

# Symbio® 700

## Bluetooth

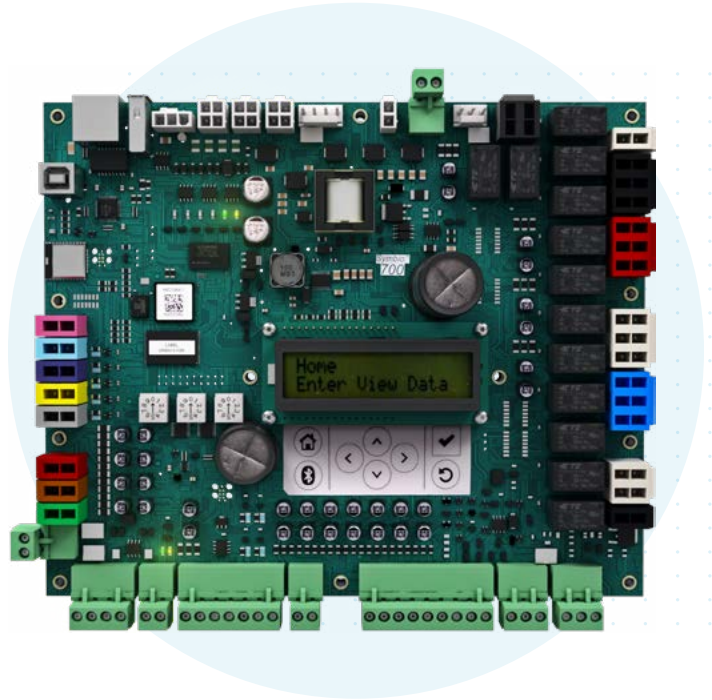


The Trane Symbio® 700 equipment controller pairs with the Symbio mobile application using Bluetooth Low Energy (BLE). When paired with the Symbio 700 controller, technicians can use the Symbio mobile application to edit operating setpoints, adjust other parameters and settings, and perform a range of service and troubleshooting tasks while standing at the unit. Though other setup and troubleshooting tools are also available for the Symbio 700 equipment controller, including the onboard display and Tracer TU software tool, the Symbio mobile application is currently the only Bluetooth interface available.

Trane continues to address cybersecurity using technologies and best practices that help keep building automation systems and the associated data safe. BAS installations require building owners and technicians to follow best practices to help maintain their security. We have established cybersecurity best practices for our installation and service personnel, against which all applicable personnel are trained for competency.

Trane follows a rigorous security development lifecycle to proactively identify and address vulnerabilities in our products prior to product release. Our product security requirements baseline is derived from several standards, including NIST 800-53, NIST RMF, and OWASP Top 10. We also perform several internal and 3rd party testing measures, including black box penetration testing. We use the Common Vulnerability Scoring System (CVSS) for all security vulnerabilities and address all critical and high vulnerabilities before product release. We also have a documented product security incident response process coordinated with enterprise organization and privacy office.

Trane designed the Symbio 700 controller to prevent unauthorized connection via Bluetooth. To turn on Bluetooth communication for discovery and pairing, physical access to the unit is required. Physical access to the control cabinet and control board are also necessary to turn on Bluetooth. Unless Bluetooth is turned on, device discovery and pairing are not possible. Once paired, the Symbio 700 controller strictly enforces an exclusive connection with the mobile application and specifically prohibits additional concurrent connections.



As an added layer of security, a technician can completely disable the Bluetooth capability of the Symbio 700 controller using onboard keypad/display. With Bluetooth disabled on the controller, neither Bluetooth discovery nor pairing is possible. For security purposes, the onboard display gives the user the option of only disabling Bluetooth and does not present the user with the option of enabling Bluetooth. In cases where Bluetooth was accidentally or intentionally disabled, trained technicians can enable the feature with methods varying in complexity, up to and including board replacement. However, in all cases, physical access is required to enable Bluetooth and turn on Bluetooth for pairing.

**To complete the Bluetooth connection, several steps are necessary.**

1. The technician must enable Bluetooth communication on their smart device.
2. Bluetooth communication must be enabled on the Symbio 700 controller.
3. The technician must turn on Bluetooth communication on the controller by pressing a button on the controller, which allows that device to be discovered via Bluetooth. With Bluetooth off, device discovery is not possible.
4. To complete the pairing, the user must press a confirmation button on the Symbio 700 controller and on the mobile application. Not only is proximity to the controller necessary, but physical access to the control board is required since button presses on the controller are needed to complete the pairing.



**Important:**

- The Bluetooth radio on the Symbio 700 controller is normally off and cannot be discovered. The user must press the Bluetooth button on the controller to turn on Bluetooth and allow discovery.
- When the Bluetooth button is pressed, the blue light will flash indicating pairing is open. If pairing is not complete within 5 minutes, Bluetooth will turn off. The blue light at that point will be off.
- Once pairing is complete, discovery and pairing with other unconnected devices is prevented.
- When paired, Bluetooth will be automatically disconnected and placed in the off mode after 60 minutes of inactivity.
- When pairing with the phone app is disconnected, the blue light goes back to flashing, same as above. If pairing is not complete within 5 minutes, Bluetooth will turn off.



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