

PURE Help Centre

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Resetting your Jongo

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On all Pure products you have the option of being able to return the product to its original factory settings. A reset can often resolve any anomalies found.

Note: You will need to reconnect your Jongo to your network after resetting. Make sure you have your network security key to hand before performing a reset

Instructions for the Jongo A2 and T Series:

Pull the power connector from the Jongo, press and hold the Wi-Fi button, and then re-apply the power connector. Wait for the LED to flash red then amber (This will take approximately 6 seconds) then release the Wi-Fi button. The reset is complete when the LED pulses green.

Instructions for the Jongo S3:

Note: While the LED is amber (sleep mode), the reset button will not work. Briefly pressing the power key will turn the LED green and enable the reset key.

On the back of the S3 you will see a pin hole reset after pressing this button, the LED will briefly go red, and then pulse green as the S3 reboots. The reset is complete when the LED pulses green.