

Splashtop Session Performance Optimization



Welcome to Splashtop's Session Performance Optimization Beta!

The purpose of this program is to gather technical feedback for Splashtop's latest performance enhancements, including advanced video codec, higher frame rate capability, and more.

- Is there a notable improvement to overall session quality and speed (vs. Default settings)?
- Are high-performance use cases such as video editing (pre/post-production), animation, design, etc able to utilize this solution effectively?

Please send any questions and feedback regarding this beta to beta-speed@splashtop.com.

Setup Instructions

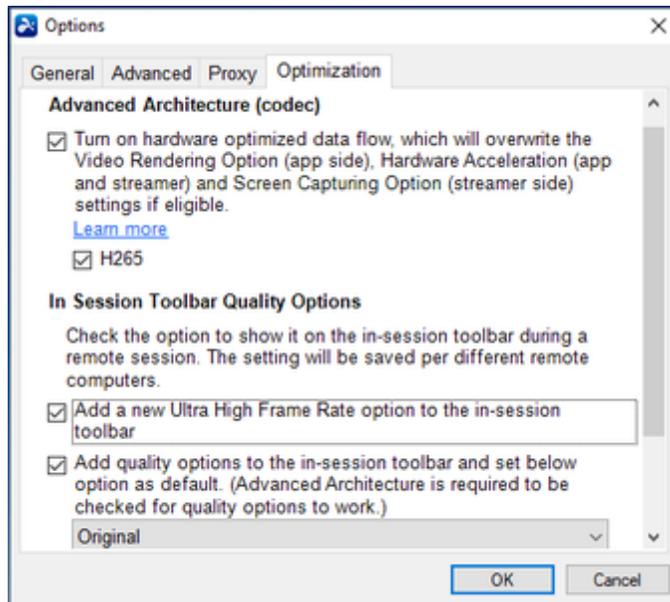
Note

Performance related features listed in this article need to be enabled from your license in order to reflect in the Splashtop Gateway web console detailed policy settings.

Once the Performance license items have been enabled for your Splashtop Team

1. Download the latest On-Prem Client App and Splashtop Streamer (v3.4.8.0+) and Android Client app v3.5.1.x for your local and remote computers at Splashtop Gateway Downloads and Deployment page.
 - <https://support-splashtoponprem.splashtop.com/hc/en-us/articles/900000390063>
 - <https://support-splashtoponprem.splashtop.com/hc/en-us/articles/900000397706>

2. Enable Performance optimization settings from the On-Prem Client app: File Options Optimization



3. Under **the Advanced Architecture (codec) Section**, check the option to enable the optimized data flow for screen capturing, encoding, decoding, and rendering. Optionally, check H265 to enable H265 (vs. H264) video compression, if supported by both local and remote computers.

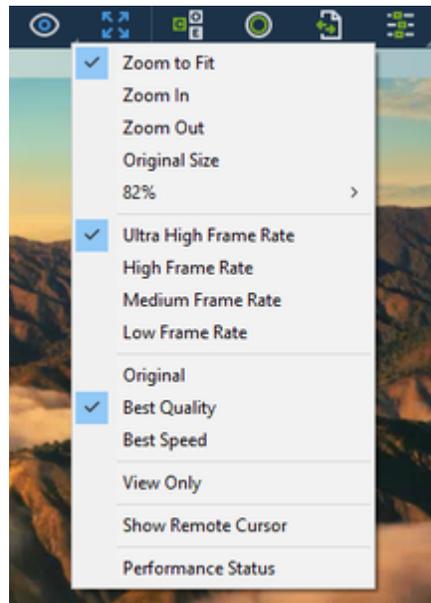
4. In Session Toolbar Quality Options

4.1 Ultra High Frame Rate option allows for up to 60 FPS

4.2 Quality Options (Best Quality, Best Speed) allow for optimized video content and smoothness, even under non-optimal network conditions

5. Check the **Performance Indicator** option to enable performance stats dialog such as FPS, bitrate, etc during a remote session.

6. Start a remote session and click the View Options icon to select the new settings. Remember that the Splashtop Streamer on the remote computer must be updated to **v3.4.8.0** or newer.



- Frame Rate Options (max value)
 - Ultra High = 60 FPS
 - High = 30 FPS
 - Medium = 15 FPS
 - Low = 8 FPS
- Quality Options
 - Original = Default
 - Best Quality = for best visual quality
 - Best Speed = for best responsiveness
- Performance Status - enable to view the real-time status window

Item	Status
FPS (frames per second)	0
BPS (bits per second)	0.00 Mbps
Ping value	59 ms
Connection type	Local
Rendering option	Optimized
Captor	--
Hardware Acceleration (app side)	NVIDIA
Hardware Acceleration (streamer side)	Software
Video encoding format	H264
Quality option	Best Quality
Resolution	1920 * 1080

Benchmark

For your reference, here are the benchmark results from Splashtop Labs.

Static Remote Session

Windows OS (Lan over 4K)	Quality options	FPS	Latency(ms)	Bandwidth (KBps)
Settings - H.264				
	Original	60	33	100±10
	Best quality	60	34	139±20
	Best Speed	60	27	75±10
Settings - H.265				
	Original	60	17	100±10
	Best quality	60	33	145±10
	Best Speed	60	50	73±10

Dynamic Remote Session

Windows OS (Lan over 4K)	Quality options	FPS	Latency(ms)	Bandwidth (KBps)
Settings - H.264				
	Original	60	48	200±30
	Best quality	60	47	300±30
	Best Speed	60	36	180±20
Settings - H.265				
	Original	60	38	200±20
	Best quality	60	50	370±10
	Best Speed	60	41	150±10

Feedback

Please send any questions and feedback regarding this beta to beta-speed@splashtop.com. Feel free to use these template questions below to help evaluate the solution.

1. Are there any notable improvements in quality or speed when using the Performance Optimization settings compared to a standard Splashtop remote connection?
2. Is there any noticeable latency when clicking/dragging items, or playing a video?
3. If playing video, how about the performance of A/V sync?
4. If you currently use any other remote access/support solutions, how does Splashtop performance optimization work?