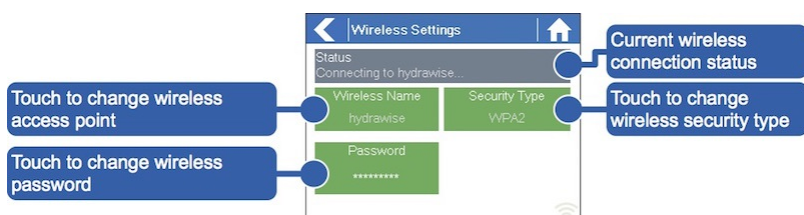
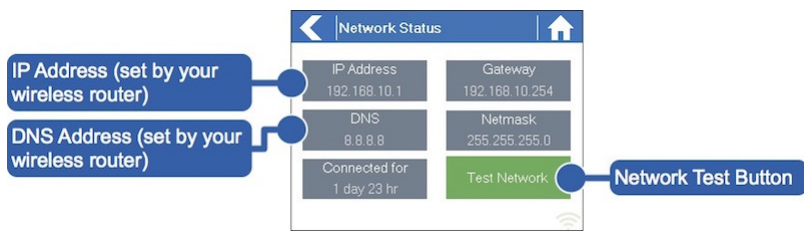


# Is there a checklist I can run through when my controller doesn't connect to wireless?

1. Check that your wireless router is powered on.
2. Make sure that your controller is close enough to the wireless access point/router.
3. Make sure that the router has 2.4GHz Wi-Fi enabled. The controller will connect to 2.4GHz 802.11b/g wireless access points; some routers are set to accept 5GHz only.
4. Check that the security mode for both your wireless router and controller are the same. Hydrawise strongly recommends WPA2 personal for both the wireless router and controller. If your router is not configured for this, try changing the security mode to WPA2 personal.



5. Navigate to the **Network Settings** page on the controller. Look to see if the signal icon on the lower right-hand area of the screen is blinking or if it is solid green. If it's blinking, that means it's trying to connect. If it's solid, it is connected to the wireless router.



6. Press **Test Network** on the controller. This will do a ping test to your local wireless modem, your DNS server, and the Hydrawise server. Make sure these tests are successful.

The Test Network button can be used to test network connectivity for troubleshooting purposes. The network test will verify connectivity to four destinations:

- **Checking Wi-Fi** performs a ping test to the Gateway address listed in the **Network Status** screen. If this test fails, check that you don't have MAC address filtering enabled on your router.
- **Checking DNS** performs a ping test to the DNS address listed in the Network Status screen. If this test fails, check that the DNS address is correct. If it is wrong, correct the DNS address under DHCP Settings on your wireless router. It is possible for this test to fail if the DNS server does not accept ping requests.
- **Checking Internet** performs a ping test to the Google server at IP address 8.8.8.8. This is a well-known server that accepts ping requests on the internet. If this test fails, it indicates an issue with the internet configuration of your wireless router.
- **Checking Hydrawise** performs a ping test to the Hydrawise servers. If this test fails, there may be an issue with the internet configuration of your wireless router.

7. Make sure you have values in your IP address, Gateway, and Netmask. Also make sure that the DNS server setting on the controller matches the other settings on your device.
8. Check the wireless channel your wireless router is configured to use. Hydrawise supports wireless channels 1 through 11 (these are standard channels for the United States). If your wireless router is set to use Channels 12, 13, or "Auto," change it to Channel 1, 6, or 11. You can also try using a different channel in case there is interference from a neighbor's wireless router.
9. Check to see if other devices connected to the same access can go to the Hydrawise website.
10. Consider moving the controller away from potential sources of interference, including microwave ovens, nearby base stations using adjacent channels, or cordless telephones operating in the 2.4GHz range (you could also change the channel your phone uses).