# FAQ

*End of Software Updates - May 2020*

**What is happening?**
The pace of innovation has stretched the capabilities of the oldest Sonos products to their technical limit. These products no longer have the memory or processing power to support future innovation. Starting May 2020, these products will no longer receive software updates or new features.

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

**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 run 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.

**Will customers still be able to use their legacy products after May?**
Yes. Customers can continue using legacy products as before. Their system will stop receiving software updates. Over time, this is likely to disrupt access to services and overall functionality.

**What do my customers need to do if they have legacy products in their system?**
We are giving customers options and the time to think them over.

- They can **continue using their system as is** and stop receiving software updates and new features starting May 2020. Their system will work as it does currently, though over time, this is likely to disrupt access to services and overall functionality.
- They can also **Trade Up** to a new Sonos product with a 30% credit for each legacy product they replace. This program is optional and open to customers at any time should they decide to upgrade to the latest Sonos products.

**What is the Trade Up program?**
Sonos' Trade Up program allows customers to recycle select Sonos products in exchange for a 30% credit on any new Sonos product. Eligible products include the following:

- Connect (sold until 2015)
- Connect:Amp (sold until 2015)
- Play:5 (Gen 1)
- All Zone Players

If a customer chooses to participate in the Trade Up program, their legacy products will be put in Recycle Mode, a state that deletes personally identifiable information and prepares these products for e-recycling. Recycle Mode also protects unsuspecting people from buying legacy products that are approaching the end of their useful life and won't provide the Sonos experience customers expect today.

**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?**
Starting May 2020 their Sonos system will no longer receive software updates. This means 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.

**What will the experience be like for customers with legacy products, compared to households with modern products?**
From May, customers with legacy products will no longer receive software updates or new features. Over time, this is likely to disrupt access to services and overall functionality, particularly as our music service and voice partners evolve their technology.

We will do our best to preserve core functionality and provide bug fixes, but our efforts will ultimately be limited by the lack of memory and processing power of these legacy products.

Because Sonos is a system, all products in the home need to be running the same software. If legacy products remain connected to the same system as modern products, then the modern products will no longer be able to receive software updates or new functionality, either.

**Is there a way to continue getting updates for modern players and still use the legacy ones?**
Customers will be able to separate legacy players from modern systems and continue to use them. We'll have more information to share closer to May when people will be able to take that action.

**Is Sonos no longer releasing software updates?**

Customers who only have modern products in their system will continue to receive software updates and the latest features.

# When?

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

**When will the experience diminish for a legacy system after it receives its last software update?**
There won't be any immediate impact, but over time, technology will progress in ways these products are not able to accommodate. We will do our best to preserve core functionality and provide bug fixes, but our efforts will ultimately be limited by the lack of memory and processing power of these legacy products. An example would be a streaming service issuing new software that cannot be made to be backward compatible, or that requires more computing power than the old hardware can sustain.

**When can customers expect their modern players to stop receiving software updates?**
Sonos is committed to supporting products with software updates for a minimum of five years after we stop selling them, and we have a track record of supporting for longer.

**Will Sonos devices ever simply stop working?**
Sonos devices will continue to work as long as the hardware allows, and we expect no immediate impact from the end of software updates. Over time, some features and functionality will be impacted by changes to technology, particularly by music service and voice partners.

# Why?

**Why is Sonos ending software updates for some products?**
The reality is these are our oldest products, which have been stretched to their technical limits. We're proud that we have been able to keep these products part of the core Sonos system for many years, but they simply don't have the memory or processing power to sustain software updates or new features.

We're giving customers options and the time to think them over. One option is to continue using these legacy products after May, knowing that over time their experience will likely be impacted.

**Why are some Connects and Connect:Amps considered "legacy" but others aren't?**
Updated components in more recently manufactured Connects and Connect:Amps are able to support new features and services in the future.

**Should Sonos customers expect this to happen again?**
Our commitment is to support products with software updates for a minimum of five years after we stop selling them, and we have a track record of supporting for longer. Once a given product stops receiving software updates, it will continue to work as it did the day before. Over time, this is likely to disrupt access to services and overall functionality.