

StealthTech Bluetooth Chipset Update (v3.0.1 | via Micro USB Data Transfer Cable)

Updating your Sound + Charge System with New Enhanced Bluetooth Upgrades

Sactionals are Designed for Life and because technology evolves and changes, we want to make sure your Sactionals with StealthTech can evolve and change, as well. Follow the instructions below to update your System.

Who Needs to Complete This Update

1. All StealthTech Systems purchased before March 2024 should complete this update. Please complete the Bluetooth Chipset update before the Firmware update.

What's Needed to Complete Update

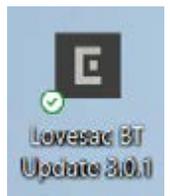
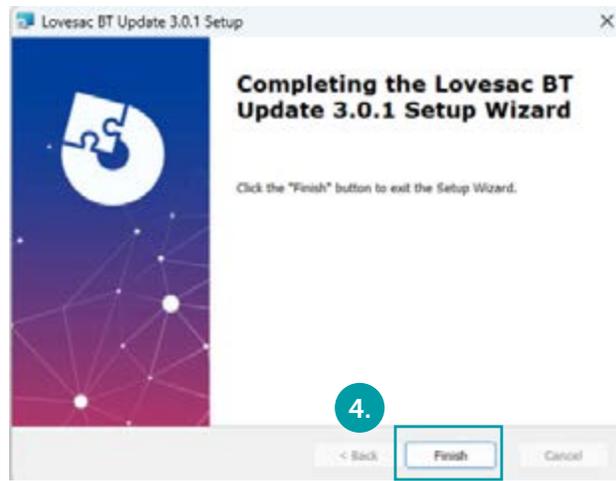
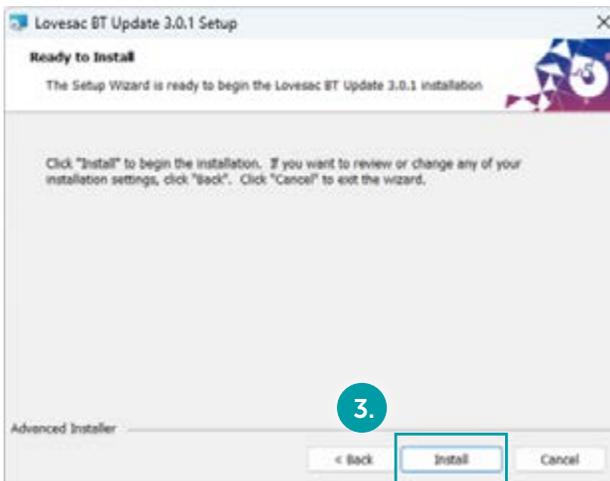
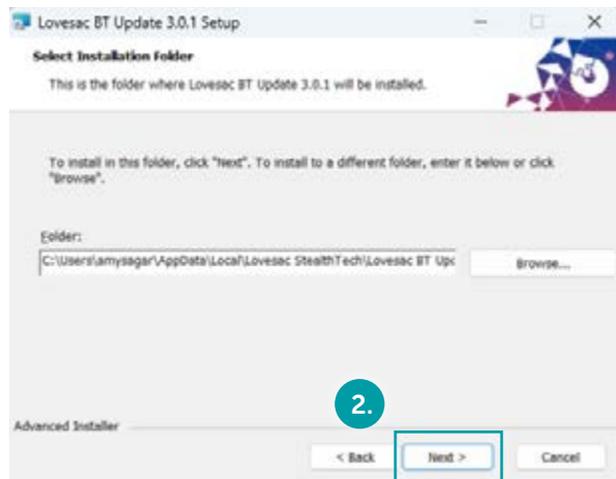
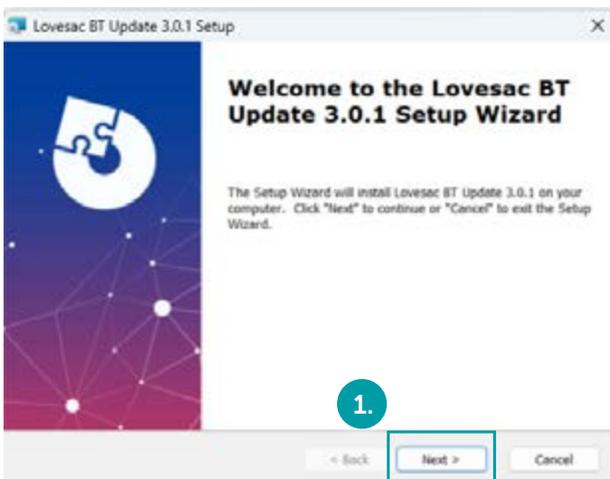
1. A laptop - needs to be in close proximity to your Center Channel.
2. A USB to Micro-USB Data Transfer Cable (USB-A to Micro-USB for most PCs or USB-C to Micro-USB for most Macs. Either cable will work on either platform, as long as the correct connection type is present).
 - a. To receive a cable from Lovesac, **Contact Lovesac Customer Support**
 1. Email: STSupport@lovesac.com
 2. Phone: 1-888-636-1223
 - b. Many Micro-USB Cables only support charging, not data transfer. If you already have a Micro-USB cable but are unsure if it supports data transfer, you can try connecting your laptop to the Center Channel. If you get a "No Device Detected" message, it means the cable doesn't support data transfer.

Instructions

1. You will need software to perform this update. The files for both Mac and PC can be downloaded from our website at lovesac.com/stealthtech-firmware-updates.

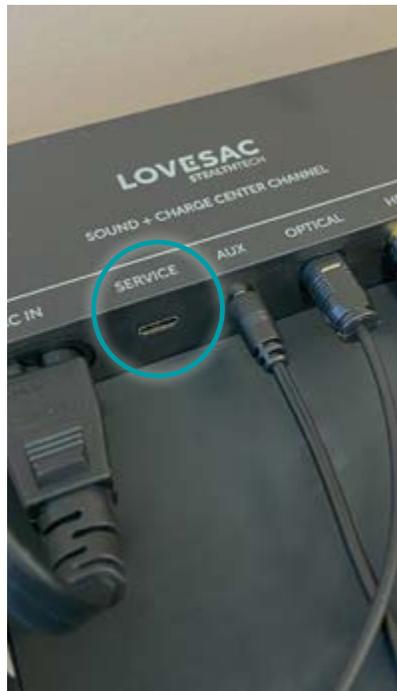
2. Open your computer's downloads folder and locate the program. In most cases, you can simply click on the app (Mac) or the installer (PC). If you see a compressed "zip" file, you can open it by right-clicking and selecting "extract all." Please note the following for PCs: Certain computers may be protected in such a way that you get an error pop-up (may say "Windows protected your PC"). If that happens, click "more info" and "run anyway".

3. For Mac - Once downloaded, you will be able to navigate to your apps and click on the icon labeled Lovesac. For Windows - Navigate to where you downloaded to in the previous step. Click on the installer and follow the steps outlined below.



Instructions

4. Power on the StealthTech Center Channel and TV; confirm that the Lovesac StealthTech remote control is connected and working properly. If the remote control isn't paired, see the troubleshooting section below.
5. Insert USB-A or USB-C end of the Data Transfer Cable into your computer and insert the Micro-USB end into the Center Channel 'Service' port. After you insert the USB cord, you will need to have your Center Channel positioned to see the LED lights - Lovesac logo will read vertically up.
6. On the remote, press and hold the 'Mode' and 'Bluetooth' buttons at the same time until the red LED light on the remote stops blinking and turns off (about 15 seconds).



Instructions

7. Press volume (+) on the remote and the Center Channel LEDs will turn on. Hold the button until there are no LEDs displaying on the Center Channel (about 10 seconds). This means that the Center Channel has entered upgrade mode.

i. Please note: In some instances, the LEDs on the Center Channel will NOT turn on at the beginning of this step, as described above. If you hold down the volume (+) button for 10 seconds on the remote but do not ever see any lights, the system IS ready, and you can safely proceed to the next step!



8. Double click the Lovesac program icon on your desktop and click "Begin Upgrade."

9. Please allow the program to run fully without touching system. Your computer application will show a message that verifies the update was successful.

10. Remove the Data Transfer Cable from your computer and the Center Channel.

11. Now, use the StealthTech remote to turn your Center Channel off and then back on - may take a couple of tries. If the remote does not allow you to do that, unplug the Center Channel for 15 seconds, plug it back in, and then re-pair your remote (see troubleshooting section below).

12. Now that the Bluetooth Chipset Update is complete and your remote is re-paired, you can move on to the Firmware update using the Flash Drive that came with your Sound + Charge System.

Troubleshooting

How to Re-Pair the Lovesac StealthTech Remote Control

1. Ensure the Center Channel is powered on.
2. On the Lovesac StealthTech remote control, hold down the Volume (+) and (-) buttons simultaneously for 10 seconds.
3. On the remote control, the red LED lights next to the power button will blink for two seconds and then turn off.



4. To verify that pairing was successful, turn your TV on and try to change the volume with the Lovesac StealthTech remote control.
 - a. If the volume doesn't change, repeat steps 1-3 and ensure you have working batteries in the remote control.