

**SONOS**

**S14**

**Product Guide**

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# Sonos S14

The S14 adds full-theater sound to all your movies, TV shows, sports and games—and wirelessly streams your favorite music, too.

- Slim tabletop design blends beautifully in any decor.
- Wall-mountable above or below a wall-mounted TV.
- Simple two-cord setup—one for power, one for your TV.
- Connects wirelessly to Sonos speakers throughout your home.
- Syncs wirelessly with SUB and two Sonos speakers, such as two PLAY5s, for 5.1 surround sound.

It takes just a few minutes to get your S14® up and running. Once you've set it up, you can add more Sonos speakers any time.

## What's in the box?

- Sonos S14
- Power cord
- HDMI cable
- Quick Start Guide
- Important Product Information booklet

## What's required?

### Television

The S14 is compatible with any TV that has an HDMI ARC or optical digital audio output connector.

### 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.

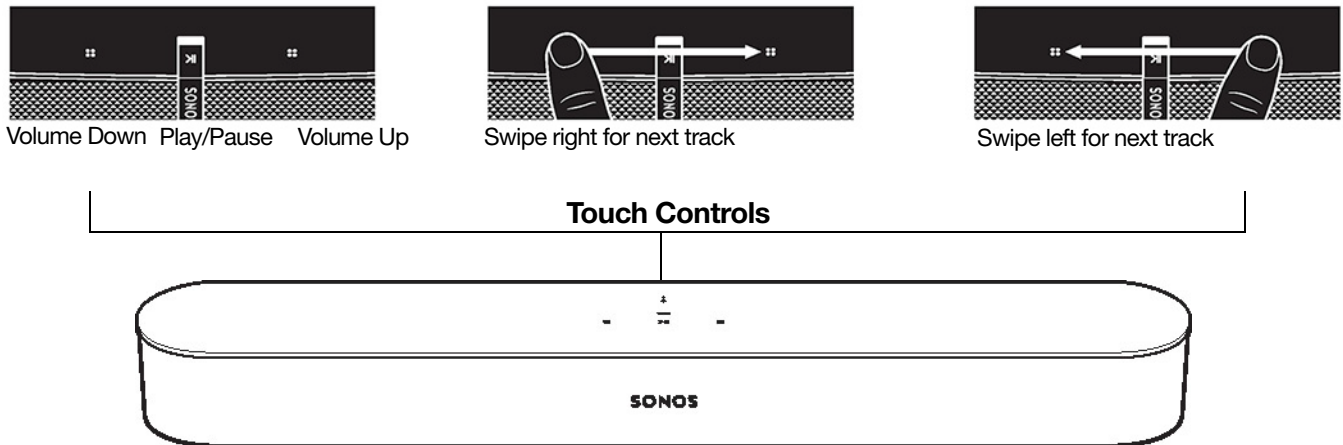
## Download the Sonos App

An easy way for you to listen to all your music - in bold Sonos sound. Just get the app from the app store on your mobile device and follow the setup instructions. Play music right away, start adding your music and voice services, or add a music library.

**Note:** 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>.

# S14 front



## On/Off

Sonos uses minimal electricity when not in use. Turn off the sound using the app or the buttons.

- Stop sound in just one room—touch **Play/Pause** on the S14.
- Stop music everywhere—Use the app to pause the music.

## Play/Pause

Touch to play and pause sound.

- When TV is on, touch *once* to mute the sound.
- When 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.

## Speaker Status Light

Indicates the status of your speaker.

- Normal operation: *dimly lit*.
- Listening or replying: *full white brightness*.
- Thinking: *flashing white (dim to full)*.

For more information, see <http://faq.sonos.com/led>.

## Microphone Indicator

Touch to turn the microphone on and off.

- When the light is on, voice control is on and you can use voice commands.
- When the light is off, voice control is off.
- When the light is off, you can still use voice commands. Just press and hold the microphone button to talk to Alexa. Release the button to turn voice control off.

## Volume Up (+)

## Volume Down (-)

Touch to adjust volume. Touch and hold to quickly change volume.

- **Volume Up** (right)
- **Volume Down** (left)

**Next track**  
**Previous track**

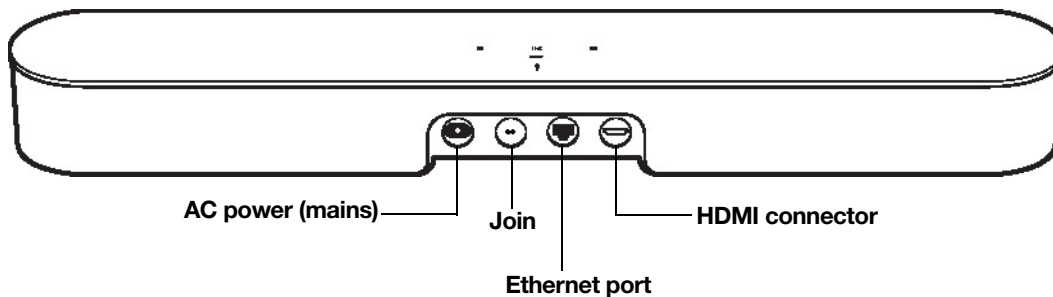
Swipe left to right between the touch controls to get to the next track; swipe right to left to hear the previous track.

*(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 S14 receives a volume or mute command, the IR signal light displays momentarily.

## S14 back



**Ethernet Port**

Use an Ethernet cable to connect the S14 to your Wi-Fi. Only use this port to plug in either the S14 or a Sonos BRIDGE or BOOST.

**HDMI connector**

Connect the HDMI cable from the S14 to your TV's HDMI ARC connector. **Note:** If your TV does not have an HDMI ARC connector, use an optical adapter (see page 6).

**AC Power (Mains) Input**

Use only the supplied power cord to connect to a power outlet. Using a third party power cord voids the warranty.

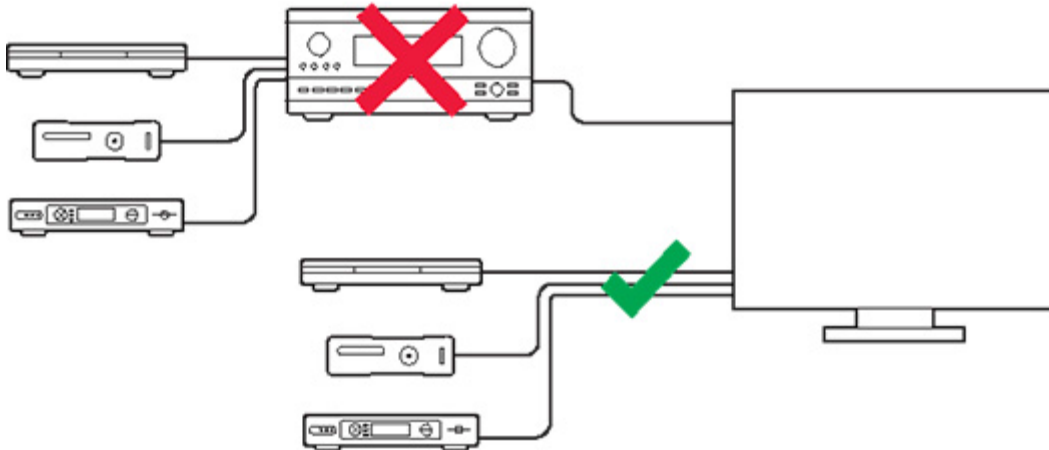
**Join button**

Press **Join** to connect to Sonos.

## Before you start

1. Make sure external components, such as a cable box or DVD player, are connected directly to your TV.

2. Disconnect any existing home theater or surround sound equipment from your TV.



## Select a location

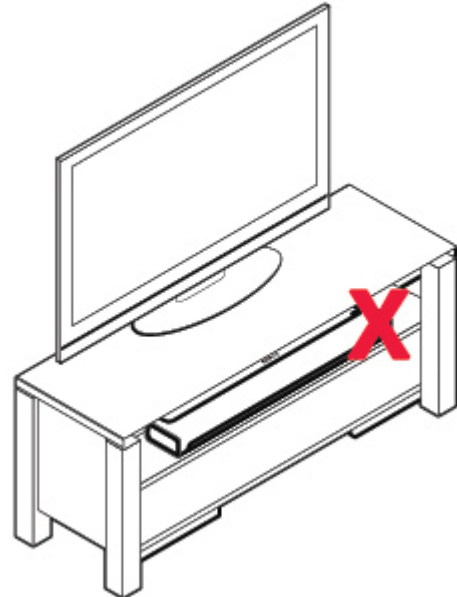
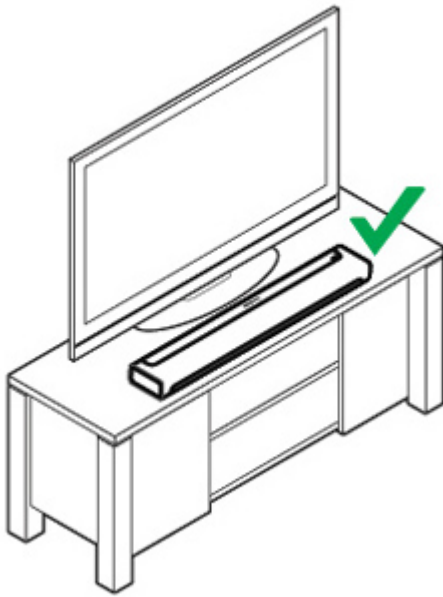
Place the S14 on a tabletop or mount it on a wall above or below a wall-mounted TV. See **Mount the S14 on a wall**.

### Tabletop placement guidelines

- Place the S14 horizontally and flat on its feet.
- Do not place the S14 vertically or on its side.
- Keep the connector panel toward the TV to preserve audio quality. The Sonos logo should be closer to your TV.
- Do not block the TV's IR sensor.

**Note:** The S14's IR repeater is designed for at least 2" (50mm) distance, but may work at a closer distance.

- Do not place the S14 in a cabinet or on a walled shelf. Make sure both ends of the S14 are at least 1 ft. (30cm) from a wall or other obstruction.



## Set it up

S14 is compatible with Sonos software versions **7.2 and later**. If you are adding the S14 to an existing Sonos system, check for software updates first.

1. Carefully unpack the box.
2. Choose a location for the S14 (see **Select a location**).
3. Connect the HDMI cable (supplied) from your TV's HDMI ARC connector to the S14's HDMI connector.

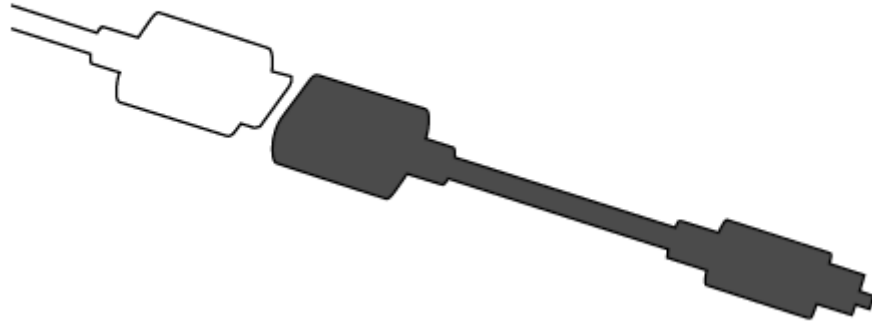
**Note:** If your TV does not have an HDMI ARC connector, you need an optical adapter

### Connect using a optical adapter

If your TV doesn't have an HDMI ARC connector, you need to purchase an optical adapter and connect it to the HDMI cable.

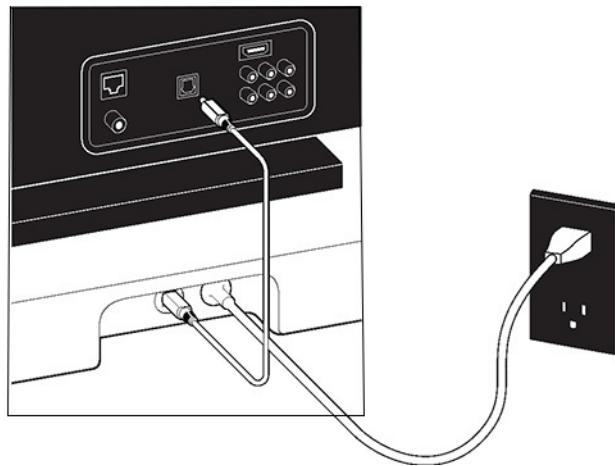
1. Remove the protective cap from the optical adapter.
2. Attach the optical adapter to the HDMI cable.



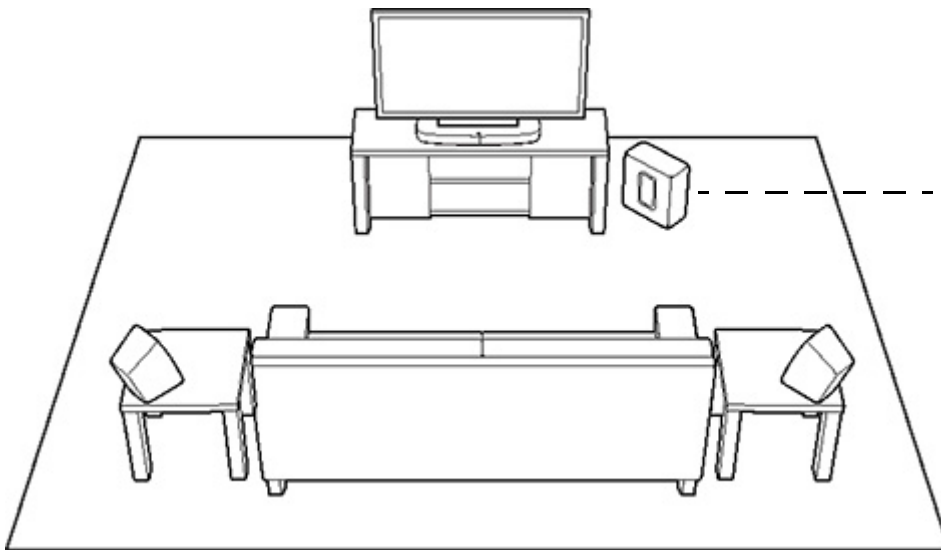


3. Connect the optical adapter end of the cable to the TV's digital audio **out** (optical) connector  
**Note:** Be careful not to twist or bend the cable. The optical adapter's connector is 'D-shaped' — make sure it aligns correctly into the connector.
4. Connect the HDMI end of the cable to the S14's HDMI connector.

**IMPORTANT:** Remove the protective cap from the optical adapter.



5. Insert the power cord fully into the S14's power connector and plug it into power.  
The speaker status light flashes.
6. (OPTIONAL) If you are setting up your S14 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 S14 set up.)



If placing Sonos SUB, place it 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 speakers can be placed either horizontally or vertically—make sure both speakers have the same orientation.

**Note: Expandable S14 home theater setup**

For a 3.1 home theater experience, pair a SUB with your S14.

For a 5.0 home theater experience, set up two speakers, such as two PLAY:5s, as surround speakers with your S14.

For a 5.1 home theater experience, pair a SUB and two speakers, such as two PLAY:5s, with your S14.

7. Open the Sonos app (see 2).

**Note:** Sonos recommends you use the Sonos app on a mobile device instead of a computer to set up your S14.

**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 S14.
- 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 S14. (S14 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**

- If your TV speakers are on, see **Turn off your TV's speakers**.
- For help with the remote control, see **Set up a remote control**.
- Turn off messages when adjusting volume, see **Eliminate annoying messages on your TV when using a cable, satellite, or set top box remote** or 22.
- Playing music through the S14, see **Play music**

## SUB

**Add a Sonos SUB**

You can pair a SUB with the S14 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 S14 is located in.
3. Tap **Add SUB**.

**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**.

## 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 S14 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 (refer to

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 S14 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 S14 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 S14 is located in.
3. Tap **Add Surrounds**.

#### 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 S14 is located in from the **Room Settings for** drop-down list.
4. From the **Basic** tab, select **Add Surrounds**.

### 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 S14 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 S14 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 S14 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 S14 streams all your favorite music even when the TV is off. If TV Autoplay is *On*, the S14 stops playing music and switches to TV audio whenever the TV is turned on. Go to **TV autoplay** for more information.

Open the Sonos app and tap **Browse** or make a selection from the **MUSIC** pane on your Mac or PC.

- **Radio by TuneIn.** Select from more than 100,000 free internet radio stations, podcasts, and shows.
- **Music services.** Explore and manage your music services—add your own or try something new.
- **Music stored on your mobile device.** Play music you've downloaded to your phone or tablet.
- **Music library.** Play music stored on your computer or any Network-Attached Storage (NAS) device.

For a full list of music choices available in your country, go to [www.sonos.com/music](http://www.sonos.com/music). For more information about playing music, check out our mobile app product guide at [www.sonos.com/guides](http://www.sonos.com/guides).

## Play directly from your music service app

You can control Sonos directly from some music apps (such as Spotify, Pandora, and Google Play Music). You'll need both the music service app and the Sonos app installed on your mobile device (which must be on the same Wi-Fi as Sonos).

Open your music service app and connect to a Sonos room or group to start the music.

## S14 settings

Follow the steps below if you want to change any S14 settings, or change the way the S14 works with your TV.

- Remote Control Setup
- Trueplay™
- Equalization
- Recalibrating the Audio
- TV Dialog Settings
- Speech Enhancement
- Night Sound
- TV Autoplay
- IR Signal Light
- IR Repeater
- Speaker status 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 S14 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 S14—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 S14 is located in.
3. Tap **TV Setup and Control > Remote Control Setup**.
4. Point the remote at the S14 and press the **Volume Up** button.

### If you're using a computer

1. Select **Manage > Settings (PC)** or **Sonos > Preferences (Mac)**.
2. Select **Room Settings**.
3. Choose the room the S14 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 S14, and then click **Next**.
7. Point the remote at the S14 and press the **Volume Up** button on the remote control.

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 S14 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 S14. *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 16 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 S14 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 S14, 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 14

### 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 S14, 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 S14, 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 S14, 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 S14, 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 S14 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 S14 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 S14 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 S14 is selected.)

### TV autoplay

When TV Autoplay is set to *On*, TV audio automatically plays through the S14 when you turn on your TV—if music is playing when the TV is turned on, the music immediately stops and the S14 switches to TV audio. Additionally, if the S14 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 S14 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 S14 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 S14 with other rooms. If *ungroup on autoplay* is checked, any Sonos rooms that are grouped with the S14 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 S14 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 S14 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.

## Speaker status light

A white light displays on top of the S14 to indicate that the unit is functioning in normal operation. If desired, you can turn this indicator light off so that when the S14 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.

# Mount the S14 on a wall

Use the S14 Wall Mount Kit (sold separately) to mount the S14 on a wall above or below a wall-mounted TV. Make sure the connector panel faces away from the TV when mounted—the Sonos logo should be farther from your TV.

**Note:** Before mounting the S14 on the wall, connect the power and audio cables.

## S14 wall mount kit contents

image of contents with call outs.

- Wall mount
- Template
- 4 wall anchors
- 4 wall screws
- 2 screws (optional)

## Tools needed

- Level
  - Tape measure
  - Pencil
  - 5/16" bit power drill
  - Phillips head screw driver
1. Hold the template against the wall where you'd like to mount the TV.
  2. Use a level to make sure the template is level.

3. Mark the mounting holes with a pencil.

**Caution:** Allow 1 inch (25mm) minimum clearance between the S14 and the TV. If mounting the S14 above a TV, allow 2 inches (50mm) clearance.

4. Drill holes into the marked locations.

**Note:** Pilot holes are optional but result in a more accurate installation.

5. Insert and fully secure the anchors into the mounting holes.

- Do not use the wall anchors if drilling into wood.
- If drilling into Sheetrock, screw the wall anchors into the drywall with a Phillips head screwdriver until the head is flat against or slightly below the wall surface, being careful not to overtighten.

**Note:** Install the anchors using either a screw gun or a power drill. If you are drilling into sheetrock, the surface of the drywall may distort slightly or dimple as the anchor is installed. This is not unusual.

6. For additional reinforcement insert the 2 optional screws near the corners of two of the mounting holes.

7. Fasten the bracket to the wall using the screws. Use the level to verify accuracy, and then tighten the screws securely.

**Note:** If using wall anchors, continue to drill for a few seconds even after it appears the screw is secure— the anchor will likely spin a little as the anchor expands inside the wall.

8. Place the S14 securely onto the bracket pegs.

## 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 S14 reference section at <http://moreinfo.sonos.com/S14>
- Visit our website at [www.sonos.com/support](http://www.sonos.com/support)
- Email us at [support@sonos.com](mailto:support@sonos.com)

## S14 not detected during setup

- Did you allow Sonos to check for updates? *The Sonos S14 requires software version 7.2 or later.*
- Is the power cord properly seated? *Be sure to push the power cord firmly into the S14 until it is flush with the surface.*
- If either of these is not the problem, a network issue may be preventing the S14 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 TV might display an annoying or confusing message when you adjust the volume on the S14. This could be a message reminding you that your TV speakers are off, or a volume indicator unrelated to the sound from your S14. 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 S14 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 22 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 S14 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 TV might display an annoying or confusing message whenever you adjust the volume on the S14. This could be a message reminding you that your TV speakers are off, or a volume indicator unrelated to the sound from your S14. Try the steps below to configure your universal remote so this message no longer appears when you increase or decrease the S14'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 S14 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 **S14** as the model name/number. If the Sonos S14 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 **S14** as the model name. If the Sonos S14 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 21.

## Turn off your TV's speakers

During the setup process you are prompted to turn off your TV speakers so the sound comes only through the S14. While Sonos cannot provide instructions for every TV 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 TV.

1. Select the **Menu** or **Setup** button on your TV's remote control (not your cable remote control).  
An on-screen menu will appear.
2. Select the menu option that controls your TV'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 TV, 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 TV, 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 S14'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.

## 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 S14 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 S14 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.

# S14 specs

Feature	Description
<b>Audio</b>	
<b>Amplifier</b>	Six Class-D digital amplifiers.
<b>Speakers</b>	Six amplified speakers.
<b>Microphones</b>	<ul style="list-style-type: none"> <li>• 6 far-field microphone array.</li> <li>• Audio earcon response when the microphones wake up, so you don't even need to look.</li> <li>• Microphone LED, hard-wired to the voice microphones for extra privacy control so you're always aware when the microphone is active.</li> </ul>
<b>Voice Control</b>	Integrated voice control.
<b>System Requirements</b>	TV with HDMI ARC or optical audio output, broadband internet, and the Sonos app.
<b>Music</b>	
<b>Music Services</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. See <a href="http://www.sonos.com/streaming-music">http://www.sonos.com/streaming-music</a> .
<b>Internet Radio</b>	Streaming MP3, HLS/AAC, WMA
<b>Audio Formats</b>	<ul style="list-style-type: none"> <li>• TV support: Dolby Digital and PCM.</li> <li>• Music support: 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.</li> <li>• Native support: 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.</li> </ul> <p><b>Note:</b> Apple "FairPlay", WMA DRM and WMA Lossless formats not currently supported. Previously purchased Apple "FairPlay" DRM-protected songs may be upgraded.</p>
<b>Album Art</b>	JPEG, PNG, BMP, GIF
<b>Playback Modes</b>	Crossfade, shuffle, repeat
<b>Playlists</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>Feature</b>	<b>Description</b>
<b>Wireless Connectivity</b>	Connects to your home Wi-Fi 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 Wi-Fi 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 S14 status
<b>Input Power</b>	100 – 240 VAC, 50/60 Hz, 2.5 A
<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>	S14, AC power cord, HDMI cable, quickstart guide, warranty and regulatory booklet.
<b>Control</b>	<ul style="list-style-type: none"> <li>• Use your TV, cable or universal remote to control volume.</li> <li>• Download the free Sonos app to control S14 from your mobile device, computer, or voice</li> <li>• Use the touch controls (see Controls section above for more info.)</li> </ul>
<b>Supported Devices</b>	Works with all amplified and non-amplified Sonos products. 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>.