	SONARtrac[®] Technical Note	
	TN0017	
	Subject: How to Extract a Data History File from the SONARtrac Transmitter and Upload it to the CiDRA Website	
	Date: 2Dec08	
	Revision	02
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Problem:

How to retrieve a Data History file from the SONARtrac transmitter using the USB port and then upload the file to CiDRA Technical Support website?

Answer:

A A data history file can be retrieved from the transmitter in the following manner:

1. Insert the CiDRA SONARstick into the USB port
2. After a few seconds the following should be displayed.




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



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



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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5. Press Enter. The following will be displayed.

```

ADVANCED FUNCTIONS
•DATA HISTORY
  →DECIMATION
-----
None

```

6. To decimate the data set press Enter and select the amount of decimation to be used and press Enter again. (Example, None = all data, 2 = every second reading, 10 = every 10th reading.)
7. Press Enter after the desired value is selected or,
8. if None is desired press the Down Arrow and the following screen will appear.

```

ADVANCED FUNCTIONS
•DATA HISTORY
  →LENGTH
-----
1 Day

```

9. Press the Enter key and select the amount of data history to be saved using the Up and Down Arrow.

```

ADVANCED FUNCTIONS
•DATA HISTORY
•LENGTH
-----
10 Days

```


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

```

ADVANCED FUNCTIONS
•DATA HISTORY
  →SAVE AS TEXT
-----

```

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12. Press the Down Arrow again and the following screen will appear.



13. Press Enter to save as a zip file.

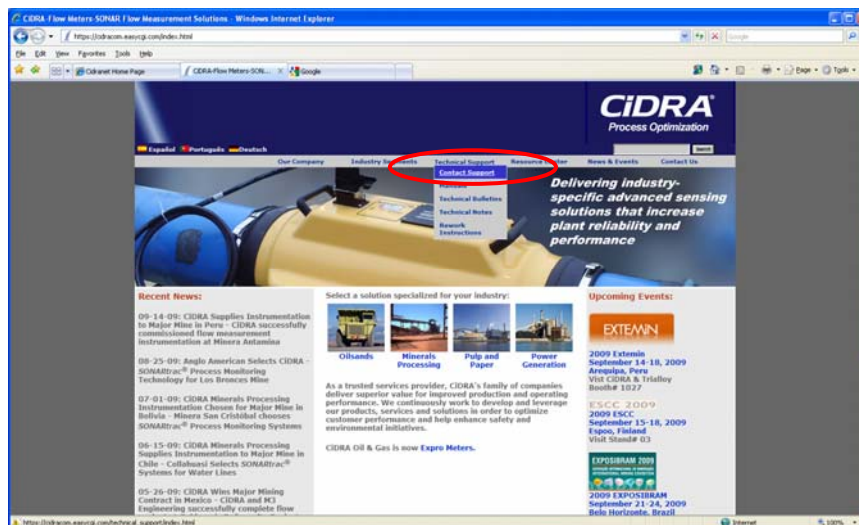


14. **Note:** a full data history file can take up to 40 minutes to download.


15. Remove the SONARstick from the USB port.

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

1. Go to www.cidra.com and the following, or similar screen will appear.
2. Select **Technical Support** on the left side of the screen.



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3. Select the region where you are located.

Technical Support

To help serve you better, please select the appropriate region

Australia


Asia-Pacific

North America

Europe

Africa

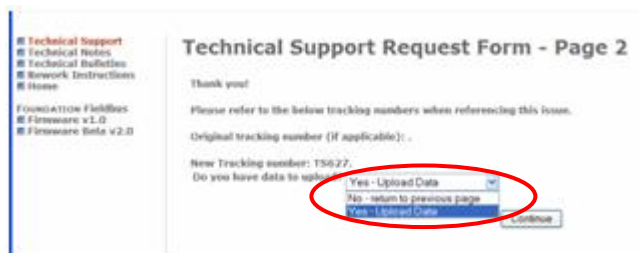
South America

Main Technical Support
 Technical Support Line:  203-626-3405 
 E-Mail: sonartracsupport@cidra.com


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



5. The following page will ask ‘Do you have data to Upload?’ Select ‘Yes – Upload Data’ and ‘Continue’.

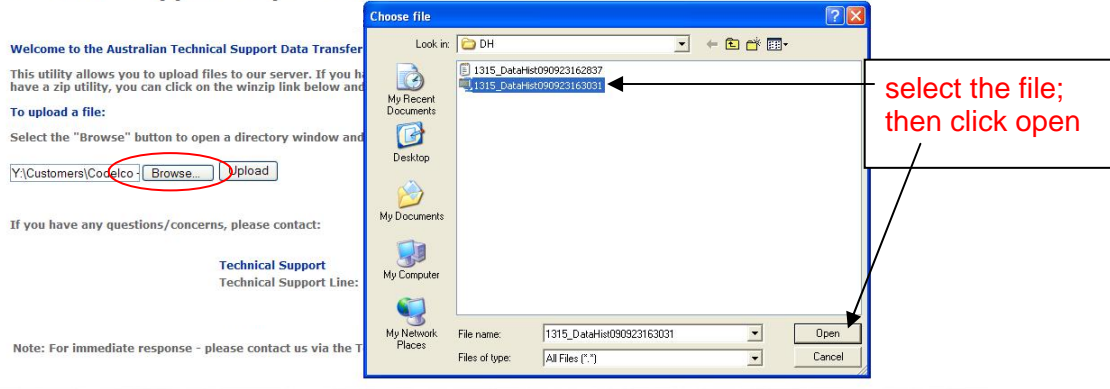


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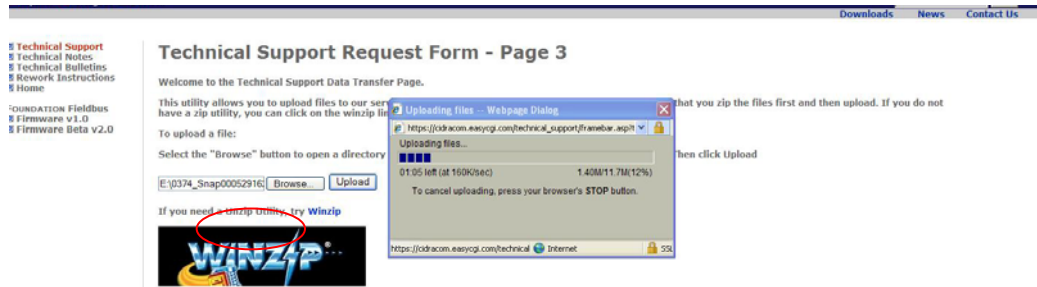
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- The **Technical Support Data Transfer Page** will appear.
- Browse** and then select the Data History (or other) file on the memory stick or elsewhere on the PC to be uploaded.

Technical Support Request Form



- Click **Upload** to send the file to the CiDRA secure web site.



- Upon successful completion of the file upload the following will be displayed.
Follow the comments outlined in red circle to upload additional files or to return to the contacts page

Success! 1 file(s) have been uploaded.


The original Technical Support Reference number (if applicable) was:

This submission Technical Support Reference number used was: TS627

Uploaded File	File Size
0374_Snap000529162550.zip	12235858 bytes

Notice: If you press the "Back Button" - the above list will not be retained during the next upload. If you wish to keep a copy for your records, please print now.
[Click here](#)
 to return to the contact page

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

Revision History

Rev	Date	Changed By	Approved By	Change Description
01	2Nov2008	Markoja		Initial Release
02	25Sept2009	Griffin	Griffin	Revised to reflect website changes

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