Hunter®

Hydrawise™ Ready
IRRIGATION CONTROLLERS

Hydrawise Software/App Owner's Manual

PRO-C Hydrawise Wi-Fi

Hydrawise

Zones | Settings
| Status

Hunter®

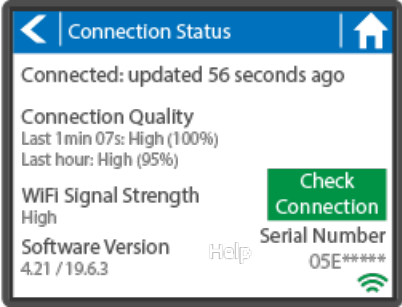hydrawise.com

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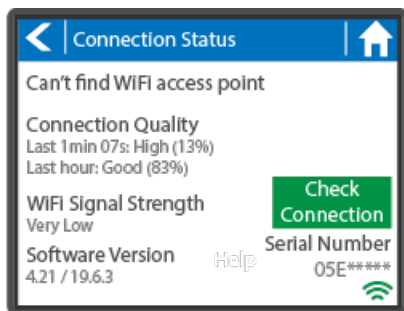# No Internet Connection Message

This message indicates the controller is not fully connected to the network. We detect this within about 7 minutes for all Hydrawise controllers except the HC models with firmware version 1.89 or 2.05. These HC controllers take up to 7 hours to indicate their **No Internet Connection** message. If you have the X2 controller with WAND WiFi Module, please use the troubleshooting section here [1].

When the controller is **Offline,** it will continue to water the default watering schedule as it's stored on the controller's memory. Any changes you make to your settings and schedules through the app will only update to the controller when it reconnects to the internet. In addition, no reporting and weather adjustments/predictive watering triggers will apply while offline.

IMPORTANT: If you see the message in the Wireless setting "Connected", "WiFI connect successfully" or the solid icon , this does not always indicate you are completely connected to the server. Please check the Connection (Server) Status to view if you are fully connected. The following article will cover the topics listed below:

- Connection Status/Description
- Troubleshooting Steps
- WiFi Checklist

Status	Description
 No Internet Connection	**Software Status** - The controller is **NOT CONNECTED** to Hydrawise. We detect this within about 7 minutes so this would be a connectivity problem.
	Controller Connection Status (Connected) - From the Home screen at the controller, select Status > Connection Status. A **SUCCESSFUL** connection to the Hydrawise servers is indicated by the **Last Sync under 1 minute** or **Connected: updated "X:XX" Ago** as the **Server Status**. The controller is connected to Hydrawise and received a configuration update "X:XX" seconds ago. This is the normal state.
	Controller Connection Status (Disconnected) - A **UNSUCCESSFUL** connection to the router is indicated by **Can't Find WiFi Access Point, Wireless Down, No Internet, or Last Sync 1 minute or greater** as the Server Status. The controller is NOT connected to the router.

Troubleshooting Steps

1. Check that your wireless router and controller are powered on.
2. Verify **serial numbers** in the software match the number in the controller status screen.
   - Serial number location in controller <u>Click here</u> [2]
   - Serial number location in software <u>Click here</u> [3]
3. **Signal Strength check** - A medium signal of 75> is needed in order to connect and maintain the connection. Settings > Wireless > Wireless Name > Select Network > Read strength (High recommended for best functionality).
4. **Reboot Controller** - Settings > Config > Reboot Controller > Connection (server) Status
5. **Factory Default** - Settings > Config > Factory Default > Erase Config > Connection Wizard >Connection (server) Status
6. **Reset Modem/Router** - Unplug for 15-20 seconds. Next, plug back in and wait 2-3 minutes. Repeat these steps two more times. Check Connection (server) Status. This will refresh the connection to an extender if you have one installed.
7. **Reset Extender (if have one)** - Reset extender as well to refresh the IP settings.
8. **Testing with Hot-spot -** For testing with a hotspot, <u>Click here</u> [4].
   - 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.
9. **Check Network Settings** - The following Wi-Fi requirements apply to your Hunter Hydrawise-ready controller.

Wi-Fi Checklist:	
Network Types	- Hunter HC controller is 802.11 B/G - Hunter WAND controller is 802.11 B/G/N - Hunter Pro-HC controller is 802.11 B/G/N - Hunter HPC controller is 802.11 B/G/N - Hunter HCC controller is 802.11 B/G/N

Bandwidth	2.4 GHz only. Not compatible with 5 GHz
Router Channel	Set between 1-11
Security Type	WPA or WPA2
Guest Networks/Networks with portal page login	Not compatible
Mac Address (If Needed)	• HC - Enter 001e followed by serial number (e.g., 001e05fb90ce) • HCC/HPC/PRO-HC/WAND - Enter f8f0 followed by serial number (e.g., f8f005fb90ce)
Outbound Ports	Secure MQTT (TCP Port 8883) HTTPS (TCP Port 443) NTP (UDP Port 123) DNS (TCP and DNS Port 53)
Inbound Ports	None

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

Router and Internet Service Provider Challenges [5]

Hydrawise Service Outages

SERVICE OUTAGES are rare but can happen and we like to keep our customers informed as soon as possible. You will likely see a notification within the Home dashboard of the app

to let you know that we are working with our providers to restore service for all affected users. See chart below for recent outages:

Outage Date	Description
December 17, 2021, between 7:14 AM PST and 7:59, AM PST	Amazon Web Services experienced an internet outage that impacted connectivity for all Hydrawise controllers. During this time controllers could not communicate with Hydrawise infrastructure to accept changes to their configuration. From 7:59 AM PST, controllers with serial numbers starting with 'c0' progressively reconnected to Hydrawise with all 'c0' controllers fully connected by 1:59 PM PST.
December 17, 2021, between 7:59 AM PST and 9:44 PM PST	The controller's serial numbers starting with '05' or '0F' were impacted by a second outage with the Amazon Web Services IoT service. Controllers had an intermittent connection to Hydrawise until 9:44 PM when the issue was fully resolved by Amazon.

Hydrawise controllers keep a local copy of their program so irrigation during this time would not have been impacted.

Password Incorrect Message

In some instances, you may see the message **PASSWORD INCORRECT** when adding the correct password.

Issue	Resolution
Incorrect bandwidth (5G)	Make sure you are connecting to a 2.4 network.
Channel Congestion	Login to your router settings and verify you are using a channel between 1-11. In some cases, try changing the channel as well.

If still an issue, we would recommend the following steps listed below to clear and reenter

the password.

IMPORTANT: We use the standard US Typing (alphanumeric) keys. These keys include the same letter upper and lower case, number, punctuation, and symbol keys positioned the same way as the typewriter.

1. Go to **SETTINGS**, **WIRELESS**, **PASSWORD**.
2. Clear the password by pressing back until the password is cleared, then press **OK**.
3. Select **SECURITY TYPE** and change to **AUTO-DETECT**.
4. Select **CONFIRM**.
5. Select **PASSWORD** and enter the same **PASSWORD**.
6. Check the status of the connection by selecting **STATUS > CONNECTION STATUS.**
7. The **SERVER STATUS** will have a message that is displayed **"OK-UPDATED xx SECONDS AGO."**This indicates the controller is fully connected.

Watering with No Internet

If your controller loses internet connectivity for more than one day, Hydrawise can send you an email notification or In-app alert. During this time, your controller will run the last synced schedule in offline mode. Learn more [6]

Hydrawise Software has 2 stages of **OFFLINE**.

Stage 1 - The controller has been disconnected for **less than 6 hours**, it can report watering if it reconnects before Hydrawise does a full reboot. This will show in **REPORTS:** Schedules > Watering History (Actual) as **OFFLINE RUN**.

Stage 2 - The controller has been disconnected for **more than 6 hours** and has rebooted

and cannot reconnect. This will show as blank in **REPORTS** but will still run the last synced schedule.

The feature **OFFLINE ADJUSTMENTS** allows the controller to automatically adjust the amount of watering on a month-by-month basis if the controller is in an Offline mode (ie. not connected to the internet). The steps below will cover both online and offline instructions on changing the seasonal adjust for when the controller enters offline mode.
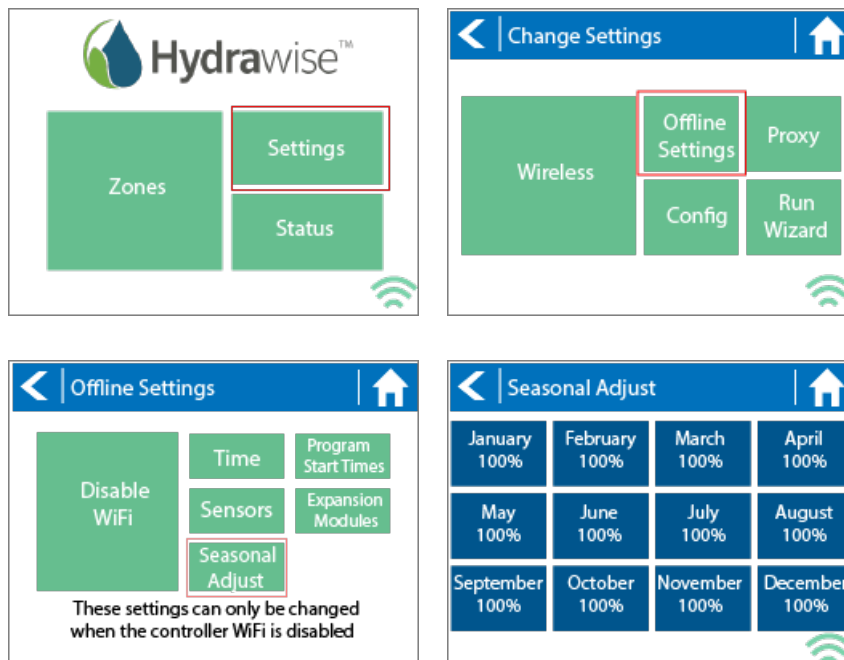
Online: Offline Water Adjustment

1. Sign in to your Hydrawise account [7]using the original email.
2. Click on the **MENU** icon (▤) on the upper left-hand side of the app. If accessing from a web browser, click on the (👤 ˅) on the upper right-hand side.
3. Select **CONTROLLER SETTINGS** on the left-hand side.
4. Select **OFFLINE ADJUSTMENTS.**
5. Sliders can be adjusted from **0%-300%**.
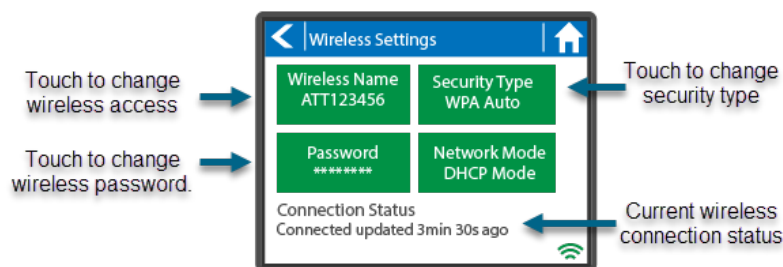
Offline: Offline Water Adjustment

1. Select **SETTINGS**.
2. Select **OFFLINE PROGRAMS & SETTINGS**.
3. Select **SEASONAL ADJUST**.
4. Select a **MONTH** to adjust.
5. Adjust each month by a percentage then select **OK**.

CONTROLLER SCREENSHOTS:

Changing Wireless Settings

1. From your Hydrawise controller, click on **SETTINGS.**
2. Click on **WIRELESS** to change any of the following settings.
   - **NAME:** From the Wireless settings screen, click on **WIRELESS NAME** to change or manually enter the name of your wireless access point.
   - **PASSWORD:** Click on **PASSWORD** if you want to change the password for your wireless connection.
   - **SECURITY TYPE:** Click **SECURITY TYPE** to change the security type to WPA2/WPA2 personal.

Touch to change wireless access →

Touch to change wireless password. →

Touch to change security type ←

Current wireless connection status ←

Wireless Settings

Wireless Name
ATT123456

Security Type
WPA Auto

Password
****

Network Mode
DHCP Mode

Connection Status
Connected updated 3min 30s ago

Dealing with Low Wi-Fi Signal Strength

First, check your Wi-Fi signal strength by reading the tips in our article <u>here</u> [8]. In an average home, you usually have to deal with three major sources of Wi-Fi signal interference:

- **Wall and floor interference:** Homes built with brick, concrete, or metal have the most impact on Wi-Fi signal interference because the construction material can block off the signals. Wood and glass can also interfere, but not as much.
- **Competing Wi-Fi network interference:** If you live in a highly populated urban area, you may experience a weak Wi-Fi signal due to a large number of competing signals in your area.
- **Electronic interference:** TVs, computers, mobile phones, microwaves, and other electronic devices are present in most homes. Any type of electronic device can interfere with your Wi-Fi signal.

These types of interference can disrupt your Hydrawise device. Here are some troubleshooting tips to help solve the problem:

- First, determine the Wi-Fi signal strength in the area where you want to mount the controller. Test the signal using your smartphone or another Wi-Fi device to make sure the signal is showing at least medium to high strength.
- Make sure there are no metal or concrete objects that are in the direct line of sight between the controller and your router/Wi-Fi device:
  - Do not place your controller inside a metal shed.
  - Do not place your controller in a basement.
- Remove electronic devices located between the controller and the line of sight of your router.
- If you can put a network access point or Wi-Fi extender near your controller, you can

establish a direct line of sight to the Wi-Fi source without interference.

For more information on Wi-Fi troubleshooting, click here [9].

Clearing Browsing Data

In the event you are having issues logging in to your Hydrawise account, please try clearing your browsing history, cookies and cache. Use instructions below based on your selected browser.

Safari

To learn more about clearing your cache in Safari, visit Apple Support. [10]

1. In the Safari menu bar, click the **Safari** option.
2. Click the **Clear History** link.
3. In the Clear drop-down menu, select the time range where you want to clear browsing data.
4. Click the **Clear History** button.

Chrome

To learn more about clearing your cache in Chrome, visit Google Support [11].

1. On the browser toolbar, click the **Chrome** menu icon.
2. Select the **More Tools** link.
3. Select the **Clear browsing data** link.
4. In the data drop-down menu, select the time range where you want to clear browsing data.
5. Select the **Cookies and other site and plug-in data** and **Cached images and files** check boxes.
6. Click the **Clear Browsing Data** button.

Firefox

To learn more about clearing your cache in Firefox, visit Firefox Support [12].

1. In the Firefox menu bar, click the **Firefox** option.

2. Select the **Preferences** link.
3. Click the **Privacy** tab.
4. Under the History heading, click the **clear your recent history** link.
5. Select the **Cache** checkbox.
6. Click the **Clear Now** button

Microsoft Edge

1. Open the Settings Menu. In the top right hand corner you'll see three dots in a horizontal line. ...
2. Locate **Clearing Browsing** Data. ...
3. Choosing What to **Clear**. ...
4. Restart the **Browser**.

Internet Explorer

Version 11 and 10

1. In Internet Explorer, select the **Tools gear** button, point to **Safety**, and then select **Delete browsing history**.
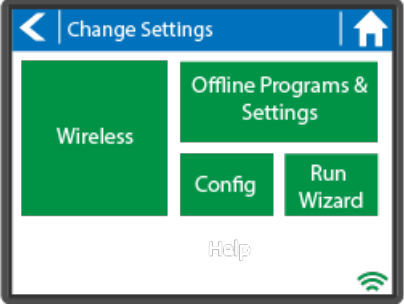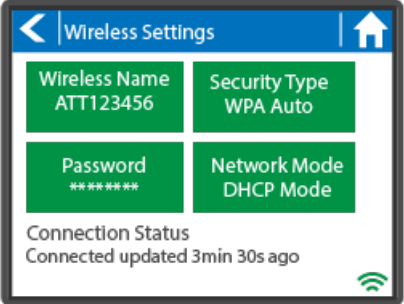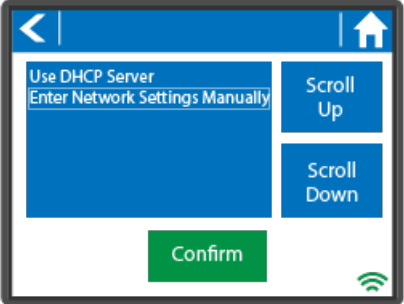2. Choose the types of data or files you want to remove from your PC, and then select **Delete**

Version 9

1. In Internet Explorer, select the **Tools gear** button, and then select **Internet options**.
2. Under **Browsing history**, select **Delete**.

Setting Up a Static IP Address

STATIC IP addresses are useful if you want to consistently have the same **IP** address. In this guide, you will learn how to set up a static IP address instead of using DHCP.

IMPORTANT (X2 WAND Controllers Only): Configuring a static IP for **WAND** is only achievable through the user's Router Settings network webpage after the **WAND** has connected to the Wi-Fi network. With **WAND**, there is no option to manipulate DHCP like in our touchscreen controllers.

STEP 1	STEP 2
From the controller's home screen, tap on **SETTINGS.**	Select **WIRELESS.**

STEP 3	STEP 4
Select **NETWORK MODE - DHCP MODE.**	Select **ENTER NETWORK SETTINGS MANUALLY** then tap on **CONFIRM.** Finally, select the **IP address and ENTER DNS** address.

Once you have completed entering all the IP settings manually, click on **Test Network**. This ensures the controller has successfully connected to your router using the **Static IP Settings** that have just been set.