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Elgato 10GAA9901

Elgato Stream Deck User Manual

Model: 10GAA9901

Introduction

The Elgato Stream Deck is a powerful controller designed to streamline your content creation workflow. Featuring 15 customizable LCD keys, it provides instant tactile control over your applications and actions. With a single tap, you can switch scenes, launch media, adjust audio, and perform a multitude of other operations, enhancing your live productions and overall efficiency.
This manual provides comprehensive instructions for setting up, operating, maintaining, and troubleshooting your Elgato Stream Deck. It also includes detailed product specifications and information on warranty and support.

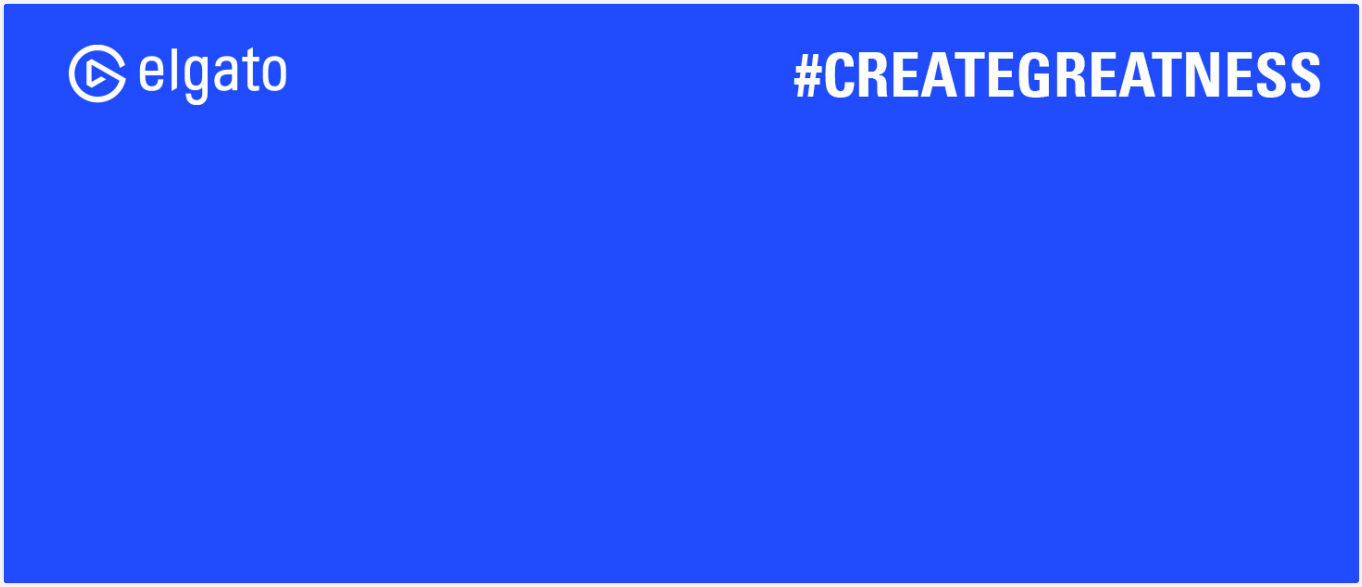

Image: The Elgato Stream Deck in use, displaying various customizable icons on its 15 LCD keys, alongside a monitor showing streaming software. This setup illustrates how the Stream Deck enriches content creation by providing quick access to functions.

Setup

Follow these steps to set up your Elgato Stream Deck:

1. **Unpack the Device:** Carefully remove the Stream Deck and its accessories from the packaging.
2. **Connect to Computer:** Plug the integrated USB cable from the Stream Deck into an available USB port on your Windows PC or macOS computer.

3. **Install Software:** Download and install the latest Elgato Stream Deck software from the official Elgato website (elgato.com/downloads).
4. **Adjust Stand:** Place the Stream Deck on its adjustable stand for optimal viewing and ergonomic use.
5. **Launch Software:** Once installed, launch the Stream Deck application to begin customizing your keys.



Image: Contents of the Elgato Stream Deck box, including the Stream Deck device, its adjustable stand, and a quick start guide.

Operating Instructions

The Elgato Stream Deck offers intuitive control through its customizable LCD keys. Here's how to operate it:

Key Customization

- **Assign Actions:** In the Stream Deck software, drag and drop actions from the right-hand panel onto any of the 15 keys.
- **Personalize Icons:** Customize key icons with your own images or choose from the extensive library within the software.
- **Visual Feedback:** Each key provides visual confirmation of its assigned action, making operation clear and efficient.



Image: The Elgato Stream Deck showcasing its 15 LCD keys with diverse icons, representing a wide range of control possibilities for a content creation studio.

Advanced Features

- **Multi-Actions:** Combine multiple actions into a single key press to execute complex sequences effortlessly.
- **Profiles:** Create different profiles for various applications or workflows, allowing the Stream Deck to adapt automatically.
- **Folders:** Organize your actions into folders on the Stream Deck to expand the number of available controls beyond the initial 15 keys.



Image: A visual representation of the Elgato Stream Deck triggering a sequence of actions, such as launching a scene, tweeting, and posting a chat message, all from a single key press.

Software Interface

The Stream Deck software features a user-friendly drag-and-drop interface for easy configuration. You can assign actions, customize key appearances, and manage profiles with minimal effort.

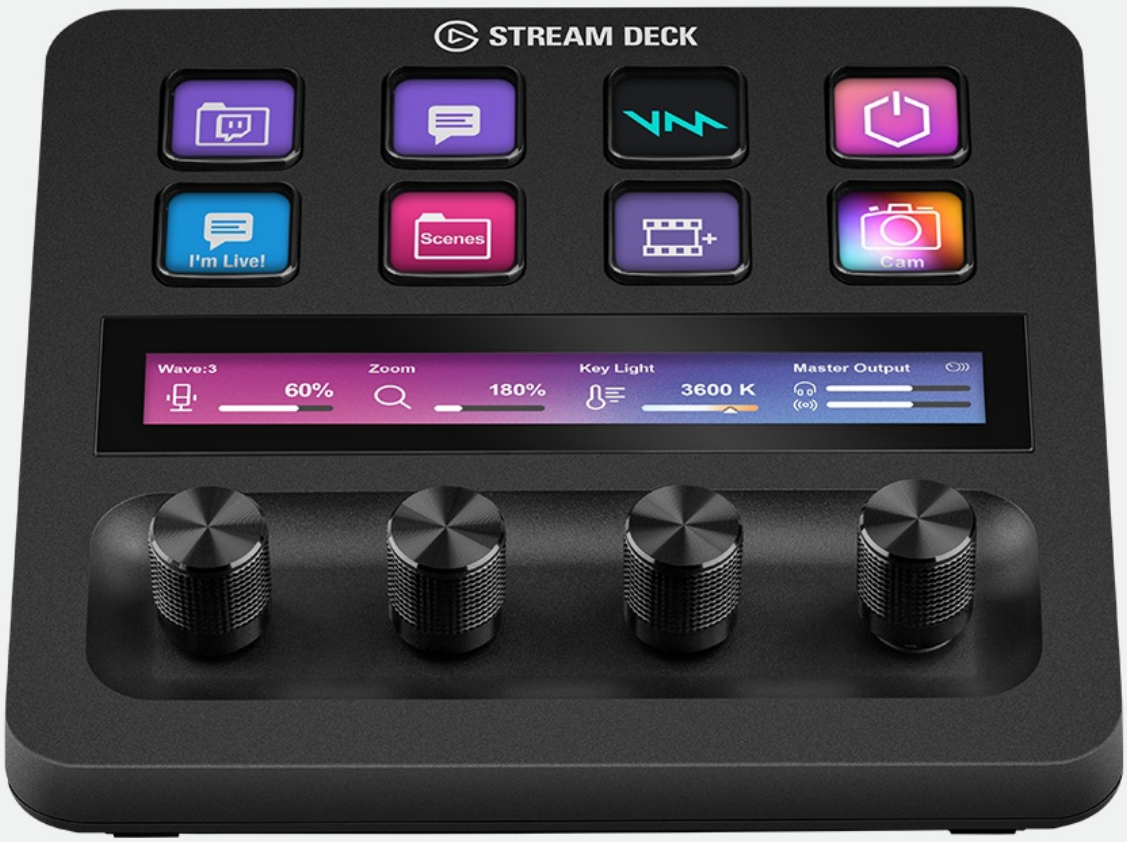

Image: A close-up of the Elgato Stream Deck software interface, demonstrating the drag-and-drop functionality for assigning actions and customizing key icons.

Integrations

The Stream Deck integrates seamlessly with popular streaming platforms and applications, including:

- OBS Studio
- Streamlabs OBS
- Twitch
- YouTube
- Twitter
- Spotify

- Philips Hue
- vMix
- VoiceMod
- And many more via the Stream Deck Store.

Image: The Elgato Stream Deck surrounded by logos of various integrated applications such as OBS, Twitch, YouTube, and Spotify, highlighting its powerful integration capabilities.

Maintenance

To ensure the longevity and optimal performance of your Elgato Stream Deck, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to gently wipe the surface of the Stream Deck and its LCD keys. Avoid using abrasive cleaners or solvents, as these can damage the display and finish.
- **Software Updates:** Regularly check for and install software updates for the Elgato Stream Deck application. Updates often include performance improvements, bug fixes, and new features. You can usually find update notifications within the software or on the official Elgato website.
- **Cable Care:** Ensure the USB cable is not bent sharply or placed under heavy objects, which could cause damage to the cable or connector.

Troubleshooting

If you encounter issues with your Elgato Stream Deck, try the following troubleshooting steps:

- **Device Not Recognized:**
  - Ensure the USB cable is securely connected to both the Stream Deck and your computer.
  - Try connecting the Stream Deck to a different USB port.
  - Restart your computer.
  - Verify that the Elgato Stream Deck software is installed and running.
- **Keys Not Responding:**
  - Check if the Stream Deck software is open and active.
  - Ensure that actions are correctly assigned to the keys in the software.
  - Restart the Stream Deck software.
  - If an action is linked to a specific application, ensure that application is running.
- **Software Crashes or Freezes:**
  - Update the Stream Deck software to the latest version.
  - Ensure your operating system (Windows or macOS) is up to date.
  - Temporarily disable any conflicting background applications.
- **Display Issues (e.g., blank keys, flickering):**
  - Disconnect and reconnect the Stream Deck.
  - Restart the Stream Deck software.

If these steps do not resolve the issue, please refer to the Elgato support website for further assistance.

Specifications

Feature	Detail
Brand	Elgato
Model Name	Stream Deck
Model Number	10GAA9901
UPC	813180020481
Connectivity Technology	USB 2.0
Special Feature	Ergonomic, Remote control included
Controller Type	Button Control
Color	Black
Item Weight	8.85 Ounces (approximately 250 grams)
Item Dimensions (L x W x H)	11.8 x 2.1 x 8.4 centimeters
Compatible Devices	Universal (Windows 10 and macOS 10.13 or later)

Warranty

The Elgato Stream Deck (Model: 10GAA9901) comes with a**2-year warranty** from the date of purchase. This warranty covers manufacturing defects and ensures the product meets its specified performance standards under normal use. Please retain your proof of purchase for warranty claims.
For detailed warranty terms and conditions, please visit the official Elgato support website.

Support

For further assistance, technical support, software downloads, and frequently asked questions, please visit the official Elgato support resources:

- **Elgato Support Website:** help.elgato.com
- **Software Downloads:** elgato.com/downloads
- **Community Forums:** Engage with other users and find solutions on Elgato's community platforms.

Before contacting support, please ensure you have the product model number (10GAA9901) and your purchase information readily available.

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