

# **ALARM COM Sonos Integration App Installation Guide**

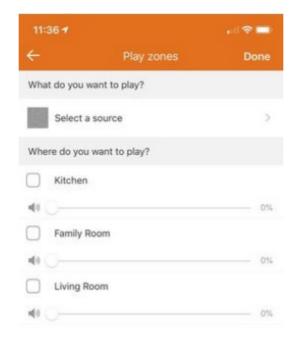
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**ALARM COM Sonos Integration App** 



## 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 in 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

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## **Documents / Resources**



<u>ALARM COM Sonos Integration App</u> [pdf] Installation Guide Sonos Integration App, Sonos, Integration App, App

#### References

- Home Knowledge Base
- MobileTech
- MobileTech
- Help and Support | Sonos

Manuals+,