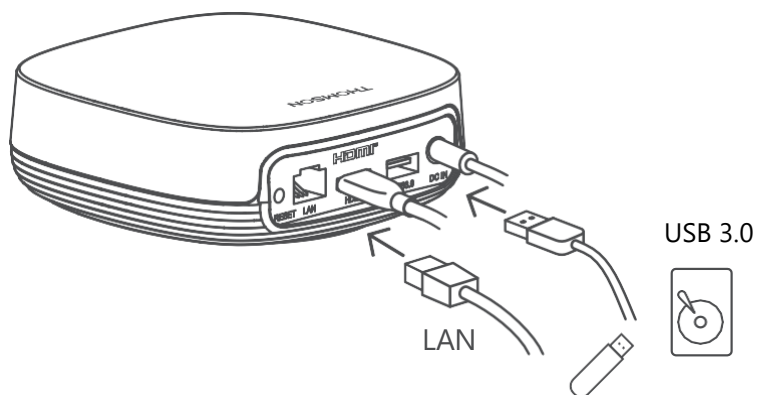
5.2 Set Up



3

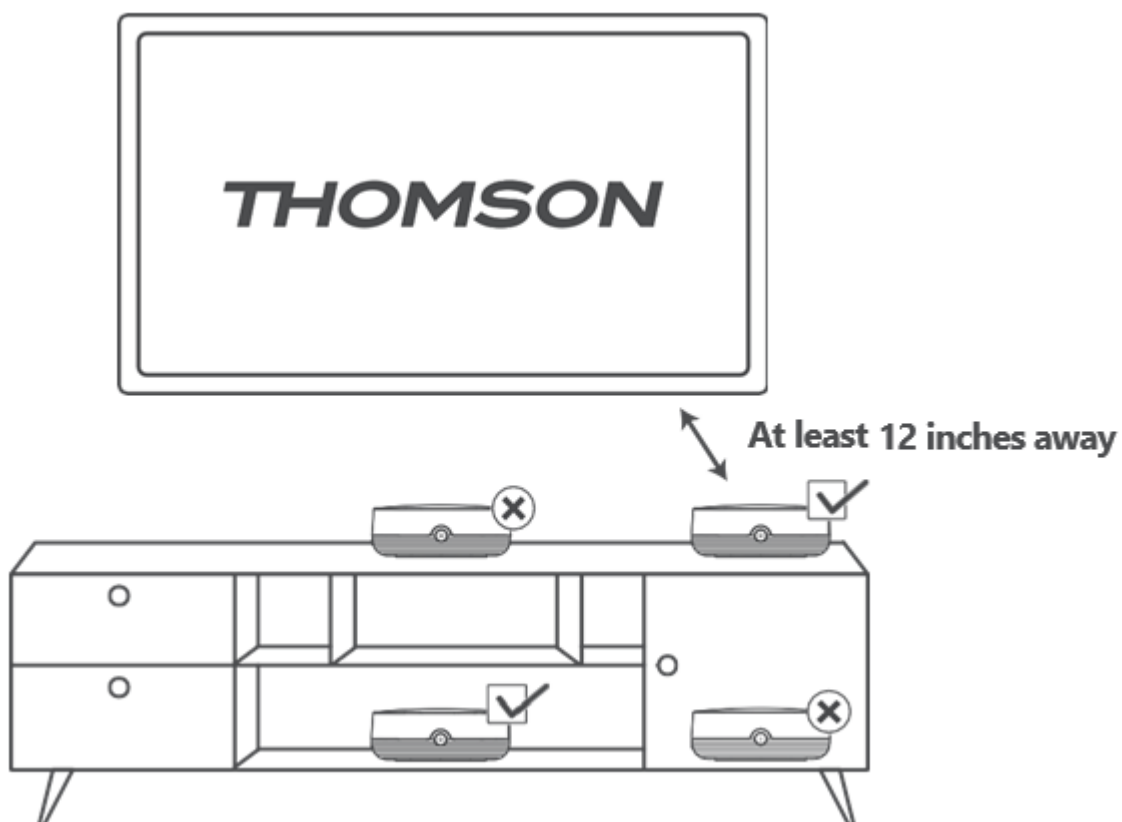


Optional:



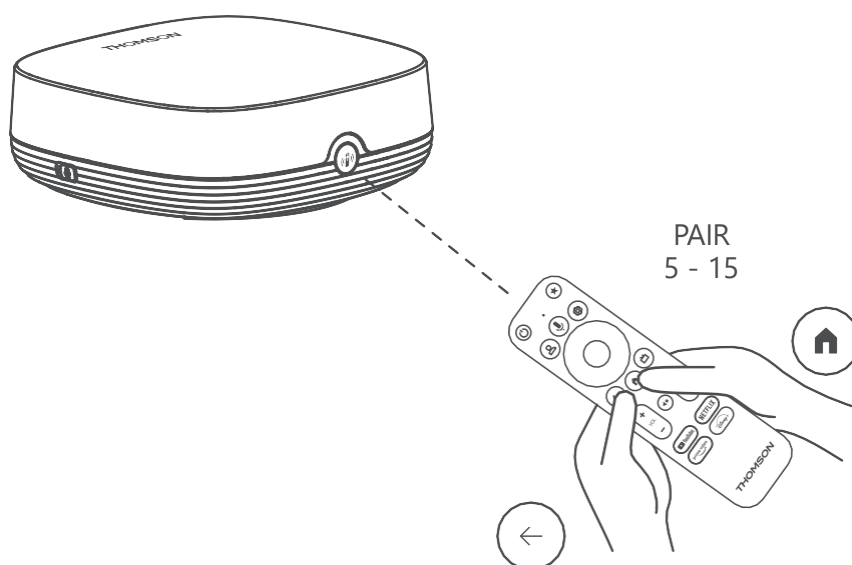
If no Internet connection is available via LAN, you will be prompted to connect to the Internet via WLAN during the initial installation.

5.3 Position your Streaming Device



To ensure the accuracy of far-field voice control, it is recommended to use the streaming device more than 12 inches away from the TV speakers. Please do not place your streaming device in a closed cabinet.

5.4 Pairing the Remote Control



Turn on the TV and the streaming box and follow the instructions on the screen to pair the remote control.

5.5 First Installation

Once you have successfully paired the remote control, select the installation language and your region and follow the installation instructions on your screen.

You can scan the QR code on the screen to set up your Streaming Box Plus 270 in the Google Home app on your smartphone or tablet. Or you can select "Set up on TV instead" at the bottom of the screen and follow the instructions on the screen.

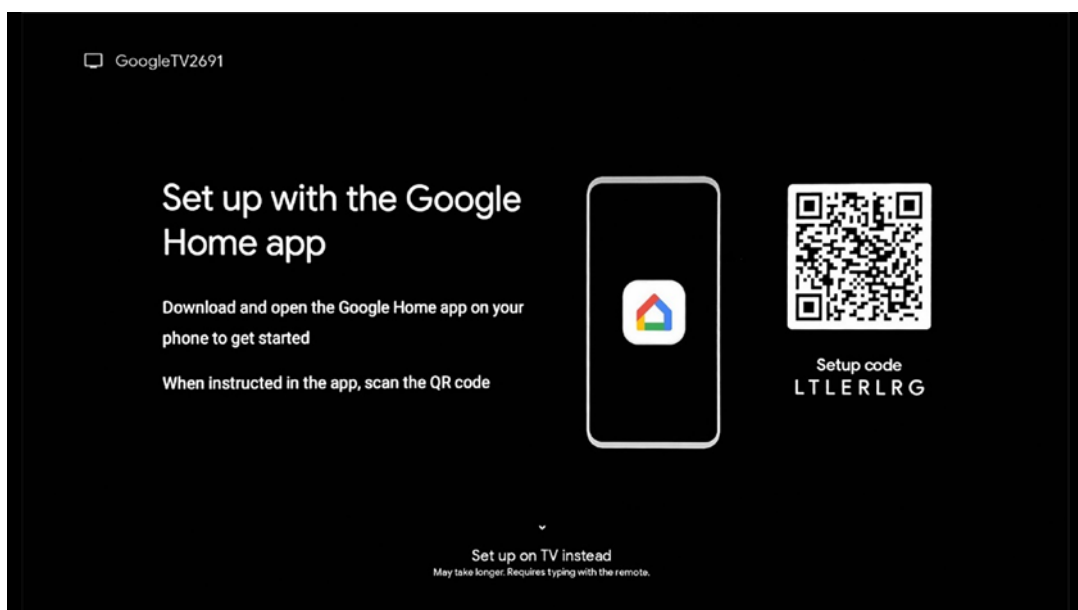
Remark:

A Google account is required to set up the Streaming Box Plus 270.

6 Google TV

6.1 Google TV Setup

You can set up your Streaming Box 270 Plus via Google Home application on your mobile (phone or tablet) or manually by selecting the "Set up on TV instead" option at the bottom of the screen.



6.2 Setup with Google Home App

To set up with the Google Home app, it is necessary to have a mobile device (smartphone or tablet) with the Google Home app installed and that the mobile device is connected to the internet via the same Wi-Fi network to which the Streaming Box Plus 270 is to be connected. To install the Google Home app, please scan the QR code on your TV or search for "Google Home" in the app store on your mobile device. If the Google Home app is already installed on your mobile device, open it and follow the instructions on your TV and mobile device. The setup of the TV via the Google Home application on your mobile device should not be interrupted.

Note: Some mobile devices with the higher Android OS version are not fully compatible with the installation of Google TV via Google Home App. Therefore, we recommend the installation option "Set up on TV".

6.3 Setup on TV

To install the Streaming Box Plus 270 using your TV and remote control, press the Down-Directional button on Remote control unit to select the option "**Set up on the TV instead**". Then, follow the on-screen instructions to complete the installation.

Select your Wi-Fi network - Select an available Wi-Fi network and connect your Streaming Box Plus 270 by entering the corresponding password

Google Sign in - Sign in to your Google account using your email address and password

Note:

A Google Account is required to set up the Streaming Box Plus 270. To access the Google Play store, or to use the "Hey Google" function, or to launch your Favorite applications, you must be logged in with your Google account.

If you do not have a Google account or want to create a shared account, you must register it before installing the Streaming Box Plus 270 on your computer or smartphone. You can create a Google account by visiting the following website:

<https://accounts.google.com/signup>

After completing the initial installation of your THOMSON streaming device, the Google TV home screen will be displayed.

Note: Please note that the illustrations of the menu shown in this user guide are for reference only and they may differ in your country.

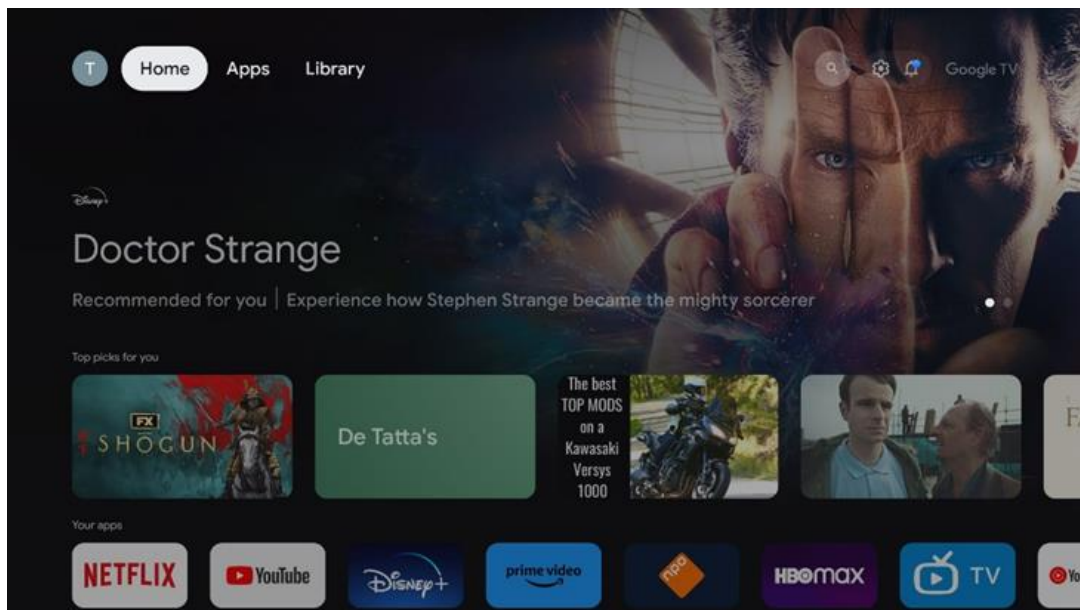
7 Home Screen

7.1 Home

From the Home screen, you can launch any installed Application, watch a movie from various Streaming applications or enter Settings menu of your Streaming Box Plus 270.

Also, you can exit the operation of any application at any time and return to the Home screen by pressing the Home button on the remote control.

In the first (Recommended for you) row, the streaming content of the streaming applications installed on your TV will be suggested according to your search criteria in your search history.

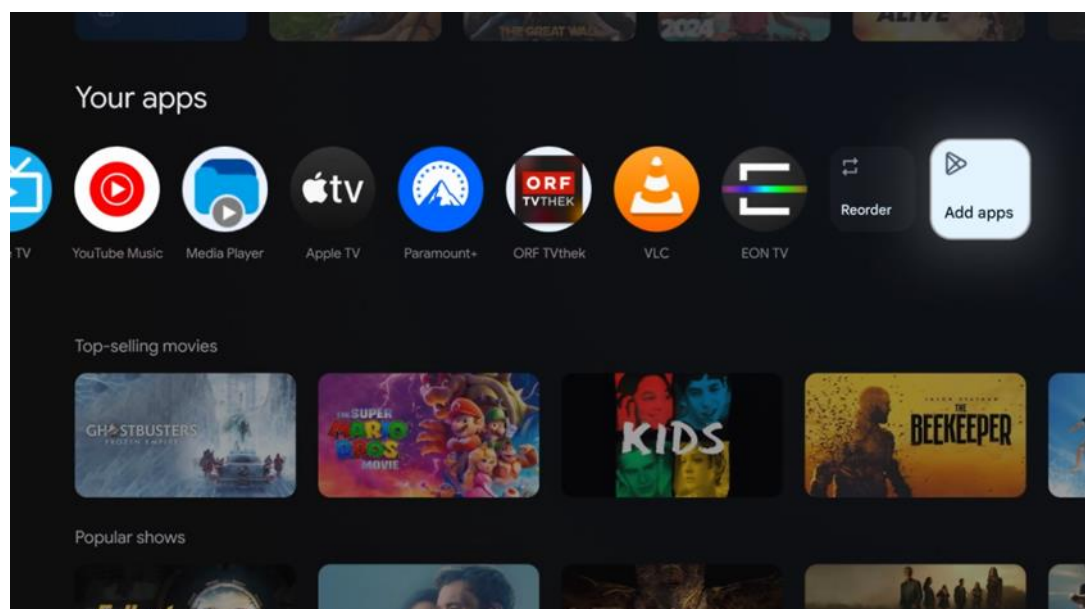


Note: Depending on the settings of your TV set and your country selection during the initial setup, the Home menu may contain different elements.

The second (**Your apps**) row is the row of applications. The most important applications for streaming services such as Netflix or YouTube can be found in this first line.

Select the application with the direction buttons on your remote control and confirm your selection with the OK button to start the selected application.

Select the application and press and hold the OK button to remove the selected application from the first row of favorites, move it to a new position or launch it.



On the penultimate and last position in this row you will find boxes with the options "**Reorder**" and "**Add apps**". Select these function options to reorder the applications in this row or to add new application to this Favorite applications row.

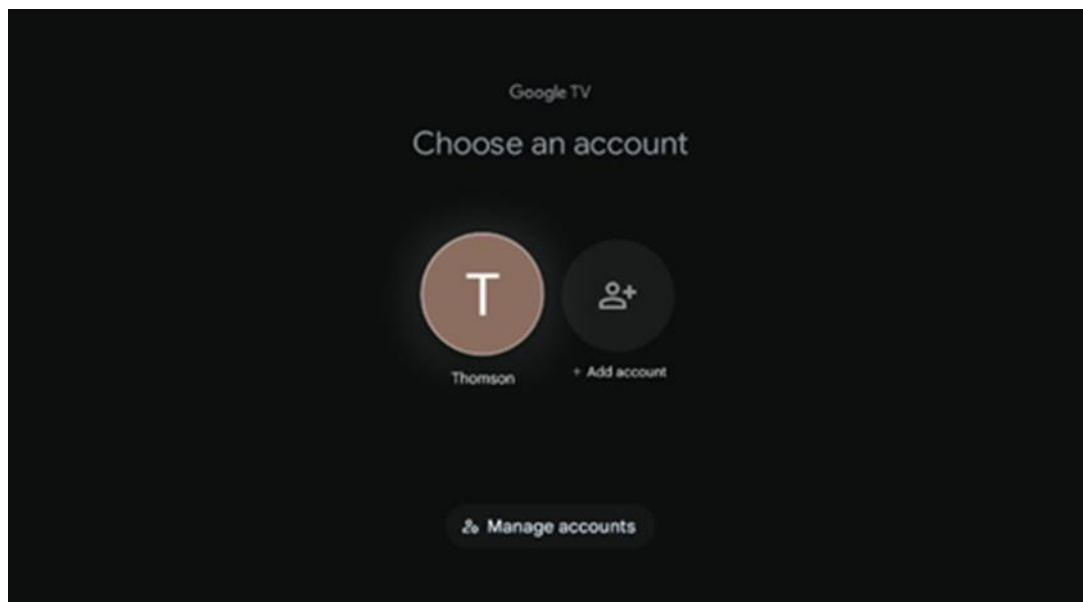
Further down on the home screen, you will find additional channels displayed by genre or streaming content category.

Note: The applications shown in the image are for illustrative purposes only and may vary depending on the country of installation

7.2 Google Account

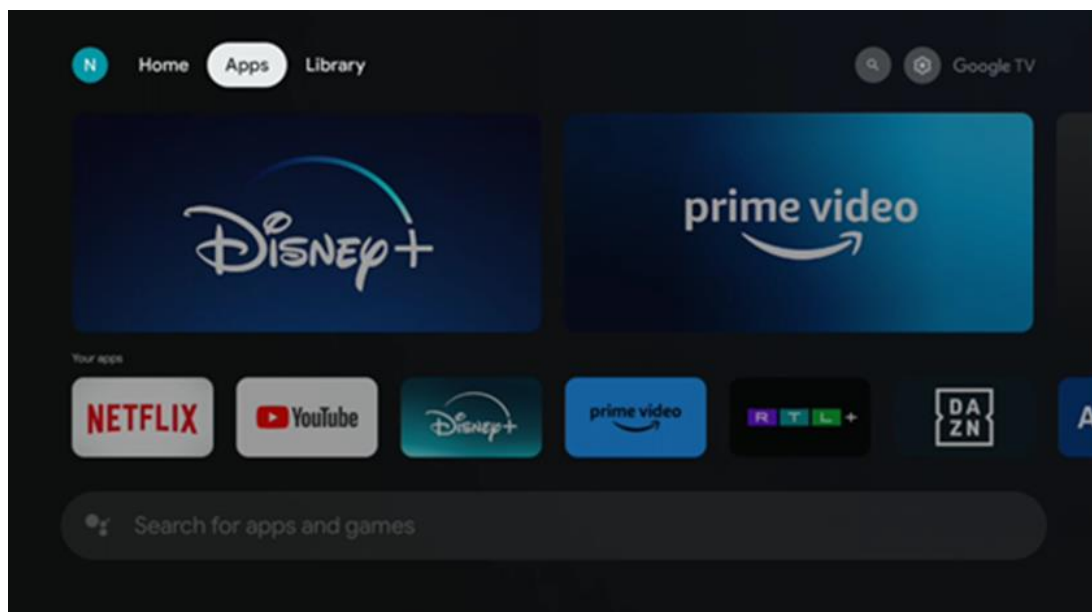
Navigate to your profile icon at the top left corner and press "OK". Highlight profile icon and press "OK".

Here you can change your profile settings, add a new Google account, or manage already existing accounts.



7.3 Apps

Select the Apps tab on the Home screen to display applications installed on your TV. Highlight a search bar to type in the name of an application you wish to install from Google Play Store.



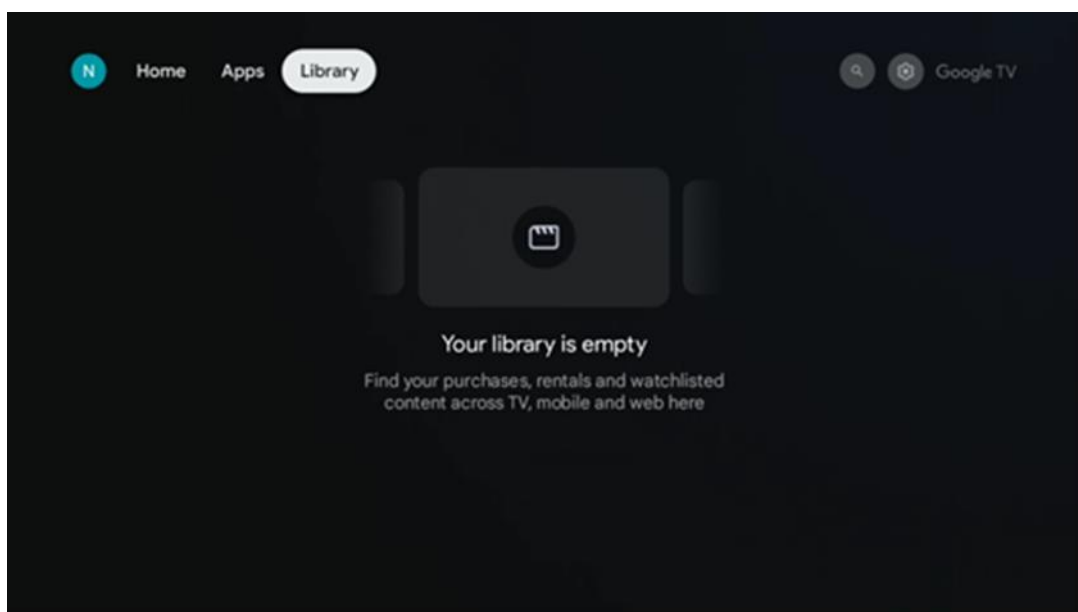
Note: Some apps work only in your own network. These apps are not open internet services but only in-house solutions for several TV sets in the same household. The operation of these applications can therefore be determined by your IP TV or Network operator.

Some apps are available for download according to the Geo-Location. This means that the Geo-Location dependent applications are only available in the Google Play store according to the Geo-Location rules and cannot be downloaded and installed in different countries

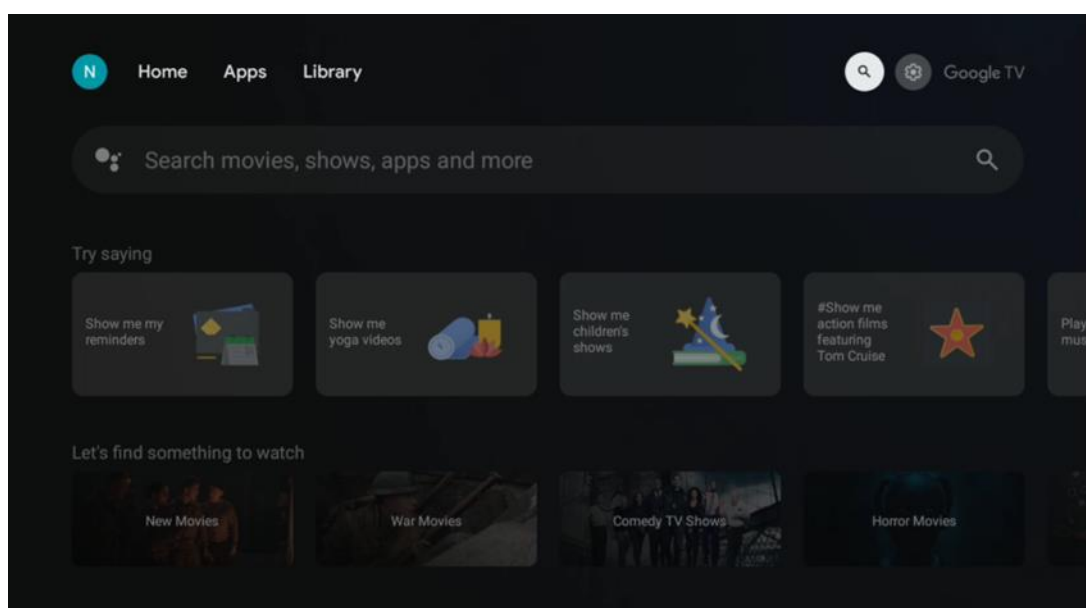
Some apps that are available for mobile devices such as cell phones and tablets are for legal reasons not available for download on Google TV devices.

7.4 Library

Select the Library tab on the Home screen to play the streaming content you have already purchased or rented on your TV or mobile devices such as your mobile phone or tablet using your Google account.



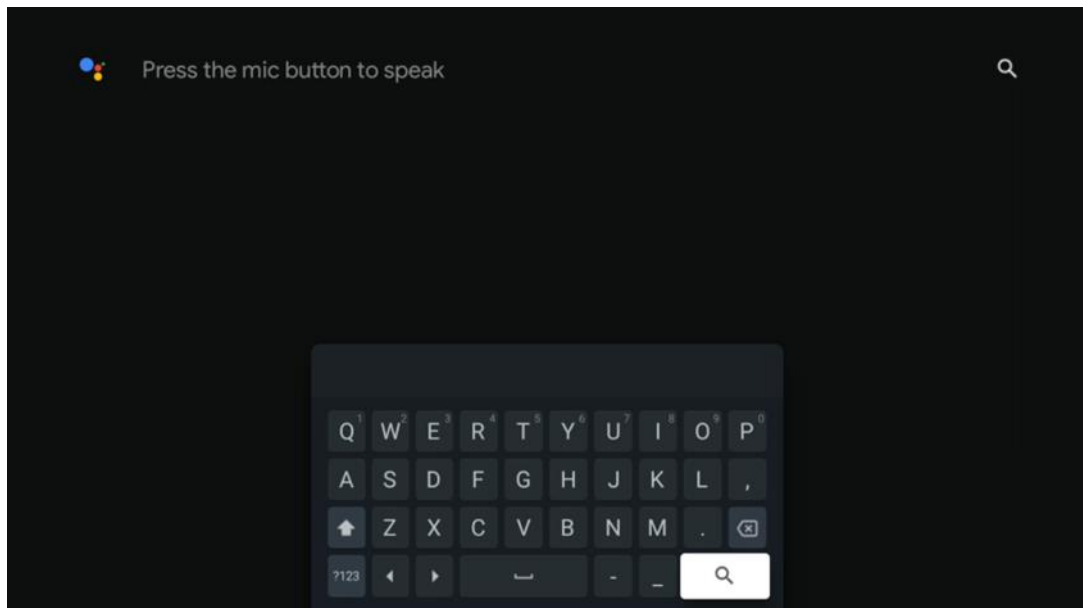
7.5 Google TV search field



The search tools are located at the top left of the screen. You can either enter a word to start a search using the virtual keyboard or try voice search using the microphone built into your remote control. Move the focus to the desired option and press **OK** to continue.

Voice search – Press the microphone icon to start the voice search function. Google voice search field appears at the top of the screen. Ask your question to Google and your TV will answer you. For local search terms it is important that the Menu language of the TV is set to the local language.

Keyboard search – Select the search bar and press **OK**. The virtual Google keyboard will appear on the screen. Type the question you want answered.

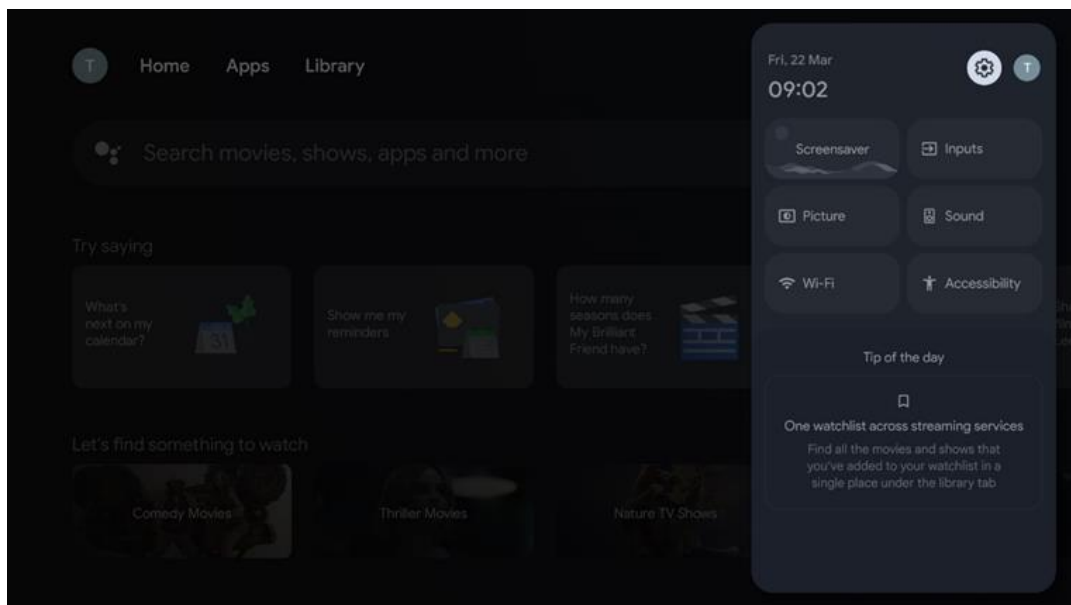


7.6 Notification

Notification button appears only when there is one or more unread notifications. To check them, please, navigate to the Settings icon, the submenu will be opened. At the bottom of the submenu, you will be able to find all the latest notifications.

8 Settings

To enter the full list of available settings, please, enter the Home Screen, by pressing (icon) Home Screen button, and navigate to the (icon) Settings button at the right top corner.



9 Connection of Bluetooth Devices

9.1 Remotes and Accessories

In this menu you can connect audio devices such as headphones and speakers as well as input devices such as gamepads, mouse, or keyboard via Bluetooth to the Streaming Box Plus 270. You can also set up the remote control so you can control Power On/Off, Volume +/- or Input Selection of the connected devices (TV, AV Receiver or Soundbar) with the THOMSON remote control. Press the button on the remote control and press OK to open the Settings menu. Select Bluetooth and press OK.

9.2 Pair Accessory

Make sure that Bluetooth pairing mode is activated on the device you want to connect to the Streaming Box Plus 270. Select menu option Pair accessory and press OK. Bluetooth device will be listed on the right side. Select the device and press OK to start the pairing process.

9.3 Remote Control

Select menu option Set up remote buttons and press **OK**. There are two submenus in the Set up remote buttons menu:

9.3.1 Devices

Select Add device and press **OK**. Select the device you want to control with the Thomson Remote control unit, TV, Soundbar or AV Receiver and press **OK**. Select Brand of your device from the list and press **OK**. Select the control options you want to operate with the Thomson RCU and follow the instructions on the TV screen.

9.3.2 Remote Buttons

In this submenu you can configure the operation of your Thomson RCU. You can set which operating functions you want to continue to operate with the original remote control of the connected device (TV, AV receiver or soundbar) and which you want to operate with the Thomson remote control.

9.4 Star Button Functionality on the Remote Control

To assign a function to the Star button, press and hold it. A dialog box will appear displaying the applications installed on your device. Select the application you want to launch with the Star button, then confirm your choice by pressing OK.

10 Cast Content (Google Cast)

The Streaming Box Plus 270 built in. You can cast videos, music or other content from your smart phone, tablet, or computer to your TV.

1. Please make sure that your phone, tablet, or computer is in the same network as your Streaming Box Plus 270.
2. Open the app that supports casting, e.g., YouTube.
3. Select the video and click the cast icon.
4. Select Streaming Box Plus 270 and press OK.

Playback will start automatically.

Note:

Please note that not every application for streaming video content supports the Google Cast function.

11 “Hey Google” – Voice assistant and control function

The Streaming Box Plus 270 supports the Hey Google function. The Hey Google function can be activated by pressing the microphone button on the remote control or via the hands-free microphone installed in the device, which must first be activated in the menu Settings > Accounts & Login > Select account > Google Assistant > Hands-free microphone.

You can use the "Hey Google" function to perform various operations on the box, e.g. you can set the Volume percentage, muting and unmuting or starting various applications. You can search for various information from the Internet, e.g. "What will the weather be like tomorrow?", or search for films, series or videos in applications from streaming services such as Netflix, Prime Video, Disney+ or YouTube.

Remark: The far-field microphone built into the device can also be mechanically deactivated at any time using the switch on the side of the device.

12 Display Format Settings

Press the Settings button on your remote control or select the Settings icon on the Home Screen and open Display & Sound -> Advanced display settings.

Allow game mode- this function is activated by default.

The Game Mode on Streaming Box Plus 270 offers the following features:

- **Reduces Input Lag:** When Game Mode is enabled, the streaming device signals your **TV or monitor** to switch to a low-latency mode. This minimizes the delay between pressing a button and seeing the action on screen.
- **Disables Video Processing:** TVs often apply post-processing to enhance video quality (like motion smoothing or upscaling). Game Mode **turns off** most of these processes to ensure quicker response times.
- **Optimizes for Cloud Gaming:** On streaming devices that support **cloud gaming** (e.g., NVIDIA GeForce NOW, Xbox Cloud Gaming), enabling Game Mode improves responsiveness for a better gameplay experience.

12.1 Format Selection

Automatic:

If you select the Automatic display format setting, the system allows the installed applications to automatically adjust the HDR format to your display device. With this setting option, all applications automatically display the video content in the optimal video format, but not in the highest quality.

Manual:

If this option is selected, you can manually deactivate HDR formats that are supported by your playback devices and may cause playback problems. HDR formats that are not supported by your playback device will be displayed under “unsupported formats” and cannot be forcibly activated. Installed applications may automatically select a video format that will not be displayed in the highest video quality.

13 Sound Format Settings

Press the Settings button on your remote control or select the Settings icon on the Home Screen and open **Display & Sound** -> **Advanced sound settings**.

The following sound format settings are available:

Automatic

This sound setting is enabled by default on the Streaming Box Plus 270. With this option,

the Streaming Box Plus 270 automatically detects and selects the optimal audio format supported by your TV.

It is recommended to keep this setting enabled for the best audio performance.

None

The 'None' option in the Sound Settings menu should be selected only if you do not want any Dolby audio playback from the Streaming Box Plus 270.

Manual

Selectively, you can enable or disable each audio format supported by the Streaming Box Plus 270, regardless of whether it is supported by your connected TV or audio system via HDMI eARC.

Format Info

This section displays the audio formats supported by your TV or connected audio system.

14 USB Playback

Operating the external USB storage devices

Connect an external USB drive (USB flash drive or external hard disc drive) to the USB-A port of the Streaming Box Plus 270.

When you connect the USB storage device, press the button to display the options. You can play the multimedia content stored on the storage device or expand the internal storage capacity of the Streaming Box Plus 270.

Playback of multimedia files from the external storage device

Download a multimedia player app. Start the installed application and select the file you want to play.

Expand the internal storage capacity of the THOMSON Streaming Box Plus 270:

After connecting the USB storage device, press the Home button on the remote control>>Select the settings icon>>Select the appropriate USB flash drive notification [Select for setup]>>Select the "Set as device storage" option and follow the on-screen instructions.

You can also carry out the same procedure via the Settings menu. Settings / System / Memory / Data carrier / Delete and format as device memory

Note: The connected USB storage device should be formatted in FAT32 or exFAT.

15 Updates

The software update of the Streaming Box Plus 270 occurs automatically. If updates are available, you will receive a notification on the Home Screen. Select the notification and press the OK button to read it.

16 Questions and Answers

What can I do with my Streaming Box Plus 270?	With Google TV on Streaming Box Plus 270, you can enjoy all the entertainment you love - with a little help from Google. Google TV brings films, series and more from all your subscriptions to one place. Need some inspiration? Get curated recommendations and use Google's powerful search to find shows in over 10,000 apps. You can also use your voice to find programmes, play music, control smart home devices and much more. And with personalised watchlists and profiles, the experience is customised for everyone.
Do I need a Smart TV to use my streaming box? Plus 270?	No, you don't have to. The Streaming Box Plus 270 upgrades any television to a Smart TV.
Which connections are required to operate my Streaming Box Plus 270?	<p>Connection to TV or projector:</p> <p>The Streaming Box Plus 270 supports video resolutions up to 4K Ultra HD and should be connected to the TV or projector via the high-quality HDMI cable.</p> <p>Internet connection:</p> <p>You can connect to the Internet either via Wi-Fi or LAN cable.</p> <p>Chapter 4.2 contains information on optional connections, e.g. to audio devices and USB devices.</p>
If the hands-free system's voice control does not respond	<p>Check the network status.</p> <p>Check whether the streaming device is muted. (The microphone is switched on.)</p> <p>Make sure that the built-in microphone is mechanically deactivated using the switch on the side of the device.</p>
If I connect the sound directly to the amplifier, do I get sound in Atmos mode?	If the connected AV amplifier supports Dolby Atmos, you will receive the sound in Atmos mode. The audio format supported by the amplifier is automatically recognised by the Streaming Box Plus 270.
Which audio formats can my Streaming Box Plus 270 Support via HDMI to the amplifier?	The Streaming Box Plus 270 supports most digital audio formats.
Why is there no signal on my TV even though my Streaming Box Plus 270 is connected with an HDMI cable?	You may have selected the wrong input source on the TV set. After switching to the correct HDMI connection, it will take a few seconds before a signal is received by the Streaming Box Plus 270.
The TV does not display a 4K UHD picture.	<p>The quality depends on the media and the input source. Poor picture quality can for the following reasons:</p> <ul style="list-style-type: none"> - You see content with low resolution; - You are using a cable that does not support 4K UHD; - Your TV does not support 4K UHD.
Do I need a Google account to use my Streaming Box Plus 270?	A Google account is required to set up Google TV on the Streaming Box Plus 270. You must be logged in to your Google account to use personalised functions on Google TV, such as custom profiles, watchlists, recommendations, etc.
I can't find a certain app on my TV, even though it is available for download on my smartphone.	Some apps can be offered for download on mobile devices, but are not available on Google TV.
What are the internet requirements for my Streaming Box Plus 270	The Streaming Box Plus 270 works well with a normal internet connection. However, you will have a better experience the faster the internet connection is. Please note that the more devices connected to your home network, the less broadband is available for your Streaming Box Plus 270.
With which Bluetooth devices can a connection be established? Streaming Box Plus 270	<p>You can connect audio devices, such as headphones and speakers, as well as input devices.</p> <p>Connect devices such as a keyboard or gamepad to the Streaming Box Plus 270 via Bluetooth.</p>

How do I use Google Assistant?	Press the Google Assistant button on the remote control of the Streaming Box Plus 270. You can search for any content. All content related to your question will be displayed in the list.
How can I find out that a new software version is available for my streaming device?	Software updates for the Streaming Box Plus 270 are automatic. When updates are available for installed applications or the operating system, notification icons will appear next to the Settings icon in the top right corner of your screen. Click the OK button on your remote control to read them.
Can I also use my Streaming Box Plus 270 as an IPTV box?	Yes, the Streaming Box Plus 270 can be used for IPTV. To do this, you must download a favourite IPTV application.

17 Technical Specifications

17.1 Audio and video

Screen resolution: 4K Ultra HD

Video resolution: 4Kx2K @ 60 fps, 1080p, 1080i, 720p, 576p, 576i, 480p, 480i

Audio decoding: Dolby Digital, Dolby Digital Plus, Dolby Atmos MS12

17.2 System and Memory

Operating system: Google TV - ATV12

Chipset: Amlogic S905X4-J

CPU: ARM Quad 64-bit Cortex-A55 GPU: ARM Mali-G31 MP2

SDRAM: LPDDR4 3GB

Memory: eMMC 32 GB

17.3 Ports

HDMI 2.1 (TMDS)

USB 3.0 connection (5 V, max. 900 mA) Ethernet (RJ-45) 10/100M

17.4 Speaker and Microphone

Speaker: 1 x 3 W, 4 Ohm, mono speaker/1.5" Full frequency/FRR: F0~20 kHz

Microphone: 2xMICs

17.5 Wireless connectivity

Integrated Wi-Fi: 802.11 b/g/n/a/ac/ax, 2.4 GHz /5 GHz 2T2R

Bluetooth: 5.2

Bluetooth: 2400 MHz~2483.5 MHz (79 channels)

2.4G WIFI: CH1~CH14 2400MHz-2483.5MHz

5G WIFI: CH36~CH48 5150MHz-

5250MHz CH52~CH64

5250MHz-5350MHz

CH100~CH140 5470MHz-

5725MHz CH149~CH165

5725MHz-5850MHz

Effective isotropic RF radiated power, EIRP:

2.4G WIFI: EIRP < 20 dBm

Bluetooth: EIRP <
20 dBm 5G WIFI:
5150 MHz-5250 MHz: EIRP < 23 dBm
5250 MHz-5350 MHz: EIRP < 20 dBm
5470 MHz-5725 MHz: EIRP < 20 dBm
5725 MHz-5850 MHz: EIRP < 13.98 dBm

17.6 Combability

HD, FHD and UHD TVs with HDMI compatible port
Bluetooth keyboard
Bluetooth game controller

17.7 General Data

Power supply: AC 100 - 240 V AC ~ 50/60 Hz
Input voltage: Mains adapter 12 V 1.5 A
Power consumption in operation: max. 18 W
Power consumption in standby: 2.2 W
Operating temperature: 0 ~ +40 °C
Storage temperature: -40 ~ +70 °C
Dimensions (W x D x H in mm): 118 x 118 x 43
Weight (in kg): 0.3

18 European Agency Information

Company: Streamview GmbH
Address: Franz-Josefs-Kai 1, 1010 Vienna, Austria

18.1 Licenses

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