

Verizon Connection Issues

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If you are receiving a “password incorrect” message when using a Verizon router issue, we found that Verizon routers have a feature called **(SON)** Single Organized Network. Self-Organizing Networks (SON) can significantly improve Wi-Fi performance by automatically identifying and fixing Wi-Fi problems. This feature comes checked **OFF** when first installed. Once this service is checked back **ON**, your Hydrawise controller should connect without any issues at all.

Please follow the steps below:

1. Open MyFios App
2. Select Wi-Fi settings
3. Select Self Organizing Network
4. Turn SON "Off"