User Manual

Ledger Stax™

Scan this QR code to watch the step by step video

1 - Check if your Ledger Stax™ is genuine

Ledger products are built around a combination of hardware and software security, meant to protect your private keys from a wide range of potential attacks. Use this guide to make sure your Ledger device is genuine, and not fraudulent or counterfeit.

A few simple checks will confirm that your Ledger Stax™ is genuine:

- ✓ Ledger Stax™ origin
- ✓ Box content
- ✓ Condition of the Recovery Sheet
- ✓ Ledger Stax™ initial state

1.1- Buy from an official Ledger reseller

Purchase your Ledger Stax™ directly from Ledger or through Ledger authorized distributors/resellers network. Our official sales channels include:

- Official website: Ledger.com
- Official Amazon stores (as of the publication date of this guide):
  - **Ledger Official** in the USA, Canada, and Mexico
  - **Ledger** in the United Kingdom, Germany, France, Australia, Belgium, Spain, Italy, the Netherlands, Poland, Sweden, Turkey, Singapore
  - **Ledger UAE** in the United Arab Emirates
  - **Ledger India** in India
  - **Ledger公式** in Japan
- Authorized distributors/resellers listed here.

> **Note**: Ledger devices purchased from other vendors are not necessarily dubious. However, to ensure that your Ledger Stax™ is genuine, we strongly recommend that you perform the safety checks outlined below.

1.2- Check the box content

Ledger Stax™ box should include:

- A Ledger Stax™ hardware wallet

Scan this QR code to watch the step by step video

- 1 cable USB-C to USB-C (50 cm)
- 1 blank Recovery Sheet (3 folds) in an envelope
- A quick start guide in 14 languages
- Use, care and regulatory statement leaflet

1.3- Check the Recovery Sheet

During the Ledger Stax™ setup, if you choose to set your device as a new Ledger, you'll be provided with a new 24-word recovery phrase. These 24 words need to be written down on the Recovery Sheet.

> **Note**: If someone else knows your recovery phrase, they can access your crypto assets. Learn more:
>
> ➢ Best Ways to Keep your Recovery Phrase Secure
>
> ➢ How to keep my 24-word recovery phrase and PIN code safe

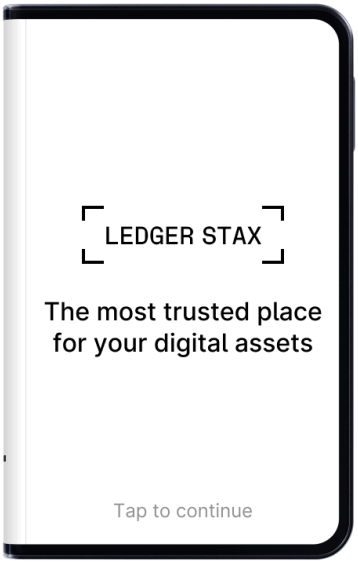
Follow the guidelines below to ensure that your Recovery Sheet isn't compromised:

- Make sure your Recovery Sheet is blank.
- If your Recovery Sheet already has words on it, the device is not safe to use. Please contact Ledger Support for assistance.
- Ledger never provides a 24-word Secret Recovery Phrase in any way, shape, or form. Please accept only the Recovery Phrase displayed on your Ledger Stax™ screen.

1.4- Check factory settings

When you power on your Ledger Stax™ for the first time, it should display the Ledger logo and then **Ledger Stax™. The most trusted place for your digital assets**.

Scan this QR code to watch the step by step video



Security tips

- ✓ Ledger never provides a PIN code in any way, shape, or form. Set your own PIN code.
- ✓ Choose your own PIN. This code unlocks your device.
- ✓ An 8-digit PIN offers an optimal level of security.
- ✓ Never use a device supplied with a PIN and/or a recovery phrase.
- ✓ If a PIN code is included in the packaging or if the device requires a PIN code the first time you use it, the device is not safe to use. Please contact Ledger Support for assistance.

1.5- Check authenticity with Ledger Live

Set up your Ledger Stax™ with Ledger Live to verify the device's authenticity.

- Each Ledger device has a secret key that is set during manufacturing.
- Only a genuine Ledger device can use this key to provide the cryptographic proof required to connect with Ledger's secure server.

Scan this QR code to watch the step by step video

You can perform a genuine check in two ways:

- Go through the onboarding process and setup in Ledger Live.
- In Ledger Live, navigate to My Ledger and tap on your device. Below the name and the version, you should see *Your device is genuine*.

1.6- View legal and regulatory information on Ledger Stax™ e-label

You can see the legal and regulatory information on your device's e-label without entering the PIN code:

1. Power on your Ledger Stax™ by pressing the right-side button.
2. Press and hold the right-side button for a couple of seconds.
3. In the upper right corner of the device, tap the **Info icon** ℹ️ then tap **Legal & Regulatory**.

Scan this QR code to watch the step by step video

2 - Set up your Ledger Stax™

This section will walk you through the initial setup of your Ledger Stax™. Depending on whether you set up your Ledger Stax™ with or without the Ledger Live app, the setup will slightly differ.
We strongly recommend you set up your Ledger Stax™ using the Ledger Live app. That will allow you to check device genuineness, update the OS to the latest version, see instructions and security tips, and install apps once the setup is complete.

The steps are as follows:

- Select whether you want to set up Ledger Stax™ with Ledger Live Mobile or Ledger Live Desktop.
- Name your Ledger Stax™.
- Choose the PIN.
- Select whether you want to set Ledger Stax™ as a new Ledger or recover access to your assets using an existing Secret Recovery Phrase or Ledger Recover.

2.1- Power on Ledger Stax™

1. Press and hold the right-side button for 1 second.



Scan this QR code to watch the step by step video

The device displays: “**Ledger Stax™. The most trusted place for your digital assets**”

2. Tap to navigate through the on-screen instructions.

2.2- Download and install Ledger Live

> **Note**: If you choose to **set up without Ledger Live**, skip this section and go directly to 2.2- Name your Ledger Stax™.

Depending on the device chosen to install Ledger Live, do one of the following:

- *Smartphone:* Download and install Ledger Live mobile from the App Store/Google Play.
- *Computer:* Download Ledger Live desktop.

2.2.1- Pair your Ledger Stax™ with your smartphone

1. Tap **Set up with Ledger Live mobile**.
2. Scan the QR code to open or download the Ledger Live mobile app.
3. Make sure Bluetooth® is enabled on your smartphone and your Ledger Stax™

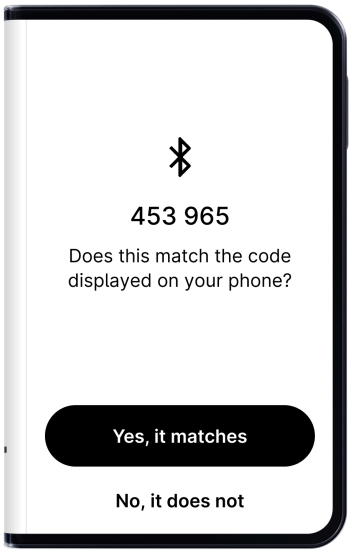
.

Note for Android™ users: Make sure location services are enabled in your phone's settings for Ledger Live. Ledger Live never stores your location information, this is a requirement for Bluetooth® on Android™.

4. To start the pairing in Ledger Live mobile, tap on Ledger Stax™ once it's available in Ledger Live mobile.

Scan this QR code to watch the step by step video

5. If the codes are the same, tap **Yes, it matches** to confirm the pairing.



The pairing persists in your global smartphone settings. The pairing code does not have to be confirmed again until you forget the device in the Bluetooth® settings of your smartphone.

2.2.2- Download Ledger Live desktop

1. Tap **Set up with Ledger Live desktop**.
2. Go to **ledger.com/start** to download Ledger Live desktop.
3. Connect Ledger Stax™ to your computer with the USB cable.
4. Select **Ledger Stax™** in Ledger Live and follow the instructions.
5. Tap **I'm ready** on your Ledger Stax™.

If you already have Ledger Live downloaded:

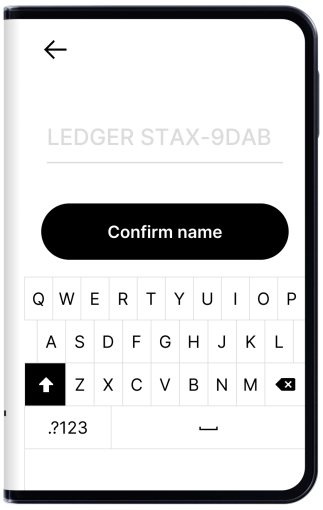
1. Plug in your Ledger Stax™ to your computer.
2. Navigate to **My Ledger.**

2.3- Name your Ledger Stax™

To get started, give your Ledger Stax™ a unique name.

Scan this QR code to watch the step by step video

1. Tap **Set name** to give your device a name.
2. Use the keyboard to enter a name.



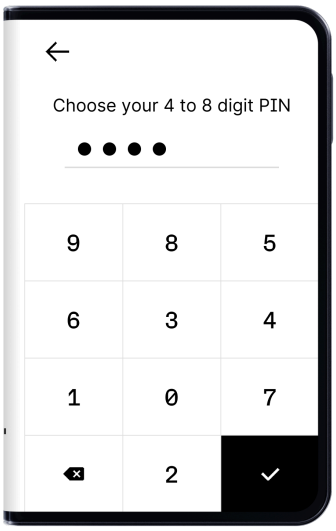
3. Tap **Confirm name**.
4. Tap to proceed with the device setup.

2.4- Choose your PIN

1. Tap to navigate through the on-screen instructions.
2. Tap **Choose my PIN**.

Scan this QR code to watch the step by step video

3. Use the keyboard to enter your PIN of 4 to 8 digits.



4. Tap ✓ to confirm your PIN of 4 to 8 digits. Tap ⌫ to erase a digit.
5. Enter the PIN again to confirm it.

🛡️ Security tips

- ✓ Choose your own PIN code. This code unlocks your device.
- ✓ An 8-digit PIN code offers an optimal level of security.
- ✓ Never use a device supplied with a PIN and/or a recovery phrase.
- ✓ Contact Ledger Support in case of doubt.

2.5- Write down your Secret Recovery Phrase

You can either create a new Secret Recovery Phrase or recover access to your existing assets:

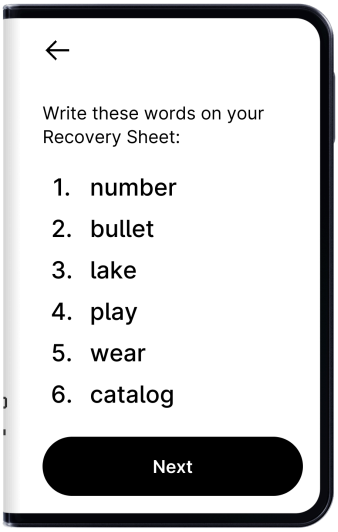
- **Set it up as a new Ledger**: it will generate new private keys so you can manage your crypto assets. You will also write down a new 24-word Secret Recovery Phrase, the only backup of your private keys.

Scan this QR code to watch the step by step video

- **Recover access to your existing assets:**
    - Restore with your Secret Recovery Phrase: it will restore the private keys linked to an existing Secret Recovery Phrase.
    - Restore using Ledger Recover

2.5.1- Create a new Secret Recovery Phrase

1. Take a blank Recovery Sheet supplied in the box.
2. Tap **Set it up as a new Ledger**.
3. After you have carefully read the on-screen instructions, tap **I understand**.
4. Write down the first group of six words on the Recovery Sheet.



5. Tap **Next** to move to the second group of six words.
6. Write down the second group of six words on the Recovery Sheet. Verify that you've copied them correctly. The process should be repeated until all twenty-four words have been written down.
7. Tap **Done**.
8. *(optional)* To verify your 24 words, tap **See the words again**.
9. Tap **Start confirmation** to verify that the 24 words are written correctly.

Scan this QR code to watch the step by step video

10. Tap the requested word to select the word n°1. Repeat this step for each requested word.
    Your device will display **Secret Recovery Phrase confirmed**.

You've successfully set up your device. You can now install apps on your device and add accounts in Ledger Live.

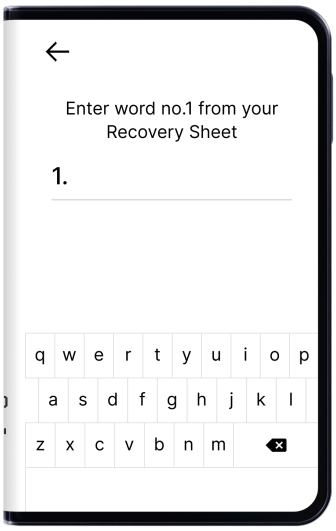
> **Tips to help you secure your Secret Recovery Phrase**
>
> - ✓ Keep your Secret Recovery Phrase offline. Don't make a digital copy of your phrase. Don't take a picture of it. Don't save it in a password manager.
> - ✓ Ledger will never ask you to enter your Secret Recovery Phrase on a mobile/computer app or website.
> - ✓ The Ledger Support team will not ask for your Secret Recovery Phrase.

2.5.2- Restore with your Secret Recovery Phrase

1. Get the 24-word Recovery Phrase that you want to restore. BIP39/BIP44 Recovery Phrases are supported.
2. Tap **Recover access to your existing assets**.
3. Tap **Use my Secret Recovery Phrase**.
4. Select the length of your recovery phrase:
   - 24 words
   - 18 words
   - 12 words
5. Tap **Start**.
6. Use the keyboard to enter the first letters of **word no.1**.

Scan this QR code to watch the step by step video

7. Tap to select **word no.1** from the suggested words.



8. Repeat the process until the last word of your Secret Recovery Phrase is entered. Your device will display **Secret Recovery Phrase confirmed**.
9. Tap to navigate through the on-screen instructions.

You've successfully set up your device. You can now install apps on your device and add accounts in Ledger Live.

2.5.3- Restore using Ledger Recover

If you want to restore access to your wallet using Ledger Recover, follow the steps outlined in this article → Ledger Recover: How to recover access to your wallet.

Scan this QR code to watch the step by step video

3 - Update Ledger Secure Operating System

Update your Ledger Stax™ to benefit from the optimal security level, latest features, and enhanced user experience.

Please find more information about this update in the release notes. Check our troubleshooting article if you need help.

Prerequisites

- ☐ Make sure you have updated Ledger Live through the notification banner or downloaded the latest version of Ledger Live.
- ☐ Make sure your 24-word Secret Recovery Phrase is available, as a precaution.
- ☐ Applications on your device will be automatically reinstalled after the update.

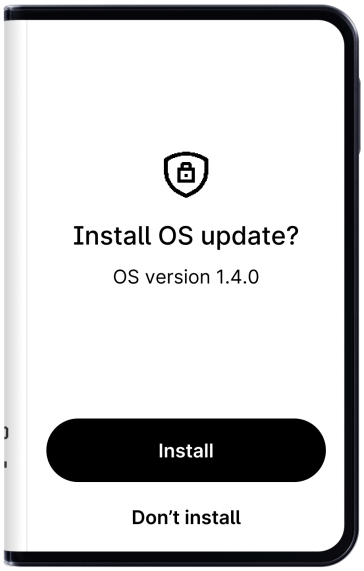
Instructions

You can update Ledger Stax™ Operating System with Ledger Live desktop or Ledger Live mobile.

3.1- Update your device with Ledger Live desktop

1. Click **Update firmware** in the notification banner.
   Note: If you don't see the notification banner, please try again later as the release is rolled out progressively.
2. Carefully read all instructions on the window that appears.
3. Click **Continue**.
   Your device will display: **Install OS update?** and the OS version.
4. Tap **Install** to confirm the installation of the operating system update.

Scan this QR code to watch the step by step video



The update process will continue automatically. Ledger Live will display multiple progress loaders, while your device will show **Installing update** and **Updating OS**.

5. Enter your PIN to confirm.
   Your device is successfully updated once Ledger Live displays **Firmware updated**.

You've successfully updated your Ledger Stax™ Operating System. Ledger Live will automatically reinstall apps on your device.

3.2- Update your device with Ledger Live mobile

Once the update is available, you'll see the notification in your Ledger Live app.

1. Open the Ledger Live app.
2. Connect your Ledger Live app and Ledger Stax™ using Bluetooth® .
3. Tap **Update now**.
   The update progress bar will appear.
4. Unlock your Ledger Stax™.
5. Let the installation finish.
6. When Ledger Stax™ has been restarted for the last time, unlock it.

Scan this QR code to watch the step by step video

Your Ledger Live app will display *Your Ledger Stax™ is up-to-date*. The Ledger Stax™ settings and apps will be reinstalled after the update.

Things to keep in mind:

- The device configuration (name, settings, picture, language, and list of apps) is backed up right before the update. After the update, the device is restored to its previous state.
- During the update, you need to stay within the Ledger Live app and follow the on-screen instructions.
- Ledger Stax™ will restart multiple times during the update.

Copyright © Ledger SAS. All rights reserved. Ledger, [Ledger], [L], Ledger Live and Ledger Stax™ are trademarks of Ledger SAS. Mac is the trademark of Apple Inc. The Bluetooth® word mark and logos are registered trademarks owned by Bluetooth SIG, Inc. and any use of such marks by Ledger is under license. Android is a trademark of Google LLC. Issue date: September 2023

Scan this QR code to watch the step by step video