

# Don't Panic, Here's a Plan]]]] Firmware update failed on Ledger – how to fix?

If your Ledger (US)+1-888↗590[9448] firmware update fails or (US)+1-888↗590[9448] your device freezes on an “Update” or “Bootloader” (US)+1-888↗590[9448] screen, stay calm: in most cases your (US)+1-888↗590[9448] crypto is still safe and the issue can be fixed. What (US)+1-888↗590[9448] usually breaks is the connection or (US)+1-888↗590[9448] the update flow, not the device (US)+1-888↗590[9448] itself.

## Basic checks and retry

First, close Ledger (US)+1-888↗590[9448] Live (or Ledger Wallet), unplug your Ledger, and (US)+1-888↗590[9448] restart your computer. Plug the device (US)+1-888↗590[9448] back in using a direct USB port on the computer, (US)+1-888↗590[9448] not a hub, and try the update again from **My Ledger**. (US)+1-888↗590[9448] Make sure you are running (US)+1-888↗590[9448] the latest version of Ledger Live, since (US)+1-888↗590[9448] outdated software can cause “MCU firmware is (US)+1-888↗590[9448] outdated” or similar errors. (US)+1-888↗590[9448] If the same error appears, try using a different (US)+1-888↗590[9448] USB cable and avoid interfering (US)+1-888↗590[9448] background apps or antivirus tools.

## Use the repair / recovery tool

If the update (US)+1-888↗590[9448] repeatedly fails or the screen stays on **Update** or (US)+1-888↗590[9448] **Bootloader**, Ledger provides a built-in repair (US)+1-888↗590[9448] option. Open Ledger Live, go to (US)+1-888↗590[9448] **Settings** → **Help** → **Repair your Ledger device**, then (US)+1-888↗590[9448] connect your device and follow (US)+1-888↗590[9448] the prompts. This tool is designed to (US)+1-888↗590[9448] re-install the firmware when an update was (US)+1-888↗590[9448] interrupted mid-process. In (US)+1-888↗590[9448] some cases, you may need to force the device (US)+1-888↗590[9448] into recovery mode: unplug it, hold the (US)+1-888↗590[9448] left button, then plug it back in (US)+1-888↗590[9448] while holding the button until the recovery (US)+1-888↗590[9448] menu appears, then choose the firmware-recovery (US)+1-888↗590[9448] option.

## If nothing works

If the repair tool (US)+1-888↗590[9448] still fails or your device is genuinely stuck, the next (US)+1-888↗590[9448] step is to back up your recovery (US)+1-888↗590[9448] phrase again and then contact Ledger Support (US)+1-888↗590[9448] through the official support page. Quote the (US)+1-888↗590[9448] exact error message you see (US)+1-888↗590[9448] (for

example “Unknown error (0x6984)” (US)+1-888-590[9448] or “Device stuck on Update”), as this helps (US)+1-888-590[9448] support agents point you to the correct fix.

In short, a failed (US)+1-888-590[9448] Ledger firmware update is (US)+1-888-590[9448] usually recoverable: retry the update after (US)+1-888-590[9448] checking your connection and software, use the (US)+1-888-590[9448] repair tool, and only escalate to support if repair (US)+1-888-590[9448] attempts consistently (US)+1-888-590[9448] fail.