



How to Download SplashtopSOS

PM Support Runbook

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RUNBOOK

How to Download SplashtopSOS

Remote Access Setup — SplashtopSOS Support Session

Applies To All DentiMax Clients (Windows)	Severity Low	Est. Time Under 5 Minutes	Audience External
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Overview

SplashtopSOS is the remote-access tool DentiMax Support uses to connect to your computer during a support session. You'll download and run a small program from dentimaxsupport.com, which will generate a one-time 9-digit code. You'll read that code to your DentiMax technician, who uses it to start the remote session.

No installation or account is required — the program only needs to be downloaded and run once for the session.

Before You Begin

Confirm the following before starting:

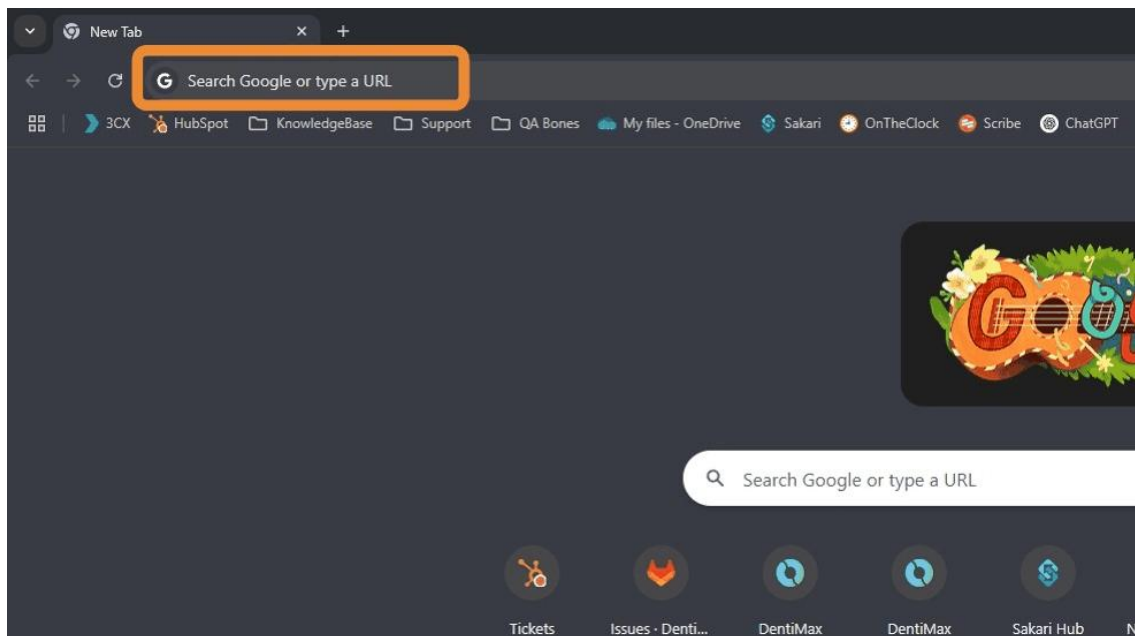
1. This procedure is for a **Windows** computer.
2. You are already on the phone or in a chat with a DentiMax support technician — the code generated in **Step 3** is only useful once it's given to that technician.
3. You have a working internet connection and a web browser (Chrome, Edge, Firefox, etc.).

Procedure

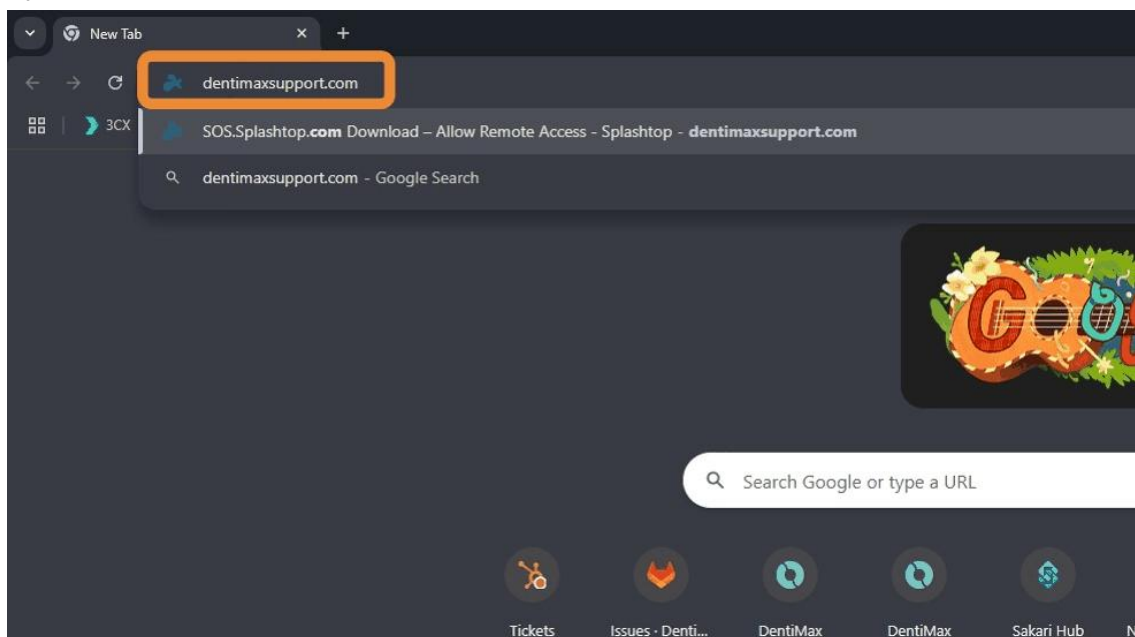
Step 1 — Open the DentiMax Support Download Page

- a. Open your web browser (Chrome, Edge, Firefox, etc.).

- b. Click into the address bar at the top of the browser window.



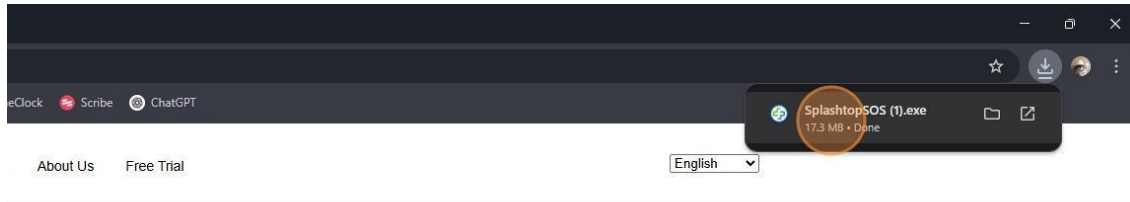
- c. Type `dentimaxsupport.com` and press **Enter**.



Step 2 — Download and Run SplashtopSOS

- a. The page will redirect to `sos.splashtop.com` and automatically begin downloading the SplashtopSOS installer.

- b. Once the download finishes, click the downloaded file — it appears in the download notification near the top-right of the browser window — to run it.



Splashtop SOS Download



our IT admin to access this computer

r right now.

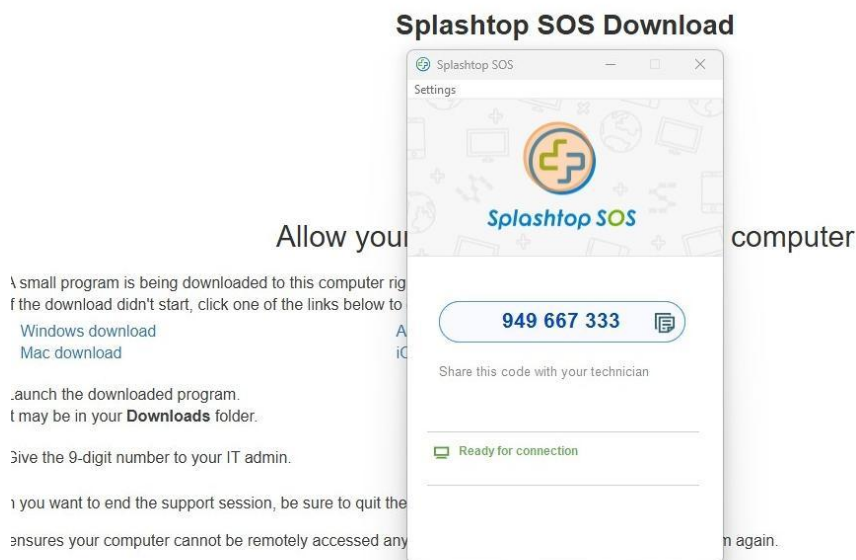
/ to download manually.

[Android download \(Google Play Store, APK\)](#)

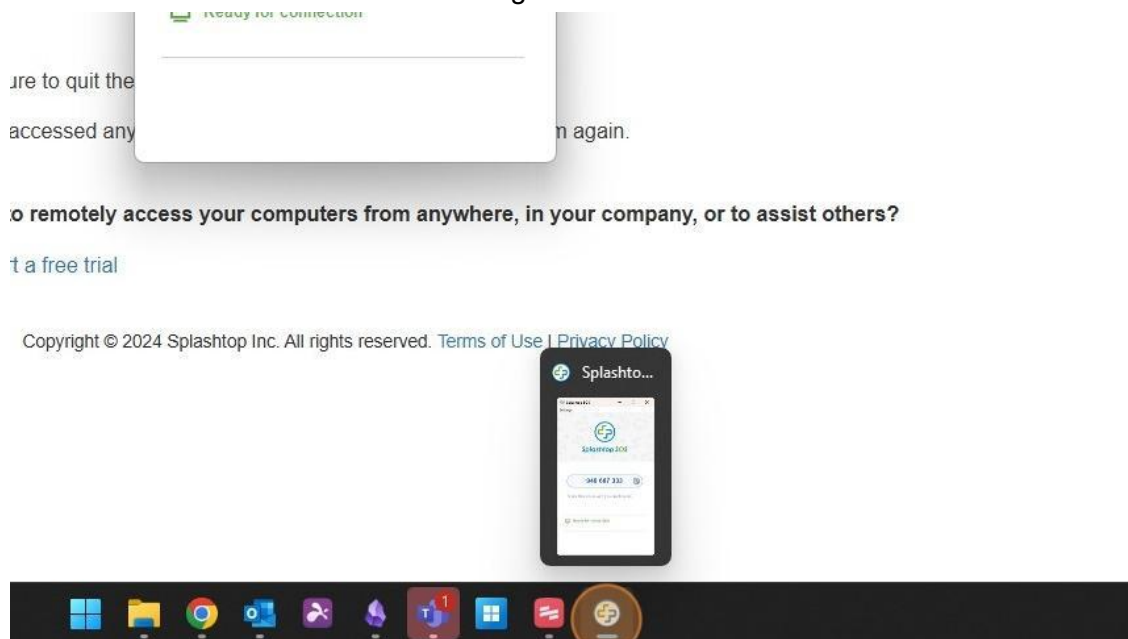
[iOS download](#)

Step 3 — Locate Your Splashtop Code

- a. A window titled **Splashtop SOS** should open automatically, showing a 9-digit code and a **Ready for connection** status.



- b. If the window doesn't appear on its own, look for the Splashtop icon in the taskbar at the bottom of the screen and click it to bring the window to the front.



- c. Read the 9-digit code to your DentiMax support technician so they can connect.

NOTE

Once the support session ends, be sure to quit/close the Splashtop SOS window. This ensures your computer cannot be remotely accessed again until the program is run again.

Additional Troubleshooting

Symptom	Resolution
The download doesn't start automatically after Step 1c	On the sos.splashtop.com page, use the manual download links shown below the automatic prompt (Windows download / Mac download) instead of waiting for the automatic download.
The browser seems to block or hide the download	Check the browser's download area, usually near the top-right of the window, and allow/open the download from there, then click the file to run it.

FOR SUPPORT — For issues not covered by this runbook, contact **DentiMax Practice Management Support** at **1 (800) 704-8494 Ext. 805** or **Support@DentiMax.com**.