

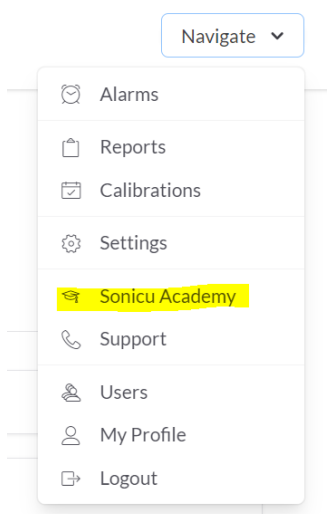
Sonicu FAQ

How can I get a Sonicu sensor for monitoring?

- Please reach out to ndlabmonitor@nd.edu with all new sensor inquiries. Notre Dame Research will provide each PI with assigned research space their first sensor for monitoring free of charge. Additional sensors may be added, and lab groups will be charged for the cost of the hardware.

How can I get training for using Sonicu?

- You can find the [Sonicu user training video](#) on the Notre Dame Research YouTube channel.
- You can also reference the [Sonicu Academy](#) for step by step instructions on how to accomplish various tasks on the site.



- If you still have questions, please reach out to ndlabmonitor@nd.edu.

How do I acknowledge an alarm?

- Instructions on how to respond to and resolve alarms can be found on the [Sonicu Academy](#). The Sonicu Academy also has instructions for doing various other tasks within the site. Use the search bar to help find answers to your questions!

What does it mean when my sensor says it is offline?

- Sensors may go offline if the signal strength to the wifi network becomes too weak to maintain the online connectivity. While offline, the meter will continue to collect monitoring data. However, if your equipment/space falls outside of normal parameters while offline, you will **not** be notified. We suggest keeping a close eye on equipment/spaces when sensors are offline.
- Sensors will often come back online when signal strength increases. If your sensor does not come back online, the meter may need to be reset.

How do I reset my meter?

- There is a small inverted button on the right side of the Sonicu meter. It requires a paper clip to push. Avoid pushing the one on the left; this does a complete reboot, so any stored data may be deleted. (That may not be a problem if you do not need to track the data.)



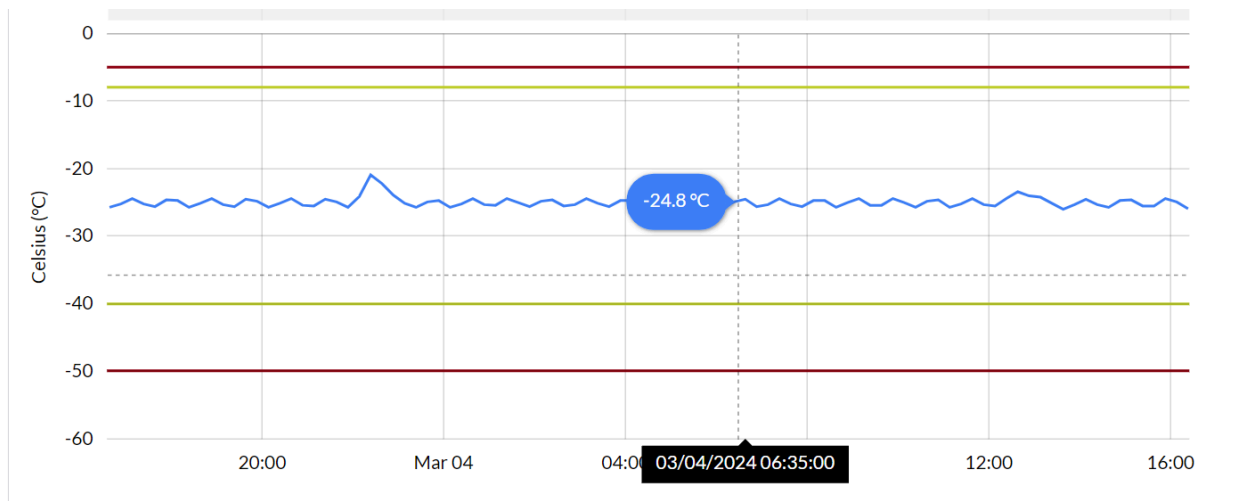
- Note that the only light that will flash when you push the reset button is a green light, and when the green light does come back on, it will stay green. This may take a minute to happen.

What do I do if I need to defrost my freezer?

- There are two ways to handle alarms while defrosting a freezer. Option 1 is to snooze the alarm for whatever duration suits your needs. Once the duration you chose is over, the alarm function will automatically turn back on. This cannot be done proactively. That means you must wait until your point is in an alarm state, then you can respond to the alarm by snoozing it. Instructions on how to snooze an alarm can be found on the [Sonicu Academy](#).
- Alternatively, you may proactively request that a ND Sonicu administrator remove the point's alarm profile so that it does not create any alarms. This means you will have to contact the admin once your freezers are back up and running so that we can turn the alarm function back on. Please send such requests to ndlabmonitor@nd.edu.

What is the difference between “caution” and “alarm”?

- “Caution” means that the equipment/room being monitored has exited the normal parameters but not yet entered an “alarm” state. This means you may want to check on your equipment/room to ensure it is functioning properly, freezer doors are closed, etc. to prevent it from entering a state of “alarm”. “Caution” thresholds are indicated by the yellow line in the point's graph.
- “Alarm” means that the equipment/room being monitored has surpassed the “caution” thresholds, and entered a state of alarm. You should check your equipment/room to identify the issue and take any measures needed to resolve it. “Alarm” thresholds are indicated by the red line in the point's graph.



How can I change the parameters for alarming (temperature, humidity, CO2, etc.)?

- Please submit requests for changing alarm parameters to ndlabmonitor@nd.edu. Only ND Sonicu administrators have the ability to change parameters.

What do I do if I receive a login error message?

- Please ensure you are logging in through SSO using your NetID email address and password. The Notre Dame instance of Sonicu can be accessed through InsideND.
- If you are still receiving a login error, contact ndlabmonitor@nd.edu for further assistance.

How do I add/remove a person in my laboratory group for notifications?

- Please send a request to ndlabmonitor@nd.edu, the ND Sonicu administrators will assist you.

What is the warranty for my Sonicu hardware?

- Meters and sensors manufactured by Sonicu are covered by a one-year warranty against defects in materials and workmanship.
- For current generation meters, the hardware warranty is extended with an active SoniCloud subscription and extends each year when the subscription is renewed.