	SONARtrac[®] Technical Note	
	TN0023	Date: 1Oct13
	Subject: How to Collect Raw Data from the SONARtrac Transmitter and Upload it to the CiDRA Website	Revision 03
		Page 1 of 7

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:

- 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)

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




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



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



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	SONARtrac[®] Technical Note	
	TN0023	
	Subject: How to Collect Raw Data from the SONARtrac Transmitter and Upload it to the CiDRA Website	
		Date: 10Oct13 Revision: 03 Page 2 of 7

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.

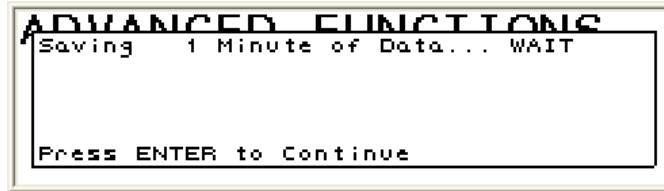
```

ADVANCED FUNCTIONS
WARNING!
-----
This function will temporarily STOP
the meter from operating!
Press ENTER to Continue or EXIT
  
```

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	<h1>SONARtrac[®] Technical Note</h1>	
	<h2>TN0023</h2>	
	<h3>Subject: How to Collect Raw Data from the SONARtrac Transmitter and Upload it to the CiDRA Website</h3>	
		Date: 10Oct13
		Revision 03
		Page 3 of 7

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



- 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.
- Remove the SONARstick from the USB port.

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

- Open a new folder on your computer and assign a name to it.
- Copy the Raw Data files into the folder.
- Zip this folder to create a .zip file.
- Go to www.cidra.com and the following, or similar screen will appear.
- Hold cursor over **Resource Center** and choose **Technical Support** from the drop-down menu

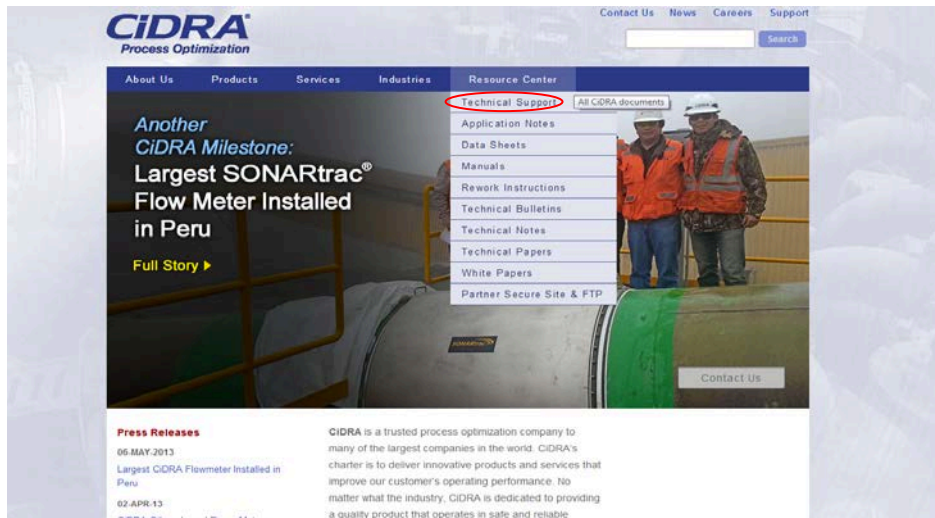



Figure 1 CiDRA Webpage Technical Support Request

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	<h1>SONARtrac[®] Technical Note</h1>	
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	<h3>Subject: How to Collect Raw Data from the SONARtrac Transmitter and Upload it to the CiDRA Website</h3>	
	Date: 10Oct13	
	Revision	03
	Page 4 of 7	

- In the fields indicated select language, English or Spanish, industry, location and if you have data files to upload. Then select “Continue”.

Technical Support Request Form

Preferred Language
Idioma

Industry
Industria





Nearest Location?
Ubicación

Do you have data to upload?
¿Hay datos para subir?

Figure 2 Technical Support Request Form Section A

- The **Technical Support Request Form** will appear. Provide the requested information and then select “Click to Submit” at the page bottom.

Technical Support Request Form

Technical Support
 Technical Support Line:  +61 (0) 403 187 083 
 Sydney Head Office:  +61 (0) 29426 1700 
 E-Mail: sonartracsupport_au@cidra.com

* = required.
Contact Information

* Company:

* Name:

* Phone:

* E-mail:

CIDRA Contact Person (If known)
 Name:

Meter Location
 Plant/ City:

State/ Prov:

Country:

What type of process is the meter running on?

What size pipe is the meter on?

Transmitter: <input type="text"/>	Customer Tag # <input type="text"/>
Sensor Head Cover: <input type="text"/>	<input type="text"/>
Sensor Band: <input type="text"/>	<input type="text"/>

* Please Describe the Problem

* Priority of Issue:


* 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:

*The next page will allow you to upload data associated with this Technical Support Request.

Figure 3 Technical Support Request Form Section B

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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	TN0023	
	Subject: How to Collect Raw Data from the SONARtrac Transmitter and Upload it to the CiDRA Website	
		Date: 1Oct13
		Revision 03
		Page 5 of 7

8. If in section A you selected Yes to “Do you have data to upload?” you will see the following screen,

Technical Support Request Form

Technical Support
 Technical Support Line: +61 (0) 403 187 083
 Sydney Head Office: +61 (0) 2 9426 1700
 E-Mail: sonartracsupport_au@cidra.com

File 1:
 File 2:
 File 3:
 File 4:
 File 5:

Figure 4 Do You Have Data To Upload Page

9. **Browse** and then select the Raw Data (or other) .zip file that was created in Step 3 above.

Technical Support Request Form

Technical Support
 Technical Support Line: +61 (0) 403 187 083
 Sydney Head Office: +61 (0) 2 9426 1700
 E-Mail: sonartracsupport_au@cidra.com

File 1:
 File 2:
 File 3:
 File 4:
 File 5:

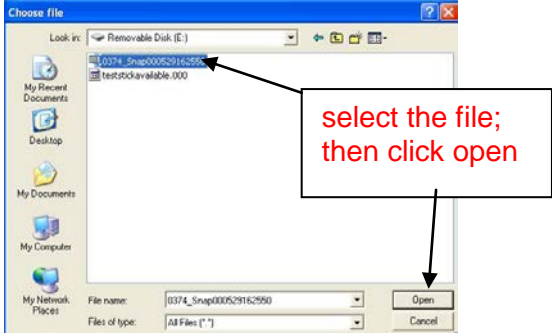


Figure 5 Technical Support Data Transfer Page

10. Click **Upload** to send the file to the CiDRA secure web site. **Note:** Depending upon the speed of the internet connection, this can take several minutes.


Your files are now being uploaded to our server.
 Please be patient as it may take several minutes.



15.4% of 15.44 megabytes transferred...
 1 min 19 sec remaining

Figure 6 Data Upload in Process

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		Date: 10Oct13 Revision: 03 Page 6 of 7

- Upon successful completion of the file upload the following will be displayed with your tracking number listed.

Technical Support

Technical Support Line:  +61 (0) 403 187 083 

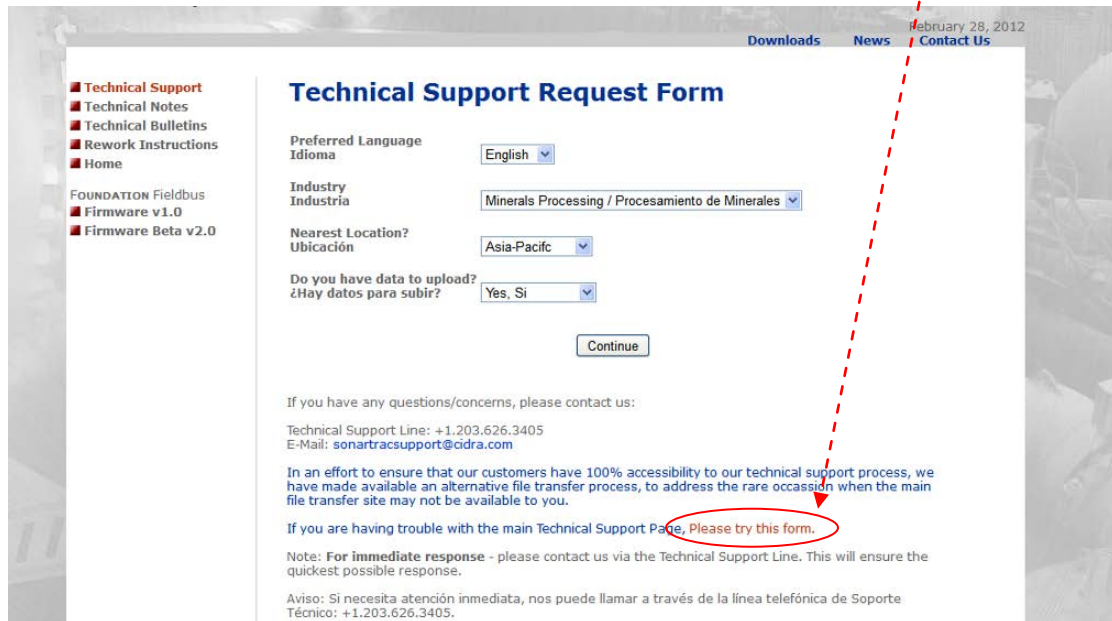
Sydney Head Office:  +61 (0) 2 9426 1700 
 E-Mail: sonartracsupport_au@cidra.com

Thank you for the submission. A CiDRA representative will get back to you shortly.

Your Tracking Number is: TS-374

Figure 7 File Upload Successful

- The Technical Support Team is automatically notified of the support request.
- If you encounter difficulties uploading data files to this FTP area please go back to the initial Technical Support Request form section A and click the link in red near the bottom of the page. The upload procedure will follow similar steps 7-10 above.



[Downloads](#) [News](#) [February 28, 2012](#) [Contact Us](#)

Technical Support Request Form

Preferred Language Idioma:

Industry Industria:

Nearest Location? Ubicación:

Do you have data to upload? ¿Hay datos para subir?:

If you have any questions/concerns, please contact us:
 Technical Support Line: +1.203.626.3405
 E-Mail: sonartracsupport@cidra.com

In an effort to ensure that our customers have 100% accessibility to our technical support process, we have made available an alternative file transfer process, to address the rare occasion when the main file transfer site may not be available to you.


If you are having trouble with the main Technical Support Page, [Please try this form.](#)

Note: For immediate response - please contact us via the Technical Support Line. This will ensure the quickest possible response.

Aviso: Si necesita atención inmediata, nos puede llamar a través de la línea telefónica de Soporte Técnico: +1.203.626.3405.

Figure 8 Alternate File Submittal

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	TN0023		Date: 1Oct13
	Subject: How to Collect Raw Data from the SONARtrac Transmitter and Upload it to the CiDRA Website		Revision 03
			Page 7 of 7

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.

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