

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
Purpose	Monitors and alerts you of an internet connection problem. Without the internet, your controller will not be getting updates or be accessible remotely.
How It Works	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.
Example	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..

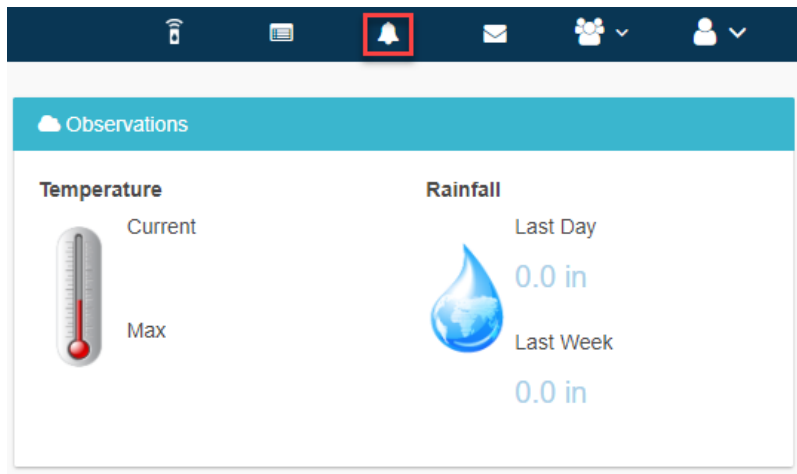
Assigning the Alert

Please view the steps and screenshots to access this feature:

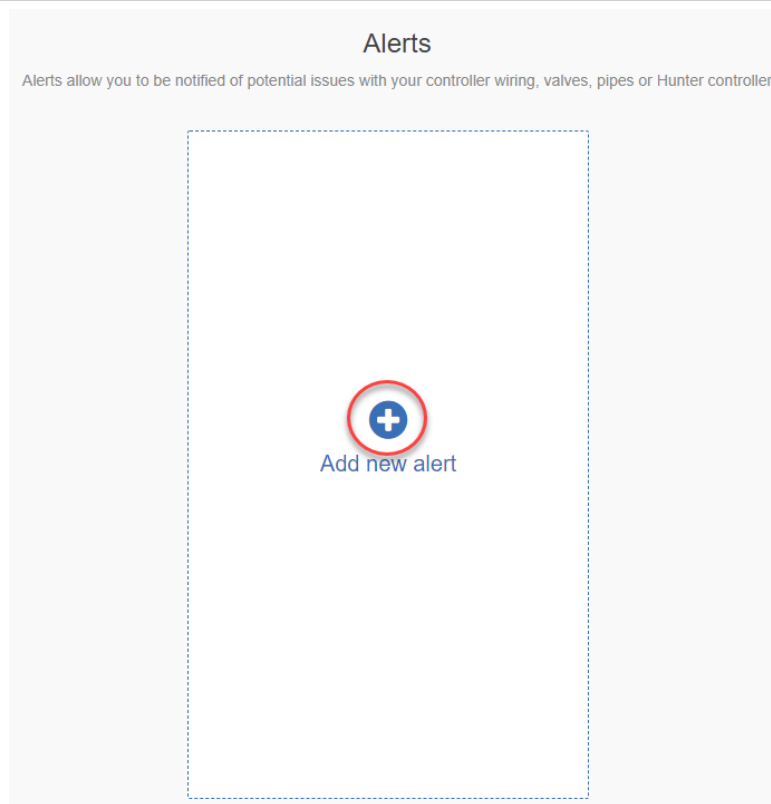
1. Click on the **"Alerts"** icon on the upper right hand side.
2. Add **new alert**.
3. Choose a **alert name**, **alert type** and **days controller has not connected to internet**.
4. Choose which **controller** should be linked to the alert.
5. Finally, choose from the following action options:
 - 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



Step 2



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 **Days** ▼

Cancel → Next >

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 >**

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

