



## Razer Anansi Manual and FAQ

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## Common Questions

### How do I request 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 our Customer Support team.

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## Troubleshooting FAQs

### 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 key caps, 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.

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## Hardware

### Are Razer products available in PS/2 versions? Can I use the products with a USB to PS2 adapter?

Razer products are only available and supported in USB mode only. There are no plans to release a PS/2 version, and they will not function properly using a USB to PS/2 adapter.

### Can I use the Razer Anansi Mac drivers with the PC layout of the Anansi?

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.

### Can I use the Razer Anansi PC driver with the Mac layout of the Anansi?

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.

### **The Ctrl + Shift + numpad 0 doesn't work with the World of Warcraft Addon! How can I fix this?**

1. Left Alt + Shift is a Windows Shortcut to change the input language. Try removing the shortcut assignment to make the shortcut work as expected. To do this, follow these steps:
2. Click Start, and then click Control Panel.
3. Double-click Regional and Language Options.
4. Click Keyboards and Languages, and then click Change keyboards.
5. Click Advanced Key Settings, and select Between input languages.
6. Click change Key Sequence.
7. For Switch Keyboard Layout, select Not Assigned.
8. Click OK to close each dialog box.

### **How does Razer measure the polling rate (Ultrapolling) and response rates of their keyboards and mice?**

Razer uses digital scopes and USB analyzers connected directly to the motherboard to obtain real and accurate measurements of polling rates.

### **My Razer peripheral will not work properly when used with a KVM switch. What should I do?**

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.

### **Will my Razer USB PC product work on a console (Xbox360, PS3, etc)?**

Our PC USB products are meant for PC use only and we do not support using them on a Playstation 3 or Xbox 360 console.

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## **Software**

### **I cannot find my Razer mouse or keyboard in Windows Device Manager under “Mice and other pointing Devices”. How can I fix this?**

Razer mice and keyboards are not typically listed under the “Mice and other pointing Devices” section of the Windows Device Manager. They should be listed under “Human Interface Devices”.

### **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.

### **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 codes to be installed directly to the Razer device that can update, fix, or change the functionality of the product.

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

You may find your Razer product's drivers by going to its support page.

### **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.

### **When iTunes is minimized, the media player commands on the keyboard do not activate. How can I fix this?**

This is expected behavior from the iTunes software. The commands coming from your Razer Keyboard are standard multimedia key strokes and iTunes will respond to them only when it is active onscreen.

We did find a link where other users discuss how to command iTunes when it is minimized using standard multimedia keys, however, we cannot endorse, recommend, or assist with any of the suggestions mentioned here.

### **My Razer keyboard keeps changing the default language on my system when Synapse is opened. What should I do?**

Razer keyboards have a default language set in their firmware. Once Razer Synapse loads up it will read the default language on the keyboard and set the system keyboard to that layout. To change the default layout, you'll need to go back into your system settings and change it to your preferred language layout after you restart your computer and start synapse. We are aware of this inconvenience and are looking into improving this in the future.

To see more general faqs for peripherals, go to the [KEYBOARD FAQs](#).

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## **Downloads**

Razer Synapse 2.0 (PC) – Cloud-based configurator and manager – [Download](#)

Razer Synapse 2.0 (MAC) – Cloud-based configurator and manager – [Download](#)

Razer Anansi Master Guide (Portuguese-Brazilian) – [Download](#)

Razer Anansi Master Guide (English) – [Download](#)

Razer Anansi Master Guide (Spanish) – [Download](#)

Razer Anansi Master Guide (Russian) – [Download](#)

Razer Anansi Master Guide (Korean) – [Download](#)

Razer Anansi Master Guide (Japanese) – [Download](#)

Razer Anansi Master Guide (German) – [Download](#)

Razer Anansi Master Guide (French) – [Download](#)

Razer Anansi Master Guide (Chinese Traditional) – [Download](#)

Razer Anansi Master Guide (Chinese Simplified) – [Download](#)