



How to verify and upgrade software via SoftAP for Link HUB/UI at office



Prior to installation verify the software on the System Controller(HUB) and Thermostat(UI) which should be shown on the HUB box via a sticker.



Why does this need to be done?

Depending on the outdoor unit, indoor unit, accessories and the software on the HUB as well as UI. An upgrade may be necessary for the HUB and UI to recognize all other components.

The chart shows the software needed for different components.

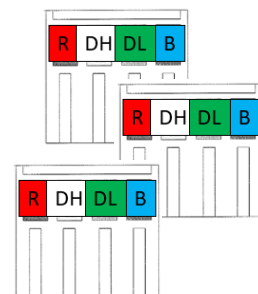
Following will be needed to be able to update the HUB and UI offsite prior to installation.

120V to 24V transformer

Thermostat wire

1-3 CANbus connectors

Distribution Board – optional



Supports

1.0 system software. Heat Pump and TAMX only

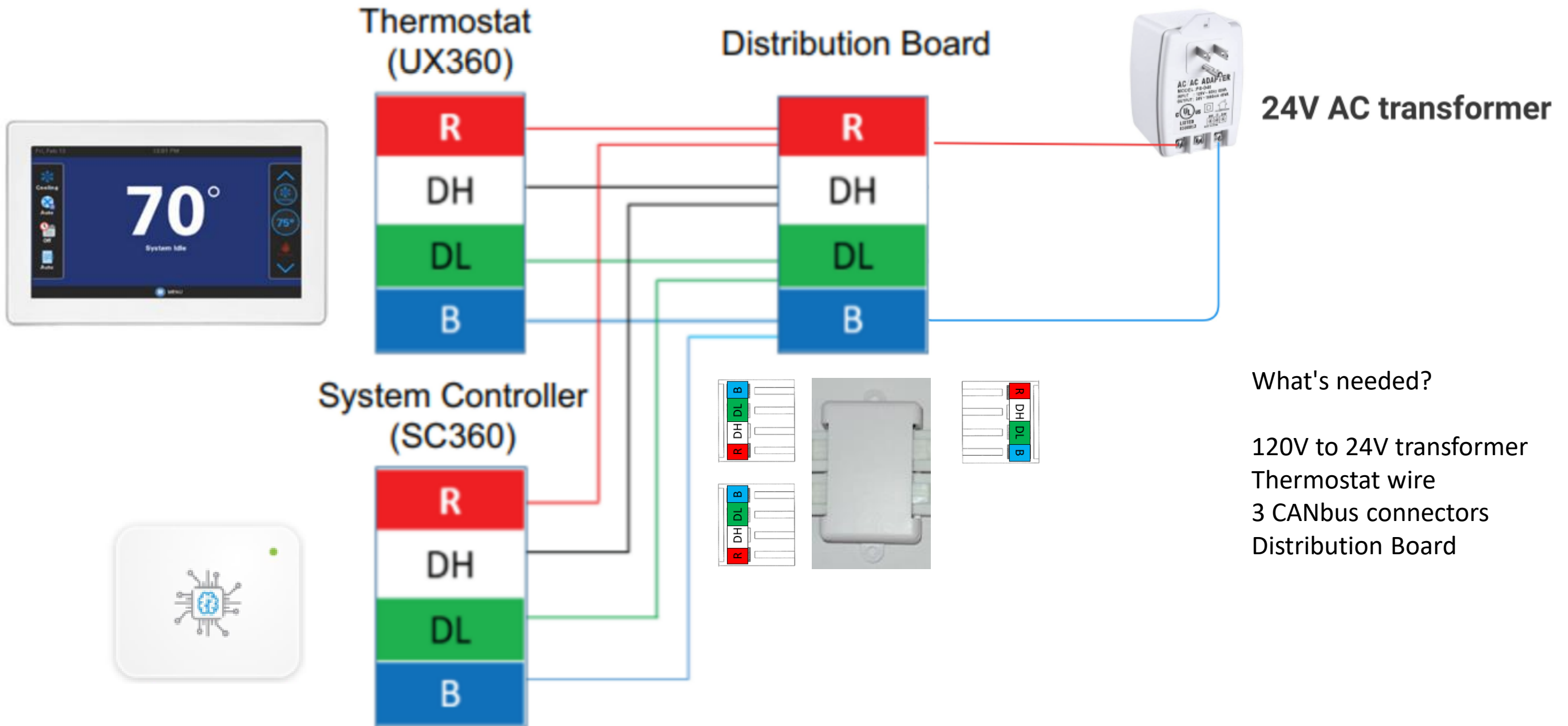
2.0 system software. Heat Pump, AC and TAMX

3.0* system software. Heat Pump, AC, TAMX and S8V2

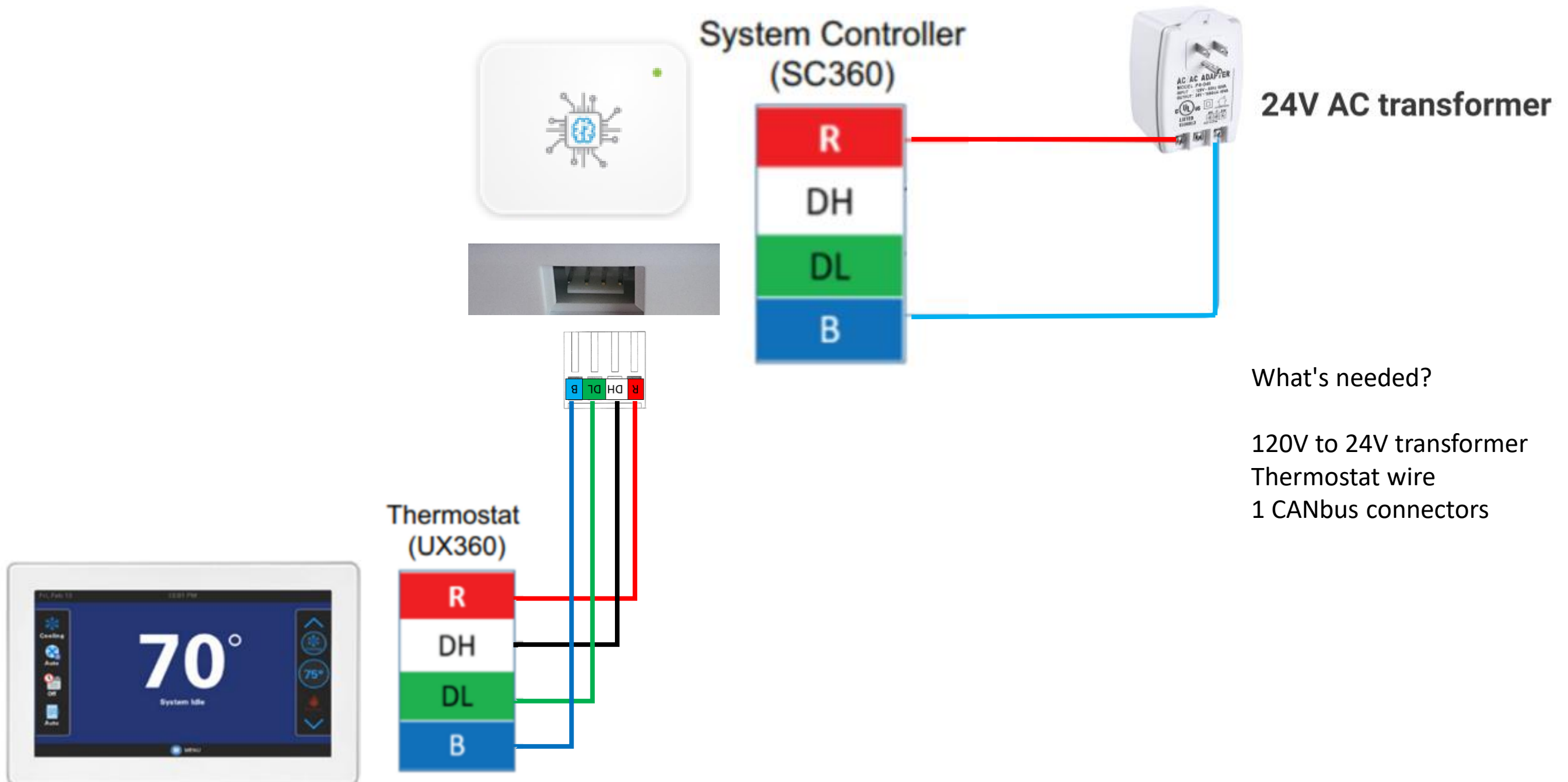
4.0 system software. Heat Pump, AC, TAMX, S8V2 and Zoning

4.3* system software or greater needed for XV17 OD unit

Desk setup with Distribution board



Desk setup without Distribution board



Wait!
Are you connected?



Upgrade via SoftAP

Download Trane diagnostic app on your smart device
Same log in and password for comfortsite.com is used for app

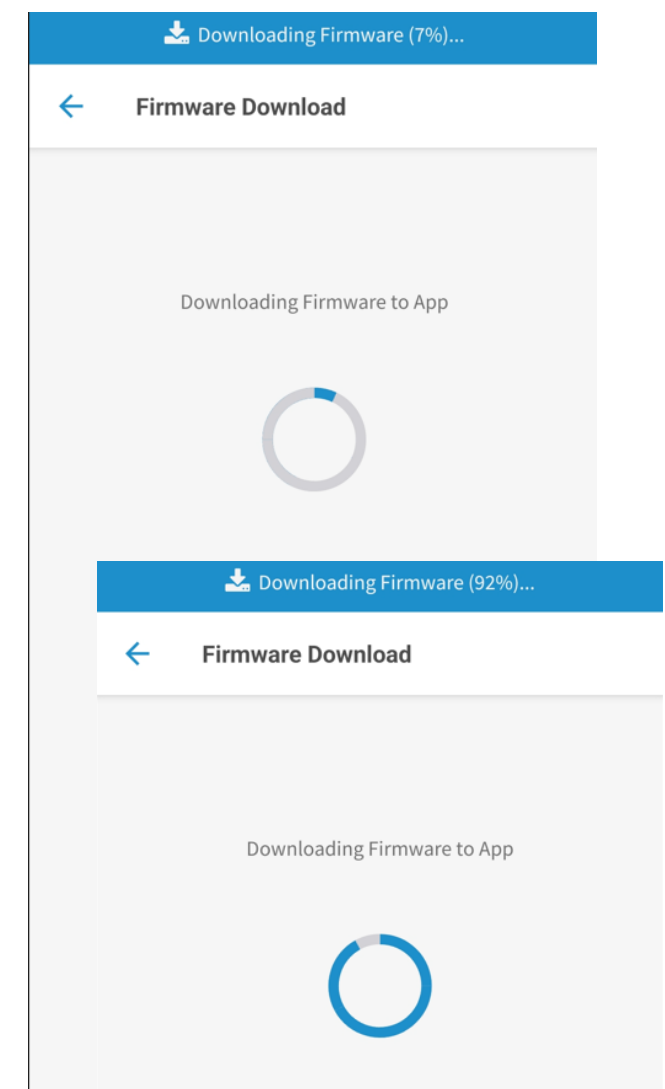
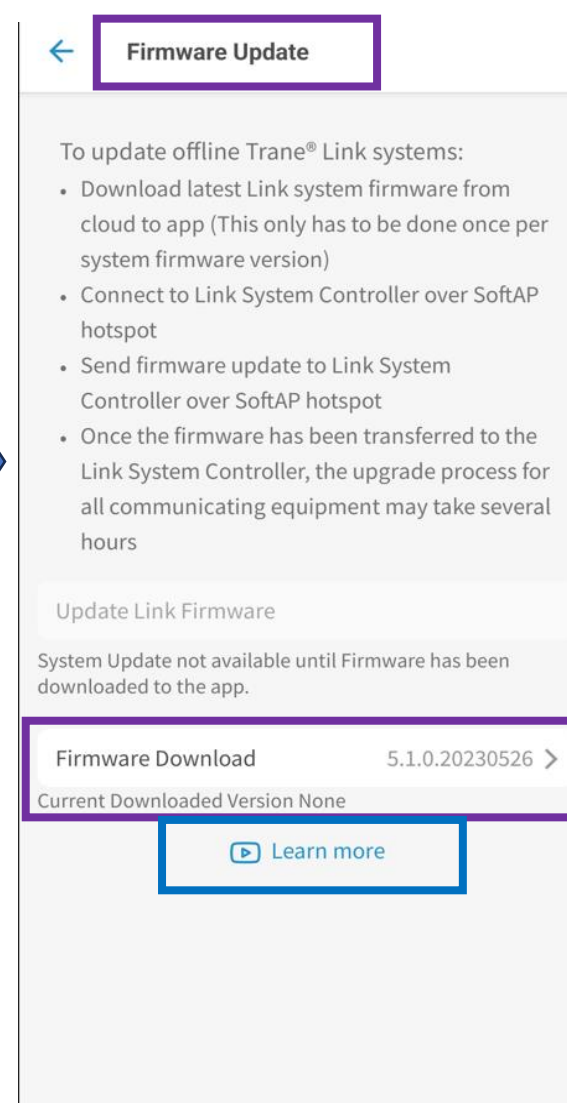
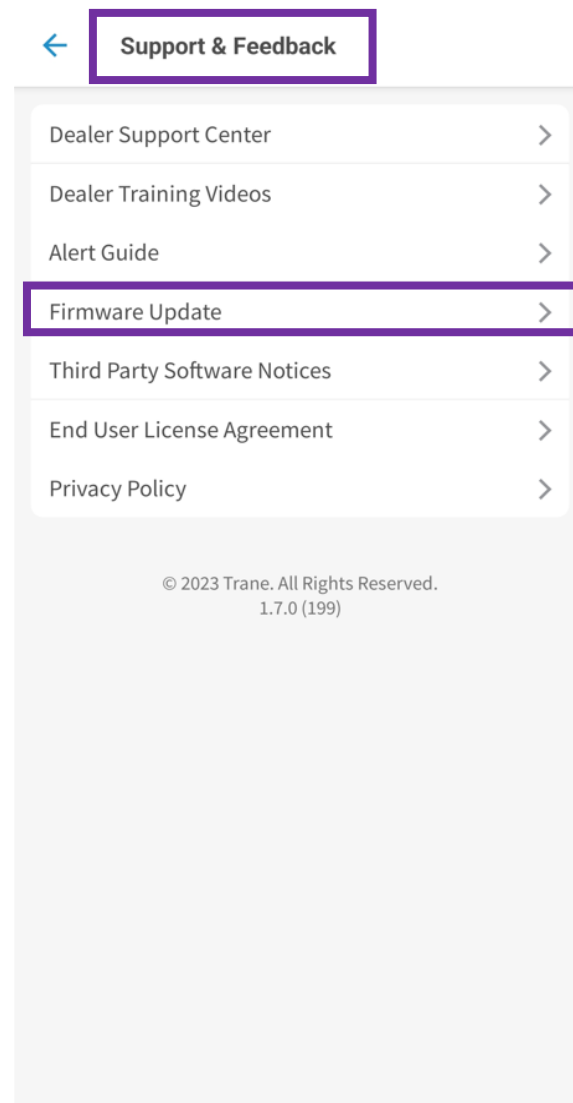
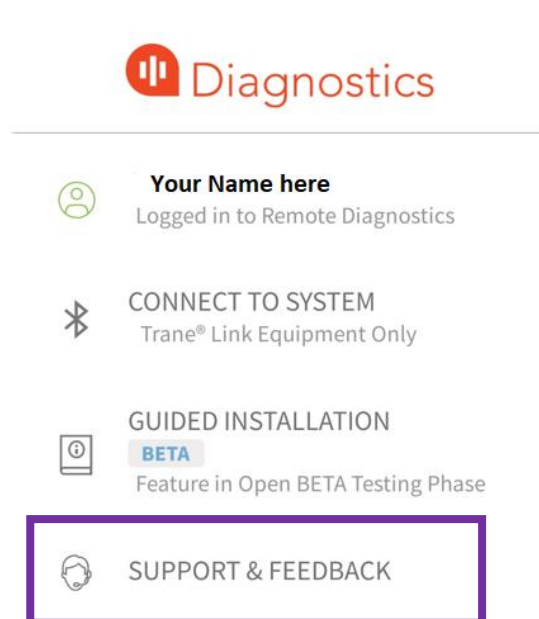


Login using your comfortsite.com credentials and then click on **Support & Feedback**.

Once in **Support & Feedback**. Go to **Firmware Update**

Please view **supporting video** prior to downloading firmware.
Firmware Update will show available firmware **as well as what is currently on your smart device if any.**

Download Firmware, should only take a few mins.



Upgrade via SoftAP

Once Firm is downloaded, Connect to the System Controller(HUB) following the instructions provided. You will need the password that is shown on the Hub label located on the device and manual. It is case sensitive.

It will take a few mins to upload software from your smart device to the HUB. Once completed your smart device does not need to remain connected. It will take approximately 2 hrs for the update to be unpacked and installed in the HUB and UI. Ensure that both components have power during that time. Connect to hub via diagnostic app or view on the UI in Summary table confirm the devices software.

