

	SONARtrac® Technical Note	
	TN0021 Subject: Resetting Transmitter to Factory Default Settings	Date: 09Oct2025
		Revision 02
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Problem:

How is a SONARtrac transmitter reset to factory defaults?

(Section **A** – legacy SONARtrac, Section **B** - SONARtrac digital)



legacy SONARtrac



SONARtrac digital

Answer:

Resetting a transmitter to Factory Default settings is very rarely required. It should only be performed after consulting with a Factory Technical Support Representative. **When a transmitter is reset to Factory Default Settings ALL application specific settings are erased and must be input to the transmitter.**

	CAUTION Resetting a transmitter to Factory Default Settings will erase all application specific setup parameters. Contact a Factory Technical Service Representative prior to resetting to Factory Default Settings.
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- A.** To reset a SONARtrac legacy transmitter to factory default settings, proceed as follows:
1. Contact a Factory Technical support representative and discuss the transmitter problem.
 2. Get Hot Work Permit, if necessary, prior to opening transmitter door.
 3. Contact control room and advise operator that transmitter will be out of service.
 4. Open transmitter door.
 5. Press and hold down the 'EXIT' key.
 6. Press and release the 'Reset' key (found on either front top left or the top left edge of the terminal block board) while still holding the 'EXIT' key pressed.
 7. A message of "Hold Key – Default Selected" (or similar message) will appear in the upper left section of the display screen. Keep the 'EXIT' key pressed.

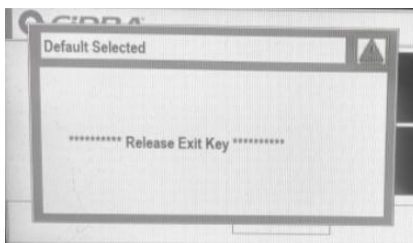
CiDRA Corporate Services	50 Barnes Park North	Wallingford, CT 06492
Tel. 203-265-0035	Fax. 203-294-4211	www.cidra.com

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8. A second message of "Wait – Default Selected" will appear in the upper left section of the display screen. Release the 'EXIT' key.
9. A warning message will appear in the middle of the transmitter display. At this time follow the instructions in the message box to restore factory defaults or to continue to operate with the existing transmitter setup.
10. If the transmitter is restored to Factory Defaults, the pipe size, sensor serial number, transmitter output settings, signal filtering and transmitter IP address at a minimum must be reset to their previous settings. Often your Factory Technical Support representative will have these settings on file.
11. Take a system Snapshot with the process operating at normal conditions and submit the Snapshot to technical support for review.

B. For *SONARtrac digital* transmitters (accessing the reset button will require opening the door covering the terminals for input/output wiring)

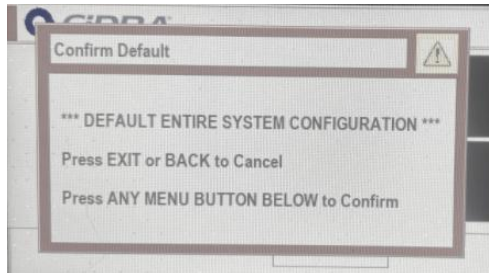
1. Contact a Factory Technical support representative and discuss the transmitter problem.
2. Get Hot Work Permit, if necessary, prior to opening transmitter door.
3. Contact control room and advise operator that transmitter will be out of service.
4. Open transmitter door as well as the door covering the input/output wiring terminal area. (The reset button is located on the upper left of the terminal board)
5. Press the Reset button and the Exit key simultaneously
6. Once the display has gone blank release the Reset button
7. When the Rest button is released, operator will receive following prompt to release the Exit button.



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8. When Exit key is released operator will receive a prompt



9. Press any of the lower four soft key menu buttons to confirm reset to default parameters. Press Exit or Back to Cancel
10. If the transmitter is restored to Factory Defaults, the pipe size, sensor serial number, transmitter output settings, signal filtering and transmitter IP address at a minimum must be reset to their previous settings. Often your Factory Technical Support representative will have these settings on file.

Contact CiDRA Technical Support or Customer Support with any questions.

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Revision History

Rev	Date	Changed By	Approved By	Change Description
01	28Jan11	B Markoja	B Markoja	Initial Release
02	09Oct25	Griffin	Griffin	Added details for <i>SONARtrac digital</i>

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