

PURE Help Centre

[Knowledgebase](#) > [Wireless Speakers](#) > [DiscovR - All FAQs](#)

DiscovR - All FAQs

Sam Johnson - 2019-06-03 - [Wireless Speakers](#)

Alexa

Q. Do I need an Amazon account to use DiscovR?

An Amazon account isn't required to use DiscovR if you are simply streaming content over Bluetooth or Spotify Connect. However, it will allow you to get the most out of your speaker and provide access to a wider range of Alexa supported features, including voice control and Quick Corners.

If you already have an Amazon account, simply enter your log-in details when prompted during the product setup. If you don't currently have an account, you will be prompted to register for one in the **Pure Home** app.

Q. Why do I need to sign into Amazon?

Your Amazon account is used to sign you into Alexa. It's how Alexa distinguishes you from someone else and how your information is protected from others. Each time you make a voice request, Alexa will retrieve the most relevant information based on your Amazon account information.

Q. Do I have to accept the Terms and Conditions to use Alexa?

In order to use Alexa voice control, you will need to agree to the terms and conditions of the Amazon Alexa Voice Service. You will be prompted to do so when setting up your product for the first time.

Q. Is an Amazon Prime account required to use Alexa on the speaker?

No, but you need at least a free Amazon account to help get you setup. However, if you have an Amazon Prime account or Amazon Music Unlimited account, you'll have access to more available content.

Q. How do I enable an Alexa skill?

Alexa skills can be enabled in several ways:

(i) Simply ask Alexa to enable the skill you want to add. You can even ask to

recommend some popular skills from a specific category, like games, news, smart home etc...

(ii) From the Alexa app - you can download the app from the iOS App Store or Google Play Store to browse through and enable a chosen Alexa skill.

Q. Can I access Alexa on my DiscovR whilst offline?

No. DiscovR requires an internet connection in order to use Alexa voice commands. You can always listen to music via the Bluetooth connection or the Aux-in connection if you are not in range of a Wi-Fi network.

Q. Will Alexa work over Bluetooth or when connected to a mobile hotspot?

Alexa will not work on a Bluetooth-only connection. Alexa will only work when connected to a Wi-Fi network. Alternatively, you can also connect the speaker to a mobile hotspot.

Q. Will my speaker work in a country that doesn't have Alexa support?

If your valid Amazon account is for an Alexa-supported country, then you'll be able to use your speaker whether at home or when travelling abroad. If you don't have an Amazon account for a supported country, then Amazon Alexa and its features will not be available.

Privacy

Q. Do I have to accept the Terms and Conditions to use Alexa?

In order to use Alexa voice control, you will need to agree to the terms and conditions of the Amazon Alexa Voice Service. You will be prompted to do so when setting up your speaker for the first time.

Q. Is Alexa always listening to me?

No. Your device is only designed to listen after the wake word has been detected or when tapping the Action button. You can delete the history of any spoken commands/requests directly through the Amazon Alexa app.

Q. How do I disable the microphones on my DiscovR speaker?

The microphones on DiscovR can be disabled in one of two ways:

- (i) Press the Mic mute icon on the control panel of your DiscovR speaker. Once the icon illuminates red, this indicates the microphones have been disabled.
- (ii) Press down on the top panel of the speaker until it closes to activate Mic Drop mode. This will disconnect and turn off the microphones for enhanced privacy.

Q. Can I listen audio over Bluetooth and also have the Alexa microphones muted?

Yes, if you have tapped the Mic mute button (with the icon illuminated red), it is still possible to stream audio content and launch Quick Corners, but your speaker will not be able to listen to or action spoken voice commands. To action voice commands once again, tap the Mic mute button to unmute the microphones.

Q. Can I access my voice interaction history?

Yes. You can view all voice interactions by logging into the Alexa app and visiting the History section in Settings.

Pure Home App

Q. Why do I need the Pure Home app?

The **Pure Home** app guides you to do the following:

- Set up your DiscovR speaker(s)
- Update your products with latest firmware
- Enabling the Amazon Alexa voice functionality
- Linking your Spotify account for Music Discovery
- Adjusting speaker related settings including your speakers name, battery/energy management settings
- Access to useful product related tips

If you don't plan on using Amazon Alexa, you'll only need the app for initial setup of the other features and to download the latest firmware for your product.

Q. Amazon sign in fails in the app. What should I do?

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.

Q. Is there an iOS app available for DiscovR?

Yes, you can download the **Pure Home** app on your Apple device.

Please [click here](#) for more information.

Q. Is there an Android app available for DiscovR?

Yes, you can download the **Pure Home** app on your Android device.

Please [click here](#) for more information.

Wi-Fi/Bluetooth connectivity

Q. My DiscovR speaker is not connecting to the Wi-Fi network. How do I fix this?

Please try the following:

- Check your speaker and mobile/controlling device are connected to the same network.
- If your router supports both 2.4 GHz and 5 GHz, ensure both are connecting to the same band.
- Check to see if other devices can connect to the router.
- Move your DiscovR away from possible sources of interference (for example, microwaves, TV sets or cordless phones)
- Reset the router.

Note: Depending on the mobile device you are using, some may require location settings to be enabled. If the above steps do not resolve this, please enable this before restarting the Wi-Fi setup process.

Q. Why can't the app find my Wi-Fi network at my workplace (enterprise)?

Because most workplaces use enterprise Wi-Fi networks which require additional credentials or have extra security measures in place. We do not recommend setting up your speaker to be used over an enterprise network.

Q. Can I connect to multiple Wi-Fi networks?

Your DiscovR can only connect to a single Wi-Fi network and will reconnect to the last one it connected to.

If you would like to connect to alternative Wi-Fi network, please go through the speaker setup again within the **Pure Home** app.

Q. When I turn on my speaker, will my speaker automatically reconnect to my Wi-Fi network?

Providing you DiscovR is within Wi-Fi range, your speaker will reconnect to the last network it was connected to.

Q. My speaker failed to pair to my phone over Bluetooth. What should I do?

If your speaker fails to connect to your phone over Bluetooth, try the following:

- Make sure your speaker is turned on and paired to the controlling device — press Bluetooth button (located at the rear of the speaker) until the source button at the front pulses Blue. Check the Bluetooth settings list on your mobile device to see if your speaker is listed.
- Move your speaker closer to your phone as it might be out of range.
- Move your speaker and your phone away from other wireless sources that may be causing interference.
- Turn your speaker off, then back on again.
- Turn your phone's Bluetooth setting off, then back on again.

Q. Is there a way to have my firmware updated automatically?

Your DiscovR will periodically download new firmware updates with bug fixes and new functionality when these become available. This will normally occur during the early hours of the morning when the speaker is less likely to be in use. To ensure this is detected and completed, please ensure your speaker is connected and powered via USB and connected to the Wi-Fi network.

Q. My DiscovR speaker is not connecting to the Wi-Fi network. How do I fix this?

- Check your speaker and mobile/controlling device are connected to the same network.
- If your router supports both 2.4 GHz and 5 GHz, ensure both are connecting to the same band.
- Check to see if other devices can connect to the router.
- Reset the router.
- Move your DiscovR away from possible sources of interference (for example, microwaves, TV sets or cordless phones)

Note: Depending on the mobile device you are using, some may require location settings to be enabled. If the above steps do not resolve this, please enable this before restarting the speaker setup process.

Troubleshooting

You can also find more helpful information in the Troubleshooting section of the [Full User Guide](#).

Q. My DiscovR turns on, but is not responding to any voice/physical control? What do I do?

If your speaker has become unresponsive, please do the following:

- (i) Ensure the speaker is in the full open state and not in Mic Drop mode.
- (ii) Connect the USB cable and check the speaker is charging or receiving power.
- (ii) Disconnect the USB cable, close the speaker to turn off, then after 1-minute try turning the speaker back on.

Should the issue persist, you may need to reboot the speaker. For full instructions on this, please refer to the Reboot speaker section in the [Full User Guide](#).

Q. How do I factory restore the speaker?

To factory reset your DiscovR speaker, press and hold the Bluetooth button at the rear for 10-15 seconds until you hear the voice prompt.

Carrying out a factory reset will sign you out of your Amazon account and delete all stored settings including:

- Speaker name
- Bluetooth memory (all paired devices)
- Wi-Fi settings
- All features which require Alexa, such as Quick Corners

Note : Although the factory reset procedure will sign you out of your Amazon account, you will need to deregister your speaker from within the Amazon Alexa app if you no longer want to use the voice related features or intend to give the speaker to another user.

For more information on factory restoring the speaker, please refer to the [Full User Guide](#).

Q. When I try to increase the volume on my DiscovR, it won't go all the way to its maximum level. Why does this happen?

It is quite likely the battery on your DiscovR has completely discharged or at a critical level. If there is a small amount charge left, the maximum audio level will be limited to 70% and your speaker may occasionally blink red three times in succession to indicate this low power state. Please reconnect your speaker to USB power and allow this to charge before listening again at higher volumes.

Q. What do the different lights on my speaker mean?

For more information on the different light ring states on your DiscovR speaker, please refer to the [Full User Guide](#)

Q. Should I stream music using Wi-Fi or Bluetooth? And what is the difference?

Both are widely used streaming methods for audio but can serve different purposes.

Wi-Fi streaming relies on your smart speaker being connected to a wireless network. Wi-Fi offers better sound quality, has a greater wireless range than Bluetooth and allows you to connect to multiple speaker devices, so you can enjoy a full multi-room listening experience.

Bluetooth on the other hand is a short-range wireless solution and works by pairing a Bluetooth-enabled speaker to a smart controller device (phone, tablet, PC....) to access music. This can be a quick and convenient way of streaming when Wi-Fi is unavailable, however the speaker will always be reliant on being wirelessly connected to the smart controlling device. Both devices will need to be physically in range of one another in order to maintain playback (usually limited to a range of up to 10m).

Q. Is the volume synchronised with my phone controls?

On Bluetooth

The volume is normally synchronised between your speaker and your Apple iOS device or Android device. If not, you may need to enable this in the Bluetooth settings section on your mobile device (if this option is available). For more information, please refer to the manufacturers guide for your mobile device.

On Wi-Fi

You can adjust the volume directly using the controls on the speaker or by asking Alexa. For example, "Alexa, set volume to level 5"

Q. My DiscovR does not appear to be connecting to my mobile device over Bluetooth.

If you're having trouble pairing or connecting to your DiscovR over Bluetooth, it may be worth trying the following:

- On your mobile/controlling device, turn the Bluetooth feature off, then back on again.
- Make sure you're using a compatible Bluetooth device.
- Remove/ forget the speaker from the list of paired devices on your mobile/controlling device, then go through the setup process again.
- Ensure your mobile/controlling device are within Bluetooth connection range. (normally within 10 metres of each other)
- If the above do not resolve the issue, try restarting your mobile device before attempting to reconnect

General Questions

Q. Can I change the name of my speaker?

Yes, you can rename the speaker via the speaker settings option within the **Pure Home** app.

Q. Does my speaker have an alarm feature?

Your speaker has alarm features through Alexa. When you are signed into Alexa, you can request to set alarms, set reminders or timers, and the speaker will wake and play the alarms or timers at the requested time.

Note: If you intend to use this as your primary alarm, please ensure your device is connected to a Wi-Fi network and powered via USB.

Q. How do I check my speaker's battery level?

To check the current battery level, press and hold the source button. The number of illuminated segments on the light ring will indicate the current level of charge remaining.

Q. Can I use NFC to connect my speaker?

No, DiscovR does not have an NFC feature built in.

Q. Can I play music from an external source through DiscovR?

Yes, DiscovR has an Auxiliary input, which lets you play from non-wireless enabled devices sources, such as a portable music or CD player.

Q. How do I check the firmware version running on my DiscovR speaker?

To check this, open the **Pure Home** app, tap the settings cog next to your speaker followed by the option **Speaker info**.

Q. Can I make phone calls through my DiscovR speaker?

No. this feature is not currently supported on the DiscovR speaker, however this may be made available with in a future update.

Q. I've heard you need a Spotify Premium account to use Spotify Connect. Is this true?

Not anymore. The Spotify Connect feature is now available to all account holders, including those who are registered on a Spotify Free account.

Q. Does Music Discovery support other Music services?

Although the Music Discovery feature can identify songs streamed from other music services, at present, the resulting track can only be added to a Spotify playlist. We are looking at ways of extending support to other music streaming services, which may be available in a future update.

Q. What is Apple AirPlay 2 and how can I learn more about is supported features?

Apple AirPlay 2 allows you enjoy your favourite music or podcasts throughout your house — in perfect sync. You can even play different songs in different rooms.

For more information on Apple AirPlay 2, please visit www.apple.com.

Q. Can two DiscovR speakers be setup as a stereo pair?

No. Stereo pairing is not available on DiscovR speakers but does have multi-room capabilities when streaming over Wi-Fi.

Q. How long does it take to charge my DiscovR speaker?

When using a USB charger with a rating of 2 amps, it will take around 4.5 hours to charge. If you are using a fast-charging USB-C power charger/cable and plug (3-amp rating), this will charge in approximately 2.5 hours.

Note: If using the speaker while it is charging, charging time will increase.