

# Unable to connect to my TonidoPlug using the URL

If you are unable to connect to your TonidoPlug using your URL, it is possible that you have some form of network connectivity problem.

1. Go to <http://www.tonidoplug.com/ip> click on the "Connect" to the listed TonidoPlug.
2. If you are able to connect to the plug, login to your account, go to Settings->Network and check if the **Tonido Relay -> Enable Relay**: is "**Enabled**", and the status is "**Active**", if it is not, please uncheck the **Enable Relay** checkbox, wait a few minutes and re-enable the **Enable Relay** check box.
3. If you are not able to connect to your plug, check that the plug is connected properly via a network cable. Try changing to a different cable, or make sure the cable is connected tightly. Restart the plug and go to step 1 after the plug starts up.