

PURE Help Centre

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Notes for customers using BT Home Hub 4

If you are having issues connecting devices to your network and you are using a BT Home Hub 4, the advice from BT as a temporary work around is to turn off the 5Ghz band on the router and retry the connection process.

If you are using a Jongo device new software update has been released. This will resolve the issue once your device is connected and it has upgraded to the latest software version. Make sure your Jongo is on this software. For instructions to install the software click [here](#) and select the device you want to update. You can now turn 5GHz back on.