




# WAND - Troubleshooting

If you are having issues connecting the WAND device to the X2 controller, please check the following symptoms and solutions in the chart below.

Symptoms	Solution(s)
<p>Incorrect Serial number</p>	<p>Verify the serial number matches the number on the <b>WAND</b> device sticker prior to installing.</p> 

Hydrawise Android App is unable to find WAND.	Check if X2 LCD shows SAP and reconnect. To place in SAP mode, press the WAND Wi-Fi button twice. Find the button located <a href="#">here</a> <sup>[1]</sup> .
Smartphone or computer does not show the WAND Wi-Fi network.	Be within 10' (3 m) range of the controller.
Hydrawise App cannot communicate with the WAND.	<p>Check if X2 LCD shows SAP and reconnect. To place in SAP mode, press the WAND Wi-Fi button twice. Find the button located <a href="#">here</a> <sup>[1]</sup>.</p> <p>Connect to the WAND Wi-Fi network in your device's settings. Disable mobile data.</p> <div style="text-align: center;">          iPhone <sup>[2]</sup> </div> <div style="text-align: center;">          SAMSUNG <sup>[3]</sup> </div>
Hydrawise App does not list your wireless network.	<p>Test if the controller location is in range of your Wi-Fi network</p> <p>Check if smartphone or computer is connected to the WAND Wi-Fi Network</p>
The app is showing 'Connecting...' for more than 30 seconds after you've entered your wireless password.	<p>The controller may be too far away from the Wi-Fi router for a reliable connection. Move either device closer or use a repeater.</p> <p>Verify the correct wireless network name and password. Re-connect.</p> <p>The router may be offline from the internet.</p>
The app appears to lag or not update after completing setup or displays an error message.	Make sure your mobile internet or mobile data is enabled

Unable to exit the wizard.

Make sure your mobile internet or mobile data is enabled

## Trouble Connecting?

1. Be sure your device remains connected to HunterX2XXX Wi-Fi network during the SAP setup. Device Wi-Fi may automatically connect back to your saved networks
2. **NO INTERNET** popup may appear. Select **CONTINUE WITHOUT INTERNET** to remain connected to WAND.
3. Forget the saved HunterX2XXX Wi-Fi network in your device Wi-Fi settings, then restart Wi-Fi setup. Uninstall WAND, re-insert, and finally restart Wi-Fi setup.

## Solid LED Color:

- WAND is waiting for user to add Wi-Fi credentials.
- Controller is Online and connected to Hydrawise server.
- Incorrect Wi-Fi password entered or Wi-Fi network lost.
  1. Be in range of Wi-Fi signals and verify with smartphone.
  2. Verify the correct Wi-Fi network name and password used.
  3. Verify the Wi-Fi network is using 2.4 GHz and not 5 GHz.

## Flashing LED Color:

- 1 blink, WAND is in Bluetooth pairing mode.
- 2 blinks, WAND is in SAP (Soft Access Point) mode.
- 3 blinks, WAND is in Pbc, router-supported (WPS) mode.