



# Splash PRO User Manual

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# About Splash

The ultimate HD video player!

Thank you for choosing Splash PRO product. With Splash PRO you can enjoy playback of all your High Definition AVC/H.264, VC-1 and MPEG-2 movies and camcorder clips in an outstanding quality and without problems.

Mirillis puts great effort in providing highly optimized, multi-core and GPU enabled audio/video codecs and advanced video post-processing algorithms. Together with ultra responsive, stylish and user friendly interface Splash PRO lets you enjoy your videos like never before – smooth motion, crisp details and vivid colors.



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# MINIMUM SYSTEM REQUIREMENTS

For Standard Definition audio/video playback.

## OPERATING SYSTEM

Windows® XP(SP3), Windows Vista®, Windows 7  
DirectX® and latest graphics card drivers

## RAM MEMORY

512MB

## HARD DISK SPACE

50MB

## GRAPHICS CARD

Video Overlay support or DirectX® 9.0c compatible graphics card

## SOUND CARD

DirectX® compatible  
SPDIF/HDMI output required for audio bitstreaming.

## CPU

Intel® Celeron® 1.4GHz or equivalent processor  
(SSE2 required)

## DISPLAY

Monitor: 59/60Hz, resolution: 800x600 or higher

# RECOMMENDED SYSTEM REQUIREMENTS

For High Definition audio/video playback

## OPERATING SYSTEM

Windows® XP(SP3), Windows Vista®, Windows 7  
DirectX® 9.0c and latest graphics card drivers

## RAM MEMORY

1024MB (1GB)

## HARD DISK SPACE

50MB

## SOUND CARD

DirectX® compatible

SPDIF/HDMI output required for audio bitstreaming.

HDMI 1.3 output and Windows 7 is required for HD audio bitstreaming.

## CPU for Software HD Video Decoding

Minimum dual core Intel® 1.66GHz or equivalent processor (SSE2 required)

## DISPLAY

Monitor: 59/60Hz, resolution: 800x600 or higher

## GRAPHICS CARD

DirectX® 9.0c Compatible Graphics Card

### ATI™ for GPU Hardware Acceleration

ATI Radeon™ 2xxx, 3xxx, 4xxx, 5xxx, 6xx Series with ATI Avivo™ UVD support

### Intel® for GPU Hardware Acceleration

Intel® HD Graphics, Intel® GMA 4500 (chipsets: Q45/Q43), GMA X4500HD (chipset: G45), GMA 4500MHD (chipsets: GS45, GM45, GM47) with Intel® Clear Video support.

### NVIDIA® for GPU Hardware Acceleration

NVIDIA GeForce® 8xxx, 9xxx, GT 1xx, GT 3xx, GT/GTX 2xx, GTX 4xx, GTX 5xx Series with NVIDIA® PureVideo® HD support

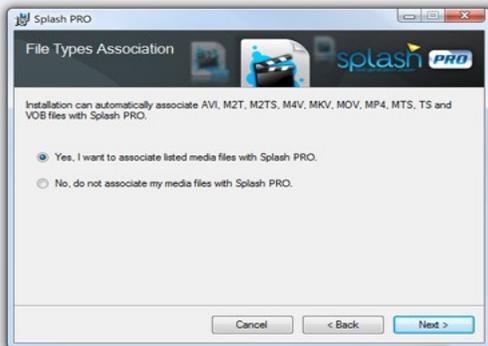
### Broadcom® for GPU Hardware Acceleration

Broadcom® Crystal HD

# SPLASH PRO INSTALLATION



Splash PRO Installer



File Associations

## Installation

Please remember to download Splash PRO installation file from trusted sources (eg. from Mirillis website).

Run Splash PRO installation file and follow the instructions on the screen. Splash PRO installation should take a minute or two.

After installation Splash PRO will be available as a 30 days trial. To continue using the application after this period a Splash PRO license purchase will be required.

## File Associations

During installation you will be asked to associate video file types with Splash PRO. Following file types may be associated with Splash PRO automatically:

AVI, M2T, M2TS, M4V, MOV, MP4, MTS, TS, VOB, M4V, MKV

# SPLASH PRO ACTIVATION



“About” window – trial version



“Activate” window

## Serial Number

A trial version of Splash PRO can be activated with a product serial number. You need to purchase Splash PRO to get a serial number. Valid e-mail address will be required for product purchase.

**Remember to keep your serial number safe!**

## Splash PRO Activation

Open "About" window from the right mouse button menu (the "About" window pop-ups automatically when you close the trial version and when your trial period has expired).

Click "Activate" button to show “Activate” window, enter your name and product serial number. Please make sure that you have entered the product serial number correctly. Click "Activate" button.

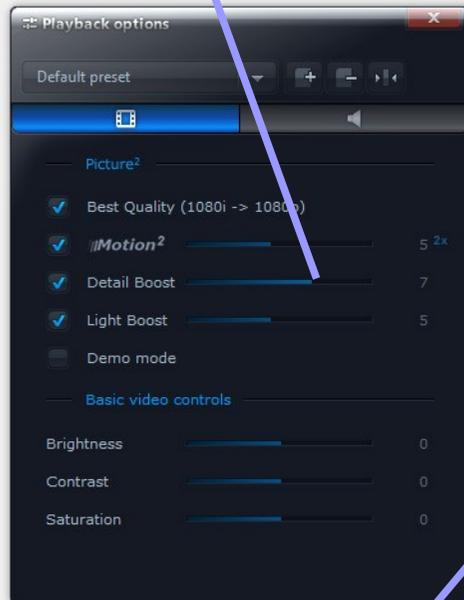
If you have any questions or problems with Splash PRO activation please read Purchase/Activation FAQ on Mirillis website or contact us at [support@mirillis.com](mailto:support@mirillis.com)

# USER INTERFACE OVERVIEW

PLAYBACK OPTIONS WINDOW

TOP MENU PANEL

PLAYLIST WINDOW



SPLASH SCREEN / VIDEO AREA

PLAYBACK CONTROL PANEL

# USER INTERFACE OVERVIEW

## Top menu panel

Menu panel contains several buttons giving fast access to basic actions.

To show menu panel move your mouse cursor to the top of the Splash PRO window.

- **Open File**

Click this button to open audio and video files.

- **Open Folder**

Click this button to open folder with audio/video files.

- **Subtitles**

Click this button to open subtitles from a file.

- **Settings**

Click this button to check or change your settings.

- **Playback Options**

Click this button to show/hide playback options panel.

- **HD Camcorder**

Click this button to browse video clips on your camcorder.

## “About” window

Use right mouse button menu to show “About” window, it shows information about current version of Splash PRO and is used for product activation.

## Right mouse button menu

To show right mouse button menu please click right mouse button on Splash PRO video area.

Right mouse button menu contains several functions/actions that are also available from top menu panel and playback control panel.



Right mouse button menu

# CONTROL PANEL BUTTONS / ICONS

-  **Show Information (i)**  
Information about current playback.
-  **Capture Frame (c)**  
Captures current video frame to a file.
-  **Audio Track**  
Shows alternative audio tracks list.
-  **Subtitle Track**  
Shows internal subtitles list.
-  **Video Track**  
Shows alternative video tracks list.
-  **GPU**  
GPU is used for video decoding.
-  **Motion<sup>2</sup>**  
Motion<sup>2</sup> is ON.
-  **Motion<sup>2</sup> / GPU**  
Motion<sup>2</sup> is ON and GPU is used for video decoding.
-  **Playback Options (o)**  
Shows and hides Playback Options window
-  **Stop (s)**  
Stop playback
-  **Previous File (PgUp, Ctrl+ArrowUp)**  
Plays previous file in current folder/playlist.
-  **Play (Space)**  
Starts/resumes playback.
-  **Pause (Space)**  
Pauses playback.
-  **Next File (PgDn, Ctrl+ArrowDn)**  
Plays next file in current folder/playlist.
-  **Step Frame (f)**  
Shows next video frame.
-  **Show Playlist (p)**  
Shows/hides Playlist window.
-  **Warning Message**  
Show Warning message window.
-  **Titles and Chapters**  
Show titles/chapters menu
-  **Loop (L)**  
Playback loop ON/OFF
-  **Mute (m)**  
Mute ON/OFF
-  **Volume (+, -)**  
Splash volume control.

# AUDIO & VIDEO FILES PLAYBACK



Video Playback



Smart Seek

## Open Files / Open Folder

To open file(s) use „Open File” or “Open Folder” icon on the top menu panel or drag&drop files into the Splash window. Automatic playback starts after file open. Double click on splash screen or video area to set fullscreen mode ON/OFF.

### Supported video file types:

AVI, M2T, MTS, M2TS, MOV, MP4, MPG, TS, M4V, VOB, DIVX, XVID, MKV

### Supported audio file types:

MP3, MP2, AAC, M4A

## Control Playback

To show control panel in fullscreen mode move your mouse cursor to the bottom of the screen. Control panel displays information about opened file and playback status. Play previous or next file in current folder/playlist by clicking   or with a keyboard (PgUp/PgDown). Use Left/Right arrows for seeking.

## Smart Seek

Discover Smart Seek, advanced seek mode designed to find specific movie scenes without interrupting video playback.

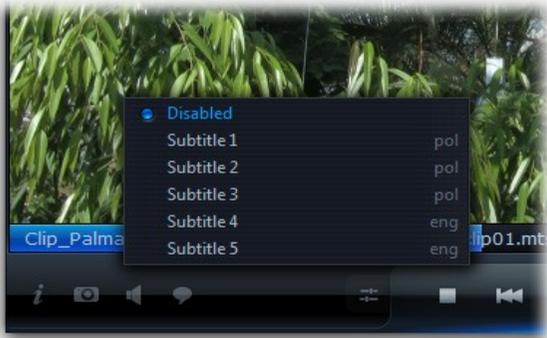
Smart Seek enable/disable option is available in Settings/General tab.

# AUDIO & VIDEO FILES PLAYBACK

## Subtitles

### Internal Subtitles

After opening a video file, there will be a subtitle icon  visible on the control panel, informing that there are internal subtitle tracks available. Click subtitle icon to show subtitle tracks list. To disable internal subtitle track select “disable” from subtitle tracks list.



Subtitle tracks list

### External Subtitles

Click „Subtitles” button on the top menu panel to open external subtitles. Use subtitle icon to disable or enable opened external subtitles. Please note, that in this version internal subtitles are not available after opening external subtitles.

*TIP : Re-open video file to make internal subtitles available again.*

## Audio tracks

Audio track  icon displayed on control panel informs that alternative audio tracks are available. Click audio track icon to show audio tracks list.

## Video tracks

Video track  icon displayed on control panel informs that alternative video tracks are available. Click video track icon to show video tracks list.

## Capture frame

Press “c” on keyboard or an icon  on control panel to capture currently displayed video frame. All frames are saved on hard disk (BMP format) in users Pictures directory.

# TV MODE / FULLSCREEN BANNER



Fullscreen Banner



Fullscreen Banner playback options

## Fullscreen Banner

Press INFO  button on your remote control or ArrowDown/BackSpace on a keyboard to show/hide the banner in fullscreen mode.

Use ArrowUp/ArrowDown buttons to browse playlists, press OK button to start playback of selected playlist.

Use ArrowLeft/ArrowRight buttons to browse files on current playlist, press OK button to start playback of selected item.

## Banner icons



Alternative audio tracks are available



Subtitle tracks are available



Resume option is available

## Resuming playback

Press GREEN  button on your remote control to resume playback.

## Banner Playback Options

You can use playback options to change Audio tracks, Subtitle tracks and Display format.

Press MENU button on remote control or "o" on a keyboard to show banner playback options. Use Arrow buttons to change options, press OK to hide a banner.

## Remote control button TIPS:



RED button - next audio track



YELLOW button - next subtitle track

# AVCHD PLAYBACK

## AVCHD playback start

### Automatic start

Open Splash PRO and insert the medium. Splash will automatically start AVCHD playback.

### Manual start

You can manually start AVCHD playback:

- when medium is inserted open Splash and press “Play” button
- use “Open” option from right mouse button menu to select a medium
- or use top menu “Open folder”

## Playback control

Use bottom control panel buttons to play, stop and pause playback. You can also skip playback to next chapter or skip back to previous chapter.

## Control panel menu

### Restart

Use this option to play First Playback Title.

### Menu

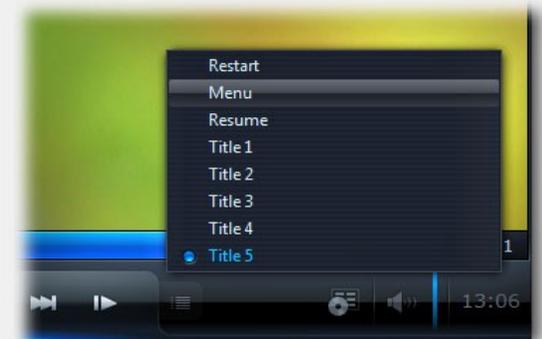
Use this option to start the Menu Title. *Shortcut: press “Backspace” during playback to call Menu Title.*

### Resume

Use this option to resume playback of the last played Title.

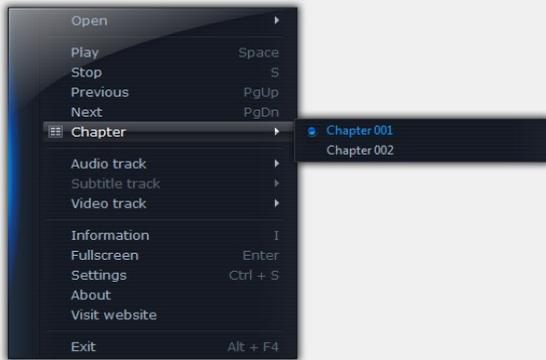
### Titles list

Use this list during playing or in Menu to start playback of selected title.

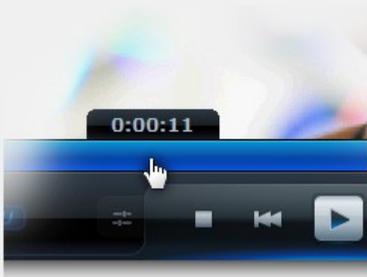


Control panel submenu

# AVCHD PLAYBACK



Chapter list



Time Search

## Menu navigation

Use your keyboard / remote control arrows and enter/OK buttons for navigation.

## Chapter search

Use “Chapter” list from right mouse button menu to start playback of selected chapter.

## Audio tracks

Audio track  icon displayed on control panel informs that alternative audio tracks are available. Click audio track icon to show audio tracks list.

## Overlay bitmap/Subtitles

Click the icon  (if available) to enable / disable overlay bitmap or subtitles.

## Fast Forward and Rewind

Use keyboard buttons   for fast forward and rewind. The maximum speed is x128.

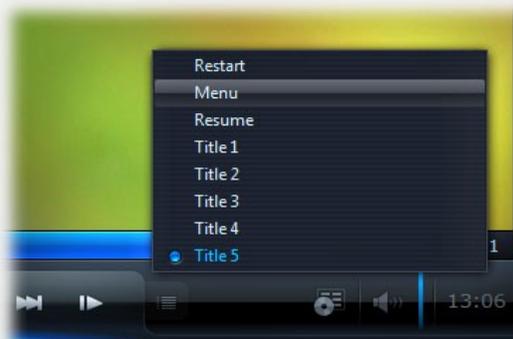
## Time Search

Move mouse cursor over the progress bar to show time preview. Use left mouse button to start playback from selected position.

# AVCHD CAMCORDER



AVCHD Camcorder interactive menu



Control panel submenu

## Camcorder browsing

Splash PRO automatically detects AVCHD camcorder connected to PC and provides browsing clips with interactive menu or with standard playlists.

## Playlists

HD Camcorder playlist is created every time when you connect your AVCHD camcorder to PC. This playlist is deleted as soon as you disconnect camcorder from PC.

## Interactive menu

Select HD Camcorder icon  from top menu panel to start browsing camcorder clips with interactive menu. Start playback of selected movie title by a mouse click or press “Enter” on keyboard, press “Backspace” to return to menu title during video playback. To disable interactive menu mode press “stop” button on control panel.

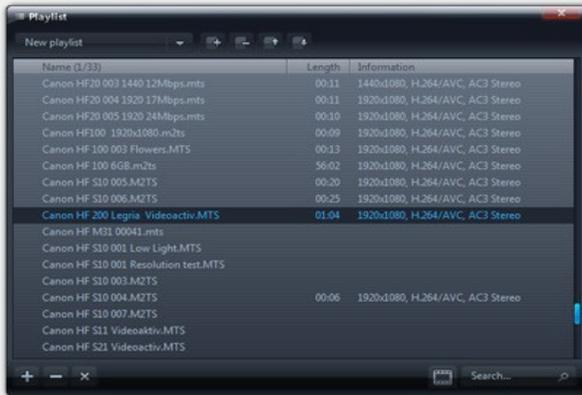
Use control panel submenu to go back to main menu or to browse available movie titles.

*Switching fullscreen mode with “Enter” is disabled in HD Camcorder clips menu mode.*

# PLAYLISTS

## Playlist window

To show/hide a playlist window click playlist icon  on control panel or press „p” on keyboard. Expand the playlist window horizontally to display more information about an item.



Playlist window

## Managing playlists

Use icons on the top of the playlist window to manage your playlists. You can rename playlist, change playlist, create new playlist, delete current playlist and import/export.

## Adding files

Use “Add files to playlist” icon from bottom playlist panel or drag&drop files onto playlist window. New files will be added at the end of the playlist.

## Removing files

You can remove files from playlist by using delete icon  on the list, by using icons on bottom playlist panel or by pressing DEL on the keyboard.

## Search

Enter text string in the bottom playlist panel search box, search results will be displayed as selected items on the playlist. Please note that search filters only the beginning of file names.

## HD Camcorder automatic playlist.

HD Camcorder playlist is created every time when you connect your camcorder to PC. This playlist is deleted as soon as you disconnect camcorder from PC.

## Playback resume.

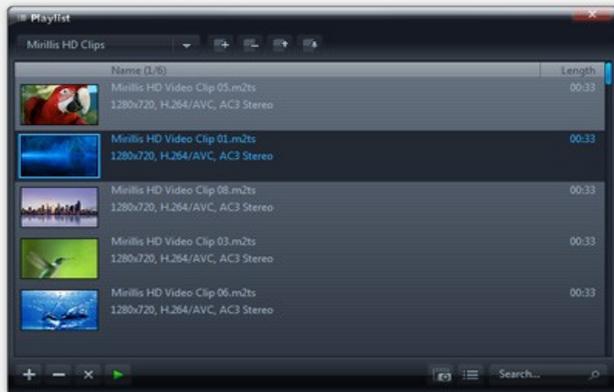
Use  button to resume playback of selected file.

# PLAYLISTS

## Thumbnail view

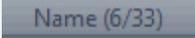
Use “Change mode” button  to switch to thumbnail view.

Use “Capture thumbnail” button  to create a thumbnail with currently displayed video frame.



Playlist - thumbnail view

## Selecting files

You can easily multi select files on the playlist with SHIFT and CTRL buttons. Playlist header  shows the number of selected files and total number of files in playlist.

## Moving files

Click with left mouse button on selected file and hold it down, move mouse cursor to the top or bottom of playlist to move selected file or group of files. A blue pointer shows the place where files will be moved, and the number on the file icon shows how many files will be moved.

## Renaming files

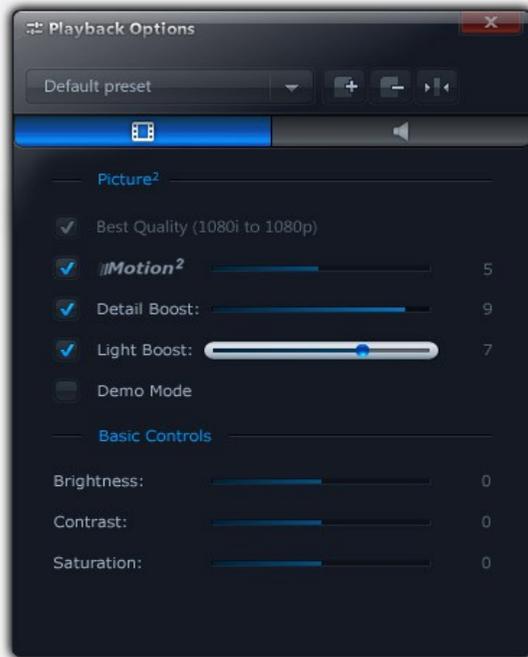
Select a file that you want to rename by left mouse button click. After short timeout click the file name again with left mouse button to rename it.

## Sorting

Click the “Name” header to change the sorting method of the playlist. There are three sorting methods available: by Name (ascending), by Name (descending) and manual order.

***TIP** : Manual order is saved and will not be lost. Click header once or twice to set manual order back.*

# PLAYBACK OPTIONS



Playback Options Panel  
Video Settings

## Introduction

### Playback Options window

To show/hide Playback Options window click playback options icon  on the control panel (or top menu panel) or press the „o” key.

### Managing Presets

The presets are designed to quickly and easily change the entire sets of playback options.

Use icons on the top of the Playback Options window to manage your presets. You can rename preset, change preset, create new preset, delete current preset and reset all settings to default values for current preset.

## Video settings

### Picture² - Just stunning video quality!

Advanced picture post-processing engine, delivering outstanding video quality. Features include:

- Best Quality (1080i to 1080p conversion)
- Motion²
- Detail Boost
- Light Boost
- Demo Mode

### Basic video controls

Basic video controls allow to control video brightness, contrast and saturation.

# PLAYBACK OPTIONS



Playback Options Panel  
Audio Settings

## Audio settings

To show Audio playback options please select the audio tab.

### Audio Boost

This option allows to boost audio volume up to 500% (please note that boosting audio volume of already loud sound can introduce unwanted distortions)

### AC-3 DRC

This option controls AC-3 audio Dynamic Range Compression. Select "Compressed range" setting to boost audio volume for better experience on netbooks/laptops.

### Stereo Downmix, 5.1/7.1 Settings

This group allows to control individual channel volume for stereo and multi-channel audio tracks.

- *Stereo speakers setup:*

Full control of multi-channel audio downmix. Adjust every channel volume level to match your individual needs.

- *5.1/7.1 speakers setup:*

You can easily adjust individual speakers volume level for ultimate home theater audio experience.

# PICTURE<sup>2</sup>

Advanced post-processing technologies delivering outstanding video quality

## Playback Options window

To access **Picture<sup>2</sup>** options show Playback Options window by clicking icon  on control panel, icon on top menu or pressing „o” on keyboard.

*TIP : It is recommended to disable any graphics card picture enhancement features before using Picture<sup>2</sup>.*



Demo Mode

## Best Quality

„**Best Quality**” setting lets you enjoy smooth video playback by converting 1080i video to 1080p.

*TIP : Required for Motion<sup>2</sup>, Detail Boost, Light Boost, Demo Mode and basic video controls! Best Quality setting cannot be changed during video playback.*

## Motion<sup>2</sup>

Experience perfectly smooth video playback with Motion<sup>2</sup>, state-of-the-art technology converting 24/25/30p to 60p. Set Motion<sup>2</sup> to level 1-5 to double  the video framerate. Set Motion<sup>2</sup> to level 6-10 for ultra smooth 60p  video playback.

## Detail Boost

Advanced image post-processing algorithms provide sharp SD content output on HD display and make your HD videos look even better.

## Light Boost

Intelligent lighting and color enhancement for vivid and bright playback experience. Combine Light Boost with Detail Boost and Motion<sup>2</sup> for outstanding video experience.

## Demo Mode

Try Demo Mode to see the difference!

# GENERAL SETTINGS



General settings window



Smart Seek

## LANGUAGE

After installation Splash PRO automatically sets application language basing on your operating system language. You can change user interface language if required.

## CHECK FOR UPDATES

This option enables automatic updates. Product update availability is checked on application start and application will ask you to install the update when it is available.

## JUMP INTERVAL

Jump interval for seeking with arrow keys. *TIP: hold SHIFT button to double the interval.*

## SMART SEEK

Discover Smart Seek, advanced seek mode designed to find a specific movie scenes without interrupting video playback.

Smart Seek is not available when video playback is started from optical discs.

## CAPTURE FRAME

This option lets you change destination folder for frame capture.

# VIDEO SETTINGS



Video settings window

## HARDWARE ACCELERATION

Hardware acceleration setting changes will take effect after stop & play or jump/seek for video files.

## DEINTERLACING

You can use this settings to disable deinterlacing when required. Auto setting selects the best available deinterlacing algorithm when needed.

## MOTION<sup>2</sup>

Enable Motion<sup>2</sup> Ultra 1080p option for the ultimate video quality. This feature is designed for processors with 4 (or more) cores.

## Automatic interlace detection

Enable this option to automatically switch Motion<sup>2</sup> off for interlaced video playback.

*Please note that some progressive videos may be encoded as interlaced. Disable this option to enable Motion<sup>2</sup> for this kind of videos.*

## FULLSCREEN DISPLAY SETTINGS

### Screen Format

“Screen Format” describes aspect ratio of your display devices (monitors, TV sets, etc.).

### Display format

Specifies how different video formats (4:3, 16:9 and Cinematic video) are displayed on selected “Screen Format” in fullscreen mode.

*“Cinematic video” includes 1.85:1, 2.35:1, 2.40:1 etc.*

## VIDEO OUTPUT

Setting „Force Video Overlay” on may fix some problems with older graphics card models. It may also resolve performance issues on some graphics card models when using Hardware Acceleration combined with Motion<sup>2</sup>.

*Setting change will take effect with next application start.*

# AUDIO SETTINGS



Audio settings window

## OUTPUT MODE

Output modes available:

- Stereo
- Stereo with surround effect
- 5.1 Channel
- 7.1 Channel
- SPDIF / HDMI Bitstream

## AUDIO BITSTREAMING

S/PDIF or HDMI output is required for audio bitstreaming.

HDMI 1.3 compatible output and Windows 7 is required for HD audio bitstreaming.

## LIPSYNC ADJUSTEMENT

You can use this option to adjust audio video synchronisation if required.

# SUBTITLES SETTINGS



Subtitles settings window

## FONT PROPERTIES

You can change subtitles font properties:

- Font type
- Font size
- Font color

## ENCODING

In this version only system default encoding is available.

## AUTOMATICALLY LOAD SUBTITLES FROM FILE

Application will automatically open subtitles when internal subtitles are available (excluding PGS) or external subtitles are available in video file folder and external subtitles file name is similar to video file name.

## DISPLAY SUBTITLES ON VIDEO

Enable this option to display subtitles on video area. Disable this option to display subtitles on area outside video (if possible).

You can adjust subtitles position manually using Right SHIFT + Arrow Up/Arrow Down.

## SYNCHRONISATION ADJUSTMENT

You can use this option to synchronise subtitle track with video track if required.

# ECOMODE SETTINGS



EcoMode settings window

## ADVANCED POWER MANAGEMENT

Advanced Power Management is designed for mobile devices to minimize batteries power consumption. Save energy, save your money and enjoy longer video playback on batteries.

Advanced Power Management works during the video playback.

You can control your display brightness level if required. Remember that higher display brightness level means higher power consumption.

**TIP:** Use hardware acceleration for video decoding when available to significantly reduce power consumption.

## BATTERIES INFO

With batteries info you can check:

- Power Source
- Battery life
- Expected battery life time
- Current battery power consumption or battery charging power
- Battery vendor
- Battery type
- Battery wear level

# KEYBOARD SHORTCUTS

## FILES PLAYBACK CONTROL

Play/Pause	Space
Stop	S
Open Next File	PageDown, Ctrl+ArrowDown
Open Previous File	PageUp, Ctrl+ArrowUp
Frame by frame	F
Jump Forward	ArrowRight
Jump Backward	ArrowLeft
Jump Forward (x2)	Shift + ArrowRight
Jump Backward (x2)	Shift + ArrowLeft
Loop On/Off	L
Resume playback	Ctrl+Space

## VOLUME CONTROL

Volume Up	+
Volume Down	-
Mute On/Off	M

## AVCHD / HD CAMCORDER MODE

Return to menu	Backspace Back (MCE remote control)
Rewind	,
Fast Forward	.

## OTHER CONTROLS

Enter Full-screen	Enter
Exit Full-screen	Enter, Esc
Default Window Size	0
50%, 100%, 200% Video Size	~, 1, 2
Open/Close Info Panel	I
Open Settings Window	Ctrl+S
Open File	Ctrl+O
Open Folder	Ctrl+F
Load Subtitles	Ctrl+L
Open/Close Playlist	P
Open/Close Playback Options	o
Capture Screen	C
Capture thumbnail	SHIFT+C
Exit	Alt+F4, Shift+X

## AUDIO TRACK & SUBTITLES

Next audio track	A
Next subtitle track	Z
Move subtitles up	Right Shift + ArrowUp
Move subtitles down	Right Shift + ArrowDown

# REMOTE CONTROL, BANNER, COMMAND LINE

## BANNER KEYBOARD SHORCUTS

Show banner in fullscreen mode	ArrowDown
Hide banner	Backspace
Browse playlists	ArrowDown/ArrowUp
Browse files on current playlist	ArrowLeft/ArrowRight
Show banner playback options	o
Resume playback	Ctrl+Space
Next audio track	A
Next subtitle track	Z

## REMOTE CONTROL BUTTONS

Show banner in fullscreen mode	INFO (i)
Hide banner	INFO (i) / BACK
Browse playlists	ArrowDown/ArrowUp
Browse files on current playlist	ArrowLeft/ArrowRight
Show banner playback options	MENU
Resume playback	GREEN
Next audio track	RED
Next subtitle track	YELLOW

## COMMAND LINE OPTIONS

### SplashPRO.exe [filename]

Starts SplashPRO application and playback of [filename].

# OPERATING SYSTEMS RESTRICTIONS

Operating systems and hardware configurations restrictions.

## Windows® XP

### CAPTURE FRAME

- Not available with Motion<sup>2</sup> enabled. (*TIP: disable Motion<sup>2</sup>*)
- Not available on Windows® XP with hardware acceleration enabled. (*TIP: disable hardware acceleration*)

### DETAIL BOOST, LIGHT BOOST

- Not available on Windows® XP with Motion<sup>2</sup> disabled and hardware acceleration enabled. (*TIP: enable Motion<sup>2</sup> or disable hardware acceleration*)

### HARDWARE ACCELERATION

- H.264 and VC-1 hardware acceleration for video decoding is not available on Windows® XP for Intel® graphics cards.

### PICTURE<sup>2</sup> - BEST QUALITY

- Best Quality setting cannot be changed during video playback. Stop playback to change Best Quality setting.

## Windows Vista®, Windows 7

### CAPTURE FRAME

- Not available with Motion<sup>2</sup> enabled. (*TIP: disable Motion<sup>2</sup>*)

### PICTURE<sup>2</sup> - BEST QUALITY

- Best Quality setting cannot be changed during video playback. Stop playback to change Best Quality setting.

### HD AUDIO BITSTREAMING

- HDMI 1.3 compatible output and Windows 7 is required for HD audio bitstreaming.

# TROUBLESHOOTING

## Motion<sup>2</sup>

### PERFORMANCE

If you experience any performance problems with Motion<sup>2</sup> and hardware acceleration enabled, please try to use “Force Video Overlay” option (Settings/Video).

### MULTIDISPLAY PERFORMANCE

If you experience any performance problems with Motion<sup>2</sup> and hardware acceleration enabled on multidisplay setup please try one of the following solutions:

- use “Force Video Overlay” option (Settings/Video tab),
- disable hardware acceleration,
- disable/disconnect one display device.

## General

Video hardware vendors regularly update drivers. If you experience any problems during video playback please update to the latest drivers.

## Display

If you experience not smooth video playback please make sure that your display device refresh rate is set to 59 or 60Hz.

# TECHNICAL AND CUSTOMER SUPPORT

## Purchase/Activation FAQ

If you have any questions or problems with Splash PRO purchase or activation, please read product purchase and activation FAQ or contact us if you do not find an answer for your problem/question.

### **Prurchase/ Activation FAQ page:**

*[http://www.mirillis.com/en/support/purchase\\_faq.html](http://www.mirillis.com/en/support/purchase_faq.html)*

## Technical Support

If you have any questions or problems with Splash PRO please read Splash PRO FAQ or contact us if you do not find an answer for your problem/question.

### **Splash PRO FAQ page:**

*[http://www.mirillis.com/en/products/splashpro\\_FAQ.html](http://www.mirillis.com/en/products/splashpro_FAQ.html)*

## Mirillis Forum

Join Mirillis community and discuss about Splash and other Mirillis products. If you have a problem or questions not answered on FAQ pages you may find an answer on the forum. Feel free to share with us your experience, ideas and suggestions.

### **Mirillis Forum:**

<http://www.mirillis.com/forum/>

## Contact

<http://www.mirillis.com/en/company/contact.html>