

# Connecting your Tovala Oven to WiFi

Your oven requires WiFi to scan, cook Tovala Meals, and communicate with the Tovala App. To connect your oven to WiFi:

1. Download Tovala's "Tovala" App for iPhone®, iPod touch®, and Android™. Find it by searching "Tovala" in the App Store® and Google Play®.
  - Android is a trademark of Google LLC.
2. Log into your Tovala account or create an account.
3. Follow the app's step-by-step oven setup instructions

## WiFi troubleshooting



Your oven will display this symbol on the Temp display screen when it is not connected to WiFi.

- **Make sure the WiFi network you're trying to connect to is working properly.** Connect your phone to the WiFi network you're trying to connect your oven to, then open up a webpage in your phone's web browser. If the webpage does not successfully load, there may be an issue with the WiFi network itself.
- **Make sure you selected your WiFi network and type in your WiFi network's password correctly.** Typos happen to the best of us!
- **Make sure the WiFi network you're trying to connect your oven to is 2.4 GHz, NOT 5 GHz.** Your oven cannot connect to 5 GHz networks and will not be available to connect to them in the app.
- **Don't see your WiFi network but pretty sure it's 2.4 GHz?** Some networks are hidden and won't automatically display in the app. In this case, carefully type in your WiFi network name and password to connect.

Still having trouble connecting your oven to WiFi? Our support team can help!

1. Email us any time at [support@tovala.com](mailto:support@tovala.com).
2. Live Chat us at [Tovala.com](https://www.tovala.com). Our hours are Monday - Thursday 10 am to 9 pm CT, Friday 10 am to 8 pm CT and Saturday and Sunday 11 am to 6 pm CT.
3. Call us at (312) 818-4437. Phone hours are Monday - Thursday 10 am to 6 pm and Friday 10 am - 5 pm.