

## **How can I modify or disassemble my Razer product?**

Any attempt to modify or disassemble your Razer product will void the manufacturer's warranty.

## **How do I request or purchase replacement parts for my Razer product?**

You can check the complete list of our current spare parts and accessories online, but if the item you need isn't listed, don't hesitate to contact Customer Support.

## **What is on-the-fly macro recording?**

On-the-fly macro recording allows users to record lengthy macros in the game without having to access driver menus or other software. For example, hitting the "Macro Record" key then inputting a sequence of multiple spells in World of Warcraft saves this action to the specified key. The same sequence of spells can then be executed automatically with the actuation of that one button.

## **Chroma SDK supported game does not display lighting effects on my Chroma devices.**

To display the Chroma SDK effects on your Chroma devices, ensure that you have the latest MS Windows hotfix "Update for Universal C Runtime in Windows" installed.

## **Will my Razer BlackWidow Elite work on a console (Xbox360, PS4, etc)?**

Our PC USB products are meant for PC use only and we do not support using them on a Playstation 4 or Xbox 360 console.

## **Troubleshooting FAQs**

### **My Razer peripheral will not work properly when used with a KVM switch. How can I fix this?**

We recommend plugging your Razer product directly into your system. KVM switches are known to cause interruptions in communications between devices and computers. If your Razer product works when plugged directly into the computer, then it is operating correctly and the issue is most likely due to the KVM switch.

### **How do I clean my Razer Keyboard?**

The overall finish can be cleaned with wipes generally used for cleaning your computer monitor or sunglasses. Ensure that the surface is free of large dust particles or debris before wiping the surface with any product. Wiping debris into the surface can lead to minor scratches on the surface of the unit.

If you wish to clean under the keycaps, Razer suggests holding the unit upside down and using compressed air from a can. We do not recommend removing the keycaps from your mechanical switches.

We suggest unplugging the device from your computer before cleaning.

**Note:** Under no circumstances should you ever submerge the keyboard in any type of liquid. Submerging the keyboard in any liquid will void the warranty on your keyboard.

## **Hardware**

### **What are the Technical Specifications Razer BlackWidow Elite?**

- Razer™ Mechanical Switches designed for gaming
- 80 million keystroke lifespan
- Razer Chroma™ customizable backlighting with 16.8 million color options
- Ergonomic wrist rest
- Multi-function Digital Dial
- Dedicated Media Controls
- Razer Synapse 3 enabled
- Cable routing
- 10 key roll-over anti-ghosting
- Fully programmable keys with on-the-fly macro recording
- Gaming mode option
- 1000 Hz Ultrapolling
- Military-grade metal top construction
- Instant Trigger Technology

### **What comes in the box of a Razer BlackWidow Elite?**

The Razer BlackWidow Elite keyboard comes with an ergonomic wrist rest and an Important Product Information Guide.

### **What type of switches does the Razer BlackWidow Elite use?**

The Razer BlackWidow Elite has options for Razer Green, Razer Yellow, and Razer Orange Mechanical switches.

### **Are the keycaps on the Razer BlackWidow Elite replaceable?**

Yes, the Razer BlackWidow Elite keycaps can be replaced. However, it is recommended to remove and replace the keycaps with caution as some of the keys have stabilizers that could break if done hastily.

### **Can I program the "FN" key on my Razer BlackWidow Elite keyboard?**

You cannot customize the function of the FN button. This key is used for various functionalities including on-the-fly macro recording, changing keyboard LED, switching to gaming mode, etc.

### **How long is the cable on the Razer BlackWidow Elite?**

The cable on the Razer BlackWidow Elite is 2 meters or 6 feet.

### **Does the Razer BlackWidow Elite feature Chroma Lighting?**

Yes. The BlackWidow Elite has Razer Chroma™ customizable backlighting with 16.8 million color options.

### **Does the Razer BlackWidow Elite feature a USB pass-through and a 3.5mm audio jack?**

Yes, the BlackWidow Elite does have USB 2.0 and 3.5mm audio jack passthrough.

### **Can I use the Razer BlackWidow Elite PC driver with the Mac layout of the Razer BlackWidow Elite or Razer BlackWidow Elite Ultimate?**

No, the Mac drivers and the PC drivers were designed to be used exclusively with the Mac layout and PC layout of the keyboard respectively. These drivers are not interchangeable.

### **Does the Razer BlackWidow Elite have anti-ghosting capability? How about N-key rollover?**

Yes, the Razer BlackWidow Elite features a gaming optimized key matrix that allows the recognition of up to six simultaneous key presses. N-key rollover (NKRO) only works with a direct connection to a native PS/2 port on the computer which provides for other limitations that USB overcomes. The Razer BlackWidow Elite's gaming optimized key matrix serves a similar purpose while using an ordinary USB port.

### **What are the new chroma lighting effect supported on the BlackWidow Elite and how do they work?**

The new quick effects are Ambient awareness, Audio Meter and Wheel. For Ambient Awareness, the lighting on the keyboard will reflect the averaged color on the selected screen region. For Audio meter, the keyboard will light up according to the audio level with a default spectrum of colors. For "Wheel", the keyboard lighting will rotate in the direction selected.

## **Software**

### **My Razer product does not work at startup after a cold start, what should I do?**

Ensure that USB ports are not in hibernation mode.

1. Go to your Windows “Device Manager” and click the + sign next to Universal Serial Bus Controllers. Click on any “Root Hub” and select “Properties.”
2. Click the Power Management tab and ensure that “Allow computer to turn off this device to save power” and proceed to do this under each Root Hub.
3. From the Control Panel and Power Options, select the Hibernation Tab and deselect “Enable hibernate support”.

**My Razer product does not work correctly with a specific program or game. What should I do?**

Test the device if the issue is persistent in other applications. If the device works fine, then the program is the cause of the issue. If this is the case, feel free to contact Customer Support to report the issue and see if there are any fixes or workarounds for the issue.

**Since updating to Windows 10 Razer Synapse does not detect my device and show the correct product configurator. What should I do?**

If you encounter this, perform Synapse update through Settings > Check for Updates. If the updates are not able to run or Synapse is not able to load, uninstall Synapse and download the latest Synapse Framework from Razer support site.

**Is the Razer BlackWidow Elite supported by Synapse 3?**

Yes, the BlackWidow Elite is supported by Synapse 3.

**Do I need software drivers to use the Razer BlackWidow Elite?**

You may use the standard keyboard functions by simply plugging the Razer BlackWidow Elite to an available USB port on your computer. However, you will need to download Razer Synapse 3 in order to enable advanced features such as macro recording, profile settings, and lighting.

**Can I adjust the backlight brightness on the Razer BlackWidow Elite?**

Yes, you can adjust the backlight brightness in Synapse 3 or on-the-fly by using Fn + F11 to make it dimmer and Fn + F12 to make it brighter.