



Portal > FAQs > Internet Radios and Pure Connect / The Lounge > Radio controls no longer work correctly after software upgrade

Radio controls no longer work correctly after software upgrade

Pure Support - UK - 2019-02-21 - in Internet Radios and Pure Connect / The Lounge

Radio controls no longer work correctly after software upgrade

In rare circumstances you may notice scrolling stations or selecting controls become sluggish or do not appear to work correctly directly after performing a software upgrade. You may notice anomalies where the screen does not update correctly or stations become difficult to select.

Solution...

Make sure you remove all power sources from your radio – including any ChargePAK battery packs. Re-connect mains power to the radio and wait for it to switch on normally. You now need to perform a factory reset on the radio:

Instructions for resetting EVOKE Flow, Siesta Flow, Oasis Flow, ONE Flow,

Contour or AVANTI Flow: Make sure your aerial is fully extended and vertical and press the Back button until you see the '**Options**' button. Press and hold the '**Options**' button for two or three seconds - and confirm the reset when prompted.

Instructions for resetting Sensia: Make sure your aerial is fully extended and vertical and tap **Settings > Update > Factory Reset**. Confirm the reset when prompted.

Please be aware that a factory reset will remove any presets, timer and alarm settings you may have stored and you will need to re-enter your network security information again.

✘ You will need to re-enter your WEP/WPA network security key. Make sure you have your network security key to hand before performing this operation.

Related Pages

- [Resetting your Pure internet radio](#)