THOMSON

Google TV

Streaming Box Plus 270

4K UHD

User Manual

Content

mythomson.com

tv.mythomson.com/
en/Support/FAQs/

tv.mythomson.com/
Support/Product-Registration/

1. Safety & Product Information

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.

Please read the instructions before operating the device and keep them for later use. The product needs to be installed in accordance with national regulations.

Please place the device at a well-ventilated location on a flat, firm, and stable surface.

Unplug the unit in case of prolonged non-use. If the power cord is damaged, it must be replaced with the power adapter 12 V 1.5 A. Please contact the After Sales Service to avoid possible danger.

NOTICE: To prevent electric shock, do not expose this device to rain or moisture and protect it from high temperature, humidity, water, and dust. Do not use the unit in damp or cold locations.

In case the unit needs to get repaired, please go to the website: https://tv.mythomson.com/en/Support/ and contact the After Sales Service.

To prevent the spread of fire, always keep candles or other open flames away.

Keep the device away from direct sunlight.

Battery Replacement

Risks of explosion if the battery is replaced by an incorrect type:

• replacement of a battery with an incorrect type that can defeat a safeguard (for example, in the case of some lithium battery types)
• disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion
• leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas
• a battery subjected to extremely low air pressure that may result in an explosion or the leakage of flammable liquid or gas.

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 earthing.

This marking indicates that this product must be properly disposed of throughout the EU in accordance with Directive 2002/96/EC (WEEE) and may not be disposed of with other household waste. Please recycle it responsibly to help with the sustainable reuse of material resources. Please return it 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 throw used batteries to household waste but return them to a collection system for used batteries.

Hereby, StreamView declares that the radio equipment type product device Streaming Box is complying with Directive 2014/53/EU. The full text of the EU declaration of conformity is available at the following internet address:

tv.mythomson.com/support

Intended for indoor use only in EU member states and EFTA states.

| AT | BE | BG | CH | CY | CZ | DE | DK | EE | ES | FI | FR | GR | HR | HU | IE | IS |
| IT | LI | LT | LU | LV | MT | NL | NO | PL | PT | RO | SI | SK | SE | TR | UK (NI) |

Apps and Performance

Download speed depends on your Internet connection. Some apps might 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. The availability of the language for Google Assistant depends on Google Voice Search support.
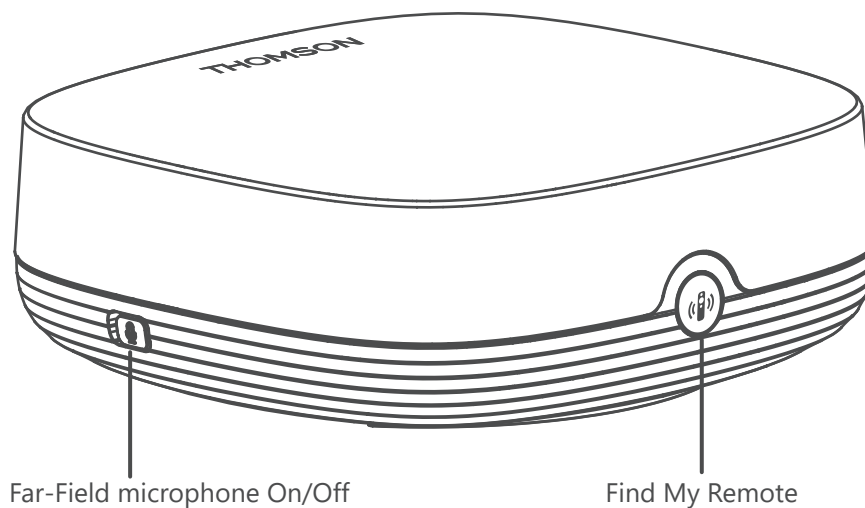
Data Protection

The application providers and the providers of the services may collect and use technical data and related information, including but not limited to technical information about this device, system and application software and peripherals. They may use such information to improve products or to provide services or technologies, which do not personally identify you. Additionally, some third-party services, already provided in the device or installed by you after purchasing the product, may request a registration with your personal data. Some services may collect personal data even without providing additional warnings. StreamView cannot be held liable for a possible breach of data protection by third-party services.
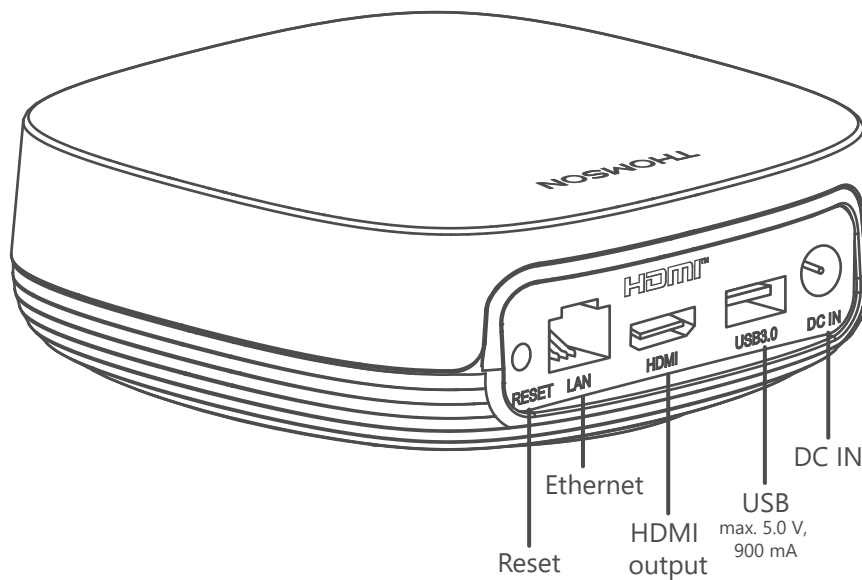
2. Introduction

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 movies, shows, and more from all of your subscriptions to one place. Need inspiration? Get curated recommendations and use Google's powerful search to find shows across 10,000+ apps. You can also use your voice to find shows, play music, control smart home devices, and more. Plus with personalized watchlists and profiles, everyone's experience is customized for them.
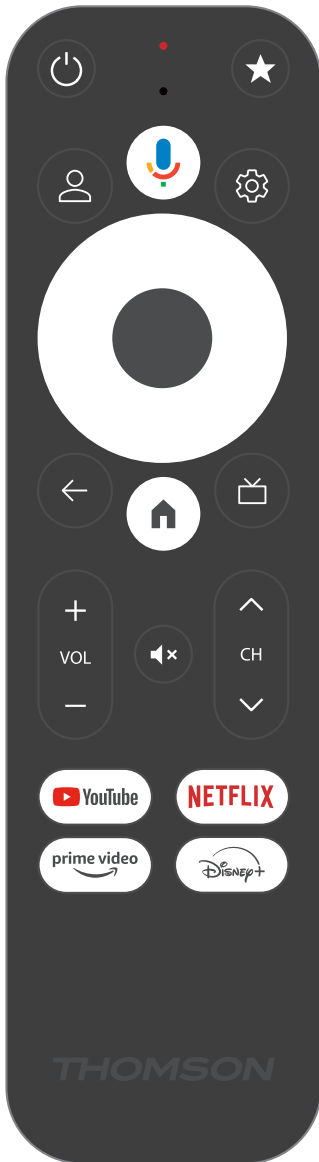
3. Streaming Box

3.1. Front Panel

Far-Field microphone On/Off   Find My Remote

3.2. Rear Panel

DC IN

Ethernet

USB
max. 5.0 V,
900 mA

HDMI
output

Reset
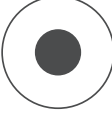
3.3. Remote Control

⏻	Standby: Quick Standby / Standby / On
★	Press and hold this button to determine the shortcut function of this button. Briefly press the Star button to launch the selected favorite app or to select the input source.
👤	Profile Switch: Switches user profiles
🎤	Microphone: Activates the Google Assistant and the microphone built into the remote control
⚙	Settings: Opens the Settings Menu
⊙	OK: Confirms selections
⊙	Directional Button (D-Pad): Navigates menu, setting options, moves the focus or cursor etc.
←	Back/Return: Returns to previous menu screen, goes one step back etc.
⌂	Home: Opens the Home Screen
⎘	Common application
+ VOL −	Volume +/-: Controls the Sound Volume of the TV
CH ⌄	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 turns off the volume of the TV
▶ YouTube	YouTube: Launches the YouTube application
prime video	Prime Video: Launches the Prime Video application
NETFLIX	Netflix: Launches the Netflix application
Disney+	Disney+: Launches the Disney + application

4. Installation

4.1. Packaging Content

Streaming Box

Installation instructions
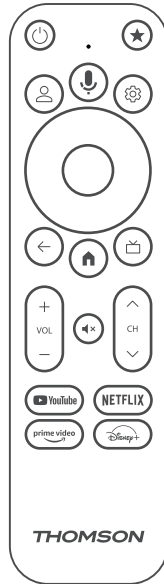
2 x AAA Batteries

Voice remote control
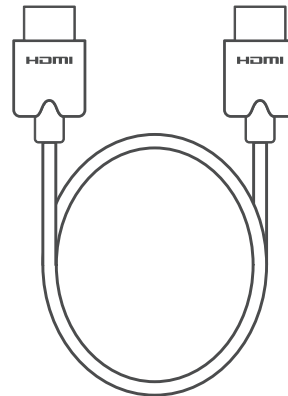
HDMI Cable

Power Adapter

4.2. Setup

2

HDMI

TV

3

1 POWER

DC 12 V, 1.5 A
AC 100-240 V
50/60 Hz

2 POWER

EU

Optional

USB 3.0

LAN
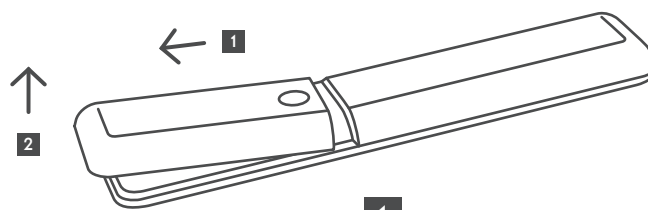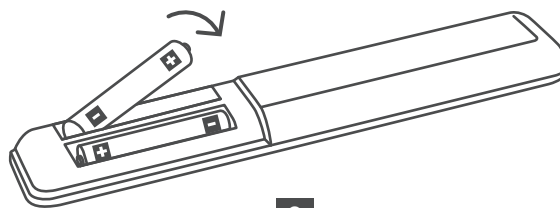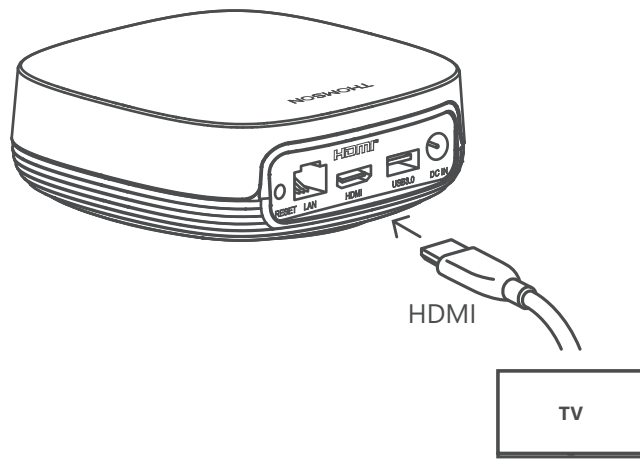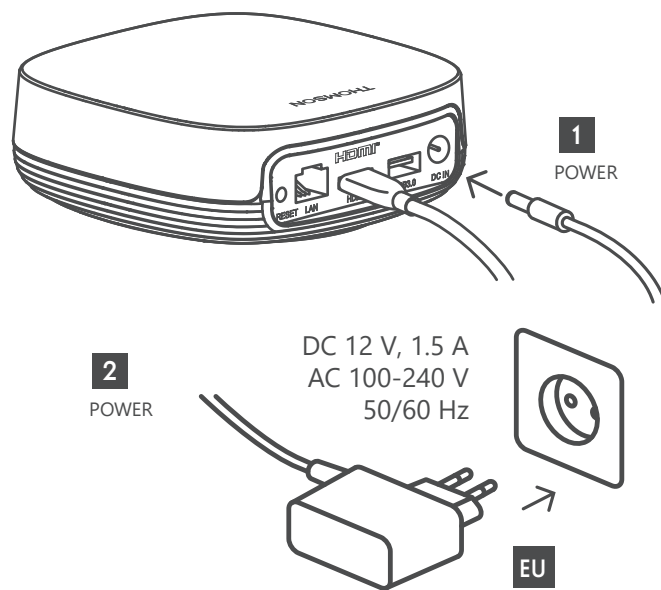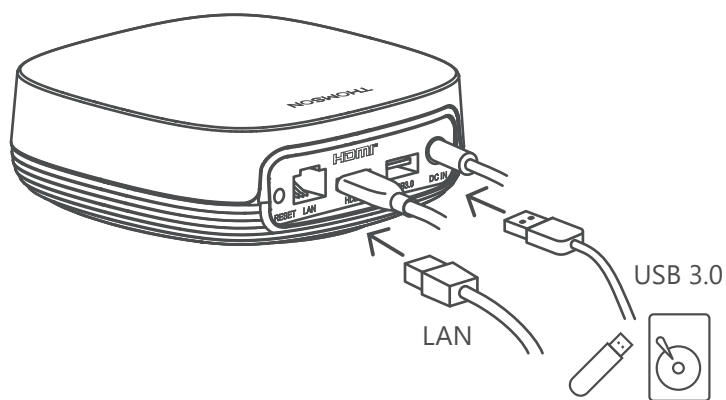
If an Internet connection via LAN is not available, the initial installation will prompt you to connect to the Internet via WLAN.

4.3. Position Your Streaming Device

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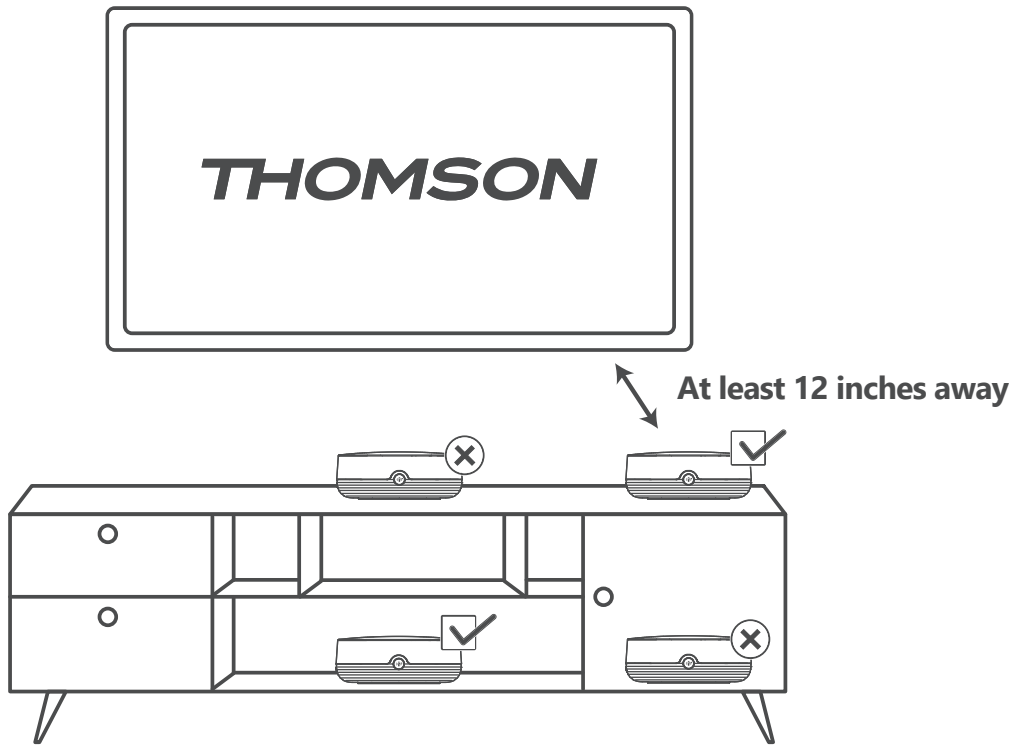
To ensure the accuracy of Far-field voice control, it is recommended to place the streaming device more than 12 inches away from the TV speakers. Please do not position your streaming device in any closed cabinet.

4.4. Remote Control Pairing
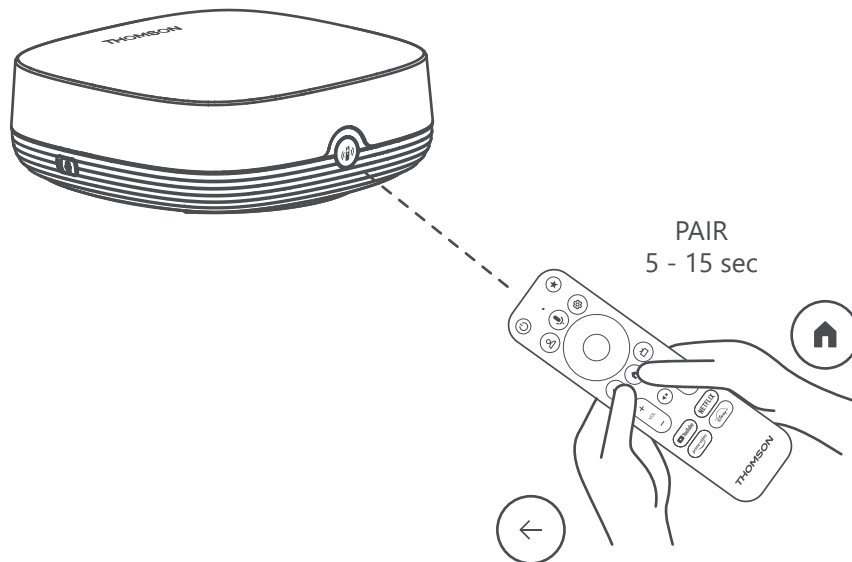
PAIR
5 - 15 sec

Turn on the TV and the Streaming Box and follow the on-screen instructions to pair the remote control.

4.5. First Installation

After 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 on-screen instructions.

Note:

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

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

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

5. Google TV

5.1. For You tab

From the For You tab, you can access your installed apps and browse 400,000+ movies and TV episodes from across your streaming services — in one place, and organized by the genres and topics that interest you the most. Press the Home button on your remote control to navigate to the For You tab at any time.

Under "Top picks for you", you can discover movies and shows from across your apps with personalized suggestions powered by Google and inspired by what you've watched.

Note: Depending on the settings of your TV set and the country you selected during the initial setup, the content on the For You tab may vary.

You can access your favorite apps under "Your apps."

Use the directional buttons on your remote control to scroll through your favorite apps, then press the OK button to launch the app you want to open.
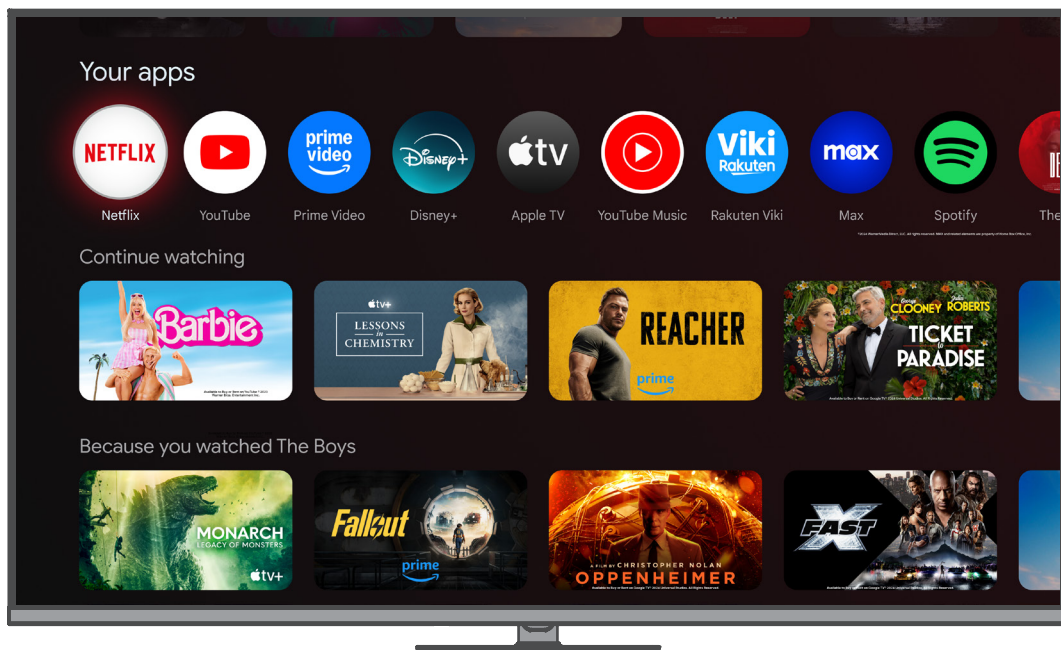
To change the order of your favorite apps, scroll to the end of the "Your apps" row and select "Reorder". You can also add more apps to this row by selecting "Add apps".

Further down on the For You tab, you can select content that you would like to continue watching. Or browse personalized recommendations from Google to discover new movies and shows based on what you've watched and what interests you, so you can quickly find your next favorite.

5.2. Profiles

Google TV gives everyone in your home their own profile — so you'll get customized TV and movie recommendations, your own personal watchlist, and help from Google Assistant. Navigate to the profile icon in the top left corner of your screen, then press the OK button on your remote control to enter the profile menu. Here you can manage accounts on your device, switch to a different profile, or create a new one with your Google Account.

5.3. Apps

Select the Apps tab at the top of your screen to view all of your installed apps, or search for new apps you would like to install.

Note: Some apps work only in your own network. These apps are not open internet services but only in-house solution 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 on Google TV 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.

5.4. Watchlist

Add movies and shows you're interested in to your watchlist from your TV, phone, laptop, or through Google Search on any browser and pick right up on the big screen later. To access your watchlist, select the Library tab at the top of your screen.
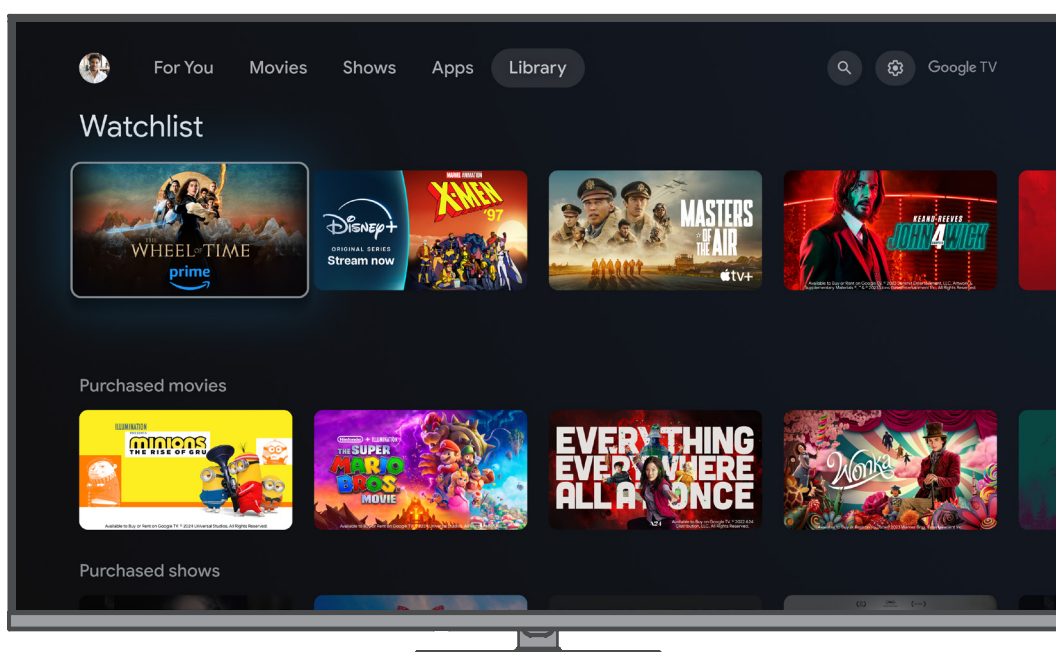
5.5. Search

To use the search function on your device, navigate to the search icon in the top right corner of your screen and press the OK button on your remote control to open the search bar.

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.

Type to search - Select the search bar and press the OK button on your remote control. Then type what you want to search for using the keyboard on the screen.

5.6. Notification

Notification icons only appear when you have unread notifications. To view your notifications, select the Settings icon in the top right corner of your screen. Your latest notifications will appear at the bottom of the Settings menu.

6. Settings

To view the full list of settings for your device, select the Settings icon in the top right corner of your screen.

6.1. Set your device name

In this menu you have the option to select the name of your TV from the list of suggested names. You can also assign a customized name for your THOMSON Streaming Box Plus 270.

6.2. Display and sound

In this menu you can configure various picture and function settings.

6.3. Network and Internet

In this menu you can configure the internet connection.

6.4. Accounts and sign-in

In this menu, you can manage your Google Account.

6.5. Privacy

In this menu you will find the user rights and settings for your privacy. Scroll through the menu to select the settings you want to adjust.

6.6. Apps

Here you can find installed apps and system apps. Adjust system permissions for the apps and some other settings in this menu.

6.7. System

In this Menu you can configure the settings related to the operation of the device by selecting system functions.

6.8. Remotes and accessories

In this Menu you can manage the devices connected via Bluetooth.

You can also configure the functions which are available for your remote control, such as "Smart RCU" or "Find My Remote".

6.9. Help and feedback

Visit Google TV Help at g.co/tv/help

7. The functionality of the Star button on the remote control

To set the functionality of the Star button, press and hold the Star button. A dialog screen will appear on the screen where you can use the Star button function as a direct launch of the selected installed application or as an input selection. Follow the instructions on the dialog screen to configure the Star button function correctly. After the functionality of the Star button is configured, briefly press this button to directly launch the selected application installed on your device or to select the specified input.

8. Google Cast™

With Google Cast, you can stream entertainment from your favorite apps on your phone, tablet or laptop to your TV.

1. Ensure the mobile device you would like to cast from is connected to the same wireless network as your THOMSON Streaming Box Plus 270.
2. Open a Google Cast-enabled app on your mobile device.
3. Select the content you would like to cast, then tap the Cast icon on your mobile device.
4. Select the device name of your THOMSON Streaming Box Plus 270.

The content will cast from your mobile device to your TV automatically. Please note that not all streaming apps are Google Cast-enabled.

9. Hey Google-Hand-free voice control

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 hands-free microphone, which is installed in the device, and which must first be activated in the Menu Settings > Accounts & login > Select account > Google Assistant > Hands-free microphone.

You can perform various operations on the box using the Hey Google function, for example, you can adjust the volume percentage, mute and unmute the volume or launch various applications.

You can search for various information from the Internet, e.g. "What will the weather be like tomorrow", or search for movies, series or videos in applications from streaming services such as Netflix, Prime Video, Disney+ or YouTube.

Note:
The Far-field Microphone built-in to the device can also be deactivated mechanically at any time using the switch on the side of the device.

10. USB Playback

Operation of the external USB storage devices
Connect an external USB drive (USB flash or external hard disc drive) to the USB-A port of the Streaming Box Plus 270.
When connecting 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 THOMSON Streaming Box Plus 270.

Play Multimedia files from the external storage device
Download a multimedia player app. Start the installed app and select the file you want to play.

Expanding the internal storage capacity of the THOMSON Streaming Box Plus 270:
After you have connected the USB storage device, press the House button on the remote control>>Select the setting icon>>Select the relevant USB flash drive notification [Select to setup]>>Select the option "Set up as device storage" and follow the instructions on the screen.
You can also perform the same operation from the Settings menu.
Settings / System / Storage / Disk / Delete and format as device storage

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

11. Updates

Software updates for the Streaming Box Plus 270 occur automatically. If updates are available for installed apps 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.

12. Questions & Answers

What can I do with my Streaming Box Plus 270?	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 movies, shows, and more from all of your subscriptions to one place. Need inspiration? Get curated recommendations and use Google's powerful search to find shows across 10,000+ apps. You can also use your voice to find shows, play music, control smart home devices, and more. Plus with personalized watchlists and profiles, everyone's experience is customized for them.
Do I need a Smart TV to use my Streaming Box Plus 270?	No, you don't. The Streaming Box Plus 270 upgrades any TV to a Smart TV.
What connections are required to operate my Streaming Box Plus 270?	Connection to TV or Projector: The Streaming Box Plus 270 supports video resolutions up to 4K Ultra HD and should be connected to the TV or projector using the high-quality HDMI cable. Internet connection: You can connect to the Internet either via Wi-Fi or LAN cable. See chapter 4.2 for information on optional connections, e.g. to audio devices and USB devices.
If hands-free voice control is not responding	Check network status. Check the streaming device is on unmute state. (Microphone is switched on.) Check that the built-in microphone is mechanically deactivated with the switch located on the side of the device.
If I connect the sound directly to the amplifier, will I get Atmos mode sound?	In the connected AV amplifier supports Dolby Atmos, then you get the Atmos mode sound. The audio format supported by the amplifier will be detected automatically by the Streaming Box Plus 270.
What audio formats does 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 to it with an HDMI cable?	You may have selected the wrong input source at the TV. After switching to the correct HDMI port, it takes a few seconds to receive a signal from the Streaming Box Plus 270.
The TV does not display a 4K UHD picture.	The quality depends on the media and the input source. Poor image quality can be caused by the following reasons: - you are watching low-resolution content; - 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 signed into your Google Account to use personalized features on Google TV, such as custom profiles, watchlists, recommendations, etc.
I cannot find a particular app on my TV, even though it is available for download on my smartphone.	Some apps may be available 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 standard internet connection. However, you will have better experience the faster the Internet connection is. Please note, that the more devices are connected to your home network, the less broadband you have for your Streaming Box Plus 270.
What Bluetooth devices can be connected to Streaming Box Plus 270	You can connect audio devices, such as headphones and speakers as well as input devices, like keyboard or gamepad, to the Streaming Box Plus 270 via Bluetooth.
How do I use Google Assistant?	Press the Google Assistant button on the Streaming Box Plus 270 remote control. You can search for any content. All content related to your question will appear 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 occur automatically. If updates are available for installed apps 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 my Streaming Box Plus 270 also be used as an IPTV box?	Yes, the Streaming Box Plus 270 can be used for IPTV. In order to do so, you need to download a preferred IPTV application.

13. Specifications

Audio & Video
Display 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

System & Memory
Operating system: Android TV™ OS
Chipset: Amlogic S905X4-J
CPU: ARM Quad 64-bit Cortex-A55
GPU: ARM Mali-G31 MP2
SDRAM: LPDDR4 3GB
Flash: eMMC 32 GB

Ports
HDMI 2.1 (TMDS)
USB 3.0 port (5 V, max. 900 mA) Ethernet (RJ-45) 10/100M

Speaker & Microphone
Speaker: 1 x 3 W, 4 Ohm, Mono speaker/1.5" full frequency/FRR: F0~20 kHz
Microphone: 2xMICs

Wireless Connectivity
Built-in 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
RF Effective Isotropic 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

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

General Data

Power supply: AC 100 - 240 V AC ~ 50/60 Hz

Input voltage: Power adapter 12 V 1.5 A

Power consumption working: 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

14. Manufacturer Model & Manufacturer Information

Manufacturer Model Number: DS8941

Company Name: Shenzhen SDMC Technology Co., Ltd.

Address: Room 1022, Floor 10, Building A, Customs Building, No. 2, Xin'an 3rd Road, Dalang Community, Xin'an Street, Bao'an District, Shenzhen

15. European Agency Information

Company: Streamview GmbH

Address: Franz-Josefs-Kai 1, 1010 Vienna, Austria

Licenses

Subject to alterations. In consequence of continuous research and development technical specifications, design and appearance of products may change. Please note, that the download speed depends on your Internet connection and some apps might not be available in all countries. A membership for streaming services may be required. Google TV is the name of this device's software experience and a trademark of Google LLC. Google, YouTube, Google Cast, YouTube Music and other marks are trademarks of Google LLC.. Google Assistant is not available in certain languages and countries. Availability of services varies by country and language. Netflix is a registered trademark of Netflix, Inc. Netflix streaming membership required. Netflix is available in selected countries. More information can be found at www.netflix.com. Apple TV is a trademark of Apple Inc., registered in the U.S. and other countries and regions. Wi-Fi is a registered trademark of Wi-Fi Alliance®. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks is under license. The terms HDMI, HDMI High-Definition Multimedia Interface, HDMI Trade dress and the HDMI Logos are trademarks or registered trademarks of HDMI Licensing Administrator, Inc. Manufactured under license from Dolby Laboratories. Dolby, Dolby Vision, Dolby Atmos, and the double-D symbol are registered trademarks of Dolby Laboratories Licensing Corporation. Confidential unpublished works. Copyright © 1992–2024 Dolby Laboratories. Disney+ subscription required, see terms at https://www.disneyplus.com. ©2024 Disney and its related entities. ©2024 Amazon.com, Inc. or its affiliates. Amazon, Prime Video, and all related marks are trademarks of Amazon.com, Inc. or its affiliates. Amazon Prime membership or Prime Video fees apply. See primevideo.com/terms for details. All other products, services, companies, trademarks, trade or product name and logos referenced herein are the property of their respective owners. All rights reserved. ©2024 StreamView GmbH, Franz-Josefs-Kai 1, 1010 Vienna, Austria. This product has been manufactured and sold under the responsibility of StreamView GmbH. THOMSON, and the THOMSON logo are trademarks used under license by StreamView GmbH – further information at www.thomson-brand.com.

Data Protection: The application providers and the providers of the services may collect and use technical data and related information, including but not limited to technical information about this device, system and application software and peripherals. The application providers and the providers of the services may use such information to improve products or to provide services or technologies, which do not personally identify you. Additionally, some third-party services, already provided in the device or installed by you after purchasing the product, may request a registration with your personal data. Some services may collect personal data even without providing additional warnings. StreamView cannot be held liable for a possible breach of data protection by third-party services.