

# 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.

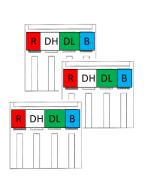
The chart shows the software needed for different components.

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









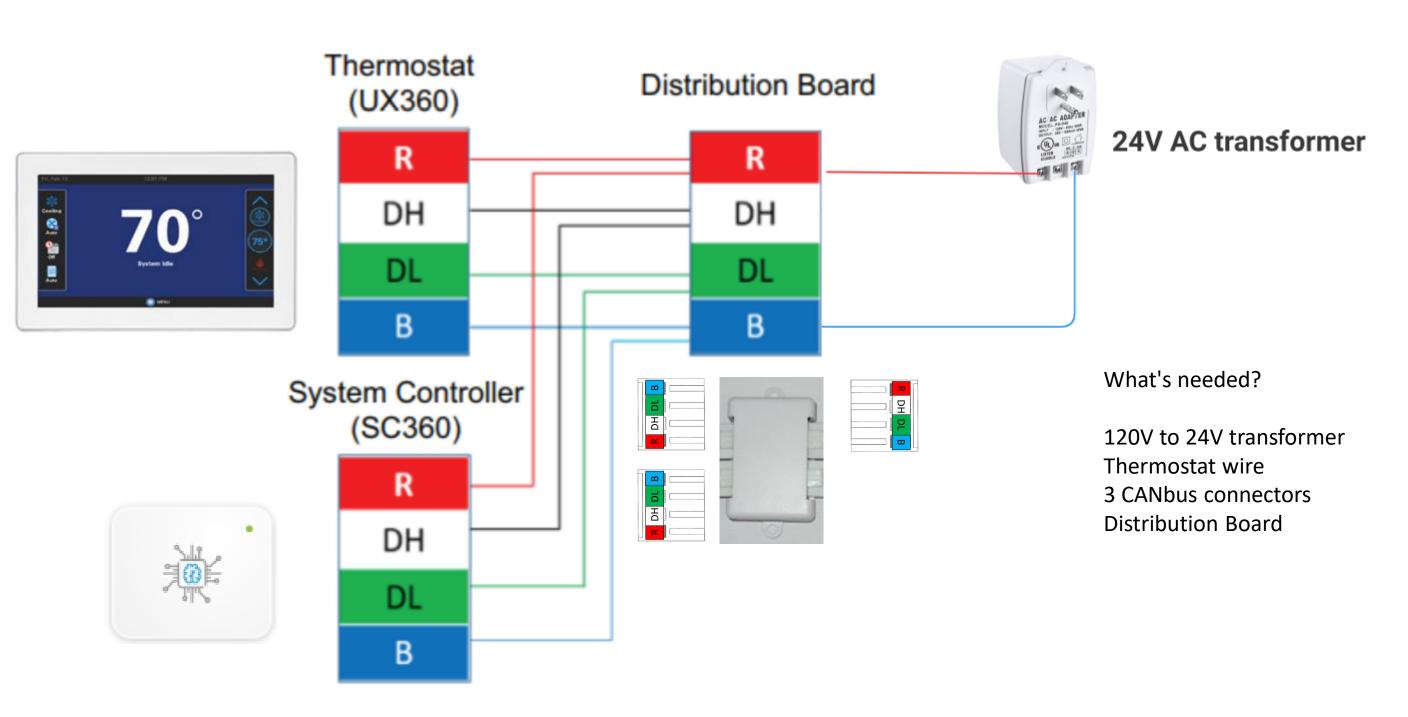
SW 4.0.0

#### **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





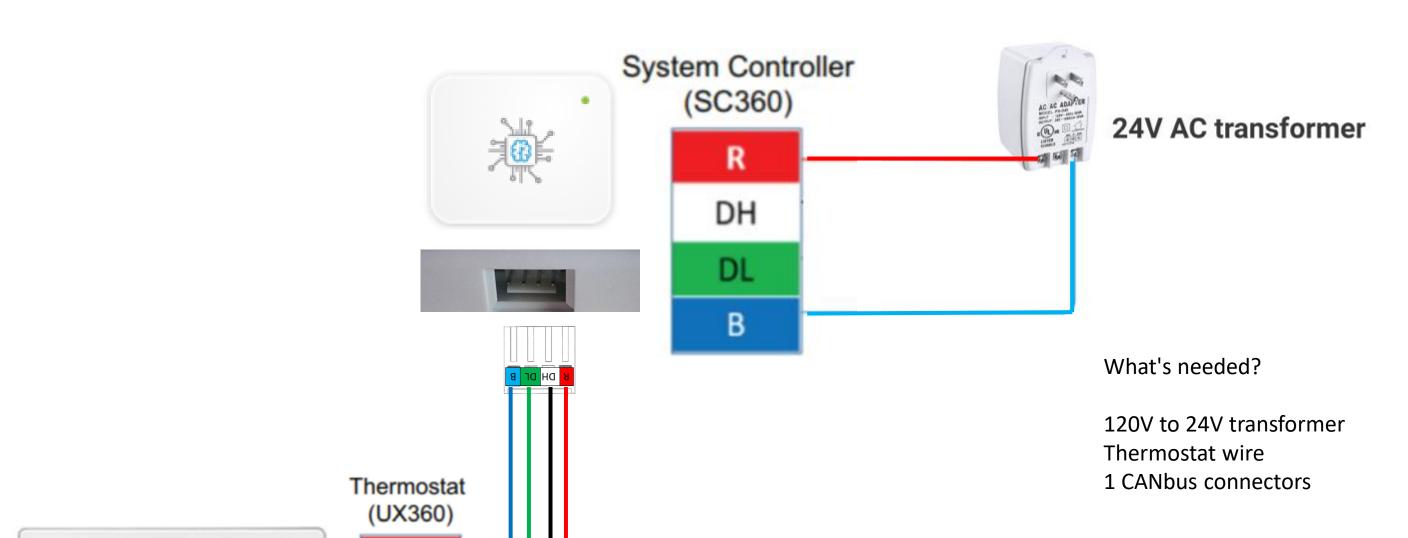
### Desk setup without Distribution board

DH

DL

В







## Are you connected?

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

#### Upgrade via SoftAP

Download Trane diagnostic app on your smart device

Same log in and password for comfortsite.com is used for app

Once in Support & Feedback. Go to Firmware Update

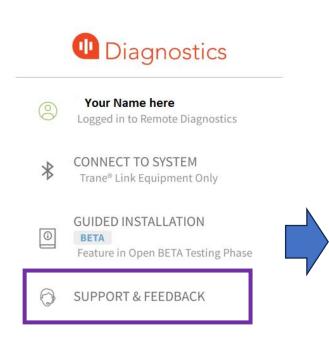
Please view supporting video prior to downloading firmware.

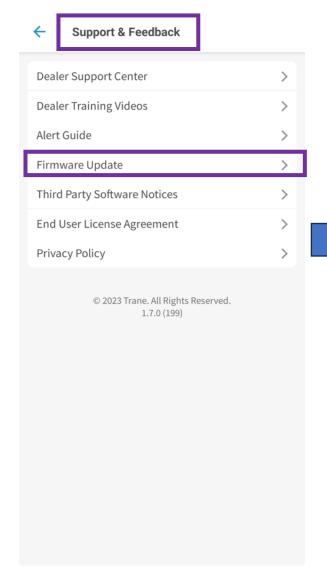
Firmware Update will show available firmware as well as what is currently on your smart device if any.

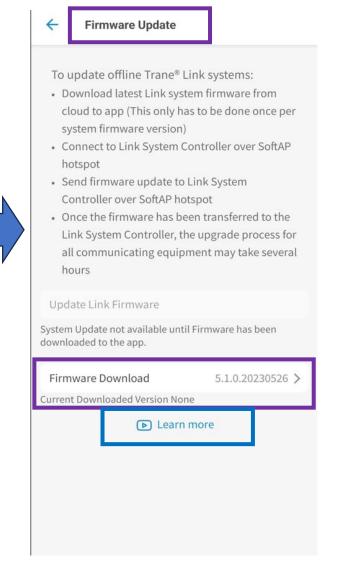
Dowload Firmware, should only take a few mins.

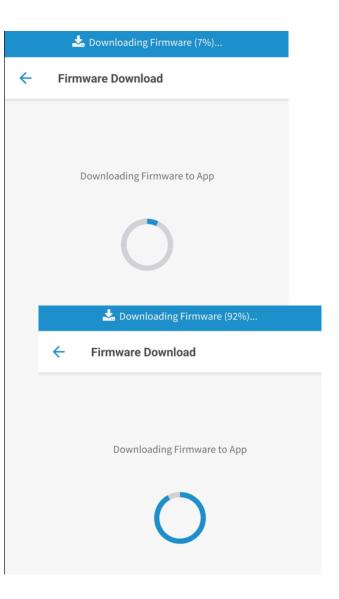
JSVN=

TECHNOLOGIES











#### 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.

**±** Firmware Download Complete (100%). Back Firmware Download Back System Update Successfully Downloaded Firmware to To connect to the System Controller, You must do the following step(s) Rear view of the System Controlle · Press and hold the button on the System Controller for at least 6 seconds Access your phone's Wifi Settings · Connect your phone to the System Controller's hot spot named hvac\_XXXXXX · XXXXXX matches the last 6 characters of the MAC ID (from the System Controller label · Enter 12-digit Password (from the System Approximately 2 minutes. Controller label) Connect Note: the password is case sensitive and is NOT the same as the MAC ID Later Return to this screen

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.



