

cyber rain

XCI Smart Sprinkler Controller

Troubleshooting Guide



If you are experiencing difficulties with your Cyber-Rain System, please contact our Technical Support Department:

Telephone: (877) 888-1452 • Email: support@cyber-rain.com

Copyright © 2011 Cyber-Rain, Inc. All rights reserved.



Table of Contents

| | |
|--|----|
| Introduction | 4 |
| Controller Installation Issues | 5 |
| New Controller Not Detected During Installation | 5 |
| Manual Run Function on Controller Does Not Run Zone | 6 |
| Cloud Application Installation Issues | 8 |
| System Requirements | 8 |
| Silverlight Not Installed | 8 |
| Cloud Application Operation..... | 9 |
| Zone Too Wet or Too Dry | 9 |
| Zone Does Not Run for Entire Duration..... | 10 |
| Zone Stops and Starts..... | 11 |
| Scheduled Run Ends Before All Zones Water | 12 |
| Post Setup Communication..... | 13 |
| Controller Offline/Wireless Communication Issues | 13 |
| Gateway Access Point | 14 |
| Gateway Access Point Is Not Connected/Not Found | 14 |
| Poor Signal Strength | 14 |
| Gateway Access Point Online Light (White) Always Flashing On and Off | 14 |
| Flow Meter Installation and Operation | 14 |
| Troubleshooting Wiring Issues | 14 |
| Flow Meter Not Registering Flow..... | 15 |
| False Underflow/Overflow Alerts on Particular Zone | 16 |
| Flow Alert on Zone 0 | 17 |
| Rain Sensor Issues..... | 19 |
| Rain Sensor Not Stopping Controller after it Rains..... | 19 |
| Rain Sensor Puts System on Hold after Being Enabled | 19 |



| | |
|--|----|
| Logging in the Cloud Application | 20 |
| Launching the Cloud Application | 20 |
| Unable to login with Username and Password | 20 |



Introduction

The following document is intended to aid the user in diagnosing and resolving common issues that may occur during the installation and operation of the Cyber-Rain Smart Irrigation Control System. Please keep this manual stored in a convenient location for future use.

Please remember that the [Frequently Asked Questions](#) section of our website provides answers to the most common queries, and our support team can be contacted via email at support@cyber-rain.com, or by calling Customer Support toll free at **(877) 888-1452 x3** Monday through Friday, 9AM to 5PM Pacific Time.

Controller Installation Issues

For complete hardware installation instructions and procedures, please refer to the manual that came on your software installation disc. A copy can be obtained from the [Cyber-Rain Download Section](#) by clicking the “User Manual” link for your corresponding system configuration.

New Controller Not Detected During Installation



1. Controller Connectivity

Verify that the controller is connected to a standard 120 VAC power supply, that the outlet is supplying power, and that the controller is on and the LCD screen is lit.

- The acceptable power range is between 105 and 129 VAC. If the voltage is not in this range, contact a certified electrician.
- Make sure the power adapter plug is securely snapped into the controller POWER input.

2. Pairing Mode

Make sure that the controller is in “pairing mode”. Pairing mode allows the controller to be paired with a Gateway Access Point:

| | |
|--|--|
| <p>When in pairing mode, the controller will display a “>” symbol in the top right corner of its display indicating that it is ready to be paired with a Gateway Access Point.</p> |  <p>We 04/01/09 11:37:14 All Zones OFF Zone 2: OFF Back yard.</p> |
| <p>If the controller is not ready to be paired with a Gateway Access Point, it will display an “ ” symbol instead, indicating that it has already been paired with an Access Point. Follow the steps below to reset the controller, otherwise known as “putting the Controller in pairing mode.”</p> |  <p>We 04/01/09 11:37:14 All Zones OFF Zone 2: OFF Back yard.</p> |

- If your controller is not ready to be paired with a Gateway Access Point (and displays the “|” symbol) and you would like to reset the controller and put it back into pairing mode, simply press the *UP* and *RIGHT* directional arrows keys on the controller face at the exact same time and release them after one second. **(Note: When resetting a controller, all schedules and settings will be lost on the controller. If your schedule/settings are already set up in the Cyber-Rain Cloud, you can press the “Save Schedule” button on the Controller tab to resave your settings and schedule to the controller.)**
- After a brief “Initialization” message appears, the controller will reboot and will be ready to be paired.



3. Out of Range

If the controller is in pairing mode, but it is still not being detected, the controller may be out of range of the Gateway Access Point that is connected to the modem/router. Make sure there are no metal objects surrounding either the controller or the Gateway Access Point. Bring the controller as close as possible to the Gateway Access Point and retry finding the controller by clicking "Search Again". If the controller is found when it is closer to the Gateway access point, then there is a signal range issue. See the [Poor Signal Strength](#) section of this Troubleshooting Guide for tips on increasing signal strength. If none of these work, contact Cyber-Rain Technical Support for assistance.

4. Hardware malfunction

If the controller is in pairing mode but is not found when it is brought next to the Gateway Access Point, there may be a problem with the controller or the Gateway Access Point. Contact Cyber-Rain Technical Support for assistance.

Manual Run Function on Controller Does Not Run Zone

To manually run a zone directly from the controller, use the *LEFT* or *RIGHT* arrows on the controller to select which zone you would like to run. Next, press the *SELECT* button on the controller to run the zone. The *UP* and *DOWN* buttons on the controller are used to change the duration of the run. If some or all zones do not run, it could be due to the following.

- **Valve Wires and/or Wire Harness Not Correctly Installed.** This is often the issue if a single zone or group of zones is not working. Make sure the *common wire* (usually white) is securely fastened to the left-most opening on the harness. Next, the zone wires (usually color coded) should be securely fastened in the next 8 slots, and the last opening on the 10 pin wire harness should contain the *master valve* wire (if your system has a master valve). Every wire should have about a $\frac{1}{8}$ " of the insulation stripped at the end of the wire to provide good contact with the harness. Lightly tug on each of the wires to make sure they are secure. Lightly tug on the wire harness to make sure it is locked in place. If it will not lock, contact Cyber-Rain Technical Support. Retry the manual run.
- **Common or Valve Wires Are Not Functioning.** Unplug the wire harness and use an *ohm meter* to check the resistance between the common wire and each of the valve wires. Normal resistance readings will be between 20 and 60 ohms. An open circuit will read infinite or very high (>100K ohms) resistance, while a short circuit will read very low resistance (less than 20 ohm). A partial connection will read somewhere between 60 and 80 ohms. Running more than one valve in series on same zone will lower the resistance significantly, and increase the electrical load on the circuit. Make sure the resistance does not go below 20 ohms. Finally, the controller uses a "hot common", so the valve common must not be grounded.



cyber rain

- **Valves Not Functioning.** Make sure that the valve has water supplied to it. Then manually “bleed” (open) the valve and make sure water flows. This is usually done by turning a small knob on the top of the valve (see picture below). Verify that water does flow when the valve is opened. If it does not, there may be a problem in your irrigation system, or the valve may be faulty. Close the valve. If manually running the valve worked as expected, manually run the zone using the Cyber-Rain controller for at least two minutes. When functioning normally, the irrigation system should be supplying 24 volts to the valve while it is active. If 24 volts are being supplied to the valve and the valve is not opening, then the valve is likely defective. If a valve is determined to be defective either replace it or contact a landscape professional to do so. If 24 volts are not being supplied to the valve check to ensure the valve wire is correctly connected to the valve harness, and that the valve harness is properly installed in the controller.





Cloud Application Installation Issues

For complete Cloud application installation instructions and procedures, please refer to the manual that came on your software installation disc, or download a copy from the [support section of the Cyber-Rain website](#).

A copy of the manual can be downloaded by clicking the “Cloud User Manual” link for your visually corresponding system configuration from the Cyber-Rain support section of the website.

System Requirements

Before proceeding, please verify that your system requirements for running the Cyber-Rain Cloud Application have been met:

- PC (32/64-bit, AMD or Intel CPU) or MAC (OS X 10.6)
- 1GB or more of RAM
- Modem/Router
- Broadband internet connection
- 32/64-bit version of Windows XP (SP3 or higher), Windows Vista, Windows 7, or MAC OSX.
- Internet Explorer, Mozilla Firefox, Google Chrome, or Safari
- Silverlight

Silverlight Not Installed

The Cyber-Rain Cloud Application requires that *Microsoft Silverlight* be installed on the computer before proceeding. The Silverlight package should be installed by downloading it at Silverlight website (<http://www.silverlight.net/downloads>).



Cloud Application Operation

Zone Too Wet or Too Dry

The Cyber-Rain Cloud Irrigation System is designed to adjust zone watering depending on the local weather. Weather information is downloaded from the internet periodically.

If the Smart Scheduling Wizard is run, irrigation times are based on user-define presets (sprinkler heads, sun exposure, degree of slope, soil, etc.) along with local weather data. We strongly suggest monitoring your landscape after running the Smart Scheduling Wizard as irrigation times may need to be adjusted up or down for your specific environment. The baseline schedule, displayed in the Controller tab, should be adjusted if a zone or zones are too moist or too dry. If your landscape seems too moist and appears to be overwatering, reduce the number of minutes in your baseline schedule on the Controller tab. If your landscape appears too dry, increase the number of minutes in your baseline schedule. Watering times can be edited by selecting the day and zone you'd like to change and inputting new times.

In the event that Cyber-Rain is shutting off for rain too frequently or not enough, the rain settings may need to be adjusted to calibrate for the chance of precipitation in your area under the Site Tab (Advanced Setting Table) of the Cloud Application.

By default, a 55% or greater chance of rain will trigger a 24-hour rain hold within Cyber-Rain and not irrigate the landscape. If you would like Cyber-Rain to trigger a rain hold at a higher/lower chance of precipitation, complete the following:

- In the Cyber-Rain Cloud Application, go to the Site Tab and look for the Advanced Settings table. The field where it says Precipitation Threshold set the % chance of precipitation which triggers a Rain Hold and not irrigate for 24 hours (this can be changed). For example, if the value is set to 70%, the controller will only trigger a Rain Hold if a 71-100% chance of precipitation is forecasted. The default value of this setting is 55%. Raising the value means that fewer Rain Holds will be triggered, this also increases the chance of Cyber-Rain Cloud watering during rain (although you can use a rain sensor to eliminate this possibility). Reducing the value reduces the likelihood that Cyber-Rain will irrigate during the rain.

A rain sensor may also be added to the system for increased accuracy. When rain is detected by the sensor, the controller will stop irrigating for a user-defined length of time. For more on rain sensors see the User Manual.



Zone Does Not Run for Entire Duration

Cyber-Rain checks the weather and automatically adjusts watering times as a percentage of every zone’s run time. The watering minutes on the Controller tab are your baseline schedule and are decreased (or, rarely, increased) based on the % displayed on the Site tab.

| # | Zone Name | Sun 4:00 AM | Mon 4:00 AM | Tue 4:00 AM | Wed 4:00 AM | Thu 4:00 AM | Fri 4:00 AM | Sat 4:00 AM |
|---|----------------------------|-------------|-------------|-------------|-------------|-------------|-------------|-------------|
| 1 | Side grass | | | | | | | |
| 2 | Front grass | | | | | | | |
| 3 | Front flowers / side grass | | | | | | | |
| 4 | Roses & front flowers | | | | | | | |
| 5 | Back flowers and jasmine | | | | | | | |
| 6 | Side flowers | | | | | | | |
| 7 | Behind pool | | | | | | | |
| 8 | Grass steps | | | | | | | |
| 9 | Back grass | | | | | | | |

The baseline schedule is typically set by the Smart Scheduling Wizard. The Wizard chooses optimal run-times *for the hottest months of the year*. Each day, Cyber-Rain checks the weather and adjusts the baseline schedule based on the forecasted temperature, humidity and precipitation (**Note:** The only time Cyber-Rain will irrigate for the full baseline schedule is during the hotter months of the year. During colder and more humid months, irrigation times will be reduced.) Below is an image of our weekly forecast table.

| Tue | | Wed | | Thu | | Fri | | Sat | |
|---------------|--------------|------------------------------|--------------|---------------|---------------|---------------|-------|---------------|-------|
| N/A° | 58° | 81° | 57° | 81° | 58° | 86° | 62° | 90° | 64° |
| N/A | Mostly Clear | Partly Cloudy / Mostly Clear | Mostly Clear | Partly Cloudy | Partly Cloudy | Partly Cloudy | Clear | Sunny | Clear |
| Humidity | N/A% | Humidity | 61% | Humidity | 63% | Humidity | 58% | Humidity | 51% |
| | 79% | | 83% | | 70% | | 58% | | 52% |
| Precipitation | 10% | Precipitation | 10% | Precipitation | 0% | Precipitation | 0% | Precipitation | 0% |
| | 10% | | 0% | | 0% | | 0% | | 0% |



Zone Stops and Starts

If your zones are running multiple times a day for very short periods of time, this is most likely due to the Cycle and Soak features, which are built into the Smart Scheduling Wizard. Cyber-Rain automatically triggers “Cycle and Soak” irrigation for zones on a slope or with dense soil. “Cycle and Soak” means that Cyber-Rain will water a zone for a short time (Maximum Cycle), let the water soak in while it waters other zones, and then come back to water again until the full run-time has been completed in fragmented cycles. Cycle and Soak saves water and reduces run-off. Cyber-Rain will automatically determine watering and waiting intervals based on the zone characteristics entered as part of the Smart Scheduling Wizard or within Zone Details.

Schedule for: Zone1

| Start Time | Sun | Mon | Tue | Wed | Thu | Fri | Sat | Weekly Total |
|------------|-----|-----|-----|-----|-----|-----|-----|--------------|
| 1:00 AM | 7 | 10 | 7 | | 7 | | 7 | 38 |

Weekly Total Minutes for This Zone: 38

Maximum Cycle (minutes): 2

Soak Time (minutes): 30

Suggested Weekly Minutes: 60

Suggested Watering Days: 6

Suggested Maximum Cycle: 3

Suggested Soak Time: 30

Adjust My Schedule Based on These

If you wish to change the Cycle and Soak settings, click on the *Zone* tab. Select the *Controller* and *Zone* of the zone you would like to adjust. The Cycle and Soak settings can now be adjusted for that particular zone. If you want to disable *Cycle and Soak* enter “0” for both *Cycle and Soak*. Refer to the User Manual for more information on Cycle and Soak.



Scheduled Run Ends Before All Zones Water

If a scheduled run ends prematurely, the issue is likely caused by how the schedule was set up. All runs end at midnight, so if a run is schedule to water through midnight it will stop at midnight. This can be avoided by setting up two start times: one that begins before midnight and the other shortly after midnight. This way watering will continue through all the zones.

If this does not fix the problem, or if watering is during the day, the issue could be caused by a bad valve. If a valve draws too much current, the run will stop immediately and will not continue watering through the other zones. This can be tested by doing a manual run on all the zones and seeing if a particular zone stops running or does not run at all. If this is found to be the problem, the zone valve must be replaced.

Comment [A1]: Add something about overcurrent event in event log?

Post Setup Communication

Controller Offline/Wireless Communication Issues

If the Cloud Application displays that the Controller is “Offline” (which can be found on the “Run Status” section in the Controller tab) or the Gateway access point does not display any blue lights when attempting to send or receive information, or when the Gateway Access Point online light (white light near antenna) is not displayed follow these steps to regain communication with the controller:

- Unplugging and reconnecting the Gateway access point can solve many communication issues between the Controller and the Gateway access point. First try this then proceed to other steps.
- **Make sure the controller is communicating:** Verify that the controller is plugged in and powered on. The LCD screen should display the time and date, and zone information.
- **Make sure the Gateway Access Point is communicating:**
 - Make sure the power adapter is plugged into the Gateway
 - Make sure the Ethernet cable is plugged into the Gateway
 - Check that the Ethernet light is on and is communicating to your server. You can check this by looking at the area where the Ethernet cable is plugged; on the bottom of the jack look for an Amber and Green light. If the Amber light is on, make sure there is a Green flashing light (this determines whether the Gateway is communicating to our server)
 - Move the Gateway access point to a different location, utilizing the several feet of Ethernet cable that are included. Placing it physically closer to your controller may help, or placing it farther away from dense objects or sources of radio frequency interference
 - Press the reset button; this can solve many communication problems between the controller and the Gateway. The reset button is a little black button located behind the Gateway between the power and the Ethernet
 - Refer to the [Poor Signal Strength](#) section for more information
- **Make sure the Ethernet cable is not defective:** Plug in another Ethernet cable and see if the Gateway goes online. If it does, the issue is caused by a defective Ethernet cable that needs to be replaced.
- **Controller not found after running software for the first time:** If your computer is searching for the controller for the first time, or you are trying to install the controller on a new system, your controller must be in pairing mode before it can be detected. To put your controller in pairing mode, follow the instructions given in the [Pairing](#) section of the Troubleshooting Guide. **(Note: Resetting the controller causes it to lose all the zone scheduling information it has obtained from the software.)**

Comment [A2]: These should re-directed



Gateway Access Point

Gateway Access Point Is Not Connected/Not Found

After installation of the Cyber-rain Cloud Application, the Gateway Access Point may go offline. To indicate whether the Gateway Access Point is online or offline, go to the “Site Tab” of the Cloud Application. Another way to determine whether the Gateway Access Point is online is going through the Network Folder and finding the device and going to the Cyber-Rain Gateway’s home page. For more info please visit the Cloud Manual.

Poor Signal Strength

Signal strength is indicated by the blue lights on the Gateway Access Point. These lights can be seen when the Access Point is first plugged in, and whenever the Access Point communicates with the Controller. When the Gateway Access Point is not in use the lights remains off. The number of blue lights indicates the strength of the signal:

- 0-1 lights indicate low signal strength.
- 2-3 lights indicate good signal strength.
- 4 lights indicate excellent/maximum signal strength.

Gateway Access Point Online Light (White) Always Flashing On and Off

The white light near the antenna is the online light for the Gateway Access Point. Having the white light solidly on determines that the Gateway Access Point is online communicating with our server. If the white light is constantly flashing off and on, try unplugging the power from the Gateway Access Point, wait for 10-15 seconds then plug it back in. If the white light is still constantly flashing there can be a hardware issue, please contact our technical support for more help.

Flow Meter Installation and Operation

Troubleshooting Wiring Issues

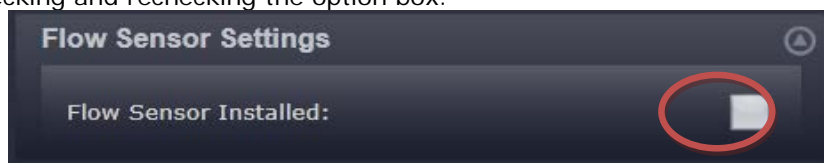
Wiring issues can cause many errors in reading flow. If the flow meter is not registering flow or registering erratic flow, check the wiring carefully. Wires coming from the flow meter itself will be referred to as flow meter wires and the wires connected between it and the controller will be the cable wires.

- Make sure that the cable wires are securely inserted into the flow sensor harness and each screw is tightened until it clamps down tightly on the wires.

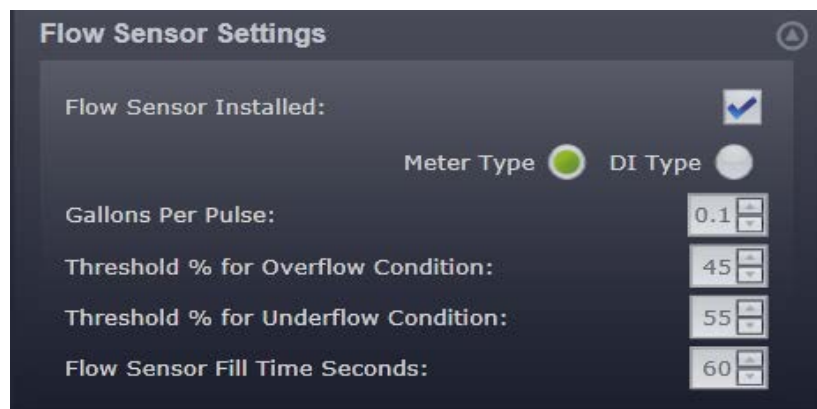
- The (+) *positive* wire should be connected to the right side opening in the flow sensor harness and the (-) *negative* wire to the left side opening (make sure the screw terminals are facing up). Normally, the *red* wire goes to (+) *positive* terminal and the *black* wire to the (-) *negative* terminal.
- Ensure that the proper **shielded and armored buried signal cable** wire is being used between the flow meter wires and the controller. The flow sensor cable should be properly insulated and shielded as to reduce the risk of electrical interference. Cyber-Rain recommends Paige Spec P7171D-A-Rev 7, which is 18 AWG, 4 Conductors/2 Pair cable. It is rated for direct burial so that you will not need to protect with conduit.
- Make sure the cable wires are not housed in the same wire harness as the valve wires. Doing so increases the likelihood of false readings due to electrical noise and is strongly discouraged.
- Do not ground either of the signal wires. This can cause ground current that can interfere with the flow meter signal. The shielding around the signal wires should be grounded to minimize signal noise.
- Make sure the flow sensor harness is fully inserted into the connector located on the bottom of your controller labeled "FLOW", and that it is properly aligned.

Flow Meter Not Registering Flow

- Make sure that the "Flow Sensor Installed" option is checked under Controller Tab in the Cloud Application. If it is already checked, try un-checking and rechecking the option box.



- Make sure you have filled out the proper Flow Sensor Options parameters in the Controller (these parameters should have become visible after checking the Flow Sensor Installed option. Select the flow sensor type. For **Meter Type** flow sensors, enter the *Gallons Per Pulse*. For **Data Industrial** flow sensors, enter the *K Value* and *Offset* parameters. These values should be available from the manufacturer of the flow meter and are typically contained in their user manual.

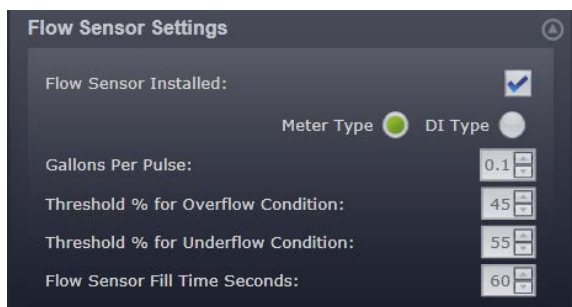


- If Cyber-Rain Cloud Application is still not registering flow, refer to the [Troubleshooting Wiring Issues](#) section below.

False Underflow/Overflow Alerts on Particular Zone

Flow meters can be used to detect irrigation leaks or blockages when they are installed correctly. If you believe your irrigation system is functioning properly and you are receiving under/overflow alerts, you may need to adjust your flow meter installation or setup as described below:

- Confirm you have filled out the proper Flow Sensor Options parameters in the System Details tabs (these parameters should have become visible after checking the Flow Sensor Installed option). Select the flow sensor type. For **Meter Type** flow sensors, enter the *Gallons per Pulse*. For **Data Industrial** flow sensors, enter the *K Value* and *Offset* Parameters. These values should be available from the manufacturer of the flow meter and are typically contained in their user manual.



- Confirm that your **Overflow/Underflow Thresholds** are high enough. Alerts will be triggered when flow rates are above/below the set thresholds. For example, assume the normal flow rate for a zone is 10 GPM. If the underflow threshold is set at 20%, an underflow alert will be triggered if flow is below 8 GPM. For the same zone, if the overflow threshold is set at 50%, an overflow alert will be triggered if the flow is above 15 GPM. Since flow rates can vary when your irrigation system is functioning properly, increasing these thresholds can reduce the chance of receiving false overflow/underflow alerts.
- Confirm that the **Flow Sensor Fill Time** is long enough for all of your zones in the irrigation system. Fill Time is the amount of time that it takes the irrigation pipes to reach a steady state flow of water. Irrigation pipes tend to flow water more rapidly when they are first opened as the pipes are pressurized. If the fill time is set too short, the controller will register an overflow event before the flow rate has had a chance to stabilize. To properly determine your fill time for each zone, manually run the zone and monitor the flow rate on Cyber-Rain's flow gauge on the schedule tab, while keeping note of the elapsed time. The amount of time that passes before the flow rate stabilizes is your fill time. Fill time is typically 30-90 seconds; Cyber-Rain defaults this time to be 30 seconds.
- Confirm the **Normal Flow**. Normal flow is the typical rate water flows through each valve when water is flowing at a steady state and everything is working correctly. If changes are made to your emitters causing your flow rate to change or you've set your standard flow rate to something that is not correct, select "Click to set normal flow rates", under the Zone tab in the Cloud Application to set the normal flow rate to 0 and do a manual run for 1-2 minutes. This will then create a last observed flow rate in this drop down, which you can designate to be normal flow rate by entering the value on the left hand side of the drop down.

Flow Alert on Zone 0



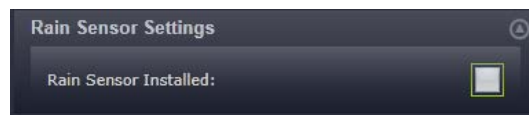
Flow alerts attributed to Zone 0 in the System Details are known as “global alerts”. Global alerts occur when no zone is running. This means the system detected flow when there was irrigation taking place. There are three conditions that trigger a global flow alert. Each condition will be described, followed by troubleshooting techniques to correct the issue:

1. One or more of the zone valves is malfunctioning and not closing all the way after a zone run is complete.
 - a. If a spray or rotor valve is not closing completely, it is often easy to find. If the valve controls drip irrigation systems or an underground irrigation line, detecting a valve leak is more difficult. Often the easiest way to detect a faulty valve is through direct inspection of the landscape. Look for soggy grass or soil. The activity log can also be used to find out which zones were run before the overflow event occurred, as the faulty valve is likely in that line.
 - b. Once the fault valve has been pinpointed, have the valve fixed by a professional landscaper.
2. A leak occurred in the irrigation pipes between the zone valves and the flow sensor.
 - a. If a leak in the irrigation system is suspected, first make sure all valves are closed. The valve wire harnesses can be disconnected from the controller to ensure that no valve is opened electronically.
 - b. Examine the landscape between the flow meter to each valve to try to determine the source of the leak. Consult a landscape professional to replace any broken pipes.
3. Electronic Noise associated with bad wiring is causing the controller to pick up false flow sensor readings.
 - a. Make sure that shielded and armored burial signal cable is used when attaching the flow meter to the Cyber-Rain controller. Cyber-Rain recommends a Paige Spec P7171D-A-Rev 7, which is an 18 AWG, 4 Conductors/2 Pair cable. It is rated for direct burial, meaning you will not need to put it in conduit.
 - b. Do not ground either of the signal wires. The shielding around the signal wires should be grounded to minimize signal noise.
 - c. If possible, run the signal cable in a different wire jacket than the valve wires. This reduces the chance of crosstalk between the wires.

Rain Sensor Issues

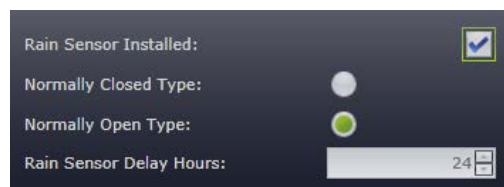
Rain Sensor Not Stopping Controller after it Rains

If there is a rain sensor attached to the controller and it rains with no rain hold occurring check the box in the Controller tab that says “Rain Sensor”. The option should reflect the following:



Rain Sensor Puts System on Hold after Being Enabled

To check the controller status, look under the “Run Status” on the Controller tab. If you have a Rain Sensor Hold and the rain sensor has not been activated, you need to change your Rain Sensor Connection Type to Normally Closed on the Controller tab.



Rain sensors are sold in two different varieties, *normally open*, and *normally closed*. **Normally open** controllers have two wires connected to a switch which does not provide a path for electrical current when dry. When rain is detected, the sensors close the circuit and allow a path for electrical current. **Normally closed** sensors provide a path for electrical current until rain is detected, at which point the switch is opened and an open circuit is produced.

It is important to choose the correct sensor configuration. Consult the manufacturer of your rain sensor to find out whether your rain sensor is normally open or normally closed. After enabling the rain sensor in the software and plugging it in if you get a rain hold right away change it from the setting it is on to the other. Choosing the wrong configuration will cause inaccurate rain sensor holds.



Logging in the Cloud Application

Launching the Cloud Application

To launch the Gateway Application you can simply type in the URL <http://login.cyber-rain.com> to launch the application or you can visit our website <http://www.cyber-rain.com> and click on "Login" on the top right hand corner of the website to login to the Cloud Application. It is not necessary to always go to the Gateway page to always launch the Gateway Application.

Unable to login with Username and Password

If you forgot your password you can simply use the "Forgot Password" option to reset your password. If you forgot your username please contact Cyber-Rain technical support and we are glad to assist.