Redragon SS-552

Redragon SS552 Stream Controller Deck User Manual

Model: SS-552

Introduction | Product Overview | Setup | Operation | Maintenance | Troubleshooting | Specifications | Warranty & Support

1. Introduction

This manual provides detailed instructions for the setup, operation, and maintenance of your Redragon SS552 Stream Controller Deck. Designed for content creators, streamers, and gamers, this device offers customizable controls to streamline your workflow on both PC and Mac platforms.

2. Product Overview

The Redragon SS552 Stream Controller Deck is an all-in-one macro pad featuring programmable keys, dials, and a touch strip for enhanced control over your applications and streaming software.

2.1 Key Features

- **14 Programmable Controls:** Includes 10 customizable LCD buttons and 4 rotary dials.
- **Customizable LCD Keys:** Personalize each of the 10 LCD buttons with images and animations (JPG, PNG, GIF) for easy function identification.
- **One-Touch Operation:** Execute individual commands or complex macro sequences with a single press.
- **Versatile Compatibility:** Supports Windows and macOS, integrating with popular software like OBS and Streamlabs.
- **Integrated Plugins:** Features essential plugins such as a clock, weather updates, and a calendar.
- **USB-C Connectivity:** Simple plug-and-play connection.

2.2 Package Contents

- Redragon SS552 Stream Controller Deck
- USB Cable

- User Manual (this document)



Figure 1: Redragon SS552 Stream Controller Deck, showing the 10 LCD buttons, touch strip, and 4 rotary dials.

3. Setup

3.1 Connecting the Device

1. Connect the provided USB-C cable to the USB-C port on the back of the Redragon SS552 Stream Controller Deck.
2. Connect the other end of the USB cable to an available USB port on your computer (PC or Mac).
3. For optimal performance and to avoid connectivity issues, it is recommended to connect the device directly to your computer's USB port rather than through an unpowered USB hub. A powered USB hub may be used if a direct connection is not feasible.



Figure 2: The Redragon SS552 Stream Controller Deck connected to a computer via its USB-C cable.

3.2 Software Installation

To unlock the full customization features of your SS552, you must install the Redragon Stream Station software.

1. Visit the official Redragon website (www.redragonzone.com or www.redragonshop.com).
2. Navigate to the support or downloads section and locate the software for the SS552 Stream Controller Deck.
3. Download the appropriate version for your operating system (Windows or macOS).
4. Run the installer and follow the on-screen instructions to complete the software installation.
5. Launch the Redragon Stream Station software.

Note: Ensure your antivirus software does not block necessary connections for the software to function correctly. Some features, such as icon and action sets, may require internet access.



Figure 3: Screenshot of the Redragon Stream Station software interface, showing customization options.

4. Operation

4.1 Customizing LCD Buttons

The 10 LCD buttons can be personalized to display custom images or animations, making it easy to identify their assigned functions.

1. Open the Redragon Stream Station software.
2. Select the desired button on the virtual representation of your SS552.
3. Choose an image (JPG, PNG) or animation (GIF) from your computer or the software's built-in library to assign to the button.
4. Confirm your selection to update the button's display.



Figure 4: The SS552 with various application icons displayed on its LCD buttons, demonstrating customization.

4.2 Assigning Actions and Macros

Each of the 14 controls (10 LCD buttons, 4 dials) can be programmed to perform specific actions or complex macros.

1. In the Stream Station software, select a button or dial.
2. Choose from available actions such as:
    - Launching applications
    - Executing keyboard shortcuts
    - Switching scenes in streaming software (e.g., OBS, Streamlabs)
    - Controlling media playback
    - Triggering multi-command macros
3. For macros, record a sequence of key presses or actions within the software.
4. Save your configuration.



Figure 5: Illustration of one-touch chain actions, where a single button press triggers multiple commands across different applications.

4.3 Using Dials and Touch Strip

- **Dials:** The four rotary dials can be assigned to control various parameters such as volume levels, screen brightness, or scrolling. Their stepped tactile feedback allows for precise adjustments.
- **Touch Strip:** The touch strip can be programmed for actions like switching between pages of controls, quick navigation, or other custom functions.



Figure 6: Visual representation of the SS552's customizable controls, including tap actions for buttons, touch actions for the strip, and turn actions for the dials.

4.4 Pages and Profiles

Organize your controls efficiently by creating multiple pages within a profile, or different profiles for various applications or workflows (e.g., streaming, gaming, video editing).

- **Profiles:** Create distinct profiles for different activities. For example, one profile for streaming with OBS controls, and another for video editing with software shortcuts.
- **Pages:** Within each profile, you can set up multiple pages of controls. Use the touch strip or a dedicated button to switch between these pages, expanding the number of accessible functions.

5. Maintenance

5.1 Cleaning

- To clean the device, use a soft, dry cloth.
- Avoid using harsh chemicals or abrasive materials, as these can damage the surface and LCD screens.
- Do not spray cleaning solutions directly onto the device.

5.2 Software Updates

Regularly check the Redragon website for software and firmware updates. Updates often include new features, performance improvements, and bug fixes, ensuring your device operates optimally.

6. Troubleshooting

Issue	Possible Cause	Solution
Device not recognized by computer.	Loose USB connection, unpowered USB hub, driver issue.	• Ensure the USB-C cable is securely connected to both the device and the computer. • Connect the device directly to a USB port on your computer, bypassing any USB hubs. If a hub is necessary, use a powered one. • Reinstall the Redragon Stream Station software and drivers. • Try a different USB port on your computer.
Software download fails or file is empty.	Incorrect download link, temporary server issue, antivirus blocking.	• Verify you are downloading from the official Redragon website (www.redragonzone.com or www.redragonshop.com). • Temporarily disable antivirus/firewall during download and installation if you suspect it's interfering. • Contact Redragon customer support for an alternative download link.
Buttons feel "mushy" or unresponsive.	Physical design characteristic, or software not registering input.	• Ensure the software is running and the device is active. • Press buttons firmly and ensure a full press is registered. • Check for software updates that might improve responsiveness.

Issue	Possible Cause	Solution
Custom icons/actions not appearing or working.	Incorrect configuration, software glitch, missing files.	• Double-check your settings in the Redragon Stream Station software. • Ensure image/animation files are in a supported format (JPG, PNG, GIF). • Restart the software and/or your computer. • Verify that the software has necessary internet access for downloading icon/action sets.
Existing Redragon keyboard settings are affected after installing SS552 software.	Software conflict or shared configuration files.	• Manually reconfigure the affected settings (e.g., RGB, G-keys) for your other Redragon devices after installing the SS552 software. • Check Redragon's support resources for specific compatibility notes between different device software.

7. Specifications

Feature	Detail
Model Number	SS-552
Brand	Redragon
Programmable Keys	10 LCD Buttons
Dials	4 Rotary Dials
Connectivity	USB-C
Compatible Devices	PC, Laptop
Hardware Platform	PC/Mac
Item Weight	1.63 pounds
Package Dimensions	7.87 x 7.32 x 3.19 inches
Supported Software	FL Studio (and others via customization)

8. Warranty and Support

8.1 Warranty Information

Redragon products typically come with a limited manufacturer's warranty. Please refer to the warranty card included with your product or visit the official Redragon website for detailed warranty terms and conditions specific to the SS552 Stream

Controller Deck.

8.2 Customer Support

For technical assistance, troubleshooting, or any questions regarding your Redragon SS552 Stream Controller Deck, please contact Redragon customer support through their official website:

- **Website:** www.redragonzone.com
- **Support Page:** Look for a "Support" or "Contact Us" section on the website.

When contacting support, please have your product model (SS-552) and purchase information ready.

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Ask a question about this manual

Ask about setup, troubleshooting, compatibility, parts, safety, or missing instructions. Manuals+ will review the question and use this page's manual context to help answer it.

Name

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

Submit question