



# THOMSON

## Computing



## MANUEL DE L'UTILISATEUR / USER'S MANUAL / MANUAL DE USUARIO / BENUTZERHANDBUCH

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Nous vous remercions d'avoir choisi un appareil Thomson Computing. Afin que votre appareil vous apporte pleine satisfaction, nous vous invitons à lire les informations du présent manuel d'utilisation.

Thank you for choosing a Thomson Computing device. To ensure that you are fully satisfied with your device, we invite you to read the information in this user manual.

Gracias por elegir un dispositivo de Thomson Computing. Para asegurarse de que está completamente satisfecho con su dispositivo, le invitamos a leer la información de este manual de usuario.

Obrigado por escolher um dispositivo Thomson Computing. Para garantir que está totalmente satisfeito com o seu dispositivo, convidamo-lo a ler as informações contidas neste manual do utilizador.

Vielen Dank, dass Sie sich für ein Thomson Computing-Gerät entschieden haben. Um sicherzustellen, dass Sie mit Ihrem Gerät rundum zufrieden sind, bitten wir Sie, die Informationen in dieser Bedienungsanleitung zu lesen.

Bedankt voor uw keuze voor een Thomson Computingapparaat. Om er zeker van te zijn dat u volledig tevreden bent met uw apparaat, nodigen wij u uit om de informatie in deze gebruikershandleiding te lezen.

Grazie per aver scelto un dispositivo Thomson Computing. Per essere pienamente soddisfatti del vostro dispositivo, vi invitiamo a leggere le informazioni contenute in questo manuale utente.





# USER'S MANUAL



**NEO - 15.6"**

VERSION 1.0 - 0719

26 - EN

User's Manual - Neo - 15.6"





## Legal Notice

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METAVISIO SA hereby declares that this product complies with the essential requirements and other applicable provisions of Directive 2014/53/EU. The declaration of conformity of the available on the internet link: [www.mythomson.com](http://www.mythomson.com)





## **- Important safety instructions -**

This unit should be used in an environment with an ambient temperature between 5°C (41°F) and 35°C (95°F).

Do not expose the unit to rain or moisture and keep it away from liquids. In case of splashing water or other liquid on the unit, immediately switch off the unit and wait until it is completely dry before turning it on again.

Do not expose the device directly to solar radiation

Do not use strong solvents, liquid detergents or other chemicals on or near the surface of the unit to prevent corrosion or deterioration of the surface of the unit.

Do not expose the camera to a dusty environment.

Do not use the unit during a gas leak.

Do not expose the device to strong magnetic or electric fields. You can run the device through airport x-ray detectors. However, it is recommended not to pass your device through the magnetic detection portals or expose it to portable detectors.

Do not place any objects on the device.

Do not place the unit on an uneven or unstable surface.

Make sure to protect the unit from falls or any other impact that may damage it.

Do not leave the appliance on or loaded on your lap or any other part of your body to avoid any risk of heat-related injuries.

Switch off the unit before transporting it or covering it with a material that does not allow optimal air circulation.

Do not use damaged power cords, accessories or other devices with your device.

We recommend the exclusive use of the accessories (power supply, cables, etc.) supplied with the unit.

Use only original batteries. Replacing the battery with an incorrect battery can cause an explosion risk.



Do not disassemble, modify or repair the unit yourself, as this may void the warranty.

Please back up your important content regularly to avoid data loss.

Our company accepts no responsibility for the loss or removal of items contained in the device due to improper use of the hardware or software, lack of maintenance or any other accidental event.



This product has been designed to allow proper recycling of parts and components. The symbol representing a crossed-out wheeled bin indicates that the device should not be disposed of with municipal waste. Consult local regulations for disposal of electronic devices.



The symbol representing a crossed-out wheeled bin indicates that the battery should not be disposed of with municipal waste. Consult local regulations for battery disposal.

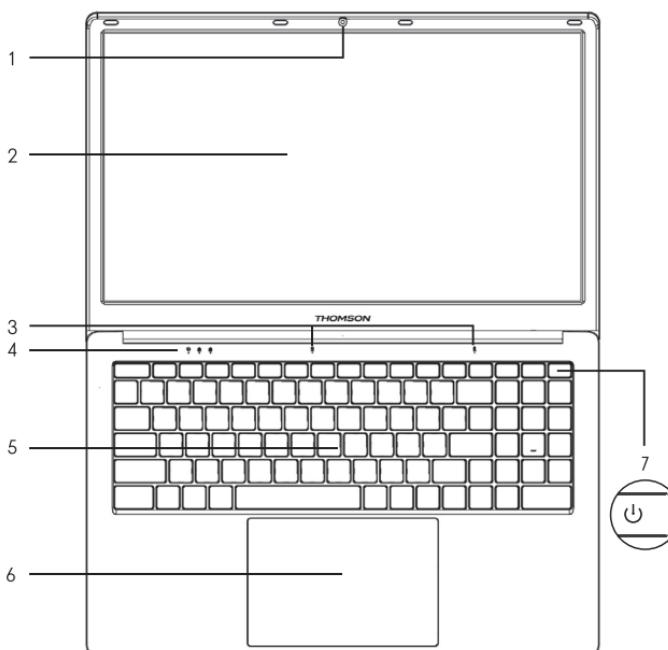


To avoid possible hearing damage, do not listen to high sound levels for long periods of time.



## - Presentation of the device -

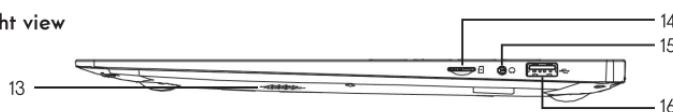
### Front view



### Left view



### Right view



*Note : The presentation of the device and some features may vary by country, model or version.*



## Front view

1. Front camera - Webcam  
*Use this camera for video calls or to take pictures.*
2. Screen
3. Microphone  
*The microphone allows you to use the voice commands on your device, make audio/video calls, or make audio recordings.*
4. Power supply indicator
5. Keyboard
6. Touchpad  
*The touchpad allows you to enjoy the features of a mouse. It offers an intuitive interface thanks to its multi-gestures features.*
7. Power button  
*A long press of this button allows you to turn your device on or off.*

## Left view

8. Mains power port  
*This port provides power when connected to an adapter.*
9. Charging indicator  
*This indicator lights up while the device is being charged.*
10. USB port type A  
*This port is compatible with USB devices such as a keyboard, mouse, flash drive (USB sticks, memory card readers...), external hard disk, printer.*
11. Mini HDMI port (High - Definition Multimedia Interface)  
*This port allows you to connect your device to an HDMI-compatible device such as a TV, monitor or projector.*
12. Speaker

## Right view

13. Speaker
14. Micro-SD card reader  
*The micro-SD card reader allows you to read or write to micro-SDHC / micro-SDXC memory cards.*
15. Headset/microphone socket  
*Use this port to connect external speakers or headphones to your device. You can also connect headphones with an external microphone.*
16. USB port type A





## - Switching on -

**Note :** Charge your Thomson device before using it for the first time.

### Charging the battery of your device

Connect the AC adapter to an earthed electrical outlet.



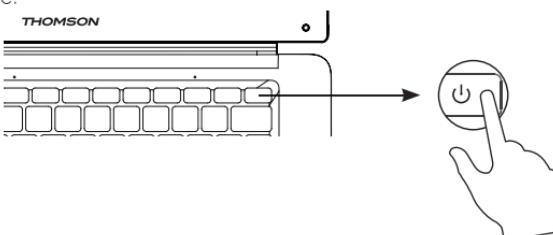
#### **WARNING :**

Read carefully the following instructions concerning the battery of your THOMSON device:

- Only a technician authorized by Thomson is authorized to remove and handle the battery.
- The battery in your Thomson device may present a fire or burn hazard if it is removed or disassembled.
- Comply with the information on the device's warning labels to avoid any risk of injury.
- There is a risk of explosion if the battery is replaced by an incorrect model.
- Do not dispose of the battery in a fire.
- Do not attempt to short-circuit the battery of the Thomson camera.
- Do not attempt to disassemble the battery or reassemble the battery.
- Stop using the battery if it leaks.
- The battery and its components must be recycled or disposed of properly.
- Keep the battery and its components out of reach of children.

### Turning your device on / off

Turn on your device by pressing and holding the power button for a long time.



To turn off your device, go to the Start menu and select Start/Stop > Stop.



## First start of your device

During the first boot, the Windows® 11 operating system will guide you through the configuration steps.

Once these configuration steps are completed, the system completes the installation and applies your customized settings. Do not turn off the unit and ensure that there is sufficient battery power during this step.

The Windows® 11 home screen appears after installation and configuration is complete.

**Note :** If you want to restore the factory configuration or reinstall your operating system, we recommend using the Windows Reset function. For this reason,

1. Open the start menu and choose «Settings».
2. Select «Update and Update and Security» then «Recovery» from the Right menu.
3. Click on the «Start» button in the «Reset this PC» section.
4. Let us guide you.

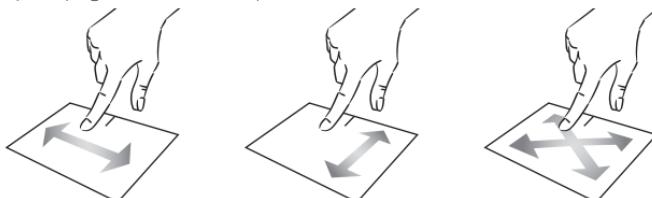




## - Using the touchpad -

### Move the pointer

Slide your finger on the touchpad to move the cursor.



### Click / Double-click

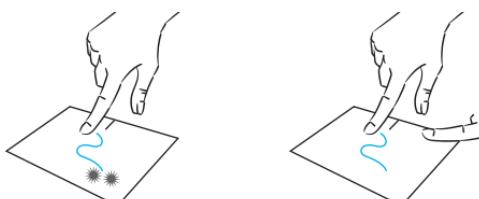
Press briefly once to make a click. For example, to select an item on the desktop or in the file explorer or to open an application from the start menu.

Press briefly twice to make a double click. For example, on the desktop or in the file explorer, this function will allow you to open the selected item.



### Drag and drop

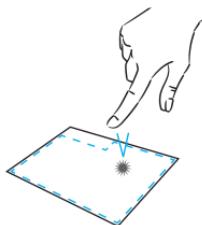
Press the trackpad briefly twice to select the item and hold your finger on the trackpad by sliding it to the desired position and releasing. You can also select an element and hold down a left click while sliding another finger on the touchpad to drag and move an element.





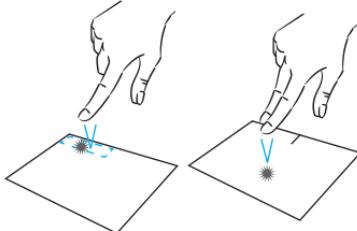
### Left click

Briefly press the touchpad once to make a left click.



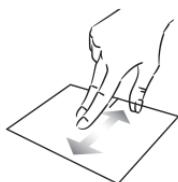
### Right click

Press briefly once at the bottom right of the touchpad to make a right click or press briefly with two fingers on the touchpad.

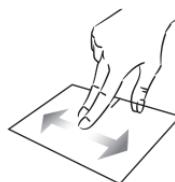


### Scrolling

Slide two fingers up or down to scroll vertically.

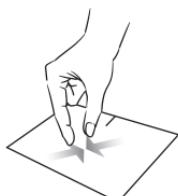


Slide two fingers left or right to scroll horizontally.

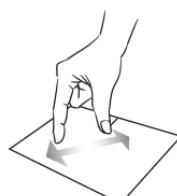


### Zoom

Move two fingers closer to the touchpad area to zoom out (zoom -).



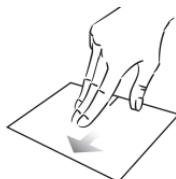
Move two fingers away from the touchpad area to zoom in (zoom +).





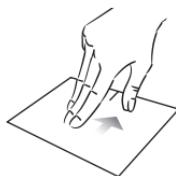
### Show all applications running

Slide three fingers upwards to display all applications running.



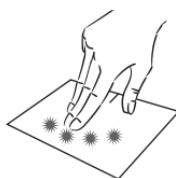
### View the desktop

Slide three fingers down to display the Windows® 11 desktop.



### Open the action center

Briefly press with four fingers to open the Windows® 11 action center.





## - Using the keyboard -

### Function keys

The keypad on your device is equipped with function keys for performing actions or settings.

**Note :** The key icons displayed and the functions offered may vary depending on the model.

<b>Fn + ⏻</b>	Put the computer into standby mode	<b>Fn + ⏺</b>	Displays applications running at runtime
<b>Fn + ⌂</b>	Opens the default web browser	<b>Fn + ⌂</b>	Opens the sharing pane
<b>Fn + ⌂</b>	Enables or disables the touchpad	<b>Fn + ⌂</b>	Vertical scrolling upwards
<b>Fn + ⏴</b>	Lower the volume level	<b>Fn + ⌂</b>	Vertical scrolling down
<b>Fn + ⏵</b>	Increases the volume level	<b>Fn + ⌂</b>	Start function
<b>Fn + ⏻</b>	Enables or disables sound	<b>Fn + ⌂</b>	Fine function
<b>Fn + ⏴</b>	Opens the default media player	<b>Fn + ⏵</b>	Activate or deactivate the keyboard backlight
<b>Fn + ▶/  </b>	Media player playback or pause function	<b>Pause</b>	Cancels the current program (example: a game)
<b>Fn + ⏴</b>	Previous music or video	<b>PrtScr/</b>	Saves a screenshot of your Impér screen
<b>Fn + ⏵</b>	Next music or video	<b>NumLck/</b>	Enables/disables the numeric VerrNum keypad
<b>Fn + ⏻</b>	Decreases the brightness of the screen	<b>Scrlk</b>	Enables/disables scrolling
<b>Fn + ⏵</b>	Increases the brightness of the screen	<b>Ins</b>	Enables/disables the Refresh mode
<b>Fn + ⏻</b>	Opens the default email software		
<b>Fn + ⏺</b>	Enables the use of an external display		
<b>Fn + ⌂</b>	Opens the settings menu		
<b>Fn + ⌂</b>	Opens the search pane		
<b>Fn + ⏻</b>	Enables / Disables the wireless network		



## Shortcut keys

Using the shortcut keys makes it easier to navigate under Windows® 11.

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	Open or close Start.
	Open Quick Settings.
	Open Chat from Microsoft Teams.
	Display and hide the desktop.
	Open File Explorer.
	Open Xbox Game Bar when a game is open.
	Open Settings.
	Lock your PC or switch accounts.
	Minimize all windows.
	Choose a presentation display mode.
	Open search.
	Cycle through apps on the taskbar.

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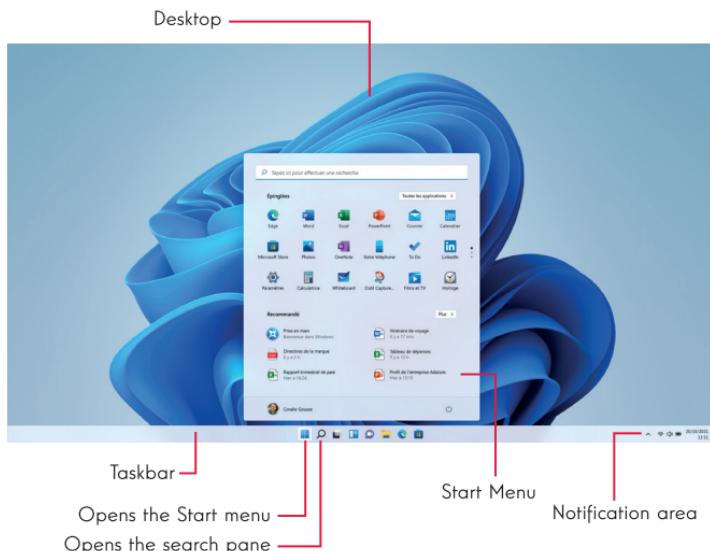




## - Windows® 11 Overview -

### Presentation of the interface

**Note :** The interface may vary by country, model or version of Windows® 11



The Start menu is the entry point for your device. It allows you to access applications, folders and settings.

The taskbar displays the applications in use and allows you to switch between them.

The notification area displays important information about the use of your device.

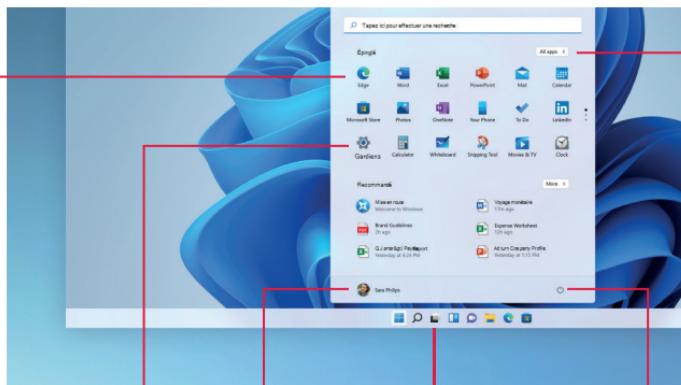
The search pane allows you to easily search through your files, applications and other items on your device.



## Presentation of the Start Menu

**Note :** The interface may vary by country, model or version of Windows® 10

The Start menu is the entry point for your device. It allows you to access applications, folders and settings.



Allows you to open the parameters

Displays applications running at runtime

Allows you to log out, lock the user session or change account settings

Stop, Restart or Sleep your device

Displays your favorite applications as icons for quick and easy access.

The applications installed on your device are listed here.

**Note :** To display an item as a tile, right-click on it and select the «Pin to Start Menu» option.

To remove a tile, right-click on it and select the option: «Detach from the start menu».

**Note :** To open an application, move the mouse pointer over it and click to open it.





## Find your notifications

**Note :** The interface may vary by country, model or version of Windows® 11

Windows 11 puts notifications in Notification Center—right on the taskbar—where you can get to them instantly.



Notifications at a glance

Select the date and time in the taskbar to open the Notification Center. (You can also swipe in from the right edge of your screen, or press **Win + N**.)

Select the notification to read more or take action. Don't want to take any action? Clear a specific notification by selecting the X next to the notification you want to clear. If you want to clear all your notifications, select the Clear all button.





## Connecting to a wireless Wi-Fi network

Your device is equipped with a Wi-Fi module. Connecting to a Wi-Fi wireless network will allow you to access the Internet, check your e-mails, perform device updates or access a home or business network. To connect, follow these steps:

- > Click on the in the notification area.
- > If Wi-Fi is not enabled, click on the .
- > Select your wireless network from the list.
- > Click on «Connect». If your wireless network requires a security key, fill in the key before making the connection.

## Pairing your device with a Bluetooth device

Your device is equipped with a Bluetooth module. This one allows you to connect it to a Bluetooth device (mouse, portable speakers...). To connect the two devices, follow these steps:

- > On the taskbar, select the Network icon . Select the Bluetooth quick setting to turn it On or Off.
- > Select Start > Settings > Bluetooth & devices, then turn Bluetooth on or off.





## Activate the Airplane mode

Airplane mode disables wireless Wi-Fi and Bluetooth connectivity. To activate the airplane mode :

- > Click on the icon in the notification area.
- > Click on the button .

To disable the airplane mode :

- > Click on the icon in the notification area.
- > Click on the button .





## System restoration

### WARNING:

Make a backup of your important data before running this option.

Windows® 11 offers several recovery options to restore the factory configuration :

- Keep my files: Reset your device by keeping your personal files.
- Delete All: Restores the factory configuration of your device. Make a backup of your important data before running this option.
- Retrograde to the previous version of Windows® 11: Use this option if you are having trouble with your device after the system update.
- Advanced boot: This option allows you to boot from an external device or access the device's firmware settings or change Windows boot settings or restore Windows from a disk image.

To perform a restoration operation, follow the following steps :

- > Select Start > Settings > System > Recovery.
- > Next to Reset this PC, select Reset PC. Then choose from the options and/or settings in the table below.
- > Select the restoration option to be executed.





# Windows 11

Discover more features on the Microsoft website :

[https://support.microsoft.com/en-US/windows#WindowsVersion=Windows\\_11](https://support.microsoft.com/en-US/windows#WindowsVersion=Windows_11)

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## Windows help & learning

How can we help you? 

Installation & updates Drivers & devices Network & Internet Files & storage Security & privacy Troubleshoot & repair Accessibility



Windows 11 is here!

With intuitive navigation and easy organization, Windows 11 has a whole new look, more apps, and efficient ways to be creative and productive.

[GET THE UPGRADE DETAILS >](#)

## Explore Windows

Windows 11 Windows 10 Windows 8.1 Windows 7



Prepare for Windows 11

Find answers to top questions about the Windows 11 upgrade.

[See the upgrade FAQ](#)



Meet Widgets

Stay up to date with your favorite info.

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Snap your windows

Use new snap groups to arrange your windows.

[See how to snap your windows](#)



Explore the taskbar

Find your way around Windows 11.

[Get taskbar info](#)

## Trending topics

Windows 11 Windows 10 Windows 8.1 Windows 7

Windows 11 System Requirements	Personalize your PC	Update Windows	Desktop Themes
Get connected when setting up your Windows 11 PC	How to share files in File Explorer on Windows	How to use multiple monitors in Windows	How to use the taskbar in Windows 11
Fix Bluetooth problems in Windows	All about PC gaming with Xbox	Fix printer connection and printing problems in Windows 10	Keyboard shortcuts in Windows

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## **- FAQ -**

### **A black or colored dot appears on the screen !**

This does not affect the performance of your device. If the problem persists, please consult the general warranty conditions and then contact Thomson Customer Service.

### **The touchpad doesn't work !**

Check that the touchpad is correctly activated using the function keys Fn + 

### **The battery charge indicator does not light up !**

Make sure that the AC charger is properly connected to an AC outlet and the power port of the unit. If the problem persists, contact Thomson Customer Service.

### **How to optimize battery life ?**

To optimize the battery life, you can adjust the screen brightness, disable Wi-Fi and Bluetooth if you are not using it and close applications you are not using.

### **I lost the AC adapter !**

Contact Thomson Customer Service.

### **The battery doesn't work anymore !**

Contact Thomson Customer Service.

### **The device does not emit any sound !**

Check that the sound has not been disabled by using the function key Fn +  or by increasing the volume by using the function key Fn + . Make sure that no headphones are connected to your device.





### **When the device starts, the power indicator lights up but the operating system does not start !**

Force the device to turn off by pressing the power button for 10 seconds and then disconnect all connected USB devices. Connect the device to a socket with the charger. Turn on the device.

If the problem persists, contact Thomson Customer Service.

### **The computer does not wake up from sleep mode !**

Use the power button to exit the standby mode. Check that the battery level is sufficient by plugging the unit into an AC outlet using the charger. Press the power button again.

### **Where to find the drivers for your Thomson device ?**

The drivers necessary for the proper functioning of your device are present in the following folder :

**C:\WINDOWS\DRIVERS\**

We recommend that you backup the entire folder to an external storage medium (external hard disk, USB sticks, CD-R) in order to keep a copy of these drivers.



## FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Caution: Any changes or modifications to this device not explicitly approved by manufacturer could void your authority to operate this equipment.

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

## RF Exposure Information

The device has been evaluated to meet general RF exposure requirement.

The device can be used in portable exposure condition, compliance with exposure requirements.



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