Support

Whether you're setting up your first Pirate MIDI device or troubleshooting a complex MIDI rig, we're here to help.

Quick Links

- **Contact form:**
- **Firmware updates:**
- **User manual PDFs:**
- **Order status:** Check your confirmation email or log in to your Pirate MIDI store account
- **Returns & warranty:** email us!

1. Product Support

1.1 Troubleshooting Your Device

Before contacting support, quickly check: - You're using a **known-good USB cable** (data-capable, not charge-only).
- The device has **consistent power** (5V USB or 9V DC, centre-negative). - TRS MIDI cables match the device's **Type A/B** setting.
- You're using the **latest firmware** (see Firmware Updates below).
- The device appears correctly in the **Pirate MIDI Web Editor**.

If issues continue, contact support and include: - Which device (e.g., Bridge6, Bridge4, Scribble, uLOOP+, Flexihub Lite)
- Firmware version - Your setup description including cables you're using, pedals or hubs you're interfacing with, and step-by-step details of the issue. - Screenshots or short videos if possible

Email: **support@piratemidi.com**

2. Firmware & Software Support

2.1 Updating Firmware

All firmware updates are handled through the **Pirate MIDI Web Updater**: