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 [Click here](#) [2]
   - Serial number location in software [Click here](#) [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, Click here [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)	Visit the support page here [5]
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 [6]