Code word: Hedgehog

The Hedgehog code word indicates a connection issue between the Toniebox and the Wi-Fi network / router it is trying to connect to. Follow through the steps below to get connected and ready to go!

Solution: Use a mobile hotspot or different Wi-Fi network.

- If you are using a mobile hotspot, you will just need to use a different device, like a different phone, computer, tablet, etc., to walk through the setup process. **You will not be able to walk through the setup process on the same device that is creating the mobile hotspot.**
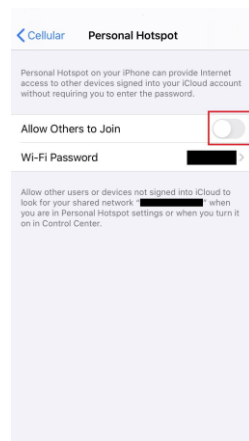
Creating a hotspot with an iPhone or iPad:

Step 1
Open the 'Settings' app and tap 'Personal Hotspot' (iPhone) or 'Cellular' (iPad).

Step 2
Tap the toggle next to 'Allow Others to Join' to activate the mobile hotspot.

Step 3
On newer iPhones (iPhone 12 and newer), you may also have an option named 'Maximize Compatibility'. If you see this option, make sure it is also toggled on.

Step 4
You can view the hotspot password below the 'Allow Others to Join' toggle. This password can be changed if you would prefer. The hotspot network name can also be viewed in the paragraph below the Wi-Fi Password, shown inside of the quotation marks (" ").
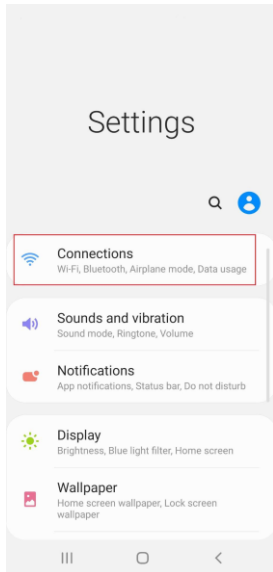

You can find more information about setting up a mobile hotspot on your iPhone or iPad from Apple support here.

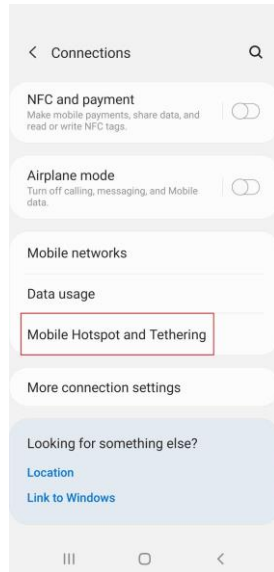## Creating a hotspot with an Android smartphone or tablet:

Step 1
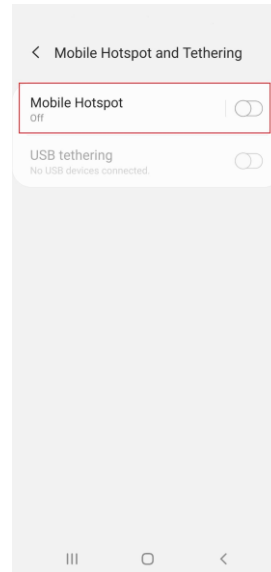Open the 'Settings' app and then tap 'Connections'

Step 2
Tap 'Mobile Hotspot and Tethering'

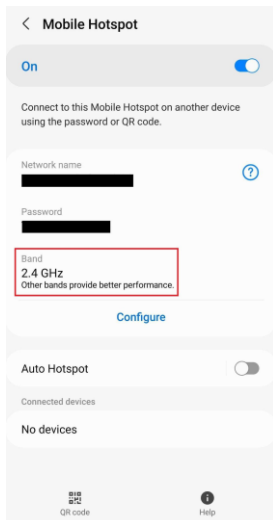### Step 3
Tap 'Mobile Hotspot'

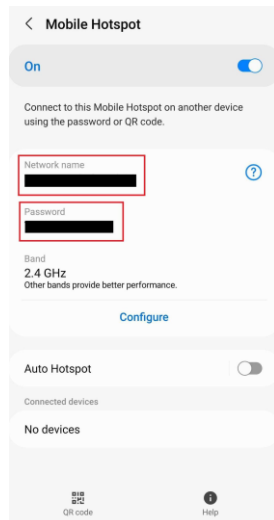### Step 4
Tap to toggle the Mobile Hotspot 'On'.

Step 5
Make sure that the Band is set to 2.4 GHz and not 5 GHz.

Step 6
You can view the hotspot network name and password below the 'On' toggle. This password can be changed if you would prefer.

You can find more information about setting up a mobile hotspot on your Android smartphone or tablet from [Google support here.](#)

Once the hotspot is activated or you are near the different Wi-Fi network, follow these steps:

1. First, reset the Toniebox to ensure a fresh start. To do this, place the Toniebox on the charging station (while connected to the power supply) and then turn them both upside down so the ears are pointing downwards.

2. While the Toniebox is upside down, pinch and hold both Toniebox ears simultaneously for about 10 seconds until you hear an audio tone.

3. Turn the Toniebox back upright and remove the Toniebox from the charging station for a moment and then place it back on.

   Once the Toniebox is reset, we have two different options to try and get connected, either using the mytonies app or an alternative version of the connection process.

   If you run into any trouble using either method, we recommend giving the other method a try, to see if there is any change:

Using the mytonies app:

Step 1
Open the mytonies app and login or create your free Tonie-Account if you have not already done so. Once you are logged in, tap the red plus (+) sign next to 'Toniebox'.
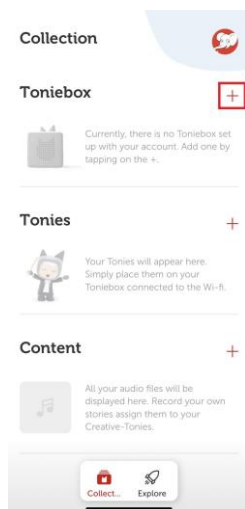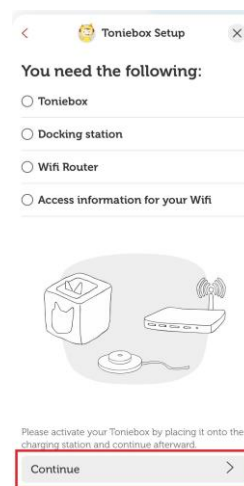
Step 2
Tap 'Start Setup Process' at the bottom of the screen to start the setup process.

Step 3
If you will be trying to connect to a mobile hotspot, make sure the hotspot is activated on the other device. Once you are ready, tap 'Continue' at the bottom of the screen.

Step 4
Enter your Toniebox ID. This is the 8 digit ID that can be found on the bottom of your Toniebox. Make sure the Toniebox is not on the charger or you will not be able to see the Toniebox ID. Once you have entered your Toniebox ID, tap 'Continue'.
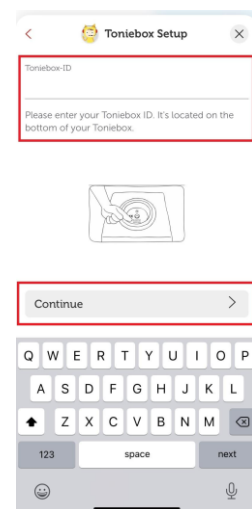
(Step 5 is on the next page)

Step 5

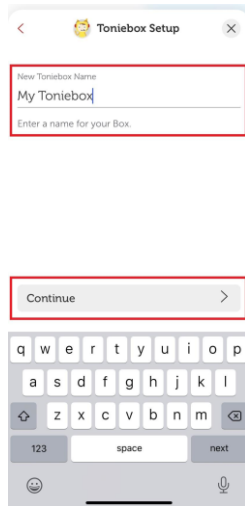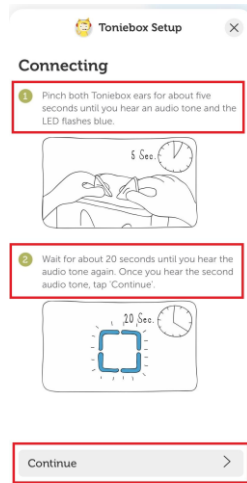Here you can name your Toniebox. Once you have entered a name, tap 'Continue'.

Step 6

Place the Toniebox on the charger to turn it on if you have not already done so. Then pinch and hold both ears for about 5 seconds until you hear an audio chime and the LED begins to flash blue. Wait for about 20 seconds until you hear a second audio chime. Then tap 'Continue'.

Step 7

Now your Toniebox will attempt to connect to your smartphone. You want to make sure to allow this as it is an important step to complete the WiFi connection process. Note: You may see a slightly different message depending on whether you are using an iPhone or an Android smartphone.

Step 8

Now you will see a list of available WiFi networks. Make sure to tap the name of the mobile hotspot or other WiFi network you are trying to connect to.

Step 9

Enter your mobile hotspot / WiFi password. Once you have entered the correct password (be sure to double-check capitalization!), tap 'Continue'.

Step 10

Wait while the Toniebox establishes a connection with your WiFi. This process may take a minute or two and you may hear multiple sounds or beeps while the Toniebox connects.

Step 11

Once your Toniebox is finished connecting to your WiFi and downloading any necessary updates, you will hear a welcome message and the Toniebox LED will change to solid green. You should also see 'Success. Your Toniebox is now set up!' on your screen, however, even if you do not see this 'Success' message, be sure to double-check the Toniebox LED. If the Toniebox LED is solid green, that means the connection was actually successful!

Step 12
Once you have successfully connected the Toniebox, you can place the Tonies on the Toniebox and they will begin playing and downloading their content, indicated by a blinking blue LED on the top of the Toniebox. This may take a few minutes and once the content has finished downloading, the LED will turn solid green and an audio chime will play. This means that the Toniebox does not need a Wi-Fi connection to play that specific Tonie again. You would then be able to repeat that process for any other Tonies that you currently have. Once each of your Tonies are fully downloaded, you can turn off the hotspot or move away from the alternative Wi-Fi network and the Tonies would be able to work and play normally.

Step 13
Connecting to your home Wi-Fi network: If the Toniebox is set up successfully, this means that you can now connect to your home Wi-Fi network. This can either be done now or at a later time. To do this, follow through the same connection steps outlined above, starting with pinching and holding both Toniebox ears for 5 seconds. At Step 8, you will just select your home Wi-Fi network and then enter your home Wi-Fi password. If the connection is successful, the Toniebox LED will turn solid green and you will be ready to go!

Using the alternative connection process:

1. Turn the Toniebox on and then pinch both ears for about 5 seconds until the LED turns blue and you hear an audio tone.

2. Wait about 20 seconds until you hear the second audio tone.

3. Go into the Wi-Fi settings on the device that you are using to walk through the setup process on and connect to the Toniebox Wi-Fi network named 'Toniebox-####'.

4. Wait a few seconds until the connection is fully established. You might receive a message saying 'This connection does not have access to the internet', choose to 'ignore' or 'continue anyway'.

5. Open a web browser on the same device and type in: **192.168.1.1** in the address bar and then hit enter or choose to go.

6. This will take you to a Toniebox setup page asking to select the language of the Toniebox.
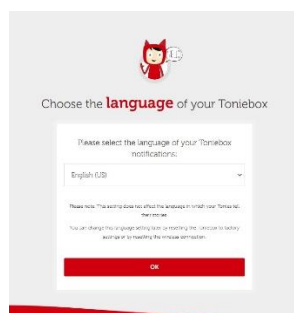
(Step 7 is on the next page)

7. Choose the language and then follow through the setup instructions on screen to connect to the mobile hotspot or different Wi-Fi network.
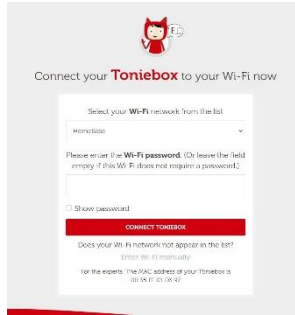
8. If setup is successful, the LED on the Toniebox will turn solid green and a greeting message will play.

9. Once you have successfully connected the Toniebox, you can place the Tonies on the Toniebox and they will begin playing and downloading their content, indicated by a blinking blue LED on the top of the Toniebox. This may take a few minutes and once the content has finished downloading, the LED will turn solid green and an audio chime will play. This means that the Toniebox does not need a Wi-Fi connection to play that specific Tonie again. You would then be able to repeat that process for any other Tonies that you currently have. Once each of your Tonies are fully downloaded, you can turn off the hotspot or move away from the alternative Wi-Fi network and the Tonies would be able to work and play normally.

10. **Connecting to your home Wi-Fi network**: If the Toniebox is set up successfully, this means that you can now connect to your home Wi-Fi network. This can either be done now or at a later time. To do this, follow through the same connection steps outlined above, starting with pinching and holding both Toniebox ears for 5 seconds. At Step 7, you will just select your home Wi-Fi network and then enter your home Wi-Fi password. If the connection is successful, the Toniebox LED will turn solid green and you will be ready to go!

If you continue to run into any trouble walking through these steps, send us a message including your Toniebox ID and we will be there to help as soon as possible!

Self-Service Exchange

If you continue to run into trouble after going through the steps above, you can opt to exchange your Toniebox for a new Toniebox with pre-loaded software to avoid the Hedgehog connection issue. Click here to be redirected to our exchange website and confirm eligibility.