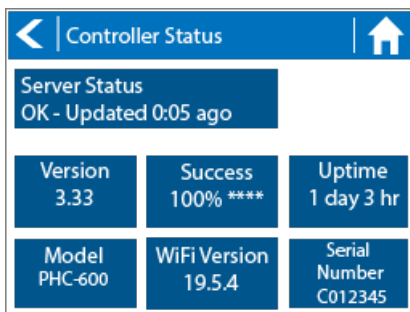
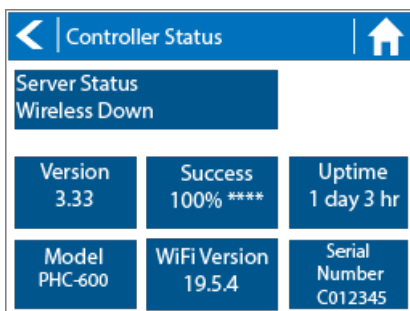


# Controller Not Connecting

From the Home screen at the controller, navigate to Server Status by pressing Status > Controller Status. A **successful** connection to the Hydrawise servers is indicated by **Last Sync under 1 minute** or **OK-Updated "X:XX" Ago** as the **Server Status**. The controller is connected to Hydrawise and last got a configuration update "X:XX" seconds ago. This is the normal state.



An **unsuccessful** connection to the router is indicated by **Wireless Down, No Internet, or Last Sync 1 minute or greater** as the Server Status. The controller is NOT connected to the router.



1. Check that your wireless router and controller is powered on.
2. **Signal Strength check** - Settings > Wireless > Wireless Name > Select Network > Read strength (High recommended for best functionality).
3. **Reboot Controller** - Settings > Config > Reboot Controller > Check Server Status
4. **Factory Default** - Settings > Config > Factory Default > Erase Config > Connection Wizard > Check Server Status
5. **Reset Router** - Unplug for 15-20 seconds then plug back **three** times > Check Server

Status

6. **Check Network Settings** - The following Wi-Fi requirements apply to your Hunter Hydrawise-ready controller.
  - o Hunter HC controller is 802.11 B/G
  - o Hunter Pro-HC controller is 802.11 B/G/N
  - o Hunter HPC controller is 802.11 B/G/N
  - o Bandwidth - 2.4 GHz only. Not compatible with 5 GHz
  - o Router Channel - Set between 1-11
  - o Guest Networks/Networks with portal page login - Not compatible
  - o Mac Address (If Needed) -
    - HC - Enter 001e followed by serial number (e.g., 001e05fb90ce)
    - HCC/HPC/PROHC - Enter f8f0 followed by serial number (e.g., f8f005fb90ce)
7. **Testing with Hot-spot** - Depending on your smartphone, please use either guide below:

### **Apple hotspot** <sup>[1]</sup>

### **Android hotspot** <sup>[2]</sup>

Check Server Status. This test will tell you if the controller is working fine and may need to install an extender for better connection.

If controller will not connect to the hot-spot, email the Support Team:  
[Hydrawise Email Support](#) <sup>[3]</sup>