

## **Since updating to Windows 10 Razer Synapse does not detect my device and show the correct product configurator**

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

## **Since I started using Windows 10 my computer will not go into sleep mode and my screen saver mode will not come on.**

This happens due to a compatibility issues between Joystick devices and Windows 10. To avoid this please disable the game controller device under Device Manager >> Human Interface Device >> HID-compliant Game Controller. However, do note that when you disable the game controller, you might lose virtual joystick related features in Synapse.

## **I'm not able to use the skills mapped to the Keypad Add-On in-game.**

To fix Razer Gaming Keypad Add-On mapping issues, ensure that the following steps are performed:

- 1) Download and install the latest Synapse from <http://www.razerzone.com/synapse/> with your Orbweaver / Tartarus peripheral.
- 2) At Synapse, select your Orbweaver / Tartarus devices and go to the "Add On" tab under Keypad category.
- 3) Tick the "Use Orbweaver Add On For World of Warcraft" option.
- 4) At the "Location of Wow Game File", click on "folder" icon and browse to the location of the WoW executable file (Wow-64.exe). The executable file is usually located at "C:\Program Files (x86)\World of Warcraft".
- 5) Click on the "Save" button to complete the configuration.
- 6) Go to the "Customize" tab and a special "AddOnProfile" profile should be seen.
- 7) Go to <https://mods.curse.com/addons/wow/razer-orbweaver-add> and download the latest version of Razer Gaming Keypad Add-on.
- 8) Delete any previous Razer Gaming Keypad Add-On folders located at C:\Program Files (x86)\World of Warcraft\Interface\AddOns.
- 9) Extract the contents of the latest Razer Gaming Keypad Add-On zip file to the C:\Program Files (x86)\World of Warcraft\Interface\AddOns.
- 10) Launch World of Warcraft and any previous issues with Razer Gaming Keypad Add-On should be resolved.

## **How do I change the Joystick button functionality within Synapse on my Mac?**

I am sorry the Joystick Function is only supported on PC.

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

If you wish to clean under the key caps, Razer suggests holding the unit upside down and/or using compressed air from a can. The overall finish can be cleaned with wipes generally used for cleaning your computer monitor or sunglasses. Please 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. We suggest unplugging the device from your computer before cleaning.

## **One of the features of my Razer Product does not work.**

If you're unable to find an FAQ article that helps resolve the issue, please contact our customer support team [here](#). User guides and product manuals are also available on the Support page.

## **What is the difference between "driver" and "firmware" updates the Razer Support Site?**

Drivers are installed onto your computer and allow your computer to communicate with your Razer product. Firmware updates are hardware level code to install directly onto the Razer device that can update, fix, or change functionality of the product.

## **Where can I find drivers for my Razer product?**

Please click [here](#) to find all the latest drivers.