CUE1 FIRMWARE UPDATE GUIDE

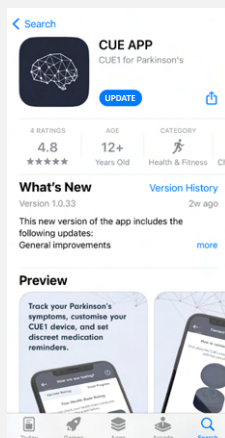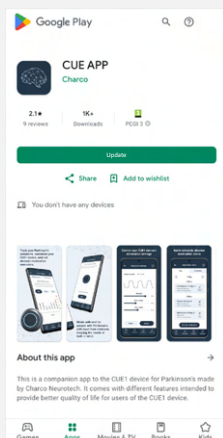## 1. PREPARATION

CUE APP UPDATE

Before checking for a firmware update, please make sure that you have the latest version of the CUE APP installed. To check for an update for your CUE APP, please follow these instructions:

Android Update here

1. Open 'Play Store' application
2. Search 'CUE APP'
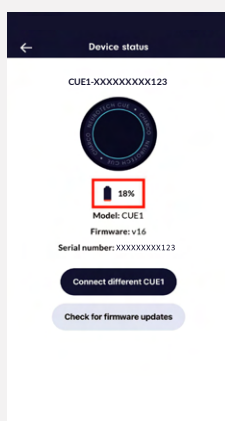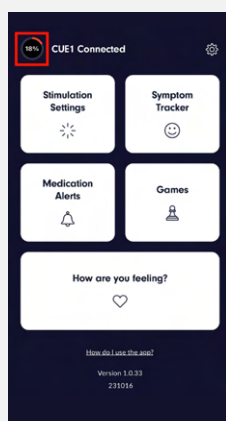3. Select 'CUE APP' and check to see if an update is available

iOS Update here

1. Open 'App Store' application
2. Search 'CUE APP'
3. Select 'CUE APP' and check to see if an update is available
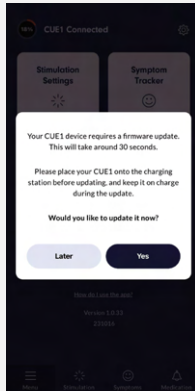

CHARGING THE CUE1 DEVICE

Before we begin with the firmware update, your CUE1 needs to have **at least 15% battery.**
If your battery is showing less than 15%, please place your device on the charging dock to charge the device until it is over 15%.
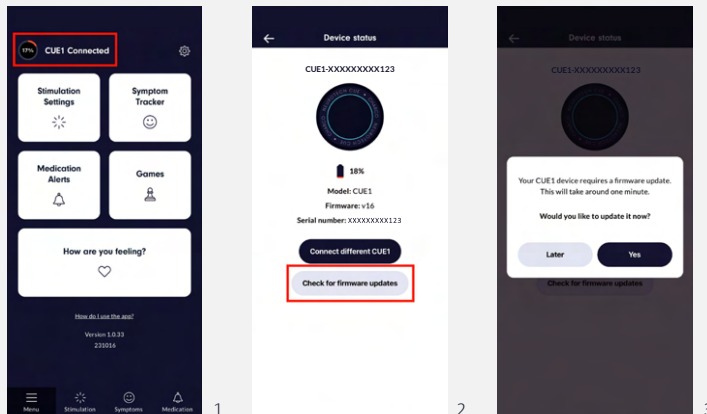
2. UPDATE FIRMWARE

AUTOMATIC UPDATE

If you have updated to the latest version of the CUE APP, you will see a pop-up appear automatically once you have connected your CUE1 to the application.

MANUAL UPDATE

You may also manually check for a firmware update by following these instructions:

1. Click on the **"CUE1 Connected"** text at the top of the app when you are on the menu page.
   A. If you can't see "CUE1 connected" or the text reads "Cannot find CUE1", please try to ensure that your CUE1 is connected to the application. You may find **this video** helpful to connect your CUE1 to the CUE APP.
2. You will now see the **"Device status"** screen, which gives you a little more information about your CUE1.
3. On this screen you can press **"Check for firmware update"** to manually check if your device requires an update.
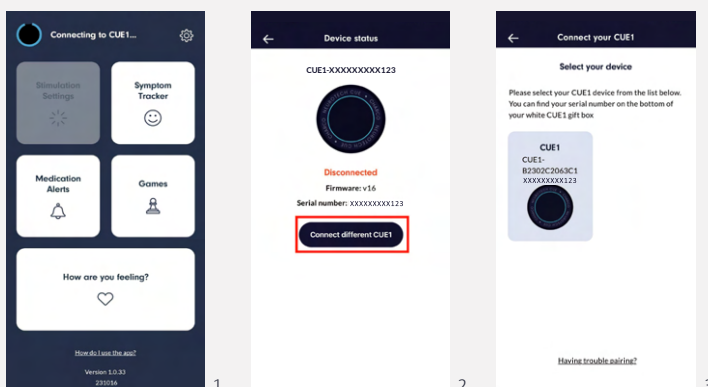
WHEN UPDATE FAILED

If your firmware update has failed, you can try the following steps to retry:

1. **Restart your smartphone**, tablet or smart device where the CUE APP is installed.
2. In the meantime, you can press and **hold the central button on the CUE1 for over 20 seconds.** Release the central button after 20 seconds, and you should see **three flashing lights and a spinning ring** to indicate that your CUE1 has been reset.
3. Place the device back on the **charging station**, open the CUE APP and connect your CUE1 to begin the firmware update process again.
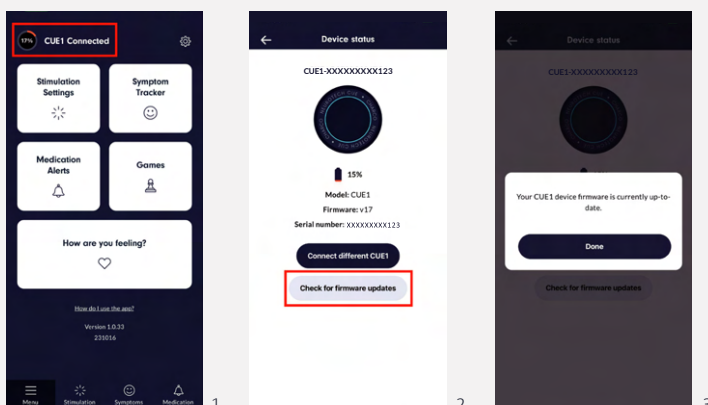
3. AFTER UPDATE

RECONNECT THE CUE1

After the firmware update, you may have to reconnect your CUE1 to the CUE APP.

1. If not already on the **"Device status"** screen, click on the **"Connecting to CUE1…"** text at the top of the screen.
2. From the **"Device status"** screen, click on the **"Connect different CUE1"** button.
3. Follow the provided instructions to find and connect your CUE1 to the CUE APP.
   You may find **this video** helpful to aid with reconnecting your device to the CUE APP.

MANUAL CHECK FOR FIRMWARE UPDATE

If your CUE1 firmware update was successful, you will no longer see any pop-ups asking you to update your firmware, but if you want to manually check for a firmware update,

1. Click **"CUE1 Connected"** text at the top of the app, and then click **"Check for firmware updates"** on the **"Device status"** screen.
2. It should pop-up with a screen saying **"Your CUE1 device firmware is currently up-to-date."**

Thank you for reading the CUE1 firmware update guide.
If you have any problems or questions, please don't hesitate to contact us at support@charconeurotech.com