

# How to Update Firmware on a Symbio 700 Controller

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## **⚠ 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.

## Introduction

### Warnings, Cautions, and Notices

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.

## **⚠ 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. Failure to follow code 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.

## **⚠ 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.**

## **⚠ WARNING**

### **Electrical Shock, Explosion, or Arc Flash Hazard!**

Failure to follow these instructions could result in death or serious injury.

- Install the product in an appropriate electrical/fire enclosure per local regulations. Do not install the product in hazardous or classified locations.
- Do not use the product for life or safety applications.
- Do not exceed the product ratings or maximum limits. Products rated only for basic insulation must be installed on insulated conductors.
- Current transformer secondaries (current mode) must be shorted or connected to a burden at all times.
- Remove all wire scraps, tools, replace all doors, covers and protective devices before powering the equipment.

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## Required Items

To update the firmware on a Symbio® 700 controller the following items will be needed.

- Computer
- Apple® or Android mobile phone
- USB Drive

## Get Symbio 700 Firmware

The latest firmware for the Symbio® 700 controller must be downloaded from Trane.com. If you already have the correct firmware for the controller on a USB drive skip ahead to the next section.

1. Visit the [Trane Software Download](#) page and download the latest version of the Symbio 700 firmware.
2. Copy the downloaded firmware to the USB drive. Make sure to name the firmware file appropriately so you can easily find it later. The firmware file can't be placed in a subfolder on the USB drive.
3. Place the USB drive with the firmware in the USB port on the Symbio 700 controller.

## Download Phone App

The Symbio Installation and Service tool is required to update the firmware on the Symbio 700 controller. If you already have the app on your phone skip ahead to the next section.

To see a step-by-step video of how to get the Symbio Service and Installation App on your phone and how to connect to the Symbio 700 controller refer to the video link below.

[Trane® Tips: Connecting Your Trane® Odyssey™ with the Symbio® App](#)

1. Use the camera on your mobile phone to scan the QR code below. Follow the prompt to navigate to the Apple App Store or Google Play® Store and download and install the Symbio Service & Installation application on your mobile phone.



2. If you are viewing this document on your mobile phone, select one of the links below to navigate to the Apple App Store or Google Play Store. Download and install the Symbio Service & Installation application on your mobile phone.

[Apple Download Link](#)


[Android Download Link](#)


- Alternatively, navigate to the Apple App Store or Google Play Store on your mobile phone and search for “Trane Symbio” to locate the Symbio Service & Installation App in the store. Once located download and install the app on your mobile phone.




## Connect to Symbio 700

With the Symbio Service and Installation App installed on your phone connect via Bluetooth to the Symbio 700. For more detailed information on the Symbio Service and Installation Mobile Application, refer to Quick Start Guide for Symbio Service and Installation (BAS-SVN043).

- Access the Symbio 700 controller in the low voltage portion of the equipment.
- Press the Bluetooth  button on the Symbio 700 keyboard/display to turn on Bluetooth.
- Confirm the status of Bluetooth communications by verifying the blue LED status. The LED should be blinking.

	Blue LED	Display	Description
Press to turn Bluetooth on/off	Off	NOT CONNECTED	Bluetooth Off
	Blinking	WAITING...	Bluetooth On – Not Paired
	On Solid	CONNECTED	Bluetooth On – Connected/Paired

- Open the Symbio Service and Installation App on your mobile phone.
- On the startup screen press Skip in the lower left-hand corner of the screen.
- On the Unit List screen, 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.
- 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.
- Press the Enter  button on the Symbio 700 keyboard/display to complete the pairing. When the LED light is a solid blue, and the display reads CONNECTED the Bluetooth pairing, and connection is complete.

## Update Firmware

- In the Symbio Service and Installation app navigate to the Tools Page.
- On the Tools page scroll down and select Update Firmware.
- Verify that the name of the correct firmware is showing as the selected firmware. To change the firmware, select the green name of the firmware and select the proper firmware file.
- Press the Update Firmware button at the bottom of the page and select Update on the confirmation pop up. This will initiate the firmware update process.
- The Bluetooth connection will be lost when the controller reboots during the firmware update. The equipment will be stopped and restarted during the update process.
- The Symbio 700 keyboard/display will show Update Success when the process is complete.

7. Reconnect the Symbio App to the Symbio 700 controller.
8. The Symbio App will display a Previous Operation Succeeded message that shows the new firmware version when re-connecting to the controller after finishing the update. The firmware version displayed in the message should match the desired firmware version from the selected firmware file.
9. This completes the Firmware Update process.