YOUR CONVERSATION, ELEVATED

Stay present.
Be prepared.
Move forward.

Your practical guide to Cue, from the first sign-in to the moment a great conversation becomes a clear next step.

GET STARTED / GO LIVE / FOLLOW THROUGH

Your guide to Cue

Follow the numbered steps, then use each screen reference to find the controls. Screens show demonstration data. The live-cue control map is an illustration, clearly labeled.

Use the account terms and controls shown in your workspace as the final reference. Availability depends on role, plan, browser permissions, connected services, and product updates.

YOUR INVITATION. YOUR WORKSPACE.

Activate your account

1. Open your personal Cue welcome email and select **Activate your account**. Use the intended email address; keep the unique setup link private.

2. On the setup page, enter a unique 12-128 character password under **New password**, repeat it under **Confirm password**, and select **Activate account**. Then select **Sign in to Cue** and use your new password. No reusable password is emailed.

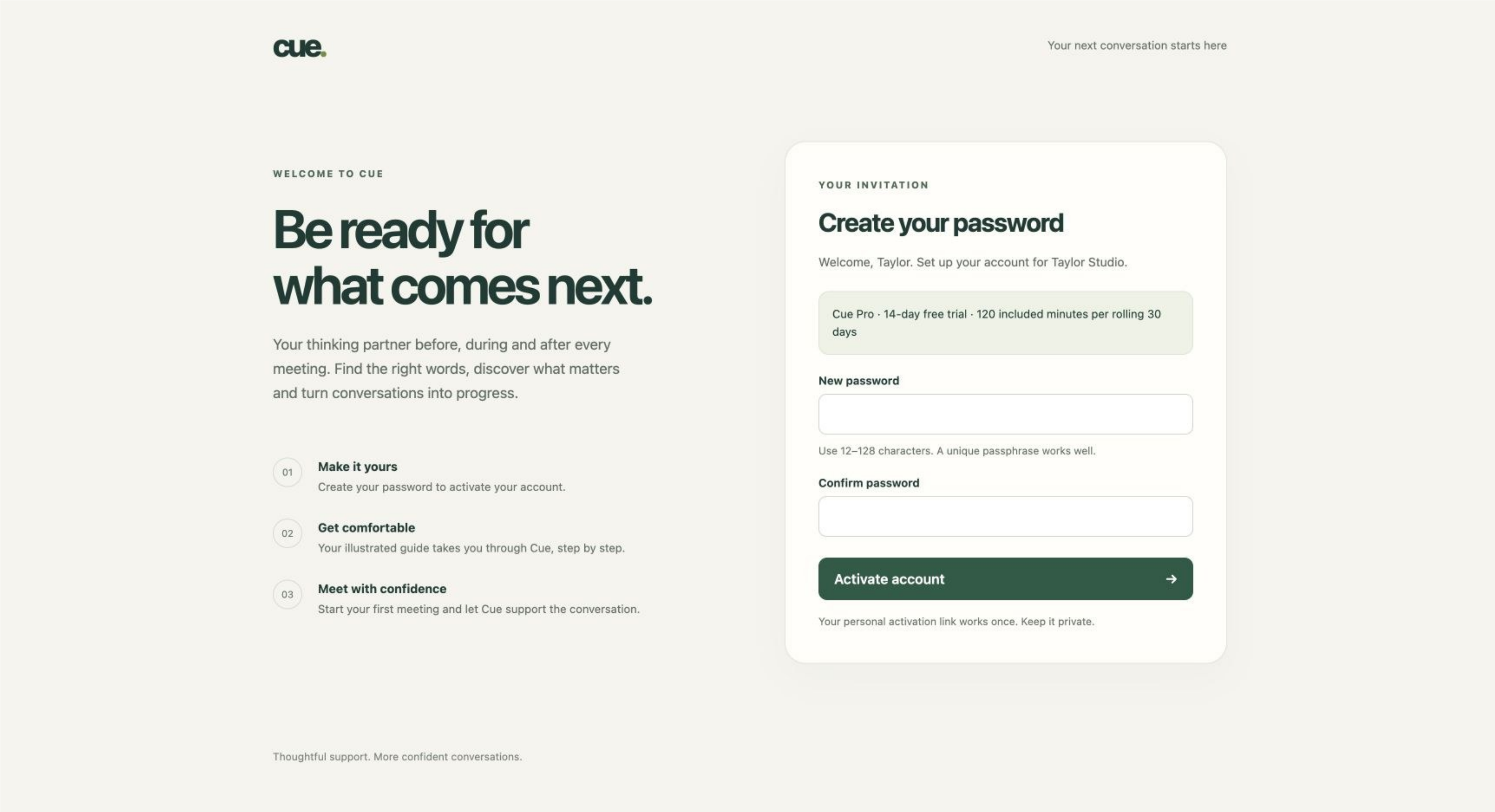
3. If the invitation is expired or has already been used, ask your inviter for a fresh invitation. Do not create a second account to work around an expired link.

4. Check any complimentary-access, trial, or discount terms shown for your account. Note the end date and what happens afterward. Your account's terms govern access.

Your invitation identifies your account; it does not authorize anyone else to use it.

Activate your account

Actual Cue interface with demonstration data. Refer to the numbered instructions on the preceding page.



A CLEAR PLACE TO BEGIN.

Find your way around

1. After signing in, choose **Home**. Use the setup checklist to **Check your microphone**, **Tell Cue who you are**, **Add knowledge Cue can use live**, and **Connect your calendar**.

2. Use the left navigation: **Calendar** for upcoming conversations; **Library** for saved meetings; **People** for relationship context; **Insights** for reflection; and **Ask Cue** for questions.

3. Open **Settings** to personalize your workspace, **Billing** to review your plan, or **Support** for help. Controls depend on your workspace role and plan.

Start with a short practice meeting before relying on Cue in an important conversation.

Find your way around

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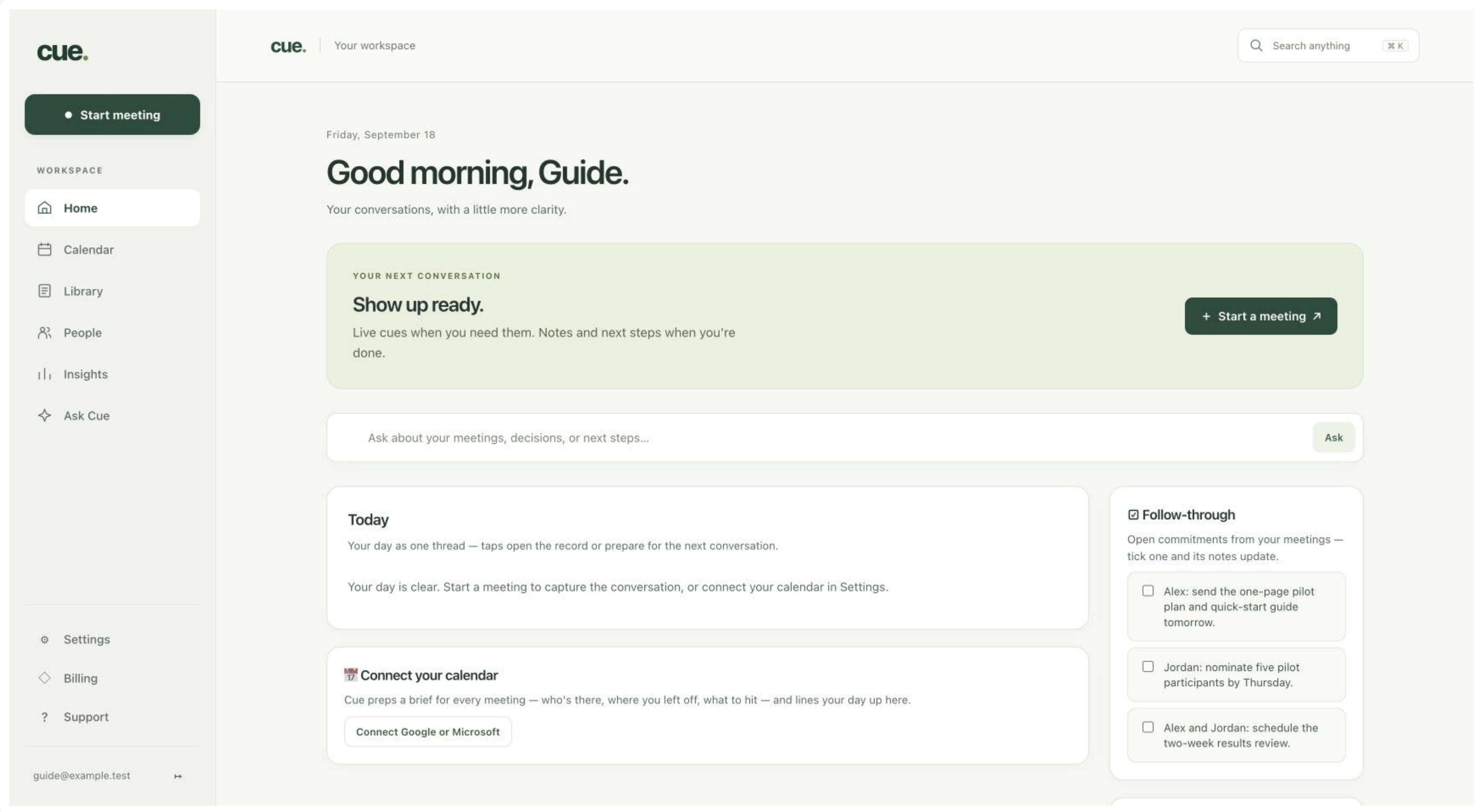

GUIDANCE THAT SOUNDS LIKE YOU.

Set your identity and context

1. Choose **Settings > General**. Enter **Your full name** exactly as you want it spelled and **Your team / organization**.

2. Add **Your role**, **Subject / domain**, typical participants, and goals. Select **Save changes**. This helps Cue draft from your perspective.

3. Open **Settings > Knowledge** to add relevant material you are permitted to use. For a single meeting, use the meeting setup's **Knowledge for this meeting only** instead.

4. Open **Settings > AI & Guidance** to set **Custom instructions - always applied**, **Response length**, and language. In **Knowledge**, use **+ Add text document** or **Upload a file** for approved reference material.

5. Open **Settings > Transcription** to add **Custom vocabulary (comma-separated)**. Review the scope carefully before using **Fix everywhere** to apply a spelling correction to saved content.

6. Open **Settings > Voice** to review the voice-learning controls and edit the **Learned voice profile**. Select **Save changes** after changes.

> Useful context beats a long document dump. Add specific facts, approved claims, and the outcome you want.

Set your identity and context

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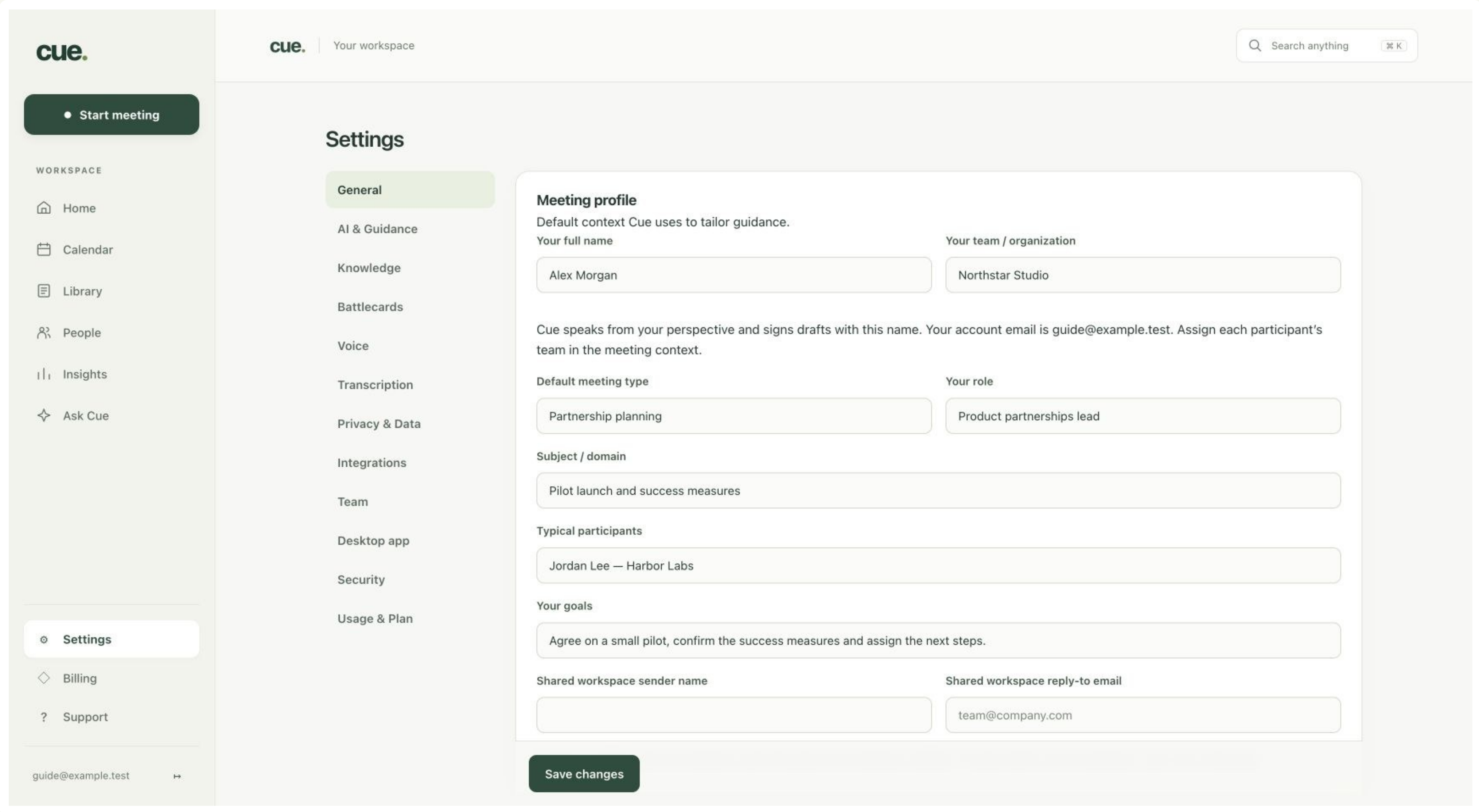

A SIMPLER, SECURE SIGN-IN.

Add a passkey

1. Choose **Settings > Security > Add a passkey**. Enter your current password and select **Continue**.
2. Complete the confirmation shown by your device or security key. Register only a device you control. Confirm the passkey appears in the list.
3. On your next sign-in, select **Sign in with a passkey** and follow the device prompt. Your password remains available for recovery.
4. To revoke a credential, return to **Security** and select **Remove** beside it. Changing your password revokes existing passkeys; register them again afterward.

Never share your password, invitation link, or recovery credentials in a support ticket.

Add a passkey

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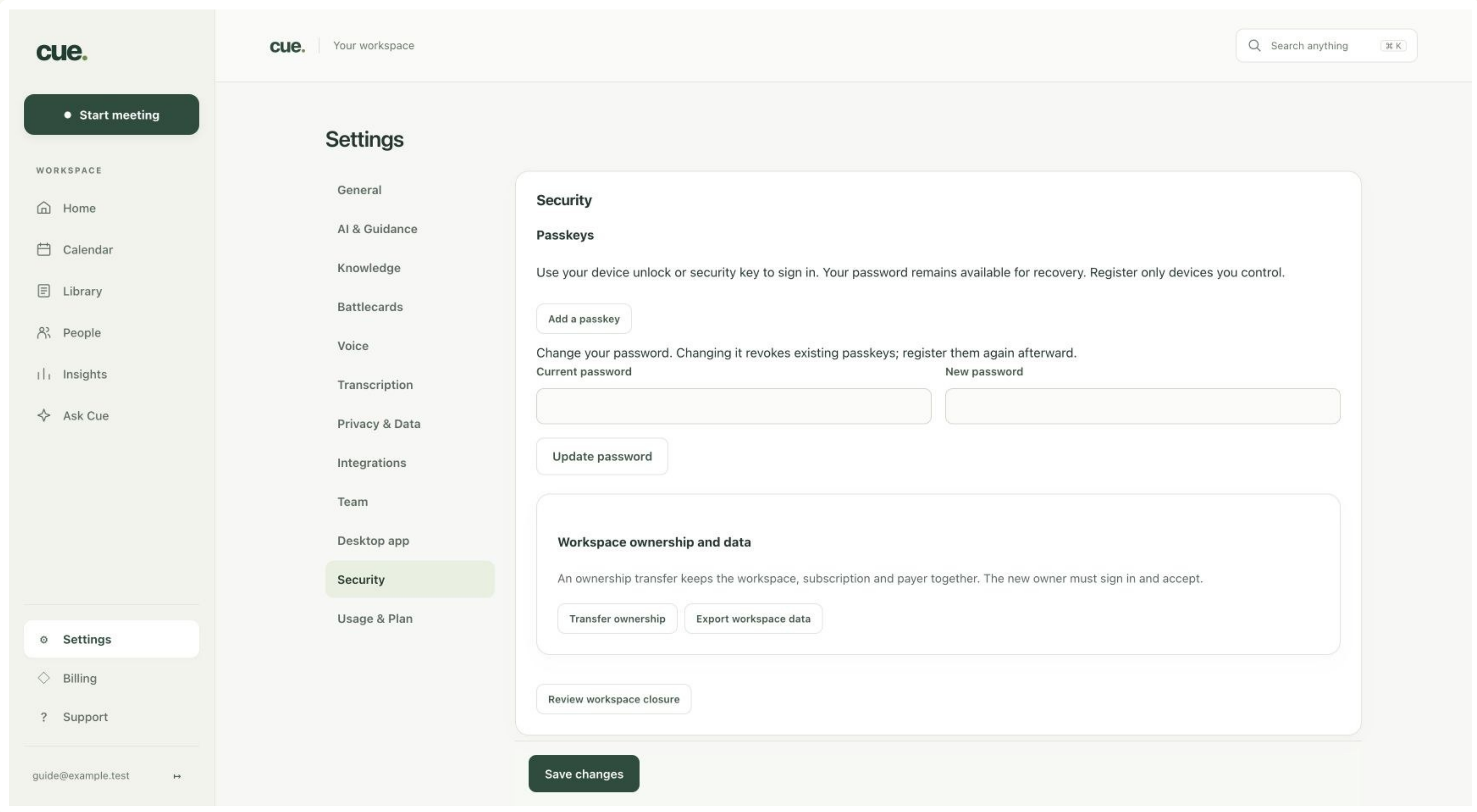

PREPARATION STARTS BEFORE THE CALL.

Connect your calendar and check audio

1. Choose **Settings > Integrations**. Select **Connect** for Google or Microsoft and approve the requested connection for the correct account. Return to Cue and check the connection status.

2. Alternatively, add a calendar's iCal feed using the available calendar-feed controls. Keep a private feed URL confidential.

3. Choose **Calendar** and check that expected events appear. Calendar invitations can supply attendee names and addresses when the provider exposes them.

4. On **Home**, choose **Check your microphone**, allow access, and speak. Look for a detected signal. This short check stays on your device.

Calendar guests are invitees, not proof of actual attendance. Shared call audio does not expose everyone's email address.

Connect your calendar and check audio

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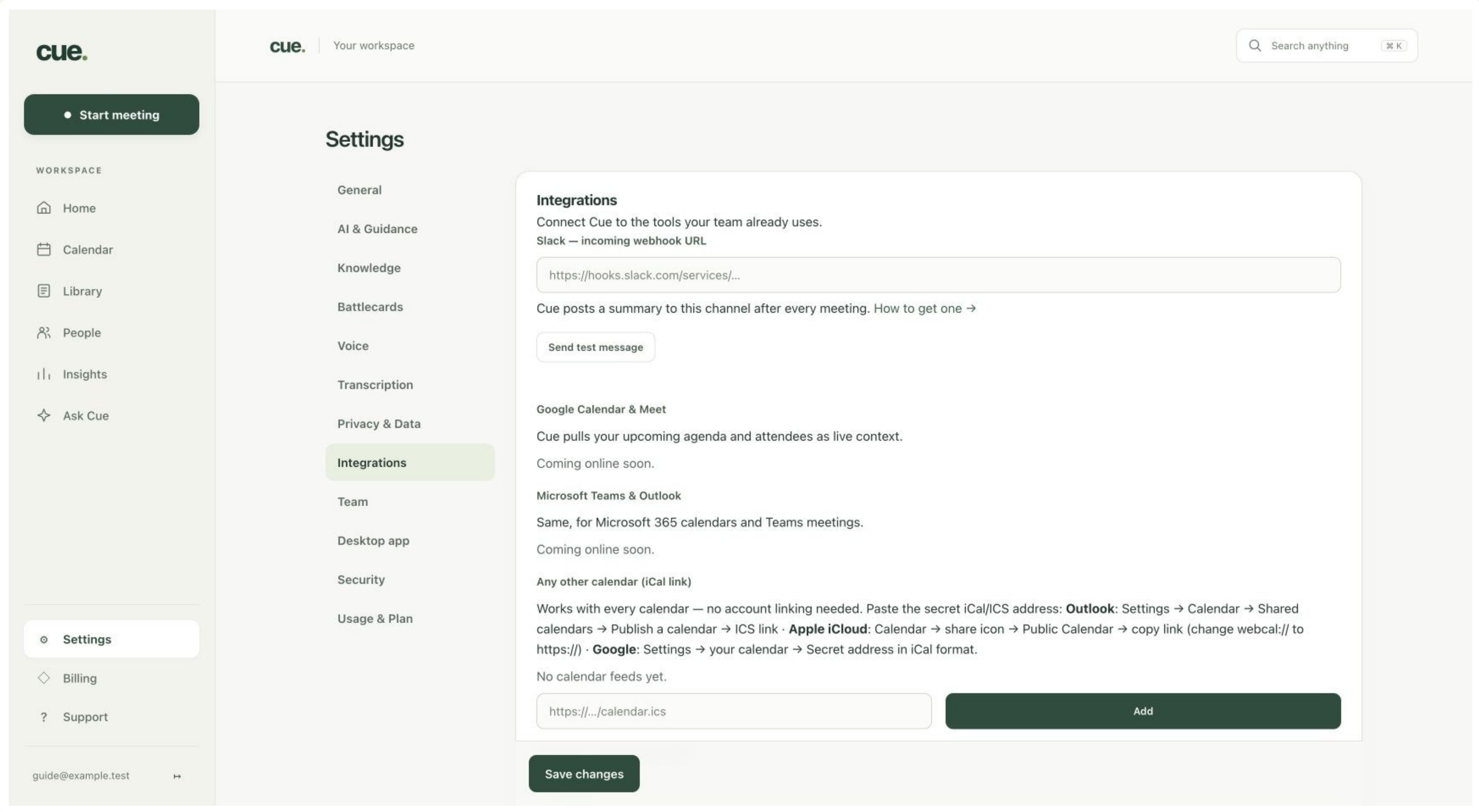

GIVE THE CONVERSATION A DIRECTION.

Start your first meeting

1. Select **Start meeting**. Under **Who can access the saved meeting?**, choose **Only me** or **Everyone in my workspace**. This choice is fixed when the meeting starts.

2. Choose the conversation type and **Video call** for a virtual meeting. Add an outcome under **What do you want out of it?** and a **Meeting focus**.

3. Expand **More options - contacts, style, mic, language, knowledge**. Enter contacts one per line, such as **Alex Morgan <alex@example.com>**. Choose the microphone and language, and add meeting-specific context.

4. Get participant consent where required. Select **Start meeting**, grant microphone access, and select the tab playing your meeting. Enable **Share tab audio** in the browser sharing dialog.

5. Check the **You** and **Them** indicators and the live transcript while people speak. If the other side is missing, use the displayed **Hear the meeting** action and choose the correct audio source.

> A shared screen without shared audio is not enough. The transcript is your practical check that Cue can hear both sides.

Start your first meeting

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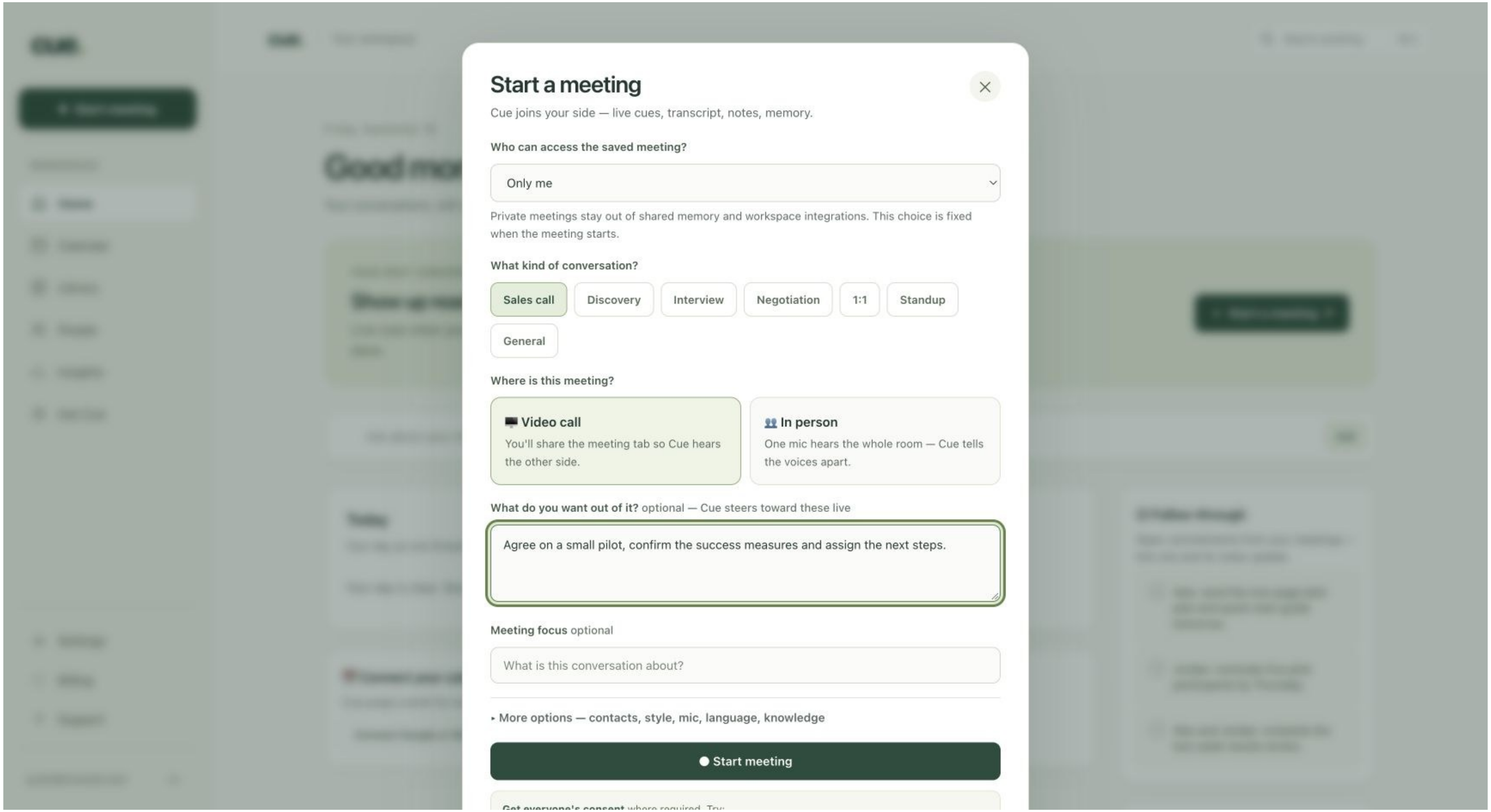

KNOW WHAT TO SAY, IN THE MOMENT.

Use the live cue workspace

1. Read the main cue card for a suggested next response. Choose **Calm**, **Balanced**, or **Rapid** to adjust how quickly suggestions can change.
2. Select **Cue me** when you want a suggestion now, or **Stronger** for a bolder alternative. Use **Back** and **Next** to review available suggestions.
3. Type a specific request in the **Ask Cue** field and select **Cue it**. Example: "What should I ask to uncover the approval blocker without sounding defensive?" Select **Queue** to prepare a line for later.
4. Use **Save** to keep a line, **Copy** to copy it, and **A- / A+** to adjust text size. Try **Overlay** where your browser supports a floating cue window.
5. Select **Whisper** to hear cues through an earbud. Select **Pause cues** to hold suggestions; this does not stop audio capture. **Mute** controls your microphone input, not the other side's shared audio.

Cue offers suggestions, not commitments. Check facts and make the response your own before speaking.

Use the live cue workspace

ILLUSTRATED CONTROL MAP - not a screenshot; layout is simplified.

PACE

Calm / Balanced / Rapid

Control how quickly cues change.

RESPOND

Cue me / Stronger

Request a cue or a bolder alternative.

ASK

Ask Cue / Cue it / Queue

Ask now or prepare a line for later.

REVIEW

Back / Next / Save / Copy

Review suggestions and keep useful lines.

PRESENT

Whisper / Overlay / A- / A+

Listen, float the card, or resize text.

SESSION

Pause cues / Mute / End meeting

Pause suggestions, mute your mic, or finish.

THE RIGHT VOICE. THE RIGHT TEAM.

Keep participant context accurate

1. In the live workspace, open **Meeting context** using the context-edit control. Review the meeting focus and the participant details available there.

2. Correct names and known email addresses. Assign participants to your team or the other team using the available team controls. Do not infer a person's organization solely from their name.

3. Review the participant list for **Your team**, **Other team**, or **Team not assigned**. Resolve missing information when you know it.

4. If speaker labels are uncertain, use the voice-identification controls and review the transcript. An inferred voice label is not a verified identity.

> Correct spelling comes from reliable contact details or your correction. Cue should leave unavailable addresses unknown rather than guess.

Keep participant context accurate

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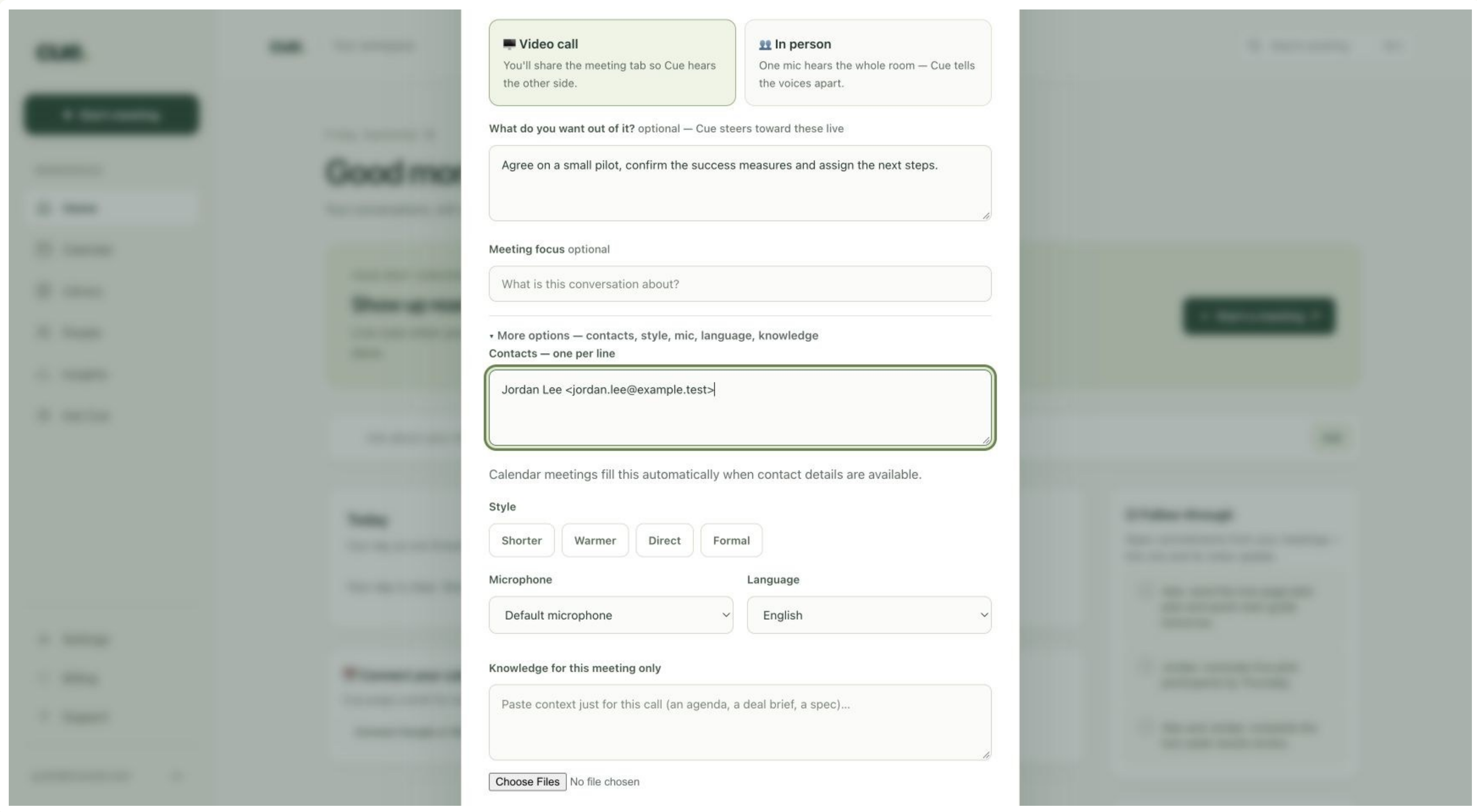

TURN THE CONVERSATION INTO CLARITY.

End, review, and ask your meeting

1. Select **End meeting**. Allow the saved meeting to finish processing, then open it in **Library**.
2. Review **Notes**, **Transcript**, and **Insights**. Check decisions, dates, responsibilities, and next steps against what was actually said.
3. Type into **Ask this meeting anything** and select **Ask** to ask a specific question. For example: "Which approval remains unresolved, who owns it, and what evidence did they request?"
4. When an answer provides a source control, select it to inspect the supporting transcript turn. If Cue reports insufficient evidence or partial coverage, review the full transcript before treating the answer as complete.
5. If saving is not confirmed, keep the tab open, use **Export transcript**, and select **Check Library**. Do not assume an interrupted save has finished.

Insights help you reflect on a conversation. Review interpretation and evidence before acting on them.

End, review, and ask your meeting

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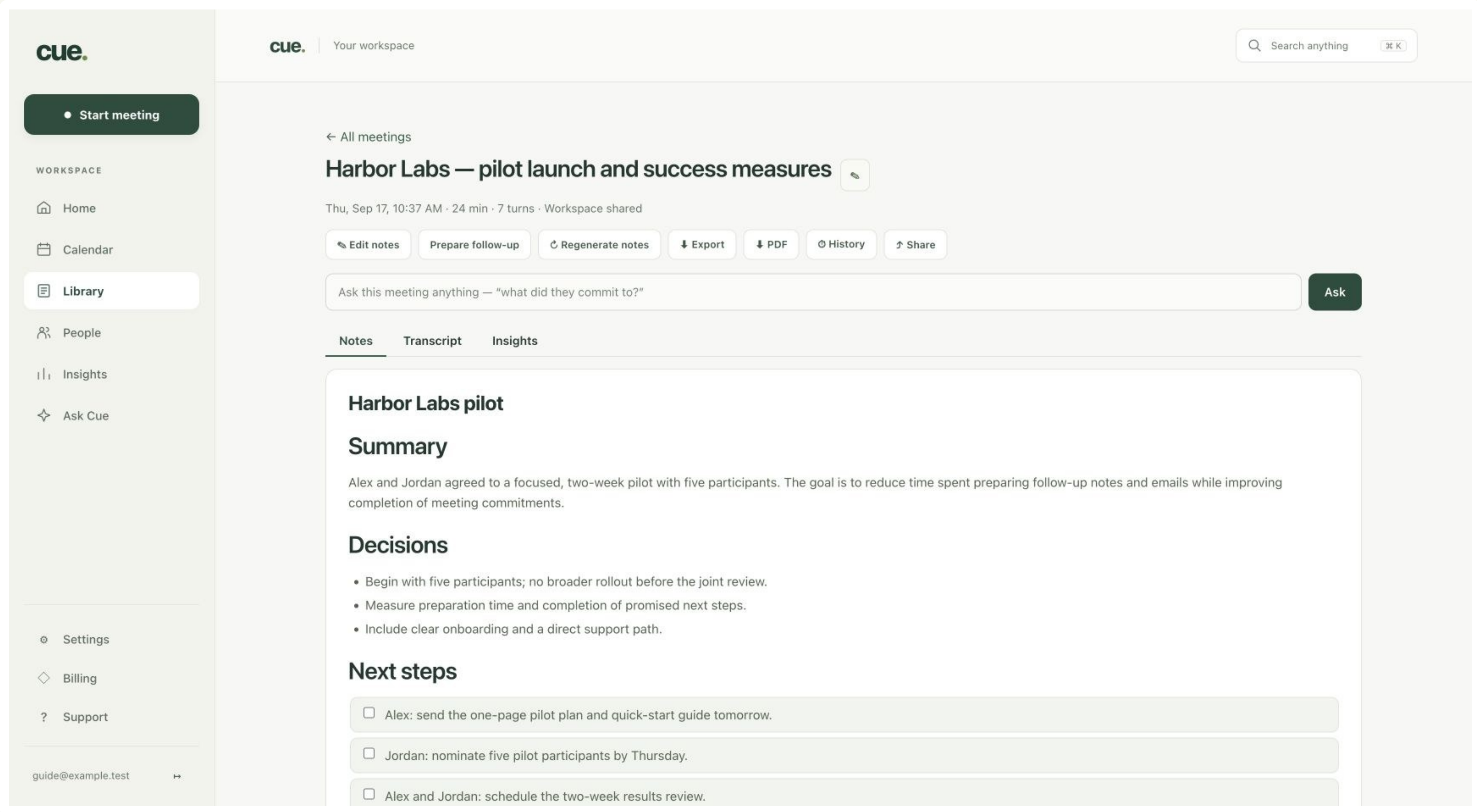

KEEP THE MOMENTUM AFTER THE CALL.

Review and send a follow-up

1. Open the saved meeting in **Library** and choose **Review ready follow-up** or **Prepare follow-up**, depending on its status.

2. Review each recipient's name and **Email address**. Select **Add recipient** for a shared follow-up, up to five recipients. Remove anyone who should not receive it.

3. After changing recipients, select **Redraft for these recipients**. Check the greeting, commitments, dates, owners, and audience-appropriate detail.

4. Edit the **Subject** and **Message**. If shared-mailbox sending is available to your role, choose **Review and send** and confirm the final addresses and content.

5. For private meetings or when shared-mailbox sending is unavailable, use **Open in email app** or **Copy email** and send through your own email account.

> Drafting is automatic when available; sending is not. A draft is never evidence that an email was sent. Check the delivery status.

Review and send a follow-up

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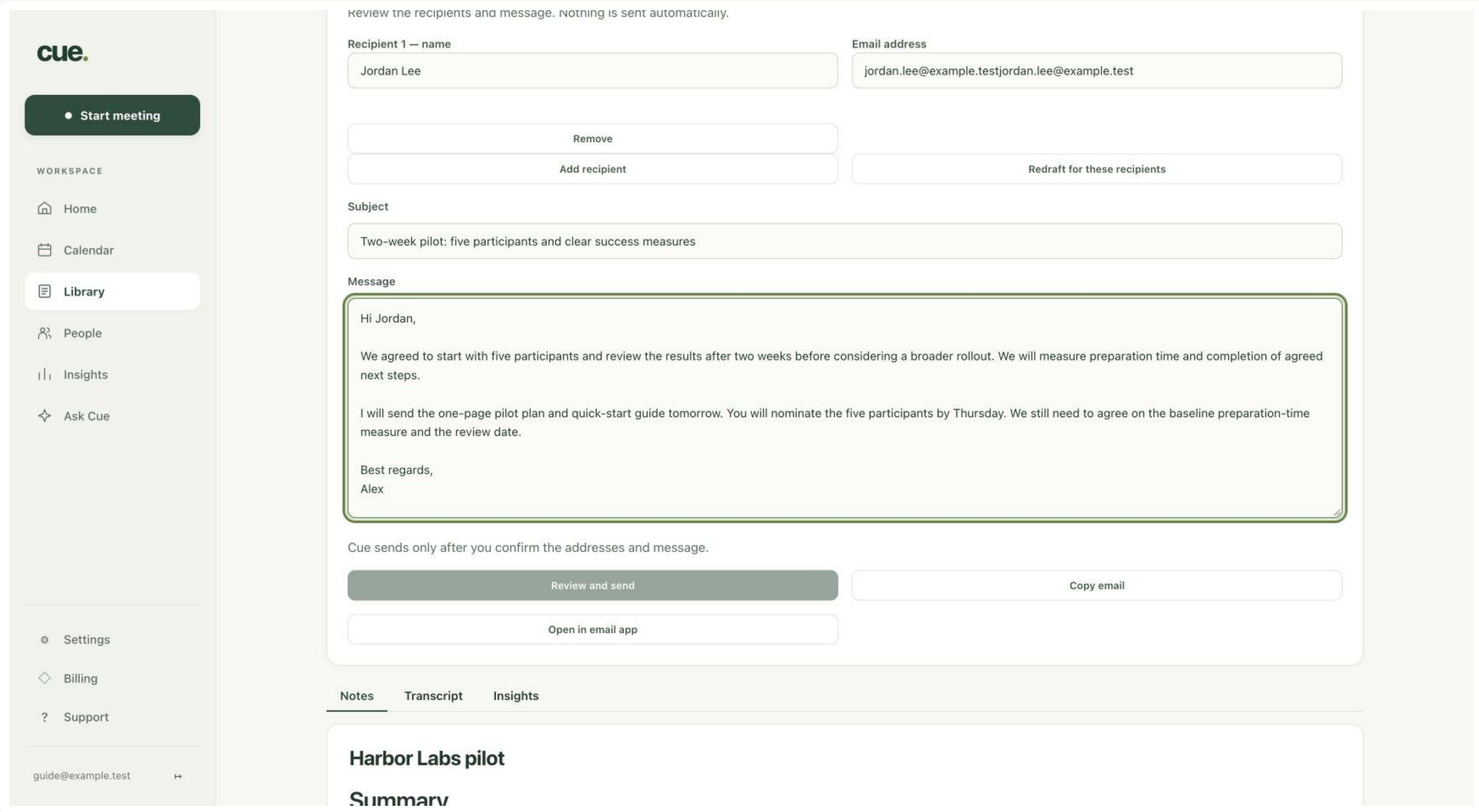

EVERY CONVERSATION BUILDS CONTEXT.

Use People and your meeting history

1. Choose **People** and open the relevant person to review available relationship context and meeting history.

2. Check names, past commitments, and relevant details before a follow-up conversation. Correct inaccurate context through the available editing controls.

3. Use a connected calendar or provide the person's contact details when starting the next meeting so Cue has a stronger match.

4. Choose **Insights** to review the available reflection and improvement information. Use **Ask Cue** for broader questions within the information your account can access.

Private meetings stay out of shared memory. Available history depends on access, captured information, and a reliable identity match.

Use People and your meeting history

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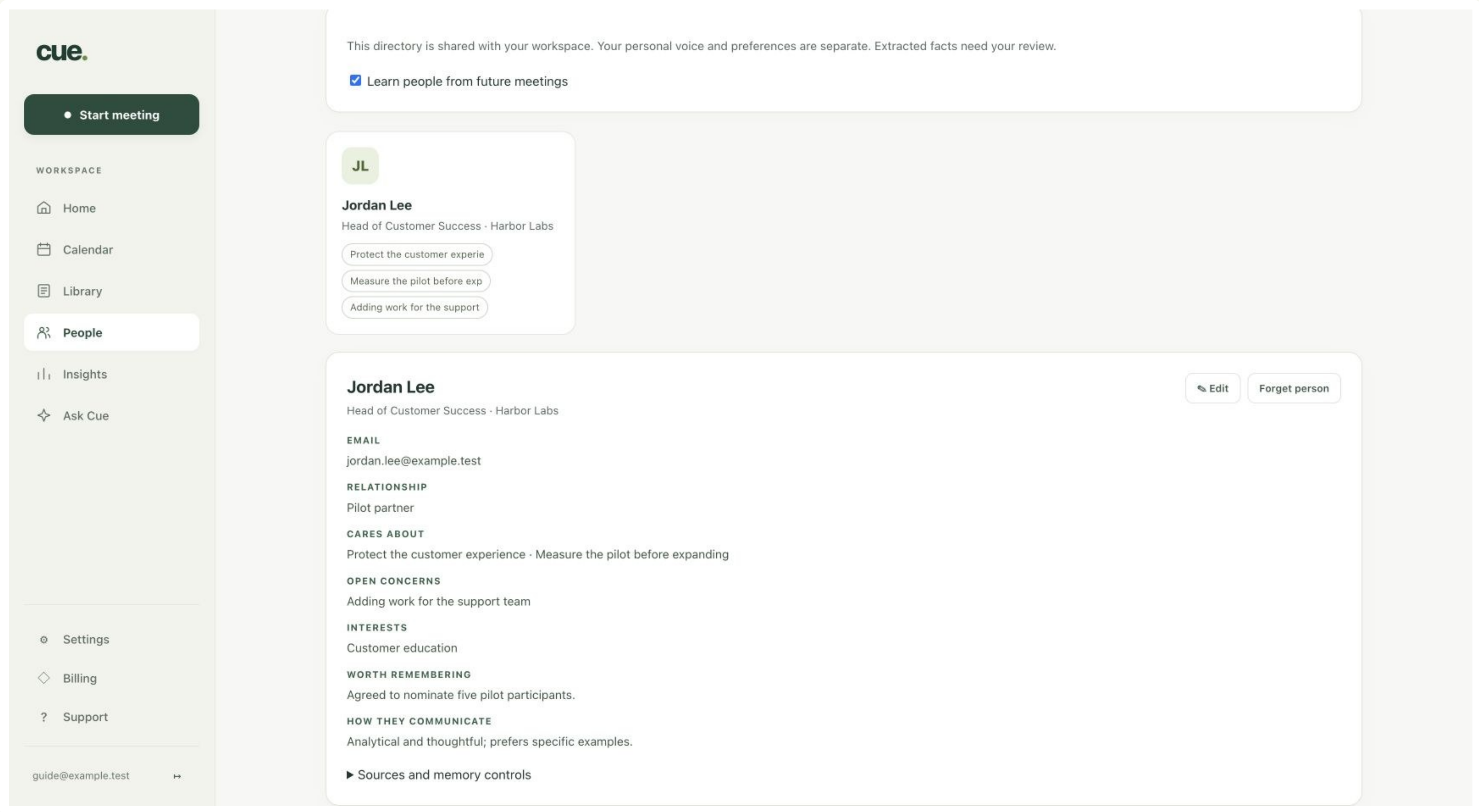

SHARE DELIBERATELY.

Find and share saved meetings

1. Choose **Library**, find your meeting, and open it. Review its content before sharing.
2. Select **Share**. For an eligible workspace meeting, choose the sections to expose: **Notes**, **Transcript**, and/or **Insights**. Select **Create link**.
3. Use **Copy** or **Open** to review the resulting link. Anyone with that link can see the selected sections without an account.
4. Return to **Share** to **Update link** or **Revoke link**. Asking questions about the meeting remains account-gated.
5. For private meetings, use **Share a copy > Copy notes** or **Save as PDF**. Cue does not create a public link for a private meeting.

Revoking a link prevents future link access; it cannot recall copies someone has already downloaded or saved.

Find and share saved meetings

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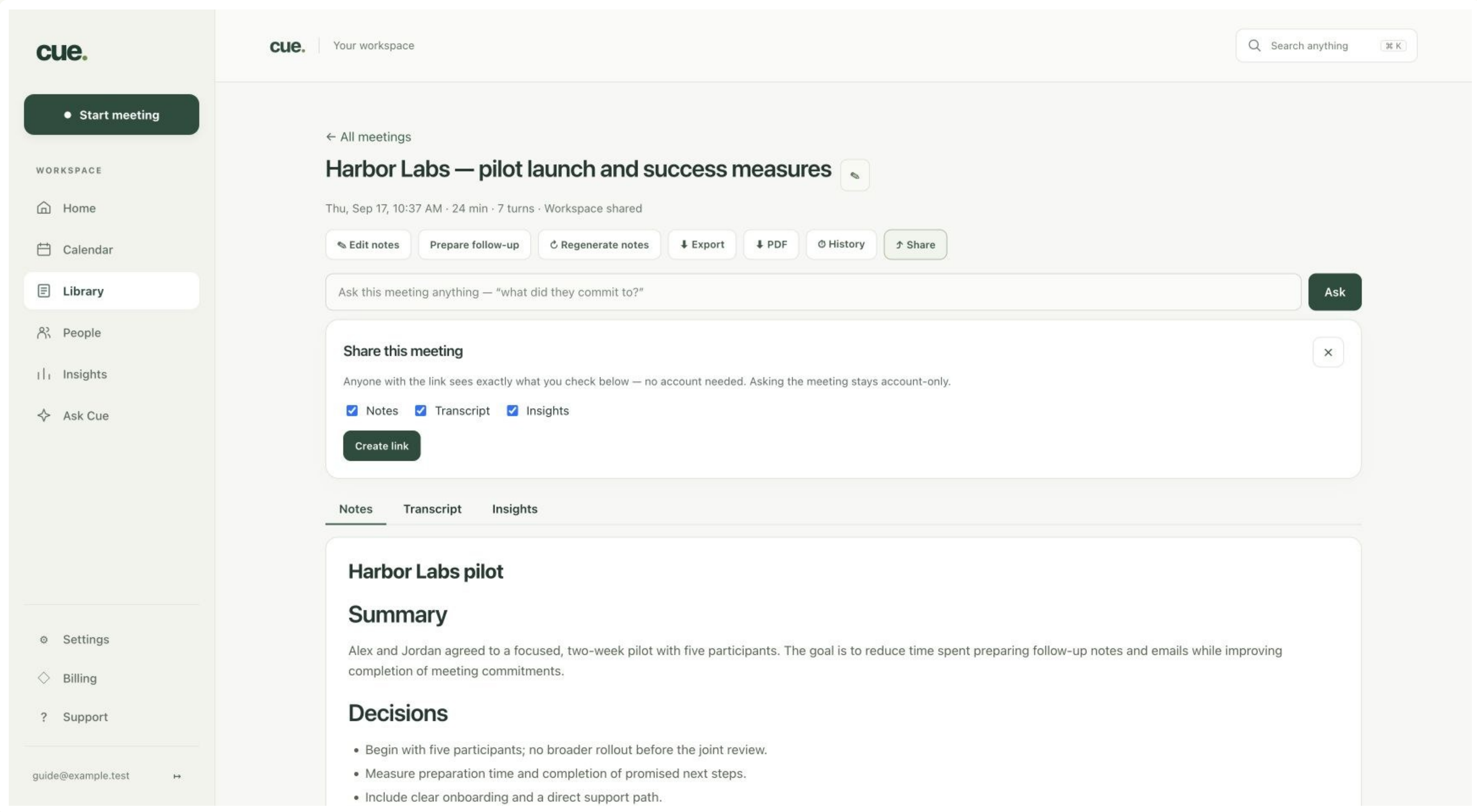

RETURN TO THE ORIGINAL CONVERSATION.

Optional meeting audio

1. Open **Billing** to review the recording add-on and current eligibility. The workspace owner can select **Add meeting recordings**, review the terms, and **Continue to checkout**.
2. Open **Settings** and locate **Meeting recordings**. Turn **Enable audio recording** on or off for your account. This is separate from optional training collection.
3. During a meeting, select **Record audio** and confirm the recording notice after obtaining required consent. Recording requires an active add-on and your enabled preference.
4. After the meeting, open it in **Library > Meeting audio**. Select **Play recording** or **Download**. Review the displayed availability deadline.
5. To remove audio, select **Delete** and confirm **Delete audio**. Notes and transcript remain. To stop future renewal, use **Manage renewal** in the add-on controls.

Published add-on terms: $5 per workspace/month plus applicable tax; 5 GB storage, up to 90 days retention, and 10 GB playback/downloads per UTC calendar month. Hard caps, no recording overages. Review Billing for current terms and eligibility; not every account or trial qualifies.

Optional meeting audio

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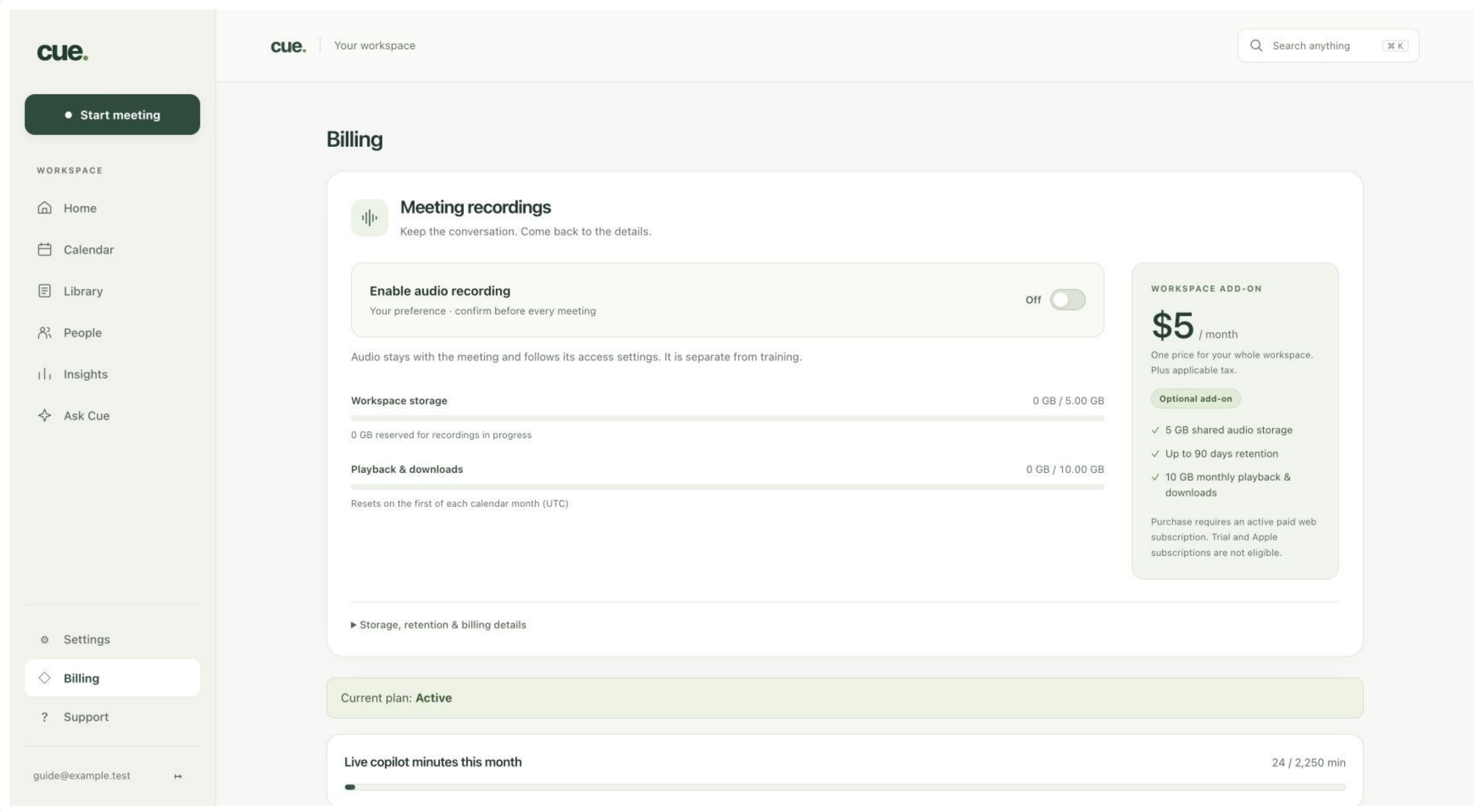

UNDERSTAND YOUR ALLOWANCE.

Plans, offers, and extra usage

1. Choose **Billing**. Review your plan, renewal details, and any trial, complimentary access, or discount terms. A time-limited discount does not imply a permanent price. Corporate complimentary and trial grants share their included minutes across seats in a rolling 30-day window. Their access expiry is separate, and they do not automatically incur overages.

2. In **Your meeting minutes**, review **Minutes used**, **Included minutes available**, **Additional usage**, and the reset date. The allowance applies across the workspace.

3. If an optional new-terms offer is displayed, the owner can review the rate, effective date, and policy. Enter a **Monthly extra-spend ceiling**, check the consent box, and select **Accept usage terms** only if you agree.

4. Choose a $0 ceiling to disable additional paid usage under those terms. Read **Current terms** and any **Accepted · Starts next period** notice to distinguish active from scheduled terms.

5. Review **Additional usage billing** for settlement status. If an amount or offer appears wrong, open a support case before making another purchase.

Two audio channels in one meeting count once; concurrent meetings count separately. Annual subscriptions receive monthly allowances. The terms shown for your account govern rates, rounding, limits, and renewal.

Plans, offers, and extra usage

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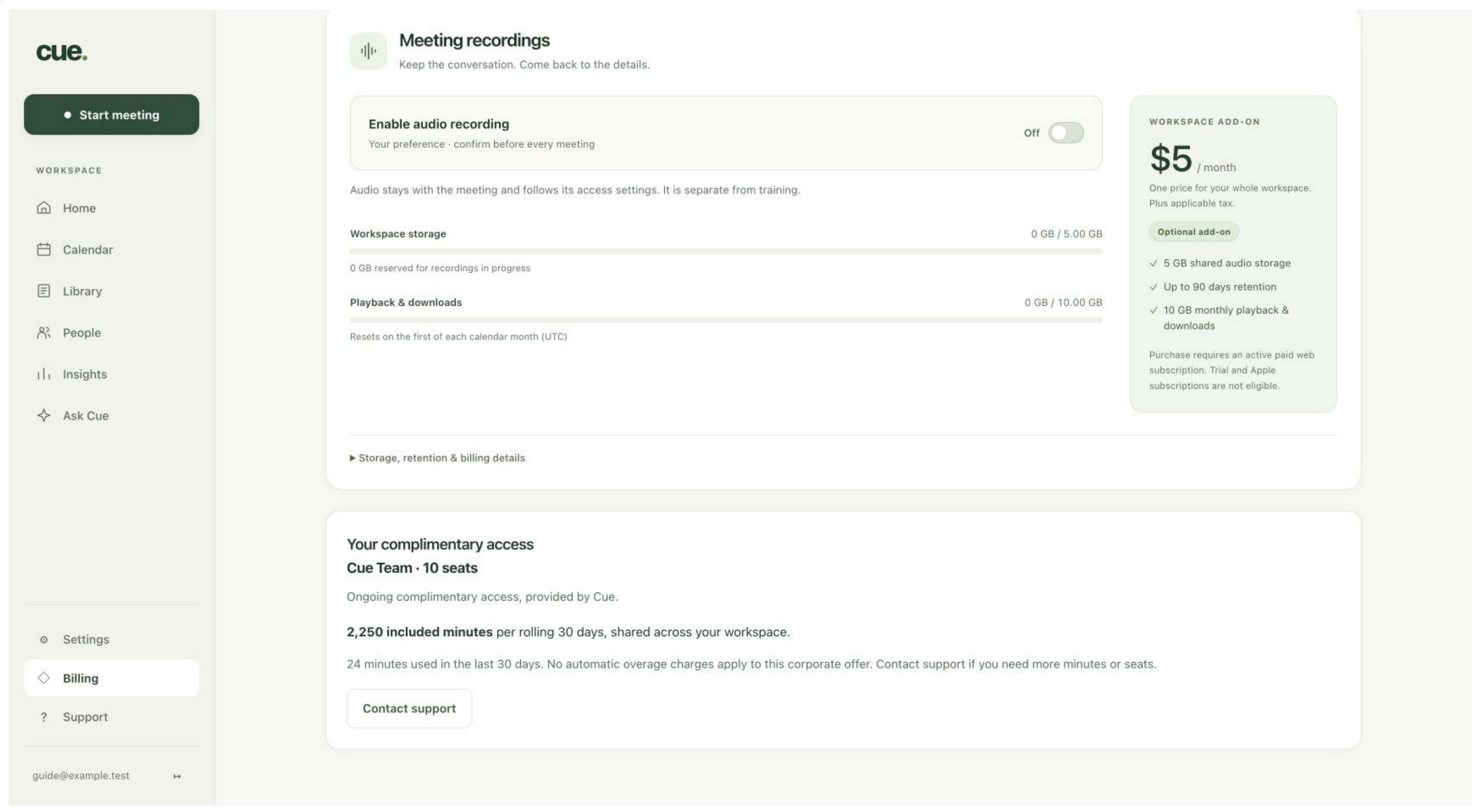

WORK TOGETHER WITH CLEAR ACCESS.

Manage your workspace team

1. If you are a workspace owner or admin, choose **Settings > Team**. Review existing members and their roles.
2. Enter the intended teammate's email and select an appropriate **Invitation role**, then select **Create invite link**.
3. Share the invitation only with its intended recipient and check its expiry. An invitation bound to an email can only be accepted by that email.
4. Review access periodically and remove members who no longer need it. Corporate administration and workspace membership are separate levels of authority.

Use the minimum role needed. A workspace member does not automatically receive corporate account-management access.

Manage your workspace team

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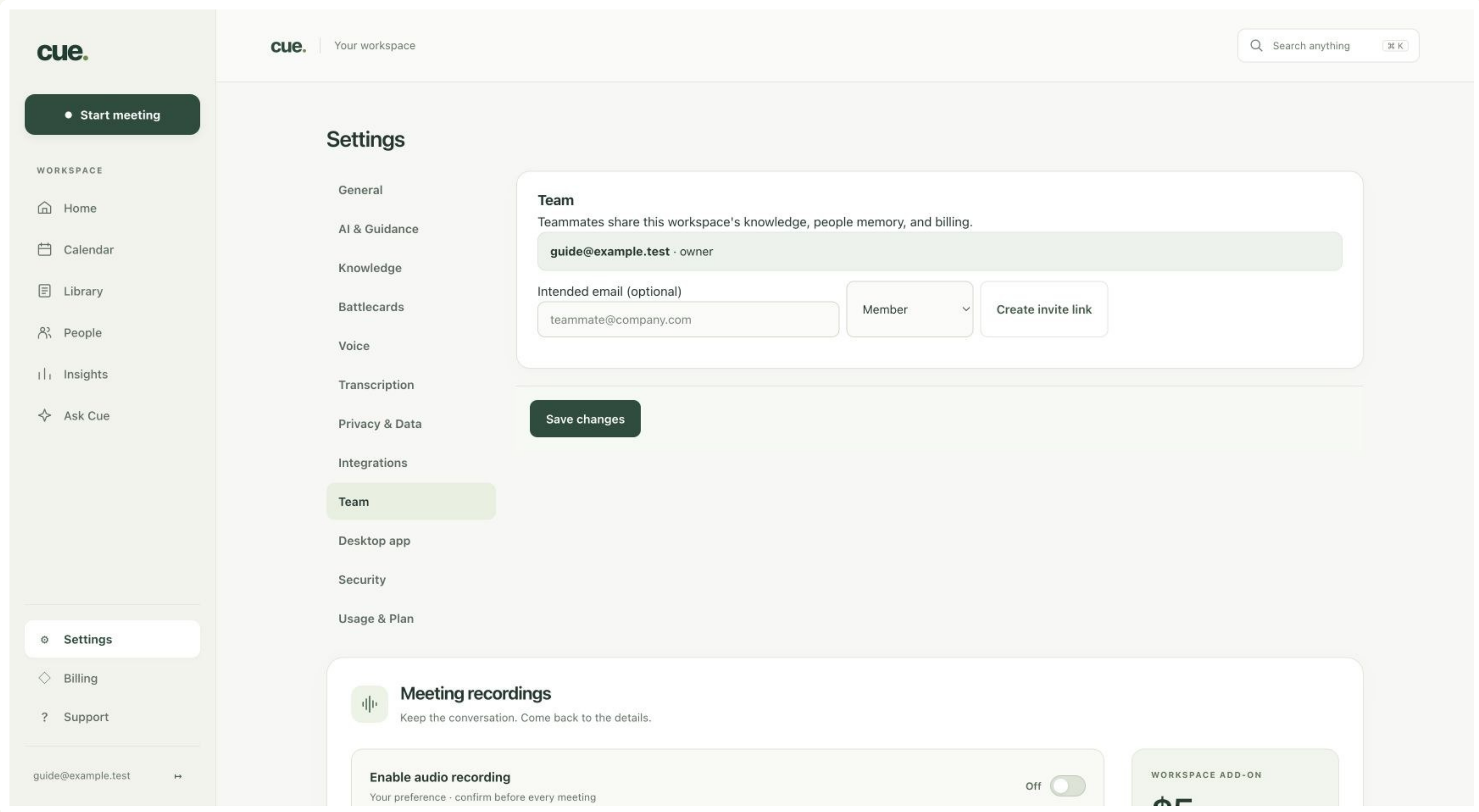

A DIRECT LINE TO THE CUE TEAM.

Create and follow a support case

1. Choose **Support** in the left navigation. In **Create a support case**, enter a clear **Subject** and describe the issue in **How can we help?**.
2. Include the screen, approximate time and time zone, steps taken, expected result, and the exact non-sensitive error message. Do not include passwords, invitation links, or private meeting content you do not need to share.
3. Select **Create case**. Confirm the case appears in **Your cases**. If a submission is unconfirmed, check the list before retrying.
4. Open the case to see its status and replies. Use **Reply to this case > Message > Send reply** to continue in the same conversation.
5. Watch for **New reply** and the Support navigation indicator. Select **All cases** to return to your case list.

A support case keeps the conversation and status together. It is the best place to follow an issue through resolution.

Create and follow a support case

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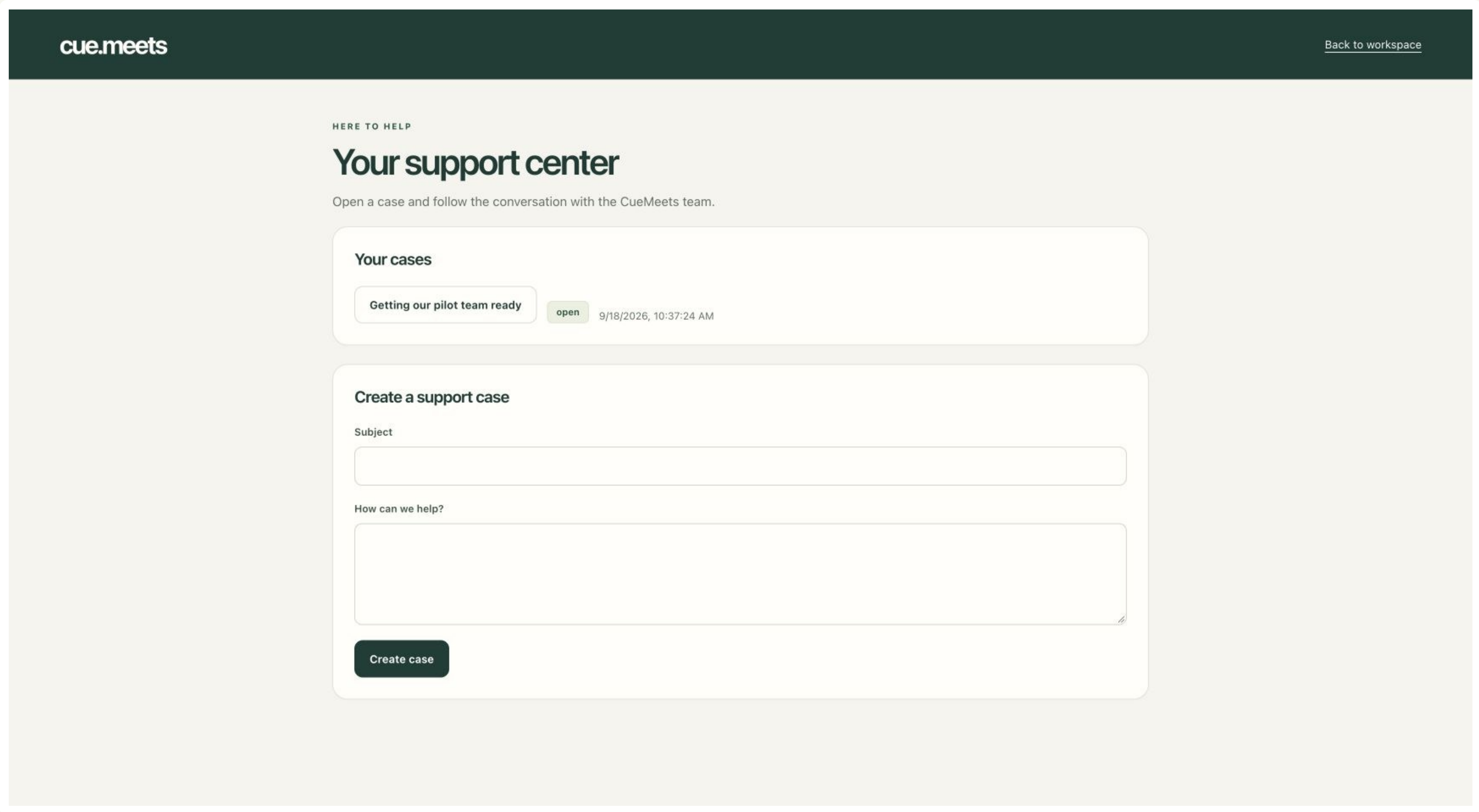

KEEP CONTROL OF YOUR INFORMATION.

Privacy and troubleshooting

1. Before a meeting, choose its saved-content visibility deliberately and obtain any required participant consent. Open **Settings > Privacy & Data** to review available privacy and data controls.

2. In **Privacy & Data**, review **Store full transcripts** and **Auto-delete meetings older than**. Transcript-based answers depend on retained source material. Training audio opt-in and paid meeting recordings are separate controls; review each deliberately and select **Save changes**.

3. If cues are missing, check the live transcript first, then microphone and shared-tab audio, connection status, **Pause cues**, and available allowance. Try **Cue me** after a clear spoken exchange.

4. If calendar events are missing, check which account is connected and whether the event belongs to that calendar. If a contact email is unavailable, enter the known address rather than guessing.

5. If audio recording stops at a limit, the meeting can continue. Check the recording status in Library and storage/playback allowance in Billing.

6. If a passkey prompt is canceled, retry or sign in with your password. For unresolved problems, create a support case with the steps and non-sensitive error text.

Availability can vary with browser permissions, connected services, account role, plan, and product updates. Use the visible account terms and controls as the final reference.

GUIDANCE, WITH YOU IN CONTROL.

Ask the help assistant

1. Choose **Help assistant** in the workspace navigation. Ask how to use a Cue feature or describe a problem. Use **Illustrated guide** for the illustrated walkthrough, or download this guide as a PDF.

2. The assistant uses this guide to explain Cue. Follow its chapter links for detailed steps. It does not inspect your meetings or transcripts; use **Ask Cue** for meeting questions.

3. When an answer offers an action, review it first. The assistant can open a workspace screen, propose changing your recording preference, or prepare a support case.

4. For a recording change, confirm the proposed setting. Recording still requires paid or complimentary access and any required participant consent. The assistant cannot purchase access for you.

5. For support, review and edit the subject and message before submitting. Keep passwords, private links, and unnecessary meeting details out of your message. Confirm the case appears in Support.

6. If an action cannot be confirmed, check the setting or support case list before retrying. If AI help is unavailable, the guide and Support remain accessible.

AI answers can be mistaken. The assistant only performs supported actions after confirmation, under your existing account permissions. It cannot change billing, security, team access, or delete data.