QuickStart
Apple OS X

FastViewer — Online-Meetings and Remote-Support.
Easy & Secure.

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**Short Description**

FastViewer is the ideal solution for seamless communication – a worldwide connection for teamwork and conferences. With this solution you can show and present content, and train your customers, partners, and colleagues via the internet.

FastViewer allows you to simultaneously invite up to 1,000 participants to an active session (depending on the edition you use) and conduct training sessions, communicate, or present various different content. The moderator, who initiates the session, simply has to inform his customers, partners, and colleagues of the automatically generated session ID (e.g. by e-mail, instant invitation or telephone).

After entering the session ID, all participants can actively participate in the conference. (You can set an additional password during the initiation process.)
This ensures effective and efficient working and training procedures. Thanks to FastViewer, the fixed costs for presentations and training sessions can be reduced dramatically, as no traveling is required, thus saving time and money.

In addition, FastViewer allows you to share information considerably faster, with greater flexibility and in a more effective way – for global communication in real time.

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**System requirements:**
Operating system: Apple Mac OS X 10.10 (Yosemite) and newer
Internet access

**Recommended:**
Broadband internet access, 2000 Kbit/s
Acquiring a License

After requesting your FastViewer trial license, you will receive an e-mail. This e-mail contains the license number and the password to access your personal FastViewer Customer Portal.

To access the login page go to www.fastviewer.com and click on Customer Portal.

After logging in, you will see the following page:
Downloading the Modules

Switch to **Expert Mode**, where you can adjust various settings and download the **Master and Client Module**.
Click on **Download** to access the download page.

Now select **Mac Version** in the displayed profile.

Then download the **Master** and **Client Module**.
Establishing a Connection

Once the download is complete, the files “FastMaster.app.zip” and “FastClient.app.zip” will be available on your computer. Double click on the files to unzip.

The Moderator Module “FastMaster.app” contains your license and should not be forwarded to customers. This module also provides the session ID.

The Participant Module “FastClient.app” can be forwarded to customers and partners as required. You can, for example, make this module available on your website.

To start a session, open the moderator module “FastMaster.app”. You will immediately see the FastViewer start dialog box:

To start a session, click on the respective button (depending on the type of connection you want to initiate).
Enter your name and click on Start Session. The FastViewer Sidebar opens automatically. Here you will find the session ID, which you need to send to your participants.

The participant starts the FastViewer Client Module (FastClient.app), e.g. after downloading it from your website.

After starting the program, the following window will open:

“Join existing session”
Click on this button to take part to a session as a participant.
To establish a connection, the participant needs to enter the session ID and click on “Start Session”. (If a password is required, the user will be asked to enter it now.)

Then either the participant (support mode) or you (presentation & conference mode) can select one of the following options:

- **“Share Applications”**
  - If you select this option, your colleagues/clients can see your desktop after the appropriate permission has been granted.

- **“Allow Remote Control”** (only support/conference mode)
  - allows your colleagues/clients to access your PC.

Click on “Share all Apps” to grant access to the entire desktop and all open applications for the duration of this session.

By clicking on “<< Select Applications” you can decide in advance, which applications the participant may access.

Clicking on “Cancel” denies access.

After permission has been granted, your customer’s screen/your screen can be shared.
Legal Notice

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If in this manual only the male form is used, this is done for reasons of simplification; the female form is always included.

If you have any suggestions for corrections or improvements, please contact us via e-mail.

Thank you for your support.

Further information on FastViewer products can be found at

www.fastviewer.com
Contact Information

Dear customer,

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