

Sonde Locate Performance

Frequently Asked Questions

For customers, sales teams and dealer partners



ABOUT SONDE LOCATE PERFORMANCE

Q Which locators support Sonde Locate Performance?

Sonde Locate Performance is available for the following Radiodetection precision locators:

- RD7200™
- RD8200™
- RD8200G

If you own one of these models, you can unlock Sonde Locate Performance free of charge today via RD Manager™ Online.

Q Is it available for the RD8200™ SG (Survey Grade) and other models?

Sonde Locate Performance is not currently available for the RD8200SG and other precision locators. However, support is planned for a future release. We will communicate more details on timing as soon as they are confirmed.

In the meantime, please contact your Radiodetection representative or visit radiodetection.com for the latest product updates.

Q What sondes and frequencies are compatible?

Sonde Locate Performance works with the full range of sonde frequencies supported by your locator. The RD7200, RD8200, and RD8200G support four sonde frequencies, suitable for use with pushrod cameras, crawler cameras, and other sonde-based equipment used in pipes and conduits of various materials including cast iron, clay, fibre, concrete, and brick.

Always ensure the sonde frequency selected on the locator matches the frequency of the sonde in use.

UPDATING YOUR FIRMWARE

Q How do I get Sonde Locate Performance on my locator?

Sonde Locate Performance is delivered as a free software update via RD Manager Online. Here's how to update:

1. **Download RD Manager Online** from the Radiodetection website if you don't already have it installed. Compatible with Microsoft® Windows® 10 and Windows 11. Administrator privileges are required.
2. **Connect your locator** to your PC and sign into your Radiodetection account within RD Manager Online.
3. **Check for updates** by selecting Options and then 'Check for Updates'. If there is a more up to date software version available, the 'Download' tab will be active. The correct software version should be 2.4.1 or 3.1.4 or higher.
4. **Complete the update** and click on 'Download' to install. Sonde Locate Performance will be available on your locator immediately after the update.

Download RD Manager Online: radiodetection.com/resources/software-downloads/rd-manager-online

Q Is the update free?

Yes. Sonde Locate Performance is available as a free software update for all active RD7200, RD8200, and RD8200G owners. There is no charge for the update and no subscription required.

Q Do I need to send my locator to a service centre to update?

No. The software update is carried out directly from your PC using RD Manager Online. No service centre visit is required.

Q How long does the update take?

The firmware update typically takes just a few minutes. You will need your locator connected to your PC via USB and an internet connection to check for and download the latest firmware.

Q What version of RD Manager Online do I need?

We recommend always using the latest version of RD Manager Online to ensure compatibility with new software. The current version is 1.7.1.0. You can check your installed version by selecting Options and 'About RD Manager Online', and check for updates under Options and 'Check for Updates'.

Q What if I don't have an RD Manager Online account?

You will need a Radiodetection account to use RD Manager Online. Registering your product also extends your locator warranty to three years as standard.

Register at: radiodetection.com

USING SONDE LOCATE PERFORMANCE

Q How do I locate a sonde using the new feature?

The locating process follows two main phases:

Phase 1: Initial locate

- Select the matching sonde frequency on the locator
- Use the signal strength bar graph to move toward the sonde
- Signal peaks when in close proximity
- Move left and right to centre the signal

Phase 2: Pinpointing

- When the sundial displays, hold the locator vertical
- Rotate the locator until Sundial shows East-West alignment
- Use directional arrows to fine-tune position
- The depth reading will be accurate once you have pinpointed the sonde

Please refer to the User Guide for more detailed instructions.

Q What does the Sundial do?

The Sundial is an on-screen indicator that shows the orientation of the sonde relative to the locator. When the locator is near the sonde and held vertical, the Sundial activates. Rotating the locator until the Sundial indicates East-West alignment tells you that you are correctly oriented above the sonde. Once aligned, use the directional arrows to fine-tune your position until the Sundial disappears and depth is displayed automatically.

Q What do the directional arrows mean?

The locator display features two types of directional arrows:

- Proportional left/right arrows: Used when the locator is close to the sonde and correctly oriented. They guide you to the precise lateral position above the sonde.
- Forward/backward arrows: Indicate the direction of the sonde along the pipe or conduit. Note that these indicate forward/backward direction only, not left or right.

Use both in combination during the pinpointing phase for the most accurate result.

SUPPORT

Q Where can I find more information?

Visit the Radiodetection website for full product information, firmware downloads, and support: radiodetection.com

Download RD Manager Online: radiodetection.com/resources/software-downloads/rd-manager-online

Support and knowledge base: support.radiodetection.com

Q Who can I contact if I have a question not covered here?

Please contact your local Radiodetection representative or authorised distributor.

Contact details for your region are available at radiodetection.com.

For the most current product and compatibility information, always refer to radiodetection.com.

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