# Sonos app update causes user frustration



**Sonos App Update Causes User Frustration**

Sonos, a company known for its high-quality speakers, released an updated version of its app that has left many users dissatisfied. The update, rolled out in 2021, disabled key features such as the ability to set or change wake-up alarms and included a flawed music timer function.

Charles Knight, an education nonprofit worker from Britain, is among the critics. Knight, who owns six Sonos speakers, expressed frustration over the removal of the alarm feature, calling it a longstanding necessity. Other customers, including those who are blind, have also reported difficulties, noting the omission of essential voice-control features.

The update sparked widespread uproar on social media platforms like Reddit and X, as well as through one-star app reviews and lengthy online chats with Sonos representatives. CEO Patrick Spence acknowledged the issues and promised to reinstate missing features in the coming days and weeks. He emphasized that the new app was designed to be faster and easier to update, though some users disputed this claim.

Chris Danielson, a blind employee of the National Federation of the Blind, criticized Sonos for not adequately testing the new app for accessibility features. While Sonos has pledged to restore these functions, Danielson noted the damage done to the company's reputation for making user-friendly products for individuals with disabilities.

Some users like Ken Schellenberg, a retired individual from Arlington, Va., are particularly disheartened. Schellenberg, who owns around ten Sonos speakers, described his experience as "maddening" and lamented the inability to play his extensive digital music collection, forcing him to revert to using CDs.

Sonos has committed to addressing these issues and regaining user trust by improving communication and executing necessary software updates.