



Razer Core X Chroma | RC21-01430 Manual and FAQ

[Home](#) » [Razer](#) » Razer Core X Chroma | RC21-01430 Manual and FAQ 

Contents

1 Razer Core X Chroma | RC21-01430 Support

2 Common Questions

- 2.1 At a Glance: Razer Core X Chroma | RC21-01430
- 2.2 Device Layout
- 2.3 Full Technical Specifications
- 2.4 Is the Razer Core X, which has a PCIe 3.0 slot, compatible with PCIe 4.0 graphics card?
- 2.5 Ethernet port on my Razer Core X Chroma does not work when connected to a Mac.
- 2.6 Do I need to reboot my laptop every time I connect the Razer Core X Chroma?
- 2.7 Can I use the Razer Core X Chroma without installing a graphics card?
- 2.8 What minimum laptop requirements are required to work with Razer Core X Chroma?
- 2.9 How do I change the Razer Chroma lighting on Razer Core X Chroma?
- 2.10 Is a Thunderbolt Cable included with the Razer Core X Chroma and how long is it?
- 2.11 In which countries are the Razer Core X Chroma available?
- 2.12 What is the main difference between Razer Core X and the Razer Core X Chroma?

3 Troubleshooting

- 3.1 What if my laptop blue screens when unplugging the Razer Core X Chroma?
- 3.2 Why do two Core X Chroma units show in Thunderbolt software application?

4 Hardware

- 4.1 Can I use the quick release handle to carry the Razer Core X Chroma?
- 4.2 Can I connect a Razer Core X Chroma to my laptop with USB Type C port?
- 4.3 What type of GPU can be inserted in the Core X Chroma?
- 4.4 What type of GPU power pin is used in Core X Chroma?
- 4.5 Can the Razer Core X Chroma still function when the case is removed?
- 4.6 What PCIe version does Core X Chroma use?
- 4.7 What version of Thunderbolt 3 controller is being used in the Razer Core X and Razer Core X Chroma?

5 Software

- 5.1 Is the Razer Core X Chroma supported by Synapse 3.0?
- 5.2 Does the Razer Core X Chroma work with a Mac?
- 5.3 Can I customize the Chroma lighting on macOS?
- 5.4 Downloads
- 5.5 Related Posts

Razer Core X Chroma | RC21-01430 Support



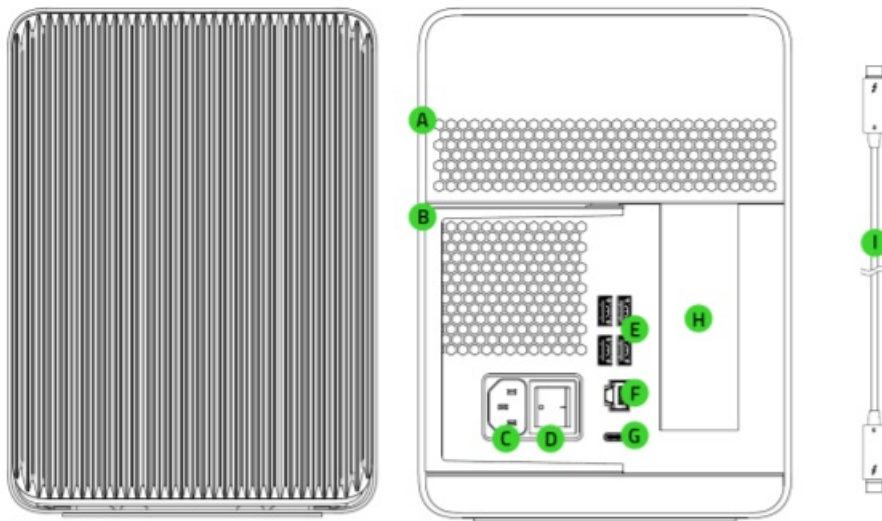
Common Questions

At a Glance: Razer Core X Chroma | RC21-01430

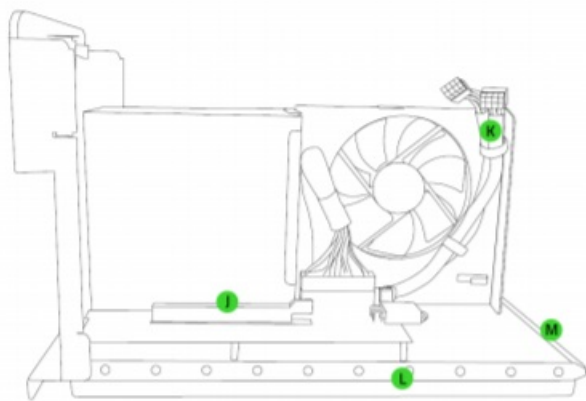
The Razer Core X Chroma | RC21-01430 is the Razer Core V2 and Razer Core X combined into one. It has the same profile as with the Razer Core X with the additional USB 3.1 ports, Gigabit Ethernet port and Razer Chroma lighting effect of the Razer Core V2.



Device Layout



- A. Exhaust port
- B. Compartment release lever
- C. Power port
- D. Power Switch
- E. USB 3.1 ports
- F. Gigabit Ethernet port
- G. Thunderbolt 3 (USB-C) port
- H. PCI-E slot cover
- I. Thunderbolt 3 (USB-C) cable



- J. PCI-E port
- K. 6+2-pin power connectors
- L. Razer Chroma internal lighting
- M. Razer Chroma underglow lighting

Full Technical Specifications

Connection	Thunderbolt™ 3 4 x USB 3.1 Type-A Gigabit Ethernet
Internal Power Supply	700 Watts
Laptop Power Delivery	Up to 100 Watts via USB-C
Thunderbolt™ 3 Cable Length	27.56 in / 700 mm
Razer Core X Chroma Approx. Size	6.61 in x 14.72 in x 9.06 in or 168 mm x 374 mm x 230 mm

Weight	15.23 lbs / 6.91 kg	
Laptop Requirement	<p>Connection to system Systems require a Thunderbolt™ 3 port with external graphics support. Please check with your laptop manufacture to confirm if your laptop supports Thunderbolt 3 external graphics.</p> <p>Please also ensure your laptop has the latest BIOS, firmware, Thunderbolt software, and other applicable updates before connecting to Razer Core X Chroma.</p> <p>macOS Systems Requirements</p> <ul style="list-style-type: none"> Thunderbolt™ 3 equipped Macs running macOS High Sierra 10.13.4 or later. Compatible AMD graphics card sold separately. Razer Synapse 3 software not available on macOS. <p>Windows System Requirements</p> <ul style="list-style-type: none"> Windows 10 64bit RS5 or above with Thunderbolt™ 3 port. Compatible NVIDIA or AMD graphics card sold separately. 	
Inner Dimensions	Length : 12.99 in / 330 mm	
	Height*: 6.29 in / 160 mm	
	Width : 2.24 in / 57 mm	
	* Height measured from the top of PCI-E port to the bottom of the locking pin ramps.	
GPU Requirements	<p>GPU Type Up to 3-Slot wide, full-length, PCI-Express x16 graphics card.</p> <p>*Graphics cards use varied designs based on a common graphics chip. Please ensure the GPU selected meets all size, power, and additional requirements.</p> <p>*A graphics card with PCIe 4.0 can be inserted into a PCIe 3.0 motherboard slot; however, the PCIe 4.0 card's bandwidth would be bottlenecked by the PCIe 3.0 slot's bandwidth due to hardware limitations.</p> <p>GPU Max Power Support 500 Watts</p>	
GPU Support	Windows 10	<p>Compatible NVIDIA® graphics chipsets:</p> <p>Geforce™ RTX 30 Series</p> <p>GeForce™ Titan RTX Series</p> <p>Geforce™ RTX 20 Series</p> <p>GeForce™ Titan GTX Series</p> <p>Geforce™ GTX 16 Series</p> <p>Geforce™ GTX 10 Series</p> <p>Geforce™ GTX 980 Ti – GTX 750</p> <p>Quadro® RTX Series</p> <p>Quadro® P Series</p> <p>Please verify graphics card is under max dimensions above.</p> <p>Compatible AMD graphics chipsets:</p> <p>Radeon™ RX 5000 Series</p> <p>Radeon™ RX Vega Series</p> <p>Radeon™ RX 500 Series</p> <p>Radeon™ R9 Series</p> <p>Radeon™ Pro Series</p> <p>Please verify graphics card is under max dimensions above.</p>

	Mac OS	Compatible AMD graphics chipsets: Radeon™ RX 5000 Series Radeon™ RX Vega Series Radeon™ RX 500 Series Radeon™ R9 Series Radeon™ Pro Series
	*Graphics cards use varied designs based around a common graphics chip. Please ensure the GPU selected meets all size, power, and additional requirements.	

Is the Razer Core X, which has a PCIe 3.0 slot, compatible with PCIe 4.0 graphics card?

A graphics card with PCIe 4.0 can be inserted into a PCIe 3.0 motherboard slot; however, the PCIe 4.0 card's bandwidth would be bottlenecked by the PCIe 3.0 slot's bandwidth due to hardware limitations.

Ethernet port on my Razer Core X Chroma does not work when connected to a Mac.

There is an issue with the current LAN driver in certain versions of macOS. Please [contact](#) our support team to have the Razer Core X Chroma repaired.

Do I need to reboot my laptop every time I connect the Razer Core X Chroma?

The Razer Core X Chroma is a true Plug-and-Play system. This means that as long as your laptop is compatible and has the necessary graphics card drivers, you don't need to reboot your laptop every time you connect to the Razer Core X Chroma.

Can I use the Razer Core X Chroma without installing a graphics card?

Yes, the I/O ports including the USB and Ethernet will continue to function without a graphics card installed.

What minimum laptop requirements are required to work with Razer Core X Chroma?

The following table includes the requirements for Windows 10 and macOS systems with Thunderbolt 3.

Laptop Requirements (Laptop not included)	
Connection to PC	<ul style="list-style-type: none"> Systems require a Thunderbolt™ 3 port with external graphics support. Check with your laptop manufacturer to confirm if your laptop supports Thunderbolt 3 external graphics. Ensure that your laptop has the latest BIOS, firmware, Thunderbolt software, and other applicable updates before connecting to Razer Core X Chroma.
Mac OS	<ul style="list-style-type: none"> Requires Thunderbolt™ 3-equipped Macs running macOS High Sierra 10.13.6 or later. Compatible AMD graphics card sold separately. Razer Synapse 3 software not available on macOS.
Windows	<ul style="list-style-type: none"> Windows 10 64bit RS5 or above with Thunderbolt™ 3 port. Compatible NVIDIA or AMD graphics card sold separately.

How do I change the Razer Chroma lighting on Razer Core X Chroma?

The lighting can be configured in Razer Synapse 3 software on Windows 10 systems. Razer Synapse 3 is not compatible with macOS.

Is a Thunderbolt Cable included with the Razer Core X Chroma and how long is it?

Yes, a 0.7-meter Thunderbolt Cable is included with the Core X. A longer 2-meter / 6ft Thunderbolt cable is available and sold separately on the Razer Store. Please visit <https://www.razer.com/gaming-accessories/thunderbolt3-cable>

In which countries are the Razer Core X Chroma available?

The Razer Core X Chroma is available in United States, Canada, United Kingdom, France, Germany, the Nordics, China, Australia, Hong Kong, Japan, Singapore, South Korea, and Taiwan.

What is the main difference between Razer Core X and the Razer Core X Chroma?

The Razer Core X Chroma now includes a 700W power supply, four USB 3.1 Type-A ports, Gigabit Ethernet ports, and Razer Chroma lighting to meet the needs of the most hardcore gamers and creators.

Troubleshooting

What if my laptop blue screens when unplugging the Razer Core X Chroma?

Please ensure that you have the latest drivers and updates installed on your system including the latest Windows 10 RS5 or later. Some applications may have issues with hot removal. Similar to removing a flash drive, you should eject or disconnect the GPU from the NVIDIA and AMD drivers before unplugging the Thunderbolt 3 cable.

Why do two Core X Chroma units show in Thunderbolt software application?

To ensure stable performance under heavy load, the Razer Core X Chroma includes a unique Thunderbolt dual-chip design that effortlessly handles both graphics and peripheral data through the single Thunderbolt 3 cable. Please make sure to select "Always Connect" for both options.

Hardware

Can I use the quick release handle to carry the Razer Core X Chroma?

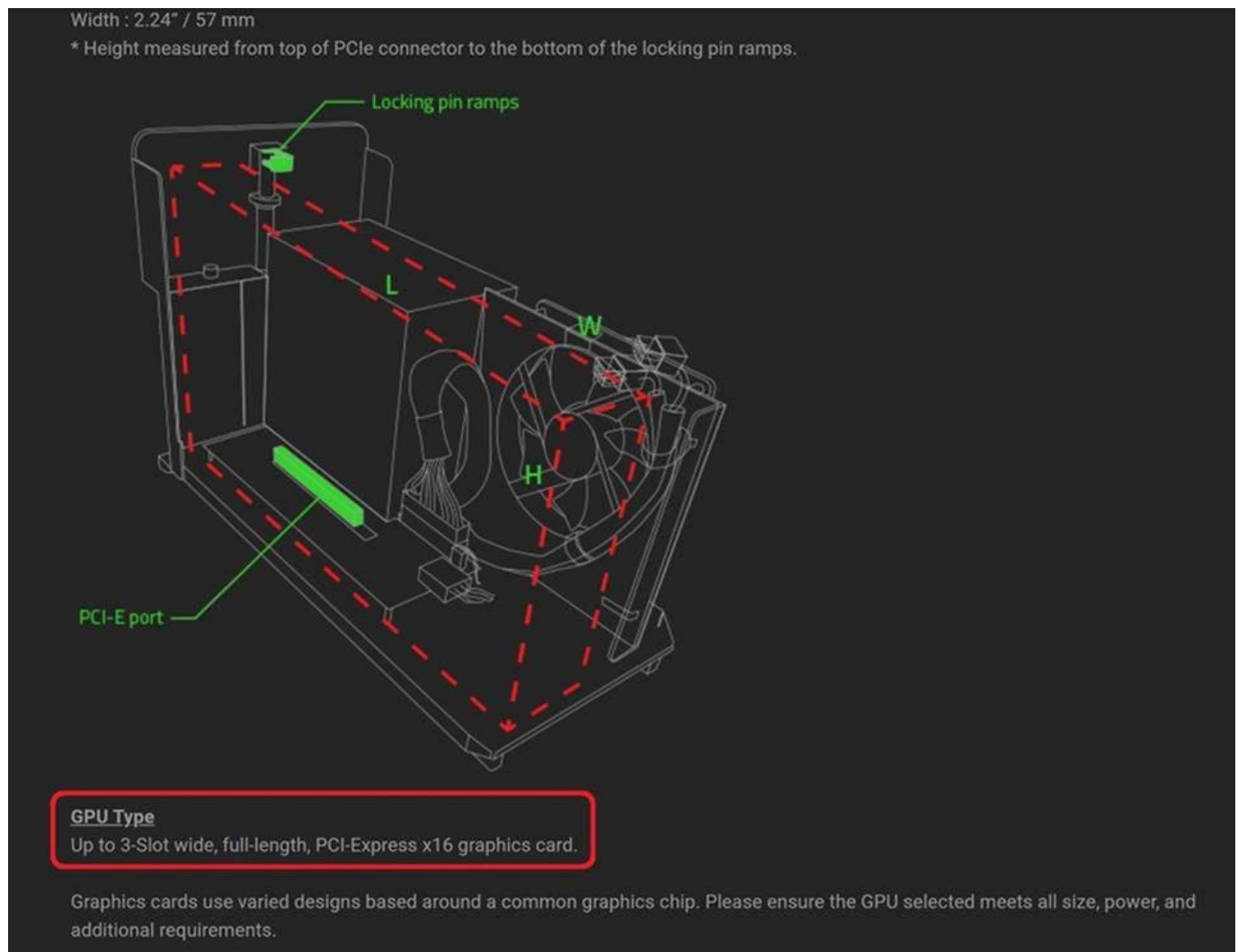
The quick-release handle is intended for opening the system only. This should not be used as a carrying handle. Instead, lift the Razer Core X Chroma from the bottom of the system when transporting the Razer Core X Chroma.

Can I connect a Razer Core X Chroma to my laptop with USB Type C port?

While the Thunderbolt data transfer is provided over a standard USB-C physical connection, not all systems with USB-C ports will contain a Thunderbolt controller. Please consult your system manufacturer for compatibility details.

What type of GPU can be inserted in the Core X Chroma?

Up to 3-Slot wide, full-length, PCI-Express x16 graphics card.



What type of GPU power pin is used in Core X Chroma?

The Core X Chroma uses 2x 6+2 power pins.

Can the Razer Core X Chroma still function when the case is removed?

Yes, the Razer Core X Chroma will still work without the case but we do not recommend it as it will leave the internal parts vulnerable.

What PCIe version does Core X Chroma use?

Our Razer Core X Chroma uses PCIe 3.0.

What version of Thunderbolt 3 controller is being used in the Razer Core X and Razer Core X Chroma?

There are two current versions of the Thunderbolt 3 controller:

1. Alpine Ridge
2. Titan Ridge

Both the Razer Core X and Razer Core X Chroma use the Alpine Ridge version which is technically the older controller version of the Thunderbolt 3. However, being the older controller does not make it any less. In fact, it has the same bandwidth with its newer kind, the Titan Ridge. Both versions feature a max speed of 40 Gbit/s.

Also, Alpine Ridge is what is recommended by the Intel's Thunderbolt team to be used by OEMs in their eGPUs like the Razer Core.

Using the Titan Ridge will not give any benefit on Razer's eGPUs, it is more likely for the host system (Laptop side) and other Thunderbolt devices.

Software

Is the Razer Core X Chroma supported by Synapse 3.0?

Yes, the Razer Core X Chroma is supported by Synapse 3.0.

Does the Razer Core X Chroma work with a Mac?

Yes. The Core X Chroma works with Mac running on macOS High Sierra 10.13.6 or later. However, since Synapse 3.0 is not available on Mac OS, additional features such as being able to customize the lighting effects will not be available.

Can I customize the Chroma lighting on macOS?

This feature is not available for macOS systems. The color effects of Core X Chroma will cycle through the standard color spectrum with no further customization available. Synapse 3 software is not available for macOS.

Downloads

Razer Core X Chroma Master Guide (Simplified Chinese) – [Download](#)

Razer Core X Chroma Master Guide (Traditional Chinese) – [Download](#)

Razer Core X Chroma Master Guide (French) – [Download](#)

Razer Core X Chroma Master Guide (German) – [Download](#)

Razer Core X Chroma Master Guide (Japanese) – [Download](#)

Razer Core X Chroma Master Guide (Korean) – [Download](#)

Razer Core X Chroma Master Guide (Portuguese) – [Download](#)

Razer Core X Chroma Master Guide (Russian) – [Download](#)

Razer Core X Chroma Master Guide (Spanish) – [Download](#)

Razer Core X Chroma Master Guide (English) – [Download](#)