

# Alert - Controller is Not Connected to Internet

In this article, we will cover the description of each of the **Controller is Not Connected to Internet** alert, understanding of the alert, example of the alert and assigning the alert.

**Note:** This alert works with all Hydrawise controllers.

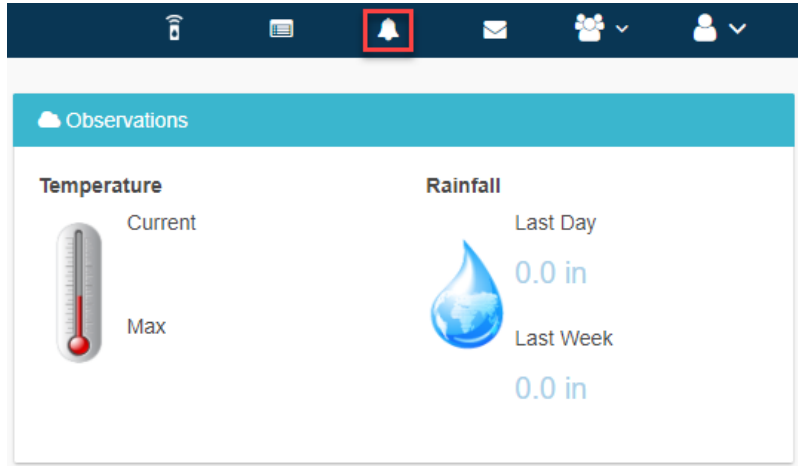
Alert	Controller is not connected to the internet
<b>Purpose</b>	Monitors and alerts you of an internet connection problem. Without the internet, your controller will not be getting updates or be accessible remotely.
<b>How It Works</b>	When your controller goes offline (loses internet connection), you will receive an alert based on the amount of days the controller has been offline that is selected in the alert settings.
<b>Example</b>	The power to you controller or router has stopped and your controller cannot access the internet. Hydrawise detects this and can send you an alert..

## Assigning the Alert

Please view the steps and screenshots to access this feature:

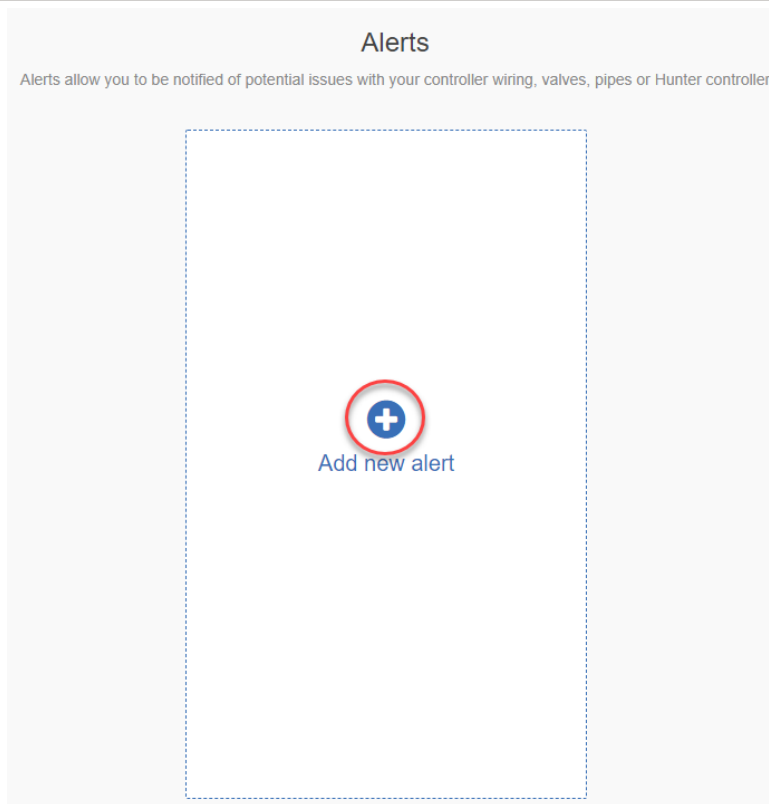
1. Click on the **"Alerts"** icon on the upper right hand side.
2. Add **new alert**.
3. Choose a **alert name**, **alert type** and **days controller has not connected to internet**.
4. Choose which **controller** should be linked to the alert.
5. Finally, choose from the following action options:
  - Option to add the event to the event log for tracking
  - Where to send in-app notifications
  - Assign a phone number for SMS notification (Enthusiast plan Only)

## Step 1



The screenshot shows a mobile application interface. At the top, there is a dark blue navigation bar with several icons: a signal strength indicator, a list icon, a notification bell icon (highlighted with a red square), an envelope icon, a group of people icon, and a user profile icon. Below the navigation bar is a white card titled "Observations" with a teal header. The card is divided into two columns. The left column is titled "Temperature" and contains a thermometer icon, with "Current" and "Max" labels. The right column is titled "Rainfall" and contains a blue water drop icon, with "Last Day" and "Last Week" labels. The rainfall values are both "0.0 in".

## Step 2



The screenshot shows an "Alerts" section in a mobile application. The title "Alerts" is centered at the top. Below the title, a line of text reads: "Alerts allow you to be notified of potential issues with your controller wiring, valves, pipes or Hunter controller". In the center of the screen, there is a large dashed blue rectangular box. Inside this box, there is a circular icon with a blue plus sign on a white background, surrounded by a red ring. Below the icon, the text "Add new alert" is displayed.

## Step 3

Edit Alert ✕

**Alert Name** ▶ **Applies To** ▶ **Actions**

**Alert Name**

Lost Internet

**Alert Type**

Controller is not connected to the internet

Controller has not connected to the internet for this period of time

2 | Days

Cancel Next > ✓ OK

## Step 4

Edit Alert ✕

**Alert Name** ▶ **Applies To** ▶ **Actions**

**Applies To**

Selected controllers or sensors

Choose at least 1 item from the lists below

**Controllers**

- Carioca Court
- Diamond Street Controller
- 8 Dutchess lane

**Sensors**

- Rain Sensor
- Flow Sensor

Cancel < Prev Next > ✓ OK

## Step 5

Edit Alert ×

**Alert Name** ▶ **Applies To** ▶ **Actions**

- Add event to the event log  
Add this alert to the controller's event log
- Send App notification
- Send SMS/Text notification

Cancel < Prev Next > ✓ OK

