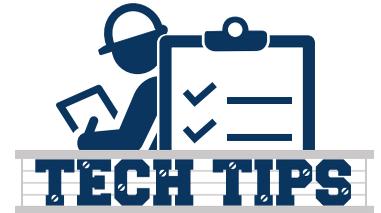


## SYMBIO COMMERCIAL CONTROLS

With the introduction of Symbio Controls, we must understand the resources we have on hand to get familiarized with the new platform. Symbio has been taking the place of ReliaTel, the dominant control platform for Trane and American Standard commercial products for about twenty years! Symbio is now found in Odyssey split commercial units but will be introduced to rooftops in 2023. Stay tuned for our new and upcoming courses highlighting the Symbio commercial control platform!



Symbio allows for easy system configuration through a mobile app. Items and accessories like float switches, emergency stop safeties and other devices can be easily configured through the application. Below we will provide a step-by-step process to access the unit via Bluetooth technology.

Head to the Android Play Store or Apple App Store and search “Symbio.” Download the app. Once downloaded, follow the steps (you’ll need a powered unit with Symbio controls) to access the controls.

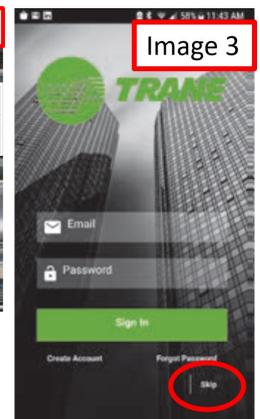
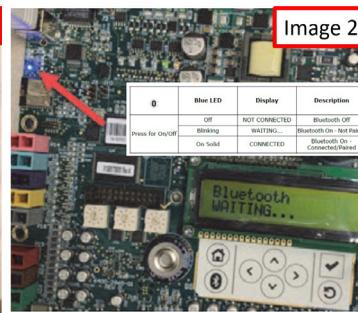
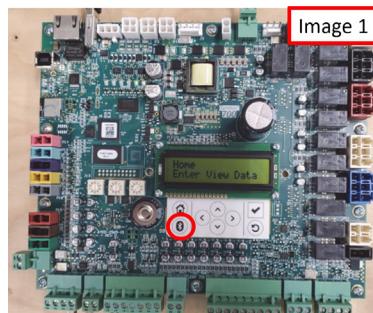
1. Enable Bluetooth on your smart device.
2. Access the Symbio 700 controller in the low voltage section of the equipment. (See image 1)
3. Press the Bluetooth icon on the Symbio 700 display. (See red circle in image 1)
4. Check the Bluetooth status and communications. (See image 2)
5. Start the mobile app on your smart device. (See image 3)
6. Press “skip” on the bottom right-hand corner. (See red circle in image 3)
7. Your device should find the Symbio control.



It is important that you do not have the app launched and you must have Bluetooth activated before you try to connect. (Have the Bluetooth on your mobile device enabled, ensure that the app is closed, press the Bluetooth button on Symbio controller, then launch the app.)

Using the app to configure your unit will be much easier than navigating through the control menu on the board. Although you can do it both ways, we suggest getting the app on the phone and being prepared. It is user-friendly and easy to navigate!

See BAS-SVN043A-EN for factory directions and detailed information on smart device requirements.



## 1 Warnings, Cautions, and Notices

Read this manual thoroughly before operating or servicing this unit. Safety advisories appear throughout this manual as required. Your personal safety and the proper operation of this machine depend upon the strict observance of these precautions.

The three types of advisories are defined as follows:

- WARNING** Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.
- CAUTION** Indicates a potentially hazardous situation which, if not avoided, could result in minor or moderate injury. It could also be used to alert against unsafe equipment or property-damage only accidents.
- NOTICE** Indicates a situation that could result in equipment or property-damage only accidents.

### Important Environmental Concerns

Scientific research has shown that certain man-made chemicals can affect the earth's naturally occurring stratospheric ozone layer when released to the atmosphere. In particular, several of the identified chemicals that may affect the ozone layer are refrigerants that contain Chlorine, Fluorine and Carbon (CFCs) and those containing Hydrogen, Chlorine, Fluorine and Carbon (HCFCs). Not all refrigerants containing these compounds have the same potential impact to the environment. Trane advocates the responsible handling of all refrigerants-including industry replacements for CFCs such as HCFCs and HFCs.

### Important Responsible Refrigerant Practices

Trane believes that responsible refrigerant practices are important to the environment, our customers, and the air conditioning industry. All technicians who handle refrigerants must be certified according to local rules. For the USA, the Federal Clean Air Act (Section 608) sets forth the requirements for handling, reclaiming, recovering and recycling of certain refrigerants and the equipment that is used in these service procedures. In addition, some states or municipalities may have additional requirements that must also be adhered to for responsible management of refrigerants. Know the applicable laws and follow them.

## 2 Warnings

**WARNING**  
**Proper Field Wiring and Grounding Required!**  
 Failure to follow code could result in death or serious injury. All field wiring MUST be performed by qualified personnel. Improperly installed and grounded field wiring poses FIRE and ELECTROCUTION hazards. To avoid these hazards, you MUST follow requirements for field wiring installation and grounding as described in NEC and your local/state electrical codes.

**WARNING**  
**Personal Protective Equipment Required!**  
 Installing/servicing this unit could result in exposure to electrical, mechanical and chemical hazards. Before installing/servicing this unit, technicians MUST put on all Personal Protective Equipment (PPE) recommended for the work being undertaken. ALWAYS refer to appropriate SDS sheets and OSHA guidelines for proper PPE. When working with or around hazardous chemicals, ALWAYS refer to the appropriate SDS sheets and OSHA guidelines for information on allowable personal exposure levels, proper respiratory protection and handling recommendations. If there is a risk of arc or flash, technicians MUST put on all necessary Personal Protective Equipment (PPE) in accordance with NFPA70E for arc/flash protection PRIOR to servicing the unit. Failure to follow recommendations could result in death or serious injury.

**WARNING**  
**Follow EHS Policies!**  
 Failure to follow instructions below could result in death or serious injury.

- All Trane personnel must follow the company's Environmental, Health and Safety (EHS) policies when performing work such as hot work, electrical, fall protection, lockout/tagout, refrigerant handling, etc. Where local regulations are more stringent than these policies, those regulations supersede these policies.
- Non-Trane personnel should always follow local regulations.

## 3 Required Tools

- 5/16 inch nut driver tool for panel removal
- Smart devices supported:
  - iPhone®
  - Android™
- The free download of Trane Symbio Service and Installation Tool mobile app is available on the App Store® for iPhone and on Google Play® for Android.

## Step 2: Connecting to the Symbio 700 Controller

1. Enable **Bluetooth** on your smart device.
2. Access the Symbio 700 controller in the low voltage portion of the equipment.

Figure 1. Symbio 700 controller

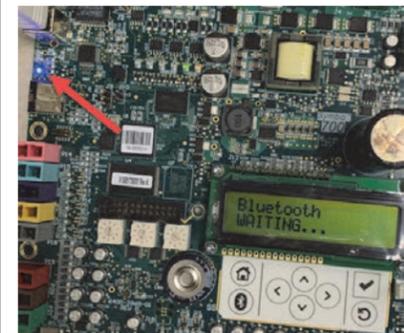


**SAFETY WARNING**  
 Only qualified personnel should install and service the equipment. The installation, starting up, and servicing of heating, ventilating, and air-conditioning equipment can be hazardous and requires specific knowledge and training. Improperly installed, adjusted or altered equipment by an unqualified person could result in death or serious injury. When working on the equipment, observe all precautions in the literature and on the tags, stickers, and labels that are attached to the equipment.

3. Press **Ⓟ** on the Symbio 700 keyboard/display to turn on Bluetooth.
4. Confirm the status of Bluetooth communications.

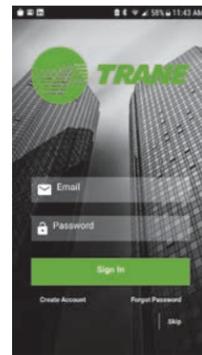
<b>Ⓟ</b>	<b>Blue LED</b>	<b>Display</b>	<b>Description</b>
Press for On/Off	Off	NOT CONNECTED	Bluetooth Off
	Blinking	WAITING...	Bluetooth On - Not Paired
	On Solid	CONNECTED	Bluetooth On - Connected/Paired

Figure 2. Symbio 700 Bluetooth status



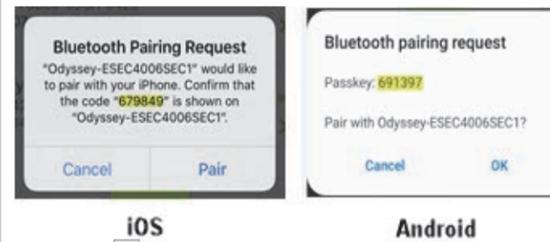
5. Start the mobile app on your smart device.

5 Figure 3. Login screen



6. On the login screen, press **Skip** in the lower right-hand corner of the screen. Or Trane personnel can login using their Trane Connect user name and password.
  7. On the Unit List page, select the Symbio 700 controller to pair with. If the controller is not listed, press the refresh arrow in the upper right-hand corner of the screen.
- Note:** If a Symbio 700 is not the original Symbio controller as shipped with the equipment, the Bluetooth equipment list will list the controller serial number, instead of the equipment serial number.
8. When prompted, pair the app to the Symbio 700 controller. A popup message displays a 6-digit random number. The same number is shown on the display of the Symbio 700 controller until the pairing is complete, allowing the user to confirm connection to the intended controller.

6 Figure 4. Bluetooth pairing



9. Press  on the Symbio 700 on-board keyboard/display to complete the pairing.

When the LED light is a solid blue and the display reads Bluetooth Connected, the Bluetooth pairing and connection is complete.

## Troubleshooting

<b>Issue</b>	<b>Description</b>
Smart device requirements not met	<ul style="list-style-type: none"> <li>• Apple iPhone ( iOS V10; iPhone 6 or later required)</li> <li>• Android ( V5.0 Lollipop or later; a device with Bluetooth V4.2 or later required)</li> </ul> <p><b>Note:</b> It is not possible to check what Bluetooth connectivity version is installed on an Android device, as it does not appear in Settings.</p>
Multiple users attempting to connect to the controller via Bluetooth	Only one user can connect to the Symbio 700 controller via Bluetooth. If the blue light is solid, another user is connected to the controller.
Device outside of Bluetooth range limits	Bluetooth has physical range limitations. A user can lose connectivity if too far away from the controller and will need to re-access connectivity from the Units List page.

Exceeded limit of equipment pairings	<p>The app only allows 10 saved pairings per device.</p> <p>Android devices will auto delete the oldest pairing. If auto delete fails, you can manually delete pairings.</p> <p>iOS users must manually delete pairings through Settings.</p>
Smart device unpaired or disconnected from controller	<ul style="list-style-type: none"> <li>• Pressing the Bluetooth button on the controller while connected will disconnect the controller from the smart device.</li> <li>• Cycling power to the controller, a firmware update, or a restore/start controller will disconnect the Bluetooth connection.</li> <li>• Equipment shutdown will disconnect the Bluetooth connection.</li> </ul>

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