Sonos Equipment- Article no. 8460

Resolution Steps

Sonos One

Sonos Beam

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Features

1. **Wireless**
    - 2.4Ghz networks only
    - Wireless G compatible
    - Sound is streamed from your wi-fi network, not your phone
2. Compatible with **Eero whole home Wi-Fi solution**
3. **Multi-room** - Play any song in any room. Or the same song in every room
4. **One App Control** lets you control everything, from songs to rooms to volume
5. **Pure, immersive sound** in any room of your home
6. **Compatible** with streaming services, on-demand radio, podcasts, audiobooks, music downloads, etc.
7. Works with **Alexa, Google assistant, and Airplay**
8. Compatible with the **TiVo Experience 4 with Voice** Remote:
    - Go to **TiVo Home |** left arrow to **Menu | Settings | Remote,**

CableCARD, & Devices | Remote Control Setup

- Only program **part 1: TV power, volume, and mute.** This step gets the peanut remote to speak to the TV

- Setup the **TiVo Voice remote's volume button to program the Sonos device** volume

9. Set up your Sonos App:

    - **Sonos App | Settings | Room Settings | [choose a room] | TV Setup and Control | Remote Control Setup**

10. **Trueplay** tuning listens to your room then adjusts your speaker so it sounds great, no matter where you place it (Apple iOS Devices Only)

11. **Speech Enhancement** keeps dialogue at a consistent level and reduces volume of loud sound effects

12. **Night Mode** makes quiet sounds enhanced and loud sounds less intense

13. **Software updates** are sent periodically to make the Sonos experience even better

Requirements and Order Entry Info

    - **Limitations:** Customers are limited to **two beams** and **four ones**
    - Customers with our **High Speed data** services
    - No self install kits, pick ups or swaps at local offices

- **Technician installation only** (truck roll fee waived for new install, charged for subsequent work orders)

1. Order Entry: **Service Change** [UD]
2. Order Type: **Schdl Tech Visit**
3. Enter your information on the **Order Entry [ES]** screen
4. From the ES screen, **add or remove service codes and promotions**
    - The quantity **must match** the number of Sonos Beams or Sonos One's
5. **One Time Charges [OT]** screen
    - Add **Tech Visit OTC**
6. **Schedule Work Order** [SW] screen

    - Schedule in **tech quota** at a convenient time

7. **Enter** thru Order Summary screen

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