

# ALARM COM Sonos Integration App Installation Guide

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## ALARM COM Sonos Integration App



## Sonos Integration – Troubleshooting Guide

- Issues may occur when installing or using a Sonos device as part of the integration with Alarm.com. See below for scenarios and troubleshooting information:

### Audio card is missing from the Customer app

- If the Audio card or option is missing from the Customer app, verify that Audio Integration is selected on the customer's service package before attempting to integrate a Sonos device with Alarm.com. Once the device is successfully integrated, the Audio card should appear on the Home page.
- For more information about integrating a Sonos device with Alarm.com, see Sonos Integration – Installation Guide.

### Audio card is still missing from the Customer app despite successfully integrating the Sonos device

- If the Alarm.com account has one Sonos speaker connected to it, and the speaker is unresponsive for several days (i.e., unplugged, disconnected, etc.), it will need to be re-initialized before appearing on the account again.

## To re-initialize a Sonos device

1. Log into the Partner Portal.
2. Find the customer account.
3. Click Equipment.
4. Click Audio.
5. In the Audio Devices table, click Re-initialize in the row with the desired device.
6. After a moment, refresh the app to verify that the Audio card is displaying properly.

## Sonos app is not functioning properly

- If there is an issue with the Sonos app not directly related to the Alarm.com integration, visit [Sonos Support](#) for assistance.





[https://answers.alarm.com/Partner/Installation\\_and\\_Troubleshooting/Audio/Sonos/Sonos\\_Integration\\_-\\_Troubleshooting\\_Guide](https://answers.alarm.com/Partner/Installation_and_Troubleshooting/Audio/Sonos/Sonos_Integration_-_Troubleshooting_Guide)

Updated: Thu, 02 Feb 2023 01:12:09 GMT



## Documents / Resources

## References

-  [Home - Knowledge Base](#)
-  [MobileTech](#)
-  [MobileTech](#)
-  [Help and Support | Sonos](#)