

THOMSON



 **Google TV**



tv.mythomson.com



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



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1. Safety information



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

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

Note: Follow the onscreen instructions for operating the related features.

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

WARNING

This device is intended to be used by persons (including children) who are capable / experienced of using 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.

- Use this TV set at an altitude of less than 2000 meters above sea level, in dry locations and in regions with moderate or tropical climates.
- The TV set is intended for household and similar general use but may also be used in public places.
- For ventilation purposes, leave at least 10cm of free space around the TV.
- The ventilation should not be impeded by covering or blocking the ventilation openings with items, such as newspapers, tablecloths, curtains, etc.
- The power cord plug should be easily accessible. Do not place the TV, 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 TV 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.
- Do not expose the TV to dripping or splashing of liquids and do not place objects filled with liquids, such as vases, cups, etc. on or over the TV (e.g., on shelves above the unit).
- Do not expose the TV to direct sunlight and do not place open flames such as lit candles on the top of or near the TV.
- Do not place any heat sources such as electric heaters, radiators, etc. near the TV set.
- Do not place the TV on the floor or inclined surfaces.
- To avoid danger of suffocation, keep plastic bags out of reach of babies, children and domestic animals.
- Carefully attach the stand to the TV. If the stand is provided with screws, tighten the screws firmly to prevent the TV from tilting. Do not over-tighten the screws and mount the stand rubbers properly.
- Do not dispose of the batteries in fire or with hazardous or flammable materials.

WARNING

- Batteries must not be exposed to excessive heat such as sunshine, fire or the like.
- Excessive sound pressure from earphones or headphones can cause hearing loss.

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

1.1. Markings on the product

The following symbols are used on the product as a marker for restrictions and precautions and safety instructions. Each explanation shall be considered where the product bears related marking only. Note such information for security reasons.



Class II Equipment: This appliance is designed in such a way that it does not require a safety connection to electrical earthing.



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.

1.2. Warning

Do not ingest the battery, due to Chemical Burn Hazard. This product or the accessories supplied with the product may contain a coin/button cell battery. If the coin/button cell battery is swallowed, it can cause severe internal burns in just 2 hours and can lead to death.

Keep new and used batteries away from children. If the battery compartment does not close securely, stop using the product and keep it away from children.

If you think batteries might have been swallowed or placed inside any part of the body, seek immediate medical attention.

A television may fall, causing serious personal injury or death. Many injuries, particularly to children, can be avoided by taking simple precautions such as:

- ALWAYS use cabinets or stands or mounting methods recommended by the manufacturer of the television set.
- ALWAYS use furniture that can safely support the television set.
- ALWAYS ensure the television set is not overhanging the edge of the supporting furniture.
- ALWAYS educate children about the dangers of climbing on furniture to reach the television set or its controls.
- ALWAYS route cords and cables connected to your television so they cannot be tripped over, pulled or grabbed.
- NEVER place a television set in an unstable location.
- NEVER place the television set on tall furniture (for example, cupboards or bookcases) without anchoring both the furniture and the television set to a suitable support.
- NEVER place the television set on cloth or other materials that may be located between the television set and supporting furniture.
- NEVER place items that might tempt children to climb, such as toys and remote controls, on top of the television or furniture on which the television is placed on.
- The equipment is only suitable for mounting at heights ≤ 2 m.

If the existing television set is going to be retained and relocated, the same considerations as above should be applied.

Apparatus connected to the protective earthing of the building installation through the mains connection or through other apparatus with a connection to protective earthing – and to a television distribution system using coaxial cable, may in some circumstances create a fire hazard. Connection to a television distribution system has therefore to be provided through a device providing electrical isolation below a certain frequency range (galvanic isolator).

1.3. Wall mounting warnings

- Read the instructions before mounting your TV on the wall.
- The wall mount kit is optional. You can obtain it from your local dealer, if it is not supplied with your TV.
- Do not install the TV on a ceiling or on an inclined wall.
- Use the specified wall mounting screws and other accessories.

Tighten the wall mounting screws firmly to prevent the TV from falling. Do not over-tighten the screws.

Figures and illustrations in this user manual are provided for reference only and may differ from the actual product appearance. Product design and specifications may be changed without notice.

| | W (mm) | H (mm) | D (mm) | L (mm) |
|-----|--------|--------|--------|--------|
| 24" | 100 | 100 | 4 (M4) | 6 |
| 32" | 100 | 100 | 6 (M6) | 8 |
| 40" | 200 | 200 | 6 (M6) | 8 |
| 43" | 200 | 200 | 6 (M6) | 8 |

1.4. Simplified EU declaration of conformity

Hereby, StreamView GmbH declares that the radio equipment type product device Smart TV is complying with Directive 2014/53/EU.

1.5. Apps and performance

Download speed depends on your Internet connection. Some apps might not be available in your country or region. Netflix is available in selected countries. A streaming membership is required. More information at www.netflix.com. The availability of the language for Google Assistant depends on Google Voice Search support.

1.6. 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 GmbH cannot be held liable for a possible breach of data protection by third-party services.

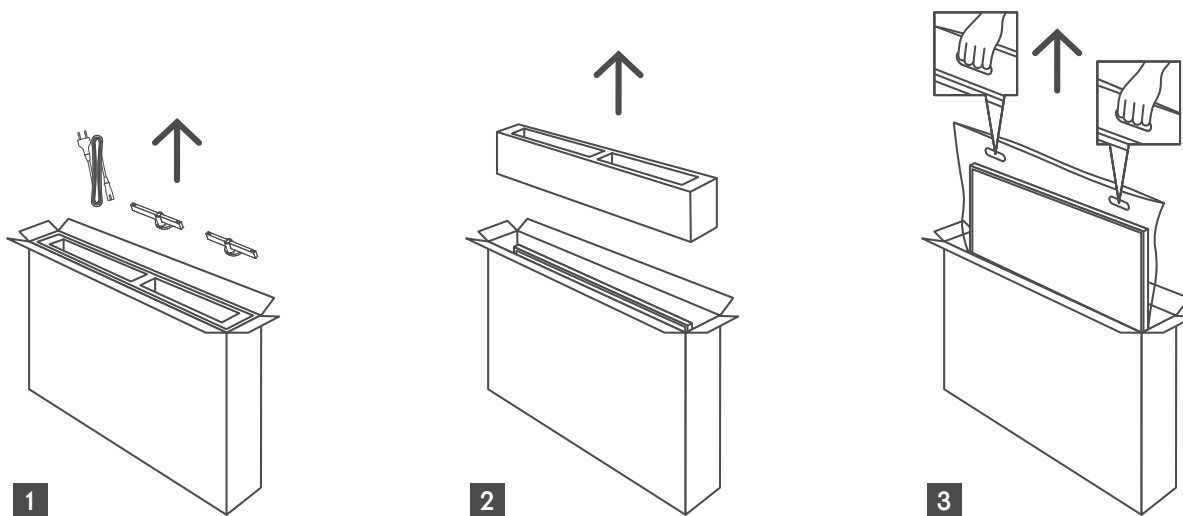
2. Introduction and stand installation

Thank you for choosing our product. You'll soon be enjoying your new TV. Please read these instructions carefully. They have essential information which will help you get the best from your TV and ensure safe and correct installation and operation.

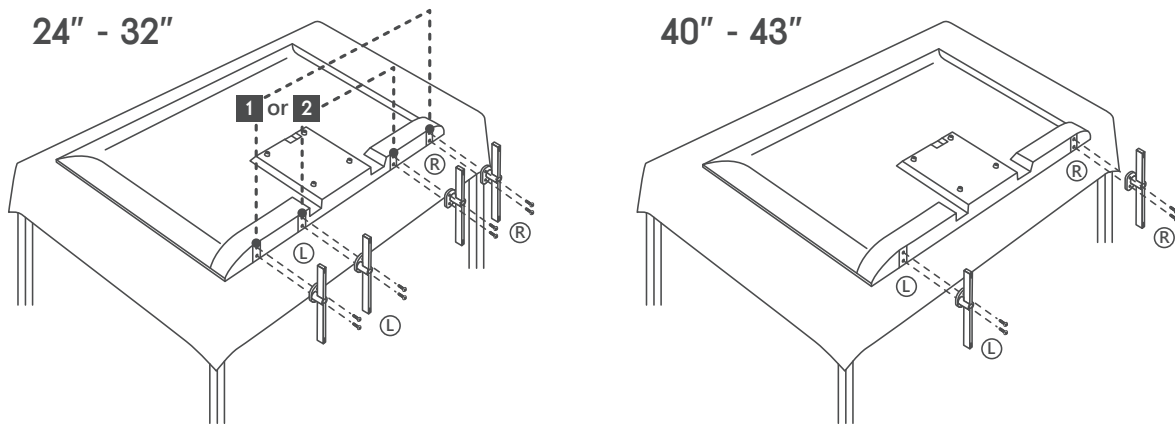
2.1. Unpacking and installation

Take out the feet and the TV from the packing and put the feet onto a table or any other even surface.

- Use a flat and firm table or similar even surface that can support the weight of the TV.
- Do not hold the TV on the screen panel.
- Make sure not to scratch or break the TV.
- The feet are marked left and right.



*For 24" and 32" TV models two different feet installation positions are available.

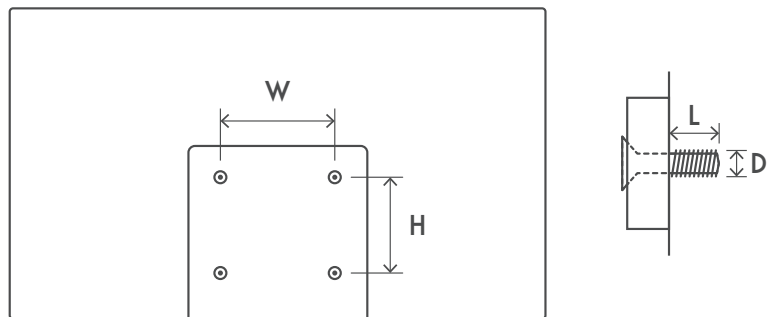


Your TV is prepared for a VESA-compliant wall mount bracket. This is not supplied with your TV. Contact your local dealer to purchase the recommended wall mount bracket.

Holes and measurements for wall mount bracket installation:

3. TV buttons and connections

| | W (mm) | H (mm) | D (mm) | L (mm) |
|-----|--------|--------|--------|--------|
| 24" | 100 | 100 | 4 (M4) | 6 |
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| 40" | 200 | 200 | 6 (M6) | 8 |
| 43" | 200 | 200 | 6 (M6) | 8 |



Caution

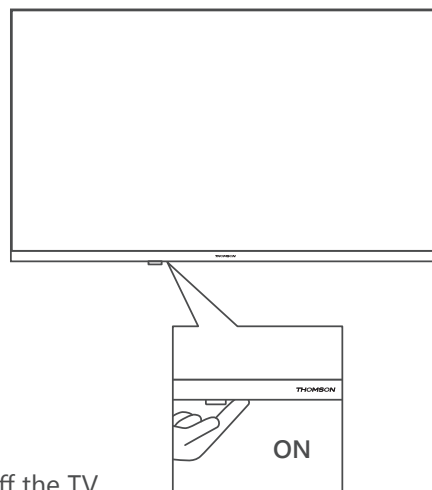


If you want to connect a device to the TV, make sure that both the TV and the device are turned off before making any connection. After the connection is done, you can turn on the units and use them.

Note: Do not touch or be close to the HDMI, USB terminals, and prevent electrostatic discharge to disturb these terminals while in USB operation mode, or it will cause the TV to stop working or cause an abnormal status.

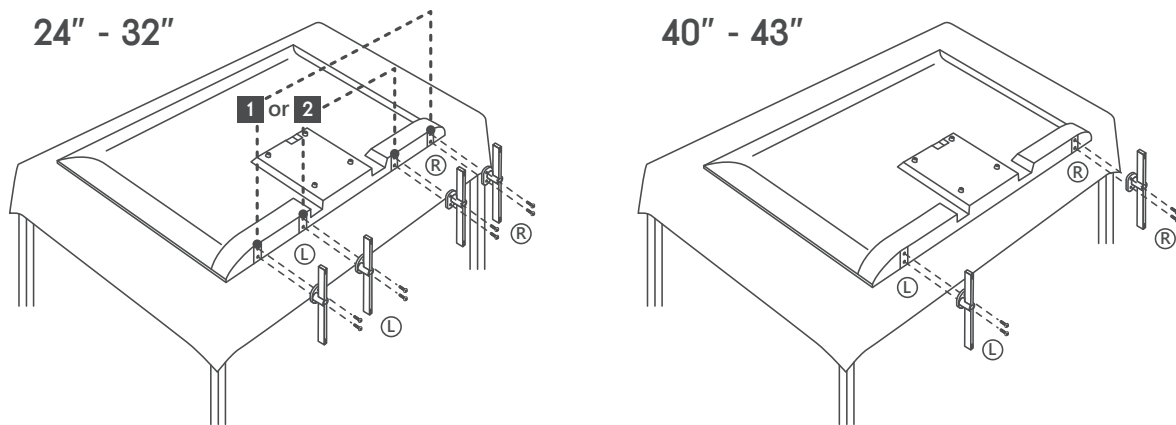
The actual position and arrangement of ports may be different from model to model.

3.1. TV button



Press this button in standby mode to turn on / off the TV

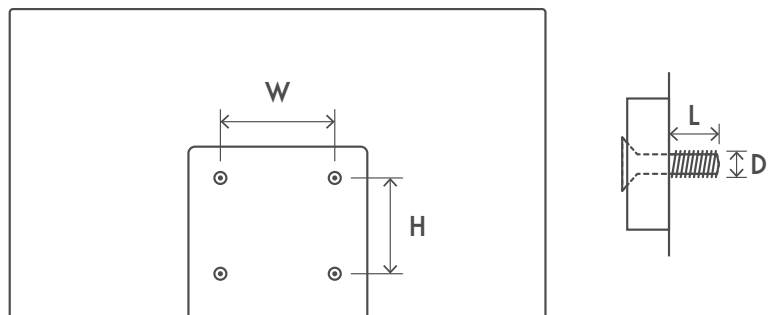
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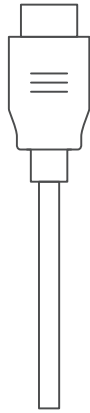
3.2. Connections



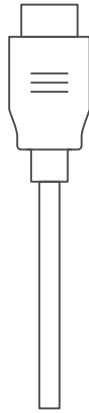
LAN



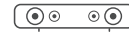
HDMI



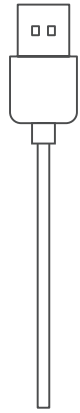
HDMI (ARC)



AUDIO OUT
Digital optical



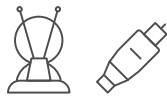
USB
5 V~ max. 500 mA



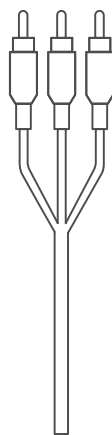
SATELLITE
13/18 V~ 400 mA max
13/18 V=100 mA max (24" & 32")



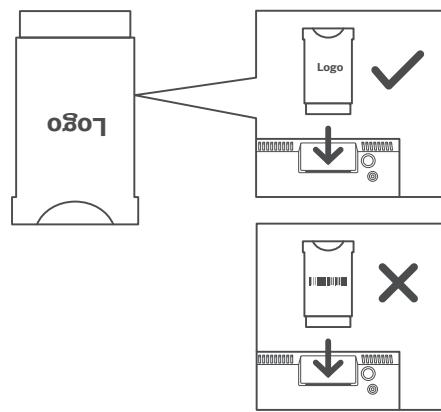
ANTENNA



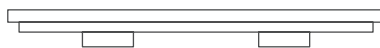
AV IN
VIDEO L R



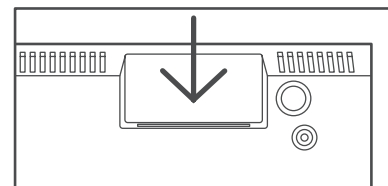
COMMON INTERFACE



CI+ Modul



*silicone plug

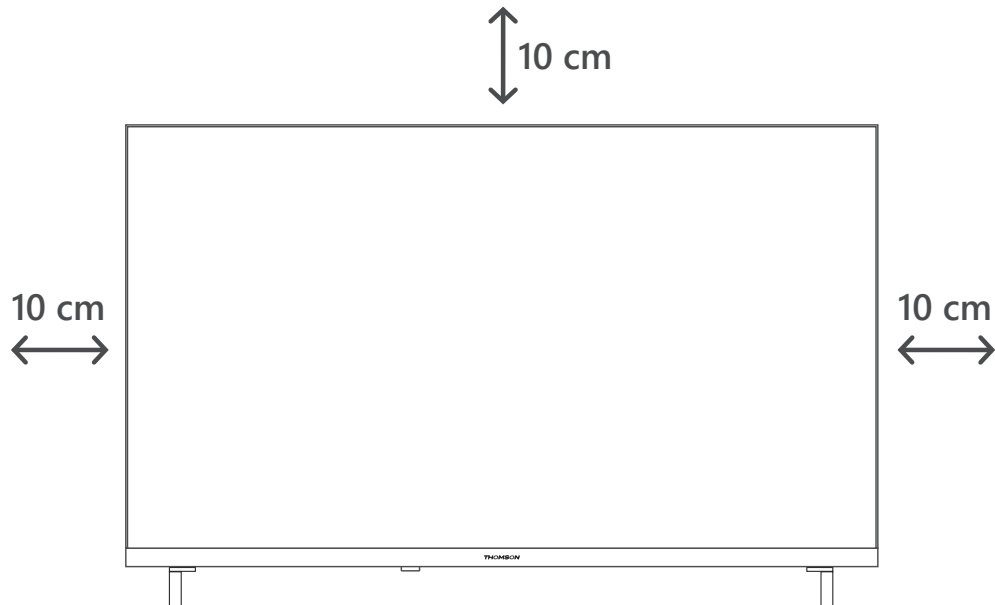


Note: If the model has a CI card slot on the top, a silicone plug for the CI card slot can be found in the accessory bag (for models without CI card slot, there is no such silicone plug), please insert the silicone plug into the slot when the CI card is not in use.

4. TV installation

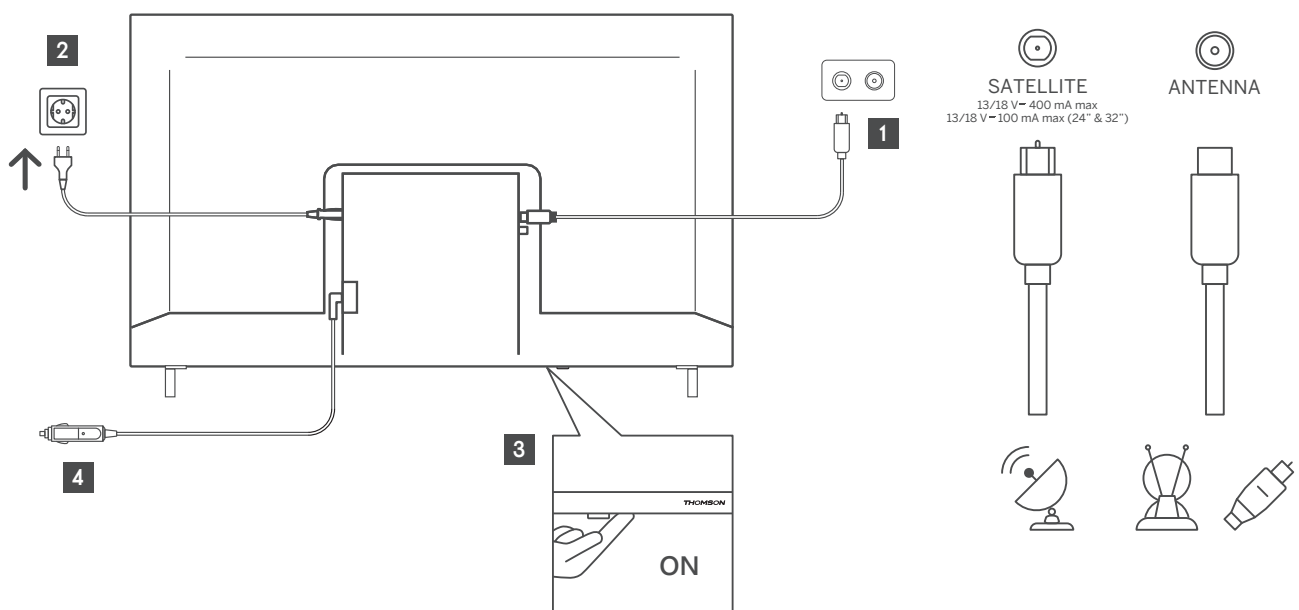
Set your TV

Put your TV on a firm place which can handle the weight of the TV. To avoid danger, please do not position the TV near water or heat sources (such as light, candle, heater), do not block the ventilation at the back of the TV.



Connect antenna and power

1. Connect the antenna cable to the antenna socket on the back of the TV.
2. Plug in the power cord of your TV (AC 100-240 V~ 50/60 Hz). The TV enters standby mode (red light).
3. Turn on your TV by pressing the power button of the TV or the power button on the remote control.
4. In case you have purchased a TV model with 12 Volt adapter included - use the right port to connect the adapter to the TV set.



5. Troubleshooting

| | |
|-----------------------------|--|
| No power | Check if the AC power cord of your TV is plugged in or not. If there is still no power, please disconnect the plug and reconnect to the socket after 60 seconds. Turn the power back on. |
| No picture | Check if the antenna cable at the back is connected properly. View other channels to see if the problem still occurs. |
| Video appears with no audio | Try to increase the volume. Check if the TV's sound is on mute or not. |
| Remote doesn't work | Make sure the plastic bag which came with the remote control is removed. Try using the remote in a shorter distance from the TV. Check if the placement of the batteries is correct or try using new batteries with the remote control. The TV will go into Standby mode if it receives no response within a few minutes. |
| Problems are unresolved | Unplug the power cable and wait for 30 seconds, then reconnect power cable to the socket. If the problems still exist, do not attempt to repair the TV by yourself. Kindly contact the service centre. |

6. Technical specifications

| | 24HG2S14C/ 24HG2S14CW | 32HG2S14/ 32HG2S14W | 32FG2S14/ 32QG4S14 | 32FG2S14C | 40FG2S14/ 40FG2S14W/ 40QG4S14 | 43FG2S14 |
|--|----------------------------------|--------------------------------|-------------------------------|------------------|--|-----------------|
| Operating Voltage | 100-240 V, | 100-240 V, | 100-240 V, | 100-240 V, | 100-240 V, | 100-240 V, |
| DC Adapter | 50-60 Hz | 50-60 Hz | 50-60 Hz | 50-60 Hz | 50-60 Hz | 50-60 Hz |
| Specifications (Output) | 12 V/3A, 36W | | | 12 V/4A, 48W | | |
| Audio (DTS HD) | no | no | no | no | no | no |
| Audio Output Power | 2 x 3 | 2 x 8 | 2 x 8 | 2 x 8 | 2 x 8 | 2 x 8 |
| Power Consumption (W) | 36 | 56 | 56 | 48 | 90 | 90 |
| Networked Standby Power Consumption (W) | < 0,5 | < 0,5 | < 0,5 | < 0,5 | < 0,5 | < 0,5 |
| Weight (Kg) | 2.25 | 3.35 | 3.35 | 3.35 | 5.4 | 6.1 |
| TV Dimensions LxWxH (with stand) (mm) | 535 x 151 x 353 | 719 x 151 x 456 | 719 x 151 x 456 | 719 x 151 x 456 | 892 x 172 x 559 | 955 x 172 x 590 |
| TV Dimensions LxWxH (without stand) (mm) | 535 x 75 x 318 | 719 x 82 x 423 | 719 x 82 x 423 | 719 x 82 x 423 | 892 x 84 x 509 | 955 x 85 x 555 |
| Display | 24"/60 cm | 32"/80 cm | 32"/80 cm | 32"/80 cm | 40"/101 cm | 43"/109 cm |
| Screen resolution | 1366x768 | 1366x768 | 1920x1080 | 1920x1080 | 1920x1080 | 1920x1080 |

6.1 Country restrictions

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) | |

6.2 Licences

Subject to alterations. In consequence of continuous research and development technical specifications, design and appearance of products may change.

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