



Splashtop Enterprise User Guide

Onboarding Guide for Member Roles

3/4/2021


This guide goes over downloading, installation, single sign-on and general connection instructions.

Table of Contents

Setup & Installation	2
Remote Access & Usage	4
Settings for Best Performance	6
What should I do if the screen looks blurry, or the session is too small/big for my screen?	7
What should I do if I have a slow remote connection?	7










Setup & Installation

1. Click this link (<https://www.splashtop.com/downloads#ba>) to go to the Splashtop downloads page.
2. Choose which platform you would like to install on. Download and install the Business app.

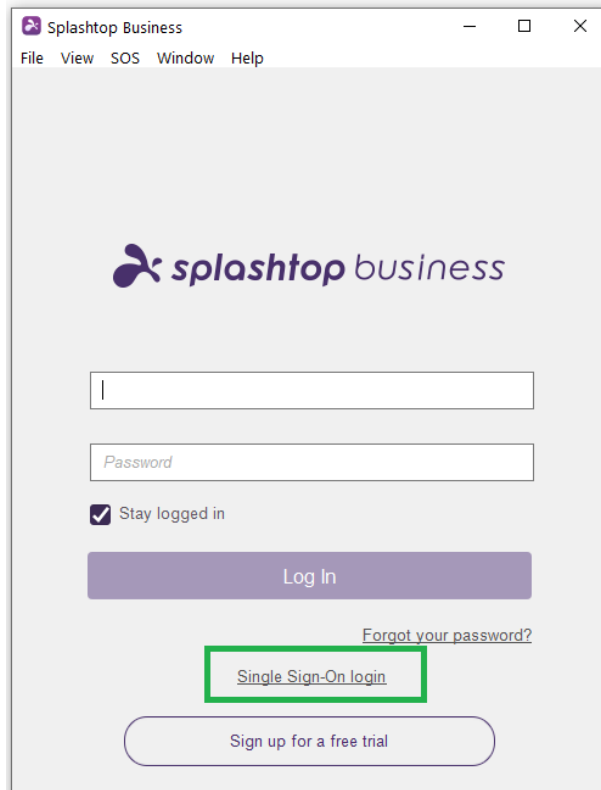


Splashtop Business Access

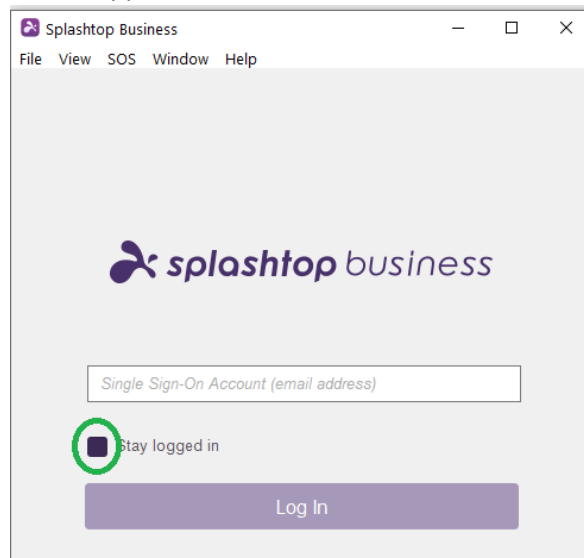
Splashtop Business App
Install the **Splashtop Business app** on the computers & mobile devices you want to **remote from**:

-  Windows 10, 8, 7, Vista*, XP*
-  Windows 10, 8, 7, Vista*, XP* (portable version / zero install / run from USB drive)
-  Windows Phone
-  macOS 10.7* or newer
-  iPad, iPhone
-  Android 4.0* or newer
-  Chromebook (Android app – recommended)
-  Chrome browser and Chromebook (Chrome app**)
-  Kindle Fire

3. Once installed, launch the Splashtop Business app. Click on the “Single Sign-On” option



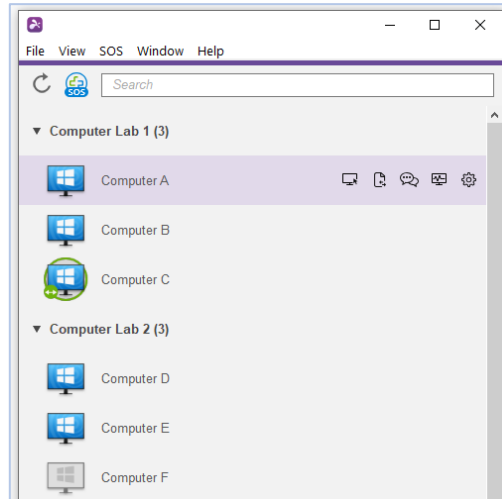
4. Enter your company email address and Log In. You can checkbox “stay logged in” if you would like to stay logged into the app.



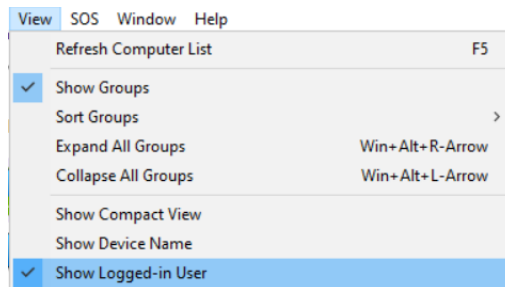
5. A web browser will open and prompt you to sign into your account. Once signed in, you will be redirected back to the Business App.

Remote Access & Usage

Once you log into the Business app, you will see a list of computers you have been granted access to.



Use the View option at the top to enable different filtering options. It is recommended to enable “Show Logged-In User” so that you can see if someone is already using the computer.



Computer List Icon Indicators:



Online - the computer is available to start a remote session.



In session - the computer is currently in another remote session.

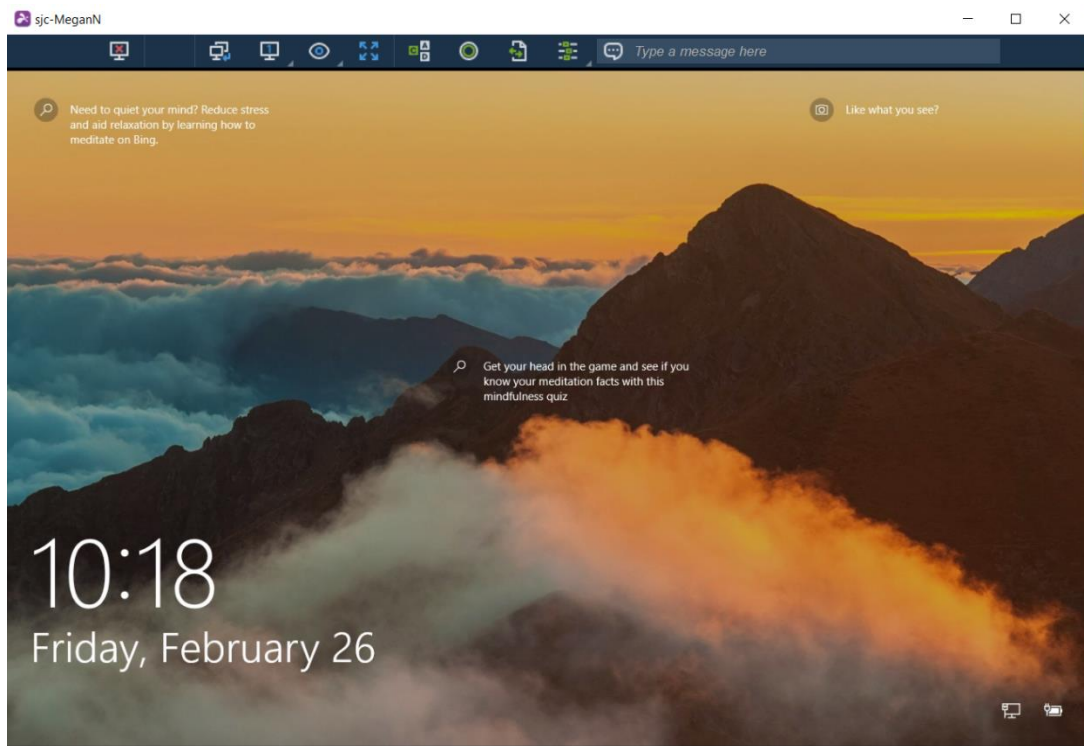


Offline – the computer is not accessible remotely.



The green person icon indicates someone is logged into the computer. It could be someone physically at the computer or a remote user who forgot to log out after disconnecting.

1. Depending on what platform you're connecting from, double-click/tap on an available computer to connect.
2. Once you're connected into a computer, you can now control and work as if you're sitting in front of the computer!



Each remote session will have a toolbar at the top or bottom of the screen.

Find out what each toolbar icon means for the device you're connecting from:

- [Windows & Mac](#)
- [Android](#) (including Chromebooks that utilize the Google Play Store)
- [iOS](#) (iPad, iPhone)

3. To end the remote session, first, remember to log out of your user account on the computer if applicable. Then, disconnect the session by selecting the Disconnect icon in the toolbar, or close the session window.

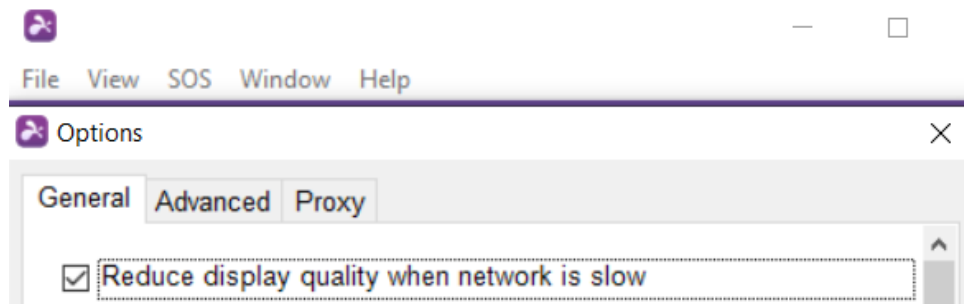
Settings for Best Performance

Here are recommended settings to get the best performance:

1. In the Business App, turn on **Reduce display quality when network is slow**

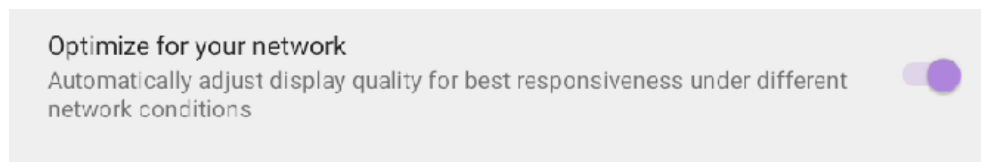
Windows: File -> Options -> General

Mac: Splashtop Business -> Preferences -> General



IOS: Bottom-Right Settings icon -> **Network Optimization**

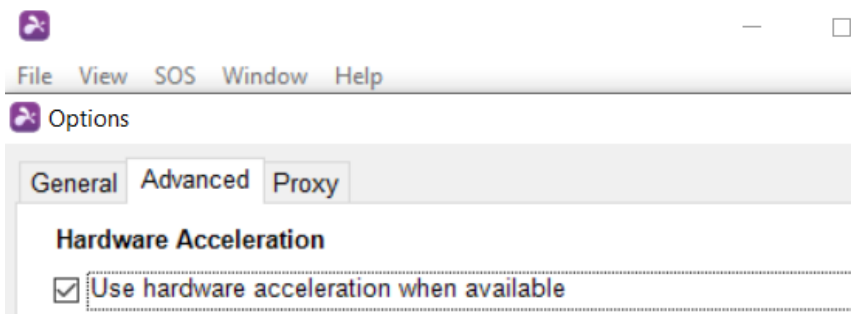
Android (including Chromebooks with Google Play): Top Right Menu (3 dots) -> **Optimize for your Network**



2. For Windows/Mac, enable **Hardware Acceleration**.

Windows: File -> Options -> Advanced

Mac: Splashtop Business -> Preferences -> Advanced



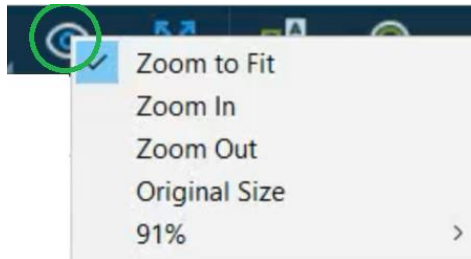
What should I do if the screen looks blurry, or the session is too small/big for my screen?

If the quality of the session video is blurry or too big/small, this is usually due to your local computer's resolution being smaller/larger than the lab computer's resolution. Try some of these suggestions:

1. Change the resolution of your remote session to "Best fit to local".
Before connecting to the computer, click the gear icon next to the computer -> select from the Resolution dropdown menu



2. Click the Eyeball icon in the session toolbar to zoom in/out of the remote session, or select "Original Size" to view the full resolution of the lab computer.
Note: there may be scroll bars on the sides of the window



What should I do if I have a slow remote connection?

A slow or lagging remote connection may be a result of low network bandwidth. Try these suggestions to improve the connection speed.

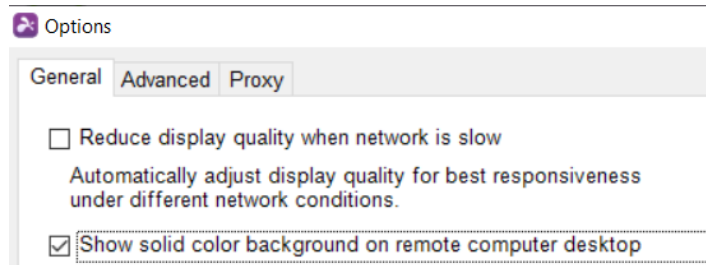
1. Lower the resolution size of your remote session. See #1 above for how to change the resolution.
2. Lower the frame rate of the remote session.
In the session toolbar, click the Eyeball icon -> Low Frame Rate.



3. Check “Show solid color background on remote computer desktop”.

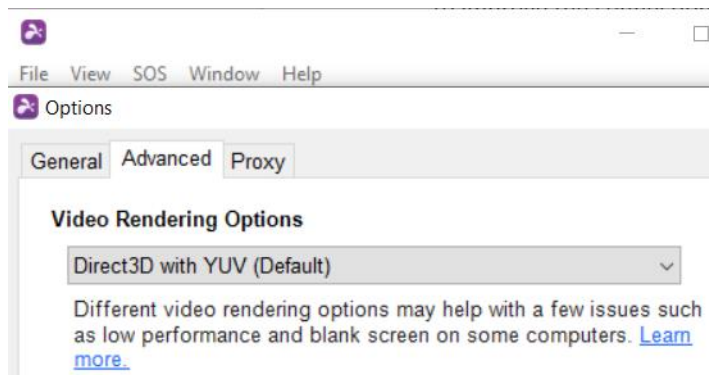
Windows: File -> Options -> General

Mac: Splashtop Business -> Preferences -> General



4. **(Windows Only)** Try a different Video Rendering mode. Different modes may have better performance depending on your hardware and environment.

File -> Options -> Advanced

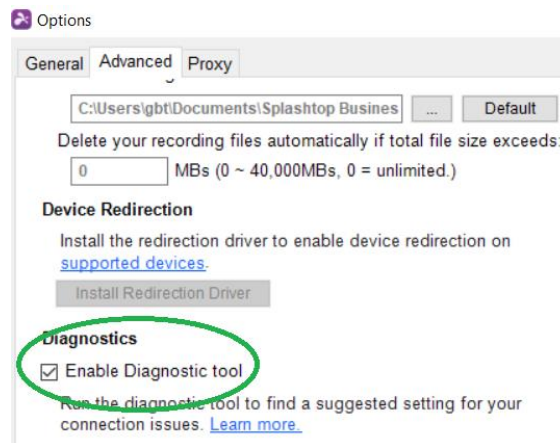


5. **(Windows & Mac Only)** Run the Diagnostic Tool to test your connection strength and see if there are any suggested settings to apply. This may be helpful for international users who are connecting from out of the country – this tool may help you find a closer server to connect with.

- a. Enable the Diagnostic Tool in the Business App

Windows: File -> Options -> Advanced

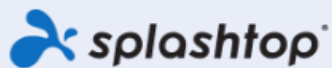
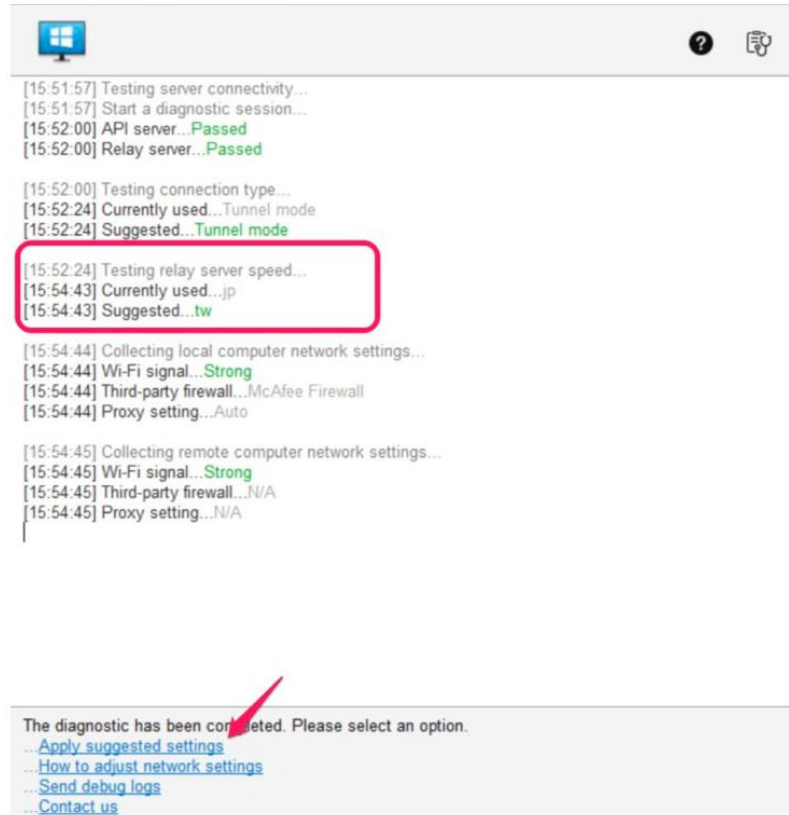
Mac: Splashtop Business -> Preferences -> Advanced



- b. Single-Click on the computer in the list and click the Diagnostic Tool icon.



- c. Let the Diagnostic Test run for a few minutes. If there are any suggested settings to change, you can click “Apply suggested settings”.



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