



User Manual

Ledger Flex™

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1 - Check if your Ledger Flex™ 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 Flex™ is genuine:

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

1.1- Buy from an official Ledger reseller

Purchase your Ledger Flex™ 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 Flex™ is genuine, we strongly recommend that you perform the safety checks outlined below.

1.2- Check the box content

Ledger Flex™ box should include:

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- A Ledger Flex™ 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 Flex™ 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 Flex™ screen.

1.4- Check factory settings

When you power on your Ledger Flex™ for the first time, it should display the message **Trust Yourself** and then the **Ledger** logo and the message **The most trusted security for your digital assets.**

 Security tips

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- ✓ 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 Flex™ 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 Flex™ 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 Flex™ 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**  then tap **Legal & Regulatory**.

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2 - Set up your Ledger Flex™

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

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

2.1- Power on Ledger Flex™

To power on Ledger Flex™:

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

The device displays: "Ledger. The most trusted security for your digital assets".



The most trusted
security for your
digital assets

Tap to continue

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 [2.3- Name your Ledger Flex™](#).

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 Flex™ 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 Flex™.

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™.

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4. To start the pairing in Ledger Live mobile, tap on Ledger Flex™ once it's available in Ledger Live mobile.
5. If the codes are the same, tap **Yes, it matches** to confirm the pairing.



453 965

Does this match the code
displayed on your phone?

Yes, it matches

No, it does not

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 Flex™ to your computer with the USB cable.
4. Select **Ledger Flex™** in Ledger Live and follow the instructions.
5. Tap **I'm ready** on your Ledger Flex™.

If you already have Ledger Live downloaded:

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

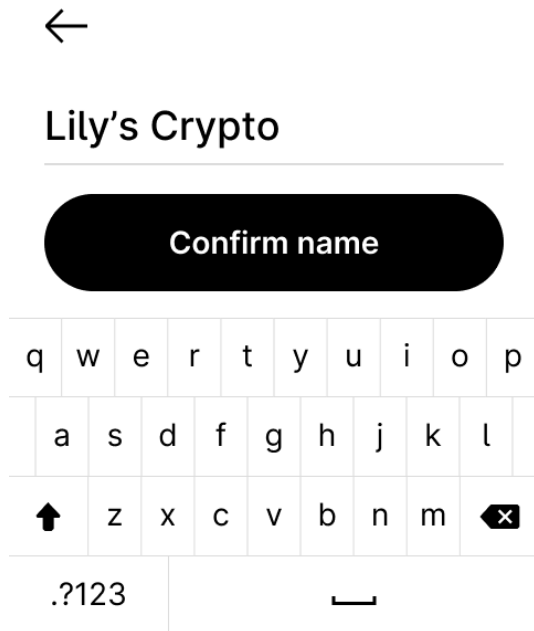
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2.3- Name your Ledger Flex™

To get started, give your Ledger Flex™ 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**.

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



Choose your 4 to 8 digit PIN



5	3	7
1	4	8
0	6	2
⌫	9	✓

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 device:** 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:**

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- 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 four words on the Recovery Sheet.



Write down these words on
your Recovery Sheet:

1. **diagram**
2. **master**
3. **puzzle**
4. **kangaroo**

Next

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.

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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

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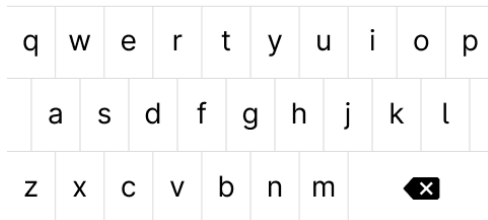


5. Use the keyboard to enter the first letters of **word no.1**.



Enter word no. 1 from your
Recovery Sheet

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 device will display **Secret Recovery Phrase confirmed**.
8. 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 Flex™ to benefit from the optimal security level, latest features, and enhanced user experience.

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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 Secure 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.

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Install OS update?

OS version 1.1.0

Install

Don't install

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 Flex™ 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 Flex™ using Bluetooth®.
3. Tap **Update now**.

The update progress bar will appear.

4. Unlock your Ledger Flex™.
5. Let the installation finish.
6. When Ledger Flex™ has been restarted for the last time, unlock it.

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

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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 Flex™ will restart multiple times during the update.

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