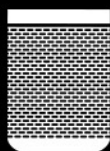


## Product Guide

# SONOS



One

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# Sonos One

- Sonos One with Amazon Alexa lets you play and control your music with your voice.
- Small size makes it perfect for bookshelves, counters, and snug spaces—or mount to the wall, ceiling, or a speaker stand.
- Illuminated LED light ensures you always know when your speaker's microphone is on or off.
- Works seamlessly with your other Sonos products. Send songs, news, and more to speakers in other rooms.

## New to Sonos?

Just download the Sonos app and follow the setup instructions (see **The Sonos app** for download info).

## Adding to an existing Sonos system?

Sonos can be easily expanded room by room. If you're adding to an existing Sonos system, see **Add to an existing Sonos system** for more information.



## Your home network

To use the Sonos app, your device must be on the same network as Sonos. If you need help, please go to <http://faq.sonos.com/notfound>.

## Requirements

To access music services, Internet radio, and music stored on your computer or Network-Attached Storage (NAS) device, make sure your network meets these requirements.

**Note:** Make sure your network has a high-speed Internet connection because Sonos 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 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 isn't a modem/router combination and you want to take advantage of Sonos' automatic online updates or use a streaming music service, you'll need to install a wireless router before setting up Sonos.

**Note:** Sonos communicates over a 2.4GHz home network supporting 802.11 b/g/n wireless technology. 802.11n only network configurations are not supported—you can either change the router settings to 802.11 b/g/n or connect a Sonos product to your router.

- Connect a Sonos BOOST or speaker to your router if:
  - You have a larger home where the Wi-Fi performance isn't reliable and you want to strengthen the wireless performance of your Sonos system.
  - Your Wi-Fi 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.
  - Your network is 5GHz only (not switchable to 2.4GHz).
  - You have configured your router to support only 802.11n and can't change the settings to support 802.11 b/g/n.
- For best results, you should connect the computer or NAS drive that contains your personal music library collection to your network router using an Ethernet cable.

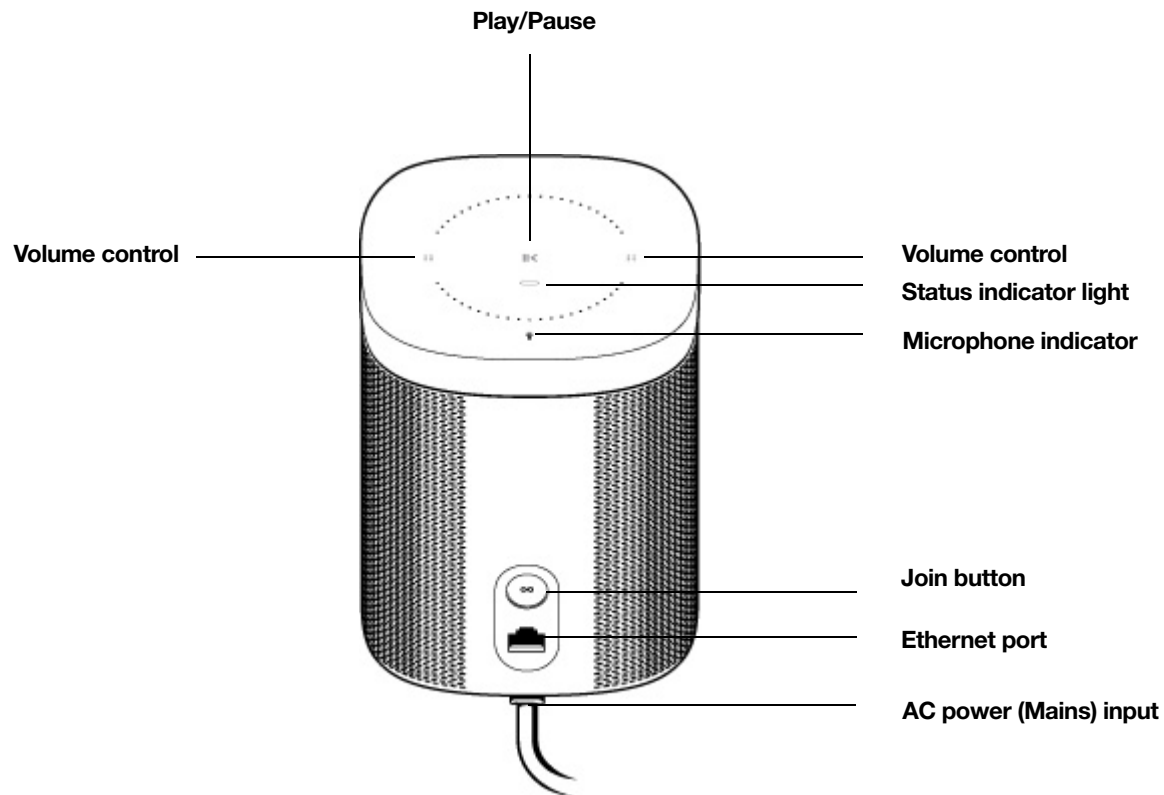
## The Sonos app

An easy way for you to listen to all your music - in bold Sonos sound. Just get the app from the app store on your mobile device and follow the setup instructions. Play music right away, start adding your music and voice services, or add a music library.

**Note:** Get the app for your computer at [www.sonos.com/support/downloads](http://www.sonos.com/support/downloads).

For the latest system requirements and compatible audio formats, go to <http://faq.sonos.com/specs>.

## Sonos One top / back



### On/Off

Your Sonos system is designed to stay on. When you're not using it, Sonos uses minimal electricity.

- To stop the audio, touch **Play/Pause** in the app or on the speaker, or ask Alexa to pause the music.
- To quickly stop the music everywhere, touch **Pause All** from **Rooms** in the Sonos app.

### Volume up (+) Volume down (-)

**Volume Up** touch control is on the right; **Volume Down** on the left. To change the volume quickly, touch and hold.

### Status indicator light

Indicates the status of your speaker.

- Normal operation: *dimly lit*.
- Listening or replying: *full white brightness*.
- Thinking: *flashing white (dim to full)*.

For more information, see <http://faq.sonos.com/led>.

**Microphone indicator**

Touch to turn the microphone on and off.

- When the light is on, voice control is on and you can use voice commands.
- When the light is off, voice control is off.
- When the light is off, you can still use voice commands. Just press and hold the mic button to talk to Alexa. When you release, voice control turns off again.

**Play/Pause**

Toggles between playing and pausing the audio (restarts the same music source unless a different source is selected).

- Press *once* to start or stop streaming audio
- Press and hold to add the music that's playing in another room.

**Next track  
Previous track**

Swipe left to right across the touch controls to get to the next track; swipe right to left to hear the previous track.

*(Next/Previous touch controls don't work when you're listening to a radio station.)*

**Join button**

Press the round **Join** button on the back of the unit to connect.

**Ethernet port**

You can use an Ethernet cable (supplied) to connect the Sonos One to a router, computer, or additional network device such as a network-attached storage (NAS) device.

**AC power (mains) input  
(100 - 240 VAC, 50/60 Hz)**

Use only the supplied power cord to connect to a power outlet (using a third-party power cord will void your warranty).

***Insert the power cord firmly until it is flush with the bottom of the unit.***

## Select a location

You can put your speaker just about anywhere. For maximum enjoyment, we have a few guidelines:

- Sonos One is designed to work well even when placed next to a wall or other surface. For best performance, we recommend maintaining more than 1 inch (2.5 cm) clearance around the back of the unit.
- It's *humidity*-resistant so you can use it in the bathroom; however it is not *water*-resistant so don't position the Sonos One near water or leave it outside during a rain storm.

## Add to an existing Sonos system

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

1. Attach the power cord and plug it in. *Be sure to push the power cord all the way in until it's flush with the bottom of the unit.*
2. Choose one of the following options:
  - On a mobile device, open the Sonos app and tap **...** > **Settings** -> **Add a Player or SUB**.
  - On a Mac or PC, open the Sonos app and go to **Manage** > **Add a Player or SUB**.

Thick walls, 2.4 GHz cordless telephones, or the presence of other wireless devices can interfere with or block the wireless network signals from Sonos. If you experience spotty Wi-Fi after positioning a Sonos product, try one of these: relocate the speaker; change the wireless channel Sonos is operating on; or connect a Sonos product to your router if your setup is currently wireless.

## Add a voice service

Sonos One is a voice-enabled speaker with Amazon Alexa built right in—just enable it so you can play music and enjoy everything else Alexa does using nothing but your Sonos One.

1. Open the Sonos app on your mobile device.
2. Tap **...** > **Add Voice Services**.
  - You'll make changes in both the Sonos and Alexa apps—we'll guide you through it.
  - You'll need your Sonos account info. If you can't remember it, tap **...** > **Settings** -> **My Sonos Account**.

Here are some things you can try with Alexa...

- Alexa, play \_\_\_\_ in the kitchen.
- Alexa, volume 5.
- Alexa, turn it up.
- Alexa, what's playing?
- Alexa, play some holiday music.

**Note:** Over time we'll be adding more voice services and skills. Voice control is not supported in every country yet—this feature will be available as soon as Sonos and a voice service launch together in your region.

## Tune your room with Trueplay™

Every room is different. With Trueplay tuning, you can put your speakers wherever you want. Trueplay analyzes room size, layout, décor, speaker placement, and any other acoustic factors that can impact sound quality. Then it adjusts how each woofer and tweeter produces sound in that room (works on mobile devices running iOS 8 or later).

Tap **...** > **Settings** > **Room Settings**. Pick a room and tap **Trueplay Tuning** to get started.

**Note:** Trueplay tuning isn't available if VoiceOver is enabled on your iOS device. If you want to tune your speakers, first turn VoiceOver off in your device settings.

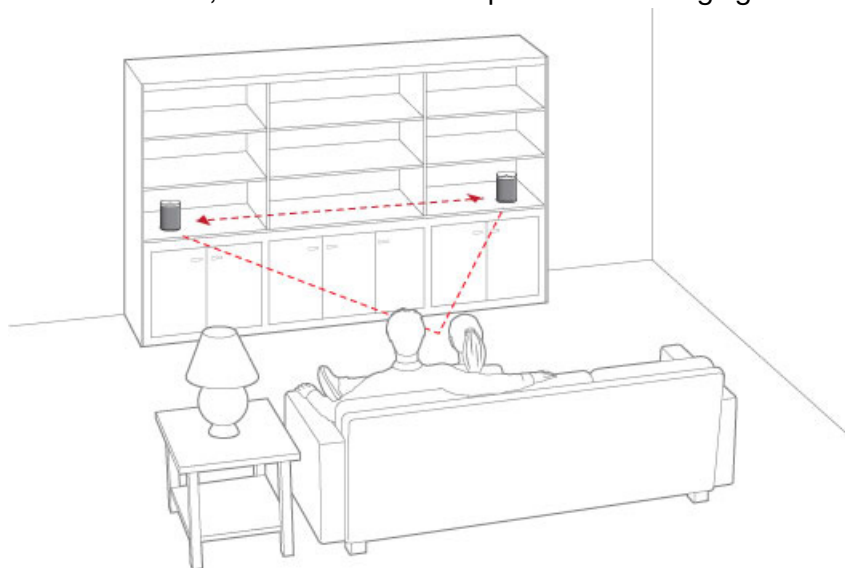
## Create a stereo pair

You can group two Sonos speakers in the same room to create a wider stereo experience. In this configuration, one speaker serves as the left channel and the other serves as the right channel.

**Note:** The Sonos speakers in the stereo pair must be the same model.

## Placement information

- Place the two Sonos speakers 8 to 10 feet away from each other.
- Your favorite listening position should be 8 to 12 feet from the paired speakers—less distance will increase bass, more distance will improve stereo imaging.



## On a mobile device

1. Tap **...** > **Settings** > **Room Settings**.
2. Choose a speaker to pair and tap **Create Stereo Pair**.

After you pair your speakers, you'll see **L + R** added to the end of the room name.

### To separate a stereo pair:

1. Tap **...** > **Settings** > **Room Settings**.
2. Choose the stereo pair you want to separate (it has **L + R** in the room name) and tap **Separate Stereo Pair**.

## On a Mac or PC

1. Choose one of the following:
  - On a PC, go to **Manage** > **Settings**.
  - On a Mac, go to **Sonos** > **Preferences** > **Room Settings**.
2. Choose a speaker to pair from the **Room Settings** drop-down list.
3. Click **Create Stereo Pair**.

### To separate a stereo pair:

1. Choose one of the following:
  - On a PC, go to **Manage** > **Settings**.
  - On a Mac, go to **Sonos** > **Preferences** > **Room Settings**.



2. From the **Room Settings** drop-down, choose the stereo pair you want to separate (it has **L + R** in the room name).
3. On the **Basic** tab, click **Separate Stereo Pair**.

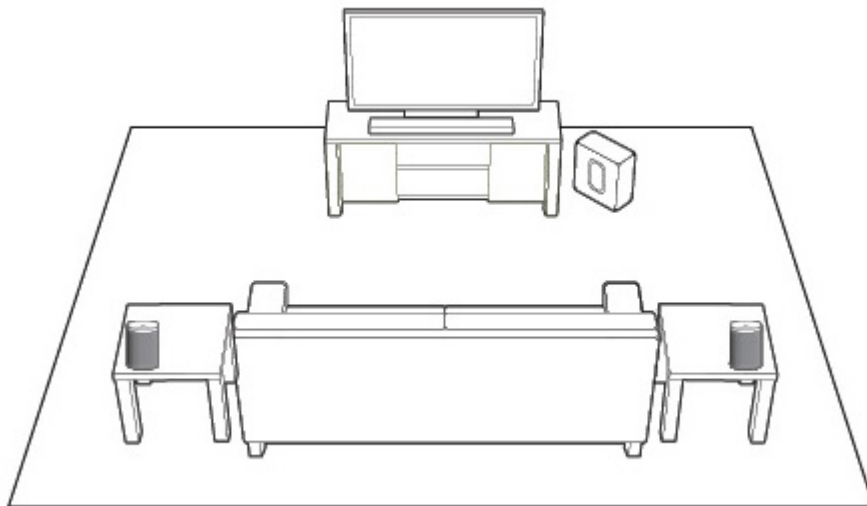
## Surround speakers

### Add surround speakers

You can easily pair two Sonos speakers with a PLAYBAR or PLAYBASE to operate as left and right surround channels in your home theater experience.

**Note:** You can use two Sonos Ones, PLAY:1s, PLAY:3s or PLAY:5s—the two speakers just have to be the same type.

Follow the instructions below to set up your surround speakers. Don't create a room group or stereo pair because those won't give you the left and right surround channel functionality.



### On a mobile device

1. Tap **...** > **Settings** > **Room Settings**.
2. Choose the room with the home theater speaker and tap **Add Surrounds**.

### Remove surround speakers

1. Tap **...** > **Settings** > **Room Settings**.
2. Choose the room with the surround speakers (the room name has +LS+RS in it), and tap **Remove Surrounds**.

If these speakers were already part of your Sonos system, they'll revert back to the room name they had before. Otherwise, they'll appear as **Unused** on the **Rooms** menu and you can move them wherever you want.

## Change the surround settings

The default settings are determined by the calibration process. You can tweak them to suit your preferences.

1. Tap **...** > **Settings** > **Room Settings**.
2. Choose the room with the home theater speakers—the room name has (+LS+RS) in it.
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.
  - **TV Level:** Drag your finger across the slider to increase or decrease the volume of the surround speakers for playing TV audio.
  - **Music Level:** Drag your finger across the slider to increase or decrease the volume of the surround speakers for playing music.
  - **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.
  - **Balance Surround Speakers** (iOS): Select **Balance Surround Speakers** and follow the prompts to manually balance your surround speaker levels.

## On a 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 with the home theater speaker from the **Room Settings** drop-down list.
4. From the **Basic** tab, select **Add Surround Speakers**.
5. Follow the prompts to add first a left and then a right surround speaker.

## Remove surround speakers

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 surrounds speakers are in from the **Room Settings** drop-down list. The room name appears as *Room* (+LS+RS).
4. From the **Basic** tab, click **Remove Surrounds**. If these were newly purchased speakers, they will appear as **Unused** in the **Rooms** pane. If these speakers existed in your household previously, they revert back to their previous use.

## Change the surround settings

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

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 surrounds speakers are in from the **Room Settings** drop-down.
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.
  - **TV Level:** Click and drag the slider to increase or decrease the volume of the surround speakers for playing TV audio.

- **Music Level:** Click and drag the slider to increase or decrease the volume of the surround speakers for playing music.
- **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.

## Play music

Open the Sonos app and tap **Browse** or make a selection from the **MUSIC** pane on your Mac or PC.

- **Radio by TuneIn.** Select from more than 100,000 free internet radio stations, podcasts, and shows.
- **Music services.** Explore and manage your music services—add your own or try something new.
- **Music stored on your mobile device.** Play music you've downloaded to your phone or tablet.
- **Music library.** Play music stored on your computer or any Network-Attached Storage (NAS) device.

For a full list of music choices available in your country, go to [www.sonos.com/music](http://www.sonos.com/music). For more information about playing music, check out our mobile app product guide at [www.sonos.com/guides](http://www.sonos.com/guides).

## Equalization settings

Sonos speakers ship with the equalization settings preset to provide the optimal playback experience. You can change the sound settings (bass, treble, balance, or loudness) to suit your personal preferences.

1. On a mobile device, tap **...** > **Settings** > **Room Settings**.
2. Select a room.
3. Select **EQ**, and then drag your finger across the sliders to make adjustments.
4. To change the Loudness setting, touch **On** or **Off**. (The loudness setting boosts certain frequencies, including bass, to improve the sound at low volume.)

## I have a new router

If you purchase a new router or change your ISP (Internet service provider), you'll 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 (if one is usually connected).

Wait for your Sonos products to restart. The status indicator light changes to solid white when the restart is complete.

**If your Sonos setup is completely wireless** (you don't keep a Sonos product connected to your router), 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. Tap **...** > **Settings** > **Advanced Settings** > **Wireless Setup**.  
Sonos will detect your network.
3. Enter the password for your wireless network.
4. 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 the Sonos app on a mobile device, Tap **...** > **Settings** > **Advanced Settings** > **Wireless Setup**.
  - Using the Sonos app on a PC, go to **Settings** > **Advanced** from the **Manage** menu. On the **General** tab, select **Wireless Setup**.
  - Using the Sonos app on a Mac, go to **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.

## **Important safety information**

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry soft cloth. Household cleaners or solvents can damage the finish on your Sonos components. Do not vacuum the microphone area or apply air pressure.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus that produce heat.

9. Protect the power cable from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
10. Only use attachments/accessories specified by the manufacturer.
11. Unplug this apparatus during lightning storms or when unused for long periods of time.
12. Refer all servicing to Sonos qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cable or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
13. The Mains plug should be readily available to disconnect the equipment.
-  **14. Warning:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
15. Do not expose apparatus to dripping or splashing and do not place objects filled with liquids, such as vases, on the apparatus.

## Specifications

| Feature                    | Description                                                                                       |
|----------------------------|---------------------------------------------------------------------------------------------------|
| <b>Audio</b>               |                                                                                                   |
| <b>Amplifier</b>           | Two Class-D digital amplifiers.                                                                   |
| <b>Tweeter</b>             | One tweeter creates a crisp and accurate high frequency response.                                 |
| <b>Mid-Woofer</b>          | One mid-woofer ensures the faithful playback of mid-range vocal frequencies plus deep, rich bass. |
| <b>Stereo Pair setting</b> | Turns two speakers into separate left and right channel speakers.                                 |
| <b>5.1 Home Theater</b>    | Add two speakers to PLAYBAR/PLAYBASE and SUB for a true surround sound experience.                |

| Feature                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Music</b>                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Audio Formats Supported</b>  | <p>Support for compressed MP3, AAC (without DRM), WMA without DRM (including purchased Windows Media downloads), AAC (MPEG4), AAC+, Ogg Vorbis, Apple Lossless, Flac (lossless) music files, as well as uncompressed WAV and AIFF files.</p> <p>Native support for 44.1kHz sample rates. Additional support for 48kHz, 32kHz, 24kHz, 22kHz, 16kHz, 11kHz, and 8kHz sample rates. MP3 supports all rates except 11kHz and 8kHz.</p> <p><b>Note:</b> Apple “Fairplay”, WMA DRM and WMA Lossless formats not currently supported. Previously purchased Apple “Fairplay” DRM-protected songs may be upgraded.</p> |
| <b>Music Services Supported</b> | <p>Sonos works seamlessly with most music services, including Apple Music™, Deezer, Google Play Music, Pandora, Spotify and Radio by TuneIn, as well as downloads from any service offering DRM-free tracks. Service availability varies by region. For a complete list, see <a href="http://www.sonos.com/music">http://www.sonos.com/music</a>.</p>                                                                                                                                                                                                                                                         |
| <b>Internet Radio Supported</b> | Streaming MP3, HLS/AAC, WMA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <b>Album Art Supported</b>      | JPEG, PNG, BMP, GIF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Playlists Supported</b>      | Rhapsody, iTunes, WinAmp, and Windows Media Player (.m3u, .pls, .wpl).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Networking*</b>              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Wireless Connectivity</b>    | <p>Connects to your home Wi-Fi network with any 802.11 b/g/n router. 802.11n only network configurations are not supported—you can either change the router settings to 802.11 b/g/n or connect a Sonos product to your router.</p>                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Ethernet Port</b>            | One 10/100Mbps Ethernet port.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>General</b>                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>Microphones</b>              | <ul style="list-style-type: none"> <li>• 6 far-field microphone array.</li> <li>• Audio earcon response when the microphones wake up, so you don't even need to look.</li> <li>• Microphone LED, hard-wired to the voice microphones for extra privacy control so you're always aware when the microphone is active.</li> </ul>                                                                                                                                                                                                                                                                               |
| <b>Power Supply</b>             | Auto-switching 100 - 240 VAC, 50/60 Hz universal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Top Panel Controls</b>       | <p>Capacitive controls for volume +/-, play/pause, next/previous track, microphone mute.</p> <ul style="list-style-type: none"> <li>• Tap left to lower the volume; right to turn it up.</li> <li>• Swipe horizontally across the touch controls to skip to the next or previous track.</li> <li>• Tap the microphone indicator button to turn the microphone on or off. When the light is on, voice control is on.</li> </ul>                                                                                                                                                                                |

| Feature                | Description                                                                                                                  |
|------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Top Panel LEDs         | Status indicator<br>Microphone indicator                                                                                     |
| Dimensions (H x W x D) | 6.36 x 4.69 x 4.69 (in) / 161.45 x 119.7 X 119.7 (mm)                                                                        |
| Threaded mount         | Standard 1/4"-20 threaded mounting socket                                                                                    |
| Weight                 | 4.08 lbs (1.85 kg)                                                                                                           |
| Operating Temperature  | 32° to 104° F (0° to 40° C)                                                                                                  |
| Storage Temperature    | 4° to 158° F (-20° to 70° C)                                                                                                 |
| Humidity Resistant     | Designed to withstand high-humidity, such as in a bathroom with a running shower. (It is not waterproof or water-resistant.) |
| Product Finish         | White with white grille; black with black grille                                                                             |

\* Specifications subject to change without notice.

## Product guide feedback?

We'd love to hear from you! We'll read your feedback carefully and use it to help us improve our product guides. Write to us at: **[docfeedback@sonos.com](mailto:docfeedback@sonos.com)**

If you're having a problem with your Sonos system, please contact Customer Care so they can help. Email them at **<http://www.sonos.com/emailsupport>**.

## Need more help?

- Tap **More > Help & Tips** for simple tips for getting the most out of your speakers.
- Visit our Frequently Asked Questions (FAQ) pages at **[www.sonos.com/support](http://www.sonos.com/support)**.
- Ask us a question at **<http://www.sonos.com/emailsupport>**.