QUICK START GUIDE
SECURE ADVISOR
Brief description – Secure Advisor

• The ideal solution for your Online-Support and Remote Maintenance of unmanned devices or even whole networks – world-wide. Optimize your customer service and increase your productivity.

• FastViewer Secure Advisor is an universal deployable administration tool: It is ideally suited for providing Adhoc support in the IT sector, hotlines for customers or as a remote control solution. With Secure Advisor, you can offer your customers help whenever they need it! Your application can be accessed at any time and from any computer, even mobile, and is thus always ready for use!

• The previously incurred fixed costs for Adhoc support or server maintenance can be reduced substantially through savings in travel costs and travel time.

• Ad hoc Support or Remote Maintenance of unmanned devices, wherever you are – world-wide & in real time!

• Start your first support session and convince yourself.

System Requirements

• From Windows 7
• From Windows Server 2012 R2
• Internet access required
• Details of techn. requirements

You need help?

If you have any questions or need support, please do not hesitate to contact us or our Technical Hotline. We’re always glad to advise.

Phone:  +49 (0) 9181 / 509 56 – 0
Hotline: +49 (0) 9181 / 509 56 – 28
E-Mail: info@fastviewer.com
        support@fastviewer.com
The FastViewer license

- You will receive your FastViewer license via email, which contains your license number, your password and the access to your personal customer portal.
- Use the link above, the link in your email or directly via URL [https://portal.fastviewer.com](https://portal.fastviewer.com) to access to your customer portal.
- After entering your license number and your password from your license email you will see the following page:
Option 1
Connection set-up with Session ID

AD HOC SESSION
Downloading the FastViewer modules (Ad hoc support)

Switch to **Expert Mode** in order to change settings, download the FastViewer modules or see the logs and personal information.

You want to start immediately? Just click **Start Session** for downloading the master module and start your first FastViewer session directly.
Customer portal - the expert mode

Click My license to see all license information, as well as your maintenance contract, if available.

Click Download to get to the download area, e.g. for downloading the modules.

Download the Master and Client module here.
Connection set-up (Ad hoc support)

- The Master module `FastMaster.exe` contains your license and must not be passed on to customers. This module provides the session number.
- The Client module `FastClient.exe` can be passed on to anyone. For example by uploading it to your homepage or sending it to your participants via email.
- In order to set-up a session, start the master module `FastMaster.exe` via double click. The module opens after the connection to the communication server.
- The FastViewer Master module consists of two main elements. The FastViewer Sidebar, which contains all functions and the start window, which provides the 6-digit session number. Select the session mode – conference, presentation or support – in the start window.
Connection set-up – the master module

- In order to start a session, select the session mode by clicking – conference, support or presentation. Please not that the session mode can not be changed after the first participant has entered the session.
- Communicate the 6-digit session ID to your participants, e.g. via phone. After entering the session ID the connection will be established – end to end encrypted.

**Conference** – If selected you share your desktop with up to 2 participants, change viewing direction and work actively together. With the integrated conference planner you are also able to plan online meetings in advance.

**Presentation** – If selected, your desktop will be presented to the participants after the connection is established.

**Support** – If selected, you can access the participant’s system after the 6-digit session number has been entered and approved.

To improve clarity, you can retract and extend the FastViewer Sidebar by clicking on the sidebar button.
Connection set-up – the client module

- The participant starts the FastViewer client module (FastClient.exe), e.g. by downloading it from your website.
- After running the .exe the client window appears
- To set up a connection, the participant enters the session ID and his name and clicks Start Session.
- If the moderator has chosen a session password, the participants will be asked to enter the password too.
- Following this, a permission dialog appears. On the participants side in the support mode and on the moderator side in the conference and presentation mode.
- You can share all or just applications. Settings can also be changed during the session in the sidebar.

Share applications – if selected, all applications will be shown

Allow remote control – (only support / conference mode) allows remote control of the PC.
Connection set-up

- After the permission was approved, screen will be shared.

- The sidebar functions allows you to change settings during the session, e.g. the desktop that is shown, active or passive participants, control and many more.

- You also see your shared video and the videos of your participants, chat with each other or exchange files via fileboard.

- A detailed description of all functions of the FastViewer solutions can be found in our manual, or contact us for a personal presentation if needed.
FastViewer Mobile App

- With the free FastViewer App you can also join or initiate online sessions – no matter where you are.

- You find a detailed description of the FastViewer mobile Apps in your customer portal.

- Download the App for free from the Google Play Store for Android devices or from the App Store for iOS devices.
Option 2
Remote Maintenance of unmanned devices with pre-installed Clients

REMOTE CONTROL
Customer portal – the expert mode

Click **My license** to see all license information, as well as your maintenance contract, if available.

Click **Download** to get to the download area, e.g. for downloading the modules.

Download the **Master** module and the **Remoted Setup** here.
Installation

- The moderator module "FastMaster.exe" includes your license and must not be passed on to customers. This module provides access to the individual Remoted clients.
- The Remoted Setup "fvwresetup.exe" is installed on the opposite side as a service and thus provides full and unrestricted access. Provide the Setup file on the required device and start the setup with a double click.
- The following window will be shown:

© FastViewer GmbH

Note: Please note, that administrator rights are required for this process under certain circumstances. If you do not have administrator rights, please contact your system administrator.

The language selection is displayed. Select the desired language for the setup and click „OK“.

This is the welcome screen. Please click „Next“.
Select the destination folder in which the Remoted client is to be installed. Then click "Next".

The installation of the Remoted client is now completed. To finish the setup, click on "Finish".

You can now check your settings here. To begin the installation, click on "Install".
Connection set-up – the master module

Start the master module. You will now see the FastViewer Sidebar, similar to the ad hoc session option.

Open the "Shortcut bar" by sliding the mouse pointer over the Sidebar icon. You will gain access to the Remote Console here.

When logging in for the first time, enter your 10 digit "serial number" in the "Your name" field and the "Password" for your customer portal.
Remote-Verwaltung

- All newly installed Remoted clients appear in the "New clients" folder by default.
- You can configure the folder structure freely and drag and drop the Remoted clients into the appropriate folders as desired.
- Using the integrated User Management, you can define your own logins, whereby different folders can be shared individually for each user.
• As soon as the connection to a Remoted client is established, a new "Tab" showing the access to the remote computer appears in the upper pane of the console.

• You have now successfully established a remote connection and are able to control the PC as if you were on site.

• A detailed description of all functions of the FastViewer solutions can be found in our manual, or contact us for a personal presentation if needed.
Contact information

Dear customer, dear prospect
If you have any questions, please do not hesitate to contact us.
We are always glad to help!

**FastViewer Germany**
Schwesterhausgasse 11
D - 92318 Neumarkt

Phone: +49 (9181) 509 56 - 0
Fax: +49 (9181) 509 56 - 29
Email: info@fastviewer.com

Visit our website for further information
www.fastviewer.com

**Support Hotline**
For technical questions or requests:

Phone: +49 (9181) 509 56 - 28
Email: support@fastviewer.com

**FastViewer UK**

Phone: +44 (1865) 600833
Email: paul.elsom@fastviewer.co.uk
Legal notice

FastViewer GmbH assumes no liability for any damage, loss or destruction of software, data or programs resulting from the use of FastViewer.

The software and hardware designations used in this manual are mostly registered trademarks and thus subject to the relevant provisions of copyright law. The documentation, as well as extracts from it, may be neither transmitted nor reproduced by any mechanical or electronic means, photocopying or any other means without express permission in writing. All company names cited in examples and data are fictitious. Any similarities are therefore purely coincidental.

The information contained in this document is based on the current software version used at press time. This may be changed at any time without notice and represents no commitment on the part of the seller. 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 any corrections or suggestions, please send us an e-mail.

Thank you for your support.