Razer Mamba Manual and FAQ

Contents

Razer Mamba Support

—

Common Questions

Why do you need two sensors on the Razer Mamba 2012 mouse?

The use of the optical sensor allows the mouse to calibrate the laser sensor to the surface that the mouse is being used on, by measuring and capturing the characteristics of that surface. This improves overall tracking and provides up to 10 times the surface detection. It also allows the user to adjust the distance for tracking to cut off during mouse lift off.

How can I test my Razer Mouse to be sure that the buttons are assigned and working properly?

Open the Customizer and assign button 3 to the number 3 on the keyboard, 4 to 4, etc. Open Notepad in Windows and click the corresponding buttons to test if they've been bound correctly. If the bindings are not working with a specific game, contact the game publisher.

How many different click force settings do I get on the Razer Mamba?

You can choose between 14 different distinct click feels by scaling from an actuation force as low as 45G up to a click of 95G by turning the mechanism to the left or right, using the included Allen key.

If I have the original Razer Mamba, will the Razer Mamba drivers influence the performance of my original?

The Razer Mamba drivers are backward compatible with the original Mamba on the computer. Mac users, however, will still have to use the drivers that are available for the original Mamba as the Mamba Mac drivers are not compatible.

What is On-The-Fly Sensitivity and how do I configure it?

On-The-Fly Sensitivity allows you to set a button of your choice on the Razer Mamba to enable the feature. If a button has been assigned to "On-The-Fly Sensitivity," pressing and holding the assigned button down while

moving the scroll wheel up or down will produce a bar on the lower right-hand corner of your screen allowing you to adjust your sensitivity settings by steps of fifty (50) DPI.

What is the difference between the original Mamba and the Mamba?

The Mamba is not just a rehash of the original Mamba with a new label and fancy visuals. Razer has fitted the Mamba with the new 4G Dual Sensor technology to maximize its tracking precision. It is now capable of up to 6400 DPI over its 5600 DPI predecessor. In addition to the upgraded sensors, The Mamba has improved battery life and sports a multi-colored LED for personal customization.

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

Wired or wireless, the Razer Mamba delivers a maximum 1,000 Hz Ultrapolling rate, allowing you to enjoy peak performance at virtually zero latency. In wireless mode, this is achieved when using basic Chroma lighting effects and being in a low wireless interference environment.

Which Chroma lighting effects are available on the Razer Mamba?

The Razer Mamba sports all basic Chroma lighting effects:

- Spectrum
- Cycling
- Breathing
- Static
- Reactive
- Wave

Note: Reactive and Wave were originally available only on the Razer BlackWidow Chroma.

I need the screwdriver or bit to adjust the click force on my Razer Mamba, what size is it?

The Razer Mamba uses a standard 2 mm Hex Bit to adjust the click force. This bit is available at most hardware stores. Due to the low torque needed to adjust these, we do not recommend using a complete screwdriver to adjust the tension, only the bit itself. Using a complete driver may result in unnecessarily high torque and can damage the tension adjustment mechanism.

If I already have a Razer Mamba, can I trade it for the latest Razer Mamba?

Unfortunately, we do not allow trade-ins. You can subscribe to our newsletter to get the latest news or visit **Razer Store** the see the best deals.

If I have other Chroma enabled devices, can I sync the lighting effects with my Razer Mamba?

Yes, you can. All Chroma enabled devices are equipped with inter-device color synchronization. With just one click of a button via Razer Synapse, your Razer Chroma enabled devices' lighting effects will be synchronized.

Note: the lighting effect you would like to sync has to be supported by both Razer Chroma devices individually.

—

Troubleshooting

My Razer Mamba was working fine. However, I returned the next day to find my Razer Mamba does not turn on. How can I fix this?

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

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.

Why is my Razer Mamba not charging?

Ensure you are trying to charge mouse while the switch on the bottom of the mouse is set to "OFF". If not, the mouse may not begin the charge.

If the issue persists, contact our Online Chat Support.

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 click force on the Razer Mamba?

Take the provided screwdriver (Allen key) and insert it firmly into the Adjustable Click Force mechanism on the back of the Razer Mamba. Rotate the screwdriver clockwise to increase the click force or counterclockwise to decrease the click force.

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 change the language of the Razer Synapse Configurator?

The language selection is based on the driver version installed on the computer. There is no option in the Customizer. To correct this issue, uninstall the software and download the appropriate drivers.

How do I use the "Surface Calibration" tool to adjust the mouse to my specific mouse pad and gaming style?

The Auto-Calibration feature is available on specific models of Razer mice. The auto-calibration feature on the mouse is set to "ON" by default. When plugging your mouse into your system, your mouse should be sitting on the surface you want to use your mouse on for it to calibrate properly to that surface. The distance to which you want the mouse to cut off tracking is adjustable through the software package that comes with the mouse.

Note: Check first if your Razer mouse has the Surface Calibration feature before trying anything.

My Mamba takes a long time to load or update the configurator as it loads/saves profiles that I am not currently using. How can I fix this?

The load time can be decreased by removing any unused profiles. This is easily done by loading the configurator and clicking the "Manage Profiles" tab. Simply right-click on each profile you are not using and click delete. Once completed, hit "Apply" then "OK".

—

Hardware

When should I enable the Razer Mamba 2012's 4G dual sensor system?

You should enable the 4G Dual sensor system when you want to have the most precise tracking possible. However, enabling this feature will require you to use the Razer Mamba 2012 with an evenly textured, single colored mouse pad or a surface with similar properties.

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

Here are some tips to get the best performance from your Razer Mamba polling rate:

Avoid using the Razer Mamba in a high wireless interference environment. This includes, but is not limited to, other wireless devices such as cordless phones and Bluetooth devices.

To achieve the maximum polling rate, use the default lighting effect on the Razer Mamba.

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

- For optimal charging, the Razer Mamba should be set to the "off" position while in charging mode.
- Fully depleted batteries may not charge when the mouse is left in the "on" position.
- The Razer Mamba uses a high-performance Lithium-Ion battery. Unlike NiCad batteries, Lithium-Ion batteries will not develop any type of memory and there is no need to routinely fully discharge your battery. In fact, fully discharging a Lithium-Ion battery can result in damage to the battery. If you are not planning on using your battery for an extended period of time 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 Mamba to the "off" position when not in use.
- Avoid storing your battery in excessive heat. Lithium-Ion batteries prefer cooler temperatures.

How many LEDs are there in the Razer Mamba?

There are sixteen (16) LEDs in the Razer Mamba. Seven (7) LEDs for each side strips, two (2) LEDs for the scroll wheel.

My Razer Mamba is dead, it will not power up in wired or wireless mode. How can I fix this?

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 thirty (30) minutes. Then try unplugging and re-plugging your Razer mouse.

Why is my Razer Mamba's battery not reaching the specified 16 hours of battery life?

Battery life may differ depending on the unique user. To get the most battery life from your Mamba you may want to turn off the lighting while using in wireless mode.

My mouse cursor is not moving. How can I fix this?

Try cleaning the sensor using a Q-Tip lightly coated with rubbing alcohol. Let the sensor dry for 5 minutes and try the mouse again.

For mice with surface calibration:

If it still doesn't work, your sensor may have been improperly calibrated when setting up surface calibration. With the mouse plugged in and flat on your mouse mat, hold down the left-click, right-click, and mouse wheel button for 7 seconds to reset surface calibration. If this does not work, contact our Support team.

I can't set the DPI to 4,213, for example, using the DPI slider on Razer Synapse. How can I fix this?

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

I need the screwdriver/bit to adjust the click force on my Razer Mamba, what size is it?

The Razer Mamba uses a standard 2 mm Hex Bit to adjust the click force. This bit is available at most hardware stores. Due to the low torque needed to adjust these, we do not recommend using a complete screwdriver to adjust the tension, only the bit itself. Using a complete driver may result in unnecessarily high torque and can damage the tension adjustment mechanism.

—

Software

If I have other Chroma enabled devices, can I sync the lighting effects with my Razer Mamba?

Yes, you can. All Chroma-enabled devices are equipped with inter-device color synchronization. With just one click of a button via Razer Synapse, your Razer Chroma enabled devices' lighting effects will be synchronized.

Note: The lighting effect you would like to sync has to be supported by both Razer Chroma devices individually.

My Razer product does not work at startup after a cold start, what should I do?

Ensure that USB ports are not in hibernation mode.

1. Go to your Windows "Device Manager" and click the + sign next to Universal Serial Bus Controllers. Click on any "Root Hub" and select "Properties."
2. Click the Power Management tab and ensure that "Allow computer to turn off this device to save power" and proceed to do this under each Root Hub.
3. From the Control Panel and Power Options, select the Hibernation Tab and deselect "Enable hibernate support".

What is the difference between "driver" and "firmware" updates the Razer Support Site?

Drivers are installed onto your computer and allow your computer to communicate with your Razer product. Firmware updates are hardware level codes to be installed directly to the Razer device that can update, fix, or change the functionality of the product.

Where can I find drivers for my Razer product?

You may find your Razer product's drivers by going to its support page.

How do I keep my mouse charging once my computer goes into sleep or 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 assist you in having your USB port remain powered in standby mode. First, check if your Mouse is allowed to wake up 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. Here, ensure that the second option, "Allow this device to wake the computer" is checked. This will allow your Razer Mamba to charge while in sleep or standby mode. If it is checked and your Razer Mamba does not charge, you may want to adjust the settings in your BIOS. To do this, 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. Save your settings and exit BIOS. Your Razer Mamba should now be charging while in sleep or standby mode.

Note: Certain motherboards and BIOS types may not support power to be supplied to the USB slots when the computer is in sleep or standby mode.

I cannot find my Razer mouse or keyboard in Windows Device Manager under "Mice and other pointing Devices". How can I fix this?

Razer mice and keyboards are not typically found under the "Mice and other pointing Devices" section of the Windows Device Manager. They are normally found under "Human Interface Devices".

I'm not able to turn on Chroma Apps in Synapse. How can I fix this?

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 Advanced Chroma Configurator does not load when I'm in wireless mode. How can I fix this?

To access the Advanced Chroma Configurator in wireless mode, follow these steps:

1. On Razer Synapse, go to the Performance tab for the Razer Mamba.
2. Go to the Polling Rate setting at the bottom of the screen and change it to 500 Hz.
3. Go to the Lighting tab and click Chroma Configurator.
4. The Advanced Chroma Configurator should now be accessible.

To see more general faqs for peripherals, go to the **MICE FAQs**.

Downloads software, drivers and updates

Razer Synapse 2.0 (PC 64-bit) – Cloud-based configurator and manager for Razer devices – **Download**

Razer Synapse 2.0 (MAC OSX 10.10-10.14) – Cloud-based configurator and manager for Razer devices – **Download**

Razer Synapse 2.0 (MAC OSX 10.9-10.13) – Cloud-based configurator and manager for Razer devices – **Download**

Razer Synapse 2.0 (MAC OSX 10.8) – Cloud-based configurator and manager for Razer devices – **Download**

Razer Synapse 2.0 (MAC OSX 10.6/10.7) – Cloud-based configurator and manager for Razer devices – **Download**

Downloads

Razer Mamba Master Guide (Spanish) – **Download**

Razer Mamba Master Guide (Russian) – **Download**

Razer Mamba Master Guide (Portuguese) – **Download**

Razer Mamba Master Guide (Korean) – **Download**

Razer Mamba Master Guide (Japanese) – **Download**

Razer Mamba Master Guide (German) – **Download**

Razer Mamba Master Guide (French) – **Download**

Razer Mamba Master Guide (English) – **Download**

Razer Mamba Master Guide (Traditional Chinese) – **Download**

Razer Mamba Master Guide (Simplified Chinese) – **Download**

Razer Mamba Master Guide (Arabic) – **Download**