



# HYDRAWISE IRRIGATION CONTROLLER WITH INTERNET CONTROL



HARDWARE INSTALLATION AND  
CONFIGURATION GUIDE

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# Hardware Installation

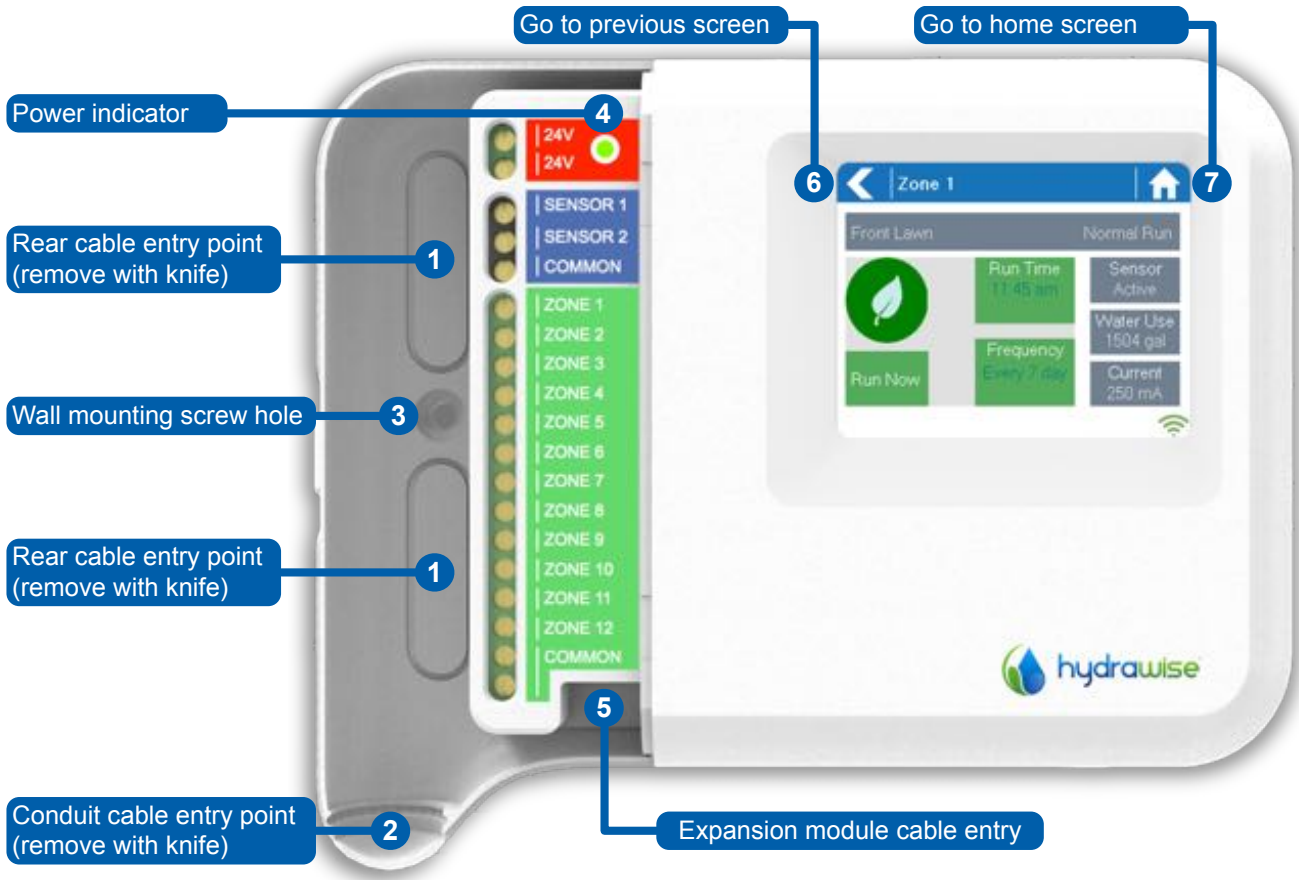
## Controller Location

The Hydrawise Controller is designed for installation in a protected location.

The chosen location must have WiFi coverage. WiFi coverage can be easily checked using an iPhone or smart phone that has WiFi connectivity or on the Hydrawise unit itself (signal strength is shown when you select a wireless name).

## Cable Entry

The controller has 2 cable entry options – from the rear of the case or via a conduit from the bottom of the controller.



**Entry from rear of controller**  
Using a sharp knife remove the 2 cutouts on the rear of the controller as indicated on the diagram as ❶

**Entry via 3/4 inch conduit**  
Using a sharp knife cut around the semi-circular line on the controller as indicated on diagram as ❷. Cut around the matching line on the blue controller wiring cover

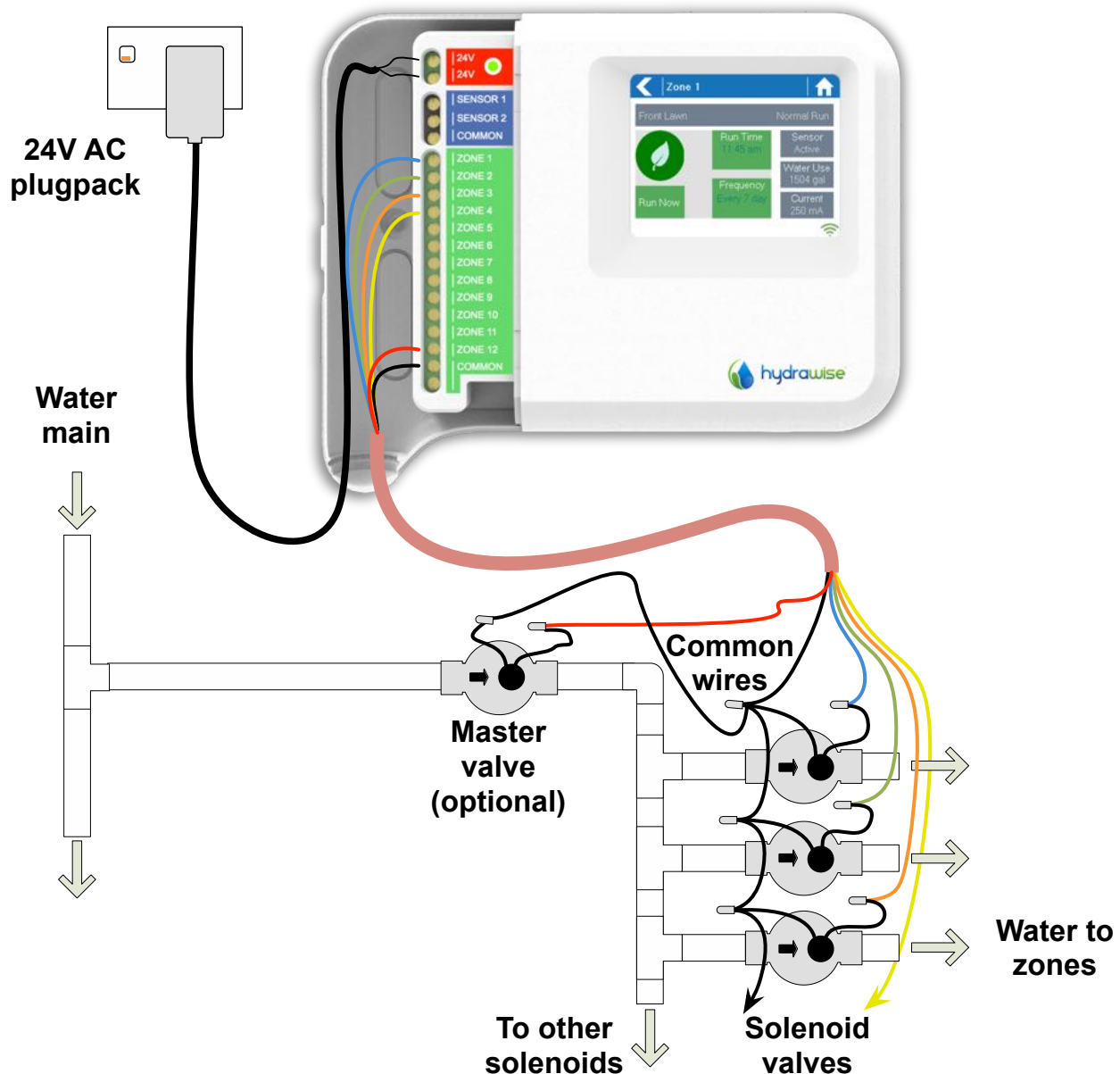
## Mounting the Controller

1. Using a drill bit of 3/16 inch diameter, drill a hole of to a depth of 1 inch (25mm).
2. Insert plastic anchor so it is flush with the surface of the wall.
3. Screw 1 inch screw into plastic anchor leaving the head protruding about 1/8 inch.
4. Slide the controller case over the screw head.
5. Mark second mounting point (see **E** in diagram), remove controller, drill hole, insert plastic anchor, slide controller case over first screw head and screw into place.

## Connecting Solenoid Valves

Your controller has either 6 or 12 zones depending on the model you have purchased. There are 3 COMMON wiring points for convenience – any or all of them can be used.

Refer to the diagram below when connecting your solenoid valves to the controller.



## Solenoid Valve Wiring

1. Take one wire from each solenoid, twist together and connect to the common (usually black) wire of your multi-core irrigation cable.

Hydrawise recommends that all connections be soldered and sealed against moisture for long term reliability.

2. Connect each of the other individual solenoid wires to a different wire in the multi-core cable and seal. Record zones against wire colour for later reference.
3. Connect the common wire from the multi-core cable (usually black) to any of the three terminals on the controller marked COMMON.
4. Connect each of the other solenoid wires to one of the ZONE inputs.
5. If a master valve (sometimes labelled as MV on other controllers) is installed this can be connected to any spare zone as any of the zones can be assigned as a master valve output. Configuration of the master valve in the Hydrawise app is required.
6. Click the blue wiring cover into place to seal the controller and protect the wiring.

## Connecting the Plug Pack

7. Use the plug pack supplied and connect the wires to the red AC terminal blocks on the unit marked as 24V. Polarity of the wiring is not important.
8. Turn the power on. The power indicator will light up (see 4 on previous page).

## Connecting Sensors or Flow Meters (optional)

Hydrawise supports most open/close contact type of sensors such as standard rain sensors and soil moisture sensors.

1. Connect one sensor wire to COMMON on the controller.
2. Connect the Normally Closed or Normally Open wire from the sensor to SENSOR1 or SENSOR2 on the controller and configure in the Hydrawise app.

Wiring for standard Hydrawise 0.75 inch (20mm) or 1 inch (25mm) flow meters is as follows:

Flow Meter Wire	Label on Controller
Blue	Sensor 1, 2
White	Common
Red	Not connected

Wiring for open/close contact sensors is as follows:

Sensor Wire	Label on Controller
Normally Open / Normally Closed wire	Sensor 1, 2
Second (common) wire	0V

Once you've wired your rain or moisture sensor don't forget to configure it in your Hydrawise account.

For full details, refer to the instructions provided with your sensor or flow meter. See Configuring Sensors for instructions on configuring the controller for a sensor from the app.

## Troubleshooting Zone Issues

- Try running a zone from the controller's touchscreen. If it works from the controller and doesn't work from the app then check that you have linked your controller's serial number to your account (see previous section for details) and check your controller's wireless status.
- If your old controller had a master valve (sometimes referred to as MV) then you must configure a master valve in the app and wire this to a spare zone on the controller. Detailed instructions can be found on the Hydrawise website.
- Check that your wiring is correct. If no zones start then check that your **COMMON** wire is correctly cabled.

## Configuring the Controller

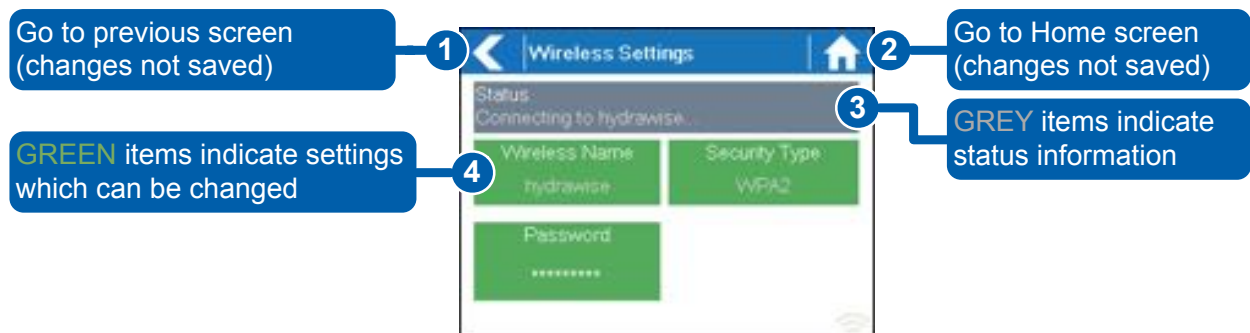
### Navigating Through the Controller Screens

The controller features a full color touchscreen making navigation easy.

The Home screen, shown below, has 3 buttons allowing you to view and run your irrigation zones, change controller settings or view status information.



Each screen (except for the home screen) has two buttons at the top of the page allow you to quickly navigate to the Home screen or the previous screen.



All items on each screen are color coded to indicate which screen elements are buttons and which screen elements indicate status information.

GREEN screen items indicate settings that can be changed. If you touch on the GREEN color item then you'll be able to change that setting.

GREY colored items indicate status information. Touching on these has no effect.

## Note

If you're entering information into the controller and use the Home or Back buttons then your changes on that screen will not be changed.

## Connecting to a WiFi network

When your controller is first powered on it will run a short wizard to connect your controller to your wireless router.



If you're not using the initial startup wizard then go to the section Viewing Wireless Settings to change your wireless settings.



### Using The Wizard

1. Select your wireless network from the list shown on the controller display and press the **Confirm** button on screen.

If your network is not listed then check that the unit is within wireless range.



2. Enter your wireless password and press the **OK** button on keyboard.

Make sure you press the **OK** button after you've entered your password. Pressing the Home  or Back buttons  will not save your changes.

When connecting to your wireless, the WiFi Icon  at the bottom right of the controller screen will flash. Connecting takes about 30 seconds and when successfully connected the WiFi Icon  will stop flashing and stay on.

If you have issues connecting to wireless then the section Viewing Wireless Settings has more troubleshooting information.

### Viewing Wireless Settings

From the Home screen  navigate to the Wireless Settings by pressing Settings  Wireless Settings.



To successfully connect the Hydrawise unit to your wireless router you will need to correctly select your wireless router, wireless security mode and enter your wireless password.

The current status of the controller's connection to your wireless router is shown at the top of the screen. The controller will automatically attempt to connect to the configured access point if a connection is lost (for example, after power failure).



Touch on any of the green buttons to change the wireless type, security type or password.

### Configuring Wireless Name

Touching on the currently configured **Wireless Name** will automatically start a scan of all local wireless routers and allow you to choose a new one.

After about 5 seconds a list of found wireless networks will be listed. To select a wireless name, touch on the wireless name and then touch **Confirm**. Do not press the **Home** or **Back** buttons after selecting your wireless router name – these options will not save your router name.

Each time you touch a wireless name the signal strength will be shown at the bottom of the screen.

If your wireless router is not shown then check the following –

- Your Hydrawise controller is within range of your wireless.
- Your access point is configured to accept connections from 802.11b/g wireless clients.

If your wireless router is hidden you may manually enter it by selecting **Manually enter wireless** and typing in the name.

### Configuring the security type

The security type configured on the controller must match the security type configured in your wireless router. The Hydrawise unit can attempt to automatically detect this if you choose **Auto Detect** as the security type.

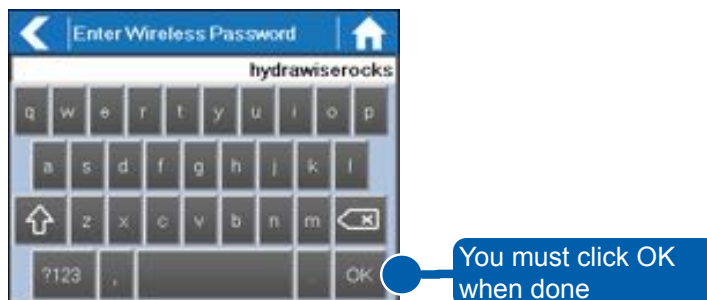
Hydrawise supports the following security types –

- Open
- WPA Personal
- WPA2 Personal
- WPA Auto

After choosing the security type press the **Confirm** button.

### Setting your password

For any security mode (except for Open) your wireless router password must be entered. Wireless passwords are a minimum of 8 characters and are case sensitive.



After typing in your password press the **OK** button. Do not press the **Home** or **Back** buttons – these options will not save your password.

## Wireless Connection Status Messages

The controller will show different status messages whilst connecting to your wireless router.

- Looking for Wireless...** Controller is currently scanning for local wireless networks.
- Connecting to...** Controller is currently trying to connect to your wireless router.
- Waiting for IP** Controller has connected to your wireless router and is waiting for your wireless router to give it an IP address. Your wireless router must be configured as a DHCP server.
- Connected** All is good. Controller has successfully connected to your wireless router.
- Local Connection Only** Controller is acting as a local wireless router

## Troubleshooting Wireless Connection Issues

After entering your wireless settings the controller will connect to your access point. The connection process takes about 30 seconds.

Upon successful connection the wireless status will show **Connected**.

If your controller fails to connect to your wireless router check the following –

- Your password is entered correctly. It is case sensitive and must be at least 8 characters long.
- Check that the wireless security types match between the controller and your wireless router. Hydrawise recommends use of WPA2 security between the controller and your wireless router.
- We have additional troubleshooting steps in the **Support** section of our website.

## Viewing Controller Status

From the Home screen  navigate to the Controller Status by pressing Status → Controller Status.

The controller status screen shows your controller’s connection to Hydrawise servers for synchronising schedule and weather information.



### Server Status

A successful connection to the Hydrawise servers is indicated by **Sync'd** as the Server Status.

Different types of status messages are shown below –

- Sync'd** All is good. Controller has a connection to Hydrawise servers.
- No Internet** Controller has connected to wireless but is unable to connect to Hydrawise servers. Check that your internet is OK by connecting another device to the same wireless router. If this is OK then go to Status → Network and select **Test Network** to perform a diagnostics test.

**Wireless Down** Controller has not connected successfully to your wireless. Go to Settings → Wireless Settings to check the wireless status.

**Checking** The controller is checking connection to Hydrowise.

**Error XXX** The controller received an error whilst connecting to the Hydrowise server.

### Success

The success percentage shows the percentage of time the controller successfully connects to Hydrowise servers to synchronise weather and schedule related information.

A low success percentage will indicate a poor wireless connection between the controller and your access point.

To improve your wireless signal strength you could try the following –

- Move the controller closer to your wireless router.
- Remove any obstacles in a direct line of sight between the controller and your wireless router such as metal items (metal is an extremely good isolator for WiFi signals).
- Move your wireless router closer to the controller.
- Install a higher gain antenna on your wireless router.
- Use Ethernet to a location closer to the controller and install a new wireless router.
- Consider a WiFi repeater between your wireless router and the Hydrowise controller to boost the signal strength.
- Consider moving the controller away from potential sources of interference, including
  - Microwave ovens
  - Cordless telephones operating in the 2.4GHz range – you could also change the channel your phone uses
  - Nearby base stations using adjacent channels

Note that the Hydrowise unit is designed to work in poor wireless environments. However, if you wish to manually run or stop a zone and the wireless signal is down then these actions will fail.

### Offline Mode

If the controller loses internet for more than 24 hours you'll receive a notification email.

The controller will go into an offline mode. In offline mode your controller won't be able to access local weather conditions such as rainfall or evaporation and will revert to a pre-defined program.

- For [Smart Watering](#) zones, the controller will adjust each zone's watering length based on your offline watering budget and will water at each zone's configured peak watering frequency.
- For [Time Based Watering](#) zones, the controller will adjust each zone's watering length based on your offline watering budget and will water at each zone's configured watering frequency.
- Note that Cycle & Soak is not supported in Offline Mode and each zone will water for its full watering length without pausing.

- The controller will only water at your configured Program Start Times.


### Saving Settings

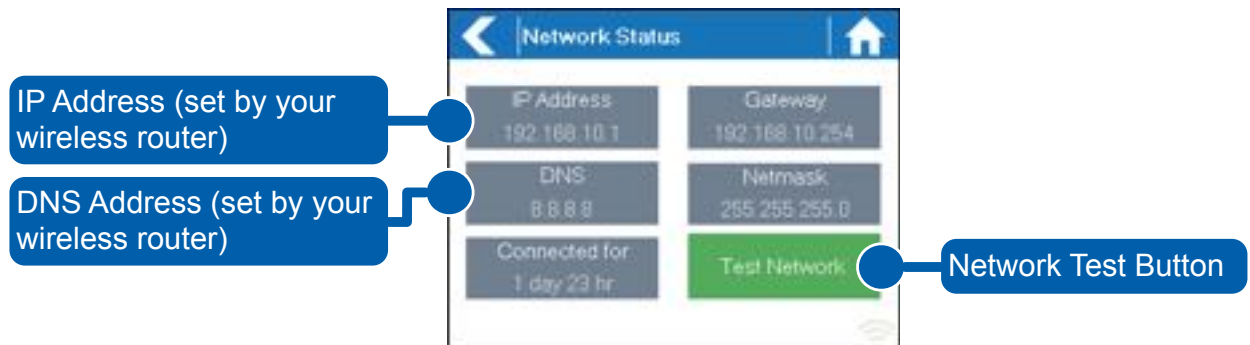
The controller doesn't have a battery backup – settings are stored in non-volatile RAM which is preferable as batteries need to be periodically replaced.

### Serial Number

The serial number is used to link your actual controller with your Hydrawise account. This number is also printed on the rear of the controller.

## Viewing Network Information and Testing Internet Connectivity

From the Home screen  navigate to the Network Status by pressing Status → Controller Status.



All settings on this page are provided to the controller by your wireless router when it first connects via a protocol known as DHCP. If any of these setting appear incorrect please change them in your wireless router.

Once the controller has successfully connected to your wireless router the Test Network button can be used to test network connectivity for troubleshooting purposes. The network test will verify connectivity to 4 destinations –

**Checking WiFi** 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 then correct the DNS address under DHCP Settings on your wireless router. It is possible that this test may fail if the DNS server doesn't not accept ping requests which does not indicate an issue.

**Checking Internet** Performs a ping test to the Google server at IP address 8.8.8.8. This is a well known server which accepts ping requests on the internet. If this test fails then 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 then it may indicate an issue with the internet configuration of your wireless router.


## Viewing Time and Date

Time and date settings are synchronised with the settings that you configure in the Hydrawise app. The timezone is set based on the location you entered during the app wizard.

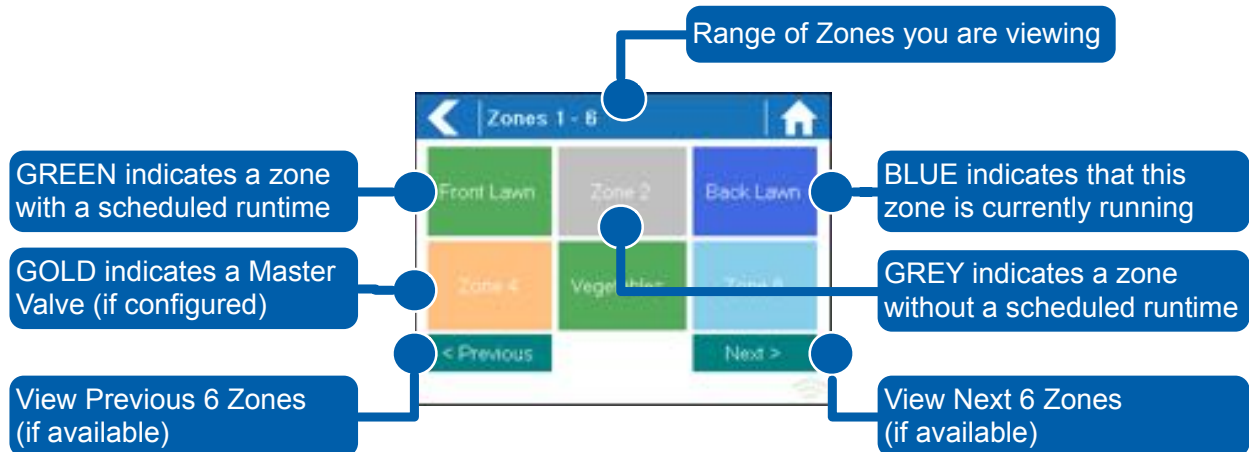


## Controlling Zones From the Controller

### Zone Summary

From the Home screen  navigate to the Zone Summary screen by pressing Zones.

The Zone summary screen shows the status of 6 zones at a time. To view the next or previous group of zones use the **Next** and **Previous** buttons. The current range of zones that you are viewing is indicated at the top of the screen.

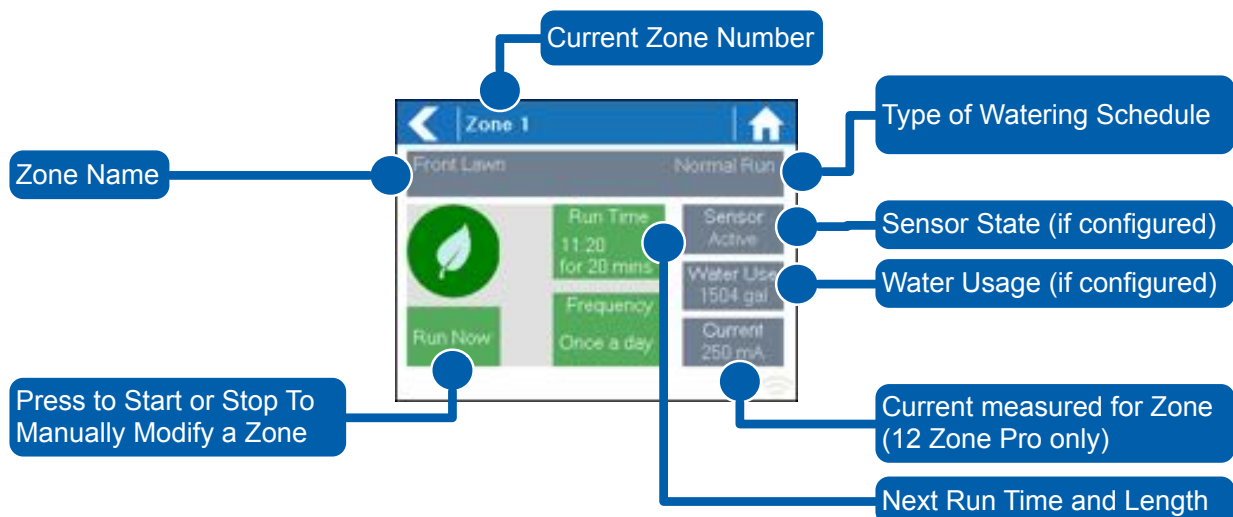


Each zone is color coded to indicate the current status of the zone as follows –

- Green** Zone is scheduled to run at some time in the future.
- Grey** This zone is not scheduled to run in the future.
- Blue (dark)** Zone is current active.
- Blue (light)** Zone is waiting for another zone to finish watering and then will start immediately.
- Gold** This zone is a master zone.

### Viewing Zone Information

From the Zone Summary screen touch the zone you wish to view.



The Zone Status screen allows you to view the following information –

- Zone Name** This is the name of the Zone you’ve configured in the Hydrawise app.
- Sensor** The current sensor state if configured in the Hydrawise app.
- Water Usage** Water usage for this zone run. This is only shown if you have a flow meter installed and the zone is currently running.
- Current** Indicates the current that all solenoids are using (including a master solenoid if configured). Generally speaking, this value ranges from 200mA to 600mA depending on the number of solenoids attached to a single zone output. The controller has a built-in failsafe to automatically stop your zone if more than approximately 800mA is detected as this may indicate a faulty solenoid or wiring.

The Zone Status screen also allows you to manually start a zone using the **Run Now** button. When started, the zone will run for the zone’s default configured run length. This can be overridden by clicking on **Run Time** prior to manually starting the zone.

When a zone is running the **Run Now** button will change to **Stop**, allowing you to stop a running zone.

## Hydrawise App Configuration

Below is a quick list of steps to get your controller connected to your Hydrawise app.

This guide covers some configuration of your irrigation settings in the app or via the website. Please see our How-To guides online at <http://hydrawise.com/support> for more information.

### Register for an account online

1. If you have not already done so, create an account at the Hydrawise web site. Go to <http://hydrawise.com/try-now> and register for an account.

### Log into your account

2. Log into your account. If this is the first time that you have logged in you will be guided through a setup wizard to help you with initial configuration of your controller.



## Setting The Controller Name and Serial Number

The wizard will ask you to give your controller a name and also to enter the serial number. If you're setting up a test account and you don't yet have a controller you can leave the serial number blank.

1 Name 2 Location 3 Master Valve 4 Add Zones 5 Set Watering Times

### Controller Name

Please choose a name for your Hydrowise Controller:

If you already have a Hydrowise controller enter its serial number here. Leave this empty if you don't have a controller. ⓘ

Exit Wizard Next

## Controller Location

Set the address where your controller is located. Your controller will use this address for forecasts

1 Name 2 Location 3 Master Valve 4 Add Zones 5 Set Watering Times

### Setting your location

Your Hydrowise location is used to calculate your local forecast and to show you weather stations close to your location. Enter your location below using your full address. ⓘ

Update Address

When you click Update Address you will see local weather stations that you can subscribe to.

You can subscribe to one or more weather stations by clicking on them and choosing Subscribe. The weather stations that you've subscribed to will display in blue.

You can subscribe to one of the two closest airport stations for free – these will be updated daily. If you have an Enthusiast plan you can subscribe to up to 5 personal, airport or other official stations. The advantage of subscribing to multiple weather stations is that the results will be evaluated to remove any particularly high or low readings which might be inaccurate.

Your Hydrowise controller can use rainfall statistics from weather stations close to your location to modify your watering schedules. To select a weather station that you want to use, click on an icon on the map and then click the Subscribe button. Users on the Enthusiast plan can select multiple stations for enhanced accuracy. ⓘ

#### Weather Stations

- Free Airport Weather Stations (2)
- Personal Weather Stations (1)
- Bureau of Meteorology Stations (1)
- Selected Weather Stations (1)

Map of Melbourne showing weather stations.

## Configuring a Master Valve

If your irrigation system has a master valve then configure it here. For more details on what a master valve is see [Configuring a Master Valve](#).

The screenshot shows a progress bar at the top with five steps: 1 Name, 2 Location, 3 Master Valve (current), 4 Add Zones, and 5 Set Watering Times. Below the progress bar is the title 'Configuring a Master Valve'. A light blue information box contains text: 'A master valve is an automatic valve that is installed at the point where the irrigation system connects to the water supply. Typically one zone valve is turned on at a time, and controls the irrigation in a specific area of your garden. Whenever one of the irrigation zone valves is told to open by the controller, the controller also signals the master valve to open. On older controllers the master valve is typically labelled MV. Show wiring'. Below this is the question 'Does your irrigation system have a Master Valve?' with two radio button options: 'No I don't have a Master Valve' (selected) and 'Yes I have a Master Valve'. At the bottom are 'Back' and 'Next' buttons.

## Adding Zones

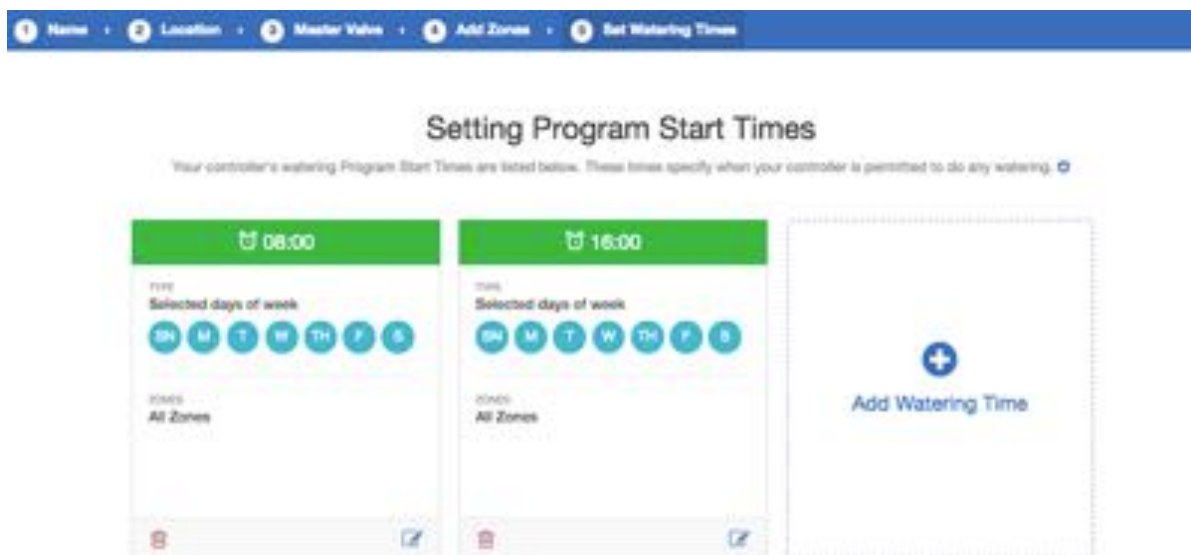
Now you can add the zones for the various parts of your garden. For more detail on how to add zones, see [Adding a Zone](#).

The screenshot shows the same progress bar as the previous step, with step 4 'Add Zones' highlighted. The title is 'Add Your Zones'. Below the title is explanatory text: 'Each of your controller's zones is listed below. Each zone is given a name and can water based on a fixed watering frequency or can water based on each zone's soil, plant type.' In the center is a large dashed rectangular box containing a blue plus sign icon and the text 'Add a New Zone'.

## Setting Program Start Times

The last step in configuring your controller is to set up your Program Start Times. These will tell your controller when it's allowed to water. You can set specific days of the week or use odd/even watering days. You can also set the time of day and then link the program start times to particular zones and schedules.






Your controller is now configured and ready for use.

## Link your controller to your account

You must link your Hydrawise controller to your account before it will start watering.

If you entered your controller's serial number during the wizard then your controller is already linked and you don't need to follow these steps.

1. In the Hydrawise App or web browser, go to your **Dashboard**. Click on the Settings icon  on the blue 'Watering Schedule' bar and then click the **Link to controller** menu item (see below).



2. Enter the serial number of your controller. The serial number can be found on the rear of the unit or on the **Controller Status** screen in the Hydrawise unit.

## Configuring Your Controller from the App or Website

For each zone you can choose from Smart Watering or Time Based Predictive Watering.

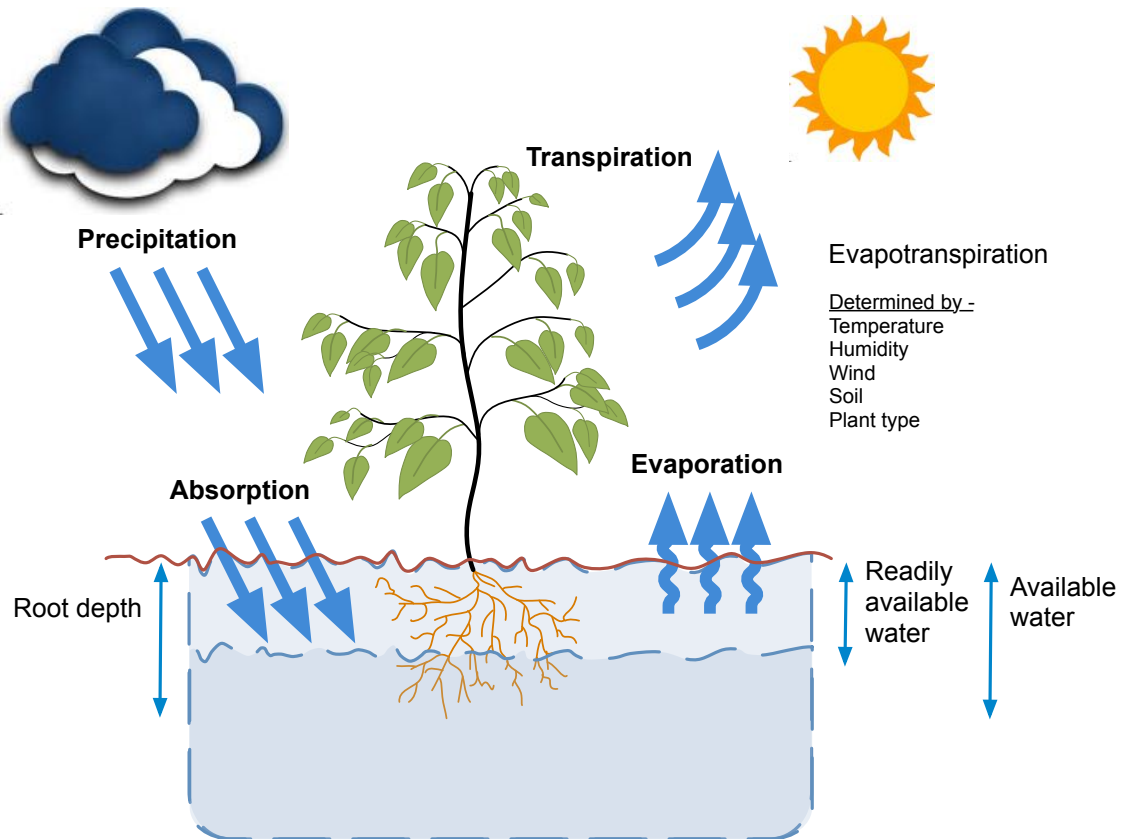
### Time Based Predictive Watering

For Time Based Predictive Watering you decide the watering frequency and length, either by entering the information directly or choosing a pre-saved watering schedule from when you

created a previous zone. The controller will use the Watering Triggers you've set to automatically adjust its watering schedule.

## Smart Watering

Smart Watering is an automated watering schedule that uses information about environmental conditions to ensure your plants get the optimum amount of water. Evaporation will draw moisture from your garden, while rainfall and irrigation will add moisture. Understanding these conditions allows Hydrawise to decide when the time is right to water your garden.



For each zone, we'll ask you to specify the watering length and peak watering frequency:

- The watering length is how long watering needs to run to fully water your zone.
- The peak watering frequency is how often you would normally water this zone during your peak irrigation period.

The controller will vary your watering frequency based on actual evaporation and rainfall in your area on a day to day basis.

## Adding a Zone

To add an irrigation zone navigate to the **Zones & Schedules** page in your Hydrawise account and click on **Add a New Zone**. The Zone wizard will be displayed.

**ZONE NAME**  
Assign a name for this irrigation zone

Enter zone name

**ZONE NUMBER**  
Choose the zone number that this zone is wired to on your HydralWise controller

Zone 8

**ZONE ICON**  
Choose the icon you want to see on the dashboard for this zone

**WATERING TYPE**

Time based predictive watering    Smart watering

Water at a specified frequency (eg. every 1 week) and adjust schedule based on temperature and rainfall

Cancel   < Prev   Next >   ✓ OK

Fill in the Zone Details:

- Zone Name**      Use a meaningful name for each irrigation zone. Zone names are displayed on the Hydrawise controller and are used in your Hydrawise account to show run times and allow manual modification of watering schedules.
- Zone Number**      The zone number for each irrigation zone should match the number you have used when wiring the controller.
- Zone Icon**      Choose an icon which will be used to display the zone on the dashboard.
- Watering Type**      Select a watering mode for this zone. A zone can use Smart Watering or Time Based Predictive Watering, which are described below.

Depending on the type of watering you chose, fill in the details for [Smart Watering](#) or [Time Based Predictive Watering](#).

**Smart Watering**  
**Watering Type**

Choose whether to set the information manually or choose from a list of schedules.

- **Enter Time and Frequency:** allows you to manually set the watering length and frequency.

- **Use a preconfigured Watering Schedule:** add a watering schedule or use one you've previously created.

### Enter Time and Frequency

If you choose to enter the time and frequency, the following fields are available:

**Watering Length** The number of minutes this zone will run for each time.

**Peak Season Watering Frequency** How often the zone will normally run during your peak irrigation period. This frequency will be automatically adjusted throughout the year based on actual evaporation and rainfall.

### Use a preconfigured Watering Schedule

If you choose to use a preconfigured Watering Schedule you can either choose from a list of schedules you've previously created, or add a watering schedule by entering the watering length and frequency and schedule modifications.

Note that the Schedule Adjustment option in a preconfigured Watering Schedule is not used for Smart Watering zones.

### Cycle and Soak

Cycle and Soak is the ability to break the watering time for a zone into periods of watering (cycle) and pause (soak) to allow the water to soak into the soil without runoff.

You can enable or disable Cycle and Soak. If you enable it, you need to specify the cycle and soak periods:

- **Cycle Time:** the maximum number of minutes the zone can run for
- **Soak Time:** the minimum time between zone waterings to allow the water to soak into the soil

### Tuning

Adjust the watering time for this zone from the calculated time. This allows you to fine tune your watering if your zone appears to be too dry or wet.

### Time Based Predictive Watering

#### Watering Type

Choose whether to set the information manually or choose from a list of schedules.

- **Enter Time and Frequency:** allows you to manually set the watering length and frequency.
- **Use a preconfigured Watering Schedule:** add a watering schedule or use one you've previously created.

### Enter Time and Frequency

If you choose to enter the time and frequency, the following fields are available:

**Watering Length** The number of minutes this zone will run for each time.

**Watering Frequency** Choose how often to water the zone.

**Schedule Adjustment** Choose how to adjust the watering time based on your weather triggers.

### Use a preconfigured Watering Schedule

If you choose to use a preconfigured Watering Schedule you can either choose from a list of schedules you've previously created, or add a watering schedule by entering the watering length and frequency and schedule modifications as per the fields above.

## Cycle and Soak

Cycle and Soak is the ability to break the watering time for a zone into periods of watering (cycle) and pause (soak) to allow the water to soak into the soil without runoff.

You can enable or disable Cycle and Soak. If you enable it, you need to specify the cycle and soak periods:

- Cycle Time: the maximum number of minutes the zone can run for
- Soak Time: the minimum time between zone waterings to allow the water to soak into the soil

## Tuning

Adjust the watering time for this zone from the calculated time. This allows you to fine tune your watering if your zone appears to be too dry or wet.

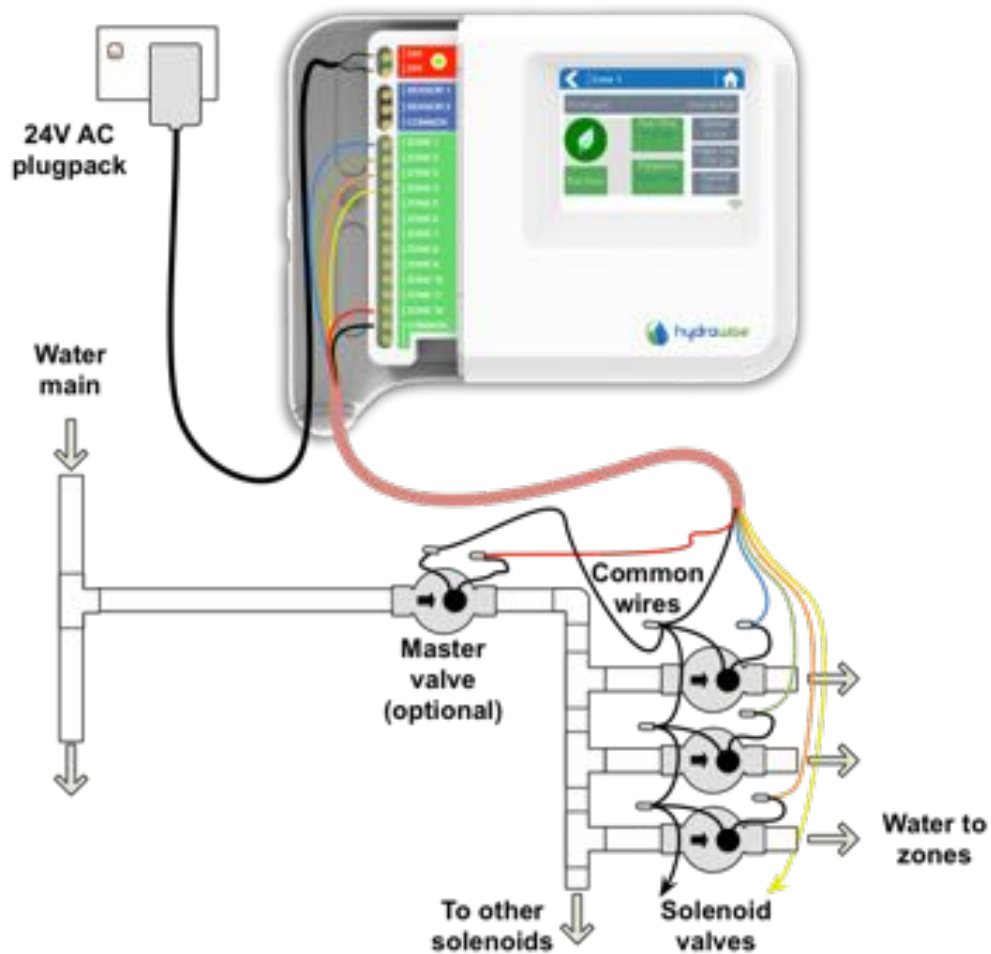
## Configuring a Master Valve

A master valve is an automatic valve that is installed at the point where the irrigation system connects to the water supply. (Sometimes this circuit is called a "pump start circuit". Both types of circuits work similar or identical, and can be used for a pump and/or a master valve.) The controller turns the master valve on and off.

### How does it work?

Zone valves are the individual valves that operate a group of sprinklers or drip emitters. A Hydrowise controller supports 6 or 12 zone valves, depending on the model. Typically one zone valve is turned on at a time, and controls the irrigation in a specific area of your garden. Whenever one of the irrigation zone valves is told to open by the controller, the controller also signals the master valve to open. So the master valve is a little like a back up valve, or a fail-safe valve. The purpose of the master valve is to shut off the water to the irrigation system when none of the zone valves are operating.

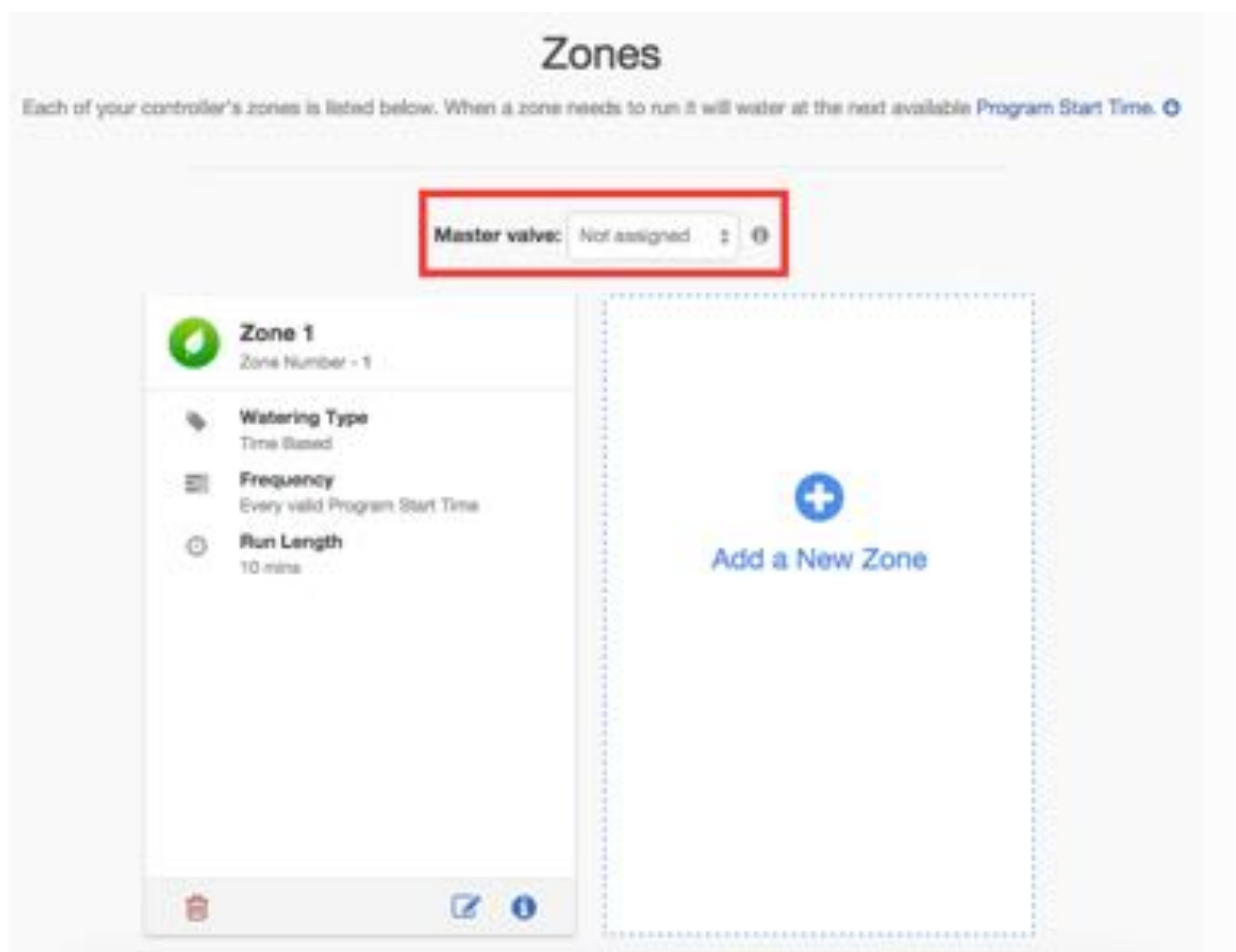
The image below shows a master valve operating connected to Zone 12 on a Hydrowise controller.



### How is it configured?

With a Hydrowise controller, any one of your ordinary zones can be configured to act as a master valve.

The master zone is configured on the Zones & Schedules page underneath your list of irrigation zones as highlighted in the image below.



Initially there is no master valve configured and all zones on the controller can be used as normal zone valves. To select a master zone just click next to the text which says **Master Valve** and choose the zone number you will use as a master valve.

## Configuring Sensors

Hydrawise supports two types of sensors:

1. Flow sensors (meters) which measure water usage for an irrigation zone (or zones).
2. Rain sensors or moisture sensors which allow you to suspend watering cycles for a zone (or zones).

### Flow Meters

Flow meters measure the amount of water going onto each zone. This is really useful for understanding water usage and monitoring issues such as broken pipes or zones not running.

Hydrawise reporting allows you to see how much water is used for each zone and how much water is used across your system.

With a flow meter you can also create alerts for flow issues which will keep you up to date on what's happening – particularly important for unattended homes. See [Creating Alerts](#) for more information.

## Rain/Moisture Sensors

Hydrawise also supports standard open/closed contact rain sensors and soil moisture sensors. In fact, you can use any generic type of sensor which has a open/close contact.

These sensors use 2 wires and are usually labelled as normally open (sometimes called NO) or normally closed (sometimes called NC).

A rain or moisture sensor is usually used to stop irrigation, however you can also create your own custom sensor types to start irrigation or for other advanced applications. See Create a Custom Sensor for more information.

## Sensor Configuration

There are 2 steps to get your sensor working for each of your zones:

1. Create a new sensor in your Hydrawise account under Sensors.

**Sensor Name** Give the sensor a name.

**Type of Sensor** Choose the type of sensor or Create a Custom Sensor. Standard sensor types are:

**Flow meter with ¾ inch coupling**

A Hydrawise ¾ inch flow meter

**Flow meter with 1 inch coupling**

A Hydrawise 1 inch flow meter

**Rain Sensor (Normally Closed)**

A standard rain sensor – use this if you have wired the rain sensor’s normally closed wire to the controller

**Rain Sensor (Normally Open)**

A standard rain sensor – use this if you have wired the rain sensor’s normally open wire to the controller

**Soil Moisture Sensor (Normally Closed)**

A standard soil moisture sensor – use this if you have wired the soil moisture sensor’s normally closed wire to the controller

**Soil Moisture Sensor (Normally Open)**

A standard soil moisture sensor – use this if you have wired the soil moisture sensor’s normally open wire to the controller



**Controller** Choose the controller that the sensor is wired to.

**Controller Input** Choose the input on the controller that the sensor is wired to.

Add New Sensor ✕

Sensor details • Set zones

**Sensor Name**  
Assign a descriptive name for this sensor

Flow Meter 1

**Type of Sensor**  
Choose the type of sensor you have installed. You can also create a custom sensor type if you have something non standard.

1 Inch Brass Flow Meter

Create New Sensor Type...

**Controller**  
Choose the controller that this sensor is wired to

My Controller

**Controller Input**  
Choose the input on the controller that this sensor is wired to

SENSOR 1

Cancel < Prev Next > ✓ OK

2. Once you've created your sensor, choose the zones which will use the sensor.



### Create a Custom Sensor

You can also create custom sensors in your Hydrawise account under Sensors.

Some examples of custom sensor types are:

- A flow meter of a different size to the standard Hydrawise flow meters.
- A sensor to conform to watering restrictions which specify that zones must not water for a minimum period of time after rain is detected.
- A sensor to start irrigation if motion is detected (Enthusiast plan only)

To add a custom sensor type go to Sensors and click on **Add Custom Sensor Type**.

**Sensor Name** Give the sensor a name.

**Type of Sensor** Choose the type of sensor.

#### Flow Meter

##### Litres per pulse

The number of litres of water expected to pass through the flow sensor per flow meter pulse (you can get this information from your flow meter's specifications)

#### Normally Open Sensor/Normally Closed Sensor

##### Sensor Action

Whether the sensor should cause a zone to start or stop.

##### Start a Zone

If the zone should start, choose the minimum number of seconds before the sensor can cause the same zone to start again.

## Stop a Zone

If the zone should stop, choose the number of seconds delay before stopping the zone, and how long the zone should be disabled.

For example, some watering restrictions require that if rain is detected, sprinklers should not run for at least two days.

**Add Custom Sensor**

**Sensor Type Name**  
Assign a descriptive name for this sensor definition

Watering Restrictions

**Type of Sensor**  
Normally Open Sensor

**Sensor Action**  
Stops a Zone

Choose what happens when this sensor becomes active

**Delay before stopping**  
10 seconds  
Minimum number of seconds before stopping a running zone

**Minimum off period**  
10000 seconds  
Minimum number of seconds the zone should be disabled for

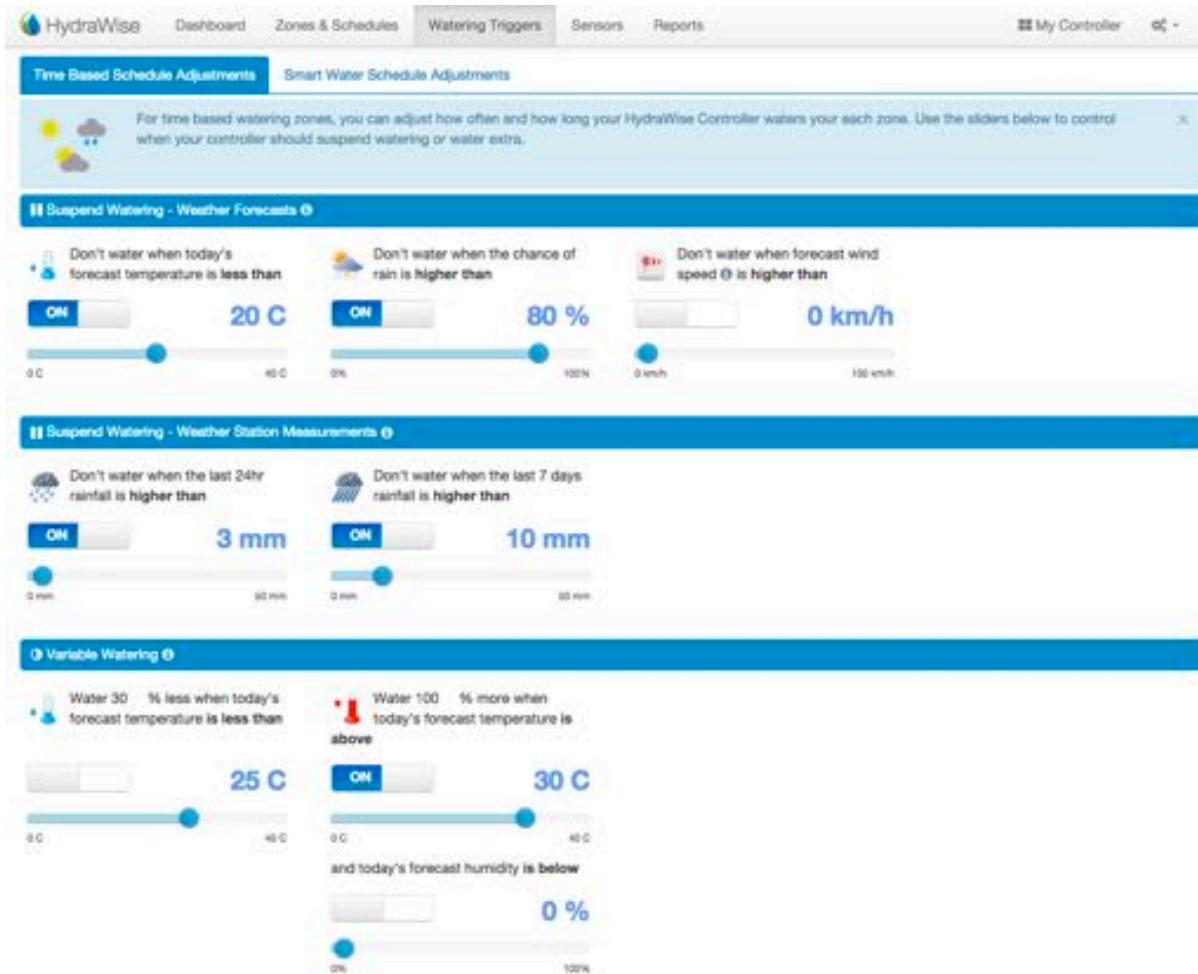
Cancel OK

## Setting Watering Triggers

You can configure watering triggers for either [Time Based Predictive Watering](#) or [Smart Watering](#).

To configure your predictive watering triggers click on Watering Triggers.

## Triggers for Time Based Predictive Watering



You can suspend watering based on either forecast or actual weather data. You can also vary the amount of watering according to the forecast temperature.

### Suspend Watering – Weather Forecasts

**Forecast Temperature** Choose to suspend watering when the forecast temperature is less than the specified amount.

**Forecast Rainfall** Choose to suspend watering when the forecast rainfall is higher than the specified amount.

**Forecast Wind Speed** Choose to suspend watering when the forecast wind speed is higher than the specified amount.

### Suspend Watering – Weather Station Measurements

**Actual Rainfall 24 hr** Choose to suspend watering when the rainfall over the past 24 hours is higher than the specified amount.

**Actual Rainfall 7 days** Choose to suspend watering when the rainfall over the past 7 days is higher than the specified amount.

## Variable Watering

### Water Less

Choose to water a certain percentage less when the forecast temperature is less than the specified amount.

Note: to change the watering percentage, click on the number next to the % sign.

### Water More

Choose to water a certain percentage more when the forecast temperature is higher than the specified amount and the forecast humidity is below the specified amount.

Note: to change the watering percentage, click on the number next to the % sign.

## Triggers for Smart Watering

Using forecast evapotranspiration helps to predict the right watering schedule for your zones, giving you a more accurate picture of when the zones will next run.



You can choose whether or not to use the forecast temperature to predict smart watering, and whether or not to use forecast rainfall to delay smart watering.

Schedules will be estimated up to 30 days from today based on forecast and historical temperatures and rainfall. The predicted schedules will be progressively updated each day based on actual weather conditions and new forecasts.

Your watering schedule is updated based on actual weather conditions shortly before your first Program Start Time each day.

## Creating Alerts

You can create alerts to keep you up to date on what's happening with your controllers.

Alerts can be created to track water flow or detect faulty solenoid wiring.

### Alert Types

Alert Type	Description	Requirement
High water usage for a zone	Set a percentage to generate an alert when the zone's water usage rate is that much higher than the previous time this zone ran.	Flow Meter
Low water usage for a zone	Set a percentage to generate an alert when the zone's water usage rate is that much lower than	Flow Meter

	the previous time this zone ran.	
High water usage with no zones running	Set a number of litres/gallons to generate an alert when that amount of water usage is detected when no zones are running. This alert is typically generated within 5 minutes of the event happening.	Flow Meter
High water usage over the past hour with no zones running	Set a number of litres/gallons to generate an alert when that amount of water usage was detected over the previous hour and no zones are running. This alert is typically generated each hour and can be useful for detecting slow water leaks.	Flow Meter
Interrupted water usage at any time	Set a number of litres/gallons to generate an alert when the average water is less than that amount.  This is most useful when you need to monitor continually running water. This alert is typically generated within 15 minutes of the event happening.	Flow Meter
Interrupted water usage over the last hour with no zones running	Set a number of litres/gallons to generate an alert when the average water use in the last hour is less than that amount.  This is most useful if you have zones that run every hour.  This alert is typically generated each hour and can be useful for detecting slow water leaks.	Flow Meter
Wiring short (high current) to your solenoid	Generate an alert for high solenoid current when a zone is running, which may be caused by faulty wiring or faulty solenoid valve	Controller supporting solenoid current measurement
Broken wire to your solenoid	Generate an alert when there is no solenoid current when a zone is running, which may be caused by broken wiring or non-existent solenoid valve	Controller supporting solenoid current measurement

### Alert Actions

#### Add Event to Event Log

Add the alert to your event log which you can view under Reports.

#### Send App Notification

Send a notification to any Apple or Android device you have the Hydrawise app installed on.

Note: if you see **(app not validated)** in the drop down list, that means you have not logged into any valid device using your Hydrawise app. You need to log into your Hydrawise app at least once on the device before the notification can be sent to that device.

#### Send SMS Notification

Send an SMS to the specified mobile number (this feature requires an Enthusiast plan).

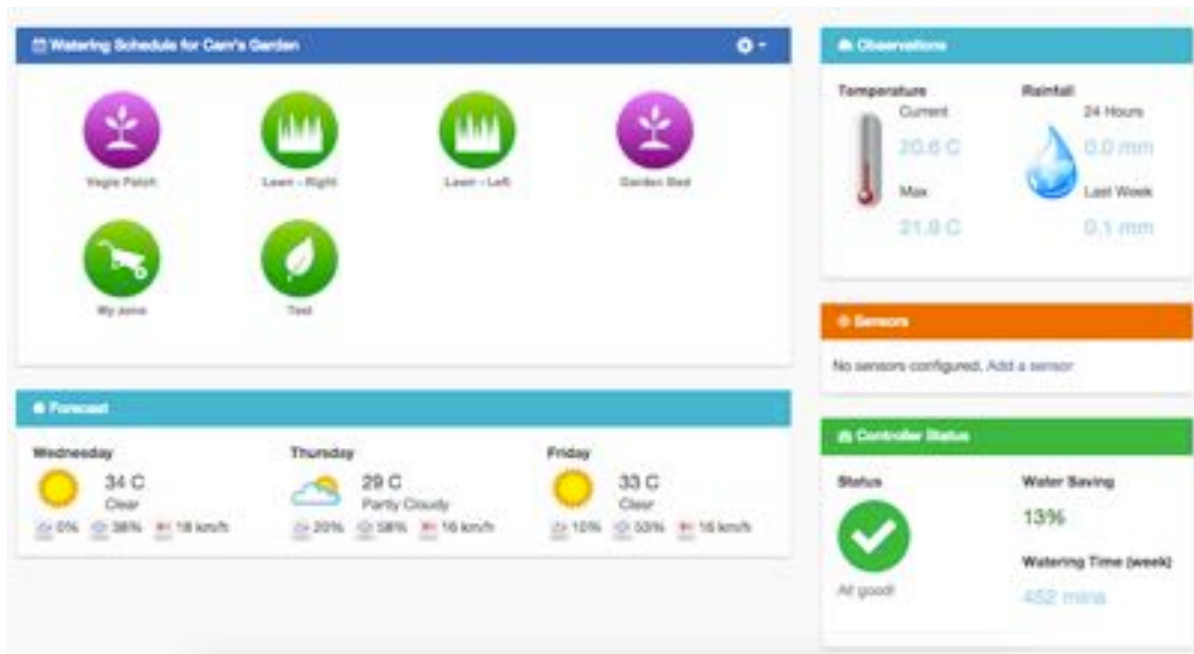
## Monitoring

There are a number of ways to keep an eye on your controller, including the dashboard, reports and configuration.

### Dashboard

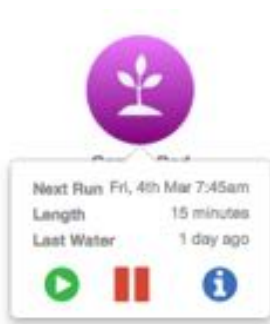
From the dashboard you can:

1. Find [zone information](#) and start, stop and suspend zones
2. See [temperature and rainfall](#) observations
3. See the [weather forecast](#)
4. See and add [sensors](#)
5. See your controller's [status](#)
6. View a different [controller](#)



### Zone Information

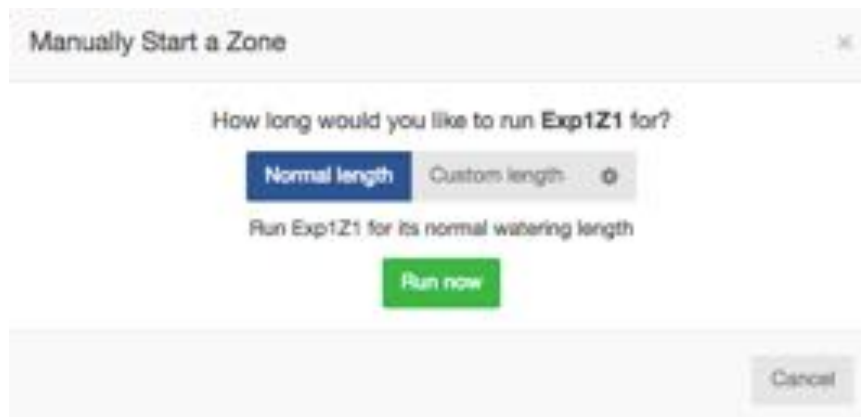
All your zones are listed here. To find more information about a zone, click on the zone.



This will show when the zone is next scheduled to run and for how long, as well as when it last ran.

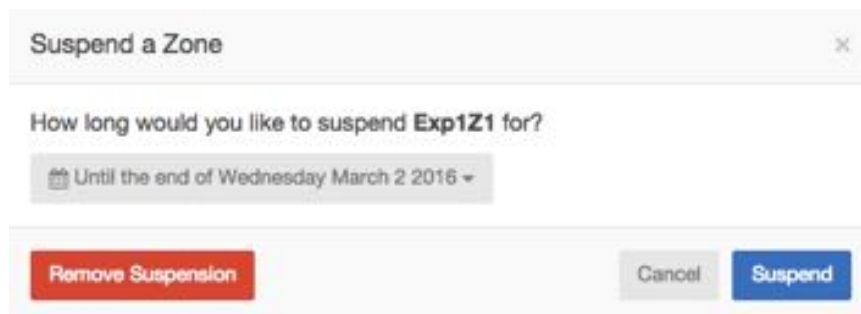


To run a zone, click the **Play** button. You will be prompted to run the zone for its normal watering time or to choose a custom time.



The screenshot shows a dialog box titled "Manually Start a Zone" with a close button (X) in the top right corner. The main text asks, "How long would you like to run Exp1Z1 for?". Below this text are two buttons: "Normal length" (highlighted in blue) and "Custom length" (with a radio button icon). Underneath these buttons, it says "Run Exp1Z1 for its normal watering length". At the bottom center is a large green "Run now" button. At the bottom right is a grey "Cancel" button.

To suspend a zone, click the **Pause** button. You will be prompted to choose when the suspension should end. Once a zone is suspended it will display in a lighter colour on the dashboard and you can click the Pause button again to remove the suspension.



The screenshot shows a dialog box titled "Suspend a Zone" with a close button (X) in the top right corner. The main text asks, "How long would you like to suspend Exp1Z1 for?". Below this text is a date selection field showing a calendar icon and the text "Until the end of Wednesday March 2 2016" with a downward arrow. At the bottom left is a red "Remove Suspension" button. At the bottom center is a grey "Cancel" button. At the bottom right is a blue "Suspend" button.

To display zone information, click the **information** button. This will display information including the next watering time, watering frequency and program start times.

**Zone Information** ✕

---

**Images** + Add Image

---

**Next watering cycle** Test will next run on Wednesday, 2nd March 4:15pm for 4 minutes.  
Extra watering cycle due to temperature

---

**Watering frequency** Once a day unless modified by your Watering Triggers

---

**Program start times** This zone is permitted to water at the following times:  
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday at 07:45h  
Monday, Tuesday, Wednesday, Thursday, Friday, Saturday, Sunday at 16:00h

Date & Time	Run Time (mins)	Watering Status
Wed 2nd March @ 8:40am	4 minutes	Extra watering cycle due to temperature
Wed 2nd March @ 4:15pm	4 minutes	Extra watering cycle due to temperature

Previous 1 Next

OK

## Temperature and Rainfall

All temperature and rainfall values are calculated as the median of your weather stations.

For example, if you are subscribed to 3 weather stations, the temperature or rainfall will be the middle value. If you are subscribed to 4 weather stations it will be halfway between the two middle values.

3 weather stations:

- If your weather stations record maximum temperatures of 23, 25 and 27 degrees, the median will be 25 degrees.

4 weather stations:

- If your weather stations record maximum temperatures of 23, 25, 27 and 29 degrees, the median will be 26 degrees.

If your temperature or rainfall readings are consistently showing a low value, go to Reports and check each weather station rainfall or temperature and adjust them accordingly.

### Temperature

For customers on an Enthusiast plan this will show you the current and maximum temperatures for today. This is based on the median value of all the weather stations you have selected.

### Rainfall

This panel will show you the amount of rain which fell yesterday and in the past week. This is based on the median value of all the weather stations you have selected.

If you have an Enthusiast plan, instead of yesterday's rainfall you will see rainfall for the past 24 hours.

## Forecast

This area will show forecast temperature and weather conditions, including the percentage chance of rainfall, expected humidity and expected average wind speed.

## Sensors

This area will show any [sensors](#) you have configured and will also allow you to add a sensor.

## Controller Status

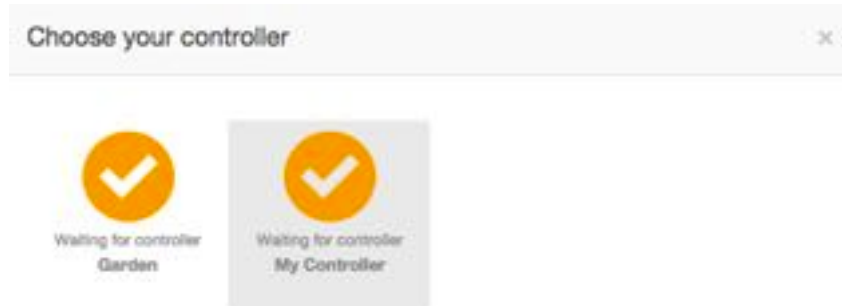
This area will display the status of your controller. If the controller is online you will see a green circle with a tick, and you can hover over this to see the last time the controller was synchronised. If the controller has been offline for 30 minutes or more then you will see a red triangle with an exclamation mark. If your controller remains offline for 24 hours we will send you an email.

## Changing your Current Controller

From the menu, choose the Controller link.



Choose the controller you want to view.



This will give you a list of all the controllers in your account. Click on the controller name to change to configuring that controller.

## Reports

You can access reports for your controllers by selecting Reports from the main menu.

Use the settings at the top of the screen to:

- Change the date range for the report
- Clear all report data
- Download a report to Excel
- Refresh a report

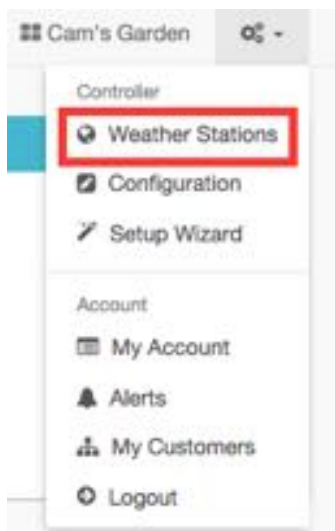
Report Name	Description
Watering Schedule	Shows the scheduled watering time for each zone. You can

	hover over each schedule to see more details about the planned watering.
Watering History (Actual)	Shows actual completed watering time for each zone. You can hover over each watering time to see more details about the watering.
Weather Forecast	Show the historical weather forecast plus the next 3 days forecast. Your controller will use this forecast to adjust your watering schedule.
Weather Station Temperatures	Shows daily maximum temperatures for each weather station that the controller is subscribed to. You can click on the weather station names at the bottom of the report to show their information in the report or exclude it. Hover over any temperature bar to see further information including the relevant time period and rainfall for that period.
Weather Station Rainfall	Shows daily rainfall for each weather station that the controller is subscribed to. You can click on the weather station names at the bottom of the report to show their information in the report or exclude it. Hover over any rainfall bar to see further information.
Weather Station Wind Gust	Shows wind gusts for each weather station that the controller is subscribed to. You can click on the weather station names at the bottom of the report to show their information in the report or exclude it. Hover over any wind gust bar to see further information.
Evapotranspiration (ET)	Shows daily evapotranspiration for each weather station that the controller is subscribed to. You can click on the weather station names at the bottom of the report to show their information in the report or exclude it.
Water Saving	Shows the estimated water saving for your controller over the last 7 days. During cold weather you would expect to see this percentage increase due to reduced watering. During hot weather you would expect to see this percentage decrease (and go negative) as the controller increases watering.
Flow Meter Measurements	If you have a flow meter installed, this report shows reported flow for each of your controller's zones.
Total Water Usage	Shows daily water usage as recorded by each flow meter. Also shows minimum and maximum water usage for any flow meter across the period as well as the average and total

	<p>water usage.</p> <p>You can click on the flow meter names at the bottom of the report to show their information in the report or exclude it.</p> <p>Hover over any flow meter bar to see how many zones were active at the time.</p>
Flow Rates (per minute)	<p>If you have a flow meter installed, this report shows instantaneous flow rates each time the controller records flow.</p> <p>Hover over any dot to see the flow rate and number of zones active at the time.</p>
Sensor Levels	<p>If you have a rain sensor, moisture sensor or any other 'level' based sensor configured this report will show the historical status of your sensor (open or closed).</p>
Smart Water Balance	<p>Shows the irrigation balance for each zone on a given day.</p> <p>Also shows the minimum and maximum irrigation balance over the report period.</p> <p>You can click on the zone names at the bottom of the report to show their information in the report or exclude it.</p> <p>Hover over the graph to see information on evapotranspiration, rainfall and irrigation amounts.</p>
Monthly Evapotranspiration and Rainfall	<p>Shows the historical ET and rainfall in your area. This data is based on a 12 year average.</p>
Monthly Temperature and Rainfall	<p>Shows the historical temperature and rainfall in your area. This data is based on a 12 year average.</p>

## Weather Stations

To change the location of your controller or the weather stations you're subscribed to, select **Weather Stations** from the menu in the top right hand corner.



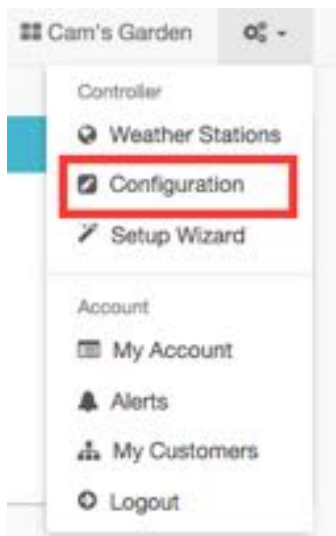
Hydrawise supports 2 main types of weather stations:

**Airport Weather Stations** Weather stations which are based at airports. These are generally highly reliable because they are maintained by professional organisations. These weather stations are available to all users

**Personal Weather Stations** These weather stations are maintained by amateurs. The quality of these stations varies – some are good, some are not reliable. For this reason these weather stations are only available to users on an Enthusiast plan and users are permitted to select up to 5 weather stations to remove issues associated with the quality of weather data from personal weather stations

## Configuration

To change the configuration of your controller, select **Configuration** from the menu in the top right hand corner.



## Controller Settings

Here you can see your controller settings and add/remove a serial number.

A screenshot of the 'Controller Settings for My Controller' page. The page displays a list of settings and their values:

Controller Name	My Controller
Serial Number	
Software Version	
Model	Trial controller with 12 zones
Controller Status	Trial
Notification Email	Using organisation notification email
Notify	After no contact for 1 day
Units	F & Gallons
Timezone	
Inter Zone Delay	0 seconds
Master Valve Delay	0 seconds
Offline mode	Use static watering times
Hide Password	No

Some configuration options include –

**Controller Name** The name of your controller

<b>Serial Number</b>	The controller's serial number. Click 'Remove Serial' to remove the serial number and replace it with another physical controller
<b>Notification Email</b>	The email address notifications are sent to when the controller is offline, or Hydrawise need to contact you (for example when your subscription plan is about to end)
<b>Notify</b>	The amount of time that your controller is offline for before we notify you
<b>Units</b>	The units used for reports, alerts and elsewhere in the app
<b>Inter Zone Delay</b>	The number of seconds to insert between each zone watering when calculating scheduled
<b>Master Valve Delay</b>	The minimum number of seconds that the master valve should be active before any zone starts
<b>Hide password</b>	If set to yes, this will hide your wireless password on the controller. If your controller is in a publically accessible area we recommend you hide your password

## Expansion Modules

Here you can see your expansion modules and when they last made contact. You can also add or remove expansion modules.

Up to 2 expansion modules can be added to a single controller.

Expander Name	Expander ID	Last Contact	Actions
Module 1	1	Never	

[Add Expansion Module](#)

When you add an expansion module you will need to give it a name and specify the ID number that you selected when setting up the module.

Add an expansion module

Expansion Module Name

This is a name for the expansion module

Expander ID

1

Each expander module has a selectable ID between 1 and 5. This must match the ID selected on the expander unit.

Cancel Create

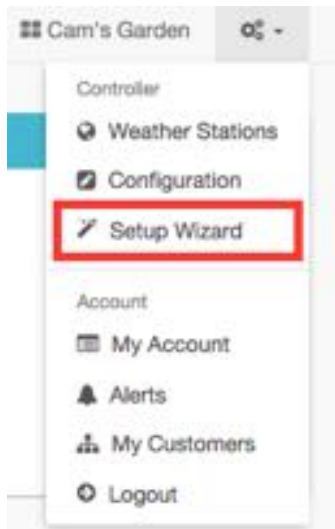
## Offline Water Adjustments

Offline water adjustments allow the controller to automatically adjust the amount of watering on a month-by-month basis if the controller is in Offline mode.

Offline Water Adjustments											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
100	100	100	100	100	100	100	100	100	100	100	100

## Setup Wizard

To change the setup of your controller, select **Setup Wizard** from the menu in the top right hand corner.



## My Account

From your account screen you can:

1. Update your [account details](#)
2. Manage your [controllers](#)
3. Manage [users](#)
4. Manage [files](#)

## Account Details

Here you can change your password, change your plan and change your account visibility settings.

By default, nobody else can see your account. However, if you want help from a Hydrawise contractor then you can choose to make your account visible to the contractor so that they can help you with configuration or troubleshooting.

You can also [register as a contractor](#).



**Your Account Details**

Login Name: Nicole [Change Password](#)  
 Email Address: [Redacted]  
 Account Name: Nicole  
 Plan Type: Enthusiast (expires on Fri 22 Sep 2017) [Change Plan](#)  
 Image Storage: 0.0MB of 4MB  
 File Storage: 0.0MB of 4MB  
 API Key: [Generate API Key](#)  
 Notification Email: [Redacted]  
 SMS Alerts: Sent 0 SMS in last 30 days  
 Controllers: 0 controllers linked to your account

Account visibility: Your account is private [Change](#)  
 Contractor Settings: You do not have a contractor plan [Change](#)

## Controllers

Here you can see a summary of your controllers. You can also [manage](#) or delete a controller.

**My Controller Summary**

Controller	Customer Name	Serial Number	Last Contact	Actions
My Controller	Nicole		Never	<a href="#">Manage</a> <a href="#">Delete</a> <a href="#">Share</a>
Garden	Nicole		Never	<a href="#">Manage</a> <a href="#">Delete</a> <a href="#">Share</a>

[Add Controller](#) Previous 1 Next

## Users

Here you can see which users have access to manage your controller. Users can have access to change configuration or to just view configuration.

Note that this list is separate from any contractors which you have given access to under Account Details.

**My Account Users**

Name	Email Address	Last Login	Actions
Terry	<a href="#">Full access</a>	24 days ago	<a href="#">Delete</a>
Cameron	<a href="#">Super Admin</a>	1 hour 39 minutes ago	<a href="#">Delete</a>

[Add User](#)

You can also add or delete a user. Multiple users are supported for customers on an Enthusiast plan.

**Add a new user** X

User Name   
This is the user's name

Email Address   
This is the user's email address. We will send a verification email to this address.

Type of User   
Choose what the user can do in their account

- User Name**                      The name of the new user
- Email Address**                The email address that the new user will use to log into their account
- Type of User**                    If you want the user to have full control over the controllers, select "Can modify configuration and run zones"  
     If you don't want the user to be able to change configuration, select "Can view configuration, manually run zones"

Click **Create** – the user will get an activation email and when they visit their Dashboard for the first time they will need to select a password.

## Files

Here you can upload files which are useful in managing your garden. For example, you might like to add a picture which shows the layout of your garden and zones. Uploading of files is supported for Enthusiast plan customers.

My Files						
Description	Size	Uploaded Date	View	Tags	Actions	
Garden Layout.png	23105	Wed 2nd March @ 11:13am	Download	Select tags for this file	<input type="button" value="Delete"/>	
<input type="button" value="+ Add file..."/>			<input type="button" value="Previous"/> <input type="button" value="1"/> <input type="button" value="Next"/>			

## Contractors

If you're a landscape or irrigation contractor a Hydrowise Contractor account with a Hydrowise controller can save you and your customers time and money. It offers automatic schedule adjustments based on internet weather stations with a simple to use interface.

You can:

- avoid onsite visits by fixing your customer's irrigation from your smartphone or tablet
- store irrigation or landscape designs in your account for easy reference later
- stop customers from making changes to their controller without your permission
- manage thousands of different customers from the Hydrowise app and easily change controller settings for any of your customers with just 2 clicks
- see all irrigation issues from one interface – manage your customers' irrigation

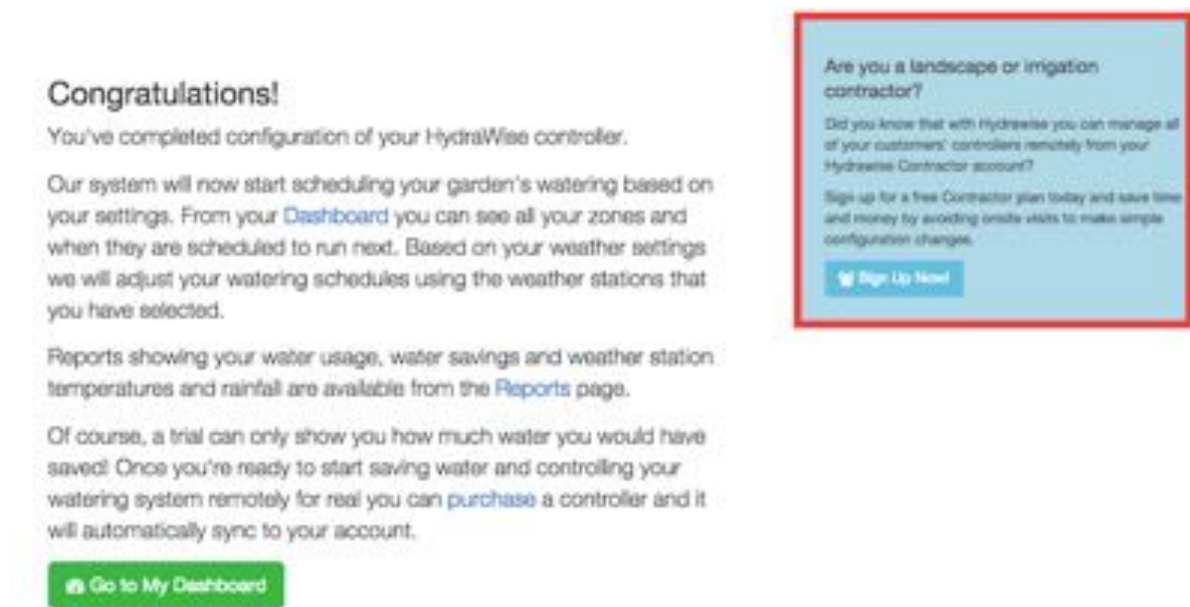
Hydrowise Contractor accounts are free for up to 5 controllers. You can create 'test' controllers online to see how it works – there's no commitment to purchase.

## How to Register as a Contractor

To register as a contractor you'll first need to sign up for an account. You can do this without purchasing a controller.

From the Hydrowise home page, click on Sign Up at the top of the page. Either fill in your details or use your Facebook account to sign in.

You'll get an activation email – once you click on the link in the email you'll be invited to go through a wizard to set up your first controller. At the end of the wizard, you'll have the opportunity to sign up for a contractor plan.



Click on **Sign Up Now** - this will show the Register for a Contractor Plan screen.

Register for a Contractor plan

1 Choose a plan + 2 Business details + 3 Finish

Contractor plans allow you to manage your customers' controllers whilst on the road.

With a Contractor plan you can -

- Manage up to thousands of controllers remotely from your Hydrawise account
- Limit configuration changes customers can make so you know that the configuration you originally set up hasn't been changed
- Get alerts sent to your account instead of to your customer
- Offer a managed irrigation service

Contractor plans are valid for 1 year.

Contractor Starter	Contractor
<b>\$0</b> per year	<b>\$150</b> per year
<ul style="list-style-type: none"><li>✓ Create and manage accounts for your customers</li><li>✓ Limit changes a customer can make to their controller's configuration</li><li>✓ Manage up to 8 controllers from your account</li></ul>	<ul style="list-style-type: none"><li>✓ Create and manage accounts for your customers</li><li>✓ Limit changes a customer can make to their controller's configuration</li><li>✓ Manage up to 60 controllers from your account</li></ul>
Select this plan	Select this plan

Cancel

If you choose a plan with an associated price you'll be taken to Paypal to pay for the plan. Then you can enter your business details.

Register for a Contractor plan

1 Choose a plan • 2 Business details • 3 Finish

### Enter your business details

**Your Business Name**

John Smith

This name will appear in our list of Hydrawise contractors

**Contact Details**

+1 550 444 3333

This contact number will appear next to your business

**Business Location**

Tulsa Oklahoma

Your address will help Hydrawise customers find you

**Website**

www.johnsmith.com

This name will appear in our list of Hydrawise contractors

**Business Description**

We do great gardens!

This description will appear next to your business in our list of Hydrawise contractors

I want my details listed online so customers can find me

Register

Cancel

<b>Your Business Name</b>	The name of your business
<b>Contact Details</b>	Your phone number or email address
<b>Business Location</b>	Where your business is located
<b>Website</b>	Your business website address
<b>Business Description</b>	A brief description of the services you offer

If you would like your details to be available to Hydrawise customers, tick the “I want my details listed online so customers can find me” box. Now that you’re set up as a contractor, you can either add a customer to your account or ask your customers to select you as their contractor – see [How to Add a Customer to Your Account](#). Your Contractor Settings show how your details will look to Hydrawise customers.

1. Click on Settings -> My Account

To change them, click on **Change**. Either confirm your existing plan or choose a new one, then update your details.

## The Hydrawise Contractor Portal

Hydrawise accounts with a Contractor plan have a dedicated portal for creating and managing your customers and controllers.

To get to your portal go to **Settings -> My Customers**. If you haven't already registered for a contractor plan then you can do that here, otherwise the portal will show you details on all your current customers.

## Dashboard

The dashboard shows you key information about your customers and their controllers.

You can see recent alerts for your customers' controllers – these alerts are based on Alerts which are configured for your customer's controllers. To see all events (including any alerts), go to the section Customer Events.

You can also see how many customers you have, including any which are yet to give you access to configure their account – these show as pending. There are also statistics on the controllers you manage and whether they're online or offline.

## Customers and Controllers

This section allows you to configure all your customers and their controllers. You can also see your own controllers.

When you first enter the screen you'll see a list of your customers. From here you can also [add a customer](#). Customers will be colour-coded by the type of plan they have:

- Green for a Home plan
- Orange for an Enthusiast plan
- Blue for a Contractor plan

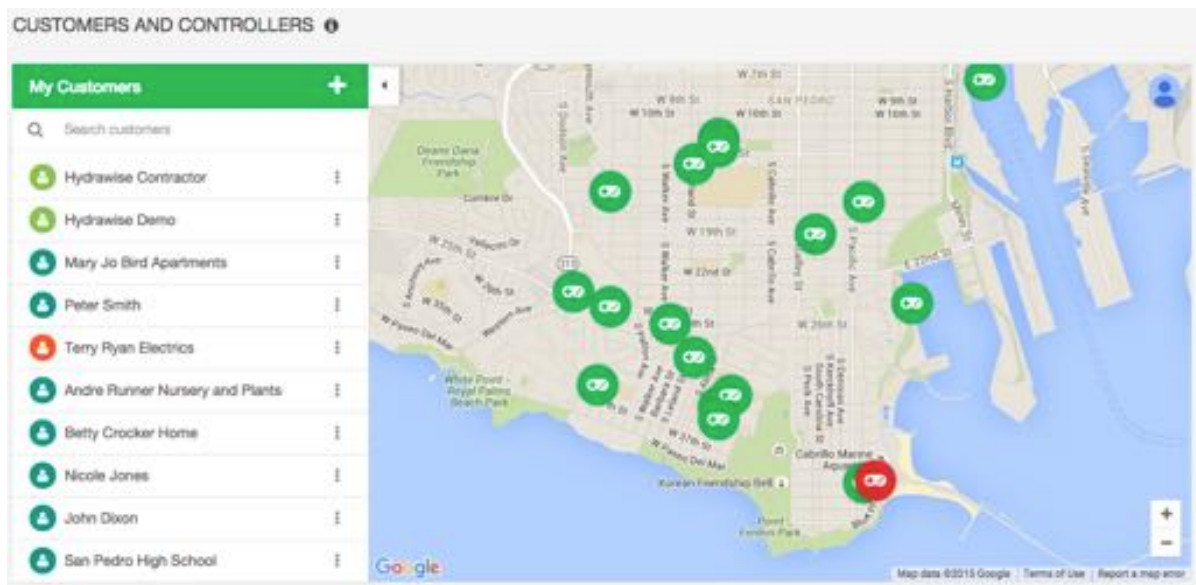
There's also a map which shows all the controllers you manage unless you're using a small screen. Controllers on the map are colour-coded by their status:

- Green: online
- Red: offline
- Yellow: this controller is not yet linked to a physical device. To do so, you can [configure the controller](#) and [attach a serial number](#).

Click on a controller on the map to see status information and also configure the controller.

You can use the search box to find your customers by name, email address, controller status or serial number. Simply clear the search box if you want to see all your customers.

To manage a customer, either click on their name or use the menu next to their name to show their details. You can also use the menu to remove this customer from your account. Once you're looking at a customer you'll be able to configure their plans, controllers and users.



## Customer Events

This section shows all events for your customers' controllers, with the most recent events at the top. Events can be errors, warnings or information and you can use the buttons at the top of the section to filter the type of events you want to see.

If you don't need to see the events anymore you can either click Acknowledge next to a specific event or click Acknowledge All Events.

You can change the number of events shown on the page. You can also search for events by a range of information including:

- Customer name



- Controller name
- Date
- Event information keywords, e.g. “flow” or “usage”
- Event severity

**CUSTOMER EVENTS**

Info Warning Error Acknowledge All Events

10 records per page

Customer	Event	Severity	Controller	Time	Action
Anthony Long Personal	Controller Anthony is offline	Error	Anthony	October 22, 2015 at 9:27 pm	Acknowledge
Rheyans House	Water usage for Flow Meter Flow Meter was below your alert threshold of 10% for zone Back Lawn.  Measured water usage for this zone was 0.3 gallons over 5 minutes.  The previous time this zone watered on Fri, 23 Oct 2015 09:40:59 +1100 water usage was 105.7 gallons over 1 minute.	Error	Rheyans House	October 22, 2015 at 6:50 pm	Acknowledge
Rheyans House	Zone Back Garden Beds stopped due to overcurrent	Error	Rheyans House	October 22, 2015 at 6:33 pm	Acknowledge

Showing 1 to 3 of 3 entries (filtered from 197 total entries) ← Previous 1 Next →

## My Business

From here you can see what plan you’re on and change it.

You can also see how your business details appear to customers on our website and [update them](#).

**MY BUSINESS**

**PLAN TYPE**  
Contractor (expires on Thu 29 Jun 2017)  
Contractor Starter (expires on Fri 21 Oct 2016)

[Change Plan](#)

**CONTRACTOR SETTINGS**  
You are on a contractor plan and this is how your contact details appear to your customers

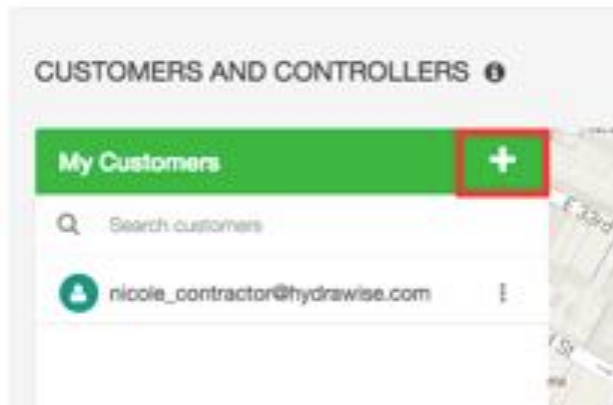
[Click to change](#)

**Hydrawise Contractor**  
Long Beach CA  
Hydrawise The smartest irrigation control systems .

## How to Add a Customer

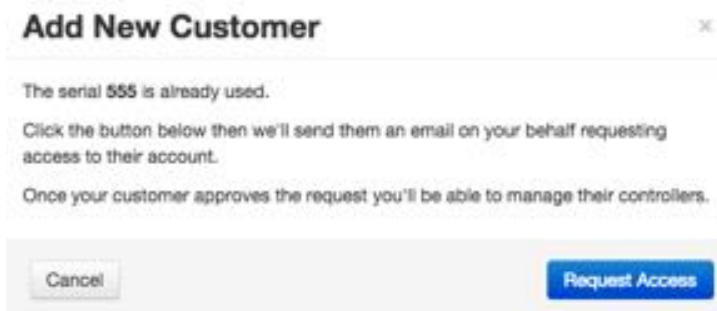
To add a new customer click on the Plus (+) button next to My Customers:





This will show the **Add a Customer** screen –

1. Enter your customer's email address or serial number and click **Next**
2. If your customer already has a Hydrowise account the system will detect this and your customer will need to grant you permission to view their account:
  - Click **Request Access** – this will send them an email asking them to grant you access to manage their controller



3. If your customer does not yet have a Hydrowise account then enter the customer details as shown below and an account will be created for them.

**Add New Customer**

**Customer's Email**  
  
 Enter the new account's customer email

**Customer's Name**  
  
 Enter the new account's customer name

**Type of User**  
  
 Choose what the user can do in their account

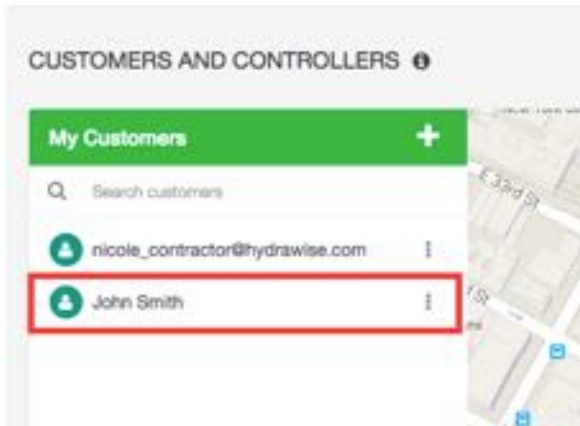
**Send Notifications To**  
  
 This is the user that notifications will be sent to

Send activation email to me instead of customer's email address

<b>Customer's Email</b>	The email address that the customer will use to log into their account
<b>Customer Name</b>	The customer's name
<b>Type of User</b>	<p>If you want your customer to have full control over their system, select "Can modify configuration and run zones"</p> <p>If you don't want your customer to be able to change their configuration, select "Can view configuration, manually run zones"</p>
<b>Send Notifications To</b>	Choose where to send emails about a controller being offline or plans requiring renewal. This can be either your email address or your customer's email address
<b>Send activation email to me</b>	If you don't want the customer to receive an account activation email then tick this box and the activation email will be sent to your email address instead.

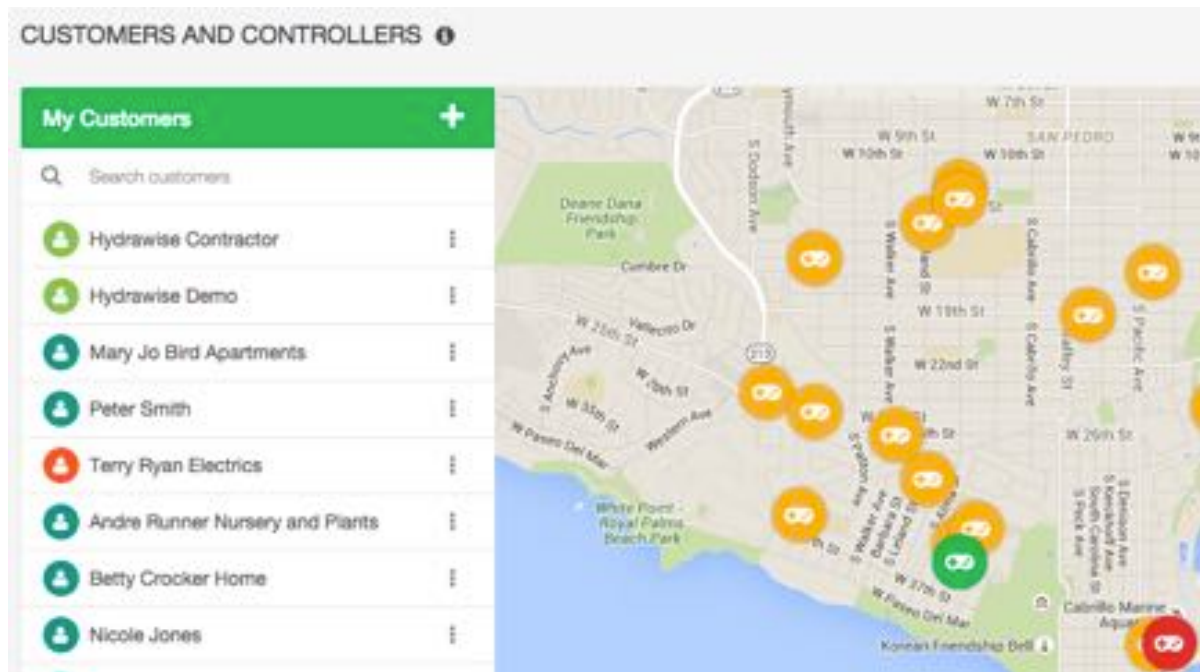
Once you click **Create** you'll be taken through a wizard to set up your customer's controller and it will be linked to your account. If you chose, you'll receive the activation email, otherwise, it will be sent to the customer.

Once their account is activated and they can log in and view their Dashboard, they will need to set a password. Your new customer will now be visible in your list of customers in the Contractor portal.



## Managing Customers and Controllers

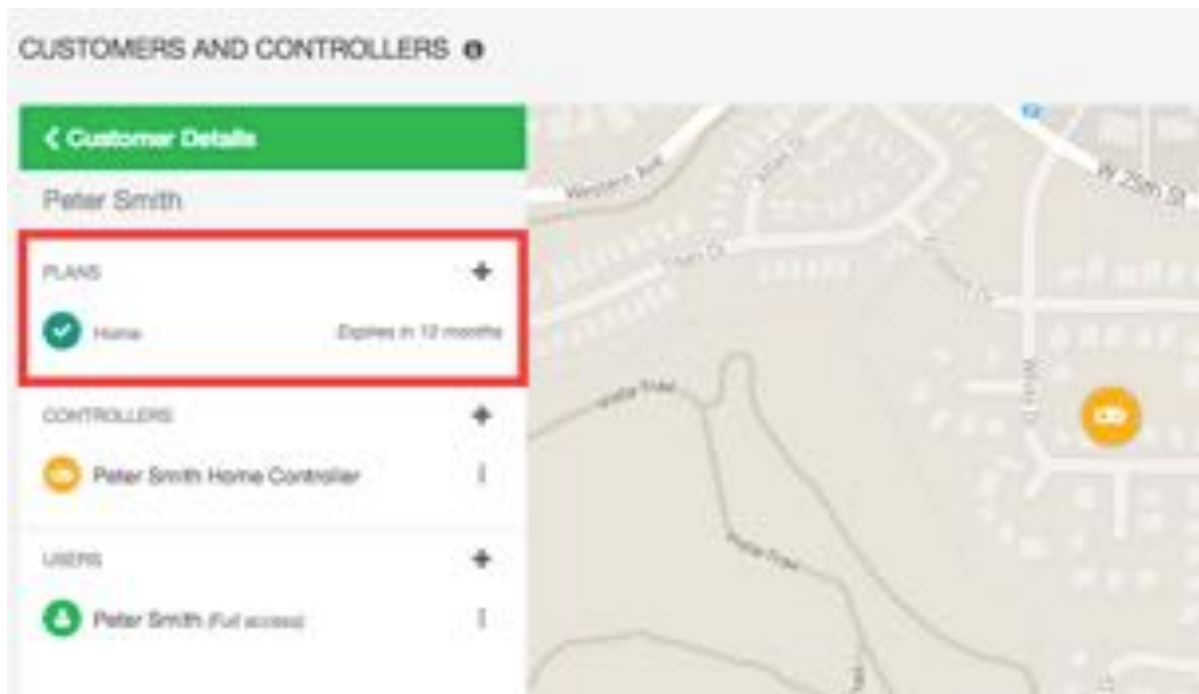
In the [contractor portal](#) go to the Customers and Controllers section.



Click on any customer name to drill down to information specific to that customer.

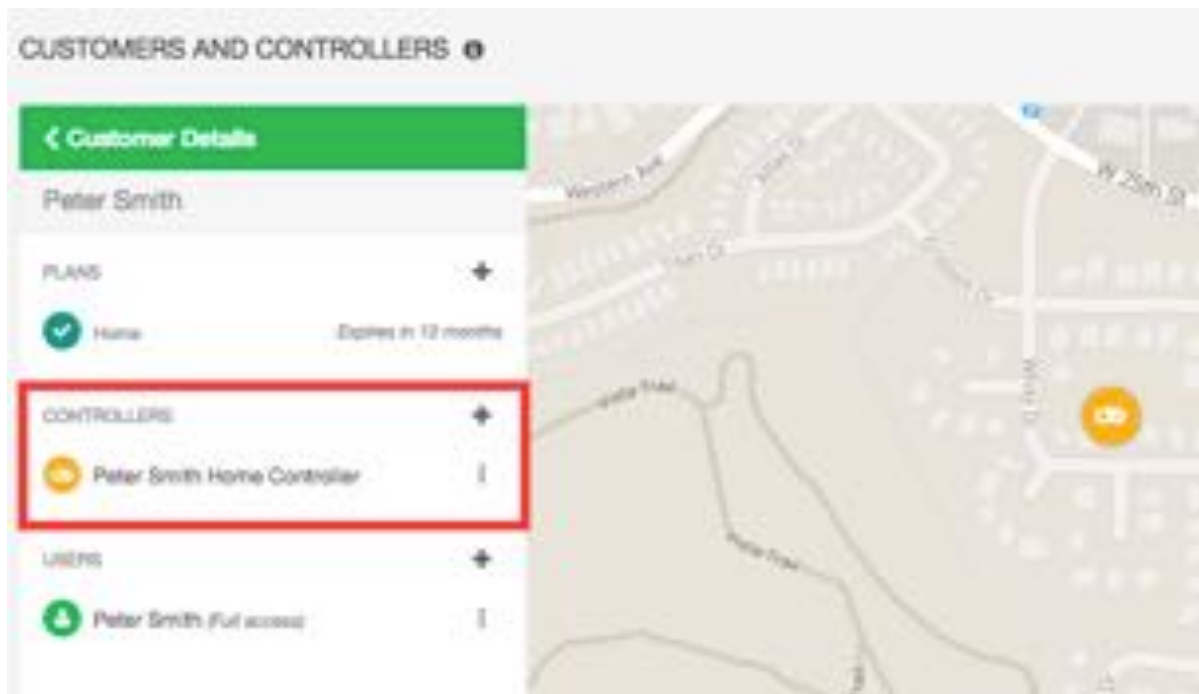
## Plans

The plans section shows you which subscription plan your customer has and when they'll expire. You can also [add plans](#).



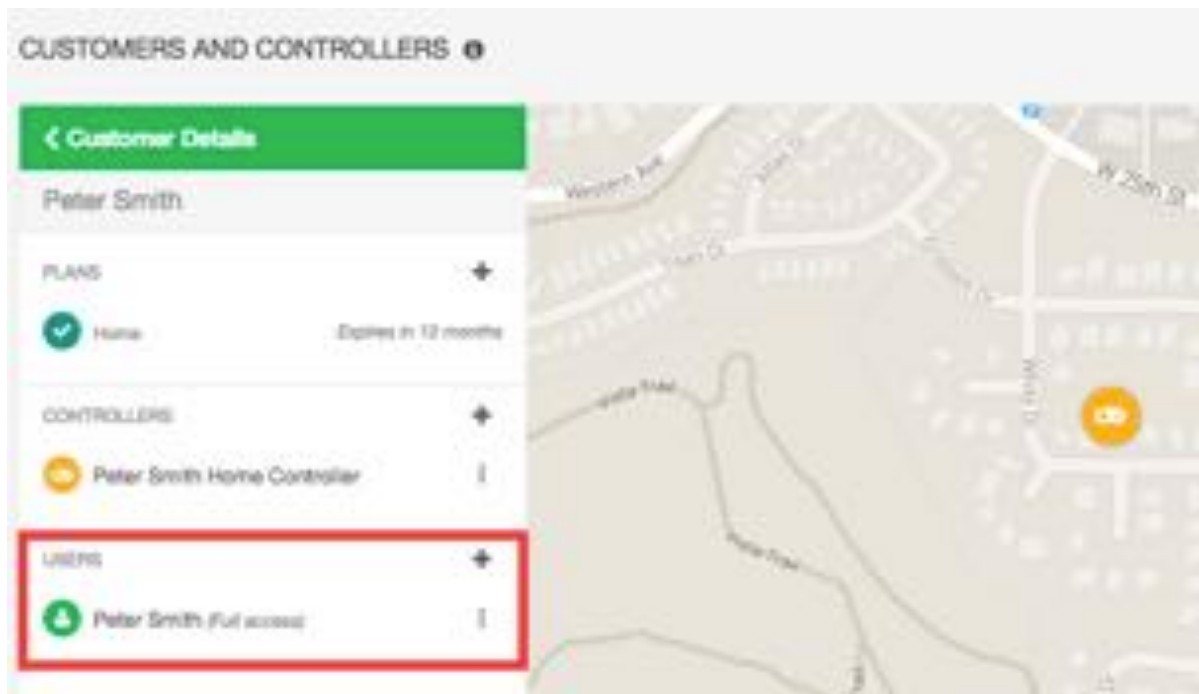
## Controllers

The controllers section shows you this customer's controllers. You can [add a controller](#) from here. You can also [configure controllers](#).



## Users

The users section shows you all the users associated with your customer. You [add a user](#) from here. You can also click on the user name or choose View Details from the menu which will allow you to [manage the user](#).



## How to Update your Business Details

As a landscape contractor, you can make your business details available to existing Hydrawise customers. Customers can then choose you to manage their controllers.

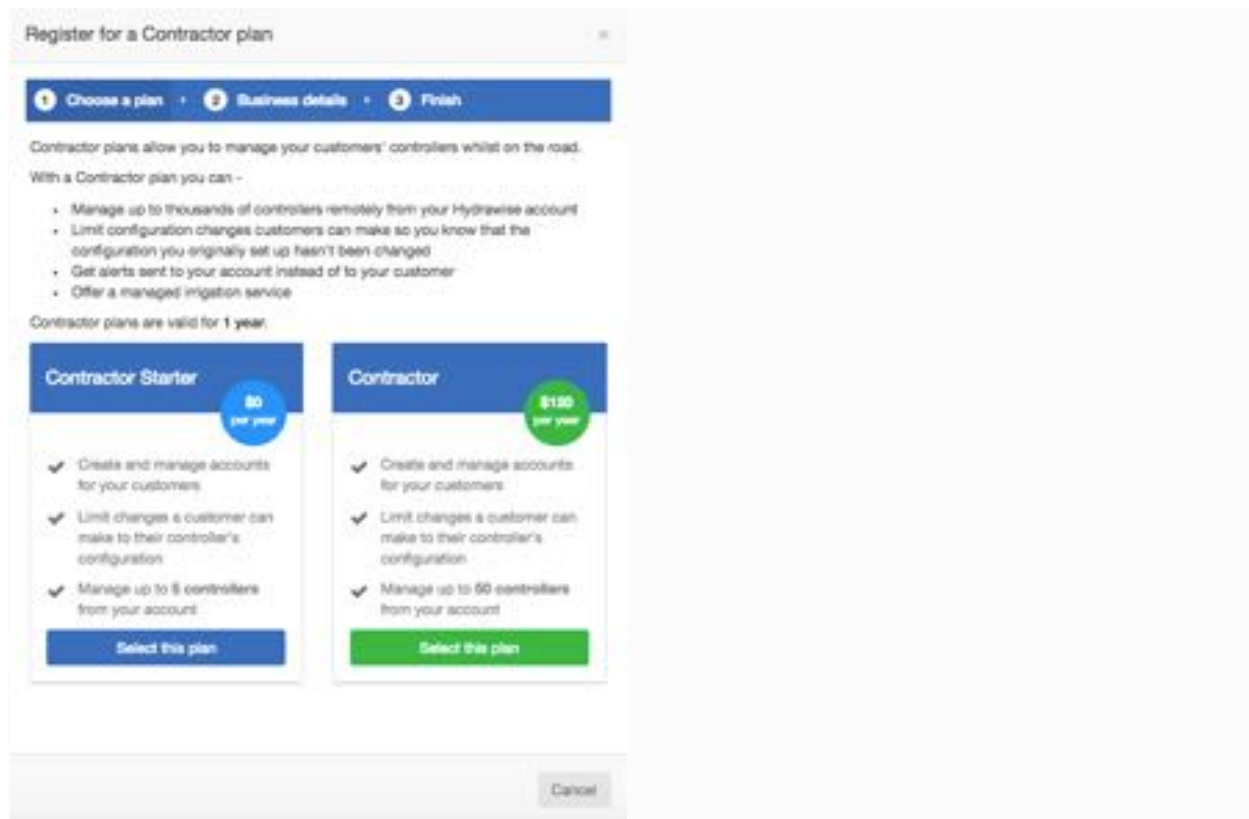
**Note:** if you're already registered as a contractor, you can update your details in two ways:

- via your **My Account** screen – simply click **Change** next to your **Contractor Settings**, choose your existing plan and update your details.
- via the **Contractor Portal**

If you're not already registered as a contractor, you can do so via your **My Account** screen.

1. Click on **Settings -> My Account**

Next to Contractor Settings, click on **Change**. This will show the Register for a Contractor Plan screen



If you choose a plan with an associated price you'll be taken to Paypal to pay for the plan. Then you can enter your business details.

Register for a Contractor plan

1 Choose a plan • 2 Business details • 3 Finish

### Enter your business details

**Your Business Name**

John Smith

This name will appear in our list of Hydrawise contractors

**Contact Details**

+1 555 4444 3333

This contact number will appear next to your business

**Business Location**

Tulsa Oklahoma

Your address will help Hydrawise customers find you

**Website**

www.johnsmith.com

This name will appear in our list of Hydrawise contractors

**Business Description**

We do great gardens!

This description will appear next to your business in our list of Hydrawise contractors

I want my details listed online so customers can find me

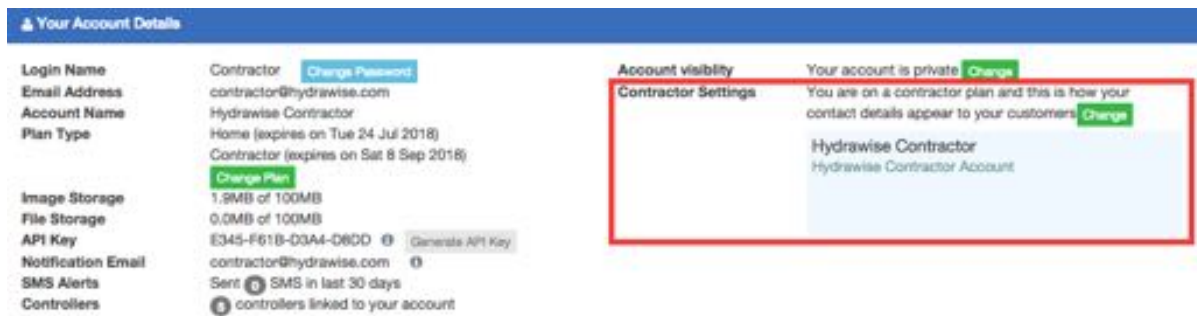
Register

Cancel

<b>Your Business Name</b>	The name of your business
<b>Contact Details</b>	Your phone number or email address
<b>Business Location</b>	Where your business is located
<b>Website</b>	Your business website address
<b>Business Description</b>	A brief description of the services you offer

If you would like your details to be available to Hydrawise customers, tick the “I want my details listed online so customers can find me” box. Now that you’re set up as a contractor, you can either add a customer to your account or ask your customers to select you as their contractor – see [How to Add a Customer to Your Account](#). Your **Contractor Settings** show how your details will look to Hydrawise customers.

1. Click on **Settings -> My Account**

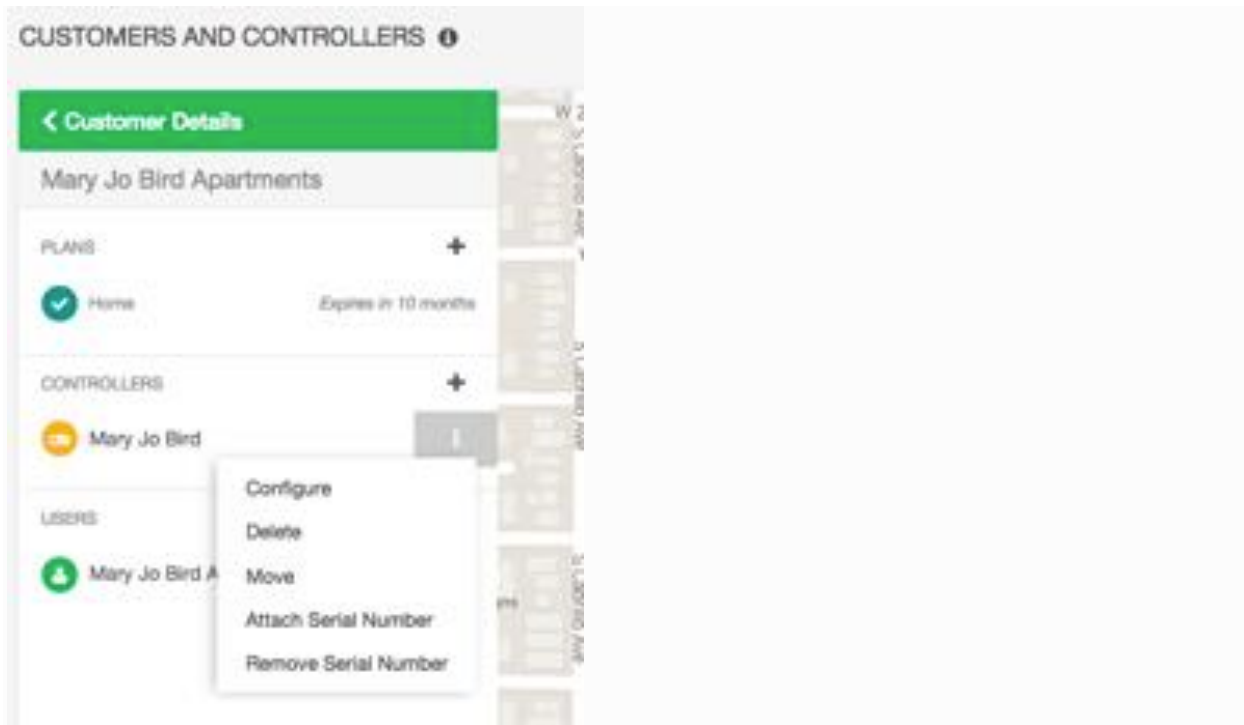


To change them, click on **Change**. Either confirm your existing plan or choose a new one, then update your details.

## How to Configure your Customers' Controllers

In the [contractor portal](#), find your customer and click on their name to configure their details. Find the controller you're interested in and use the menu to:

1. [Configure](#) a controller
2. [Delete](#) a controller
3. [Move](#) a controller to another customer
4. [Attach](#) a serial number to the controller
5. [Remove](#) a serial number from a controller



## Configure a Controller





## Delete a Controller

If the controller is no longer being used, you can delete it.

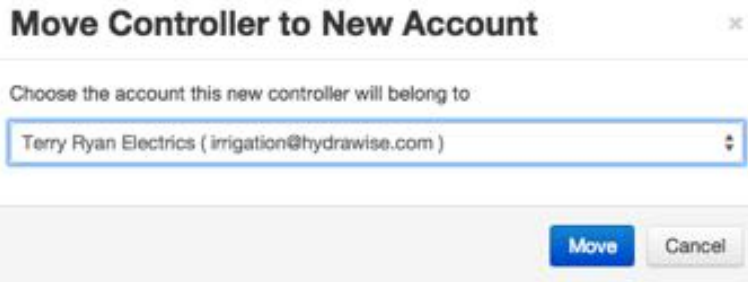


## Move a Controller

You can move a controller from your own account to a customer account. However you can't move the controller between customers.



Select the account to which you're moving the controller and click **Move**.

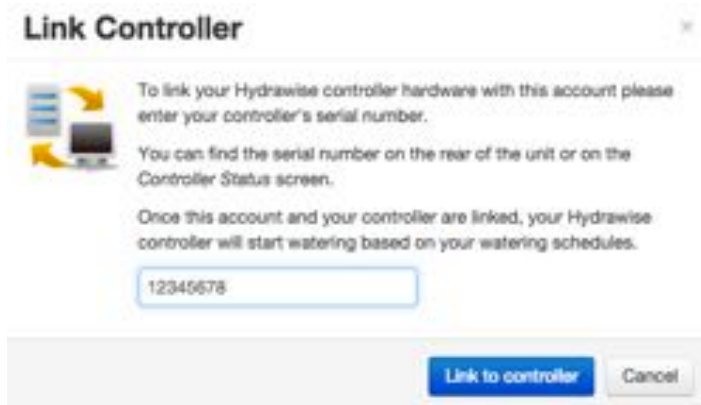


## Attach a Serial Number

This allows you to associate the serial number with the controller.



Enter the serial number and click **Link to Controller**.



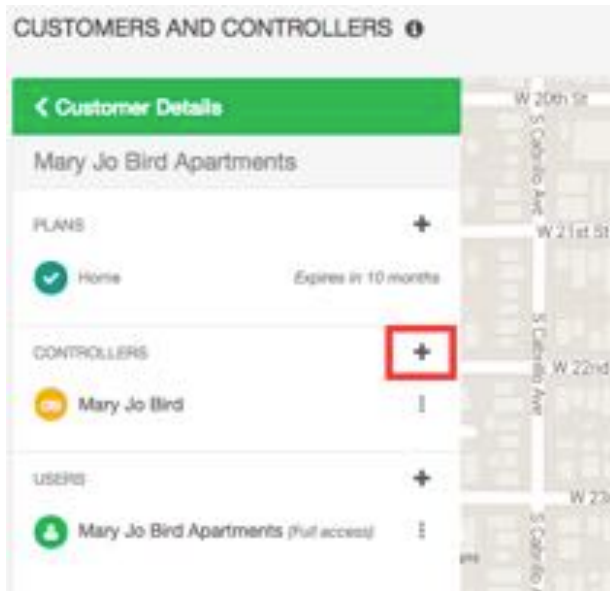
## Remove a Serial Number

This allows you to remove the serial number from the controller.



## How to Add a Controller for a Customer

In the [contractor portal](#), find your customer and click on their name to configure their details. You'll see their controllers and can click on the **plus** sign to add a controller, which will display the Add New Controller screen.



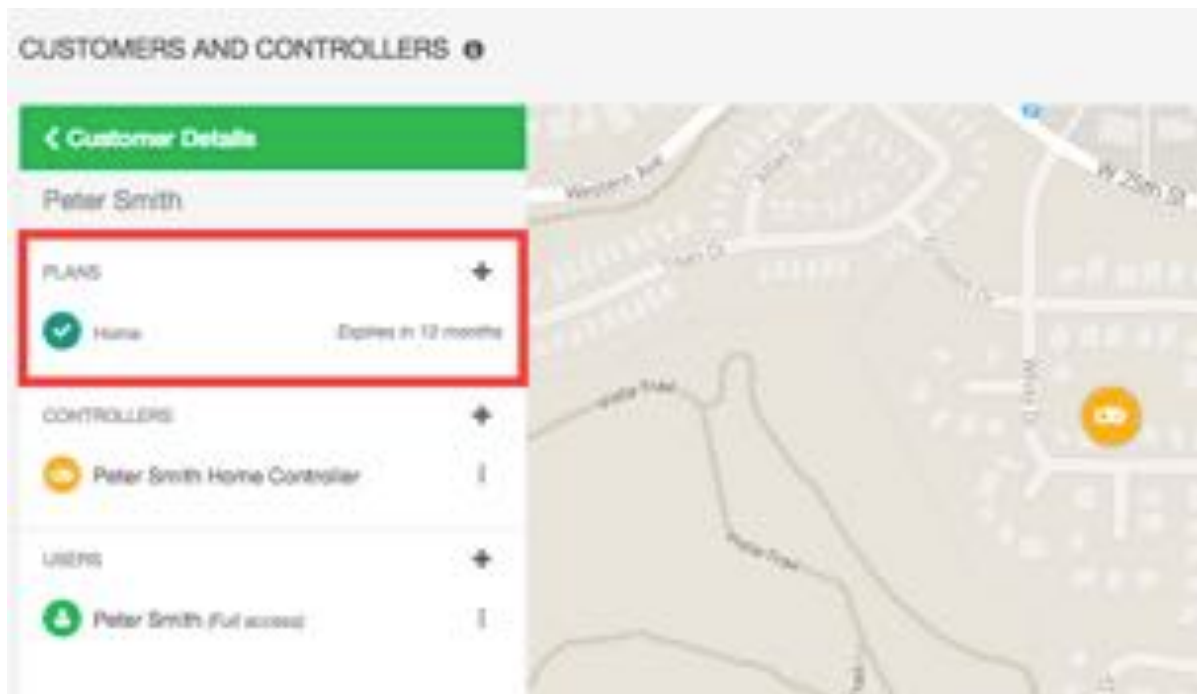
Enter the name of the controller and the serial number if you know it, then click **Create**.

A screenshot of the 'Add New Controller' form. It has a title bar with 'Add New Controller' and a close button. The form contains two input fields: 'Controller Name' with the value 'Pete's Controller' and a placeholder 'Enter the name of the new controller'; and 'Serial Number' which is empty with a placeholder 'If you know the serial number of the controller enter it here, otherwise leave it blank'. At the bottom, there are two buttons: 'Create' (highlighted in blue) and 'Cancel'.

This will add the controller to the customer and you will see it in the list. You can click on it to see status information and from here you can [configure the controller](#). Note that your new controller will not appear on the map until you have gone through the configuration wizard for the controller and entered an address for it.

## How to Add a Plan to a Customer

In the [contractor portal](#), find your customer and click on their name to configure their details. You'll see what plans the customer has and when they're going to expire.



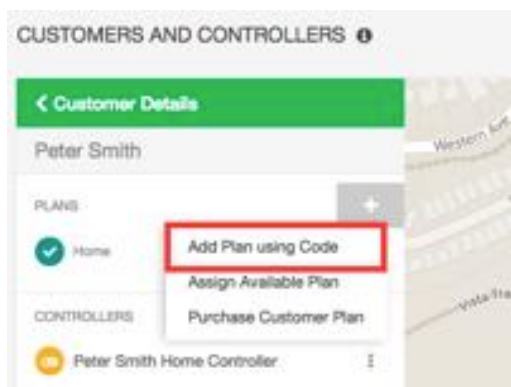
You can also:

1. [Add](#) a Plan using a Code you've received from a retailer
2. [Assign](#) a Plan you've previously purchased
3. [Purchase](#) a Plan

### Add a Plan using a Code

If you've purchased a plan card with a code on the back from a retailer, or if they've given you the plan code, you can use this to assign the plan to your customer. The plan code will look like 4 characters followed by a dash and another 4 characters (for example 45F2-644E).

Click on the menu and select Add Plan using Code.



You'll be prompted to enter the 8 digit pin code, then click **Assign** and the plan code will be assigned to your customer.

## Assign Plan to Customer

**Warning** Once a plan is assigned to a customer it cannot be removed. This action cannot be undone!

Card Pin

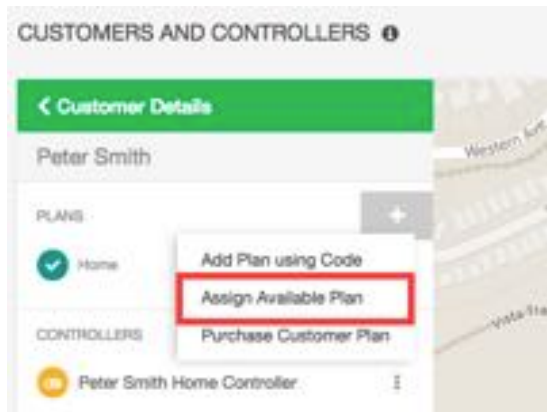
This is the 8 digit pin on the back of the plan card you received from your retailer

Enter the Plan Code and click Assign.

## Assign an Available Plan

If you've purchased plans online, or you have received some free plans with your Gold, Silver or Bronze contractor plan, and haven't yet assigned them to a customer, these are available for you to assign to customers.

Click on the menu and select Assign Available Plan.



You'll see a list of available plans – choose the one you want and click on **Add Plan** to assign it to the customer.

## Assign Available Plan to Customer

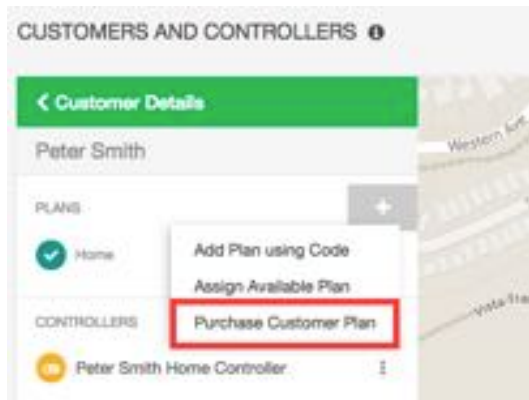
**Customer**  
Peter Smith

**Choose a Plan to Assign to your Customer**

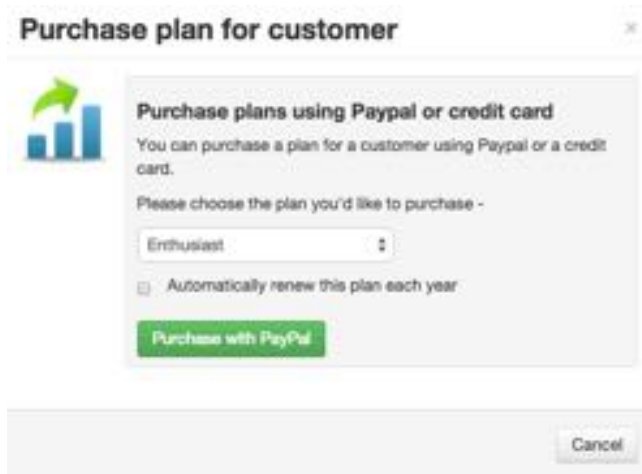
## Purchase Customer Plan

If you don't have any plans available you can purchase one from here.

Click on the menu and select Purchase Customer Plan.



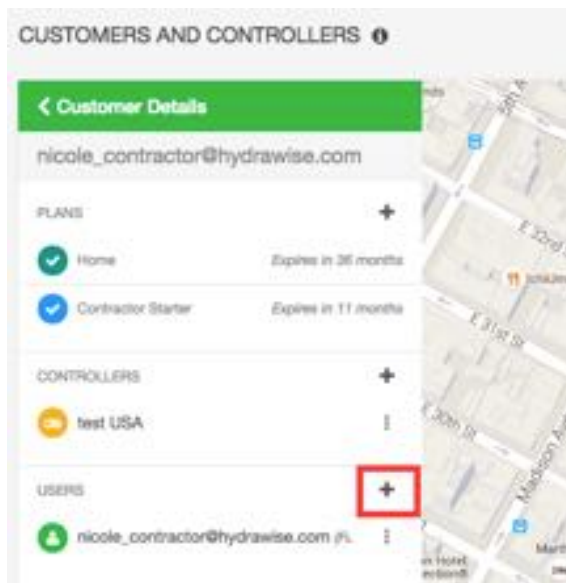
Choose the plan you want to purchase and select whether or not you'd like it to be automatically renewed, then continue to Paypal to pay for the plan.



## How to Add a User

You may want to have several people in your organisation manage your customers' controllers. Or your customers may have more than one person in their household or business who wants to manage their controller. You can do this by adding extra users for a customer.

In the [contractor portal](#), find your customer and click on their name to configure their details.



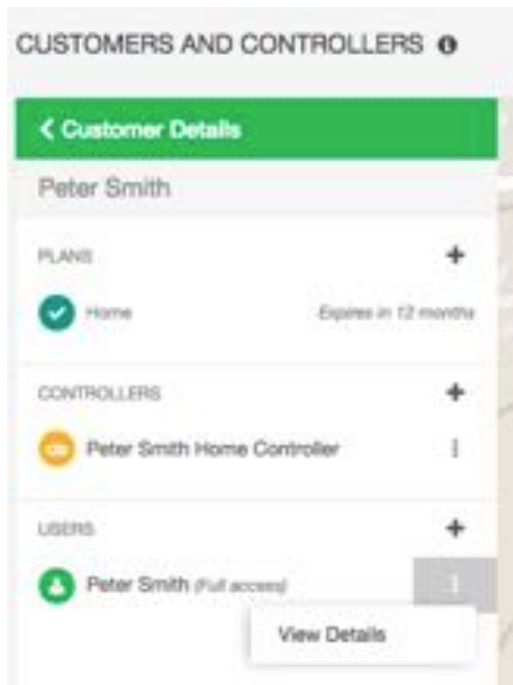
This will show the New User screen.

- User Name**                      The name of the new user
- Email Address**                The email address that the new user will use to log into their account
- Type of User**                    If you want your customer to have full control over their system, select “Can modify configuration and run zones”  
     If you don’t want your customer to be able to change their configuration, select “Can view configuration, manually run zones”

Click **Create** – the user will get an activation email and when they visit their Dashboard for the first time they will need to select a password.

## How to Manage Users

In the [contractor portal](#), find your customer and click on their name to configure their details. Find the user you're interested in and either click on their name or use the menu to view their details.



Here you can see the user's:

- Name
- Email address
- Permissions

You can also

1. [Edit](#) the user
2. [Delete](#) the user
3. [Resend](#) the activation email
4. [Send](#) a lost password email



## Edit the User



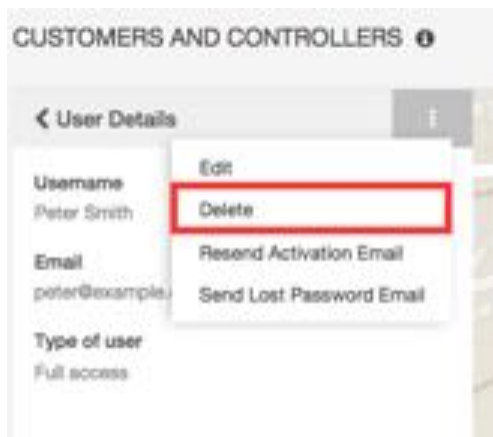
This allows you to set the user's permissions.

- If you want the user to have full control over the controller, select “Can modify configuration and run zones”
- If you don't want the user to be able to change the configuration, select “Can view configuration, manually run zones”



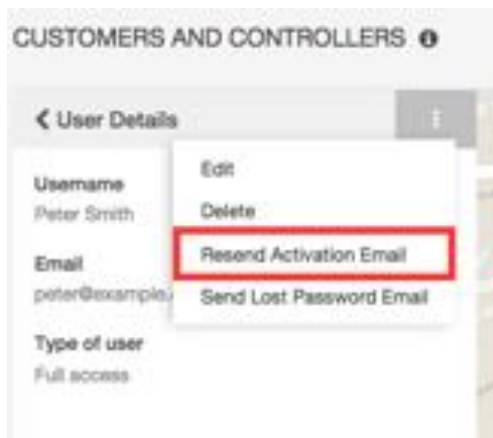
## Delete the User

This allows you to delete this user.



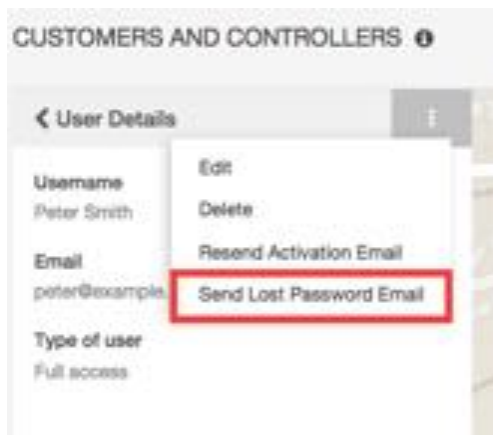
### Resend the Activation Email

This allows you to re-send the account activation email to this user, in case, they can't find it.



### Send a Lost Password Email

This allows you to send an email to the user to allow them to reset their password.

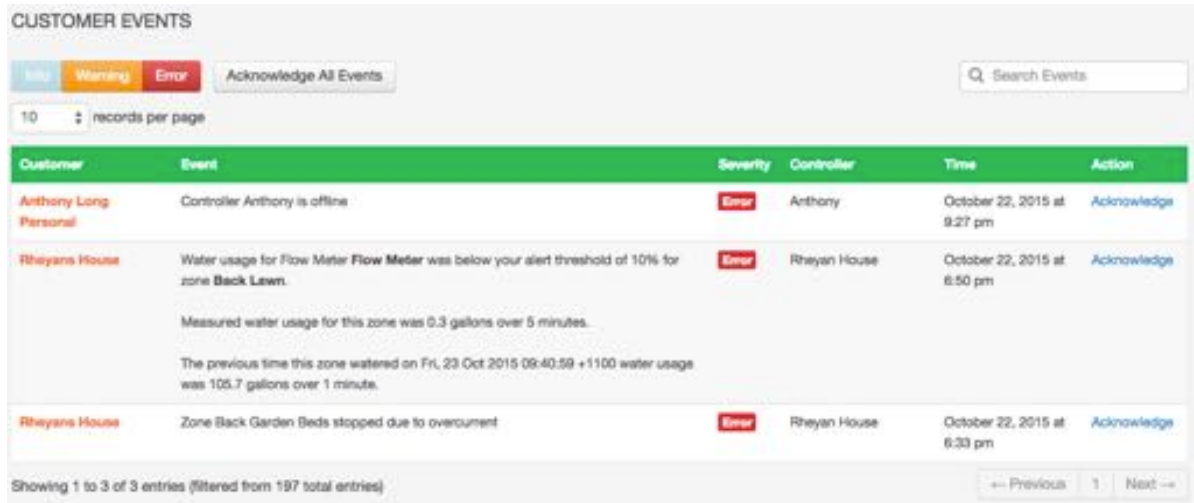


## How to Monitor your Customers' Controllers

Information about the status of your customers' controllers will show up on your My Customers screen.

## 1. Click on **Settings** → **My Customers**

In the Customer Events section, you can see different types of events. Use the **Info**, **Warning** and **Error** buttons to show or hide different types of events.



The screenshot shows the 'CUSTOMER EVENTS' interface. At the top, there are buttons for 'Info', 'Warning', and 'Error', along with an 'Acknowledge All Events' button and a search box labeled 'Search Events'. Below this is a dropdown menu set to '10 records per page'. The main content is a table with the following columns: Customer, Event, Severity, Controller, Time, and Action. Three events are listed:

Customer	Event	Severity	Controller	Time	Action
Anthony Long Personal	Controller Anthony is offline	Error	Anthony	October 22, 2015 at 9:27 pm	Acknowledge
Rheyans House	Water usage for Flow Meter Flow Meter was below your alert threshold of 10% for zone Back Lawn.  Measured water usage for this zone was 0.3 gallons over 5 minutes.  The previous time this zone watered on Fri, 23 Oct 2015 09:40:59 +1100 water usage was 105.7 gallons over 1 minute.	Error	Rheyans House	October 22, 2015 at 6:50 pm	Acknowledge
Rheyans House	Zone Back Garden Beds stopped due to overcurrent	Error	Rheyans House	October 22, 2015 at 6:33 pm	Acknowledge

At the bottom, it says 'Showing 1 to 3 of 3 entries (filtered from 197 total entries)' and has navigation buttons for 'Previous', '1', and 'Next'.

## Types of Events

<b>Errors</b>	Problems with the controller such as overcurrent or excess water usage.
<b>Warnings</b>	Possible problems with the controller such as low current.
<b>Info</b>	Information about the controller such as new zones added or zone running time.

## How to Stop Customers Changing their Settings

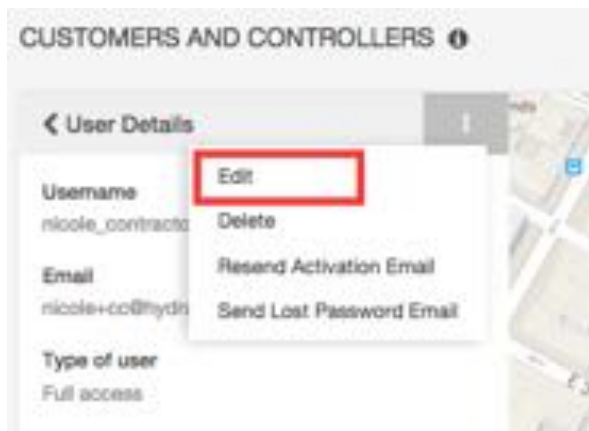
Have you ever had a customer change their configuration and break their watering schedule? You can prevent this by stopping customers from changing their configuration details – they'll still be able to run zones manually.

There are two ways to do this:

- When you add a customer, choose the “Can view configuration, manually run zones” option
- If you've already added the customer, you can still change their options

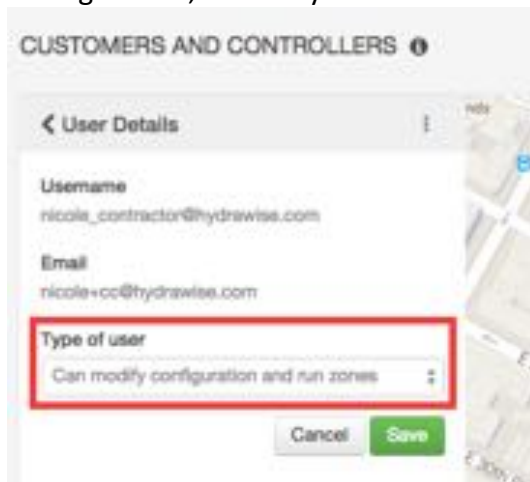
## Change an existing customer's permissions

1. Click on Settings → My Customers
2. Click on the customer you want to manager or search by the username or email
3. Click on the user you want to change
4. From the menu, select **Edit**



Choose the level of access you want the user to have:

- If you want the user to have full control over the controllers, select “Can modify configuration and run zones”
- If you don’t want the user to be able to change the configuration, select “Can view configuration, manually run zones”



Click **Save** to change the permissions.

## How to see Changes to Customer Configuration

When your customer has a problem with their controller, do you ever wish you could see what changes they’ve made to their configuration? First [choose the controller](#) you want to monitor, then:

1. Look at [customer alerts](#)
2. Look at reports for that controller

## Reports

From the menu, select **Reports** and click on the **Event** report. This will show a list of any messages related to that controller over the past week.



## Getting Help

Self-help guides are available at <http://hydrowise.com/support>.

Email support is available at [support@hydrowise.com](mailto:support@hydrowise.com)



## Certifications

CE  N29732 

### Canadian FCC Statement

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes: (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

### US FCC Statement

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy, and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

To satisfy FCC RF Exposure requirements for mobile and base station transmission devices, a separation distance of 20 cm or more should be maintained between the antenna of this device and persons during operation. To ensure compliance, operation at closer than this distance is not recommended.

The antenna(s) used for this transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.