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2019-05-28 - Pure Support - UK - in General

At the weekend we were experiencing problems with Pure Connect / The Lounge. The symptoms were identical to those experienced 1-2 weeks ago.

You may have noticed your radio display one of the following error messages: "Unable to connect", "Network busy", "Error connecting to Pure Connect" or "This content is temporarily unavailable".

We are pleased to report that as of this morning the issue has been resolved. We are working to ensure that the problem is resolved permanently, so that customers do not experience this again.

If your radio continues to display "Unable to connect", "Network busy", "Error connecting to Pure Connect" or "This content is temporarily unavailable" then please attempt to change station by rotating the Select dial*, at which point you should be able to access "My Favourites", "Live Radio" etc. The radio can then be used normally.

*If you have an Avanti Flow, then instead of rotating a Select dial, simply press the + button located next to the Select button. If you have a Siesta Flow then please press the up or down arrow located on the right hand side of the screen.

28/05/2019

