



Sonos System Connects WiFi Network User Manual

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SONOS

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Your Sonos system was not found

If you're seeing this message, it means the Sonos app is having trouble finding the speakers it usually connects to.

Most of the time, this can be fixed with a few quick steps. If you're trying to add a new Sonos player to your existing Sonos and having an issue, please see our article: [Adding a Sonos product to an Existing system](#). If this is a reoccurring issue, please contact Sonos Customer Care. We will work to find out what is causing this problem and find a solution to keep it from coming back.

Select your Sonos setup



A wireless setup is when you do not have any Sonos products wired to your router with an Ethernet cable.

A wired setup is when you have a Boost or Sonos player wired to your router with an Ethernet cable.



Wireless setup

Make sure your controller is connected to your home network. It is very common for this error to show because the controller is not connected to the correct network or the same network that Sonos is setup on. If you have made changes to your network, check to make sure your controller is on the same network that Sonos is using.



1. Check that your WiFi is enabled and connected. Go to the WiFi settings on your computer, phone, or tablet, and confirm it is connected to your home WiFi network. This is NOT within the Sonos app, but the settings of the device you are using.
2. Make sure you're within range of your router. If you're too far from your router, you may not be able to get a WiFi signal.
3. Confirm that you're connected to the right WiFi network.
4. Even if you're in your home, your phone, tablet, or computer might have automatically connected to a network other than your home WiFi. Take a moment to check you're not connected to a guest or public network, like "Xfinitywifi" or "Netgear-Guest." After confirming that your controller is connected to your home WiFi network,

open the Sonos app.

5. If you are still seeing a “Your Sonos system was not found” error message, please continue to the next step.

Did you recently change your WiFi password or adjust other router settings?

Changing the following settings on your router may prevent you from connecting to your Sonos system:

- WiFi broadcast name (SSID)
- Router’s WiFi password

If the above settings have changed in your router, see our article for help configuring them to work with Sonos again: [Connecting Sonos to a new router or WiFi network](#).

Try to connect using another device with the Sonos app

If you’re unable to connect to Sonos using the Sonos app on a Mac or PC, try to connect with another device in your home that has the Sonos app installed, such as a phone or tablet. If the other device is also unable to connect, please contact us for further assistance. If you are able to connect successfully using the Sonos app on another device, but not your Mac or PC, the firewall on your computer may be preventing it from connecting. Please visit the following article for instructions on how to make sure the firewall settings on your computer are not interfering with Sonos: [Configuring your Firewall to Work with Sonos](#)

My system is still not showing up, what else can I try?

Remove and re-add the WiFi network settings from Sonos

If the above steps did not work, try wiring one of your Sonos products to your router with an Ethernet cable. If this allows you to connect to Sonos, we can then try reverting to a wireless setup and returning the player to its previous location.

1. If you have a Sonos product that can easily be moved, place it near your router and connect it to the router with an Ethernet cable. Keep in mind that this is temporary and we will return the player after we regain connection between the controller and Sonos.
2. Connect the supplied Ethernet cable to the back of the Sonos product, then plug the other end of the cable into the back of your home’s router. With most Ethernet cables, you will hear a click sound when it is correctly plugged into the Ethernet port.
3. Wait approximately 1 minute and ensure all of your Sonos products are displayed under the Rooms view in your Sonos app. If one or more of your products does not reappear in the Sonos app after a few minutes, try restarting that product by unplugging it from power, waiting 5 seconds, and plugging it back into power.
4. Once all of your Sonos products have shown up in the Sonos app, it is recommended that you remove the WiFi password from your Sonos system by performing the following steps:
Sonos App for iOS or Android: From the Settings tab, tap System > Network > Wireless Setup.
5. On the Wireless Setup screen, click the button that says “Reset.” Then click “Done” on the next screen.
6. With the wireless settings now reset, let’s connect Sonos to your WiFi again. Click Wireless Setup and follow the on-screen prompts to reconnect Sonos to your WiFi network.
7. Once Sonos has connected to your WiFi network, the Sonos app will instruct you to remove the Ethernet cable and return the Sonos product to its previous location.

If your Sonos system is still not showing up after following the instructions in this article, please contact Sonos Customer Care.

Wired setup

Make sure your controller is connected to your home network

It is very common for this error to show because the controller is not connected to the correct network or the same network that Sonos is setup on. This error is most commonly shown when your Sonos controller is not connected to the correct network. If you have made changes to your network, check to make sure your controller is on the same network that Sonos is using.

1. Check that your WiFi is enabled and connected Go to the WiFi settings on your computer, phone, or tablet, and confirm it is connected to your home WiFi network. This is NOT within the Sonos app, but the settings of the actual device you are using.
2. Make sure you're within range of your router If you're too far from your router you may not be able to get a WiFi signal.
3. Confirm that you're connected to the right WiFi network Even if you're in your home, your phone, tablet or computer might have automatically connected to a network other than your home WiFi. Take a moment to check you're not connected to a guest or public network, like "Xfinitywifi" or "Netgear-Guest."After confirming that your controller is connected to your home WiFi network, open the Sonos app. If you are still seeing a "Your Sonos system was not found" error message, please continue to the next step.

Check the Ethernet connection

If you do not have a Sonos product wired to your router, please skip these steps and continue to the next section below. Ensure that the Ethernet cable is plugged in firmly to both the router and your Sonos product. With most Ethernet cables, you will hear a click sound when it is correctly plugged into an Ethernet port. Try using a different Ethernet cable and another port on both Sonos and the router if possible.If you made a change to the Ethernet cable, reopen the Sonos app and see if the problem is resolved. If you are still seeing a "Your Sonos system was not found" error message, please continue to the next step.

Try to connect using another device with the Sonos app

If you're unable to connect to Sonos using the Sonos app on a Mac or PC, try to connect with another device in your home that has the Sonos app installed, such as a phone or tablet. If the other device is also unable to connect, please contact us for further assistance. If you are able to connect successfully using the Sonos app on another device, but not your Mac or PC, the firewall on your computer may be preventing it from connecting. Please visit the following article for instructions on how to make sure the firewall settings on your computer are not interfering with Sonos: [Configuring your Firewall to Work with Sonos](#)

My system is still not showing up, what else can I try?

Below are a few things to try if you find that the above steps did not resolve the issue.

Reboot your router

Reboot your router by unplugging the power cable for 10 seconds and plugging it back in. Allow several minutes for your router to boot back up and for Sonos to reconnect.

Reboot your Sonos players

Starting with the Sonos product that is wired to your router with an Ethernet cable, unplug the power from it for 5 seconds and then plug it back in. Allow 1-2 minutes for the product to boot up before proceeding to the next closest Sonos product and repeating these steps. Continue doing this until all of your Sonos products have been rebooted.

Quit and reopen the Sonos app

Force quit the Sonos app and reopen it. Depending on the controller you are using, the process to close the Sonos app may be different.

- iOS – Double tap the home button and swipe up on the Sonos app.
- Android – Open Settings > Apps and tap the Running tab. Select the Sonos app and touch the Stop or Force Stop button.
- Mac – From the Sonos App, click Sonos > Quit Sonos.
- PC – From the Sonos App, click File > Exit.

If your Sonos system is still not showing up after following the instructions in this article, please contact Sonos Customer Care.

Connecting Sonos to a new router or WiFi network

Before you start, make sure you've updated the Sonos app on your iOS or Android device to the latest version.

Have you recently replaced your router or changed a network setting and are now unable to use Sonos?

After replacing your home router, your network's settings will be different. Sonos needs the new router's information to connect to your home network again. This can also happen if you or someone else recently changed network settings such as the WiFi network's name or password. Updating these settings on Sonos can be done by following a few quick steps: If your Sonos system connects to your network through WiFi, then you'll need the Sonos app for iOS or Android to automatically guide you through the steps to get your products connected again. These steps will be different depending on how many Sonos products you have in your system. If your system is normally connected to your network with an Ethernet cable, you won't need to go through any steps in the app, but you will need to reboot your Sonos products. Click [here](#) to find the instructions below.

My Sonos system connects to my router through my WiFi network

Make sure you have the latest version of the Sonos app on your iOS or Android device before continuing.

1. Open the Sonos app and wait while it searches for your Sonos system.
2. If the app shows "We can't connect to Sonos," tap This isn't working.
3. Tap More Options, then Update Wi-Fi Settings.
4. Follow the instructions to connect Sonos to the WiFi network.

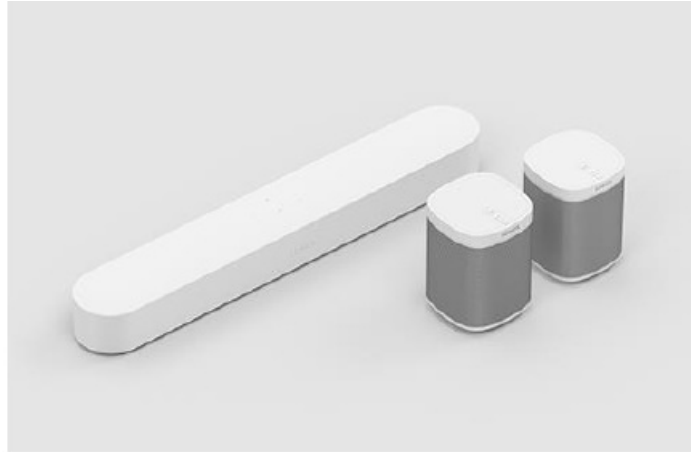
If you've already wired a Sonos product to your router, go to Settings > System > Network > Wireless Setup instead. Below, you can learn what to expect during this process.



I have one Sonos product in my system

If you have one Sonos product in your system, the Sonos app will guide you through the process of connecting to a WiFi network. This is the same process you went through when you first set up your Sonos system. You'll be

selecting which Sonos product you have, pressing buttons on the product, and going to the WiFi settings for your iOS or Android device in order to connect to a temporary Sonos network. Follow each step to get your Sonos product connected to your WiFi network. After the app checks if Sonos is connected again, the process will end.



I have more than one Sonos product in my system

If you have more than one Sonos product in your system, you'll be asked to connect one of them to your router with an Ethernet cable (which is typically included with each Sonos product). The cable connection is temporary and you may need to move one of your Sonos products closer to the router to do this. Once Sonos is connected to the router, the Sonos app will ask for your WiFi password. After Sonos has connected to the WiFi network, the app will guide you through disconnecting the Ethernet cable and moving your Sonos product back to where it was before. After one final check, your Sonos system will be back on your home network.



I keep one of my Sonos products wired to my network with an Ethernet cable

After you've replaced your router, you may notice that some of your Sonos products are missing in your Sonos app. This is usually because the Sonos products are using networking information from the old router and they need information from the new router instead. To fix this, make sure your Sonos product is properly wired to your new router and plugged in to power, then reboot all other Sonos products in your household. You can do this by pulling the power cord from the Sonos product or from the power outlet, waiting for the light to go out, then plugging the power cord back in. The Sonos product will reboot and you'll see a solid white light when it's ready. After your Sonos products have been rebooted, they'll reappear in your Sonos app.

No sound from 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.

The Sonos CONNECT: AMP can handle a 4 to 16-ohm load. If the internal amplifier is overloaded, the CONNECT: AMP will go into a protection mode as to not damage the amplifier. This will typically cut out the sound completely, and the status light on the

CONNECT: AMP will flash orange.

Note: If you are attaching four speakers to a single CONNECT: AMP, please check this Answer for instructions.

What can cause the CONNECT?

AMP to stop playing music? This fault mode can be caused by several reasons:

1. Too much load on the amplifier. Make sure your speakers are between 4 and 16 Ohms.
2. Problem with the speakers or wiring.
3. Speaker wires not properly plugged in. Make sure the speaker cable is secure in both the CONNECT:AMP and

your speakers. Make sure the positive (normally red wire) and negative (normally black wire) are not touching each other.

4. Overheating. Make sure the CONNECT: AMP has adequate airflow. Do not stack devices on top of the CONNECT:AMP or leave the CONNECT:AMP in an enclosed cabinet.

How can I fix this?

There are a few steps we can take to determine where the fault lies. The first thing we would want to do is disconnect the CONNECT:AMP from power. Once it is powered off, disconnect both of the speakers from the terminals on the back of the

CONNECT AMP. Re-apply power to the CONNECT:AMP and allow up to two minutes for it to fully boot up. When the CONNECT:AMP has a solid white status light, start playing music to it at 100% volume. Don't worry – we won't blow anything out as the speakers are disconnected. If the CONNECT:AMP status light remains white, there is likely a problem with the speakers or the way they were connected. The internal amplifier is working fine.

However, if the status light begins flashing amber, as in the example above, there may be a problem with the internal amplifier of the CONNECT: AMP and it would need to be replaced. Please contact the Sonos Customer Care team for further help.

What if I do not see a flashing orange light when no speakers are connected?

If the status light on the CONNECT:AMP remains white with no speakers attached, there is likely a problem with the speakers or the way they were connected. Unplug the CONNECT:AMP from power once again, and re-connect the speaker wires, being extra careful they are properly inserted. Once the speakers are connected, power the CONNECT:AMP back up and allow up to two minutes for it to fully boot up. Once it is showing on your Sonos Controller again, begin playing music. If everything is working as expected, the speaker wire was probably not inserted fully, or touching the other speaker wire, causing the fault.

However, if the CONNECT:AMP's status light begins flashing amber again, and the music stops, there still may be a problem with the speakers, or their cables. For the last step, we will want to do exactly as we did previously, but we will only test one speaker at a time. Connect the left speaker to the left terminal on the CONNECT:AMP and test playback again. If all works, connect the right speaker to the right terminal and test again with both speakers. If the problem returns when the right speaker is connected, there may be a problem with that speaker or its speaker cable.

I've followed the above steps and I'm still having problems!

While the above will point you in the right direction, sometimes extra help is required. Please contact our Customer Care team to troubleshoot further.

iPhone/iPad controller not connecting

Some of the following steps require restarting devices and adjusting cables. If you find yourself performing these steps frequently, or you're uncomfortable making these adjustments, please contact us. If your Sonos controller for iOS can't connect to Sonos or is unable to add a Sonos product to an existing system, one of the following may be occurring:

1. Your Sonos controller may not be connected to the correct WiFi network. Go to Settings -> WiFi on your device to confirm it is connected to your home WiFi network.
2. The iOS device running the Sonos controller may need to re-connect to your WiFi network. Go to Settings -> WiFi on your device and toggle the WiFi off, and back on.
3. Your router may not be correctly transmitting data on your home network. Try restarting your home router by unplugging the power cable for 30 seconds, and plugging it back in.
4. One or more Sonos products may not be receiving power. The status indicator light on the product will be illuminated if it is powered on. If the status indicator light is not illuminated, press the Play/Pause button on the product and the indicator light will begin to blink if the product is receiving power.
5. If the status indicator light does not respond after pressing the button, check to ensure the power cable is

properly inserted.

6. Temporarily wire the Sonos product you are trying to add to your router with an Ethernet cable and attempt connecting to it again with your Sonos controller.
7. You may need to restart the Sonos product you are trying to connect to. Unplug the Sonos product from power for 30 seconds, and plug it back in. Allow up to two minutes for the product to start back up, and try connecting to it again.

Still having trouble? Our Customer Care team can help. Let us know if you've gone through these steps already, and we'll take it from there.

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