Sonos Ace

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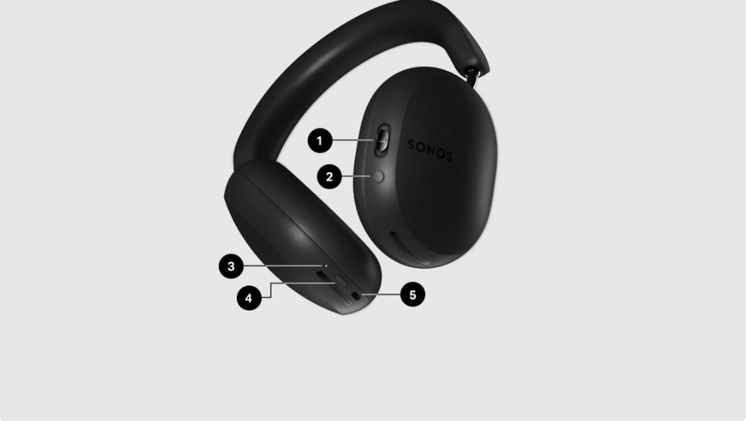
Overview

Sonos Ace has been expertly crafted and tuned for a personal listening experience unlike any other.

- **A new personal best for sound.** The custom-designed drivers render each frequency with superior precision and clarity. Experience a deeper connection to your content when you stream lossless and spatial audio.
- **All the sounds you want, none of the noise you don't.** World-class Active Noise Cancellation adapts based on fit, pinpointing and neutralizing external sounds for maximum immersion. Turn on **Aware Mode** to hear what's going on around you.
- **Battery that lasts and charges ultra fast.** Listen or talk for up to 30 hours with Active Noise Cancellation enabled. Get 3 hours of battery life with a quick 3-minute charge using the included USB-C cable
- **The most precise and immersive home theater experience.** Instantly swap TV audio from a compatible Sonos soundbar to 1 or 2 Sonos Ace headphones and feel transported to your own private theater. Spatial audio with Dolby Atmos envelops you in dramatically detailed sound from all directions, dynamic head tracking turns listening into a uniquely interactive experience (iOS and Android), and TrueCinema virtually renders a complete surround sound system for the most lifelike soundstage.
- **Obsessively crafted for comfort.** Plush memory foam ear cushions create an exceptional acoustic seal and minimize pressure. The extendable stainless steel headband and rotating ear cups adjust for a bespoke fit.

Controls, lights, and ports



1 **Content Key**

Playback

Play/Pause: Press once to pause or resume streaming content.

Next: Double press

Previous: Triple press

Volume: Slide up or down. Slide and hold to quickly change the volume.

Home theater

TV Audio Swap: After you set up **TV Audio Swap** in the Sonos app, press and hold to swap audio with your soundbar.

2 **Noise Control/Voice Control**

Noise control

Press to switch between **Active Noise Cancellation** and **Aware Mode**.

Note: In the Sonos app, you can turn off **Active Noise Cancellation** and **Aware Mode**. Sonos Ace passively isolates you from background noise.

Voice control

Press and hold to activate the voice assistant on your device. You'll hear a tone when it's ready to listen.

3 **Status light**

Indicates battery level, charging state, Bluetooth connection, and signals product updates and errors. It turns off when you're wearing your Sonos Ace.

4 **Power/Bluetooth**

Power on/off

- Press and hold (about 3 seconds) to **power on** your headphones. You'll hear a tone when they're ready to use.
- Press and hold (about 3 seconds) to **power off**. You'll hear a tone as they power off.

Bluetooth pairing

1. Press and hold (about 7 seconds) to put your headphones into Bluetooth pairing mode. Hold past the "power down" tone (first tone) until you hear the "Bluetooth" tone (second tone) and the light blinks blue.
2. Go to the device’s Bluetooth settings and select your headphones from the list of found devices.

Note: When you turn on your headphones, they automatically connect to the most recently connected Bluetooth device, if available.

Factory reset

If you want to set up your Sonos Ace like new, you can factory reset your product to clear all of its settings and previously paired Bluetooth devices.

1. Make sure your Sonos Ace is powered on.
2. Press and hold the **Power/Bluetooth** button.
3. While holding, plug your Sonos Ace into power.

The status light will flash white when your headphones have been reset.

Note: Sonos Ace is immediately ready to pair with a Bluetooth device when unboxed and after a factory reset.

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5 **USB-C port**

Charging

Use the included cable to connect a USB-IF certified or USB-compliant USB-C power supply, 7.5 W minimum (15 W recommended) and listen to Bluetooth audio while you charge.

Line-in

You can plug your headphones into an audio device in two ways:

- **USB-C to 3.5 mm cable** cable (included). Useful for in-flight entertainment and devices without wireless capabilities. **Note**: Not compatible with third party cables.
- **USB-C to USB-C** cable (included). Adds functionality to the line-in experience like content control and phone calls.

Bluetooth is disabled when Sonos Ace is connected to a device with a USB-C cable. The light will show solid white.

Adjust the fit

Sonos Ace underwent extensive wear testing, with thoughtful consideration for different head shapes, head sizes, hairstyles, and accessories, to ensure comfort for as long as you're listening.

The stainless steel headband smoothly extends and stays securely in place. Inside the ear cup, an innovative mechanism allows for precise adjustment to equalize pressure and create an exceptional acoustic seal.

To get the most out of your Sonos Ace, it's important that your headphones fit comfortably:

- **Before you put them on**, make sure each ear cup is on the correct side. A contrasting interior color differentiates the right ear cup so you instantly know how to orient Sonos Ace. You should be able to use the Content Key with your right hand.
- **Try on your Sonos Ace.** Your ears should be centered and comfortably surrounded by the ear cushions. Extend or shorten the arms of the headband as needed by pulling the ear cup down or pushing it up.

Ear cushion replacement

Ear cushions can be easily replaced if they wear out over time. Each cushion is securely held in place by magnets, but can be removed with a light pull.

When reattaching an ear cushion, here are some things to keep in mind:

- Make sure both cushions are on the correct sides. Look for the **L** (left) and the **R** (right).
- Before replacing a cushion, wipe the surface with a clean, dry cloth to make sure it's free of dust and debris.
- The ear cushions will automatically snap into place.

Bluetooth pairing

Before you start, make sure your Sonos Ace is powered on and Bluetooth is enabled on the device you want to pair your Sonos Ace with.

Note: Sonos Ace is immediately ready to pair with a Bluetooth device when unboxed and after a factory reset.

Action	Result
Press and hold the **Power/Bluetooth** button (about 7 seconds) to put your headphones into Bluetooth pairing mode.	**If you're wearing Sonos Ace,** hold the button ***past*** the “power down” tone until you hear the “Bluetooth pairing” tone. Any active audio streams will stop when you enter pairing mode.

Note: **Power/Bluetooth** button is located on the left ear cup.	**If Sonos Ace is off your head,** hold the button until the status light slowly blinks blue.
Go to the device's Bluetooth settings and select your Sonos Ace from the list of found devices.	**If you're wearing Sonos Ace,** • You'll hear a tone confirming that your Sonos Ace has successfully connected to your device. • Your device's Bluetooth settings list will show your headphones as "Connected." **If Sonos Ace is off your head,** • The status light on Sonos Ace will show solid blue. • Your device's Bluetooth settings list will show your headphones as "Connected."

Light	**Description**
Solid white	Powered on, not connected to a Bluetooth device.
Solid blue	Powered on, connected to a device via Bluetooth.
Blinking blue	Powered on, searching for a Bluetooth device.

Multipoint

You can connect your Sonos Ace to 2 Bluetooth devices and automatically switch between audio streams. Make sure Bluetooth is enabled on both of your devices.

In the Sonos app:

1. Go to **Settings** ⚙.
2. Choose Sonos Ace under **Headphones**.
3. Find **Bluetooth**, then select **Multipoint.**

Note: **Multipoint** is off by default.

Head tracking for Bluetooth

Sonos Intelligent Motion Processing with Dolby Head Tracking is available during Bluetooth playback. This industry-leading Dolby Atmos experience surrounds you in hyperrealistic sound with different elements of the music coming from points around your head.

You can enable or disable **Head Tracking** in the Sonos app:

1. Go to **Settings** ⚙.
2. Choose Sonos Ace under **Headphones**.
3. Find **Sound**, and then select **Head Tracking.**

Power and charging

Use the included cable to connect a USB-IF certified or USB-compliant USB-C power supply, 7.5 W minimum (15 W recommended).

While your Sonos Ace is charging, you can continue listening to a Bluetooth-connected device.

Low battery

When the battery level reaches 10% power, you'll hear a tone and the status light will flash orange.

Light	**Description**
Flashing orange	Between 0% and 10% battery remaining.

Charging

After connecting your Sonos Ace to power:

1. The status light shows **solid orange** when your headphones are plugged in and charging.
2. The status light will show **solid green** when your headphones are plugged in and reach full charge.

Light	Description
Solid orange	Plugged in and charging normally. Below 100% charge.
Solid green	100% battery. You can unplug your headphones.
Flashing red	Charging error. Unplug your headphones from power.

Rapid charging

When your Sonos Ace reaches 10% power or lower, you can utilize rapid charging to quickly recharge. Rapid charging gives you 3 hours of playback in just 3 minutes.

Use the included USB-C to USB-C cable and a compliant USB-C power supply (not included) to charge your headphones:

- 0% to 10% in 3 minutes.
- 10% through 100% normal charging speed (full power in up to 3 hours).

TV Audio Swap

Instantly swap TV audio from a compatible Sonos soundbar to your Sonos Ace and feel enveloped in exhilarating surround sound and spatial audio. You can swap with 2 Sonos Ace headphones at once to enjoy a movie or game together.

Note: Only TV audio (via HDMI or optical) can stream to Sonos Ace.

Use the Sonos app (iOS and Android) to set up the connection between your Sonos Ace and a compatible soundbar. Make sure your products are up to date and WiFi is enabled before using **TV Audio Swap**.

If you want to use TV Audio Swap with two headphones, you must set up TV Audio Swap for each Sonos Ace.

Set up from the Home screen

Before you start, make sure your Sonos Ace remains powered on and within 30 ft (9 m) of your Sonos soundbar during **TV Audio Swap**.

In the Sonos app:

1. Choose your Sonos Ace headphones from the system view.
2. Select **Set Up** on the Home screen to get started.
3. After **TV Audio Swap** is set up, select **Swap** to connect to the soundbar.

Set up from Settings

In the Sonos app:

1. Go to **Settings** ⚙.
2. Select your Sonos Ace headphones.
3. Select **+ Add TV Audio Swap** to get started**.**

Features and settings

To start or end a swap session, press and hold the Content Key or go to the Home screen in the app and choose **Swap** or **Swap back**. A second Sonos Ace can join or leave your session the same way.

While using **TV Audio Swap**, you can listen with **Spatial Audio** and dynamic **Head tracking** for the most immersive experience possible.

Feature	Description
Spatial Audio	Places you in the center of the scene with sound coming from all around you.
Head tracking	Spatial audio stays centered with your TV as you move your head, for the most life-like sound experience. **Spatial Audio** must be enabled to use this feature. Note: Only available while listening with 1 pair of headphones.

TrueCinema

TrueCinema measures how sound from your soundbar reflects off walls, furnishings, and other surfaces, then renders a full 7.1.4 surround sound system in your headphones with spatial audio tuned to the natural acoustics of your room. You’ll feel like you’re listening out loud in your own private theater.

Before tuning, update your products and use the Sonos app to set up **TV Audio Swap** with a compatible soundbar. Once you’re ready, go to Settings, choose your headphones, and choose **TrueCinema**.

Voice control

If your Sonos Ace is connected to a Bluetooth device that has a built-in voice assistant, you can activate it using the Noise Control/Voice Assistant button, located on the right ear cup.
Ask to play specific playlists, albums, podcasts, and more from a variety of apps.

Phone calls

Microphones target your voice and suppresses background noise to produce crystal clear audio during phone and video calls.

Receiving a call

Action	Description
Answer a call	Press the Content Key once to answer an incoming call. You'll hear a tone when the call connects successfully. **Wear Detection enabled:** When you're getting a call, put on your headphones to answer automatically. You can enable **Wear to Answer** in **Settings**. Enable Wear to Answer 1. Go to **System Settings** . 2. Select your Sonos Ace under **Headphones**. 3. Navigate to **Hardware Controls**, then select **Wear Detection**. 4. Toggle **Wear to Answer** on or off.
Decline a call	Press and hold the Content Key to decline an incoming call. You'll hear a tone when the call is declined.

During a call

Action	Description
End call	Press the Content Key once to end an active call. You'll hear a tone when the call ends.
Take off Sonos Ace	**Wear Detection enabled:** Call audio will switch from your headphones to your Bluetooth device.

Wear detection

Sonos Ace uses sensors in the ear cups to detect if it's on your head and ready to use. When you take it off, Sonos Ace pauses your content so you don't miss a second.

Note: Sonos Ace will turn off after 30 minutes of inactivity.

Wear Detection is enabled by default. You can disable it in the Sonos app:

1. Go to **Settings** ⚙.
2. Choose your Sonos Ace under **Headphones**.
3. Select **Wear Detection**, and then select **Wear Detection**.

Note: If **Wear Detection** is disabled your Sonos Ace won't turn off after 30 minutes of inactivity.

Feature	**Description**
Play/Pause	Content pauses when you take your headphones off and resumes when you put them back on.
Phone calls	Enable in **Settings** ⚙. When you're getting a call, put on your Sonos Ace to answer automatically. **Note**: When you take off Sonos Ace during a call, the call will continue out loud on your phone/mobile device.

Product settings

Use the Sonos app to adjust product settings for Sonos Ace:

1. Go to **Settings** ⚙.
2. Choose Sonos Ace under **Headphones**.

Settings	**Description**
Name	Change the name of your Sonos Ace. This name will show up in Bluetooth pairing lists.
Status	Displays battery percentage.
Noise Control	Three levels of Noise Control: • **Active Noise Cancellation**: Significantly reduces background noise. Make sure your Sonos Ace fits snugly to get the most out of this mode. • **Aware Mode**: Sonos Ace uses its microphones to let in environmental sound so you can clearly hear your surroundings without removing your headphones. • **Off**: You can turn off Active Noise Cancellation and Aware Mode if they're not useful in your current environment and to save battery. Sonos Ace passively isolates you from background noise. With two ways to modify: • **Adaptive Cancellation**: Improves on Active Noise Cancellation technology by adapting based on how your headphones fit. • **Sidetone**: Active Noise Cancellation normally cancels out your own voice as well. Sidetone enables you to hear your own voice clearly while using Active Noise Cancellation on a call. May not work if your headphones are plugged into another device during your call.
Sound	Make adjustments to **EQ**: • Bass • Treble • Balance • Loudness Toggle **Head Tracking** on or off.
	• **Spatial Audio**: Toggle on or off while **TV Audio Swap** is active. • **Head Tracking**: Toggle on or off while **TV Audio Swap** is active.

TV Audio Swap	• **TrueCinema**: Toggle on or off for any soundbar you've tuned your headphones for. You can also retune anytime. • **Add TV Audio Swap**: Set up a soundbar to use with **TV Audio Swap**. • **Remove TV Audio Swap**: Remove a soundbar in your headphone's memory.
Bluetooth	Manage connection settings.
Hardware Controls	• **Noise Control**: Select the modes you want to cycle through when pressing the button on your Sonos Ace. • **Wear Detection**: Toggle on or off. When you take it off, Sonos Ace pauses your content so you don't miss a second.
About	• See product serial number. • Check for software updates and see current software version.

Specifications

Audio

Drivers	Custom-designed 40 mm dynamic driver in each ear cup.
Microphones	Eight microphones for noise control and voice targeting.
Spatial audio	Stream spatial audio content from supported services and devices.
Lossless audio	Enjoy lossless audio over Bluetooth with a supported device or via a USB-C connection.
Noise control	Active Noise Cancellation blocks external sounds. Aware mode blends ambient sound with your content.
Head tracking	Sonos Intelligent Motion Processing with Dolby Head Tracking. Enable this feature in the Sonos app.
TV Audio Swap	Press the Content Key to swap sound from a compatible Sonos soundbar to Sonos Ace (iOS and Android).
Dolby Atmos	Requires a compatible device and compatible content.
Adjustable EQ	Use the Sonos app to adjust bass, treble, and loudness.

Details & Dimensions

Dimensions	• **Height**: 7.52 in (191 mm) • **Width**: 6.3 in (160 mm) • **Depth**: 3.35 in (85 mm)
Weight	11 oz (312 g)
Colors	Black Soft White

Finish	Matte Stainless steel
LED	Light on bottom of left ear cup indicates connection status.

Controls

Content Key	• **Slide up and down** for volume control. • **Press once** to play/pause. • **Press twice** to skip a track. • **Press three times** to play previous track. • **Press once** to answer a call. • **Press and hold** to decline a call.
Noise Control (right ear cup)	• Press to switch between the Noise Control modes you've selected for your headphones, from **Active Noise Cancellation** to **Aware Mode** to **Off**. • Press and hold to activate the voice assistant.
Power/Bluetooth (left ear cup)	• Press and hold the **Power/Bluetooth** button (about 3 seconds) to power on your headphones. • Press and hold the **Power/Bluetooth** button (about 7 seconds) to put your headphones into Bluetooth pairing mode and pair a new device.

Power & Connectivity

Bluetooth	Bluetooth 5.4 supports audio streaming from any Bluetooth-enabled device.
Battery	Li-ion, 1060mAh battery powers up to 30 hours of listening time or 24 hours of call time with Active Noise Cancellation or Aware Mode enabled.
Charging	Use the included cable to connect a USB-IF certified or USB-compliant USB-C power supply, 7.5 W minimum (15 W recommended). Rapid charge provides 3 hours listening time in 3 minutes from 0%. Full charge from 0% can require up to 3 hours. **Note**: The power delivered by the charger must be between min 5 Watts required by the radio equipment, and max 12 Watts in order to achieve the maximum charging speed.
Operating temperature	32°F to 104°F (0°C to 40°C)

What's in the box?

Sonos Ace	Product
Travel case	With removable cable pouch
USB-C to USB-C cable	2.46 ft (0.75 m)
USB-C to 3.5 mm cable	3.94 ft (1.2 m) **Note**: Not compatible with third party cables.
Documentation	Quickstart Guide and legal/warranty information

Requirements

Audio source	Supported Bluetooth device, such as a smartphone
Power source	Use the included cable to connect a USB-IF certified or USB-compliant USB-C power supply, 7.5 W minimum (15 W recommended).

Important safety information

1. Read these instructions.
2. Keep these instructions.
3. Heed all warnings.
4. Follow all instructions.
5. Do not use this apparatus near water.
6. Clean only with dry soft cloth. Household cleaners or solvents can damage the finish on your Sonos components.
7. Do not block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. Do not install near any heat sources such as radiators, heat registers, stoves, or other apparatus that produce heat.
9. Protect the power cable from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
10. Only use attachments/accessories specified by the manufacturer.
11. Unplug this apparatus during lightning storms or when unused for long periods of time.
12. Refer all servicing to Sonos qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cable or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
13. **Warning**: Do not expose batteries (battery pack or batteries installed) to excessive heat such as sunshine or fire.
14. This unit is not waterproof. Do not expose liquids, either dripping or splashing. Avoid using in wet conditions.

15. **Minimum performance level**: when using Ace in wired audio mode, in the presence of strong RF fields, the user may experience temporary disruption of the audio output. In this case, normal performance may be restored by power-cycling the headphone using the power button.