

PURE Help Centre

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Some iPhone X users may be unable to launch the Pure Connect App

Pure Support - UK - 2018-06-11 - [Apple\ Android Pure Connect App](#)

If you are an iPhone X user we are aware that some users are having issues launching the App. Our engineering team are looking into this. There is a work around.

If you turn bold text off this then allows the Pure Connect App to open. This option is usually found in Settings > General > Bold text > Turn the toggle to off.