Notes for customers using the recent Android 4.4 (KitKat) update

Laura - 2021-10-19 - Apple/Android Pure Connect

The recent Android 4.4 update has invalidated cached Offline Listening playlists on the Pure Connect app. This has so far been observed on Nexus 4 and Nexus 7.

Tracks still look like they are available but show the “error! media cannot be played” message when you try to play them.

This has occurred due to a change in authorisation keys in the Android operating system which unfortunately we have no way to resolve.

To reinstate your offline playlists you should delete your cached playlists and re-download them.
The quickest way to do this is to log out of your account on your device.