Problem:

How to retrieve Raw Data files from the SONARtrac transmitter using the USB port and upload them to CiDRA Technical Support website?

Answer:

A **Raw Data files can be stored on the USB stick in the following manner:**

1. Determine how many minutes of Raw Data will fit on the USB stick being used.

USB Stick Size (GB)	Minutes / Days on USB
1	278 / 0.2
2	556 / 0.4
4	1111 / 0.8
8	2222 / 1.5
16	4444 / 3.1
32	8889 / 6.2
64	17778 / 12.3

(Based on 1.2 MB per file and 3 files per minute)

2. Open the transmitter door and insert the CiDRA SONARstick (or other USB stick) into the USB port. Prevent the transmitter electronics from getting wet if appropriate.

3. After a few seconds the following should be displayed.

```
SAVE  SNAPSHOT

PRESS  ENTER  TO  SAVE
```

4. Press the Down Arrow to go to the following display.

```
ADVANCED  FUNCTIONS

```

5. Press Enter and then use the Down Arrow to go to the following.

```
ADVANCED  FUNCTIONS
 →RAW  DATA

```

6. Press Enter. The following will be displayed.

```
ADVANCED FUNCTIONS
  •RAW DATA
    →DURATION
1 Minute
```

7. Press Enter and line 4 of the display will be highlighted.

8. Use the Down Arrow to scroll to the desired length of data save time.

```
ADVANCED FUNCTIONS
  •RAW DATA
    •DURATION
30 Minutes
```

9. Press the Enter key and to select the amount of raw data to be saved.

```
ADVANCED FUNCTIONS
  •RAW DATA
    →DURATION
30 Minutes
```

10. Press the Down Arrow and the following screen will appear.

```
ADVANCED FUNCTIONS
  •RAW DATA
    →SAVE
```

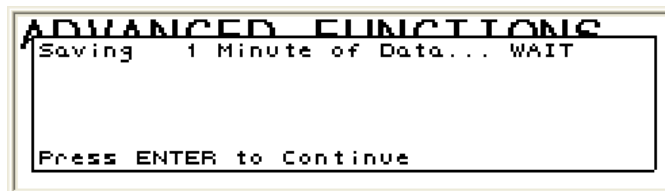11. Press the Enter key and the following screen will appear.

```
ADVANCED FUNCTIONS
    WARNING!
This function will temporarily STOP
the meter from operating!

Press ENTER to Continue or EXIT
```

12. Press Enter to begin saving files to the root directory of the USB stick.

13. The screen will indicate when the data capture is complete. **Note**: If 'CONTINUOUS' was selected as the duration of data save, the user should remove the USB stick whenever they choose to end data capture.

14. Remove the SONARstick from the USB port.

B   The data file can be uploaded to the CiDRA secure web site as follows:

1. Open a new folder on your computer and assign a name to it.

2. Copy the Raw Data files into the folder.

3. Zip this folder to create a .zip file.

4. Go to www.cidra.com and the following, or similar web page will appear.

5. Hold cursor over **Resource Center** and choose **Tech Support Reques**t from the drop-down menu
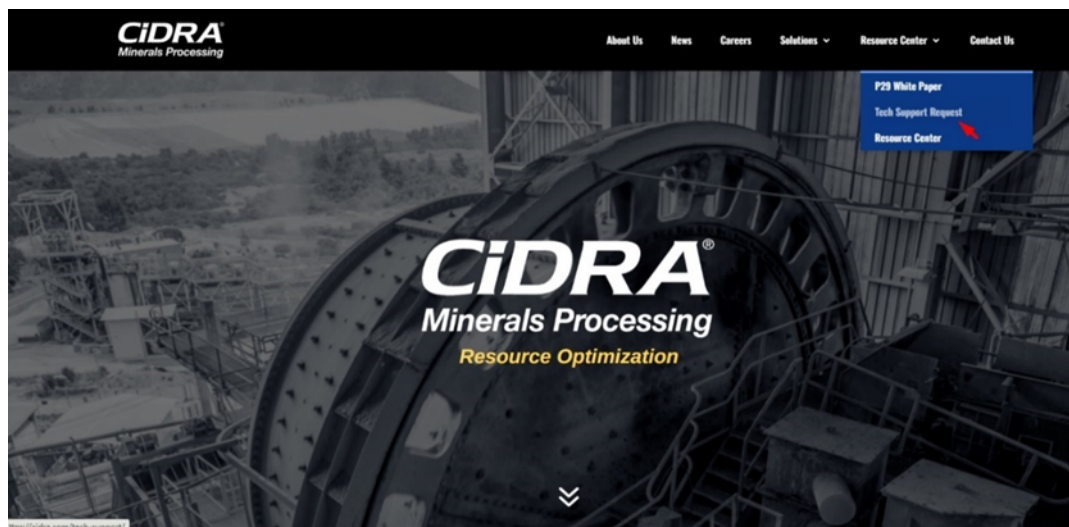

Figure 1   CiDRA Web page - Tech Support Request

6. In the fields indicated select lanquage (English or Spanish), industry, location and your CiDRA Channel partner

Figure 2   Technical Support Request form

7. In the fields provided, enter in the requested information. (for type of process, please be more descriptive than just water or slurry. e.g., cyclone feed, process water, tailings thickener underflow, concentrate, etc.)

Figure 3   Technical Support Request form

8. Enter Information about the problem or reason for contacting the Technical Support group,

PROBLEM INFORMATION

Please Describe the Problem

Priority of Issue   - Select -

Has a CiDRA/Distributor/Rep Contact Person already been made aware of this
issue? If so, who?

If you already have a tracking number for this issue, please input here:

Technical Support Request – Customer issue

9. Select **Choose File,** and then select the **Raw Data** (or other) files on the memory stick or elsewhere on the PC to be uploaded.

FILE UPLOAD

Please make sure your files are finished uploading before selecting "Submit" on the form.

File 1: Choose File 8498_Snap2...14103203.zip Upload

File 2: Choose File No file chosen Upload

File 3: Choose File No file chosen Upload

File 4: Choose File No file chosen Upload

File 5: Choose File No file chosen Upload

Please be patient when selecting "Submit" on the form, the process to generate the proper emails takes time.
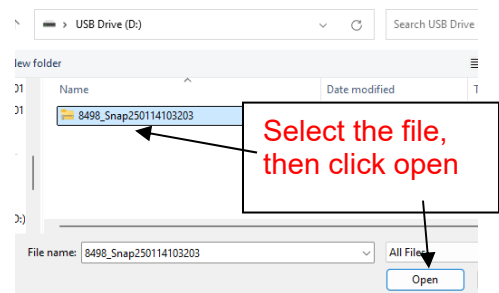
Submit

USB Drive (D:)   Search USB Drive

Name   Date modified

8498_Snap250114103203   Select the file, then click open

File name: 8498_Snap250114103203   All Files
                                          Open

Figure 4   Technical Support - Data Transfer Page

10. Select **Upload** to send the chosen file to the CiDRA secure web site. (in above example a snapshot from transmitter 8498 has been selected) Green bar indicates status of the file upload. Up to 5 files may be uploaded with each support request form. **Upload** button must be clicked for each file to be submitted.

11. When form information has been completed and intended files have been uploaded select the **SUBMIT** button (as indicated be patient. It may take some time for page to advance)
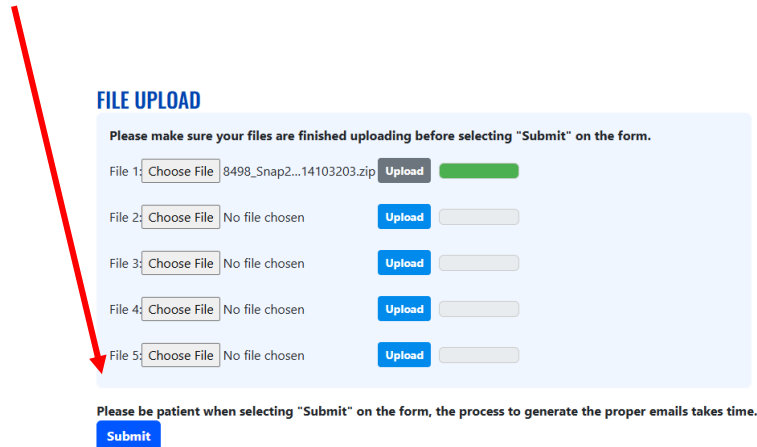

Figure 5   Tech Support Request - Submit

12. Upon successful completion of the support request form and file upload the following will be displayed with your tracking number listed.

Figure 6   Technical Support Request submission successful

13. The Technical Support Team is automatically notified of the support request.

14. If customers IT settings block access to the CiDRA Technical Support web site, form and/or file submission, please contact technical support at sonartracsupport@cidra.com or call 1-203-626-3405

- Other methods of sending CiDRA Technical Support files for review might include OneDrive, WeTransfer.com, or when company IT settings restrict USB flash drive use in company computers cell phones might be utilized with proper adapters and applications. (CiDRA does not offer such USB flash drive to cell phone adapters nor phone applications)

Revision History

Rev	Date	Changed By	Approved By	Change Description
01	1Oct2013	Bob Markoja	Tim Griffin	Initial Release
02	11Nov2013	C. Luby	C. Luby	Updated picture on Page 3 of 7 with latest view of CiDRA Website
03	04Aug16	B. Markoja	B. Markoja	Correct table in Section A. 1.
04	26Mar25	Griffin	Griffin	Updated to reflect new website