

Sonos Integration Update - FAQs

1. What is happening with Lutron systems and Sonos products?

Sonos released a new version of their app, called S2, that is not compatible with a small number of their older products. ([Learn more about S2 and see which products are compatible here](#))

- If ALL of your Sonos products are S2-compatible, you can simply upgrade to S2.
 - Lutron Impact: **NONE**
- If NONE of your Sonos products are S2-compatible, you will not be able to upgrade to S2.
 - Lutron Impact: **NONE**
- If SOME of your Sonos products are compatible with S2 and some are NOT, you have two options:

Option 1 (RECOMMENDED): don't upgrade to S2 at all - keep your entire Sonos system on S1

- Lutron impact: **NONE**

Option 2 (NOT RECOMMENDED): split your Sonos system - upgrade your new devices to S2, but keep your older devices on S1

- Lutron impact: **HIGH**
 - You will need to reset and re-program your Sonos integration with Lutron, and you will no longer be able to control all of your Sonos devices together through Lutron.

2. If I follow Option 2 above, how will my Lutron system be affected?

1. Your existing integration with Sonos **will need to be reset** in the Lutron app.
2. As a result, **all existing Sonos programming will be lost** from your Lutron system.
 - a. This includes all scenes, schedules, audio Picos, etc. that included Sonos in their programming.
3. When you re-program, **Lutron will no longer be able to control all of your Sonos speakers**.
 - By following Option 2 above, you will now have two Sonos systems in your home (S1 and S2).
 - Lutron can only integrate with one of those Sonos systems.
 - Lutron will automatically default to the Sonos system with the most devices in it. This cannot be changed.

3. I understand the downsides of following Option 2, but I still want to do it. How do I go about it?

- **Caséta and RA2 Select users may use the Lutron App** to reset their Sonos system (Settings -> Advanced -> Integration -> Connections -> Sonos), and re-program Sonos to Pico controls, scenes, and schedules
- **Lutron RadioRA 2 and HomeWorks users will need to call Lutron Tech Support** to have their Sonos programming reset. The Lutron Connect App may then be used to re-program Sonos to your Picos, Keypads, Scenes, and schedules. NOTE: This programming may have originally been done by your professional installer

4. What does this mean for my Lutron system?

- If you want to continue using your system with speakers that are a mix of S1 only, and S2 compatible devices, do not upgrade to S2 until you have replaced all your speakers to be S2 compatible.

5. **When does the change go into effect?**
 - The Sonos S2 app is live on the app store as of June 8th, 2020.
6. **How do I tell what are S1 and S2 devices?**
 - Please see [Sonos' support page](#) to determine what are S1 and S2 devices.
7. **I have Play:5, Connect, or Connect:Amp - how do I tell which generation it is?**
 - You can tell which version of the product you have by going to the 'About My System' section of the Sonos app.
8. **I already migrated to S2; can I go back?**
 - Once you have migrated to S2, you cannot go back to an S1 system.
9. **Is this a Lutron and Sonos only thing or does it affect all my integrations?**
 - This is a change from Sonos, and it may affect any integration that you are using to control your Sonos speakers. This will not affect any other existing Lutron integration.
10. **Can I integrate a Sonos S1 and S2 system into my system at the same time?**
 - You cannot. If you do have a split system, the Lutron app will automatically select the system with the most devices (either S1 or S2)
11. **Will my Lutron Audio Pico remote continue to work with Sonos?**
 - Yes, your Audio Pico remote will continue to work for whichever Sonos system (S1 or S2) that is connected to your Lutron system. If you decided to migrate only some of your Sonos to S2, any Audio Picos that were tied to your Sonos system will need to be reset and re-programmed after migration
12. **I have a Caséta/ RA2 Select account. How do I reset my Sonos system?**
 - Caséta and RA2 Select users may use the Lutron App to reset their Sonos system (Settings -> Advanced -> Integration -> Connections -> Sonos), and re-program Sonos to Pico controls, scenes, and schedules
13. **I have a RA2/HomeWorks account setup by a professional installer. Do I need to do something different?**
 - For accounts setup by a professional installer, please contact your installer or Lutron tech support to help handle any changes.

Learn More

[Sonos S2 Overview and Compatibility](#)

[Known limitations with separate Sonos S1 and S2 systems](#)

[Set up separate S1 and S2 systems](#)