



Installation Instructions

Advanced License for Symbio™ 700 Controller

Part Number: FRW00001 Symbio 700 Advanced License

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.

May 2024 **BAS-SVN288A-EN** ©2024 Trane

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 practices.
- 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.

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.

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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/national electrical codes.

WARNING
Personal Protective Equipment (PPE) Required!
Failure to wear proper PPE for the job being undertaken could result in death or serious injury. Technicians, in order to protect themselves from potential electrical, mechanical, and chemical hazards, MUST follow precautions in this manual and on the tags, stickers, and labels, as well as the instructions below:

- Before installing/servicing this unit, technicians MUST put on all PPE required for the work being undertaken (Examples; cut resistant gloves/sleeves, butyl gloves, safety glasses, hard hat/bump cap, fall protection, electrical PPE and arc flash clothing). ALWAYS refer to appropriate Safety Data Sheets (SDS) and OSHA guidelines for proper PPE.
- When working with or around hazardous chemicals, ALWAYS refer to the appropriate SDS and OSHA/GHS (Global Harmonized System of Classification and Labeling of Chemicals) guidelines for information on allowable personal exposure levels, proper respiratory protection and handling instructions.
- If there is a risk of energized electrical contact, arc, or flash, technicians MUST put on all PPE in accordance with OSHA, NFPA 70E, or other country-specific requirements for arc flash protection, PRIOR to servicing the unit. NEVER PERFORM ANY SWITCHING, DISCONNECTING, OR VOLTAGE TESTING WITHOUT PROPER ELECTRICAL PPE AND ARC FLASH CLOTHING. ENSURE ELECTRICAL METERS AND EQUIPMENT ARE PROPERLY RATED FOR INTENDED VOLTAGE.

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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.

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Required Tools and Accessories

- USB storage devices

Important: Confirm the USB storage device is formatted as FAT or FAT32. Any other formatting is not compatible with the Symbio 700 controller.

- Firmware for Symbio 700
- Symbio Service and Installation App

4 Download Firmware

1. Visit Trane.com and download the latest Symbio 700 firmware. Scan the QR code for quick access to the download page.



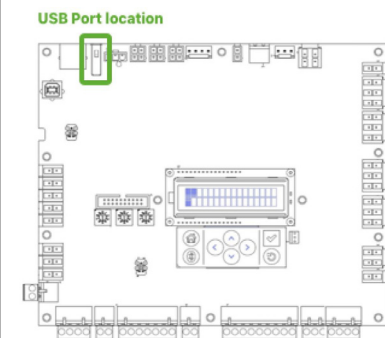
Note: The preferred method for upgrading the firmware and applying a new license to the Symbio 700 controller is by using the Symbio Service and Installation App.

2. Copy the firmware to the USB storage device. Save the firmware in the root folder of the USB drive and not in a subfolder. The Symbio 700 controller can only read a file in the root folder.

Update the New Controller Firmware

1. With the unit and the controller powered, insert the USB storage device with the latest firmware into the Symbio 700 USB port J2 (see [Figure 1](#)).

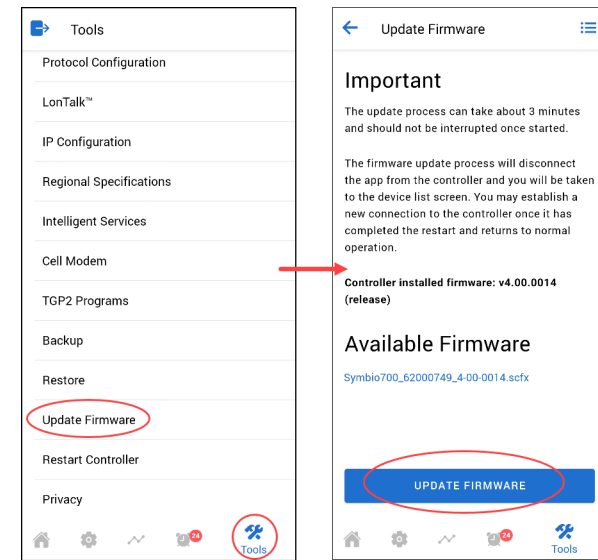
Figure 1. USB J2 port location



2. Using the Symbio Service and Installation App, connect to the controller.
3. Navigate to **Tools > Update Firmware** and perform a firmware update to the controller (see [Figure 2](#)).

Note: Updating the controller firmware may take up to five minutes. During this time, the Bluetooth connection is lost and unavailable. Please follow the update progress on the Symbio 700 onboard user interface.

Figure 2. Update Firmware screens



6 Apply Symbio 700 License

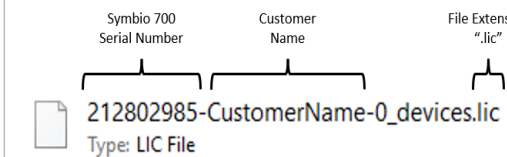
After obtaining a license for the Symbio 700 controller, a confirmation email is sent containing the license file. Use one of these three methods for applying the advanced license to the Symbio 700 controller:

- Method A: Apply a license from a mobile device using the Symbio Service and Installation App (preferred)
- Method B: Apply a license from a USB drive using the Symbio Service and Installation App
- Method C: Apply a license from a USB drive using the on-board display

Important:

- Each license file is specific to the Symbio 700 serial number. The license filename contains the serial number of the matching Symbio 700 Controller. Confirm that both the license filename and the serial number of your Symbio 700 controller match.
- After downloading the license file, confirm the file extension is ".lic" and that the file name has the same structure as shown in [Figure 3](#). If the name and/or file extension do not adhere to the specified format, manually edit the file name before attempting to update the license.

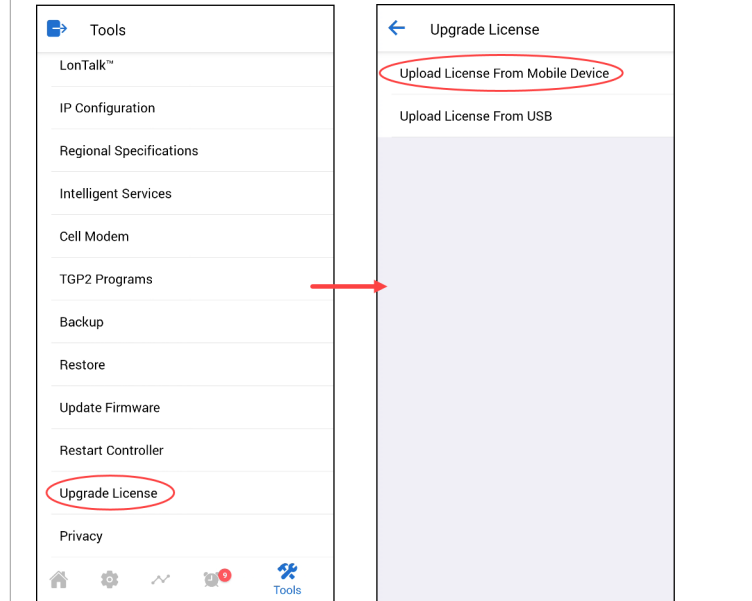
Figure 3. Symbio 700 license structure



Method A: Apply a License from a Mobile Device Using the Symbio Service and Installation App (Preferred)

- Download the license file from the confirmation email to a mobile device. The license file name contains the Symbio 700 serial number and customer name. The file extension is ".lic".
- Use the Symbio Service and Installation App to connect to the controller.
- Navigate to **Tools > Update License**.
- Select **Upload License From Mobile Device**.

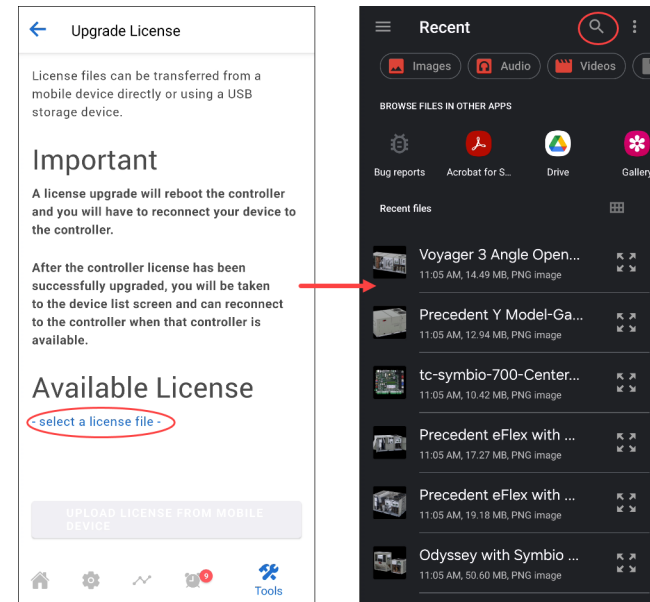
7 Figure 4. Upgrade license



5. Tap **...select a license file**-. Browse files and select the license file to apply to the controller.

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Figure 5. Select license file from mobile device



Note: To easily locate the license file, select the search feature and search for **.lic**. The search results will contain all **.lic** files found on the mobile device.

6. Select **UPLOAD LICENSE FROM MOBILE DEVICE**.

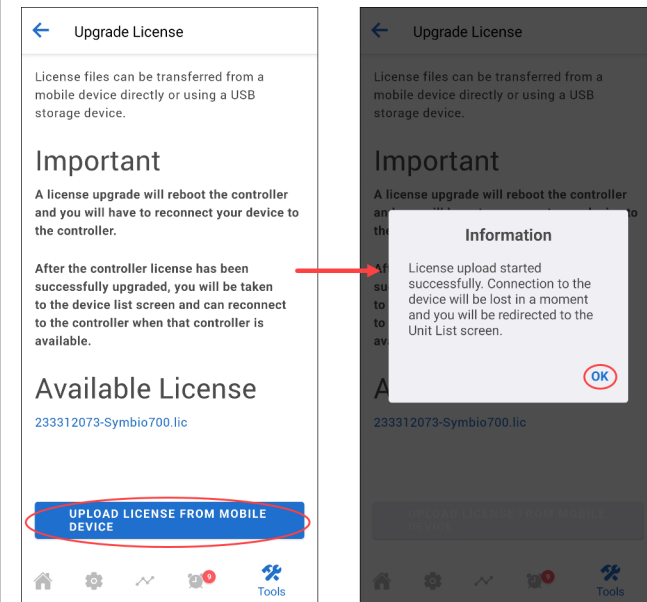
7. A confirmation screen indicates that the license upload started successfully. Tap **OK**.

Important: The license upgrade process will not begin until after tapping **OK**. Do not exit the app before tapping **OK**.

8. The Symbio 700 controller will reboot and connection will be lost during this time.

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Figure 6. Upgrade confirmation



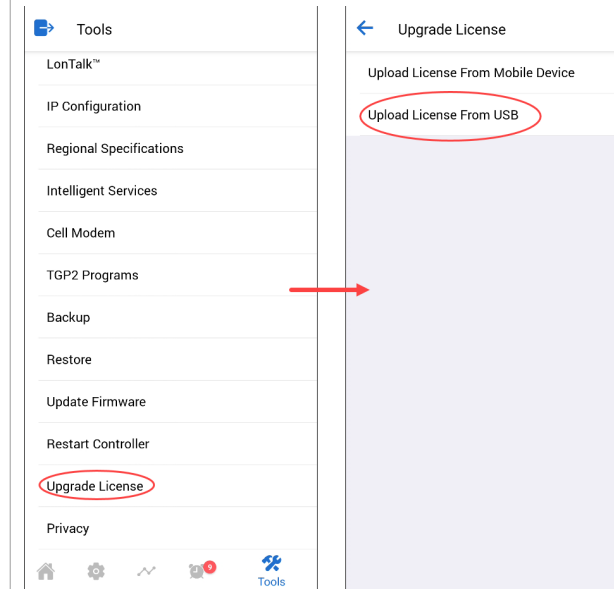
Refer to "Validate Advanced License Using Symbio Service and Installation App" to confirm the license was uploaded successfully.

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Method B: Apply a License from a USB Drive Using the Symbio Service and Installation App

- Copy the license file to the USB storage device. Save the license file in the root folder of the USB drive and not in a subfolder. The Symbio 700 controller can only read a file in the root folder.
- Insert the USB storage device with the license file into the Symbio 700 USB port J2 (see Figure 1).
- Navigate to **Tools > Update License**.
- Select **Upload License From USB**. The Symbio 700 controller scans the USB storage device and detects all license files in the root file.

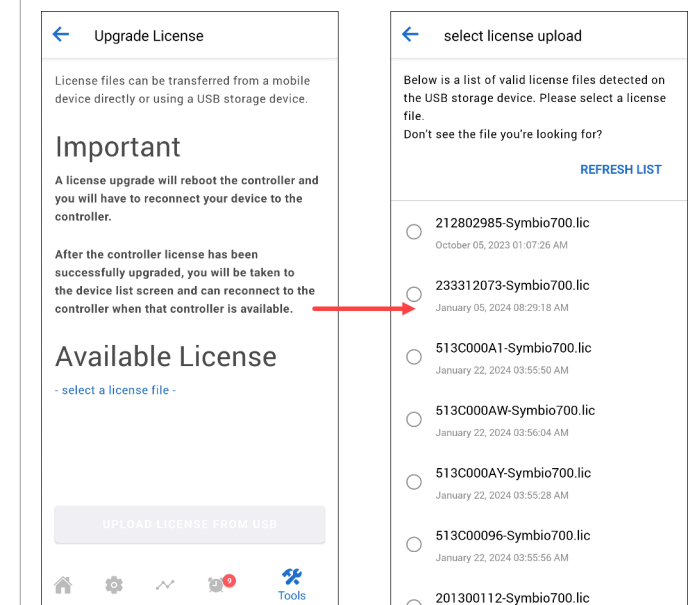
Figure 7. Upgrade license



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5. Tap **...select a license file**. Browse files and select the license file to apply to the controller. If the USB storage device contains multiple license files, select from the list of all license files provided.

Figure 8. Select license file from USB



6. Select the license file. Confirm that it matches the serial number of the Symbio 700 controller.

7. Select **UPLOAD LICENSE FROM USB**.

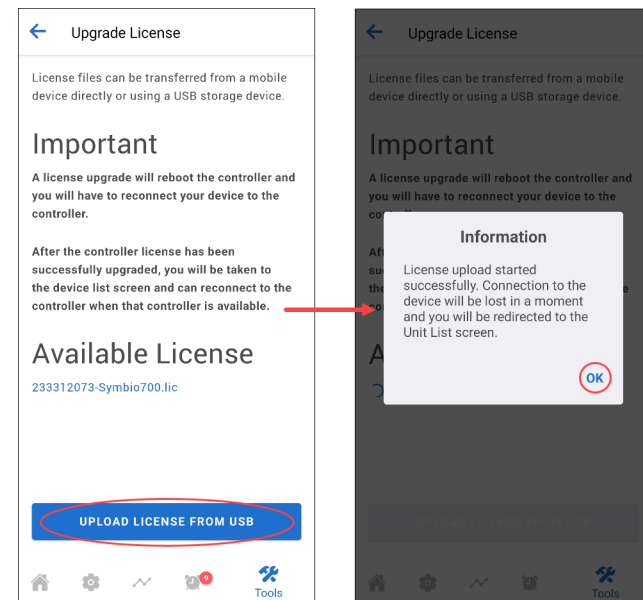
8. A confirmation screen indicates that the license upload started successfully. Tap **OK**.

Important: The license upgrade process will not begin until after tapping **OK**. Do not exit the app before tapping **OK**.

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9. The Symbio 700 controller will reboot and connection will be lost during this time.

Figure 9. Upgrade confirmation



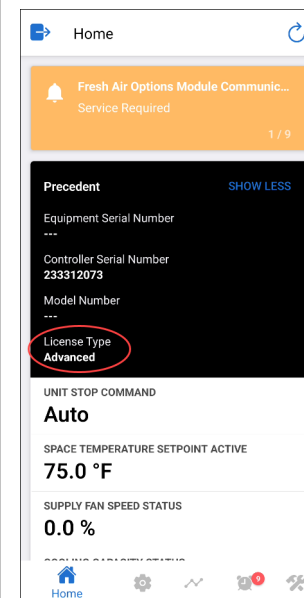
Refer to "Validate Advanced License Using Symbio Service and Installation App" to confirm the license was uploaded successfully.

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Validate Advanced License Using Symbio Service and Installation App

- Once the controller reboots, reconnect to the controller using the Symbio Service and Installation App.
- Navigate to **Home > Show More**.
- Confirm that the **License Type** is **Advanced**.

Figure 10. Confirm Advanced License



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Method C: Apply a License from a USB Drive Using the On-board Display

- Copy the license file to the USB storage device. Save the file in the root folder of the USB drive and not in a subfolder. The Symbio 700 controller can only read a file in the root folder.
- Insert the USB storage device with the license file into the Symbio 700 USB port J2 (see Figure 1).
- Using the on-board display, navigate to **Utilities > About > Update License**.
- Press enter.

Figure 11. On-board display license update



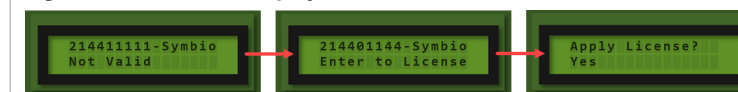
5. The license file displays at the top of the screen. If the license is valid and corresponds to the serial number of the Symbio 700, **Enter to License** displays on the controller. If the license is invalid, a **Not Valid** message displays.

Note: If the USB storage device contains multiple license files (with the ".lic" extension), use the up and down arrows to select the correct file.

6. Press enter to apply the new license.

7. On the confirmation screen, use the up and down arrows to select **Yes** and press enter.

Figure 12. On-board display select license



8. The Symbio 700 controller begins applying the new license. During this process, the controller reboots.

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Validate Advanced License Using On-Board Display

- Once the controller reboots, use the on-board display to navigate to **Utilities > About > Controller License**.
- Confirm that **Advanced License** displays under controller license.

Figure 13. On-board display validate advanced license



Important: Symbio 700 minimum firmware required: V5.00.0010

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