



QuickStart

Apple OS X

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





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.

System requirements:

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

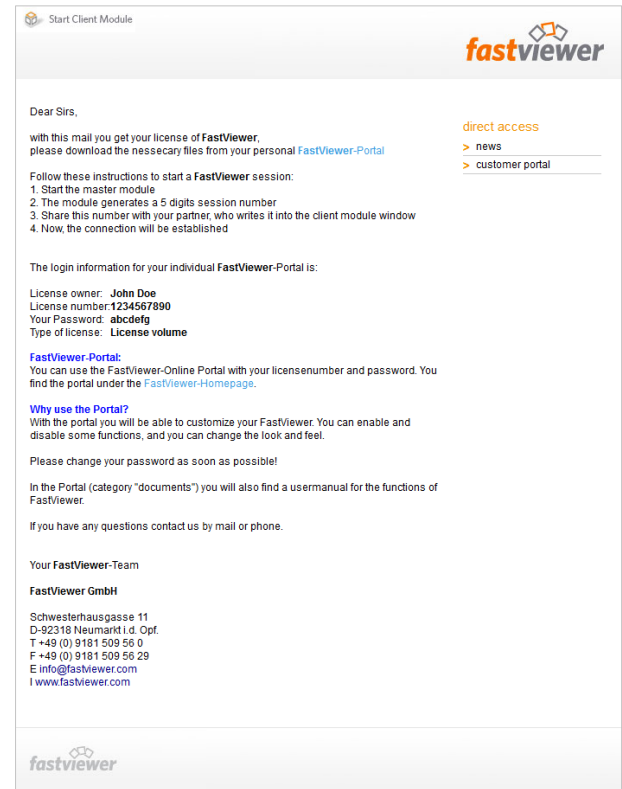
Recommended:

Broadband internet access, 2000 Kbit/s

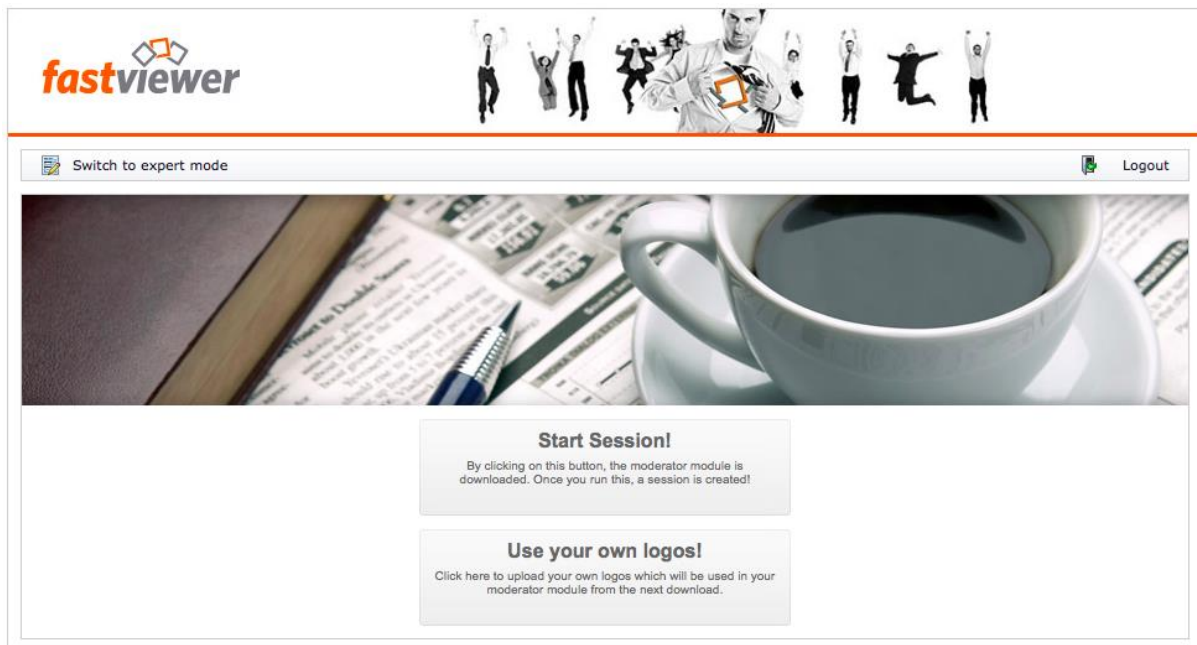
Acquiring a License

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**.

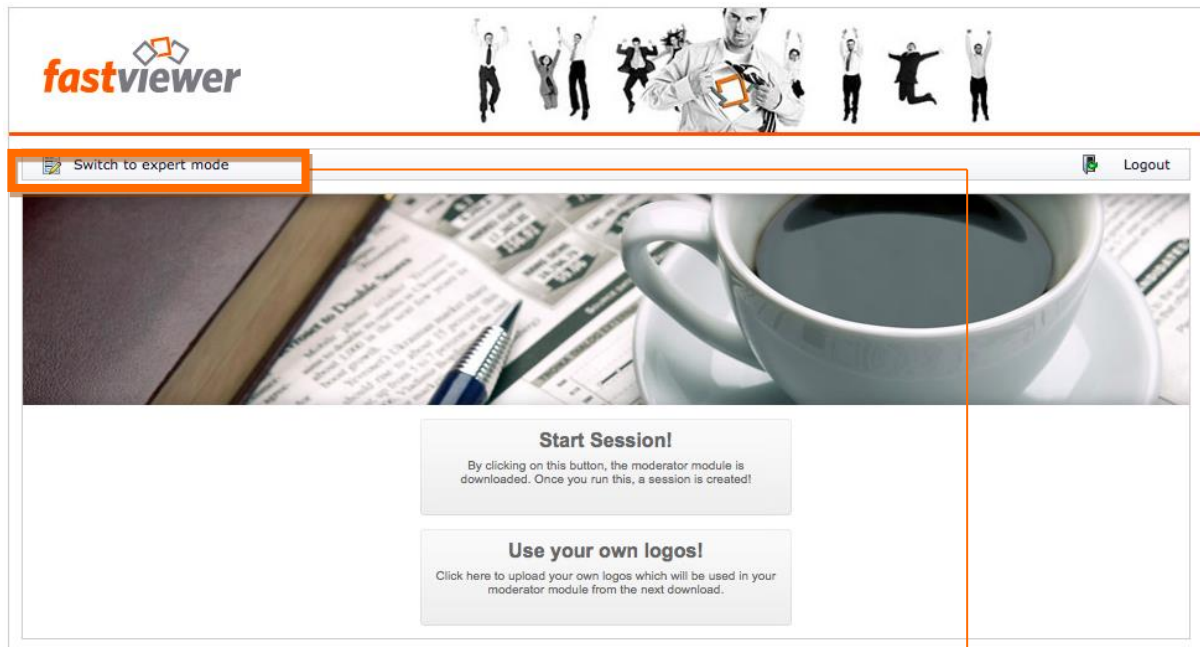
To access the login page go to www.fastviewer.com and click on **Customer Portal**.



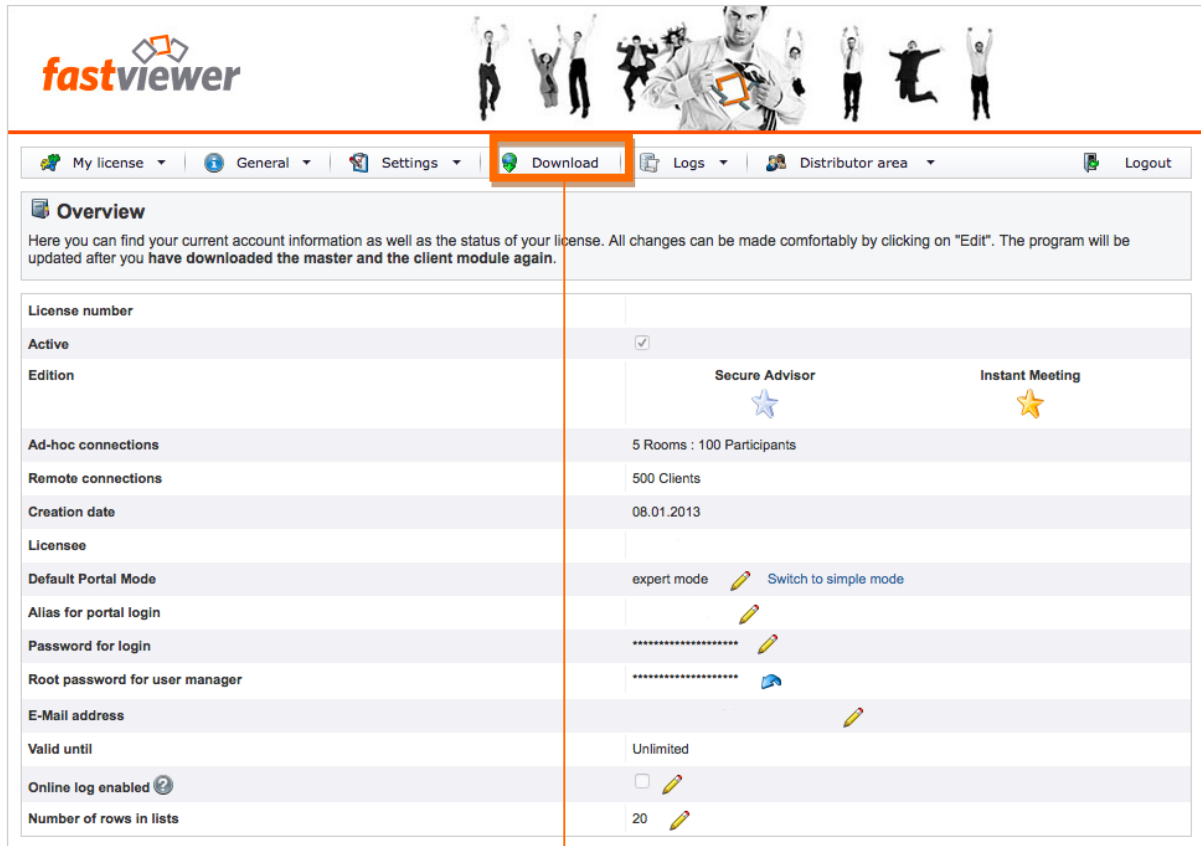
After logging in, you will see the following page:













Downloading the Modules



Switch to **Expert Mode**, where you can adjust various settings and download the **Master** and **Client Module**.



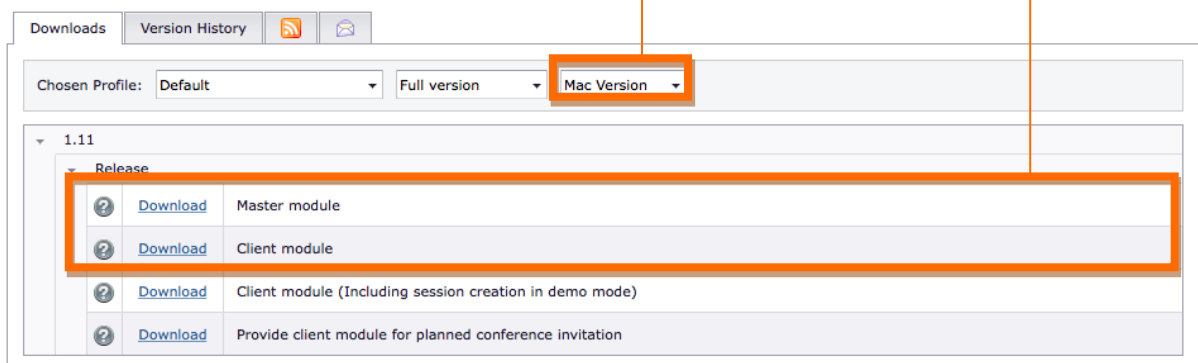
The screenshot shows the FastViewer web interface. At the top, there is a navigation bar with the following items: My license, General, Settings, **Download** (highlighted with an orange box), Logs, Distributor area, and Logout. Below the navigation bar is the 'Overview' section, which contains a table of account information. A vertical orange line connects the 'Download' button in the navigation bar to the 'Download' button in the table below.

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	
Active	<input checked="" type="checkbox"/>
Edition	Secure Advisor  Instant Meeting 
Ad-hoc connections	5 Rooms : 100 Participants
Remote connections	500 Clients
Creation date	08.01.2013
Licensee	
Default Portal Mode	expert mode  Switch to simple mode
Alias for portal login	
Password for login	***** 
Root password for user manager	***** 
E-Mail address	
Valid until	Unlimited
Online log enabled 	<input type="checkbox"/> 
Number of rows in lists	20 





Click on **Download** to access the download page.

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

Then download the **Master** and **Client Module**.



The screenshot shows the FastViewer download page. At the top, there are tabs for Downloads, Version History, and RSS. Below the tabs, there is a section for 'Chosen Profile' with a dropdown menu set to 'Default'. To the right of the dropdown, there are two buttons: 'Full version' and 'Mac Version' (highlighted with an orange box). Below the 'Mac Version' button, there is a table of download links. A horizontal orange box highlights the first two rows of the table.

1.11	
	Download Master module
	Download Client module
	Download Client module (Including session creation in demo mode)
	Download Provide client module for planned conference invitation

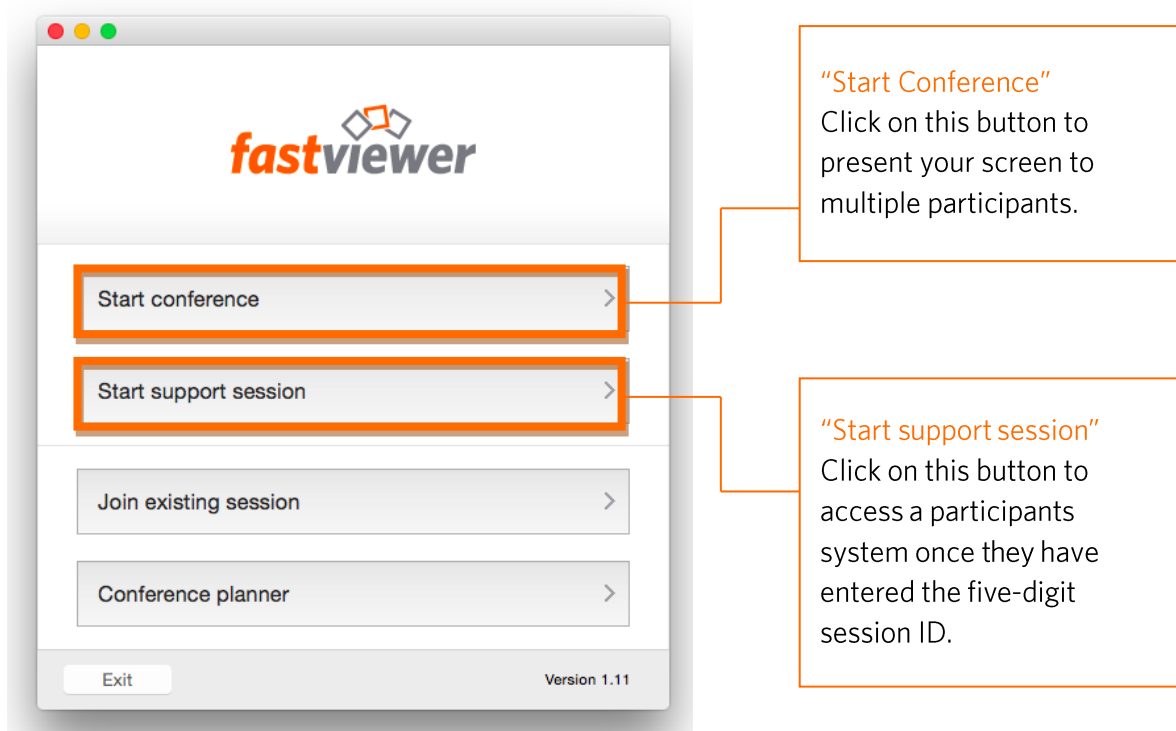
Establishing a Connection

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.

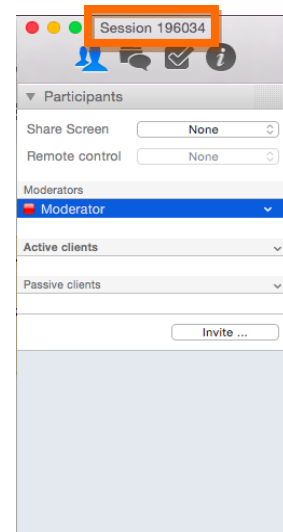
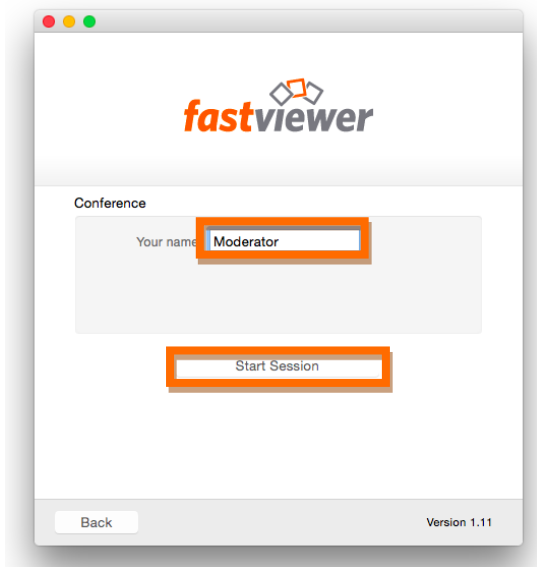
The Moderator Module “FastMaster.app” contains your license and should not be forwarded to customers. This module also provides the session ID.

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).

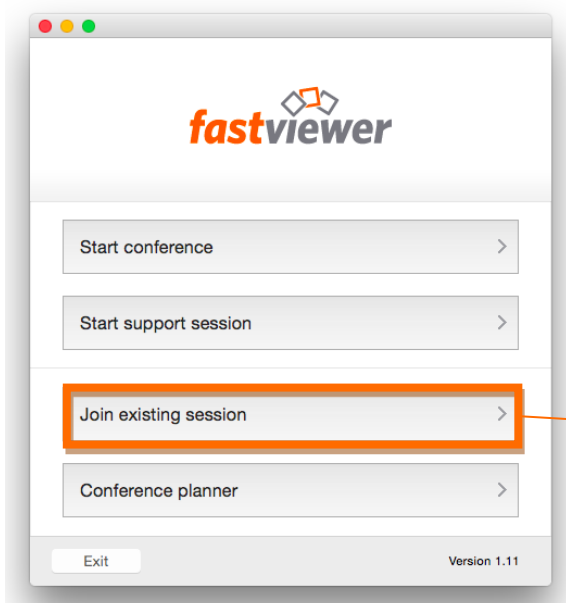


Enter your name and click on **Start Session**.

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.

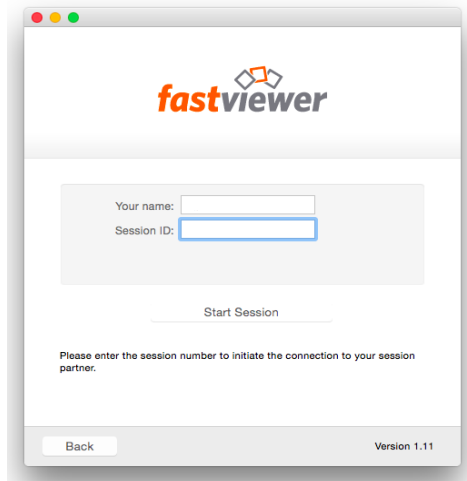
After starting the program, the following window will open:



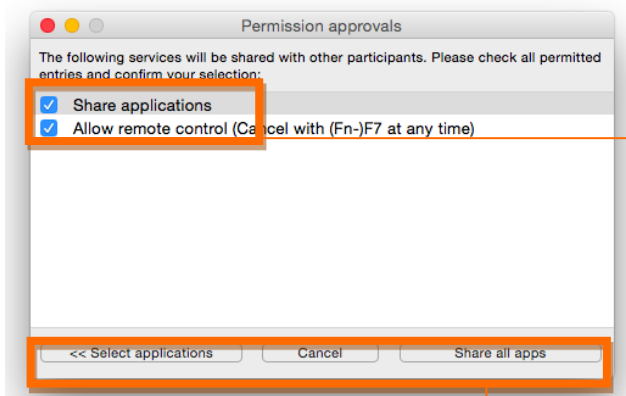
"Join existing session"

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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Even though FastViewer GmbH compiled this manual with great care, absolute accuracy cannot be guaranteed. FastViewer GmbH is not liable for any technical errors or printing errors.

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,

If you have any questions concerning our product, please contact:

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require technical assistance:

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Email: helpdesk@fastviewer.com



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