

PURE Help Centre

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Android users only - Pure Connect App crashing

Pure Support - UK - 2025-10-21 - [Apple\ Android Pure Connect App](#)

It has come to our attention that some Android customers using Android 6 and 7 are having problems connecting to the Pure Connect App. The symptoms are that the App crashes as soon as its opened.

We are investigating this issue and hope to have a release to fix this soon

We apologise for any inconvenience caused here