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Razer Firefly V2 Manual and FAQ

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Razer Firefly V2 Support

Common Questions

What quick lighting effects are available for the Razer Firefly V2?

The Razer Firefly V2 mouse mat features Audio Meter, Breathing, Reactive, Spectrum Cycling, Static, and Wave quick effects.

Does the Razer Firefly V2 come with a cloth surface variant?

No. The Firefly V2 only comes with a hard surface. For a cloth mat with Chroma capabilities, consider the **Goliathus Chroma** range.

Can I set up two Firefly v2 with Synapse?

Yes, you can set up the two Firefly V2 mats with Synapse.

Can I save my profiles and customizations to the Razer Firefly V2?

No. The Firefly V2 does not have on-board memory and cannot save any of the settings made in Synapse 3. If you have a Razer ID, all your profiles will be saved in the cloud and can be retrieved from any PC with Synapse 3 and internet connection when you log in.

How do I clean my Razer mouse mat?

The Razer Firefly V2 requires minimum maintenance to keep it in optimum condition. Once a month, we recommend you unplug the device from the computer and clean it using a soft wet cloth or cotton swab with a bit of warm water, slowly clean with the gradient to prevent dirt buildup.

CAUTION:

- Do not use soap or harsh cleaning agents.
- Do not place the mouse mat in the washing machine or clean it under running water.
- Do not fold, roll, or compress the mouse mat.

*The above items may damage the product and void the warranty.

Hardware

How many lighting zones does the Razer Firefly V2 have and can I set them individually?

The Razer Firefly V2 has 19 lighting zones and each can be set to its color and effect via Studio within Synapse 3.

Will the Razer Firefly V2 control module heat up?

If set to white lighting with maximum brightness, the intensity may cause the mat to heat up after some time, but it is within safety limits.

Does the Razer Firefly V2 come with a braided cable?

The Razer Firefly V2 comes with a 2.1-meter braided USB cable.

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Software

Which version of Synapse supports the Razer Firefly V2?

The Razer Firefly V2 is supported by Synapse 3.

Is the Razer Firefly V2 supported by Razer Chroma™?

Yes, the Razer Firefly V2 is supported by Razer Chroma™ through Razer Synapse 3.

Do I need a Razer ID to be able to use Synapse 3?

A Razer ID is not necessary to use Synapse 3. You can log in as a Guest and configure your Razer devices. However, you will need a Razer ID to be able to save multiple lighting and customization profiles that you can access from anywhere. Learn more about **Razer ID**.

What other Razer products can the Razer Firefly V2 synchronize with?

The Razer Firefly V2 can synchronize with all Razer Chroma™-enabled products.

Do I need software and/or additional drivers to use the Razer Firefly V2?

You may use the default Spectrum cycling chroma effect by simply plugging the Razer Firefly V2 into an available USB port on your computer. However, you will need to install Synapse 3 to use Chroma customizations to sync with your other Razer Chroma™-enabled devices and more. There are no additional drivers needed.

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Troubleshooting

My Razer peripheral will not work properly when used with a KVM switch.

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

Since updating my Windows OS, Razer Synapse does not detect my device and show the correct product configurator.

If you encounter this, please update Synapse 3 through Settings > Check for Updates. If there is no update available, please uninstall Synapse 3 and restart your computer. Re-install using the **latest installer.**

Downloads

Razer Firefly V2 Master Guide – **Download**