



SONOS BRIDGE Instant Setup for Wireless Network User Guide

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Sonos[®] BRIDGE

SONOS BRIDGE Instant Setup for Wireless Network



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Sonos BRIDGE

The BRIDGE is an accessory that plugs into your home router to create a dedicated wireless network exclusively for your Sonos system—providing you with reliable wireless performance no matter how large your home or how many WiFi devices you use.

When Should I Use a BRIDGE?

- If your WiFi network is already in high demand with streaming video, gaming, and web surfing, connect a BRIDGE to your router to establish a separate wireless network exclusively for your Sonos speakers.
- If you want to strengthen the wireless performance of your Sonos system, connect a BRIDGE to extend wireless coverage to all of the rooms where you want music.



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 QuickStart Guide packaged with your BRIDGE) —

- Connect the BRIDGE to your router using an Ethernet cable (supplied).
- Place other Sonos products in the room of your choice.
- Download and install the Sonos app and then follow the prompts to set up your Sonos system.

Once you've set up your music system, you can add additional Sonos products at any time.

Adding to an existing Sonos system?

Sonos can be easily expanded room by room. If you are adding this BRIDGE to an existing Sonos music system, you can turn directly to "Adding to an Existing Sonos System" on page 3.

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 website 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.
- 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
- Macintosh® OS X 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 2.2 and higher, certain features require higher versions of Android

Note:

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

Adding to an Existing Sonos System

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

Note:

If you purchased a Sonos BRIDGE to replace a Sonos product that is currently attached to your router, be sure to add the BRIDGE to your Sonos system (see steps below) before unplugging and moving the originally wired Sonos speaker.

1. Attach the power adapter and plug in the Sonos BRIDGE.
2. Choose one of the following options:
3. Select Add a BRIDGE or BOOST from the Manage menu on a Mac or PC.
4. Select Add a BRIDGE or BOOST from the Settings menu on a handheld controller.
5. during the setup process, you will be prompted to press and release the Join button on the side of the Sonos BRIDGE. You may be prompted to update the rest of your Sonos system during this process.

A BRIDGE will not display on your ROOMS pane after it is set up. If you wish to change the settings for this product, choose one of the following:

- Using the Sonos Controller for PC: Select Manage -> Settings -> BRIDGE Settings.
- Using the Sonos Controller for Mac: Select Sonos -> Preferences -> BRIDGE Settings.
- Using a handheld Sonos controller: Select Settings -> BRIDGE Settings.

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.

Playing Music

You can use any Sonos controller to make music selections—choose a music source from the Sonos music menu on a handheld controller, or from the MUSIC pane if you are using the Sonos Controller App 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/music 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 username and password information to Sonos as needed and you'll have instant access to the music service from your Sonos system.

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

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 on your handheld controller. 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.

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 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.

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. Simply open the Google Play Music app and connect to a Sonos room or room group to start the music.

Sonos BRIDGE Front



- Join button
- BRIDGE status indicator
- Press the Join button to join the BRIDGE to your Sonos system.
- Indicates the current status of the BRIDGE. When the BRIDGE 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>.

Sonos BRIDGE Back



- Ethernet switch connectors (2)
- AC power (mains) input
- Use an Ethernet cable (supplied) to connect to a router, computer, or additional network device such as network-attached storage (NAS) device.
- Use the supplied power adapter to connect to a power outlet (using a third-party power cord will void your warranty). Be sure to use the proper power adapter for your country.

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 product, 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.

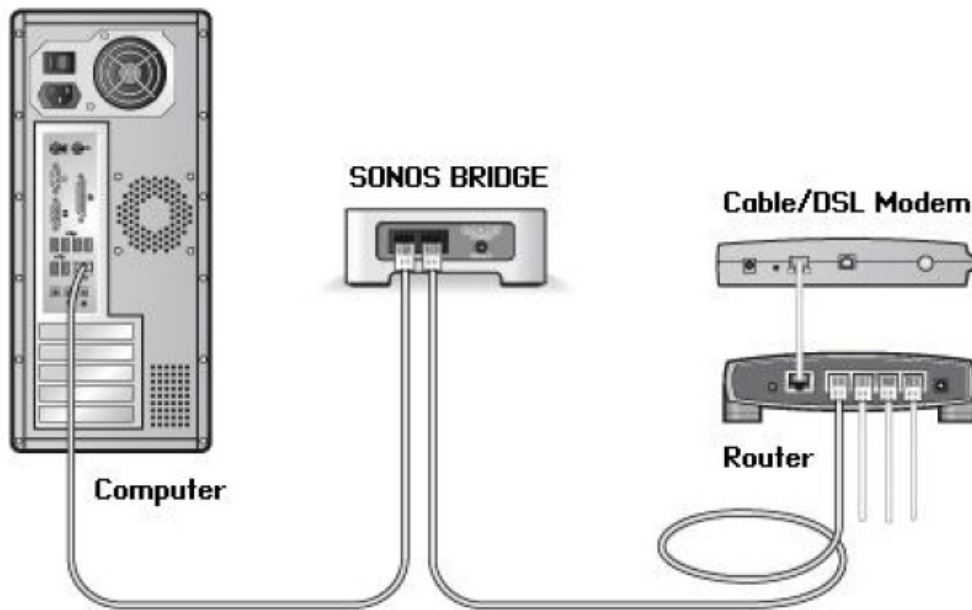
Check the firewall

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 website at <http://faq.sonos.com/firewall> for additional information. If this does not resolve the problem, you can try step 2 below.

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 BRIDGE configuration example, note that the BRIDGE 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 BRIDGE, 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.

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.

The 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 the Appendix for status indicator explanations.
- 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 the 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 -> SonosNet Channel. Choose another SonosNet (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, choose another SonosNet (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. ones 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:
3. Using a handheld Sonos controller, select Settings -> Advanced Settings -> Wireless Setup.
4. Using the Sonos Controller App for PC, select Settings -> Advanced from the Manage menu. On the General tab, select Wireless Setup.
5. Using the Sonos Controller App for Mac, select Preferences -> Advanced from the Sonos menu. On the General tab, select Wireless Setup.
6. Enter the new wireless network password when prompted.
7. Once the password is accepted, you can unplug the player from your router and move it back to its original location.

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 the apparatus to dripping or splashing and do not place objects filled with liquids, such as vases, on the apparatus.

BRIDGE Status Indicators

Important Note:

Do not place any items on top of your Sonos product. This may impede the airflow 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 White Status Light from the Room Settings menu. (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	
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. 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"> Press the Pause button to stop the audio Check the vent slot for adequate cooling Check the room temperature to make sure it's less than 104°F/ 40° C If the player is in direct sunlight, provide shade Allow the player to cool for several minutes and then press Play to restart the audio If the problem does not resolve, please contact Customer Support

Product Guide

Indicator Lights	Player State	Sonos Product	Additional Information
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	<p>If the lights are flashing orange and white AND the volume automatically mutes, this indicates the player is experiencing a fault condition.</p> <ul style="list-style-type: none"> Press the Pause button to stop the audio Check the room temperature to make sure it's less than 104°F/40° C If the player is in direct sunlight, provide shade Allow the product to cool for several minutes and then press Play to restart the audio If the problem does not resolve, please contact Customer Support

Specifications

Feature	Description
Ethernet Connection	2-port switch, 10/100 Mbps, auto MDI/MDIX
Network Bridging	<p>2-port switch allows Ethernet devices to connect through SonosNet™</p> <ul style="list-style-type: none"> Easy Internet connectivity for other products in the house - SonosNet can stream any data in between its nodes. A BRIDGE has two Ethernet jacks on the back to bring standard Internet connectivity to your set-top box, PVR, PC, Game Console or NAS drive. Extend the range of the Sonos system - stream music wirelessly to a remote location by placing a BRIDGE in between a Sonos product and the rest of the Sonos system. Expand the wireless reach of the controller- improve Sonos controller access to SonosNet by placing a BRIDGE in areas where wireless coverage needs a boost. Ideal for retrofits, where all Sonos products might be in one location instead of being placed throughout the home.
Wireless Connectivity	<p>Works on SonosNet™, a secure AES encrypted, peer-to-peer wireless mesh network dedicated exclusively for your Sonos system to reduce WiFi interference</p> <p>Also works on your home WiFi network with any 802.11b/g, 2.4GHz broadcast capable router</p>

Feature	Description
Internet Connectivity	Internet connection required for system-wide 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.
Join Button	Automatic wired or wireless setup of Sonos system
Front Panel Lights	BRIDGE status
Power Supply	Slim external power adapter, Output: DC 5V, 2A
Dimensions (H x W x D)	1.61 x 4.33 x 4.33 in. (41 x 110 x 110 mm)
Weight	0.59 lbs (270 gr)
Operating Temperature	32°F to 104°F (0°C to 40°C)
Finish	Light gray/high quality polycarbonate material

Specifications are 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-product antennas. Users cannot reorient or relocate the receiving antenna without modifying the product
- Increase the separation between the equipment and the receiver.
- Connect the equipment to 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: this device may not cause interference, and 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 website 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.

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. Attention In France, the 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 the 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.

Documents / Resources

	SONOS BRIDGE Instant Setup for Wireless Network [pdf] User Guide BRIDGE Instant Setup for Wireless Network, BRIDGE, Instant Setup for Wireless Network, Instant for Wireless Network, Wireless Network, Network Setup
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References

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