I have a Pure Internet Radio and my favourite internet radio station seems to stop working. Is there any way to fix the problem?

Sarah Spencer - 2021-10-19 - General Internet Radio Questions

Don’t worry. In most cases, the radio station is not lost and can be fixed subject to the stream link used by the station provider being compatible with the radio system. In some rare cases, stream links may not be compatible.

Just send a request to the corresponding support platform (see below) and the stream link will be checked and if compatible updated for you!

Where do I send my request to check the compatibility of the stream link and have it updated?”

If you have a :

Elan IR3/5, Evoke F3, Evoke C-F6, Elan Connect or Elan Connect+:

- Send the name of the station and a request via https://srsupport.frontier-nuvola.net/portal/en/newticket

If you have a :

Siesta Flow, Evoke Flow, Avanti Flow, Oasis Flow, One Flow, Sensia/200 D Connect, Evoke F4 Contour:

Unfortunately, it is not possible to add or update radio stations because your product belongs to an older generation of technology and the possibility to update the database has been limited by the 3rd party provider implemented in these models. As technology is changing and evolving fast, so do the providers of internet radio software.

This is why over time a decrease in compatibility with the newest stations and limitations to update those to older databases, unfortunately, becomes more likely.

Of course, it is possible to plug in a mobile device via aux-in as a workaround to stream your desired station. Furthermore, we would be happy to offer you a discount on a newer generation internet radio if you decided to upgrade.

- Tags
- Estación no funciona
- Internet Radio
- Pure Connect
- Radio en Internet
- Radio-Sender funktioniert nicht
- Station
- Station ne fonctionnant pas
- Stazione non funzionante