



Razer Lancehead Manual and FAQ

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Razer Lancehead Support



Common Questions

Can I individually set the color for each led on my Razer Lancehead?

Yes, the LEDs of the Razer Lancehead can be customized individually via the Advanced Chroma Configurator in Razer Synapse.

What is Chroma lighting and where can I find out more about it?

Razer Chroma represents more than just a multicolor lighting setup. It opens up limitless personalization options, and you can learn more by visiting the [Razer Chroma: Full Spectrum Gaming](#) page.

Troubleshooting

My Razer mouse does not work on my multi-colored mouse pad, what can I do?

This is a common issue for Razer mice with the calibration feature which is designed to function on a surface with a certain level of uniformity. You can either switch off the calibration feature or change to a non-multi colored mouse pad. You can check our mouse mats to find considerable options.

Check your mouse specs to know if it has the calibration feature and if the issue persists, contact our Online Chat Support.

Razer Lancehead was working fine but failed to turn on the next day, what can I do?

This may be because your Razer Lancehead was left "ON" causing the battery to fully discharge. Make sure the switch on the bottom of the mouse is in the "OFF" position, let the battery charge in this mode, and then try your Razer Lancehead again. When plugging your Razer Lancehead back into the USB, always be sure to switch the unit to the "OFF" position.

My Razer Chroma Mouse does not display the Chroma SDK effects when playing supported games. How can I fix it?

To display the Chroma SDK effects on your Razer Chroma Mouse, ensure that you have the latest MS Windows hotfix "Update for the Universal C Runtime in Windows" installed.

How do I adjust the DPI setting of my Razer mouse?

You can do basic changes to the DPI of your Razer mouse by using the DPI buttons behind the scroller. Once you have installed Razer Synapse or 3.0, more DPI options will be available.

How do I get my Razer Lancehead to perform at the highest polling rate?

Ensure that your Razer Lancehead is set to 1,000 Hz in the Performance section within Razer Synapse 3. The Razer Lancehead has been tested in settings with multiple USB 2.0 wireless devices and performed well without any drop-off.

How do I get the best battery life and performance from my Razer Lancehead?

For optimal charging, your Razer Lancehead should be set to the "OFF" position while it's charging. Fully depleted batteries may not charge when your mouse is left in the "ON" position. The Razer Lancehead uses a high-performance Lithium-Ion battery. In fact, fully discharging Lithium Ion battery can damage it.

If you're not planning on using your battery for an extended period, it is best to store your battery just below a fully completed charge. It is not recommended to store your battery in a fully depleted state. To prevent a slow discharge of your battery, it is best to always turn your Razer Lancehead to the "OFF" position when not in use. Avoid storing your battery in excessive heat as Lithium Ion batteries are better in cooler temperatures.

How to use the On-The-Fly sensitivity function on my Razer mouse?

If a button has been assigned with "On-the-fly sensitivity", press and hold it while scrolling up or down, this will pop-up a bar on the bottom right-hand corner of your screen allowing you to adjust the sensitivity settings.

I cannot set the DPI to 1,337 using the DPI slider on Razer Synapse.

To adjust the DPI by one step increments, type in your desired DPI into the input box in the Performance window. You can adjust the DPI by steps of 50 with the DPI slider.

How do I keep my Razer Lancehead charging once my computer goes into sleep/standby mode?

Whether your USB port remains powered on during sleep mode, is a feature of your individual computer and certain computers will behave differently than others. Some may not support the ability to do this. Here are a few suggestions that may be able to help you keep your USB port powered even in standby mode. First, check if your Razer Lancehead is allowed to wake your computer from sleep or standby mode. From your Control Panel, select Mouse. Click the Hardware tab, followed by Properties. Select the Power Management tab and ensure that the second option, "Allow this device to wake the computer" is checked. This will allow your Razer Lancehead to charge while your system is in sleep/standby mode.

If it is checked and your Razer Lancehead still does not charge, you may want to adjust your BIOS settings. To do this, please restart your computer and enter BIOS mode. Once you are in BIOS, check if you have a setting for USB power. Ensure that it is set to Enabled, then save your settings and exit BIOS. Your Razer Lancehead should now be charging while in sleep/standby mode. Please note that certain motherboards and BIOS types may not support power to be supplied to USB slots when the system is in sleep or standby mode.

Razer Lancehead will not power up in wired or wireless mode. What should I do?

First, please make sure the switch on the bottom of the mouse is in the “off” position. Then let the battery charge in the wired mode for about 30 minutes. Then try unplugging and re-plugging your Razer Lancehead.

Hardware

How long will a fully charged battery last on my mouse?

The life of a fully charged battery is completely dependent on the model specification and usage. The latest Razer wireless mice can last around 24 hours of constant gaming (with Chroma lighting on) and the Razer Orochi can last 60 hours of continuous gaming.

I am not able to turn on Chroma Apps in Razer Synapse.

To display the Chroma SDK effects on your Razer Chroma Mouse, ensure that you have the latest MS Windows hotfix “Update for the Universal C Runtime in Windows” installed.

My Razer Lancehead was working fine. However, I returned the next day to find that it does not turn on.

This may be because your Razer Lancehead was left “ON” causing the battery to fully discharge. Make sure the switch on the bottom of the mouse is in the “OFF” position, let the battery charge in this mode, then try your Razer Lancehead again. When plugging your Razer Lancehead back into the USB, always be sure to switch the unit to the “OFF” position.

My Razer Lancehead will not power up in wired or wireless mode. What should I do?

First, ensure the switch on the bottom of the mouse is in the “OFF” position. Then let the battery charge in the wired mode for about 30 minutes. Then try unplugging and re-plugging your Razer mouse.

What is the button on the bottom of my Razer Lancehead for?

This button lets you cycle through up to four onboard profiles stored on your Razer Lancehead via the Hybrid On-board and Cloud Storage feature of the upcoming Razer Synapse 3 (Beta).

Why doesn't my Razer Lancehead work properly when a USB 3.0 device is connected at the same time?

Wired or wireless, the Razer Lancehead consistently delivered a maximum 1,000 Hz Ultrapolling rate, allowing you to always enjoy peak performance at virtually zero latency.

What is the maximum polling rate that I can get with the Razer Lancehead?

When using any USB 2.0 2.4GHz wireless peripheral (such as your Razer Lancehead) with a system that also has a USB 3.0 device such as a remote hard drive or flash drive plugged in, it is very likely that your experience may be compromised due to interference.

This may result in a delayed response, missing mouse commands and even compromise the operating distance between your Razer Lancehead and its dongle.

To help reduce such issues, you want your USB 3.0 and your Razer Lancehead dongle as far from each other as possible, and you want the Razer Lancehead much closer to its dongle. Your Razer Lancehead comes with an adapter that helps you achieve this. Simply plug the micro USB end of the Razer Lancehead cable into the adapter and the other end into your computer. Then plug the dongle into the adapter and place the adapter away from the USB 3.0 device, and closer to your Razer Lancehead.

Software

Can I use the in-game mouse configurations software on my Mac?

The in-game mouse configurator is compatible with Windows 10 or Windows 8 or Windows 7 only.

Note: The In-game configurator option in “Button Assignment” has been removed for all Razer Naga Family.

What is Hybrid On-board and Cloud Storage?

A feature of the upcoming Razer Synapse 3 (Beta), Hybrid On-board and Cloud Storage enables you to save your customized profiles not only onto the Cloud, but also directly onto your Razer Lancehead as well, so you can access them easily even on computers that do not have Razer Synapse 3 installed or don't have access to the Internet.

What is Ultrapolling technology on Razer keyboards and mice?

Ultrapolling is a technology developed by Razer that heightens the frequency of the keyboard or mouse, which reports actuation information back to the computer, and ensures a responsive and accurate experience with every keypress and click.

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

Razer Lancehead Firmware Updater | RZ01-02120

Applicable Models

- RZ01-02120

Firmware v1.02.00_r1

- Dock Firmware Updater: [Download](#)
- Mouse Firmware Updater: [Download](#)
- Performance enhancement

STEP BY STEP PROCESS

Note: This process is a 2-step process as you will have one updater for the mouse and one for the dock.

Updating your Razer Lancehead Mouse

1. Download the latest mouse firmware update by opening the link found above.
2. Once you click on the file select “Run”.



3. Please be sure to close Razer Synapse and other applications before proceeding. Click OK once you have closed all applications.



Close Synapse before updating.

Please also close all other applications before proceeding with the update.

During the firmware update, the mouse will become unresponsive.

To maintain control of your system, it is recommended to connect a second mouse before you start the update.

OK

4. Connect your Razer Lancehead to your computer and click "UPDATE".

RAZER LANCEHEAD FIRMWARE UPDATER



Connect the device to your PC.

Update is required

Device version: 1.00.34

Latest version: 1.02.00

CANCEL

UPDATE

5. The software will automatically update your firmware.

RAZER LANCEHEAD FIRMWARE UPDATER



Connect the device to your PC.

Please do not power off your computer or unplug the device

Updating firmware...

17%

Device version: 1.00.34

Latest version: 1.02.00

CANCEL

UPDATE

6. Once you see the image below, your Lancehead mouse is now up to date. Please click "CLOSE" and move to Step 2 to update the Lancehead Dock.

RAZER LANCEHEAD FIRMWARE UPDATER



CONGRATULATIONS!

Your device has been updated to the latest firmware.

Device version: 1.02.00

CLOSE

Updating your Razer Lancehead Dock

1. Download the latest dock firmware update by opening the link found above.
2. Once you click on the file, please select "Run".

What do you want to do with
Lancehead_Dock_FirmwareUpdater_v1.02.00.exe (12.9 MB)?
From: dl.razerzone.com

Run

Save

Cancel

×

3. Please be sure to close Razer Synapse and other applications before proceeding. Click "OK" once you have closed all applications.



Close Synapse before updating.

Please also close all other applications before proceeding with the update.

OK

4. Connect your Razer Lancehead Dock to your computer and click "UPDATE".

RAZER LANCEHEAD DOCK FIRMWARE UPDATER



Connect the device to your PC.

Update is required

Device version: 1.00.34

Latest version: 1.02.00

CANCEL

UPDATE

5. The software will automatically update your firmware.

RAZER LANCEHEAD DOCK FIRMWARE UPDATER



Connect the device to your PC.

Please do not power off your computer or unplug the device

Updating firmware...

61%

Device version: 1.00.34

Latest version: 1.02.00

CANCEL

UPDATE

6. Once you see the image below, your Lancehead mouse is now up to date. Please click "CLOSE".

RAZER LANCEHEAD DOCK FIRMWARE UPDATER



CONGRATULATIONS!

Your device has been updated to the latest firmware.

Device version: 1.02.00

CLOSE

Downloads

Dock Firmware Updater: [Download](#)

Mouse Firmware Updater: [Download](#)

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Razer Lancehead Manual (Portuguese-Brazilian) – [Download](#)

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