

PURE Help Centre

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Internet radio streams dropping connection?

Try the following:

- Wireless network channel sharing? You should ensure you are not sharing the same Wi-Fi channel as another network close by (you have 13 to choose from). Use a tool like <http://wifihopper.com/> and check to see if you are sharing the same channel as another network nearby. Armed with this info, does the problem persist if you move to a free channel?
- Make sure your router is running the latest firmware. Make sure you have your network encrypted using the WPA encryption method (not WEP). You will need to consult your wireless router user guide for details on how to change this.
- Make sure your network is running in a B/G environment and not an N environment. You will need to consult your wireless router user guide for details on how to change this.
- Reboot your router to enable it to reset its DHCP IP pool and re-list your radio. You should try a router reboot if you experience and unusual network anomalies.
- Make sure you have enough downloadable bandwidth available to you. You need at least 1mb downstream free for uninterrupted streaming. Use a broadband speed checker to check your download rate - found here: <http://support-uk.pure.com/kb/articles/239-your-broadband-speed-test>