

MANUAL APPLE MAC OS

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


fastviewer

Table of Contents

Legal References	2
Preface	3
Brief Description	4
Setting up a Connection with FastViewer	5
Starting a Conference	6
The FastViewer Sidebar	7
Chat Feature	8
Video Feature	8
Application Filter	9
Monitor Selection	9
Session Information	10
Starting a Support Session	11
The FastViewer Sidebar	12
Chat Feature	14
Video Feature	14
Application Filter	15
Monitor Selection	15
Session Information	16
Installation & Setup of Remoted-Clients	17
Remoted-Client installation	20
Overview of the Remoted-Clients functions	21
The FastViewer WebClient	17
Contact Information	18

Legal References

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

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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 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

Preface

Dear Customer or Prospect,

Thank you for choosing FastViewer or for your interest in our solution.

Whether for presentations, coordination processes, training, support or maintenance, fast and perfect service is the key to being successful in business today. Achieving such success without FastViewer is often associated with high financial and time commitments. However, with FastViewer, you have the unique opportunity to set up a secure connection to your customers at any time and anywhere in the world.

You can thus offer your customers a fast, secure and efficient communication platform as well as premium support, which is what every customer is looking for. With FastViewer, you not only increase your productivity and customer satisfaction, but also create trust and loyalty.

FastViewer was designed for ease of use and can thus be operated quickly and easily by any user.

Many users deploy firewalls or proxy servers, which cause traditional systems to fail - FastViewer, by contrast, works even when firewalls and proxy servers are enabled.

Brief Description

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

Show, visualize, and train your customers, partners and colleagues actively via the Internet.

With FastViewer it is possible (depending on your edition) to invite up to 1,000 participants to an active session and to communicate with them, train them, or 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 and efficient 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 FastViewer not only much faster, but also more flexibly and effectively, worldwide and in real time!

System Requirements:

Operating system: Apple Mac OS X 10.6 64bit (Snow Leopard) or later

Prerequisites:

Internet access

Recommended system requirements:

Internet access with cable or DSL operating at 2000 Kbps

Setting up a Connection with FastViewer

To begin a session, start the master module "FastMaster.app". After starting up and connecting to the appropriate communication server, you are already presented with the opened module:



The FastViewer module "FastMaster.app" includes your license and must **not** be passed on to customers. This module also contains the functionality to participate in sessions.

The FastViewer module "FastClient.app", by contrast, can be passed on as often as needed. For example, you could make this module available to your customers as well as business partners via your Internet presence. The size of the module also allows it to be sent by e-mail and thus guarantees the fastest possible and spontaneous communication.

Additional Information:

After the FastClient.app has been started, you will note that the two buttons "Start Conference" (Demo) and "Start Remote Maintenance" (Demo) are now enabled.

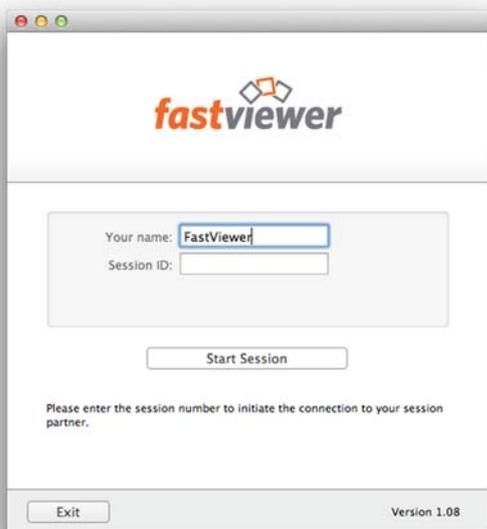
Sessions initiated with this module have a maximum duration of 5 minutes.

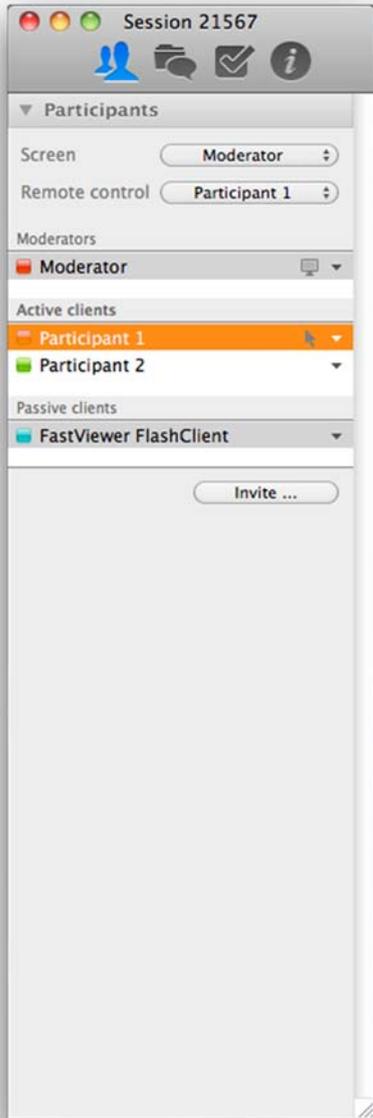
Starting a Conference

To begin a session, start the "FastMaster.app" module and click on "Start Conference" in the startup dialog.



Then enter your name under "Your name:" (which be displayed during the session) and click on "Start Session".





The FastViewer Sidebar

The session ID, which is required by participants to attend the session, can be seen in the header.
(Session 20875)

The "Participants" tab is used to configure the shared screen and to assign control rights. Even the moderator rights can be transferred here. The overview shows the rights of the participants.
(Passive/Active clients)

Additional Information:

If a participant cannot be selected under "Screen" or "Remote control", this may be because that participant is a passive client. Only active clients may be selected.

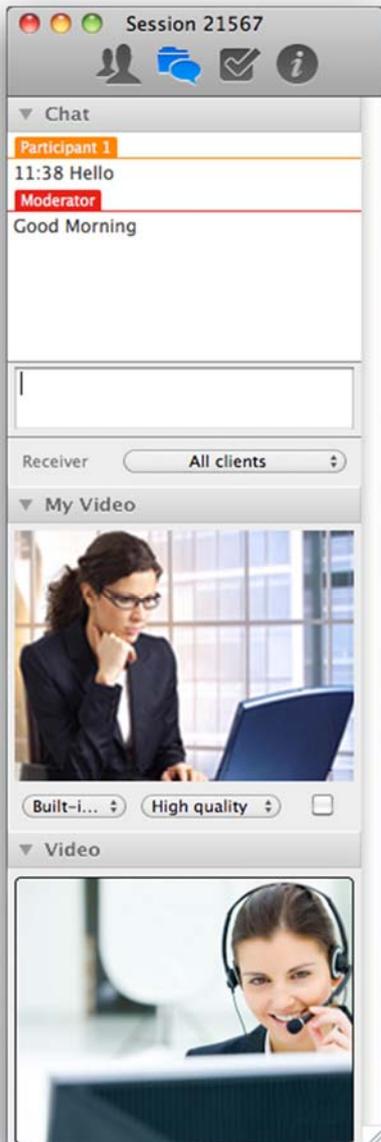
Click on the ▼ symbol to customize the functions available to the users.

The "Invite" button can be used to send an invitation via e-mail. Your default e-mail application is used for this purpose (e.g., Thunderbird). The links included in it lead directly to the client or WebClient module. There is no need to enter a session ID.

Please Note:

On starting the session, there will be no participant selected under "Screen" and "Remote Control"! This must be done manually. After selecting the presenter and assigning the control rights, the following message, which must be first confirmed, appears at the corresponding participant:





Chat Feature

All sent messages of participants can be seen in the chat window (above).

"Send to" offers the option of explicitly selecting a recipient for the messages.

Video / My Video

Would you like to share more than just the desktop with your session participants?

The "My Video" feature allows you to transmit the video of your webcam.

However, if you do not have any webcam on site, you can alternatively also have any image displayed during the session.

"My Video" shows your video or image and offers the following configuration options:

By clicking on this icon **Built-i...** you can select the device for the video transmission, e.g., your webcam or, as already indicated, a picture.

You can, of course, also enable or disable the video transmission generally.

(symbol)

Click on **High quality** to select "Low Quality", "Normal Quality" or "High Quality". This determines the quality of your transmitted video.

Using the thumbnail, you can always check at any time what is currently being transmitted as a picture or video to the other participants. You thus have full control of your video transmission at all times.

Click on "Video" to have the webcam video or picture displayed to your session participants.

Additional Information:

The video quality is limited by your available bandwidth. Under some circumstances, it may be that this is not enough to transmit your video in high quality. If this is the case, please change the quality of the video.



Application Filter

Desktop:

Clear this check box if the desktop of the presenter as well as the icons on it are to be hidden.

Dock:

This check box can be used to select whether the dock of the presenter is to be transmitted.

SideBar:

This check box can be used to select whether the FastViewer sidebar of the presenter is to be transmitted.

Show new windows:

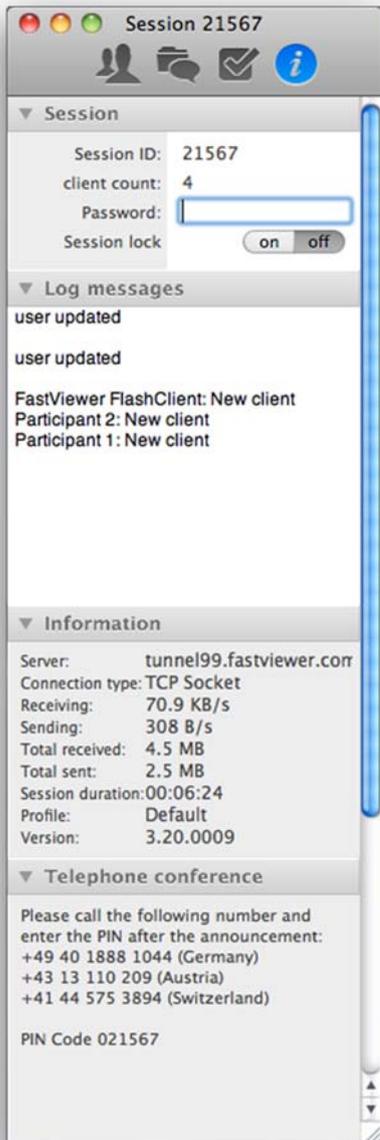
Clear this check box if applications and windows started in the future should not be transmitted.

All open windows and applications are listed below these options. Here you can control whether or not these are to be transmitted.

Clicking on the ► lists the individual windows of the applications.

Screen

If the presenter has multiple monitors, this function can be used to select the monitor to be transmitted. This provides clarity and enhances usability. Click on the desired monitor to transmit it.



Session Information

This view provides an overview of the current session. In order to prevent additional participants from joining the session, a password can be defined, and the session can be locked.

Log messages

All steps in the session are documented here.

Information

In addition to various technical data, the following information is available:

"Profile" shows the active profile that was selected in the customer portal when downloading.

"Version" informs you about the currently used version number. Please make sure that you always use the latest version.

Telephone conference

On the "Telephone conference" tab you will find the access numbers and the six-digit PIN code for the phone conference.

The six-digit PIN code is derived from your session ID plus a leading zero. After you have dialed the appropriate access number, you are prompted to press "digit 1" on your keypad, after which you only need to specify the PIN code in order to enter to the conference room.

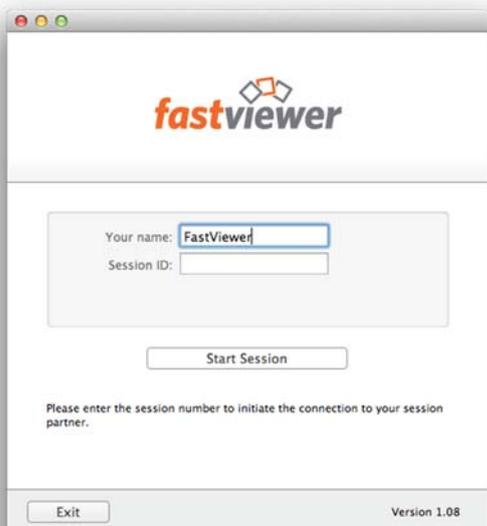
FastViewer access numbers		
Country	Phone number	Rate
Germany	+49 40 1 888 1044	Dial-in via normal land line number
Austria	+43 13 11 02 09	
Switzerland	+41 44 575 3894	

Starting a Support Session

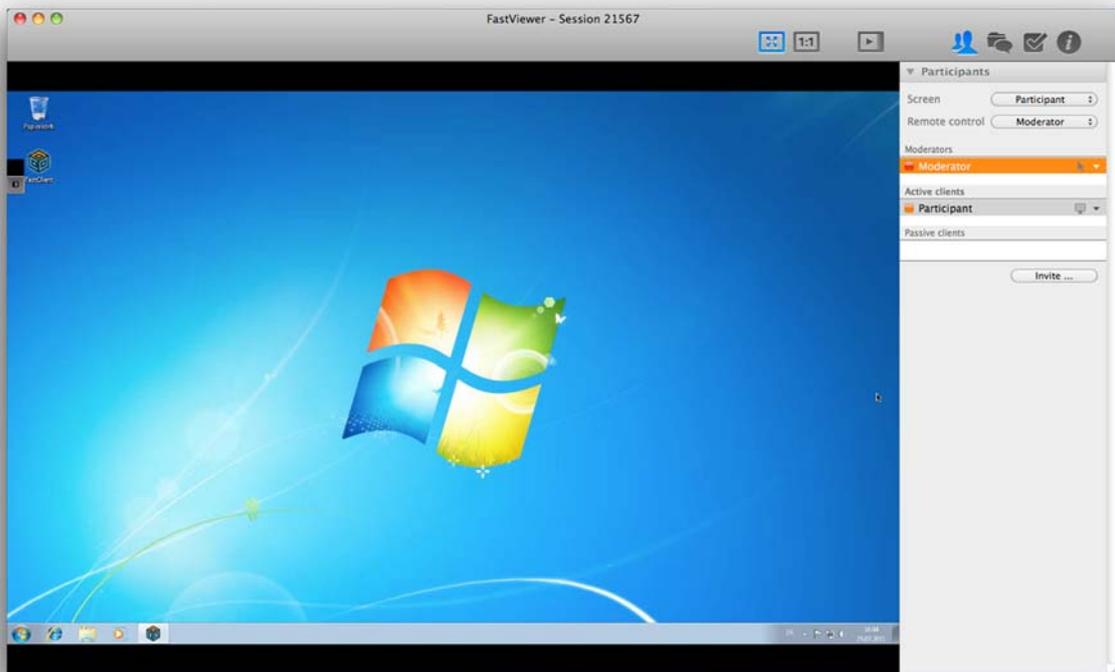
To begin a session, start the "FastMaster.app" module and click on "Start support session" in the startup dialog.



Then enter your name under "Your name:" (which be displayed during the session) and click on "Start Session".



The FastViewer Sidebar



The session ID, which is required by participants to attend a session, can be seen in the header.

The "Participants" tab is used to configure the shared screen and to assign control rights. Even the moderator rights can be transferred here.

The overview shows the rights of the participants.

(Passive/Active clients)

Additional Information:

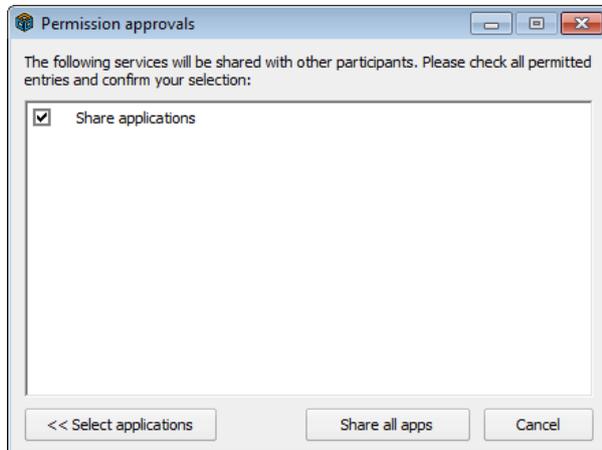
If a participant cannot be selected under "Screen" or "Remote control", this may be because that participant is a passive client. Only active clients may be selected.

Click on the ▼ symbol to customize the functions available to the users.

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Please Note:

On starting the session, there will be no participant selected under "Screen" and "Remote Control"! This must be done manually. After selecting the presenter and assigning the control rights, the following message, which must be first confirmed, appears at the corresponding participant:



Configuring the View

The following functions are available to customize the view.



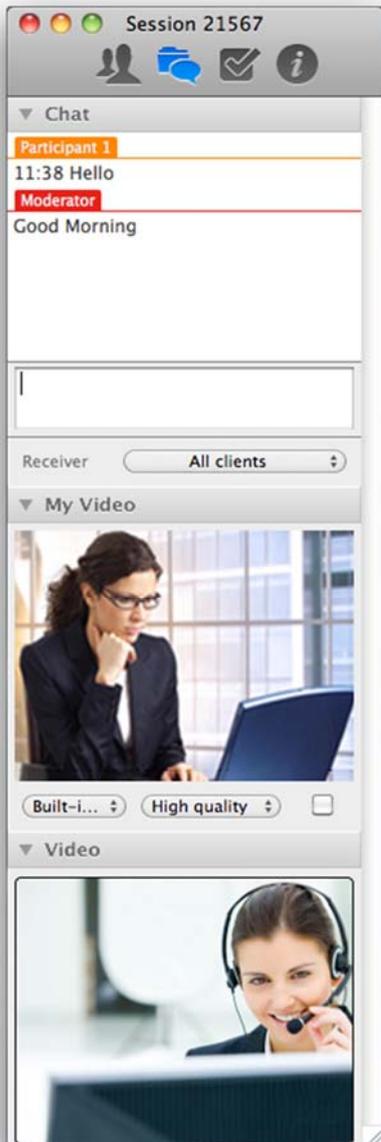
Clicking this button adapts the display to fit the window size.



The remote screen is transferred 1:1. By moving the mouse pointer to the edge of the window, you can scroll to the desired area.



Button to show or hide the sidebar



Chat Feature

All sent messages of the participants can be seen in the text window (above).

"Receiver" offers the option of explicitly selecting a recipient for the messages.

Video/ My Video

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However, if you do not have any webcam on site, you can alternatively also have any image displayed during the session.

"My Video" shows your video or picture and offers the following configuration options:

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(symbol)

Click on **High quality** to select "Low Quality", "Normal Quality" or "High Quality". This determines the quality of your transmitted video.

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FastViewer access numbers		
Country	Phone number	Rate
Germany	+49 40 1 888 1044	Dial-in via normal land line number
Austria	+43 13 11 02 09	
Switzerland	+41 4 575 3894	

Installation & Setup of the Remoted-Clients

Remoted-Client installation

Note: Please note that you can only access to the remoted clients with the moderator module of the Windows version.

1. Download of the installation file

Open your personal customer portal by logging in with your personal access data:
<https://portal.fastviewer.com>

Switch to the expert mode, if it is not active yet.

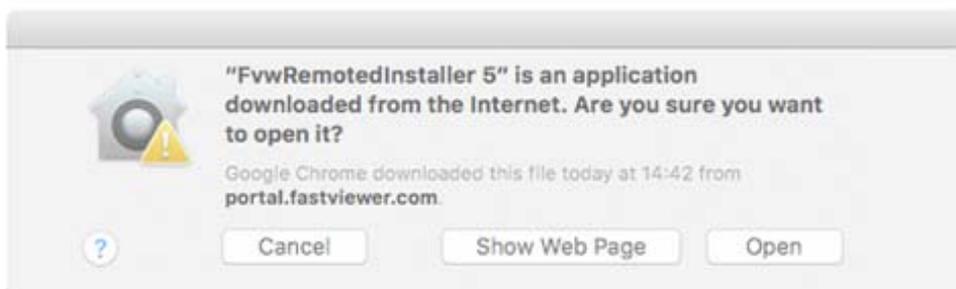
Select "Download," and click on „Download“ next to the Download Remoted-setup in the Mac section in order to download the file „FvwRemotedInstaller.app.zip“.

2. Start the installation

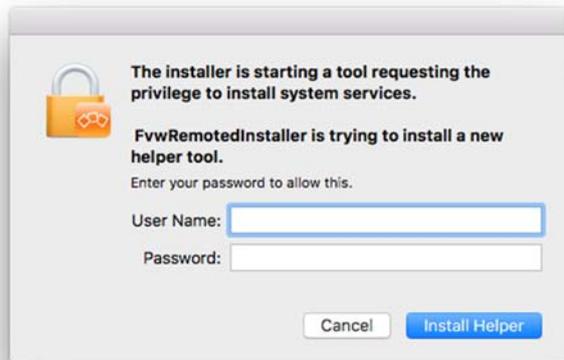
After downloading, open the ZIP file and start the „FvwRemotedInstaller.app“.



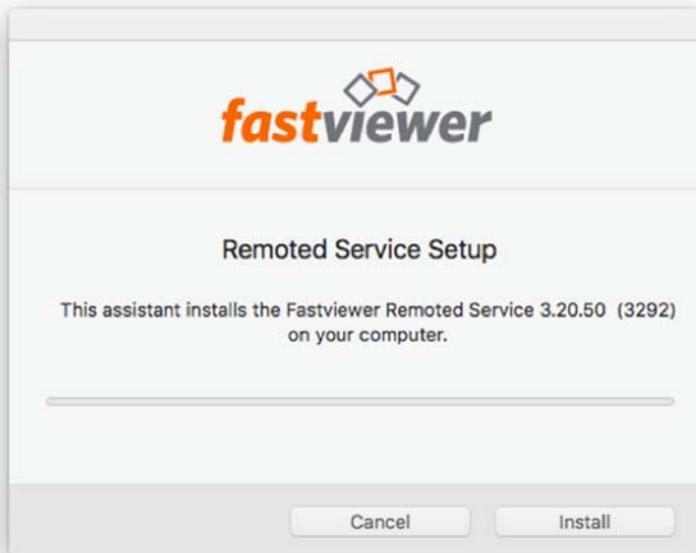
3. Click on the „Open“ Button



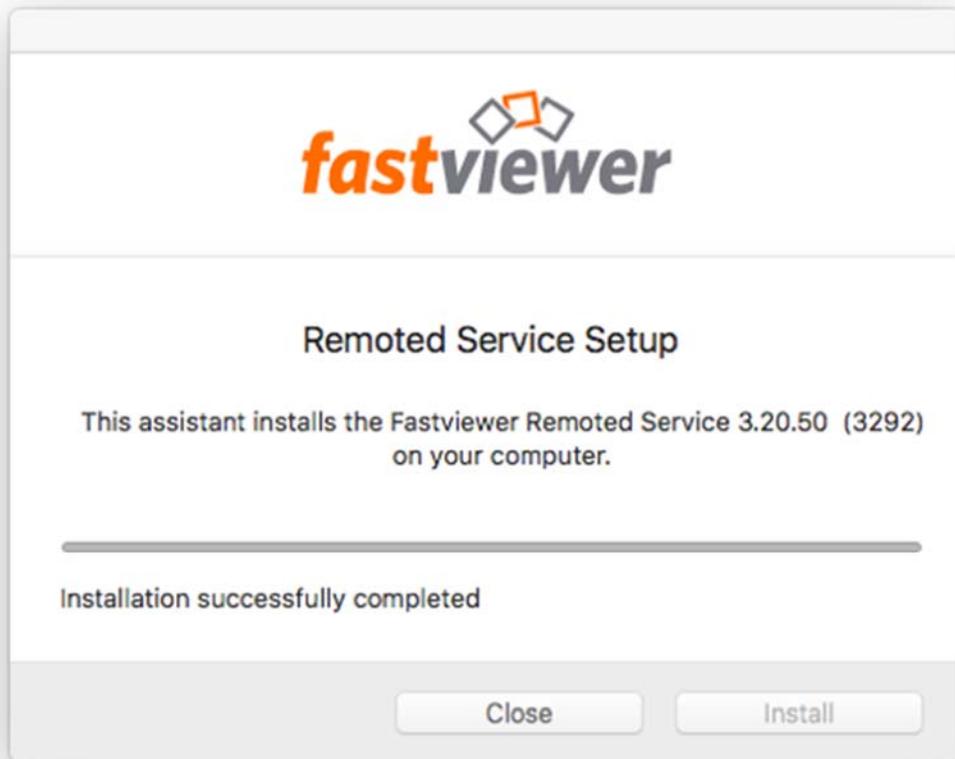
4. Depending on the system setting, an authentication of an authorized user may be necessary to continue the installation.



5. Click on „Install“ in order to start the process.



6. The following display confirms the successful installation. Finish the installation by clicking on "Close".

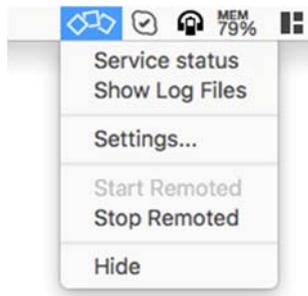


The installation is now complete. The Remoted Client will now appear in the remote overview of the master module in the folder „New Clients“, if the Remoted Client is connected to the internet.

You can now access the Remoted Client via your master module.

Overview of the Remoted-Clients functions

After the installation you will find the FastViewer Icon  in the right part of the menu bar. By clicking on the symbol the following functions are available:

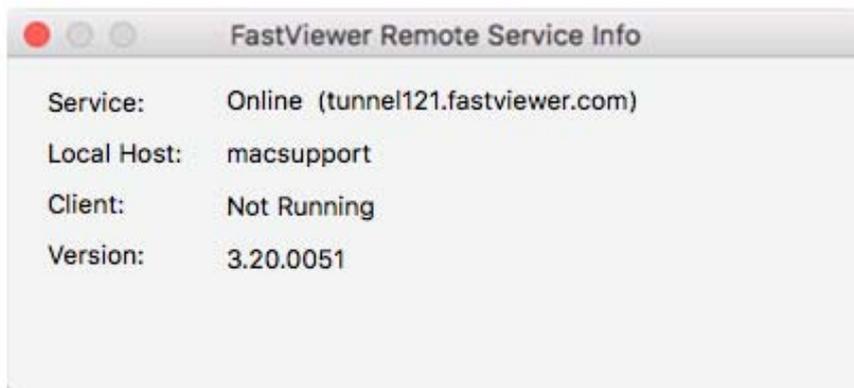


Status:

Shows the status of the service and the communication server to which the Remoted Client is currently connected.

Local Host: Name of the system
Client: Shows if the system is currently being accessed.
Possible values: „active (user name)“ and „not active“

The version number of the installed Remoted Client is also displayed.



Show log files:

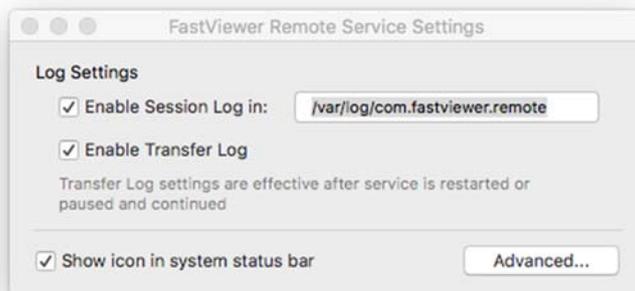
Open the folder containing all log files with the information of the Remoted Client.

Name	Date Modified
FvwGUIAgent_2017-...22T08-10-21.933.txt	Today, 10:01
FvwGUIAgent_2017-...01T09-03-09.462.txt	Today, 11:13
FvwGUIAgent_2017-...-01T10-13-24.126.txt	Today, 11:14
FvwPreloginAgent_2...01T09-02-09.319.txt	Today, 10:02
FvwRSInstaller_2017...01T10-10-02.093.txt	Today, 11:10
FvwRSInstaller_2017...-01T10-10-21.053.txt	Today, 11:10
FvwRSInstaller_2017...-01T10-11-32.029.txt	Today, 11:11
FvwRSInstaller_2017...-01T10-11-44.493.txt	Today, 11:11
FvwRSInstaller_2017...-01T10-11-54.221.txt	Today, 11:11
FvwRSInstaller_2017...-01T10-12-10.784.txt	Today, 11:13
FvwRSTransferLog_...9-43-31.756_1153.txt	Today, 10:45
FvwRSTransferLog_...9-45-44.558_1195.txt	Today, 10:46
FvwRSTransferLog_...9-46-53.172_1212.txt	Today, 10:48
FvwRSTransferLog_...9-48-03.179_1236.txt	Today, 10:49

Settings:

Use these options to enable the session log, which contains information about the FastViewer sessions. You can also adjust here the path of the logs.

In addition, it is possible to activate the Transfer Log and to show / hide the icon in the menu bar.



Start Remoted:

Starts the Remoted-Service

Stop Remoted:

Stops the Remoted- Service

Hide:

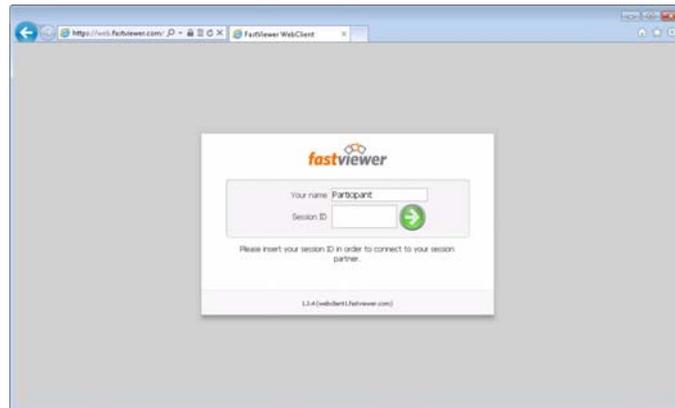
Masks out the symbol in the menu bar

Note: The access and management options of the Remoted Clients are explained in the FastViewer manual for Windows.

The FastViewer WebClient

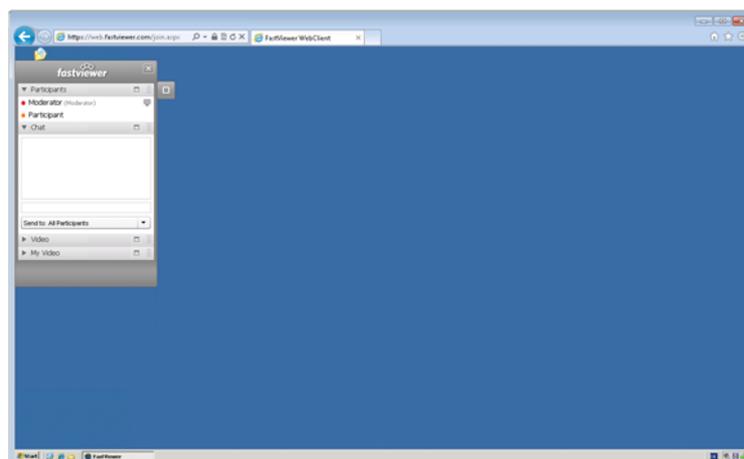
Participants reach the **FastViewer WebClient** by entering web.fastviewer.com in their web browsers. However, please note that this can ONLY be used as a viewer, i.e., the WebClient cannot be used to present a participant's desktop.

After the input, the following page opens:



In order to set up a connection, the participant must enter the **session ID** (as well as the password chosen by the master for a conference, if defined), specify a user name under "**Your name**" and click on the **green arrow** to connect.

The connection is then established, and the participant can view the screen of the master.



Please note that the **FastViewer WebClient** can only be used to attend presentations and conferences and view the screen of the master. **WebClient** users cannot share their own screens or provide support on the other side.

Contact Information

Dear Customer or Prospect,

If you have questions about the product, please contact us at:

FastViewer Germany:

Schwesterhausgasse 11
92318 Neumarkt

Tel.: +49 (9181) 509 56 -0
Fax: +49 (9181) 509 56 -29
E-mail: info@fastviewer.com

www.fastviewer.com

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

