LEDGER

User Manual

Ledger Nano™ Gen5

Model Number: 1403

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Purpose

This document provides an overview of the main functionalities of Ledger Nano™ Gen5. It will guide you through setting up, using, and protecting your signer.

Use and Care

1- General information

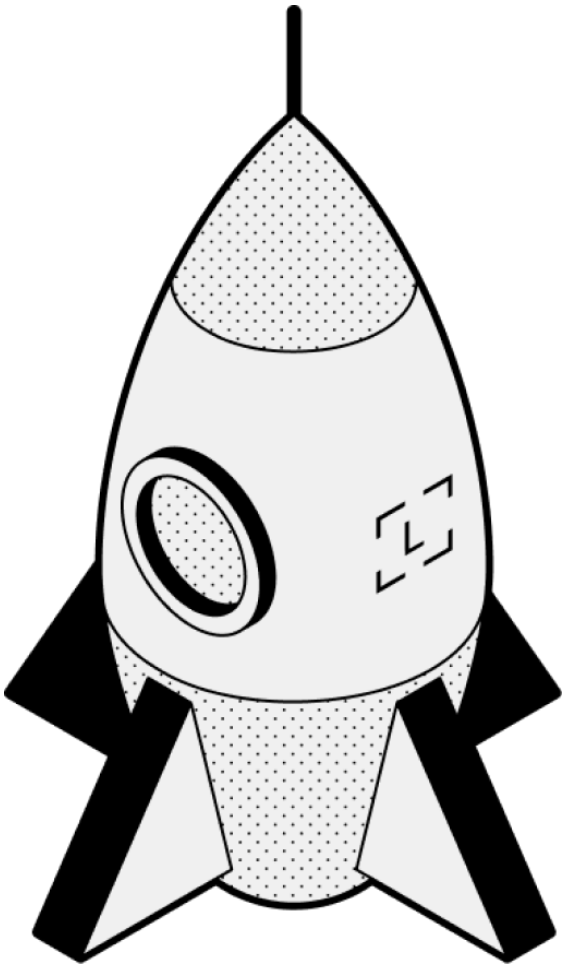
Please, handle your Ledger Nano™ Gen5 with care. It includes a battery and other sensitive components. If you think your battery is damaged, stop using the product to prevent injury. Do not use the product near a heat source such as fire or heater. Be careful: when carrying your product in a bag, briefcase 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 Nano™ Gen5, 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 to keep it away from children. Ledger Nano™ Gen5 is designed to operate with its pre-installed operating system (Ledger OS™) and the Ledger Wallet application; and to interoperate with a compatible mobile phone with Bluetooth® wireless technology or with a compatible computer via the provided USB cable. Keep Ledger OS™ always up to date to ensure maximum protection against evolving security threats. Changes or modifications to this product not expressly approved by Ledger could void its compliance with test standards and negate the user’s authority to operate it.

Your Ledger Nano™ Gen5 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:3,85V d.c.c / 185mAh nominal / 195mAh typical.

Getting Started



1 - Check if your Ledger Nano™ Gen5 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 signer is genuine, and not fraudulent or counterfeit.

A few simple checks will confirm that your Ledger Nano Gen5 is genuine:

- ✓ Ledger Nano Gen5 origin
- ✓ Box content
- ✓ Condition of the Recovery Sheet
- ✓ Ledger Recovery Key initial state
- ✓ Ledger Nano Gen5 initial state

1.1- Buy from an official Ledger reseller

Purchase your Ledger Nano™ Gen5 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 signers purchased from other vendors are not necessarily dubious. However, to ensure that your Ledger Nano Gen5 is genuine, we strongly recommend that you perform the safety checks outlined below.

1.2- Check the box contents

Ledger Nano Gen5 box should include:

- A Ledger Nano Gen5 signer
- 1 cable USB-C to USB-C (40 cm)
- 3 blank Recovery Sheets in an envelope
- 1 Ledger Recovery Key
- Use, care, and regulatory statement leaflet

1.3- Check the Recovery Sheets

During the Ledger Nano Gen5 setup, if you choose to set your signer as a new Ledger, you'll be provided with a new 24-word Secret Recovery Phrase. These 24 words need to be written down on the Recovery Sheet.

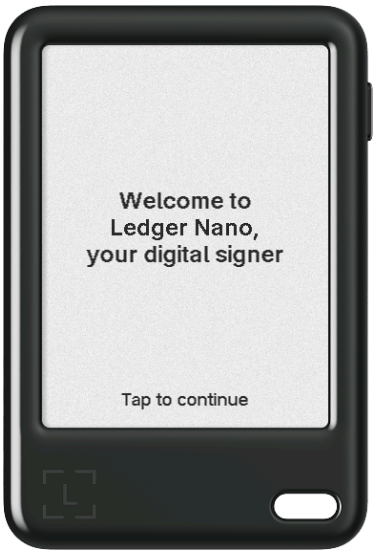
> **Note**: If someone else knows your Secret Recovery Phrase, they can access your crypto assets.
> Learn more:
> - ➢ Best ways to keep your Secret Recovery Phrase secure
> - ➢ How to keep my 24-word Secret Recovery Phrase and PIN code safe

Follow the guidelines below to ensure that your Recovery Sheets aren't compromised:

- Make sure your Recovery Sheets are blank on unboxing.
- If your Recovery Sheet already has words on it, the signer 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 Secret Recovery Phrase displayed on your Ledger Nano Gen5 screen.

1.4- Check factory settings

When you power on your Ledger Nano Gen5 for the first time, it should display the following welcome message: "**Welcome to Ledger Nano, your digital signer**".



Security tips

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

1.5- Check authenticity with the Ledger Wallet app

Set up your Ledger Nano Gen5 with the Ledger Wallet app to verify the signer's authenticity.

- Each Ledger signer has a secret key that is set during manufacturing.
- Only a genuine Ledger signer 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 set up using the Ledger Wallet app.

- In Ledger Wallet, navigate to My Ledger and select your signer. Below the name and the version, you should see *Your device is genuine*.

1.6- View legal and regulatory information on Ledger Nano Gen5 e-label

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

1. Power on your Ledger Nano Gen5 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 signer, tap the **Info icon** ℹ️ then tap **Legal & Regulatory**.

2 - Set up your Ledger Nano™ Gen5

This section will walk you through the initial setup of your Ledger Nano Gen5. Depending on whether you set up your Ledger Nano Gen5 with or without the Ledger Wallet app, the setup will slightly differ.

We strongly recommend you set up your Ledger Nano Gen5 using the Ledger Wallet app. That will allow you to check signer genuineness, update Ledger OS™ to the latest version, see instructions and security tips, and secure your assets once the setup is complete.

The steps are as follows:

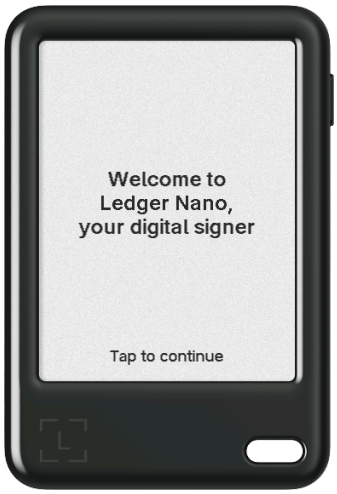
- Select whether you want to set up Ledger Nano Gen5 with Ledger Wallet Mobile or Ledger Wallet Desktop.
- Name your Ledger Nano Gen5.
- Choose the PIN.
- Select whether you want to set Ledger Nano Gen5 as a new Ledger signer or recover access to your assets using an existing Secret Recovery Phrase, Ledger Recovery Key, or Ledger Recover.

2.1- Power on Ledger Nano Gen5

To power on Ledger Nano Gen5:

1. Press and hold the right-side button for 1 second.
   Your device should display the following welcome message: “**Welcome to Ledger**

Nano, your digital signer".



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

2.2- Download and install Ledger Wallet™ app

> **Note**: If you choose to **set up without Ledger Wallet**, skip this section and go directly to 2.3- Name your Ledger Nano Gen5.

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

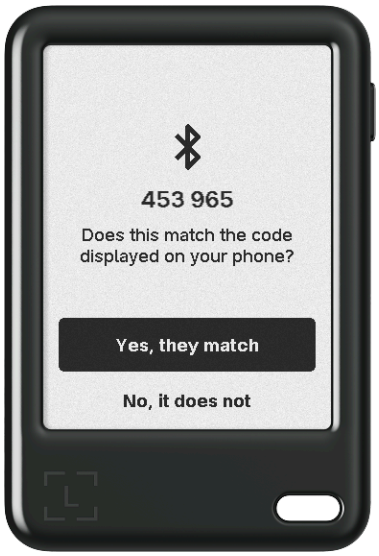
- *Smartphone:* Download and install Ledger Wallet mobile from the App Store/Google Play.
- *Computer:* Download Ledger Wallet desktop.

2.2.1- Pair your Ledger Nano Gen5 with your smartphone

1. Tap **Set up with Ledger Wallet mobile**.
2. Scan the QR code to open or download the Ledger Wallet mobile app.
3. Make sure Bluetooth® is enabled on your smartphone and your Ledger Nano Gen5.

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

4. To start the pairing in Ledger Wallet mobile, tap on Ledger Nano Gen5 once it's available in Ledger Wallet 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 signer in the Bluetooth® settings of your smartphone.

2.2.2- Download Ledger Wallet desktop

1. Tap **Set up with Ledger Wallet desktop**.
2. Go to **ledger.com/start** to download Ledger Wallet desktop.
3. Connect Ledger Nano Gen5 to your computer with the USB cable.
4. Select **Ledger Nano Gen5** in Ledger Wallet and follow the instructions.
5. Tap **I'm ready** on your Ledger Nano Gen5.

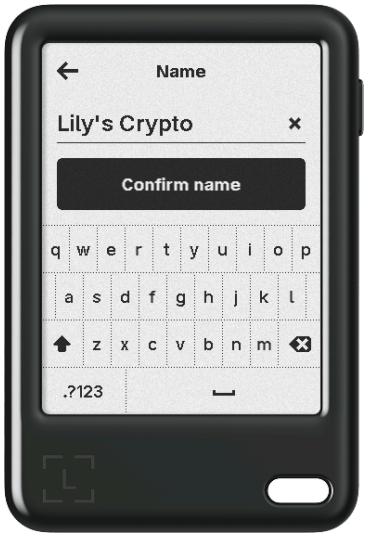
If you already have Ledger Wallet downloaded:

1. Plug in your Ledger Nano Gen5 to your computer.
2. Navigate to **My Ledger.**

2.3- Name your Ledger Nano Gen5

To get started, give your Ledger Nano Gen5 a unique name.

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

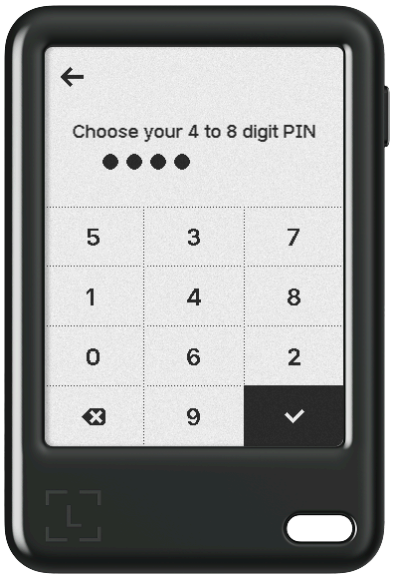


3. Tap **Confirm name**.
4. Tap to proceed with the signer setup.

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 signer.
- ✓ An 8-digit PIN code offers an optimal level of security.
- ✓ Never use a signer supplied with a PIN and/or a Secret Recovery Phrase.
- ✓ Contact Ledger Support in case of doubt.

2.5- Write down your Secret Recovery Phrase

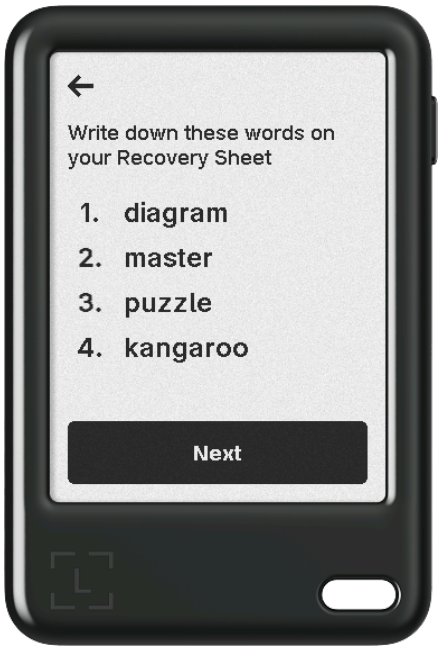
You can either create a new Secret Recovery Phrase or recover access to your existing assets:

- **Set it up as a new Ledger signer**: 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 your Ledger Recovery Key
- 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 four words on the Recovery Sheet.



5. Tap **Next** to move to the second group of four words.
6. Write down the second group of four 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 signer will display **Secret Recovery Phrase confirmed**.

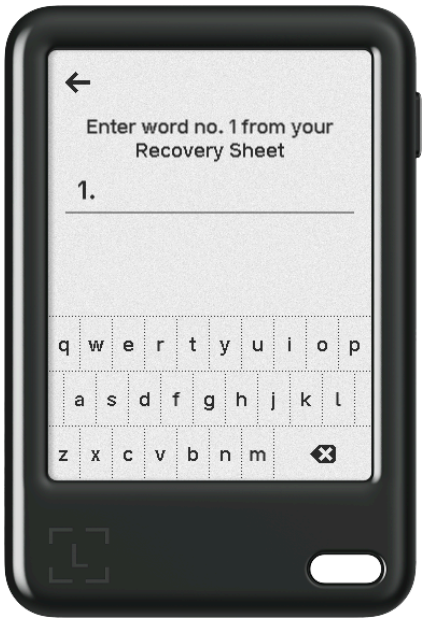
You've successfully set up your signer. You can now install apps on your signer and add accounts in Ledger Wallet.

> **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. Use the keyboard to enter the first letters of **word no.1**.



6. Tap to select **word no.1** from the suggested words.
7. Repeat the process until the last word of your Secret Recovery Phrase is entered. Your signer will display **Secret Recovery Phrase confirmed**.
8. Tap to navigate through the on-screen instructions.

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

2.5.3- Restore using your Ledger Recovery Key

If you want to restore access to your wallet using your Ledger Recover Key, follow the steps outlined in this article → Back up and restore access to your assets with Ledger Recovery Key.

2.5.4- 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 OS™

Update your Ledger Nano Gen5 to benefit from the optimal security level, latest features, and enhanced user experience.

Prerequisites

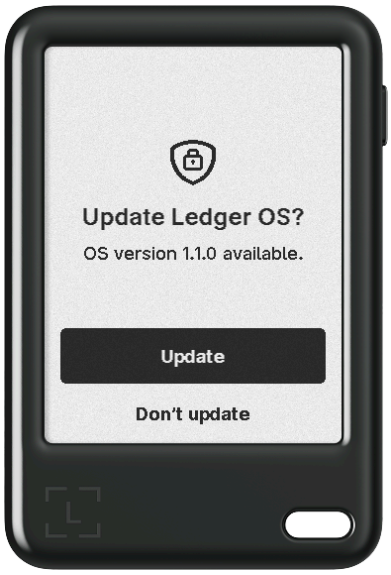
- ☐ Make sure you have updated Ledger Wallet through the notification banner or downloaded the latest version of Ledger Wallet.
- ☐ Make sure your 24-word Secret Recovery Phrase is available, as a precaution.
- ☐ Applications on your signer will be automatically reinstalled after the update.

Instructions

You can update Ledger Secure Operating System with Ledger Wallet desktop or Ledger Wallet mobile.

3.1- Update your signer with Ledger Wallet desktop

1. Click **OS update available** 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 signer will display: **Update Ledger OS?** and the OS version.
4. Tap **Install** to confirm the installation of the operating system update.



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

5. Enter your PIN to confirm.
   Your signer is successfully updated once Ledger Wallet displays **Ledger Nano OS is up to date**.

You've successfully updated your Ledger Nano Gen5 Operating System. Ledger Wallet will automatically reinstall apps on your signer.

3.2- Update your signer with Ledger Wallet mobile

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

1. Open the Ledger Wallet app.
2. Connect your Ledger Wallet app and Ledger Nano Gen5 using Bluetooth®.
3. Tap **Update now**.
   The update progress bar will appear.
4. Unlock your Ledger Nano Gen5.
5. Let the installation finish.
6. When Ledger Nano Gen5 has been restarted for the last time, unlock it.

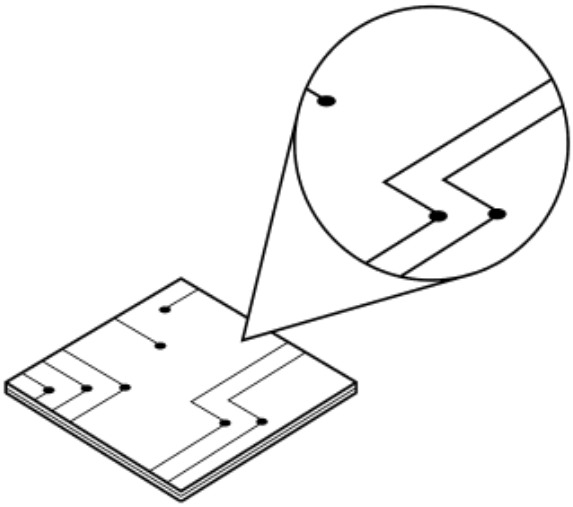
Your Ledger Wallet app will display *Your Ledger Nano Gen5 is up-to-date*. The Ledger Nano Gen5 settings and apps will be reinstalled after the update.

Things to keep in mind:

- The signer configuration (name, settings, picture, language, and list of apps) is backed up right before the update. After the update, the signer is restored to its previous state.
- During the update, you need to stay within the Ledger Wallet app and follow the on-screen instructions.
- Ledger Nano Gen5 will restart multiple times during the update.

For more information, please refer to Ledger OS™ and Device Apps Policy.

Explore features



1- Download and install Ledger Wallet™

The Ledger Wallet app is a safe and easy interface for managing your cryptocurrencies using your Ledger signer. Unlike most apps, Ledger Wallet 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 signer.

> **Note**: Ledger Wallet 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 Wallet isn't supported on virtual machines.

1.1- Download and install Ledger Wallet desktop

Prerequisites

- ☐ A Ledger Nano Gen5
- ☐ A computer. Ledger Wallet is compatible with the following operating systems:
  - Windows 10
  - Windows 11
  - macOS Catalina / Monterey / Ventura / Sonoma
  - Ubuntu LTS 20.04 / 22.04 (excluding ARM Processors)
- ☐ A USB cable to connect your signer. You'll also need an adapter for USB-C ports.

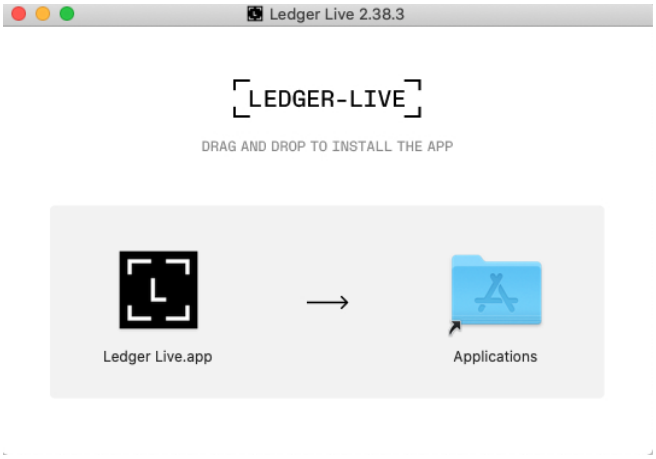
Instructions

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

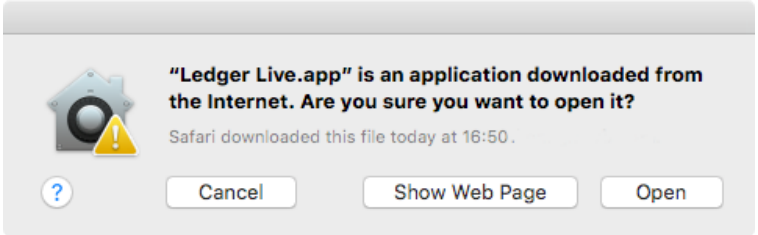
- Mac installation
- Windows installation
- Linux installation

1.1.1- Install Ledger Wallet on Mac

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



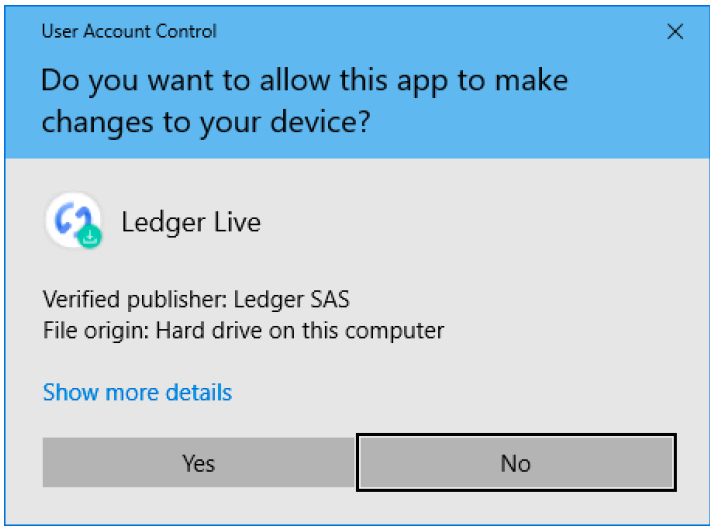
5. Start Ledger Wallet from Launchpad or Spotlight.
6. Depending on your macOS version, the following message displays. Click **Open** to allow the installation.



1.1.2- Install Ledger Wallet on Windows

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

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



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

1.1.3- Install Ledger Wallet on Linux

You can install **Ledger Wallet** 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 Wallet 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 signer:
   `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 Wallet AppImage.
6. Open Ledger Wallet.

Note: if you are having Ledger signer USB connection issues please open the terminal then add and reload the udev rules to allow USB access to your Ledger signer:
`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 Wallet.
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 Wallet AppImage.

9. Open Ledger Wallet.

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

1.2- Download and install Ledger Wallet mobile

Prerequisites

- ☐ Ledger Wallet mobile is compatible with Android 10+ and iOS 15+.
- ☐ Ledger Nano Gen5 can be connected via Bluetooth® wireless technology.

Instructions

Getting Ledger Wallet 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 Wallet™

The first time you use Ledger Wallet, it will help you set up your Ledger Nano Gen5 and configure the app. Ledger Wallet 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 Nano Gen5
- ☐ Download and install Ledger Wallet

2.1- Get started with Ledger Wallet desktop

2.1.1- Getting started

1. Start the Ledger Wallet app.
2. On the welcome screen, click **Get started**.
3. Select **Connect your signer**.
4. Choose **Ledger Nano Gen5** 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 signer is a genuine Ledger signer. Only a genuine Ledger signer 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 signer 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 Wallet and re-adding your accounts. This does not affect your crypto assets.

2.2- Get started with Ledger Wallet mobile

2.2.1- Getting started

1. Open the Ledger Wallet 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 signer, tap **Not yet** and you’ll be guided through the purchasing process.
4. Choose your option:
    - **Set up my Ledger**: continue the Ledger Nano Gen5 setup and sync with Ledger Wallet.
    - **Explore Ledger Wallet**
    - **Sync with the desktop app**: if you want to sync your assets from Ledger Wallet desktop with your mobile.
5. Tap **Set up my Ledger**.
6. Tap **Ledger Nano Gen5**. Follow the on-screen instructions to finalize setting up your signer.

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 Wallet using your face or fingerprint.
5. Tap **Continue**.

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

3 - Pair your Ledger Nano Gen5 with the Ledger Wallet app via Bluetooth®

Pair your Ledger Nano Gen5 to the Ledger Wallet app via Bluetooth® to manage your digital assets on the go.

> **Note**: Ledger Wallet desktop app doesn't support Bluetooth® pairing.

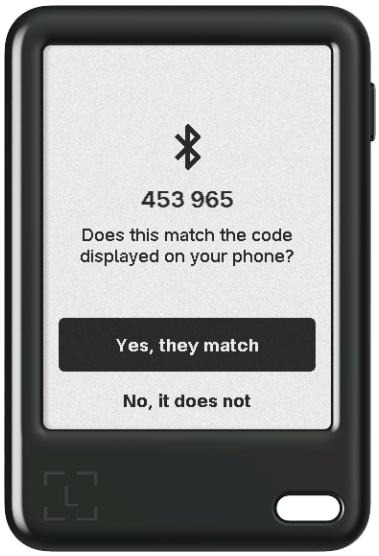
Prerequisites

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

3.1- Pair your Ledger Nano Gen5 with the Ledger Wallet app

1. Open the Ledger Wallet 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 Nano Gen5** once it's available in the Ledger Wallet 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 signer in the Bluetooth® settings of your smartphone.



5. Tap **Confirm** on your Ledger Nano Gen5 to finalize the pairing.

Your Ledger Nano Gen5 is now paired to the Ledger Wallet app.

3.2- Remove Bluetooth® pairing

1. Power on and unlock your Ledger Nano Gen5.
2. On the dashboard of your signer, tap the **Settings** icon.
3. Navigate to **Bluetooth®**.
4. Tap **Remove pairing**.

Note for iPhone users: If you reset the pairing, you'll need to remove Ledger Nano Gen5 from your phone's Bluetooth® settings. Otherwise, you might get an error when trying to connect to Ledger Wallet again.

4 - Install and uninstall apps

Use **My Ledger** in Ledger Wallet to install or uninstall apps on your Ledger Nano Gen5.

Note: If this is your first time using Ledger Wallet, it will suggest you install a default set of apps: Bitcoin and Ethereum. If you've used Ledger Wallet before with a Ledger signer, it will recommend reinstalling the same apps for Ledger Nano Gen5.

How apps work

- Your Ledger Nano Gen5 securely stores your private keys giving access to your crypto assets.
- You need to install apps on your Ledger Nano Gen5 to manage different crypto assets. Install the Bitcoin app to manage Bitcoin accounts.
- Ledger signers 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 signer and are backed up on your Recovery Sheet.

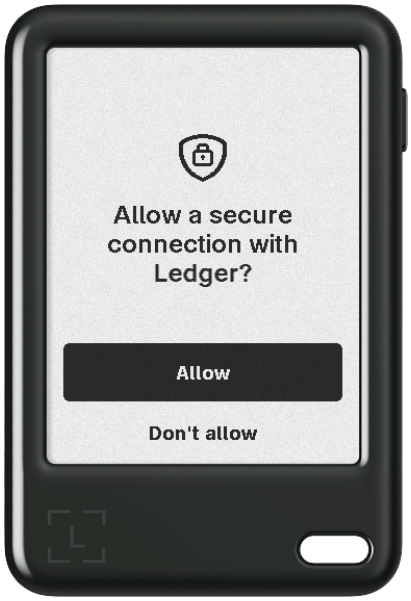
Instructions

4.1- Install and uninstall apps on Ledger Nano Gen5 from Ledger Wallet desktop

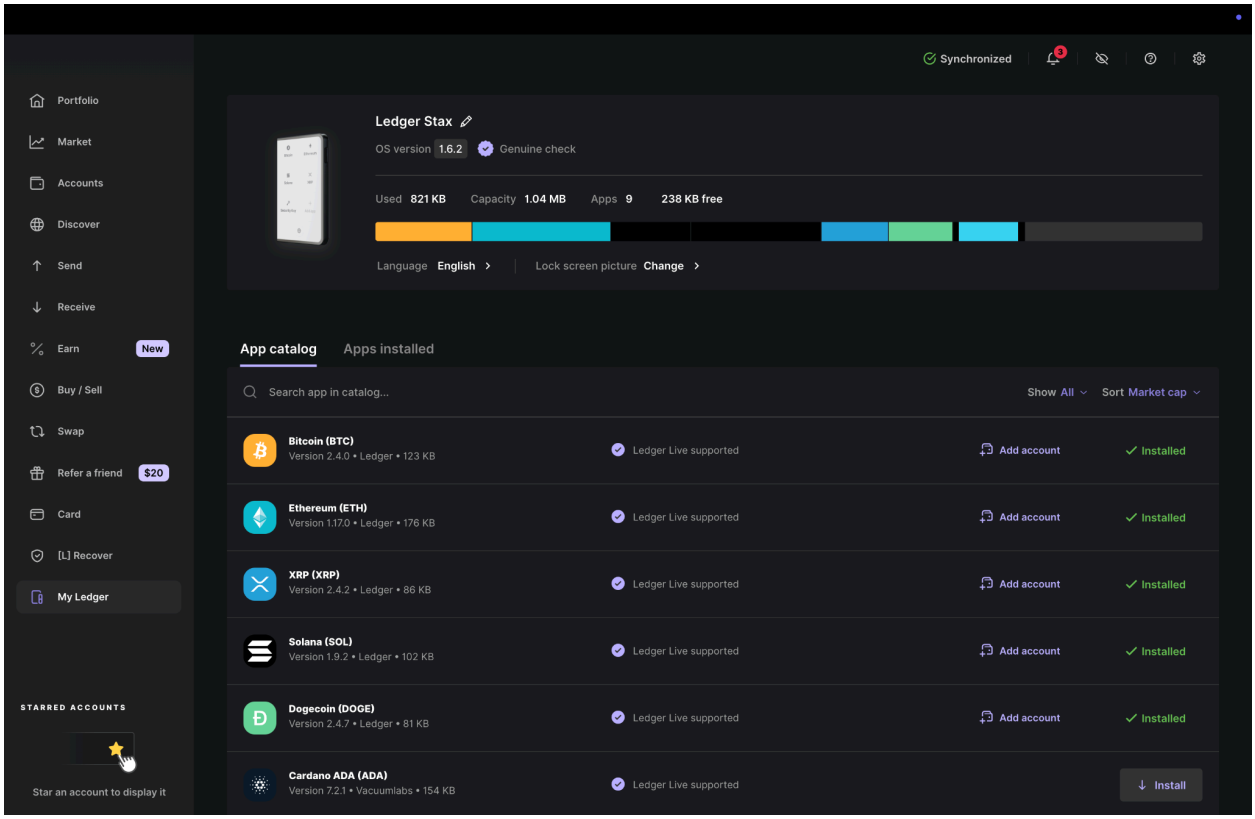
4.1.1- Install an app

1. Click **My Ledger** in the left panel.
2. Unlock your Ledger Nano Gen5 by entering your PIN.

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



The page **My Ledger** will show your signer 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 signer will display **Installing ...**
   The app will be installed on your signer.

4.1.2- Uninstall an app

You can uninstall apps from your Ledger Nano Gen5 or Ledger Wallet.

Uninstall apps from your Ledger Nano Gen5

1. Unlock your Ledger Nano Gen5 by entering your PIN.
2. On the dashboard of your signer, 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 signer have been uninstalled.

Uninstall apps from Ledger Wallet

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.

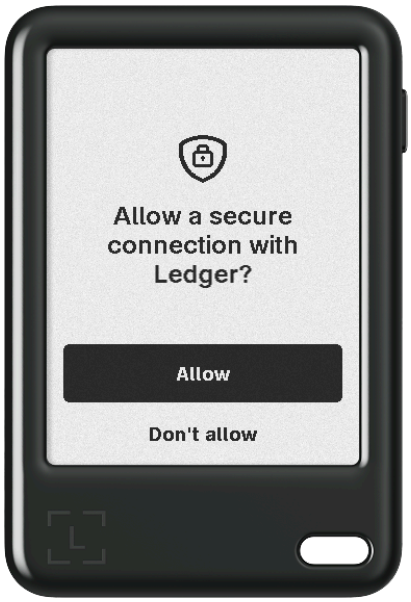
Please check on your signer that the app is uninstalled.

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 Nano Gen5 from Ledger Wallet mobile

4.2.1- Install an app

1. Tap **My Ledger**.
2. Unlock your Ledger Nano Gen5 by entering the PIN.
3. Tap **Allow** to **Allow a secure connection with Ledger.**



My Ledger opens, showing the **App catalog** and a **Signer** 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 signer 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 signer.

You can uninstall apps from your Ledger Nano Gen5 or Ledger Wallet.

Uninstall apps from your Ledger Nano™ Gen5

1. Unlock your Ledger Nano Gen5 by entering your PIN.
2. On the dashboard of your signer, 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 signer have been uninstalled.

Uninstall apps from Ledger Wallet

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.

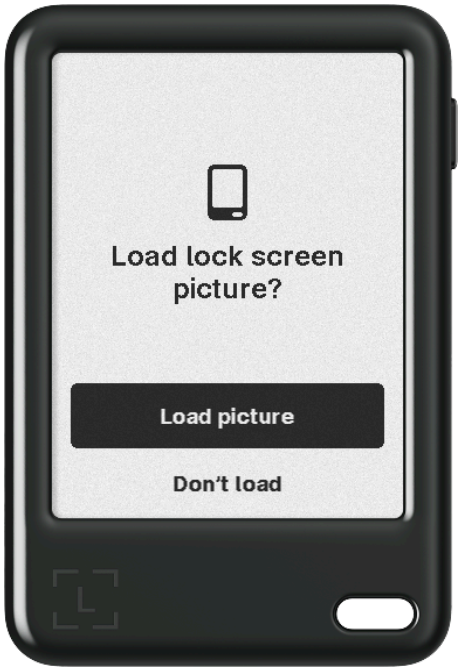
Please confirm on your Ledger Nano Gen5 that the app is uninstalled.

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

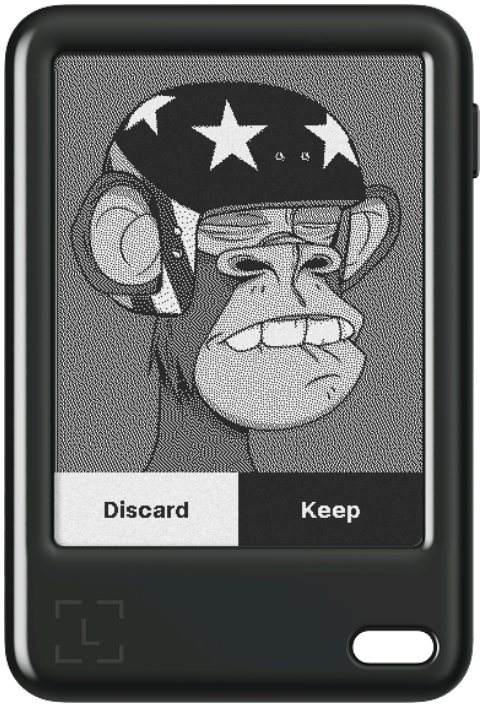
5 - Customize your lock screen

Set your favorite photo as the Ledger Nano Gen5 lock screen:

1. In the Ledger Wallet app, navigate to **My Ledger**.
2. Select your Ledger Nano Gen5 from the signer list.
3. Next to the signer information, tap **Add** or **Replace**. You can select to set a picture as your lock screen.
4. Tap **Set as lock screen**.
5. In Ledger Nano Gen5, tap **Load picture**. Ledger Nano Gen5 will display a progress loader.

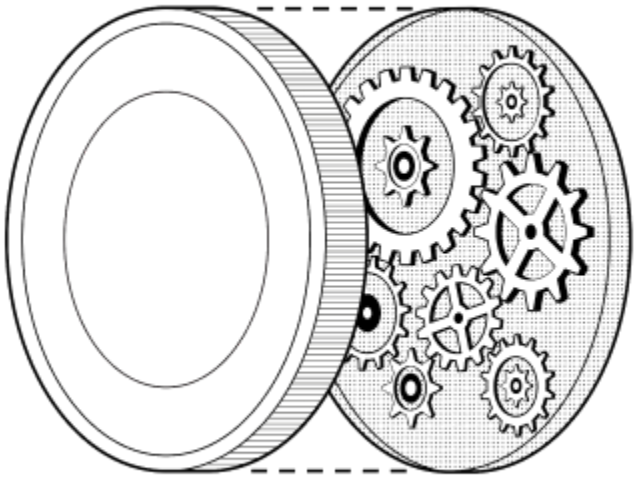


6. Tap **Keep**. Your lock screen picture is set.



The customized lock screen will be visible even when Ledger Nano Gen5 is off.

Change Ledger device settings



1- Ledger device settings

You can access signer settings on your Ledger Nano Gen5 to change signer settings.

Instructions

1. On the dashboard of your signer, 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.

Signer setting	Description
Name	Change the name of your signer.
About	Find information about your signer 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 Nano Gen5 to automatically lock: 1, 2, 5, or 10 minutes. The default time is 2 minutes.
Ledger Recovery Key	Use the Ledger Recovery Key to back up your Secret Recovery

	Phrase and access its settings for management.
Language	Add languages other than English. Switch to English if your signer is set to another language.
Change PIN	Change the PIN of your signer.
Bluetooth®	Turn Bluetooth® on or off and remove Bluetooth® pairings.
NFC	When Ledger Nano Gen5 is turned off, NFC is disabled as well.
Battery	Check the battery percentage and select whether you want it to be always displayed. Customize the auto power-off time. You can set how long it takes Ledger Nano Gen5 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 Wallet app	How to install the Ledger Wallet desktop and mobile.
Reset	Find settings related to app uninstallation and factory reset.

1.1- Rename your Ledger Nano™ Gen5

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

You can rename your signer from the Ledger Wallet mobile app or directly from your Ledger Nano Gen5.

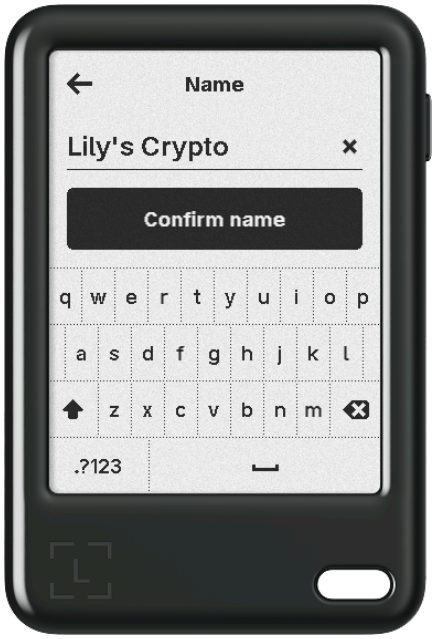
Ledger Wallet mobile

1. Open the Ledger Wallet app.
2. Tap **My Ledger**.
3. Select the signer for which you want to change the name.
4. Confirm with your signer that you **allow a secure connection with Ledger**.

5. Tap **Edit** next to the Ledger Nano Gen5 name.
6. Enter a new name for your signer.
7. Tap **Confirm name**.

Ledger Nano Gen5

1. Power on and unlock your Ledger Nano Gen5.
2. Navigate to **Settings → Name.**
3. Type the new name for your signer.



4. Tap **Confirm name**.

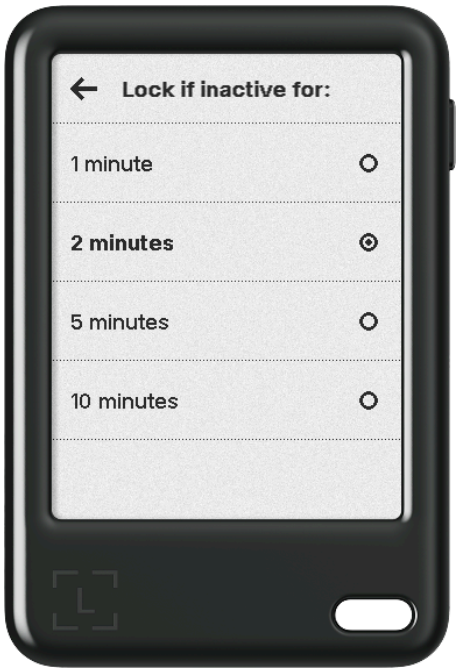
You've successfully renamed your Ledger Nano Gen5.

1.2- Check the hardware and OS version

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

1.3- Set auto lock

1. Power on and unlock your Ledger Nano Gen5.
2. Navigate to **Settings → Lock screen → Auto lock**.
3. Tap to specify the amount of time after which your screen will be automatically locked.

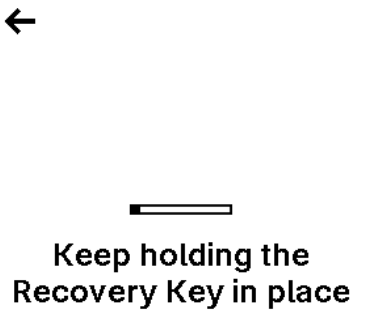


🛡️ **Security tip:** Be sure to lock your Ledger Nano Gen5 when you're not using it.

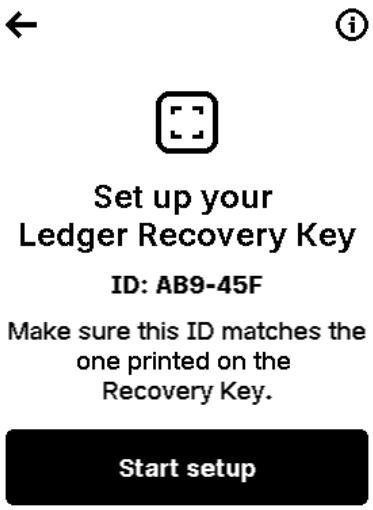
1.4- Set up your Ledger Recovery Key

1. Power on and unlock your Ledger Nano Gen5.
2. Navigate to **Settings → Ledger Recovery Key**
3. Hold the Ledger Recovery Key against the back of your Ledger device.
   A loading bar will appear when your Ledger device detects the Ledger Recovery

Key.



4. Tap **Start setup**.



5. Re-enter the PIN of your Ledger device.
6. Carefully read the on-screen instructions. Then tap **I understand**.
7. Choose a PIN of 4 to 8 digits for your Ledger Recovery Key.
8. Confirm the PIN by entering it again.
9. Hold the Ledger Recovery Key against the back of your Ledger device.

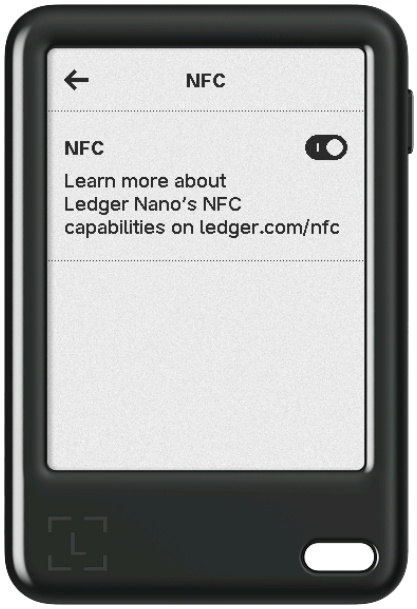
   A loading bar will appear when your Ledger device detects the Ledger Recovery Key.

You have successfully created a backup of your Secret Recovery Phrase.

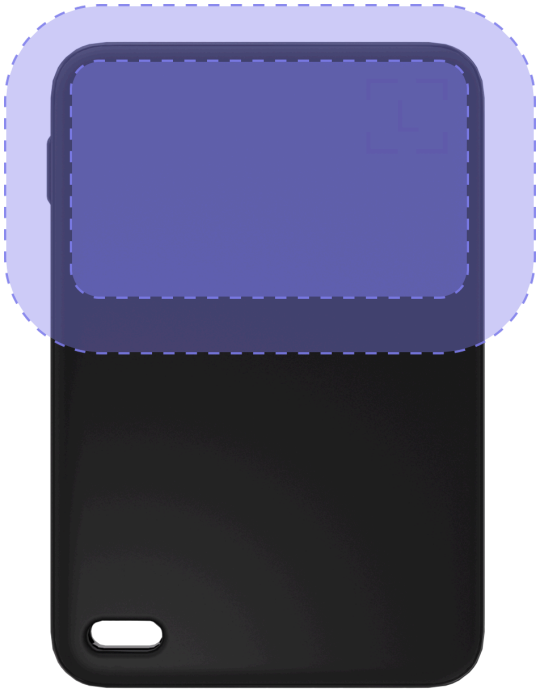
1.5- Use NFC on your Ledger device

Ledger Nano™ Gen5 features a hardware component - the NFC chip. NFC enriches the connectivity of those devices and enables new wireless experiences.

To enable or disable NFC on your Ledger, navigate to **Settings** → **NFC**.



The NFC antenna is located on the back of your device, at the top:



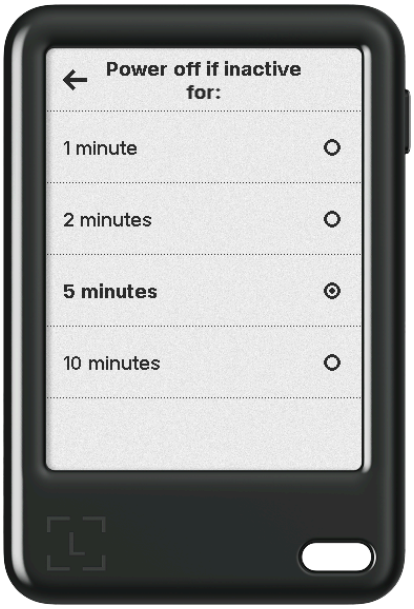
Your smartphone needs to be placed close to the backside of your Ledger.

1.6- Change the auto power off time

Ledger Nano Gen5 will automatically power off after 5 minutes of inactivity.

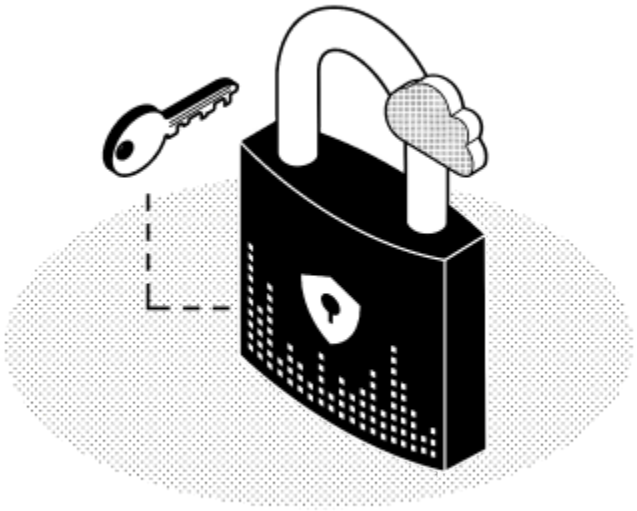
You can change the auto power off time:

1. Navigate to **Settings** → **Battery** → **Auto power off**.
2. Select one of the following options:
    - 1 minute
    - 2 minutes
    - 5 minutes (default duration)
    - 10 minutes



Note: If the auto-lock duration is greater than the auto power off duration, your Ledger Nano Gen5 will power off first.

Protect your Ledger 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 Secret Recovery Phrase that provides access to a new set of accounts. It protects your assets even if your 24-word Secret Recovery Phrase has been compromised.

To access passphrase-protected accounts, an attacker would need your Secret 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.

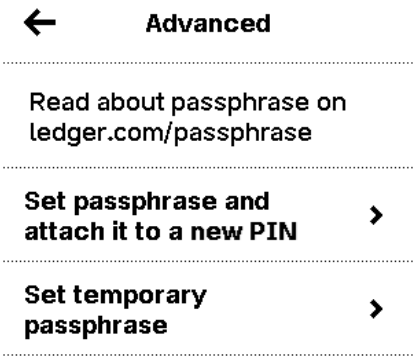
Things to keep in mind:

- Only one passphrase can be attached to a PIN code.
- The passphrase will be stored on the signer until you overwrite it with another passphrase or until the signer is reset.
- Store a physical backup of the secret passphrase in a secure place. Once you set it, it cannot be displayed in Ledger Nano Gen5.
- 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 Nano Gen5:

1. Enter the PIN code to unlock your Ledger Nano Gen5.

2. Navigate to **Settings** → **Advanced → Set 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 correct** 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 Nano Gen5 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 Nano Gen5 will now manage the accounts protected by this passphrase. To access your primary accounts, please restart the signer and enter your main PIN code.

2 - Reset to factory settings

Resetting the signer to factory settings removes all private keys, applications, and settings from your Ledger Nano Gen5. You can reset it to set it up as a new signer, restore another Secret Recovery Phrase, or safely transfer the signer to someone else.

Instructions

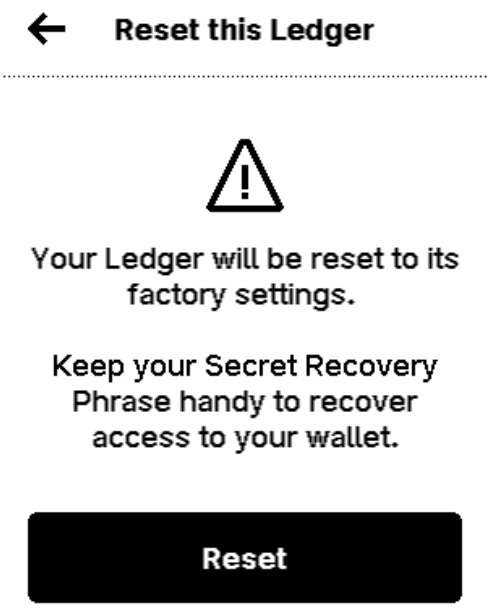
The signer can either be reset from its settings menu or by entering three incorrect PINs when unlocking it.

> **Got your Secret Recovery Phrase?**
> If you reset your signer 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 if you have no backup.

2.1 - Resetting from signer settings

1. Unlock your Ledger Nano Gen5 by entering your PIN.
2. On the dashboard of your signer, tap the Settings icon
3. Tap on the right arrow → to navigate to the **Reset** setting.
4. Tap **Reset** → **Reset this Ledger.**
5. Read the warning.

6. Tap **Reset**.



7. Enter your PIN to confirm.

Your signer will reset.

2.2 - Resetting with PIN

1. Turn on your Ledger Nano Gen5.
2. Enter an incorrect PIN three times in a row.

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

3- Maximize Ledger Nano Gen5 battery life

Ledger Nano Gen5 has a built-in rechargeable lithium-ion battery.

Charging the battery

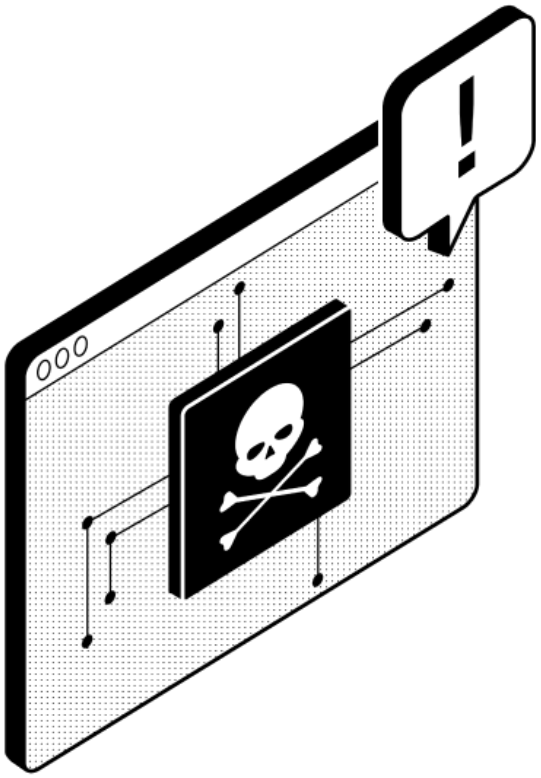
Charge the battery to 100% to get the maximum battery life of several hours in use. Connect the USB-C port to a USB power source to charge it. The ambient temperature is within the recommended range of 0° to 35° C (32° to 95° F).

Tips for keeping Ledger Nano Gen5 battery healthy

- When storing and charging your Ledger Nano Gen5, try to keep it in an environment where the ambient temperature is between 20°C (68°F) and 25°C (77°F).
- Avoid storing your Ledger Nano Gen5 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



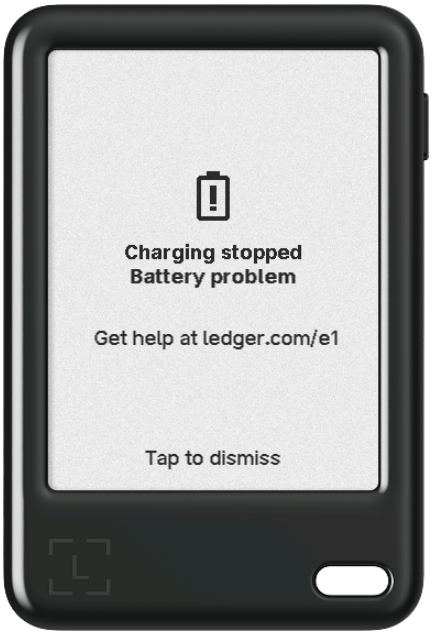
E1- Battery problem: Charging stopped

Prerequisites

- [ ] Check the OS version of your Ledger Nano Gen5.
- [ ] If the OS version is outdated, update your signer to the latest version. That can fix some of the battery-related issues.

Battery problem: Charging stopped

For safety reasons, Ledger Nano Gen5 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

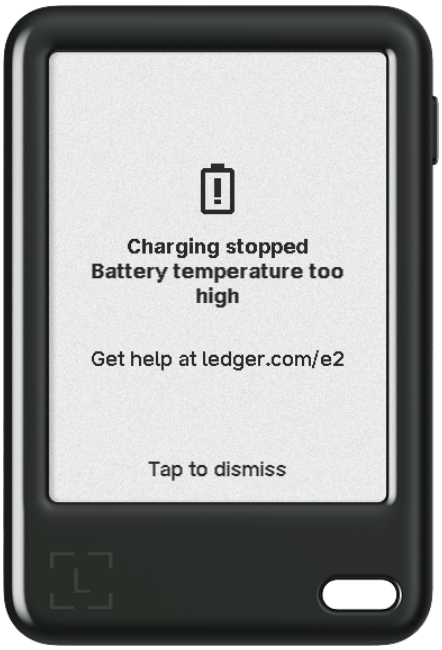
Using Ledger Nano Gen5 at very high temperatures can permanently shorten its battery life. When Ledger Nano Gen5 is used outside of the normal temperature range, and especially in very high or very low temperatures, it can stop charging to prevent battery damage or power off.

Prerequisites

- ☐ Check the OS version of your Ledger Nano Gen5.
- ☐ If the OS version is outdated, update your signer to the latest version. That can fix some of the battery-related issues.

Charging stopped: Battery temperature too high

To protect the battery, Ledger Nano Gen5 stops charging when it detects an abnormally high temperature.



If you are using your signer 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

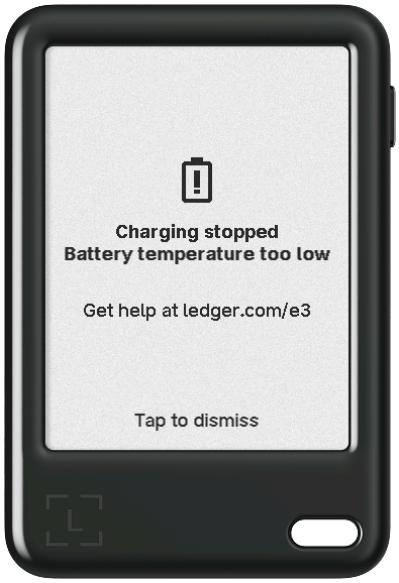
Prerequisites

- ☐ Check the OS version of your Ledger Nano Gen5.
- ☐ If the OS version is outdated, update your signer to the latest version. That can fix some of the battery-related issues.

Charging stopped: Battery temperature too low

In low temperatures, Ledger Nano Gen5 takes more time to transition between different screens, so you might experience slower interactions than usual.

To protect the battery, Ledger Nano Gen5 stops charging when it detects an abnormally low temperature.



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

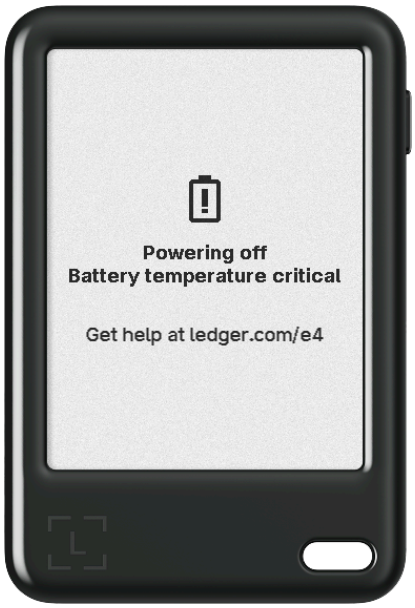
E4- Powering off: Battery temperature critical

Prerequisites

- ☐ Check the OS version of your Ledger Nano Gen5.
- ☐ If the OS version is outdated, update your signer to the latest version. That can fix some of the battery-related issues.

Powering off: Battery temperature critical

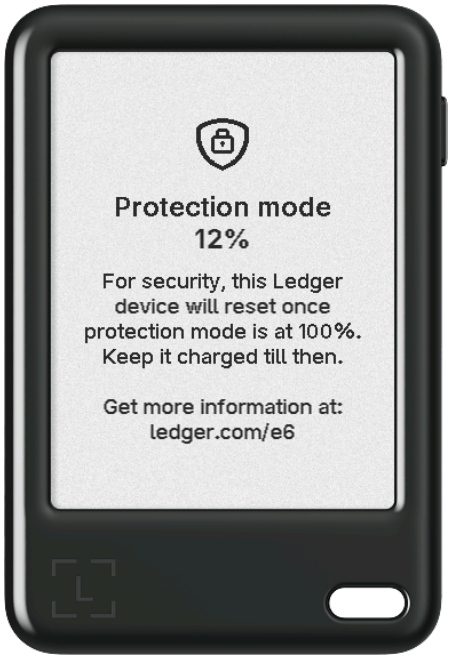
To protect the battery, Ledger Nano Gen5 stops charging when it detects an abnormally high or low temperature.



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

E6- Ledger Nano Gen5: Protection mode

Whenever Ledger Nano Gen5 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 signer enters *Protection mode*, follow these steps:

1. Connect your Ledger Nano Gen5 to a wall charger or computer. Max 5 Vd.c. , 2.0A.
2. Wait until the percentage reaches 100%. It may take several hours.

Your Ledger Nano Gen5 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. Use your Secret Recovery Phrase, Ledger Recovery Key, or Ledger Recover to recover access to your existing assets.

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