



# ZonePlayer S5



Product Guide

# Sonos® ZonePlayer™ S5

## Contents

English	1
Deutsch	25
Nederlands	51
Svenska	77
Français	99
Español	125
Italiano	151

# Where to Begin

## New to Sonos?

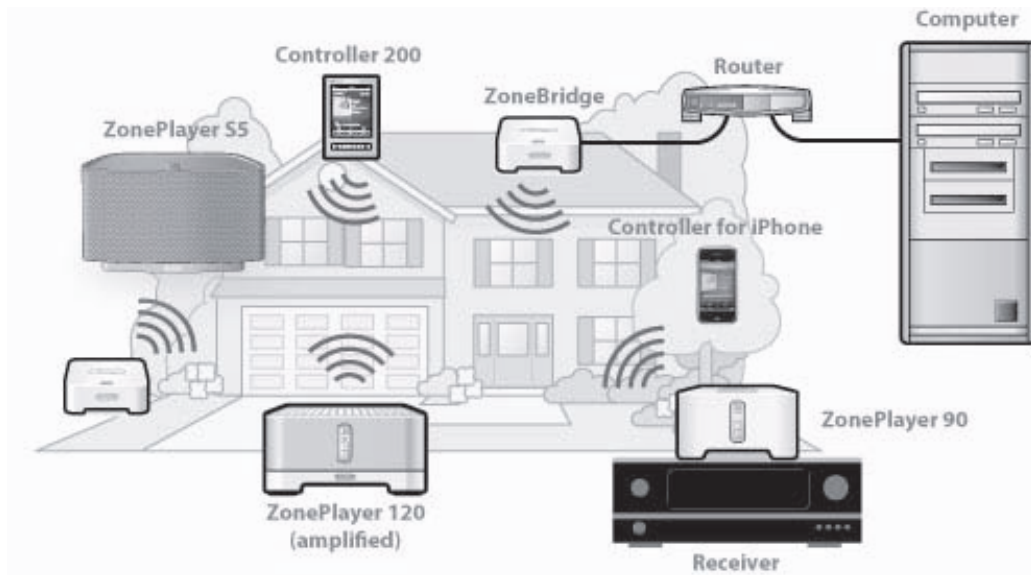
It takes just a few steps to get your Sonos Multi-Room Music System up and running. See page 4 to make sure your home network is ready for Sonos, and then turn to the Setup Instructions packaged with your ZonePlayer S5. Once you've set up your music system, you can add additional Sonos components any time.



**Note:** If you don't plan to listen to music in the room where your broadband router is located, you can connect a Sonos ZoneBridge™ (purchased separately) to your router to activate the SonosNet™ wireless mesh network, and place the ZonePlayer S5 wherever you want to listen to music.

## Adding to an existing Sonos system?

The Sonos Multi-Room Music System can be easily expanded room by room. If you are adding this ZonePlayer S5 to an existing Sonos system, you can turn directly to page 12.



## The ZonePlayer S5...

The Sonos ZonePlayer S5 is a wireless music system that lets you use your iPhone™ or any Sonos Controller to control and enjoy all the music you want all over your house.

- Creates room-filling, high-performance sound using a five-way speaker system driven by five digital amplifiers.
- Travels easily— compact size and molded handle make it easy to place the ZonePlayer S5 on the kitchen counter or take it out to the patio with you.
- Works seamlessly with the complete range of Sonos products.

# Your Computer Network

To play the digital music files stored on your computer, your computer network must meet the following requirements:

## Network requirements



**Note:** Your network must have a high-speed Internet connection, as the Sonos Multi-Room Music 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.

- DSL/cable modem, or LAN-based, high-speed Internet connection.
- If you currently have a cable or DSL modem connected directly to your computer, **you should install a router between your modem and your computer** to enhance your computer's security, and to share the Internet connection with your Sonos Multi-Room Music System and other devices. If you do not have a router, you should purchase and install one before proceeding.
  - If you are going to use the Sonos Controller for iPhone application (for iPhone or iPod touch), you will need a wireless router in your home network.

## Compatible operating systems

- Windows® XP and higher
- Macintosh® OS X



**Note:** Please visit our Web site at <http://faq.sonos.com/specs> for the latest system requirements, including supported operating system versions.


## Technical Support

- **Web site**
  - Visit our Web site at [www.sonos.com/support](http://www.sonos.com/support). There you can visit our Forums, browse our Frequently Asked Questions (FAQ) pages, or request assistance.
- **Email:** [support@sonos.com](mailto:support@sonos.com)
- **Text-Chat and Phone:** [www.sonos.com/support/contact](http://www.sonos.com/support/contact)
  - US/Canada: +1.800.680.2345 toll-free
  - United Kingdom: 0808 2346596

If your country is not listed here, please visit the **Text-Chat and Phone** link to find the correct telephone number for your country.

## Sonos Controllers

You can use any Sonos Controller with the Sonos ZonePlayer S5, including:

- **The Sonos Controller for iPhone** Tap the **App Store**  button on your iPhone or iPod touch to download the free Sonos Controller for iPhone application, or download the application from iTunes®.

(If you download from iTunes, you will need to *sync* before you see the Sonos logo display on your iPhone or iPod touch.)

- **The Sonos Controller 200 or 100** (purchased separately)
- **The Sonos Controller for Mac or PC** (install using the CD-ROM packaged with your ZonePlayer)

To read more about the features and functions of your new Sonos system, please download the complete user guide from our Web site at [www.sonos.com/support/documentation](http://www.sonos.com/support/documentation) or start the Sonos Controller for Mac or PC, and select **Sonos System Help** from the **Help** menu.

# ZonePlayer S5 Front



**Important:** The ZonePlayer S5's front grille is not removable. Tampering with the grille may result in damage to your ZonePlayer S5.



**On/Off**

- Using a handheld Sonos Controller, select **Pause All** from the **Zone Menu**.
- Using the Sonos Controller for Mac or PC, select **Pause All** from the **Play** menu.

Your Sonos Multi-Room Music System is designed to be always on; the system uses minimal electricity whenever it is not playing music. To quickly stop streaming music in all zones, you can use the **Pause All** feature to stop all zones.

**ZonePlayer status indicator**

- *Flashes white* when powering up or connecting to your Sonos Multi-Room Music System.
- *Solid white* when powered up and connected to your Sonos Multi-Room Music System (normal operation).

Indicates the current status of the ZonePlayer. When the ZonePlayer is in normal operation, you can turn the white status indicator light on and off. For additional information, see the online help system included with your Sonos Controller for Mac or PC.

*For a complete list of status indications, please go to <http://faq.sonos.com/led>.*

**Mute button**

- *Lights solid green* when sound is muted.
- *Flashes green rapidly* when household mute or unmute is about to take place.
- *Flashes green slowly* when ZonePlayer is connecting to your music system.

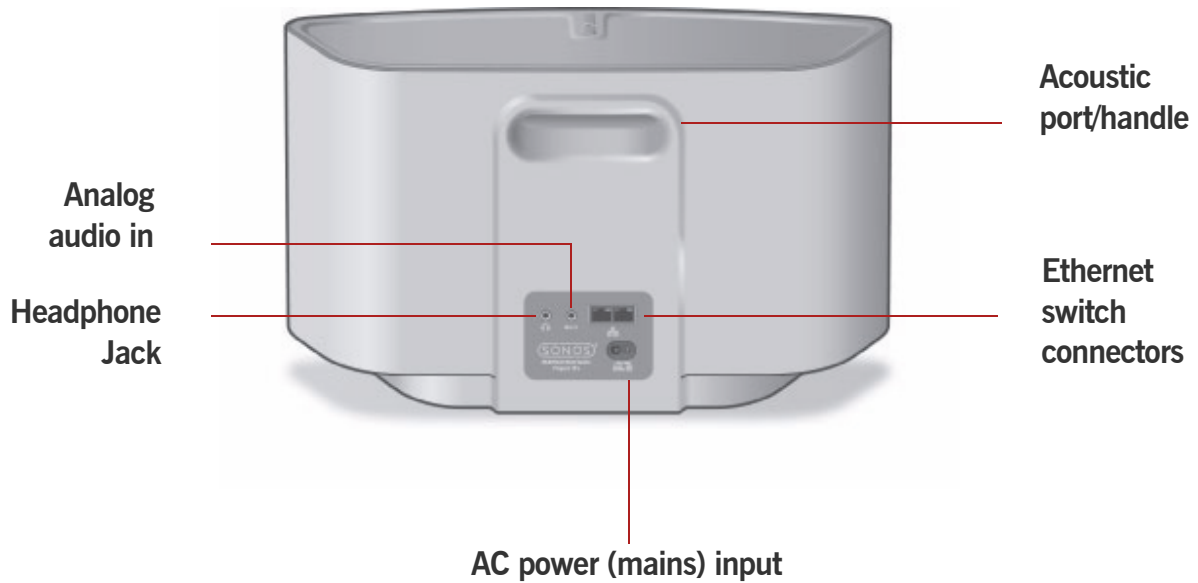
**To mute/unmute this ZonePlayer:** Press the **Mute** button to mute or unmute this ZonePlayer.

**To mute/unmute all ZonePlayers:** Press and hold the **Mute** button for 3 seconds to mute all ZonePlayers in your household. Press and hold for 3 seconds to unmute all ZonePlayers.

**Volume up (+)****Volume down (-)**

Press these buttons to adjust the volume up and down.

# Rear Panel Connectors



## Acoustic port / handle

The acoustic port doubles as a handle so you can easily lift and carry the ZonePlayer S5 from room to room. Please do not block or obstruct this port when the ZonePlayer is playing music.

**Ethernet switch connectors (2)**

Use Category 5 Ethernet cable to connect to a router, computer, or additional network device such as a network-attached storage (NAS) device.

**LED indicators:**

- Flashing Yellow (network activity)
- Green (link connection)

**AC power (mains) input**  
(~100-240 V, 50-60 Hz)

Use the supplied power cord to connect to power outlet.

**3,5mm (1/8") stereo audio in**  
(2V)

Use the supplied 3,5mm to 3,5mm stereo audio cable to connect the audio outputs from a portable music player to the ZonePlayer's analog audio input.

*To connect a different audio component, such as a CD player, use a 3,5mm (1/8") mini-stereo to RCA audio cable. Plug the mini-stereo end into the audio input on the S5 and plug the RCA end into the audio outputs on the audio component.*

**3,5mm (1/8") headphone jack**

Headphone jack accepts any standard 3,5mm (1/8") headphone plug.

## Selecting a location for your S5

You can position the Sonos ZonePlayer S5 wherever you find the sound most enjoyable. Its compact size and inset handle make it easy to place the ZonePlayer S5 on the kitchen counter, or carry it out to the patio with you. For maximum performance, we have a few guidelines:

- The ZonePlayer S5 is designed to sound best when placed 3 to 12 inches (8-30 cm) from a wall.
- Place the ZonePlayer S5 across the room from where you will be listening.
- Don't block the acoustic port when in use.
- Locate the ZonePlayer S5 at least 12 inches (30 cm) from a television, computer, or other monitor to avoid the possibility of picture quality interference.
- The ZonePlayer S5 is not water-resistant. Don't leave it outside during a rain storm or position it near water.

# Adding to an Existing Sonos System

Once you've got your Sonos Multi-Room Music System set up, you can easily add more Sonos components any time (up to 32 zones).

If your house has structured (built-in) wiring, you can make a *wired* connection to the additional ZonePlayers. If you don't have structured wiring, our built-in wireless technology is ideal for you.

## Add a Zone

1. Select a location for your ZonePlayer S5 (see page 11 for optimal placement guidelines.)
2. Attach the power cord to the ZonePlayer S5, and apply power.
3. If you are making a wireless connection, skip this step and continue on to step 4. If you are making a wired connection, connect a standard Ethernet cable from your router or another ZonePlayer (or a live network wall plate if you have built-in wiring) to one of the Ethernet switch connections on the back of the new Sonos component.
4. Choose one of the following options:
  - Using the *Sonos Controller 200* or *Sonos Controller for iPhone*, select **Settings**→**Add a Zone** from the **Music Menu** and follow the on-screen prompts to add this component to your Sonos Multi-Room Music System.
  - Using the *Sonos Controller for Mac or PC*, select **Zones**→**Add a Zone** and follow the prompts to add this component to your Sonos Multi-Room Music System.

# Playing Music

You can use any Sonos Controller to make a music selection — simply touch **Music** on a Sonos Controller for iPhone, touch **Music Menu** on a Sonos Controller 200, or select from the **Music Library** pane on a Sonos Controller for Mac or PC.

## Radio

Sonos includes a radio guide that provides immediate access to thousands of free Internet radio stations and broadcast programs. You can easily find radio from all over the world—music, news, and variety programming, including archived shows and podcasts.

To select an Internet radio station, simply touch **Radio**.

## Music services

A music service is an online music store or online service that sells audio on a per-song, per audiobook, or subscription basis. Sonos is compatible with several music services - you can visit our Website at [www.sonos.com/howitworks/music/partners](http://www.sonos.com/howitworks/music/partners) for the latest list. (Some music services may not be available in your country. Please check the individual music service's Web site for more information.)

If you are currently subscribed to a music service that's compatible with Sonos, simply add your music service user name and password information to Sonos and you'll have instant access to the music service from your Sonos system.

1. To add a music service, touch **More Music**.
2. Select the Sonos-compatible music service you would like to add.

3. Select **I already have an account**. Type your music service user name and password, and then touch **OK**. Your user name and password will be verified with the music service.

Once your credentials have been verified, this music service will display on the **Music Menu** so any time you want to listen to this music service, simply touch **Music Menu**, select the music service, and touch a selection.

Free music service trials are available in some countries. (Please check the individual music service's Web site for more information.) If there is a music service trial visible on your **More Music** menu, simply touch it to select. Touch **I'm new to [music service]**, and then follow the prompts to activate the music trial. After the trial period is up, you will need to subscribe to the music service to keep the music playing.

## Music folders

The Sonos Multi-Room Music System can play music from any computer or network-attached storage (NAS) device on your home network where you have shared music folders. During the Sonos setup process, you are guided through the process of accessing your shared music folders (such as your iTunes library.) Over time, you may wish to add or remove folders from this list.

- To add new music folders to Sonos, touch **Settings**→**Music Library Management**→**Music Library Setup**→**Add New Share**.
- To remove music folders, touch **Settings**→**Music Library Management**→**Music Library Setup**. Touch the share you wish to remove and then select **Remove Share**.


The Sonos Multi-Room Music System indexes your music folders so you can view your music collection by categories (such as artists, albums, composers, genres, or

tracks.) If you add new music to a folder that is already indexed, simply update your music index to add this music to your Sonos music library.

- To update your music index, touch **Settings**→**Music Library Management**→**Update Music Index Now**. If you'd like your music index to update automatically each day, select **Schedule Music Index Updates** and then select a music index update time.

## Using headphones

The ZonePlayer S5 has a headphone jack you can utilize for private listening. The headphone jack is *auto detecting*—plug in a pair of headphones and the ZonePlayer's built-in speakers automatically mute. When you unplug the headphones, the speakers automatically come back on.

When headphones are plugged in, a headphone icon  is visible on the **Volume** screen of a Sonos Controller.



**Note:** If you don't hear sound coming from your ZonePlayer S5, check to make sure there are no headphones plugged into the back of the unit.

1. Plug a pair of headphones into the headphone jack. (Sonos will automatically drop the volume level down to 25%.)
2. Put on your headphones and increase the volume to a comfortable listening volume.






**Caution:** Long term exposure to music played at high volume through headphones can cause permanent hearing damage.

3. Remove the headphone jack from the back of the ZonePlayer S5 when you are ready to resume listening through the built-in speakers.

## Using Line-In

You can connect an external source, such as a portable music player, to your Sonos ZonePlayer S5. The device will be automatically detected as soon as you plug it in.

- To connect a portable music player, use the supplied 1/8" (3,5mm) stereo audio cable to plug a music player into the **Audio In**  connection on the back of your S5.
- To connect another external source, such as a CD player, you can use a 1/8" (3,5mm) mini-stereo to RCA audio cable. Plug the mini-stereo end into the S5, and plug the RCA end into the audio outputs on the external device.

### Using a Sonos Controller 200 or a Sonos Controller for iPhone:

- To play music from this line-in source, select **Line-In** from the **Music Menu**, select the source, and select **Play Now**.
- To change the name of this device, select **Settings**→**ZonePlayer Settings**. Select the ZonePlayer this source is connected to, and then touch **Line-In Source Name**. Select a new name from the list, or type a unique name.

- To change the line-in level, select **Settings**→**ZonePlayer Settings**. Select the ZonePlayer this source is connected to, and then touch **Line-In Source Level**. Select a new level.

### Using a Sonos Controller for Mac or PC:

- To play music from this line-in source, select the **Line-In** tab from the **Music Library**, select the source, and click **Play Now**.
- To change the settings for this device, select the **Line-In** tab from the **Music Library**, select the source, and click **Setup**. Select the **Line-In** tab to make changes.

A default (typical) line-in level is automatically assigned when you select a source name, but if the volume sounds too low, you can select a higher line level for this device. (You may experience sound distortion at higher volume levels if you set the level too high.)

For additional information on connecting audio devices, you can go to our Web site at <http://faq.sonos.com/cables>.

## Equalization Settings

You can easily change the sound settings (bass, treble, balance, or loudness) for a ZonePlayer.

1. From the **Music Menu**, touch **Settings**>**ZonePlayer Settings**.
2. Touch to select a zone.
3. Select **Music Equalization**, and then drag your finger across the bass, treble, or balance sliders to make adjustments.
4. To change the **Loudness** setting, touch **On** or **Off**. (The loudness setting boosts certain frequencies, including bass, to improve the sound at low volume.)

## 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.

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.

## ZonePlayer not detected during setup

A network or a firewall issue may be preventing the ZonePlayer from connecting to your Sonos system. If this is a wireless ZonePlayer, try moving the ZonePlayers closer together, or wire the ZonePlayer temporarily to see if the problem is related to wireless interference.

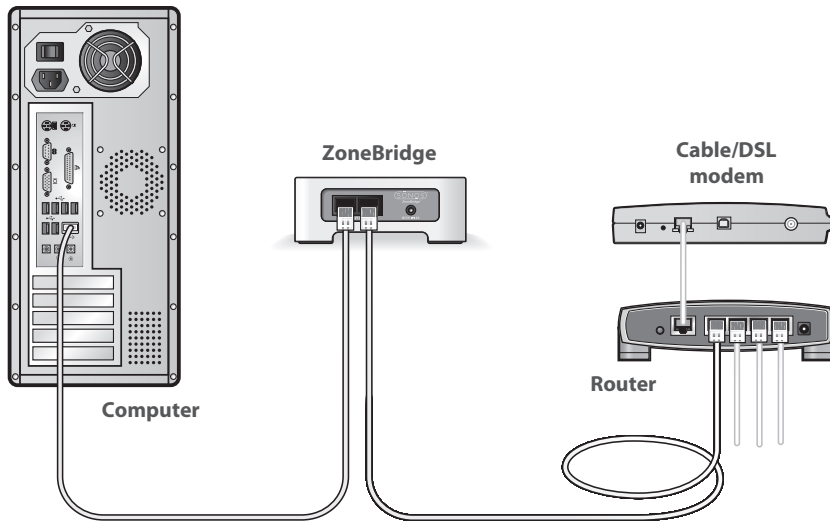
If you encounter this message when installing the first Sonos component (wired to your router), you can try the steps below to resolve this issue. If you are still experiencing problems, please contact Sonos Customer Support.

### 1. Check the firewall

Firewall software installed on the computer may be blocking the ports that Sonos uses to operate. First, disable all your firewalls and try to connect again. If this resolves the problem, you should configure your firewall to work with the Sonos Controller for Mac or PC. Please go to our Web site at <http://faq.sonos.com/firewall> for additional information. If this does not resolve the problem, you can try step 2 below.

### 2. 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 ZoneBridge 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 ZoneBridge, and then connect another Ethernet cable from the ZoneBridge 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 ZoneBridge 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.

### 3. Check the wiring

Check the link/activity lights on both the router and the Sonos component. The link lights should be lit solid and the activity lights should be blinking.

- If the link lights are not lit, try connecting to a different port on your router.
- If the link lights still do not light, try connecting a different Ethernet cable.

## The Controller is acting sluggish, or all zones aren't visible

You are probably experiencing wireless interference. Change the wireless channel your Sonos system is operating on by following the steps below. If this does not resolve the problem, please contact the Sonos Customer Support team and we'll be glad to help.

### Change the wireless channel your Sonos system is operating on.

- *Using the Sonos Controller for PC:* From the **File** menu, select **Preferences**. Click the **Advanced** tab, and select another wireless channel from the **Wireless Channel** list.
- *Using the Sonos Controller for Mac:* From the **Sonos** menu, select **Preferences**. Click the **Advanced** tab, and select another wireless channel from the **Wireless Channel** list.
- *Using the Sonos Controller 200:* Touch **Music Menu**→**Settings**→**Advanced Settings**. Touch **Wireless Channel** and then choose another wireless channel from the list.