Plum Mobile App Error Codes

Error Code	Category	Technical Discription	Troubleshooting
408	BLE (Bluetooth Low Energy)	This error occurs during the pairing stage of the provisioning process. When asked to press and hold the Lightpad you want to provision the Bluetooth connects to the Lightpad then hands it over to wifi. The 408 error means that the wife did not take over and the connection has timed out.	If using a dual band router, be sure the 2.4 & 5ghz bands are separated by each having a unique SSID. Unhide SSID if hidden Change network security encryption from WEP to WPA 2 Eliminate special characters from wifi password
403	User Account	The Lightpad is associated with another user account. This is a security measure to prevent the use of stolen merchandise.	If the Lightpad was purchased used, the previous owner has not removed the unit form their Plum account. Contact previous owner and request that they delete the units from the app or call Plum support.
101	Wifi Password	The wifi password is incorrect.	Check wifi password and try again.
102	Wifi Connection	Authentication with wifi access point has timed out.	Wifi signal strength is too low or local network is congested. Try again and if error continues, reboot the router and Lightpad.

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103 (Appears in app as) Network Scan Failed	Wifi Connection	The network scan failed to locate any available wifi networks for an unknown reason.	Back up a step and try again or quit the app and relaunch then try again.
106	Wifi Connection	Association with the AP has been rejected for an unknown reason.	WiFi signal strength might be weak, too many devices for that router are already connected to it, or the router needs a reboot.
108	Wifi Connection	SSID, security type, or password was entered incorrectly when wifi was configured by selecting "other".	Unhide SSID temporarily and configure the wifi for the Lightpads by selecting the wifi from the list. Hide SSID again once all Lightpads are configured.
201	Wifi Connection	DHCP Lease Failed for Unknown Reason. Wifi is associated but the DHCP server is refusing to hand out an IP address.	Likley poor signal strength, too many devices already on wifi, or the router needs a reboot.
310	AMQP	The Lightpad failed to connect to Plum's servers and is usually caused by the internet being down between the router and Plum's servers on AWS, the DNS servers on the router are incorrectly configured, or Plum's servers are down.	WiFi is associated and an IP Address has been obtained, if this fails first ensure that the outbound internet connection is working properly. Otherwise Plum's servers could be down or the WiFi signal strength is very weak and packets are being corrupted.

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503	Plum Cloud	Finalizing the Lightpad's configuration in one of the final four stages has failed.	Wifi network is congested with traffic or signal strength is bad. If you get a 503 error tap try again and wait. If you get the error again, reboot the Lightpad , router and app then try again. If you have a large number of Lightpads on the network, pull the air-gap switch on all of them to power off and leave them off. Finish provisioning then push the others back in. If all else fails, factory reset.