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- › [Compaq](#) /
- › [Compaq HUEQ A Series 4K Ultra HD Smart LED TV CQW55UD User Manual](#)

Compaq CQW55UD

Compaq HUEQ A Series 4K Ultra HD Smart LED TV CQW55UD User Manual

Model: CQW55UD | Brand: Compaq

[Introduction](#) [Safety Information](#) [What's in the Box](#) [Setup](#) [Operating](#)
[Instructions](#) [Maintenance](#) [Troubleshooting](#) [Specifications](#) [Warranty & Support](#)

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation of your Compaq HUEQ A Series 4K Ultra HD Smart LED TV, model CQW55UD. Please read this manual thoroughly before using the product and retain it for future reference. It covers setup, operation, maintenance, and troubleshooting to ensure optimal performance and longevity of your television.



Image 1.1: Front view of the Compaq HUEQ A Series 55-inch 4K Smart LED TV.

This image displays the television from the front, showcasing its slim bezels and the Compaq logo at the bottom center. The screen shows a vibrant red abstract pattern, highlighting the display quality.



Image 1.2: Compaq HUEQ A Series with 'All Screen' design.

This image highlights the television's edge-to-edge 'All Screen' design, emphasizing the minimal bezel for an immersive viewing experience.

2. IMPORTANT SAFETY INFORMATION

To reduce the risk of electric shock, fire, or damage to the television, always follow these basic safety precautions:

- **Power Source:** Connect the TV only to an AC power outlet with the correct voltage (240 Volts).
- **Ventilation:** Ensure proper ventilation around the TV. Do not block ventilation openings.
- **Water and Moisture:** Do not expose the TV to rain or moisture. Do not place objects filled with liquids, such as vases, on the TV.
- **Cleaning:** Unplug the TV from the power outlet before cleaning. Use a soft, dry cloth. Do not use liquid cleaners or aerosol cleaners.
- **Placement:** Place the TV on a stable, level surface or mount it securely to a wall using appropriate mounting hardware. Keep the TV away from direct sunlight and heat sources.
- **Cables:** Route all cables safely to prevent tripping hazards and damage.
- **Servicing:** Do not attempt to service the TV yourself. Refer all servicing to qualified service personnel.
- **Batteries:** Dispose of used batteries responsibly. Do not mix old and new batteries.

3. WHAT'S IN THE BOX

Upon unpacking, please verify that all the following items are included:

- 1 x Compaq HUEQ A Series 4K Ultra HD Smart LED TV (Model: CQW55UD)
- 2 x Table Stand Base
- 1 x User Manual (This document)
- 1 x Warranty Card
- 1 x Remote Control
- 1 x Wall Mount Kit
- 2 x AA Batteries (for remote control)

4. SETUP

4.1 Installing the Table Stand

If you choose to place the TV on a table, follow these steps to attach the stand bases:

1. Carefully place the TV face-down on a soft, flat surface to prevent screen damage.
2. Align each table stand base with the corresponding screw holes on the bottom of the TV.
3. Securely fasten the stand bases using the provided screws.

4.2 Wall Mounting

For wall mounting, use the included wall mount kit and follow the instructions provided with the kit. Ensure the wall can support the weight of the TV (approximately 11.1 kg) and that the mounting is performed by qualified personnel if you are unsure.

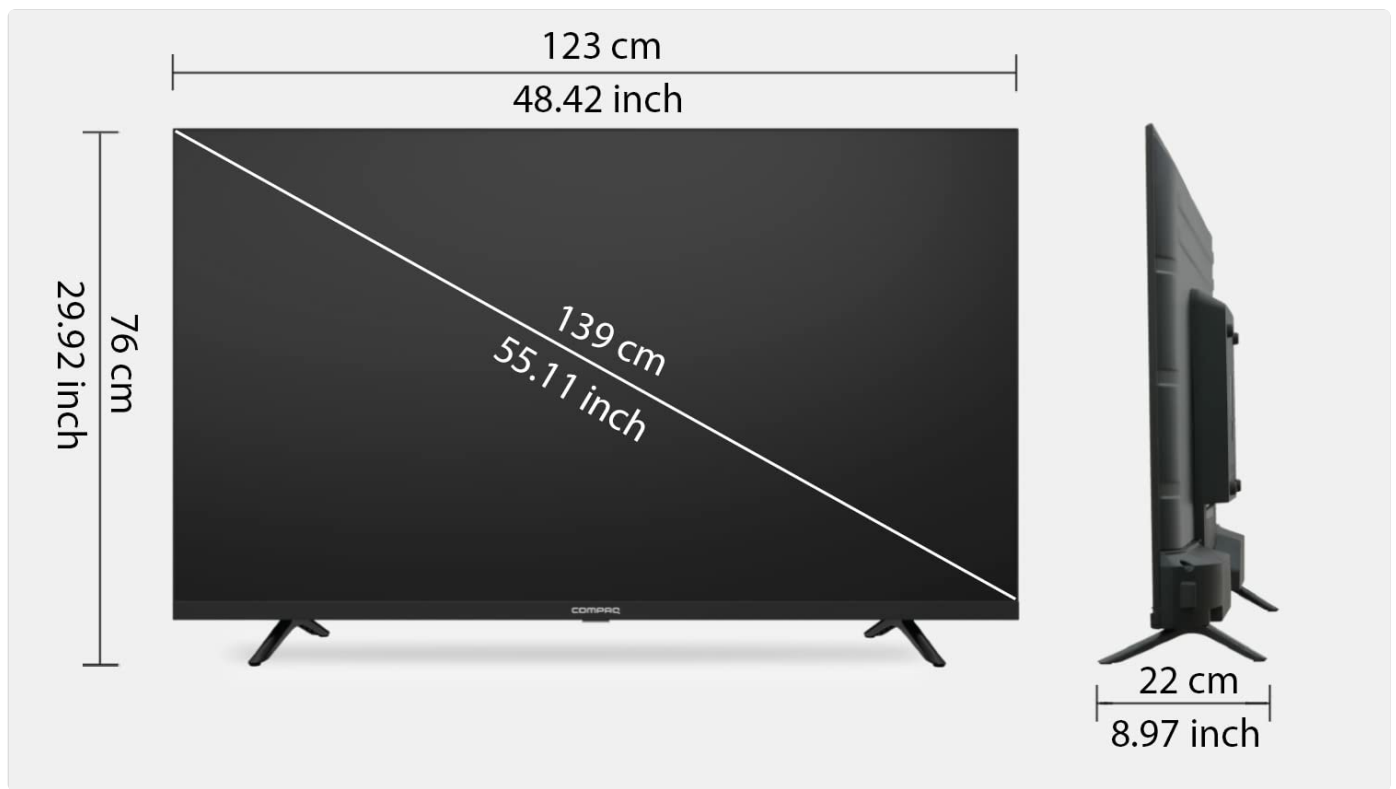


Image 4.1: Dimensions of the Compaq HUEQ A Series 55-inch TV.

This image illustrates the physical dimensions of the television, including width (123 cm / 48.42 inches), height (76 cm / 29.92 inches), diagonal screen size (139 cm / 55.11 inches), and depth with stand (22 cm / 8.97 inches).

4.3 Connecting Peripherals

Your TV offers various connectivity options. Refer to the rear panel for port locations:



Image 4.2: Rear view of the TV showing connectivity ports.

This image provides a close-up of the TV's rear panel, detailing the available ports such as HDMI, USB, Optical, AV, and RF IN for connecting external devices.

- **HDMI:** Connect Blu-ray players, gaming consoles, or set-top boxes to the HDMI ports (HDMI 1, HDMI 2, HDMI 3).
- **USB:** Insert USB drives for media playback or software updates into the USB ports (USB1, USB2).
- **Ethernet:** For a stable wired internet connection, connect an Ethernet cable to the LAN port.
- **Wi-Fi:** For wireless internet, connect to your home Wi-Fi network during initial setup or via the settings menu.
- **Bluetooth:** Pair Bluetooth-enabled devices like headphones or soundbars.
- **AV Port:** For older devices using composite video and stereo audio.
- **Optical:** For digital audio output to a soundbar or home theater system.
- **RF IN:** Connect your antenna or cable TV input.

4.4 Initial Power On and Setup

After connecting the power cord, press the power button on the remote control or the TV. Follow the on-screen instructions to select your language, connect to Wi-Fi, and complete the initial setup process.

5. OPERATING INSTRUCTIONS

5.1 Remote Control Functions

The included Magic Remote provides intuitive control over your TV. Insert the two AA batteries into the remote control before use.

Magic Remote™

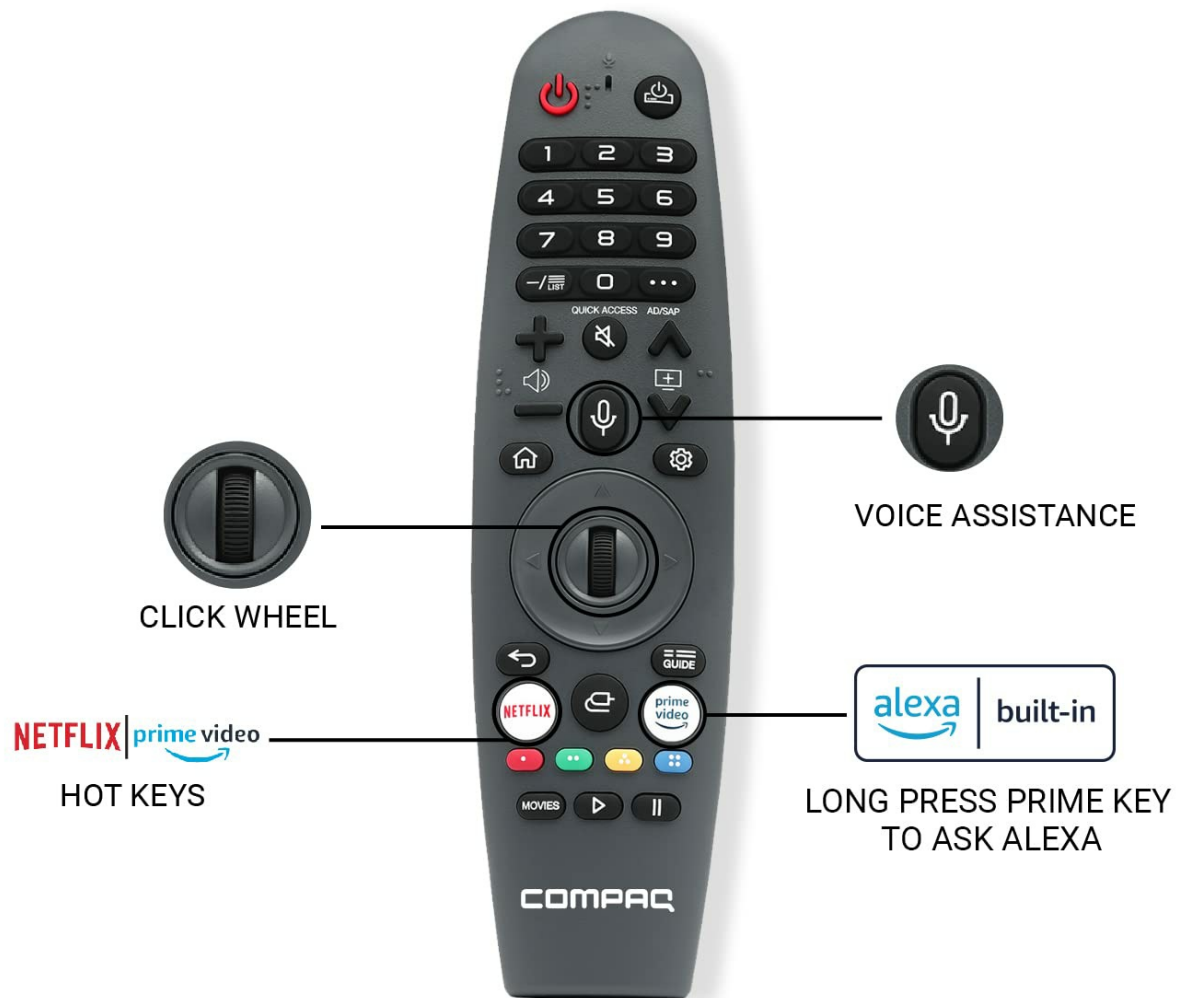


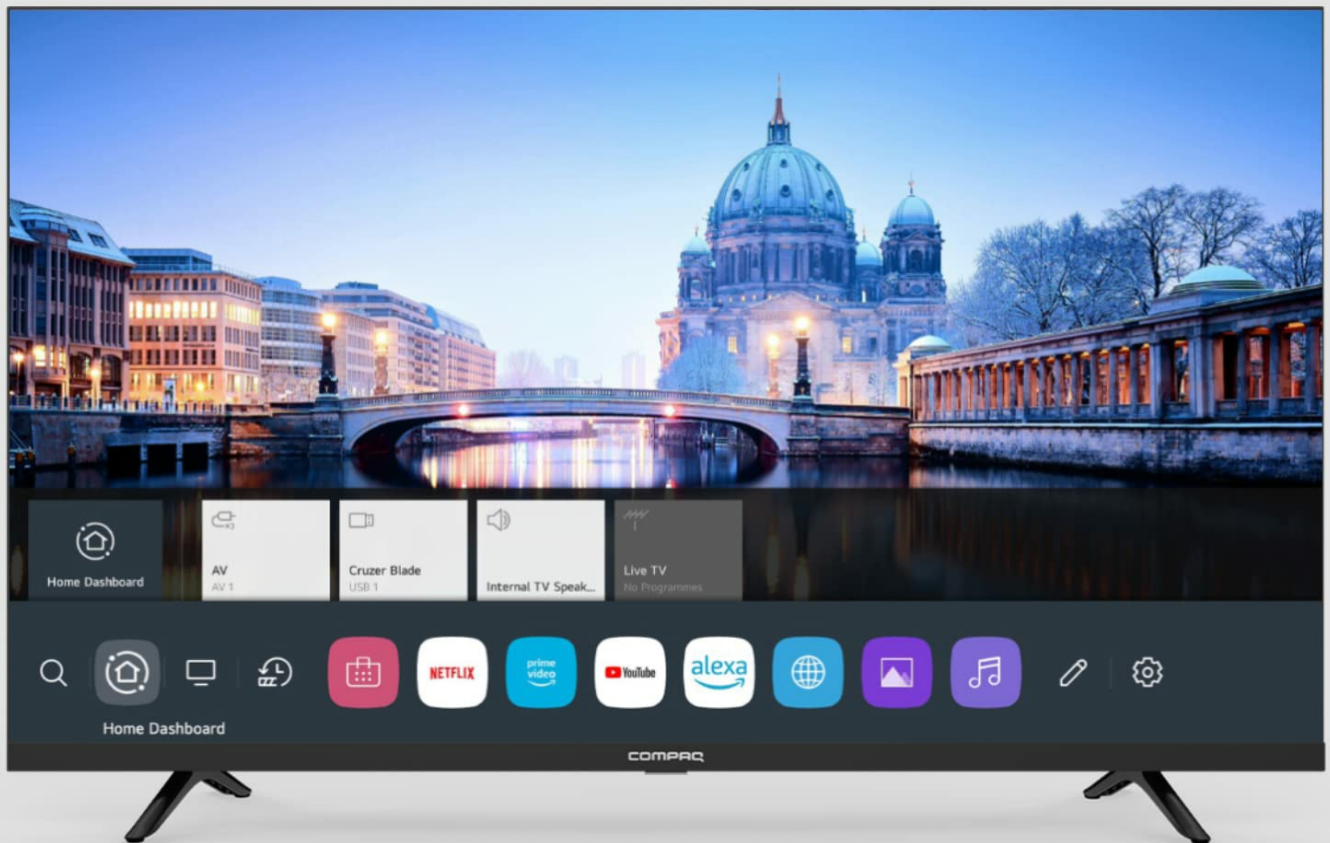
Image 5.1: Overview of the Magic Remote control.

This image displays the Magic Remote, highlighting key features such as the Click Wheel for navigation, Voice Assistance button, and dedicated hotkeys for popular streaming services like Netflix and Prime Video. It also indicates how to activate Alexa built-in.

- **Power Button:** Turns the TV on or off.
- **Number Buttons:** Select channels directly.
- **Click Wheel:** Navigate menus, scroll, and confirm selections.
- **Voice Assistance Button:** Activate voice commands (e.g., Alexa built-in).
- **Hotkeys:** Direct access to Netflix, Prime Video, and other streaming applications.
- **Volume Up/Down:** Adjust audio level.
- **Channel Up/Down:** Change TV channels.
- **Home Button:** Access the webOS Home Dashboard.

5.2 webOS Smart TV Interface

Your Compaq TV runs on the webOS operating system, offering a user-friendly interface for accessing apps, settings, and connected devices.



powered by webOS TV

4K UHD

alexabuilt-in

Magic Remote™

ThinQ AI

Dolby AUDIO

2 WAY BLUETOOTH 5.0

ALL SCREEN

ESSEXPERIENCE STABILISATION ENGINE

HDR10

HLG

MEMC

5 Ghz / 2.4 Ghz Dual Band WiFi

Image 5.2: The webOS Home Dashboard interface.

This image shows the TV screen displaying the webOS Home Dashboard, with various application icons and input selections arranged at the bottom for quick access. A scenic city background is visible.

- **Home Dashboard:** Press the Home button on the remote to access the main menu, where you can find installed apps, input sources, and settings.
- **App Access:** Navigate to and select applications like Netflix, YouTube, Prime Video, and Disney+ Hotstar from the Home Dashboard.
- **Input Selection:** Easily switch between HDMI inputs, USB media, or other connected devices.
- **ThinQ AI:** Utilize ThinQ AI for smart home integration and enhanced control, including smartphone control via a dedicated app.

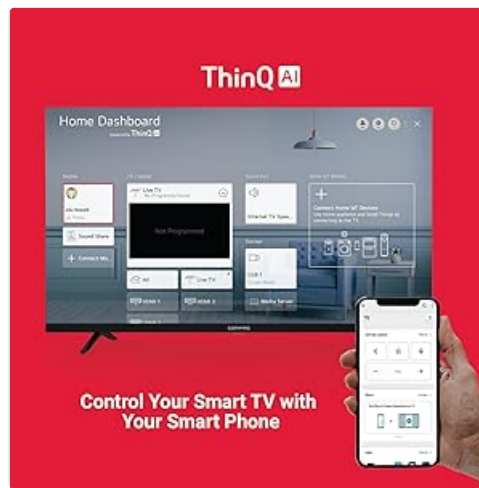


Image 5.3: ThinQ AI integration and smartphone control.

This image illustrates the ThinQ AI feature, showing the TV's Home Dashboard and a smartphone screen demonstrating remote control capabilities via a mobile application.

5.3 Audio and Video Features

The TV supports 4K Ultra HD resolution and features Dolby Audio for an immersive viewing experience.

Incredible Sound Experience

Let your music come alive with Dolby Audio and 20W speakers



Image 5.4: Dolby Audio experience on the TV.

This image depicts the TV displaying a concert scene with "Dolby Audio" branding, emphasizing the enhanced sound quality provided by the 20W speakers.

1.07 true

Billion colors

400 nits

Peak Brightness



Image 5.5: Display capabilities with 1.07 billion colors and 400 nits peak brightness.

This image showcases the TV's display quality, highlighting its ability to produce 1.07 true billion colors and achieve 400 nits of peak brightness for vivid and detailed visuals.

- **Resolution:** Enjoy content in 3840x2160 (4K) resolution.
- **Audio:** Experience rich sound with Dolby Atmos support and 20 Watts audio output.
- **HDR10 & HLG:** Supports HDR10 and HLG for improved contrast and color in compatible content.

6. MAINTENANCE

6.1 Cleaning the TV

Regular cleaning helps maintain the TV's appearance and performance.

- **Screen:** Gently wipe the screen with a soft, lint-free cloth. For stubborn marks, lightly dampen the cloth with water or a specialized screen cleaner (ensure it's TV-safe) and wipe carefully. Do not spray liquid directly onto the screen.
- **Frame and Stand:** Use a soft, dry cloth to wipe dust from the frame and stand.
- **Power Off:** Always unplug the TV before cleaning.

6.2 General Care

- Avoid placing heavy objects on the TV.
- Do not expose the TV to extreme temperatures or humidity.
- Keep the TV away from strong magnetic fields.

7. TROUBLESHOOTING

If you encounter issues with your TV, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
No power	Power cord disconnected; no power from outlet.	Ensure power cord is securely plugged in. Check the power outlet with another device.
No picture, but sound is present	Incorrect input source selected; loose HDMI/AV cable.	Press the input button on the remote to select the correct source. Check cable connections.
No sound, but picture is present	Volume muted or too low; incorrect audio output setting.	Increase volume. Check TV audio settings and external audio device connections.
Remote control not working	Batteries are dead or incorrectly inserted; obstruction between remote and TV.	Replace batteries (2 AA). Ensure no obstacles block the remote's signal.
Cannot connect to Wi-Fi	Incorrect password; router issue; TV too far from router.	Verify Wi-Fi password. Restart your router. Move TV closer to router or use a wired Ethernet connection.

If the problem persists after trying these solutions, please contact customer support.

8. SPECIFICATIONS

Feature	Detail
Brand	Compaq
Model	CQW55UD
Screen Size	55 Inches (139 cm)
Display Technology	LED
Resolution	4K Ultra HD (3840 x 2160 Pixels)
Refresh Rate	60 Hz
Operating System	webOS
Processor	ARM CA55 1.1GHz QUAD CORE
RAM Memory	1.5 GB
Storage Capacity	8 GB
Audio Output	20 Watts
Speaker Configuration	Dolby Atmos
Connectivity	Ethernet, HDMI (3 ports), USB (2 ports), Wi-Fi, Bluetooth, 3.5mm Audio, AV Port, Optical
Special Features	Quick access, Supported Applications (Netflix, Youtube, Prime Video, Disney+Hotstar), Magic Remote with Voice Assistant, ThinQ AI, HDR10, HLG
Viewing Angle	178 Degrees

Feature	Detail
Power Source	AC 240 Volts
Wattage	150 Watts
Product Dimensions (LxWxH)	123 x 9 x 71.5 cm
Item Weight	11.1 kg

9. WARRANTY AND SUPPORT

9.1 Warranty Information

Your Compaq HUEQ A Series 4K Ultra HD Smart LED TV (Model CQW55UD) comes with a **1-year limited warranty** from the date of purchase. This warranty covers manufacturing defects and workmanship under normal use. Please retain your purchase receipt and warranty card for any claims.

The warranty does not cover damage caused by misuse, accidents, unauthorized repairs, power surges, or natural disasters. For detailed terms and conditions, refer to the included Warranty Card.

9.2 Customer Support

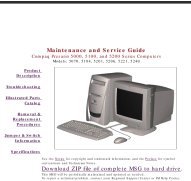

For technical assistance, service requests, or warranty claims, please contact Compaq customer support. Contact details can typically be found on the warranty card or the official Compaq website.



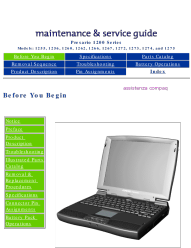
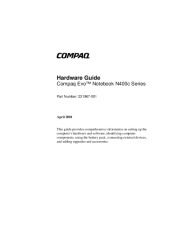
Manufacturer: Westway Electronics Limited, Address: A7, Phase 2, Gaoutam Budh Nagar, Noida: 201305



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Related Documents - CQW55UD

	<p>Compaq Presario 5000, 5100, 5200 Series Maintenance and Service Guide</p> <p>This maintenance and service guide provides comprehensive information for Compaq Presario 5000, 5100, and 5200 series personal computers. It covers product descriptions, troubleshooting steps, illustrated parts, detailed removal and replacement procedures, jumper and switch configurations, and technical specifications to aid in servicing and maintaining these Compaq desktop systems.</p>
	<p>Compaq Portable III Personal Computer Operations Guide</p> <p>Comprehensive operations guide for the Compaq Portable III Personal Computer, detailing setup, system initialization, operation, maintenance, options, and warranty information. Learn to effectively operate and maintain your portable computing device.</p>

	<p>Compaq Portable 486c Maintenance and Service Guide</p> <p>Comprehensive guide for the Compaq Portable 486c Personal Computer, detailing specifications, troubleshooting, error codes, parts, and repair procedures.</p>
	<p>Compaq TV User Manual: Setup, Features, and Troubleshooting</p> <p>Comprehensive user manual for Compaq televisions, covering remote control operation, installation, connectivity, basic functions, specifications, safety precautions, and troubleshooting tips.</p>
	<p>Compaq Presario 1200 Series Maintenance and Service Guide</p> <p>This guide provides comprehensive maintenance, service, and troubleshooting information for Compaq Presario 1200 Series portable computers, covering models 1255 through 1275. It details hardware specifications, parts catalog, and step-by-step repair procedures.</p>
	<p>Compaq Evo™ Notebook N400c Series Hardware Guide</p> <p>User guide for the Compaq Evo™ Notebook N400c Series, covering hardware and software setup, component details, upgrades, external connections, and specifications. Part Number: 231967-001. Published April 2001.</p>