

PURE Help Centre

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Check the track is in a supported format, if it's not it will not play.

Jongo supports

- MPEG: 8kbps - 320kbps (this includes MPEG-1-Layer -III, MPEG-2Layer-III and MPEG2.5- Layer-III)
- WMA: 64kbps - 385kbps (WMA4, WMA7, WMA8 and WMA9, including support for VBR & CBR)
- AAC-LC: 16kbps - 320kbps (M4A but not M4P) - media streaming only.

Jongo does not currently support:

- WMA Pro 10 radio streams or
- WAV in media player mode.
- All lossless formats such as Apple Lossless
- AAC+ codecs. Some AAC M4A files use the AAC codec and some use the AAC+ codec.

Note - Jongo will not play DRM protected content.

If you are still having problems streaming please contact technical support [here](#)