Check Connection Using Network Test

Performing a network test is a simple process and can be done when in front of the controller. A bandwidth of 2.4 GHz is required for this application. <u>Learn more</u> [1]

Please use the steps below for checking your connection from the controller.

Step 1

Select **STATUS.**

Step 2

Select **CONNECTION STATUS.**

Step 3

Select **CHECK CONNECTION.**

Step 4

Select **OK** after the test is finished. See failure descriptions below.

Failure Code	Screen Suggestion	Recommendation
Enable Wi-FI	Please enable WiFi.	The controller is in Offline Mode. Home **>** Settings **>** Offline Programs and Settings **>** Enable Wi-Fi
Enter Wireless Params	Enter your wireless settings.	Incomplete password, router name, or security setting.
Move Router Closer	If possible, move the router closer to the controller.	Signal Strength needs to be improved.
Wi-Fi 2.4gHz	Make sure your router supports 2.4gHz bandwidth.	Hydrawise can't find a 2.4gHz Wi-Fi signal.
Add Repeater	Add WiFi Repeater.	Signal Strength needs to be improved with a repeater/extender.
Check DNS	Check with your ISP that DNS is working.	Internet Service Provider or router setting problem.

Check Internet	Check with your ISP that the internet is reliable.	Internet Service Provider or router setting problem.
NTP Fail	Check with your ISP that NTP is open.	Internet Service Provider or router setting problem.
IOT Fail	Check with your ISP that TCP 8883 is open.	Internet Service Provider or router setting problem.
HTTPS Fail	Check with your ISP that HTTPS is allowed.	Internet Service Provider or router setting problem.
ISP Block	Check with your ISP is not blocking you.	Internet Service Provider problem.