

# SONOS<sup>®</sup> System Setup Guide

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# System Setup

## New to Sonos?

It takes just a few steps to get your Sonos Wireless HiFi System up and running. Review the home network requirements on page 2 to make sure your home network is ready for Sonos, and then go to "Setting Up a New Sonos System" on page 7 for installation instructions.

For more information about Sonos products, review our product guides at [www.sonos.com/guides](http://www.sonos.com/guides).

## Already have Sonos?

If you are adding products to an existing Sonos system, see "Adding to an Existing Sonos System" on page 18.



## Sonos Controllers

You can use any Sonos controller app with your Sonos system, including:

- **Sonos Controller App for Android**—Touch the **Play Store** or **Market** button on your Android phone or tablet to download the free Sonos app from Google Play.
- **Sonos Controller App for iPhone or iPad**—Tap the **App Store** button on your iPhone®, iPod touch® or iPad® to download the free Sonos app, or you can download the application from iTunes®. (If you download from iTunes, you will need to sync before you see the Sonos logo display on your device.)
- **Sonos Controller App for Mac or PC**—Download from our Website at: [www.sonos.com/support/downloads](http://www.sonos.com/support/downloads). (See **GET SONOS SOFTWARE**.)
- **Sonos CONTROL** (dedicated Sonos controller, discontinued)

Sonos is always working on new ways to help you control the music any way you want. For the latest list of Sonos controllers, please visit our Website at [www.sonos.com/products](http://www.sonos.com/products).

# Your Home Network

To access Internet music services, Internet radio, and any digital music stored on your computer or Network-Attached Storage (NAS) device, your home network must meet the following requirements:

## Home network requirements

**Note:** Your network must have a high-speed Internet connection, as the Sonos system is designed to provide you with free, online software updates. Your Sonos system must be registered to receive these updates so **be sure to register** during the setup process. We do not share your e-mail address with other companies.

- High-speed DSL/Cable modem, or fiber-to-the-home broadband connection for proper playback of Internet-based music services. (If your Internet service provider only offers Satellite Internet access, you may experience playback issues due to fluctuating download rates.)
- If your modem is not a modem/router combination and you want to take advantage of Sonos' automatic online updates, or stream music from an Internet-based music service, **you must install a router in your home network**. If you do not have a router, purchase and install one before proceeding. If you are going to use the Sonos Controller App on an Android™ or iOS device, or you are setting up Sonos wirelessly, you will need a *wireless* router. Please visit our Web site at <http://faq.sonos.com/apps> for more information.

**Note:** Sonos communicates over a 2.4GHz home network supporting 802.11 b/g wireless technology. 5GHz networks are not supported in a completely wireless Sonos setup.

- Connect a Sonos BRIDGE, BOOST or player to your router if:
  - You have a larger home where the WiFi performance isn't reliable and you want to strengthen the wireless performance of your Sonos system.
  - Your WiFi network is already in high demand with streaming video and web surfing and you want to create a separate wireless network exclusively for your Sonos speakers.
  - You want to pair a SUB™ and/or a pair of PLAY:1® or PLAY:3™ speakers with your PLAYBAR® to create a 3.1 or 5.1 home theater setup.
  - Your home network is 5GHz only (not switchable to 2.4GHz).
- For best results, you should connect the computer or NAS drive that contains your personal music library collection to your home network router using an Ethernet cable.

## Computer requirements

- Computer with 500 MHz Pentium class processor or higher
- Windows® XP SP3 and higher (while Windows XP SP3 and higher are compatible with version 5.1, standard wireless setup is only supported on Windows 7 and higher)
- Macintosh® OS X 10.6.8 and higher (while Macintosh OS X 10.6.8 and higher are compatible with version 5.1, standard wireless setup is only supported on Mac iOS 10.7 and higher)
- Network hardware as described above

## IOS software requirements

- Compatible with iPhone, iPod touch and iPad running iOS 6.0 and higher. Certain features may require later versions of iOS.

## Android software requirements

- Android™ 2.1 and higher, certain features require higher versions of Android (while Android: 2.1 and higher are compatible with version 5.1, standard wireless setup is only supported on Android 2.3 or 4.0 and higher)

## Compatible music services

Some music services may not be available in your country. Please check the music service's Web site for more information.

- 7 Digital<sup>©</sup>
- 8 Tracks<sup>©</sup>
- Amazon Cloud Player
- AUPEO!
- Batanga<sup>©</sup>
- Beats Music
- blinkbox<sup>®</sup> music
- Calm Radio
- Concert Vault<sup>®</sup>
- Dar.fm<sup>®</sup> Record Radio
- Daytrotter
- Deezer
- 豆瓣 FM (DoubanFM)
- 多米音乐 (Duomi)
- Google Play Music
- Grooveshark
- Hearts of Space<sup>®</sup>
- hotelradio.fm<sup>™</sup>
- iHeartRadio
- JB Hi-Fi NOW
- JUKE
- Last.fm<sup>™</sup>
- Live365
- MLB.com Gameday Audio
- Murfie
- Napster by Rhapsody
- Netease
- Pandora<sup>®</sup>
- Qobuz
- QQ 音乐 (QQ Music)
- radionomy

- rara.com
- Rdio™
- Rhapsody®
- RUSC
- Shuffler.fm
- simfy®
- SiriusXM® Internet Radio
- Slacker
- Songl
- Songza®
- SoundCloud®
- Spotify®
- Stitcher SmartRadio™
- TDC Play Musik®
- The Hype Machine®
- TuneIn
- WIMP
- Xiami
- YouMusic®
- Zdigital
- and downloads from any service offering DRM-free tracks

Sonos is always adding new music services. Just remember that Sonos is compatible with any download service that provides DRM-free tracks. For the latest list of compatible music services, you can visit our Website at [\*\*www.sonos.com/music\*\*](http://www.sonos.com/music).

## Compatible playlist formats

- iTunes®
- Musicmatch™
- Rhapsody®
- Windows Media® Player
- WinAmp®

## Compatible audio formats

- MP3
- WMA
- AAC (MPEG4)
- iTunes Plus
- Ogg Vorbis
- Audible .AA files (format 4)
- Apple Lossless
- Flac (lossless)

- Uncompressed WAV and AIFF files
- Native support for 44.1 kHz sample rates. Additional support for 48kHz, 32kHz, 24kHz, 22kHz, 16kHz, 11kHz, and 8kHz sample rates.
- Previously purchased Apple "Fairplay" DRM-protected songs may need to be upgraded. See Apple for details. WMA Lossless formats not currently supported.

## Compatible streaming formats

- MP3
- WMA
- AAC

## Compatible screen reader software

- JAWS® for Windows® screen reading software

**Note:** For the latest system requirements, including supported operating system versions, please visit our Website at <http://faq.sonos.com/specs>.

# Sonos Setup Options

### Standard wireless setup

With software update 5.1, Sonos can now operate on your home WiFi network. This setup is ideal for:

- Any home with good WiFi coverage (wireless setup is dependent on your router's WiFi broadcast power)

### Alternate setup

During the setup process, you may be prompted to temporarily connect one of your players to your router with an Ethernet cable if your device does not support standard wireless setup (see the Compatible Operating Systems table below). At the end of the setup process, you can disconnect the Ethernet cable and move your Sonos player to a different location.

### BOOST (SonosNet™) setup

Connecting a BOOST, BRIDGE or Sonos player to your router permanently with an Ethernet cable creates a dedicated wireless network exclusively for your Sonos system so you get reliable wireless performance no matter how large your home or how many WiFi devices you use. (This setup is required for some household configurations; see Sonos Setup System Requirements below.)

If you already have a BRIDGE, we recommend you leave it connected - you are already experiencing the benefits of having a separate wireless network exclusively for your Sonos system.

BOOST setup is ideal for:

- Larger homes where the WiFi performance isn't reliable or doesn't reach all of the rooms where you want music.
- Homes where the WiFi network is already in high demand with streaming video and web surfing and you want to create a dedicated wireless network exclusively for your Sonos speakers.
- Sonos 3.1 or 5.1 home theater system setup (BOOST setup is required if you want to pair a SUB and/or a pair of rear surround speakers with your PLAYBAR).

**Note:** SonosNet is a secure, AES-encrypted, peer-to-peer wireless mesh network.

## Sonos setup system requirements

Standard wireless setup is supported on:

- 2.4 GHz home networks supporting 802.11b/802.11g wireless technology
- Home network routers configured to use open (no security) or WEP/WPA/WPA2

BOOST setup is required for:

- Routers that support only 802.11n (standard wireless setup requires 802.11b / 802.11g)
- Routers that support only 5GHz (not switchable to 2.4 GHz)
- Access points configured to require certificates or some other form of enterprise authentication (aka "802.1X", "RADIUS", or "WPA/WPA2 Enterprise")
- Routers configured for WEP that do not use the first key index
- Networks with wireless range extenders
- Setting up a Sonos 3.1 or 5.1 home theater system with PLAYBAR

COMPATIBLE OPERATING SYSTEMS	STANDARD (WIRELESS) SETUP	ALTERNATE (TEMPORARILY WIRED) SETUP	BRIDGE (SonosNET) SETUP
iOS devices running iOS 6 and higher, including: <ul style="list-style-type: none"> <li>• iPhone 3GS or later</li> <li>• iPod touch 4th generation or later</li> <li>• iPad 2 or later (iPad 1 is no longer supported)</li> </ul>	X	X	X
Macintosh® OS X 10.7 and higher	X	X	X
Macintosh® OS X 10.6.8		X	X
Windows® 7 and higher	X	X	X
Windows® XP		X	X
Windows® Vista		X	X
Android devices running 2.3 or 4.0 and higher	X	X	X
Android devices running 2.1, 2.2, 3.x		X	X
Sonos CONTROL			X



## Setting Up a New Sonos System

**Step 1: (OPTIONAL) If you purchased a Sonos product to connect to your router, connect it now with an Ethernet cable. Otherwise, skip this step.**

### ***Why would I connect a Sonos product to my router?***

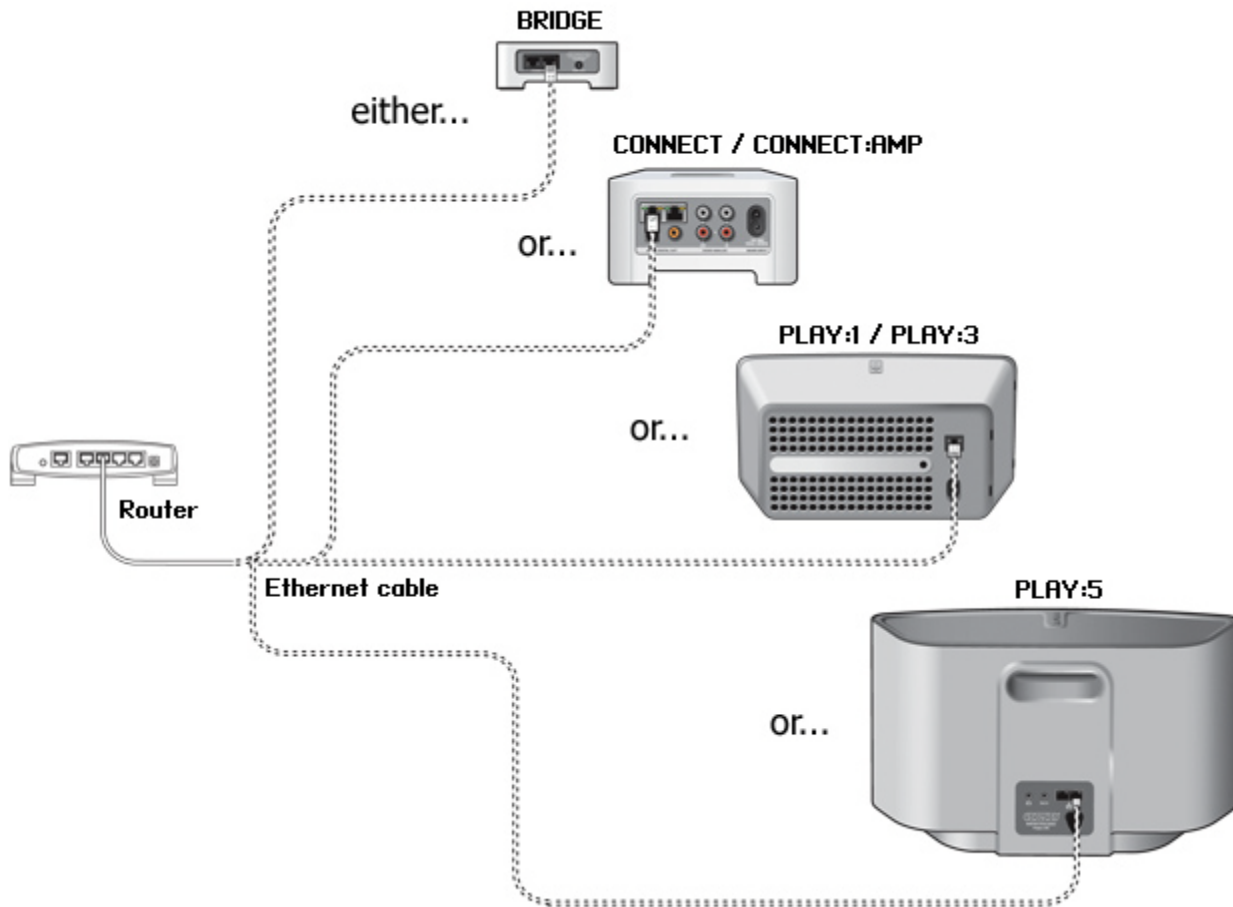
- If you have a larger home where the WiFi performance isn't reliable and you want to strengthen the wireless performance of your Sonos system.
- If your WiFi network is already in high demand with streaming video and web surfing and you want to create a separate wireless network exclusively for your Sonos speakers.
- If you want to wirelessly connect a SUB and/or a pair of PLAY:1 or PLAY:3 speakers to your Sonos PLAYBAR® home theater setup.
- If you have a 5GHz only home network (Sonos operates on 2.4GHz).

### ***Which Sonos product should I connect to my router?***

- If you don't plan to listen to audio in this room, connect a Sonos BRIDGE or BOOST to your router.
- If you want to listen to audio in this room, choose the product that works best for your home:
  - Connect an all-in-one Sonos PLAY:1, PLAY:3 or PLAY:5® speaker
  - Connect a Sonos CONNECT:AMP™ and your choice of speakers
  - Connect a Sonos CONNECT™ and an external amplifier or powered speakers
  - Connect a Sonos PLAYBAR if you plan to watch TV in the room where the router is located

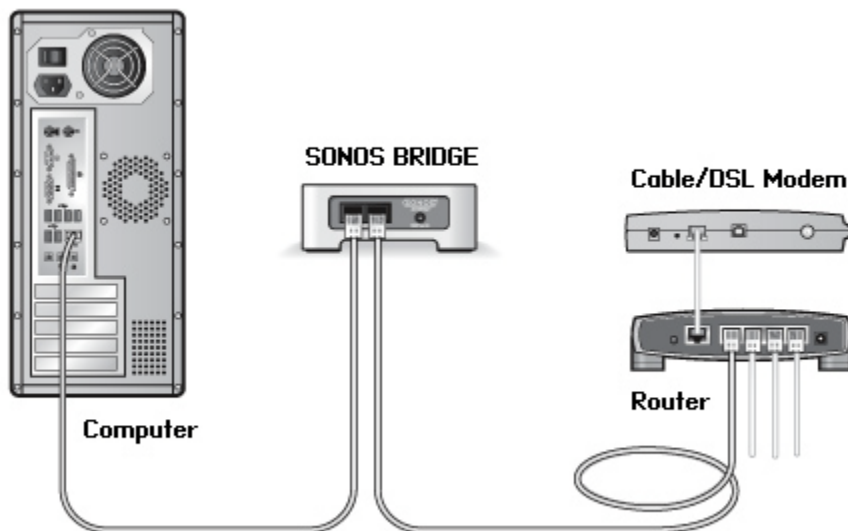
Do not connect the Sonos product directly to your cable or DSL modem unless your modem has a built-in router.

### Setup illustration (into router)



### Alternate setup illustration (no open router port)

If you don't have an open port on your router, you can disconnect your computer from the router and connect it to a Sonos product instead. Then connect the Sonos product into the router port the computer was previously plugged into (see BRIDGE example below).



## Step 2: Place Sonos products in the rooms of your choice

Place the Sonos products you purchased in the rooms of your choice. You will be prompted to add them to your Sonos system in step 3.

- If you purchased an all-in-one player (PLAY:1, PLAY:3, PLAY:5), apply power and go to step 3 on page 15.
- If you purchased a Sonos CONNECT:AMP, see "Adding a CONNECT:AMP" on page 10 for additional information.
- If you purchased a Sonos CONNECT, see "Adding a CONNECT" on page 11 for additional information.
- If you purchased a Sonos PLAYBAR, see "Adding a PLAYBAR" on page 12 for additional information.
- If you purchased a Sonos SUB, see "Adding a SUB" on page 13. for additional information.

**Note:** If you prefer to wire your Sonos products, simply connect them to your router or to the Ethernet port on another Sonos product (or a live network wall plate if you have built-in wiring) using a standard Ethernet cable.

## Adding a **CONNECT:AMP**

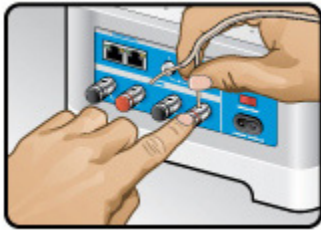
### 1. Attach desired speakers.

- Your speaker's power rating should be at least 75W for 8 Ohm speakers, and at least 150W for 4 Ohm speakers. Do not connect speakers rated at less than 4 Ohms.
- Use your thumb or finger to firmly push the spring-loaded speaker connector post inward to reveal the connection hole.
- Insert the stripped end of the speaker wire into the hole, and then release. The stripped portion should be caught firmly in the connector post.

**Note:** Connect the **red (+)** and **black (-)** terminals from each speaker to the corresponding terminals on the Sonos **CONNECT:AMP**. Mismatching of polarities will result in weak central sound, and a distorted sense of sound direction.

When making connections, ensure that none of the strands of your speaker wire come in contact with an adjoining terminal on the rear panel.

- Repeat to install the other speaker wires.



- If your speakers have banana connectors, you can insert the plugs directly into the banana jacks on the back of the **CONNECT:AMP** instead.
- ### 2. Attach the power cord and plug into a wall outlet—make sure the *Voltage Switch* on the back of the **CONNECT:AMP** is set to the proper position for your country before applying power.

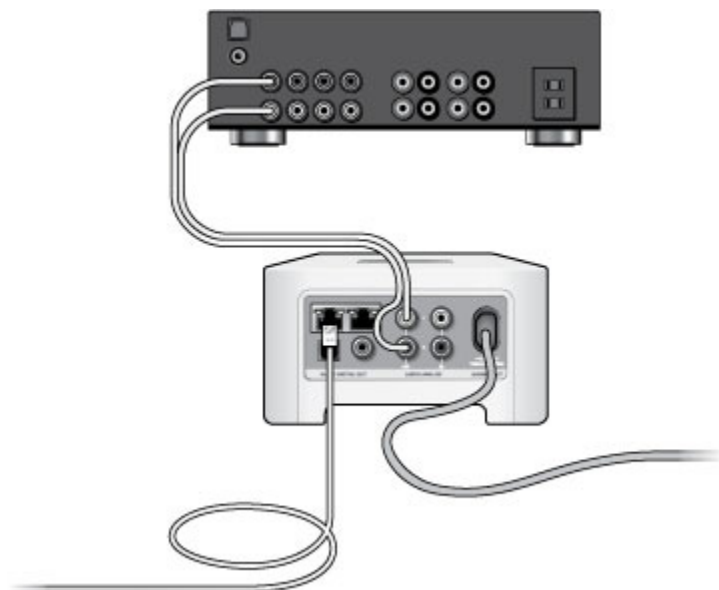
After a few moments, the **Status indicator** will begin to flash green (if this Sonos product was previously connected to another Sonos system, the Status indicator may be solid white instead.)

(For additional information, please see the **CONNECT:AMP** product guide:

[www.sonos.com/documents/productguides/en/ConnectAmpGuide\\_EN.pdf](http://www.sonos.com/documents/productguides/en/ConnectAmpGuide_EN.pdf).)

## Adding a **CONNECT**

### To a home theater or amplifier



1. Choose one of the following options:
  - If you have *digital inputs* on your home theater or amplifier, you can use either a TOSLINK® optical audio cable or a digital coaxial cable to connect the CONNECT's digital audio output to the digital input on the receiver.
  - If you have *analog inputs* on your home theater or amplifier, use a standard RCA audio cable to connect the CONNECT's analog audio outputs to the audio inputs on the receiver.
2. Attach the power cord to the CONNECT and plug into a wall outlet.  
 After a few moments, the **Status indicator** will begin to flash green (if this Sonos product was previously connected to another Sonos system, the Status indicator may be solid white instead).
3. Select the proper input channel on the receiver.

After you finish setting up your Sonos system, please review the **Sonos CONNECT** product guide for help adjusting the volume settings: [www.sonos.com/documents/productguides/en/ConnectGuide\\_EN.pdf](http://www.sonos.com/documents/productguides/en/ConnectGuide_EN.pdf).

### To a computer or powered speakers

1. Connect the computer's audio input to the CONNECT's audio output.
  - You will need a stereo mini to RCA Y-adapter audio cable (one 1/8" stereo miniplug to dual RCA male connectors) to connect the Sonos component's analog audio output to the computer's audio input.
  - You may need a Y-adapter audio cable (one 1/8" stereo miniplug to dual RCA male connectors) to connect the speakers to the audio outputs on the Sonos product. If your speakers have a male 1/8" stereo plug, you will need to attach a female-to-female coupler between the speaker plug and the Y-adapter audio cable.
2. Attach the power cord to the CONNECT and plug into a wall outlet.  
 The **Status indicator** will begin to flash white (if this Sonos product was previously connected to another Sonos system, the Status indicator may be solid white instead).

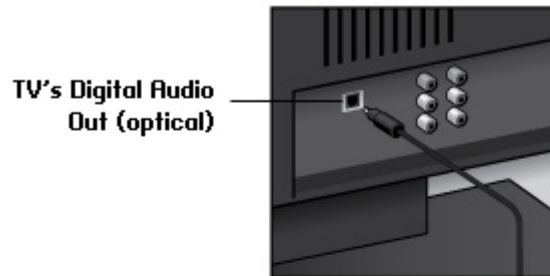
For additional information on connecting audio devices, you can visit our Website at <http://faq.sonos.com/cables>.

## Adding a PLAYBAR

Prior to installing the Sonos PLAYBAR, make sure all external components, such as your cable box, DVD player, etc. are connected directly to your TV.

If you have any existing home theater or surround sound equipment, disconnect it from your television.

1. Choose a location for the PLAYBAR. Refer to the PLAYBAR Product Guide for help with this step.
2. Remove the protective cap from each end of the optical audio cable.
3. Connect the optical audio cable (supplied) from your TV's digital audio **out** (optical) to the PLAYBAR's digital audio **in** (optical) being careful not to twist or bend the cable. ***The PLAYBAR's digital audio in and the optical cable are 'D-shaped'—be sure to align for proper insertion.***



**IMPORTANT:** Be sure to remove the protective caps from each end of the supplied optical audio cable before inserting.

4. Attach the power adapter to the PLAYBAR and apply power. *Be sure to push the power cord firmly into the PLAYBAR until it is flush with the surface.*

(For additional information, see the full Sonos PLAYBAR product guide:  
[www.sonos.com/documents/productguides/en/PlaybarGuide\\_EN.pdf](http://www.sonos.com/documents/productguides/en/PlaybarGuide_EN.pdf).)

### Note: Expandable PLAYBAR home theater setup

For a 3.1 home theater experience, pair a SUB with your PLAYBAR

For a 5.1 home theater experience, pair a SUB and a pair of PLAY:1 or PLAY:3 speakers with your PLAYBAR

If you wirelessly connect a SUB and/or a pair of PLAY:1 or PLAY:3 rear speakers to your PLAYBAR home theater setup, be sure you have a BRIDGE, BOOST or Sonos player wired directly to your router.

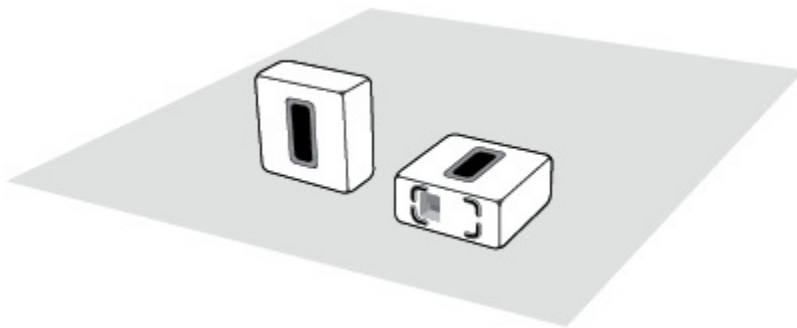
## Adding a SUB

You can pair the Sonos SUB with any amplified Sonos player, including a PLAYBAR, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, or ZP100. You cannot pair it with an un-amplified Sonos player such as the CONNECT or ZP80.

- The SUB is compatible with Sonos software versions 3.8 and later. **Be sure to check for software updates before adding the SUB to your Sonos system.**

**Caution:** Subwoofers are heavy. Exercise caution when unpacking your SUB. Use the acoustic slot as a handle to lift the SUB out of the box. (You should always bend your knees when lifting heavy objects to avoid undue stress on your back.)

1. Choose a location for the SUB. It is designed to provide optimal sound wherever you place it.
  - You can position the SUB either vertically or horizontally. If you are going to use the SUB horizontally on a smooth floor, you can attach the 4 permanent felt feet (included with your SUB) to each of the corners. See "Attaching the SUB feet for horizontal placement" on page 14 for more information.



**Make sure at least one side of the rectangular opening (acoustic slot) is unobstructed.**

- If you place the SUB vertically flush against a wall, do not block the front acoustic slot.
- If you place the SUB horizontally on the floor, don't put anything on top of it. Leave at least 1" clearance along the top of the SUB if placing under furniture.

- The SUB is designed to be located on the floor. You can place it in a corner, against the wall, behind, under, or next to any piece of furniture on any kind of floor surface.

**Note:** The SUB contains strong magnets. Don't place the SUB near equipment that is sensitive to magnetic fields.

2. Attach the power adapter and plug in the SUB. *Be sure to push the power cord firmly into the SUB until it is flush with the surface.*



You can pair the SUB with any amplified Sonos player, including a PLAYBAR, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, or ZP100. (The player must be added to your Sonos system before you pair the SUB.)

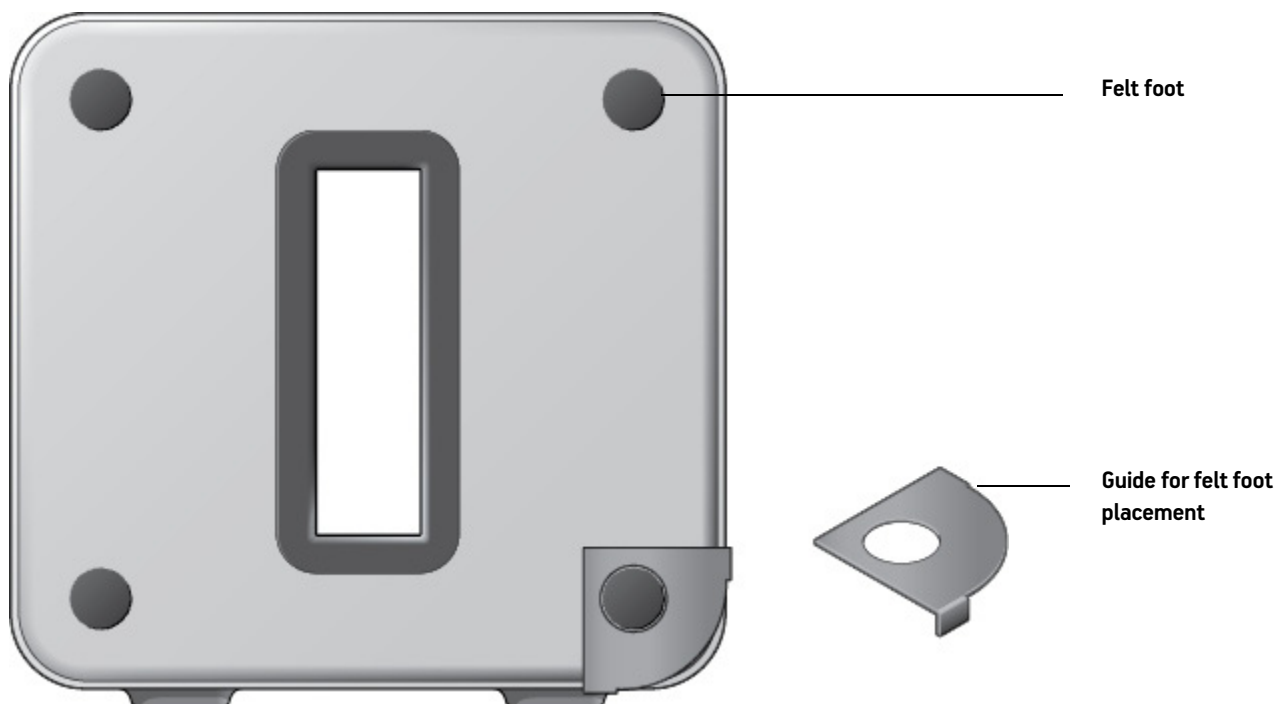
### ***Attaching the SUB feet for horizontal placement***

If you are going to place your SUB horizontally on a smooth floor, the SUB includes four (4) permanent felt feet you can attach to the corners of the unit. If you are laying the SUB down on a rug or using it vertically, there's no need to adhere the felt feet.

**Note:** The felt feet are not adjustable—a strong adhesive will keep them permanently attached to the SUB once you apply them.

The Sonos logo appears on the front of the SUB—you will adhere the felt feet to the opposite side of the unit.

1. Lay the SUB down on a rug or on top of the SUB's felt packing bag so the Sonos logo is facing down and is not visible.
2. Place the enclosed guide on one corner of the unit and fold the flaps over the edge.



3. Peel the backing off one of the feet.
4. Press the felt foot (sticky side down) onto the unit inside the circular portion of the guide.
5. Repeat this process for the other three (3) corners.

(For additional information, see the full Sonos SUB product guide:  
[www.sonos.com/documents/productguides/en/SubGuide\\_EN.pdf](http://www.sonos.com/documents/productguides/en/SubGuide_EN.pdf).)



## Step 3: Download and install a Sonos Controller app

Open the app and follow the on-screen prompts to set up your Sonos system—if you connected a Sonos product to your router, add it first when prompted.

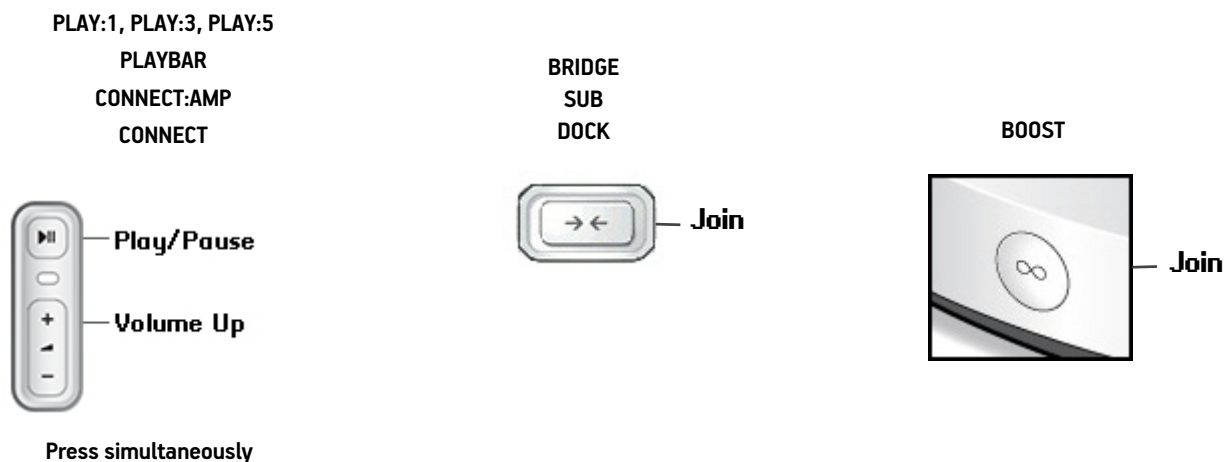
How to download the app:

- **Sonos Controller App for Android**—Touch the **Play Store** or **Market** button on your Android smartphone or tablet running Android 2.1 or higher to download the free Sonos app from Google Play.
- **Sonos Controller App for iPhone or iPad**—Touch the **App Store** button on your iPhone, iPod touch or iPad running iOS 6.0 or higher to download the free Sonos app, or you can download the app from iTunes®. (If you download from iTunes, you will need to sync before you see the Sonos logo display on your device.)
- **Sonos Controller App for Mac or PC**—Download the free app from our Website at: [www.sonos.com/install](http://www.sonos.com/install).

**Note:** During installation, you may see prompts from your firewall software indicating that the Sonos application is attempting to perform certain operations. You should always allow full access to the Sonos Controller App for Mac or PC. You may also need to change the settings of your firewall software to ensure that Windows file sharing is not blocked. For detailed instructions, please go to our Website at <http://faq.sonos.com/firewall>.

For additional download help, you can go to [https://sonos.custhelp.com/app/answers/detail/a\\_id/2425](https://sonos.custhelp.com/app/answers/detail/a_id/2425).

When prompted, press and release the button(s) on a Sonos product to add it to your Sonos Wireless HiFi System—you will hear a confirmation chime.



### Registration

During the setup process, you are prompted to register your Sonos system. Your music system **must be registered** in order to receive future software updates, technical support and access to free music service trials, so please be sure to register during the setup process. We never share your email address.

### Usage Data

During the setup process, you are asked to let Sonos collect data about how you use your Sonos system. This information is used only to help us improve our products and services—we never provide any of this information to third parties. You can change your preference setting at any time. To learn more, go to our Website at [www.sonos.com/legal/usage-data](http://www.sonos.com/legal/usage-data).

## Step 4: Play Music

You can use any Sonos controller to make music selections—choose a music source from the **Sonos** music menu on a handheld controller, or from the **MUSIC** pane if you are using the Sonos Controller App for Mac or PC.

### Radio

Sonos includes a radio guide that provides immediate access to thousands of free Internet radio stations and broadcast programs. You can easily find radio stations from all over the world—music, news, and variety programming, including archived shows and podcasts.

To select a radio station, simply select **Radio** and choose a station.

### Music services

A music service is an online music store or online service that sells audio on a per-song, per audiobook, or subscription basis. Sonos is compatible with several music services—visit our Web site at [www.sonos.com/howitworks/music/partners](http://www.sonos.com/howitworks/music/partners) for the latest list. (Some music services may not be available in your country. Please check the individual music service's Web site for more information.)

If you are currently subscribed to a music service that's compatible with Sonos, simply add your music service user name and password information to Sonos and you'll have instant access to the music service from your Sonos system.

1. To add a music service, select **Add Music Services** from the music menu.
2. Select the music service you would like to add.
3. Select **I already have an account**. Type your music service user name and password. Your user name and password will be verified with the music service.

As soon as your credentials have been verified, the music service displays on the music menu.

Free music service trials are available in some countries. (Please check the individual music service's Web site for more information.) If there is a music service trial visible on the **Music Services** menu, simply touch it to select. Touch **Add Account -> I'm new to [music service]**, and then follow the prompts to activate the music trial. After the trial period is up, you will need to subscribe to the music service to keep the music playing.

### Local music library

The Sonos system can play music from any computer or network-attached storage (NAS) device on your home network where you have shared music folders. During the setup process, you are guided through the process of accessing your local music library (such as your iTunes library). Your local music is indexed so you can view your music collection by categories (such as artists, albums, composers, genres, or tracks). Over time, you may wish to make changes to your local library. If you add new music, simply update your music index to add this music to your Sonos music library.

#### Using the Sonos Controller App for Mac or PC

1. Select **Manage -> Music Library Settings**.
2. Choose one of the following options:
  - To add a new music folder, select **Add (PC)** or **+** (Mac).
  - To remove a music folder, select **Remove (PC)** or **-** (Mac).
  - To schedule automatic music library updates, click the **Advanced** tab and then select an update time.
  - To update your music library once, select **Update Music Index Now** from the **Manage** menu.

### Using a handheld Sonos controller

1. Select **Settings** -> **Manage Music Library**.
2. Choose one of the following options:
  - To add a new music folder, select **Music Library Setup** -> **Add New Share**.
  - To remove a music folder, select **Music Library Setup**. Touch the share you wish to remove and then select **Remove Share**.
  - To schedule automatic music library updates, touch **Schedule Music Index Updates** and then select an update time.
  - To update your music library once, select **Update Music Index Now**.

### Wireless iTunes playback from iOS devices

You can select and play music and podcasts stored on any iPad, iPhone, or iPod touch that's on the same network as your Sonos system. Playback is perfectly synchronized, in any or every room of your home. Simply choose **This iPad**, **This iPhone**, or **This iPod touch** from the Sonos app on your iOS device to make audio selections and then you can use any Sonos controller to control playback.

Wireless playback requires Sonos Controller App for iPhone or iPad version 3.8.3 or higher and devices running iOS software version 6.0 or later.

### Wireless playback from Android devices

You can select and play music stored on any Android device that's on the same network as your Sonos system. Playback is perfectly synchronized, in any or every room of your home. Simply choose **This Mobile Device** from the Sonos app on your Android smartphone or tablet to make audio selections and then you can use any Sonos controller to control playback.

Wireless music playback is compatible with Sonos software 4.1.1 and higher, and any device running Android 2.1 and higher. (Wireless playback of podcasts is supported on Android 2.2 and higher.)

### Google Play Music (Android devices)

You can play music to your Sonos system directly from the Google Play Music app on any Android device. This feature is available for both Standard and All Access Google Play Music customers.

To play music directly from the Google Play Music app to your Sonos system, you must have both the Google Play Music app and the Sonos Controller App installed on your mobile device. Sonos playback from Google Play Music is compatible with Sonos software update 4.3 and higher, and with any device running Android 2.3 and higher.

Simply open the Google Play Music app and connect to a Sonos room or room group to start the music. When you are finished, disconnect the Sonos room from the app.

## Adding to an Existing Sonos System

Once you've got your Sonos system set up, you can easily add more Sonos products any time (up to 32).

1. Select a location for your new Sonos product. For placement tips, go to [www.sonos.com/guides](http://www.sonos.com/guides) to review the applicable product guide.
2. Attach the power cord and apply power. *Be sure to push the power cord firmly into the unit.*

**Note:** If you prefer to make a wired connection, connect a standard Ethernet cable from your router or another Sonos component (or a live network wall plate if you have built-in wiring) to an Ethernet port on the back of the new Sonos product.

3. Choose one of the following options:
  - Using a handheld Sonos controller: Select **Add a Player or SUB** from the **Settings** menu and follow the on-screen prompts to add the new product to your Sonos system.
  - Using the Sonos Controller App for Mac or PC: Select **Add a Player or SUB** from the **Manage** menu and follow the prompts to add the new product to your Sonos system.

Thick walls, 2.4 GHz cordless telephones, or the presence of other wireless devices can interfere with or block the wireless network signals from your Sonos system. If you experience difficulty after positioning a Sonos product, try one or more of the following resolutions—relocate the Sonos product; change the wireless channel your music system is operating on; connect a Sonos product to your router if your setup is currently wireless.

## Wireless Setup

If you currently have a Sonos product wired to your router and you'd like to switch to wireless setup, follow the steps below. Switching to wireless setup may be desirable if you currently have a player connected to your router and you'd like to move it to another room. If you have a BRIDGE or BOOST connected to your router, we recommend leaving it connected.

**DO NOT DISCONNECT** the Sonos product that is currently connected to your router until you complete the wireless setup steps below.

1. Choose one of the following options:
  - Using a handheld Sonos controller: From the **Settings** menu, touch **Advanced Settings** -> **Wireless Setup**.
  - Using the Sonos Controller App for PC: Select **Settings** -> **Advanced** from the **Manage** menu. On the **General** tab, select **Wireless Setup**.
  - Using the Sonos Controller App for Mac: Select **Preferences** -> **Advanced** from the **Sonos** menu. On the **General** tab, select **Wireless Setup**.

Sonos will detect your wireless network.

2. Enter the password for your wireless network.
3. Once the password has been accepted, you can remove the Sonos product from the router and move it to a new location.

## System Registration

Registering your music system allows you to receive technical support, Sonos software upgrades, and several free music service trials. At no time is any of your information provided to other companies. If you did not register during the setup process, choose one of the following options to register now.

### Using a handheld controller

From the **Settings** menu, select **Advanced Settings** -> **System Registration**.

### Using the Sonos Controller App for Mac or PC

Select **Sonos System Registration** from the **Help** menu.

## Usage Data

To help us improve our products and services, Sonos would like to collect usage data about how you use your Sonos system. We never provide any of this information to third parties. To learn more, go to our Web site at [www.sonos.com/legal/usage-data](http://www.sonos.com/legal/usage-data).

You can change your preference setting at any time.

### Using a handheld Sonos controller

1. From the **Sonos** music menu, select **Settings**.
2. Touch **Advanced Settings** -> **Usage Data**.

### Using the Sonos Controller App for Mac or PC

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Advanced Settings** -> **Usage Data**.

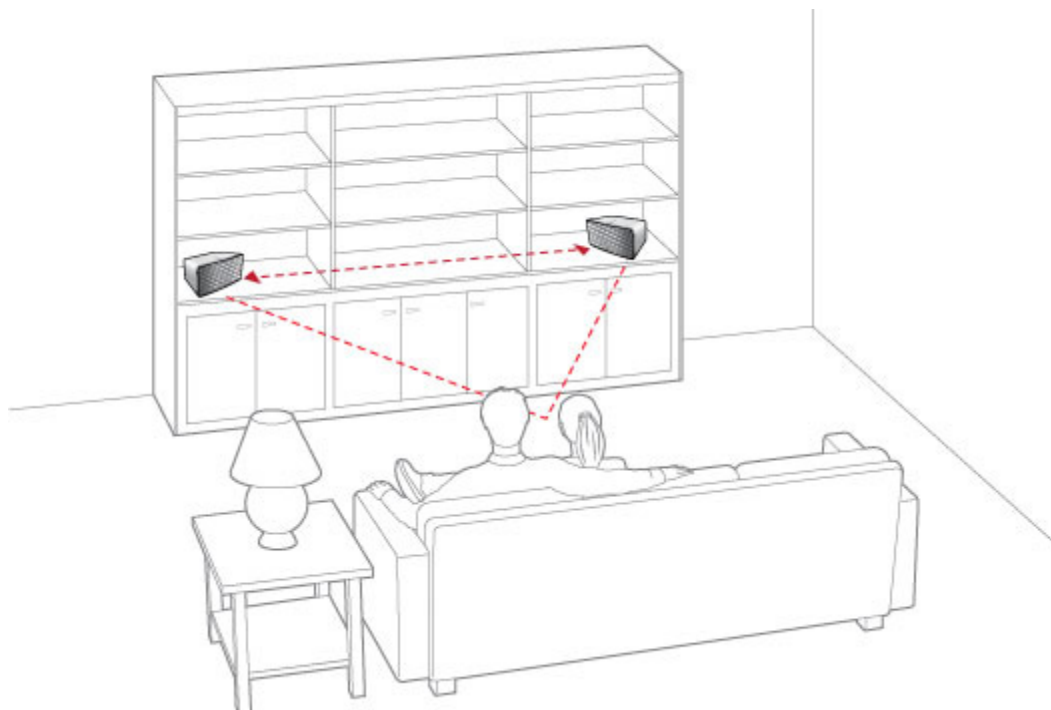
## Creating a Stereo Pair

The Stereo Pair setting allows you to group two PLAY:1s, PLAY:3s or PLAY:5s in the same room to create a wider stereo experience. In this configuration, one player serves as the left channel and the other serves as the right channel. You cannot create a mixed stereo pair—the Sonos players in the stereo pair must be the same.

If you are adding surround speakers to a PLAYBAR configuration, see "Surround Speakers" on page 21 instead.

### Optimum placement information

- When creating a stereo pair, it is best to place the two Sonos players 8 to 10 feet away from each other.
- Your favorite listening position should be 8 to 12 feet from the paired Sonos players. Less distance will increase bass, more distance will improve stereo imaging.



**Note:** The Stereo Pair setting is for use with PLAY:1, PLAY:3 and PLAY:5 units only. You cannot create a mixed stereo pair—both Sonos products in the stereo pair must be the same.

## Using a handheld Sonos controller

1. Select **Settings** -> **Room Settings**.
2. Select a Sonos player to pair (PLAY:1, PLAY:3 or PLAY:5).
3. Select **Create Stereo Pair**, and then follow the prompts to set up the stereo pair.

### To separate a stereo pair:

1. Select **Settings** -> **Room Settings**.
2. Select the stereo pair you wish to separate (the stereo pair appears with **L + R** in the **Room** name.)
3. Select **Separate Stereo Pair**, and touch **Separate** to confirm.

## Using the Sonos Controller App for Mac or PC

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Select a Sonos player to pair (PLAY:1, PLAY:3 or PLAY:5) from the **Room Settings** for drop-down list.
4. Click **Create Stereo Pair** and follow the prompts to set up the stereo pair.

### To separate a stereo pair:

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Select the Sonos stereo pair you wish to separate from the **Room Settings** for drop-down list (the stereo pair will appear with L + R in the room name).
4. On the **Basic** tab, click **Separate Stereo Pair**.
5. Click **Separate**.

## Surround Speakers

### Adding surround speakers

You can easily pair two PLAY:1 or PLAY:3 products with a PLAYBAR to function as left and right surround channels in your Sonos surround sound experience. You can either configure surround speakers during the setup process or follow the steps below to add them later.

- Make sure the Sonos players are the same—you cannot combine a PLAY:1 and a PLAY:3 to function as surround speakers.
- Pairing surround speakers with your PLAYBAR requires a wired connection so make sure you have a BRIDGE, BOOST or Sonos player wired to your router with an Ethernet cable before proceeding.
- Be sure to follow the instructions below to set up your surround speakers. Do not create a room group or stereo pair as these will not achieve the left and right surround channel functionality.

### Using a handheld Sonos controller

1. From the **Settings** menu, select **Room Settings**.
2. Select the room the PLAYBAR is located in.
3. Select **Add Surround Speakers**.
4. Follow the prompts to add first a left and then a right surround speaker.

### Using the Sonos Controller App for Mac or PC

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. From the **Basic** tab, select **Add Surround Speakers**.
4. Follow the prompts to add first a left and then a right surround speaker.

## Surround settings

The default setting is determined by the calibration process. If you wish to make a change, you can follow the steps below.

### Using a handheld Sonos controller

1. From the **Settings** menu, select **Room Settings**.

2. Select the room the PLAYBAR and surround speakers are located in. It appears as *Room (+LS+RS)* on the **Room Settings** menu.
3. Select **Advanced Audio -> Surround Settings**.
4. Choose one of the following:
  - **Surrounds:** Choose **On** or **Off** to turn the sound from the surround speakers on and off.
  - **Surround Level Adjustment:** Drag your finger across the slider to increase or decrease the volume of the surround speakers.
  - **Music Playback:** Choose **Ambient** (default; subtle, ambient sound) or **Full** (enables louder, full range sound). This setting applies only to music playback, not TV audio.

### Using the Sonos Controller App for Mac or PC

1. Select **Manage -> Settings (PC)** or **Sonos -> Preferences (Mac)**.
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room the PLAYBAR and surround speakers are located in from the **Room Settings** for drop-down list.
4. Select the **Surrounds** tab.
5. Choose one of the following:
  - **Surrounds:** Check to turn the sound from the surround speakers on; uncheck to turn it off.
  - **Surround Level Adjustment:** Click and drag the slider to increase or decrease the volume of the surround speakers.
  - **Music Playback:** Choose **Ambient** (default; subtle, ambient sound) or **Full** (enables louder, full range sound). This setting applies only to music playback, not TV audio.
6. Close the **Settings** window when changes are complete.

## Removing surround speakers

### Using a handheld Sonos controller

1. From the **Settings** menu, select **Room Settings**.
2. Select the room the surround speakers are associated with. The room name appears as *Room (+LS+RS)* on the **Room Settings** menu.
3. Select **Remove Surround Speakers**.
4. Select **Next** to drop the surround sound speakers from your surround system. If these were newly purchased PLAY:1s or PLAY:3s they will appear as **Unused** on the **Rooms** menu. If these players existed in your household previously, they revert back to their previous state.

You can now move them to another room for individual use. If you want to add them back as surround speakers, see "Adding surround speakers" on page 21 for help.

### Using the Sonos Controller App for Mac or PC

1. Select **Manage -> Settings (PC)** or **Sonos -> Preferences (Mac)**.
2. Select **Room Settings** if it is not already highlighted on the left.



3. Choose the room the PLAYBAR is located in from the **Room Settings** for drop-down list. The room name appears as *Room (+LS+RS)*.
4. From the **Basic** tab, click **Remove Surround Speakers**. If these were newly purchased PLAY:1 or PLAY:3s, they will appear as **Unused** in the **Rooms** pane. If these players existed in your household previously, they revert back to their previous state.

## Using Line-in

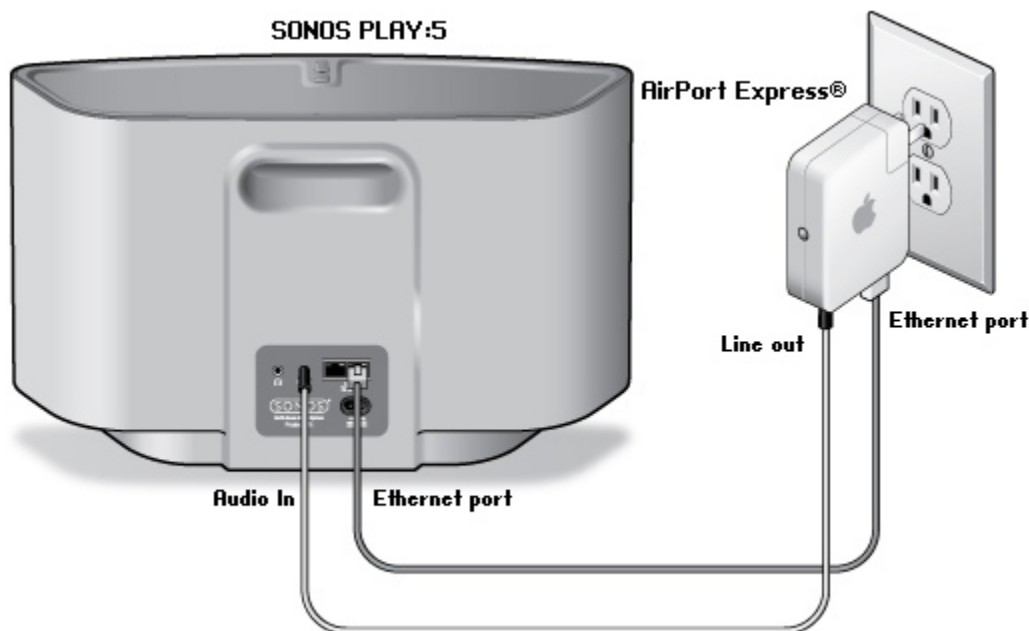
You can connect an external audio source like an Apple® AirPlay® device, CD player, TV, or MP3 player to any Sonos player with an Audio In connection (PLAY:5, CONNECT, or CONNECT:AMP) and stream the audio to any or all Sonos components around your house. So, go ahead:

- Connect an Apple AirPlay device such as AirPort Express® via line-in and play music wirelessly from your iPhone®, iPad™ or iPod touch® in any or every room of the home.
- Connect an external audio source like a CD player via line-in and listen to your CD collection.
- Connect your TV to a PLAY:5, CONNECT, or CONNECT:AMP and listen to the big game on the patio while cooking on the grill.

**Note:** You can listen to music from the external device in any room, and use the Sonos system to control the volume settings. However you must control the playback (forward, pause, etc.) from the line-in source.

## Connecting an AirPort Express to your Sonos system

1. Connect the AirPort Express to your PLAY:5 (or other Sonos product with an Audio In connection):



- Connect the AirPort Express to a Sonos product with an available Audio In connection (different products will require different audio cables.)
    - If you are connecting a PLAY:5, connect a 3.5mm audio cable to the **Analog Audio In** connector from the back of your PLAY:5 to the **Line-out** connector on the AirPort Express. If you are connecting a different Sonos component, you can use a standard RCA audio cable.
  - Connect an Ethernet cable from the Ethernet port on the AirPort Express to an Ethernet port on your Sonos product.
  - Plug the AirPort Express into a power outlet.
2. Install AirPort Utility if necessary. (If you are using a Mac, AirPort Utility is already installed. If you are using a PC, you can install from the CD included with your AirPort Express.)

If you need help with this step, you can go to <http://www.apple.com/airportexpress/features/utility.html>.

3. Open AirPort Utility, and follow the on-screen prompts. During the setup process, be sure to:
  - Enter your wireless network in the **Network Name** field
  - Make sure **Router Mode** is *Off* (Bridge Mode)
  - Make sure **Enable AirPlay** is checked

For additional setup help, you can go to <http://faq.sonos.com/airplay>.

4. After your AirPort Express is configured, choose one of the following options:
  - Using a handheld controller, select **Room Settings** from the **Settings** menu.
  - Using the Sonos Controller App for PC, select **Manage** -> **Settings** -> **Rooms Settings**.
  - Using the Sonos Controller App for Mac, select **Sonos** -> **Preferences** -> **Room Settings**.
5. Select the Sonos product your AirPort Express is connected to, and select **Line-In** to update the following settings:
  - **Line-In Source Name:** Enter *AirPlay Device*.
  - **Autoplay Room:** Select the room name the AirPlay device is connected to. Select **Include Grouped Rooms** if you want the rooms that are grouped with the autoplay room to play the same music.
  - **Autoplay Volume.** Use the slider to set a default volume for the autoplay room whenever the AirPlay device is connected. Check the **Use AutoPlay Volume** checkbox if you intend to use your AirPlay device to adjust the volume in the Autoplay Room.

Now you're ready to use AirPlay—simply touch the AirPlay icon on your iPhone, iPad, iPod touch, or in iTunes and select Sonos.

For additional information, please go to <http://faq.sonos.com/airplay>.

## Connecting a portable player to your Sonos system

Use a 1/8 inch mini-stereo to RCA audio cable to connect from the portable device to the Sonos product. (Plug the mini-stereo end into the portable device and the RCA end into the *Audio In* connection on the Sonos product.)

The portable device will automatically be detected and displayed on the Sonos controller.

### Using a handheld Sonos controller

**To play music from this line-in source:**

1. Once the audio cable is connected, select **Line-in** from the **Sonos** music menu.
2. Choose the room the device is connected to, and select **Play Now**.

***To change the settings for this line-in source:***

1. Select **Settings** -> **Room Settings** from the **Sonos** music menu.
2. Select the Sonos product the device is connected to, and then touch **Line-In**.
  - **Line-In Source Name:** Select a component name from the list.
  - **Line-In Source Level:** A default (typical) line-in source level is automatically assigned based upon the source name. (If the volume sounds too low, you can select a higher line level. You may experience clipping at higher volume levels if you set the level too high.)
  - **Autoplay Room:** Select the room you want your line-in source to play in whenever it's connected to Sonos. You can also select **Include Grouped Rooms** so that any rooms grouped with the autoplay room will play the same music.
  - **Use Autoplay Volume.** Set **Use Autoplay Volume** to **Yes** if you intend to use your line-in device to adjust the volume in the autoplay room. Use the slider to set a default volume for the autoplay room whenever the line-in device is connected.

**Using the Sonos Controller App for Mac or PC*****To play music from this line-in source:***

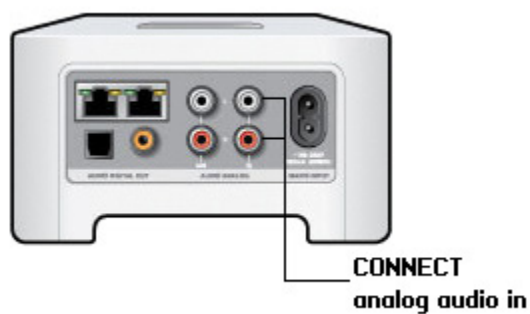
1. Once the audio cable is connected, select **Line-in** from the Music menu.
2. Choose the room the device is connected to, and select **Play Now**.

***To change the settings for this line-in source:***

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Select the Sonos player the device is connected to, and then click **Line-In**.
  - **Line-In Source Name:** Select a component name from the list.
  - **Line-In Source Level:** A default (typical) line-in source level is automatically assigned based upon the source name. (If the volume sounds too low, you can select a higher line level. You may experience clipping at higher volume levels if you set the level too high.)
  - **Autoplay Room:** Select the room you want your line-in source to play in whenever it's connected to Sonos. You can also select **Include Grouped Rooms** so that any rooms grouped with the autoplay room will play the same music.
  - **Use Autoplay Volume.** Set **Use Autoplay Volume** to **Yes** if you intend to use your line-in device to adjust the volume in the autoplay room. Use the slider to set a default volume for the autoplay room whenever the line-in device is connected.

## Connecting another line-in source to your Sonos system

Connect the audio line-in cable provided with your Sonos product (or a standard RCA cable) from the **Audio out** connection(s) on the external source to the analog **Audio In** connection(s) on the back of your Sonos product. The source device will automatically be detected and displayed on the Sonos controller.



## Using a handheld Sonos controller

### *To play music from this line-in source:*

1. Select **Line-in** from the **Sonos** music menu.
2. Choose the room the device is connected to, and select **Play Now**.

### *To change the settings for this line-in source:*

1. Select **Settings** -> **Room Settings** from the **Sonos** music menu.
2. Select the Sonos product the device is connected to, and then touch **Line-In**.
  - **Line-In Source Name:** Select a component name from the list.
  - **Line-In Source Level:** A default (typical) line-in source level is automatically assigned based upon the source name. (If the volume sounds too low, you can select a higher line level. You may experience clipping at higher volume levels if you set the level too high.)
  - **Autoplay Room:** Select the room you want your line-in source to play in whenever it's connected to Sonos. You can also select **Include Grouped Rooms** so that any rooms grouped with the autoplay room will play the same music.
  - **Use Autoplay Volume.** Set **Use Autoplay Volume** to **Yes** if you intend to use your line-in device to adjust the volume in the autoplay room. Use the slider to set a default volume for the autoplay room whenever the line-in device is connected.

## Using the Sonos Controller App for Mac or PC

### *To play music from this line-in source:*

1. Select **Line-in** from the Music menu.
2. Choose the room the device is connected to, and select **Play Now**.

### *To change the settings for this line-in source:*

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings**.
3. Select the Sonos product the device is connected to, and then touch **Line-In**.
  - **Line-In Source Name:** Select a component name from the list.
  - **Line-In Source Level:** A default (typical) line-in source level is automatically assigned based upon the source name. (If the volume sounds too low, you can select a higher line level. You may experience clipping at higher volume levels if you set the level too high.)
  - **Autoplay Room:** Select the room you want your line-in source to play in whenever it's connected to Sonos. You can also select **Include Grouped Rooms** so that any rooms grouped with the autoplay room will play the same music.
  - **Use Autoplay Volume.** Set **Use Autoplay Volume** to **Yes** if you intend to use your line-in device to adjust the volume in the autoplay room. Use the slider to set a default volume for the autoplay room whenever the line-in device is connected.

## Changing the audio compression setting

Your Sonos system defaults to *automatic* in order to provide the optimal playback experience. Sonos recommends you do not change this default. However, if you decide to make a change, we recommend the following usage guidelines:

Use Uncompressed if:

- You want optimal performance with home theaters.
- You want to produce the highest quality sound for your Sonos system (this selection requires more network bandwidth than compressed audio).

Use Compressed if:

- You are connecting more than 4 rooms wirelessly.
- You are in an environment with heavy wireless interference and are experiencing dropouts.

### Using a handheld Sonos controller

1. From the **Sonos** music menu, select **Settings**.
2. Select **Advanced**.
3. Select **Audio Compression** and choose **Compressed** or **Uncompressed**.

### Using the Sonos Controller App for Mac or PC

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Advanced**.
3. Select **Audio Compression**.
4. Choose **Compressed** or **Uncompressed**.

## Using Line-out

You can easily connect your home theater, stereo, or powered speakers to a Sonos CONNECT. Depending on the model, you can use analog or digital audio outputs to connect to an external amplifier. The CONNECT has both digital and analog outputs, while the ZonePlayer 100 has analog outputs. The CONNECT:AMP is not designed with audio outputs.

For instructions on connecting a device, see the documentation included with your Sonos product. Also, go to <http://faq.sonos.com/lineout>.

For additional information on connecting audio devices, go to our Web site at <http://faq.sonos.com/cables>.

## Controlling the volume from your home theater

1. Choose one of the following options:
  - Using a handheld Sonos controller, select **Room Settings** from the **Settings** menu.
  - Using the Sonos Controller App for PC, select **Manage** -> **Settings** -> **Rooms Settings**.
  - Using the Sonos Controller App for Mac, select **Sonos** -> **Preferences** -> **Room Settings**.

2. Select the Sonos product attached to your home theater and then select **Line-Out Level -> Fixed**.

**Note:** When the line-out level on your Sonos player is **Fixed**, you cannot adjust the volume or the equalization settings using a Sonos controller.

## Controlling the volume from your Sonos system

1. Choose one of the following options:
  - Using a handheld Sonos controller, select **Room Settings** from the **Settings** menu.
  - Using the Sonos Controller App for PC, select **Manage -> Settings -> Rooms Settings**.
  - Using the Sonos Controller App for Mac, select **Sonos -> Preferences -> Room Settings**.
2. Adjust your home theater or other audio device's volume to typical listening volume.
3. Choose the Sonos player attached to your home theater and then select **Line-Out Level -> Variable**.
4. Adjust the volume on your Sonos system so you can hear music. This may be at the high end of the volume scale.
5. If desired, you can readjust the volume on your home theater system so that the volume range for the controller falls within your typical listening range.

# Tips and Troubleshooting

## Basic Troubleshooting

**Warning:** Do not open Sonos products as there is a risk of electric shock. Under no circumstances should Sonos products be repaired by anyone other than an authorized Sonos repair center, as this will invalidate the warranty. Please contact Sonos Customer Support for more information.

If a problem occurs, you can try the troubleshooting suggestions listed below. If one of these doesn't remedy the problem, or you are not sure how to proceed, please contact the Sonos Customer Support team and we'll be happy to help.

### Sonos product(s) not detected during setup

- Check to make sure the power cord is properly seated.
- A network issue may be preventing the product from connecting to your Sonos system. If this is a wireless Sonos product, try moving the Sonos components closer together, or use an Ethernet cable to hard wire the product to your router temporarily to see if the problem is related to wireless interference.

If you encounter this message while a Sonos product is connected to your router, you can try the steps below to resolve this issue. If you are still experiencing problems, please contact Sonos Customer Support.

#### 1. Check the firewall

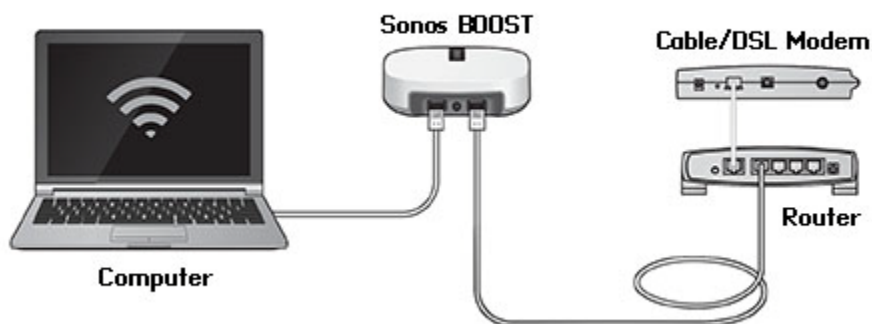
Firewall software installed on the computer may be blocking the ports that Sonos uses to operate. First, disable all your firewalls and try to connect again. If this resolves the problem, you should configure your firewall to work with the Sonos Controller for Mac or PC. Please go to our Web site at <http://faq.sonos.com/firewall> for additional information. If this does not resolve the problem, you can try step 2 below.

# A



## 2. Check the router

You can bypass your router's switch to determine whether there are any router configuration issues by connecting a Sonos product as shown below—in this BOOST configuration example, note that the BOOST and the computer still have Internet access:



- Be sure that your cable/DSL modem is connected to the router's WAN (Internet) port.
- Temporarily remove any other components that are wired to your network.
- Connect an Ethernet cable from the computer directly to the back of the BOOST, and then connect another Ethernet cable from that Sonos product directly to one of the LAN ports on your router.
- When you make a change to your network configuration, you may need to power cycle the Sonos product by unplugging the power cord, and then plugging it back in.
- If you are not using a router, you can visit our Web site at <http://faq.sonos.com/norouter> for more information.

## 3. Check the wiring

Check the indicator lights on both the router and the Sonos product. The link/status lights should be lit solid, and the activity lights on the router should be blinking.

- If the link lights are not lit, try connecting to a different port on your router.
- If the link lights still do not light, try connecting a different Ethernet cable.

## Sonos player is not operating properly

- If the status indicator is not lit and no sound is produced when the unit is plugged in, check to ensure the power cord is properly seated.
- If the status indicator is solid white, make sure the volume is set to a suitable level; make sure MUTE is not on; if CONNECT:AMP, make sure external speakers are connected securely.
- If the player has suddenly stopped playing music and the status indicator is flashing orange and white, pause or unplug the player for a few minutes to allow it to cool. Check to make sure the vents are not blocked. See "Player Status Indicators" on page A-6.
- Check the link/activity lights on both the router and the Sonos product that is wired to your router. The link lights should be lit solid and the activity lights should be blinking.

- If the link lights are not lit, try connecting to a different port on your router.
- If the link lights still do not light, try using a different Ethernet cable.
- Move your Sonos controller closer to a player.
- Check to ensure there are no obstacles to impede wireless operation.
- Check your network connections.
- The Sonos player may need to be **reset**. Disconnect the power cord for 5 seconds, and then reconnect. Wait for the Sonos player to restart.

## Not all rooms are visible, or Sonos app doesn't work in some rooms, or music stops when I use my 2.4 GHz phone

You are probably experiencing wireless interference. You can change the wireless channel your Sonos system is operating on by following the steps below.

- Using a handheld Sonos controller: From the **Settings** menu, touch **Advanced Settings** -> **Wireless Channel**. Choose another wireless channel from the list.
- Using the Sonos Controller App for PC: Select **Settings** -> **Advanced** from the **Manage** menu. On the **General** tab, select another wireless channel from the list.
- Using the Sonos Controller App for Mac: Select **Preferences** -> **Advanced** from the **Sonos** menu. On the **General** tab, select another wireless channel from the list.

It may take several seconds for the switch to take effect. If you have music playing, a short music dropout may occur during the wireless channel change.

## I have a new router

If you purchase a new router or change your ISP (Internet service provider), you will need to restart all your Sonos products after the router is installed.

**Note:** If the ISP technician connects a Sonos product to the new router, you only need to restart your wireless Sonos products.

1. Disconnect the power cord from all of your Sonos products for at least 5 seconds.
2. Reconnect them one at a time, starting with the Sonos product that is connected to your router.

Wait for your Sonos products to restart. The status indicator light will change to solid white on each product when the restart is complete.

If your Sonos setup is completely wireless, you will also need to change your wireless network password. Follow the steps below:

1. Temporarily connect one of your Sonos players to the new router with an Ethernet cable.
2. From the **Sonos** music menu on your controller, select **Settings**.
3. Select **Advanced Settings** -> **Wireless Setup**.  
Sonos will detect your network.
4. Enter the password for your wireless network.
5. Once the password is accepted, unplug the player from your router and move it back to its original location.



## I want to change my wireless network password

If your Sonos system is set up wirelessly and you change your wireless network password, you will also need to change it on your Sonos system.

1. Temporarily connect one of your Sonos players to your router with an Ethernet cable.
2. Choose one of the following options:
  - Using a handheld Sonos controller, select **Settings** -> **Advanced Settings** -> **Wireless Setup**.
  - Using the Sonos Controller App for PC, select **Settings** -> **Advanced** from the **Manage** menu. On the **General** tab, select **Wireless Setup**.
  - Using the Sonos Controller App for Mac, select **Preferences** -> **Advanced** from the **Sonos** menu. On the **General** tab, select **Wireless Setup**.
3. Enter the new wireless network password when prompted.
4. Once the password is accepted, you can unplug the player from your router and move it back to its original location.

## After upgrading Windows, music doesn't play

After you upgrade from Windows Vista to Windows 7 or 8, you may experience problems playing the music stored on the recently updated computer. To ensure uninterrupted play, you'll need to re-add the music folders stored on *that* computer to your Sonos system.

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Music Library Settings**.
3. On the **Folders** tab, highlight the shared folder you want to remove, and click **Remove** (PC) or  (Mac).
4. Confirm that you want to delete the shared folder.
5. Repeat until you have removed all of the folders.
6. Next, re-add the share by selecting **Add** (PC) or  (Mac).
7. Select **In another location on my computer, or on an external drive connected to my computer**, and then click **Next**.
8. Select the music folder you just removed, and click **Next**.

## Poor quality playback on my Android device

If you notice problems with playback quality it may be because you are streaming large amounts of data, such as video, to an Android device that is connected to SonosNet. Try removing the devices from SonosNet to see if the playback quality improves.

### Remove a single Android device from SonosNet

1. From the **Settings** menu, touch **Advanced Settings**.
2. Touch **Connect to SonosNet**, and then touch **Next**.
3. Clear the **Allow Connection** option. If the option is checked, the controller can connect to SonosNet.
4. Touch **Done**.

**Remove all of your Android devices from SonosNet:**

1. From the **Settings** menu, touch **Advanced Settings**.
2. Select **Reset SonosNet Key** -> **Reset**.

The Android devices will connect through the wireless networks that are available to them. If you want the controllers to connect to SonosNet again, simply add them back one at a time.

**Add Android devices to SonosNet**

If you want to reconnect your controllers to SonosNet, add them back one at a time by following the steps below.

1. Select **Settings** -> **Advanced Settings** from the **Sonos** music menu.
2. Touch **Connect to SonosNet**, and then follow the on-screen prompts.

# Player Status Indicators

**Important Note:** Do not place any items on top of your Sonos player. This may impede the air flow and cause it to overheat.

Indicator Lights	Player State	Sonos Product	Additional Information
Solid white	Powered up and associated with a Sonos system	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	If desired, when the product is in normal operation, you can turn the white status indicator light on or off by selecting <b>White Status Light</b> from the <b>Room Settings</b> menu. (The SUB indicator will reflect the same setting as the player it is paired with.)
Flashing white	Powering up	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	
Flashing green	Powered up, not yet associated with a Sonos system	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	For a SUB, this may indicate the SUB is not yet paired with a player.
Solid green	Volume set to zero or muted	CONNECT, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	
Slowly flashing green	Surround audio is off or SUB audio is off	PLAY:1, PLAY:3, SUB	Applicable for player configured as a PLAYBAR surround speaker, or for a SUB paired with a PLAYBAR
Solid orange	During wireless setup, this occurs while the Sonos open access point is temporarily active. If you are not setting up your Sonos system, this may indicate warning mode.	CONNECT, SUB, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	If the orange light is on AND the player's volume level automatically reduces, this indicates the player is in warning mode. <ul style="list-style-type: none"> <li>Press the <b>Pause</b> button to stop the audio</li> <li>Check the vent slot for adequate cooling</li> <li>Check the room temperature to make sure it's less than 104°F/ 40° C</li> <li>If the player is in direct sunlight, provide shade</li> <li>Allow the player to cool for several minutes and then press <b>Play</b> to restart the audio</li> <li>If the problem does not resolve, please contact Customer Support</li> </ul>

Indicator Lights	Player State	Sonos Product	Additional Information
Rapidly flashing orange	Playback / Next Track failed	CONNECT, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	Indicates either playback or next track was not possible
Flashing orange	During SonosNet setup, this occurs after a button press while the product is searching for a household to join.	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR	
Slowly flashing orange and white	Fault mode	CONNECT, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR, SUB	<p>If the lights are flashing orange and white AND the volume automatically mutes, this indicates the player is experiencing a fault condition.</p> <ul style="list-style-type: none"> <li>• Press the <b>Pause</b> button to stop the audio</li> <li>• Check the room temperature to make sure it's less than 104°F/40° C</li> <li>• If the player is in direct sunlight, provide shade</li> <li>• Allow the product to cool for several minutes and then press <b>Play</b> to restart the audio</li> <li>• If the problem does not resolve, please contact Customer Support</li> </ul>

## About Your Music System

If you call Sonos Customer Support, you may be asked for specific details regarding your Sonos system. You can find this information by choosing one of the following options:

- Select **About My Sonos System** from the **Settings** menu on a handheld controller.

Or,

- Select **About My Sonos System** from the **Help** menu on the Sonos Controller for PC.

Or,

- Select **About My Sonos System** from the **Sonos** menu on the Sonos Controller for Mac.

## Can't Find What You're Looking For?

If you can't find the answer to your question in our documentation, please visit our Frequently Asked Questions (FAQ) pages at [www.sonos.com/support](http://www.sonos.com/support).

Or, ask us a question at <http://faq.sonos.com/ask>.

# Regulation Information

## USA

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- All Sonos devices have in-products antennas. Users cannot reorient or relocate the receiving antenna without modifying the product
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

**Caution:** Modifications not expressly approved by the manufacturer may void the user's authority to operate the equipment under FCC rules.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

## Canada

This Class B digital apparatus complies with Canadian ICES-003 and RSS-210. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The installer of this radio equipment must ensure that the product is located such that it does not emit RF field in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's Web site [www.hc-sc.gc.ca/rpb](http://www.hc-sc.gc.ca/rpb). As mentioned before, the installer cannot control the antenna orientation. However, they could place the complete product in a way that causes the problem mentioned above.

The device for operation in the band 5150-5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Be advised that high-power radars are allocated as primary users (i.e. priority users) of the bands 5250-5350 MHz and 5650-5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

## Canada

Cet appareil numérique de classe B est conforme aux normes NMB-003 et CNR-210 en vigueur au Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) Cet appareil ne doit pas créer d'interférences nuisibles. (2) Cet appareil doit tolérer toutes les interférences reçues, y compris les interférences pouvant entraîner un fonctionnement indésirable.

L'installateur du présent matériel radio doit veiller à ce que le produit soit placé ou orienté de manière à n'émettre aucun champ radioélectrique supérieur aux limites fixées pour le grand public par le ministère fédéral Santé Canada ; consultez le Code de sécurité 6 sur le site Web de Santé Canada à l'adresse : [www.hc-sc.gc.ca/rpb](http://www.hc-sc.gc.ca/rpb). Comme indiqué auparavant, l'installateur ne peut pas contrôler l'orientation de l'antenne. Il peut néanmoins placer le produit tout entier de manière à provoquer le problème décrit ci-dessus.

Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

## Europe

Sonos declares that this product herewith complies with the requirements of the EMC Directive 2004/108/EC, Low Voltage Directive 2006/95/EC, Eco-Design Directive 2005/32/EC, RoHS Directive 2011/65/EU and the R&TTE Directive 1999/5/EC when installed and used in accordance with the manufacturer's instructions. A copy of the full Declaration of Conformance may be obtained at [www.sonos.com/support/policies](http://www.sonos.com/support/policies).

⚠ Attention In France, operation is limited to indoor use within the band 5150-5350 MHz.

SonosNet is the propriety wireless mesh network architecture designed to provide robust transmission of high fidelity streaming digital music. All Sonos players within the SonosNet mesh network act as both a client and access point simultaneously. Each Sonos player expands the range of SonosNet mesh network because while each device must be within range of at least one other Sonos player, they do not need to be within range of a central access point. In addition to extending the range between Sonos products, SonosNet can extend the range of other data networking devices within the home, such as Android devices directly connected to SonosNet. Due to the high network availability requirements of the SonosNet mesh network, Sonos players do not have a standby or off mode other than removing the power cord from the AC mains.

## RF Exposure Requirements

To comply with FCC and Industry Canada exposure essential requirements, a minimum separation distance of 20cm (8 inches) is required between the equipment and the body of the user or nearby persons.

## Recycling Information



This symbol on the product or on its packaging indicates that this product shall not be treated as household waste. Instead please deliver it to the applicable collection point for the recycling of electrical and electronic equipment. By recycling this product correctly, you will help conserve natural resources and prevent potential negative environmental consequences. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.