

PURE Help Centre

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"Unable to share details" message when setting up Contour i1 Air

You may see this error message when trying to set up Contour i1 Air if your Apple device is connected to a 5ghz network. To resolve the issue connect your Apple device to 2.4ghz Wi-Fi and repeat the setup process.

Some Wi-Fi routers combine 2.4ghz and 5ghz bands into a single network name (SSID), consult your router's documentation for more information.