End of Software Updates FAQ

Commercial Partner

What is happening?
Some older Sonos products have reached the limit of their memory and processing power and are now classified as legacy products. Starting later this year, these legacy products will no longer receive software updates.

What products will stop receiving software updates?
- Bridge
- Connect (Manufactured 2011-2015)
- Connect:Amp (Manufactured 2011-2015)
- CR200
- Play:5 (Gen 1)
- ZP80
- Connect (ZP90)
- ZP100
- Connect:Amp (ZP120)

When will legacy products stop receiving software updates?
Legacy products will stop receiving software updates in May 2020.

How do customers find out if their Sonos system is impacted?
A customer's system will be impacted if they have one or more legacy products in their Sonos system. If a customer has legacy products, they will receive notifications directly from Sonos and can also do a system check by logging into their Sonos account on sonos.com.

An example of what customers will see in their Sonos account is pictured below.

A list of Sonos legacy products can also be found in the following article:
https://support.sonos.com/s/article/4798

Will customers still be able to use their legacy products after May?
Yes, customers will be able to continue using legacy products after they stop receiving software updates. This continued functionality gives the customer the choice to continue listening and using their legacy products. However, some functionality will be impacted over time.

What do my customers need to do if they have legacy products in their system?
Customers have options.

- They can **trade up** legacy products to save 30% on modern Sonos products through the Trade Up program, available through sonos.com and participating commercial partners.
- They also can **leave their system as is** and stop receiving software updates in May 2020. Their system will work as it does currently, though over time functionality of features and services will be impacted.

What is the Trade Up program?

On October 30, 2019, Sonos launched a Trade Up program that allows customers to recycle select Sonos products in exchange for a 30% off on a new Sonos product. Eligible products include the following: :
- Connect
- Connect:Amp
- Play:5 (Gen 1)
- All Zone Players
- CR200

How do I become a Trade Up partner?

To become a Trade Up partner, contact your Sonos account manager to discuss the program terms in addition to reporting and recycling requirements.

My customer wants to continue using legacy products in their Sonos system. What's going to change?

Their Sonos system will no longer receive updates, so their experience will initially remain the same. However, the functionality of features and services will eventually be impacted as technology, particularly music service and voice partners, evolves over time.

How long until functionality or features are impacted?

Sonos doesn't expect any immediate impact from ending software updates.

As changes are made to technology in the future, particularly by music service and voice partners, access to certain services or features may be disrupted. An example would be a music service partner issuing a new update that isn't backwards compatible with legacy software.

For more information, customers can go to https://support.sonos.com/s/article/4786