

## Product Guide

# SONOS



**PLAYBASE**

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October 2017

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# Sonos PLAYBASE

The PLAYBASE adds full-theater sound to all your movies, TV shows, sports and games—and wirelessly streams your favorite music, too.

- Slim tabletop design practically disappears under your TV.
- Simple two-cord setup—one for power, one for your TV.
- Connects wirelessly to Sonos speakers in your other rooms to create a whole home sound system.
- Syncs wirelessly with SUB and two Sonos speakers, such as two PLAY5s, for 5.1 surround sound.
- Securely supports TVs up to 75 lbs (34 kg).

It takes just a few minutes to get your PLAYBASE® up and running. Once you've set it up, you can add more Sonos speakers any time.

## What's in the box?

- Sonos PLAYBASE
- Power cord
- 5 ft. /1.5m TOSLINK optical audio cable
- Ethernet cable
- Quick Start Guide
- Important Product Information booklet

## What's required?

### Television

The PLAYBASE is compatible with any television that has an optical digital audio output.

### Home network

To use the Sonos app, your device must be on the same network as Sonos. If you need help, please go to <http://faq.sonos.com/notfound>.

### Requirements

To access music services, Internet radio, and music stored on your computer or Network-Attached Storage (NAS) device, make sure your network meets these requirements.

**Note:** Make sure your network has a high-speed Internet connection because Sonos 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 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 isn't a modem/router combination and you want to take advantage of Sonos' automatic online updates or use a streaming music service, you'll need to install a wireless router before setting up Sonos.

**Note:** Sonos communicates over a 2.4GHz home network supporting 802.11 b/g/n wireless technology. 802.11n only network configurations are not supported—you can either change the router settings to 802.11 b/g/n or connect a Sonos product to your router.

- Connect a Sonos BOOST or speaker to your router if:
  - You have a larger home where the Wi-Fi performance isn't reliable and you want to strengthen the wireless performance of your Sonos system.
  - Your Wi-Fi 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 network is 5GHz only (not switchable to 2.4GHz).
  - You have configured your router to support only 802.11n and can't change the settings to support 802.11 b/g/n.
- For best results, you should connect the computer or NAS drive that contains your personal music library collection to your network router using an Ethernet cable.

## Sonos App

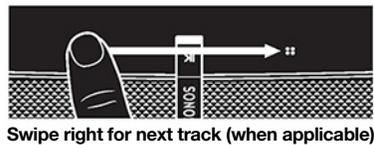
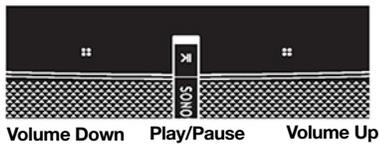
Download the free Sonos app to any compatible device:

- **Sonos app (iOS)**—iPhone, iPad and iPod touch running iOS 9.0 or later
- **Sonos app (Android)**—Android 4.3 and higher
- **Sonos app (PC)**—Windows® 7 and higher
- **Sonos app (Mac)**—Macintosh® OS X 10.10 or later

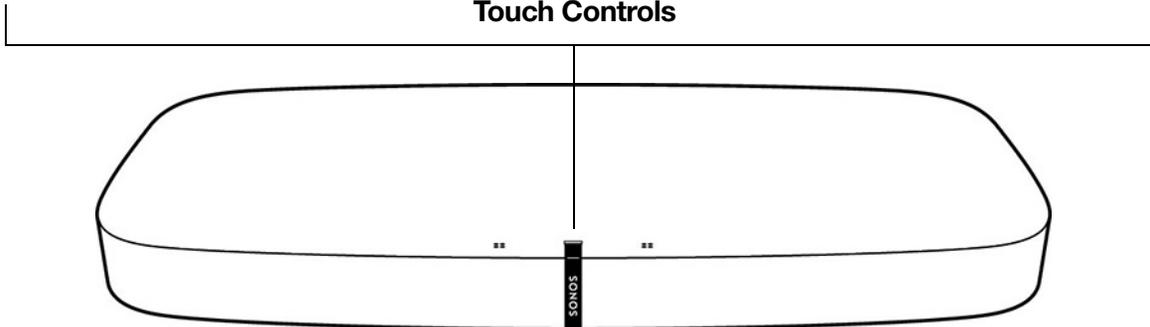
Get the app for your computer at [www.sonos.com/support/downloads](http://www.sonos.com/support/downloads).

For the latest system requirements and compatible audio formats, go to <http://faq.sonos.com/specs>.

# PLAYBASE front



## Touch Controls



### On/Off

Your Sonos system is designed to stay on; when you're not using it, Sonos uses minimal electricity.

- To quickly stop the music everywhere, open the Sonos app, go to the Now Playing screen, and tap **Pause**.
- To stop the audio in just one room, you can touch the **Play/Pause** button on the speaker.

### Play/Pause

Toggles between playing and pausing the audio.

- When the TV is on, touch *once* to mute the sound.
- When the TV is off, touch *once* to restart the music that was playing before the TV was turned on. Press and hold to add the music playing in another room.

### Status Indicator Light

Indicates the current status. During normal operation the white light is dimly lit, brightening when touch controls are activated. If you don't want to see it, you can turn the white light off from Room Settings.

### Volume Up (+) Volume Down (-)

The **Volume Up** touch control is on the right; **Volume Down** on the left. To change the volume quickly when you're listening to music, you can touch and hold.

### Next track Previous track

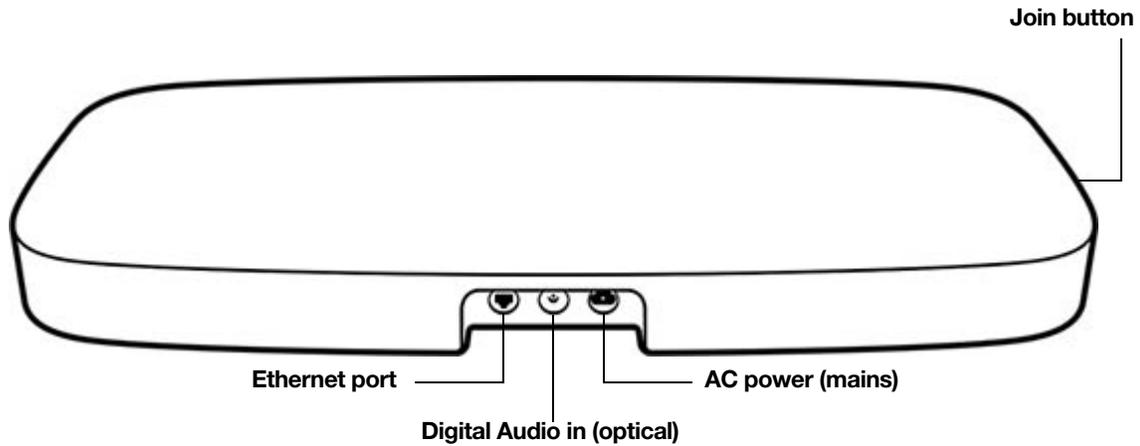
Swipe left to right between the touch controls to get to the next track; swipe right to left to hear the previous track.

*(Next/Previous touch controls don't work when you're listening to a radio station.)*

### IR (InfraRed) Sensors / Signal Lights

The IR sensor receives the signals sent by a remote control. When the PLAYBASE receives a volume or mute command, the IR signal light displays momentarily.

## PLAYBASE back



### Ethernet Port

You can use an Ethernet cable to connect the PLAYBASE to your home network. You should only use this port to plug in either the PLAYBASE or a Sonos BRIDGE or BOOST.

### Digital Audio In (Optical)

Use an audio optical cable (supplied) to connect the Sonos PLAYBASE's digital audio input to the optical digital output on your television.

- Take care not to bend or twist the cable.
- Align the 'D-shaped' ends for proper insertion.

### AC Power (Mains) Input

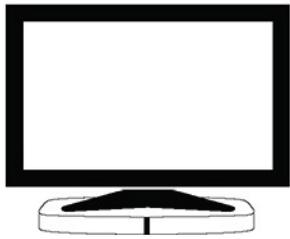
Use only the supplied power cord to connect to a power outlet (using a third party power cord will void your warranty). *Push the power cord firmly into the PLAYBASE until it is flush with the surface.*

### Join button

Press the round **Join** button on the side of the unit to connect the PLAYBASE to Sonos.

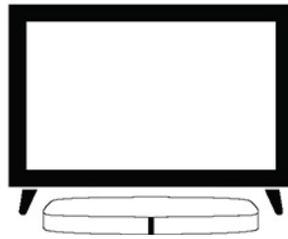
## TV placement guidelines

The PLAYBASE can be placed either under your TV or on a shelf.



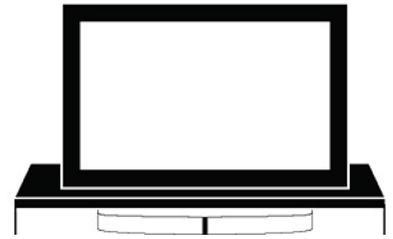
**Under TV with single foot stand**

- Lift the TV and put PLAYBASE under it with the Sonos logo facing front.
- Make sure the TV stand rests completely on the PLAYBASE with no overhang.
- Your TV should not weigh more than 77 lbs.
- Allow at least 1" between PLAYBASE and other surfaces, such as walls or cabinets.



**Under TV with split foot stand**

- PLAYBASE accommodates most TVs with separate feet near the edges of the screen. It will fit securely between the feet, below the screen.
- Feet must be at least 2.3" (58mm) tall to allow for PLAYBASE clearance.
- If the feet are too close together or they're not quite high enough, don't try to force your PLAYBASE to fit.



**On a TV cabinet shelf**

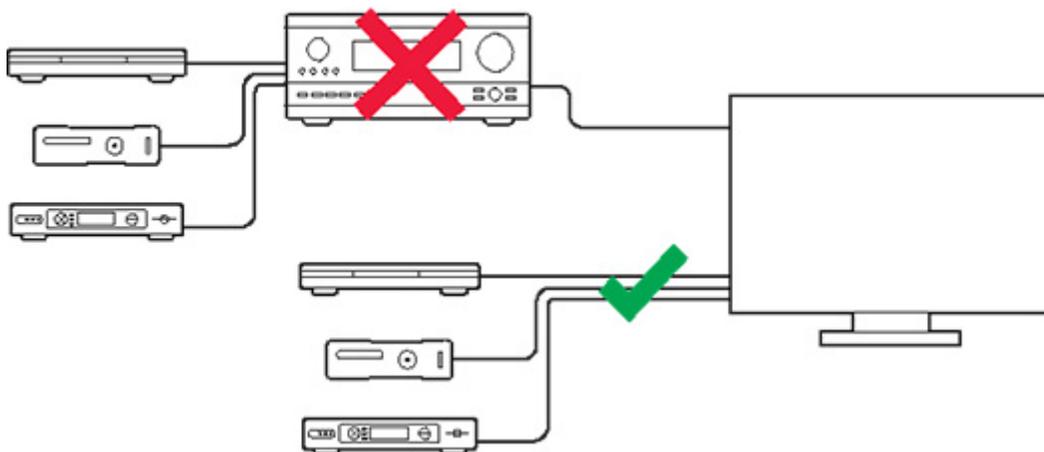
- For the best sound, place PLAYBASE toward the front of the furniture but DON'T let it hang over the edge.
- Allow at least 2" all around the PLAYBASE.

**Note:** Don't place objects lighter than 5 lbs. (2.3 kgs) on top of your PLAYBASE or the sound may send them flying.

## Before you get started

Before you start setting up the Sonos PLAYBASE, make sure any external components, like your cable box, DVD player, etc. are connected directly to your TV.

If you have any existing home theater or surround sound equipment, disconnect it from your television.

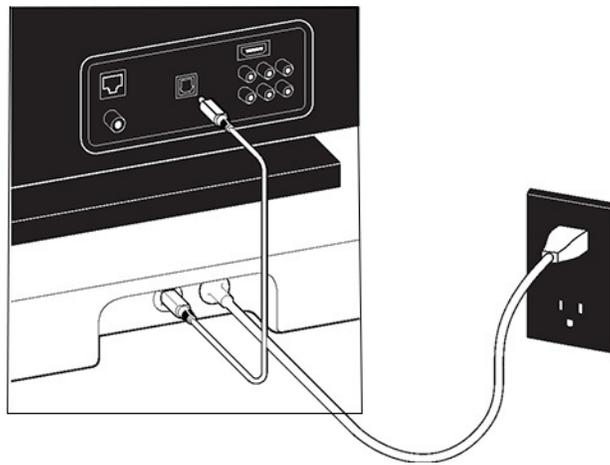


## Set it up

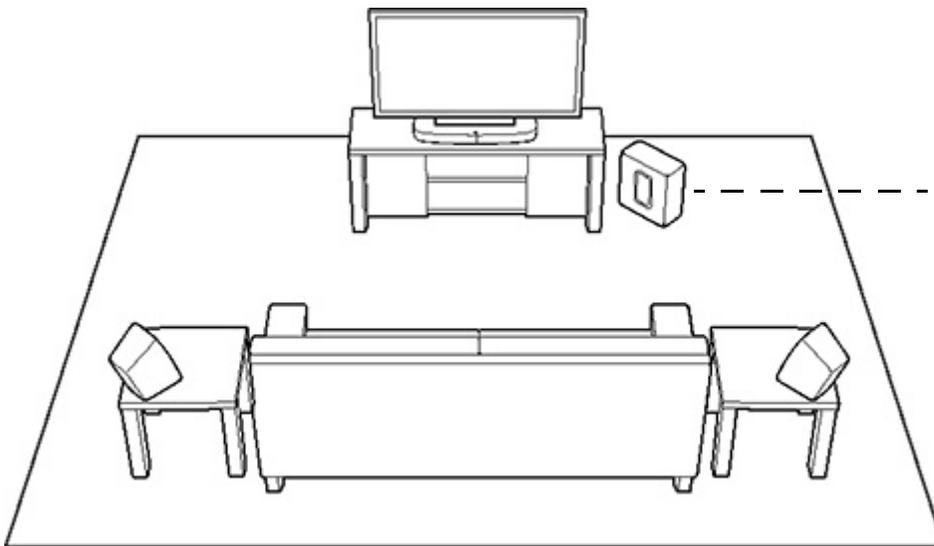
PLAYBASE is compatible with Sonos software versions **7.2 and later**. If you are adding the PLAYBASE to an existing Sonos system, be sure to check for software updates before adding the PLAYBASE.

1. Carefully unpack the box.
2. Choose a location for the PLAYBASE (refer to the **TV placement guidelines** for help).
3. Remove the protective cap from each end of the optical audio cable.
4. Connect the optical audio cable (supplied) from your TV's digital audio **out** (optical) to the PLAYBASE's digital audio **in** (optical) being careful not to twist or bend the cable. ***The PLAYBASE digital audio in and the optical cable are 'D-shaped' – make sure they align for proper insertion.***

**IMPORTANT:** Be sure to remove the protective caps from each end of the supplied optical audio cable.



5. Attach the power cord to the PLAYBASE and plug it in, making sure to push the power cord all the way into the PLAYBASE.  
The status indicator light on top will begin to flash.
6. (OPTIONAL) If you are setting up your PLAYBASE with a SUB and/or surround speakers, put them where you want them and plug them in.  
(You'll be prompted to add these after you've got the PLAYBASE set up.)



If you purchased a Sonos SUB, place the SUB wherever it best fits your room—standing up or lying flat. You can place it in a corner, against the wall, behind, under, or next to any piece of furniture on any kind of floor surface.

If you purchased a pair of Sonos speakers, such as two PLAY:5s, to use as surrounds, place the speakers to the left and right of your main viewing position, level with or behind the main viewing position. Some units can be placed either horizontally or vertically—make sure both speakers have the same orientation.

**Note: Expandable PLAYBASE home theater setup**

For a 3.1 home theater experience, pair a SUB with your PLAYBASE.

For a 5.0 home theater experience, set up two speakers, such as two PLAY:5s, as surround speakers with your PLAYBASE.

For a 5.1 home theater experience, pair a SUB and two speakers, such as two PLAY:5s, with your PLAYBASE.

7. Open the Sonos app (see **Sonos App** for download information).

**Note:** Sonos recommends you use the Sonos app on a mobile device instead of a computer to set up your PLAYBASE.

**If you're setting up a new Sonos system, add your Sonos products in the following order:**

- a. If you have a Sonos product connected to your router, add it first.
- b. Add the PLAYBASE.
- c. Add any additional Sonos products you purchased.

**If you're adding to an existing Sonos system:**

- a. Check to see if there's a Sonos software update available. If you see one, please update your Sonos system before adding the PLAYBASE. (PLAYBASE is compatible with Sonos software versions **7.2 and later**).
- b. Go to **More** -> **Settings** -> **Add a Player or SUB**.
- c. Add any other Sonos products you purchased.

You may be prompted to update the new Sonos product(s) after you add them.

**Note:** Thick walls, 2.4 GHz cordless telephones, or the presence of other wireless devices can interfere with or block the wireless network signals from Sonos. If you're experiencing difficulty, you can try one of these—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.

**If you need help**

- Turning off your television's speakers, see **Turn off your television's speakers**.
- Configuring a remote control to work with your PLAYBASE, see **Set up a remote control**.
- Getting rid of the message that appears when you adjust the volume, see **Eliminate annoying messages on your TV when using a cable, satellite, or set top box remote** or **Eliminate annoying messages on your TV when using a universal remote**.
- Playing music through the PLAYBASE, see **Play music**

## SUB

**Add a Sonos SUB**

You can pair a SUB with the PLAYBASE to add to your cinematic experience.

**If you're using a mobile device**

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select the room the PLAYBASE is located in.
3. Tap **Add SUB**.
4. Follow the prompts to add the SUB to your Sonos system.

**If you're using a computer**

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. From the **Basic** tab, select **Add SUB**.
4. Follow the prompts to add the SUB to your Sonos system.

## SUB settings

Follow the steps below if you wish to make any changes to the SUB settings.

### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select the room the PLAYBASE and SUB are located in. It appears as *Room (+SUB)* in **Room Settings**.
3. Tap **Advanced Audio** -> **SUB Settings**.
4. Choose one of the following:
  - **SUB**: Choose **On** or **Off** to turn the sound from the SUB on and off.
  - **SUB Level**: Drag your finger across the slider to increase or decrease the volume of the SUB. (You can use this setting to match the subwoofer level to the level of your main speakers.)
  - **Placement Adjustment** (phase): Select **On** or **Off**.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room the PLAYBASE and SUB are located in from the **Room Settings** drop-down. It appears as *Room (+SUB)*.
4. Select the **SUB** tab.
5. Choose one of the following:
  - **SUB**: Check to turn the sound from the SUB on; uncheck to turn it off.
  - **SUB Level**: Click and drag the slider to increase or decrease the volume of the SUB. (You can use this setting to match the subwoofer level to the level of your main speakers.)
  - **Placement Adjustment** (phase): Check to turn on; uncheck to turn it off.

## Remove a SUB

### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select the room the SUB is associated with. It appears as *Room (+SUB)* in **Room Settings**.
3. Tap **Remove SUB**.
4. Choose one of the following settings:
  - If you want to associate the SUB with a different Sonos speaker, select **Choose Room for SUB** and then select another room.
  - If you are not going to use the SUB right now, select **Don't use SUB**. It will appear in **Rooms** as *SUB (unused)* until you select it and associate it with another Sonos speaker.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room the PLAYBASE is located in from the **Room Settings for** drop-down list.
4. From the **Basic** tab, click **Remove SUB**.

5. Choose one of the following settings:

- If you want to associate the SUB with a different Sonos speaker, select **Choose Room for SUB** and then select another room.
- If you are not going to use the SUB right now, select **Don't use SUB**. It will appear in **Rooms** as *SUB (unused)* until you select it and associate it with another Sonos speaker.

## Surround speakers

You can easily pair two speakers, such as two PLAY:5s, with a Sonos home theatre product to function as left and right surround channels in your Sonos surround sound experience.

- Make sure the Sonos products are the same—you can't combine two different speaker types to function as surround speakers.
- Be sure to follow these instructions to set up your surround speakers. Do not create a room group or stereo pair as these will not achieve the left and right surround channel functionality.

### Add surround speakers

#### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select the room the PLAYBASE is located in.
3. Tap **Add Surrounds**.
4. Follow the prompts to add first a left and then a right surround speaker.

#### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room the PLAYBASE is located in from the **Room Settings for** drop-down list.
4. From the **Basic** tab, select **Add Surrounds**.
5. Follow the prompts to add first a left and then a right surround speaker.

### Remove surround speakers

#### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select the room the surround speakers are associated with. The room name appears as *Room (+LS+RS)* in **Room Settings**.
3. Tap **Remove Surrounds**.
4. Tap **Next** to drop the surround sound speakers from your surround system. If these were newly purchased speakers they will appear as **Unused in Rooms**. If these speakers existed in your household previously, they revert back to their previous state.

You can now move them to another room for individual use.

#### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).

2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room the PLAYBASE is located in from the **Room Settings for** drop-down list. The room name appears as *Room (+LS+RS)*.
4. From the **Basic** tab, click **Remove Surrounds**. If these were newly purchased speakers, they will appear as **Unused** in the **Rooms** pane. If these speakers existed in your household previously, they revert back to their previous state.

## Change the surround settings

The default setting is determined by the calibration process. If you wish to make a change, you can follow the steps below.

### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select the room the PLAYBASE and surround speakers are located in. It appears as *Room (+LS+RS)* in **Room Settings**.
3. Tap **Advanced Audio** -> **Surround Settings**.
4. Choose one of the following:
  - **Surrounds**: Choose **On** or **Off** to turn the sound from the surround speakers on and off.
  - **TV Level**: Drag your finger across the slider to increase or decrease the volume of the surround speakers for playing TV audio.
  - **Music Level**: Drag your finger across the slider to increase or decrease the volume of the surround speakers for playing music.
  - **Music Playback**: Choose **Ambient** (default; subtle, ambient sound) or **Full** (enables louder, full range sound). This setting applies only to music playback, not TV audio.
  - **Balance Surround Speakers** (iOS): Select **Balance Surround Speakers** and follow the prompts to manually balance your surround speaker levels.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room the PLAYBASE and surround speakers are located in from the **Room Settings for** drop-down.
4. Select the **Surrounds** tab.
5. Choose one of the following:
  - **Surrounds**: Check to turn the sound from the surround speakers on; uncheck to turn it off.
  - **TV Level**: Click and drag the slider to increase or decrease the volume of the surround speakers for playing TV audio.
  - **Music Level**: Click and drag the slider to increase or decrease the volume of the surround speakers for playing music.
  - **Music Playback**: Choose **Ambient** (default; subtle, ambient sound) or **Full** (enables louder, full range sound). This setting applies only to music playback, not TV audio.

## Play music

The PLAYBASE streams all your favorite music even when the TV is off. Just open the Sonos app on your mobile device or computer and choose the music you want to hear.

**Note:** If TV Autoplay is set to *On*, the PLAYBASE automatically stops playing music and switches to TV audio whenever the TV is turned on. Go to **TV autoplay** for more information.

## Radio by TuneIn

Sonos has over 100,000 free radio stations, shows, and podcasts from around the world. Select **Browse** -> **Radio by TuneIn** to start exploring.

- Sonos currently supports MP3, HLS/AAC, and WMA streaming audio formats.
- If you can't find your favorite radio station or show, go to <http://faq.sonos.com/radio> for additional information.

## Music services

A music service sells audio on a per-song, per audiobook, or subscription basis. Sonos is compatible with many music services, like Pandora, Spotify and Apple Music. Add your own or discover something new. See the latest list at [www.sonos.com/music](http://www.sonos.com/music).

Some music services may not be available in your country. Please check the music service's website for more information.

If you're currently subscribed to a music service, just add your music service login and password information to Sonos and you'll have instant access to the music service from your Sonos system.

(If you haven't subscribed yet, first go to the music service's website to sign up. Once you become a subscriber, follow the steps below to add your account information to Sonos.)

1. To add a music service, tap **More** -> **Add Music Services**.
2. Select a music service.
3. Select **Add to Sonos**, and then follow the prompts. Your login and password will be verified with the music service. As soon as your credentials have been verified, you will be able to select the music service from **Browse** (on mobile devices) or the **MUSIC** pane (on a Mac or PC).

## Music on your computer

Sonos can play music from any computer or Network-Attached Storage (NAS) device on your home network where you have shared music folders. Once it's set up, just choose **Browse** -> **Music Library** to browse and play your personal collection.

1. Open the app on your computer, and go to **Manage** -> **Settings** -> **Music Library**.
2. On the Folders tab, select **Add** and follow the prompts to add your music folder.

**Note:** If your music collection is big, it may take up to 15 minutes to sync it with your Sonos app.

## Music on your mobile device

You can play music and podcasts stored on any mobile device that's on the same network as Sonos. Just choose **Browse** -> **On this [mobile device]**.

## Google Play Music (Android devices)

You can play music to Sonos 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 Sonos, you must have both the Google Play Music app and the Sonos 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.

## Control Sonos from your Spotify app

You can enjoy the Spotify features you love without ever opening the Sonos app (Spotify premium subscribers only).

While you're listening to music in the Spotify app, select **DEVICES AVAILABLE** to connect to a Sonos room or room group.

To use this feature you need to have a Sonos account. If you don't have one, choose one of the following options:

- On a mobile device: Go to **More** -> **Settings** -> **Advanced Settings** -> **Control Sonos from Spotify**.
- On a PC: Go to **Manage** -> **Settings** and choose **Advanced**. From the **Music Sources** tab, choose **Control Sonos from Spotify**.
- On a Mac: Go to **Sonos** -> **Preferences** and select **Advanced**. From the **Music Sources** tab, choose **Control Sonos from Spotify**.

**Note:** Once a Sonos account has been created, the option no longer appears.

## PLAYBASE settings

Follow the steps below if you want to change any PLAYBASE settings, or change the way the PLAYBASE works with your television.

- Remote Control Setup
- Trueplay™
- Equalization
- Recalibrating the Audio
- TV Dialog Settings
- Speech Enhancement
- Night Sound
- TV Autoplay
- IR Signal Light
- IR Repeater
- White Indicator Light

- Room Name
- Add SUB / Remove SUB (if SUB is present)
- Add / Remove Surround Speakers (if surround speakers are present)

## Set up a remote control

If you didn't set up a remote control during PLAYBASE setup, or you want to use a different remote, follow the steps below.

If you're configuring a new remote because a distracting message appears on the TV when you adjust the volume, please go to **Eliminate annoying messages on your TV when using a cable, satellite, or set top box remote**, or **Eliminate annoying messages on your TV when using a universal remote** for additional information.

**Note:** You can use IR remote controls with PLAYBASE—Bluetooth, Wi-Fi Direct, or RF-only remotes are not supported.

### If you're using a mobile device

1. Tap **More** -> **Settings** -> **Room Settings**.
2. Choose the room your PLAYBASE is located in.
3. Tap **TV Setup and Control** -> **Remote Control Setup**.
4. Point the remote at the PLAYBASE and press the **Volume Up** button.
  - If the remote control is recognized, you can start using it right away to control volume and mute on your PLAYBASE.
  - If the remote control isn't recognized, you'll be asked to try some different button presses.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings**.
3. Choose the room the PLAYBASE is located in from the **Room Settings for** drop-down.
4. Select the **TV Setup** tab.
5. Click **Remote Control Setup**.
6. Pick up the remote control you wish to begin using with the PLAYBASE, and then click **Next**.
7. Point the remote at the PLAYBASE and press the **Volume Up** button on the remote control.
  - If the remote control is recognized, click **Done**. You can now use that remote to control volume and mute on your PLAYBASE.
  - If the remote control is not recognized, you will be prompted to make additional button presses to complete the setup process.

If a message appears on the TV whenever you adjust the volume, go to **Eliminate annoying messages on your TV when using a cable, satellite, or set top box remote** or **Eliminate annoying messages on your TV when using a universal remote** for more information.

## Tune Your Room with Trueplay™

Go ahead, put your Sonos speakers wherever you want. Trueplay listens to your room and tunes your speakers so you hear the sound you love, custom tuned to the room where you're listening (works on mobile devices running iOS 8 or later).

1. Choose **More** -> **Settings** -> **Room Settings**.
2. Pick a room and tap **Trueplay Tuning** to get started.

**Note:** Trueplay tuning is not available if VoiceOver is enabled on your iOS device. If you want to tune your speakers, turn off VoiceOver on your device first.

## Equalization (EQ)

During the PLAYBASE setup process you were guided through the audio calibration process. If desired, you can change the sound settings (bass, treble or loudness) for the Sonos PLAYBASE. *Bass* boosts lower frequencies, *treble* boosts higher frequencies, while *loudness* boosts certain frequencies, including bass, to improve the sound at low volume.

Any manual EQ changes you make will be reset whenever you go through the audio recalibration process (go to **Recalibrate the audio** for more information).

### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select a room.
3. Tap **EQ**.
4. Choose one of the following options:
  - Drag your finger across the bass or treble sliders to make adjustments.
  - Select **On** or **Off** to adjust the **Loudness** setting.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room the PLAYBASE is located in from the **Room Settings for** list, and then select the **EQ** tab.
4. Choose one of the following options:
  - Click and drag the bass or treble sliders to make adjustments.
  - Click the **Loudness** checkbox to turn the loudness setting on or off.
5. Close **Settings** when changes are complete.

## Recalibrate the audio

If you have a SUB and/or Sonos surround speakers associated with your PLAYBASE, you may wish to make some adjustments after initial setup. You will likely wish to recalibrate the audio if you move any Sonos products in the room.

If you made any manual adjustments to EQ settings, these will be reset during the recalibration process.

**Note:** If you have an iOS device and want to custom tune your speaker, see **Tune Your Room with Trueplay™**.

### If you're using an Android device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select the room that has the surround components. It appears as *Room (+SUB)* or *Room (+LS+RS)* or *Room (+SUB+LS+RS)* in **Room Settings**.
3. Tap **Advanced Audio** -> **Recalibrate Audio**.
4. Follow the prompts to optimize your audio performance.
  - If you have a SUB associated with your PLAYBASE, you will be asked to choose between 2 test sounds:
    - Press Play  to compare the volume of two test sounds, A and B, and then select **No Difference**, **A is louder** or **B is louder**. If you don't hear a noticeable difference, select **No Difference**.
    - Press Play  to listen to a test sound, and then select the level you prefer.
  - If you have surround speakers associated with your PLAYBASE, you will be asked to answer some room configuration questions.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings**.
3. Select the room that is associated with the surround components. It appears as *Room (+SUB)* or *Room (+LS+RS)* or *Room (+SUB+LS+RS)* in **Room Settings**.
4. Select the **Basic** tab, and then select **Recalibrate Audio**.
5. Follow the prompts to optimize your audio performance:
  - If you have a SUB associated with your PLAYBASE, you will be asked to choose between 2 test sounds:
    - Press Play  to compare the volume of two test sounds, A and B, and then select **No Difference**, **A is louder** or **B is louder**. If you don't hear a noticeable difference, select **No Difference**.
    - Press Play  to listen to a test sound, and then select the level you prefer.
  - If you have surround speakers associated with your PLAYBASE, you will be asked to answer some room configuration questions.

## TV dialog settings

### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select the room the PLAYBASE is located in.
3. Tap **Advanced Audio** -> **TV Dialog Settings**.

4. **Audio Delay (Lip Sync)**. Drag your finger across the slider to increase or decrease the sound delay if the image and the sound are not in sync.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room the PLAYBASE is located in from the **Room Settings for** drop-down.
4. Select the **TV Dialog** tab.
5. Click and drag the **Audio Delay (Lip Sync)** slider to increase or decrease the sound delay if the image and the audio are not in sync.
6. Close the **Settings** window when changes are complete.

## Additional TV sound options



### Speech Enhancement

Makes the TV dialog easier to hear. Touch the icon on the **Now Playing** screen to turn this setting on or off. (If the setting isn't visible, make sure the room with the PLAYBASE is selected.)



### Night Sound

Adjusts the audio for night time viewing so you can reduce the volume and still experience proper balance and range. At lower volumes, quiet sounds are enhanced and the intensity of loud sounds is reduced. Touch the icon on the **Now Playing** screen to turn this setting on or off. (If the setting isn't visible, make sure the room with the PLAYBASE is selected.)

## TV autoplay

When TV Autoplay is set to *On*, TV audio automatically plays through the PLAYBASE when you turn on your television—if music is playing when the TV is turned on, the music immediately stops and the PLAYBASE switches to TV audio. Additionally, if the PLAYBASE is in a room group when the TV is turned on, it automatically drops from the group. This setting is *On* by default.

### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select the room the PLAYBASE is located in.
3. Tap **TV Setup and Control** -> **TV Autoplay**.
4. Select **On** or **Off**.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room the PLAYBASE is located in from the **Room Settings for** drop-down.
4. Select the **TV Setup** tab.
5. Check the **TV Autoplay** checkbox to turn this setting on, uncheck to turn it off.
6. Close the **Settings** window when changes are complete.

## Ungroup on autoplay

As with any Sonos speaker, you can group and ungroup the PLAYBASE with other rooms. If *ungroup on autoplay* is checked, any Sonos rooms that are grouped with the PLAYBASE when the TV is turned on will automatically drop from the group. This setting is *Yes* by default.

### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select the room the PLAYBASE is located in.
3. Tap **TV Setup and Control** -> **Ungroup on Autoplay**.
4. Select **Yes** or **No**.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room the PLAYBASE is located in from the **Room Settings for** drop-down.
4. Select the **TV Setup** tab.
5. Check the **Ungroup on Autoplay** checkbox to turn this setting on, uncheck to turn it off.
6. Close the **Settings** window when changes are complete.

## White status light

A white light displays on top of the PLAYBASE to indicate that the unit is functioning in normal operation. If desired, you can turn this indicator light off so that when the PLAYBASE is in normal operation the white light does not display. This setting is *On* by default.

If the Status indicator light begins to flash orange, go to <http://faq.sonos.com/led> for additional information.

### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select a room.
3. Tap **White Indicator Light**.
4. Select **On** or **Off**.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room you want to change from the **Room Settings** drop-down.
4. From the **Basic** tab, click the **White Status Light On** checkbox to turn the light on or uncheck to turn it off.

## Disable speaker touch controls

You can disable the buttons on your speaker so they won't respond to touch. You may want to do this so your child can't accidentally start and stop playback or change the volume.

1. Choose an option:
  - If you're using a mobile device, tap **More** -> **Settings** -> **Room Settings**.

- If you're using a PC, select **Manage** -> **Settings**.
  - If you're using a Mac, select **Sonos** -> **Preferences**.
2. Choose a room (on a Mac or PC, select the room from the **Room Settings for** drop-down list).
  3. Turn off **Speaker Touch Controls**.

## Change room names

### If you're using a mobile device

1. Go to **More** -> **Settings** -> **Room Settings**.
2. Select a room.
3. Tap **Room Name**.
4. Select a name from the list, or enter a new name, and tap **Done**.

### If you're using a computer

1. Select **Manage** -> **Settings** (PC) or **Sonos** -> **Preferences** (Mac).
2. Select **Room Settings** if it is not already highlighted on the left.
3. Choose the room you wish to change from the **Room Settings for** drop-down list.
4. From the **Basic** tab, enter a new name or choose one from the **Room Name** list.

## Basic troubleshooting

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.

**Warning:** Do not open the product as there is a risk of electric shock. 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.

### • Customer Support

- Visit our PLAYBASE reference section at <http://moreinfo.sonos.com/PLAYBASE>
- Visit our website at [www.sonos.com/support](http://www.sonos.com/support)
- Email us at [support@sonos.com](mailto:support@sonos.com)

## PLAYBASE not detected during setup

- Did you allow Sonos to check for updates? *The Sonos PLAYBASE requires software version 7.2 or later.*
- Is the power cord properly seated? *Be sure to push the power cord firmly into the PLAYBASE until it is flush with the surface.*
- If either of these is not the problem, a network issue may be preventing the PLAYBASE from connecting to your Sonos system. *Try moving the Sonos products closer together.*

## **Eliminate annoying messages on your TV when using a cable, satellite, or set top box remote**

After you disable your TV speakers, your television might display an annoying or confusing message when you adjust the volume on the PLAYBASE. This could be a message reminding you that your TV speakers are off, or a volume indicator unrelated to the sound from your PLAYBASE. If you have a programmable remote control, you can try the steps below. These steps will configure your remote control to send volume commands that are only recognized by the PLAYBASE so the message no longer appears when you increase or decrease the volume.

You will need to refer to the printed instructions that came with your remote control, or browse the on-screen help menu on your cable/satellite/set-top box as the specific details will vary. If you can't find what you're looking for, please contact your cable service provider for additional help.

### **Identify an unused device key**

Your remote control can likely control a variety of devices. The device keys are usually located at the top of the remote and labeled TV/Cable/CBL/STB/DVD/AUX. Identify a device key that is not currently being used (for example, the AUX key).

If your remote will not allow additional devices to be programmed, you might wish to purchase a universal remote to make it easier to control all your devices. Sonos recommends a Logitech® Harmony® universal remote. See **If you are using a Logitech universal remote** for more information.

### **Program the unused device key**

Programming the unused device key will add new volume commands to your remote control.

To perform this step you will need to refer to the printed instructions that came with your remote control or browse the on-screen help menu on your cable/satellite/set-top box as the specific details will vary by manufacturer. If you cannot locate the instructions, contact your cable service provider for additional help.

- From the list of codes that can be programmed, select a Sonos code if it appears in the list.
- If Sonos does not appear in the list, select a code for any manufacturer brand **other than your TV or other devices** connected to the TV. For example if you own a Vizio TV and a Samsung Blu-ray player, choose a Panasonic code from the list.
- *DO NOT initiate an automated search for a code.*

### **Lock your remote control to the new volume commands**

Locking volume control to the new device will ensure your remote always sends the new volume commands.

This feature is likely referred to as *volume lock* or *volume punch through* in the instructions that accompanied your remote control.

### **Configure your PLAYBASE to work with these new volume commands**

Go to **Set up a remote control** for help with this step.

### **Verify that the problem is solved**

If the problem persists, try repeating the steps above, choosing a different manufacturer brand when programming the unused device key.

## Eliminate annoying messages on your TV when using a universal remote

After you disable your TV speakers, your television might display an annoying or confusing message whenever you adjust the volume on the PLAYBASE. This could be a message reminding you that your TV speakers are off, or a volume indicator unrelated to the sound from your PLAYBASE. Try the steps below to configure your universal remote so this message no longer appears when you increase or decrease the PLAYBASE's volume.

If you do not own a universal remote, Sonos recommends you purchase a Logitech® Harmony® remote.

### If you are using a Logitech universal remote

If this remote is a new purchase, you will first need to set up a Logitech user account and install the Harmony Remote software. Then follow the steps below to add the PLAYBASE as a new device.

1. Use the USB cable provided by Logitech to connect your Harmony remote to your computer.

**Note:** If this remote is a new purchase, you will need to set up a Logitech user account and install the Harmony Remote software before proceeding.

2. Launch the Logitech Harmony Remote software or go to [www.logitech.com/myharmony](http://www.logitech.com/myharmony) and login to your account. (Where you are directed depends on the Logitech universal remote model you purchased.)
3. Select the **Add Device** setting.
4. Choose one of the following options:
  - If you are using Logitech Harmony Remote software:
    - Select **Sonos** as the manufacturer, and enter **PLAYBASE** as the model name/number. If the Sonos PLAYBASE is not in their database, you will be asked to add it.
    - Confirm that you've entered the information correctly, and then save your changes.
  - If you are using My Harmony website:
    - Type **Sonos** as the manufacturer and **PLAYBASE** as the model name. If the Sonos PLAYBASE is not in their database, you will be asked to confirm your entry or make another choice.
    - Confirm that you've entered the information correctly, and then save your changes.

### If you are using another universal remote

Please follow the instructions on **Eliminate annoying messages on your TV when using a cable, satellite, or set top box remote**.

## Turn off your television's speakers

During the setup process you are prompted to turn off your TV speakers so the sound comes only through the PLAYBASE. While Sonos cannot provide instructions for every television model, please try the steps below.

If you cannot find the correct setting to turn off your TV speakers, please consult the owner's guide that was packaged with your television.

1. Select the **Menu** or **Setup** button on your television's remote control (not your cable remote control).  
An on-screen menu will appear.
2. Select the menu option that controls your television's **audio** functions.

**Note:** This menu selection is most often labeled **Audio**, **Sound**, **Tools**, or **Options** or may display as a musical note icon.

3. Select the appropriate setting to **turn off** your TV speakers. Depending on your TV make and model, choices may include:

- **Off / On**
- **External Speaker / Television Speaker**
- **Audio System / Television Speaker**

The choice in **bold** will turn the TV speakers off.

- If none of these are applicable to your television, look for a setting that switches your TV output between variable and fixed and try switching the setting.

### Can't turn off TV speakers

You should make every effort to turn off your TV's internal speakers. However some brands, including Toshiba and Dynex, may not include this setting. If you are unable to turn off the TV speakers, follow the steps below.

1. Using the volume control buttons on your television, turn the TV volume all the way down. Do not use the **Mute** button.
2. From this point forward use only the volume buttons on your Sonos app to adjust the PLAYBASE's volume.

### 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 (if one is usually connected).

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 don't keep a Sonos product connected to your router), you will also need to change your wireless network password. Follow the steps below:

1. Temporarily connect one of your Sonos speakers to the new router with an Ethernet cable.
2. Select **More** -> **Settings** -> **Advanced Settings** -> **Wireless Setup**.  
Sonos will detect your network.
3. Enter the password for your wireless network.
4. Once the password is accepted, unplug the speaker 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 speakers to your router with an Ethernet cable.
2. Choose one of the following options:
  - Using the Sonos app on a mobile device, select **More** -> **Settings** -> **Advanced Settings** -> **Wireless Setup**.
  - Using the Sonos app on a PC, select **Settings** -> **Advanced** from the **Manage** menu. On the **General** tab, select **Wireless Setup**.
  - Using the Sonos app on a Mac, select **Preferences** -> **Advanced** from the **Sonos** menu. On the **General** tab, select **Wireless Setup**.
3. Enter the new wireless network password when prompted.
4. Once the password is accepted, you can unplug the speaker from your router and move it back to its original location.

**Note:** Don't see **Advanced Settings**?

Your Sonos system may need to be updated. Tap **Update Now** if it appears.  
Are you part of our Sonos Beta program and using an iOS device? If you are, you'll need to open the app on a device that's not running iOS.

# Status indicators

Indicator Lights	Status	Sonos Product	Additional Information
Flashing white	Powering up	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR, PLAYBASE	
Solid white <i>(dimly lit)</i>	Powered up and associated with a Sonos system (normal operation)	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR, PLAYBASE	You can turn the white status indicator light on or off from <b>More</b> -> <b>Settings</b> -> <b>Room Settings</b> . (Sonos products that are paired together share the same setting.)
Solid white <i>(brightly lit)</i>	Touch control(s) active	PLAY:5 (gen2), PLAYBASE	Brightens when touch controls are activated.
Flashing green	Powered up, not yet associated with a Sonos system <i>Or,</i> WAC (wireless access configuration) join ready	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR, PLAYBASE	For a SUB, this may indicate the SUB is not yet paired with a speaker.
Slowly flashing green	Surround audio is off or SUB audio is off	PLAY:1, PLAY:3, PLAY:5 (gen2), SUB	Applicable for speaker configured as a surround speaker, or for a SUB paired with a PLAYBAR.
Solid green	Volume set to zero or muted	CONNECT, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR, PLAYBASE	
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, PLAYBASE	

Indicator Lights	Status	Sonos Product	Additional Information
Rapidly flashing orange	Playback / Next Song failed	CONNECT, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR, PLAYBASE	Indicates either playback or next song was not possible.
Solid orange	During wireless setup, this occurs while the Sonos open access point is temporarily active. If you are not setting up Sonos, this may indicate warning mode.	CONNECT, SUB, CONNECT:AMP, PLAY:1, PLAY:3, PLAY:5, PLAYBAR, PLAYBASE	If the orange light is on AND the speaker's volume level automatically reduces, this indicates the speaker is in warning mode. <ul style="list-style-type: none"> <li>• Press the <b>Pause</b> button to stop the audio.</li> <li>• For Sonos products with a vent opening (SUB, CONNECT:AMP), check to make sure it's not blocked.</li> <li>• Check the room temperature to make sure it's less than 104°F/ 40° C.</li> <li>• If the speaker is in direct sunlight, provide shade.</li> <li>• Allow the speaker 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 Care.</li> </ul>
Flashing green and white	Speakers are being linked to your Sonos account.	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR, PLAYBASE	Link the speaker(s) to your account. For more information, see <a href="http://faq.sonos.com/accountlink">http://faq.sonos.com/accountlink</a> .
Flashing red and white	Speaker repartitioning failed.	BRIDGE, BOOST, CONNECT, SUB, CONNECT:AMP, DOCK, PLAY:1, PLAY:3, PLAY:5, PLAYBAR, PLAYBASE	Please contact Customer Care.
Flashing red	Speaker setup timed out. This happens if a speaker is plugged in for 30 minutes without being set up.	CONNECT, SUB, CONNECT:AMP, PLAY:1, PLAY:3, PLAY5, PLAYBAR, PLAYBASE	Unplug the speaker, wait 10 seconds, plug it back in, and set it up.

## Important safety information

Please read these instructions and heed all warnings. Keep them in a convenient location and make sure everyone in the household is aware of them.

### Location

- Do not place the unit where it will be exposed to excessive heat (e.g., radiators, heat registers, stoves), direct sunlight, or a dusty environment (e.g., woodworking shop.)
- Do not place the unit where it will be exposed to flammable liquids and/or fumes.
- Allow at least 1” between the PLAYBASE and any walls or surfaces.
- Protect the power cable from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where it exits the product. The mains cord should be readily available to disconnect the power.
- The product should not be used near water—avoid close proximity to a bathtub, kitchen sink, laundry tub, wet basement, swimming pool, etc.
- The PLAYBASE is for indoor use only. Do not expose to rain or snow.

### Proper Ventilation

- Leave one inch of open space around the sides and above the unit to ensure proper ventilation.
- Ventilation should not be impeded by covering the ventilation openings with items such as tablecloths, curtains, or papers.
- Do not let foreign objects into the unit. If a foreign object should get into the unit, unplug the unit and contact Sonos for servicing guidance.

### Usage

- Do not operate or handle the product with wet hands.
- Only use attachment/accessories specified by Sonos.
- Unplug the power cord during lightning storms or when unused for long periods of time.
- Never disassemble or modify the product in any way.

### Cleaning & Maintenance

- Dust with a dry, soft cloth. A cloth moistened with water or gentle household cleaner may be used to clean dirt or stains, but unplug the product first. Do not spray liquids directly onto the product.
- Do not use chemical solvents (e.g. alcohol, benzene, paint thinner) or other flammable cleaning liquids.
- Refer all servicing to Sonos qualified service personnel. Servicing is required when the unit or the power cord has been damaged in any way, if liquid or other foreign matter has fallen into the ventilation openings, or the unit has been exposed to rain or moisture.

**Warning:** To reduce the risk of fire or electric shock, do not expose this apparatus to rain or moisture.

# PLAYBASE specs

Feature	Description
<b>Audio</b>	
<b>Amplifier</b>	Ten Class-D digital amplifiers.
<b>Speakers</b>	Ten amplified speaker drivers—six midrange and three tweeters and one woofer.
<b>System Requirements</b>	TV with optical audio output, broadband Internet, and the Sonos app.
<b>Music</b>	
<b>Music Services Supported</b>	Sonos works seamlessly with most music services, including Apple Music™, Google Play Music, Pandora, Spotify and Radio by TuneIn, as well as downloads from any service offering DRM-free tracks. Service availability varies by region. For a complete list, see <a href="http://www.sonos.com/streaming-music">http://www.sonos.com/streaming-music</a> .
<b>Internet Radio Supported</b>	Streaming MP3, HLS/AAC, WMA
<b>Audio Formats Supported</b>	TV support for Dolby Digital and PCM. Music support for compressed MP3, AAC (without DRM), WMA without DRM (including purchased Windows Media downloads), AAC (MPEG4), AAC+, Ogg Vorbis, Apple Lossless, Flac (lossless) music files, as well as uncompressed WAV and AIFF files. Native support for 44.1kHz sample rates. Additional support for 48kHz, 32kHz, 24kHz, 22kHz, 16kHz, 11kHz, and 8kHz sample rates. MP3 supports all rates except 11kHz and 8kHz. <b>Note:</b> Apple “FairPlay”, WMA DRM and WMA Lossless formats not currently supported. Previously purchased Apple “FairPlay” DRM-protected songs may be upgraded.
<b>Album Art Supported</b>	JPEG, PNG, BMP, GIF
<b>Playback Modes</b>	Crossfade, shuffle, repeat
<b>Playlists Supported</b>	iTunes, Napster, WinAmp, and Windows Media Player (.m3u, .pls, .wpl)
<b>Networking</b>	
<b>Ethernet Port</b>	One 10/100 Mbps Ethernet port
<b>Wireless Connectivity</b>	Connects to your home Wi-Fi network with any 802.11 b/g/n router. 802.11n only network configurations are not supported—you can either change the router settings to 802.11 b/g/n or connect a Sonos product to your router.
<b>SonosNet™ Extender</b>	Functions to extend and enhance the power of SonosNet, a secure AES encrypted, peer-to-peer wireless mesh network dedicated exclusively for your Sonos system to reduce WiFi interference.

Feature	Description
<b>General</b>	
<b>Touch Controls</b>	Touch interface with Volume +/-, Play/Pause, Next Track, Previous Track; swipe horizontally across the touch controls to skip to the next track or previous track.
<b>Top Panel LEDs</b>	Indicates PLAYBASE status
<b>Power Supply</b>	100 - 240 VAC, 50/60 Hz, auto-switchable
<b>Dimensions (H x W x D)</b>	2.20 x 28.35 x 14.96 in. (56 x 720 x 380 mm)
<b>Weight</b>	21.5 lbs. (9.8 kg)
<b>Operating Temperature</b>	32°F to 104°F (0°C to 40°C)
<b>Storage Temperature</b>	4°F to 158°F (-20°C to 70°C)
<b>Package Contents</b>	PLAYBASE, AC power cord, Ethernet cable, optical audio cable, quickstart guide, warranty and regulatory booklet.
<b>Control</b>	<ul style="list-style-type: none"> <li>• Use your existing TV, cable or universal remote to control PLAYBASE volume and mute.</li> <li>• Download the free Sonos app to control PLAYBASE from your smartphone, tablet, PC or Mac.</li> <li>• Use the touch controls on the PLAYBASE (see Controls section above for more info.)</li> </ul>
<b>Supported Devices</b>	PLAYBASE works with all amplified and non-amplified Sonos products. PLAYBASE connects to your TV using a single optical cable and plays all sources connected to the TV, including cable boxes and game consoles.

\* Specifications subject to change without notice.

## Product guide feedback?

We'd love to hear from you! We'll read your feedback carefully and use it to help us improve our product guides. Write to us at: [docfeedback@sonos.com](mailto:docfeedback@sonos.com)

If you're having a problem with your Sonos system, please contact Customer Care so they can help. Email them at <http://www.sonos.com/emailsupport>.

## Need more help?

- Tap **More** -> **Help & Tips** for simple tips for getting the most out of your speakers.
- Visit our Frequently Asked Questions (FAQ) pages at [www.sonos.com/support](http://www.sonos.com/support).
- Ask us a question at <http://www.sonos.com/emailsupport>.