



Razer Junglecat Manual and FAQ

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Razer Junglecat Support



Common Questions

What are the Technical Specifications and Features of the Razer Junglecat?

- Bluetooth Low Energy (BLE) connection
- 100+ hour battery life
- Rechargeable through USB-C charging ports
- Twin analog thumbsticks
- Dual bumper buttons
- D-Pad
- 4 action buttons
- Select and Start buttons
- Android mobile app (Android™ 8.0 Oreo or higher)

Where can I find the serial number for the Razer Junglecat?

You can find the serial number on the inside compartment of the Razer Junglecat. Press the compartment button to access the inside of the Razer Junglecat. A sticker on the top right-hand corner of the hood panel shows the model number and the serial number of your device.

How do I customize the button functions on my Razer Junglecat?

You can customize your controller's button functions, mappings, and other features using the Razer GamePad app. Simply download the mobile app on your mobile device, launch the app, and follow the onscreen prompts and instructions.

How long does it take to fully charge the Razer Junglecat?

It takes approximately 2.5 hours to fully charge each side of the Razer Junglecat controller.

Can I adjust the sensitivity of the Razer Junglecat thumbsticks?

Yes, you can adjust the sensitivity of the thumbsticks using the Android GamePad app.

Can I use a universal micro USB cable/charger to charge the Razer Junglecat?

The Junglecat controller can be charged with any compatible USB-C cable. Razer does not take responsibility for any damage that occurs as a result of using a defective USB-C cable.

How do I know the Razer Junglecat is charging?

Each side of the Junglecat controller has an LED indicator that will turn green when charging.

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.

How long is my warranty?

Product warranty lengths differ depending on your Razer product. For example, mice have a two-year limited warranty, while keyboards have a one-year limited warranty. Please see the full details for warranty lengths [here](#).

My Razer product is out of warranty, can it be repaired?

Due to the shipping and labor costs involved in performing manual repairs, Razer does not offer repair services for peripherals that are out of warranty. You may be able to find certain spare parts to keep your Razer gear in top shape from our accessories page [here](#).

Troubleshooting

The buttons on my Razer gaming controller is not working in Android 11.

It's a known bug in Android 11 where it prevents controller input on a wired or wireless connection. As seen in the support thread on the [Android Issue Tracker](#), the bug was acknowledged by Google.

You can fix this issue by disabling the "Accessibility option" in your phone's setting, including apps and services that have been enabled under the "Accessibility" menu, such as MacroDroid, Tasker, Autoclicker, automate, and the like.

I broke a part of my Razer Junglecat, can I buy spare parts?

No, we do not provide spare parts. Please contact support if these were broken during the warranty period.

The firmware updating process failed when the Bluetooth got disconnected or the device has powered off and I am unable to continue. What should I do?

Step 1: Power cycle the controller by turning it off and back on again.

Step 2: Kill and re-launch the app, and then start the firmware update process again.

My joystick no longer works after changing the Sensitivity level in GamePad app's Custom Profile. What should I do?

Use the default sensitivity or higher. Some games require higher sensitivities to trigger an action.

There are two Razer Junglecat devices visible in the mobile Bluetooth settings page when both controllers are paired to the same mobile. What should I do?

Remove one of the controllers from the Bluetooth settings. To do this:

1. Navigate to the mobile Bluetooth setting.
2. Tap the appropriate controller name or the Settings icon on the right.
3. Tap 'Forget'.

I am getting an "Incorrect PIN or passkey" error message when attempting to pair the controller to my phone. What should I do?

Restart the phone.

The LED on the controller still displays static Green even if it is already disconnected from the Bluetooth settings on the phone.

Reconnect the controller by tapping "Razer Junglecat" from the list of paired devices on the Bluetooth settings page.

How do I clean my Razer Junglecat controller?

We cannot say with certainty what type of dirt and debris may be on your product, or how certain cleaning products may react with it, but we have had good luck cleaning Razer products using commonly available monitor cleaning wipes. To clean the body of your Razer controller, please take a monitor wipe and use gentle wiping motions. Do not scrub the surface of your Razer controller.

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 here to report the issue and see if there are any fixes or workarounds for the issue.

My game does not work with the Razer Junglecat, what can I do?

The Razer Junglecat supports standard Android controllers. If the game developer did not provide standard controller support in the game, the Razer Junglecat cannot be used. You may wish to contact the developer of the game and ask them to support standard Android controllers.

Software

What is the Octopus plugin and why do I need it?

The Octopus plugin maps screen input to the Junglecat controller. This allows games that have not otherwise enabled controller support to be used with Junglecat. Razer recommends reviewing the game title terms of service to ensure screen mapping is allowed.

Why does the Octopus plugin require various Android permissions?

These are required in order to install/run games in a virtual environment (which enables screen mapping). Broad permissions are requested for Google Play Services to support the variety of potential games that may be played. No user data is collected or shared by Octopus or Razer through use of the Octopus plugin.

Is the Razer Junglecat compatible with iOS?

No, the Razer Junglecat is not supported by iOS. Razer Junglecat will work with Android™ (7.0 Nougat or higher) or Windows® (8.1 or higher). The use of the Android mobile app requires Android™ 8.0 Oreo (or higher).

How do I connect the Razer Junglecat to my Android™ phone/tablet or Windows® PC?

You can connect your Razer Junglecat to Android™ (7.0 Nougat or higher) or Windows® (8.1 or higher) using Bluetooth. The use of the Android mobile app requires Android™ 8.0 Oreo (or higher). For a step-by-step guide on connecting the Razer Junglecat to your device, please see the master guide [here](#).

Can I use the Razer Junglecat controller with my PC?

Yes. The Razer Junglecat can be used with a PC running Windows® 8.1 or later.

Will the Razer Junglecat work with emulators?

The Razer Junglecat will work with game emulators that support standard Android game controllers.

What is the minimum required Android OS version of the Razer Junglecat?

You can connect your Razer Junglecat to Android™ (7.0 Nougat or higher) using Bluetooth. The use of the Android mobile app requires Android™ 8.0 Oreo (or higher).

Do I need the GamePad app to use the Razer Junglecat?

No. You can connect the Razer Junglecat controller and utilize the default settings. The GamePad app can be used to configure the controller's button mappings and thumbstick sensitivities if you would like to change their default settings.

Downloads

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

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

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

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

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

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

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

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