

User Manual FastViewer App for iOS

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


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

www.fastviewer.com



Brief Description & Notes

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

Present screen contents and train your customers, partners and colleagues actively via the Internet.

With iFastViewer, you can now not only use the previous function to participate in meetings, but also invite up to 100 people to an active session simultaneously through your Apple iPhone, iPad or iPod in order to train and communicate with them and to 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).

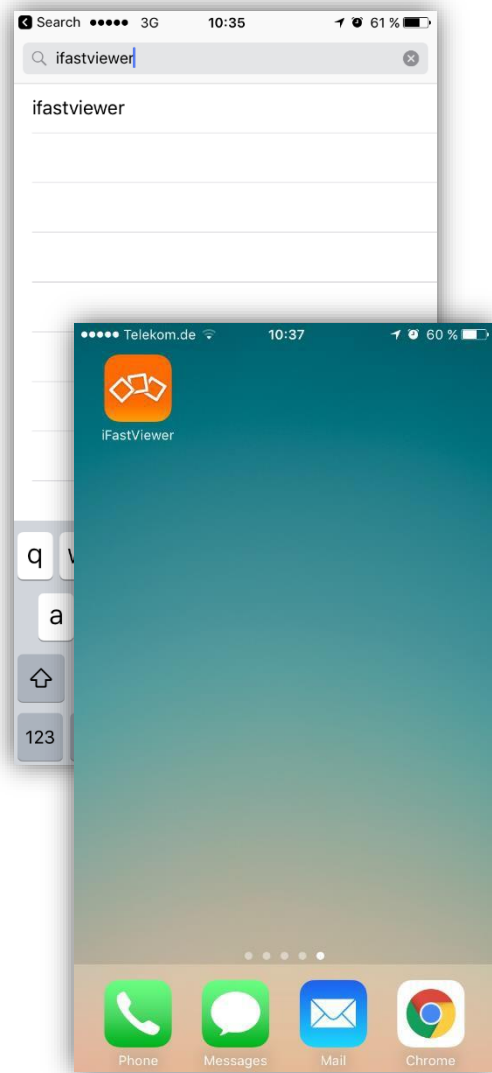
After entering the session ID, all parties can actively participate in the conference . Effective work and training are thus guaranteed .

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 iFastViewer not only much faster, but also more flexibly and effectively, worldwide and in real time!

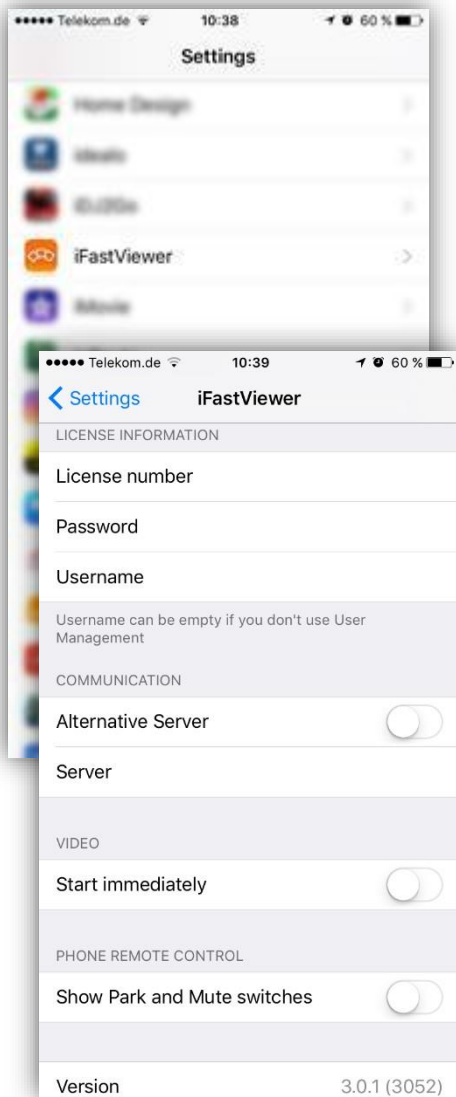


Installation



- Launch the App Store on your iPhone/iPad.
- Search the App Store for „iFastViewer“.
- The iFastViewer App is for free
Simply tap on the the „Install“ button.
- You will subsequently find the App on the home screen.

Configuration



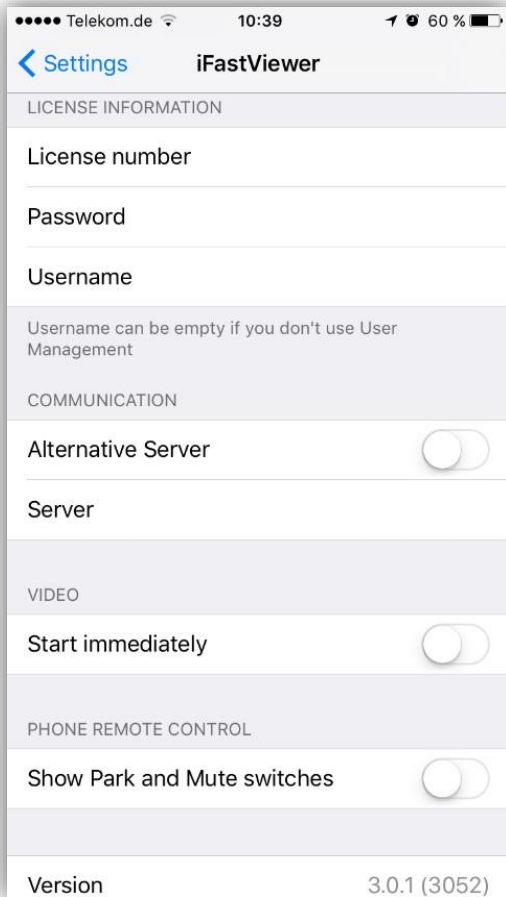
License Information

- You can configure the App in the settings of your iPhone under "iFastViewer".
- Enter your license number and a corresponding user (username and password) in order to generate sessions.

If you have not set up any users via User Manager of the moderator module (FastMaster.exe), you can also use your license number as a username together with the portal password. However, we recommend the use of another user.

- In order to start scheduled sessions, the user management must be activated in your moderator module. Also be noted that the user can only see and start sessions they have planned themselves.

Configuration



VIDEO:

Start Immediately

- It is possible to activate the video function immediately on starting a session.

CONTROLLING EXTERNAL PHONE SYSTEMS:

Parking and Mute Switch

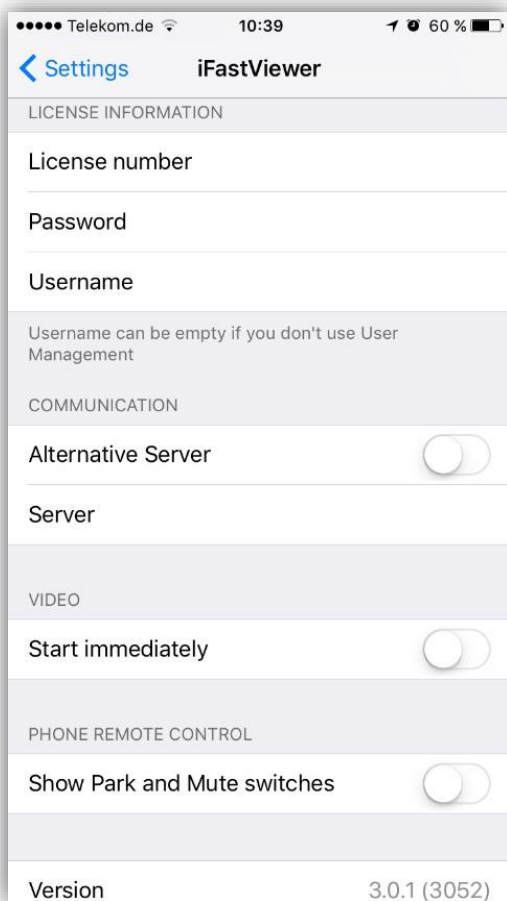
- Activating this option enables the use of the parking and mute function.

Attention: This is only possible when using your own server solution with an active XML- RPC interface and your own telephone system!

VERSION:

- In addition to the settings mentioned above, the respective iFastViewer version number is shown. Please make sure that you always use the latest version.

Own Server Solution

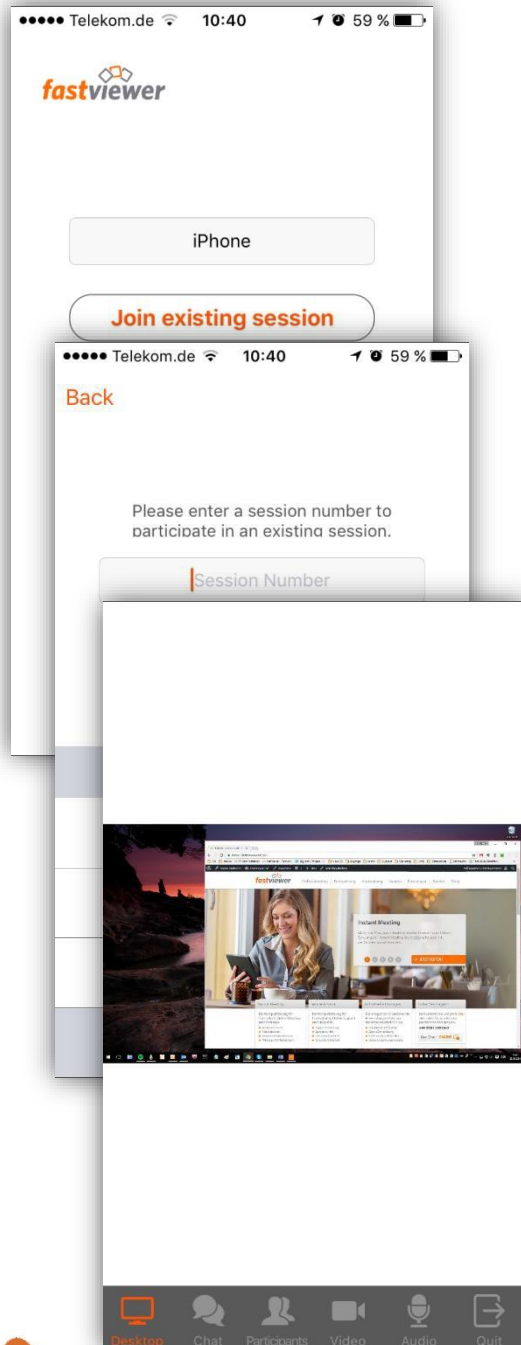


Communication Settings

- If you have your own server solution for FastViewer deployed, a further setting must be made to ensure the communication between the App and the server.
- Therefore, select the option "Alternative Server" and enter the DNS name or IP address of your WebClient server under "Server" (e.g., webclient.fastviewer.com)

If this server cannot communicate over port 80, enter the appropriate port as well, e.g., webclient.fastviewer.com:81

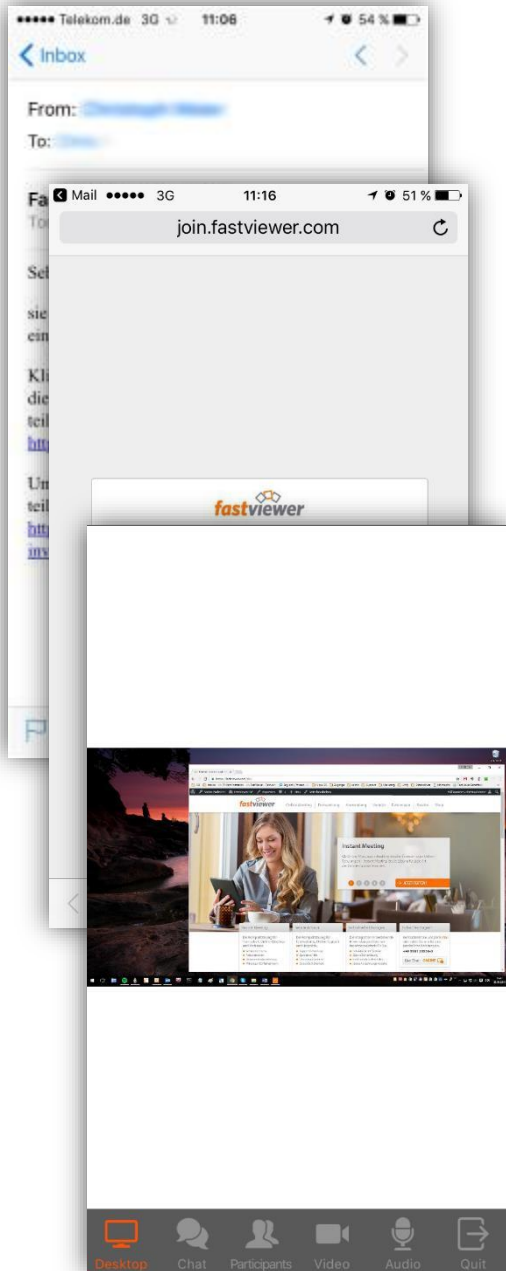
Participating in a Session



- Start the iFastViewer App from the Home screen of your iPhone or iPad and select "Connect to Session".
- Now enter the session ID that was communicated to you by the moderator and confirm it with "Connect" to establish the connection.
- After you have entered the session ID, you will see the presenter's screen, provided the presenter has already been chosen or you will be asked to share your screen.

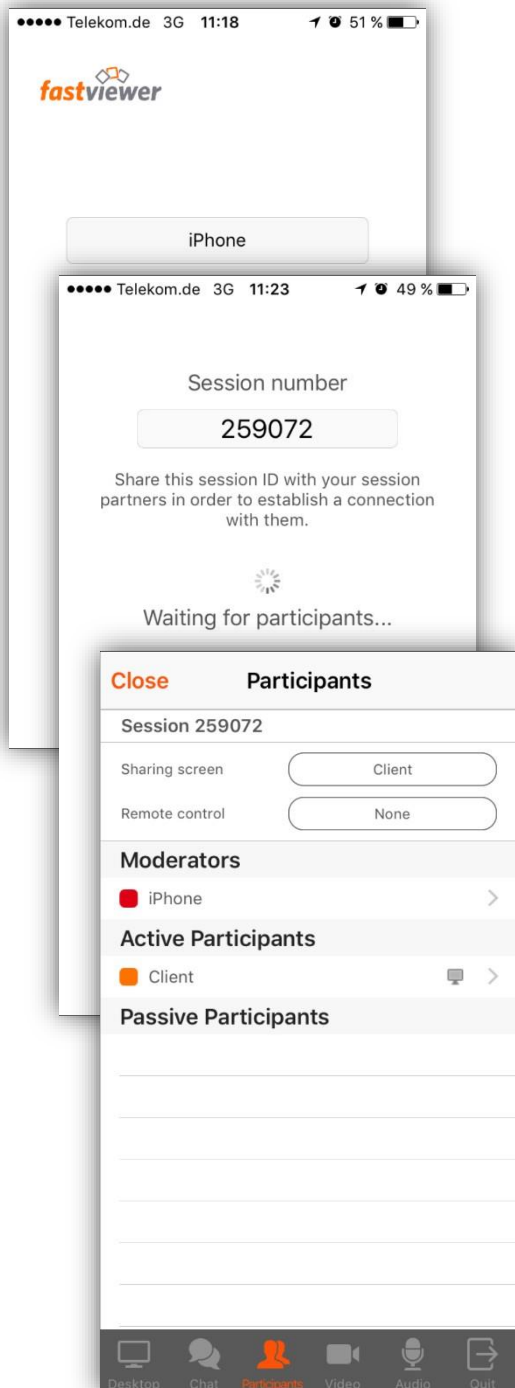
In addition, you can optionally transmit your video image, use the chat feature or view the list of conference participants. You can end your participation in the session at any time by tapping the "Quit" button.

Invitation Function



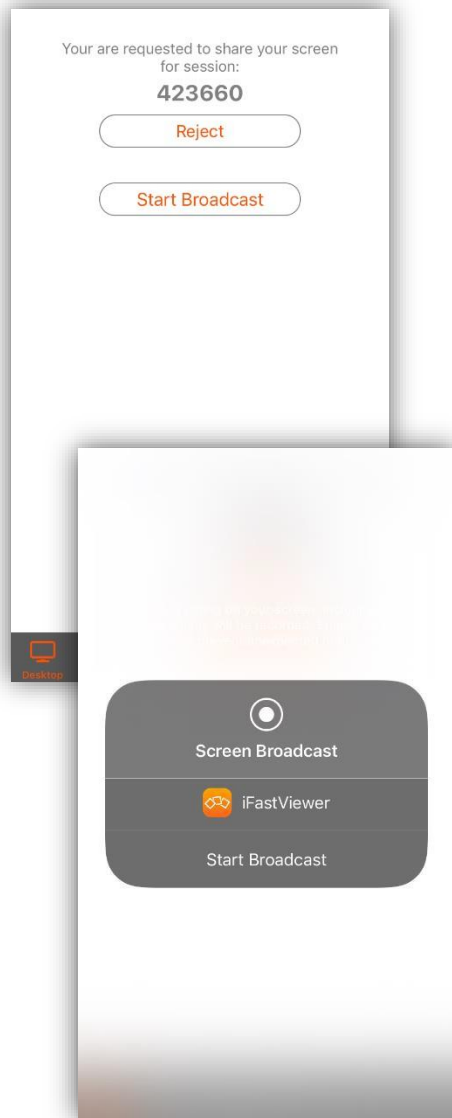
- If you receive an invitation to a conference by e-mail, you can start participate to the session directly via the supplied link.
- As a precondition, the iFastViewer App must be stored and available on your Apple device.
- Invoking the link automatically starts the iFastViewer App and sets up the connection to the conference. No further input is required in this case.

Starting a new Session



- In order to start a session, you need a valid FastViewer license. Make sure that the license data is stored in the settings of the app.
- Start the iFastViewer App from the Home screen of your iPhone or iPad and select "Create a New Session". You will now be shown the respective session IDs that can be passed on to the participants.
- The session is set up automatically as soon as the first participant has joined.
- To select a presenter and to manage the control rights, bring up the list of participants and configure the respective controls there.

Screen Sharing - Moderator

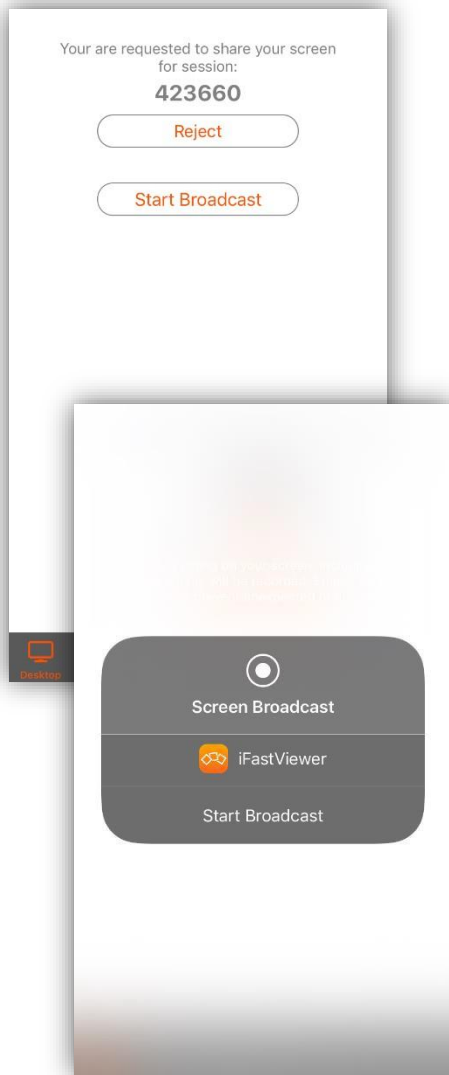


- If you want to share your screen, select the icon labeled "Participants" at the bottom of the screen. Next to the screen "None" will be displayed. Press this button and select your username.

This setting must be confirmed by clicking the "Done" button. Then select "Start Broadcast".

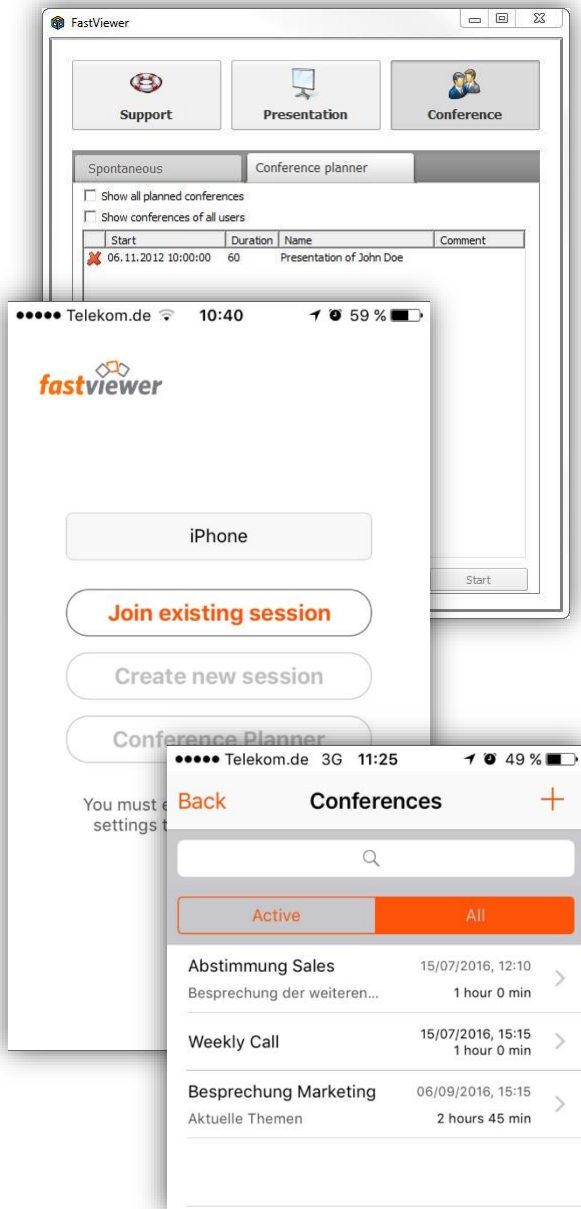
- In the next dialog, press "Start Broadcast" again. Afterwards, you will be asked for the release of the microphone, if this release has not yet been made.
- To select a presenter and to manage the control rights, open the participant list and configure the respective authorizations there.
- To end the session, the red bar the top of the screen must be pressed. The "Stop" function box stops the screen transfer.

Screen Sharing - Participant



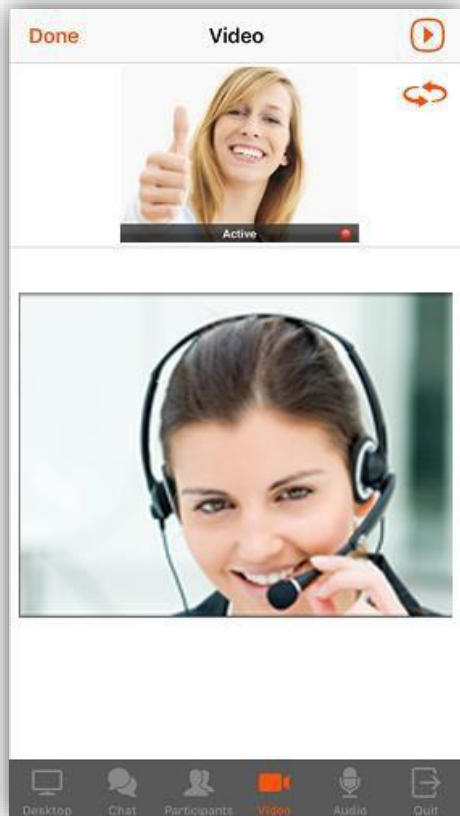
- If you want to share your phone screen, please press the "Start Broadcast" button when prompted, otherwise tap "Reject".
- In the next dialog, press "Start Broadcast" again. Afterwards you will be asked to release the microphone, if this has not already been done.
- To end the session, the red bar at the top of the screen must be pressed. The "Stop" function box stops the screen transfer.

Scheduled Sessions




- With the help of the iFastViewer app you can start already scheduled sessions or schedule new sessions. It should be noted that the corresponding users can see as well as start only the sessions scheduled by themselves.
- If you have already prepared a schedule in the Session Planner of the moderator module, you can open it via the "Start Conference" button.
- Which conferences are displayed will depend on the settings for the respective user credentials with which you have logged in.
- To select a presenter and to manage the control rights, bring up the list of participants and configure the respective controls there.


Video Feature



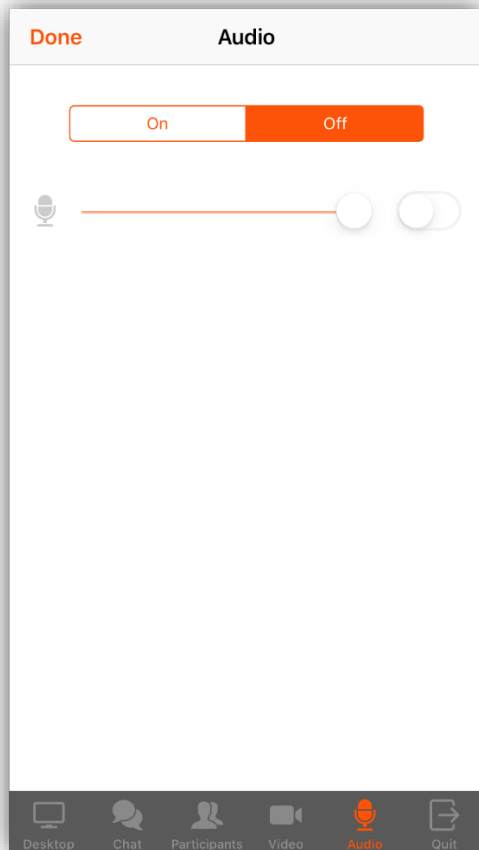
- Using the video function, it is possible to transfer the video of your webcam and to receive the video transmissions of your participants. You can use the camera on the front or back of the Apple device for this purpose. The camera can be switched via the designated button located at the top right of the App interface.

Further information

The camera can be switched via the designated button  located at the top right of the app interface.

You can start the transmission of your own image with the Start button  and stop it with the button that subsequently appears.


Audio Feature



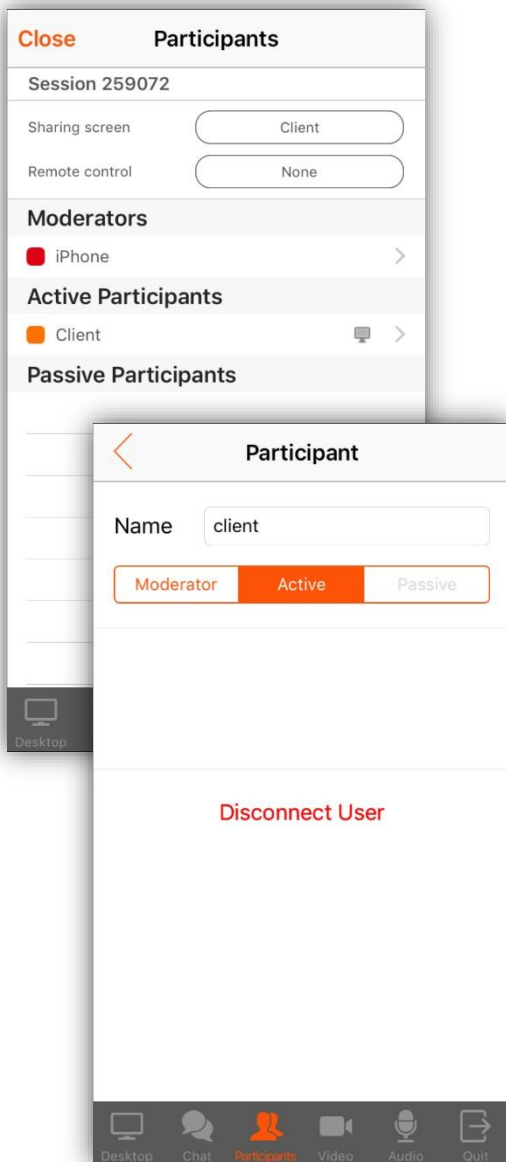
- You can discuss the contents of the meeting with other participants via VoIP (Voice over IP).
- The On/Off buttons can be used to activate the audio function. It is only after you have activated the function that you will be able to hear the other parties.
- The green button next to the volume control is used to enable the mute function.

Chat Feature



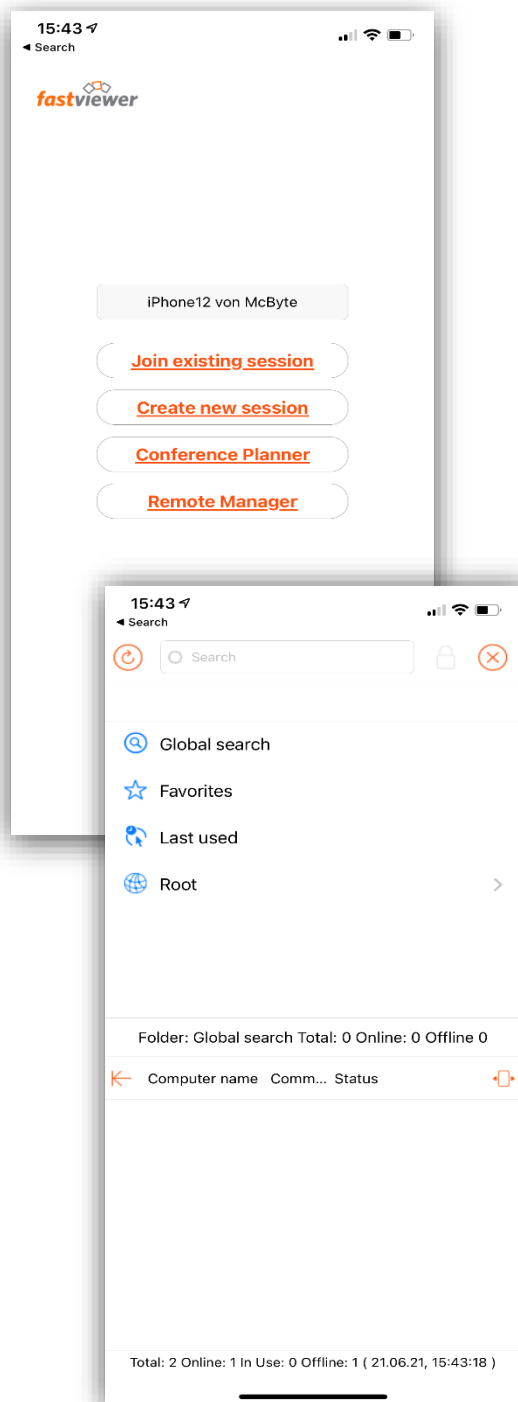
- This window shows all the sent chat messages as well as their senders.
- You can send chat messages to individual participants by clicking on the group symbol  next to the chat line.

Client Management



- You can obtain an overview of everyone attending the session via the list of participants.
- In addition, you can also control the permissions of the relevant participants (moderator or active/passive participants) here.
- Apart from the option of selecting a presenter and assigning remote control authorization, unwanted participants can be disconnected from the session.

Remote Manager



- With the help of Remote Manager you can directly connect to remote clients.
- **NOTE:**
In order for the remote clients to be displayed and to connect, the remote client module must be installed and running on the remote computer.

Contact

Dear customer or prospect,

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

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