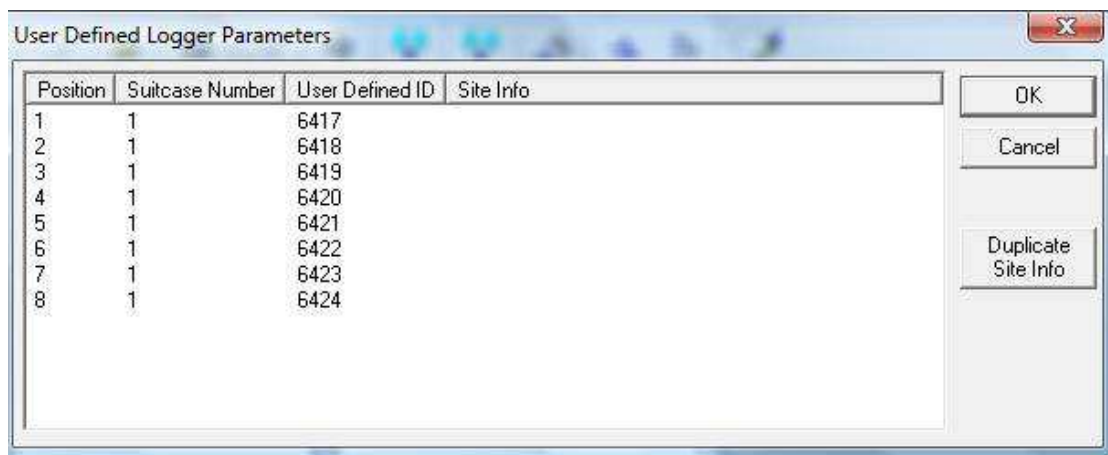# Re-establishing SoundSens pods which have lost their ID's and cannot be recognised
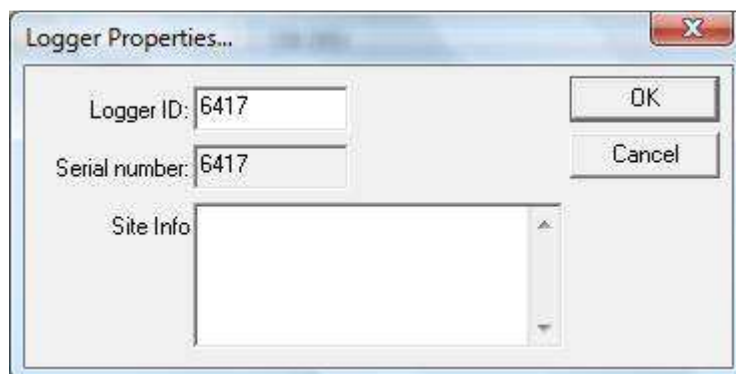
If your SoundSens pods 'lose' their ID's it means the software cannot recognise them.
You should be able to correct this situation by the following –
With your suitcase connected to your PC and SoundSens software open, go to Comms > Set up user Defined ID's – it will now download the header

For each logger, double click on it to reveal the Properties box

Enter the Logger Serial number and 'OK'
Repeat this for each logger.

This should now solve the problem unless there is some underlying problem with the pods - the batteries may be depleted in which case you will need to return the equipment to our service Department.

Document History:

Edition	Date of Issue	Modification	Notes
1st	19/04/12	Release	
2nd	16/09/15	Format and update	