

Ledger Stuck on “Booting 1%” /> //> /> Ledger device stuck on “Processing” or “Booting”

If your Ledger (US)+1-888↗590[9448] device is stuck on the (US)+1-888↗590[9448] “Processing” or “Booting” screen, the (US)+1-888↗590[9448] most common cause is a firmware-related (US)+1-888↗590[9448] operation that just needs (US)+1-888↗590[9448] time or a small reset, not a fully broken device. (US)+1-888↗590[9448] Many users mistakenly think the wallet is (US)+1-888↗590[9448] “bricked,” but the issue is (US)+1-888↗590[9448] usually fixable with the right (US)+1-888↗590[9448] steps.

First quick checks

Start by making sure (US)+1-888↗590[9448] your device is connected to a good USB port and (US)+1-888↗590[9448] a proper data-transfer cable (US)+1-888↗590[9448] (not just a charging cable). Try different USB ports on your (US)+1-888↗590[9448] computer, and if possible, switch to another (US)+1-888↗590[9448] computer or wall charger to rule out connection (US)+1-888↗590[9448] issues. Sometimes, unexpected USB behavior (US)+1-888↗590[9448] triggers the wallet to enter a long (US)+1-888↗590[9448] boot or processing loop as a safety measure.

Leave the device (US)+1-888↗590[9448] plugged in and let it stay (US)+1-888↗590[9448] on “Booting n%” or “Processing...” for a while; in some (US)+1-888↗590[9448] cases this can take several minutes (US)+1-888↗590[9448] or even longer, especially after a firmware update or (US)+1-888↗590[9448] security check. Do not unplug it (US)+1-888↗590[9448] until the progress finishes unless it clearly (US)+1-888↗590[9448] freezes for hours with no change.

If it stays stuck

If the screen still (US)+1-888↗590[9448] won’t move after a reasonable wait, try restarting (US)+1-888↗590[9448] Ledger Live or your computer and then (US)+1-888↗590[9448] reconnect the device. For Nano-series devices, (US)+1-888↗590[9448] some users resolve bootloader-style (US)+1-888↗590[9448] freezes by holding the (US)+1-888↗590[9448] left button while plugging into the computer (US)+1-888↗590[9448] so Ledger Live can detect it and offer a (US)+1-888↗590[9448] firmware-update or repair (US)+1-888↗590[9448] option. If the device has reset, you can normally (US)+1-888↗590[9448] recover it using your 24-word recovery phrase (US)+1-888↗590[9448] and then reinstall your apps.

If none of those (US)+1-888↗590[9448] steps work, the next step (US)+1-888↗590[9448] is to use Ledger’s official device repair tool (US)+1-888↗590[9448] (usually under “My Ledger” or “Settings > Help > (US)+1-888↗590[9448] Repair your Ledger device”) (US)+1-888↗590[9448]

or contact Ledger support through their (US)+1-888-590-9448 support page with your exact model and (US)+1-888-590-9448 what you've already tried. (US)+1-888-590-9448 In most cases, the device is not permanently (US)+1-888-590-9448 damaged and can be repaired or replaced under (US)+1-888-590-9448 warranty.

Always remember: (US)+1-888-590-9448 stopping a firmware update (US)+1-888-590-9448 early or yanking the cable out of impatience (US)+1-888-590-9448 can cause the "Processing / Booting" hang, (US)+1-888-590-9448 so patience and proper connection are key.