Home Connect

Error Codes Trouble Shooting

This document addresses any error codes or technical issues you may face when connecting your appliance to the Home Connect app.

Home Connect app error codes:

Error 4620

Error 5014

Error 1077

Error 1080

Error 1081

Error 1082

Error 1083

Error 1084

Error 1085

Error 1086

Possible reason: Wi-Fi requirements were not met.

Wi-Fi band: Please ensure you are using a 2.4 GHz Wi-Fi network band.

Encrypted Wi-Fi network: Home Connect will not work with open networks. It requires security level WPA2.

Compatible network modes: IEEE 802.11 a, b, g and n (also known as Wi-Fi 4). Please ensure that your router is set up accordingly.

No browser registrations: Home Connect does not work with Wi-Fi networks which require browser registration, e. g. where the user name and password must be entered via the web browser.

Turn off the MAC Filter: This will prevent MAC addresses for your home appliances and communication-enabled appliances from being saved. The use of proxies is not recommended: Proxies can interfere with your appliance connecting to the Home Connect servers.

Firewall Advice: Ports 443, 8080 and 123 must be open.

Enable multicast-routing option: This option must be enabled on the router in order to establish a connection to Home Connect appliances.

Connection to Home Connect Server fail.

Home Connect app error code:

Error 4613

Possible reason: The connection to the Home Connect Server could not be established.

Solution: Remove appliance from app by tapping Home, then tap the profile icon in the top right, then tap My home appliances, then tap Manage next to the appliance in question and tap remove appliance. If the appliance does not appear on that page, ignore that step. Uninstall the Home Connect app, then download and re-install the latest version of the Home Connect app. Perform a factory reset on the Home Connect appliance as detailed in the instruction manual. After doing so, restart your mobile device and begin the pairing process again.

Home appliance could not be connected.

Home Connect app error codes:

Error C7101

Error E7101

Error 3404

Error 404

Error 4659

Possible reason: Home Connect data is missing.

Solution: Home Connect data has to be flashed by customer service. Please go find your appliance listing in the app, tap customer services and follow the information on this page.

Home Connect Server is not available.

Home Connect app error code:

Error 4623

Possible reason: Home Connect Server is not available during the pairing process.

Solution: You have to log out of the Home Connect App and log in again. After that, the Home Connect Server should be reached.

During pairing network settings could not be saved or connection was unexpectantly lost.

Home Connect app error code:

Error 1092

Error 5038

Possible Reason: While you are trying to pair your appliance your device is automatically connecting to other networks, these could be 2.4GHz and 5GHz networks of your router if they are not separated, or Wi-Fi range extenders or repeaters or your mobile data (3g/4g LTE).

Solution: Make sure separate 2.4GHz and 5GHz networks have different names. Make sure mobile data is turned off. If you have a Wi-Fi range extender, ensure it has a different name to the router Wi-Fi. If you cannot do this, you can manually turn off auto connect by going to Wi-Fi settings on your device, tap on the cog/i logo next to the network you don't want to auto connect to, then turn off the toggle switch for Auto-Join/Auto reconnect. You can also ensure your device does not connect to mobile data by turning on Airplane Mode/Flight mode, then going to Wi-Fi settings and connecting to your network.

Password is not accepted during the registration process,

Possible reason: Password does not meet the requirements (please be aware of security requirements for passwords).

Solution: Your password must consist of 8-12 characters, including at least 1 number, 1 letter and 1 special character. The first three characters must be different!

Valid special characters: $ & + , ; : = ? @ # ! ´ < > . ^ * ( ) % _ -

Home Connect emails are not being received.

Possible reason: Restrictions of your email program.

Solution: Please check if a 'Forward to a shared inbox' is activated or if the emails were delivered to your spam folder.