



# Support

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

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## 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!
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## 1. Product Support

### 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](mailto:support@piratemidi.com)

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## 2. Firmware & Software Support

### Updating Firmware

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

<https://update.piratemidi.com>