

Viewing the Connection Status

The connection status screen shows your controller's connection to Hydrawise servers for synchronizing schedule and weather information. The features on this screen include Updated Connection, Connection Quality, Wi-Fi Signal Strength, Software Version, and the controller Serial Number. To view this screen, select **STATUS**, then **CONNECTION STATUS**.

-
1. **CONNECTED:** Status of Connection to Hydrawise Servers. This is the number of seconds, minutes, or hours since the controller checked in to the Hydrawise Cloud. The **Can't find Wi-Fi access point** message means the controller is unable to find a Wi-Fi signal (Fig.1). The **Offline Mode** message indicates the Wi-Fi is disabled (Fig.2).
 2. **CONNECTION QUALITY:** A detailed summary of the internet connection. Measures the internet connection from Controller to Hydrawise Cloud. Wi-Fi, Router, ISP & Internet etc.
 - Total Time Connection Quality - This is based on the last time the controller powered up.
 - Last Hour Connection Quality – This is the percentage of connection in the last hour, 100% indicates no drop in connection for any reason.
 3. **WiFi SIGNAL STRENGTH:** This is a measurement of just the signal strength between the controller and the router/booster. The scale is represented by High, Medium, Low, or Poor. Hydrawise controllers require a signal of medium or above for a stable connection.
 4. **SOFTWARE VERSION:** Controller / Wi-Fi Firmware.
 5. **SERIAL NUMBER:** The serial number is used to link your actual controller with your Hydrawise account[Learn more](#) [1]
 6. **CHECK CONNECTION:** A series of tests done that will offer suggestions on issues and ways to fix them.

Fig 1. Fig 2.

□ □

Connected Message's	Description
OK - updated xxx seconds ago	The controller is connected to Hydrawise and last got a configuration update xxx seconds ago. This is the normal state.
Wireless Down	Wireless is not connected
OK - Updating certificates	The controller is doing an initial upgrade from version 2.x to 3.x software. You should only see this once, if the controller is continually showing this then there is a problem - please contact Anthony with a video of the problem.
OK - Downloading Software	The controller is doing a firmware upgrade. During this period no configuration changes will be processed by the controller.
Connecting in xxx seconds	The controller is not connected and is waiting xxx seconds before attempting to reconnect to the internet. When a connection fails we do not try to reconnect immediately - there is an escalating delay between 5 seconds the 60 minutes (worst case after 33 unsuccessful connections). There is a "Reconnect Now" button on the Controller Status screen to force a reconnection immediately if you're in front of the controller.
Connecting to the Internet	The controller is attempting to connect to the

internet

Connecting to Hydrawise	The controller has connected to the internet and is now connecting to the Hydrawise servers
OK - subscribing to updates	The controller has connected to Hydrawise and is getting its configuration
OK - processing cloud update	The controller is connected to Hydrawise and is processing a configuration change
Updating Wi-Fi firmware	The controller is updating the Wi-Fi firmware to 19.5.4. During this period no configuration changes will be processed by the controller.
Updating Pro-C adapter	The controller is updating the Pro-C adapter software. During this period no configuration changes will be processed by the controller.