



Frequently Asked Questions

Tracer™ BAS Operator Suite Mobile App for the Tracer™ SC System Controller

This document contains frequently asked questions about the new Tracer BAS Operators Suite mobile app.

Where do I get the mobile app? How much does it cost?

The mobile app is available free of charge from both the Apple Store (Apple® devices) and Google Play (Android™ devices), which are factory-installed on your mobile device. In order to use the mobile app, or to demonstrate it, you must connect to a Tracer SC.

What version of Tracer SC is the mobile app compatible with?

The mobile app is compatible with Tracer SC V3.6 and higher.

What type of mobile device can I use with the app?

The mobile app can be used on Apple mobile devices and Android mobile devices. It is designed for smartphones but works on tablets as well.

Device platform requirements:

- Apple iPhone®, iPad®, iPod®: iOS 5 and 6.
- Android: (V2.3 Gingerbread, 4.0 Ice Cream Sandwich, 4.1 Jelly Bean)

How do I find out which operating system version is running on my mobile device?

Software version information is typically found under the settings tab on your mobile device:

Android devices:

- V2.3.3: Settings > About phone > Android version
- V4.0.4: Settings > About > Software information > Android version

Apple devices:

- Settings > General > About > Version

Can the mobile app do everything that the Tracer SC Web pages can?

No. The mobile app is designed for daily operation tasks, such as troubleshooting hot/cold calls, overriding setpoints, and checking alarms.

With the mobile app you can:

- Override setpoints
- Override occupancy
- View standard graphics
- View, acknowledge, and comment on alarms
- View status of spaces, equipment, and systems

How does the mobile app interact with the Tracer SC Web pages?

When you make a change using the mobile app, the change will appear in the associated Tracer SC Web page. For example, if you override a point on the mobile app, you (or your colleague), will be able to see the override on the Tracer SC Web page. Similarly, if a setpoint is changed on a Tracer SC Web page, the new setpoint value will appear on the mobile app.

If I make comments on the alarms, can those comments be seen by other users from a PC Web interface?

Yes. When you enter a comment with the mobile app, it is saved in the Tracer SC. Other users, whether using a PC or the mobile app on their phones, will be able to see the comment associated with that alarm.

How can I create or edit schedules using the app?

You cannot create or edit a schedule with the mobile app. However, you can override the occupancy of a space (or area) in order to make it occupied or unoccupied. These overrides can have a timer, such that the override is released after the timer runs out. For example, if the gymnasium will be used for a couple hours after normal school hours, the gym can be overridden occupied with a two hour time duration. After two hours, the timer will finish and the gym will be released back to the unoccupied state.

Can I change the standard graphics?

No. The standard graphics cannot be changed or customized.

Can I add custom graphics?

No. Capability for custom graphics is not available at this time.

Does the app have an auto log off feature?

No. The app does not automatically log off.

How do I manually log off the mobile app?

To log off tap the More button on the lower right of the mobile app, which opens the More screen. Tap the Log Out button, which will return you to the Tracer SC list screen.

Will the mobile app continue to communicate to the Tracer SC after the phone goes to sleep?

No. When the phone goes to sleep, or when you navigate away from the app screen, the mobile app will stop requesting information for that screen. When you wake up your phone and the app is still open, it will begin to request information.

What happens if I lose my connection with the Tracer SC while using the mobile app?

If the mobile app loses its connection with the Tracer SC, a bright yellow indicator will appear at the top of the screen. The data on the screen will freeze, capturing the most recent data received from the Tracer SC, until a connection is restored or the mobile app is closed.

What does "---" mean?

Three dashes appear as status value when the Tracer SC does not have the data that is being requested. Often, it indicates that the unit controller has not provided the data to the Tracer SC. One possible cause may be communication loss between the unit controller and the Tracer SC.

If I'm away from the building, at the store, on the golf course, or running errands across town, can I connect to the Tracer SC?

Yes. If the Tracer SC is available directly from the Internet, you can connect to it. If not, you will need to log into the network using a VPN (Virtual Private Network) client. You may need to request VPN access from your network administrator. VPN allows you to connect to your network from anywhere on the Internet using either a WiFi connection or cellular access (3G/4G). After you have connected to your network with VPN, you can then connect to the Tracer SC. Refer to the "*Getting Started and Troubleshooting Guide*," BAS-SVU23A-EN, for more information.

What is required in order to connect with VPN?

VPN requirements vary from site to site. For some networks, VPN can be established as a setting on your phone. Other networks require a separate app on the phone for VPN connection. See your network administrator for more information.

Is the mobile app secure?

Using the mobile app to access Tracer SC is, for the most part, secure. Additional steps can be taken to increase the level of security on your mobile device. Tracer SC already has some security measures in place, such as granting user permissions and setting up automatic log-off. Some of these measures have been carried over to the mobile app.

The following security features describe how you can enhance security while accessing Tracer SC with the mobile app:

User ID and password

The mobile app requires a valid IP address (or domain name) and a user ID and password, in order to connect to a Tracer SC. The user ID and passwords are the same as those you use for the Tracer SC Web pages and have the same permissions. Therefore, if a user is not set up with permissions to change setpoints, that user will not be able to change setpoints on either the Tracer SC Web page or the mobile app.

Remember Login

You can choose whether or not to have the mobile app remember your user ID and password. To increase security, set the "Remember Login" slider to OFF, which requires that you enter your user ID and password each time you connect to the Tracer SC. Some users may consider this inconvenient, but many prefer the higher level of security. If others use your phone, this prevents them from accessing the Tracer SC. Additionally, most cellular phones are equipped with an optional screen lock password setting. This feature locks the phone display (after it enters sleep mode or is turned off), and then requires a password to unlock and use the phone. This increases security and also deters unauthorized usage of your phone.

Encryption

The mobile app encrypts saved passwords, rendering them unreadable outside of the app on the mobile device.



Trane optimizes the performance of homes and buildings around the world. A business of Ingersoll Rand, the leader in creating and sustaining safe, comfortable and energy efficient environments, Trane offers a broad portfolio of advanced controls and HVAC systems, comprehensive building services, and parts. For more information, visit www.Trane.com.

Trane has a policy of continuous product and product data improvement and reserves the right to change design and specifications without notice.

©2012 Trane All rights reserved
BAS-PRC075-EN 18 Dec 2012
New

We are committed to using environmentally
conscious print practices that reduce waste.

