



Sonos Home Audio

Frequently Asked Questions

What do I need to support Enhanced Sound powered by Sonos?

First, you need **internet service** and WiFi from enTouch. This enables you to connect your Enhanced Sound equipment to your music streaming services in the cloud such as Spotify, Pandora, YouTube Music, or Amazon Music.

You will also need an Apple (iOS) or Android **smart phone** so that you can use the Sonos app to set up your service, manage settings, and link to your favorite music streaming services such as Spotify, Pandora, or Amazon Music.

For the Sonos Beam, you will need an HDMI-ARC output or optical audio output in order to connect it to your TV.

Finally, if you want to use Alexa or Google Assistant voice commands, you will need an Amazon Alexa account or a Google account.

What do I need to do to prepare for my Enhanced Sound installation?

1. Download some apps.
 - Sonos
 - For Alexa voice control: The Amazon Alexa App
 - For Google Assistant: Google Assistant App
2. Have login information handy.
 - Amazon alexa account
 - Google assistant account
 - Your main music streaming service account. The tech will help you set up a main service and you can add others on your own.
3. Ensure access to your TV if you're getting a Beam.
 - The technician will need to access HDMI ports on your TV. If your TV is mounted on the wall or enclosed in an entertainment system, please pull it out to provide access.
4. GET READY FOR AMAZING SOUND.

Do the Sonos One and Sonos Beam need to plug into power?

Yes. Both Sonos One and Sonos Beam need to be plugged into power in order to work. They each come with a 6-foot long power cord. If you need more length to reach your location from a power outlet, you will need an extension cord.

Can I use Sonos to control my TiVo?

Yes! A Sonos Beam or One can be linked to your TiVo! It takes the place of a stand-alone Amazon Echo device to perform the full range of Alexa commands, including navigation, to change the channel, play, pause, fast forward, rewind, skip forward, skip back, or launch an app.

How does a Beam connect to my TV?

Sonos Beam connects to your TV's HDMI-ARC port. Most TVs have two to four HDMI ports, one of which is labeled ARC, which stands for Audio Return Channel. The HDMI-ARC port syncs audio and picture, plus automatically pairs your TV remote to Sonos Beam. If you're unsure if your TV has an HDMI-ARC port, consult your TV specs with the manufacturer.

If your TV is older than 5 years, or otherwise doesn't have an HDMI ARC port, you can use the included optical audio adapter to connect Sonos Beam to the optical port on your TV. Please note that Amazon Alexa TV voice commands will not work when the Beam is connected via optical adapter.

Will my router work with Sonos?

If you get your networking equipment from enTouch, it will work with Sonos.

If you use your own router, please check [this list](#) of incompatible networking devices to ensure there are no surprises at the install.

Which music streaming services does Sonos support?

Sonos supports more than 80 music streaming services, including Spotify, YouTube Music, Pandora, Apple Music, and Amazon music. Click [here](#) for a full list of supported services.

Which music services can I use with Alexa?

While Sonos supports more than 80 streaming services, Amazon Alexa has a more limited list, including: Amazon Music, Spotify, TuneIn Radio, Deezer, Pandora, iHeartRadio, SiriusXM, and Apple Music

Are there any limitations to what I can control with Amazon Alexa voice commands?

Beam and One do not support Alexa's Drop In, calling, and messaging features.

Amazon Alexa TV voice commands will not work when the Beam is connected to your TV via optical adapter.

Can I turn off Alexa or Google Assistant functionality?

Yes, you can disable this functionality by pushing the button with the microphone icon on the top of the player. When the light next to the icon goes off, the microphone is off.

How do I use Alexa to control music with Sonos?

Here are some examples of voice commands:

- Start the music "Alexa, play *songs for meditation*"
- Choose rooms "Alexa, play *Lorde* in the *living room*."
- Pause and resume "Alexa, stop." "Alexa, play."
- Adjust the volume "Alexa, turn it up." "Alexa, volume five."
- Skip songs "Alexa, next." "Alexa, previous."
- Discover new music "Alexa, what song is this?" "Alexa, who is this artist?"

Alexa will use your default music source, unless you specify a different source with your command. For example, if your default music source is Amazon Music, so if you want to listen to something on Spotify, you would need to add that source to your command. "Alexa, play my chill station on Spotify."

Beyond music, use Alexa to play games, find recipes, set timers, get news updates, work out, order food and manage your shopping list, and more with thousands of other Alexa skills.

How do I use Google Assistant to control music with Sonos?

- Start the music "Hey Google, play *top 40 hits*"
- Choose rooms "Hey Google, play *Grimes* in the *living room*."
- Pause and resume "Hey Google, stop." "Hey Google, play."
- Adjust the volume "Hey Google, turn it up." "Hey Google, volume five."
- Skip songs "Hey Google, next." "Hey Google, previous."
- Discover new music "Hey Google, what song is this?" "Hey Google, who is this artist?"

Google Assistant will use your default music source, unless you specify a different source with your command. For example, if your default music source is Amazon Music, so if you want to listen to something on iHeartRadio, you would need to add that source to your command. "Hey Google, play KEXP on iHeartRadio."

Beyond music, you can ask your Google Assistant for recipes, sports scores, headlines, translations and answers powered by Google Search.

How do I use voice commands to control my TV with the Beam?

When linked to your Tivo, Sonos takes the place of a stand-alone Amazon Echo device to perform the full range of Alexa commands, including navigation, to change the channel, play, pause, fast forward, rewind, skip forward, skip back, or launch an app.

In addition, Beam can also enable the use of voice commands with TVs and other streaming devices. In order to do so, the Beam needs to connect to your TV's HDMI-ARC input and your TV needs to have HDMI-CEC enabled.

HDMI-CEC is sometimes referred to as:

- Samsung: Anynet+
- LG: SimpLink
- Sony: Bravia Link
- Phillips: EasyLink
- Panasonic: Viera Link
- Insignia: INlink
- Hitachi: HDMI-CEC
- Toshiba: REGZA-LINK or CEC Control

For compatible TVs, Beam enables commands specific to TV use, including “Alexa, turn on the TV” and “Alexa, turn off the TV.” Beam also follows commands such as “Alexa, turn it up” and “Alexa, mute,” applying them to the TV volume.

Beam can also be linked to Alexa-enabled video streaming devices such as Fire TV. Once linked, you can control these services with Sonos Beam by saying “Play Catastrophe,” “Switch to ESPN” or “Tune to channel 500.” If you’ve logged into Netflix or added HBO NOW to your Fire TV, you’ll be able to play shows by name, e.g. “Play Stranger Things” or “Play Game of Thrones.”

Learn more about setting up the Fire TV with Sonos Beam [here](#).

What is TruePlay and will I be able to use it to optimize my sound?

The layout of a room, and where a speaker is placed, can have a significant impact on the sound that you hear. Trueplay uses the microphone in your iOS device to measure how sound reflects off walls, furnishings and other surfaces in a room, and fine tunes your Sonos speaker to make sure it sounds great no matter where you've placed it. Sonos speakers already sound fantastic, but Trueplay brings you even closer to how music should sound. Completing Trueplay tuning for a room takes approximately 3 minutes from start to finish.

At this time, Trueplay tuning may only be performed using an iOS device running the most current software version of the Sonos app.