

PURE Help Centre

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The LED on my Jongo flashes amber and will not do anything else

Pure Support - UK - 2019-09-02 - [Wireless Music Systems](#)

If you plug in your Jongo and the LED pulses red then rapidly flashes amber, this suggests a Wi-Fi software update has failed.

This may occur if your Jongo device lost power during the update process, if this happened do not worry you can recover your Jongo by following this FAQ and updating the software manually.

Check list:

You will need a freshly formatted USB stick to perform a software upgrade on your Jongo

You will need the latest software download for your Jongo. You can get the latest software from here

<http://support-uk.pure.com/downloads>

You will need a decompression tool like WinZip installed on your computer.

Preparing the file and your USB stick

When you download the file to your computer it will arrive as a compressed file (.ZIP) that will need decompressing. Use a decompression tool like WinZip to decompress (or 'unpack') the file, and save the file to a location on your computer that you will easily find. There is only a single .dfu file in the zip to save.

Make sure your USB stick is freshly formatted with no data stored on it.

Now copy or move the unpacked .dfu file to your freshly formatted USB stick. The .dfu file should be the only file present on the USB stick.

Installing the software on your Jongo

Insert USB stick into the Jongo's USB socket.

The Jongo will continue flashing amber to show that its entered update mode the LED will then cycle through its three colours the update process will begin but note that it may take around five minutes to complete. Ensure that you do not switch off your Jongo during the update process or the update may fail.

The update is complete when the LED is a constant green