



# The CUE® System User Guide

Please visit [www.americanmessaging.net](http://www.americanmessaging.net)  
for a downloadable version of the complete CUE® System User Guide.

## Cue System User Guide

### Table of Contents

<b>INTRODUCTION.....</b>	<b>1</b>
<b>CUE® SYSTEM DESCRIPTION .....</b>	<b>1</b>
THE CUE® DEVICE.....	1
THE CUECONNECT™ APPLICATION .....	2
ACCOUNT MANAGER .....	2
<b>CUE® AND CUECONNECT™ SYSTEM REQUIREMENTS.....</b>	<b>2</b>
PC SOFTWARE AND HARDWARE REQUIREMENTS .....	2
INTERNET CONNECTIVITY.....	2
NETWORK ACCESS .....	2
USB CABLE & CHARGER .....	3
<b>GETTING STARTED.....</b>	<b>3</b>
PLUGGING IN THE CUE® .....	3
CUECONNECT™ INTALLATION & UPDATES.....	4
USING CUECONNECT™ .....	5
CONFIGURING THE CUE® .....	6
ADDING A GROUP ADDRESS (CAPCODE).....	9
SETTING THE CUE®'S NAME.....	12
SETTING THE CUE®'S PASSCODE .....	12
<b>ACCOUNT MANAGER CUE® CONFIGURATION SETTINGS .....</b>	<b>13</b>
ADDRESS/CAPCODE RELATED FIELDS.....	13
CUE® STATUS & ACCESS RELATED FIELDS.....	14
MESSAGE RELATED FIELDS .....	14
TONES & DURATIONS RELATED FIELDS.....	14
FREQUENCY MODE .....	15
<b>APPENDIX A - CUE®USB TROUBLESHOOTING .....</b>	<b>16</b>
INTRODUCTION .....	16
WINDOWS DEVICE MANAGER.....	16
WINDOWS DEVICE MANAGER – WHAT TO LOOK FOR .....	18
TROUBLESHOOTING.....	19
<b>APPENDIX B – MANUALLY INSTALLING CUECONNECT™ AND THE CUE® USB DRIVERS.....</b>	<b>25</b>
INSTALLING THE DRIVERS.....	25
INSTALLING CUECONNECT™ .....	25

## Introduction

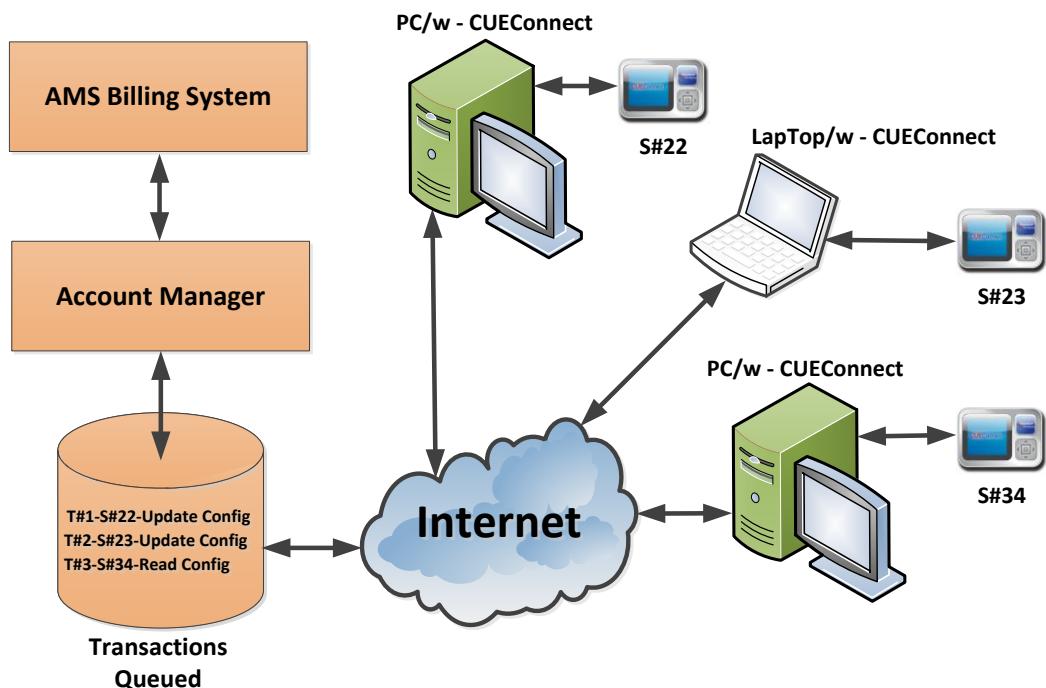
This document describes the configuration features and functions of the CUE® system. CUE® system components such as Account Manager also provide billing and administrative features and functions that are not described in this document.

## CUE® System Description

Listed below are the CUE® system software and hardware components.

- The CUE® Device
- The **CUEConnect™** Application
- Account Manager

The diagram below shows how the CUE® system components are connected.



Account Manager is used to manage the CUE®'s configuration. The **CUEConnect™** application, running on a PC or Laptop, connects the CUE® via a USB port to Account Manager.

From Account Manager, after making changes/updates, transactions are generated to facilitate the change in the CUE®. These can be transactions to change configuration, read messages. The transactions are based on the serial number of the CUE® and are queued in the system. When a CUE® is plugged in to a PC/Laptop that is connected to the internet and running **CUEConnect™**, any open transactions for the CUE® are applied.

A brief description of each of the system components follows.

### The CUE® Device

The CUE® is a critical messaging device that provides new and advanced functionality for critical messaging that previously was not available from existing pagers. They include:

- A Smaller and Sleeker Form Factor
- USB Interface

- Dual Frequency Capability
- Over The Internet Programming (**CUEConnect™**)
- Secure Messaging (AES-128 Encryption)
- Rechargeable Battery via standard micro USB

There is a complete “CUE® User’s Guide” that describes the features and functions of the CUE®, which is available for download on American Messaging’s website at [www.americanmessaging.net](http://www.americanmessaging.net).

### **The CUEConnect™ Application**

**CUEConnect™** is an application that runs on a Windows PC/Laptop. As shown in the diagram, it provides the connection, via the internet, between your CUE® that is connected to your computer’s USB port and American Messaging’s servers that are running Account Manager application.

### **Account Manager**

Account Manager is an online web based application that allows for a convenient and easy way to manage your American Messaging Services paging account. It provides the CUE® user and administrators the tools to manage the configuration of an individual CUE®. Account Manager also provides many billing and administrative features and functions that are not discussed in the document.

## **CUE® and CUEConnect™ System Requirements**

The following is required for proper operation of the CUE® system components.

### **PC Software and Hardware Requirements**

1. Microsoft .NET Framework Version 4.0 or later.
  - a. <http://msdn.microsoft.com/en-us/netframework/aa731542>
  - b. Minimum: Microsoft Internet Explorer 6.0 SP1
2. Supported Windows Operating Systems (OS).
  - a. Windows XP SP3 (USB driver must be manually installed and install all available Updates)
  - b. Windows 7
  - c. Windows 8.0
  - d. Windows 8.1
3. USB 2.0 port
  - a. CUE® virtual Com port (VCP) driver installed.
  - b. CUE® Device Firmware Upgrade (DFU) driver installed (only required for firmware upgrades)
  - c. Minimum charging capacity of 500 mAmps
4. **CUEConnect™** application installed on the PC
  - a. Supports Windows OS client proxy (non-browser specific).
  - b. Supports integrated windows credentials base on Active Directory user accounts.
  - c. Supports basic proxy (prompted for account and password).

### **Internet Connectivity**

Internet connectivity is required for HTTP port 80 and HTTPS port 443.

### **Network Access**

From the PC that **CUEConnect™** is running on, access to the following addresses with no DNS caching.

1. <https://rest.alert.am> or for CUEConnect version 1.2.12.63 and above,  
<https://messagewriter.americanmessaging.net>
- 2.
3. <https://americanmessaging.net>
4. <http://google.com> (used for Network test)

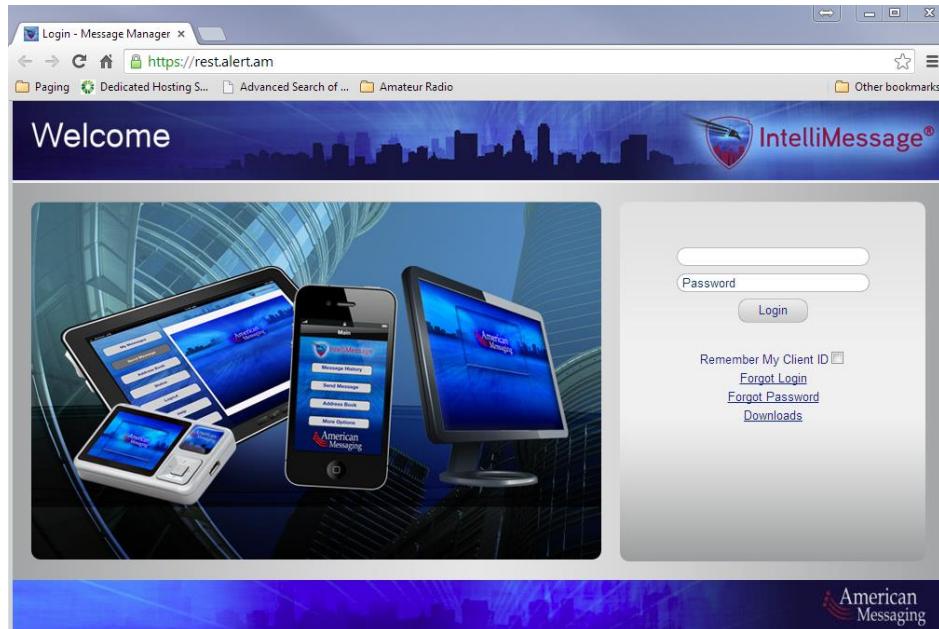
### **USB Cable & Charger**

The CUE® includes a USB charger and cable. However, standard USB cables and charges will also work. The USB cable must be a high grade USB 2.0 rated cable. The cable requires a USB Type A connector for the PC/Charger connection and a USB micro connector for the CUE® connection. The supplied CUE® USB charger current rating is 1 amp. The minimum required charger current rating is 500 mAmps.

### **Getting Started**

This section describes how to install **CUEConnect™** on your Windows PC/Laptop, connect a CUE® to **CUEConnect™**, how to use **CUEConnect™**, and how to access and configure your CUE® from Account Manager.

To check to make sure that the PC has access/connectivity to AMS's system, using a browser, go to this link, <https://rest.alert.am>. You should see this webpage:



If you do not, then your PC is, in some way, blocked from accessing the servers required for **CUEConnect™** to function properly.

### **Plugging in the CUE®**

The CUE® has a micro USB port that is located on its right side edge. It is used for charging the CUE®'s rechargeable battery and for configuration communications between the computer and the CUE®.

In order to communicate between a computer and the CUE®, the computer must have the CUE® USB driver installed and a USB cable connected between the computer and the CUE®. When you first plug a CUE® in to your computer, your computer should automatically locate and install the CUE®'s USB Driver from Microsoft's

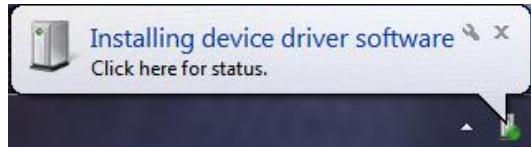
Windows Update (WU) server. At the time of the writing of this guide the CUE® USB driver version number was 1.2.0.

**Note:** Microsoft's WU server has CUE® USB drivers for the following Windows Operating Systems (OS), all versions of Windows 7 and Windows 8. The CUE® USB driver is also available for Windows XP SP3, however, it is not supported by Microsoft's WU server, and therefore the driver must be manually installed.

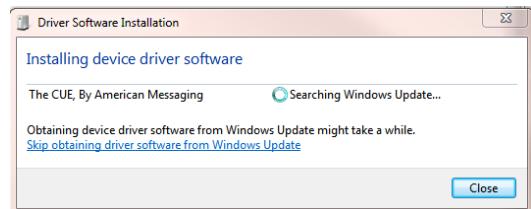
Before connecting the CUE®, make sure that your computer has internet access. Your CUE® should also have firmware version 1.2.0 or newer, or the **CUEConnect™** software will not be automatically installed.

Next, connect the CUE® with a USB cable that has a USB Type A connector for the USB computer port and a USB micro connector for the CUE® to your computers USB port.

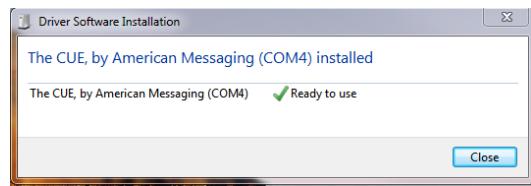
When your computer detects the new USB device, The CUE®, it should automatically locate and install the CUE®'s USB driver from Microsoft's Update Server. Below are the windows that are shown during the USB driver installation process. This is the first window that will be shown.



If you click on the above window you will see the following driver installation status window:



After some time, the driver will be found and installed and the status window changes to the following:



**Note:** Depending on your companies Microsoft Windows policies, the installation of the CUE® USB driver may be blocked. In this case you will need to contact your IT department to install the driver. American Messaging has an executable file that your IT department can use to install the USB driver.

After the driver is installed, **CUEConnect™** will be installed (must have firmware version 1.2.0 or newer). You will momentarily see an install pop up window that indicates that **CUEConnect™** is being installed. On some versions of Windows, you will also see a pop up window asking you to install **CUEConnect™**. To install **CUEConnect™**, select install.

### **CUEConnect™ Intallation & Updates**

As described above, **CUEConnect™** should normally automatically be installed when the first CUE® is plugged in to your Computers USB port. However, your CUE® must have firmware version 1.2.0 or newer installed and your Computer's USB driver installation configuration must be set correctly (typically the default configuration works) for automatic installation of **CUEConnect™** to function.

If **CUEConnect™** automatically installed when you plugged your CUE® in, then you can skip the rest of this section.

To manually install **CUEConnect™** on your Windows computer, using Microsoft's Internet Explorer (IE) (this only works with IE), browse to American Messaging's website at <http://www.americanmessaging.net>. Towards the top left of the home page, hover your mouse cursor over the tab "Traditional Paging" (3rd tab from the left). A drop down selection menu should now be displayed. Click on the "The CUE®" selection. On the CUE® webpage, bottom right, click on "Install **CUEConnect™**", this will install **CUEConnect™**.

If you have an older version of **CUEConnect™** running on your computer, before installing from the website, use the **CUEConnect™** icon in the system tray to exit the program. The new version of **CUEConnect™** will be installed in place of your older version.

If you have **CUEConnect™** version 1.2.12.43 or newer you can update **CUEConnect™** by right clicking on the **CUEConnect™** icon in the system tray and selecting the "Update" option. Once installed, **CUEConnect™** will start any time your computer is turned on or restarted.

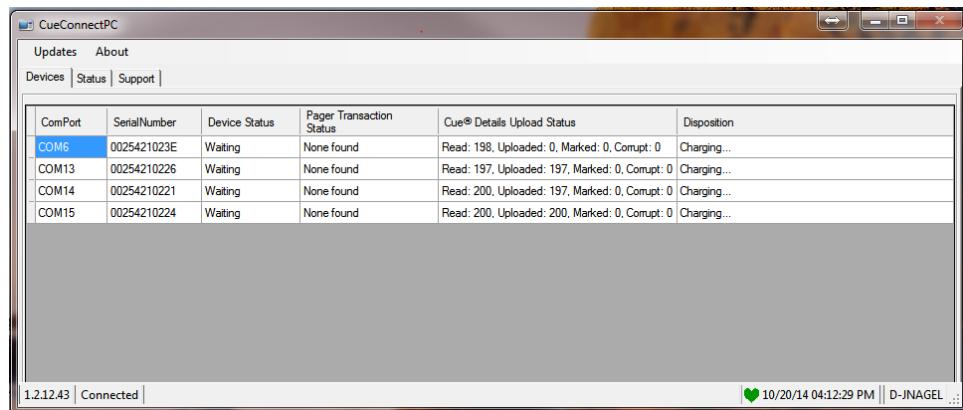
**Note:** Depending on your companies Microsoft Windows policies, **CUEConnect™** may be blocked from being installed on your computer. In this case you will need to contact your IT department to install **CUEConnect™**. American Messaging also has an .msi installation version of **CUEConnect™** that IT departments can use. Also see the "CUE® and **CUEConnect™** System Requirements" section in this guide.

Also see Appendix B for additional installation details.

### Using **CUEConnect™**

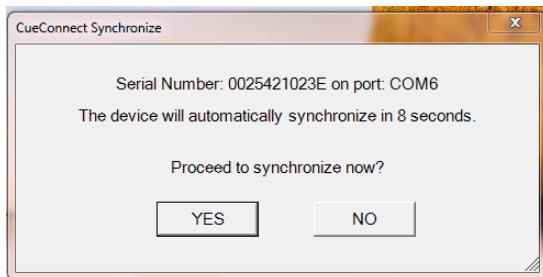
After **CUEConnect™** is installed on your computer you should see the **CUEConnect™** icon in the system tray. If the **CUEConnect™** icon is not displayed in the system tray at the bottom right of the windows desktop, click on the "show hidden icons" (small up arrow icon) to see if it is hidden. If it is shown in the hidden icons window, you may want to change the icons behavior by selecting "Customize" in the hidden icons window. After selecting "Customize", find the **CUEConnect™** icon and set it for "Show icon and notifications".

Double click on the **CUEConnect™** icon to open the **CUEConnect™** Status Window, which is shown below.



Check that the “heart icon”, as shown above (bottom right), is green. If it is red in color, then your computer does not have connectivity to American Messaging’s server. This must be rectified before moving forward. If the “heart icon” is red, then contact your IT department. Also see the “CUE® and **CUEConnect™** System Requirements” section in this guide.

When the CUE® is plugged in to a USB port, **CUEConnect™** detects the CUE® and provides the user an opportunity to either synchronize the CUE® or simply charge the CUE®. The below window is displayed.



Selecting “YES”, allows **CUEConnect™** to synchronize the CUE® with American Messaging’s system/server. Selecting “NO”, skips the synchronization process and allows the CUE® to charge.

Below are the **CUEConnect™** synchronization steps for each CUE® that is plugged in to a USB port:

- 1.) Detects the CUE®, reads the serial number and send message to the server indicating that CUE® is connected.
- 2.) Reads the CUE®’s configuration and updates the system.
- 3.) Reads CUE® Messages and updates the system.
- 4.) Based on the CUE®’s serial number, checks for open configuration and firmware transactions, if found applies them.

After the synchronization process is complete, if the CUE® remains plugged in, it is in a waiting/charging state. Leaving the CUE® plugged in, **CUEConnect™** continues to monitor and check for new transactions.

### **Configuring the CUE®**

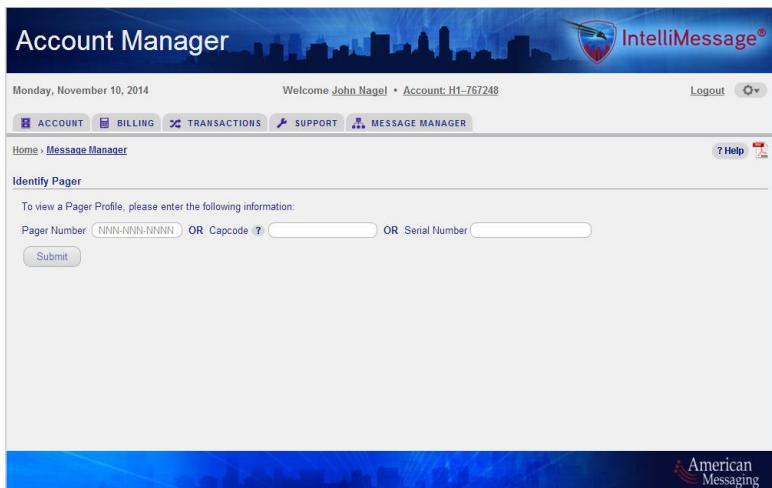
The CUE®’s configuration is managed using Account Manager. To access Account Manager you must have an account on American messaging’s website. The account must also have Cue level access, which happens for an account when a Cue is ordered.

**Note:** If you do not have a login ID for American Messaging’s website either contact your company’s pager administrator or see the appendix at the end of this guide.

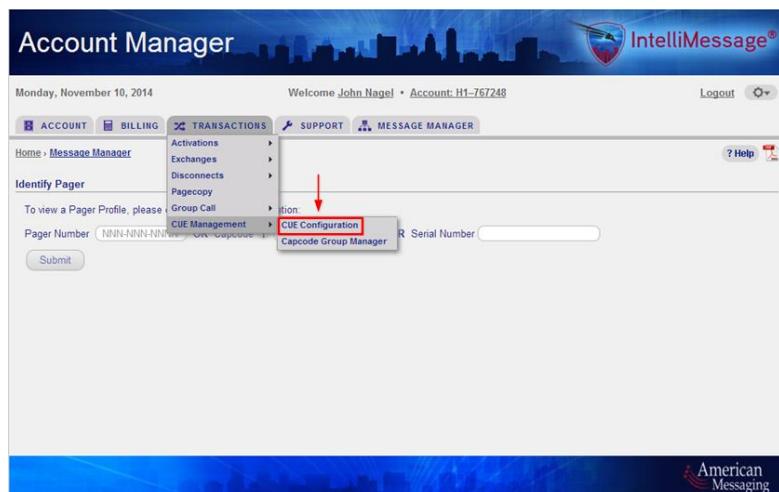
As shown below, go to [www.americanmessaging.com](http://www.americanmessaging.com) and login to your account.



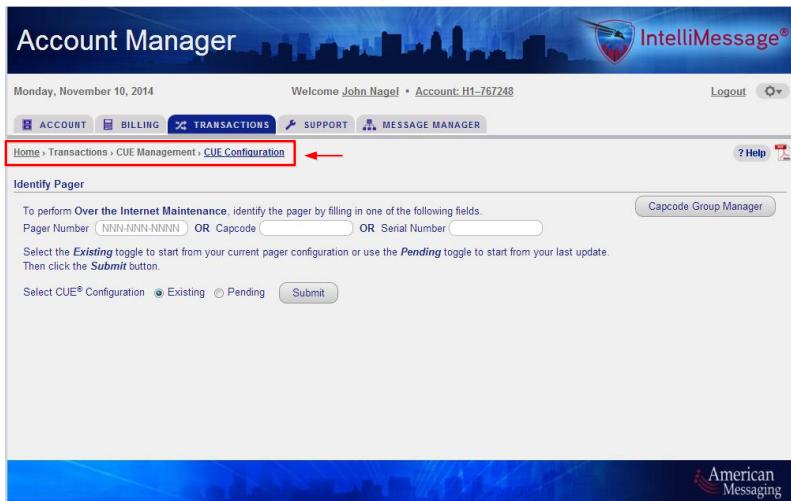
After successfully logging in to your account, you will see the following window.



To access your CUE®'s configuration in Account Manager, move your mouse pointer over the “Transactions” tab. This will show a dropdown menu as shown below.

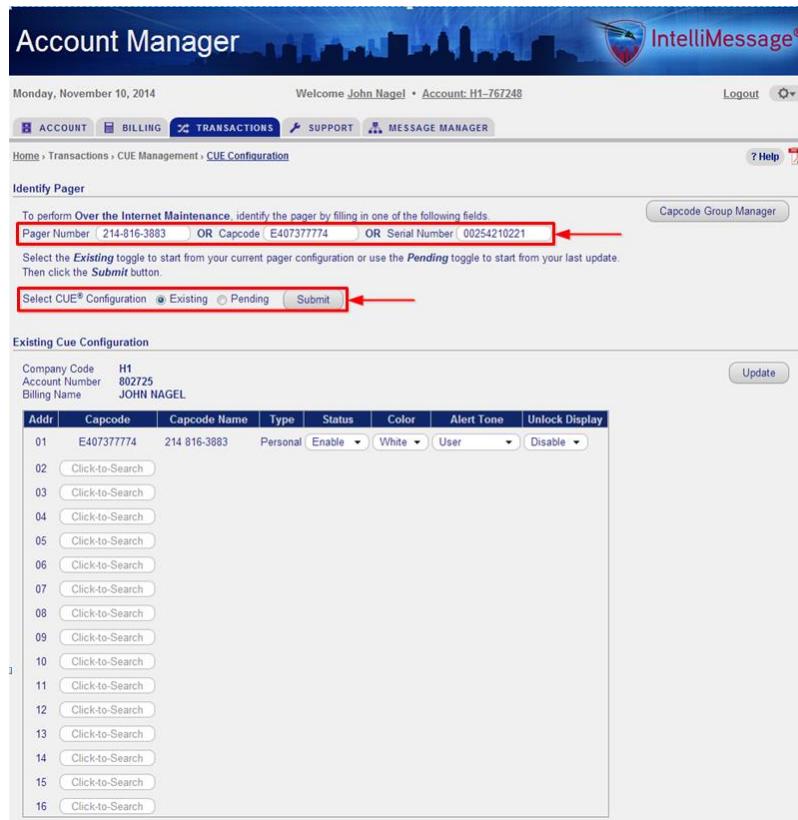


As shown in the above screen shot, in this dropdown menu, keeping your mouse pointer within the dropdown menu, move it over “CUE Management”, again, keeping your mouse cursor within the menu items, move the cursor to “CUE Configuration” and left click this selection. This will display the following window.

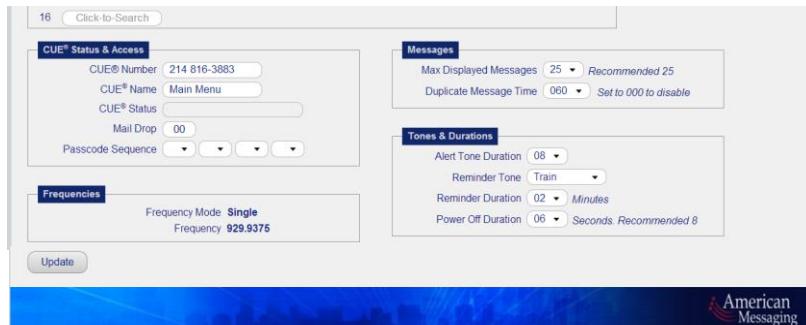


As shown above in the red rectangle, the display indicates that it is in the “CUE® Configuration” section of Account Manager.

From this window, type in either the CUE®’s phone number, or the CUE®’s main (slot #1) Capcode (Address) or the CUE®’s serial number. The serial number can be found on the back of the CUE® or from the CUE®’s “About” menu. After typing in one of the three possibilities, click on the “Submit” button. Below is the window that is displayed next.



In order to see this entire window you must scroll down to the bottom half of the display. The bottom half of the CUE® configuration window is shown below.



This window is where one can change and update the CUE®'s configuration. At the top of this window, longer red rectangle, the two remaining fields are filled in.

On this window, notice that there are two radio buttons by, "Select CUE® Configuration", for "Existing" and "Pending" (outlined by the shorter red rectangle). By selecting one of these radio buttons and clicking on the "Submit" button, you can display either the CUE®'s "Existing" (current) configuration or any "Pending" configurations in transactions that have not been applied for the CUE®.

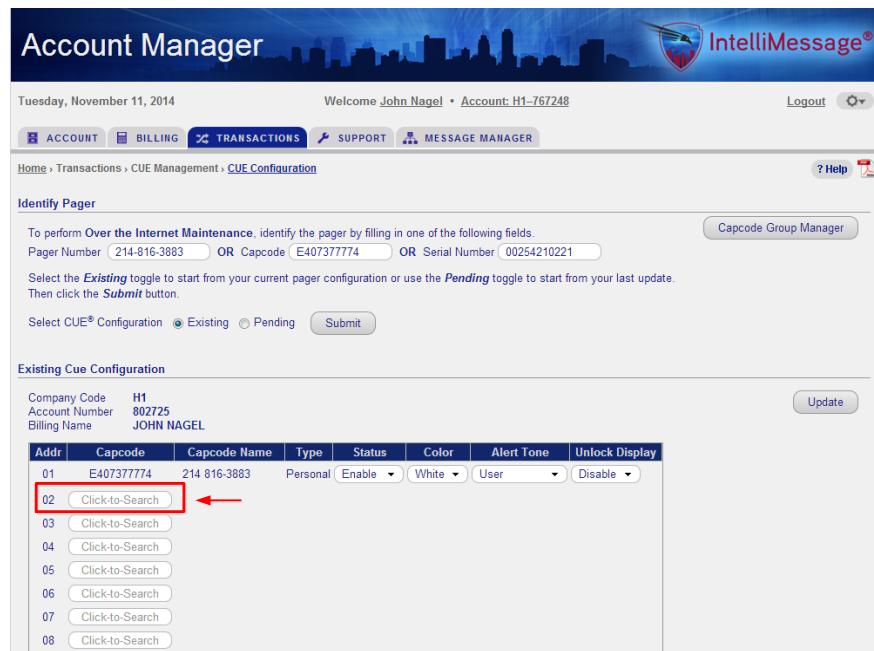
After making changes on this window, to create a transaction that will update the CUE®, click on the "Update" button at the top or bottom of the window. This will create a transaction that, when a CUE® is plugged in to a USB port on a PC running **CUEConnect™**, it will update the CUE®'s configuration.

The below sections describe a few common CUE® configuration settings and how they can be changed via Account Manager.

### **Adding a Group Address (Capcode)**

Group addresses (Capcodes) must be configured for use in the account that the Cue is associated with. Once the group addresses are setup, they can be accessed from the account and configured in CUE®'s that are in the account.

To add a group address to your CUE®, in Account Manager, from the "CUE® Configuration" window. As shown by the red rectangle in the below screen shot, click in the first empty address (Capcode) location field.



Tuesday, November 11, 2014      Welcome John Nagel • Account: H1-767248      Logout

**ACCOUNT** **BILLING** **TRANSACTIONS** **SUPPORT** **MESSAGE MANAGER**

Home > Transactions > CUE Management > **CUE Configuration**

**Identify Pager**

To perform Over the Internet Maintenance, identify the pager by filling in one of the following fields.

Pager Number 214-816-3883 OR Capcode E40737777 OR Serial Number 00254210221

Select the **Existing** toggle to start from your current pager configuration or use the **Pending** toggle to start from your last update. Then click the **Submit** button.

Select CUE® Configuration  Existing  Pending  Submit

**Existing Cue Configuration**

Company Code	H1	Account Number	802725	Billing Name	JOHN NAGEL	Update	
Addr	Capcode	Capcode Name	Type	Status	Color	Alert Tone	Unlock Display
01	E407377774	214 816-3883	Personal	Enable	White	User	Disable
02	<input type="button" value="Click-to-Search"/>						
03	<input type="button" value="Click-to-Search"/>						
04	<input type="button" value="Click-to-Search"/>						
05	<input type="button" value="Click-to-Search"/>						
06	<input type="button" value="Click-to-Search"/>						
07	<input type="button" value="Click-to-Search"/>						
08	<input type="button" value="Click-to-Search"/>						

This will bring up the Account Manager “Find Capcode by Name or Description” window. As shown below.



Account Manager

Find Capcode by Name or Description

You can enter a partial or complete capcode, or any part of the capcode description to narrow the search results. Click the **Search** button to find all matching capcodes or leave the field blank and click the **Search** button to display all available capcodes for your account. Click the **Cancel** button to return to the Cue Connect page.

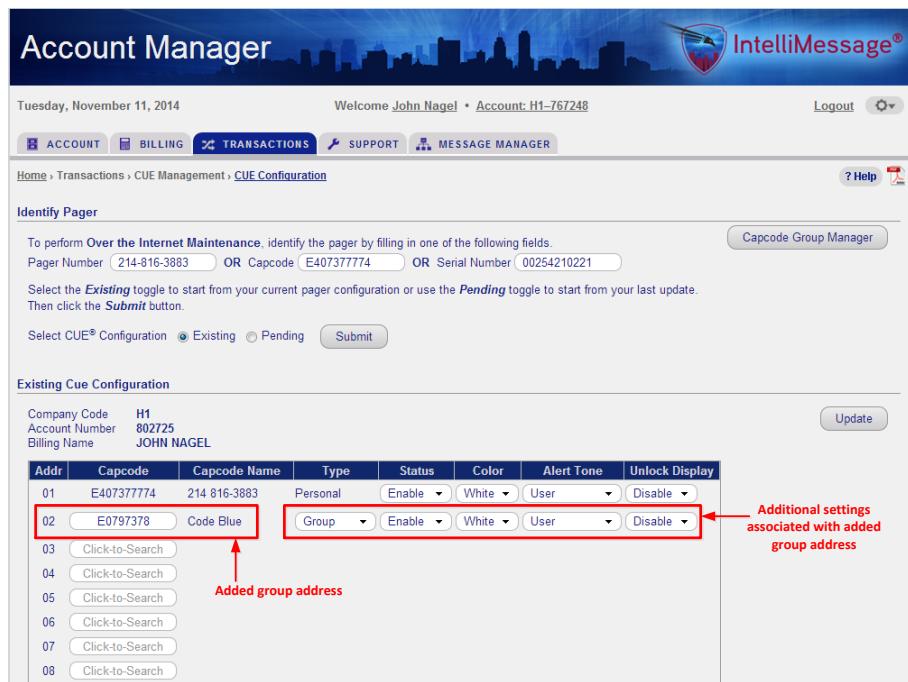
**Available Capcodes**

Click on one of the capcodes to select that capcode.

- Clear Capcode --	E2009088—NEWS	E2009094—ENTERTAIN	E407334781—LV-3 Test	E407334786—LV-8 Test
E0797377—Home	E2009089—SPORTS	E2009095—LIGHT NEWS	E407334782—LV-4 Test	E407334787—LV-9 Test
E0797378—Code Blue	E2009090—BUSINESS	E407273873—ENCRYPTED	E407334783—LV-5 Test	
E0797379—Code Pink	E2009092—COMMOD	E407334779—LV-1 Test	E407334784—LV-6 Test	
E1900222—AMS NAG	E2009093—HOROSCOPE	E407334780—LV-2 Test	E407334785—LV-7 Test	

If there are a lot of group addresses to choose from, you can narrow the display results by entering partial or complete address (capcode), or any part of the Address (capcode) name in the search field at the top left.

Click on the group address (capcode) that you want to add. The group address (capcode) is now populated in the capcode and capcode name fields on the “CUE® Configuration” window. The below screen shot shows a selection of the “Code Blue” group address.



**Identify Pager**

To perform Over the Internet Maintenance, identify the pager by filling in one of the following fields.  
 Pager Number  OR Capcode  OR Serial Number

Select the **Existing** toggle to start from your current pager configuration or use the **Pending** toggle to start from your last update. Then click the **Submit** button.

Select CUE® Configuration  Existing  Pending

**Existing Cue Configuration**

Addr	Capcode	Capcode Name	Type	Status	Color	Alert Tone	Unlock Display
01	E40737774	214 816-3883	Personal	Enable	White	User	Disable
02	E0797378	Code Blue	Group	Enable	White	User	Disable
03	<input type="button" value="Click-to-Search"/>						
04	<input type="button" value="Click-to-Search"/>						
05	<input type="button" value="Click-to-Search"/>						
06	<input type="button" value="Click-to-Search"/>						
07	<input type="button" value="Click-to-Search"/>						
08	<input type="button" value="Click-to-Search"/>						

Additional settings associated with the added group address, shown in red above, can also be configured. These include “Type”, “Status”, “Color”, “Alert Tone” and “Unlock Display”.

The “**Type**” is the address (capcode) “Type”. There are three types to choose from, “Group”, “Maildrop” and “Priority”. “**Group**” is for addresses (capcodes) that are sent to many different pagers. This is typically what is used for secondary addresses in the CUE®.

The “**Status**” allows one to enable or disable the address (capcode). There are two choices for this setting, “Enable” or “Disable”. This allows the user to maintain the address setup in the CUE®, but disable it from receiving messages. When set to disable, the address will **not** be displayed in the CUE®.

The “**Color**” is the color that the message text will be displayed in the Cue. There are seven colors, white, green, blue, red, yellow, aqua, and violet.

The “**Alert Tone**” is the alert tone used in the CUE® for this address (capcode). The CUE® has a total of 14 alert tones; 8 tones available to the user, and 6 additional that are only settable via Account Manager. However, Account Manager can set all 14 alert tones. The selections for the Alert Tone are User, Classic, Birdie, RingDing, Arpeggio, Alien, GetDown, Train, Loud, Triple, Fifth, Shoes, Stair Sing and Chirp. The Alerts settable in the CUE® are the first 8 in the list, Classic, Birdie, RingDing, Arpeggio, Alien, GetDown, Train, and Loud.

If set in Account Manager to “User”, then the tone selected by the user in the CUE® will apply to this address (capcode). In Account Manager, if one of the 14 alert tones is selected, then the CUE® will use this alert tone in place of the one selected by the user in the CUE®.

The “**Unlock Display**” is a special mode used when a “Passcode” is enabled. “**Unlock Display**” can be “Enabled” or “Disabled”. When enabled and “Passcode” is enabled and/or set, it allows, a single received message, at the time it is received, to be viewed without using the “Passcode”. However, it does not allow the user to view the other messages in the CUE® without using the “Passcode”.

After making changes to the “CUE® Configuration” screen, click the “Update” button, at the top or bottom of the screen to create a transaction for the CUE®. Plug the CUE® in to a PC running **CUEConnect™** to update the CUE®.

### **Setting the CUE®’s Name**

There are other CUE® settings at the bottom of the “CUE® Configuration” window. One of these settings is the “CUE® Name”. The “CUE® Name” is a 12 character parameter that is used to identify a CUE®. When set it replaces the CUE®’s Main Menu display name. The default “CUE® Name” is “Main Menu”. To change the “CUE® Name”, as shown in the screen shot below, go to the “CUE® Configuration” window, scroll towards the bottom of the window to find the “CUE® Name” field and type in the characters for the “CUE® Name”.



After making changes to the “CUE® Configuration” screen, click the “Update” button at the top or bottom of the screen to create a transaction for the CUE®. Plug the CUE® in to a PC running **CUEConnect™** to update the CUE®.

### **Setting the CUE®’s Passcode**

The Passcode is a 4 button push sequence, entered on the CUE® that is used like a password to access the CUE®. Once the passcode is set, you must press the 4 button sequence, on the CUE®, before you can access the CUE®’s received messages or menu system. The Passcode can be set and/or changed from the CUE®’s menus (see the CUE® User guide) or from Account Manager.

To set the CUE®’s Passcode from Account Manager, as shown in previous sections, in Account Manager, go to the “CUE® Configuration” window. Scroll to the bottom of the window to the section of the webpage as shown below.



To select the Passcode sequence of button pushes, click on the arrow, one at a time, in each of the 4 rounded rectangular boxes and select the desired button, “U” for Up, “D” for Down, “L” for Left and “R” for Right.



After selecting a button for each of the 4, click the “Update” button at the top or bottom of the screen to create a transaction for the CUE®. Plug the CUE® in to a PC running **CUEConnect™** to update the CUE®.

If the Passcode is turned on and is not known for a CUE®, use the above steps to change the passcode to a known sequence.

The other CUE® settings as seen on the window shots above work similar as described in the above sections. These setting are defined in further sections.

## Account Manager CUE® Configuration Settings

This section lists and describes all the CUE® parameters that are settable from the configuration web page from within Account Manager. The below table list and describes each of the settings.

### Address/Capcode Related Fields

Name	Description
Addr	The CUE® can be configured for up to 16 addresses (Capcodes). The “Addr” identifies the position or slot within the CUE® for an address (Capcode) and its related settings. The position or slot has a field for each of the settings, 2 through 8, listed below. This field is not a changeable.
Capcode	This is the address (Capcode) for each of the 16 positions or slots within the Cue. The 1 <sup>st</sup> position or slot is reserved for the main address (Capcode) of the Cue. This Address (Capcode) is assigned by American Messaging and is not changeable.
Capcode Name	The “Capcode Name” is the name assigned to the address (Capcode) and is displayed in the Cue when a message is received for the address. It allows one to identify the addresses (Capcode) purpose for a received message, e.g., one could assign “Code Blue” to an address (Capcode) that was used for “Code Blue” messages.
Type	Type is the type of address (Capcode) set.
Status	This field can be set to enable or disable and allows the address (Capcode) to be turned on or off. It also allows the address (Capcode) to be turned on and off without removing the address (Capcode) and the other associated settings from the Cue.
Color	The “Color” is the color of the text displayed on the Cue for messages received for this address (Capcode). The color can be set to one of 7 colors, white, blue, red, green, yellow, violet and aqua.
Alert Tone	The “Alert Tone” selection allows the Account manager user to set the alert tone that will be played on the CUE® when a message is received. The CUE® has a total of 14 alert tones; 8 tones available to the user, and an additional 6 that can be set from Account Manager. The tone selected on the CUE® will apply to all addresses in the CUE®; however, if this setting is set to anything other than “User”, in Account manager, then the CUE® will not use the one selected through the CUE®’s user menu system. To see how this is set for each address, check under the address menu selection in the CUE®. If the alert tone indicates “User” then the CUE® will use the alert tone as set in the CUE®, otherwise the Alert tone selected in Account manager will be displayed.

Unlock Display	The “Unlock Display” is a special mode used when a “Passcode” is enabled. “Unlock Display” can be “Enabled” or “Disabled”. When enabled and “Passcode” is enabled and/or set, it allows, a single received message, at the time it is received, to be viewed without using the “Passcode”. However, it does not allow the user to view the other messages in the CUE® without using the “Passcode”.
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### **CUE® Status & Access Related Fields**

Name	Description
CUE® Number	The “CUE® Number” is a 12 character parameter that is set to the CUE®’s 10 digit phone number. It can be changed from Account Manager.
CUE® Name	The “CUE® Name” is a 12 character parameter that is used to identify a CUE®. When set it replaces the CUE®’s Main Menu display name. The default “CUE® Name” is “Main Menu”.
Mail Drop	This is the number of message slots in the CUE® that are allocated for mail drop messages. It is calculated based on the number of mail drop type addresses (Capcode). This field can’t be manually set and/or changed.
Passcode Sequence	The Passcode Sequence is a 4 button push sequence, entered on the CUE® that is used like a password to access the CUE®. Once the passcode is set, you must press the 4 button sequence, on the CUE®, before you can access the CUE®’s received messages or menu system. The Passcode can be set and/or changed from the CUE®’s menus (see the CUE® User guide) or from Account Manager. There are 4 selections for each button setting, “U” for Up, “D” for Down, “L” for Left and “R” for Right.

### **Message Related Fields**

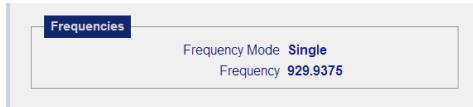
Name	Description
Max Displayed Messages	In the CUE®, recently received messages can be read and/or viewed using the “Message” menu selection. This selection allows a user to view a smaller number of messages than the CUE® can store. The Max Displayed Messages setting allows the number of viewable messages, under the “Message” menu, to be customized. The available settings are 10, 15, 25, 35, and 50. The factory default is 25.
Duplicate Message Time	The “Duplicate Message Time” sets the time window to ignore duplicate messages, e.g., setting the “Duplicate Message Time” to 60 seconds ignores messages that are a duplicate in a 60 second time window. Setting the “Duplicate Message Time” to zero (0), disables the duplicate message deletion function. The factory default is 60.

### **Tones & Durations Related Fields**

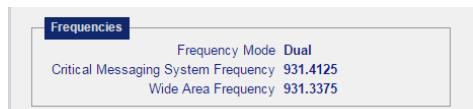
Name	Description
Alert Tone Duration	The “Alert Tone Duration” settings adjust the time on the CUE® that the alert tone for all messages sounds. The “Alert Tone Duration” can be set from 0 to 60 seconds. The default is 8 seconds. This setting can have an effect on the time between battery charges. It is recommended that this setting be set between 6 and 10 seconds.
Reminder Tone	The “Reminder Tone” is the setting that sets the alert tone that is used in the CUE® for the reminder. Typically this is set to the “Chirp” tone. The factory default is “Chirp”.
Reminder Duration	The “Reminder Duration” is the setting that sets how long the Reminder Tone will alert. The range is from 1 to 60 minutes. The default is 2 minutes.
Power Off Duration	The “Power Off Duration” setting adjusts the time that the display is turned on after receiving a message. The range is from 1 to 60 seconds. The default is 8 seconds. This setting can have an effect on the time between battery charges. It is recommended that this setting be set between 6 and 10 seconds.

## Frequency Mode

Also shown on the CUE® configuration webpage in Account Manager are the frequency settings for the CUE®. These settings are not changeable in Account Manager. Below shows the settings for a single frequency CUE® on 929.9375 MHz. This configuration is used for a CUE® that is on Wide Area or a Critical Messaging System only (Not dual frequency).



The below graphic shows the settings for a dual frequency CUE® with the Critical Messaging System (CMS) frequency set to 931.4125 MHz and the Wide Area frequency set to 931.3375 MHz. This configuration is used when there is CMS (local paging system) and wide area coverage.



## Appendix A - CUE®USB Troubleshooting

### Introduction

This section is intended for advanced computer users. If you are not comfortable with advanced PC troubleshooting, you may want to ask someone for help or contact AMS for support.

The CUE® requires 2 USB drivers, a Virtual Com Port (VCP) and a Device Firmware Upgrade (DFU) driver. The VCP driver is used for normal communications to and from the CUE®. The DFU driver is only used to update the CUE®'s firmware. Each of these drivers should install automatically when the CUE® is plugged in to a USB port. However, depending on your PCs configuration, it is possible that they will not be found and installed. If this is the case, then the information in this section may help to resolve CUE®USB issues.

**Note:** If the drivers did not automatically install and the PC that you are working on belongs to a company or organization you should contact the IT department for help.

### Windows Device Manager

If you are having issues connecting a CUE® to a PC; the “Windows Device Manager” is the first place to look. The Windows Device Manager allows you to see if the CUE® drivers are installed, check their status and what version is installed. You can also update to the latest driver version. Below are the steps for entering the Device Manager in Windows 7, Windows 8 and Windows XP.

#### Windows 8 users

From the Windows Start Screen, type device manager. Or on the Desktop screen, you can press the Windows key + C key on your keyboard to open the Charms menu.

Click Settings and then click the Device Manager icon. You should see something similar to the example below.



**Note:** In Windows 8.1, you can access the Device Manager by right-clicking on the Windows button (the Start button) in the lower left corner of the Desktop screen. In the menu that opens, click Device Manager.

## Microsoft Windows 7 users

- 1.) Click on the Start Orb.
- 2.) In the Start menu Search box, type “device manager” and then press enter. You should see something similar to the example below.

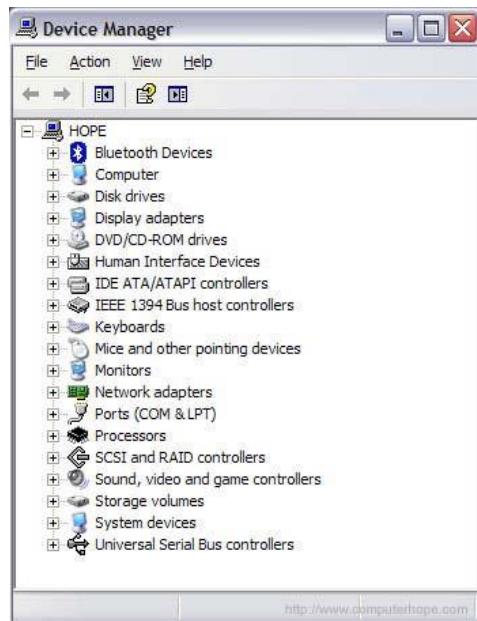


## Microsoft Windows XP users

- 1.) On the desktop or in the Start menu, **right-click** on My Computer and select **Properties**. You can also open the **Control Panel** and double-click the **System** icon.
- 2.) In the System Properties window, click the **Hardware** tab.
- 3.) On the Hardware tab, click the **Device Manager** Button.

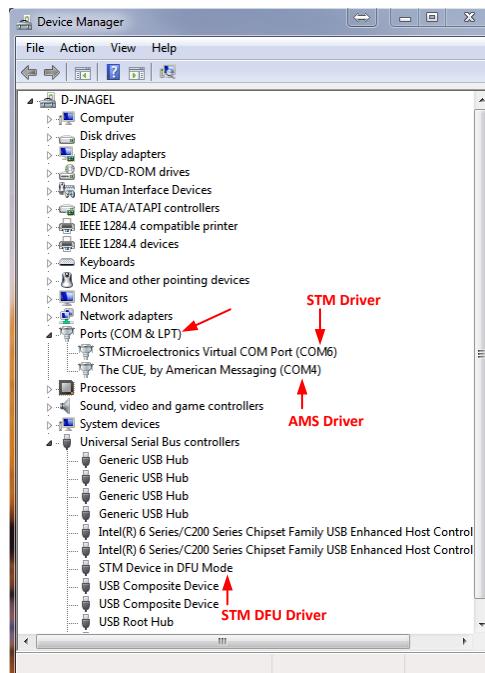
or

- 1.) Click **Start**
- 2.) Click **Settings**
- 3.) Click **Control Panel**
- 4.) In the Control Panel, double-click the **Systems** icon.
- 5.) In the System Properties window, click the **Hardware** tab.
- 6.) On the Hardware tab, click the **Device Manager** button and you should see something similar to the example below.



### Windows Device Manager – What to Look For

After accessing the Windows Device Manager, expand the “Ports (Com & LPT)” device group. If the driver is installed you should see the following.



The above shows two Virtual Com Port (VCP) drivers, “STMicroelectronics Virtual COM Port (COMX)” and “The CUE, By American Messaging (COMX)”. If the CUE®’s USB VCP driver is installed, one of these VCP drivers should be displayed under the Ports (Com & LPT) group. The “STMicroelectronics Virtual COM Port (COMX)”, VCP will be installed for versions of CUE® firmware older than 1.1.XX and the VCP driver, “The CUE, By American Messaging (COMX)” will be installed for CUE® firmware newer than 1.2.XX. If you do not see one of these VCP drivers installed then proceed to the next sections for troubleshooting.

**Note:** If the VCP driver, “STMicroelectronics Virtual COM Port (COMX)”, is installed, then you should update the CUE®’s firmware to the latest version. After updating the CUE®, Windows should install the “The CUE, By American Messaging (COMX)” VCP driver.

As part of the CUE® installation process a USB Device Firmware Upgrade (DFU) driver should also be installed. This driver is required when performing CUE® firmware updates. As shown above in the Windows Device Manager, expand the Universal Serial Bus Controller section so that all the drivers under this section can be seen. Under this section, the “STM Device in DFU Mode” driver should be displayed. If this USB driver it is not listed then proceed to the next sections for USB troubleshooting.

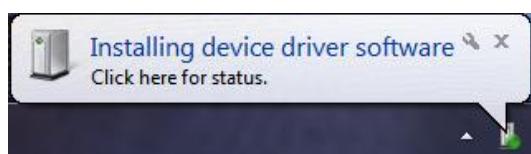
**Note:** The “STM Device in DFU Mode” driver may not be shown in Windows Device Manager until the first CUE® is plugged in and upgraded.

The CUE® must be in the DFU mode to check that the “STM Device in DFU Mode” detects the CUE®. To manually place the CUE® in DFU mode, press and hold the “UP” arrow button on the front of the CUE®, using a bent medium sized paperclip, press the reset button on the back of the CUE®. After the CUE®’s LED turns solid Red; release the “UP” arrow button. At this time, in the Windows Device manager, you should see that the “STM Device in DFU Mode” drive is shown under the Universal Serial Bus Controller section. To restore the CUE® to normal operation, use the bent paperclip to press the CUE®’s reset button without holding the “UP” arrow button.

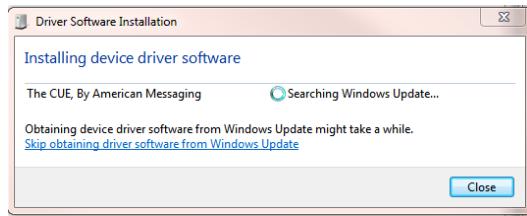
### **Troubleshooting**

If you don’t see, as show above, the CUE® drivers installed try these troubleshooting methods:

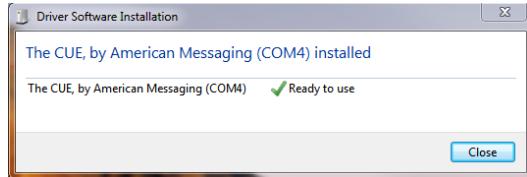
1. To find the drivers and other installation software, Windows searches what is called Microsoft’s Update Server. To access this server the PC must have internet access. Make sure that the PC has internet access.
2. You should run Windows Update to obtain the latest updates for the version of windows being used. When this is complete, plug in the CUE® to see if the drivers will now install correctly.
3. Next, unplug and then plug in the CUE®. Typically, if the PCs sound is turned on, you will hear a sound played indicating that Windows detected a USB device. If the drivers are not installed and the CUE® is detected, then the PC should indicate that it is installing the device driver software. You should see the below pop up window.



If the above window is displayed, then click on the window for status of the installation process. You will see this status window pop up.



It could take a while for this process to complete. The driver should eventually be found and installed and the status window will change to the following:



4. If the computer does not show the pop up window(s) as shown and described in #3 above and step through the driver installation process, and the PC generates a sound when the CUE® is unplugged and plugged in, then the drivers may have been installed properly.

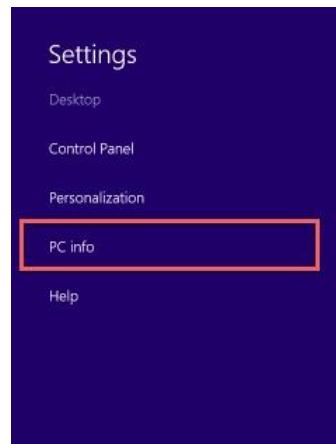
Again check in the Windows Device Manager, as shown above in the "Windows Device Manager - What to Look For" section, under the "Ports (Com & LPT)" group, to see if the CUE®'s Virtual Com Port (VCP) driver, either "The CUE, By American Messaging" or "STMicroelectronics Virtual COM Port (COMX)" is displayed.

5. If the Windows Device Manager still does not show the USB drivers as described in #3 above, then check the "Device Installation Properties".

**For Windows 8,** (if you are using windows 7, skip down to the windows 7 paragraph) please follow these instructions. Move your mouse to the top right side of the screen to access your Windows Sidebar.

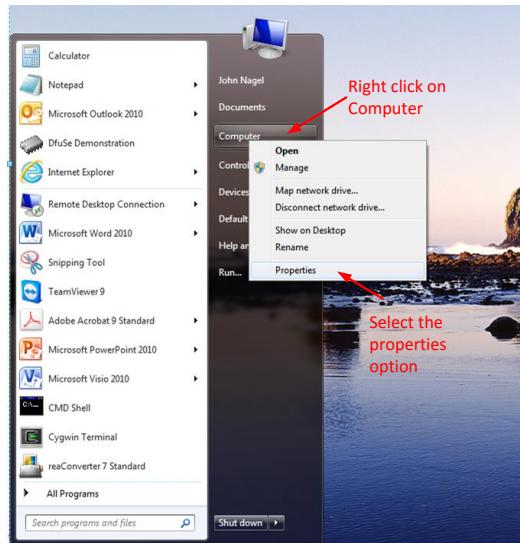


Once you are at this menu, choose the gear, and then choose the "PC Info" option as shown below.

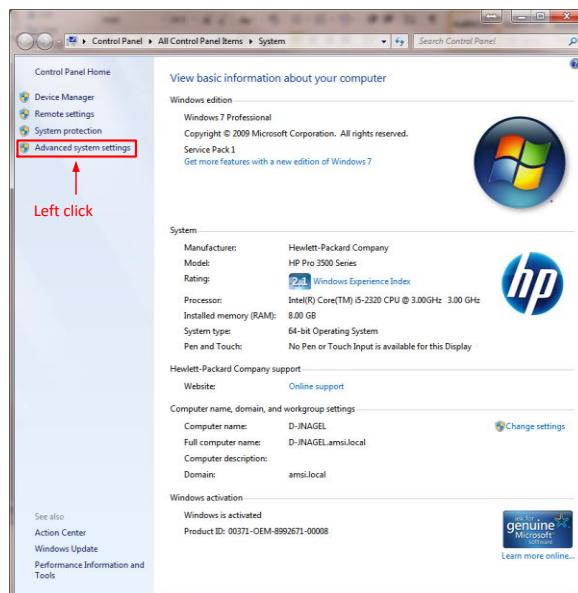


The next windows are the same for 8 and 7. Please skip the next paragraph for windows 7 and go to the paragraph that shows the System Info window.

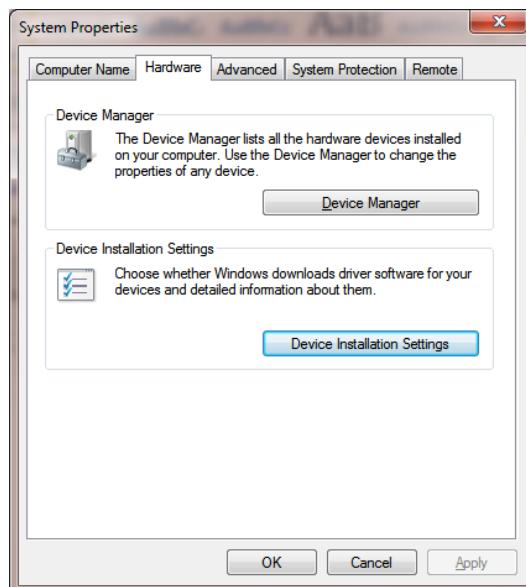
**For Window 7**, right click on the “Windows start orb”, right click on “Computer” and select the “Properties” option, as shown below.



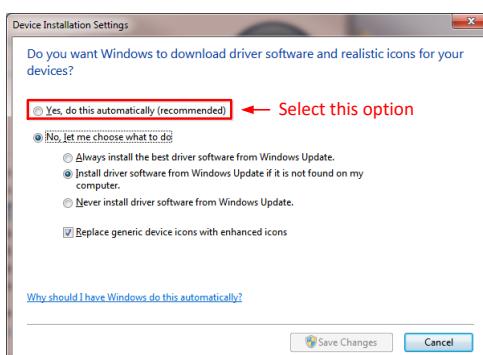
In both **Windows 7 and 8** the following system info window will be displayed.



Left click on “Advanced system settings”. This will show the below window.

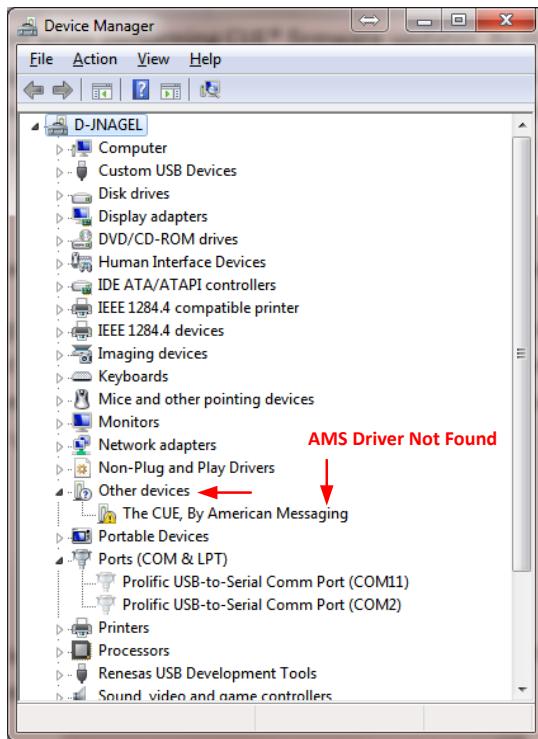


Select the “Hardware” tab and left click on “Device Installation Settings”. This will display the window as shown below.



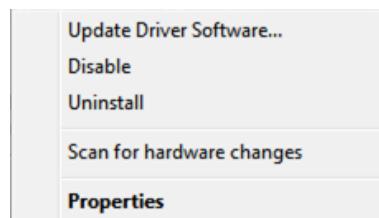
The above should be set for the first radio button, “Yes, do this automatically”. If this was not set as described, then set it and retry by plugging in the CUE®. If the Windows still does not automatically install the drivers, then continue on with the next step.

6. It’s also possible that Windows detected the CUE®, attempted to find the driver, but either has not completed the installation process or failed to find the driver. If this happens, as shown below, you will find the CUE® driver listed in the Windows Device Manager under the section, “Other Devices”.

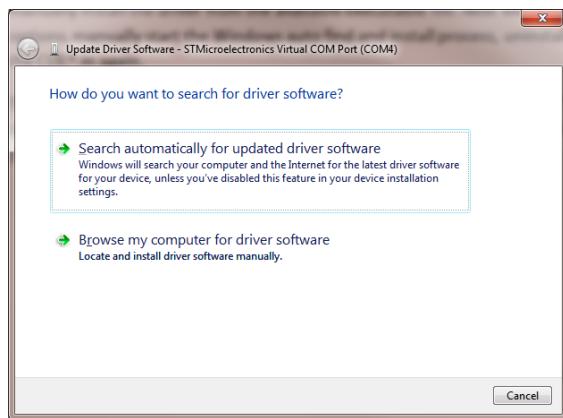


Check on the desktop under the system tray on the bottom right to see if the automatic installation process is still running. If it is not, then Windows has failed to find the driver and install the CUE® driver. From this point there are three options to try, 1.) Manually start the Windows auto find and install process, 2.) Uninstall the driver and plug the CUE® in again or 3.) Manually install the driver from the available executable file. Next we will discuss the first 2 options, manually start the Windows auto find and install process, uninstall the driver and plug the CUE® in again.

To manually start the driver find and install process, under the section for “Other Devices”, right click on either “The CUE, By American Messaging” or “STMicroelectronics Virtual COM Port (COMX)”, whichever is displayed. The window below should then drop down.



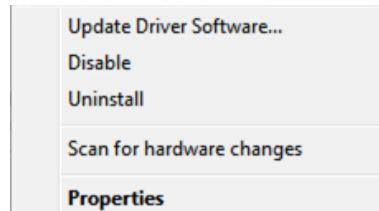
From this window, select “Update Driver Software”. The following window will be displayed.



In this window click on “Search automatically for updated driver software” this will start the search process. If this process fails, then try the next option.

The next option, uninstall the driver entity listed under the “Other Devices” section, will allow one to start from the beginning of the install process.

To uninstall the driver entity, under the section for “Other Devices”, right click on either “The CUE, By American Messaging” or “STMicroelectronics Virtual COM Port (COMX)”, whichever is displayed. The window below should then drop down.



From this window, select “Uninstall”. The following window will be displayed.



Check the “Delete the driver software for this device” check box and click OK. The driver entity will be uninstalled. Now plug the CUE® in to the USB port and Windows will start the find and install process.

7. If all of the above does not result in the driver and other software installation, then run Windows Update to obtain the latest updates for the version of windows being used. When this is complete, plug in the CUE® to see if the drivers will now install correctly.

The USB drivers can also be installed manually. See the next section for this process. See appendix "B".

## Appendix B – Manually Installing **CUEConnect™** and the CUE® USB Drivers

Typically, when the CUE® is first plugged in to a USB port on a PC, the CUE®’s USB drivers and **CUEConnect™** are automatically installed. However, depending on how a PC is configured, this automatic process may not function correctly or fail.

**Note:** Before installing the drivers please make sure that the CUE® has the latest version of firmware.

At the writing of this guide, the CUE® production release firmware was 1.2.0. Contact your pager administrator for details on how to upgrade the CUE®’s firmware.

### Installing the Drivers

In order for a CUE® to function correctly with **CUEConnect™** the PC must have 2 USB drivers installed, the “The CUE, By American Messaging” and the “STM Device in DFU Mode” drivers. The “The CUE, By American Messaging” driver is a VCP type driver and is used for all configuration communication to and from the CUE®. The “STM Device in DFU Mode” driver is only used for upgrading the CUE®’s firmware.

The “STM Device in DFU Mode” driver is loaded on the PC when **CUEConnect™** is installed. Once a CUE® is moved to the DFU mode, which happens during the firmware upgrade process, the “STM Device in DFU Mode” driver will be instantly installed.

To install “The CUE, By American Messaging” VCP driver, you must have the Cue USB driver file, which can be downloaded from American Messaging’s Website at [www.americanmessaging.com](http://www.americanmessaging.com). Run this file from your Desktop and the driver will be loaded. After connecting a CUE®, the driver will be immediately installed.

### Installing CUEConnect™

The **CUEConnect™** application uses Microsoft’s “ClickOnce” installation process to install on a Windows PC. To manually install **CUEConnect™** on your Windows computer, using Microsoft’s Internet Explorer (IE) (this only works with IE), browse to American Messaging’s website at <http://www.americanmessaging.net>. Towards the top left of the home page, hover your mouse cursor over the tab “Traditional Paging” (3rd tab from the left). A drop down selection menu should now be displayed. Click on the “The CUE®” selection. On the CUE® webpage, bottom right, click on “Install **CUEConnect™**”, this will install **CUEConnect™**.

If you have an older version of **CUEConnect™** running on your computer, before installing from the website, use the **CUEConnect™** icon in the system tray to exit the program. The new version of **CUEConnect™** will be installed in place of your older version.

If you have **CUEConnect™** version 1.2.12.43 or newer you can update **CUEConnect™** by right clicking on the **CUEConnect™** icon in the system tray and selecting the “Update” option. Once installed, **CUEConnect™** will start any time your computer is turned on or restarted.

**Note:** Depending on your company’s Microsoft Windows policies, **CUEConnect™** may be blocked from being installed on your computer. In this case you will need to contact your IT department to install **CUEConnect™**. American Messaging also has an .msi installation version of **CUEConnect™** that IT departments can use. Also see the “CUE® and **CUEConnect™** System Requirements” section in this guide.