

PURE Help Centre

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Your Evoke Flow, Avanti Flow, Oasis Flow or Siesta Flow is unable to connect to Pure Connect

Pure Support - UK - 2018-02-02 - [Internet Radios and Pure Connect / The Lounge](#)

Your radio will need to be running the latest software version (v5.1) in order to access the Lounge/Pure Connect. If you are seeing an error message then it is likely that your radio has an old software version.

To find the software version on your radio, select options > additional settings then select Upgrade. The software version should be displayed at the top of the screen. i.e. v2.5. If it is anything other than v5.1 then the radio will need to be manually updated and this should resolve the issue.

Please use the file applicable to you from the link below in order to update the radio.

Evoke Flow <http://support-uk.pure.com/en/downloads/software-63>

Avanti Flow <http://support-uk.pure.com/en/downloads/software-60>

Oasis Flow <http://support-uk.pure.com/en/downloads/software-64>

Siesta Flow <http://support-uk.pure.com/en/downloads/software-68>

You will need a USB cable (type A to type mini-B) to connect the radio to your PC/MAC. Ensure that you do not connect the two until the instruction window on the download file tells you to do so.