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## Notes for customers using the recent Android 4.4 (KitKat) update

Pure Support - UK - 2020-10-28 - in Apple\ Android Pure Connect App

### **Notes for customers using the recent Android 4.4 (KitKat) update**

The recent Android 4.4 update has invalidated cached Offline Listening playlists on the Pure Connect app. This has so far been observed on Nexus 4 and Nexus 7.

Tracks still look like they are available but show the “error! media cannot be played” message when you try to play them.

This has occurred due to a change in authorisation keys in the Android operating system which unfortunately we have no way to resolve.

To reinstate your offline playlists you should delete your cached playlists and re-download them.

The quickest way to do this is to log out of your account on your device.