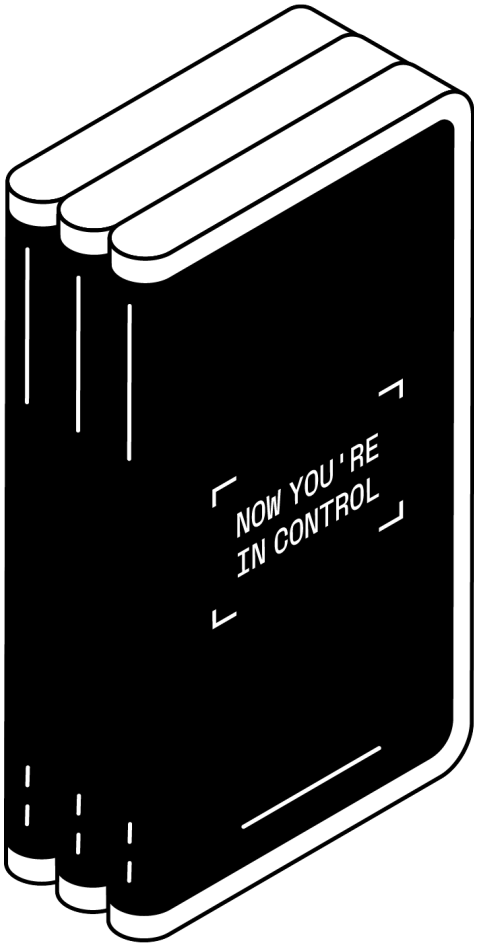
LEDGER

User Manual

Ledger Stax

Model number: 2103



Content

Purpose **3**
Use and Care **4**
1- General information 4
2- Battery information 4
Getting Started **5**
1 - Check if your Ledger Stax is genuine 6
1.1- Buy from an official Ledger reseller 6
1.2- Check the box content 6
1.3- Check the Recovery Sheet 7
1.4- Check factory settings 7
1.5- Check authenticity with Ledger Live 8
1.6- View legal and regulatory information on Ledger Stax e-label 9
2 - Set up your Ledger Stax 10
2.1- Power on Ledger Stax 11
2.2- Download and install Ledger Live 11
2.3- Name your Ledger Stax 13
2.4- Choose your PIN 13
2.5- Write down your Secret Recovery Phrase 14
3 - Update your Ledger Stax Operating System 18
3.1- Update your device with Ledger Live desktop 18
3.2- Update your device with Ledger Live mobile 19
Explore features **21**
1- Download and install Ledger Live 22
1.1- Download and install Ledger Live desktop 22
1.2- Download and install Ledger Live mobile 26
2- Get started with Ledger Live 27
2.1- Get started with Ledger Live desktop 27
2.2- Get started with Ledger Live mobile 28
3 - Pair your Ledger Stax with the Ledger Live app via Bluetooth 30
3.1- Pair your Ledger Stax with the Ledger Live app 30
Remove Bluetooth pairing 31
4 - Install and uninstall apps 31
4.1- Install and uninstall apps on Ledger Stax from Ledger Live desktop 32
4.2- Install and uninstall apps on Ledger Stax from Ledger Live mobile 34
5 - Customize your lock screen 38
Change device settings **40**

1- Device settings 41
1.1- Rename your Ledger Stax 42
1.2- Check the hardware and OS version 43
1.3- Set auto lock 43
1.4- Enable sounds 43
1.5- Change the auto power off time 43
Protect your device **45**
1 - Set a passphrase 46
2 - Reset to factory settings 48
3- Maximize Ledger Stax battery life 49
Troubleshooting **52**
E1- Battery problem: Charging stopped 53
E2- Charging stopped: Temperature too high 54
E3- Charging stopped: Temperature too low 55
E4- Critical battery temperature: Powering off 56
E6- Ledger Stax: Protection mode 57

Purpose

This document provides an overview of the main functionalities of Ledger Stax. It will guide you through setting up, using, and protecting your device.

Use and Care

1- General information

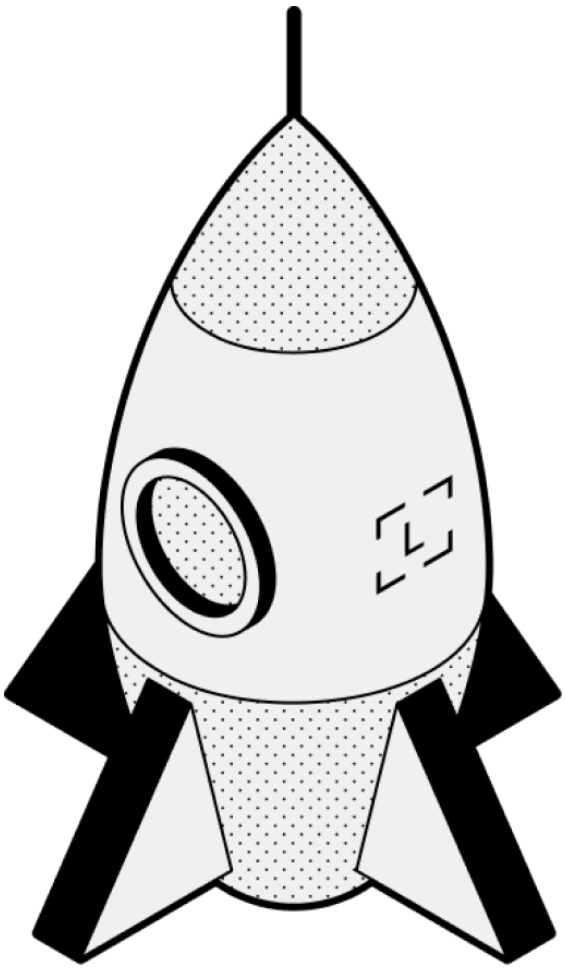
Please, handle your Ledger Flex with care. It includes a battery and other sensitive components. Be careful: when carrying your product in a bag, briefcase or your pocket, we recommend keeping a cover on to avoid scratches on the E Ink® display. Do not use the product near a heat source such as a fire or heater. The product, Ledger Flex, is not waterproof. Make sure you use it in a dry environment and keep it away from any liquids. In case it gets wet, clean it with a soft, dry, lint-free cloth before using it. This product is not a toy, make sure you keep it away from children. The product, Ledger Flex, is designed to operate with its pre-installed operating system (BOLOS Ledger Secure OS) and the Ledger Live application; and to interoperate with a compatible mobile phone with Bluetooth® wireless technology or with a compatible computer via the provided USB cable. Changes or modifications to this product not expressly approved by Ledger could void its compliance to test standards and negate the user's authority to operate it.

Your Ledger Flex includes magnetic materials. Magnets may interfere with pacemakers, defibrillators, or other medical devices. Consult your physician and the manufacturer of your medical device before using it to determine if the product is safe for you to use.

2- Battery information

Keep small cells and batteries which are considered swallowable out of the reach of children. Swallowing may lead to burns, perforation of soft tissue and death. Severe burns occur within 2h of ingestion. In case of ingestion of a cell or battery, seek medical assistance promptly.Power rating: 3,8V d.c.c / 190mAh nominal / 200mAh typical.

Getting Started



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

- 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.

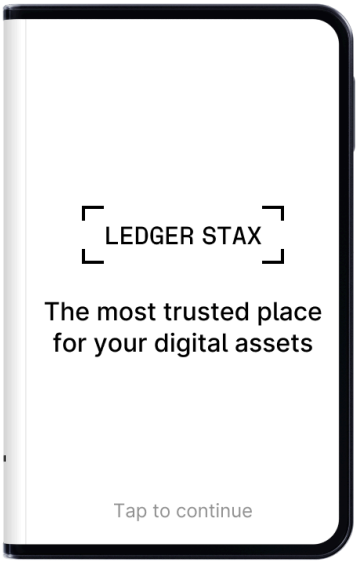
> **Note**: If someone else knows your recovery phrase, they can access your crypto assets. Learn more:
>
> ➢ Best Ways to Keep your Recovery Phrase Secure
>
> ➢ How to keep my 24-word recovery phrase and PIN code safe

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**.



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.

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**.

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.

   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:

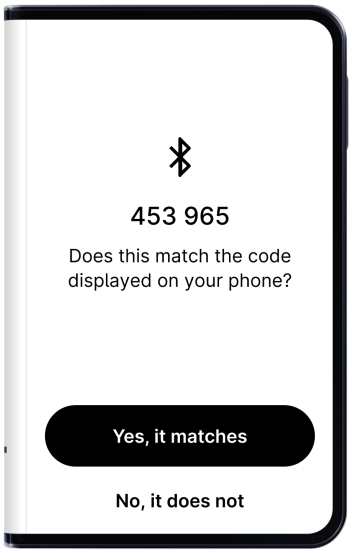
- *Smartphone:* Download and install Ledger Live mobile from the App Store/Google Play.
- *Computer:* Download Ledger Live desktop.

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.
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.

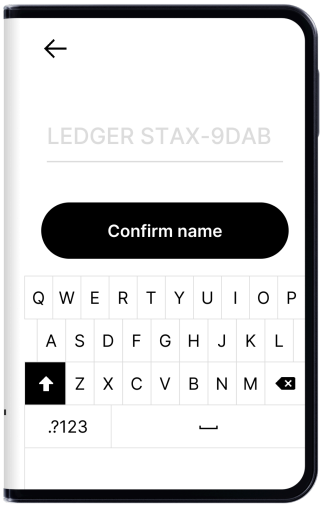
If you already have Ledger Live downloaded:

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.

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

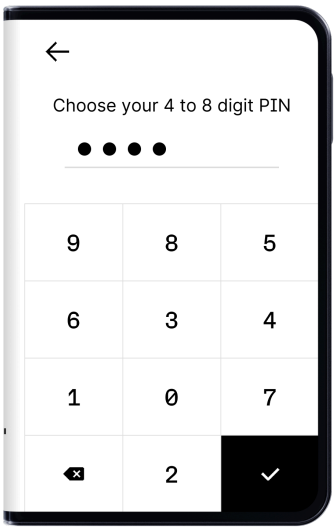


3. Tap **Confirm name**.
4. Tap to proceed with the device setup.

2.4- Choose your PIN

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

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

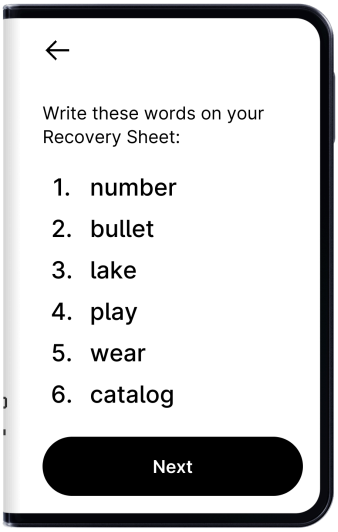
You can either create a new Secret Recovery Phrase or recover access to your existing assets:

- **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.

- **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.

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**.

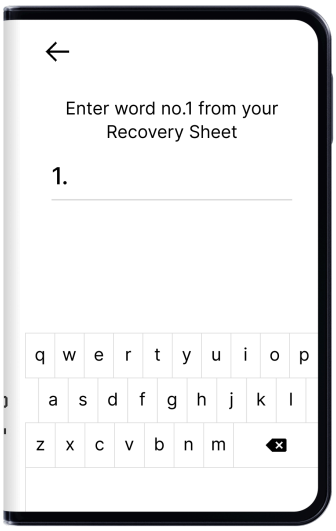
You've successfully set up your device. You can now install apps on your device and add accounts in Ledger Live.

> **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**.

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.

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

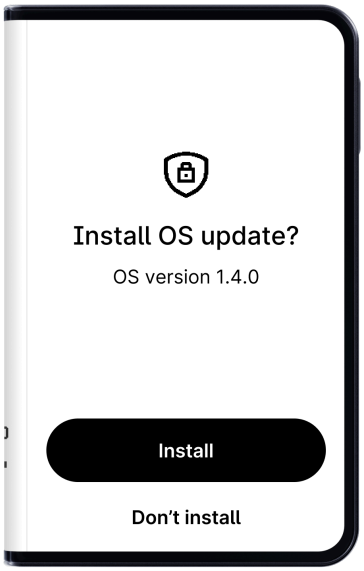
- ☐ Make sure you have updated Ledger Live through the notification banner or downloaded the latest version of Ledger Live.
- ☐ Make sure your 24-word Secret Recovery Phrase is available, as a precaution.
- ☐ Applications on your device will be automatically reinstalled after the update.

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.



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.

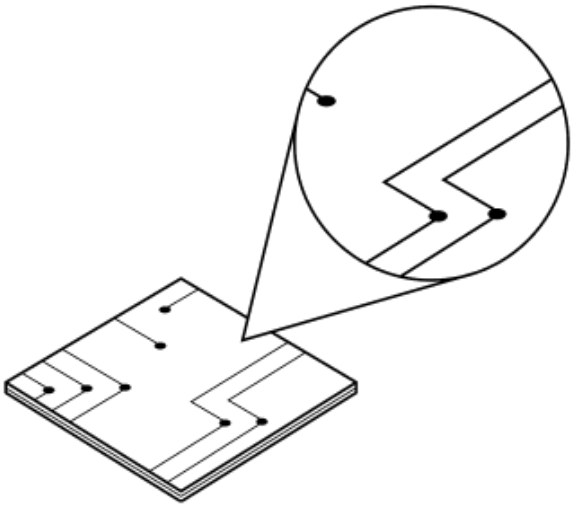
1. Open the Ledger Live app.
2. Connect your Ledger Live app and Ledger Stax using Bluetooth® .
3. Tap **Update now**.
   The update progress bar will appear.
4. Unlock your Ledger Stax.
5. Let the installation finish.
6. When Ledger Stax has been restarted for the last time, unlock it.

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.

Explore features



1- Download and install Ledger Live

The Ledger Live app is a safe and easy interface for managing your cryptocurrencies using your Ledger device. Unlike most apps, Ledger Live keeps your data directly on your phone or computer, so there's no need to sign in using an email and password. All that's required is your Ledger device.

Note: Ledger Live is available on desktop and mobile. While it may be compatible with some iPad models/tablets, we don't currently support these devices. Furthermore, Ledger Live isn't supported on virtual machines.

1.1- Download and install Ledger Live desktop

Prerequisites

- ☐ A Ledger Stax
- ☐ A computer. Ledger Live is compatible with the following operating systems:
  - Windows 10
  - Windows 11
  - macOS Big Sur
  - macOS Monterey
  - macOS Ventura
  - Ubuntu LTS 20.04 (excluding ARM Processors)
  - Ubuntu LTS 22.04 (excluding ARM processors)
- ☐ A USB cable to connect your device. You'll also need an adapter for USB-C ports.

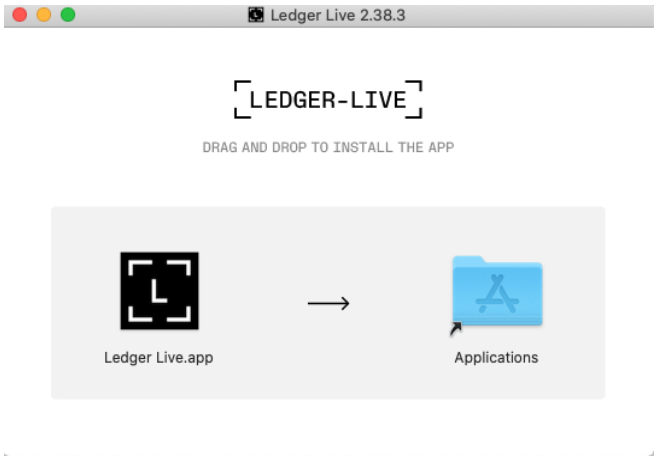
Instructions

Depending on your OS, follow the steps to install Ledger Live:

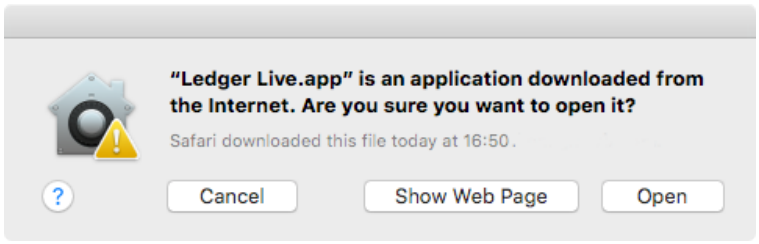
- Mac installation
- Windows installation
- Linux installation

1.1.1- Install Ledger Live on Mac

1. Navigate to ledger.com/ledger-live/download.
2. Download the Ledger Live application.
3. Double-click the .dmg file you downloaded.
4. Drag and drop the Ledger Live application to the Applications folder.



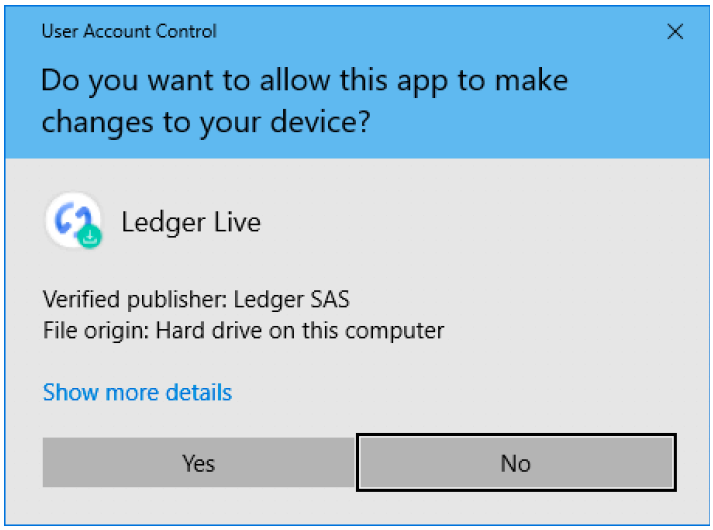
5. Start Ledger Live from Launchpad or Spotlight.
6. Depending on your macOS version, the following message displays. Click **Open** to allow the installation.



1.1.2- Install Ledger Live on Windows

1. Navigate to ledger.com/ledger-live/download.
2. Download the Ledger Live application.
3. Double-click the Ledger Live executable file you downloaded.

4. If a warning displays, click **Yes** to allow the installation of Ledger Live.



5. Once the installation completes, click **Finish**.

1.1.3- Install Ledger Live on Linux

You can install **Ledger Live** on Linux using the command line or the graphical user interface.

Using the command line

1. Navigate to ledger.com/ledger-live/download.
2. Download the Ledger Live AppImage.
3. Make the file executable in a terminal:
   `chmod +x ledger-live-*.AppImage`
4. Enter the following command to automatically add the udev rules and reload udev to allow USB access to your Ledger device:
   ```
   wget -q -O - https://raw.githubusercontent.com/LedgerHQ/udev-rules/master/add_udev_rules.sh | sudo bash
   ```
   Note: New version of Ubuntu 22.04 LTS requires adding after wget:
   ```
   sudo add-apt-repository universe
   sudo apt install libfuse2
   ```

5. Launch the AppImage by double-clicking on it or via your terminal.
   If you get a sandboxing error, run the app with **--no-sandbox**:
   `./ledger-live-desktop-*.AppImage --no-sandbox`

Using the graphical user interface

For Ubuntu 20.04

1. Download the latest AppImageLauncher amd64 deb package from **here**.
2. Go to the Downloads folder.
3. Right-click open with "software install".
4. Navigate to **ledger.com/ledger-live/download**
5. Download the Ledger Live AppImage.
6. Open Ledger Live.

Note: if you are having Ledger device USB connection issues please open the terminal then add and reload the udev rules to allow USB access to your Ledger device:
`wget -q -O - https://raw.githubusercontent.com/LedgerHQ/udev-rules/master/add_udev_rules.sh | sudo bash`

For Ubuntu 22.04 and later

1. Install fuse 2 from **here**.
   Note: fuse 2 is required to launch Ledger Live.
2. Go to the **Downloads** folder.
3. Right click open with "software install".
4. Download the latest AppImageLauncher amd64 deb package from **here**.
5. Go to the **Downloads** folder.
6. Right-click open with "software install".
7. Navigate to **ledger.com/ledger-live/download**
8. Download the Ledger Live AppImage.

9. Open Ledger Live.

Note: if you are having Ledger device USB connection issues please open the terminal then add and reload the udev rules to allow USB access to your Ledger device:
`wget -q -O - https://raw.githubusercontent.com/LedgerHQ/udev-rules/master/add_udev_rules.sh | sudo bash`

1.2- Download and install Ledger Live mobile

Prerequisites

- ☐ Ledger Live mobile is compatible with Android 10+ and iOS 14+.
- ☐ Ledger Stax can be connected via Bluetooth® wireless technology.

Instructions

Getting Ledger Live on your smartphone is easy. Simply select your platform below:

- Android
- iOS

Or open ledger.com/live in your phone's web browser and tap **Download**.

2- Get started with Ledger Live

The first time you use Ledger Live, it will help you set up your Ledger Stax and configure the app. Ledger Live stores your accounts and settings on your computer or phone. You will have to set up your accounts again on any additional computer or phone.

Prerequisites

- ☐ Get your Ledger Stax
- ☐ Download and install Ledger Live

2.1- Get started with Ledger Live desktop

2.1.1- Getting started

1. Start the Ledger Live app.
2. On the welcome screen, click **Get started**.
3. Select **Connect your device**.
4. Choose **Ledger Stax** and click **Continue**.

2.1.2- Security checklist

Complete the security checklist to verify that you benefit from the optimal level of security.

1. Click **Check now**, to verify that your device is a genuine Ledger device. Only a genuine Ledger device can provide the cryptographic proof required to connect with Ledger's secure server.
   Note: This process might take a few moments.
2. Click **Continue** once you see: **Your device is genuine**.

2.1.3- (optional) Choose a password

Choose an optional password that unlocks the application to enhance your privacy. You should set a password if others have access to your computer.

1. Click **Skip this step** if you do not want to set a password.
2. Enter your password in the **New password** field.
3. Enter your password again in the **Confirm password** field.
4. Click **Continue**.

Make sure to remember your password. Losing it requires resetting Ledger Live and re-adding your accounts. This does not affect your crypto assets.

2.2- Get started with Ledger Live mobile

2.2.1- Getting started

1. Open the Ledger Live app on your smartphone.
2. Tap **Get started**. The question **Do you own a Ledger?** will appear.
3. Tap **Yes, I do**. If you don't own a Ledger, tap **Not yet** and you'll be guided through the purchasing process.
4. Choose your option:
    - **Set up my Ledger**: continue the Ledger Stax setup and sync with Ledger Live.
    - **Explore Ledger Live**
    - **Sync with the desktop app**: if you want to sync your assets from Ledger Live desktop with your mobile.
5. Tap **Set up my Ledger**.
6. Tap **Ledger Stax**. Follow the on-screen instructions to finalize setting up your device.

2.2.2- (optional) Choose a password

1. Tap **Set password** or **Skip** if you do not want to set a password.
2. Choose your password and tap **Confirm**.
3. Enter your password once more.
4. Tap the toggle to enable unlocking Ledger Live using your face or fingerprint.
5. Tap **Continue**.

Make sure to remember your password. Losing it requires resetting Ledger Live and re-adding your accounts. This does not affect your crypto assets.

3 - Pair your Ledger Stax with the Ledger Live app via Bluetooth®

Pair your Ledger Stax to the Ledger Live app via Bluetooth® to manage your digital assets on the go.

Note: Ledger Live desktop app doesn't support Bluetooth® pairing.

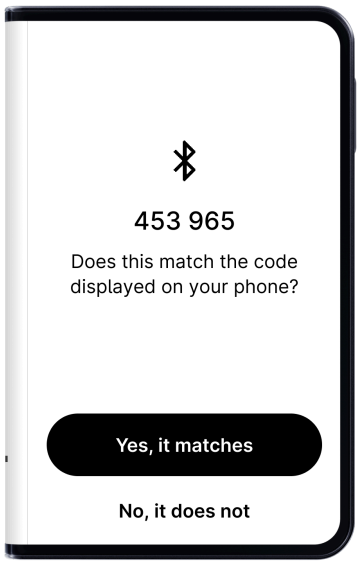
Prerequisites

- ☐ Ensure that Bluetooth® is enabled on your smartphone.
- ☐ *Android users*: Make sure location services are enabled in your phone's settings for Ledger Live. Ledger Live never uses your location information—this is a requirement for Bluetooth on Android.

3.1- Pair your Ledger Stax with the Ledger Live app

1. Open the Ledger Live app and tap **My Ledger**.
2. Tap **Add with Bluetooth®** .
   If you're an iOS user, you'll see the **Add now** button. You'll see two options:
   - *Set up a new Ledger*. If you select this option, you need to go through the setup process. After you've done so, follow the steps outlined below.
   - *Connect an existing Ledger*. Follow the steps below to continue.
3. Tap **Ledger Stax** once it's available in the Ledger Live app. You'll see the pairing code displayed. It may take a few moments for a pairing code to be displayed on both devices.
4. If the codes match, tap **Yes, it matches** to confirm the pairing. The pairing persists in your global smartphone settings. The pairing code doesn't have to be confirmed

again until you forget the device in the Bluetooth® settings of your smartphone.



5. Tap **Confirm** on your Ledger Stax to finalize the pairing.

Your Ledger Stax is now paired to the Ledger Live app.

Remove Bluetooth® pairing

1. Power on and unlock your Ledger Stax.
2. On the dashboard of your device, tap the **Settings** icon.
3. Navigate to Bluetooth®.
4. Tap **Remove pairing**.
5. After reading the warning message, tap **Remove pairing**.

Note: If you reset the pairing, you'll need to remove Ledger Stax from your phone's Bluetooth® settings. Otherwise, you might get an error when trying to connect to Ledger Live again.

4 - Install and uninstall apps

Use **My Ledger** in Ledger Live to install or uninstall apps on your Ledger Stax.

Note: If this is your first time using Ledger Live, it will suggest you install a default set of apps: Bitcoin and Ethereum. If you've used Ledger Live before with a Ledger device, it will recommend reinstalling the same apps for Ledger Stax.

How apps work

- Your Ledger Stax securely stores your private keys giving access to your crypto assets.
- You need to install apps on your Ledger Stax to manage different crypto assets. Install the Bitcoin app to manage Bitcoin accounts.
- Ledger devices have limited storage and the sizes of apps vary. You can safely install and uninstall apps when needed. Your private keys stay safe on your device and are backed up on your Recovery Sheet.

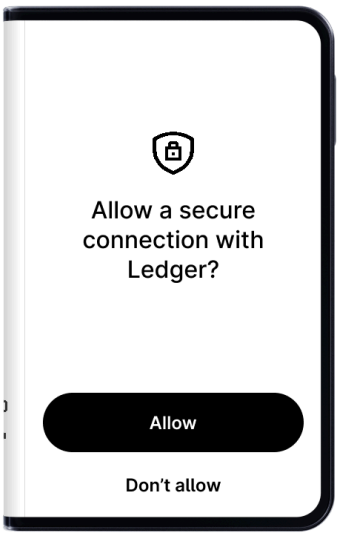
Instructions

4.1- Install and uninstall apps on Ledger Stax from Ledger Live desktop

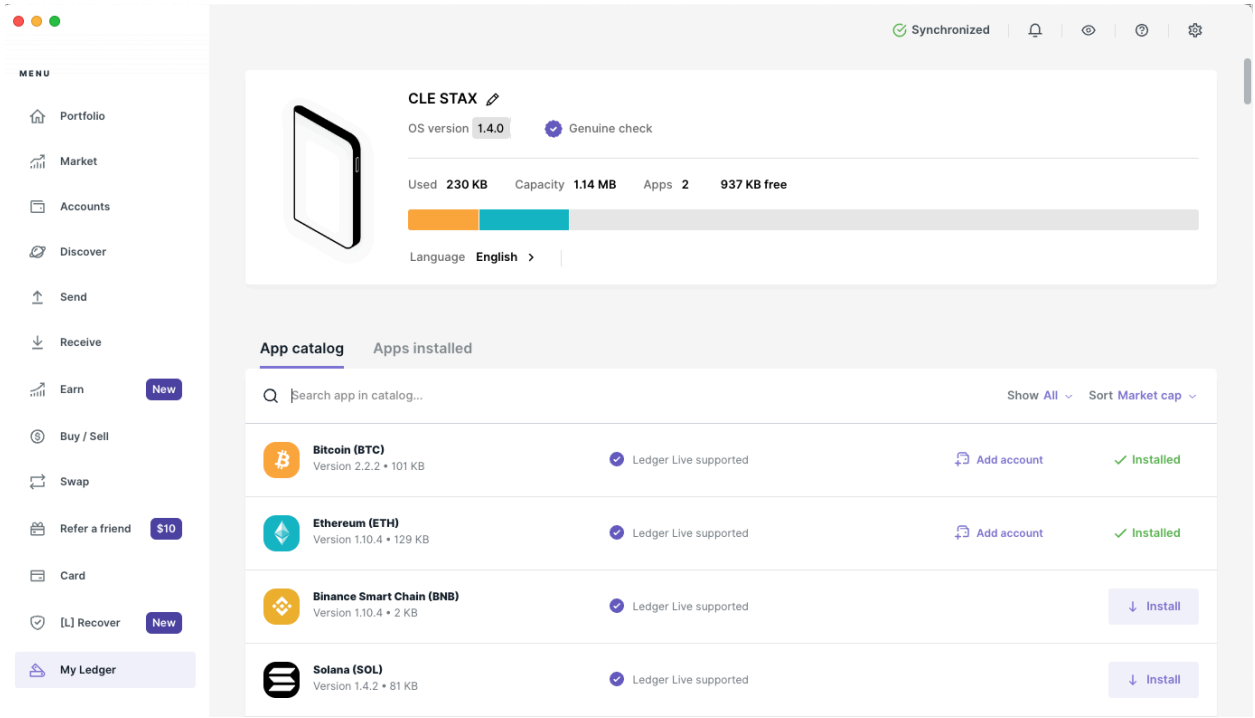
4.1.1- Install an app

1. Click **My Ledger** in the left panel.
2. Unlock your Ledger Stax by entering your PIN.

3. Tap **Allow** to **Allow a secure connection with Ledger Stax**.



The page **My Ledger** will show your device information as well as the **App catalog** and the **Installed apps** below it.



4. Search for the app to install in the **App catalog**.
5. Click the **Install** button of the app. Your device will display **Installing ...**
   The app will be installed on your device.

4.1.2- Uninstall an app

You can uninstall apps from your Ledger Stax or Ledger Live.

Uninstall apps from your Ledger Stax

1. Unlock your Ledger Stax by entering your PIN.
2. On the dashboard of your device, tap the Settings icon
3. Tap the right arrow → to navigate the settings.
4. Tap **Reset**.
5. Tap **Uninstall all apps**.
6. Carefully read the information and tap **Uninstall all apps**.

All the apps on your device have been uninstalled.

Uninstall apps from Ledger Live

1. Search for the app to uninstall in the **App catalog**.
2. Click on the **Trash** button of the app.
    - The uninstallation drawer appears.
    - The uninstallation is confirmed.

Please check on your device that the app is uninstalled.

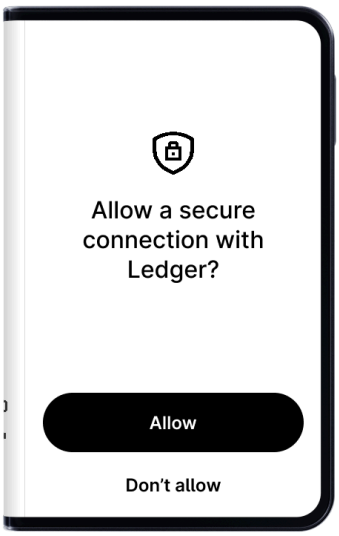
Note: To uninstall the Bitcoin or Ethereum app, make sure all Bitcoin and Ethereum-dependent apps are uninstalled first.

4.2- Install and uninstall apps on Ledger Stax from Ledger Live mobile

4.2.1- Install an app

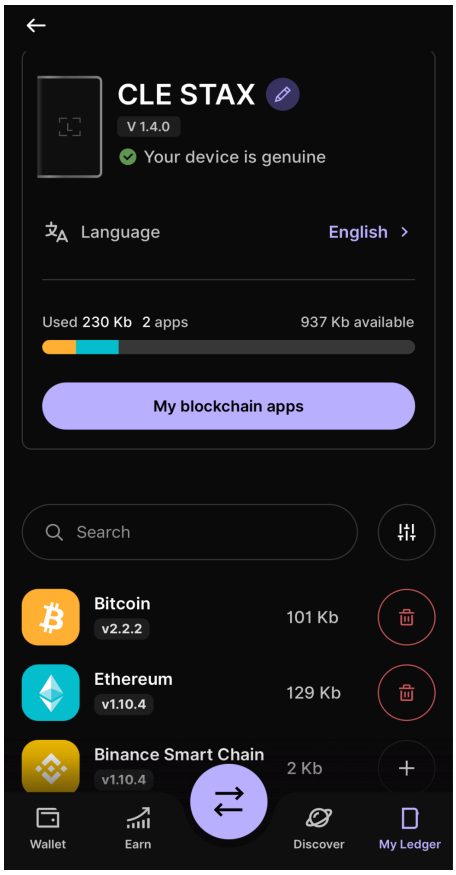
1. Tap **My Ledger**.
2. Unlock your Ledger Stax by entering the PIN.

3. Tap **Allow** to **Allow a secure connection with Ledger on your device**.



My Ledger opens, showing the **App catalog** and a **Device** section.

4. Search for the app to install in the **App catalog**.



5. Tap the **Install** button of the app.
    - The installation drawer appears.
    - Your device will display Processing...
    - The app installation is confirmed.

4.2.2- Uninstall an app

Apps don't hold any sensitive information. You can freely uninstall them and reinstall them later. The private keys providing access to your crypto assets stay on your device.

You can uninstall apps from your Ledger Stax or Ledger Live.

Uninstall apps from your Ledger Stax

1. Unlock your Ledger Stax by entering your PIN.
2. On the dashboard of your device, tap the Settings icon
3. Tap the right arrow → to navigate the settings.
4. Tap **Reset**.
5. Tap **Uninstall all apps**.
6. Carefully read the information then tap **Uninstall all apps**.

All the apps on your device have been uninstalled.

Uninstall apps from Ledger Live

1. Search for the app to uninstall in the **App catalog**.
2. Tap the **Trash** button of the app.
    - The uninstallation drawer appears.
    - The uninstallation is confirmed.

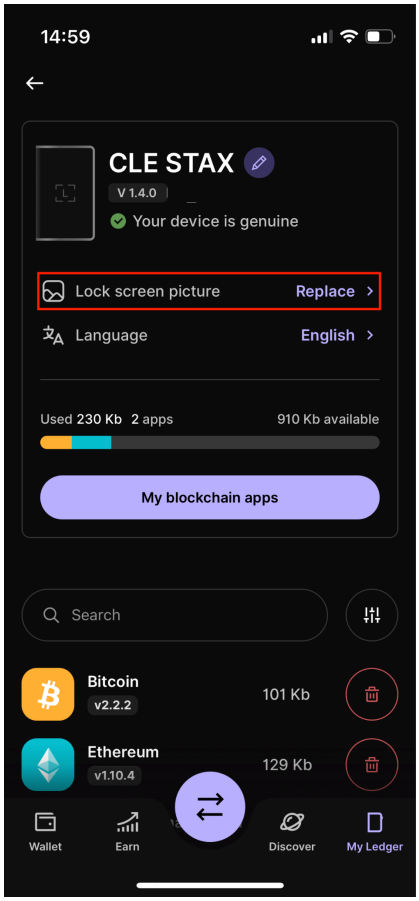
Please confirm on your Ledger Stax that the app is uninstalled.

Note: To uninstall the Bitcoin or Ethereum app, make sure all Bitcoin and Ethereum-dependent apps are uninstalled first.

5 - Customize your lock screen

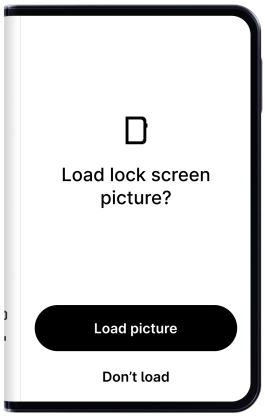
Set your favorite NFT or photo as the Ledger Stax lock screen:

1. In the Ledger Live app, navigate to **My Ledger**.
2. Select your Ledger Stax from the device list.
3. Next to the device information, tap **Add** or **Replace**.



4. Select to set a picture or NFT as your lock screen.
5. Tap **Set as lock screen**.

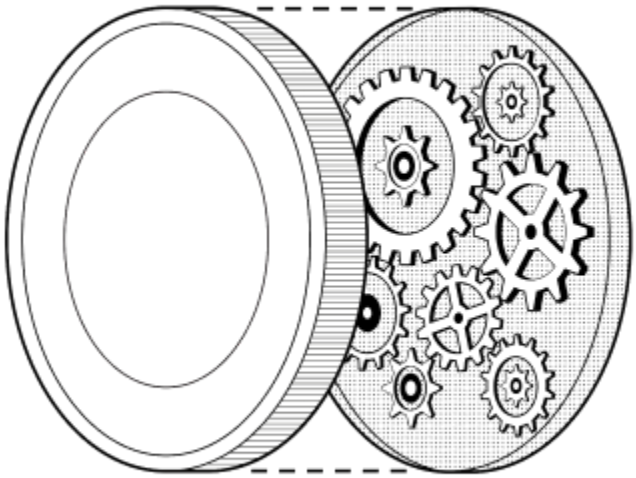
6. In Ledger Stax, tap **Load picture**. Ledger Stax will display a progress loader.



7. Tap **Keep**. Your lock screen picture is set.

The customized lock screen will be visible even when Ledger Stax is off.

Change device settings



1- Device settings

You can access device settings on your Ledger Stax to change device settings.

Instructions

1. On the dashboard of your device, tap the Settings icon
2. Navigate the settings by tapping either the left or right arrow.
3. Tap to change the setting of your choice.

Device setting	**Description**
Name	Change the name of your device.
About this Ledger Stax	Find information about your device such as the OS version, the hardware version, the serial number, and the Legal and Regulatory information.
Lock screen	Customize the settings related to the lock screen and the auto-lock time. You can set how long it takes Ledger Stax to automatically lock: 1, 2, 5, or 10 minutes. The default time is 2 minutes.
Sounds	Enable or disable the device sounds such as the **Notification sounds** and the **Tap sounds**.
Language	Add languages other than English. Switch to English if your device is set to another language.
Change PIN	Change the PIN of your device.
Bluetooth®	Turn Bluetooth® on or off and remove Bluetooth® pairing.
NFC	Enable NFC. NFC is disabled by default. When Ledger Stax is turned off, NFC is disabled as well.
Battery	Check the battery percentage and select whether you want it to be displayed on the side screen. Customize the auto power-off time. You can set how long it takes Ledger Stax to automatically power-off: 1, 2, 5, or 10 minutes. The default time

	is 5 minutes.
Advanced	Find advanced settings related to passphrases. Shuffle and un-shuffle the PIN pad.
Get the Ledger Live app	How to install the Ledger Live desktop and mobile.
Reset	Find settings related to app uninstallation and factory reset.

1.1- Rename your Ledger Stax

It's recommended to change the name of your device so that you can easily identify it in case you use multiple devices. You should also keep in mind that the device name is visible when you connect to other devices via Bluetooth® .

You can rename your device from the Ledger Live mobile app or directly from your Ledger Stax.

Ledger Live mobile

1. Open the Ledger Live app.
2. Tap **My Ledger**.
3. Select the device for which you want to change the name.
4. Confirm on your device that you **Allow a secure connection with Ledger**.
5. Tap **Edit** next to the Ledger Stax name.
6. Enter a new name for your device.
7. Tap **Confirm**.

Ledger Stax

1. Power on and unlock your Ledger Stax.
2. Navigate to **Settings → Name.**
3. Type the new name for your device.
4. Tap **Confirm**.

You've successfully renamed your Ledger Stax.

1.2- Check the hardware and OS version

- To check the hardware version of your device, navigate to **Settings → About this Ledger Stax → Hardware version.** The latest hardware version will be displayed.
- To check the OS version of your device, navigate to **Settings → About this Ledger Stax → OS version**. The latest OS version will be displayed.

1.3- Set auto lock

1. Navigate to **Settings → Lock screen → Auto lock**.
2. Tap to specify the amount of time after which your screen will be automatically locked.

> 🛡️ **Security tip:** Be sure to lock your Ledger Stax when you're not using it.

1.4- Enable sounds

To enable sounds:

1. Navigate to **Settings → Sounds**.
    - Tap **Notification sounds** to enable sounds for battery alerts, transaction reviews, battery charging alerts, and more.
    - Tap **Tap sounds** to enable sounds for keyboard and button taps.

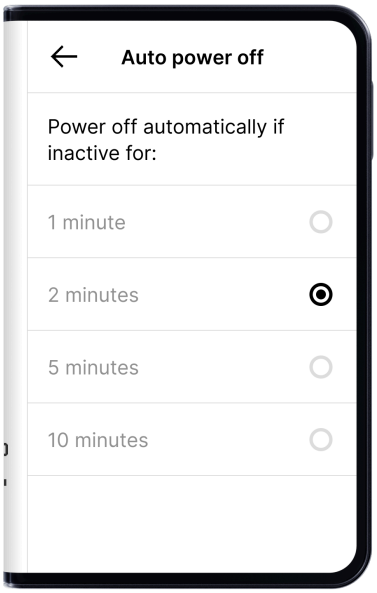
1.5- Change the auto power off time

Ledger Stax will automatically power off after 5 minutes of inactivity.

You can change the auto power off time:

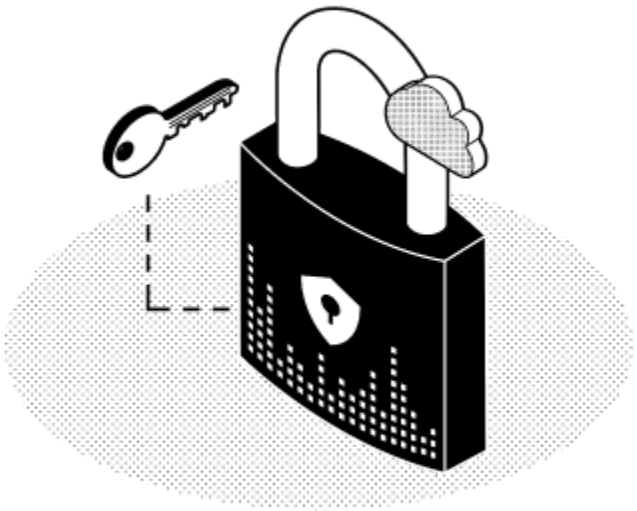
1. Navigate to **Settings** → **Battery** → **Auto power off**.
2. Select one of the following options:
    - 1 minute
    - 2 minutes

- 5 minutes (default time)
- 10 minutes



Note: If the auto lock time is greater than the auto power off time, your Ledger Stax will power off first.

Protect your device



1 - Set a passphrase

A passphrase is an optional feature that adds an extra layer of security to your crypto accounts. This feature is recommended for advanced users.

In a nutshell, the passphrase is a password added to your 24-word recovery phrase that provides access to a new set of accounts. It protects your assets even if your 24-word recovery phrase has been compromised.

To access passphrase-protected accounts, an attacker would need your recovery phrase as well as your passphrase.

Each different passphrase unlocks a new, unique set of accounts. You can use as many passphrases as you like.

Things to keep in mind:

- Only one passphrase can be attached to a PIN code.
- The passphrase will be stored on the device until you overwrite it with another passphrase or until the device is reset.
- Store a physical backup of the secret passphrase in a secure place. Once you set it, it cannot be displayed in Ledger Stax.
- To learn more about passphrases, read the following articles: Passphrase: Ledger's Advanced Security Feature and How to recover your passphrase accounts?

To set a passphrase with your Ledger Stax:

1. Enter the PIN code to unlock your Ledger Stax.
2. Navigate to **Settings** → **Advanced** → **Passphrase**.

You'll be presented with two options:

- **Set passphrase and attach it to a new PIN.** This will create a second PIN code to unlock passphrase-protected accounts.
- **Set temporary passphrase**. The passphrase will be cleared on power off or the next PIN entry.

1.1- Set passphrase and attach it to a new PIN

1. Tap **Set passphrase and attach it to a new PIN**.
2. Create a passphrase PIN code.
3. Re-enter the PIN code to confirm it.
4. Enter and confirm your passphrase (max 100 characters).
5. Tap **Yes, it's good** to confirm that your passphrase is typed exactly how you want it.
6. Enter your main PIN code to validate the passphrase.

To access the passphrase-protected accounts, turn off Ledger Stax and enter your passphrase PIN code.

1.2- Set temporary passphrase

Using a temporary passphrase provides access to a new set of accounts for the duration of a session.

1. Tap **Set temporary passphrase**.
2. Enter your secret passphrase (max 100 characters).
3. Tap **Yes, it's good** to confirm that your passphrase is typed exactly how you want it.
4. Enter your main PIN code to validate it.

Your Ledger Stax will now manage the accounts protected by this passphrase. To access your primary accounts, please restart the device and enter your main PIN code.

2 - Reset to factory settings

Resetting the device to factory settings removes all private keys, applications, and settings from your Ledger Stax device. You can reset it to set it up as a new device, restore another Secret Recovery Phrase, or safely transfer the device to someone else.

Instructions

The device can either be reset from its settings menu or by entering three incorrect PINs when unlocking it.

> **Got your Secret Recovery Phrase?**
> If you reset your device without having your Recovery Sheet, the private keys providing access to your crypto assets will be erased. You will permanently lose access to your crypto assets.

2.1 - Resetting from device settings

1. Unlock your Ledger Stax by entering your PIN.
2. On the dashboard of your device, tap the Settings icon
3. Tap on the right arrow → to navigate to the **Reset** setting.
4. Tap **Reset** → **Reset this Ledger Stax.**
5. Read the warning.
6. Tap **Reset**.
7. Enter your PIN to confirm.

Your device will reset.

2.2 - Resetting with PIN

1. Turn on your Ledger Stax.

2. Enter an incorrect PIN three times in a row.

   The device will reset after the third incorrect attempt as a security measure.

3- Maximize Ledger Stax battery life

Ledger Stax has a built-in rechargeable lithium-ion battery.

Charging the battery

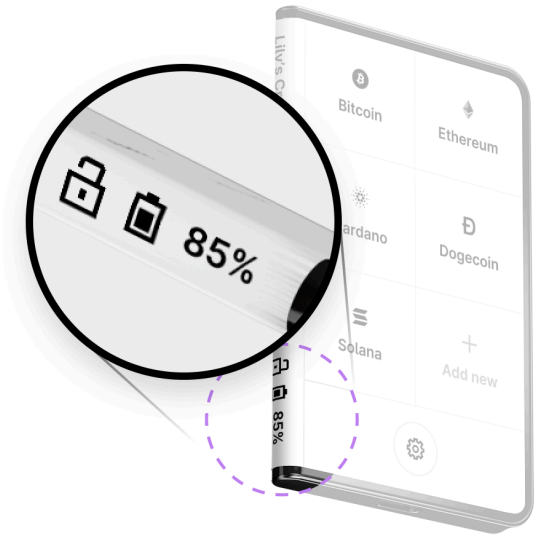
Charge the battery to 100% to get the maximum battery life of several hours in use. Connect the USB-C port to a USB power source to charge it. You can also charge your Ledger Stax using a Qi wireless charging station.

The device may become warm during Qi charging, and the charging speed may be reduced or the charging may stop altogether. If this happens, make sure that:

- The ambient temperature is within the recommended range of 0° to 35° C (32° to 95° F).
- Ledger Stax is well-positioned on the charging station.

Using a wireless charger
Ledger recommends using the Belkin BoostCharge 10 W wireless charger, which you can purchase at ledger.com. Ledger can't guarantee charging performance or compatibility with other wireless chargers.
Note that Ledger Stax is not compatible with the Apple MagSafe charger or Apple MagSafe accessories. You should be aware that the high power of the charger might cause your device to get warm while charging.

The battery status icon will be displayed on the curved side of the screen, next to the name of your Ledger Stax.

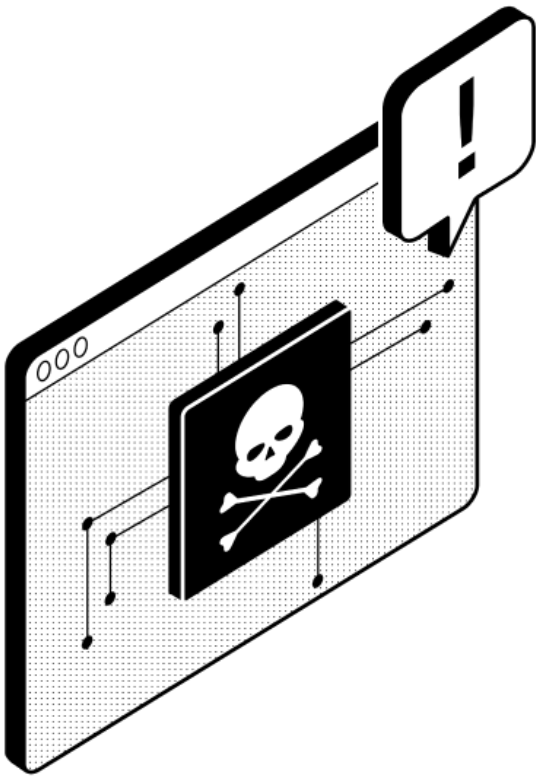


Tips for keeping Ledger Stax battery healthy

- When storing and charging your Ledger Stax, try to keep it in an environment where the ambient temperature is between 20°C (68°F) and 25°C (77°F) and humidity is between 40% and 80%.
- Avoid storing your Ledger Stax on a very low charge for an extended period of time—this may negatively affect battery capacity.
- Charging your battery every 3 months will prevent it from getting damaged.

You don't need to fully discharge the battery before charging it again.

Troubleshooting



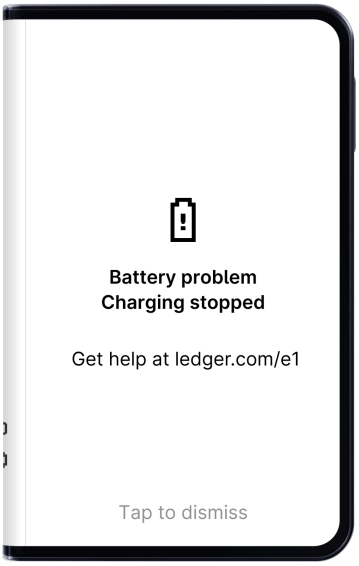
E1- Battery problem: Charging stopped

Prerequisites

- Check the OS version of your Ledger Stax.
- If the OS version is outdated, update your device to the latest version. That can fix some of the battery-related issues.

Battery problem: charging stopped

For safety reasons, Ledger Stax stops charging when it detects an error with the battery.



For assistance with the issue, please reach out to Ledger Support.

E2- Charging stopped: Temperature too high

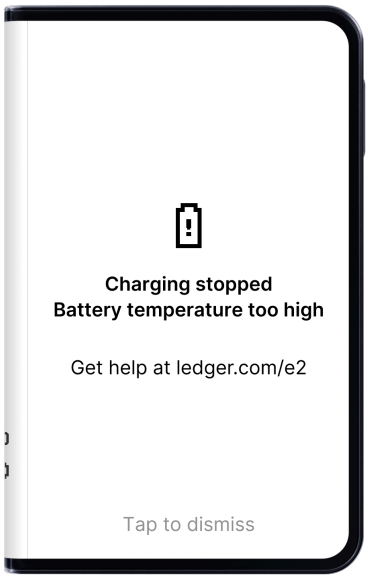
Using Ledger Stax at very high temperatures can permanently shorten its battery life. When Ledger Stax is used outside of the normal temperature range, and especially in very high or very low temperatures, it can stop charging to prevent battery damage or power off.

Prerequisites

- Check the OS version of your Ledger Stax.
- If the OS version is outdated, update your device to the latest version. That can fix some of the battery-related issues.

Charging stopped: temperature too high

To protect the battery, Ledger Stax stops charging when it detects an abnormally high temperature.



If you are using your device in a high-temperature environment or near heat sources, unplug it, move it away from the heat source, and charge it again.

E3- Charging stopped: Temperature too low

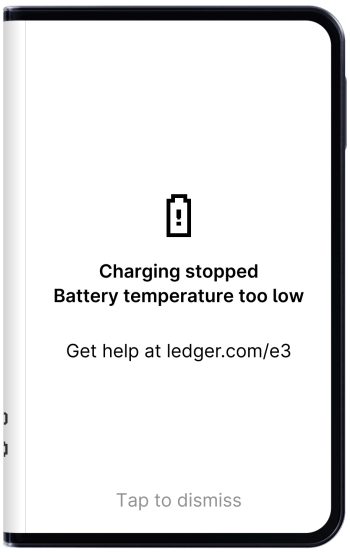
Prerequisites

- Check the OS version of your Ledger Stax.
- If the OS version is outdated, update your device to the latest version. That can fix some of the battery-related issues.

Charging stopped: temperature too low

In low temperatures, Ledger Stax takes more time to transition between different screens, so you might experience slower interactions than usual.

To protect the battery, Ledger Stax stops charging when it detects an abnormally low temperature.



If you are using your device in a low-temperature environment, unplug it, move it away from the low-temperature environment, and charge it again.

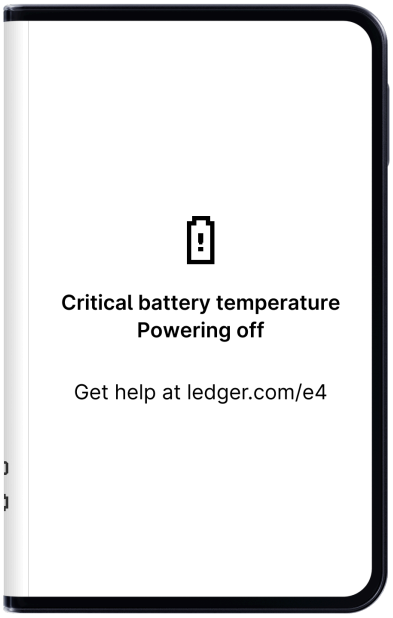
E4- Critical battery temperature: Powering off

Prerequisites

- Check the OS version of your Ledger Stax.
- If the OS version is outdated, update your device to the latest version. That can fix some of the battery-related issues.

Critical battery temperature: powering off

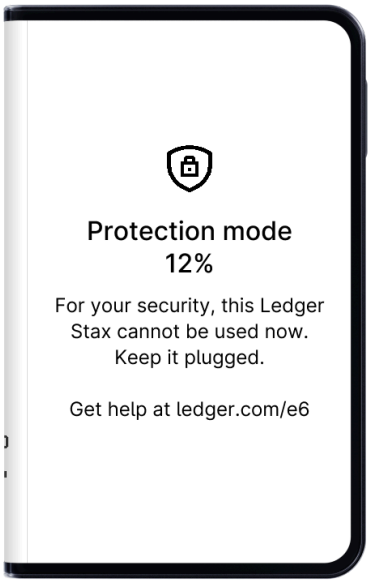
To protect the battery, Ledger Stax stops charging when it detects an abnormally high or low temperature.



To fix the issue, keep your device away from extremely high or low temperature sources.

E6- Ledger Stax: Protection mode

Whenever Ledger Stax interprets an event as an attack, it enters *Protection mode*. In rare cases, events that don't necessarily pose safety risks can be interpreted as attacks.



When your device enters *Protection mode*, follow these steps:

1. Connect your Ledger Stax to a wall charger or computer.
2. Wait until the percentage reaches 100%. It may take several hours.

Your Ledger Stax will reset when the percentage reaches 100%.

Follow the on-screen instructions to finish the setup process:

1. Select to Recover access to your existing assets.
2. Enter your Secret Recovery Phrase to recover access to your existing assets.

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