

# Splashtop Remote Access

As you may be aware, we have moved from LogMeIn to Splashtop as our method of providing support for your EZSpirits POS systems. We are glad to share this remote access with each store owner, as we know it is a very valuable asset. Splashtop also gives us the ability to remote print. While we're happy to share these tools with you we simply can not and will not provide any support for them other than sending you an invitation and this document. Our support begins and ends at the store.

## How do I get remote access?

Send an email request for remote access to [help@ezspirits.com](mailto:help@ezspirits.com) from an email account you have access to and is preferably tied to the store. We will respond with an invitation to join our Splashtop team. This email will come from **Splashtop**, not EZSpirits.

When you get the email follow its instructions. You will setup a password for your account and then install the Business App on the computer or device you want to log in from.

From then on you will:

1. Open the business app.
2. See a list of computer you can access.
3. Double Click on a computer to connect.
4. From there, it is just like you are sitting at that computer.

## Can I install the Business App on more than 1 machine?

Yes you can. You can also put it on your phone or tablet. Go to [www.splashtop.com/downloads](http://www.splashtop.com/downloads) to see all the devices that are supported.

### Splashtop Business App (for Remote Support)

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

 Windows 10, 8, 7, XP

 Windows 10, 8, 7, XP (portable version / zero install / run from USB drive)

 Windows Phone

 macOS 10.7+

 iPad, iPhone

 Android

 Chromebook

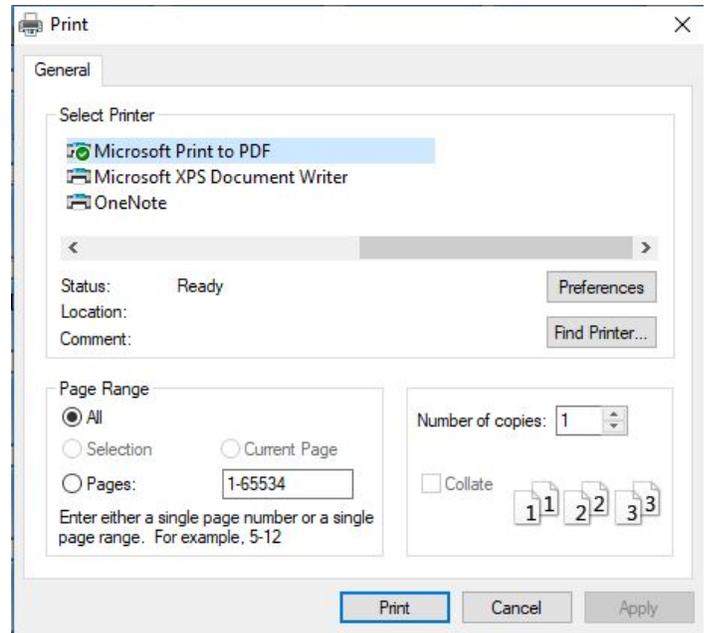
 Kindle Fire

## What if i forget my password?

Send us an email at [help@ezspirits.com](mailto:help@ezspirits.com) asking for a password reset and we will have Splashtop send you an email with reset instructions.

## What is a printer dialog?

The printer dialog is the standard window that shows all the printers you have available and allows you to choose where your print job will go. Typically Windows 10 comes with a Print to PDF driver that will allow you to print any report to a PDF document. If you don't see this option contact your hardware vendor.



## What is remote printing and how does it work?

Remote printing allows you to print a report from home and have it print on your home printer, rather than at the store. You will need to have EZSpirits POS version 4.2.1 or higher for remote printing to work.

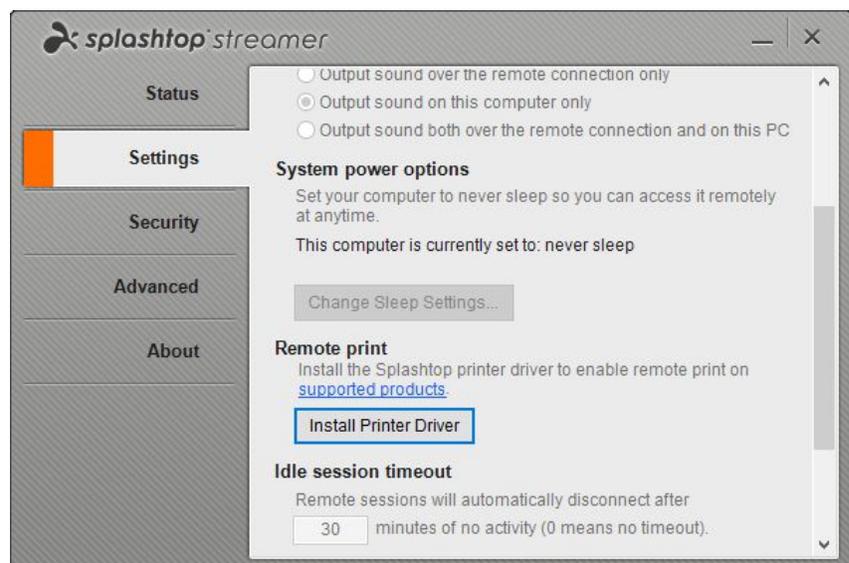
### Setup

On the machine, **at the store**, you must install the remote printer driver.

1. In the tray click on the blue Splashtop icon.

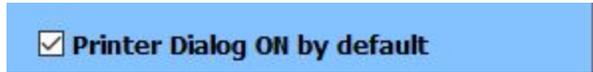


2. Click on the Settings tab.
3. Scroll down until you see the install Printer Driver button.
4. Click it.
5. You will see an activity icon beside the button then the button will turn grey indicating that the printer driver has been installed.
6. You will need to turn on Printer Dialogs in EZSpirits POS.



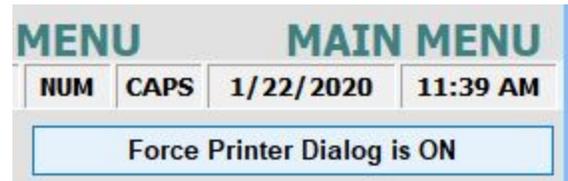
The two options for showing the printer dialog is to 1) check Show Printer Dialog (permanently change setting) or 2) temporarily turn them on when you remote in.

**Option 1, permanently change** -The permanent setting is accessed from the Main Menu, Program Setup, General Options and is at the lower right hand side.



Turning this on (check the box) will show the printer dialog every time you print a report. This can also be helpful if your store has multiple printers or if you want to save a report as a PDF.

**Option 2, temporary change** - The temporary change can be toggled by clicking, Printer Dialog ON/OFF button on the main menu, to change this setting until you quit EZSpirits.



Now you can remote print.

### **OK, I am all setup. How do I use it?**

From EZSpirits POS run any report you want in the normal way, and select Print. After you click print you should see the printer dialog (to the right) and one of the available printers will be the **Splashtop Remote Printer**.

*If you don't see it, chances are you did not setup the printer driver. Go back to the Setup instructions above or call your hardware tech.*



If you do see it, select it and click print at the bottom of the printer dialog. Splashtop will then show you a preview of the report and show the printer dialog from the computer you are sitting at. Select which printer (at home) you want to print on and click print.

That's all, Happy Printing!

Again, if this document does not get you up and running on remote printing, please give this document to your hardware tech and ask them to help.