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## Sudden loss of DAB audio quality after software upgrade

Pure Support - UK - 2019-02-23 - in Internet Radios and Pure Connect / The Lounge

### **Sudden loss of DAB audio quality after software upgrade**

If you experience a sudden drop in DAB audio quality after updating your radio to the latest software version, you should perform a factory reset on the radio. Factory reset instructions for your radio can be found here: [support.pure.com/kb\\_article.php](https://support.pure.com/kb_article.php)

Please note this FAQ applies to Pure Flow internet radio products.