

Setting up the Sonos One with Amazon Alexa

Sonos One blends great sound with Amazon Alexa, the easy-to-use voice service, for hands-free control of your music and more. Use your voice to play songs while you cook. Tell Alexa to turn the volume up while you're in the shower. You can even request a lullaby, out loud, when you're tucking in the kids.

1

Set Up Your Sonos One with the Sonos App

To start, place the Sonos One in the desired location, attach the power cord, and allow a minute for the player to boot up. Once the LED light on the product is flashing green, it is ready to be added. Next, download and install the [Sonos](#) and [Alexa](#) apps on your mobile device of choice.

Open up the Sonos app and follow the on-screen prompts to set up your new system. If you already have a Sonos system and you're adding a Sonos One, you can tap More > Settings > Add a Player or SUB. If you're using a Mac or PC, "Add a Player or SUB" can be found in the Manage menu.

Once your system is set up, proceed to Step 2 to add Amazon Alexa to Sonos. Please note that you will need to use a mobile device for the remaining steps.

2

Add Voice Control

You can start the process of adding Amazon Alexa to Sonos in the Browse tab, or under the More tab in the Voice Services section.

- Option 1: Tap "Add Amazon Alexa" from the Browse tab
- Option 2: From the More tab, tap Voice Services > Amazon Alexa

3

Connect Your Amazon Account

The Sonos app will start by asking you to connect your Amazon account to your Sonos One. After tapping "Connect your Amazon account," the app will have you log in using your Amazon credentials, then have you test Alexa to make sure it's working properly.

You won't be able to play music quite yet, but you can check out some basic commands such as "Alexa, what's the weather?" You'll also need to ask Alexa to discover your devices at the end of this step.

4

Download The Alexa App

Next, you'll need to download the Amazon Alexa app on your device. Tap on "Download the Alexa app" to open your device's app store. If the app is already installed, this step can be skipped and you can go straight to Step 5.

5

Verify Music Services On Alexa

Finally, let's add your music services to Alexa. Tap on "Verify music services on Alexa."

From here, you can link your music service accounts to Alexa, and choose a default music service. Make sure the services you will be using are [added to Sonos](#) as well.

See below for currently supported music services.

Troubleshooting

Help and tips for Amazon Alexa on Sonos

This article is designed to help you get the best results when using Alexa on Sonos. Follow these simple guidelines, and if you find that you're still having issues, follow the troubleshooting steps below.

General Guidelines

Find the ideal location for Alexa

Don't place an Alexa device on the floor or too close to a Sonos speaker. Make sure it's placed at least 8 inches away from walls or other objects that may cause interference, such as a microwave or baby monitor.

Make sure Alexa can hear you

Loud ambient noises, such as fans or a loud TV, can affect what Alexa hears. When talking to Alexa, speak clearly and in your natural voice.

Try the request again

If Alexa did not hear you clearly the first time, try the command again. You can also check the Alexa app to see what Alexa heard.



Make sure you are saying the Alexa command correctly

Saying "Alexa, play The Beatles" will only play through the Alexa device, whereas "Alexa, play The Beatles in the kitchen" will direct Alexa to play through the kitchen speaker. The same goes for adjusting the volume. If you only say "Alexa, turn the volume up", it will only turn the volume up on the Alexa device. Saying "Alexa, turn the volume up in the kitchen" will adjust the volume on the kitchen speaker.

For a list of Alexa commands that can be used on Sonos, go here: [Controlling your Sonos with Amazon Alexa](#)

2

Check if Alexa heard you correctly

If Alexa did not hear your room name or command correctly, this can cause issues. If Alexa keeps hearing you incorrectly, check to see what Alexa heard in the Alexa app. Tap on Menu > Settings > History. From here you can read and play the audio back of what Alexa heard. Remember, ambient noises like a loud TV may make it difficult for the Alexa device to hear you clearly.

If your Alexa device is very close to a Sonos speaker, try moving it further away to ensure that the music from the speaker is not making it hard for Alexa to hear your commands clearly.

3

Check to see if your Sonos rooms show as online in the Alexa app

If you've just added or renamed a Sonos speaker, you will need to discover devices in the Alexa app so it recognizes the new room or room name.

You can find this by tapping on Menu > Smart Home > Devices within the Alexa app. If your room is missing from the list, run device discovery by saying "Alexa, discover devices." or tap the Discover button at the bottom of the app.

If you've renamed an existing Sonos speaker, be sure to tap Forget next to it on this same screen in the Alexa app.

4

Change the name of the Sonos player or smart device

We recommend that your smart devices should have unique names. Check to make sure that your Sonos room name is not the same as other smart devices in your household, such as a smart lightbulb or thermostat. You can find this within the Alexa app by tapping on Menu > Smart Home > Devices.

If they are the same, please [change either the Sonos room name](#) (in the Sonos app) or the smart device name in it's respective app. Run device discovery again by saying "Alexa, discover devices" to make sure the new names are recognized.

While Alexa will understand most room names, some names have a higher success rate with Alexa than others. For a list of the top Sonos room names that we've found work well with Alexa, [click here](#).

5

Make sure your Amazon account isn't in use on another Sonos system

Sonos and Alexa work together using a single Amazon account. If you have a second Sonos system in another location, you'll need to use a second Amazon account if you'd like to use Alexa. An Amazon account can only be in use on one Sonos system at a time.