



***Instruction Guide***  
***and***  
***User's Manual***

***Rev 3.1***

## *“Get Control of Your Music”*

**NOTE:** This device is designed to work exclusively with Apple products including the iPod Touch and iPhone.\*

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## Introduction

***Congratulations on selecting Cue Command!*** The following instructions will help you make the most of your new device. Please read them carefully. For faster set-up, refer to the Quick Start Guide included with the unit.

## What's in the box

- 1 - Cue Command Appliance
- 1 - Antenna
- 1 - Power Supply
- 1 - Long-Range Handheld Transmitter
- 1 - Quick-Start guide
- 1 - Paperclip (for transmitter/receiver programming)

## What's *not* in the box

iTunes app (available for free download from Apple's app Store)

iDevice (iPod Touch, iPhone, iPad, etc.)

30-pin to Lightning adapter (if needed) is available from Apple and other reputable dealers... do not purchase counterfeit adapters.

## Transmitter

The Cue Command long-range handheld transmitter allows the selection of one of 16,777,216 ( $2^{24}$ ) unique addresses. All new transmitters and receivers come with default settings and are tested prior to packaging. Because all transmitters will control all docks, it is a best practice to customize your equipment prior to the performance. To do this, use the following procedure:

1. Using the supplied paperclip or similar device, press and hold the CREATE button (Illustration #1) through the hole in the back of the transmitter case. The blue LED will light up in the adjacent window indicating that a new address is being created. The address will be randomized for as long as the button is held down.



Illustration #1

2. After a few seconds, release the button and the randomized address will be saved. The LED will begin flashing to indicate that the Control Permissions may now be set.
3. Press each of the five buttons on the transmitter. It does not matter in what order the buttons are pressed, only that each button is pressed at least one time. If a button is not pressed during this learning phase, that button will not transmit during use.
4. Press the CREATE button again with the paperclip or wait seventeen (17) seconds for it to time out.  
**The address and Control Permissions are now set.**

Once the address and Control Permissions are set, the transmitter is now programmed and you are ready to customize the receiver in the dock.

***Special note:***

Some users have found it beneficial to deliberately omit certain buttons (step 3 above) from the programming sequence. For example, let's say you had an assistant in the audience who was there to adjust the volume level and you did not want them to have control over other aspects of your music. Selecting the volume up and down buttons during the programming sequence would give them volume control but they could not start, stop or fade-out the music.

## Transmitter battery

Under normal usage, the transmitter's battery will last approximately 24-months. When replacement is necessary, the battery may be replaced with a cr2032 battery.

To replace the battery, use your thumb to slide the cover (Illustration #1) downward exposing the battery holder. Use a knife, small flat-head screwdriver or similar tool to slide the existing battery down and out from underneath the metal holder. Do NOT lift up on the battery as it may break the connection between the holder and the circuit board. Breaking the connection on either side will render the transmitter useless.

To install the new battery, slide it into the holder and replace the cover.

## Cue Command Appliance

The Cue Command Appliance houses the Apple connector, audio port, video port and the power supply port. The unit also contains a radio-frequency receiver which can accommodate up to forty (40) handheld transmitters. Because the device is shipped from the factory accepting only commands from the enclosed transmitter, it is not necessary for the new user to make any modifications. You may however change the receiver by using the following procedures:

*Both the learning button and LED are located at the bottom of this portal. A large straightened paperclip seems to work best for programming. With a bit of pressure, you'll feel a "click" when the paperclip activates the button.*

*The LED is somewhat difficult to see and may be best viewed in a darkened room.*

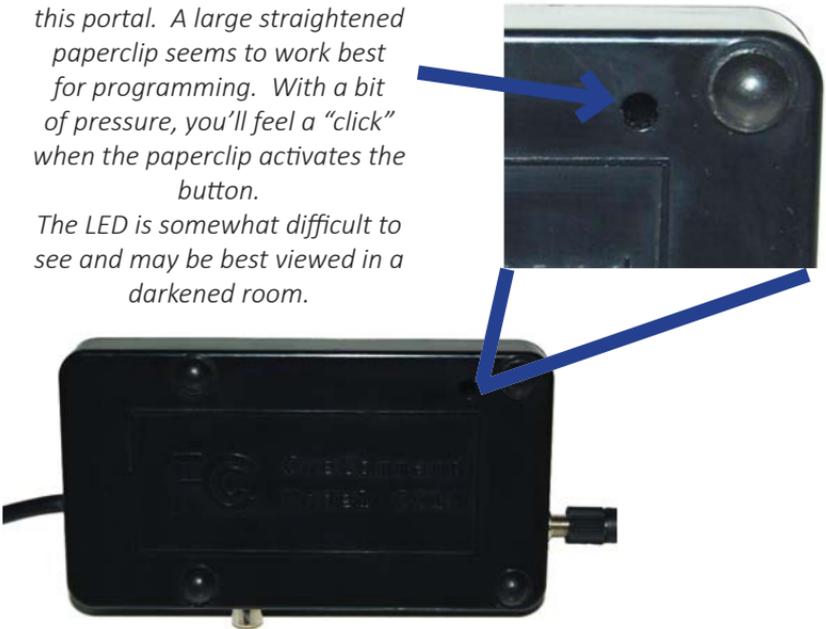


Illustration #2

## **To remove all transmitters from the device**

1. Connect the appliance to power.
2. With a straightened paperclip, press and hold (LED lights solid but may be difficult to see) the LEARN button on the bottom of the dock enclosure (Illustration #2) for approximately 11 seconds. If the LED is flashing when released, the button was not held long enough. Repeat the step.
3. Follow the procedure to add a transmitter.

## **To add a transmitter**

1. With the same paperclip, press the LEARN button on the bottom on the dock enclosure for one-second and release. The yellow LED will start flashing.
2. Press any button on the handheld transmitter. The LED continues to flash.
3. Press the LEARN button again on the dock enclosure to complete the procedure. The LED goes dark.

## **To verify the transmitter is functioning properly**

1. Press one of the buttons on the transmitter and you'll see the light from the LED through the portal. Every time the device receives a signal, the LED will illuminate. Test all five buttons on the transmitter to verify communication.

## Transmitter Buttons (Illustration #3)



Illustration #3

Volume Down – Depress this button to lower the volume of the music.

Volume Up – Depress this button to increase the volume of the music.

Play/Pause – Depress this button to begin playing track. If the music is playing, depress this button to pause the track.

Track Back/Cross-Fade – Depress this button while music is paused to move back one track in your playlist.

Track Forward/Fade – Depress this button to move forward one track in your playlist while in pause or to fade out and cue-to-next if playing.

## Using the Application with the Appliance

It is highly recommended that the user places their iDevice into “airplane mode” prior to using the Cue Command application. Airplane mode turns off the various radios on the device and therefore prevents interruptions from messages or phone calls.

Prior to the first use, it is necessary to download and install the free Cue Command application from the iTunes app store. This can be done through the iTunes app on a Mac or PC or in many situations, from the iDevice itself so long as it’s connected to a network. In all cases, search the App Store for “Cue Command”. It is also necessary to have at least one PlayList on your device. Instructions for creating a PlayList can be found in iTunes.

Once your Appliance and Transmitter have been configured as previously described, you are ready to begin using your new device with the Cue Command Application. Connect power, the antenna and a 3.5mm (standard 1/8”) audio cable from the Cue Command’s audio port (blue connector on back of unit) to headphones, an amplifier, mixer or powered speakers. Unlock your iDevice by using the slider (and password if required) and then plug it into the Apple (newer Lightning or older 30-pin) cable. Use a Lightning to 30-pin adapter (available directly from Apple) if needed. The application will not launch if the device is locked when connected to the appliance. Take care to set your amplifier at a relatively low volume level until you

are familiar with the typical volume level output from Cue Command. When first powered-on, Cue Command will output at 60% volume.

If you have done everything properly, the Cue Command app will automatically launch and you'll see the main menu with an option to select either Continuous or Performance mode. The Cue Command dock is a convenient place to rest your iDevice.

## Managing Playlist

Within Apple's iTunes, the user manages their music through lists called "Playlists". Cue Command plays music directly from the iTunes playlist making it very easy to organize show music across multiple Apple iOS devices.

If the user intends to remotely switch from "Continuous" to "Performance" mode, the following playlist configuration is recommended:

*In this example, we will assume the performer utilizes 15 music tracks in their performance and 50 tracks of pre-show music*

1. Place all 15 performance tracks in order at the beginning of the playlist... they will occupy slots 1-15.
2. Starting with track 16 of the playlist, insert the 50 pre-show tracks in the desired order.
3. At the venue and after Cue Command is properly connected to the sound system, unlock and connect the iDevice to Cue Command.
4. From the main menu, select "Settings" and verify the Continuous to Performance feature is turned on. Press "Done" when completed.
5. From the main menu, select "Continuous" and then the appropriate Playlist from the listing. The "Continuous" screen with the blue background will appear.

6. Press the track-forward button (right arrow) until you're at the first track of the pre-show music... track 16 in the example.
7. Press "Play" on either the screen or the remote transmitter and the music will start.
8. The system will play track 16, 17, 18, 19 and so on without interruption or user input.
9. When it's show time, hold down the track-back button (left arrow) and press the track-forward button (right arrow). The music will gradually fade out, Cue Command will switch to Performance mode and the system will automatically cue to track one of that Playlist.

## Digital Rights Managed (DRM) Music

DRM is an out-dated method to control piracy of audio files. Although Apple abandon the program in 2009, it is still possible to have audio files that are DRM protected in your iTunes playlist.

Starting with version 2.5, Cue Command will check for DRM files and alert the user if the selected playlist contains these protected tracks. If so, Apple offers several methods to remove the protection. A web search for "Apple DRM removal" will produce many results.

As an alternative, converting your music to WAV or MP3 will also remove the restrictions.

## Settings

From the main menu, the settings button allows the user to select a variety of special features. In all cases, the settings are retained in memory and it is not necessary to return to the screen unless changes are required.

### Primary Display

Allows the user to select between track number or track title as the primary display. Selecting either option, deselects the other. The selection is consistent over both Continuous and Performance modes.

### Continuous to Performance toggle

Selecting this feature allows the user to quickly switch from Continuous to Performance mode. This feature is fully described on page 8 of this guide.

### Cross-Fade

With the feature activated, pressing the “track-back” button (left arrow) in either Continuous or Performance mode, will cause the current track to fade-out as the following track fades in. Select short medium or long to control the length of the fade. Cross-fade is only available on devices running iOS 7 and newer.

Press “Done” to return to the main menu.

## Timer Display Settings

This setting allows the user to select one from a variety of time settings. The choices range from no time displayed, current time-of-day, count-down timer, count-up timer and show timer.

With the show timer, the user sets the number of minutes for the performance (1 - 999 minutes). Then, in performance mode, the time-of-day will display until the first track is started. When that happens, the show timer will display and start counting down. The show timer will continue counting down regardless of the status of the track. The user can play, pause, fade and crossfade while the countdown continues. At the end of the selected amount of time, the time will flash indicating time has expired.

## Timer Display Settings

In all modes (Rehearsal, Continuous and Performance), an image of the remote transmitter can be displayed on the screen by tapping the middle of the glass. When it's displayed, the on-screen remote functions identically to the actual Cue Command remote. This is handy if user would like to make changes while at the iDevice.

After a few seconds, the on-screen remote will vanish.

## Rehearsal Mode - Tan Background

Rehearsal mode is highlighted with a tan background. In rehearsal mode, the user is able to quickly forward and rewind through the current track. This is particularly helpful during rehearsal activities when a specific section of music must be practiced multiple times. At the end of the current track in rehearsal mode, the music will reset to the beginning of that same track.

When the track is playing, pressing and holding the forward or rewind button will gradually increase the fast-forward or fast-rewind speed until that button is released. Then, the track will start playing.

Play, pause and volume functions all work in this mode. When the track is paused, the track-forward and track-back buttons will move forward or back through the playlist.

## Continuous Mode - Blue Background

Use this mode prior to the performance to provide continuous background music. Tap the “Continuous” button, select the appropriate playlist and the “Continuous” screen appears. This screen consists of eight (8) components.

1. Large number or track title – denotes the track currently queued to play (red) or playing (green).
2. Timer (text mode only) - shows time remaining in the current track. A red box appears when there is 15 seconds remaining in the current track.
3. Playlist Button – press the playlist button to select a different playlist.
4. Menu Button – press the menu button to return to the application’s home page.
5. Playlist Name – the name of the playlist is displayed.
6. Track Back/forward Buttons – These buttons allow you to move back or forward tracks within the selected playlist. The Track Back/forward buttons may also be used on the handheld transmitter.
7. Play/Pause Button – this button allows you to play or pause the selected track. Pressing the button starts the music and pressing it again pauses the track. The Play/Pause button may also be depressed on the

transmitter to achieve the same result.

8. Shuffle Button – this button toggles the shuffle mode on or off. Shuffle randomizes the order of the tracks.

In Continuous Mode, once you start the first track playing, the playlist will continue to play, track to track, until you stop/pause the music.

If you Track Back or Track Forward using either the transmitter or the buttons within the application, the indicator will return to red signaling that music is no longer playing. You must press PLAY again to start the track.

You may adjust the volume using the transmitter's Volume Up and Volume Down buttons. When you depress one of the Volume buttons, a green field appears on the iDevice. The green field increases in height as the volume goes up. The green field decreases in height as the volume goes down. You must press the Volume buttons each time to adjust the volume. You cannot depress and hold the buttons.

When it's time for the performance and if the feature is activated on the settings screen, it is possible to switch from Continuous to Performance Mode. By holding down the track-back button and pressing track-forward, the audio will fade out, switch to performance mode and cue to track one.

## Performance Mode - Black Background

Use this mode when you are ready to begin your performance. Tap the “Performance” button on the main menu, select the appropriate playlist and the initial “Performance” screen appears. This screen consists of five (5) components.

**NOTE: The Playlist that was chosen for “Continuous” will not automatically be the Playlist queued in “Performance” mode. Make sure you chose the appropriate playlist for your performance.**

1. Track Name or number (depending on selection in “settings” screen – the title or number of the track in the playlist. The information is shown in red when in pause and green when playing).
2. Timer (text mode only) - shows time remaining in the current track. A red box appears when there is 15 seconds remaining in the current track.
3. Playlist Button – press the playlist button to select a different playlist from the menu.
4. Menu Button – press the menu button to return to the application’s main menu.
5. Playlist – denotes the currently selected playlist.

In Performance Mode, only the selected track will play.

Once that track is over, the music will stop and the next track will queue up. You must manually start the next track playing.

The Track Back or Track Forward buttons do not work in Performance mode while the music is playing. These features were intentionally disabled to prevent accidental moving between tracks during a performance. If you need to move between tracks, simply pause the music and the Track Forward/Track Back buttons will work as previously described. When the track is playing, the Track Forward button becomes a “fade” Button. This feature allows you to automatically fade out the music and cue to the next track. With a single press of the button, the music will fade to zero and the next track will automatically queue up. The track information of the next track will appear in red to signal that music is no longer playing.

Please note: If the Cue Command is set to a relatively low volume level (10-20%), the fade will appear rather abrupt. However, if the unit is set to a higher level (60-70%) the fade will seem far more gradual.

You may adjust the volume using the transmitter’s Volume Up and Volume Down buttons. When you depress one of the Volume buttons, a green field appears on the Application. The green field increases in height as the volume goes up. The green field decreases in height as the volume goes down. You must press the Volume buttons each time to adjust the volume. You cannot depress and hold the buttons.

## **Connecting Headphones or Speakers to the Appliance**

Headphones or speakers must be plugged into the back of the Cue Command unit. Do not plug headphones or speakers into the audio port on your iPod or iPhone. It will not work correctly with the application.

## **Using the Composite Video Connector**

The Cue Command appliance does include a composite video connector. When connected to an external monitor, this will “mirror” the iDevice’s display on that external screen. This feature is particularly useful when it is necessary to view track and volume information at a substantial distance.

This feature is not supported from devices utilizing Apple’s Lightning connector and is not supported on Cue Command units with the Lightning plug

## **Ankle Switch (optional accessory)**

The ankle switch is a fully functioning remote transmitter with an internal magnetic sensor. When the sensor comes within approximately one-inch of the included magnet, the transmitter will effectively send a play/pause signal to the device. Therefore, if the track is paused, it will start playing. If it’s playing, it will pause in place.

To add or remove the ankle switch from the dock, follow the instructions on page 6 of this guide.

## **Warranty Information**

The Cue Command appliance, cable and internal electronics are warranted for a period of two-years from the date of purchase. The warranty does not cover misuse or abuse by the end user.

For a warranty claim, please contact:

[Support@DeceptivelySimple.com](mailto:Support@DeceptivelySimple.com)

## Troubleshooting

If your iDevice won't launch the app when connected to the Cue Command appliance, try the following:

1. Verify your iDevice device is unlocked.
2. Verify the appliance is connected to power.
3. Turn the iDevice off by holding the sleep/wake button (top or side of unit) for several seconds and then use the slider to power off. Wait a few seconds before turning it back on.
4. Verify the Cue Command app is on your device. If necessary, delete and re-add it.

If the application is not reacting to button presses on the transmitter, try the following:

1. Verify the app is launching when first plugged into the dock.
2. Test the wireless connection by looking for the LED light on the dock every time one of the five buttons is pressed. The LED should be visible through the portal in the bottom of the Cue Command appliance.
3. It may be necessary to reprogram the transmitter and receiver. To do so, refer to the "transmitter" section of this guide. If reprogramming is necessary, it is best to first erase the transmitters from the dock and then add them following the instructions.

Still having problems? Contact support at:

[Support@DeceptivelySimple.com](mailto:Support@DeceptivelySimple.com)

## Quick Start Guide

### It is best to follow steps 2-8 prior to each performance

1. Download the free Cue Command app from the iTunes app store to your iDevice (iPod touch, iPhone, iPad etc.).
2. Connect the antenna, power supply, and any 3.5mm (standard 1/8") stereo plug to the Cue Command unit. NOTE: Headphones, mixer or powered speakers must be plugged into the blue audio port on the back of the dock. DO NOT connect anything to the 3.5mm stereo headphone jack on the iDevice. Doing so will prevent volume and fade-out features from functioning properly.
3. With the Cue Command app loaded, unlock your iDevice but do not launch the Cue Command app. Connect your device to the Apple cable (Lightning or 30-pin) using adapter if needed. The Cue Command app will launch automatically.
4. From the main menu, press "Settings" to select the appropriate features from the listing. All selections are held in memory.
5. At the main menu, press "Performance" and select any iTunes Playlist (it may be in a subdirectory) and the "performance" screen will appear with the track in pause.
6. Press the Play/Pause button on your transmitter and the track will play (display will change from red to green when playing).
7. Before any performance, always verify connectivity between the transmitter and dock. This can be done with a simple track forward/back or volume up/down from the transmitter. This test is best done from the performing area.
8. When finished, it is best to press the "Home" button on your iDevice before it is unplugged from the dock.
9. Be sure to disconnect all cables and the antenna from the Cue Command dock prior to packing and transport.
10. Read the actual User's Manual found on the Deceptively Simple website at [www.DeceptivelySimple.com](http://www.DeceptivelySimple.com).

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