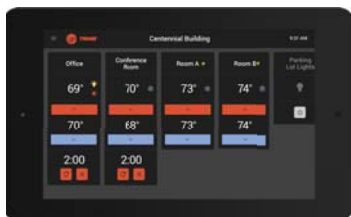




User Guide

Tracer[®] Concierge[™] System for Small Buildings



X39641274001

Please retain this document for future reference.

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.

August 2016

BAS-SVU031D-EN

 **Ingersoll Rand.**

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Introduction

Read this manual thoroughly before operating or servicing this unit.

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.

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 recommended for the work being undertaken. **ALWAYS** refer to appropriate MSDS sheets and OSHA guidelines for proper PPE.
- When working with or around hazardous chemicals, **ALWAYS** refer to the appropriate MSDS 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 PPE in accordance with NFPA 70E or other country-specific requirements for arc flash protection, **PRIOR** to servicing the unit.

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Overview

Tracer Concierge for Small Buildings is a cost-effective solution that makes day-to-day operation of your HVAC and lighting systems easier. A bundled system of reengineered applications means you get advanced capabilities for building management with less risk. With built-in functionality, including overrides, temperature setpoint changes, and daily monitoring, Tracer Concierge is flexible and easy to use.

Tracer Concierge can be accessed in two ways:

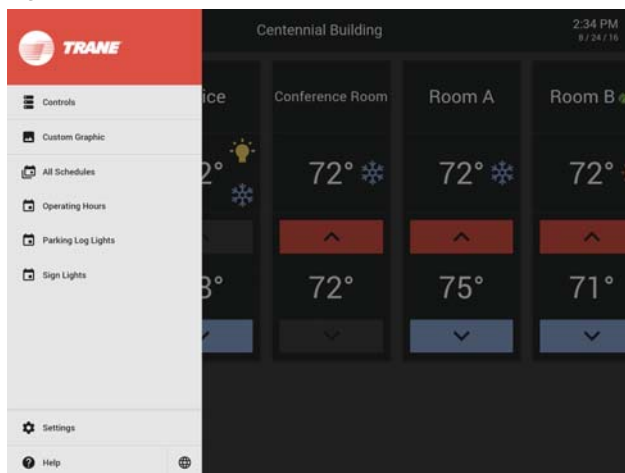
- The Tracer Concierge display is a 10-inch touch screen that allows you to manage your building from a single location. The Tracer Concierge application is preloaded on the display for easy access.
- The Tracer Concierge mobile app, available for both Apple and Android, allows you to manage your building from your smart phone, tablet, or other mobile device. For instructions on how to install the Tracer Concierge mobile app, see [“Downloading and Installing the Tracer Concierge App,” p. 17](#)

Note: Some features are only available on the Tracer Concierge 10” display. Features not available on the mobile app are noted.

Navigating Tracer Concierge

The main screen of Tracer Concierge, provides a snapshot of all the zones in your building. To navigate Tracer Concierge, touch the menu icon in the upper left of the screen. The main menu displays.

Figure 1. Menu



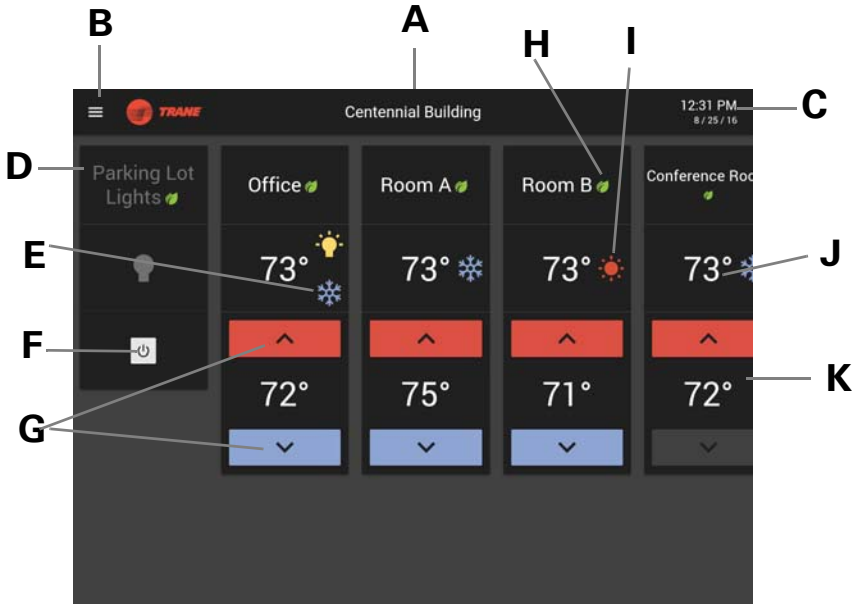
Menu elements include:

- **Controls:** provides access to your zones.
- **Custom Graphics:** access to your custom graphic for the Tracer Concierge (optional).
- **All Schedules:** a list of all schedules displays. Tap a schedule name to view or edit the schedule.
- **Settings:** modify your device settings.
- **Help:** includes language selections, contact information for you local Trane office, quick start videos, and alerts.

Managing Zones

The main screen provides an overview of all the zones in Tracer Concierge. The first five zones are displayed. Swipe left to view additional zones, if applicable.

Figure 2. Main Screen



Element	Description
A	Building name
B	Menu: tap the menu to access schedules, settings, and help
C	Date and time of the Tracer Concierge system
D	Zone name
E	Snowflake: indicates the zone is in cooling mode
F	Power button to turn on the lights for the zone
G	Up and down arrows that allow you to adjust the setpoint for the zone
H	Energy Saving icon: indicates that the system is saving energy in this space
I	Sun: indicates the zone is in heating mode
J	The current temperature of the zone
K	Setpoint for the zone, which is the desired temperature

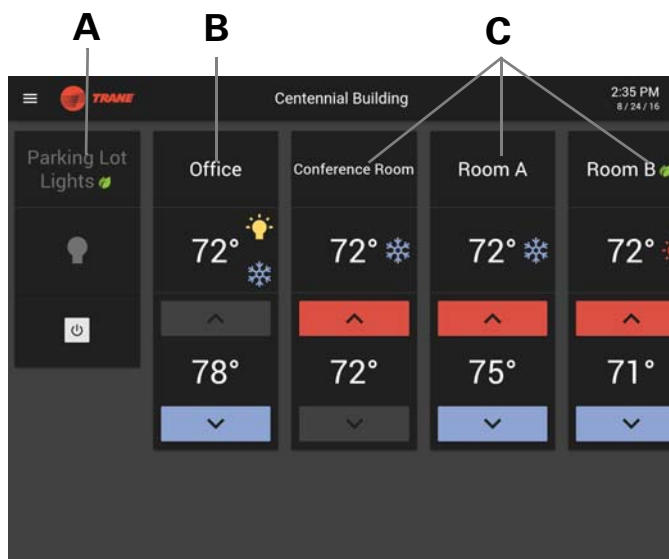
Managing Zones

Zone Types

There are three types of zones in Tracer Concierge:

- **HVAC only:** controls HVAC equipment for a specific area. In the [Figure 3](#), Conference Room, Room A, and Room B are HVAC only zones, as indicated with up and down arrows for the setpoint.
- **HVAC and Lighting:** controls both HVAC equipment and lighting for a specific area. In [Figure 3](#), Office is an HVAC and lighting zone, as indicated by the light bulb and setpoint with up and down arrows.
- **Lighting only:** controls the lighting for a certain area. In [Figure 3](#), Parking Lot Lights is a lighting only zone, as indicated by only a light bulb.

Figure 3. Zone Examples

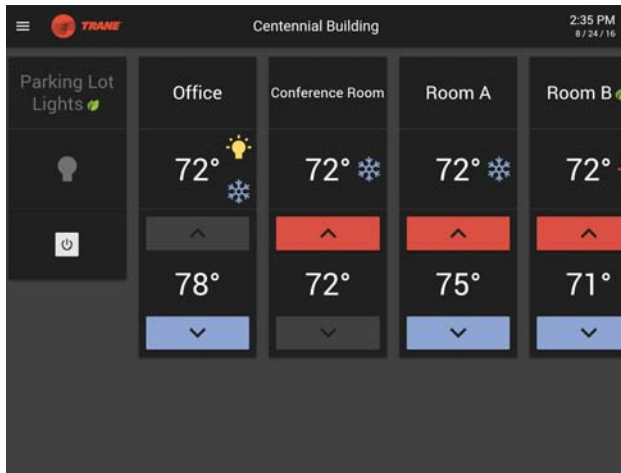


Element	Description
A	Lighting only zone
B	HVAC and lighting zone
C	HVAC only zone

Changing a Setpoint

If an area is too hot or too cold, you can adjust the setpoint for its zone. On the main screen, tap the up or down area for the desired zone. If the up and down arrows are disabled, the setpoint cannot be adjusted.

Figure 4. Changing a Setpoint



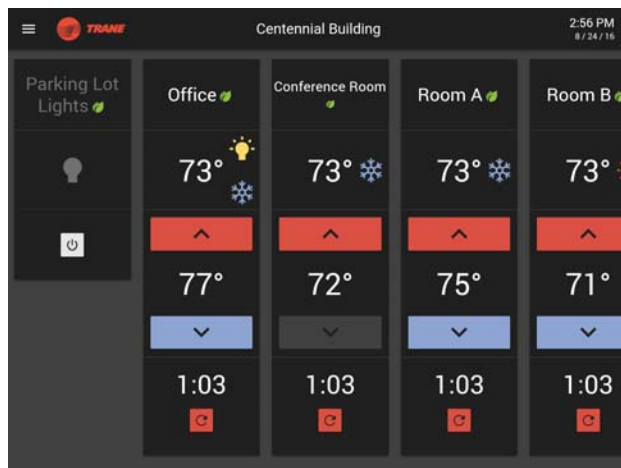
Turning On Heating, Cooling, or Lighting

Tracer Concierge uses operating hours schedules to use less energy when a building is not in use. For example, if a business is closed after 5pm, the lights are turned off and the temperature is set higher in the summer or lower in the winter for energy conservation.

If you will be staying in the building after hours, you can enable the system so that the lights stay on and the temperature stays comfortable:

1. Towards the end of the day, a timer appears on the screen indicating how long until the schedule ends. This shows when the temperature will start to change and when the lights will turn off (if a light bulb displays next to the temperature).

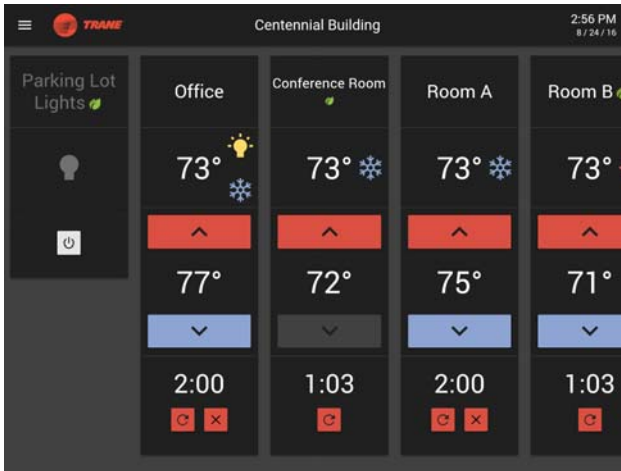
Figure 5. Timer Indicating When Schedule Ends



2. Tap the arrow button to extend operating hours by two hours.

Managing Schedules

Figure 6. Extend Operating Hours



3. To cancel or to turn off systems before the time runs out, tap the **X**.

If you arrive in the building outside of operating hours, for example earlier in the morning than typical:

1. Tap the power button to enable the system. The lights will come on (if setup), the fans will start, and the temperature will start to change to the normal temperature.
2. If the typical operating hours start within two hours, no additional steps are necessary. If typical operating hours do not start within two hours, you will need to tap the reset arrow to add additional time.

Managing Schedules

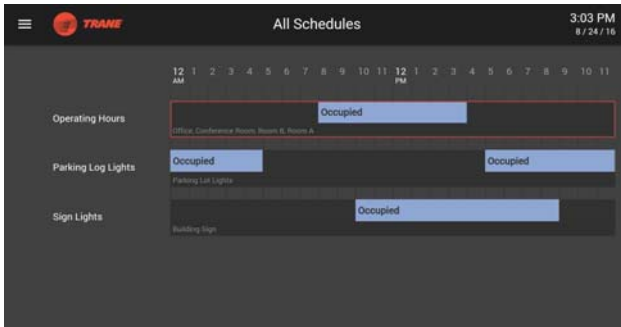
Schedules can control HVAC, HVAC and lighting, or lighting only. The typical operating hours schedule can be adjusted from Tracer Concierge.

Viewing Schedules

All Schedules

To view all schedules in Tracer Concierge, tap **All Schedules** on the main menu.

Figure 7. All Schedules



Managing Schedules

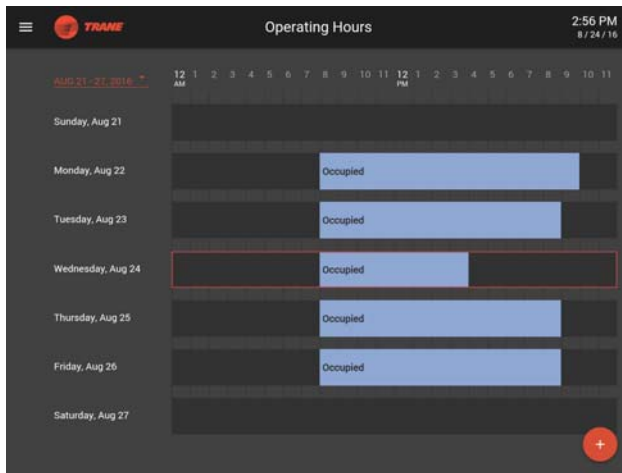
To view individual schedules:

- On the all schedules page, tap the schedule name (for example, Operating Hours or Parking Lot Lights).
- Or individual schedules are listed on the main menu. Tap the schedule name to view an individual schedule.

Schedules that use the term “occupied” to indicate when the system is scheduled to control the temperature or lights. The blue bar indicates occupied periods. If configured for lights as well, the lights will be on during occupied periods.

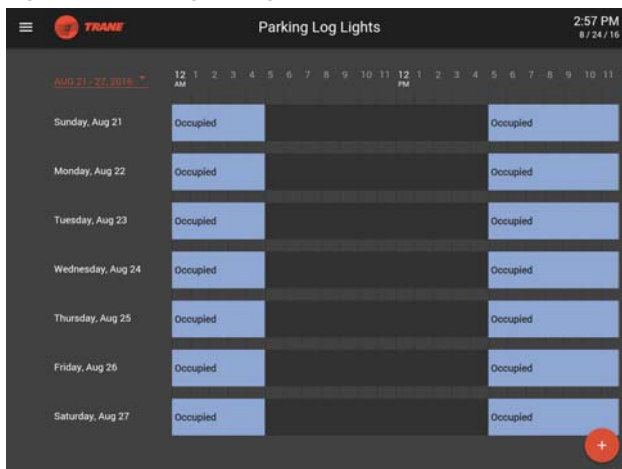
In this example, Operating Hours, the schedule indicates the hours when the building will typically be in use or occupied.

Figure 8. Operating Hours Schedule



In this example, Parking Lot Lights, the schedule indicates when the lights in the parking lot should be turned on. The blue bar shows when the lights are on or occupied.

Figure 9. Parking Lot Lights Schedule



Managing Schedules

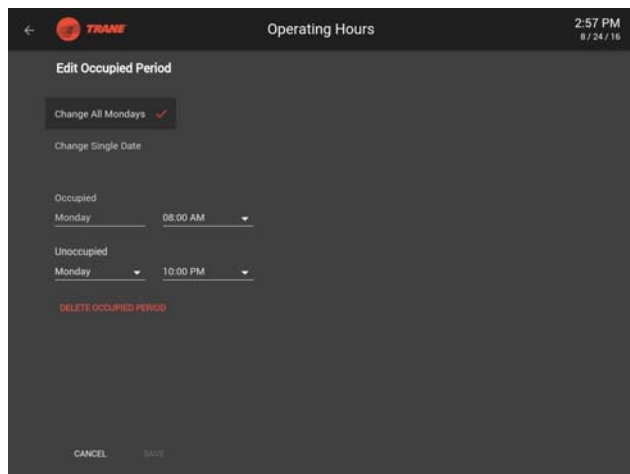
Changing Schedules

Edit Schedules

To change a schedule:

1. Go to the weekly view of a schedule by either selecting the schedule from the menu or tapping on the schedule name on the all schedules screen.
2. Tap the occupied bar to edit the occupied period.

Figure 10. Edit Occupied Period



3. Select:
 - **Change All** (day of the week) to update the operating hours schedule going forward for that particular day of the week.
 - **Change Single Date** to change the schedule for just a single day.
4. Select the day of the week or date to change.
5. Update the Occupied Hours.

Figure 11. Occupied Hours



6. Tap **Save**.

Add Occupied Period

To add a new occupied period to a schedule:

1. Go to the weekly view of a schedule by either selecting the schedule from the menu or tapping on the schedule name on the all schedules screen.
2. Tap the red + sign in the bottom right of the screen.
3. Select:
 - **Change All** (day of the week) to update the operating hours schedule going forward for that particular day of the week.
 - **Change Single Date** to change the schedule for just a single day.
4. Select the day of the week or date to change.
5. Update the Occupied Hours.
6. Tap **Save**.

Custom Graphics

Tracer Concierge graphics are customized for your building. View custom graphics by selecting the graphic name from the menu. Contact your local Trane office for assistance with Tracer Concierge graphics.

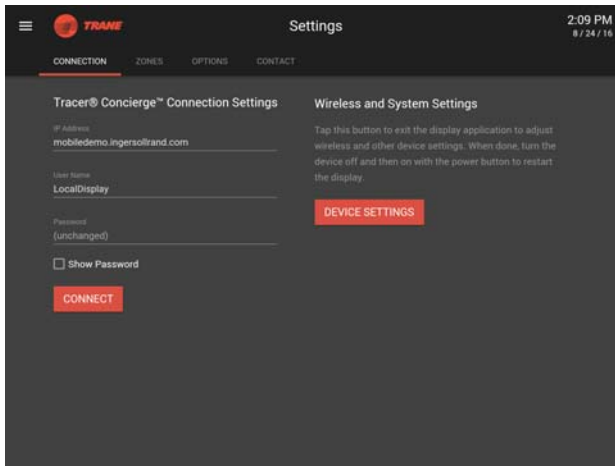
Settings

Settings allows you to view or modify Tracer SC connection settings, Zone configuration, display options, and contact information. To access Settings, from the menu, tap **Settings**.

Connecting to Tracer SC

The connection tab displays Tracer SC Connection Settings that were set during the initial Tracer Concierge installation.

Figure 12. Connection Tab



Configuring Zones

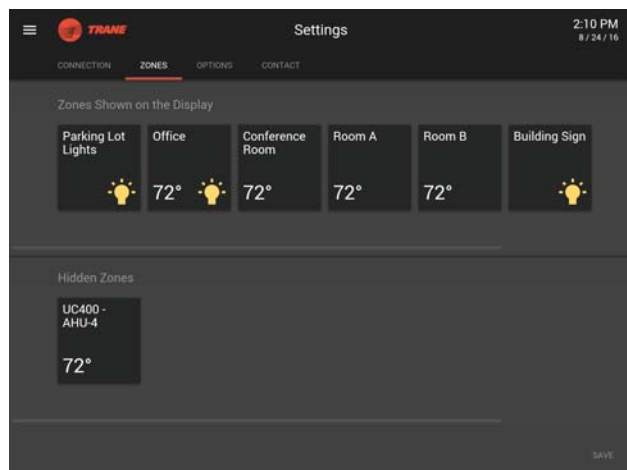
Configuring Zones

**Only available on the Tracer Concierge display.*

The Zones tab allows you to configure what is displayed on the main screen.

1. Drag zones to the top row that you want to display on the main screen. Drag zones to reorder the zones. Zones are shown in the order that you place them.
2. To hide zones from the display, drag them to the second row.
3. Tap **Save** to save your changes and update the main screen.

Figure 13. Zone Tab



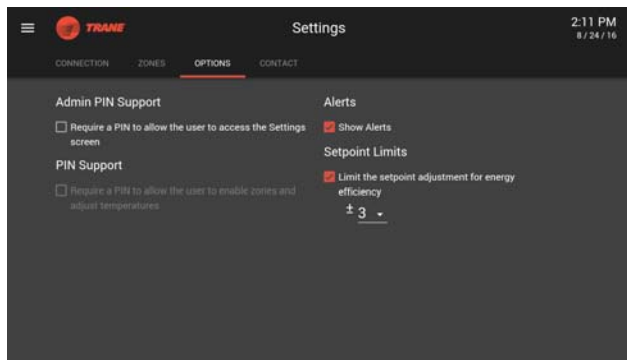
Optional Settings

**Only available on the Tracer Concierge display.*

The Options tab allows you to:

- Set an Admin pin that allows access to the Settings screen.
- Set a PIN to allow users to enable zones and adjust temperatures.
- Enable Alert notifications.
- Enable Setpoint Limits to limit setpoint adjustment for energy efficiency.

Figure 14. Options Tab



PIN Support

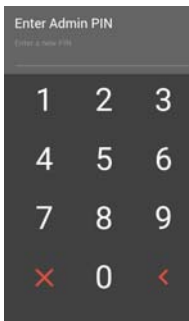
The Tracer Concierge Display allows you to set two PIN numbers.

- **Admin PIN Support** requires users to enter the Admin PIN to view or modify Tracer SC connection settings, Zone configuration, display options, and contact information.
- **PIN Support** requires users to enter the PIN to enable zones and adjust temperatures.

To enable Admin PIN Support:

1. Tap **Require a PIN to allow the user to access the Settings Screen**.
2. Enter a **PIN**.

Figure 15. PIN Support



3. Re-enter the PIN.
4. Tap **SAVE**.

To enable PIN support for users:

1. Tap **Require a PIN to allow the user to enable zones and adjust temperatures**.
2. Enter a **PIN**.
3. Re-enter the PIN.
4. Tap **SAVE**.

Note: If you forget your PIN number, contact your Local Trane Office for assistance.

Alerts

Tap **Show Alerts** to display alerts in Tracer Concierge.

Setpoint Limits

Setpoint Limits is an optional setting that prevents users from increasing or decreasing a setpoint more than the selected range. The default is three degrees. Once the setpoint limit is reached, the setpoint up and down arrows are disabled. The setpoint limit applies to the main screen zones. It does not apply to any custom graphics.

To enable Setpoint Limits:

1. Tap **Limit the setpoint adjustment for energy efficiency**.
2. Select a setpoint range of one to nine degrees. The default range is three degrees.
3. Tap **SAVE**.

Help

The Help menu allows you to:

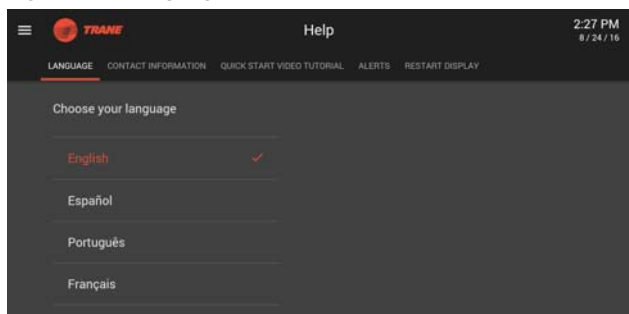
- Change your Language setting,
- View contact information for the person or office to contact if you have issues with the Tracer Concierge
- View video tutorials
- View alerts for the Tracer Concierge display

Language

Tracer Concierge supports four languages: English, Spanish, Portuguese, and French. To change your language selection:

1. Tap the **Language** tab.
2. Tap the appropriate language.

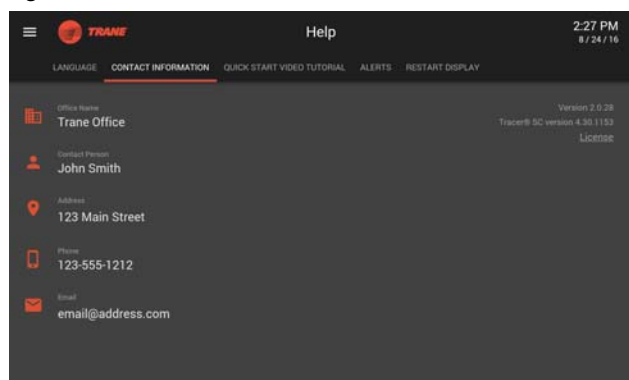
Figure 16. Language Tab



Contact

The Contact tab provides contact information for the person or office to contact if you have issues with the Tracer Concierge Display.

Figure 17. Contact Tab



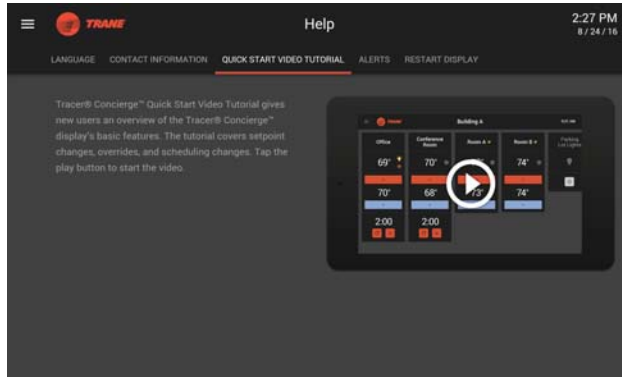
To update contact information:

1. Tap in the appropriate box. Update the contact information.
2. Tap **Save**.

Video Tutorials

The Quick Start Video Tutorial demonstrates key features of the Tracer Concierge display. Tap the triangle button to view the video.

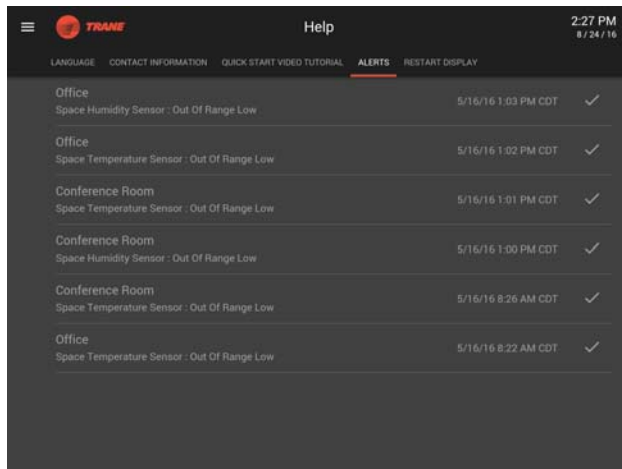
Figure 18. Video Tutorial



Alerts

When an abnormal or critical operating condition is detected in your building, Tracer Concierge displays a red alarm icon in the upper right corner of the screen. The Alert tab provides details of the alert.

Figure 19. Alert Tab



When an alert occurs:

1. On the Help menu, tap the **Alerts** tab.
2. Notify the person listed as the contact of the alert.
3. Provide the details of the alert as displayed on the Alert tab.
4. To clear the alert icon from the screen, click the red check mark.

Help

Restart Display

**Only available on the Tracer Concierge display.*

To restart the display:

1. On the Help menu, tap the **Restart Display** tab.
2. Tap **Restart Display**.

Note: No data will be lost during the restart, and heating and cooling operations will not be impacted.

Downloading and Installing the Tracer Concierge App

This section describes how to locate, download, and install the Tracer Concierge app for Apple® mobile devices and Android™ mobile devices.

Apple Mobile Devices

Tracer Concierge app is available free from the Apple App Store. It is compatible with iPhone, iPad, and iPod devices using iOS version 8, 9, 10. If your mobile device is using a different version, the app may not operate as expected.

Using your mobile device, follow these instructions to download and install the mobile app:

3. Tap the App store icon on your mobile device, which opens the Apple App Store.
4. In the search field, enter Trane, which will display a list of related apps.
5. Select the Tracer Concierge app. This is the free Apple App Store page for the app.
6. Tap **Install App**. The installation process begins.

Android Mobile Devices

Tracer Concierge app is available free from the Google Play store. It is compatible with smartphones and tablets using Android operating systems V5.0 and up. If your device is using a different version, the app may not operate as expected.

Using your mobile device, follow these instructions to download and install the app:

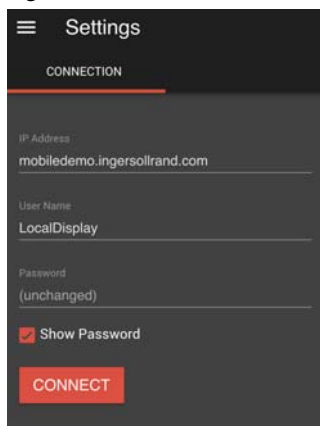
1. Tap the App Store icon, which opens the Google Play Store.
2. In the search field, enter Trane, which will display a list of related apps.
3. Select the Tracer Concierge app. This is the free Google Play Store page for the app.
4. Tap **Install**.
5. Tap **Accept and Download**. The installation process begins.

Connecting the App

To connect the Tracer Concierge app to your Tracer SC:

1. From the menu, tap **Settings**.

Figure 20. Mobile Connection





Downloading and Installing the Tracer Concierge App

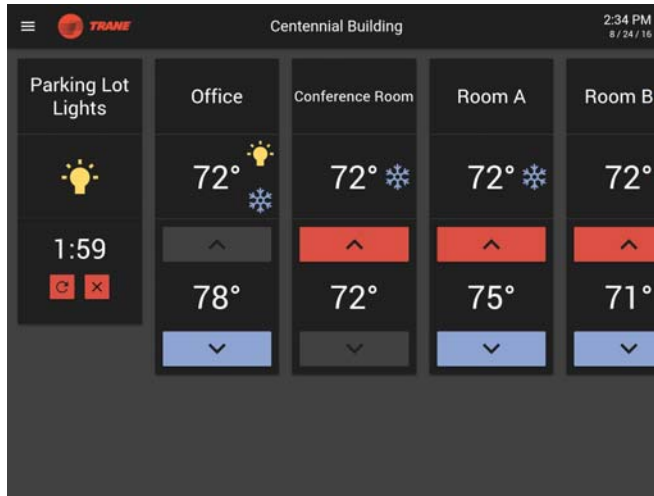
2. Enter the **IP Address**.
3. Enter the **User Name**.
4. Enter the **Password**.
5. Click **Connect**.

Troubleshooting

Why are the arrows disabled on a zone?

If Setpoint Limits are enabled, you can only change a setpoint by a set number of degrees (three by default). Once this limit is reached, the up and down arrows are disabled for that zone.

Figure 21. Setpoint Limit Reached



What if the zone override button is not available?

This can be caused by:

- The zone is already on (occupied). The override button appears when the zone is unoccupied or when the zone will go unoccupied in less than two hours (for example, at the end of the work day).
- Something else is controlling the zone off (unoccupied) at a higher priority than the display controls. This would need to have been set from within the Tracer SC web interface.

Can I cycle power for the display without unplugging it?

Yes. The power button is located on the back of the display. Press the power button to cycle power to the display.

Figure 22. Back of the Display



Power button

I forgot my PIN number. How can I reset it?

Contact your Local Trane Office for assistance.

I see dashes on the display instead of temperatures.

If communication loss occurs between the Tracer SC and the display, or between Tracer SC and the unit controllers, some elements of the screen may disappear temporarily and/or the display may restart. When this occurs, in addition to troubleshooting the communication loss, press the power button to restart the display.



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