

# Sonos<sup>®</sup> BOOST

## Product Guide

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# Sonos BOOST™

The Sonos BOOST is an optional accessory you can purchase to unleash the full power of Sonos.

## When Should I Use a BOOST?

- **To boost wireless performance.** If your WiFi network is already in high demand with streaming video, gaming, and web surfing, connect a BOOST to your router to establish a separate wireless network exclusively for your Sonos speakers.
- **To achieve rock solid coverage.** If you want to strengthen the wireless performance of your Sonos system, a BOOST provides three wireless antennae broadcasting 360-degree signals through walls and ceilings for flawless coverage even to the most remote room in your home.
- **To create theater-quality surround sound.** If you want to create an immersive surround sound experience that's easy to set up and control, connect a BOOST to your router and wirelessly connect a SUB™ and a pair of PLAY:1® or PLAY:3® speakers to your PLAYBAR® home theater setup.



## 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 BOOST)—

- Connect a Sonos BOOST to your router using an Ethernet cable (supplied).
- Place other Sonos products in the rooms of your choice.
- Download a Sonos Controller App and then follow the on-screen prompts to set up Sonos.

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

## Adding to an existing Sonos system?

Sonos can be easily expanded room by room. If you are adding this BOOST 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:

## Network requirements

**Note:** Your network must have a high-speed Internet connection, as the Sonos system is designed to provide you with 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™ smartphone, iPhone®, iPod Touch®, iPad® or other tablet, you will need a *wireless* router. Please visit our Web site at <http://faq.sonos.com/apps> for more information.
- Connect a Sonos BOOST to your router if:
  - You have a larger home where the WiFi performance isn't robust 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 just for your Sonos speakers.
  - You want to wirelessly connect a SUB and/or a pair of PLAY:1 or PLAY:3 speakers to your PLAYBAR home theater setup.
- 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 10.6.8 and higher
- Compatible with iPhone®, iPod touch®, and iPad® devices running iOS 6.0 or later, certain features require higher versions of iOS
- Android: 2.1™ and higher, certain features require higher versions of Android)

**Note:** For the latest system requirements, including supported operating system versions, please visit our Web site 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 speakers any time (up to 32 rooms).

**Note:** If you purchased a Sonos BOOST to replace a Sonos product that is currently attached to your router, be sure to add the BOOST 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 BOOST.
2. Choose one of the following options:
  - Select **Add a BRIDGE or BOOST** from the **Manage** menu on a Mac or PC.
  - Select **Add a BRIDGE or BOOST** from the **Settings** menu on a handheld controller.

During the setup process, you will be prompted to press and release the **Join** button on the side of the Sonos BOOST. The indicator lights flash orange and white while the BOOST is connecting.

You may be prompted to update the rest of your Sonos system during this process.

A BOOST 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** -> **BOOST Settings**.
- Using the Sonos Controller for Mac: Select **Sonos** -> **Preferences** -> **BOOST Settings**.
- Using a handheld Sonos controller: Select **Settings** -> **BOOST Settings**.

## Sonos BOOST Front



### Join button

Press the round **Join** button on the side of the unit to connect the BOOST to your Sonos system.

### BOOST status indicator

- LED *Flashes white* when powering up; *flashes orange and white* when connecting to your Sonos system.
- LED *Solid white* when powered up and connected to your Sonos system (normal operation).
- *LED Flashes orange* when a fault condition is detected.

## Sonos BOOST Back



### Ethernet switch connectors (2)

Use an Ethernet cable to connect to a router, computer, or other network device.

### AC power (mains) input

Use the supplied power adapter to connect to power outlet (using a third-party power cord will void your warranty). Be sure to use the proper power adapter for your country.

## Wall Mounting

If desired, you can easily wall mount the Sonos BOOST.

1. Choose a location that's close to an electrical outlet (power cord length is 6 ft. / 1.8m), away from heat sources, hidden wiring, gas lines, etc.
2. Drive an American standard #6 round head screw (metric, M3.5 round head screw) into the wall, leaving a gap between the wall and the screw head (approximately 0.13 in / 3.3mm).

**Note:** Pan head screws will also work.

3. Place the BOOST on the wall and slide straight down, allowing the screw head to slip behind the smaller end of the keyhole slot on the back of the BOOST.

# Basic Troubleshooting

**Warning:** Under no circumstances should the product 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. Do not open the system as there is a risk of electric shock.

## BOOST not detected during setup

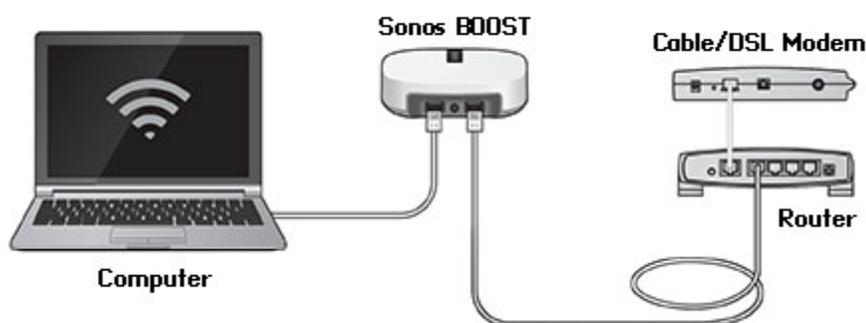
- Did you allow Sonos to check for updates? The Sonos BOOST requires software version 5.1 or later.
- If your software version is current, a network or a firewall issue may be preventing the BOOST from connecting to your Sonos system. **If the BOOST is connected to your router**, you can try the steps below to resolve this issue. If you are still experiencing problems, please contact the Sonos Customer Care team and we'll be happy to help.

- **Check the firewall**

If you are setting up your Sonos system using a Mac or PC, 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 app. Please go to our Web site at <http://faq.sonos.com/firewall> for additional information. If this does not resolve the problem, you can try the step below.

- **Check the router**

You can bypass your router's switch to determine whether there are any router configuration issues by connecting Sonos as depicted in the following illustration (note that the BOOST and the computer still have Internet access in this configuration):



- 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 BOOST, and then connect another Ethernet cable from the BOOST 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 BOOST by unplugging the power cord, and then plugging it back in.
- If you are not using a router, you can visit our Web site at <http://faq.sonos.com/norouter> for more information.

## Not all rooms are visible

You are probably experiencing wireless interference. 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.

# Player Status Indicators

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

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"> <li>• Press the <b>Pause</b> button to stop the audio</li> <li>• Check the room temperature to make sure it's less than 104°F/40° C</li> <li>• If the player is in direct sunlight, provide shade</li> <li>• Allow the product to cool for several minutes and then press <b>Play</b> to restart the audio</li> <li>• If the problem does not resolve, please contact Customer Support</li> </ul>

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

# Specifications

Feature	Description
Ethernet Connection	2-port switch, 10/100 Mbps, auto MDI/MDIX
Network Bridging	2-port switch allows Ethernet devices to connect through SonosNet™ <ul style="list-style-type: none"> <li>• Easy Internet connectivity for other products in the house - SonosNet can stream any data in between its nodes. A BOOST has two Ethernet jacks on the back to bring standard Internet connectivity to your set-top box, PVR, PC, Game Console or NAS drive.</li> <li>• Extend the range of the Sonos system - stream music wirelessly to a remote location by placing a BOOST in between a Sonos component and the rest of the Sonos system.</li> <li>• Expand the wireless reach of the controller- improve Sonos controller access to SonosNet by placing a BOOST in areas where your wireless coverage doesn't reach. Ideal for retrofits, where all Sonos products might be in one location instead of being placed throughout the home.</li> </ul>
Wireless Connectivity	Works on SonosNet™, a secure AES encrypted, peer-to-peer wireless mesh network dedicated exclusively for your Sonos system to reduce WiFi interference
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	BOOST status
Power Supply	Slim external power adapter, Output: DC 5V, 2A
Dimensions (H x W x D)	1.3" x 4.5" x 4.5"; (33 x 115 x 115 mm)
Weight	0.42 lbs (.191kg)
Recommended Mounting Screw	American standard #6 round head screw; Metric M3.5 round head screw
Operating Temperature	32°F to 104°F (0°C to 40°C)
Finish	White/high quality polycarbonate material

\* Specifications 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-products antennas. Users cannot reorient or relocate the receiving antenna without modifying the product
- Increase the separation between the equipment and receiver.
- Connect the equipment into 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: (1) this device may not cause interference, and (2) 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 Web site [www.hc-sc.gc.ca/rpb](http://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.

## Canada

Cet appareil numérique de classe B est conforme aux normes NMB-003 et CNR-210 en vigueur au Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) Cet appareil ne doit pas créer d'interférences nuisibles. (2) Cet appareil doit tolérer toutes les interférences reçues, y compris les interférences pouvant entraîner un fonctionnement indésirable.

L'installateur du présent matériel radio doit veiller à ce que le produit soit placé ou orienté de manière à n'émettre aucun champ radioélectrique supérieur aux limites fixées pour le grand public par le ministère fédéral Santé Canada ; consultez le Code de sécurité 6 sur le site Web de Santé Canada à l'adresse : [www.hc-sc.gc.ca/rpb](http://www.hc-sc.gc.ca/rpb). Comme indiqué auparavant, l'installateur ne peut pas contrôler l'orientation de l'antenne. Il peut néanmoins placer le produit tout entier de manière à provoquer le problème décrit ci-dessus.

Les dispositifs fonctionnant dans la bande 5150-5250 MHz sont réservés uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5250-5350 MHz et 5650-5850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

## 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](http://www.sonos.com/support/policies).

⚠ Attention In France, 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 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.