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## **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.