	SONARtrac® Technical Note		
	<b>TN0023</b> <b>Subject: How to Collect Raw Data from the SONARtrac Transmitter and Upload it to the CiDRA Website</b>	Date: 04AUGr25	
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## Problem:

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

(Section **A** – legacy SONARtrac, Section **B** - SONARtrac digital, Section **C** – posting data on the CiDRA website portal)



*legacy SONARtrac*



*SONARtrac digital*

## 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.

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```

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 to select the amount of raw data to be saved.

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```

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.


```

ADVANCED FUNCTIONS
Saving 1 Minute of Data... WAIT
Press ENTER to Continue

```

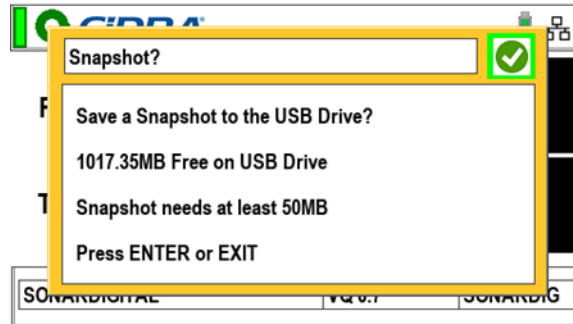
13. The screen will indicate when the data capture is complete. **Note:** If 'CONTINUOUS' was selected as the duration of data save, the user should remove the USB stick whenever they choose to end data capture.
14. Remove the SONARstick from the USB port.

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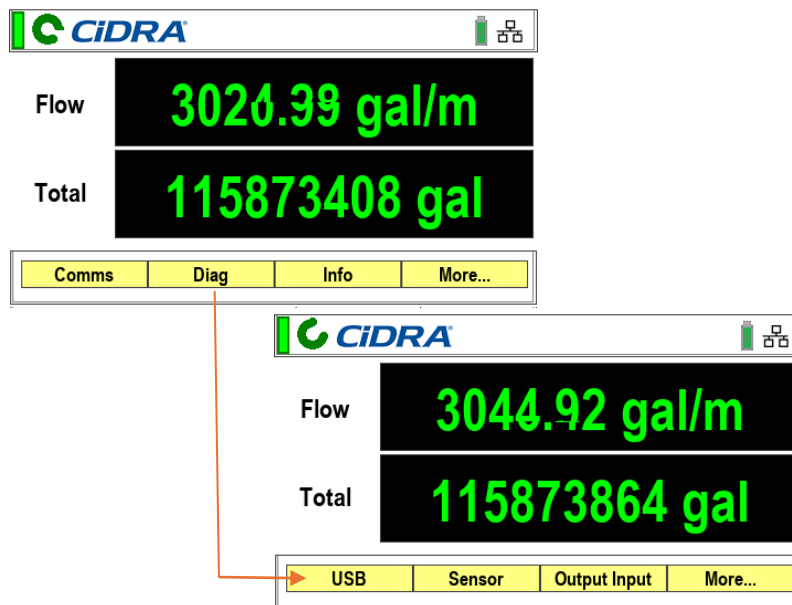
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**B Raw data can be retrieved from the SONARtrac *digital* transmitter in the following manner:**

1. Insert the flash drive into the transmitter USB port. (type A or C options available) After a few seconds the following, or similar, screen will appear




2. Press Exit
3. Use the lower four keys to navigate to the **Diag** menu. Select **USB**



4. Use the Down arrow to navigate to Page 2 of 2

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5. Use the arrow keys and Enter key to select the desired Duration of data to be saved.


USB - Page 2 of 2			
Save Raw Data	[Select]	Duration	Continuous
Save History	[Select]	Duration	Everything
Disk Info	[Select]	Decimation	None
Format	[Select]		
Raw Data		Default = 5 Minutes	
1 Minute, 5 Minutes, 10 Minutes, 30 Minutes, 60 Minutes, 1...			
^	v	<	>

6. Use Arrow key to select Save Raw Data, press Enter, press down arrow to choose **Go!** option, then press Enter again to begin the data collection

USB - Page 2 of 2			
Save Raw Data	[Select]	Duration	Continuous
Save History	[Select]	Duration	Everything
Disk Info	[Select]	Decimation	None
Format	[Select]		
Save Raw Data		Default = [Select]	
[Select], Go!			
^	v	<	>

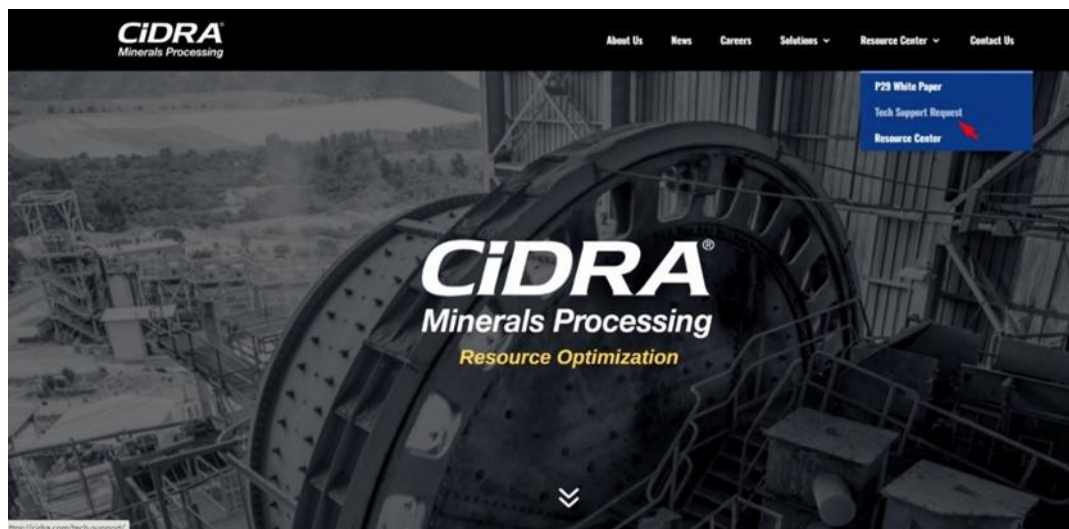
USB - Page 2 of 2			
Save Raw Data	Go!	Duration	Continuous
Save History	[Select]	Duration	Everything
Disk Info	[Select]	Decimation	None
Format	[Select]		
Save Raw Data		Default = [Select]	
[Select], Go!			
^	v	<	>

7. Remove flash drive when desired data has been collected

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**C 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](http://www.cidra.com) and the following, or similar web page will appear.
5. Hold cursor over **Resource Center** and choose **Tech Support Request** from the drop-down menu




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

## CIDRA TECHNICAL SUPPORT REQUEST

### LOCATION

Preferred Language / Idioma	English ▾
Industry / Industria	- Select - ▾
Nearest Location? / Ubicación	- Select - ▾
CiDRA Partner	▾

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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.)

#### CUSTOMER INFORMATION

Company	<input type="text"/>
Name	<input type="text"/>
Phone	<input type="text"/>
E-mail	<input type="text"/>
CiDRA Contact Person (If known)	<input type="text"/>

#### METER LOCATION


Plant/City	<input type="text"/>
Country	<input type="text"/>
What type of process is the meter running on?	<input type="text"/>
What size pipe is the meter on?	<input type="text"/>

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

#### PROBLEM INFORMATION

Please Describe the Problem	<input type="text"/>
Priority of Issue	- Select - <input type="button" value="v"/>
Has a CiDRA/Distributor/Rep Contact Person already been made aware of this issue? If so, who?	<input type="text"/>
If you already have a tracking number for this issue, please input here:	<input type="text"/>

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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 **WAIT** for your files to finish uploading before selecting "Submit" on the form.

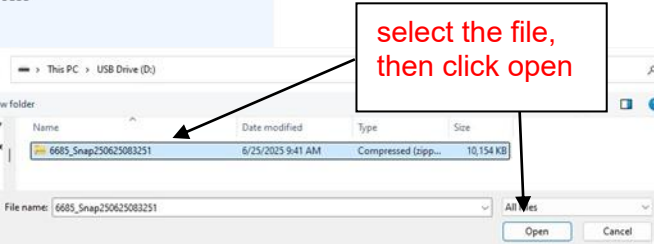
File 1:  6685\_Snap2...25083251.zip  Success

File 2:  No file chosen

File 3:  No file chosen

File 4:  No file chosen

File 5:  No file chosen



Please be patient - WAIT - when uploading files to see the word **SUCCESS** before selecting "Submit" on the form, the process to generate the proper emails takes time.

10. Select **Upload** to send the chosen file to the CiDRA secure web site. (in above example a snapshot from transmitter 6685 has been selected) Green bar indicates status of the file upload. Wait to see the word **SUCCESS** before selecting "Submit". 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)

#### FILE UPLOAD

Please **WAIT** for your files to finish uploading before selecting "Submit" on the form.

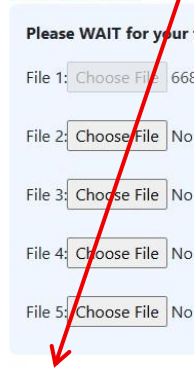
File 1:  6685\_Snap2...25083251.zip  Success

File 2:  No file chosen

File 3:  No file chosen

File 4:  No file chosen


File 5:  No file chosen



Please be patient - WAIT - when uploading files to see the word **SUCCESS** before selecting "Submit" on the form, the process to generate the proper emails takes time.

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




**YOUR TRACKING NUMBER IS: TSR -18**

Thank you for submitting your Technical Support Request, someone will get back to you shortly.

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](mailto: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)

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## 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
05	04AUG25	Griffin	Griffin	Updated to add <i>SONARtrac digital</i>

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