

fastviewer at TechniData IT-Service GmbH

User instructions for the customer module of
the “fastviewer” desktop sharing application

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1 Introduction

With a view to offering customers the best possible support, TechniData IT-Service GmbH uses the "fastviewer" desktop sharing software in the Support and Sales departments. fastviewer makes it possible to access the customer's desktop regardless of the customer's configuration such as firewall systems or proxy servers. In order to be able to ensure maximum security for the customer data transmitted, the "Enterprised" edition of fastviewer is used, for which the communication server was installed in the in-house computing center.

2 System Requirements

A network connection is required in order to be able to start the fastviewer customer module. We recommend to provide a DSL link with a minimum bandwidth of 2 Mbits/s. The following operating systems are supported: Windows 98, ME, NT, 2000, XP, 2003 Server, Vista

3 Operation

3.1 Establishing a Connection

There are two different possibilities how to start the customer module and participate in a fastviewer session:

- **Session invitation**
An employee of TechniData IT-Service GmbH may have sent you an invitation to a session by e-mail. This session invitation contains a link to the customer module and the required session number.
- **Start the customer module via the homepage of TechniData IT-Service GmbH**
You can also start the customer module directly from the homepage of [TechniData IT-Service GmbH](#). You can find the required link - Download fastviewer - via the "Helpdesk" area. In this case an employee of TechniData IT-Service GmbH will have to communicate the required session number to you, e.g. by phone.

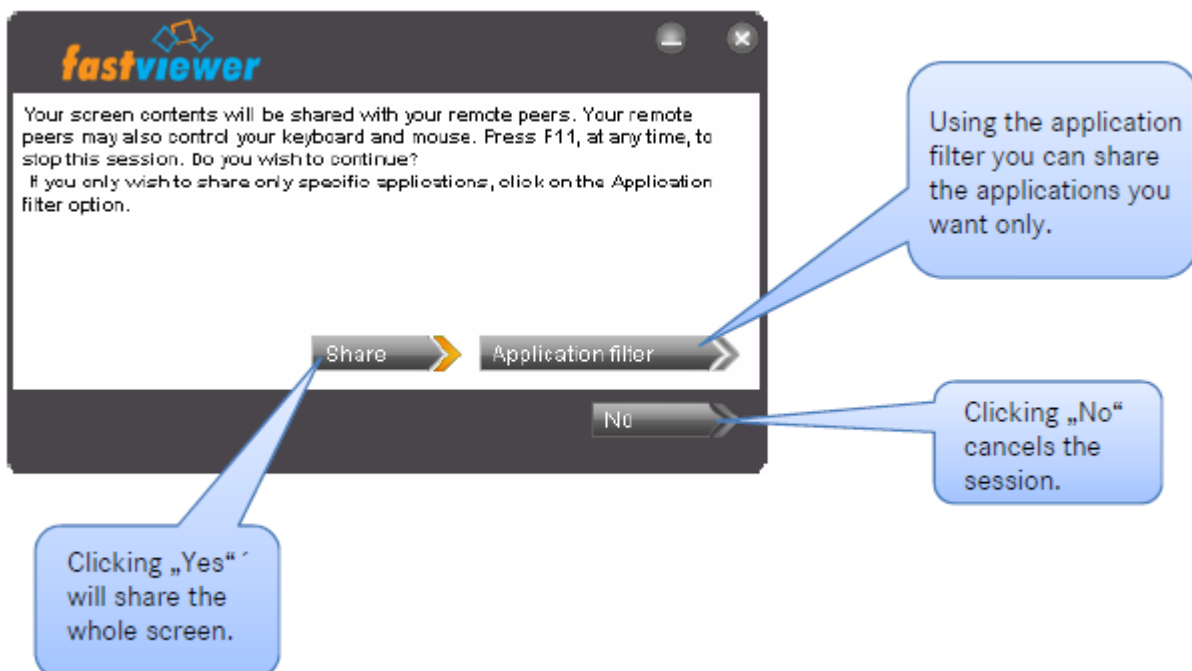
When the customer module has been started and the connection to the server established, the following window appears:



After the customer or peer has clicked „Connect“, the connection will be established.

3.2 Sharing Resources for a Session

In order for an employee of TechniData IT-Service GmbH to be able to access your desktop, you have to make available, i.e. share information items. A distinction is made between sharing the complete desktop or sharing individual active applications. After starting the session, you are first prompted for which screen contents you want to share with your session partner, however, you have always the option of changing this selection during a session.



3.2.1 Sharing the desktop

If you should have shared "only" one or more individual applications at the beginning of the session, you can still decide to share the complete desktop during the session. To do this, proceed as follows:

Clicking "**Share**" shares the screen contents of the client and the view of all applications and files. The support personnel can see the client computer just as if sitting in front of it. If you click "**No**", sharing is cancelled.

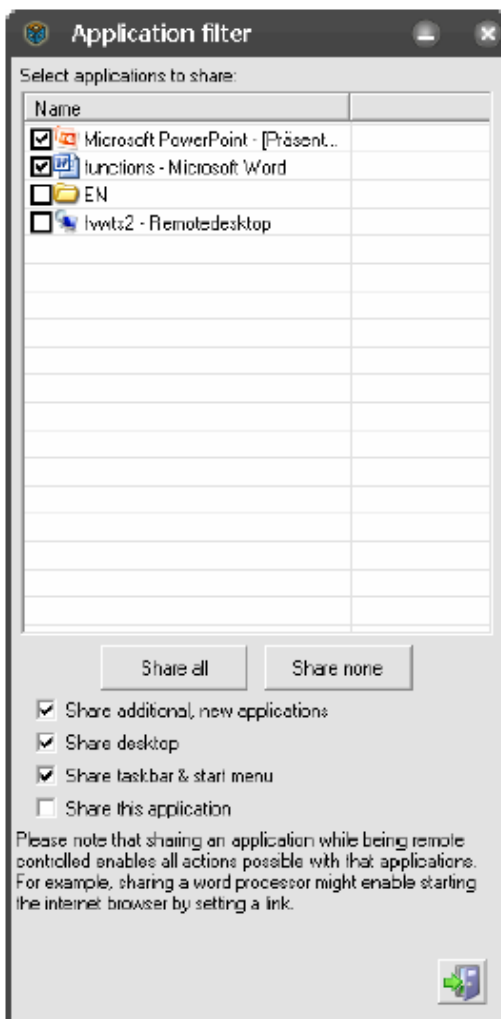
3.2.2 Sharing one or more application(s)

You can open the application filter by clicking the following icon:



You can use the "**Application filter**" function to share applications by setting a checkmark; the applications must be open to be available for selection. When selecting an application, note that sharing an application which involves control functions will result in sharing also all the actions that are possible with this application.

The following dialog appears:



By clicking the boxes in the list, you can choose which applications should be shared with your remote peer. The two buttons below make it easier to choice.

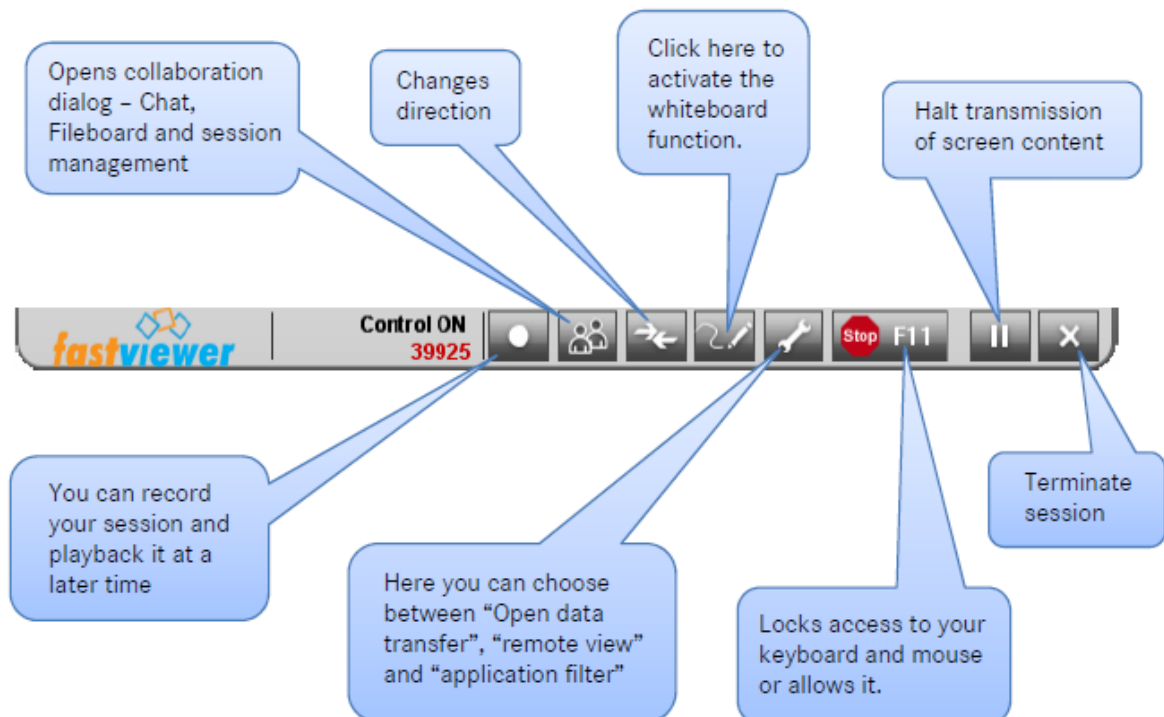
Additionally, the two check boxes below are also important. “Share new applications” determines, whether applications which are started afterwards are shared or not.

“Share taskbar, desktop, start menu” chooses whether to share these elements of your desktop.

If you click a box here, your choice will take effect immediately; you can see that inside the „Remote view“ dialog described later.

3.3 Customer Module Bar

A peer sharing his/her desktop – during „Support mode“ your customer, in „Presentation mode“ you self – will see a fastviewer controlbar at the top of the screen:

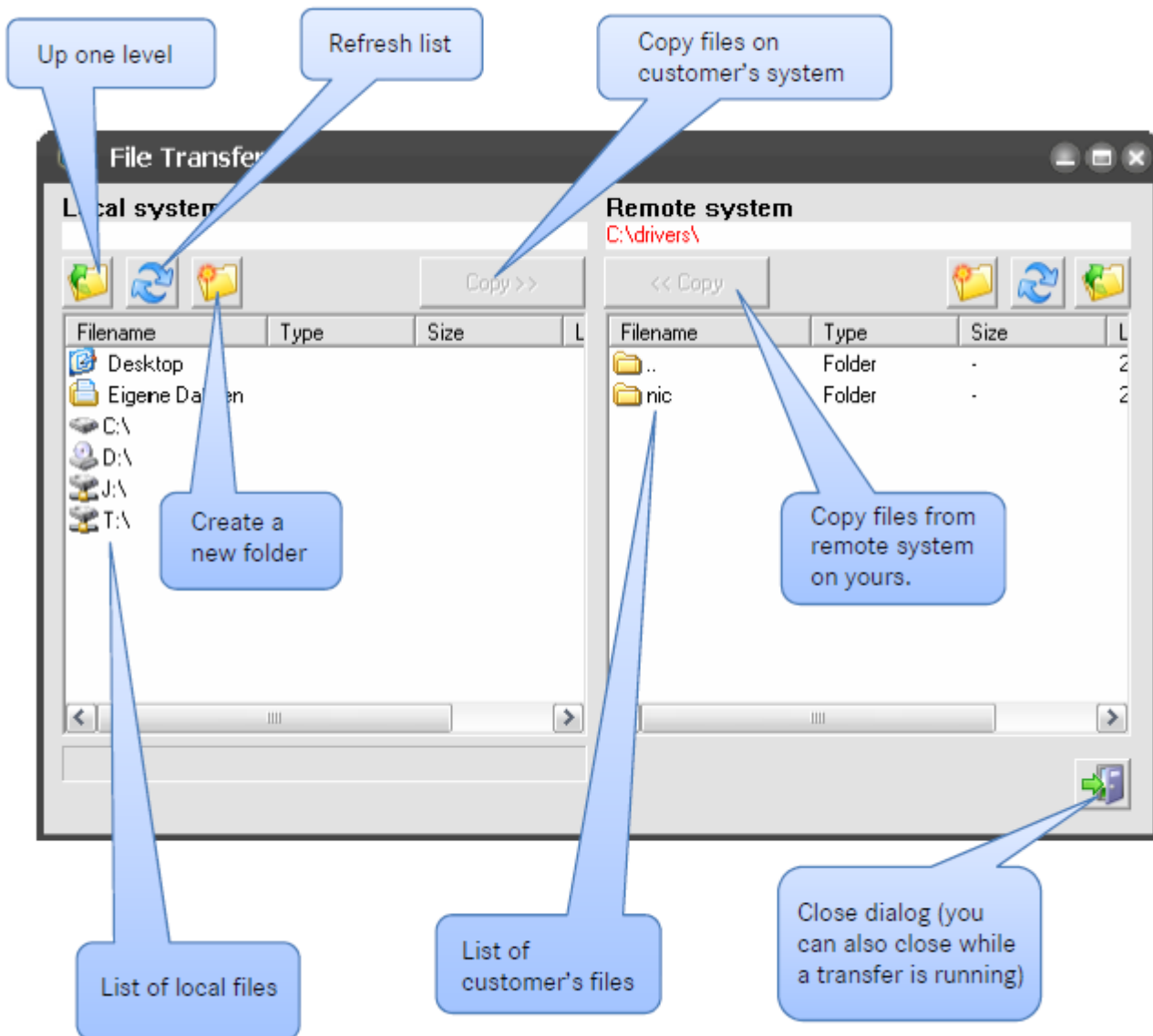


3.3.1 Description of file transfer

By clicking on the following icon:



You can open the File transfer dialog. In standard configuration, the customer will see a warning dialog first, and has to confirm your access to his/her file system by clicking „Yes“. Afterwards a dialog appears, divided into two areas: one for your local system, and one for the customer’s remote file system.



You can see the local file system of the master and the remote system of the client. The file transfer function makes it possible to exchange files easily in a support situation. For example, it is possible to transfer (copy) log or database files, installation files or complete directories between the master and the client.

You can use the "Copy files" function to transfer files from the local system to the remote system. The files and the complete data transfer are encrypted and compressed during the transfer. The following is an example of the procedure of such a data transfer:

4 Contact

If you should have any further questions, the support personnel of Technidata IT-Service GmbH will be glad to assist you. Please use the following phone number or e-mail address:

Phone: +49 (0) 180 / 200 700 2

E-mail: Helpdesk@its-technidata.de