

PURE Help Centre

[Knowledgebase](#) > [Internet Radios and Pure Connect / The Lounge](#) > [Apple\ Android Pure Connect App](#) > ['Connection Error, the device has not been successfully created....' error message \(Android\)](#)

'Connection Error, the device has not been successfully created....' error message (Android)

Pure Support - UK - 2025-10-19 - [Apple\ Android Pure Connect App](#)

'Connection Error, the device has not been successfully created....' error message (Android)

You may see this error message if your 3G or Wi-Fi coverage is weak. Move your Android device to a stronger signal area and try again.