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Dealing with Low Wi-Fi Signal Strength

First, check your Wi-Fi signal strength by reading the tips in our article here. 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.
Does my controller reset when there's no signal?

Yes. It is normal for Hydrawise controllers to reset if there is a problem with your signal, including signal drop or loss. This helps reinitiate a connection.

**NOTE:** This does not happen if your Wi-Fi signal is strong. It only happens when a poor Wi-Fi signal is received by the controller.

How do I change the wireless settings for my controller?

**Step 1.** Go to your Hydrawise controller and click on **Settings**.

**Step 2.** Click on **Wireless** to change the wireless settings.

**Step 3.** From the Wireless settings screen:

**Step 4.** Click on **Wireless Name** to change or manually enter the name of your wireless access point.

**Step 5.** Click on **Password** if you want to change the password for your wireless connection.

**Step 6.** Click **Security Type** to change the security type to WPA2/WPA2 personal.
How do I check my signal strength?

To check your signal strength, you will need to go to your controller's touch screen. From there, click on:

**Settings > Network > Wireless Name**

This will display the list of networks available to your controller.

Click on your desired network. The signal strength will be displayed for that connection on the bottom left side of the screen.

**NOTE:** You need to click on the network name to see the signal strength and then click confirm if you want to select that network.

**IMPORTANT:** The arrows are used to scroll up and down if you have more connections than the screen can display. You will still need to click your chosen network before clicking "Confirm."
How long does it take for changes to be applied to my Hydrawise controller?

Any changes that you make in your Hydrawise portal will be updated to your Hydrawise controller within a few minutes.

There are two ways to check the status of your controller updates.

1. You can go to your Dashboard and hover over **Status**. This will give you an indication of when your controller last synced.

2. You can check on the physical controller by going to **Status > Controller Status**. From here, you can view your **Server Status**. It will either say **Synced** or **Checking**. Checking indicates the system is looking for changes made on your account and will re-sync to keep the controller and your dashboard synchronized.

From this screen, you can find more information regarding your controller, including:

<table>
<thead>
<tr>
<th>Serial</th>
<th>This is the serial number of your controller.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>This is the software version of your controller</td>
</tr>
<tr>
<td>Success</td>
<td>The rate of success your controller syncs with your Dashboard.</td>
</tr>
</tbody>
</table>
### I received an Error A00 message. What does this mean?

This error usually occurs if the router/Wi-Fi you are using is on a channel outside 1 through 11. For example, if you are trying to connect to your home Wi-Fi and it is on channel 12 or 13, you will see this message on the controller.

To address the issue, change your Wi-Fi to a channel between 1 and 11 (having it on "Auto" can cause the channel to be 12 or 13). You can call your ISP or the router manufacturer if you aren't sure how to change it.

### Is there a checklist I can run through when my controller doesn’t connect to wireless?

1. Check that your wireless router is powered on.

2. Make sure that your controller is close enough to the wireless access point/router.
3. Make sure that the router has 2.4GHz Wi-Fi enabled. The controller will connect to 2.4GHz 802.11b/g wireless access points; some routers are set to accept 5GHz only.

4. Check that the security mode for both your wireless router and controller are the same. Hydrawise strongly recommends WPA2 personal for both the wireless router and controller. If your router is not configured for this, try changing the security mode to WPA2 personal.

5. Navigate to the **Network Settings** page on the controller. Look to see if the signal icon on the lower right-hand area of the screen is blinking or if it is solid green. If it's blinking, that means it's trying to connect. If it's solid, it is connected to the wireless router.

6. Press **Test Network** on the controller. This will do a ping test to your local wireless modem, your DNS server, and the Hydrawise server. Make sure these tests are successful.

The Test Network button can be used to test network connectivity for troubleshooting purposes. The network test will verify connectivity to four destinations:

- **Checking Wi-Fi** performs a ping test to the Gateway address listed in the **Network Status** screen. If this test fails, check that you don't have MAC address filtering enabled on your router.
- **Checking DNS** performs a ping test to the DNS address listed in the Network Status screen. If this test fails, check that the DNS address is correct. If it is wrong, correct the DNS address under DHCP Settings on your wireless router. It is possible for this test to fail if the DNS server does not accept ping requests.
- **Checking Internet** performs a ping test to the Google server at IP address 8.8.8.8. This is a well-known server that accepts ping requests on the internet. If this test fails, it indicates an issue with the internet configuration of your wireless router.
- **Checking Hydrawise** performs a ping test to the Hydrawise servers. If this test fails, there may be an issue with the internet configuration of your wireless router.
7. Make sure you have values in your IP address, Gateway, and Netmask. Also make sure that the DNS server setting on the controller matches the other settings on your device.

8. Check the wireless channel your wireless router is configured to use. Hydrawise supports wireless channels 1 through 11 (these are standard channels for the United States). If your wireless router is set to use Channels 12, 13, or "Auto," change it to Channel 1, 6, or 11. You can also try using a different channel in case there is interference from a neighbor's wireless router.

9. Check to see if other devices connected to the same access can go to the Hydrawise website.

10. Consider moving the controller away from potential sources of interference, including microwave ovens, nearby base stations using adjacent channels, or cordless telephones operating in the 2.4GHz range (you could also change the channel your phone uses).

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**Message - "All Good" controller status "No Internet."**

1. Try connecting another device to the same wireless router and see if you can successfully browse to the Hydrawise website at [http://hydrawise.com](http://hydrawise.com).

2. Navigate to the **Network Settings** page on the controller and press the **Test Network** button on the controller. This will perform a ping test to your local wireless modem, your DNS server, and the Hydrawise server. Make sure these tests are successful. If the test fails at the Hydrawise website, there is a DNS issue or a router issue.
The **Test Network** button can be used to test network connectivity for troubleshooting purposes. The network test will verify connectivity to four destinations:

- **Checking Wi-Fi** performs a ping test to the Gateway address listed in the **Network Status** screen. If this test fails, check that you don’t have MAC address filtering enabled on your router.

- **Checking DNS** performs a ping test to the DNS address listed in the Network Status screen. If this test fails, check that the DNS address is correct. If it is wrong, correct the DNS address under DHCP Settings on your wireless router. It is possible for this test to fail if the DNS server does not accept ping requests.

- **Checking Internet** performs a ping test to the Google server at IP address 8.8.8.8. This is a well-known server that accepts ping requests on the internet. If this test fails, it indicates an issue with the internet configuration of your wireless router.

- **Checking Hydrawise** performs a ping test to the Hydrawise servers. If this test fails, there may be an issue with the internet configuration of your wireless router.

3. Make sure the DNS server setting on the controller matches the other settings on your devices (e.g., phone, tablet, or computer).

4. Check that the router is not set up to block or filter internet traffic. Some routers have parental controls that can block Hydrawise traffic.

5. Make sure your controller is getting a good signal from the wireless router. Poor wireless strength can lead to connection errors.

6. Reset router by pressing the reset button or simply unplugging and plugging back in.

7. Lastly, try the factory default reset procedure using the instructions in this article. 

My wireless network/router is not shown in the list of wireless networks. What should I do?

First, make sure that the controller is close enough to wireless access point/router.

- You can check the quality of your wireless signal using another device, such as an iPhone or Android phone. Take your phone to your controller's location and check the wireless signal strength.
- Make sure that the router has 2.4GHz Wi-Fi enabled. Although this is standard, some newer routers can be configured set to accept 5GHz connections only. The controller will connect to 2.4GHz 802.11b/g wireless access points. In your wireless router, check that the radio mode is set to 802.11b/g or 802.11b/g/n mode (sometimes this is called Mixed Mode).
- Check the wireless channel that your wireless router is configured to use. This should be between Channel 1 and Channel 11.
- Some wireless routers may be configured to hide the wireless network. In such cases, the controller will not be able to find the wireless name and you will need to manually enter it into the controller.
- Consider moving the controller away from potential sources of interference, including microwave ovens, nearby base stations using adjacent channels, or cordless telephones operating in the 2.4GHz range (you could also change the channel your phone uses).

For further information, refer to Change Your Wi-Fi Router Channel to Optimize Your Wireless Signal or speak to your ISP (Internet Service Provider) for exact steps on how to do this on your specified router.