



# User Manual FastViewer App for Android

Online-Meetings and Remote Support. **Easy & secure.**



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The descriptions herein do not guarantee the availability of any described features in a legal sense.

FastViewer GmbH has exercised the utmost care while preparing this guide, but does not warrant the completeness or accuracy of the information in it and disclaims all liabilities for any technical or printing errors.

As far as possible, this document is gender neutral. In cases where the masculine form of address is used, this is done solely for simplicity, and the feminine form is always implicitly included.

If you have corrections or suggestions, please send us an e-mail.  
Thank you for your efforts.

More information on the **FastViewer** products can be found on the Internet at

[www.fastviewer.com](http://www.fastviewer.com)



# Brief Description & Notes

The ideal solution for mobile communication, teamwork and conferences - worldwide.

Present screen contents and train your customers, partners and colleagues actively via the Internet.

With the FastViewer App, you can now not only use the previous function to participate in meetings, but also invite up to 100 people to an active session simultaneously through your Android device in order to train and communicate with them and to present them with a variety of content.

The moderator, who initiates the session, only needs to notify the relevant customers, partners or colleagues of the automatically generated session ID (e.g., by e-mail, an instant invitation or the phone).

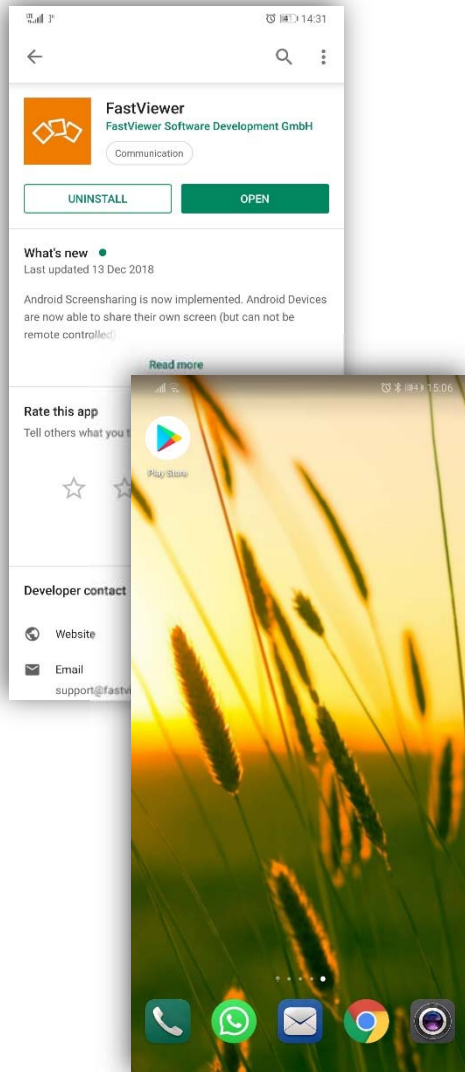
After entering the session ID, all parties can actively participate in the conference. Effective work and training are thus guaranteed.

The previously fixed costs incurred for presentations or training sessions can be significantly reduced by savings in travel costs, travel time as well as living expenses and the cost of accommodation.

Furthermore, information is communicated with the FastViewer App not only much faster, but also more flexibly and effectively, worldwide and in real time!

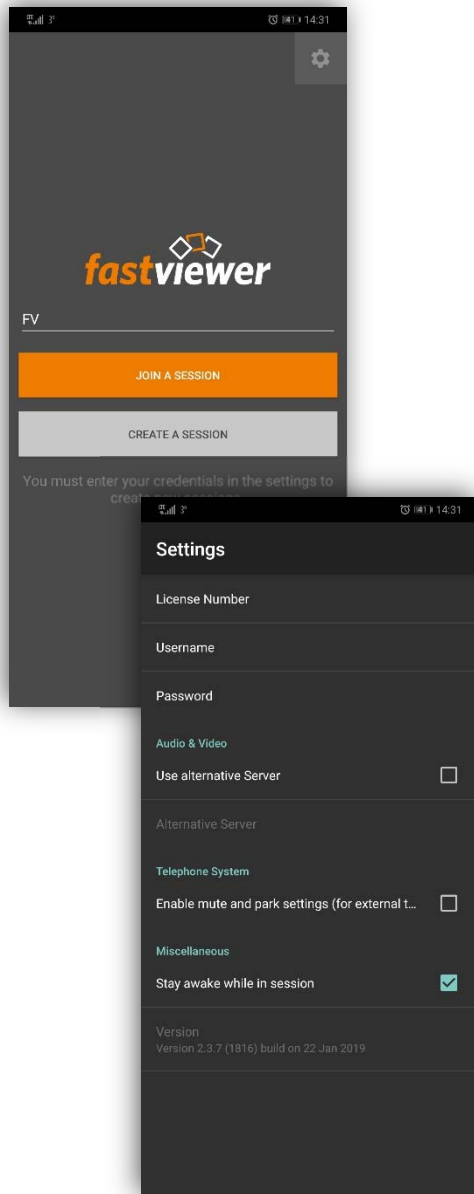


# Installation



- Start the Google Play Store on your Android device.
- Search for "FastViewer" in the Google Play Store.
- The FastViewer Android App is available for free. Just tap the "Install" button.
- You will then find the app on your home screen.

# Configuration



## License information

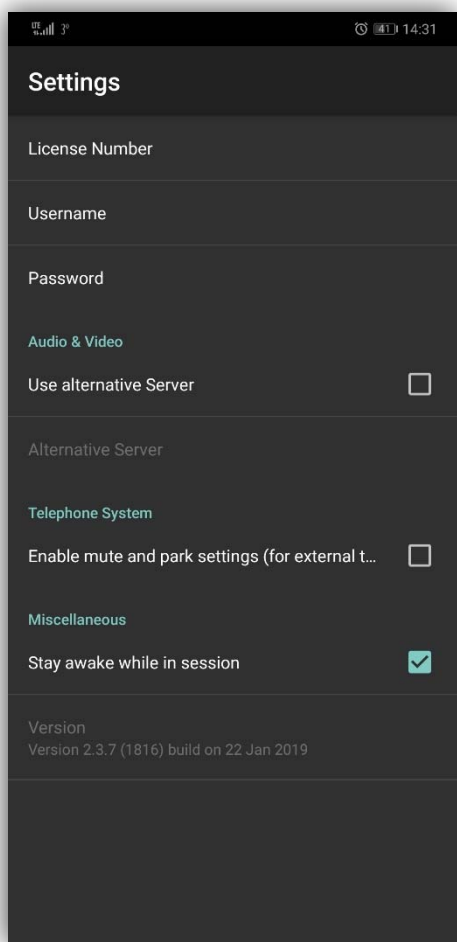
- You´ll find the app settings by tapping the "gear icon" in the upper right area.



- Enter your license number and a corresponding user (user name and password) in order to generate sessions.

If you have not set up any users via User Manager of the moderator module (FastMaster.exe), you can also use your license number as a user name together with the portal password. However, we recommend to create another user.

# Configuration



## TELEPHONE SYSTEM: mute and park settings

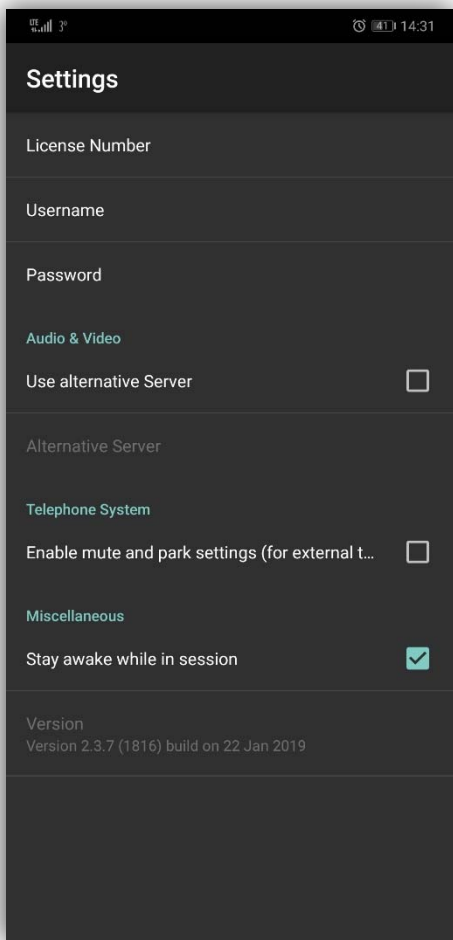
- This option allows the use of the parking and mute function when activated.

Attention: Only possible when using your own server solution with active XML-RPC interface and own telephone system!

## Version

In addition to the settings mentioned above, the respective FastViewer version number is shown. Please make sure that you always use the latest version.

# Own server solution

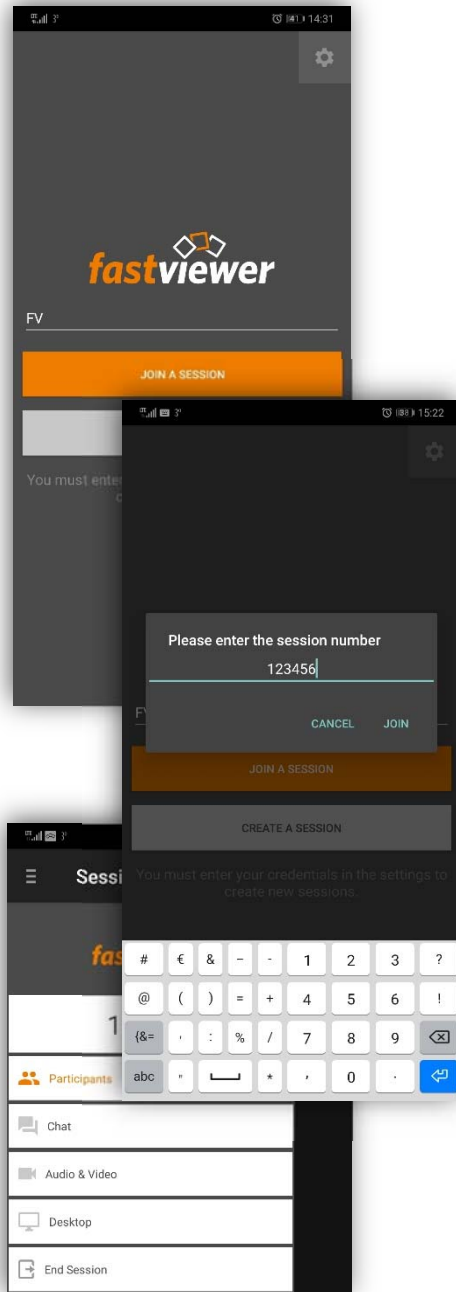


## Communication-Settings

- If you have your own FastViewer server solution, you need to make a further setting to ensure communication between the app and the server.
- Activate the option "alternative server" and enter under "server" the DNS name or the IP address of your FastViewer server.

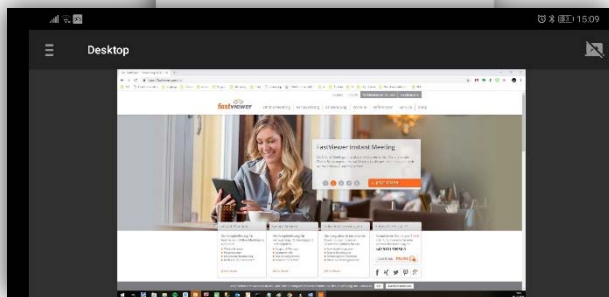
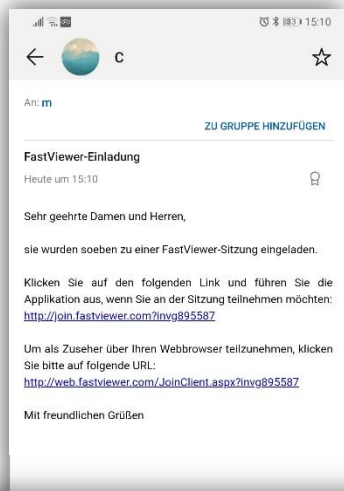


# Participating a session



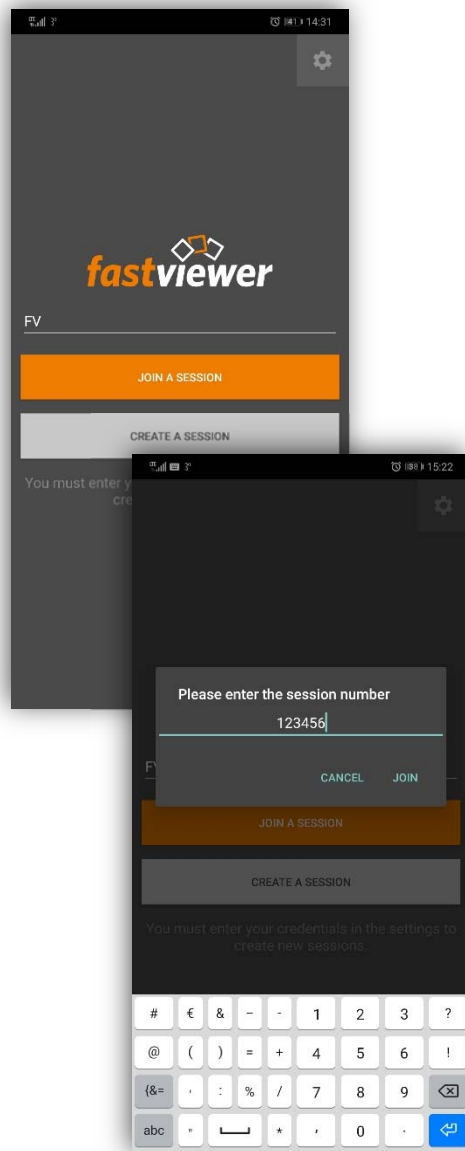
- Start the FastViewer App from the Home screen of your Android device and select "Connect to Session".
- Now enter the session ID that was communicated to you by the moderator and confirm it with "Connect" to establish the connection
- After you have entered the session ID, you will see the presenter's screen, if it is already released. In addition, you have the option of transferring your video image, using the chat and VoIP feature, or viewing the list of conference participants.

# Invitation Feature



- If you receive an invitation to a conference by e-mail, you can directly participate in the session using the link provided.
- As a precondition, the FastViewer App must be stored and available on your Android device.
- Invoking the link automatically starts the FastViewer App and sets up the connection to the conference. No further input is required in this case.

# Starting a new session



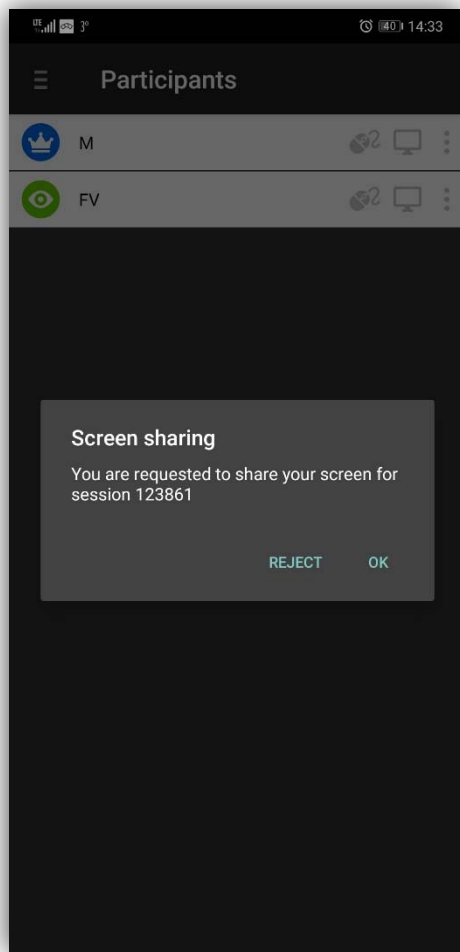
- To start a session, you need a valid FastViewer license. Make sure that the license data is stored in the settings of the app.

- Now the respective session number is displayed, which can be passed on to the participants.

The session is set up automatically as soon as the first participant has joined.

- To select a presenter and to manage the control rights, bring up the list of participants and configure the respective controls there.

# Screen Sharing - participant



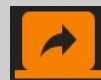
## Screen sharing as a participant

- If the moderator asks you for screen sharing in a support session, a request appears on your smartphone screen to share your screen content.

You can approve this by pressing the "OK" button.

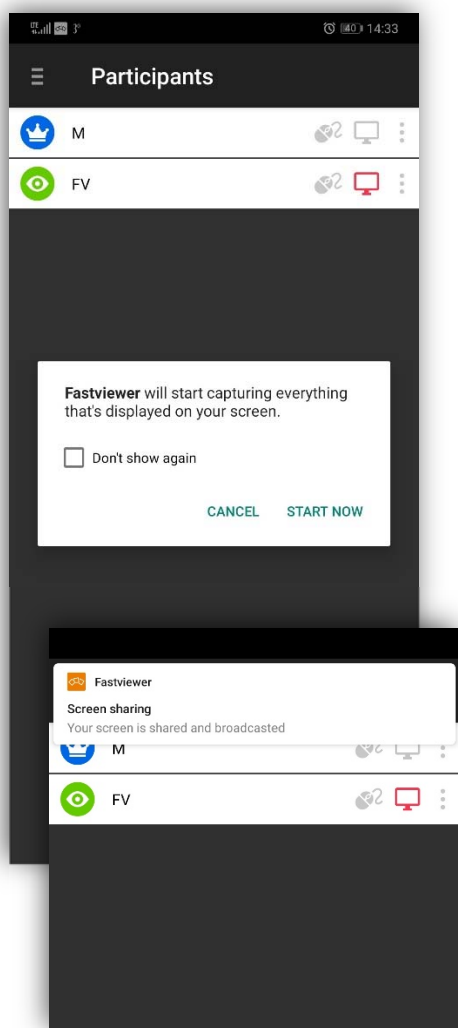
## Exit screen sharing

- To stop the transfer, tap the sharing icon:



Alternatively, leave the session via the sidebar or close the app.

# Screen sharing - moderator

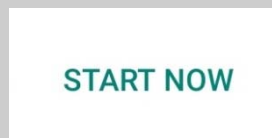


## Screen sharing as a moderator

- After the session has been established, you can share your screen by pressing the desktop sharing icon. You will find this symbol in your FastViewer app in the upper right area:



- Afterwards you will be asked to confirm the release. To do this, tap on:



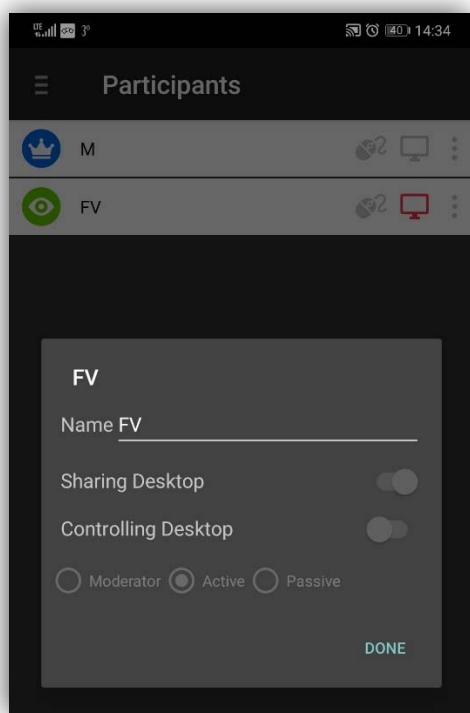
## Exit screen sharing

To stop the transfer, tap the sharing icon:



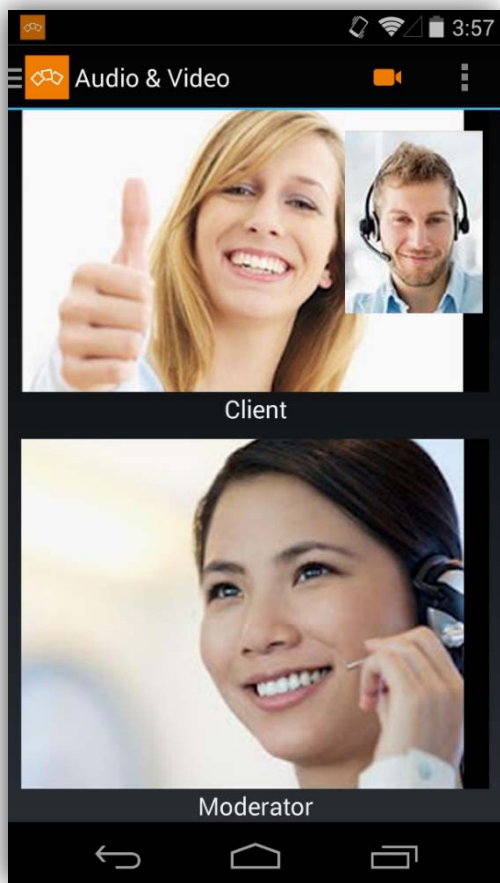
- Alternatively, leave the session via the sidebar or close the app.

# Client Management



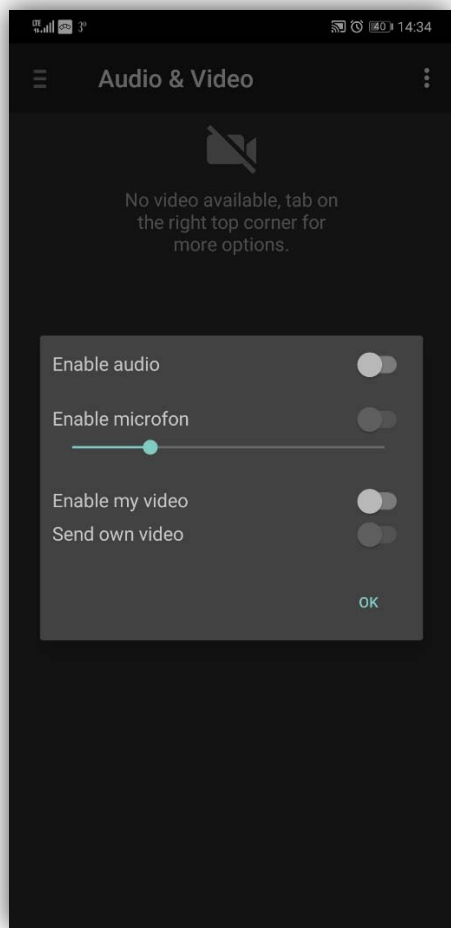
- You can obtain an overview of everyone attending the session via the list of participants.
- In addition, you can also control the permissions of the relevant participants (moderator or active/passive participants) here.
- Apart from the option of selecting a presenter and assigning remote control authorization, unwanted participants can be disconnected from the session.

# Video feature



- Would you like to share more than just the desktop with your session participants?
- Using the video function, it is possible to transfer the video of your webcam and to receive the video transmissions of your participants.

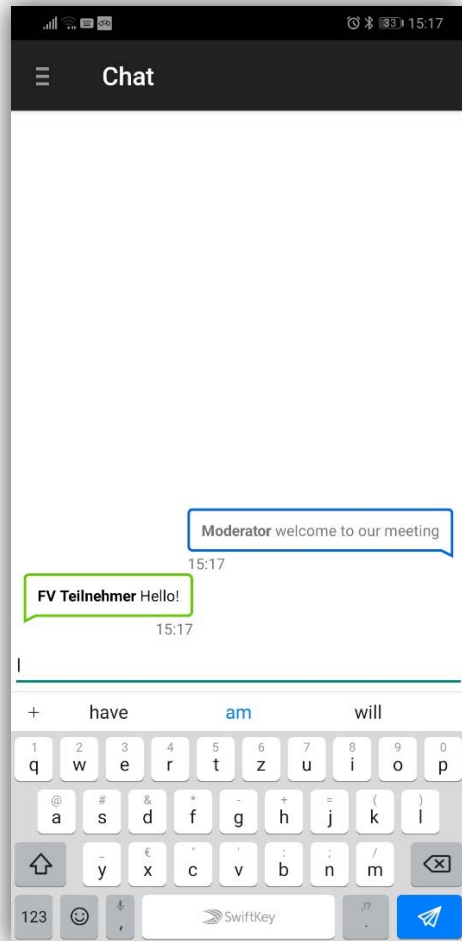
# Audio feature



- You can discuss the contents of the meeting with other participants via VoIP (Voice over IP).
- The On/Off buttons can be used to activate the audio function & enable the microphone. You can only hear the participants after activating this function. You can use the „Enable microfon“ feature to enable and disable muting.



# Chat feature



- This window shows all the sent chat messages as well as their senders.
- In the area above the keyboard, messages can be entered and sent to the participants.

# Contact

Dear customer or prospect

If you have questions about FastViewer,  
please contact us at:

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Fax: +49 (9181) 509 56 -29  
E-mail: [info@fastviewer.com](mailto:info@fastviewer.com)

[www.fastviewer.com](http://www.fastviewer.com)



**fastviewer**

**Online-Meetings und Fernwartung.**  
**Einfach & sicher.**

## Technical Support:

If you need technical support  
please contact our hotline:

Tel.: +49 (9181) 509 56 -28  
Fax: +49 (9181) 509 56 -29  
E-mail: [support@fastviewer.com](mailto:support@fastviewer.com)