App Updates

Overview

We're updating our app to improve the user interface. It's important to note that this update is not a new platform or app - it's built on the existing S2 platform. And it won't impact hardware. It's simply an improved user experience, designed to make things easier for you and your customers.

Below are some frequently asked questions and answers, to help you communicate the changes to your customers.

Why is the Sonos app being updated?

Sonos built in new architecture to make improvements now and going forward. They've been listening to user feedback and redesigned the Sonos app from the ground up to make these changes.

The streaming landscape and listener needs have changed rapidly - Sonos knew they needed to build a new platform. AI is accelerating content production, and machine learning algorithms are driving consumers into a feedback loop of recommended content. Sonos built an agile software platform to support innovation over time.

How will this app update affect supported products?

The Sonos app will continue to support all currently supported products. The update will not impact hardware, product functionality, compatibility or support.

The existing S2 app will simply be updated with the new design and customizable Home screen. The S1 app will remain the same; the app redesign is only compatible with S2.

Are there major issues with S2 that Sonos needed to solve?

The themes that Sonos heard through customer research were the number of tabs, the usage of visual cues, and the overall speed and reliability of the app.

What exactly is new with the redesigned app?

The new experience brings all content across 100+ streaming services in one screen. It has a customizable layout and more accessible controls for grouping and more.

How will customers get the newest version of the Sonos app?

If they have Automatic Updates turned on (it is the default setting) they will get the new version automatically.

Otherwise, go to **System > System Updates**. While there, turn on Automatic Updates to receive future versions automatically.

Can customers choose not to update their app?

Customers can choose not to update their S2 app, disable auto-updates, and continue to use the S2 app as is. However, Sonos encourages updates to receive the latest features, bug fixes, security updates.

For customers with the S1 Controller, will they receive this update?

No. Update from S1 Controller to the Sonos app, instructions here

How is Sonos using customer data for the revamped app? Is it being used for personalization?

The Sonos app experience is not personalized based on user data.

What other features can customers expect to be added in the coming months?

- Playlist creation and editing
- Queue editing
- Sleep timers
- Local library setup

With the new aggregated search are customers able to filter for spatial audio tracks or is it visually apparent which tracks are spatial-enabled?

There isn't a way to filter a search by spatial audio, but the redesigned app notes when the customer is listening in spatial audio, in the Now Playing screen.

Why is Sonos removing support for HTTP/SMB1 shares?

HTTP and SMB1 are no longer secure protocols for sharing files, including streaming to Sonos. The industry-wide recommendation is for customers to move their files to a more secure version, either SMB2 or SMB3.

Why is Sonos removing the classic search function?

They've introduced a new single search bar that searches across all categories (Artists, Songs, Albums, Playlists).