

How to Troubleshoot Wifi on Tonal

If you're having Wifi connectivity issues with your Tonal, please keep the following in mind:

- Tonal needs a consistent and strong Wifi connection to access and stream workouts and programs. If your Tonal connects to Wifi but has weak or inconsistent signal strength, programs may not load. We don't recommend attempting to use Tonal without a stable Wifi connection. Also, remember the trainer can't be used offline. Learn more about [Tonal Wifi requirements](#).
- Tonal needs more bandwidth than other electronic devices. We suggest turning off any wireless and Bluetooth devices and peripherals while troubleshooting to make sure they're not the issue.
- If you have a mesh system on your network, it can give additional security blocks to the trainer and prevent it from connecting. Networks with a mesh system may recognize Tonal as a threat and block it from full internet access. This is because Tonal is listed as "Generic Android Device". This is not the case for all mesh systems but is a possibility. This is mostly seen with "EERO" mesh systems. In this case, you should try to be on the main network.
- Trainers using incorrect MAC addresses can prevent you from connecting to Wifi if another device with the same MAC address is in the vicinity.

If you are having trouble connecting your trainer to your Wifi network, the steps below may help. **For the best results**, we suggest that you go through the troubleshooting methods in the order that they appear.

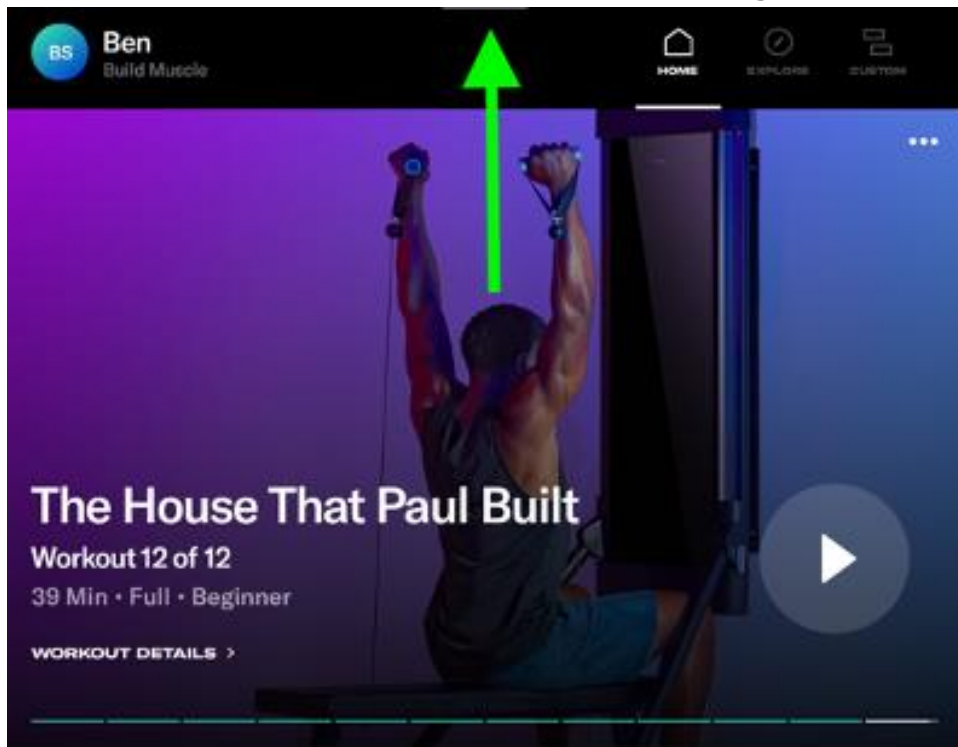
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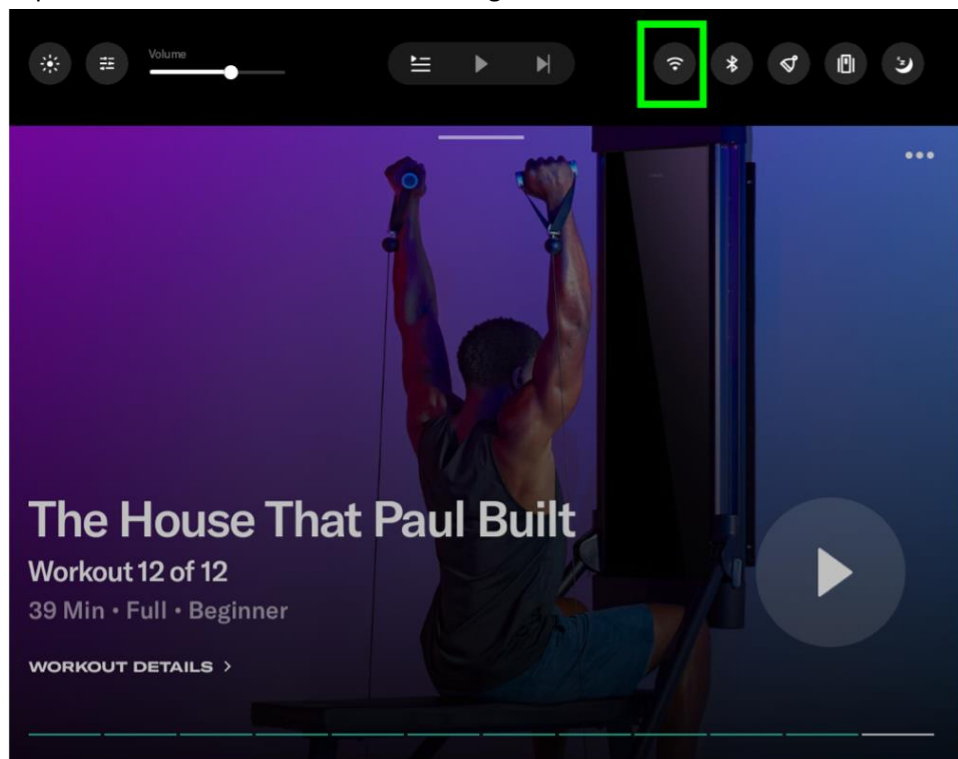
Connect Tonal to Your Wifi

To connect your Tonal to your Wifi, do the following:

1. Swipe down from the top of Tonal's screen to open the **Settings** menu.



2. Tap the Wifi icon to enter the Wifi settings.



3. Select the network name you want to join. The network you are on is your SSID.

4. Enter your password and tap **Join**. A checkmark should appear beside your network indicating you are now connected.

Note: If you use a mesh Wifi network or network mapping software, Tonal will appear in your network map as “Generic Android Device”. However, the manufacturer will show “Tonal”. Make sure you allow Tonal to connect to your network.

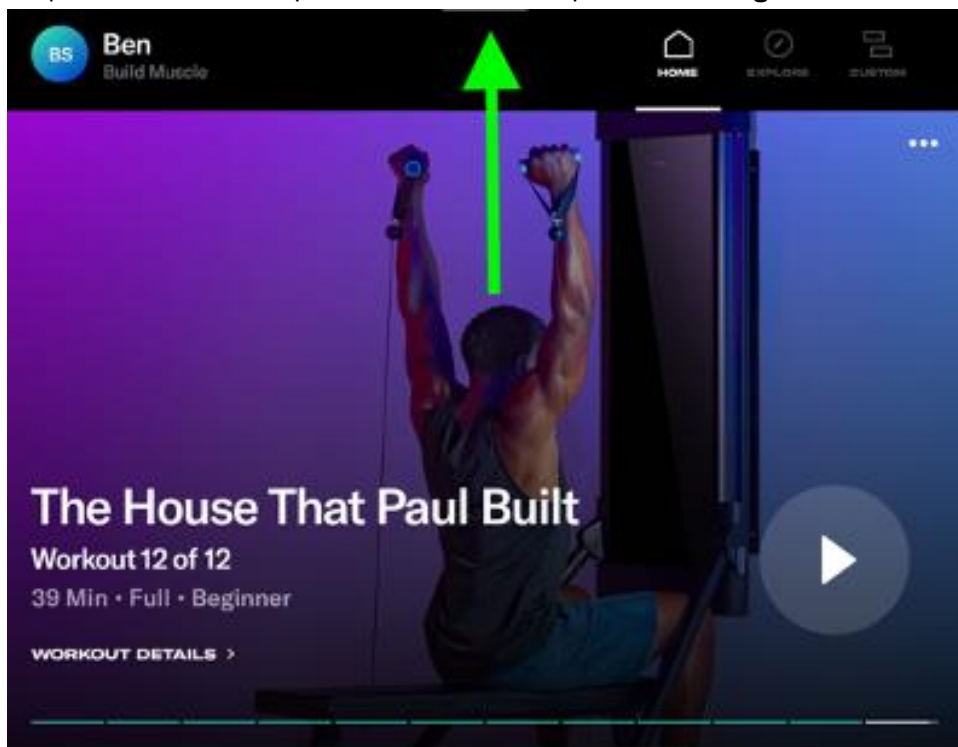
Perform a Wifi Network Status Test

If you have issues connecting your trainer to Wifi or if it can't find your Wifi network, you may want to perform a **Wifi Network Status Test**. This will let you get your network information like:

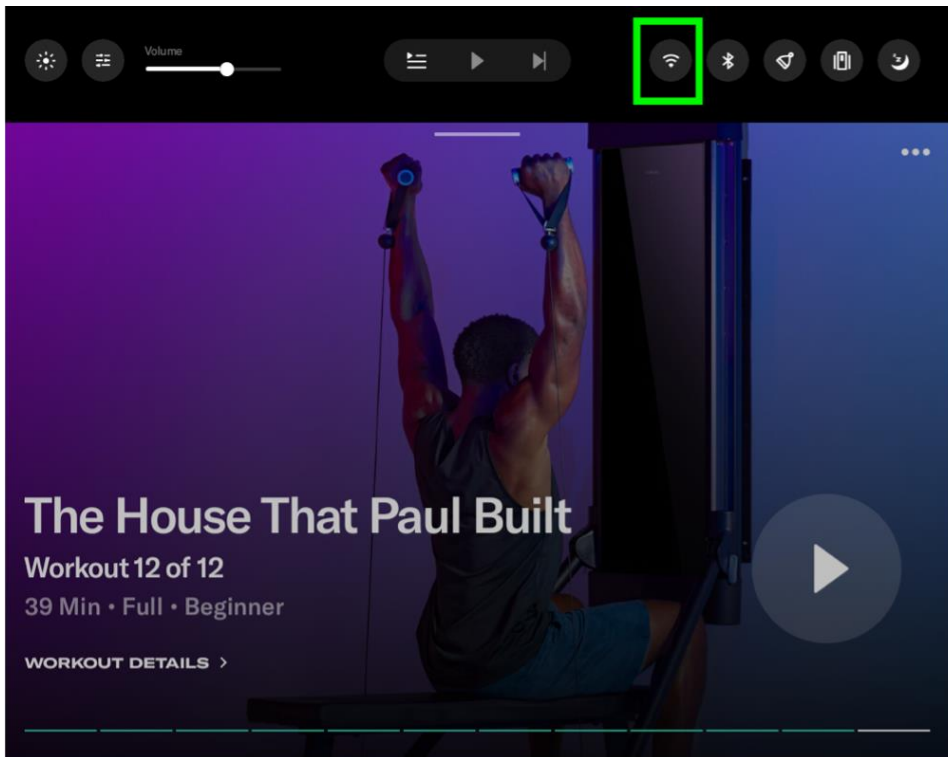
- SSID = Service Set Identifier (the name of your network)
- Bandwidth
- RSSI = Received Signal Strength Indicator
- RTT Avg = Round Trip Time or Link speed (the speed that the network is communicating with the trainer)
- Frequency = The band speed (2.4 or 5 GHz)

To run a Network Status Test, do the following.

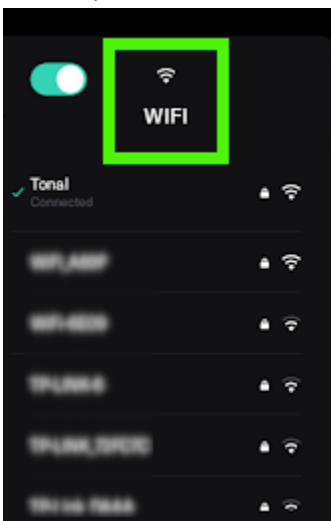
1. Swipe down from the top of Tonal's screen to open the **Settings** menu.



2. Tap and hold the Wifi icon to enter the **Network Status** page.

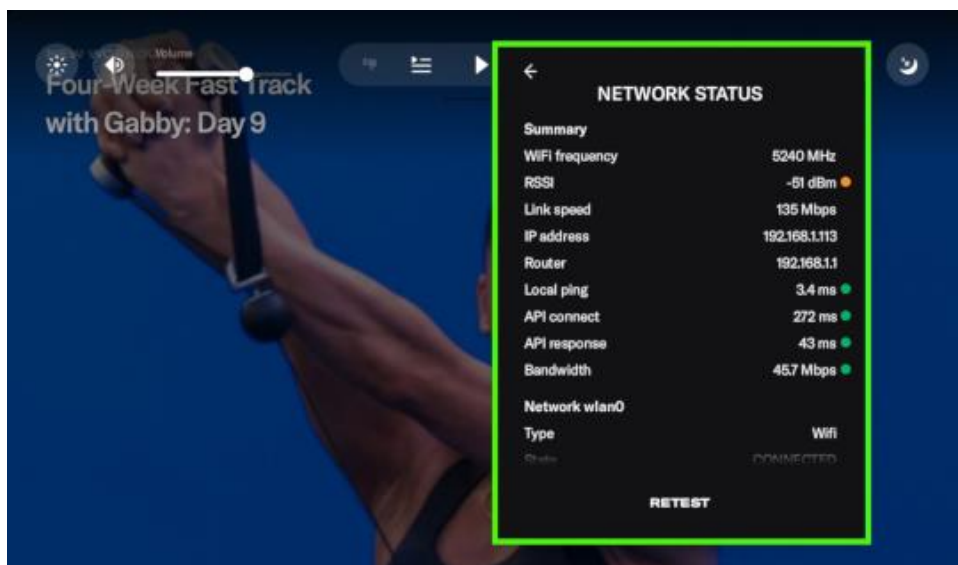


3. Then tap and hold the Wifi icon in the pop up that opens.

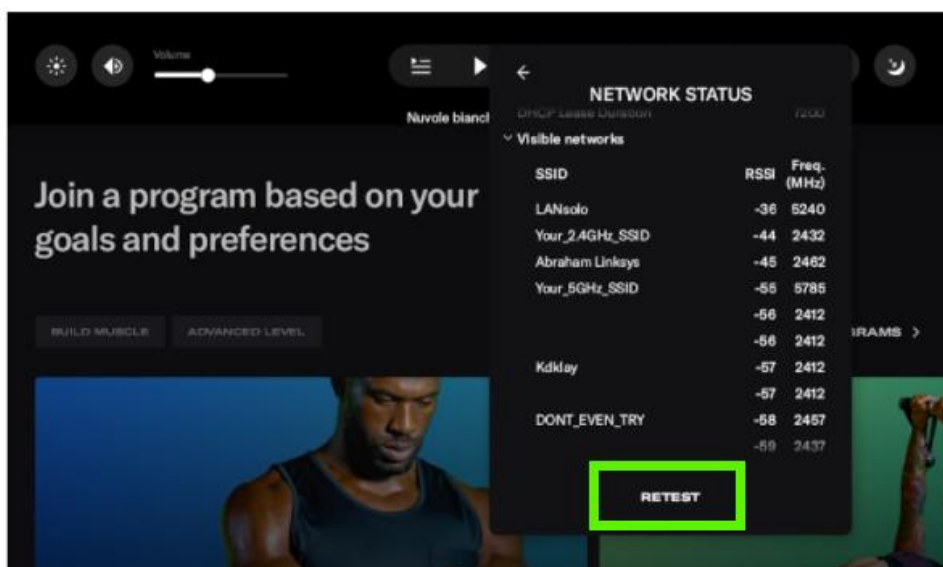


4. Tonal will run a Wifi Network Status Test.

Note: There is a color-coded indicator light beside some attributes to show status. Green is a good connection, orange is moderate, and red is a poor connection.



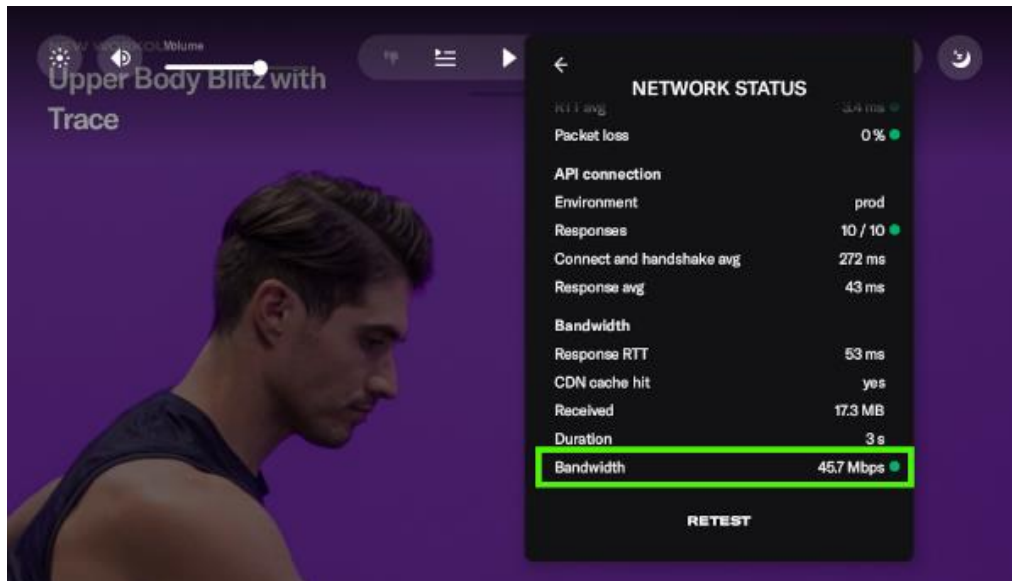
5. Allow Tonal up to one minute to finish the test. Once it's finished, you should see **Retest** at the bottom of the dropdown menu.



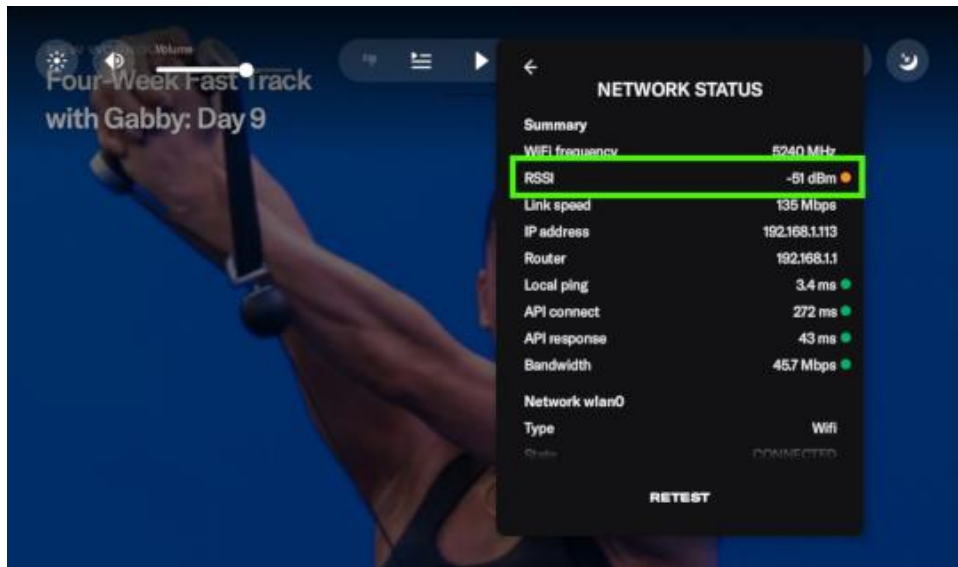
Note: Once the test is complete, please take pictures of the results and email them to us at support@tonal.com so we can look further into what's happening. Sharing this information with us will help us narrow down what may be causing your issue.

Be sure to scroll through all four of the sections and capture the information from **Bandwidth**, **RSSI**, **RTT Avg**, **Packet Loss**, and **Responses**.

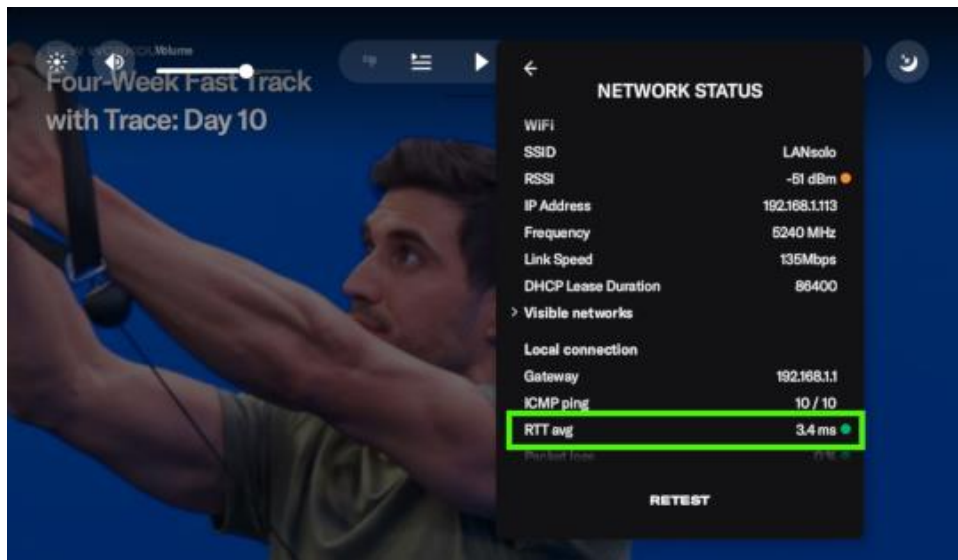
- Bandwidth



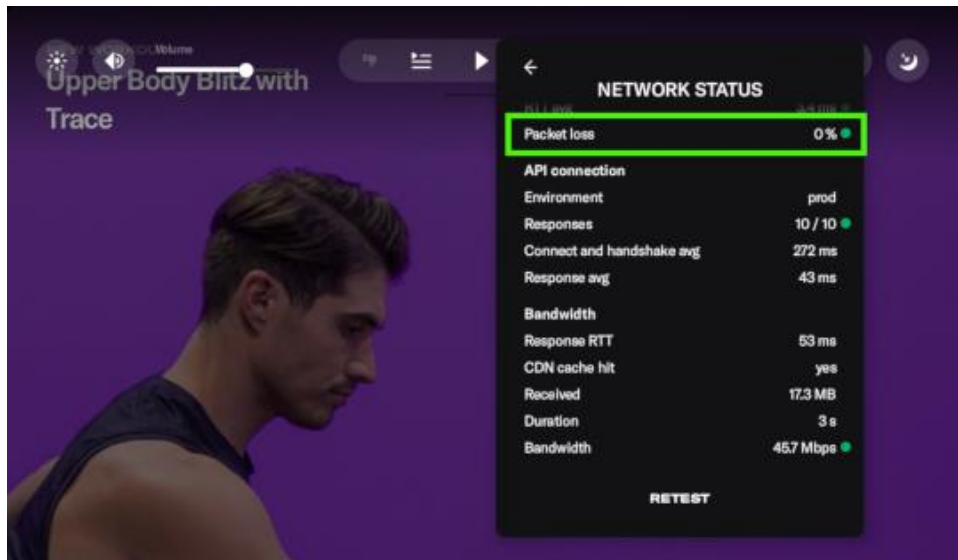
- RSSI



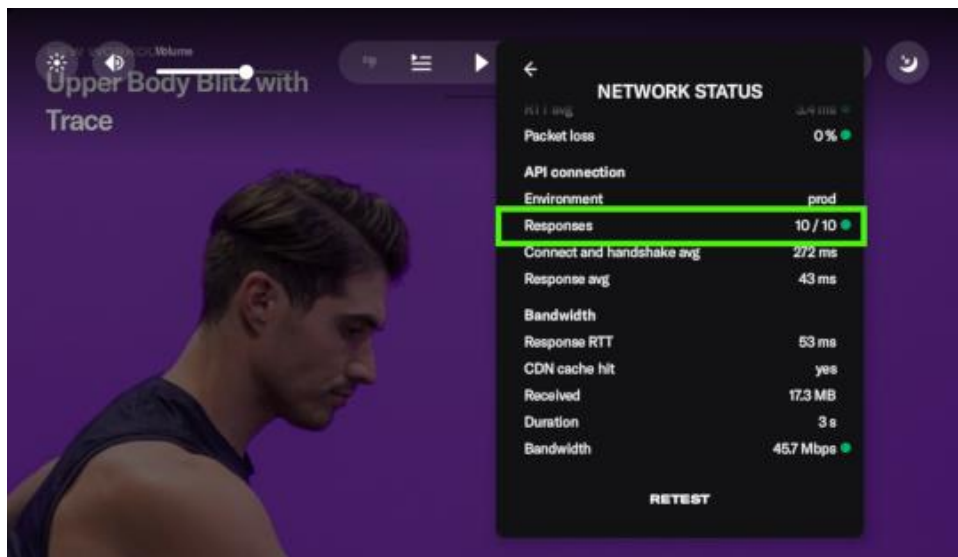
- RTT Avg



- Packet loss



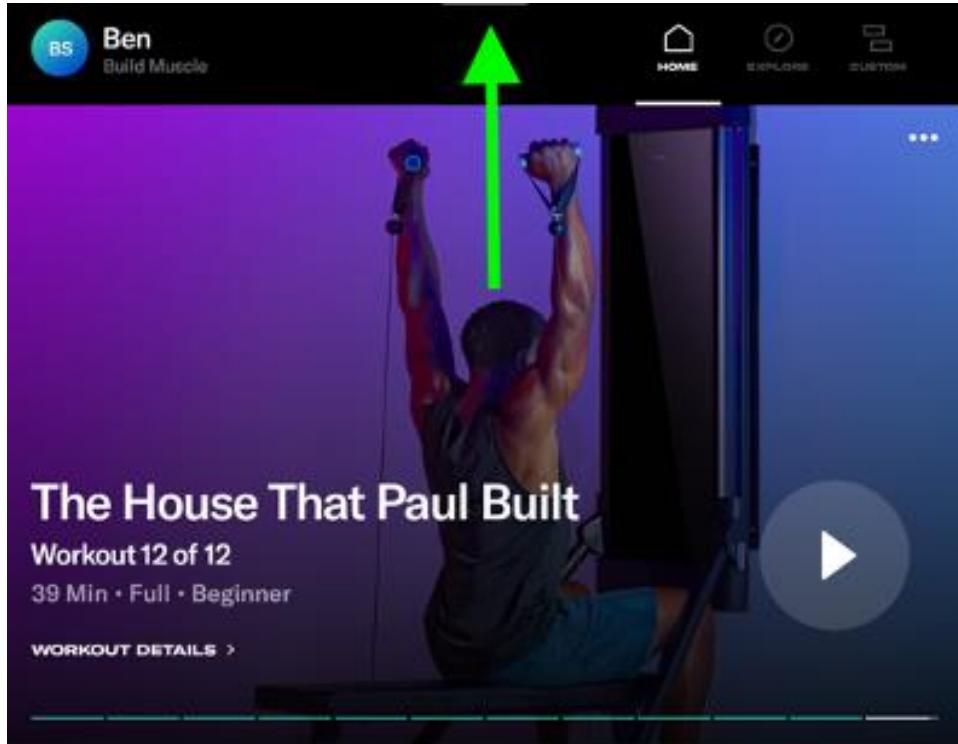
- Responses



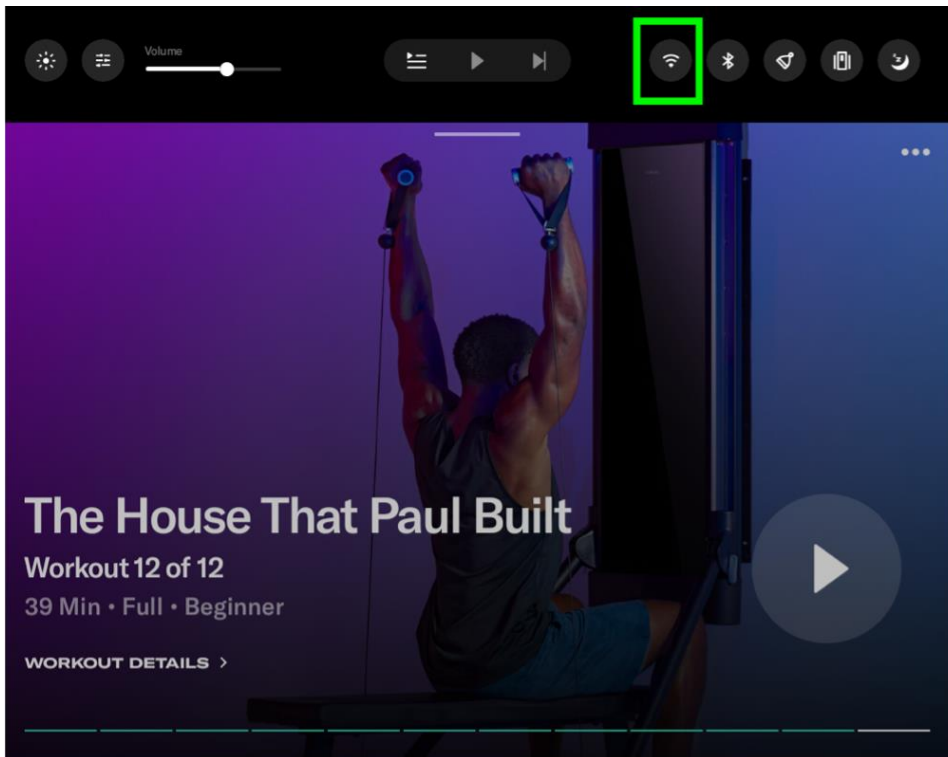
Toggle the Wifi Off and On

Sometimes all it takes to get your trainer connected again is turning your Wifi off and then on again. To do so, simply:

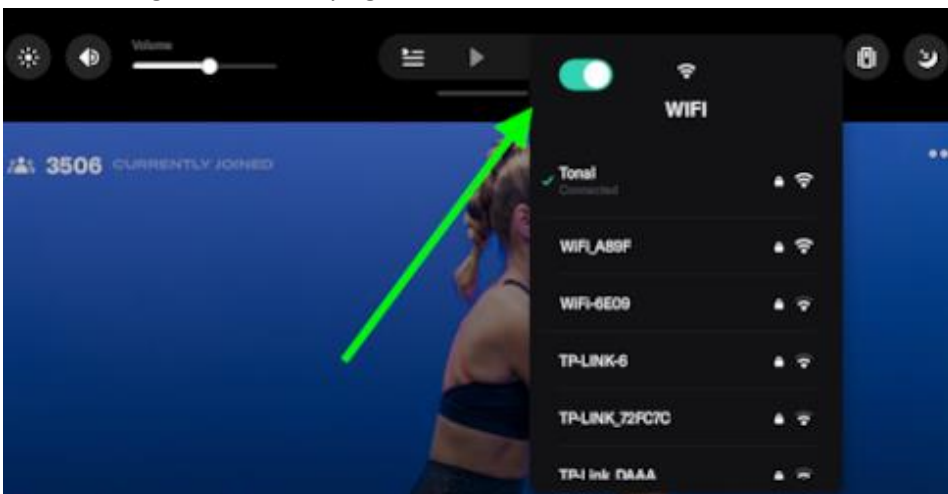
1. Swipe down from the top of your trainer's screen to open the **Settings** menu.



2. Tap the Wifi icon to enter the **Wifi settings**.



3. Move the **slider button** from right to left. The background color will turn from green to gray and a message will show saying "Wifi off".

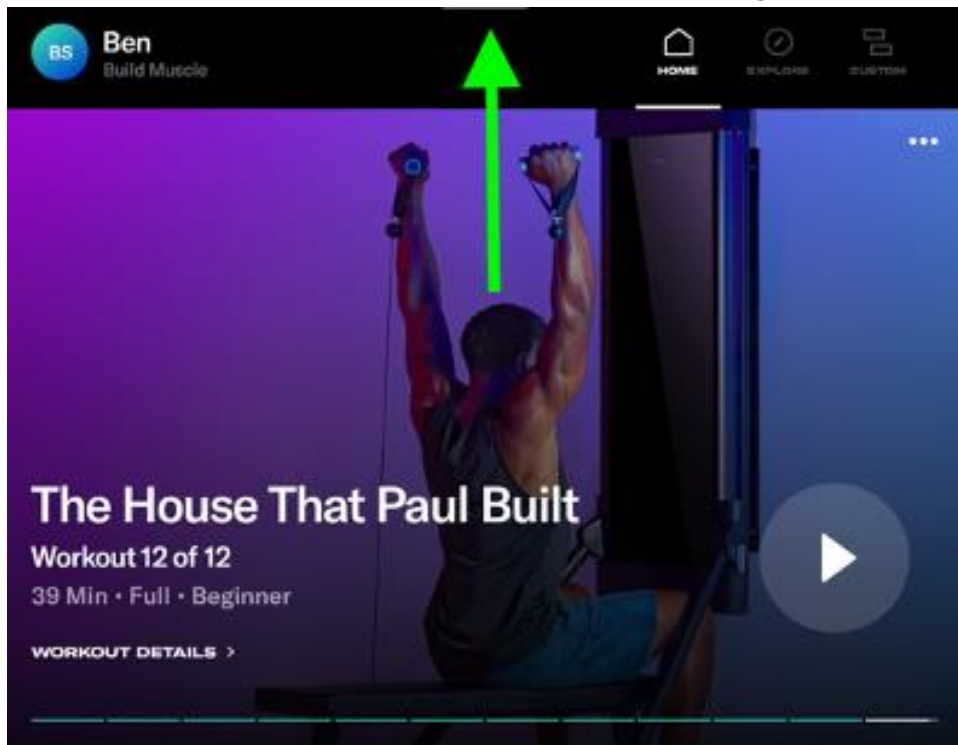


4. **Turn the Wifi back on** by moving the slider button from left to right. The background color will turn green, and a list of available networks will appear. A checkmark should appear beside your network indicating that you're connected.

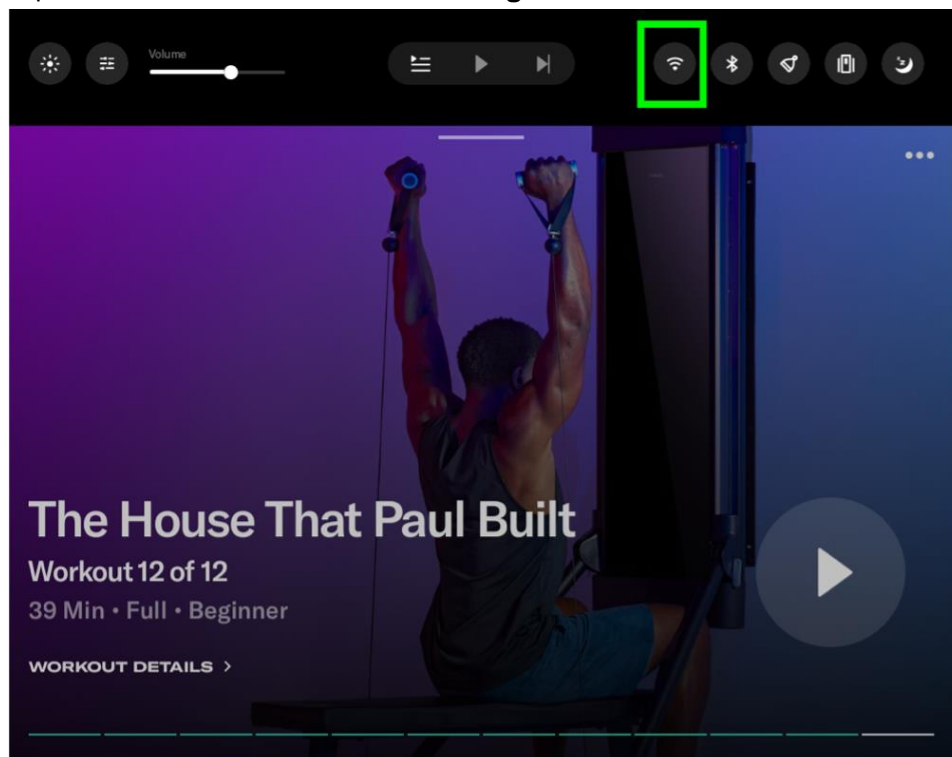
Forget the Network

To forget your network, do the following:

1. Swipe down from the top of Tonal's screen to open the **Settings** menu.

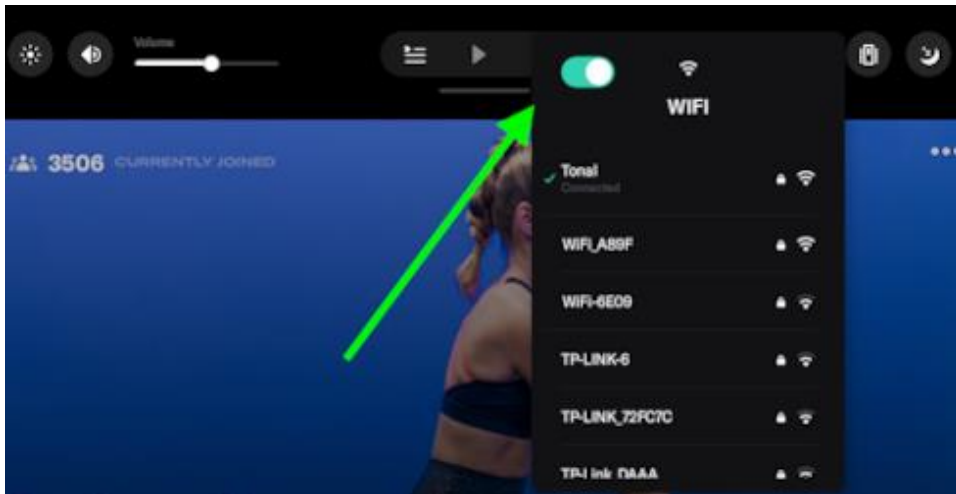


2. Tap the Wifi icon to enter the **Wifi settings**.



3. Tap your Wifi network name.

4. Tap **Forget**.
5. Tap the green Wifi slider button to turn Wifi off.



6. Select the network name you want to join.
7. Enter your password and tap **Join**.
8. A checkmark should appear beside your network indicating you are now connected.

Reset Your Wifi Network

Before you do a reset, check whether you have a modem/router combo device or separate network devices. Modem/router combo devices will have both a Wifi symbol and a coaxial cable attached to the wall.

Take the following steps once you've identified what modem and/or router you have:

If you have a modem/router combo device:

1. Unplug the power cord from your modem/router combo device.
2. Wait one minute.
3. Plug the power cord back into your modem/router combo device.

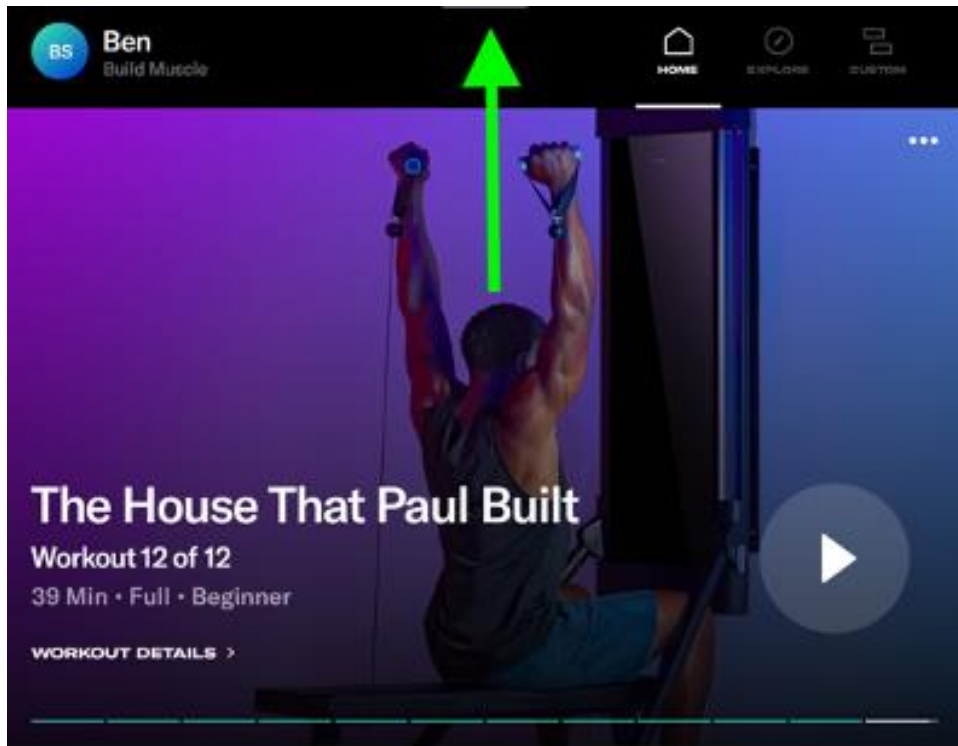
If you have separate modem and router devices:

1. Unplug the power from both your modem and router.
2. Wait one minute.
3. Plug in your modem. The modem lights should start flashing while starting up.
4. Reference your modem user guide to determine whether your modem is properly connected.
5. Plug in your router and wait for Wifi to begin broadcasting a signal again.

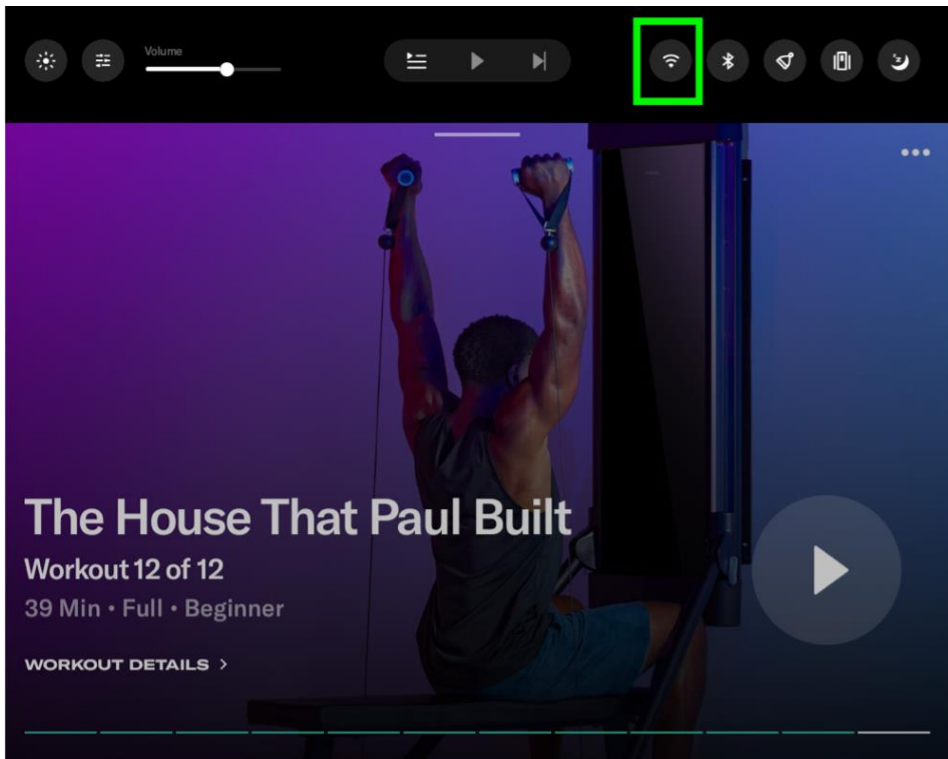
Connect Your Tonal to Your Phone Hotspot

If you still don't see a Wifi signal in the Wifi settings (if your Wifi SSID is missing) or you're still having issues connecting, try using your phone briefly as a hotspot:

1. Swipe down from the top of Tonal's screen to open the **Settings** menu.



2. Tap the Wifi icon to enter the **Wifi settings**.

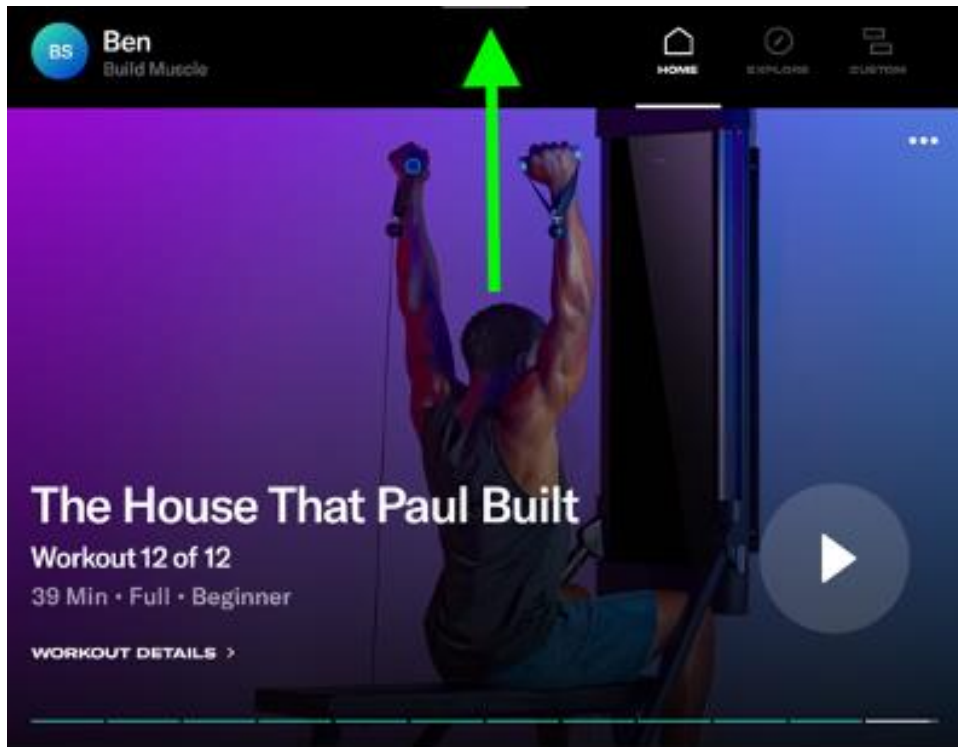


3. Connect your Tonal to your phone hotspot. Keep in mind your mobile device shouldn't be connected to your Wifi when you do this.
 - How to [connect with a mobile hotspot using an Android device](#)
 - How to [connect with a mobile hotspot using an Apple device](#)
4. If your hotspot is showing in the Wifi settings, confirm the following:
 - Is your modem/router on?
 - Is it far from the trainer? To check this, go to network status and see if your network appears. You can either try moving it closer to the trainer or use a repeater/mesh system.
 - What is the signal strength 2.4 or 5 GHz?
5. If your hotspot is not showing in the Wifi settings of the trainer, you may need to [Power Cycle your trainer](#).

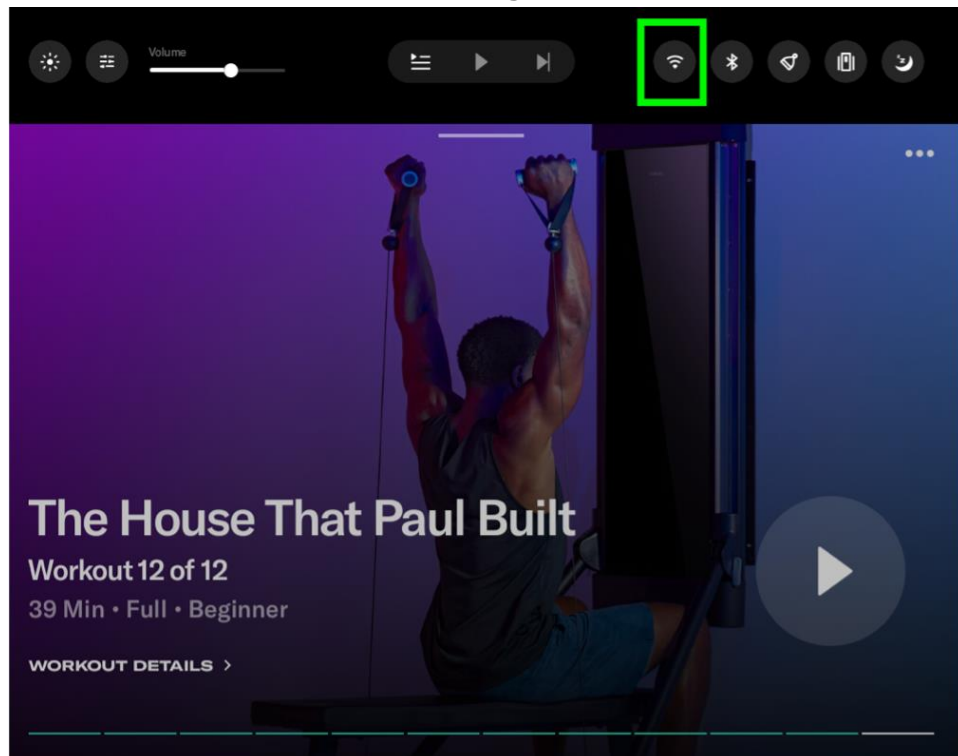
Power Cycle the Tonal

Power cycling your Tonal means turning the power off and on to reset its functionality. To do this:

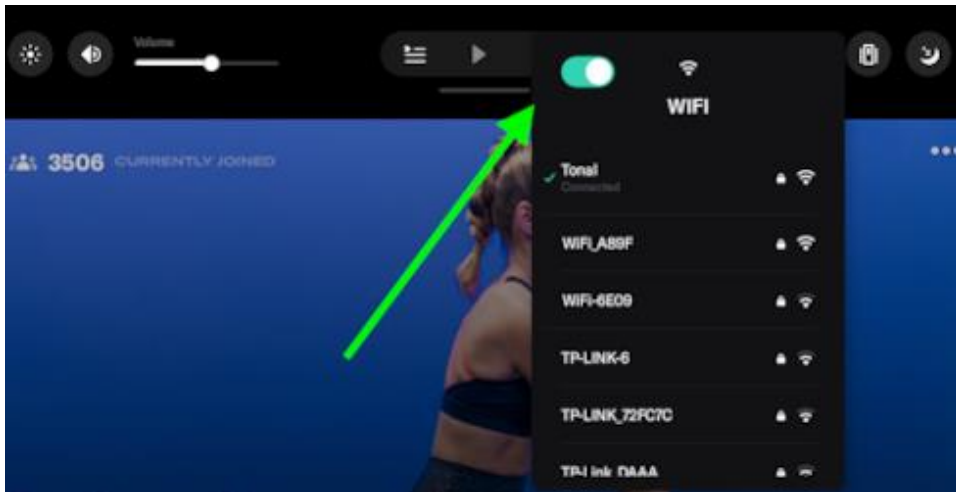
1. Swipe down from the top of Tonal's screen to open the **Settings** menu.



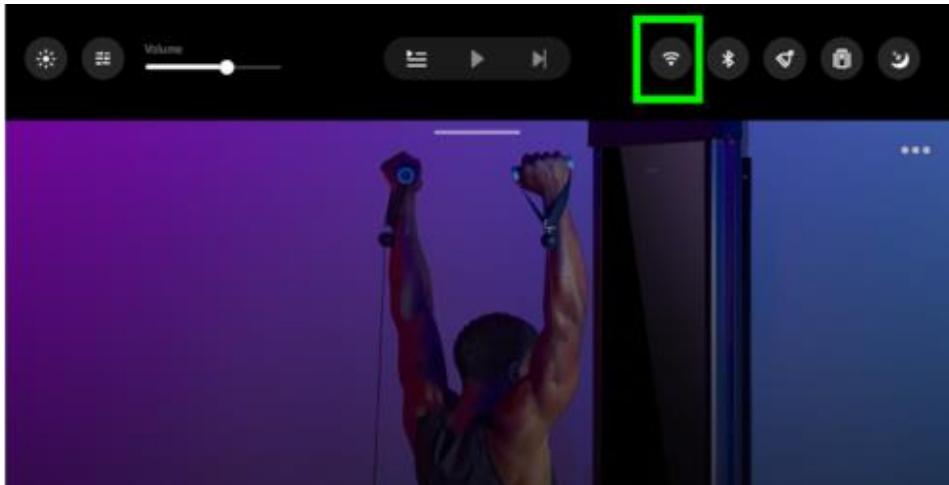
2. Tap the Wifi icon to enter the **Wifi settings**.



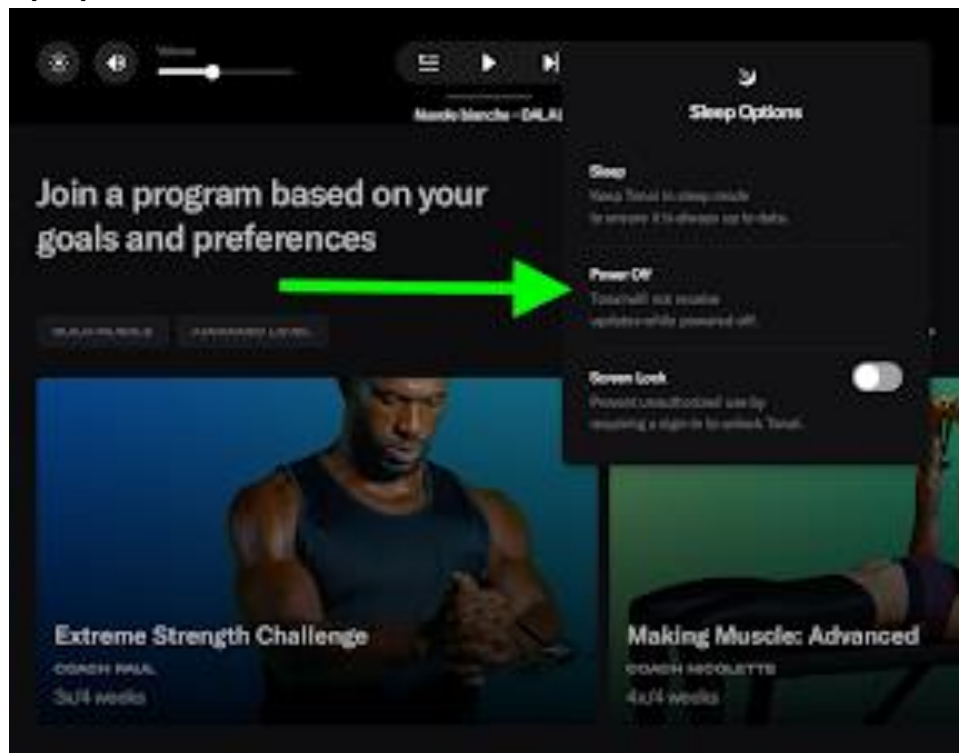
3. Move the slider button from right to left. The background color will turn from green to gray and a message will show saying **Wifi off**.



4. Select the Sleep icon in the **Settings** menu.



2. In the **Sleep Options** menu, select “Power Off”.



3. Once the screen goes to sleep, turn the power switch off. The power switch is located on the bottom of your Tonal.

4. Wait at least five minutes before turning your trainer back on using the power switch.

If you have any other questions or issues, or if none of these steps fixed your connectivity issues, please [submit a request](#) to our team and set **Request Type** to “Troubleshooting”. To help us diagnose and resolve the issue quickly, we ask that you have the following information ready:

- A detailed description of the behavior experienced.
- When the issue started occurring.
- What troubleshooting steps you’ve tried so far.
- Photos and/or videos demonstrating the issue.

You can also give us a call at 855-MY-TONAL.