


# No Recent Contact/Phone Not Connecting

This message indicates the controller is not connected to Hydrawise. We detect this within about 7 minutes so this would be a connectivity problem for controllers with firmware versions 3.00+.

**NOTE:** It takes 7 hours for a Hunter **HC** indoor controller with version 1.89 or 2.05 to indicate **NO RECENT CONTACT!**

🏠 Controller Status

<p><b>Status</b></p>  <p>No recent contact!</p>	<p><b>Water Saving</b></p> <p>40%</p> <p><b>Watering Time (week)</b></p> <p>58 minutes</p>
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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.

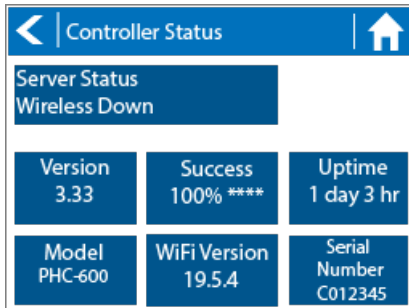
< Controller Status
🏠

**Server Status**  
 OK - Updated 0:05 ago

Version 3.33	Success 100% ****	Uptime 1 day 3 hr
Model PHC-600	WiFi Version 19.5.4	Serial Number C012345

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.



Controller Status		
Server Status Wireless Down		
Version 3.33	Success 100% ****	Uptime 1 day 3 hr
Model PHC-600	WiFi Version 19.5.4	Serial Number C012345

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 Modem/Router** - Unplug for 15-20 seconds. Next, plug back in and wait 2-3 minutes. Repeat these steps two more times. Check Server Status. This will refresh the connection to an extender if you have one installed.
6. **Reset Extender (if have one)** - Reset extender as well to refresh the IP settings.
7. **Check Network Settings** - The following Wi-Fi requirements apply to your Hunter Hydrowise-ready controller.
  - o Hunter HC controller is 802.11 B/G
  - o Hunter WAND controller is 802.11 B/G/N
  - o Hunter Pro-HC controller is 802.11 B/G/N
  - o Hunter HPC controller is 802.11 B/G/N
  - o Hunter HCC 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)
  - o Open (unblocked) Ports - 443, 8883, NPT (123), DNS (53)
8. **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 a better connection.

**Wifi Extender Note:** You can try and connect to the extender via hotspot. If you have connections issues here, then your not getting an internet connection from the source.