

At the completion of account creation, the “Profile Information” screen will be displayed by the Cue Health App.

1. At “Profile Information” screen, input the requested information in each field.
2. Tap on “**SUBMIT**” and follow the on-screen instructions.

At the completion of profile creation, the “Permissions” screen will be displayed by the Cue Health App.

3. Follow the Cue Health App on-screen instructions to progress through the “Permissions” screens.

After progressing through the “Permissions” screens, the “Set Up the Cue Cartridge Reader” screen will be displayed by the Cue Health App.




Multiple User Profiles can be created under one Cue Account. The primary Cue Account holder will have access to all User Profiles and test results under the same Cue Account.

Setting Up the Cue Cartridge Reader

 To Set Up your Cue Cartridge Reader:

After creating a Cue Account, the “Set Up the Cartridge Reader” screen will be displayed by the Cue Health App.

1. Place the Cue Cartridge Reader on top of a stable, flat, and level surface.
2. Connect the Cue Charging Cable to the Cue Power Adapter and plug the Power Adapter into wall power.
3. Follow the Cue Health App Instructions.

 ***Only use Cue-supplied Charging Cable and Power Adapter.***

1. Wake the Cue Cartridge Reader by connecting it to the Cue Charging Cable.

When the Cue Cartridge Reader is connected to power, the lights on top of the Reader will illuminate one-by-one. The lights will then flash to show charge level. The Reader is now ready for pairing with a mobile smart device.



Another way to wake the Cue Cartridge Reader is by disconnecting and reconnecting the Cue Charging Cable. You can also wake the Reader by placing it on top of the Cue Wireless Charging Base. Make sure the Cue Wireless Charging Base is connected to wall power.


1. In the “Set Up the Cartridge Reader” screen in the Cue Health App, tap on “**SCAN NOW**” to begin pairing the Cartridge Reader to the mobile smart device.
2. Turn your Cue Cartridge Reader upside-down so the bottom of the Cue Cartridge Reader is facing up. You will see the serial number and QR code.


1. Move the mobile smart device until you can see the QR code inside of the focus square on the camera screen.





If the QR code does not scan quickly, make sure the Cartridge Reader is connected to power.

When the QR code is recognized, the Cue Health App will display a message that says, “Reader Authorized Successfully”. This means that the Cue Cartridge Reader is paired securely to the mobile smart device. The Cue Dashboard will then be displayed on the screen. Make sure to turn the Cartridge Reader over to top-side up after reading the QR code. The side with the lights on top of the Reader is top-side up.

 “Pairing” a Cartridge Reader is scanning the QR Code found on the bottom of the Reader. When a “Paired” Cartridge Reader is within range of the BLUETOOTH® wireless technology of your smart mobile device, the Reader is “Connected” to the Cue Health App on the smart mobile device.

 If the camera scan of the Reader QR code does not work, the Cue Health App will let you to manually enter the Cartridge Reader MAC address and Pin Number. The MAC address and Pin are on the bottom of the Reader. See “Identifying Parts of Your Cue Cartridge Reader” in Chapter 3 for how to find the MAC address and Pin Number.

 One Cue Cartridge Reader can pair with multiple mobile smart devices.

 One mobile smart device can pair with multiple Cue Cartridge Readers.



When you choose a paired Cue Cartridge Reader to run a test, that Reader is connected to the Cue Health App. One Cue Cartridge Reader can only connect with the Cue Health App on one mobile smart device at one time.



Multiple Cue Cartridge Readers can be connected to the Cue Health App on one mobile smart device at one time.

Account Login

If you already have a Cue Account, you can log in directly. If you do not have a Cue Account, see “Creating Your Cue Account and User Profile” in Chapter 3 for instructions on how to set up a Cue Account.

 To Log In:

1. Launch the “**Cue Health App**” on your mobile smart device.

The “Login” screen will be displayed by the Cue Health App.


2. Input your Email and Cue Account Password.
3. Tap on “**LOGIN**”.


The “Dashboard” screen will be displayed by the Cue Health App after login.


Chapter 4

Running a Test on the Cue Cartridge Reader

Carefully read this chapter. It is important that you read and follow the test-specific Instructions for Use available electronically in the Help Center of the Cue Health App, or at www.cuehealth.com

 ***If you do not follow all of the instructions you may get an incorrect or invalid result.***

 ***The Cartridge Reader should be placed on a stable, flat, and level surface while running a test. Do not move or tilt the Reader while a test is in progress.***

 The Cue Health App will tell you if the Cartridge Reader battery is too low to complete a test. Connect the Reader to power when needed.



If your mobile smart device loses battery charge, the test on the Cartridge Reader will still run to completion. The test result will be saved. The mobile smart device must be charged to see the test result. Make sure your mobile smart device is close to the Cartridge Reader after a test completes so you can view your result on the screen in the Cue Health App.

Reasons for Incorrect or Invalid Results

Always follow the directions in this User Manual when you store, handle, and operate the Cue Health Monitoring System.

Some reasons for incorrect or invalid results are:

- Storing or operating the Cue Cartridge Reader in temperatures that are too low or too high. See “Technical Specifications” in Chapter 8 for more details.
- Storing or operating the Cue Cartridge Reader at altitudes that are too high. See “Technical Specifications” in Chapter 8 for more details.
- Dropping the Cue Health Monitoring System.
- Using a damaged Cue Health Monitoring System.

Initiate Test

 To Initiate a Test:

1. Launch the **Cue Health App** on your mobile smart device.



Cue Health

The “Login” screen is displayed by the Cue Health App after launch.

2. Log into your Cue Account.

The “Dashboard” screen is displayed by the Cue Health App after successful account login.

3. On the “Dashboard” screen, tap on “**+ BEGIN NEW TEST**”.

1. Follow on-screen instructions to run a test.

After the test is complete, the Cartridge Reader will automatically go into standby mode.

ⓘ *If two or more Cartridge Readers are paired, you must identify the Reader you want to use by its MAC address. See “Checking the MAC Address of a Connected Cue Cartridge Reader” in Chapter 5 for more details.*

Chapter 5

Cue Health Monitoring System Management

Charging the Cue Cartridge Reader

 To Charge your Cue Cartridge Reader:

1. Plug the Cue Power Adapter into wall power.
2. Connect Cue Charging Cable to the USB port of the Cue Power Adapter.
3. Connect the other end of the Cue Charging Cable to the USB port of the Cue Cartridge Reader to start charging.
4. You may also charge the Cue Cartridge Reader by placing it on top of the Cue Wireless Charging Base. Make sure the Cue Wireless Charging Base is connected to power.

When you connect or disconnect the Cue Charging Cable, the lights on the Reader will light up one-by-one (sequentially) and then flash to tell you the charge level.



Lights illuminate sequentially



Battery is 80% charged




Battery is 20% charged

*Green indicates flashing light


Account Settings

 To Access Your Account Settings:

1. When logged into your Cue Account, access the “Dashboard” screen by tapping on the home button  at the bottom of the screen.
2. Tap on “**My Account**”.
3. Tap on “**Settings**”.
4. Within the “**Settings**” menu, you can:
 - Allow Notifications
 - Allow Location Services
 - Enable Camera Access
 - Auto - Reconnect
 - Change Password
 - Delete Account

Pairing Additional Cue Cartridge Readers to Your Mobile Smart Device


 To Pair Additional Cue Cartridge Readers to your mobile smart device:


1. When logged into your Cue Account, access the “Dashboard” screen by tapping on the home button  at the bottom of the screen.
2. Tap on “**Manage Readers**”.
3. Confirm that the BLUETOOTH wireless technology of your mobile smart device is enabled.
4. Tap on “+”.
5. Follow on-screen instructions to pair the additional Cue Cartridge Reader.

Cue Cartridge Reader is now paired to the mobile smart device.

Connecting the Cue Cartridge Reader to the Cue Health App


 To Connect a Paired Cue Cartridge Reader to the Cue Health App:



 A Cue Cartridge Reader that is “Paired” to your mobile smart device can disconnect if the Cartridge Reader is out of range of the BLUETOOTH wireless technology of the mobile smart device.

1. When logged into your Cue Account, access the “Dashboard” screen by tapping on the home button  at the bottom of the screen.
2. Tap on “**Manage Readers**”.
3. From the list of “**DISCONNECTED**” Cue Cartridge Readers, tap on the one you would like to connect to.

The indicator lights will flash when the Cue Cartridge Reader is connected to the Cue Health App.

Checking the MAC Address of a Connected Cue Cartridge Reader

 To Check the MAC address of the Connected Reader on the Cue Health App:



1. When logged into your Cue Account, access the “Dashboard” screen by tapping on the home button  at the bottom of the screen.
2. Tap on “**Manage Readers**”.
3. From the list of “**CONNECTED**” Cue Cartridge Readers, tap on the  next to the one you would like to check.

The MAC address will be displayed on the “Reader Information” screen.

4. Compare the MAC address printed on the bottom of the Cartridge Reader to the MAC address displayed on the “Reader Information” screen.

Disconnecting the Cue Cartridge Reader from the Cue Health App



 To Disconnect the Cue Health App from connected Cue Cartridge Readers:

1. When logged into your Cue Account, access the “Dashboard” screen by tapping on the home button  at the bottom of the screen.
2. Tap on “**Manage Readers**”.
3. From the list of “**CONNECTED**” Cue Cartridge Readers, tap on the  next to the one you would like to disconnect.
4. Look at the MAC address on the bottom of the Cartridge Reader. Confirm the MAC address on the screen matches the MAC address on the bottom of the Reader you want to disconnect.
5. Tap on “**DISCONNECT**”.

Cue Cartridge Reader is now disconnected from the Cue Health App.

Unpairing the Cue Cartridge Reader from Your Mobile Smart Device


 To Unpair the Cue Cartridge Reader from your mobile smart device:

1. When logged into your Cue Account, access the “Dashboard” screen by tapping on the home button  at the bottom of the screen.
2. Tap on “**Manage Readers**”.
3. From the list of “**CONNECTED**” and “**DISCONNECTED**” Cue Cartridge Readers, tap on the  next to the Reader you would like to unpair.
4. Tap on “**FORGET THIS READER**”.


Cue Cartridge Reader is now unpaired from the mobile smart device.

Managing User Account and Profiles

 To Manage User Account:


1. When logged into your Cue Account, access the “Dashboard” screen by tapping on the home button  at the bottom of the screen.
2. Tap on “**My Account**” for more options.

To Manage Profiles:

1. When logged into your Cue Account, access the Cue Dashboard by tapping on the home button  at the bottom of the screen.
2. Tap on "**Manage Profiles**".
3. Tap on the profile of interest and tap on "**VIEW**" for more options.

The "TEST HISTORY" and "MEDICATION HISTORY" of the profile can be viewed on the screen.


Forgot Your Password?

 To Retrieve your Password:

1. Launch the **Cue Health App** on your mobile smart device.
2. Tap on “**Forgot Password?**”
3. Follow the on-screen instructions.

Printing Your Test Results


 To Print your Test Results:

1. When logged into your Cue Account, access the “Dashboard” screen by tapping on the home button  at the bottom of the screen.

2. Tap on “**Manage Profiles**”.

3. Tap on the profile of interest and tap on “**VIEW**”.

The “TEST HISTORY” and “MEDICATION HISTORY” of the profile can be accessed on the screen.

4. From the “**TEST HISTORY**” list, tap on the test result of interest.
5. Tap on Print button at the top right corner of the screen. Then tap on “**PRINT**” at the bottom of the results display screen and choose the printer icon . Then tap Print at the top right of the screen.




Printing Test Results from the Cue Health App requires that a printer be connected to the mobile smart device.



If you print results in public places, you could be sharing your personal information.

Accessing Product Documentation

 To Access Product Documentation:

1. When logged into your Cue Account, access the “Dashboard” screen by tapping on the home button  at the bottom of the screen.
2. Tap on “**Help Center**” for options.


Chapter 6


Cleaning and Disinfecting


This section provides cleaning and disinfecting information for your Cue Health Monitoring System.


Cleaning and Disinfecting


The Cue Health Monitoring System should be cleaned and disinfected after each use. Wipe down with Clorox® Germicidal Wipes or equivalent (containing 0.55% sodium hypochlorite as the active ingredient).

 Do not spray any cleaning solution directly onto the Cue Cartridge Reader or into the Cartridge Port.

 Do not put any part of the Cue Health Monitoring System under water or any other liquid.

 Do not attempt to clean any internal parts.

 If part of your device becomes wet, wipe off all moisture and allow sufficient time for drying before use.

 Only Clorox Germicidal Wipes or equivalent should be used. Other products have not been tested and should not be used. Follow manufacturer's instruction for handling and storage of wipes.

Chapter 7

Troubleshooting

In this chapter, you will learn about symbols and error messages displayed by the Cue Health App.

Pay attention to all symbols, messages, and indicator lights when you use the system. They give you important information to help you use the system correctly and safely.

If you have questions, contact Cue Health Customer Support at support@cuehealth.com or call toll-free at (833) CUE-TEST · (833) 283-8378.

Error Messages and Recommended Actions

Certain messages displayed by the Cue Health App indicate an error. An error message requires your attention and action.


The following table lists the Error Message and the Recommended Action.

Error Message	Recommended Action
App displays “Tilt Warning”	Position the Cue Cartridge Reader on top of a stable, flat, and level surface.
App displays “The battery on your cartridge reader is too low to run a test”	Connect the Cue Cartridge Reader to power. Use the Cue Health Monitoring System components/ accessories.

Error Message	Recommended Action
App displays “Testing Error” or “Cartridge Error”	Follow on-screen instructions.
App displays “Test Has Been Canceled”	Remove and dispose of the Cartridge. Take a new sample using a new test-specific Cue Sample Wand and use a new test-specific Cue Cartridge to repeat the test. See the Cue Health App on-screen instructions for additional details.

When to Use the Manual Reset Button

If the Cartridge Reader is not responding as described in this User Manual you must reset the Reader. Press and hold the Manual Reset Button for one second. Do not hold the Manual Reset Button for more than 3 seconds.

 Pressing the Manual Reset Button for 10 seconds will bring the Reader back to the out-of-the box settings. Wake the Reader by connecting it to power.

Chapter 8

Technical Information and Specifications

This section provides technical information on your Cue Health Monitoring System.

How the Cue Health Monitoring System Works

The Cue Health Monitoring System detects test-specific targets using electrochemical biosensor technology.

Technical Specifications

Cue Cartridge Reader Specifications

Power Supply	Input: 100-240V~, 50/60Hz, 0.2A Output: 5VDC, 1.5A, 7.5W
Dimensions	(2.9 in x 2.9 in x 1.5 in) (74 mm x 74 mm x 37 mm)
Weight	5.29 oz (150 g)
Display	Cue Health App on a mobile smart device screen
Operational Temperature	59°F (15°C) to 95°F (35°C)
Operational Humidity	10% to 100%
Operational Altitude	0 ft (0 m) to 8530 ft (2600 m)
Storage Temperature	39°F (4°C) to 100°F (38°C)

Storage Humidity	10% to 100%
Storage Altitude	< 8530 ft (2600 m)

 For test-specific Cue Cartridge technical specifications, refer to the test-specific Instructions for Use.

Compliance with International Standards

The Cue Health Monitoring System will be tested to the following standards:

- UL 61010-1. 3rd Edition.
- UL 61010-2-101. 2nd Edition.
- FCC Part 15B
- ICES-003
- IEC/EN 61326 Class B
- FCC Part 15.247
- UL 60950-1
- UL 62368-1

Disposing of Your Cue Health Monitoring System and Components

Dispose of used products according to regulations applicable in your country. For information about the correct method of disposal, contact your local authorities.

Chapter 9

Warranty and Supplies

Manufacturer's One Year Warranty

Cue Health Inc. warrants your new Cue Health Monitoring System will be free from defects in materials and workmanship for a period of one (1) year from the date of the original purchase. If during this time the Cue Health Monitoring System does not work properly because of a defect in materials or workmanship, Cue Health Inc. agrees to replace free of charge any and all parts proven to be defective and subject to warranty. This warranty only applies to the original purchaser of the Cue Health Monitoring System.

Supplies and Accessories

Cue Health Monitoring System supplies and accessories are available by calling toll-free at (833) CUE-TEST • (833) 283-8378.

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