THOMSON

Full HD Business Monitor

M27FB7C14V

IMPORTANT

Contents

1 Important product information

Please read the instructions before operating the device and keep them for later use.

Equipment with this symbol is a Class II or double insulated electrical appliance. It has been designed in such a way that it does not require a safety connection to electrical earth.

Storage

Your device has been carefully checked and packed before shipping. When unpacking it, make sure that all the parts are included and keep the packaging away from children. We recommend that you keep the carton during the warranty period, to keep your device perfectly protected in the event of repair or warranty.

WEEE Directive

This marking indicates that this product should not be disposed with other household wastes throughout the EU. Please recycle it responsibly to promote the sustainable reuse of material resources. To return your used device, please use the return and collection systems or contact the retailer where the product was purchased. Intended for indoor use only.

Support

FAQs, manuals, help and support:

tv.mythomson.com/support

Safety Information

In extreme weather conditions (storms, lightning) and long inactivity periods (going on holiday) disconnect the product from the mains.

The mains plug is used to disconnect the monitor from the electrical network and therefore it must remain readily operable. If the monitor is not disconnected electrically from the mains, the device will still draw power for all situations even if the product is in standby mode or switched off.

Important: Please read these instructions fully before installing or operating.

2 Warning

This device is intended to be used by persons (including children) who are capable / experienced of operating such a device unsupervised, unless they

have been given supervision or instruction concerning the use of the device by a person responsible for their safety.

- Do not place this product near or over electric heaters or radiators, or in places exposed to direct sunlight.
- Do not place heat-generating objects (such as candles, ashtrays, incense, flammable gas or explosive substances, etc.) near the product.
- Do not place containers filled with water on the monitor as this may result in a fire or electric shock hazard.
- Do not expose the product to oily substances or chemical agents, as this may cause corrosion of the product casing.
- Do not expose this product to rain or near water (e.g. bathtub, sink, kitchen sink, laundry sink, wet basement, swimming pool).
- If the product gets wet accidentally, does not operate normally, especially if it emits any unusual sound or smell, unplug the power outlet immediately and contact an authorized dealer or service centre for further assistance.
- When cleaning the monitor, be sure to use a dry, soft cloth that does not contain flammable substances. Before cleaning, be sure to unplug the power cord or power adapter.
- Do not overload wall outlets, extension cords, or integral convenience receptacles as this may result in fire or electric shock.
- The power cord or power adapter should be placed in a location where it will not be stepped on or squeezed by objects above or next to it, and special attention should be paid to the wires at the plug, at the integral convenience receptacles and at the outlet of the monitor.
- Before connecting the AC power cord to the power adapter or monitor power interface (subject to the actual product style), please make sure that your local power supply meets the requirements of the power adapter or monitor input voltage. Do not touch the inside of this product to prevent electric shock. Only qualified technicians are allowed to open the cover of this product.
- The power cord plug should be easily accessible. Do not place the monitor, furniture, etc. on the power cord. A damaged power cord/plug can cause fire or give you an electric shock. Handle the power cord by the plug, do not unplug the monitor by pulling the power cord. Never touch the power cord/plug with wet hands as this could cause a short circuit or electric shock. Never make a knot in the power cord or tie it with other cords. When damaged it must be replaced, this should only be done by qualified personnel.

- NEVER place the monitor on cloth or other materials that may be located between the television set and supporting furniture.
- Do not place the monitor on the floor and inclined surfaces.
- If you plan to leave the monitor unused for an extended period of time, or if you are going to be away from home (especially if there are children, the elderly, or people with disabilities left alone), be sure to unplug the power plug or power adapter from the outlet.
- Accumulated dust may cause sparks and heat from the power cord or power adapter or cause the insulation of the power cord or power adapter to deteriorate, resulting in electric shock, leakage or fire.
- After moving the monitor from a cold environment to a warm area, let it sit for a while before turning it on to allow any condensation inside to fully dissipate and dry.
- If you plan to install this product in dusty, high or low temperature, high humidity, chemical-containing environments and 24-hour use locations (such as airports or train stations, etc.), be sure to contact an authorized service centre for further assistance. Otherwise, the monitor may be severely damaged.
- Children are prohibited from climbing on this product.
- Do not install this product in an unstable location, such as a wobbly shelf, sloping floor, or a location subject to external vibration.
- Carefully attach the feet / stand to the product. If the stand is provided with screws, tighten the screws firmly to prevent the monitor from tilting. Do not over-tighten the screws.
- Do not place the monitor on the floor and inclined surfaces.
- To avoid danger of suffocation, keep plastic bags out of the reach of the babies, children and domestic animals.

ABOVE ALL - NEVER let anyone, especially children, push or hit the screen, push anything into holes, slots or any other openings in the case.

Based on legislative decree no. 49 dated 14th March, 2014 "Execution of Directive 2012/19/EU about electrical and electronic equipment waste (WEEE)" This marking indicates that this product should not be disposed with other household wastes, but it should be disposed separately from other wastes. Therefore, the user should bring the product with all essential components to recycling centers for electrical and electronic wastes, or return to retailer before to buy a new product as equivalent type, in the ratio of 1 to 1, or 1 to 0 for products that have larger side lesser of 25cm. Correct disposal of your old appliance will help to prevent potential damage to the environment and to human health and support materials recycling. The unlawful disposal of the product should involve for users administrative sanctions based on Legislative Decree no. 49 dated 14th March, 2014.

Operation temperature: -10°C~35°C
This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 20cm between the radiator and your body.

Careca Italia SpA declares that this product complies with Directive 2014/30/EU, Directive 2014/35/EU, Directive 2009/125/EC, Directive (EU) 2017/1369, Directive 2011/65/EU and subsequent updates. The full text of the EU Declaration of conformity is available online.

3 Packaging

1. Please check if all items are included in your monitor set. If there are missing items, please contact your dealer in time.
2. Item color and shape may vary by model.
3. The cables provided may vary depending on the product purchased.

| Manual	Quick Start Guide	Warranty Card
Cable	HDMI cable	Applies only to monitors with HDMI ports. Not all models come with a HDMI cable, you can purchase this accessory separately.
Cable	USB-A to USB-B cable	Applies only to monitors with USB-B ports. Not all models come with USB-B cable, you can purchase this accessory separately.
Others	Adapter	Power cable
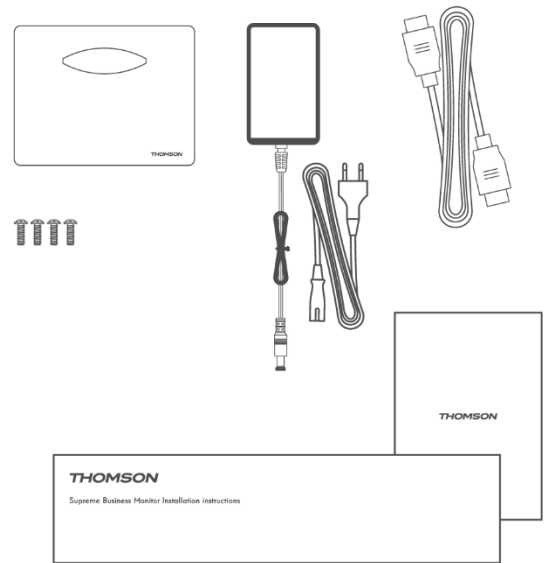
4 Installation of the base

Please refer to the Quick Installation Guide (QIG) for instructions on unboxing the monitor. Assemble the monitor on a flat surface and lay it on a cloth.
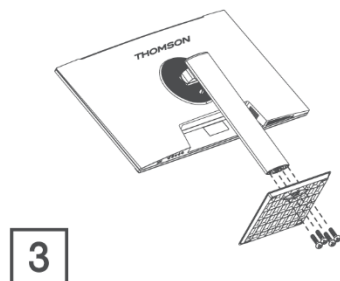
(*The functions of the monitor may vary depending on the model, the actual product shall prevail)
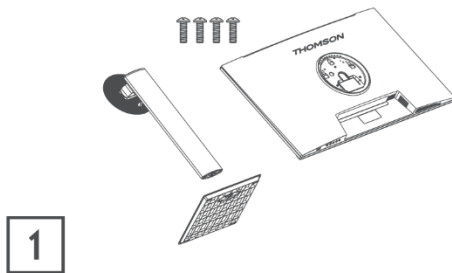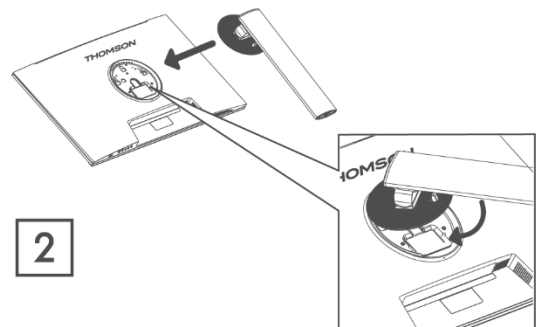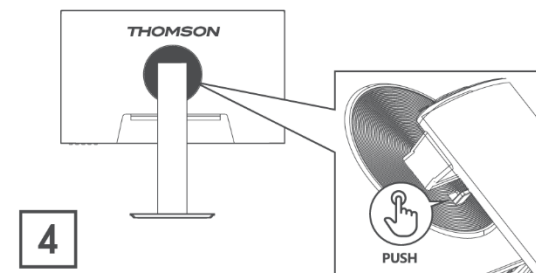

Quick Lock for easy assembly

5 Carrying and lifting the monitor

To ensure safe transportation of the monitor and prevent scratches or damage, please follow these instructions regardless of its shape and size.

- Before transferring the monitor, please put it in the original box/packaging.
- Disconnect the power cord and other cables before performing any action with the monitor.
- Hold the bottom and side of the monitor firmly. Do not hold the panel itself.
- Make sure that the screen does not face any sharp objects and is on a safe distance from other materials, which could damage it.
- To transfer the monitor properly, ensure that it is in upright position and not on its sides.

6 Installation on the table

Position the monitor on the table in an upright position. The monitor has to be at least 100 mm away from the walls to ensure sufficient ventilation.

A= 100 mm
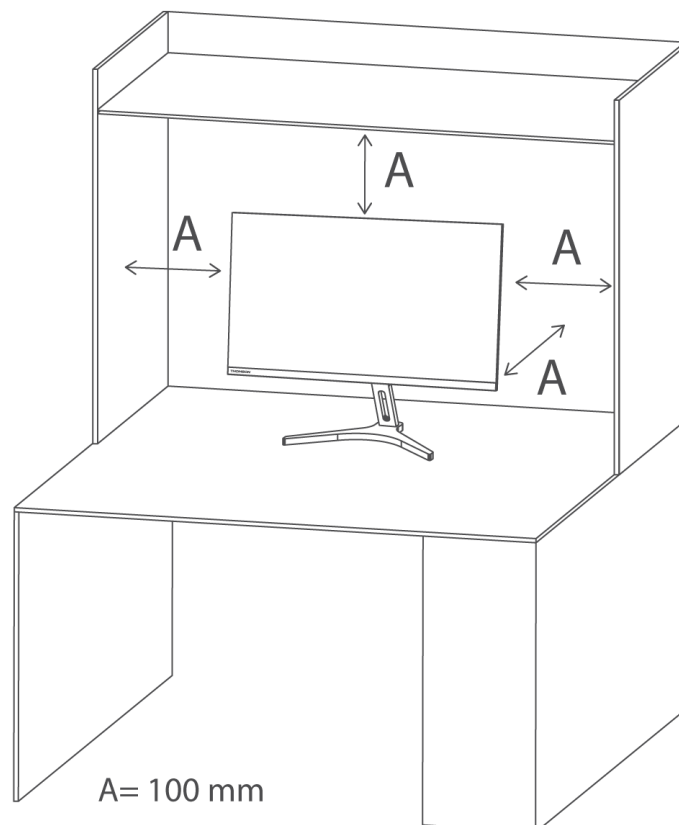
7 Adjust the angle

- Drawings are for reference only and please refer to the actual monitor.
- The angle of the screen can be adjusted forward -5° and backward 15° for a comfortable angle.
- Be careful not to touch or press the screen area when adjusting the angle of the monitor.
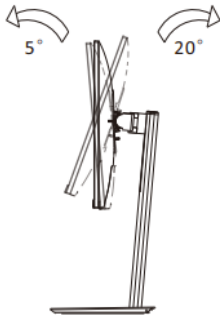
Tilt angle of the monitor head: 5°~20°   Swivel angle of the monitor head: L20°, R20°
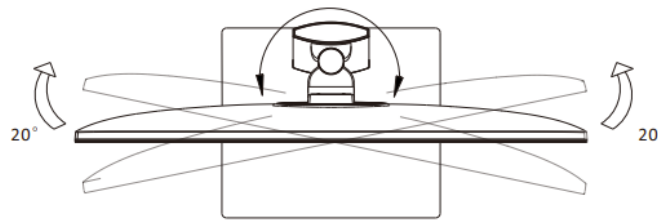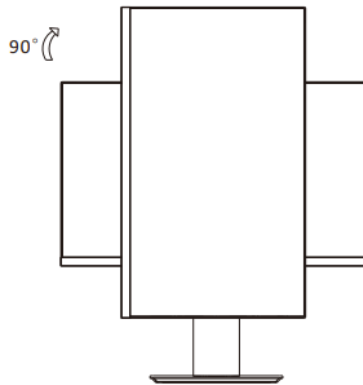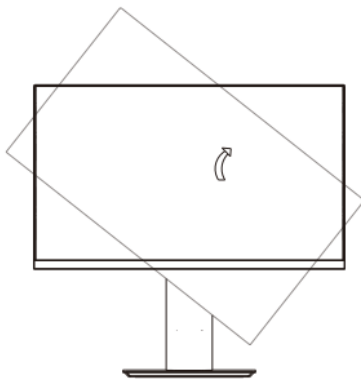
Pivot angle of the monitor head: 90°
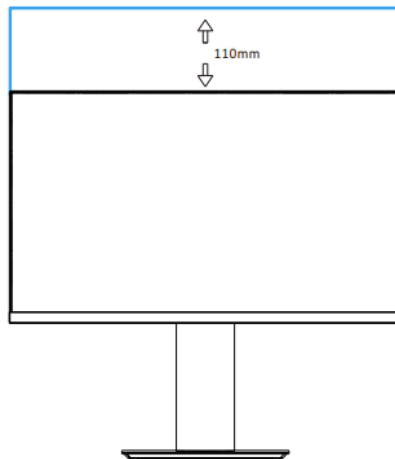
Height adjustment of the monitor head: 0 – 110mm

8 Installation on the wall

The monitor meets the specifications for the wall mount plate or other compatible devices.

The monitor should be installed with at least 100 mm of space at each side of the monitor and 100 mm away from the wall to ensure sufficient ventilation. The screws, monitor plate or other compatible devices must be VESA certified and be used according to VESA standards.
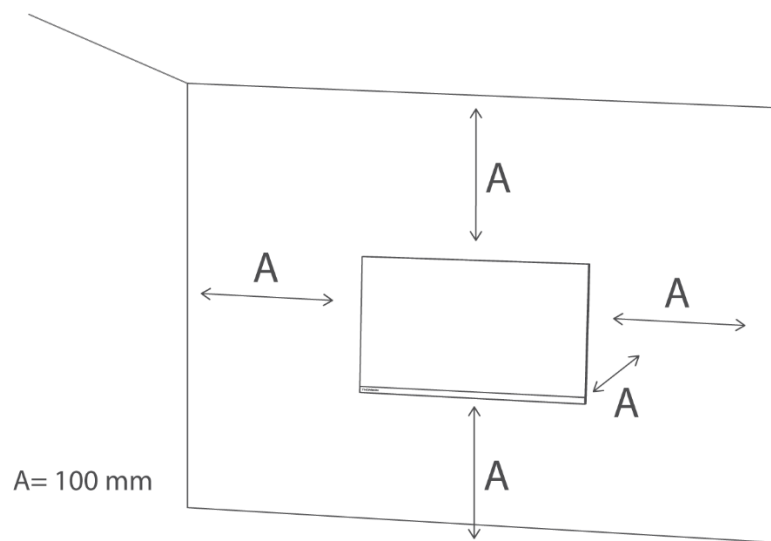
Note: Wall mount plate or other compatible devices do not come in the package together with the monitor.

9 Cable connection

Depending on the product model, the configuration information on the rear of the monitor may vary.

Be sure to read the following information before connecting the product.

1. Before connecting the product, check the two connectors on the supplied signal cable(s) and the shape and position of the connectors on the product and external devices.

2. Before connecting the product, make sure that the power cord is not bent or damaged.
3. Connect the power cord to the product and plug it into a wall outlet. If you notice any abnormal operation of the product, unplug it immediately and contact your dealer.
4. After connecting the product, be sure to read the manual to familiarize yourself with the product's features, precautions and other information needed to use the product properly.

| HDMI	HDMI: Using a HDMI cable to connect the product's HDMI port to the HDMI OUT port of another device you wish to connect.	VGA	Analogue signal input
Type-C	Type-C: Use a Type-C cable to connect to the Type-C jack. Type-C output: 20V⎓3.25A 65W Max	USB-A	USB-A*2: USB-A is used to connect your accessories or USB flash drives.
DC IN	DC IN 12V: Use the supplied adapter to connect the port. Note that this port supports only 12V. Please, consult the authorized service centre for non-original adapter.	USB-B	USB-B is used to connect your accessories or to connect to your PC or other devices, making the monitor as a hub device.

| USB-C 65W | HDMI | VGA | USB 3.0-B | USB-3.0-A | HEADPHONES | Power Adapter |
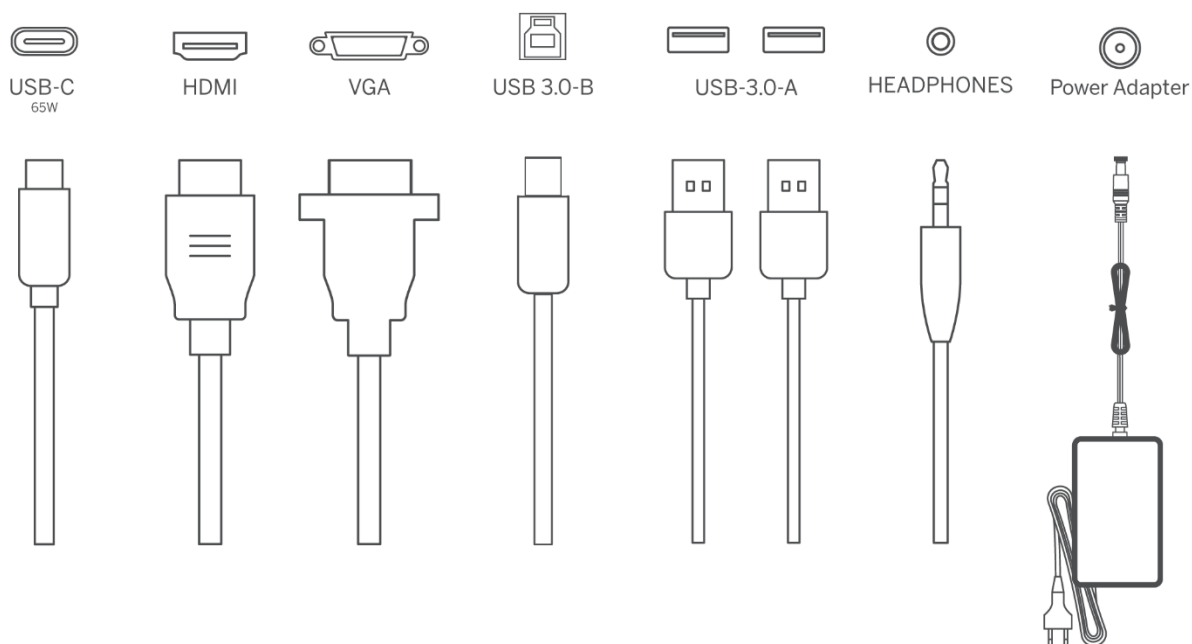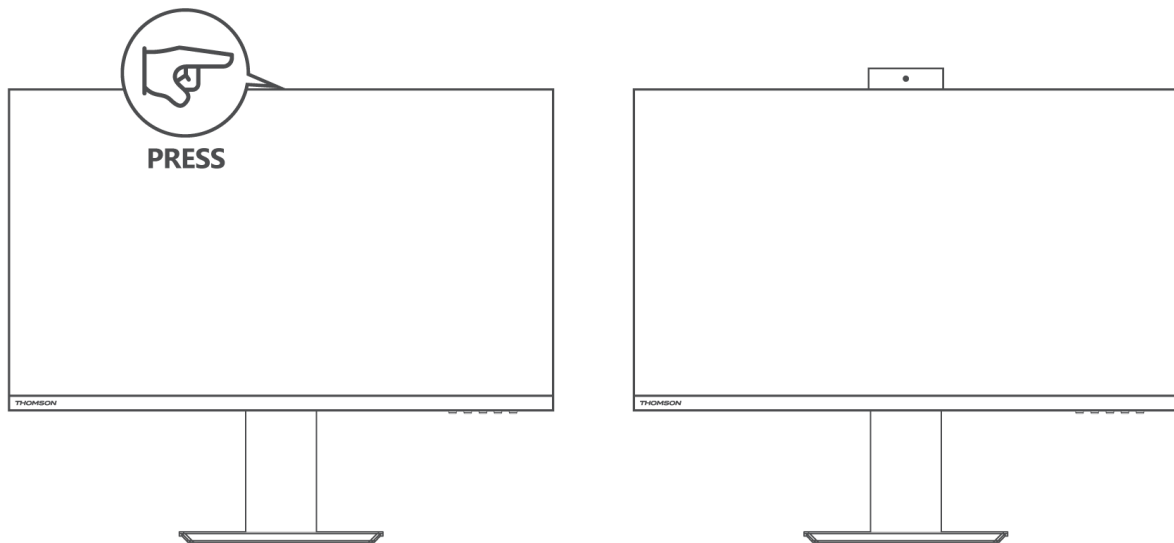
10 Built-in camera

To use the built-in camera, connect your monitor to your device (laptop or PC) using either a USB-B (3.0) to USB-A (3.0) cable or a USB-C to USB-C cable.

Ensure your monitor is properly connected to your device. Gently press down on the camera module located at the top of the monitor. The camera will automatically pop up and is immediately ready for use.

If your device doesn't recognize the camera or fails to display video, verify all necessary drivers are installed and up to date. Check your device manufacturer's website for specific driver installation or update instructions. Also confirm the USB connection is secure at both the monitor and device ends.

When you're done using the camera, press it down until you hear a click. **Important:** Always retract the camera before adjusting the monitor angle, moving the monitor to a new location, or transporting the monitor. This helps protect the camera mechanism from potential damage.

11 Panel control

M: Menu/Select
▼ : Down/VOLUME
▲ : Up /Brightness
E : Exit/Input Menu
⏻ : Standby/Power Off/On
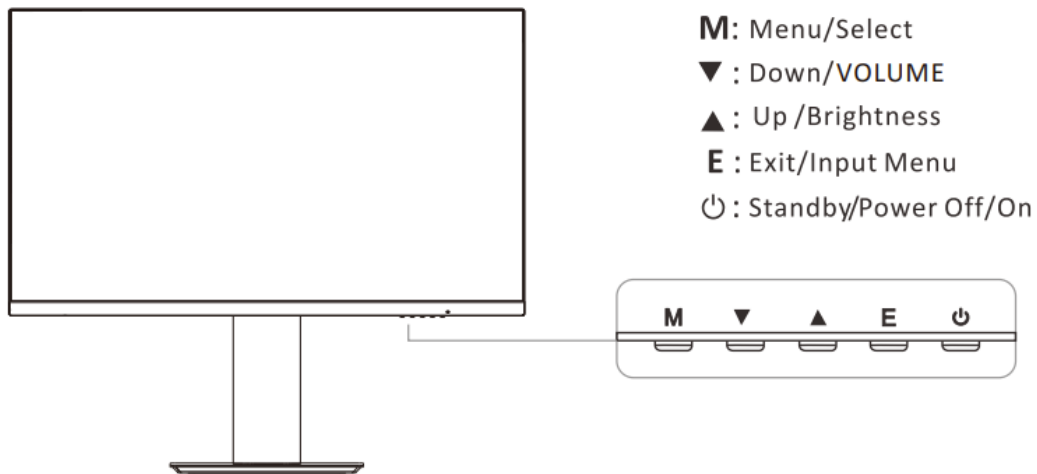
12 Using the On-Screen Display (OSD) menu
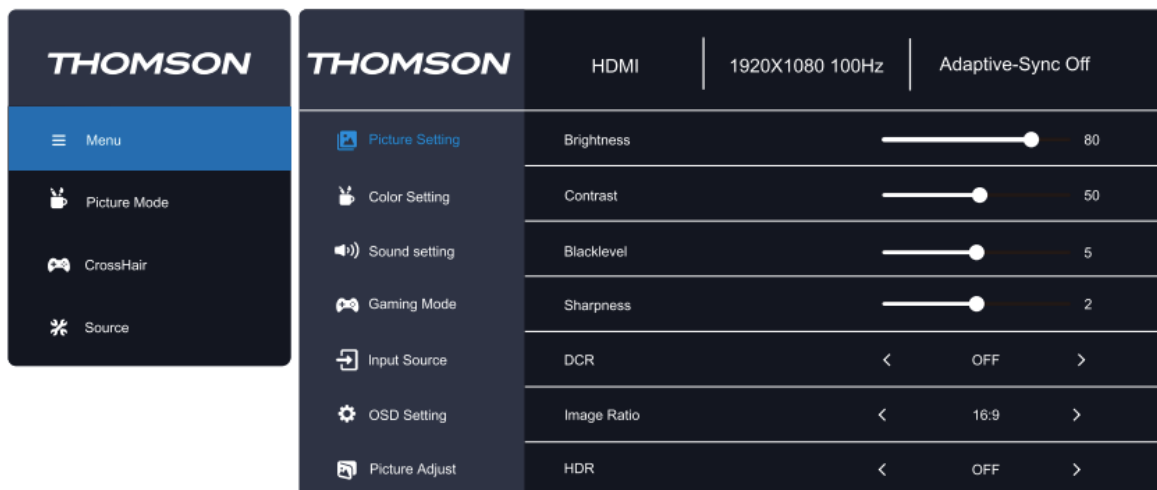
1. To view the OSD menu, press the button labled "M" at the back of the monitor.
2. To navigate the menu, press the right/left keys.
3. To select the settings tab, press the engraving button M.
4. To adjust settings, select one by pressing the engraving button M and use right/left keys for adjustment.
5. To go back to the previous menu, press the engraving button E.
6. To exit the OSD menu, press the engraving button E till you exit.

Main menu	Sub-menu	Options	Description
Picture Setting	Brightness	0-100	Adjust the display's brightness
	Contrast	0-100	Adjust the display's contrast
	Blacklevel	0-10	Adjust the black color's depth
	Sharpness	0-4	Adjust the display's sharpness
	DCR	On/Off	Turn Dynamic Contrast Ratio (DCR) function on/off
	HDR	On/Off	Turn High-Dynamic Range (HDR) On/Off
	Image Ratio	Auto/16:9/4:3	Set the display's aspect ratio
Color Setting	Picture Mode	Energy Star/Standard/ Movie/Office/FPS/ RTS/Racing/sRGB	Select Picture Mode preset
	Gamma	Off/1.8/2.0/2.2/2.4	Adjust the display's gamma level
	Low Blue Light	Off/Weak/Middle/ Strong	Adjust the display's blue light level
	Color Temperature	Warm/User/ Cool/Normal	Adjust the display's color temperature
	Red	0-100	Customize RGB parameters
	Green	0-100	
	Blue	0-100	
Sound Setting	Volume	0-100	Adjust audio volume
	Mute	On/Off	Disable or enable the audio output
Gaming Mode	Adaptive-Sync	On/Off	
	Response Time	Off/Fast/Extreme	
	MPRT		
	CrossHair	Off/CH1/CH2/ CH3/CH4	
	Timer	Off/15:00/30:00/ 45:00/60:00	
	Refresh Rate	Off/Top-left/Top- right/Bottom- left/Bottom-right	

			Allows the monitor automatically to switch to the latest active input
Input Source	Auto	On/Off	
	Input Select	HDMI/VGA	Select the monitor's input
OSD Setting	Language	English Spanish French Italian German Hungarian Portuguese	Set OSD menu language
	H.Position	0-100	Adjust the horizontal position of the OSD
	V.Position	0-100	Adjust the vertical position of the OSD
	Timeout	0-60	Set how long the OSD remains active in seconds
	Transparency	0-100	Adjust the OSD transparency value
	DDC/CI	On/Off	Allows your device to control the settings of the display
	Reset	N/A	Reset the monitor's configurations

13 Eco-Friendly Usage Tips for the Thomson Monitor

To help reduce energy consumption and minimize your environmental footprint while using your Thomson monitor, follow these simple eco-friendly practices:

- **Activate Power-Saving Mode**: Enable the monitor's **Eco mode** to reduce energy consumption when the monitor is not in use. This setting helps to dim the brightness and conserve energy during idle periods.
- **Adjust Brightness and Contrast**: Lower the brightness and contrast settings to a comfortable level. This not only reduces energy use but also prolongs the life of the monitor.
- **Turn Off When Not in Use**: Always turn off the monitor when you are done using it, especially during longer periods of inactivity. Alternatively, set a shorter **sleep mode** or automatic shutdown timer.

- **Unplug When Idle**: Unplug the monitor when it's not in use for extended periods, such as during vacations or long absences. This avoids phantom power consumption.
- **Proper Disposal**: At the end of its life, recycle your monitor responsibly by taking it to a designated electronic waste collection point, in compliance with the **WEEE Directive**. This ensures proper disposal and supports the sustainable reuse of materials.

14 Other

Plug and Play features:

This monitor can be installed on any compatible Plug and Play system.

The interaction between the monitor and the computer system provides optimal operating conditions and monitor settings.

In most cases, the monitor installation will be automatic unless the user chooses another setting.

Acceptable dead pixels:

The display of this product is made using ad advanced semiconductor process with an accuracy of over 1 ppm (parts per million).

But some pixels may be too bright or dark when displaying red, green, blue or white. Feel free to use this, as the quality is satisfactory.

This equipment is Class B IT equipment.

As the angle of the user looking at the screen changes, LED light may be seen on the edge of the product's frame, but this phenomenon is not harmful to the human body and does not affect the product's characteristics and performance.

To avoid hearing damage, limit the listening time to high volumes.

WARNING

Never place a monitor set in an unstable location. A monitor set may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

1. Using cabinets or stands recommended by the manufacturer of the monitor set.
2. Only using furniture that can safely support the monitor set.
3. Ensuring the monitor set is not overhanging the edge of the supporting furniture.

4. Not placing the monitor set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the monitor set to a suitable support.
5. Not placing the monitor set on cloth or other materials that may be located between the monitor set and supporting furniture.
6. Educating children about the dangers of climbing on furniture to reach the monitor set or its controls.

If your existing monitor set is being retained and relocated, the same considerations as above should be applied.

Wall-mounted screw: 22-24 inch M4, 28-70 inch M6, 75 inch M8
Note: Don't hang at an angle to avoid the risk of falling off.
Note: When using a wall mounting support, the installation height cannot exceed 2m.
Note: Don't cover ventilation openings.
Note: This equipment is not intended to be used on soft support (like beddings, blankets etc.).

15 Troubleshooting

Black screen appears/Cannot turn on the product:
1. Please check if the power adapter is connected properly.
2. Please check whether the power adapter is normally connected to the 100-240V AC socket.
3. Please check whether the signal detection cable information is displayed on the screen, check the cable connection between the connected system and this monitor.
4. Different inputs:
    a. Please check whether the VGA input is selected as a source, if you connect the VGA cable after your connected system is turned on.
    b. Please check whether the HDMI input is selected as a source, if you connect the HDMI cable after your connected system turned on. Disconnect and reconnect the HDMI cable while using your connected system. The screen may not display an image, because some graphics cards cannot output a signal. In this case, please restart your connected system after connecting the HDMI cable and/or update the drivers for your graphics card.

      c. Please check whether the Type-C input is selected as a source, if you connect the Type-C cable after your connected system is turned on.

5. If the LED light blinking.
      a. The monitor is in sleep mode. Move your mouse or press any key on your keyboard to wake the monitor.
      b. Check if the computer is turned on.

6. If the "No signal" notification is displayed, please check whether the signal cable is connected properly.

7. If the picture is displayed incorrectly or has different resolution from the monitor, please update the graphics drivers and reset the monitor's settings in OSD. The graphics drivers depend on the manufacturer of your GPU. Please visit a dedicated website of the GPU manufacturer.

8. If the monitor retains an image, please do not display a static image for a long period of time. Use a screensaver instead.

9. If the colors are abnormal on your display, please select a different color depth. Proceed to Control Panel > Display > Settings > Color quality in Windows OS or go to the settings of your dedicated GPU. The settings may vary depending on your operating system.

10. If the displayed colors seem unstable, please check whether the signal cable is connected properly. If the problem persists, please change the cable and reset the settings of your graphics card.

11. If the monitor does not produce sound via Headphones jack, please ensure proper connectivity or try to increase the volume. If the problem persists, please go to Control Panel > Hardware and Sound > set the monitor as a default device. The settings may vary depending on your operating system.

16 Technical specifications

	M24FB2Y14	M27FB5C14	M27FB7C14V	M24FG2Y14	M27QG5Y14
Operating Voltage	100-240 V, 50-60 Hz	100-240 V, 50-60 Hz	100-240 V, 50-60 Hz	100-240 V, 50-60 Hz	100-240 V, 50-60 Hz
DC Adapter Specifications (Output)	12 V/2A, 24W	12 V/3A, 36W	24 V/5A, 120W	12 V/3A, 36W	12 V/5A, 60W
Display Frequency	100Hz	100Hz	100Hz	180Hz	180Hz
Audio Output Power	no	2 x 2	2 x 2	2 x 2	2 x 2
Power Consumption (W)	20	31	31	31	55
Networked Standby Power Consumption (W)	< 0,5	< 0,5	< 0,5	< 0,5	< 0,5
Weight (Kg)	2.52	6.13	6.41	3.17	6.41
Monitor Dimensions LxWxH (with stand) (mm)	538 x 191 x 406	613 x 200 x 544	614 x 200 x 553	539 x 424 x 196	612 x 545 x 236
Monitor Dimensions LxWxH (without stand) (mm)	538 x 43 x 319	613 x 53 x 364	614 x 49 x 365	614 x 49 x 365	612 x 363 x 58
Display	24"/60 cm	27"/69cm	27"/69 cm	24"/60 cm	27"/69 cm
Screen resolution	1920x1080 (FHD)	1920x1080 (FHD)	1920x1080 (FHD)	1920x1080 (FHD)	2560 x 1440 (QHD)

16.1 Restrictions

Intended for indoor use only.

16.2 License

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