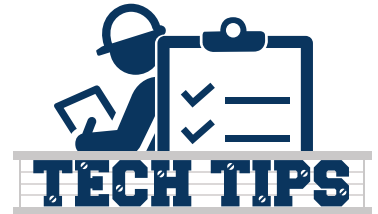




S8V2 – LINK CONNECTION TROUBLESHOOTING IN 24-VOLT MODE

With LINK communication systems, you can easily connect your device (phone, tablet, etc.) to set up or perform diagnostics. There are two ways to connect to a LINK system: fully communicating LINK or in 24V mode. These paths will be directly related to what equipment you have on site. If you are not fully communicating with all the equipment, you must select 24V mode on the device application to connect via Bluetooth for system configuration. The furnace and system settings are available in the app, including airflow settings, accessories, system configurations and more.



Connection to the equipment via Bluetooth using the diagnostics app is required to configure the S8V2 furnace control to enable ACC1 or ACC2 to operate a humidifier or EAC. These contacts are not available outside of the box. This is where your device comes into play.

To connect your device to a LINK unit, follow these instructions:

1. Download the application (Trane or American Standard version) from the Google Play Store or Apple App Store. There is also a QR code on the equipment you can scan to download.
2. Open the app and accept the Terms and Conditions.
3. You will either log in or select “Connect to 24V Equipment.”
 - a. If you have a LINK system, log in with your ASDealernet or ComfortSite credentials.
 - b. If you do not have a fully communicating LINK system, you will select “Connect to 24V Equipment.”
4. Be sure the equipment is in Bluetooth pairing mode, and your device has Bluetooth enabled.

Connecting to the app via a device is a simple process. However, if you run into any issues, follow these steps:

1. Disconnect all stat wires to make sure there is no call/voltage to the low-voltage inputs on the furnace IFC.
2. Turn off the power to the IFC/furnace.
3. Confirm the latest software is on the app. Verify by trying to upgrade the app manually.
4. Close all applications and tabs on your device.
5. Restore the power to the IFC/furnace.
6. Open the diagnostics application on your device.
7. Select “Connect to 24 Volt System.”

If you are still experiencing connection issues, call our Technical Support team at (815) 215-5020.