

PURE Help Centre

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In-line headphone volume remote control isn't working (Apple)

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

Headphone volume remote control isn't working (Apple)

You are running an old version of iOS on your Apple device. Make sure you have updated your Apple device from iOS3x to the latest firmware. We have found that updating to iOS4 should solve the problem.