



**Secure  
Advisor**

*The All-in-One Support Solution. Easy & Secure.*

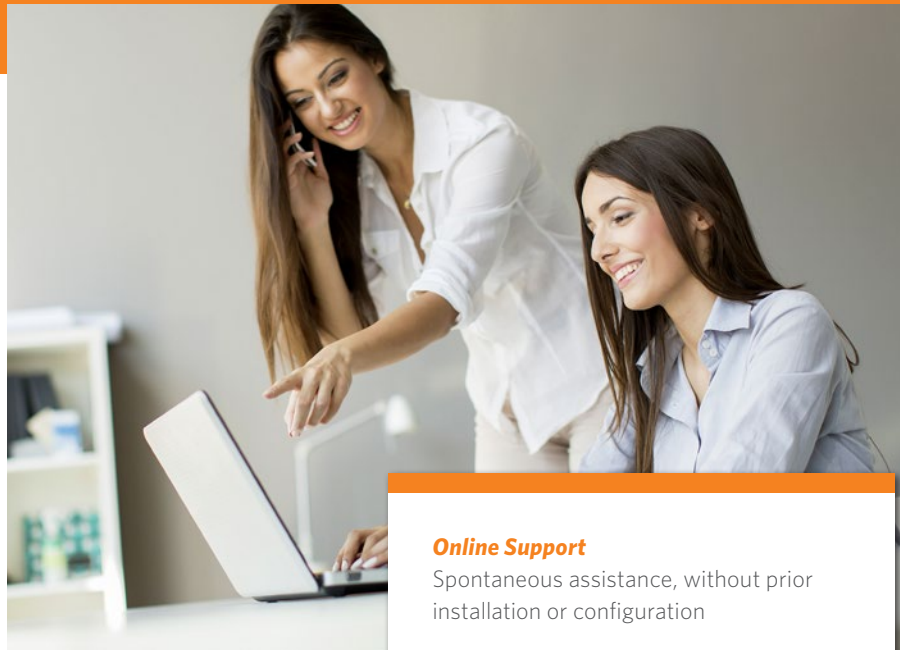
  
**fastviewer**

## **Fast and easy remote support from anywhere**

Problems that often sound complicated on the phone can usually be cleared up with a quick glance at the screen. With FastViewer Secure Advisor, you can save time and travel costs and support your customers optimally. With just one mouse click, you can display and view screen content and even take control remotely. You can also transfer individual files and folders or synchronize entire folder structures. FastViewer Secure Advisor will easily convince you that the best user experience and highest security are not mutually exclusive.

A session is started in a matter of seconds! FastViewer Secure Advisor enables spontaneous remote maintenance. You can access computers that you administer regularly even when they are unmanned.

Secure Advisor is the ideal solution for your support.



Download trial version:  
[fastviewer.com/de/test](https://fastviewer.com/de/test)

### **Online Support**

Spontaneous assistance, without prior installation or configuration

### **Remote maintenance**

Simple remote maintenance of unmanned PCs or even complete networks

### **File transfer and synchronization**

Transfer of individual files and synchronization of entire folders

### **Presentations**

of documents such as PowerPoint, drafts or offers

## Flexibility

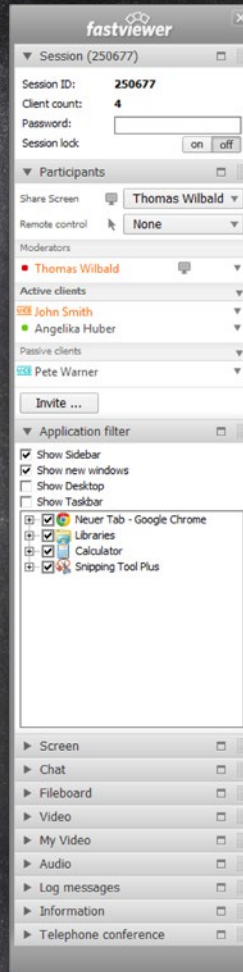
- All-In-one support-solution
- Immediate and direct communication
- Usable anywhere and at any time from smartphone, tablet, PC & Mac
- Fast learning curve & easy operation
- Comfortable invitation via email

## Security

- End-to-end encryption of data and communication channel
- Servers in German data centers
- Own server solution available
- Assignment of rights and user management
- OPDV and Fiducia certificate
- Two-way SMS authentication

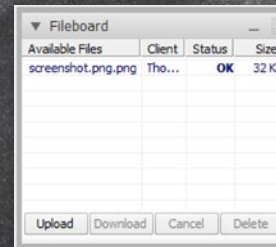
## Customization

- Selectable shared programs
- Extensive customization possible via the personal customer portal
- Integration options via SDK
- Individual integration solutions for companies and institutions



## User management

Select which participants may actively participate in a meeting. Appoint moderators or viewers, switch between different screens or assign control rights.



## Fileboard

Using the fileboard, you can effortlessly exchange even larger documents, images or other files with one another. Easily, quickly & securely.



## Video / My Video

Thanks to the video function, you can see your conversation partner and also transmit your own video image, of course. A real added value that creates and promotes trust.

## Overview of Functions

### Remote control

Take control of remote computers. Following the approval of the user, you have a free hand and can also use keyboard shortcuts - as if you were actually there.

### Fastest connections - thanks to RDP

Maximum speed and optimum security: If the Remote Desktop feature is enabled on your Windows PC, you can access it via the RDP protocol. The transmission of data is secured via the FastViewer tunnel. This allows you to access your computer environment from anywhere in the world - and without a VPN!

### Remote printing

You can redirect remote print jobs to your local printer using RDP.

### Application selection

The application selection enables you to define which programs and contents are transmitted to the session participants. It is thus possible to selectively hide confidential content such as your personal e-mails, for example.

### Preview monitor

With the preview monitor, you can always see what screen contents are being transmitted. If you have multiple monitors connected to your PC, you can decide if you want to transmit all monitors or just one of them.

### Advanced system information

You can request detailed information about the system configuration and load. Processes can be killed directly in the integrated Task Manager.

### Fileboard

Using the fileboard, you can effortlessly exchange even larger documents, images or other files with one another. All files stored there are available to every participant.

### File transfer and synchronization

You can transfer individual files and even synchronize entire folder structures. The Fast-Sync Explorer provides you with full access to the file system of the remote computer.

### Terminal server sessions

If the remote client is a Terminal Server, all sessions of the Terminal Server are displayed, and you can selectively access one or more sessions.

**FastProxy**

The FastProxy transmits the status information of the remote clients collectively to the server. This ensures a significantly lower load on the network. The internal system organization is fully independent.

**Language adaptation**

The modules automatically adapt to the language of your operating system.

**PC parameters & Push function**

All status changes of the clients are immediately transmitted to the server. An overview of system information such as the CPU and memory utilization, free disk space, etc., is always available to you via the Computer Management at any time.

**Chat, audio and video transmission**

You can exchange short messages easily via the chat function. In addition, you can also communicate fully via PCs, Macs, tablets or smartphones by using voice over IP and webcams.

**Port mapper**

The port mapper offers a wide range of application options: you can access machine controls or Linux devices, redirect any ports of a host to the master and even query an SQL database on the host computer via the FastViewer tunnel.

**iOS, Android app and web client**

With the FastViewer apps for the iPhone, iPad and Android, you can launch support sessions or participate in meetings even when you are on the road. The WebClient enables you to participate in presentations via any current web browser.

**Workplace independent**

Neither the master nor the client module is bound to a workstation; sessions can be started from any PC or Mac, smartphone or tablet.

**Integration options**

You can also integrate FastViewer into your own application. We provide you with a comprehensive SDK for this purpose.

**Wake On LAN**

Computers on which a remote client is installed can be started or woken up via the remote console by using Wake on LAN.

**Outlook plug-in**

Schedule and start FastViewer sessions directly from Outlook.

## **Security features**

### **SMS authentication**

With the 2-way SMS authentication, access to the computer management of the remote function can be additionally protected.

### **Dual encryption**

With the 256-bit AES end-to-end encryption, both your data and the communication channel itself are protected by one of the best encryption methods available.

### **Comprehensive connection log**

A comprehensive connection log is available to provide an overview of all sessions. This can be processed further via a CSV file in Microsoft Excel, for example.

### **Certified security**

The successfully passed security inspection of Fiducia IT and the OPDV approval permit the use of our software in numerous banks and confirm our high security standards.

### **Session recording**

Every session can be recorded in a tamper-proof format. No additional software is required for playback.

### **Active Directory synchronization**

Use your predefined Active Directory groups to exclude unauthorized use.

### **Own server solution on request**

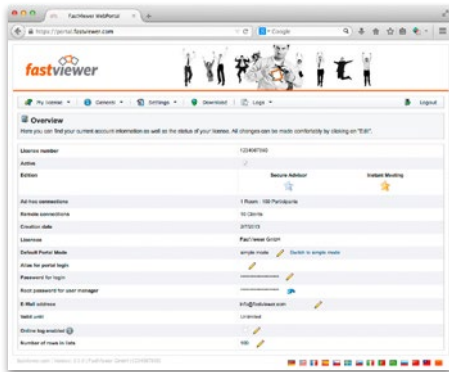
A FastViewer server can be seamlessly integrated into your infrastructure. This opens up many options for configuring FastViewer to precisely suit your needs and for ensuring compliance with your security standards.

### **Selection of server location**

You can select the locations of your communication servers yourself and thus decide whether you want to use FastViewer server farms in high-security centers worldwide, across Europe, or exclusively in Germany.



## Your personal customer portal on the web



With your license, you will automatically receive access to your personal customer portal, where you will find all the information about your license, your log, useful documents, as well as the latest versions of the FastViewer modules.



### Settings and profiles

Manage your profiles and adjust your settings according to your specific needs and preferences.

### Features

Configure the features of your modules and select, for example, different settings for masters and participants or simply hide certain features as and when required.

### Display

Personalize the user interface of your modules by adding or removing individual tabs such as chat, video or audio to or from your sidebar

### Download

Download the latest version of your modules and documents such as manuals, guidelines and certificates easily.

### Design adaptation

Adapt the appearance of the sidebar to the corporate design of your company by selecting your company color and uploading your logo.

### Text

Select the text for invitations and user messages yourself according to your personal preferences.

### Customized content

Add your desired web tab to the sidebar via the corresponding portal setting and display a personal message, a logo, a link to a survey or evaluation form or any page of a website.

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