

SONOS CONNECT:AMP

Product Guide

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Sonos uses MSNTP software, which was developed by N.M. Maclaren at the University of Cambridge.

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The SONOS CONNECT:AMP

The SONOS CONNECT:AMP (formerly ZonePlayer 120) includes a built-in state-of-the-art digital amplifier that can power large or small speakers, allowing you to enjoy superior audio quality in every room.

- Includes a multi-port Ethernet switch to enable direct connections to routers, computers, or other Sonos components.
- Includes analog audio inputs with digital encoding so that music from an external audio source (such as a CD player or portable MP3 player), can be connected to one CONNECT:AMP and played by all the other Sonos components in your system.

New to Sonos?

It takes just a few steps to get your Sonos system up and running. The steps below are fully explained in the Quick Start Guide packaged with your CONNECT:AMP —

- Connect one Sonos component (BRIDGE, CONNECT:AMP, PLAY:3, PLAY:5, CONNECT) to your broadband router using an Ethernet cable (supplied).
- Place other Sonos components in the rooms of your choice.
- Install the software and follow the prompts to add the Sonos components and set up access to your music files.
- Add a Sonos controller to your music system.

See "Your Home Network" on page 1 to make sure your home network is ready for Sonos, and then pick up the Quick Start Guide packaged with your CONNECT:AMP to follow the installation instructions. Once you've set up your music system, you can add additional Sonos components any time.

Adding to an existing Sonos system?

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

Your Home Network

To play the digital music files stored on your computer, your computer network must meet the following requirements:

Network requirements

Important: Your network must have a high-speed Internet connection, as Sonos is designed to provide you with 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 a Sonos controller application on an Android™ smartphone, iPhone®, iPod Touch®, iPad® or other tablet, you may need a wireless router in your home network. Please visit our Web site at <http://faq.sonos.com/apps> for more information.
- Connect at least one Sonos component to your home network router using an Ethernet cable, and then you can add other Sonos components wirelessly.
- 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.

Compatible operating systems

- Windows® XP SP3 and higher
- Macintosh® OS X 10.6 and higher

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

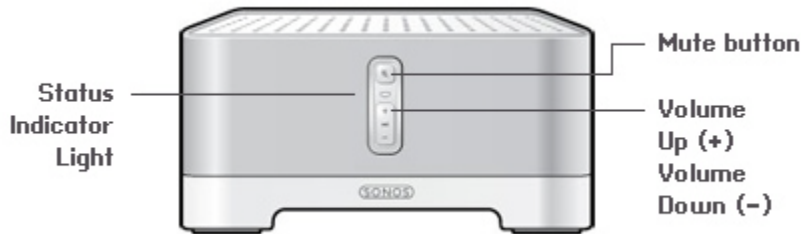
Sonos Controllers

You can use any Sonos controller with the SONOS CONNECT:AMP, including:

- The Sonos Controller for Android — Touch the **Play Store** or **Market** button on your Android device to download the free Sonos application from Google Play.
- The Sonos Controller for iPhone or the Sonos Controller for iPad — Tap the **App Store** button on your iPhone, iPod touch or iPad to download the free Sonos application, or you can download the application from iTunes®. (If you download from iTunes, you will need to sync before you see the Sonos logo display on your device)
- The Sonos Controller for Mac or PC (install using the CD-ROM packaged with your Sonos component)
- The SONOS CONTROL (CR200) or CR100

Sonos is always working on new ways to help you control the music any way you want. For the latest list of Sonos controllers, please visit our Web site at www.sonos.com/products.

SONOS CONNECT:AMP Front



On / off

- Using a Sonos controller, select **Pause All** from the **ROOMS** pane (the **Rooms** menu on the **CONTROL**).

Your Sonos system is designed to be always on; the system uses minimal electricity whenever it is not playing music. To stop streaming music in all rooms, you can use the **Pause All** feature.

Status indicator

- Flashes white when powering up or connecting to your Sonos system.
- Solid white when powered up and connected to your Sonos system (normal operation).
- Flashes amber when a fault condition is detected.

Indicates the current status of the Sonos component. When this Sonos component 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>.

Mute button

- Lights solid green when sound is muted.
- Flashes green rapidly when household mute or unmute is about to take place.
- Flashes green slowly when the Sonos component is connecting to your music system.

To mute/unmute this Sonos component: Press the **Mute** button to mute or unmute.

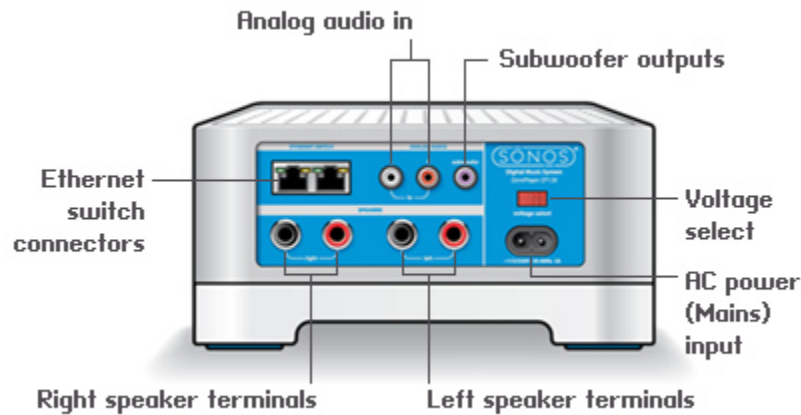
To mute/unmute all Sonos components: Press and hold the Mute button for 3 seconds to mute all Sonos components in your household. Press and hold for 3 seconds to unmute all.

Volume up (+)

Volume down (-)

Press these buttons to adjust the volume up and down.

SONOS CONNECT:AMP Back



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:

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

Right speaker terminals

Use high-quality speaker wire to connect the right speaker to the CONNECT:AMP.

Left speaker terminals

Use high-quality speaker wire to connect the left speaker to the CONNECT:AMP.

Voltage select

115V/230V

Select the appropriate voltage setting for your country.

AC power (mains) input

Use the supplied power cord to connect to power outlet.

Analog audio in

You may use a standard RCA audio cable to connect the CONNECT:AMP's analog audio inputs to the audio outputs from a separate audio component, such as a CD player or a portable music player.

Subwoofer output

Note: If you disconnect your subwoofer, make sure to also disconnect the subwoofer's cable from the CONNECT:AMP output.

You may connect a powered subwoofer to this output using a standard RCA cable. The system will detect when a cable is connected to the subwoofer output and adjust the crossover frequency automatically.

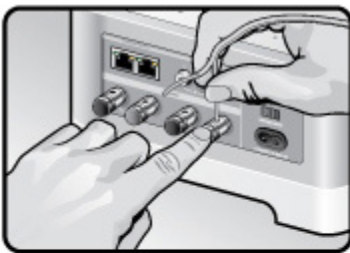
Adding to an Existing Sonos System

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

If your house has structured (built-in) wiring, you can make a wired connection to the additional Sonos components. If you don't, our built-in wireless technology is ideal for you.

Important: If you are replacing the Sonos component that is currently attached to your router, first add the new SONOS CONNECT:AMP to your music system (steps below.) You can then unplug the wired Sonos component from your router, replace it with the CONNECT:AMP, and move the original Sonos component to a new location.

1. Attach desired speakers to the CONNECT:AMP (power rating should be at least 75W for 8 Ohm speakers and at least 150W for 4 Ohm speakers.)



If you are using speaker wire, use your finger to firmly push the spring-loaded speaker posts inward to reveal the connection hole.



If your speakers have banana connectors, you can insert the plugs directly into the banana jacks on the back of the CONNECT:AMP (available in North America only.)

2. If you are making a wireless connection, skip this step and continue on to step 3. If you are making a wired connection, connect a standard Ethernet cable from your router or another Sonos component to one of the Ethernet switch connections on the back of the new CONNECT:AMP.
3. Check to ensure the Voltage switch on the back of the unit is set to the proper position for your country, and then attach the power cord and plug in the CONNECT:AMP.
4. Choose one of the following options:
 - Using a handheld Sonos Controller: Select **Add a Sonos component** from the **Settings** menu, and follow the on-screen prompts to add this component to your Sonos system.
 - Using the Sonos Controller for Mac or PC: Select **Add a Sonos component** from the **Manage** menu and follow the prompts to add this component to your Sonos system.

Playing Music

You can use any Sonos controller to make a music selection — simply touch 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 from all over the world—music, news, and variety programming, including archived shows and podcasts.

To select an Internet 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 for the latest list. (Some music services may not be available in your country. Please check the individual music service's Web site for more information.)

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

1. To add a music service, touch **More Music** from the **Music** menu on your handheld controller.
2. Select the Sonos-compatible music service you would like to add.
3. Select **I already have an account**. Type your music service user name and password, and then touch **OK**. Your user name and password will be verified with the music service.

Once your credentials have been verified, this music service will display on the **Music** menu so any time you want to listen to this music service, simply touch **Music**, select the music service, and touch a selection.

Free music service trials are available in some countries. (Please check the individual music service's Web site for more information.) If there is a music service trial visible on your **More Music** menu, simply touch it to select.

Touch **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.

Music folders

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 shared music folders (such as your iTunes library). Over time, you may wish to add or remove folders from this list.

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

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

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

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

Using Line-In

You can easily stream an external source such as a CD player or portable music player through your Sonos system using the audio-in connections on your SONOS CONNECT:AMP. The device will be automatically detected as soon as you plug it in.

- Use a standard RCA cable to plug an external source like a CD player into the analog **Audio In** connections on the back of your CONNECT:AMP.
- **If you are connecting a portable music player** to the CONNECT:AMP, you will need a 1/8 inch mini-stereo to RCA audio cable instead. Plug the mini-stereo end into the portable device and the RCA end into the **Audio In** connection on the CONNECT:AMP.

Using a handheld Sonos Controller:

- To play music from this line-in source, select **Line-In** from the **Music** menu, select the source, and select **Play Now**.
- To change the name of this device, select **Rooms** from the **Settings** menu. Select the Sonos component 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 **Rooms** from the **Settings** menu. Select the Sonos component 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 component your Airport Express is connected to 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.)

Line-in encoding settings

When you have line-in music sources attached to a Sonos component, line-in encoding determines how Sonos will encode the data coming in from these sources. Your Sonos system defaults to automatic in order to provide the optimal playback experience. Sonos recommends you do not change this default. However, if you decide to make a change, we recommend the following usage guidelines:

Use **Uncompressed** if:

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

Use **Compressed** if:

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

To change the line-in encoding setting, select one of the following options:

- Using a handheld Sonos controller: From the **Settings** menu, select **Advanced Settings** -> **Audio Compression**.
- Using the Sonos Controller for PC: Select **Manage** -> **Settings** -> **Advanced Settings**.
- Using the Sonos Controller for Mac: Select **Sonos** -> **Preferences** -> **Advanced Settings**.

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

Basic Troubleshooting

Warning: Under no circumstances should the product 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. Do not open the system as there is a risk of electric shock.

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.

- **Web site**
 - Select **Help** -> **Technical Support Website** to go directly to our Support page.
 - Visit our Web site at www.sonos.com/support. There you can visit our Forums, browse our Frequently Asked Questions (FAQ) pages, or request assistance.
- **Email:** support@sonos.com
- **Text-Chat and Phone:** www.sonos.com/support/contact
 - Please visit the Text-Chat and Phone link to find the correct telephone number for your country.

Sonos component not detected during setup

A network or a firewall issue may be preventing the Sonos component from connecting to your Sonos system. If this is a wireless Sonos component, try moving the Sonos players closer together, or wire them temporarily to see if the problem is related to wireless interference.

If you encounter this message when installing the first Sonos component (wired to your router), you can try the steps below to resolve this issue. If you are still experiencing problems, please contact the Sonos Customer Service Center.

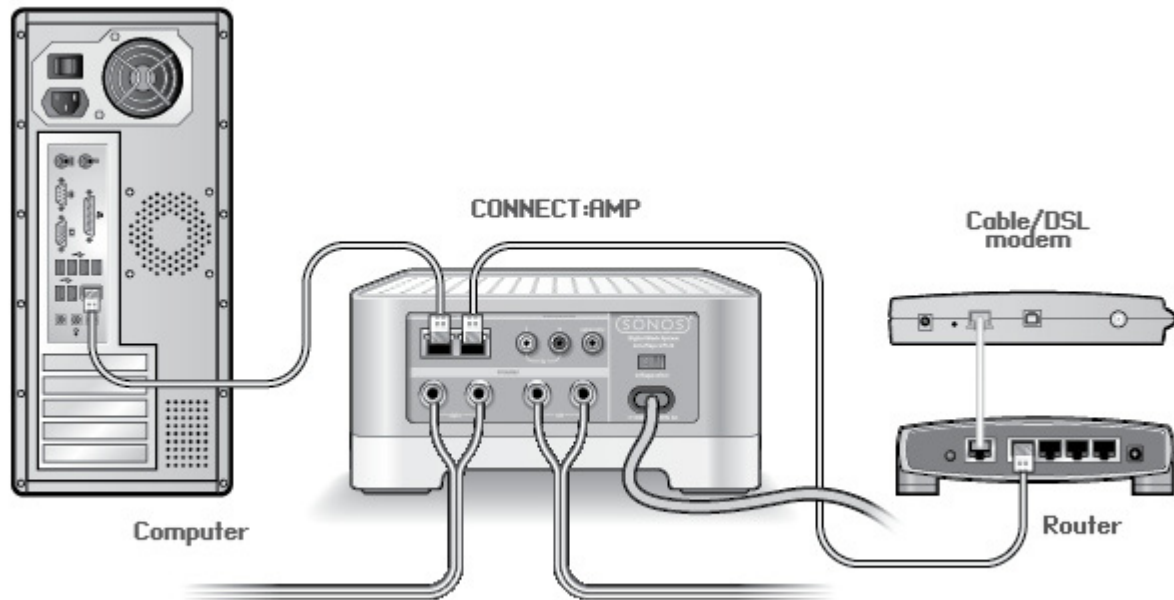
1. Check the firewall

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 Sonos as depicted in the following illustration (note that the Sonos component and the computer still have Internet access in this configuration):



- 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 Sonos component, and then connect another Ethernet cable from the Sonos component 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 component 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 link/activity lights on both the router and the Sonos component. 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.
- If the link lights still do not light, try connecting a different Ethernet cable.

Not all rooms are visible

You are probably experiencing wireless interference. 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**, and then **Wireless Channel**. Choose another wireless channel from the list.
- Using the Sonos Controller for PC: Select **Settings** -> **Advanced Settings** from the **Manage** menu. On the **General** tab, select another wireless channel from the list.
- Using the Sonos Controller for Mac: Select **Preferences** -> **Advanced Settings** 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.

Important Safety Information

Please read these instructions and heed all warnings. Keep them in a convenient location and make sure everyone in the household is aware of them.

Location

- The product should not be used near water—avoid close proximity to a bathtub, kitchen sink, laundry tub, wet basement, swimming pool, etc.
- Do not place the unit where it will be exposed to excessive heat (e.g., radiators, heat registers, stoves), direct sunlight, or a dusty environment (e.g., woodworking shop.)
- Do not place the unit where it will be exposed to flammable liquids and/or fumes.
- Do not place the unit in a small confined space (e.g., closet or cabinet, under a bed or sofa) where ventilation is restricted.
- Protect the power cable from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where it exits the product. The mains cord should be readily available to disconnect the power.

Proper Ventilation

- Leave 10" of open space around the sides and above the unit to ensure proper ventilation.
- Ventilation should not be impeded by covering the ventilation openings with items such as tablecloths, curtains, or papers.
- Do not let foreign objects into the unit. If a foreign object should get into the unit, unplug the unit and contact Sonos for servicing guidance.

Usage

- Do not operate or handle the product with wet hands.
- Do not place any object on top of the product (e.g. vase, coffee cup, potted plant, books, magazines, etc.)

- Only use attachment/accessories specified by Sonos.
- Unplug the power cord during lightning storms or when unused for long periods of time.
- Never disassemble or modify the product in any way.

Cleaning & Maintenance

- Keep the unit free from dust, pet hair and other fine particles.
- Wipe only with a soft, dry cloth.
- Do not use chemical solvents (e.g. alcohol, benzene, paint thinner) or other flammable cleaning liquids to clean the product.
- Refer all servicing to Sonos qualified service personnel. Servicing is required when the unit or the power cord has been damaged in any way, if liquid or other foreign matter has fallen into the ventilation openings, or the unit has been exposed to rain or moisture.
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Warning: To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.