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## Jongo visibility issues for customers using a BT Home Hub 5

Pure Support - UK - 2019-07-21 - in [Wireless Music Systems](#)

It has come to our attention that if you are connecting to the internet using a BT Home Hub 5 you might not always see your Jongo as an available device in the Pure Connect app. A consequence of this problem is that your Jongsos may not play correctly if they have been set up as part of a stereo pair or multiroom system.

We are investigating these issues together with BT and hope to provide a solution very soon.

The above issue only occurs when you are connecting your Jongsos to the BT Home Hub 5 via Wi-Fi. A potential workaround is to connect your Jongsos to the BT Home 5 using Ethernet cables and adapters or to use a separate wireless Access Point.

We apologise for any inconvenience caused here. We hope to have a solution for you very soon