

How to pair or connect your wireless USB dongle to a Razer Nari headset using the Razer Nari Pairing Utility

The Razer Nari Pairing Utility is a tool used to pair your replacement wireless USB dongle or to fix connection issues of your current dongle.

Here is the video on how to use the Razer Nari Pairing Utility. This video is applicable to all Razer Nari headsets, including Razer Nari, Nari Essential, and Nari Ultimate. You may also opt to read the step-by-step guidelines below.

This section is the step-by-step process on how to use the Razer Nari Pairing Utility.

Updater Name and Version

- Razer Nari - [RazerNariPairingUtility v1.01.00](#)
- Razer Nari Ultimate - [RazerNariUltimatePairingUtility v1.01.00](#)
- Razer Nari Essential - [RazerNariEssentialPairingUtility v1.01.00](#)

Release Note

- This will fix an issue when the headset is not connecting to the wireless USB dongle.

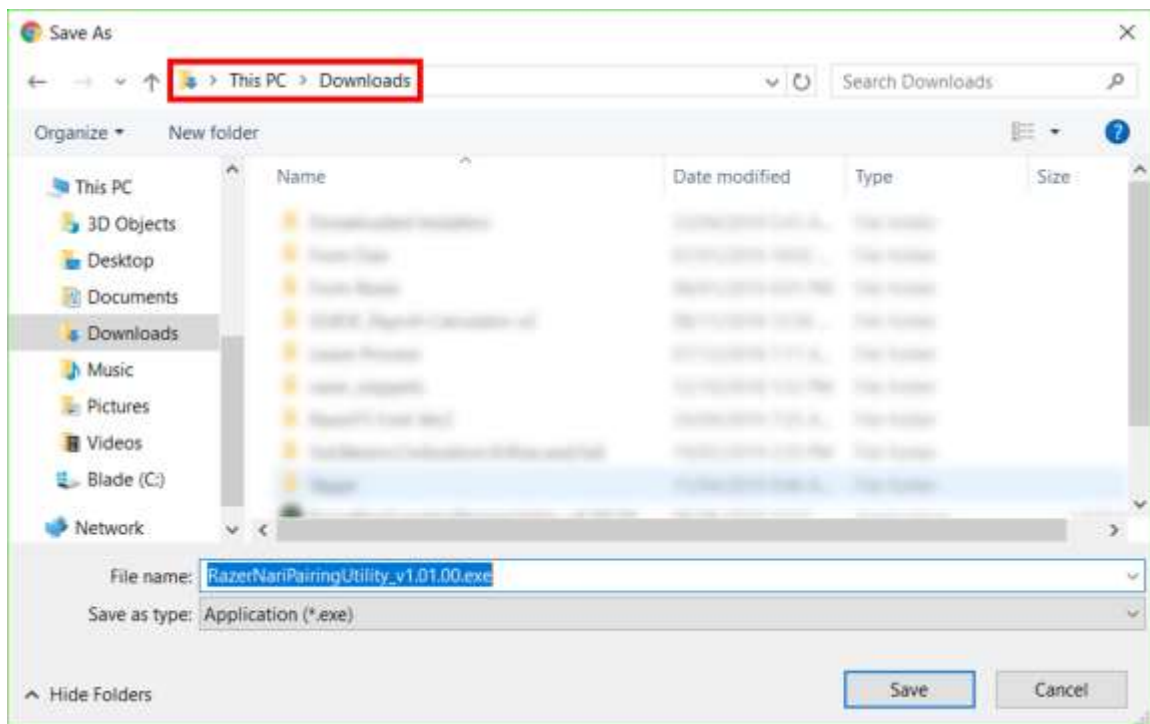
Installation Process

Note: The instruction below applies to all Nari Pairing Utilities just be sure to download the appropriate utility for your Razer Nari headset model.

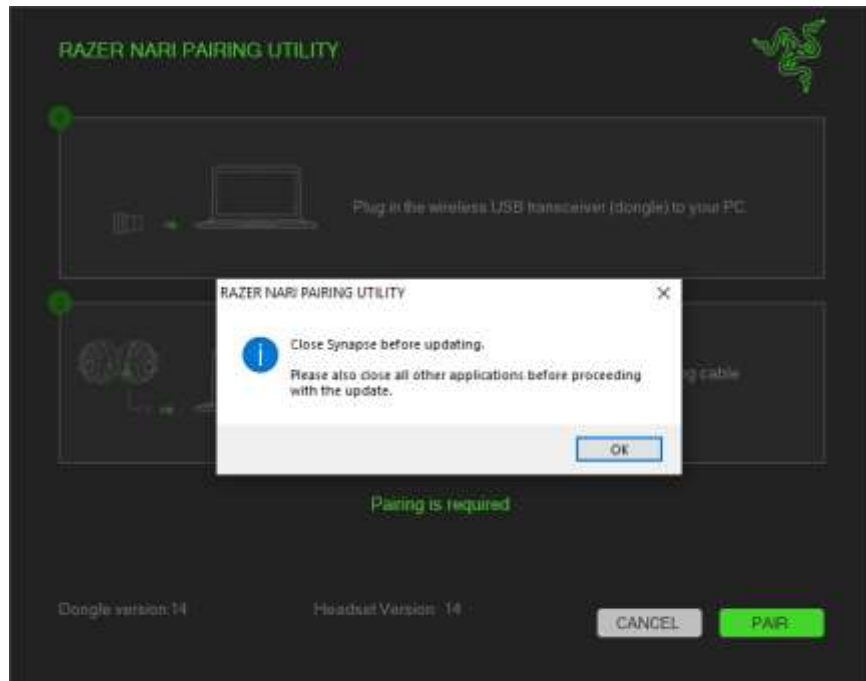
1. Download the specific pairing utility for your Razer Nari headset model.
2. Run the “RazerNariPairingUtility_vX.XX.XX.exe” which is located in the “Downloads” folder of your computer.



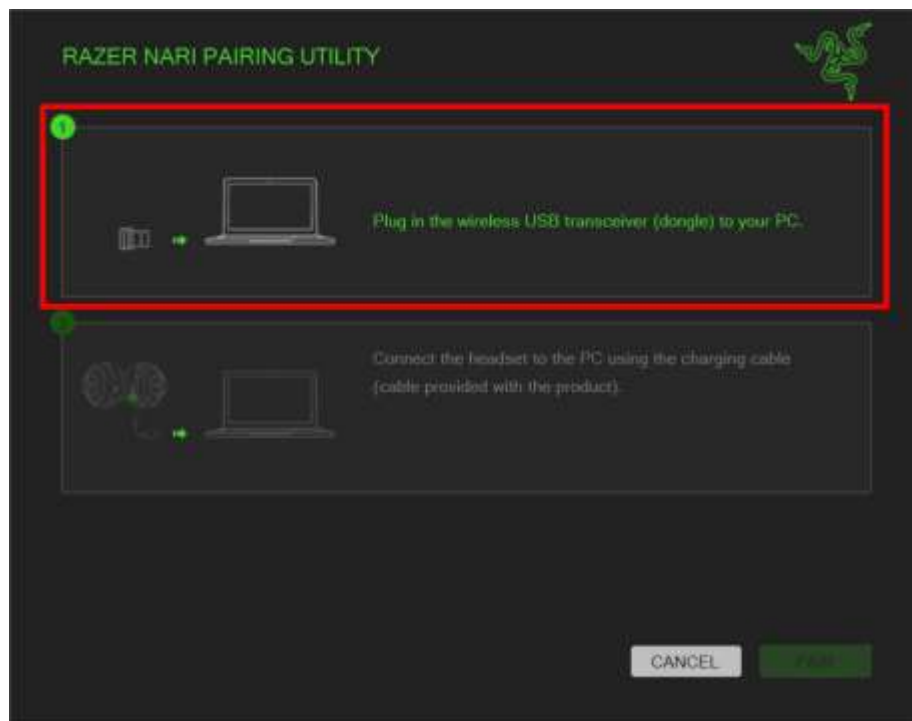
Note: Downloaded file location may vary, depending on which folder you selected prior to the download.



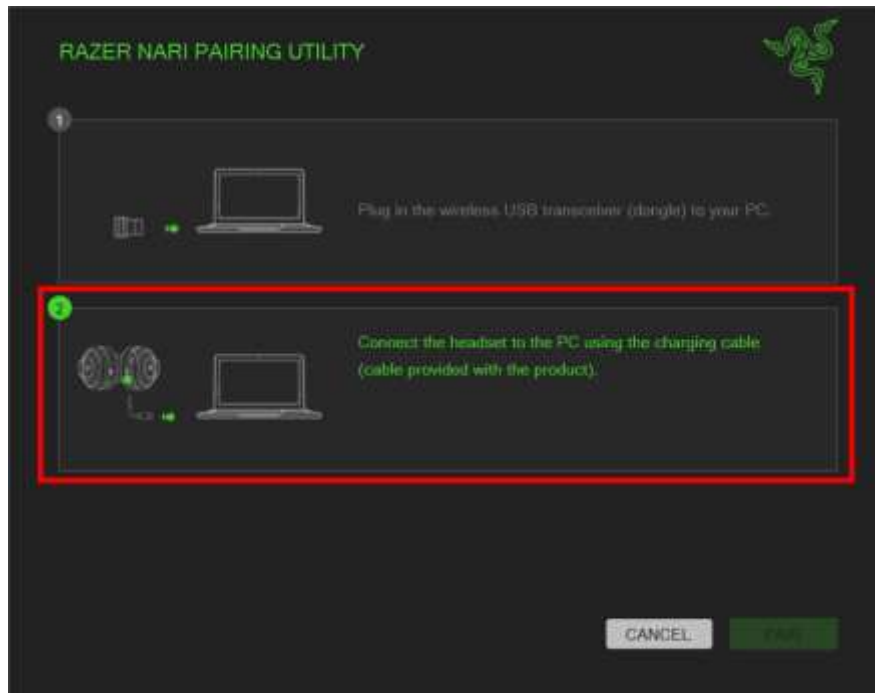
3. You will be then prompted to close Synapse and other applications. Click "OK" after doing so.



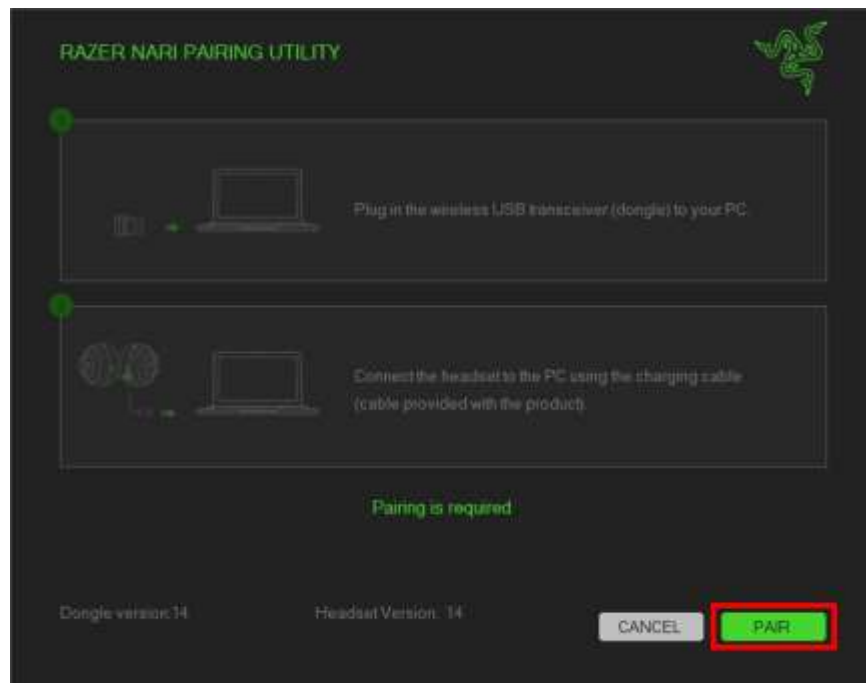
4. Plug in the wireless USB dongle to your computer.



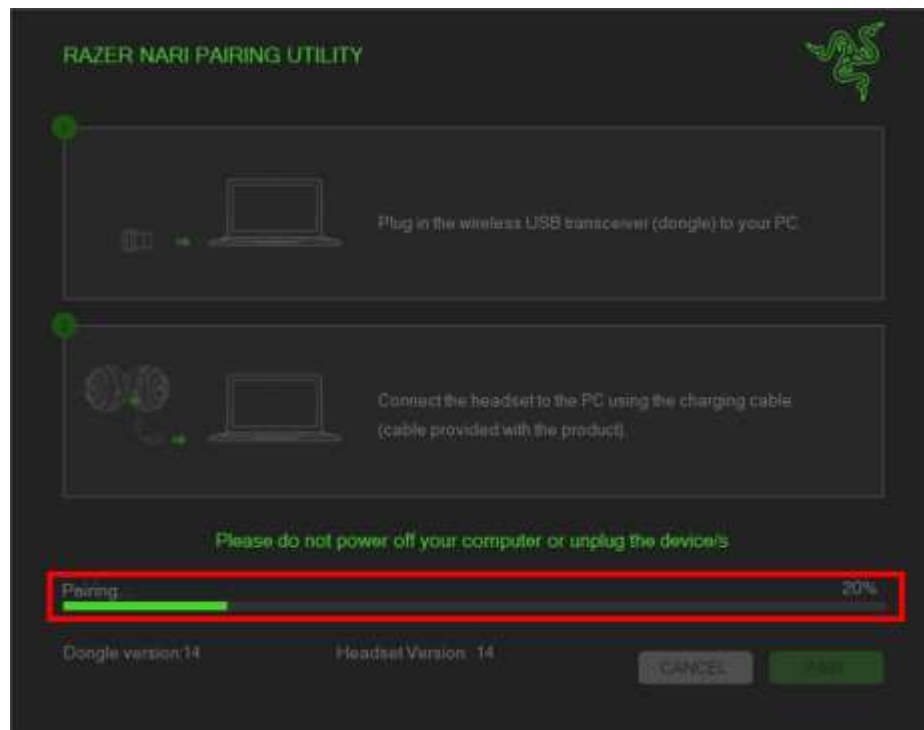
5. Connect the headset to your computer using the charging cable.



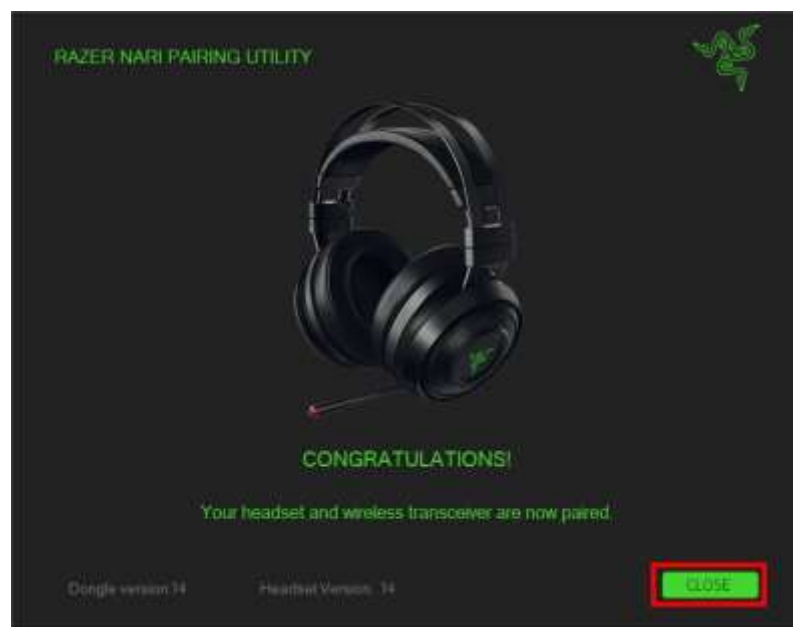
6. Click “PAIR” to start the pairing process.



7. Wait until the progress bar reaches 100%.



8. Click "CLOSE" once the pairing process is complete.



Where can I get a replacement dongle for my Nari Headset?

To find a replacement dongle for your Nari headset, check [Where to buy Razer replacement parts and accessories](#).

My Razer Nari, Nari Essential, or Nari Ultimate headset cannot connect or pair to the replacement dongle

For a replacement dongle to work, you need to pair it with the headset first. If you need to recover your dongle, use our [Dongle Recovery Tool](#) to recover it so you can pair it with your Razer Nari headset. **This answer applies to all Razer Nari headsets including Razer Nari, Razer Nari Ultimate, and Razer Nari Essential.**

Note: Before proceeding with the pairing process make that sure you have already downloaded the appropriate utility.

Nari Pairing Utility download links:

- Razer Nari - [RazerNariPairingUtility v1.01.00](#)
- Razer Nari Ultimate - [RazerNariUltimatePairingUtility v1.01.00](#)
- Razer Nari Essential - [RazerNariEssentialPairingUtility v1.01.00](#)

For more information on how to pair the wireless USB dongle to your Razer Nari headset, please check out [How to pair your wireless dongle to a Razer Nari headset](#) or view the steps below.

1. Run the appropriate pairing utility.
2. You will be then prompted to close Synapse and other applications. Click “OK” after doing so.
3. Plug the wireless USB dongle in to your computer.
4. Connect the headset to your computer using the charging cable.
5. Click “PAIR” to start the pairing process.
6. Wait until the progress bar reaches 100%.
7. Click “CLOSE” once the pairing process is complete.

How do I connect the Razer Nari Ultimate to my computer?

You can either connect the Razer Nari Ultimate via the 3.5mm combo cable or wirelessly via the USB wireless transceiver.

Can I chat with my friends on Nintendo Switch using the Nari Ultimate?

Yes. You will need to follow the steps below:

1. Unplug the provided 3.5mm cable from the headset if it is connected.
2. Plug the 3.5mm cable into the Nintendo Switch's audio jack without connecting to the Nari Ultimate headset.
3. Plug the 3.5mm cable into the Nari Ultimate headset.

Can I use the Nari Ultimate with my Xbox One?

The Razer Nari Ultimate can be used with your Xbox One using the 3.5mm cable. To connect your headset to the Xbox One using the 3.5mm port, please visit the official [Xbox support page](#).

Note: The wireless operation of the Nari ultimate is not possible on the Xbox One. For a wireless Xbox One connection, check out the [Razer Thresher for Xbox One](#).

I plugged in my Razer Nari Ultimate headset and I cannot hear surround sound, what should I do?

Ensure that you have [Razer Synapse 3](#) installed and signed in. Also, ensure that "Razer Nari Ultimate" is selected as your default sound device in your computer's Audio Control Panel.

How do I enable or disable the THX Spatial Audio on my Razer Nari Ultimate headset?

You can use [Razer Synapse 3](#) to turn THX Spatial Audio on or off. Open "AUDIO" and then "MIXER".



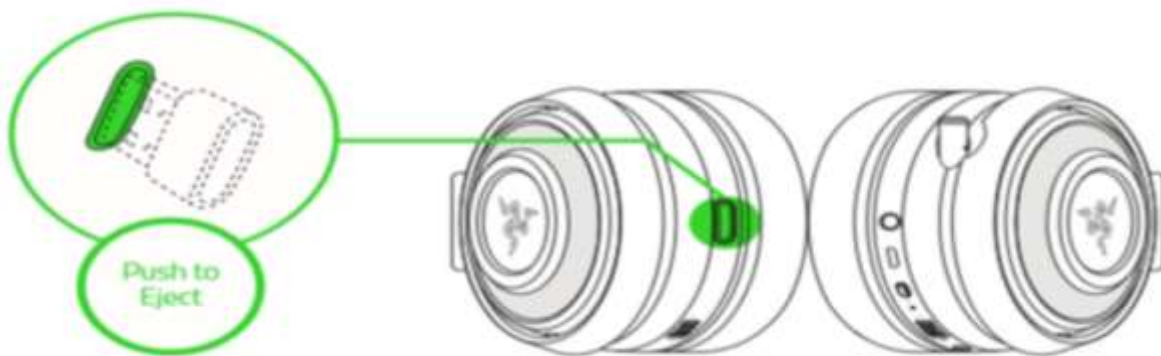
What is the difference between THX Spatial Audio on the Razer Nari Ultimate and the immersive 7.1 channel virtual surround sound paired with the Razer ManO'War and True 7.1 Surround Sound Gaming with Razer Tiamat 7.1 v2?

THX Spatial goes beyond traditional virtual sound. With integrated content, THX Spatial Audio breaks the boundaries of defined 5.1 and 7.1 channel surround to deliver seamless 360° positional audio for more natural and lifelike positioning. It also adds depth to the experience by simulating sound both above and beneath you.

The 7.1 channel Virtual Surround sound utilized on the Razer ManO'War uses a more traditional technology that Razer uses to simulate 7 channels with only 2 physical speakers (1 driver on each ear cup). Meanwhile, Razer Tiamat 7.1 and Razer 7.1 V2 utilizes True 7.1 Surround where there are 5 drivers on each ear cup, the same as a home theatre system with physical surround speakers.

Where can I find the USB dongle for my Razer Nari Ultimate headset?

The USB dongle for the Razer Nari Ultimate can be found in its convenient storage location, in the headset. Please see the image below for the exact location.



Why is the Razer Nari Ultimate microphone not transmitting my voice?

Please ensure that the microphone is not muted in your operating system and that the Razer Nari Ultimate is selected as the default recording device in the Audio Control Panel or in the Software Microphone Options. If the problem persists, contact [customer support](#).

Why is the Razer Nari Ultimate not producing sound?

Ensure that the Razer Nari Ultimate is not muted in your operating system and that the headset is set to be the default playback device in the Audio Control panel or in the Software Audio Options.

What Synapse 3 Chroma lighting effects are supported by the Razer Nari Ultimate?

Quick and Advanced Effects are supported in Synapse 3 with the Razer Nari Ultimate. Quick Effects include Breathing, Spectrum Cycling, and Static.

I lost or damaged my USB wireless transceiver or dongle for my Razer Nari Ultimate, can I purchase a new one?

A replacement USB transceiver or dongle for the Nari Ultimate can be purchased from the [RazerCare Store](#).

Is the Razer Nari Ultimate compatible with Mac?

Yes, it will work via the USB dongle or with the 3.5mm audio jack. However, users will not be able to configure the headset using Razer Synapse 3 as it is not available for Mac.

Where can I purchase replacement earcups for my Razer Nari Ultimate?

You may refer to this list of our current [spare parts and accessories](#). If the item you need is not listed, contact [customer support](#).

Is my Razer Nari Ultimate still capable of THX Spatial Audio while being plugged in via the 3.5mm Combo jack?

No, THX Spatial for the Nari Ultimate is only available when using the USB dongle connection.

Is my Razer Nari Ultimate headset supported in Synapse? What are the features supported in Synapse?

Yes, the Razer Nari Ultimate is supported in Razer Synapse 3. The following features are supported in Synapse 3: Mixer, Enhancement, EQ, Mic, Lighting, and Power.

Can I use the Razer Nari Ultimate wirelessly without installing Razer Synapse?

Yes, Synapse 3 is not a requirement to use the Razer Nari Ultimate wirelessly. However, you will lose the ability to further configure the headset without Synapse 3.

How do I enable or disable the HyperSense on my Razer Nari Ultimate headset?

You can enable or disable HyperSense within Razer Synapse 3.

What is Razer Hypersense?

Razer HyperSense is an intelligent haptics ecosystem that interconnects different gaming devices to create rich and dynamic tactile feedback for a high-fidelity haptics gaming experience. These peripherals pick up key sound cues in games, from the crackle of gunfire to the shockwave of a blast, and replicate the sensations of these events to make you feel as if you're in the battlefield itself.

Visit <https://www.razer.com/concepts/project-hypersense> for more information or see our video at <http://rZR.to/FeelEveryBattle>

What does a mic monitor do?

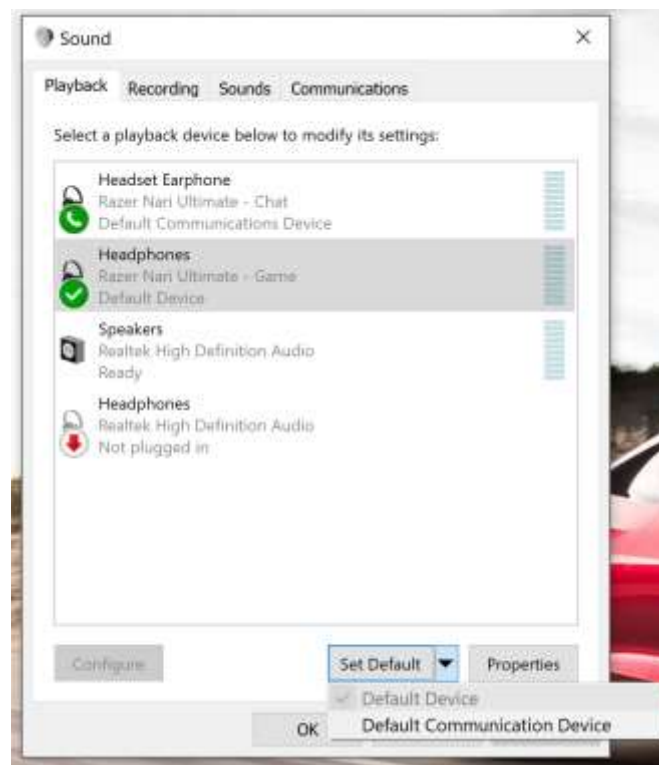
Mic monitor is a built-in feature that allows you to hear your own voice via a feedback loop, designed specifically to help gamers avoid repeating themselves or shouting unnecessarily into the mic for fear that their teammates will not be able to hear them. You can configure the volume of the mic monitor in Razer Synapse 3.

The default setting for the mic monitor on the Razer Nari Ultimate is set to “OFF.”

Troubleshooting

I plugged in my Razer Nari Ultimate headset and I can't hear surround sound, what should I do?

Ensure that you have [Razer Synapse 3](#) installed and signed in. Also, ensure that "Razer Nari Ultimate" is selected as your default sound device in your computer's Audio Control Panel.



My voice is not heard when making a call using my Razer Nari Ultimate.

Please try the steps below to help solve your issue.

1. Launch Razer Synapse and select your headset from the dashboard.
2. Navigate to the "MIC" tab and adjust the Mic Volume slider to 100.
3. Ensure the Mic Sensitivity option "Automatically determine mic input sensitivity" is turned "ON."

How do I clean my Razer Nari Ultimate headset?

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 headset, gently wipe it with a monitor wipe.
- Do not scrub the surface of your Razer headset.
- When cleaning the earpads, make sure that the earcup and speaker don't get wet, as this can cause damage to your headset.