



Knowledgebase > Internet radios > General Internet Radio Questions > I have a Pure Internet radio and my favourite internet radio station seems to not be working anymore. Is there a way to fix it?

## I have a Pure Internet radio and my favourite internet radio station seems to not be working anymore. Is there a way to fix it?

Technical Support - 2021-03-15 - General Internet Radio Questions

Don't worry. 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 :***

Siesta Flow, Evoke Flow, Avanti Flow, Oasis Flow, One Flow, Sensia/200 D Connect, Evoke F4 Contour, Evoke C-F6 or Evoke F3:

- Send the name of the station with a request via <https://support.pure.com/new-ticket>

#### ***If you have a :***

Elan IR3/5, Elan Connect or Elan Connect+:

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

#### Tags

Estación no funciona

Internet Radio

Pure Connect

Radio en Internet

Radio-Sender funktioniert nicht

Station

Station ne fonctionnant pas

Stazione non funzionante