



QUICK START GUIDE SECURE ADVISOR


fastviewer

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 when 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

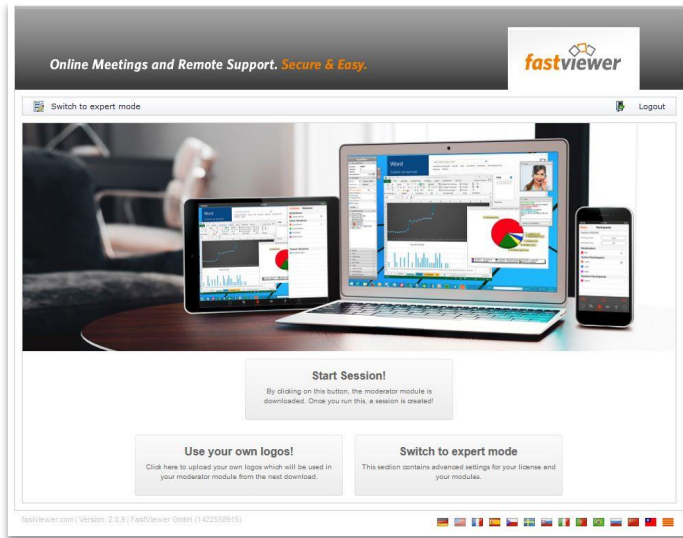
E-Mail: info@fastviewer.com

support@fastviewer.com

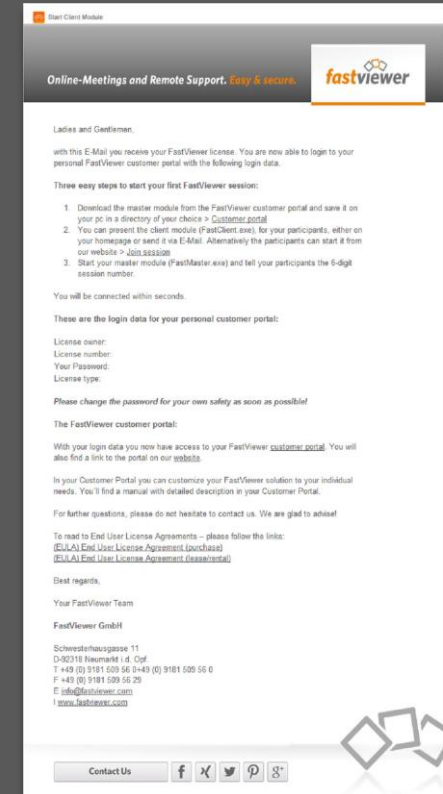


The FastViewer license

- You will receive your FastViewer license via email, which contains your license number, your password and the access to your personal [customer portal](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



Option 1

Connection set-up with Session ID

AD HOC SESSION



Downloading the FastViewer modules (Ad hoc support)

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 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 four callout boxes:

- Switch to expert mode**: A button in the top navigation bar.
- Start Session!**: A button 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!**: A button with the text "Click here to upload your own logos which will be used in your moderator module from the next download."
- Switch to expert mode**: A button with the text "This section contains advanced settings for your license and your modules."

At the bottom of the page, the footer text reads "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: 1244367666

Active: ☒

Edition: Secure Advisor | Instant Meeting

Ad-hoc connections: Downloads | Version History

Remote connections: Current profile: Default | Full version

Creation date: Single-profile | V 3.20.0051

Licensee: Master module | Download

Default Portal Mode: Client module | Download

Alias for portal login: Client module (Currently provided: V 3.20.0050) | Provide client module for planned conference invitation

Password for login: Download Remoted setup | Download

Root password for u: Download FastCom module | Download

E-Mail address: Mac | V 3.20.0051

Valid until: Master module | Download

Online log enabled: Client module | Download

Number of rows in:

fastviewer.com | Version: 2.0.9 | QuickStart Guide (1244367666)

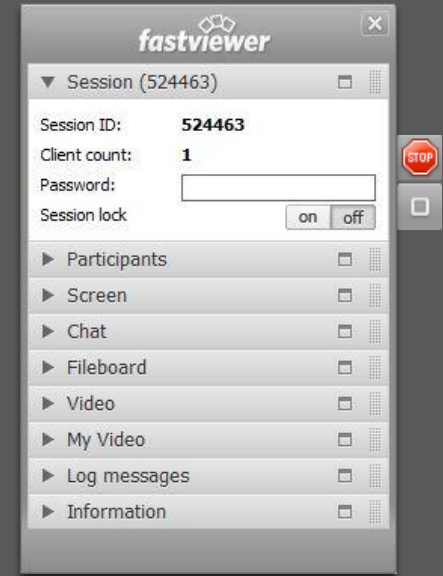
Click **My license** to see all license information, as well as your maintenance contract, if available.

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

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

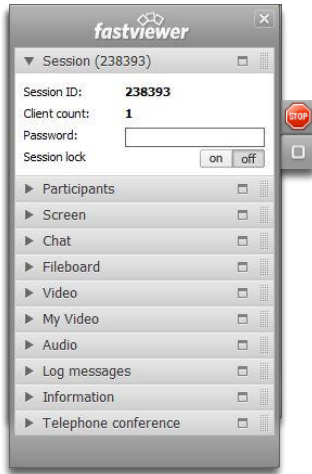
Connection set-up (Ad hoc support)

- 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.

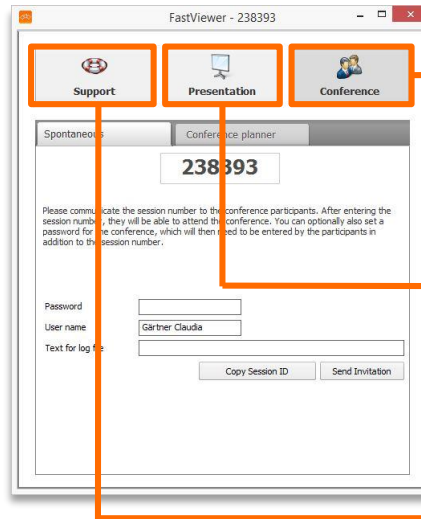


FastViewer Sidebar

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 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.

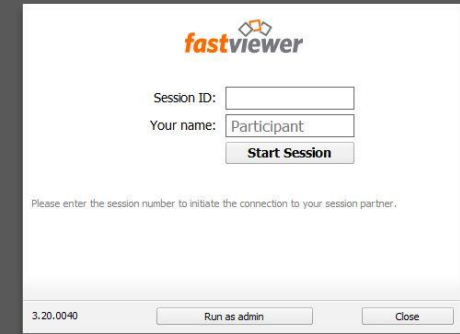
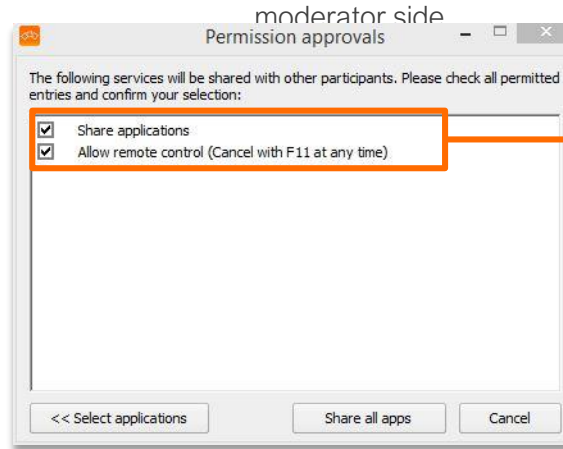
Support – If selected, you can access the participant's system after the 6-digit session number has been entered and approved.

- 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.



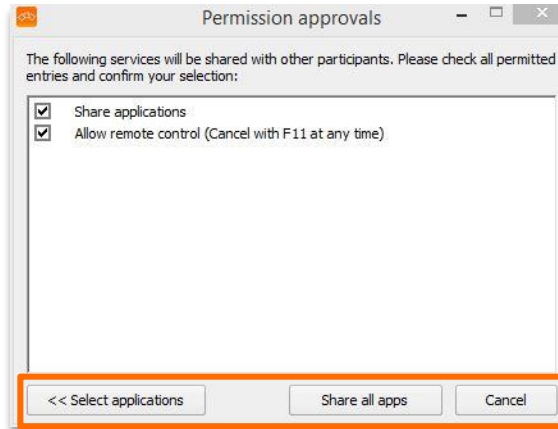
FastViewer client module

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

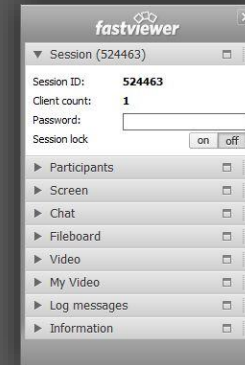
- After the permission was approved, screen will be shared.
- The sidebar functions allows you to change settings during the session, e.g. the desktop that is shown, active or passive participants, control and many more.
- You also see your shared video and the videos of your participants, chat with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

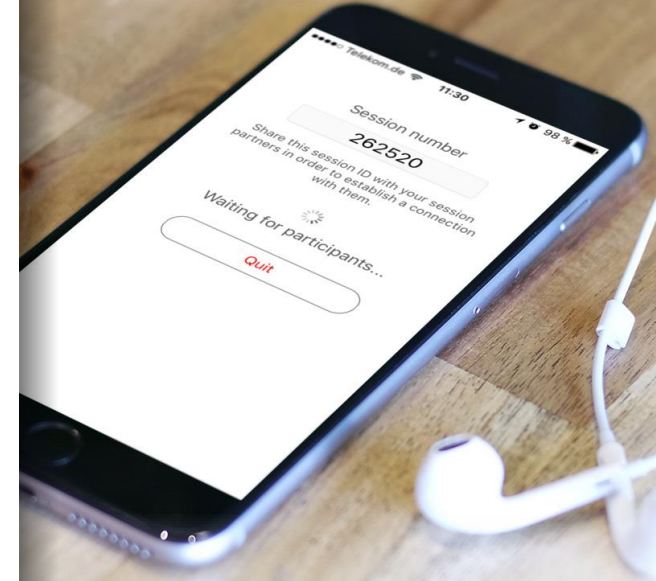


FastViewer App at the Google Play Store



FastViewer App at the App Store for iOS

Download now for free!



 **App Store**

 **Google Play**

Option 2

Remote Maintenance of unmanned devices
with pre-installed Clients

REMOTE CONTROL



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 1244367666

Active ☒

Edition Secure Advisor Instant Meeting

Ad-hoc connections 1 Room : 2 Participants

Remote connections 100 remote client(s)

Windows Single-profile V 3.20.0051

Master module ? [Download](#)

Client module ? [Download](#)

Client module (Currently provided: V 3.20.0050) ? [Provide client module for planned conference invitation](#)

Download Remoted setup ? [Download](#)

Download FastCom module ? [Download](#)

Valid until Unlimited

Online log enabled ☐

Number of rows in lists 100

fastviewer.com | Version: 2.0.9 | QuickStart Guide (1244367666)

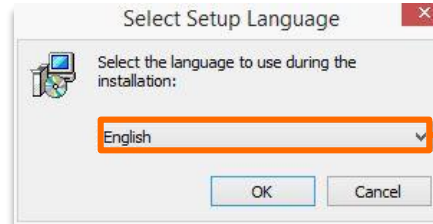
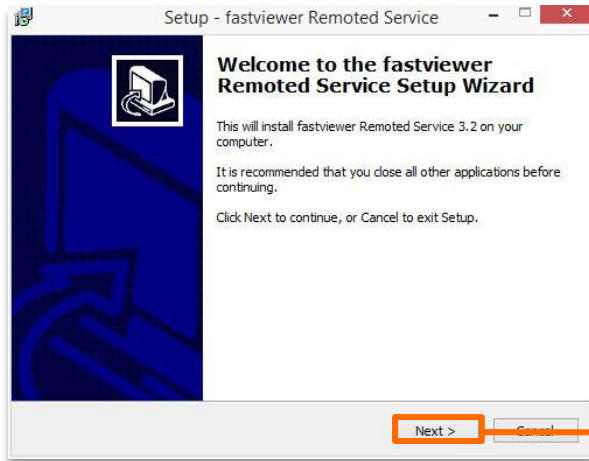
Click **My license** to see all license information, as well as your maintenance contract, if available.

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

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

Installation

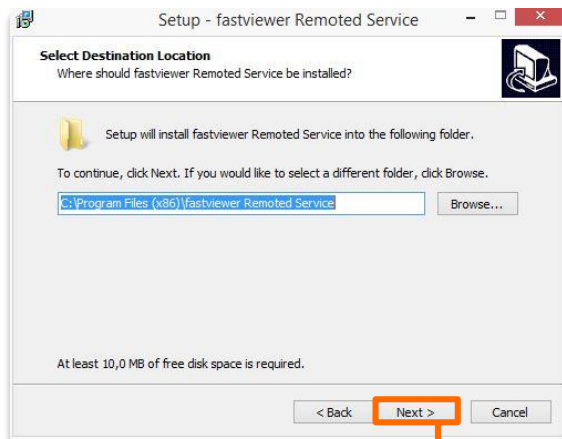
- The moderator module "FastMaster.exe" includes your license and must not be passed on to customers.
This module provides access to the individual Remoted clients.
- The Remoted Setup "fwresetup.exe" is installed on the opposite side as a service and thus provides full and unrestricted access. Provide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



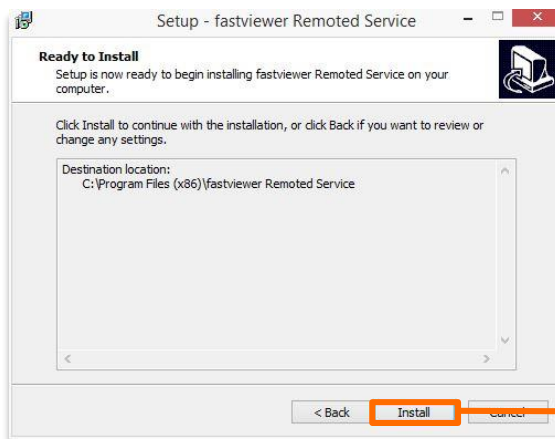
This is the welcome screen.
Please click „Next“.

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.

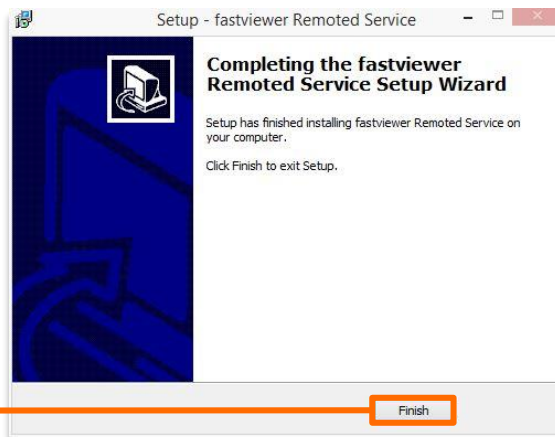
The language selection is displayed. Select the desired language for the setup and click „OK“



Select the destination folder in which the Remoted client is to be installed. Then click "Next".



You can now check your settings here. To begin the installation, click on "Install".



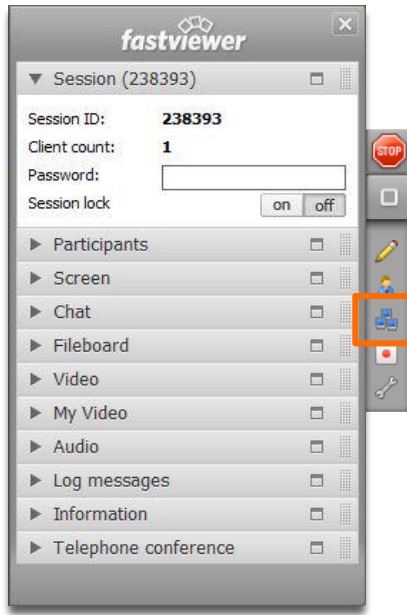
The installation of the Remoted client is now completed. To finish the setup, click on "Finish".

Connection set-up – the master module



FastMaster

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



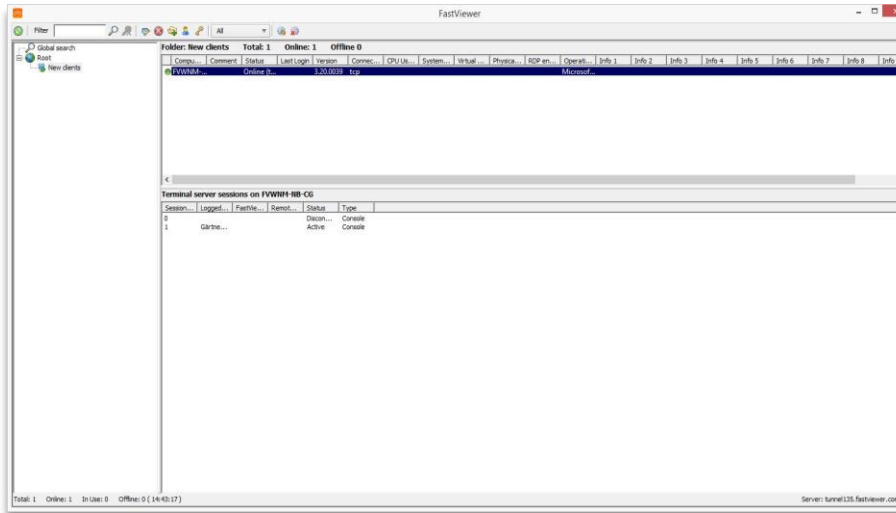
Open the "Shortcut bar" by sliding the mouse pointer over the Sidebar icon. You will gain access to the Remote Console here.

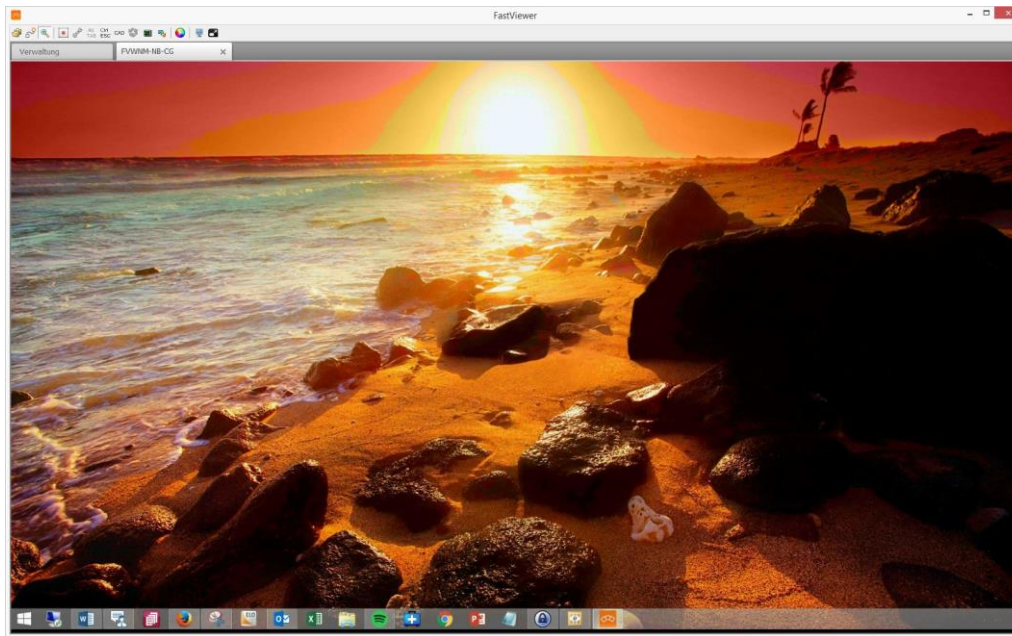


When logging in for the first time, enter your 10 digit „serial number“ in the „Your name“ field and the „Password“ for your customer portal.

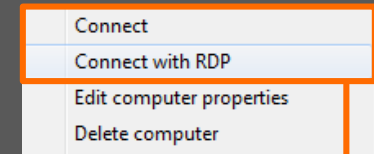
Remote-Verwaltung

- 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.



You set up a connection by double-clicking on a **Remoted client**. Alternatively, it is possible to select how you want to connect with a right click.



Contact information

Dear customer, dear prospect

If you have any questions, please do not hesitate to contact us.

We are always glad to help!

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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



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Thank you for your support.

