

PURE Help Centre

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Pure Go App unable to connect to my Highway 400/600 when setting up Pure Go App

Pure Support - UK - 2025-10-19 - [Highway 400/600](#)

This may be experienced when you are trying to perform first time pairing of Pure Go App with your Highway.

If you have connected Pure Go XXXX manually (by using your Phone's BT Settings screen) this could be why you are reporting this error.

To recover please go into your mobile devices Bluetooth settings and forget Pure Go XXXX

Restart the Pure Go App and now start the connection process by following the in App instructions.