cue

Get Started Here

Cue Health

Set Up Your Cue Account

Download the Cue Health App from the Apple App® Store® or Google Play Store™ to your mobile smart device. Go to www.cuehealth.com for a list of compatible devices. Follow the on-screen instructions to create your account and pair your Cue Cartridge Reader to your mobile smart device.
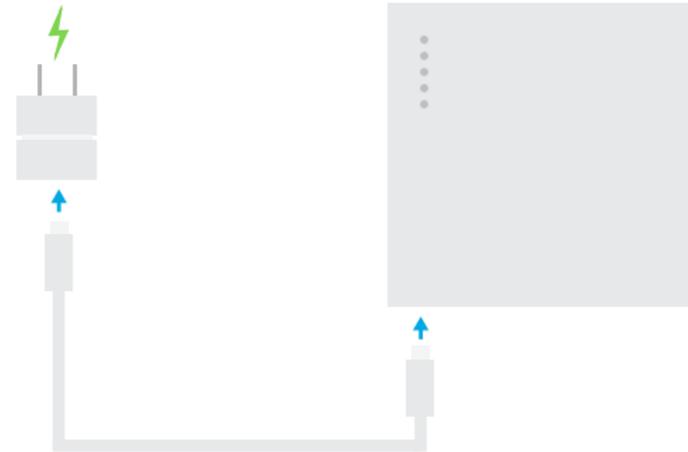
Connect Cartridge Reader to power

When prompted on the Cue Health App, connect your Cartridge Reader directly to power using the supplied Cue Power Adapter and USB Charging Cable.
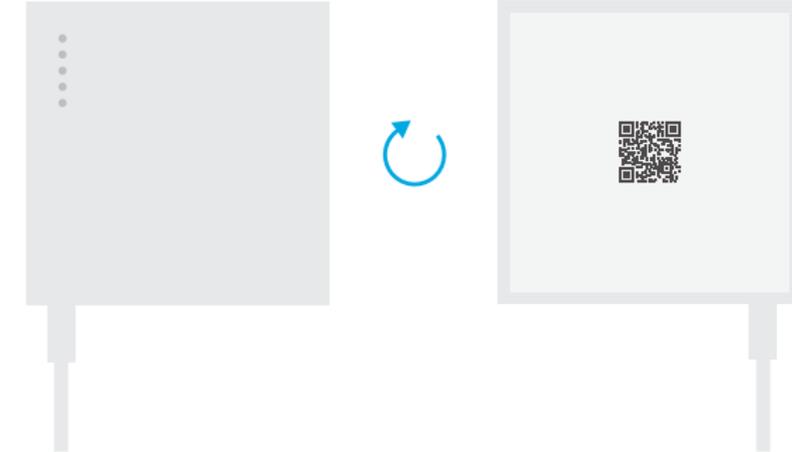
Find Cartridge Reader QR code

Rotate your Cartridge Reader upside-down so the bottom of the Cartridge Reader is facing up and the QR code is visible to you.

The QR code is located on the bottom of the Cartridge Reader.

Pair Cartridge Reader to mobile device

When prompted on the Cue Health App, adjust the camera so the QR code is visible on-screen and inside of the capture outline.

When the QR code is recognized, the Cartridge Reader is paired securely to the mobile smart device.
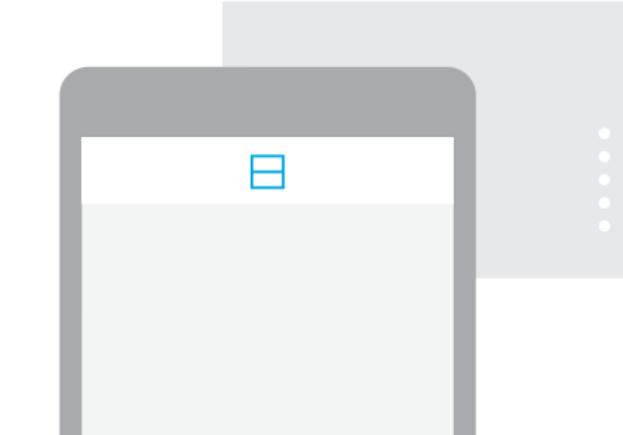
Cue Cartridge Reader is ready to use

To begin using the Cartridge Reader to run tests, open the Cue Health App and follow the on-screen instructions.

Welcome to Cue®

Welcome
This guide will help you get started using the Cue Health Monitoring System and the Cue Health Mobile App (Cue Health App).

Get Started
See opposite page for instructions on downloading the Cue Health App, creating your Cue Account, and setting up your Cue Cartridge Reader.

Questions
Dial (833) CUE-TEST · (833) 283-8378

About the Cue Health Monitoring System

Cue Cartridge Reader
Your Reader pairs with the mobile smart device, accepts Cue test-specific Cartridges, and runs tests.

Wireless Charging Base*
Light-ring illuminates when Cartridge Reader is docked and charging.

*The Wireless Charging Base is sold separately as an accessory to the Cue Health Monitoring System.
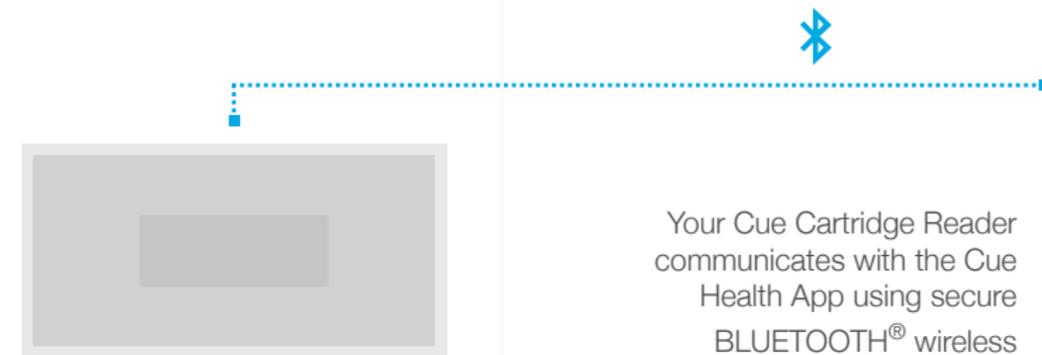
Your Cue Cartridge Reader communicates with the Cue Health App using secure BLUETOOTH® wireless technology.
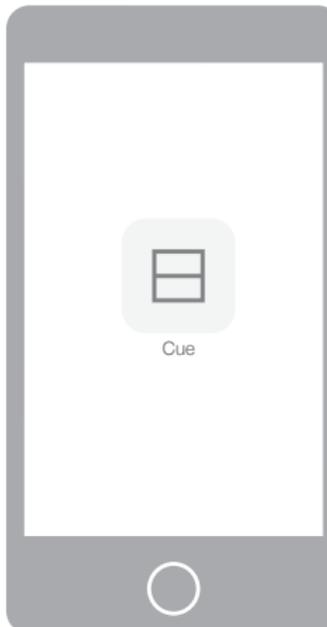
A Cue Cartridge Reader can be used with multiple mobile smart devices, but only one smart device at a time can connect to a Cartridge Reader to run a test and receive test results.

Cue

Charging the Cartridge Reader

Charging with USB
Your Cue Cartridge Reader can be quick-charged directly using a cable through the USB port located on the Reader.

Your Cue Cartridge Reader will wirelessly charge when docked to the optional Wireless Charging Base accessory*.

Indicator Lights

Cartridge Reader lights communicate status

The Cue Cartridge Reader features 5 LED indicator lights located on the top of the Cue Cartridge Reader.

The lights provide quick feedback on the status of the Cue Cartridge Reader together with the Cue Health App.

The lights display unique patterns to communicate charging status, battery level, prompts for testing actions, test status, and test errors.
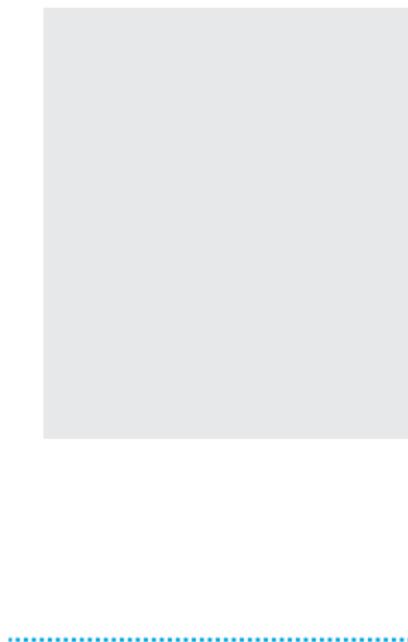
Battery Level
When the Cartridge Reader is connected to power, the lights will sequentially illuminate then flash to indicate the battery charge level.

Lights illuminate sequentially

Battery is 80% charged

Battery is 20% charged

Prompts for an Action
While running a test or after a test has completed, the indicator lights will sweep from top to bottom or in reverse

Insert Sample Wand with collected specimen into the Cue Cartridge

Remove Cue Cartridge (with Sample Wand inside) from the Cue Cartridge Reader
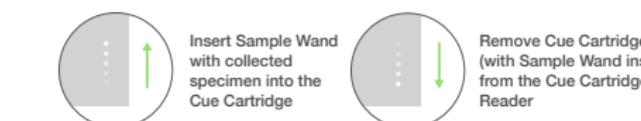
Alerts
When connecting to the Cue Cartridge Reader or at the start of a test, the indicator lights will flash in different patterns

5x Lights flash when connected

5x Lights flash when the Cue Cartridge or the Cue Sample Wand is inserted.

Error, see the Cue Health App for details