



Razer Edge Keyboard Dock Manual and FAQ

[Home](#) » [Razer](#) » Razer Edge Keyboard Dock Manual and FAQ

Contents [[hide](#)]

1 Razer Edge Keyboard Dock Support

2 Common Questions

2.1 Is the Keyboard Dock supported on Razer Synapse 2.0?

2.2 How can I modify or disassemble my Razer product?

2.3 I have a coupon/promotional/gift voucher code for the RazerStore. Where can I enter the code so I can use it to purchase products?

2.4 I recently placed an order on the Razer Store and it still shows my order is “In Process”. When will my order ship?

2.5 I would like information on future Razer products.

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

2.7 What are some examples of a “Proof of Purchase” to provide when initiating an RMA?

2.8 Why does Razer require a proof of purchase?

3 Troubleshooting

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

3.2 One of the features of my Razer Product does not work.

3.3 Downloads

3.4 Related Posts

Razer Edge Keyboard Dock Support



Common Questions

Is the Keyboard Dock supported on Razer Synapse 2.0?

At this time the Keyboard Dock is not a Razer Synapse 2.0 compatible device.

How can I modify or disassemble my Razer product?

We cannot help you in modifying or disassembling your Razer product since that will void the manufacturer's warranty on the unit.

I have a coupon/promotional/gift voucher code for the RazerStore. Where can I enter the code so I can use it to purchase products?

From your shopping cart page on the Razer Store, please check the box labeled "Enter Promo Code." Enter the code into the box and click "Apply Code." The total price after should reflect the discount.

I recently placed an order on the Razer Store and it still shows my order is "In Process". When will my order ship?

We are sorry if there are any delays in processing your order. The product may be out of stock or the order may be under protection/fraud review. Please don't hesitate to check your order status at the RazerStore page by entering your information at the Order Status page.

I would like information on future Razer products.

Unfortunately, customer support has no information on future product or driver releases. For any information regarding future products please visit our [website](#) or our social media outlets.

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

If you are experiencing issues with the Razer device in a particular application, test the device in another application to confirm if the issue is specific to that application. If the Razer device functions properly in another application then the program is likely the cause of the issue. Please feel free to contact customer support at

<http://www.razersupport.com/contact-us/> to report the issue and see if there are any fixes or workarounds for the issue.

What are some examples of a “Proof of Purchase” to provide when initiating an RMA?

A valid proof of purchase is defined as a dated sales receipt from an authorized Razer Reseller. The receipt must show the product description and price. Invoice slips and e-mail order confirmations can be considered on a case-by-case basis.

Why does Razer require a proof of purchase?

Razer must verify that the product is within the specified warranty period and that it was purchased from an authorized reseller. Products purchased from unauthorized dealers are often used, counterfeit, re-boxed, defective or gray market goods. These units may also not be designed and packaged to work in your country and may not meet all legal and safety requirements. Razer will not be able to honor a warranty on products purchased from an unauthorized dealer or that are out of the warranty period. If you purchased product from an unauthorized reseller, all support and warranty issues should be directed to that reseller.

—

Troubleshooting

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

If you are experiencing issues with the Razer device in a particular application, test the device in another application to confirm if the issue is specific to that application. If the Razer device functions properly in another application then the program is likely the cause of the issue. Please feel free to contact customer support at <http://www.razersupport.com/contact-us/> to report the issue and see if there are any fixes or workarounds for the issue.

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

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

Downloads

Razer Edge Keyboard Dock Master Guide – [Download](#)