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Sonos

The Sonos app, speakers, soundbars, rooms and music services — explained in plain English, one step at a time

A plain-English guide for families and grandparents

Take your time — you can't break it

Written for you by Bill — Bill's Home Tech

(330) 200-8042 · BillsHomeTech.com

For the Sonos app & current Sonos speakers · facts current November 2026

What's Inside

This is your guide to Sonos: the wireless speakers and soundbars that play music, radio and TV sound in one room or all through the house, run from one app on your phone. Read it in any order and at your own pace — there is no test, and you can't fall behind. Every feature comes with what it actually does *for you*, and every job comes with slow, numbered steps. Sonos updates its app often, so if a button on your screen looks a little different from this guide, look for the same words nearby.

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PART 1

Getting Started

What Sonos is, how it differs from an ordinary speaker, the 2026 lineup in plain words, and how to choose one — for yourself or as a gift.

CHAPTER 1

A Note from Bill

Hello, and welcome. Maybe a Sonos soundbar arrived as a holiday gift and it's still in the box. Maybe the family set up speakers in the kitchen and living room, and now nobody remembers how to make them play together. Or maybe the app changed after an update and the button you used every day seems to have vanished. Whichever it is, this guide is for **you**.

I'm Bill. I've spent more than 30 years working with technology, and these days I help folks here in Portage County feel at home with theirs. Sonos makes lovely-sounding speakers, but they work a little differently from the radio or stereo most of us grew up with. I wrote this guide the way I'd explain it sitting on your couch: patiently, in plain English, and without trying to sell you anything.

What this guide will do for you

- Explain what Sonos is, which speaker does what, and what the names on the boxes mean.
- Walk you through the Sonos app, one screen at a time, including the newer layout Sonos rolled out in 2026.
- Connect a Sonos soundbar to your TV so the TV remote still works and voices come through clearly.
- Add your music services and radio, group rooms together, and tune each speaker to its room.
- Fix the most common trouble: a speaker that went missing, a new router, or an app that changed.
- Keep your Sonos account safe, and steer clear of fake "Sonos support" phone numbers.

The big promise: you can't break it

Pressing the wrong thing in the Sonos app won't hurt your speakers. If music starts in the wrong room, you stop it. If a group gets muddled, you ungroup it. The one step I'll ask you to think twice about is a **factory reset**, which wipes a speaker's settings — and I'll mark it clearly when we get there.

WHAT THIS DOES FOR YOU

Why this matters

Once it's set up, Sonos can make everyday listening easier: clearer TV dialogue, your favorite radio station in the kitchen with one tap, music that follows you from room to room, and one app instead of a drawer full of remotes.

And I'm only a phone call away

If anything in this guide leaves you unsure, call me at **(330) 200-8042**. There's no such thing as a silly question, especially about a speaker that suddenly won't show up in the app.

Let's start with what makes Sonos different.

— Bill

CHAPTER 2

What Sonos Is (and Isn't)

Sonos is a company that makes speakers, soundbars and headphones that connect to your home **Wi-Fi** — the wireless internet in your house. That one detail explains almost everything about how they behave.

Wi-Fi speakers, not just Bluetooth speakers

A regular Bluetooth speaker gets its sound from your phone, a few feet away. If you walk out of the room with the phone, the music cuts out, and a phone call interrupts the song. Most Sonos speakers work differently: they get the music straight from the internet over your Wi-Fi. Your phone is just the remote control. You can take a call, leave the house, or let the phone's battery run down, and the music keeps playing.

Some Sonos models — the portable ones like Roam, Move and Play — can *also* use Bluetooth when you take them away from home. Chapter 16 explains.

A "system," not a single speaker

Sonos thinks of all the speakers in your home as one **system**. Each speaker belongs to a **room** — Kitchen, Living Room, Bedroom — and you name the rooms when you set them up. Rooms can play different things at the same time, or you can **group** them so the same song plays everywhere in step (Chapter 17).

What you need

- **Home Wi-Fi** with internet. Sonos speakers need it to play streaming music and radio.
- **A smartphone or tablet** (iPhone, iPad or Android) with the free **Sonos** app. That's how you set things up and choose what to play.
- **A free Sonos account**, made during setup (Chapter 5).
- **A wall outlet** near each home speaker. Only the portable models have batteries.

What Sonos isn't

- It isn't a TV streaming box. A Sonos soundbar plays your TV's *sound*; you still need the TV's own apps, or a Roku, Fire TV or Apple TV, for the picture.
- It isn't a phone. Sonos speakers with voice control can't make phone calls.

- It isn't a subscription by itself. The speakers work with free radio and with music services you may already pay for.

GOOD TO KNOW

Sonos speakers like to stay on

Sonos home speakers are meant to stay plugged in all the time. They use very little power while idle and stay ready for the next song. Unplugging them every night isn't needed — and it's one of the most common reasons a speaker seems to "disappear" from the app.

WHAT THIS DOES FOR YOU

What this does for you

Because the music comes from the internet, not your phone, Sonos is ideal for anyone who wants the radio on all morning without keeping a phone nearby — and family members can control the same speakers from their own phones.

CHAPTER 3

The Sonos Lineup in Plain English

Sonos product names can be confusing — Ultra, SL, Gen 2. Here's the current family as of November 2026, sorted by what each one is for. Prices are Sonos's U.S. list prices at launch and change often with sales, so treat them as "about" figures. Where prices disagreed between Sonos pages, this guide says to check sonos.com instead of guessing.

Soundbars, for the TV

Model	What it is	About (list)
Arc Ultra	Sonos's largest soundbar, with Dolby Atmos (sound that seems to come from above). For bigger TVs and rooms.	Check sonos.com
Beam Ultra	New on September 29, 2026. A mid-size soundbar with Dolby Atmos, for most living rooms.	$699
Beam (Gen 2)	The earlier mid-size soundbar, found in many homes.	Check sonos.com
Ray	The smallest, simplest soundbar. Connects to the TV with an optical cable rather than HDMI.	Check sonos.com

Speakers, for music around the house

Model	What it is	About (list)
Era 100	A compact speaker for a kitchen, bedroom or office. Has microphones for voice control.	$219
Era 100 SL	New in March 2026. Same idea as Era 100 but with no microphones, so no voice control.	$189
Era 300	A larger speaker with Dolby Atmos music. Fills a bigger room.	Check sonos.com
Sub 4 / Sub Mini	Subwoofers: add deep bass to a soundbar. Optional.	Check sonos.com

Portables and headphones

Model	What it is	About (list)
Roam 2	Small battery speaker. Wi-Fi at home, Bluetooth on the go.	$179
Play	New in March 2026. A mid-size battery speaker, between Roam and Move. Water-resistant (IP67).	$299
Move 2	The largest portable. Heavy, loud, long battery life.	$499
Ace / Ace Ultra	Over-ear headphones. Both can take over the TV sound from a Sonos soundbar (Chapter 20). Ace Ultra arrived September 29, 2026.	Ace Ultra $449

GOOD TO KNOW

"Ultra" means the newer, fancier version

In 2026 Sonos is using **Ultra** for its newest top models (Arc Ultra, Beam Ultra, Ace Ultra) and **SL** for simpler versions without microphones (Era 100 SL). Older names like Play:1, Play:5 and Connect are earlier products; Chapter 8 covers them.

TIP

Prices move a lot

Sonos runs sales several times a year, and the holiday season is one of them. As of November 2026, many models were selling below list. Check sonos.com or a store you trust, and buy from an authorized retailer so the warranty is honored.

CHAPTER 4

Choosing One — for You or as a Gift

If you're shopping for yourself or for a parent, these questions matter far more than the spec sheet.

Question 1: Is it mainly for the TV, or for music?

- **Mainly the TV, and voices are hard to hear** — a soundbar. Beam (Gen 2) or Beam Ultra suits most living rooms; Ray is the budget choice for a smaller TV; Arc Ultra is for a big TV and a big room.
- **Mainly music or radio in one room** — an Era 100.
- **Music in a big room, or a music lover** — an Era 300.
- **Music on the porch, patio or in the garden** — a portable: Roam 2, Play or Move 2.

Question 2: Does the TV have an HDMI ARC or eARC port?

Arc Ultra, Beam Ultra and Beam connect to the TV with an HDMI cable, plugged into the TV's HDMI port labeled **ARC** or **eARC**. Most TVs from the last ten years have one. Look on the back of the TV or in its manual before you buy. Ray uses an optical cable instead. Chapter 9 explains both.

Question 3: Who will run it?

Everything on Sonos is controlled from the app on a phone or tablet. If the person receiving it doesn't use a smartphone, a soundbar is still a fine choice — once it's set up, the TV remote controls its volume (Chapter 10). Music speakers are harder to use without the app, though voice control can help (Chapter 21).

Question 4: Do they want voice control?

If they'd like to say "play the oldies station" out loud, pick a model with microphones, such as Era 100, Era 300 or Arc Ultra, and check which voice assistants it supports (Chapter 21). If they'd rather not have microphones in the house at all, the Era 100 SL was made without them.

TIP

Giving Sonos as a gift? Plan the setup

A Sonos speaker has to be set up with the app, on the recipient's own Wi-Fi, with a Sonos account. If you're giving one to a parent, plan to set it up together in their home — or arrange for someone to. Bring their Wi-Fi password.

HEADS UP

Too-good-to-be-true Sonos deals

Sonos speakers are a favorite of fake online stores and marketplace sellers, especially around the holidays. A brand-new Arc Ultra for a fraction of its price is almost certainly a scam or a stolen or counterfeit item. Buy from sonos.com or a well-known store.

WHAT THIS DOES FOR YOU

What this does for you

Answering these four questions first means the gift gets used and loved, instead of sitting in its box because the TV has the wrong port or nobody knows how to run the app.

PART 2

The Sonos App

Getting the app and your account, setting up a first speaker, finding your way around the screens, and what S1, S2 and "legacy" mean for older speakers.

CHAPTER 5

Getting the App & Your Sonos Account

Everything starts with the free **Sonos** app. It's the remote control, the setup tool and the settings menu, all in one.

Get the right app

1. On an iPhone or iPad, open the **App Store**. On an Android phone, open the **Play Store**.
2. Search for **Sonos**. Choose the app simply called **Sonos**, made by Sonos, Inc.
3. Tap **Get** or **Install**. On an iPhone you may need to confirm with Face ID or your Apple Account password.
4. Open the app when it finishes installing.

> **HEADS UP**
>
> **There are two Sonos apps — pick the plain one**
>
> You may also see **Sonos S1 Controller** in the store. That older app is only for some older speakers (Chapter 8). For anything bought in the last several years, you want the app named just **Sonos**.

Create your Sonos account

The first time you open the app, it asks you to sign in or create a **Sonos account**. The account ties your speakers together and keeps your music services and settings.

1. Tap the option to create an account.
2. Enter an email address you check often. Sonos sends important messages there.
3. Choose a strong password. Sonos asks for at least 12 characters, with upper- and lower-case letters and at least one number.
4. Finish the steps on screen, and check your email if Sonos asks you to confirm the address.
5. Write the email and password in the Cheat-Sheet in Chapter 28, or in your password book.

Let the app use Bluetooth, the local network and location

During setup, your phone will ask whether the Sonos app may use **Bluetooth**, find devices on your **local network**, and (on some phones) use your **location**. Say **Allow**. The app uses these to find new speakers nearby — it isn't tracking you around town. If you said no by mistake, the app usually can't find your speakers; Chapter 22 shows how to fix it.

TIP

One account per household

Use one Sonos account for the whole home. Other family members can download the app on their own phones and control the same speakers as long as they're on the same Wi-Fi.

WHAT THIS DOES FOR YOU

What this does for you

With the account made and the permissions allowed, setup becomes a matter of following the screen — and if you ever replace your phone, you just sign in again and everything is still there.

CHAPTER 6

Setting Up Your First Speaker

Sonos setup is mostly a matter of plugging in and following the app. Here's what to expect, so nothing surprises you.

Before you start

- Know your **Wi-Fi name and password**. It's often on a sticker on the router.
- Make sure your phone is on your home Wi-Fi — not a **guest** network and not mobile data.
- Put the speaker near where it will live, but for the first setup, closer to the router is easier.

Step by step

1. Plug the speaker into the wall. (A soundbar: connect it to the TV first, as in Chapter 9.)
2. Wait for the light on top to **flash green**. That means it's ready to be set up.
3. Open the Sonos app and sign in. The app should notice the new speaker and offer to set it up. If it doesn't, look in the app's **Settings** for an option to add a product.
4. Keep your phone within about 10 feet of the speaker while the app connects to it.
5. Choose a **room name**, such as Kitchen or Living Room. Pick names everyone in the family will recognize.
6. The app may download an update for the speaker. Let it finish — it can take several minutes.
7. Play something to test it. Chapter 14 shows how.

Adding more speakers later

Every new Sonos speaker joins the same system the same way. Plug it in, wait for the flashing green light, and add it in the app. You don't need to re-enter your music services; the new room can use them straight away.

> **TIP**
>
> **The light isn't flashing green?**
>
> If the speaker was used before — say, a hand-me-down from a family member — it may still belong to their system. It needs to be removed from their system, or reset, before it will set up in yours. Chapter 23 explains.

GOOD TO KNOW

Updates are normal

Sonos sends updates to the speakers and the app every few weeks. Most install on their own. If the app says an update is needed before you can continue, let it run, and leave the speakers plugged in until it's done.

WHAT THIS DOES FOR YOU

What this does for you

Most first setups take ten to twenty minutes. Clear room names now mean nobody has to guess later which "Sonos Speaker 2" is in the bedroom.

CHAPTER 7

Finding Your Way Around the App

If you've heard grumbling about the Sonos app, there's a reason. In 2024 Sonos released a redesigned app that many owners found confusing, and some features went missing for a while. Sonos spent the next two years bringing them back. In July 2026 it offered an improved layout with simple tabs, as an option you could turn on. With **Sonos 27**, the big software update Sonos announced on September 1, 2026, the new navigation began rolling out more widely from September 8. Like all Sonos updates, it reaches people gradually.

The three tabs along the bottom

In the current app, a bar along the bottom of the screen has three main tabs:

Tab	What it's for
Home	Your starting point: recently played music, your favorites, and your music services.
System	All your rooms and speakers, and what each one is playing. This is where you pick a room and see what's on.
Search	Find a song, artist, album or radio station across all your services at once.

On an iPad, the tabs may appear at the top of the screen instead of the bottom. The tab you're on is highlighted.

The Now Playing bar

When something is playing, a strip near the bottom shows the song, the room, a play/pause button and a volume control. Tap the strip to open the full **Now Playing** screen, with bigger controls, the volume slider and a **Grouping** button for adding other rooms (Chapter 17).

Settings and your account

- **Settings** (the gear icon) holds the settings for your system and each room: alarms, voice assistants, TV setup, Trueplay and more.
- Your **Account** (the profile icon) holds your account details, password and connected music services.

GOOD TO KNOW

Sonos updates roll out slowly

Sonos sends new app features to people a little at a time, over a couple of weeks. If a friend has a button you don't, it may simply not have reached you yet. Keeping the app updated (Chapter 24) brings it sooner.

TIP

If your app still looks different

When the tabs first arrived in July 2026, they had to be turned on with a switch in Settings called **Enable Improved Navigation**. If your screen has no tabs at the bottom, update the app first, then look in Settings for that option.

WHAT THIS DOES FOR YOU

What this does for you

Knowing just three places — Home to pick music, System to pick a room, Search to find anything — covers nearly everything you'll do day to day.

CHAPTER 8

S1, S2 & Older Sonos Speakers

Sonos has been making speakers for over twenty years, so many homes have a mix of old and new. Here's how the two kinds of Sonos software fit together.

Two platforms

App	What it's for
The Sonos app (S2)	The current app and software for nearly every speaker sold in recent years. Gets new features.
Sonos S1 Controller	The older app for "legacy" speakers. Sonos says it continues to get bug fixes and security patches, but not new features.

Some older products work **only** with the S1 Controller app. Sonos lists among them the **Bridge**, **Connect (Gen 1)**, **Connect:Amp (Gen 1)** and the first-generation **Play:5**. Other older speakers can work with either app. Sonos keeps a compatibility list on its support site — search there for "Sonos app version compatibility".

What this means at home

- **One system, one app.** A single Sonos system runs on either S1 or the current app, not both at once. You can't group an S1-only speaker with new speakers in the current app.
- **All newer speakers?** Use the Sonos app and ignore S1 entirely.
- **Only older speakers, and they work?** It's fine to keep using the S1 Controller.
- **A mix?** Some families run two separate systems: an older one in S1 and a newer one in the current app. It works, but it's two apps.

HEADS UP

Think before "downgrading"

Sonos does offer a way to move some speakers from S2 back to S1, so they can play with older ones. It's a one-way street for many products and easy to get wrong. If you're considering it, read Sonos's "Downgrade a Sonos product to S1" article first — or give me a call.

GOOD TO KNOW

Where to find the S1 app

The **Sonos S1 Controller** app is still in the App Store and Play Store for the older speakers that need it. If your speakers already work in it, there's no need to change anything.

WHAT THIS DOES FOR YOU

What this does for you

Knowing which app your speakers need saves hours of frustration — most "my old speaker won't show up" problems come down to this.

PART 3

Sonos & Your TV

Connecting a Sonos soundbar to the TV, keeping one remote, making voices clearer, and adding a subwoofer or rear speakers if you'd like.

CHAPTER 9

Connecting a Soundbar to Your TV

This is the job most people buy a Sonos soundbar for: better TV sound, and especially clearer voices. The connection is one cable, but it has to go into the *right* socket.

Find the TV's ARC or eARC port

Look on the back or side of your TV for the HDMI sockets. One of them will be labeled **ARC**, **eARC** or **ARC/eARC**. ARC stands for *Audio Return Channel*: it lets sound travel from the TV out to the soundbar. **eARC** is the newer, better version. An ordinary HDMI socket won't send sound to the soundbar — this is the number one reason a new soundbar is silent.

Arc Ultra, Beam Ultra and Beam: use HDMI

1. Set the soundbar centered below the TV, or mount it. Don't block the front of it.
2. Plug the HDMI cable that came in the box into the soundbar's HDMI socket.
3. Plug the other end into the TV's **ARC** or **eARC** HDMI socket.
4. Plug the soundbar's power cord into the wall.
5. Open the Sonos app and set the soundbar up (Chapter 6). The app walks you through the TV part, including checking the cable and the port.
6. When the app asks, let it set up your TV remote (Chapter 10).

No ARC port? Use the optical adapter

If your TV is older and has no ARC or eARC port, Arc Ultra and Beam can still connect through the TV's **optical** (digital audio) socket using Sonos's **Optical Audio Adapter** (sold separately for Arc Ultra). Check your model's box or user guide. Optical works fine for everyday TV, but it can't carry Dolby Atmos surround sound.

Ray: use optical

Ray is different: it has no HDMI connection at all. It connects to the TV's optical socket with the optical cable from the box. Take the little clear caps off both ends of the cable first.

Then check the TV's own settings

- Turn on the TV's **HDMI-CEC** setting (each brand names it differently — Anynet+ on Samsung, SIMPLINK on LG, Bravia Sync on Sony, CEC on Roku TVs). Chapter 10 explains why.
- Set the TV's sound output to the external speaker, receiver or "HDMI ARC" rather than the TV speakers.
- If the TV has an **eARC** setting, set it to **Auto** or **On**.

TIP

Connecting a cable box or streaming stick

Plug your cable box, Roku, Fire TV or Apple TV into the *TV's* other HDMI sockets, not into the soundbar. The TV then passes all their sound through the ARC cable to the Sonos.

WHAT THIS DOES FOR YOU

What this does for you

One correct cable, in the right port, gives you sound that is clearer and fuller than the TV's own speakers — without a new remote to learn.

CHAPTER 10

Keeping Just One Remote

Most people want to keep using the TV remote they know. With a Sonos soundbar, you can: the TV remote's volume and mute buttons control the soundbar.

How it works

When the soundbar is connected by HDMI and the TV's **HDMI-CEC** setting is on, the TV passes your remote's volume button presses along the HDMI cable to the soundbar. The soundbar also turns on when the TV does. Ray, which uses optical, can't use HDMI-CEC, so the app's remote setup matters even more for it.

Set up the remote in the Sonos app

1. Open the Sonos app and go to **Settings**.
2. Choose your system, then the room with the soundbar (for example, Living Room).
3. Look for the TV or remote control setup option (the wording varies a little by model and app version) and follow the steps. You can do this again any time, for example after getting a new TV or remote.
4. Test it: press volume up and down on the TV remote. You should see the soundbar's light respond and hear the change.

TIP

Volume buttons do nothing?

First make sure HDMI-CEC is on in the TV's settings. Then try turning the TV off at the wall for a minute, and run the remote setup again from the soundbar room's settings.

GOOD TO KNOW

The Sonos app is a remote too

You can always change the soundbar's volume from the Sonos app's Now Playing screen. It's handy when the TV remote has gone missing in the couch cushions.

WHAT THIS DOES FOR YOU

What this does for you

One remote for the TV and the sound means fewer mix-ups — especially for a parent who's used to one remote and doesn't want to learn another.

CHAPTER 11

Clearer Dialogue & Night Sound

Two soundbar features in the Sonos app help with the most common TV complaint: "the music is loud but I can't make out what they're saying."

Speech Enhancement

Speech Enhancement makes voices stand out from music and sound effects. On Arc Ultra you can choose a level — **Low**, **Medium**, **High** or **Max**. Sonos says Max puts dialogue first, for people with hearing loss. Medium is the starting setting.

1. With the TV playing through your Sonos soundbar, open the Sonos app.
2. Open the soundbar's **Now Playing** screen (from the System tab, tap the room).
3. Tap the **Speech Enhancement** button — it looks like a person with sound waves.
4. Choose a level, if your soundbar offers levels, and listen for a minute.

Night Sound

Night Sound softens sudden loud bangs and lifts quiet sounds, so you can watch late without waking the house. Look for it with Speech Enhancement in the soundbar's controls or sound settings. It affects TV sound.

Other things that help

- Run **Trueplay** (Chapter 19) so the soundbar is tuned to your room.
- Turn off any "surround," "virtual" or "sound mode" settings on the TV itself.
- Try the TV's closed captions as well. There's no shame in it — lots of people use them.
- For private listening, see headphones in Chapter 20.

WHAT THIS DOES FOR YOU

What this does for you

For many families, Speech Enhancement alone ends the nightly "turn it up" / "turn it down" tug-of-war with the volume.

CHAPTER 12

Adding a Sub or Rear Speakers

A soundbar on its own is plenty for most people. But Sonos lets you add more speakers later to make a fuller "home theater." This is entirely optional.

A subwoofer for deep bass

A **Sub 4** or **Sub Mini** adds the rumble in movies and the low notes in music. It connects to the soundbar wirelessly — just plug it into power and add it to the soundbar's room in the app.

Rear (surround) speakers

Two speakers behind your seat — often Era 100s or Era 300s — can be added as **surround speakers**. Then sound can come from behind you as well as in front. Like the sub, they connect wirelessly; each just needs a power outlet.

1. Plug in the new speaker and wait for the flashing green light.
2. In the Sonos app, open **Settings** and choose the soundbar's room.
3. Look for the option to add a sub or surrounds, and follow the steps.
4. Run Trueplay again afterward (Chapter 19), so everything is balanced.

New in Sonos 27: borrow a portable as a surround

With the Sonos 27 update, starting September 8, 2026, a **Move 2** or **Sonos Play** portable can act as a **temporary** surround speaker — handy for movie night — and go back to being a portable afterward. Sonos says not every soundbar works with this, and like all Sonos updates it may reach your app a little later than others.

> GOOD TO KNOW
>
> **Surround speakers and AirPlay**
>
> Speakers set up as surrounds become part of the TV room and can't be used on their own, and AirPlay can't send music to them directly (Chapter 16).

TIP

Save your money if voices are the problem

Adding a sub or rear speakers makes movies more exciting, but it doesn't make dialogue clearer. If hearing voices is the goal, Speech Enhancement (Chapter 11) matters more.

WHAT THIS DOES FOR YOU

What this does for you

You can start with one soundbar and grow the system later, one piece at a time, without rewiring the living room.

PART 4

Music & Radio

Adding the music services you use, playing and saving favorites, listening to the radio, and sending sound from your phone with AirPlay or Bluetooth.

CHAPTER 13

Adding Your Music Services

Sonos doesn't come with its own big music library. Instead, it plays the music services you add to it: Spotify, Apple Music, Amazon Music, Pandora, YouTube Music, radio apps and many more. Sonos now calls them **content services**, because they include podcasts and audiobooks too.

Add a service in the Sonos app

1. Open the Sonos app and tap your **Account** (the profile icon).
2. Choose **Content Services**.
3. Under **Connected Services**, choose **Add Content Service**.
4. Pick your service from the list, for example Spotify or Pandora.
5. Tap **Add to Sonos**, then sign in with that service's own email and password when asked.
6. When you're sent back to the Sonos app, the service appears on the Home tab.

Using the older S1 Controller app? There the path is **Settings** > **Services & Voice** > **Add a Service**.

Which services cost money

- Most music services are separate subscriptions you pay the service for, not Sonos.
- Some services can only be added from a phone or tablet, not a computer. Apple Music, for example, can't be added from the Sonos app for Mac or Windows.
- Some free tiers don't work on Sonos, or only in limited ways. Check the service's own help pages.
- Radio services like TuneIn and iHeartRadio offer lots of free local and national stations (Chapter 15).

TIP

Spotify works two ways

You can add Spotify in the Sonos app as above, or open the Spotify app itself and choose your Sonos room as the speaker. Either way, the music comes from the internet to the speaker, not through your phone.

HEADS UP

Sign in only inside the app

When adding a service, you sign in on a screen opened by the Sonos app. Never sign in to a music service from a link in an email or text that says your "Sonos subscription" has a problem — Sonos doesn't bill you for Spotify or Apple Music.

WHAT THIS DOES FOR YOU

What this does for you

Add your services once and every Sonos speaker in the house can use them, and so can every family member's phone.

CHAPTER 14

Playing Music & Saving Favorites

Here's the everyday routine, from picking a room to pausing for a phone call.

Play something

1. Open the Sonos app.
2. Tap **System** and tap the room you want to play in.
3. Tap **Home** and choose a service, or tap **Search** and type a song, artist or station.
4. Tap what you want to hear. It starts playing in the room you picked.
5. Use the **Now Playing** bar to pause, skip or change the volume.

Pause and adjust from the speaker itself

Every Sonos speaker has touch controls on top: play/pause in the middle, and volume up and down. On Era models, there's a volume slider groove. Tap play/pause to stop the music when the phone rings — the phone itself isn't involved, so it won't stop on its own.

Save favorites

Favorites are one-tap shortcuts to the things you play most — a radio station, a playlist, an album. In the app, tap the **more options** button (three dots) next to something you like and choose to add it to your Sonos favorites. They appear on the Home tab.

Volume limits

If a grandchild likes to crank the bedroom speaker, Sonos lets you set a **volume limit** for each room in the room's settings, so it can't go above a level you choose.

> **TIP**
>
> **Make a "one-tap" home screen**
>
> Put your three or four favorite stations and playlists at the top of the Home tab as favorites. Then anyone in the family can start the music with two taps: room, then favorite.

WHAT THIS DOES FOR YOU

What this does for you

Favorites turn the Sonos app into something as simple as the preset buttons on a car radio.

CHAPTER 15

Listening to the Radio

Radio is one of the best reasons to own Sonos. Your local stations, stations from your hometown across the country, and news and talk, all on a good speaker, without static.

Where the radio comes from

- **Sonos Radio** — Sonos's own free, ad-supported radio service, built into the app. It includes stations made by Sonos and many regular broadcast stations. An optional paid tier, **Sonos Radio HD**, removes the ads and adds higher-quality sound; Sonos lists it at $7.99 a month in the U.S. (as of November 2026, with a free trial for new subscribers).
- **TuneIn** and **iHeartRadio** — free radio services you add like any other service (Chapter 13). Between them, most U.S. AM and FM stations that stream online are available.
- **SiriusXM** — if you subscribe, you can add it to Sonos too.

Find your local station

1. Tap **Search** in the Sonos app.
2. Type the station's call letters (for example, the letters you hear at the top of the hour) or its name.
3. Pick it from the results under Stations or Radio.
4. Add it to your favorites (Chapter 14) so it's one tap next time.

GOOD TO KNOW

Streaming radio is a few seconds behind

Internet radio usually runs a few seconds to half a minute behind the over-the-air broadcast. That's normal. It matters only if you're listening to a game on the radio while watching it on TV.

TIP

Wake up to the radio

Sonos can play a station as an alarm in the morning, and fade out at night with a sleep timer. See "Ways Sonos Can Make Life Easier" near the start of this guide.

WHAT THIS DOES FOR YOU

What this does for you

Your favorite morning show, or the station from the town you grew up in, sounds clearer on Sonos than it ever did on the kitchen radio.

CHAPTER 16

AirPlay & Bluetooth

Sometimes you want to play something that isn't in the Sonos app — a podcast app, a YouTube video's sound, a voice message. Two ways to send sound from your phone to Sonos cover this.

AirPlay, for iPhone, iPad and Mac

Sonos speakers support **AirPlay 2**, Apple's way to send sound wirelessly over Wi-Fi. Anything that plays on your iPhone can play on Sonos this way.

1. Make sure your iPhone is on the same Wi-Fi as your Sonos speakers.
2. Start playing something in any app.
3. Tap the **AirPlay** button (a triangle with rings above it) in the app, or open **Control Center** and tap the AirPlay button on the music controls.
4. Pick your Sonos room from the list.

Unlike a Sonos service, AirPlay does use your phone: the sound comes from the phone, so a call or a notification sound can interrupt it, and walking out of Wi-Fi range stops it. Speakers set up as surround speakers can't receive AirPlay.

Bluetooth, for the portables

The portable speakers — Roam 2, Play and Move 2 — can also pair with a phone over **Bluetooth**, the way any portable speaker does. That's how you use them away from home Wi-Fi: at the park, at a cabin, on the porch beyond the router's reach. Chapter 20 explains how they switch.

Android phones

Android phones don't have AirPlay. On Android, play music through the Sonos app or through an app that shows Sonos as a speaker (Spotify is one), or use Bluetooth with a portable model.

GOOD TO KNOW

AirPlay to a group

AirPlay can send sound to more than one Sonos room at a time — pick several rooms in the AirPlay list. Or group the rooms in the Sonos app first (Chapter 17).

WHAT THIS DOES FOR YOU

What this does for you

AirPlay and Bluetooth mean almost anything your phone can play — a church service livestream, a grandchild's school concert video — can come out of a good speaker.

PART 5

Around the House

Playing music in several rooms at once, tidying room names and settings, and tuning each speaker to the room it lives in.

CHAPTER 17

Grouping Rooms & Moving the Music

This is the trick Sonos is famous for: the same song in the kitchen, the living room and the porch, perfectly in step, so you can walk around the house without missing a word. Sonos calls it **grouping**.

Group rooms from the app

1. Start playing something in one room (Chapter 14).
2. Look at the **Now Playing** bar near the bottom of the screen and tap the **Grouping** button (it looks like a stack of speakers or squares).
3. Tick each room you want to join in.
4. Tap **Done** or **Apply**. Every ticked room now plays the same thing.

Group from the speaker itself

No phone handy? Walk to a speaker in another room and **press and hold** its play/pause button for a moment. It joins the music that's already playing elsewhere in the house.

Ungroup, or change one room's volume

- To take a room out of the group, open the Grouping button again and untick it.
- The big volume slider changes every room in the group together. Tap the volume area to find a slider for each room, so the bedroom can be soft while the kitchen is louder.
- Pressing pause on any speaker in the group pauses the whole group.

Moving music to another room

To move the music from the kitchen to the den, group the den in, then untick the kitchen. The song carries on without starting over.

> TIP
>
> **TV sound in other rooms**
>
> You can group other rooms with a soundbar to hear the TV in the kitchen — useful during a big game. There can be a tiny delay in the other rooms; that's normal.

WHAT THIS DOES FOR YOU

What this does for you

Grouping means you can keep listening to the ball game or the morning news as you move from room to room, without carrying a radio around the house.

CHAPTER 18

Room Names, Volume Limits & Speaker Lights

Each room in your Sonos system has its own settings. A few minutes here makes the system friendlier for everyone in the family, and for visitors.

Find a room's settings

1. Open the Sonos app and tap **Settings** (the gear icon).
2. Choose the room or speaker you want to change.
3. Look through the list — the names below are the ones to look for.

Setting	What it does
Name	Rename a room. "Kitchen" beats "Sonos Speaker 2." Pick names everyone will recognize.
Volume limit	Stop a room going above a level you choose — handy for a bedroom or a grandchild.
Status light	Turn the small light on the speaker off, if it bothers you at night.
Touch controls	Turn off the buttons on top, so little hands or a curious cat can't change things.
Sound	Bass, treble and loudness, and Trueplay (Chapter 19).

GOOD TO KNOW

Names may vary a little

Sonos moves settings around between app versions. If you can't spot one, scroll the room's settings list slowly — or search for the setting's name on support.sonos.com.

TIP

Make it easy for visitors

If a family member or a house-sitter will use the speakers, a short list on the fridge of room names and favorite stations saves a lot of questions.

WHAT THIS DOES FOR YOU

What this does for you

Clear names, sensible volume limits and buttons that can't be bumped mean fewer surprises — no music blasting at 2 a.m. because someone leaned on a speaker.

CHAPTER 19

Trueplay: Tuning to Your Room

The same speaker can sound boomy in a small room with hard floors and thin in a big room with carpet. **Trueplay** is Sonos's way of listening to your room and adjusting the speaker to suit it. It takes a few minutes and you only need to do it again if you move the speaker.

Two kinds of tuning

Type	How it works
Quick tuning	The speaker uses its own microphones to listen to the room. Works from iPhone or Android. Available on Arc Ultra, Beam Ultra, Era 100 and Era 300, among others.
Advanced tuning	You walk slowly around the room waving your phone while the speaker plays test sounds. More thorough. iPhone and iPad only.

On an Android phone, Sonos runs Quick tuning automatically. On an iPhone or iPad, you can choose either. Some older iPhone and iPad models can't do Advanced tuning; Sonos keeps a list.

Run Trueplay

1. Make the room as quiet as you can: TV off, dishwasher finished, no chatting.
2. Open the Sonos app and go to **Settings**.
3. Choose the speaker or room under **System**.
4. Tap **Sound**, then **Trueplay**, then **Trueplay Tuning**.
5. Follow the screen. For Advanced tuning, walk slowly around the room, moving the phone up and down, covering as much of the room as you can.
6. Don't change the volume while it tunes. When it's done, play something you know well and listen.

> GOOD TO KNOW
> **Your privacy**
> Sonos says Trueplay tuning is the only time it uses sound picked up by your phone's microphone, and only to measure the room.

TIP

Moved a speaker? Tune it again

Sonos recommends running Trueplay again whenever you move a speaker to a new spot or change how it's set up, such as adding a sub or surrounds.

WHAT THIS DOES FOR YOU

What this does for you

Trueplay is a free, few-minute job that often makes a bigger difference than buying a more expensive speaker — voices become clearer and bass stops rattling the windows.

PART 6

Portables, Headphones & Voice

Taking a Sonos speaker outdoors, listening to the TV on Sonos headphones, and controlling things by voice.

CHAPTER 20

Portable Speakers & Sonos Headphones

Roam 2, Play and Move 2 run on batteries, so they can go from the kitchen counter to the patio table. Sonos Ace and Ace Ultra are over-ear headphones that can work with a Sonos soundbar.

At home: Wi-Fi. Away: Bluetooth.

At home, a portable joins your Sonos system over Wi-Fi like any other speaker — group it, play radio on it, use it as an alarm. Take it beyond the reach of your Wi-Fi, or press its **Bluetooth** button, and it can pair with a phone like any ordinary Bluetooth speaker.

1. Press the speaker's Bluetooth button (on the back or top, depending on the model) until you hear a tone and the light turns blue.
2. On your phone, open **Settings** > **Bluetooth** and choose the speaker from the list.
3. Play anything on the phone. To go back to Wi-Fi, press the Bluetooth button again, or simply come home and the speaker reconnects.

Charging

- Sonos Play is rated by Sonos for up to about 24 hours of playback, and is water-resistant (IP67).
- Use the charger or base that came in the box, and keep the speaker charged between outings.
- A portable that ran flat may seem to "vanish" from the app. Charge it for a while, then it reappears.

TV sound in Sonos headphones: TV Audio Swap

If someone in the house needs the TV louder than everyone else likes, Sonos headphones can help. **TV Audio Swap** moves the TV sound from a Sonos soundbar (such as Arc, Arc Ultra, Beam or Ray) into Ace or Ace Ultra headphones, so one person listens privately and the room stays quiet.

1. Set up the headphones in the Sonos app.
2. Open the headphones' settings in the app and choose **Add TV Audio Swap**, then pick your soundbar.

3. To swap, press and hold the **Content Key** on the right ear cup, or tap **Swap** on the headphones' screen in the app.
4. Press and hold the Content Key again to send the sound back to the soundbar.

GOOD TO KNOW

Ace Ultra extras

Ace Ultra, released September 29, 2026, can also link directly to your Sonos system over Wi-Fi without your phone. Sonos says the original Ace won't get that feature, but it does have TV Audio Swap. Up to two pairs of Sonos headphones can share one TV Audio Swap.

TIP

Headphones in Bluetooth mode

TV Audio Swap needs the soundbar on your Wi-Fi. If the swap won't start, check that the headphones aren't busy playing from a phone over Bluetooth.

WHAT THIS DOES FOR YOU

What this does for you

A portable means the porch or the garden gets the same radio station as the kitchen. TV Audio Swap means one person can hear every word of the news without the rest of the family turning down the TV.

CHAPTER 21

Voice Control: Sonos Voice & Alexa

Sonos speakers with microphones can be run by voice: "play the jazz station in the kitchen," "turn it down," "stop." That can be a real help for anyone whose hands are full, or for whom small phone screens are hard.

Your choices, as of November 2026

Assistant	What to know
Sonos Voice Control	Sonos's own assistant, on all voice-enabled Sonos speakers. You say "Hey Sonos." It controls music and Sonos, nothing else.
Amazon Alexa	The classic Alexa can be added to many Sonos speakers. You enable the Sonos skill in the Alexa app first. Alexa and Sonos Voice Control can be on the same speaker.
Google Assistant	Only on certain older models (such as Arc, Beam, Move, One and Roam). Sonos says that as of September 2026 it can no longer be added from an Android phone.

Add a voice assistant

1. If you want Alexa: open the **Amazon Alexa** app first and enable the **Sonos** skill.
2. Open the Sonos app and go to **Settings**.
3. Choose **General Settings**, then **Voice Assistants**.
4. Tap **Add a voice assistant** and follow the steps.
5. Try it: say "Hey Sonos, play some music" (or "Alexa, ...").

HEADS UP

What about Alexa+ and the newest models?

Amazon's newer **Alexa+** was not available on Sonos speakers as of this guide, and Sonos owners have reported that Beam Ultra launched without Alexa. Sonos is also testing new AI voice features (called **Sonos 27voice**) in a limited U.S. early-access program. If voice matters most, check Sonos's current list before you buy.

Microphones and privacy

- Voice-enabled Sonos speakers have a microphone button. Press it to turn the microphones off; the light shows when they're on.
- Prefer no microphones at all? The Era 100 SL was designed without them (Chapter 3).

WHAT THIS DOES FOR YOU

What this does for you

Being able to say "stop" or "louder" from across the room is a small thing that makes Sonos much easier for anyone who doesn't want to reach for a phone.

PART 7

Fixing Problems & Staying Safe

When a speaker goes missing from the app, passing a speaker on, keeping things updated, protecting your Sonos account, and spotting fake "Sonos support."

CHAPTER 22

When the App Can't Find Your Speakers

The most common Sonos trouble by far: you open the app and it says **No products found**, or one room is missing. Almost always, this is a Wi-Fi or phone-permission problem, not a broken speaker. Work through these in order.

First, the quick checks

1. Is your phone on your **home** Wi-Fi — not mobile data, and not a guest network? Check in the phone's Wi-Fi settings.
2. Is the missing speaker plugged in, and is its light on? A portable may simply need charging.
3. Unplug the missing speaker from the wall, wait 10 seconds, and plug it back in. Give it two minutes.
4. Close the Sonos app completely and open it again.
5. Restart your router: unplug it for 30 seconds, plug it back in, and wait a few minutes for the internet to come back.

Check the phone's permissions

The Sonos app needs permission to find devices on your **local network**, and to use **Bluetooth**. If someone tapped "Don't Allow" by mistake, the app can't see the speakers.

- **iPhone:** open **Settings** > **Apps** > **Sonos** and turn on **Local Network** and **Bluetooth**.
- **Android:** open **Settings** > **Apps** > **Sonos** > **Permissions** and allow **Nearby devices** and **Location**.

Got a new router, or changed the Wi-Fi password?

This is the big one. Sonos speakers remember the Wi-Fi name and password they were set up with. If the internet company swapped your router, or you changed the password, the speakers can't join the new network on their own.

1. Easiest fix, if you can: give the new router the **same Wi-Fi name and password** as the old one. Many times, the speakers simply reconnect.
2. Otherwise, open the Sonos app. It should notice the problem and offer to update your speakers' Wi-Fi. Follow the steps; the app updates each speaker one at a time.

3. If a speaker was plugged into the old router with a network cable, plug it into the new router once the others are back.
4. Sonos's help article for this is called "Connect Sonos to a new router or Wi-Fi network."

TIP

Mesh Wi-Fi and "band steering"

If you have a mesh system (several Wi-Fi units around the house), keep the main unit near the router and the others within reach of your speakers. If trouble keeps coming back, it's worth a call — a router setting is sometimes involved.

HEADS UP

Don't jump to a factory reset

A reset wipes the speaker's settings and almost never fixes a Wi-Fi problem. Try everything above first.

WHAT THIS DOES FOR YOU

What this does for you

Knowing these few steps means a "missing" speaker is usually a ten-minute fix instead of a trip to the store.

CHAPTER 23

Hand-Me-Downs, Selling & Factory Reset

Sonos speakers last for years, so they often get passed along to children, grandchildren or neighbors. A little care makes the handover smooth.

Giving or selling one of your speakers

1. In the Sonos app, open **Settings**, choose the speaker, and look for the option to **remove** it from your system.
2. Then **factory reset** it (below), so it's ready for the new owner's own account.
3. Pass along the power cord, and any cables or remote that came with it.

HEADS UP

Don't "transfer ownership" for one speaker

Sonos account settings include a way to transfer ownership — but that moves your *whole* system to another email address, not just one speaker. To give away a single speaker, remove it and reset it instead.

Receiving a used speaker

If a speaker still belongs to someone else's system, it won't set up in yours, and its light won't flash green. Ask the previous owner to remove it from their system, then factory reset it yourself.

Factory reset

A **factory reset** erases the speaker's settings, room name and Wi-Fi details, so it's like new out of the box. Resetting one speaker doesn't affect your others. The exact button combination differs by model — usually holding a button while plugging the speaker back in — so search Sonos's support site for "factory reset" and your model name, and follow those steps.

STAY SAFE

Think twice before a reset

A reset can't be undone. If the speaker is part of your TV setup or a stereo pair, you'll have to set those up again. If in doubt, call before you reset.

WHAT THIS DOES FOR YOU

What this does for you

Removing and resetting before a speaker changes hands keeps your account and music services yours, and gives the new owner a clean start.

CHAPTER 24

Updates & Keeping Things Running

Sonos updates both the app on your phone and the software inside your speakers. Updates fix problems, add features and close security holes, so it's worth keeping them current.

Update the app

- **iPhone:** open the **App Store**, tap your picture at the top, and look for Sonos in the list of updates.
- **Android:** open the **Play Store**, tap your picture, then **Manage apps & device**, and update Sonos.
- Turning on automatic app updates on your phone takes care of it for you.

Update the speakers

Sonos speakers usually update themselves overnight. If the app says an update is available, tap it and let it finish. Leave the speakers plugged in and the app open until it's done. Look in **Settings** for **Software Updates** if you want to check, or to turn automatic updates on.

What the 2026 updates brought

- **July 2026:** the Home / System / Search tabs, at first as an option to turn on (Chapter 7).
- **September 2026 (Sonos 27):** the new app navigation for more people, portable surrounds for Move 2 and Play (Chapter 12), and early tests of AI control.

GOOD TO KNOW

Older S1 speakers

Speakers on the S1 Controller app get bug fixes and security patches, but no new features (Chapter 8).

WHAT THIS DOES FOR YOU

What this does for you

Up-to-date speakers and app mean fewer glitches and the newest fixes, without you having to do anything but leave things plugged in.

CHAPTER 25

Your Sonos Account & Security

Your Sonos account connects to your speakers, your music services, and sometimes a saved payment card from the Sonos store. Keep it as safe as you'd keep your email.

A strong, unique password

Sonos requires at least **12 characters**, with upper- and lower-case letters and at least one number. It won't accept common passwords or ones you've used before. Use a password you don't use anywhere else.

Forgot the password?

1. On the Sonos sign-in screen, tap the **forgot password** link.
2. Enter your account email. Sonos sends a reset link.
3. Open that email, tap the link, and choose a new password.
4. Write the new password in your password book or the Cheat-Sheet (Chapter 28).

Already signed in and just want a new password? Open your **Account** in the Sonos app and look for the account details or password option.

Good habits

- Keep the email address on your Sonos account one you still check.
- Never share your Sonos password with someone who calls or messages you.
- If you get an email about a Sonos order you didn't make, don't click its links. Open the Sonos app or type sonos.com yourself to check your account.

WHAT THIS DOES FOR YOU

What this does for you

A strong password and a current email address keep strangers out of your system and make sure you can always get back in.

CHAPTER 26

Fake Sonos Support & Other Scams

When a speaker stops working, it's natural to search the web for "Sonos support phone number." Scammers know this. They pay for ads and set up web pages and social media pages that look like Sonos, and wait for worried owners to call.

How the fake-support scam works

- You find a number in a search ad, on social media, or by asking a smart speaker to look it up.
- A friendly "technician" says your speakers, router or account has a problem.
- They ask you to install a remote-control app on your computer or phone, or to pay a "support fee" — often by gift card, wire transfer or a payment app.

SCAM ALERT

Real Sonos support never asks for gift cards

Find Sonos contact details only by typing **support.sonos.com** into your browser yourself, or through the Sonos app. Don't call numbers from ads or pop-ups. Never let a caller take control of your computer, and never pay with gift cards or wire transfers. If you already did, call your bank right away.

Other Sonos scams to watch for

- **Too-good-to-be-true deals** on Sonos gear from unknown websites or marketplace sellers (Chapter 4).
- **Fake order or account emails** asking you to "confirm" your password.
- **Unexpected calls** claiming to be from Sonos. Sonos doesn't call you out of the blue to fix your speakers.
- **Fake music-service bills** saying your "Sonos subscription" expired. Your music services bill you themselves (Chapter 13).

SCAM ALERT

"Your Sonos account is locked" texts

A text or email that says your account will be closed unless you click a link right now is a classic phishing trick. Don't tap. Open the Sonos app yourself — if something is really wrong, it will tell you there.

WHAT THIS DOES FOR YOU

What this does for you

Getting help only from places you looked up yourself protects your money and your computer, and the real fix for most Sonos problems is in Chapter 22 anyway.

PART 8

When to Call Bill & Your Cheat-Sheet

An honest word about when a hand is worth it, and a one-page summary to keep near your speakers.

CHAPTER 27

When to Call Bill

Most of what's in this guide you can do yourself, at your own pace. But part of being helpful is being honest about when a hand saves you time and worry. Here's my straight advice, with no pressure.

Times it's well worth a call

- **Setting up a new soundbar** with the TV, so the right port is used, the TV remote works and voices are clear.
- **A new router** that left your speakers missing from the app, especially with mesh Wi-Fi.
- **A mix of old and new speakers**, and deciding whether S1, the current app, or two systems makes sense.
- **Setting up a parent's Sonos** simply: favorites on the Home tab, sensible room names, an alarm with their station, and written instructions.
- **Voice control** with Sonos Voice or Alexa, and turning the microphones off if they'd rather.
- **A call or message you're not sure about** — a "Sonos support" number, an account email or a deal that seems too good.

What I don't do

I'm a technology helper, not a speaker repair shop. If a speaker is physically damaged or still under warranty and failing, Sonos itself is the place to go, and I can help you find the real support page.

What working with me is like

I work at your pace, explain what I'm doing in plain words, and never talk down to anyone. I'll tell you honestly when something isn't worth your money. I've been doing this kind of work for more than 30 years, and I serve Portage County, Ohio, in person, and folks farther away by remote help.

FROM BILL

How to reach me

Call **(330) 200-8042** or book a time at **billshometech.com/book**. My help is **$49 remote · $99 in your home**. This guide is yours to keep for free; if you'd like a hand, I'm only a phone call away.

GOOD TO KNOW

You may meet Sophie first

When you call or visit billshometech.com, you might be greeted by **Sophie**, my AI receptionist. She can answer quick questions and help you book a time. A real person — me — does the actual help.

Thank you for taking the time to learn your Sonos. Start with one room and one favorite station, and enjoy the music.

— Bill

CHAPTER 28

Your Sonos Cheat-Sheet

The essentials

Topic	Remember
The app	"Sonos" for current speakers. "Sonos S1 Controller" only for some older ones.
Three tabs	Home = pick music · System = pick a room · Search = find anything.
Soundbar cable	HDMI into the TV port marked ARC or eARC. Ray uses optical.
TV remote	Turn on HDMI-CEC on the TV, then run remote setup in the soundbar room's settings.
Clearer voices	Speech Enhancement on the soundbar's Now Playing screen; Night Sound for late.
Add a service	Account > Content Services > Add Content Service > Add to Sonos.
Group rooms	Grouping button on the Now Playing bar, or hold play/pause on a speaker.
Better sound	Settings > speaker > Sound > Trueplay. Quiet room.
Missing speaker	Phone on home Wi-Fi, unplug the speaker 10 seconds, restart the router.
New router	Same Wi-Fi name and password, or let the app update each speaker.
Giving one away	Remove it from your system, then factory reset.
Support numbers	Only from support.sonos.com or the app — never from ads.

Write it down once

Keep handy	
Sonos account email	_____
Sonos password (or where it's kept)	_____
Wi-Fi name & password	_____
My rooms (names in the app)	_____
Music services & who pays for them	_____
Favorite stations	_____
Speaker models & date bought	_____

When something's wrong, in order

1. Check the phone is on your home Wi-Fi, not mobile data.
2. Close the Sonos app and open it again.
3. Unplug the speaker for 10 seconds; charge a portable.
4. Restart the router and wait a few minutes.
5. New router or Wi-Fi password? Work through Chapter 22.
6. TV sound missing? Check the HDMI cable is in the ARC or eARC port (Chapter 9).
7. Still stuck? Call Bill at (330) 200-8042.

SCAM ALERT

Someone calling about your Sonos?

Hang up. Look up Sonos support yourself at support.sonos.com, and never pay a "support fee" with gift cards.