Error Codes

Transceiver with Digital Display

Error 0 (E00)	No errors found.
Error 1 (E01)	Bootloader Run Failure on Startup – Cycle power to the transceiver. If error returns, replace the transceiver board.
Error 2 (E02)	Device Memory – Cycle power to the transceiver. If error returns, replace the transceiver board.
Error 3 (E03)	**Steffes Connect:** Indoor temperature sensor reading is out of range (below -40°F/-40°C or above 127°F/53°C). Verify indoor temperature sensor is installed. If installed, the sensor may be open or shorted.
Error 4 (E04)	**Steffes Connect:** Outdoor temperature sensor reads out of range (below -40°F/-40°C or above 127°F/53°C). Verify an outdoor temperature sensor is installed. If installed, the sensor may be open or shorted.
Error 5 (E05)	**Steffes Connect:** Full Update Failure (refreshes once a minute) – No communication between server and transceiver device. Register the device to a Steffes Connect account.
Error 6 (E06)	**Steffes Connect**: Quick Update Failure (refreshes every 5 seconds) – No communication between server and transceiver device. Register device to a Steffes Connect account.
Error 7 (E07)	**Steffes Connect:** Device Clock Start Up Failure – E07 would only happen on startup. E01 would show first. Cycle power to the transceiver. If error returns, replace the transceiver board.

Error 8 (E08)	**Steffes Connect:** Device Clock Update Failure – E08 would happen during operation. E01 would show first. Cycle power to the transceiver. If error returns, replace the transceiver board.
Error 9 (E09)	**Steffes Connect:** Device to Steffes Connect Server Communication Failure (refreshes once a minute) – Device not able to connect to the server. Check software on the transceiver device. Update if needed. Contact Steffes Technical Support.
Error 10 (E10)	**Steffes Connect:** Device to Local Router Failure: Incorrect Password (refreshes every 5 seconds) – Wi-Fi network password was entered incorrectly. Wi-Fi passwords are case sensitive.
Error 11 (E11)	**Steffes Connect:** Device to Local Router Failure: No DHCP (refreshes every 5 seconds) – • Power off the Wi-Fi router, wait 60 seconds, power back on. • If the device has been connected to Wi-Fi in the past it will continue to look for that network. • If the device has not been connected to Wi-Fi in the past, slowly go through the steps to connect the device to the internet again.
Error 12 (E12)	**Steffes Connect:** Device to Local Router Connection Weak: Low Wi-Fi Signal Strength – Move transceiver closer to the router, connect an external antenna, or connect with Ethernet cable. Use another device to check signal strength at the transceiver. • If the RSSI value for the SSID is greater than -45, then all 5 bars are colored. • If the value is between -45 and -60, then 4 bars are colored. • If the value is between -60 and -80, then 3 bars are colored. • If the value is between -80 and -90, then 2 bars are colored. • If the value is between -90 and -100, then 1 bar is colored. • If the value is below -100, then no bars are colored, and network may not be listed.
Error 13 (E13)	**Steffes Connect:** Device to Local Router Failure: No Connection (refreshes once a minute) – Follow these steps: 1. Power off transceiver and internet router, wait 60 seconds, power both back on. 2. Wait up to 5 minutes for the transceiver to go through AP mode twice (continuously flashes 000). This allows the device to try to connect to the internet. 3. Refresh Steffes Connect account page to see if the device is connected to the internet. 4. If no internet connection, slowly follow steps 7 – 13 in the Connecting Transceiver to Steffes Connect Via Internet procedure.
Error 14 (E14)	Bootloader Firmware Load Failure – Cycle power to the transceiver. If error returns, replace the transceiver board.
Error 15 (E15)	**Steffes Connect:** Server Failure – Get Firmware Update (refreshes once a minute) – Failed attempt to get new firmware from the server. Register the transceiver device.
Error 16 (E16)	**Steffes Connect:** Server Failure: 409 Code (refreshes every 5 seconds) – Transceiver device can see the server but is not sending valid information to the server. Cycle power to the transceiver device. Check registration. If error returns, replace the transceiver board.