



# Sonos<sup>®</sup> PLAY:5

## Product Guide

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# Sonos PLAY:5<sup>®</sup>

The PLAY:5 is the original, bigger room, bigger sound wireless speaker that lets you use any Sonos controller to control and enjoy all the music you want all over your home.

- Five custom-designed drivers (two mid-range, two tweeters, and a sub-woofer), each with a dedicated amplifier.
- Built-in HiFi stereo sound with left and right channel separation.
- Works seamlessly with the complete range of Sonos products.

## New to Sonos?

It takes just a few steps to get your Sonos system up and running—simply follow the setup instructions packaged with your PLAY:5. Once you've got it set up, you can add additional Sonos products any time.

## Adding to an existing Sonos system?

The Sonos system can be easily expanded room by room. If you are adding this PLAY:5 to an existing Sonos system, you can turn directly to "Adding to an Existing Sonos System" on page 6.



# 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.

## System requirements

- 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)
- Compatible with iPhone, iPod touch, and iPad devices running iOS 6.0 or later, certain features require higher versions of iOS

- 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)

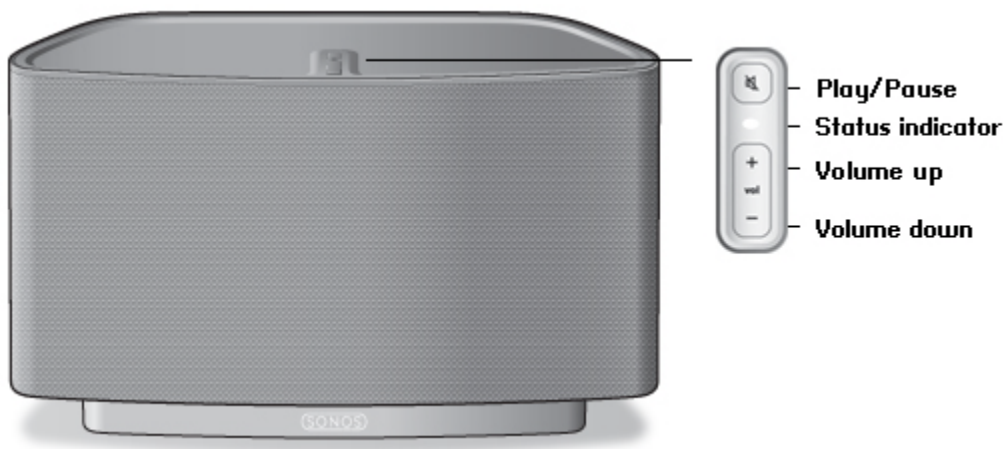
**Note:** For the latest system requirements, including supported operating system versions, please visit our Web site at <http://faq.sonos.com/specs>.

## Sonos Controllers

You can use any Sonos controller with the Sonos PLAY:5, including:

- **Sonos Controller for Android**—Touch the **Play Store** or **Market** button on your Android device to download the free Sonos application from Google Play.
- **Sonos Controller for iPhone** or **Sonos Controller for iPad**—Touch the **App Store** button on your iPhone, iPod touch or iPad to download the free Sonos controller application, or 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 for Mac or PC**—Download from our Website at: [www.sonos.com/support/downloads](http://www.sonos.com/support/downloads).
- **Sonos CONTROL** (CR200)

## Sonos PLAY:5 Front



**Note:** The Sonos PLAY:5's front grille is not removable. Tampering with the grille may result in damage to your PLAY:5.

### On/Off

Your Sonos system is designed to be always on; the system uses minimal electricity whenever it is not playing music. To quickly stop streaming audio in all rooms, select **Pause All** from the **Rooms** menu. To stop streaming audio in one room, press the **Play/Pause** button on the player.

### Status indicator

Indicates the current status of that Sonos product. When the Sonos product is in normal operation, you can turn the white status indicator light on and off. For a complete list of status indications, please go to <http://faq.sonos.com/led>.

### Play/Pause

Toggles between playing and pausing the audio in this room (defaults to restarting the same music source when pressed unless a different source is selected).

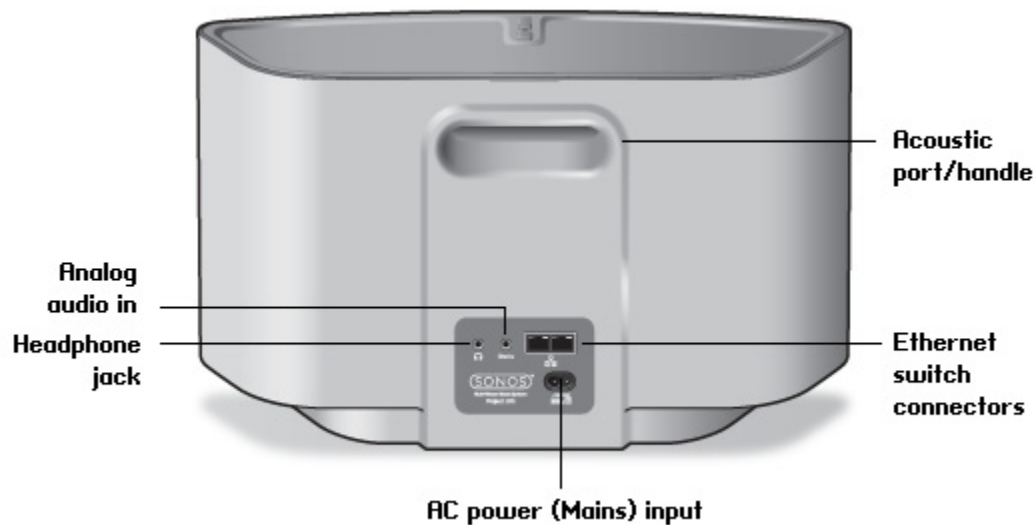
- Press *once* to start or stop streaming audio
- Press *twice* to skip to the next track (if applicable to the selected music source)

### Volume up (+)

### Volume down (-)

Press these buttons to adjust the volume up and down.

## Sonos PLAY:5 Back



### Acoustic port / handle

The acoustic port doubles as a handle so you can easily lift and carry the PLAY:5 from room to room. Please do not block or obstruct this port when the PLAY:5 is playing music.

### Ethernet switch connectors (2)

Use Category 5 Ethernet cable to connect to a router, computer, or additional network device such as a network-attached storage (NAS) device.

#### LED indicators:

- Flashing Yellow (network activity)
- Green (link connection)

### AC power (mains) input (~100-240 V, 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).

### 3,5mm (1/8") stereo audio in (2V)

Use the supplied 3,5mm to 3,5mm stereo audio cable to connect the audio outputs from a portable music player to the PLAY:5's analog audio input.

To connect a different audio component, such as a CD player, use a 3,5mm (1/8") mini-stereo to RCA audio cable. Plug the mini-stereo end into the audio input on the S5 and plug the RCA end into the audio outputs on the audio component.

### 3,5mm (1/8") headphone jack

Headphone jack accepts any standard 3,5mm (1/8") headphone plug.

## Selecting a Location

You can position the PLAY:5 wherever you find the sound most enjoyable. For maximum performance, we have a few guidelines:

- The PLAY:5 is designed to sound best when placed 3 to 12 inches (8-30 cm) from a wall.
- Place the PLAY:5 across the room from where you will be listening.
- Don't block the acoustic port when in use.
- Care should be taken if placing the PLAY:5 close to an older CRT (cathode ray tube) television or computer monitor. If you notice any discoloration or distortion of your picture quality, simply move the PLAY:5 further from the device.
- The PLAY:5 is not water-resistant. Don't leave it outside during a rain storm or position it near water.

## 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 PLAY:5 (see "Selecting a Location" for optimal placement guidelines.)
2. Attach the power cord to the PLAY:5 and apply power. *Be sure to push the power cord firmly into the unit.*

**Note:** If you want to make a wired connection, connect a standard Ethernet cable from your router or another Sonos product (or a live network wall plate if you have built-in wiring) to an Ethernet switch connection 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 this product to your Sonos system.
  - Using the Sonos Controller for Mac or PC: Select **Add a Player or SUB** from the **Manage** menu and follow the prompts to add this 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.

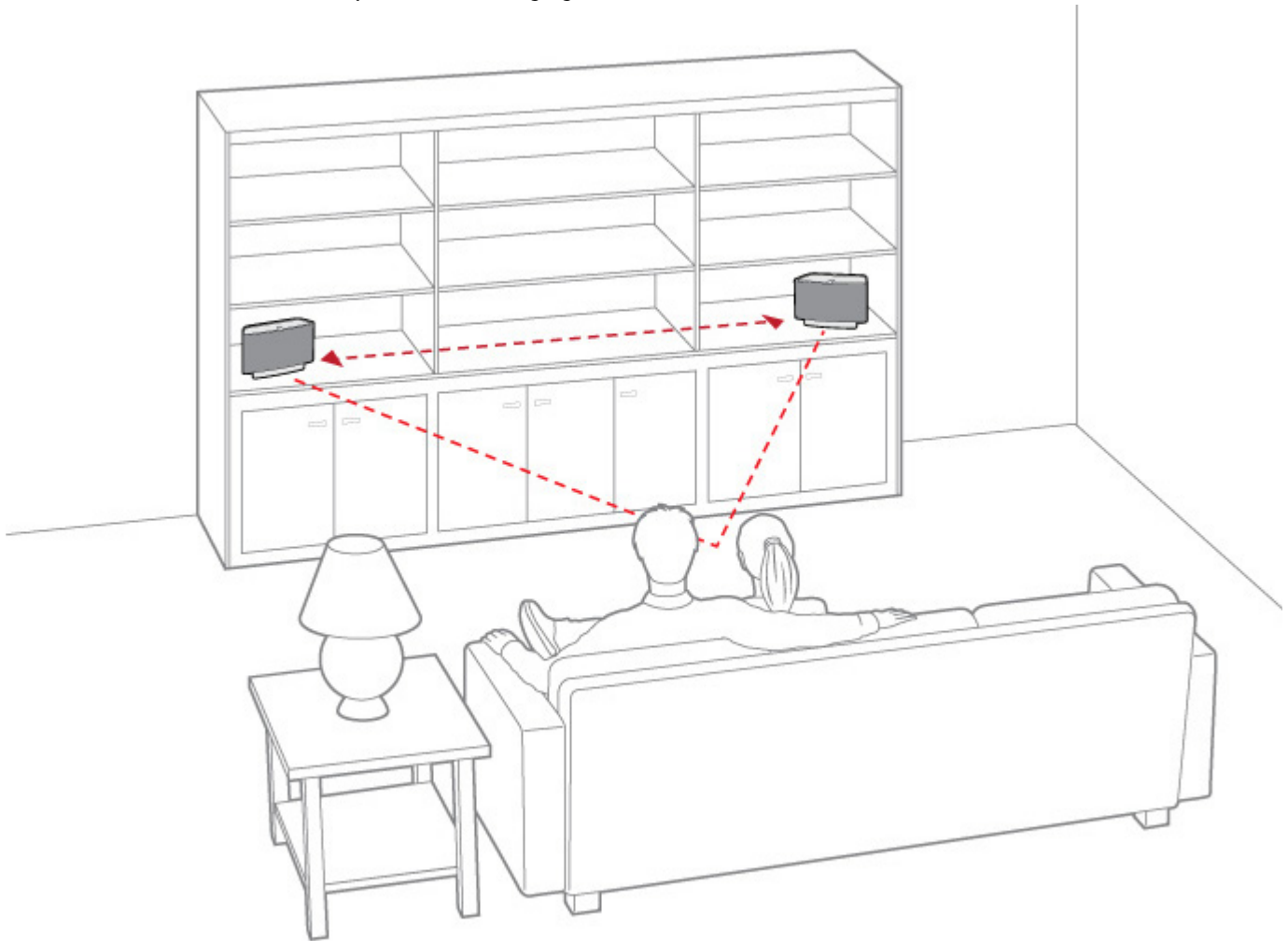


## Creating a Stereo Pair

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 unit serves as the left channel and the other serves as the right channel. You cannot create a mixed stereo pair—the Sonos components in the stereo pair must be the same.

### Optimum placement information

- When creating a stereo pair, it is best to place the two Sonos components 8 to 10 feet away from each other.
- Your favorite listening position should be 8 to 12 feet from the paired Sonos components. 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 components in the stereo pair must be the same.

## Using a handheld Sonos controller

1. Select **Settings** -> **Room Settings**.
2. Select a PLAY:5 to pair.
3. Select **Create Stereo Pair**, and touch **Next**.
4. Select the other PLAY:5 you wish to pair.
5. Press the **Volume Up** button on the PLAY:5 you wish to use as the left channel.  
The units automatically connect to form a 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 for Mac or PC

1. Choose one of the following:
  - Using the Sonos Controller for PC: Select **Settings** from the **Manage** menu.
  - Using the Sonos Controller for Mac: Select **Preferences** -> **Room Settings** from the **Sonos** menu.
2. Select a PLAY:5 you want to pair from the **Room Settings for** drop-down list.
3. Click **Create Stereo Pair** and follow the prompts to set up the stereo pair.

### To separate a stereo pair:

1. Choose one of the following:
  - Using the Sonos Controller for PC: Select **Settings** from the **Manage** menu.
  - Using the Sonos Controller for Mac: Select **Preferences** -> **Room Settings** from the **Sonos** menu.
2. Select the Sonos stereo pair you wish to separate from the **Room Settings for** drop-down (the stereo pair will appear with **L + R** in the room name).
3. On the **Basic** tab, click **Separate Stereo Pair**.
4. Click **Separate**.

## Playing Music

You can use any Sonos controller to select music—simply touch **SONOS** to select from the music menu on a handheld controller, or click to select from the **MUSIC** pane within the Sonos Controller 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 - you can visit our website 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 website 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 as needed and you'll have instant access to the music service from your Sonos system.

1. To add a music service, touch **Add Music Services** from the **Sonos** music menu on your handheld controller.
2. Select the Sonos-compatible music service you would like to add.
3. Select **Add Account**, and then follow the on-screen prompts. Your login and password will be verified with the music service. As soon as your credentials have been verified, the music service displays on the **Sonos** music menu.

Free music service trials are available in some countries. (Please check the individual music service's website 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). Over time, you may wish to add or remove folders from this list.

To make changes to your local music library, select the **Settings** menu from a handheld Sonos controller and then choose one of the following options:

- To add a new music folder, select **Manage Music Library**-> **Music Library Setup** -> **Add New Share**.
- To remove a music folders, select **Manage Music Library** -> **Music Library Setup**. Touch the share you wish to remove and then select **Remove**.

The Sonos system indexes your local music so you can view your music collection by categories (such as artists, albums, composers, genres, or tracks.) If you add new music, simply update your music index to add this music to your Sonos music library.

- To update your music library, select **Manage Music Library** -> **Update Music Index Now**. If you'd like your music library to update automatically each day, select **Schedule Music Index Updates** and then select an update time.

## Wireless iTunes playback

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 products. 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 products. 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 update 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.

## Using Headphones

The Sonos PLAY:5 has a headphone jack you can utilize for private listening. The headphone jack is auto detecting—plug in a pair of headphones and the PLAY:5's built-in speakers automatically mute. When you unplug the headphones, the speakers automatically come back on.

When headphones are plugged in, a headphone icon  is visible on the Volume screen of a Sonos controller.

**Note:** If you don't hear sound coming from your PLAY:5, check to make sure there are no headphones plugged into the back of the unit.

1. Plug a pair of headphones into the headphone jack. (Sonos will automatically drop the volume level down to 25%.)

2. Put on your headphones and increase the volume to a comfortable listening volume.

**Note:** Long term exposure to music played at high volume through headphones can cause permanent hearing damage.

3. Remove the headphone jack from the back of the PLAY:5 when you are ready to resume listening through the built-in speakers.

## Using Line-In

You can connect an external source, such as a portable music player, to your Sonos PLAY:5. The device will be automatically detected as soon as you plug it in.

- To connect a portable music player, use the supplied 1/8" (3,5mm) stereo audio cable to plug a music player into the **Audio In** connection on the back of your S5.
- To connect another external source, such as a CD player, you can use a 1/8" (3,5mm) mini-stereo to RCA audio cable. Plug the mini-stereo end into the S5, and plug the RCA end into the audio outputs on the external device.

### Using a handheld Sonos controller:

- To play music from this line-in source, select **Line-In** from the **Sonos** music menu, select the source, and select **Play Now**.
- To change the name of this device, select **Room Settings** from the **Settings** menu. Select the Sonos product this source is connected to, and then touch **Line-In Source Name**. Select a new name from the list, or type a unique name.
- To change the line-in level, select **Room Settings** from the **Settings** menu. Select the Sonos product this source is connected to, and then touch **Line-In Source Level**. Select a new level.

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

- To play music from this source select **Line-In** from the **MUSIC** pane, click ▼ next to the music source, and select **Play Now**.
- To change the settings for this device:
  - Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** -> **Room Settings** (Mac).
  - Select the Sonos product from the **Room Settings** for drop-down list.
  - Click the **Line-In** tab and update the settings.

A default (typical) line-in level is automatically assigned when you select a source name, but if the volume sounds too low, you can select a higher line level for this device. (You may experience sound distortion at higher volume levels if you set the level too high.)

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

## Equalization Settings

The Sonos PLAY:5 ships with the equalization settings preset to provide the optimal playback experience. If desired, you can change the sound settings (bass, treble, balance, or loudness) to suit your personal preferences.

1. Using a handheld controller, select **Settings** -> **Room Settings**.
2. Touch to select a room.
3. Select **Music Equalization**, and then drag your finger across the bass, treble, or balance sliders to make adjustments.
4. To change the Loudness setting, select **On** or **Off**. (The loudness setting boosts certain frequencies, including bass, to improve the sound at low volume.)

## 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 component, try moving the Sonos products 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.

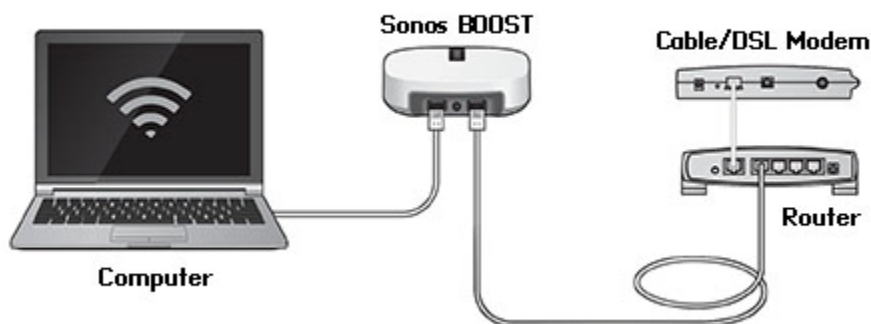
If you encounter this message while a Sonos product is connected to your router, you can try the steps below to resolve this issue. If you are still experiencing problems, please contact Sonos Customer Support.

#### 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.

## 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 15.
- 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.

## 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.<br>(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                            |                                                                                                                                                                                                                                                                               |

| Indicator Lights                 | Player State                                                                                                                                                                | Sonos Product                                                                   | Additional Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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.<br>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> |
| 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                      | If the lights are flashing orange and white AND the volume automatically mutes, this indicates the player is experiencing a fault condition. <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>                                   |

## 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 products.
7. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus that produce heat.
8. Protect the power cable from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
9. Only use attachments/accessories specified by the manufacturer.
10. Unplug this apparatus during lightning storms or when unused for long periods of time.
11. 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.
12. The Mains plug should be readily available to disconnect the equipment.
13. **Warning:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.
14. 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>                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Amplifier                            | Five Class-D digital amplifiers delivering 80W of total output                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Speakers                             | Five driver speaker system - two tweeters, two 3" mid-range drivers, and one 3.5" woofer. Each driver of the product is individually powered by a dedicated amplifier.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Headphone                            | Auto-detecting 3.5 mm headphone connection. The PLAY:5's integrated speakers mute when headphones are inserted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Audio Line-In                        | Auto-detecting 3.5mm audio line-in connection                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Stereo Pair setting                  | Allows you to group two PLAY:5's in the same room with one PLAY:5 serving as the left channel and the other as the right channel.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <b>Music</b>                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Audio Formats Supported              | <p>Support for compressed MP3, iTunes Plus, WMA, AAC (MPEG4), AAC+, Ogg Vorbis, Audible (format 4), 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.</p> <p>Note: Previously purchased Apple "Fairplay" DRM-protected songs may be upgraded. See Apple for details. AAC Enhanced and WMA Lossless formats not currently supported.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Music Services Supported             | <p>Sonos works seamlessly with 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<sup>™</sup>, Rhapsody<sup>®</sup>, RUSC, Shuffler.fm, simfy<sup>®</sup>, SiriusXM<sup>®</sup> Internet Radio, Slacker, Songl, Songza<sup>®</sup>, SoundCloud<sup>®</sup>, Spotify<sup>®</sup>, Stitcher SmartRadio<sup>™</sup>, TDC Play Musik<sup>®</sup>, The Hype Machine<sup>®</sup>, TuneIn, WiMP, Xiami, YouMusic<sup>®</sup>, Zdigital, and downloads from any service offering DRM-free tracks (service availability varies by region)</p> |
| Operating Systems (for stored files) | Windows XP SP3 and higher; Macintosh OS X 10.6.8 and higher; NAS (network-attached storage) devices supporting CIFS.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Internet Radio Supported             | Streaming MP3 or WMA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Album Art Supported                  | JPEG, PNG, BMP, GIF                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Playlists Supported                  | iTunes, WinAmp, Windows Media Player, and MusicMatch (.m3u, .pls, .wpl)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <b>Networking*</b>                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Wireless Connectivity                | <p>Works on your home WiFi network with any 802.11b/g, 2.4GHz broadcast capable router</p> <p>Also works on SonosNet<sup>™</sup>, a secure AES encrypted, peer-to-peer wireless mesh network dedicated exclusively for your Sonos system to reduce WiFi interference</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| Feature                    | Description                                                                                                                                                                                                                                                                                                                        |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Network Bridging           | 2-port switch (10/100Mbps, auto MDI/MDIX) allows Ethernet devices to connect through SonosNet.                                                                                                                                                                                                                                     |
| Internet connectivity      | Internet connection required for access to Internet radio stations, online music services and software updates. (DSL, cable modem or LAN-based high-speed Internet connection required.) Internet functionality may require payment of separate fee to a service provider; local and/or long distance telephone charges may apply. |
| <b>General</b>             |                                                                                                                                                                                                                                                                                                                                    |
| Power Supply               | 100 - 240 VAC, 50/60 Hz, auto-switchable                                                                                                                                                                                                                                                                                           |
| Front Panel Buttons        | Volume and Mute                                                                                                                                                                                                                                                                                                                    |
| Front Panel LED Indicators | Status indicator and Mute status                                                                                                                                                                                                                                                                                                   |
| Dimensions (H x W x D)     | 8.50 x 14.40 x 4.80 in. (217 x 365 x 123 mm)                                                                                                                                                                                                                                                                                       |
| Weight                     | 9.15 lbs. (4.15kg)                                                                                                                                                                                                                                                                                                                 |
| Operating Temperature      | 32° to 104° F (0° to 40° C)                                                                                                                                                                                                                                                                                                        |
| Storage Temperature        | 4° to 158° F (-20° to 70° C)                                                                                                                                                                                                                                                                                                       |
| Product Finish             | White with light metallic grille; black with graphite grille                                                                                                                                                                                                                                                                       |

\* Specifications subject to change without notice.

# 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.