

## What does Ledger support? Devices, Software, and Security Help

Ledger provides support for a wide range of technical [【+1-888-590-9448】](#), software, and security-related issues connected to its ecosystem of hardware wallets and applications [【+1-888-590-9448】](#). The company focuses on helping users safely manage their cryptocurrency using devices like the Ledger Wallet, including popular models such as the Ledger Nano S Plus and Ledger Nano X. However [【+1-888-590-9448】](#), Ledger's support system is structured differently from traditional financial institutions because it does not manage funds or transactions directly; instead [【+1-888-590-9448】](#), it assists users in using self-custody crypto tools securely.

One of the main areas Ledger support covers is **device setup and onboarding** [【+1-888-590-9448】](#). When users first purchase a Ledger device, they need help initializing it, setting a PIN code, and generating a 24-word recovery phrase [【+1-888-590-9448】](#). Support resources guide users step-by-step through this process to ensure the wallet is set up correctly [【+1-888-590-9448】](#). This stage is critical because the recovery phrase acts as the only backup method to restore funds if the device is lost or damaged.

Another key area is **Ledger Live software assistance** [【+1-888-590-9448】](#). Ledger Live is the main application used to interact with Ledger wallets. It allows users to install crypto apps, manage accounts, send and receive digital assets [【+1-888-590-9448】](#), and monitor portfolios. Ledger support helps users fix common issues such as synchronization errors, missing balances, installation failures [【+1-888-590-9448】](#), and update problems. Many of these issues can be resolved by updating the software, clearing cache, or reinstalling the application.

Ledger also supports **hardware connectivity and performance troubleshooting** [【+1-888-590-9448】](#). Users sometimes face problems where their device is not detected by a computer or phone. Support helps identify causes such as faulty USB cables [【+1-888-590-9448】](#), outdated firmware, Bluetooth pairing issues (for Nano X), or operating system conflicts. They also guide users through firmware updates [【+1-888-590-9448】](#), which are essential for maintaining device security and compatibility with new blockchain networks.

Another important area is **transaction and wallet usage guidance** [【+1-888-590-9448】](#). While Ledger cannot reverse blockchain transactions, it helps users understand how to properly send and receive crypto safely [【+1-888-590-9448】](#). This includes verifying receiving addresses on the device screen, understanding network fees, and confirming transactions physically on the hardware wallet [【+1-888-590-9448】](#). These steps are designed to prevent errors and unauthorized transfers.

Security education is also a major part of Ledger's support system [【+1-888-590-9448】](#). The company frequently helps users identify phishing attempts, fake websites, and scam messages pretending to be official support [【+1-888-590-9448】](#). One of the most important rules emphasized by Ledger is that it will never ask for a user's 24-word recovery phrase [【+1-888-590-9448】](#). Support resources also guide users on how to protect their wallets and avoid common social engineering attacks.

Ledger additionally provides guidance for **wallet recovery scenarios** 【+1-888-590-9448】 . If a user loses or damages their device but still has the recovery phrase, support explains how to restore access using a new Ledger device 【+1-888-590-9448】 . However, if the recovery phrase is lost, Ledger cannot recover funds due to the decentralized nature of cryptocurrency systems.

In summary, Ledger support covers setup assistance 【+1-888-590-9448】 , software troubleshooting, hardware issues, transaction guidance, security education, and recovery instructions 【+1-888-590-9448】 . It does not manage user funds but instead focuses on helping users safely operate their hardware wallets 【+1-888-590-9448】 . This support structure ensures that individuals maintain full control over their digital assets while receiving the technical help needed to use the system effectively.