



[FAQs](#) > [Help by Connection Type \(BT, Internet,...\)](#) > [Smart Speakers](#) > [DiscovR](#) > [Pure Home App](#) > [The Amazon entry fails in the application. What should I do?](#)

## The Amazon entry fails in the application. What should I do?

Laura - 2021-10-19 - [Pure Home App](#)

If the Amazon sign-in fails, something may have gone wrong whilst transferring your Amazon account credentials to the speaker. You may need to do the following to resolve this issue:

- (i) Check that your sign in details (e-mail and password combination) are correct.
- (ii) Quit the **Pure Home** app and try launching it again.