



# QUICK START GUIDE INSTANT MEETING

  
**fastviewer**

## Brief description – Instant Meeting

- The ideal solution for perfect communication, teamwork and conferences - world-wide. Show, visualize, and train your customers, partners and colleagues actively via the Internet.
- With **FastViewer Instant Meeting**, it is possible to invite up to 100 participants (depending on the used edition) to an online meeting at the same time and to train them, communicate with them or present different contents. 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. (On initiating a conference, a password can be additionally defined) This ensures an effective and efficient way of working and training.
- 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 much faster and more flexibly and effectively with FastViewer - world-wide and in real time with **certified security**.

## 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

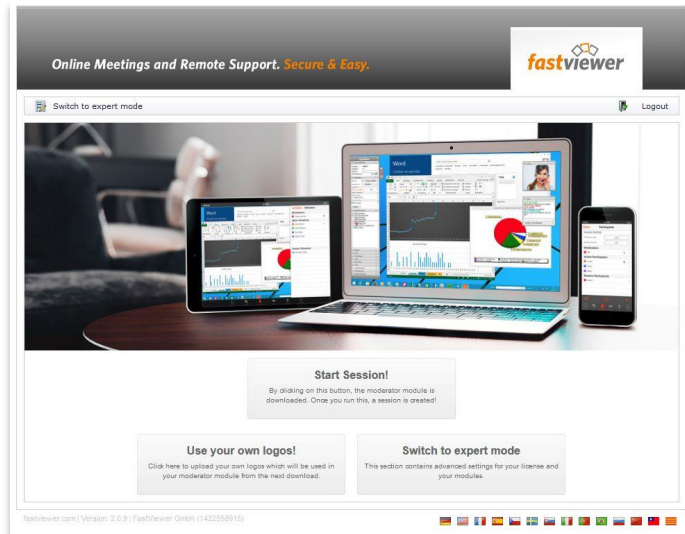
Hotline: +49 (0) 9181 / 509 56 – 28

E-Mail: [info@fastviewer.com](mailto:info@fastviewer.com)  
[support@fastviewer.com](mailto:support@fastviewer.com)

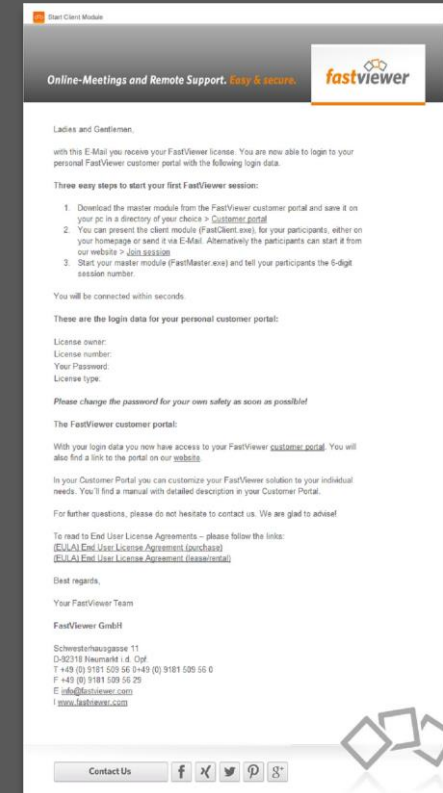


# The FastViewer license

- You will receive your FastViewer license via email, which contains your license number, your password and the access to your personal [customer portal](https://portal.fastviewer.com).
- Use the link above, the link in your email or directly via Url <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:



## FastViewer license email



# Downloading the FastViewer modules

The screenshot shows the FastViewer website interface. At the top, the tagline "Online Meetings and Remote Support. Secure & Easy." is displayed next to the FastViewer logo. Below the header, there is a navigation bar with a "Switch to expert mode" button (highlighted by an orange box) and a "Logout" link. The main content area features a large image of a laptop, tablet, and smartphone displaying the FastViewer interface. Below this image, there are three callout boxes: "Start Session!" (highlighted by an orange box) with the text "By clicking on this button, the moderator module is downloaded. Once you run this, a session is created!"; "Use your own logos!" with the text "Click here to upload your own logos which will be used in your moderator module from the next download."; and "Switch to expert mode" (highlighted by an orange box) with the text "This section contains advanced settings for your license and your modules." At the bottom of the page, there is a footer with the text "fastviewer.com | Version: 2.0.9 | FastViewer GmbH (1422558915)" and a row of flags representing various countries.

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

Online Meetings and Remote Support. **Secure & Easy.**

**fastviewer**

My license General Settings **Download** Logout

**Overview**

Here you can find your current account information as well as the status of your license. All changes can be made comfortably by clicking on "Edit". The program will be updated after you **have downloaded the master and the client module again.**

License number: 1478777633

Active: ☒

Edition: Secure Advisor Instant Meeting

Ad-hoc connections Remote connections Creation date Licensee

Default Portal Mode Alias for portal login Password for login Root password for u E-Mail address Valid until Online log enabled Number of rows in

**Downloads** Version History

Current profile: Default Full version

Windows Single-profile V 3.20.0051

Master module	Download
Client module	Download
Client module (Currently provided: V 3.20.0050)	<a href="#">Access client module for planned conference invitation</a>
Download Remoted setup	Download
Download FastCom module	Download

Mac V 3.20.0051

Master module	Download
Client module	Download

fastviewer.com | Version: 2.0.9 | QuickStart Guide (1478777633)

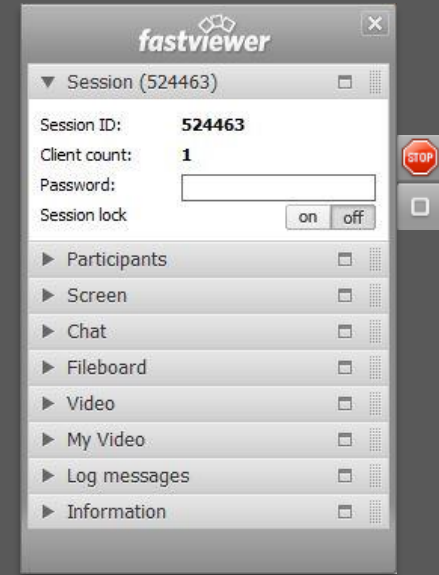
Click **My license** to see all license information, as well as your maintenance contract, if available.

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

Download the **Master** and **Client** module here.

# Connection set-up

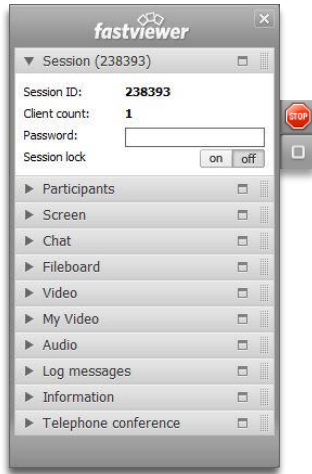
- The **Master module FastMaster.exe** contains your license and must not be passed on to customers. This module provides the session number.
- The **Client module FastClient.exe** can be passed on to anyone. For example by uploading it to your homepage or sending it to your participants via email.
- 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.



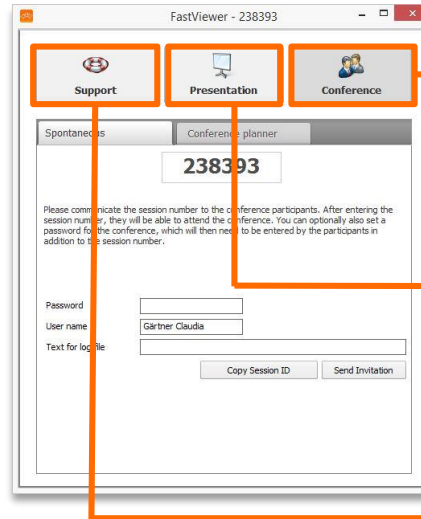
FastViewer Sidebar



# Connection set-up – the master module



To improve clarity, you can retract and extend the FastViewer Sidebar by clicking on the sidebar button.



**Conference** – If selected you share your desktop with up to 100 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.

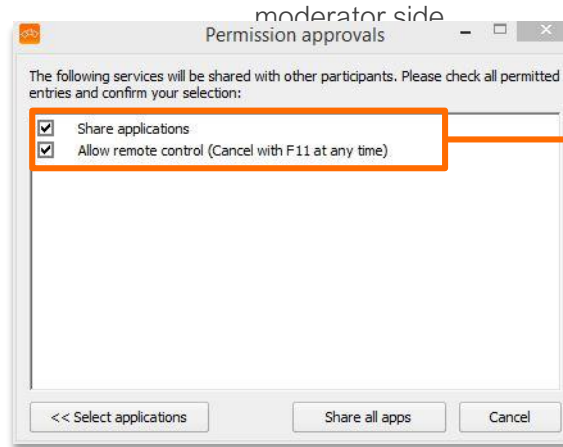
- **Support** – If selected, you can access the participant's system after the 6-digit session number has been entered and approved.

- In order to start a session, select the session mode by clicking – **conference**, **support** or **presentation**. Please note 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.



# 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 presentation mode.
- You can share all or just applications. settings can also be changed during the session in the sidebar.



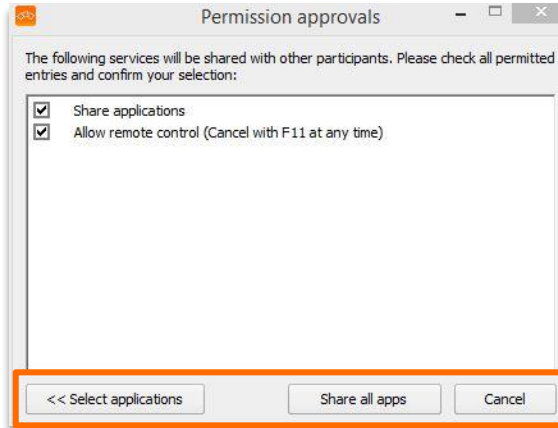
FastViewer client module

**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

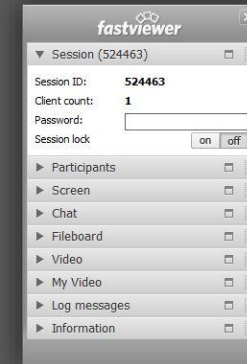
- After the permission was approved, screen will be shared.
- The sidebar functions allows you to change settings during the session, e.g. the desktop that is shown, active or passive participants, control and many more.
- You also see your shared video and the videos of your participants, chat with 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.



**Share all apps** – grants access to the entire desktop and all open applications during this session

**<< Select application** – select the applications in advance that are shown during the session.

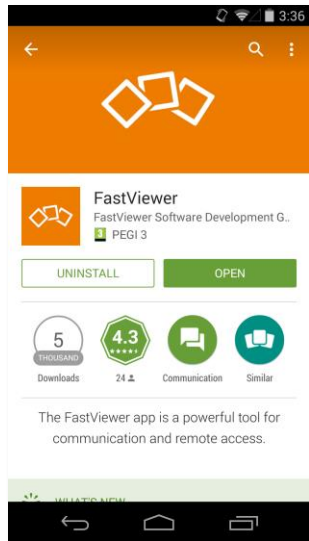
**Cancel** – Access denied.



FastViewer  
Sidebar

# 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.

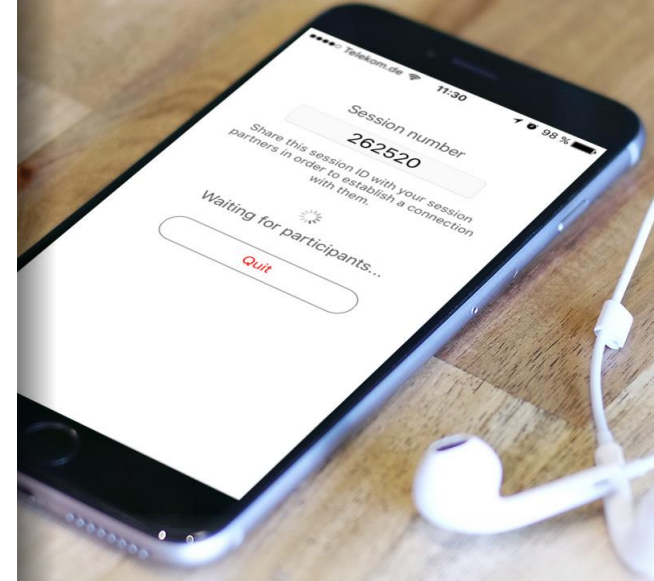


FastViewer App at the Google Play Store



FastViewer App at the App Store for iOS

## Download now for free!



 **App Store**

 **Google Play**

# 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

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Visit our website for further information

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

## Support Hotline

For technical questions or requests:

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

## FastViewer UK

Phone: +44 (1865) 600833  
Email: [paul.elsom@fastviewer.co.uk](mailto:paul.elsom@fastviewer.co.uk)



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Thank you for your support.

