



Getting Started and Troubleshooting Guide

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



⚠ 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.

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BAS-SVU23B-EN



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Warnings, Cautions, and Notices

Warnings, cautions, and notices are provided in appropriate places throughout this document:

- | | |
|--|---|
|  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. |

Revision Summary

- BAS-SVU23B-EN
- Updated QR code
- BAS-SVU23A-EN
- New

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Introduction

This document describes how to obtain, download, install, and set up the Tracer™ BAS Operator Suite (mobile app) on your mobile device (smartphone or tablet). The mobile app provides the portability and freedom to perform Tracer SC daily operator tasks that otherwise would have to be done on a stationary PC or laptop. Once the mobile app has been installed, you can access your Tracer SC anywhere on site (or off site with the proper VPN connection).

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

The Tracer BAS Operator Suite is compatible with Tracer SC V3.6 and higher. It is designed for smartphones but works on tablets as well.

Device platform requirements:

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

The mobile app is available free of charge from both the Apple App Store and Google Play.

Downloading and Installing the Mobile App

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

Apple Mobile Devices: How Do I Get the Mobile App?

The Tracer BAS Operator Suite mobile app is available free from the Apple App Store. It is compatible with iPhone, iPad, and iPod devices using iOS version 5 or 6. If your mobile device is using a different version, the mobile app may not operate as expected.

Downloading and Installing the Mobile App

Note: *Because this particular app is larger than 10 MB, you will need to download it using a WiFi connection opposed to your cellular (3G/4G) connection. Locating and setting up a WiFi connection can typically be found in the settings section of your mobile device.*

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

1. Tap the App store icon on your mobile device, which opens the Apple App Store.
2. In the search field, enter Trane, which will display a list of related apps.
3. Select the Tracer BAS Operator Suite app. This is the free Apple App Store page for the app.
4. Tap Install App. The installation process begins.
5. When installation is complete, go to [“Setting Up the Mobile App,” p. 6.](#)

Android Mobile Devices: How do I get the Mobile App?

The Tracer BAS Operator Suite app is available free from the Google Play store. It is compatible with smartphones and tablets using Android operating systems V2.3 (Gingerbread), V4.0 (Ice Cream Sandwich), and V4.1 (Jelly Bean). If your device is using a different version, the app may not operate as expected.

Downloading and Installing the Mobile App

Note: *Because this particular app is larger than 10 MB, you will need to download it using a WiFi connection opposed to your cellular (3G/4G) connection. Locating and setting up a WiFi connection can typically be found in the settings section of your mobile device.*

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 BAS Operator Suite app. This is the free Google Play Store page for the app.
4. Tap on Install.
5. Tap on Accept and Download. The installation process begins.
6. When installation is complete, go to [“Setting Up the Mobile App,” p. 6.](#)

Setting Up the Mobile App

After you have successfully installed the mobile app, you will need to add a Tracer SC. Information in this section applies to both Apple mobile devices and Android mobile devices. The mobile app is compatible with Tracer SC version 3.6 or higher.

To set up the mobile app:


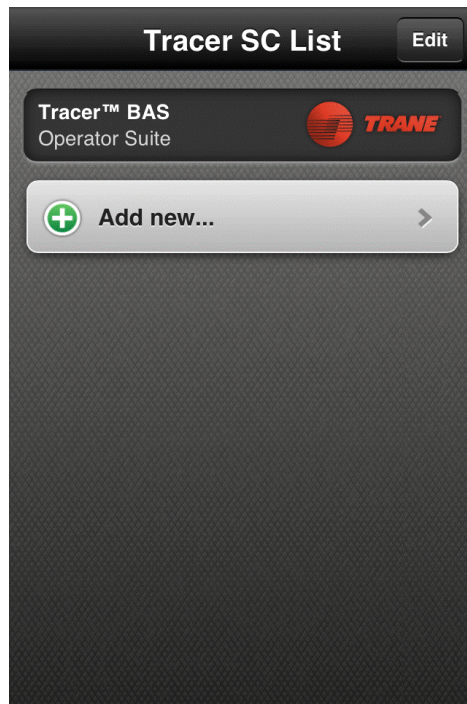
1. Tap the app icon () to start the app.
2. Tap Add New (Figure 1 a). This adds your Tracer SC to the mobile app.
3. Enter the IP/host name for the Tracer SC and a name (optional) (Figure 1 b).
4. Tap Save.

Figure 1. Adding a new Tracer SC

1 (a)



1 (b)



Setting Up the Mobile App

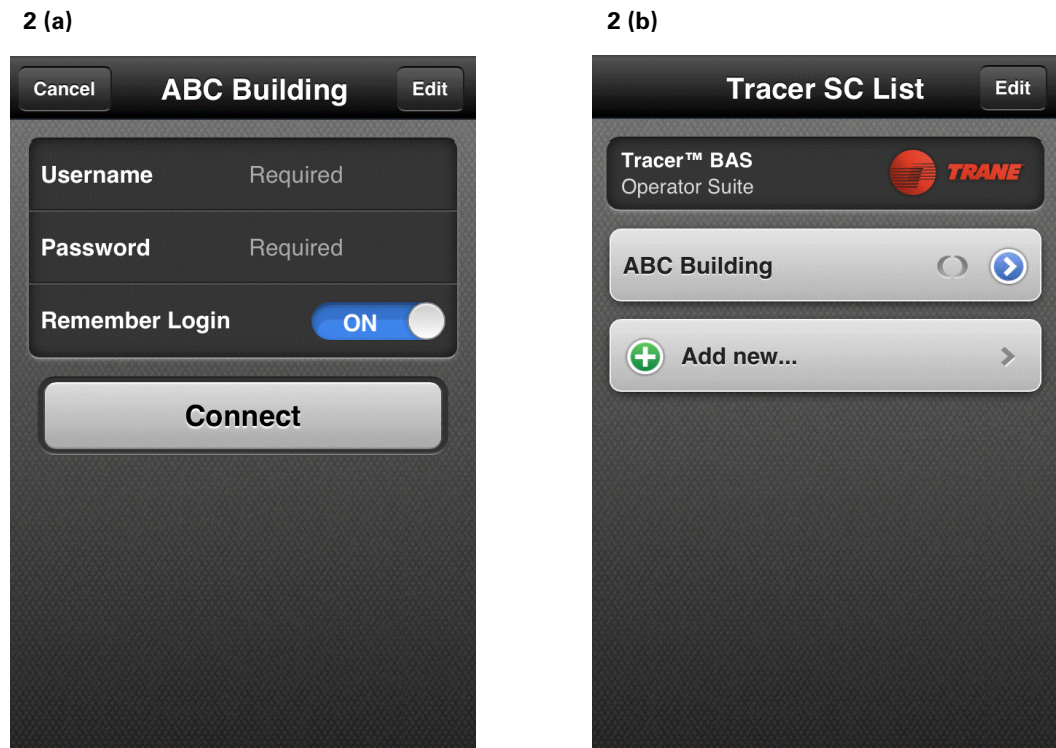
1. Enter your Tracer SC user ID and password (Figure 2 a).
2. Tap Connect.

The Spaces List appears. From this list, you can navigate to a space status page or elsewhere in the app, such as equipment status, system status, alarms, and so forth.

Note: To view an animated equipment graphic, position your phone in landscape mode.

The next time you access the mobile app, the Tracer SC you added will appear on the first screen (Figure 2 b). Tap on the building name to access the Login screen.

Figure 2. Connecting to the SC with your mobile device



Setting Up a Virtual Private Network (VPN)

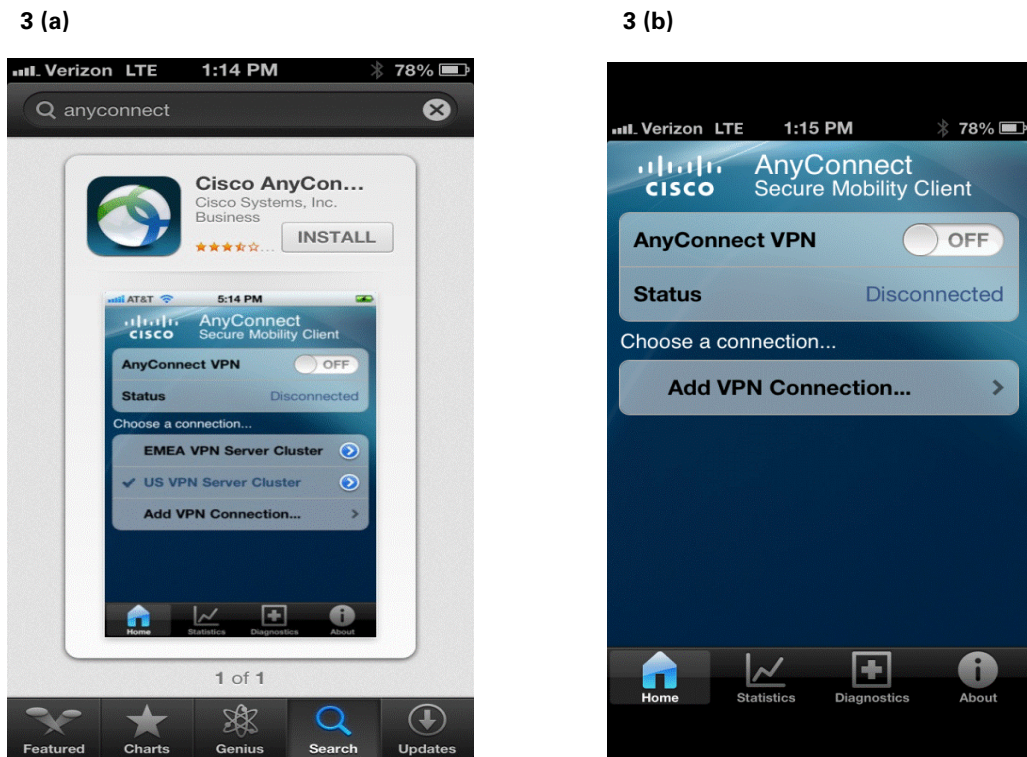
A Virtual Private Network (VPN) client is a technology that allows users to obtain a secure Internet connection with a device into a remote network. For example, you can use a VPN client to connect to your company's computer network from home (or any remote area) and access files, images, e-mail, and in this case your Tracer SC. In order to connect with a VPN client, a WiFi connection or cellular 3G/4G service must be available in the area.

Installing VPN On Your Mobile Device

Contact your network administrator to request VPN access. (Your network administrator may recommend a specific VPN client). As an example, the following instructions describe how to install the Cisco AnyConnect® Secure Mobility Client. The process for installing and downloading other VPN apps may be similar.

1. Connect to the App store on your mobile device (Apple Store, or Google Play), and search for Anyconnect.
2. Install the app (Figure 3 a).
3. When finished installing, open the app.
4. Tap Add VPN Connection (Figure 3 b).

Figure 3. Installing and adding VPN on your mobile device

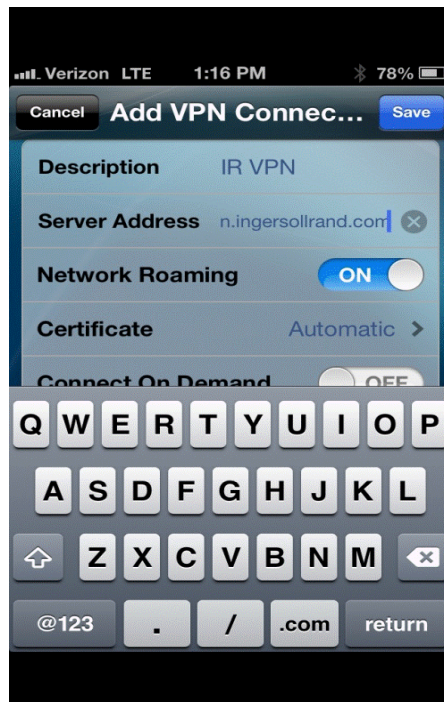


Setting Up a Virtual Private Network (VPN)

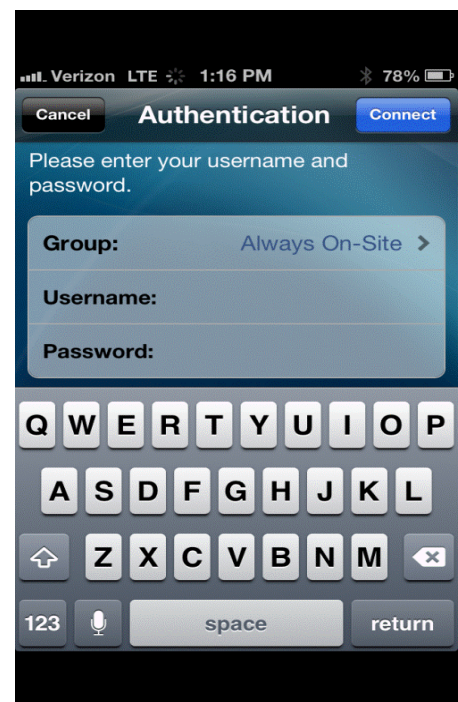
5. Enter a description and server address (vpn.ingersollrand.com), and then tap Save (Figure 4 a).
6. Activate (turn on) the VPN app.
7. Tap Always On-Site and then enter your Ingersoll Rand username and password (Figure 4 b).
8. Tap to accept the Ingersoll Rand VPN terms and conditions. A VPN icon will appear on your device display.

Figure 4. Activating the VPN app

4 (a)



4 (b)





Troubleshooting

This section describes possible problems and other issues that you may encounter while using the mobile app.

Problem	Possible Cause	Possible Solution
Unable to connect to the Tracer SC	Incorrect IP address and/or host name	<ul style="list-style-type: none"> • If this is your first time connecting to the Tracer SC with the app, try re-entering the information. It's easy to make a mistake typing on the phone. • Use the same IP address and/or host name with a PC Web browser. If the login screen appears, then the IP address/host name is correct. If the login screen does not appear, then the IP address/host name is not correct. Contact your local Trane office.
	Incorrect user ID and/or password	<ul style="list-style-type: none"> • If this is your first time connecting to the Tracer SC with app, or you did not set "Remember Login" to ON, try re-entering the information. It's easy to make a mistake typing on the phone. • Connect with a PC. Log in using the same user ID and password. If you can successfully log in, then the user ID and password are correct. If you cannot log in, then the user ID and password are incorrect. Contact your local Trane office.
	Mobile device is not on the same network as the Tracer SC	<p>WiFi connection:</p> <ol style="list-style-type: none"> 1. Enable WiFi on your mobile device. 2. Verify that your device is connected to the correct WiFi network. 3. Connect with VPN, then try to connect with the mobile app. <p>Cellular connection:</p> <ol style="list-style-type: none"> 1. Verify that you have Internet connectivity by trying to access a Web page. 2. Connect with VPN, then try to connect with the mobile app.
"Connection Lost" appears at the top of the screen and alternating yellow/gray diagonal lines appear in the background screen. Data on the screen freezes to the last data received.	WiFi connection dropped	Move to a location that has better WiFi reception. Re-establish VPN (if necessary) and reconnect to Tracer SC.
	Cellular connection dropped	Move to a location that has better cellular service. Re-establish VPN and reconnect to Tracer SC.
	VPN connection dropped	Re-establish VPN and reconnect to Tracer SC.
	Tracer SC failed	Try to connect from a PC with a Web browser. If unable to connect, troubleshooting failed Tracer SC.
Three dashes "---" appear on the screen in place of data.	Indicates that the Tracer SC does not have the requested data and/or unit controller has not provided the data to the Tracer SC. Can be caused by communication loss between the unit controller and the Tracer SC.	Try accessing the same data on a PC with a Web browser. If the data is three dashes, then troubleshoot as missing data or communication loss. If the data appears on the Web page, contact your local office for assistance

Who can I contact for help? Contact your nearest Trane sales office by visiting the Trane Commercial Web site at [http:// www.trane.com/Commercial/AboutTrane/ContactUs/](http://www.trane.com/Commercial/AboutTrane/ContactUs/).



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