



# Parallels Mobile

## User's Guide

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## CHAPTER 1

# Welcome to Parallels Mobile

If you use Parallels Desktop to run Windows on your Mac, you can use the Parallels Mobile® app to access and use your Windows programs on the go, right on your iPad, iPhone, or iPod touch.

Read this guide to learn how to set up and use Parallels Mobile.

### Notes:

**1:** This guide shows screens from the iPad version of Parallels Mobile, but the instructions also apply to the iPhone and iPod touch.

**2:** This guide focuses on using Parallels Mobile to work with Windows and Mac OS X. You can also use it to work with other guest operating systems supported by Parallels Desktop.

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## What You Can Do

With Parallels Mobile you can:

- Work with Windows or any other operating system supported by Parallels Desktop on your iPad, iPhone, or iPod touch, just as if you were using it on a desktop computer
- Use any of your Windows programs
- Remotely start and stop Windows
- Connect over Wi-Fi or 3G
- Access Windows from anywhere over the Internet

Additionally, if you're using Parallels Mobile with Parallels Desktop 7 you can:

- Control your Mac and Mac OS X on your iPhone, iPad, or iPod touch
- Copy and paste text between Windows and your iPhone, iPad, or iPod touch
- Hear music and other audio from Windows

## What You Need

To use Parallels Mobile, you need:

- Parallels Desktop 6 or Parallels Desktop 7 installed on your Mac and updated to the latest version (to use [some features](#) (p. 4), you need Parallels Desktop 7)
- The latest version of Parallels Tools installed in Windows (or whichever guest operating system you're using with Parallels Desktop)
- An iPad, iPhone, or iPod touch
- Your Mac and your iPad, iPhone, or iPod touch must be connected to the Internet or connected to the same local network

**Important:** To use Parallels Mobile to work with Windows, your Mac must be turned on.

## CHAPTER 2

# Getting Started

Read this section to learn how to setup Parallels Mobile.

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## Setting Up Parallels Mobile


Before you can start using Parallels Mobile, you first need to:

- Set up Parallels Desktop on your Mac for Parallels Mobile access
- Log in and connect to your Mac using the Parallels Mobile app

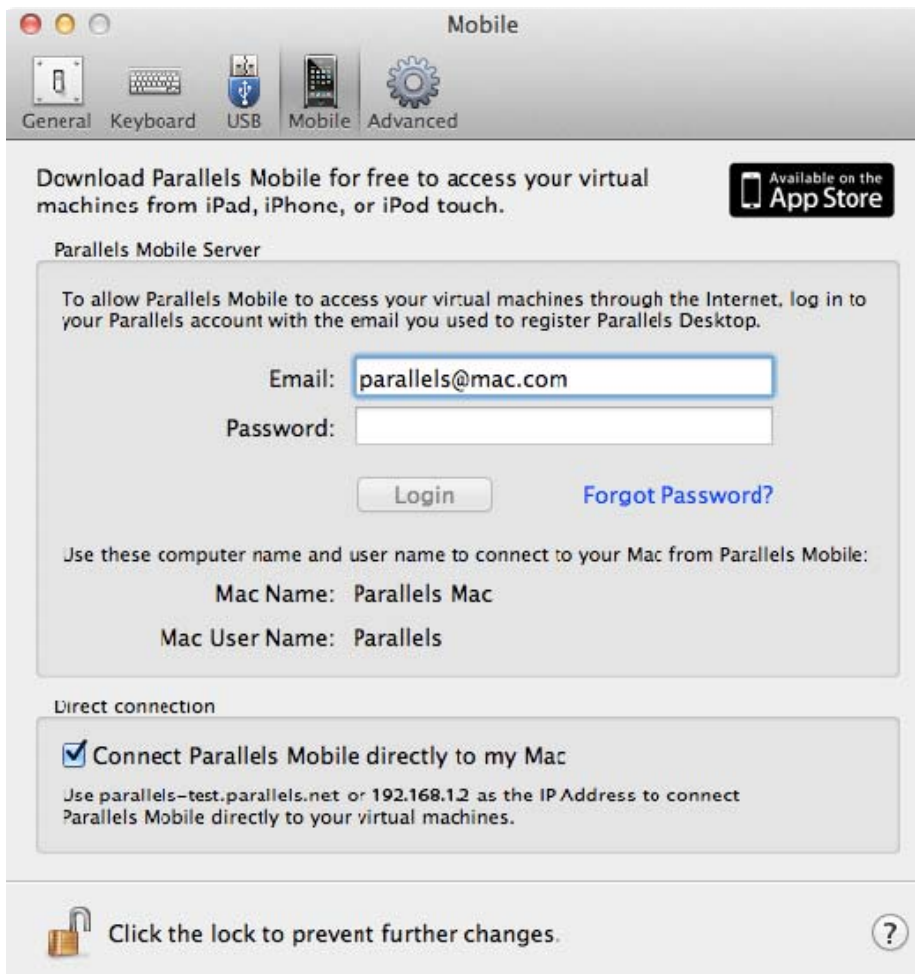
Follow these steps to set up Parallels Mobile:

- 1 Be sure you have Parallels Desktop 6 or Parallels Desktop 7 installed on your Mac and updated to the latest version, and that you have installed Windows or another guest operating system in Parallels Desktop on your Mac.

**Note:** If you've updated to Parallels Desktop 6 or 7 from an earlier version, be sure to reinstall Parallels Tools in Windows. See Parallels Desktop Help for more information.

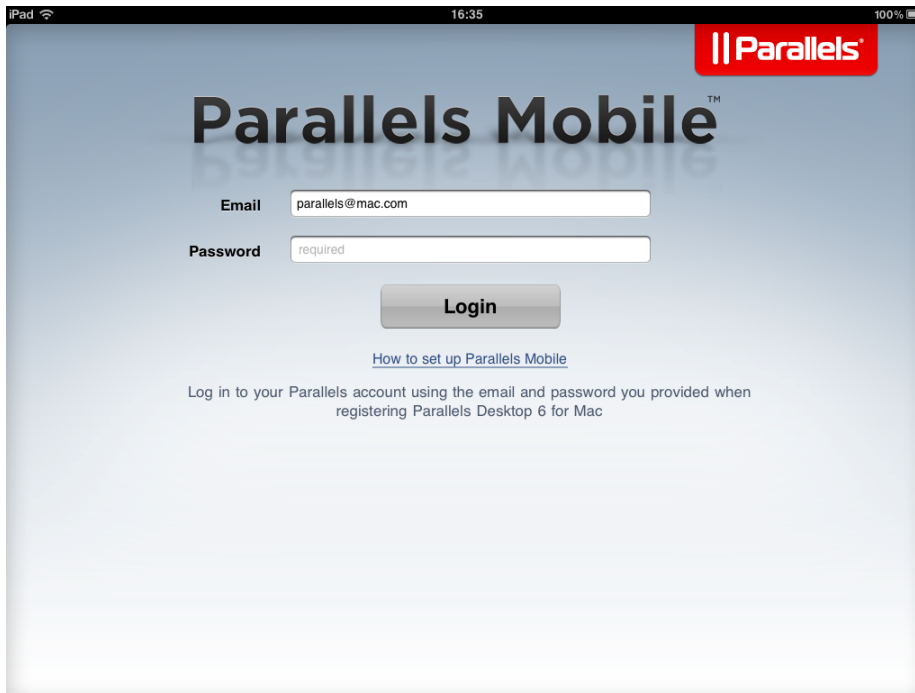
- 2 If you haven't already registered Parallels Desktop, do so now by doing the following:
  - a Open Parallels Desktop on your Mac. If you see the Parallels icon  in the menu bar at the top of the screen, click it and choose **Exit Coherence**.
  - b Choose **Parallels Desktop > Register Product**, and then follow the onscreen instructions. Make a note of the email address and password that you use to register.
- 3 Choose **Parallels Desktop > Preferences** and click **Mobile**.
- 4 Log in to your Parallels Account using the email and password you used to register Parallels Desktop.

If you don't remember your password, click **Forgot Password** and follow the onscreen instructions to retrieve it.



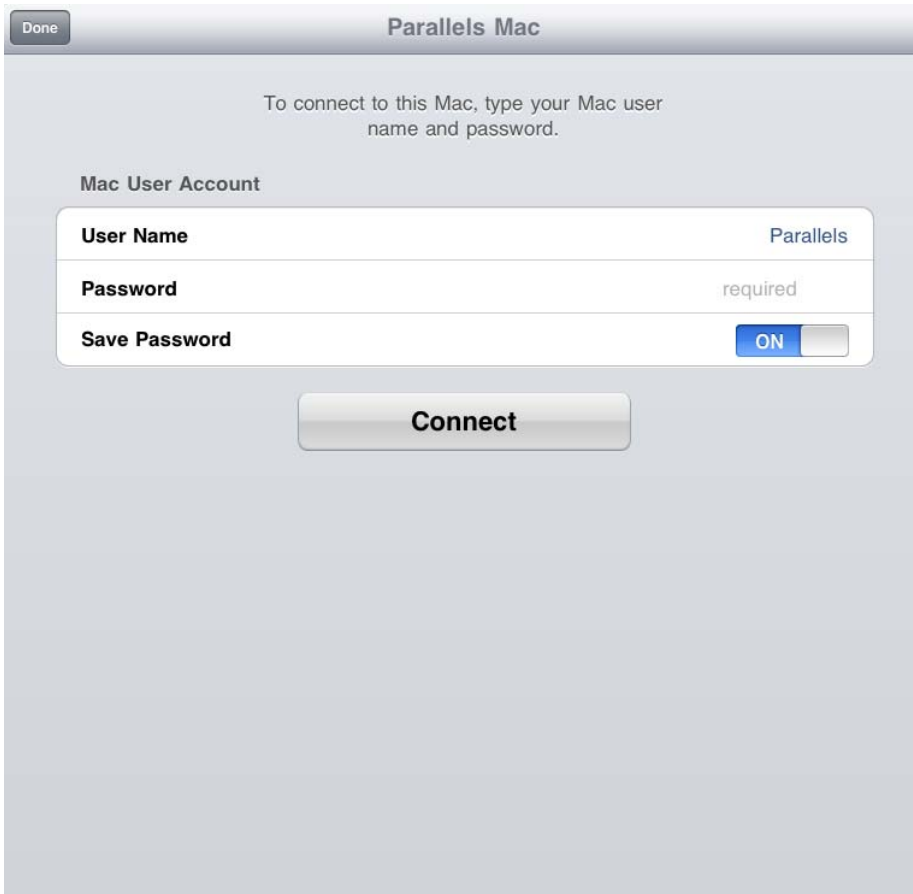
**Note:** You only have to log in to your Parallels account once to use Parallels Mobile. You'll stay logged in even if you quit Parallels Desktop or restart your Mac.

- 5 On your iPad, iPhone, or iPod touch, download and install the Parallels Mobile app from the App Store.
- 6 Open the Parallels Mobile app on your device.
- 7 To log in to your Parallels account, enter the email address and password you used to register Parallels Desktop, and then tap Login.



8 Enter the following information to connect to your Mac:

- **User Name:** The user account name you use to log in to your Mac.
- **Password:** The password you use to log in to your Mac.



The screenshot shows a dialog box titled "Parallels Mac" with a "Done" button in the top-left corner. The main text reads: "To connect to this Mac, type your Mac user name and password." Below this is a section titled "Mac User Account" containing three input fields: "User Name" with the value "Parallels", "Password" with the text "required" to its right, and "Save Password" with a toggle switch currently set to "ON". A "Connect" button is centered at the bottom of the dialog.

**Note:** If you don't want to have to enter your password each time you use Parallels Mobile, leave **Save Password** turned on.

Now you're ready to start using Parallels Mobile. Read the next section to learn how.

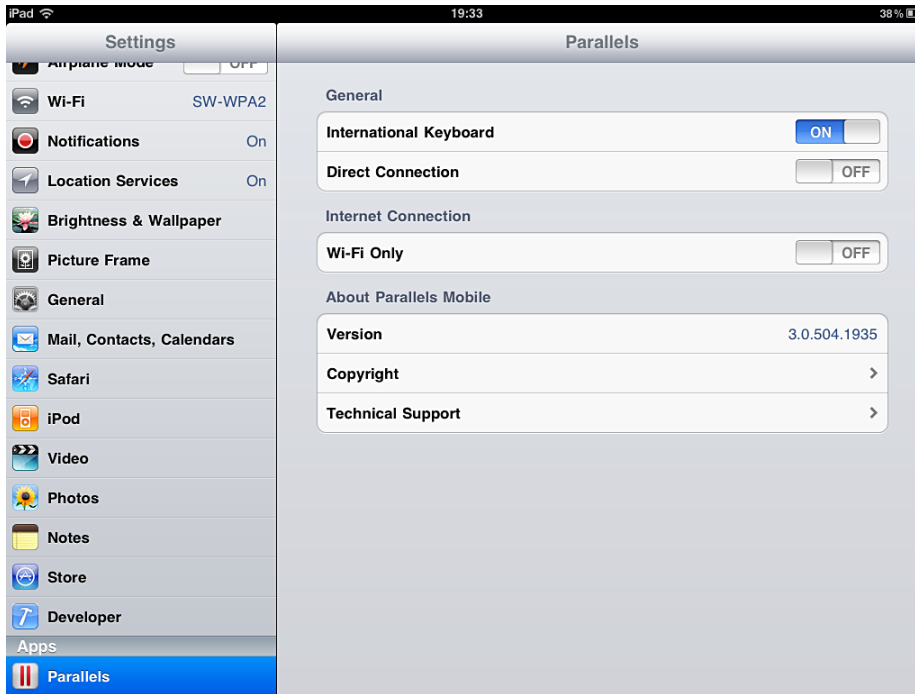
## If You Don't Have an Internet Connection

If you can't connect to the Internet but your iPad, iPhone, or iPod touch is on the same local network as your Mac, you can still use Parallels Mobile by [manually configuring a direct connection between your device and your Mac](#) (p. 23).

## Turn Off 3G to Connect Only by Wi-Fi

If you have a limited 3G data plan and want to avoid extra charges, you can set Parallels Mobile to only use Wi-Fi:

- 1 On your iPad, iPhone, or iPod touch, open **Settings**, scroll down to the **Apps** section, and tap **Parallels**.



- 2 Turn **Wi-Fi Only** on.

If you use Parallels Mobile with **Wi-Fi Only** turned on and no Wi-Fi connection is available, a message asks if you want to connect over 3G.

When **Wi-Fi Only** is turned off, Parallels Mobile uses a Wi-Fi connection when available, and otherwise uses a 3G connection.

## CHAPTER 3

# Use Windows on Your iPad, iPhone, or iPod Touch

Read this section to learn all about using Windows and (if you're using Parallels Desktop 7) controlling your Mac on your iPad, iPhone, or iPod touch.

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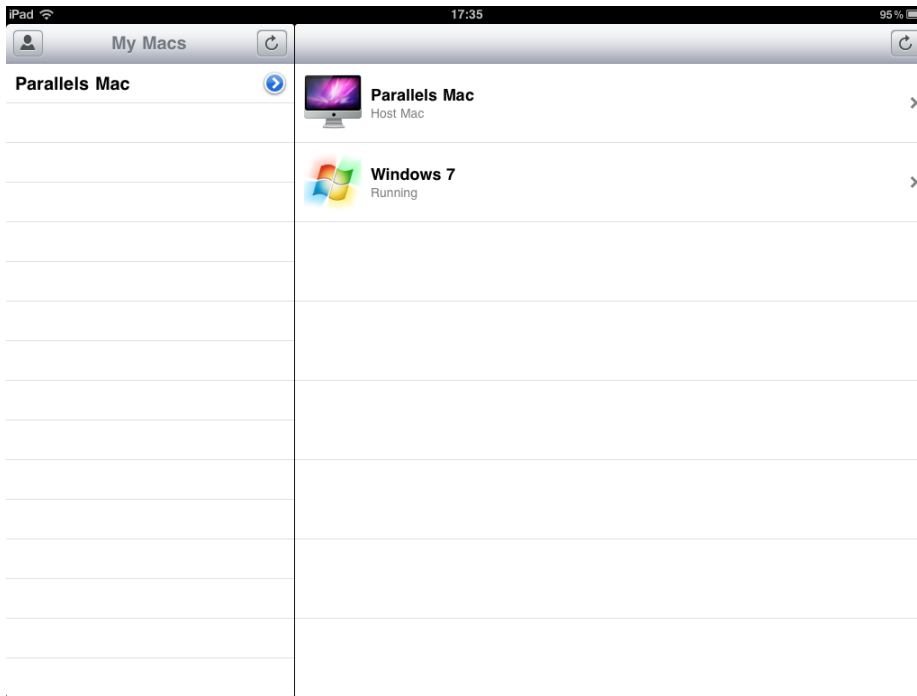
## Start a Windows Session

Once you've set up Parallels Mobile, you can start a Windows session anytime.

To start using Windows on your iPad, iPhone, or iPod touch:

- 1 Be sure your Mac is turned on and connected to the Internet.
- 2 Open Parallels Mobile on your iPad, iPhone, or iPod touch.

A list of any of your Mac computers that are logged in to Parallels is shown, along with a list of instances of Windows (or other guest operating systems) installed in Parallels Desktop on the selected Mac.



**Note:** If you're using an iPhone or iPod touch, you'll only see one column at a time.

- 3 If you have more than one Mac connected, tap the one you want to use.
- 4 Tap the instance of Windows that you want to work with.

Depending on whether Windows is running on your Mac, one of the following happens:





- If Windows is running on your Mac, the Windows desktop appears and you can start using Windows right away.
- If Windows isn't running on your Mac, a large "play" icon appears. Tap the icon to start Windows.



Once Windows starts, you can interact with it using [gestures](#) (p. 16) and the software [keyboard](#) (p. 18).

### More Actions

From the initial Parallels Mobile screen you can also:

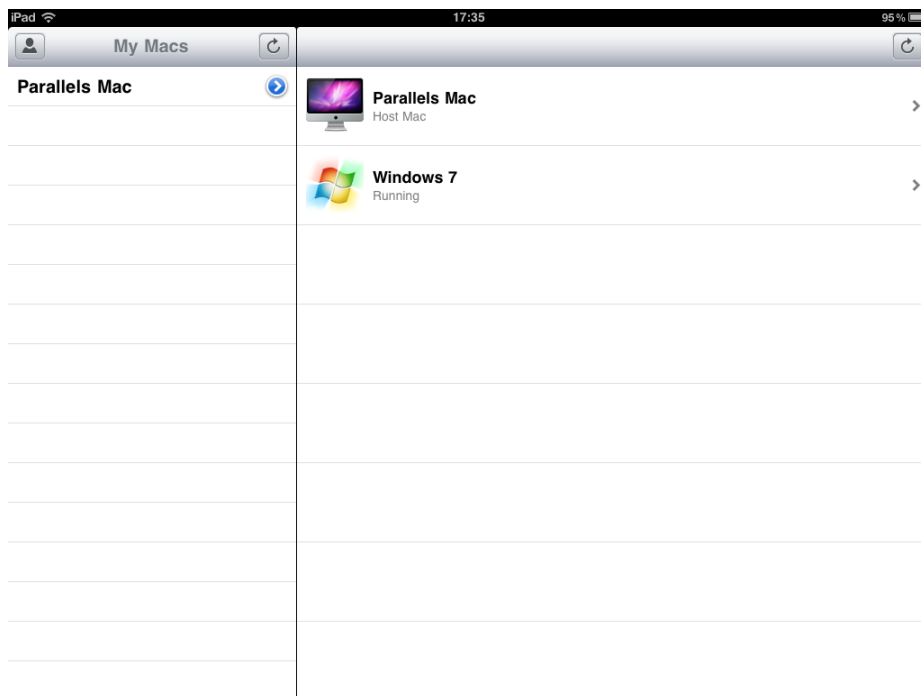
- **Refresh the list of available Mac computers:** Tap  next to **My Macs**.
- **Refresh the list of Windows and other guest operating systems:** Tap  in the upper-right corner of the screen.
- **View and edit the Mac account settings:** Tap  next to the Mac you want to edit.
- **Edit the Parallels login information or log out:** Tap .

## Control Your Mac Remotely

If you have Parallels Desktop 7 installed on your Mac, you can remotely control it using Parallels Mobile.

To connect to your Mac:

- Tap its name in the right pane of the main application screen.



You can now work with your Mac in Parallels Mobile just as you'd work with Windows.

### Notes:

1. To switch between Spaces, tap the **Control** key on the onscreen keyboard and then tap one of the arrow keys to switch one Space over in that direction. To move to the next Space, tap the **Control** key and then an arrow key again.
2. For differences between using Parallels Mobile to work with Windows and using it to control your Mac, see [Limitations](#) (p. 31).


## Use Gestures to Control Windows and Mac

In Parallels Mobile you can use a variety of gestures to control Windows or your Mac. Using swipes, taps, and pinches, you can navigate Windows or Mac OS X, launch programs, open files, scroll, zoom in and out, and more. The same set of gestures is used to control Windows and Mac OS X with one limitation: you cannot use scrolling when controlling Mac OS X.




**Note:** The "Tips" display shown above appears each time you start a Windows session. If you don't want it to appear, turn **Show Tips** off.

Use gestures in Parallels Mobile to do the following:

- **Click:** Tap anywhere to perform the same action as clicking the left mouse button.
- **Double click:** Tap twice to perform the same action as double-clicking the left mouse button.
- **Right click:** With one finger, touch anywhere and hold to perform the same action as clicking the right mouse button. Typically a context menu appears.
- **Pan or select:** Swiping with one finger can either pan the entire desktop in any direction, or select objects. To toggle between panning (the default) and selecting, tap  in the toolbar at the top of the screen (if you don't see the toolbar, tap with three fingers to show it).

When set to pan, swiping in any direction with one finger moves the viewable area of the desktop. If you've zoomed in, you can pan to view other areas of the desktop.

When set to select () , swipe with one finger over objects or text you want to select. For example, if you swipe over a group of files in Windows Explorer, the files become highlighted to indicate they're selected.

- **Scroll:** Touch any scrollable area (for example, a text window with scroll bars) with two fingers and drag left, right, up, or down to scroll. Please note that scrolling is not available when controlling a Mac.
- **Zoom in and out:** Pinch two fingers together or apart to zoom in or out on the Windows desktop.
- **Show or hide the toolbar:** Tap the screen with three fingers to show or hide the toolbar at the top of the screen.
- **Show or hide keyboard:** Tap with two fingers to show or hide the onscreen keyboard.

**Note:** Instead of the standard mouse arrow that appears on the Windows desktop, when you tap the screen in Parallels Mobile, a blue dot appears to show where the tap registered.

## Use the Onscreen Keyboard

Just as with other iPad applications, when you're using Parallels Mobile the onscreen keyboard appears automatically anytime you tap inside a text field.

To manually show or hide the onscreen keyboard:

- Tap the screen with two fingers.

**Note:** When using Parallels Mobile to control your Mac, you must manually show or hide the onscreen keyboard.

### Function Keys

The Parallels Mobile keyboard includes an alternate layout with function keys (F1, F2, F3, and so on), Esc, Tab, Insert, Delete, Ctrl, Alt, arrow keys, and other keys normally found on a standard keyboard.

**Standard keyboard:**



## Function keyboard:



To toggle between the standard alphanumeric keyboard and the function keyboard:

- Tap either of the arrow keys at the top left and right corners of the keyboard.

## Key Combinations

Sometimes when working in Windows you need to press one key while holding down a "modifier" key, such as Ctrl, Alt, Shift, or Cmd.

To type a key combination:

- 1 Tap any modifier keys first. The keys turn blue to indicate they're part of the key combination.
- 2 Tap the standard key to complete the key combination.

For example, to type Ctrl-C, first tap the Ctrl key and then tap C. To type Ctrl-Alt-Del, tap Ctrl, then Alt, then Del.

To type just a modifier key, or to type a key combination that has only modifier keys:

- Tap the last modifier key twice. For example, to type Cmd, tap Cmd twice. To type Alt-Shift, tap Alt, then tap Shift twice.

## Connect an External Keyboard

You can also use an external Bluetooth keyboard with Parallels Mobile. See the documentation that came with your iPad, iPhone, or iPod touch for more information on using it with a Bluetooth keyboard.

## Type in Another Language

With Parallels Mobile you can enter text in any of several different languages using various international keyboards. You can type in any language that's supported by both Apple mobile devices and Windows.

To enable using international keyboards, the following requirements must be met:

- Parallels Desktop on your Mac must be updated to the latest version.
- The latest version of Parallels Tools must be installed in Windows on your Mac. If you installed a Parallels Desktop update, you must re-install Parallels Tools.
- You must be using Windows 2000 or later. Parallels Mobile does not support international keyboards in other operating systems.
- The corresponding input language service must be installed in Windows on your Mac.
- Your iPad, iPhone, or iPod touch must have the desired keyboard added. In **Settings**, choose **General > Keyboard, International Keyboards**.
- The **International Keyboard** option must be enabled in the Parallels Mobile global settings (this option is enabled by default). In **Settings**, choose **Parallels** and turn **International Keyboard** on.

**Note:** International keyboards are not supported when you use Parallels Mobile to control your Mac.

Once you have enabled international keyboards, to switch to another keyboard:

- Tap the globe key on the keyboard and choose another language.

## Parallels Mobile Controls










When working in Windows or controlling your Mac, a useful toolbar appears at the top of the screen.



To toggle between showing or hiding the toolbar:

- Tap anywhere on the screen with three fingers.

The toolbar lets you perform the following actions:

- **Stop the session and go back to the main screen:** Tap . The connection with Windows is closed, but Windows continues running on your Mac.
- **Suspend, pause, or shut down Windows:** Tap  and choose **Suspend**, **Pause**, or **Shut Down**.
- **Force Windows to shut down:** Tap  and tap **Shut Down**. Then tap **Stop**.
- **Show or hide the onscreen keyboard:** Tap .
- **Determine whether Parallels Tools are running:** Note the appearance of the keyboard icon:
  -  = Parallels Tools are loaded and running properly.
  -  = Parallels Tools are not running. Try restarting Parallels Desktop, or reinstalling Parallels Tools.
- **Optimize image quality and speed:** Tap  and move the **Image Quality** slider to the left for faster speed or to the right for better quality graphics. Experiment to see which position on the slider works best for your connection speed. In general, the better the graphics quality, the slower the speed. You can also increase the speed by turning the sound off and by ensuring that Parallels Mobile uses a [direct connection](#) (p. 23) to your Mac (where available). The sound switch and the connection type indicator are located beneath the **Image Quality** slider.
- **Toggle between panning or selecting:** Tap . See the [gestures section](#) (p. 16) for more information.
- **Show tips on using gestures:** Tap .

## Copy and Paste Text

You can copy and paste text between Windows and apps on your iPad, iPhone, or iPod touch.

To copy and paste text from Windows:

- 1** Be sure Parallels Mobile is set to select objects (see **Using Gestures** (p. 16)) and drag one finger over the text you want to select. Or touch and hold the text to show a context menu and choose **Select All**, if available.
- 2** Touch and hold the text to show a context menu and tap **Copy**. Or choose **Copy** from the **File** menu.
- 3** Press the **Home** button on your device and open another app, then paste the text as you normally would.

You can also copy text from your device as you normally would and paste it into Windows.

### Notes:

- 1.** You can only copy and paste text if you're using Parallels Desktop 7.
- 2.** If you're using Parallels Mobile to control your Mac, you can't copy and paste text between your Mac and your device.

## Connect to an External Display

You can connect your iPad, iPhone, or iPod touch to an external monitor, projector, or television to view Windows or [Mac OS X](#) (p. 15) on a big screen.


To connect to an external display, you must purchase a VGA or HDMI adapter, available from Apple. Simply connect your device to your display using the adapter and appropriate cable, and Windows is displayed. Please note that you can only view Windows or Mac OS X on an external display. The rest of the Parallels Mobile app screens (login screens, main screen, etc.) can only be viewed on your iPad, iPhone, or iPod touch.

## Manually Configure a Direct Connection

When your iPad, iPhone, or iPod touch connects to your Mac using Parallels Mobile, the two communicate over the Internet through the Parallels Mobile Server. If the server detects that your Mac and your device are on the same local network (e.g. home or office Wi-Fi), then a speedier direct connection is established between the two. Otherwise, your Mac and your device continue to communicate over the Internet.

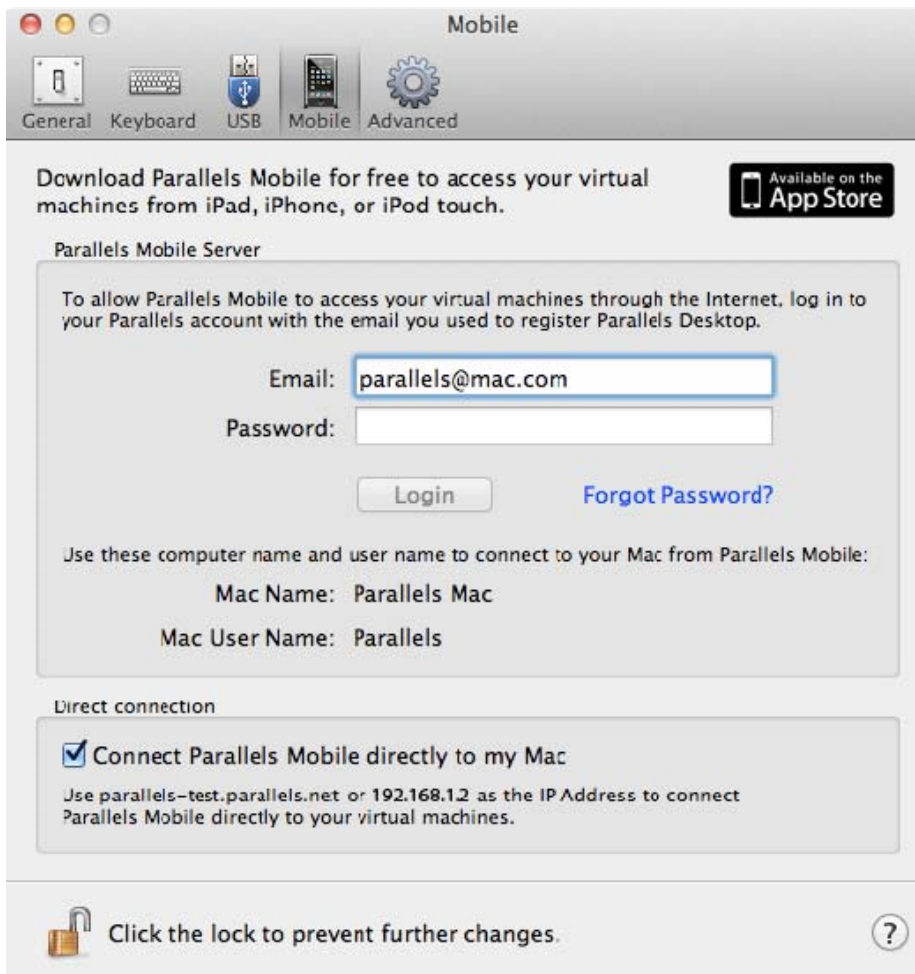
If you can't connect to the Internet but your Mac and your device are on the same local network, you can manually set up a direct connection between the two.

To manually configure a direct connection:

- 1** On your Mac, open Parallels Desktop. Depending on the current Windows view mode, do one of the following:
  - a** If you see the Parallels icon  in the menu bar at the top of the screen, press and hold the **Alt** key on your keyboard, then click the icon and choose **Preferences**.
  - b** If you don't see the Parallels icon, choose **Parallels Desktop > Preferences**.
- 2** On the **Preferences** window, click **Mobile**.
- 3** Make sure that **Connect Parallels Mobile directly to my Mac** is selected.

## Manually Configure a Direct Connection

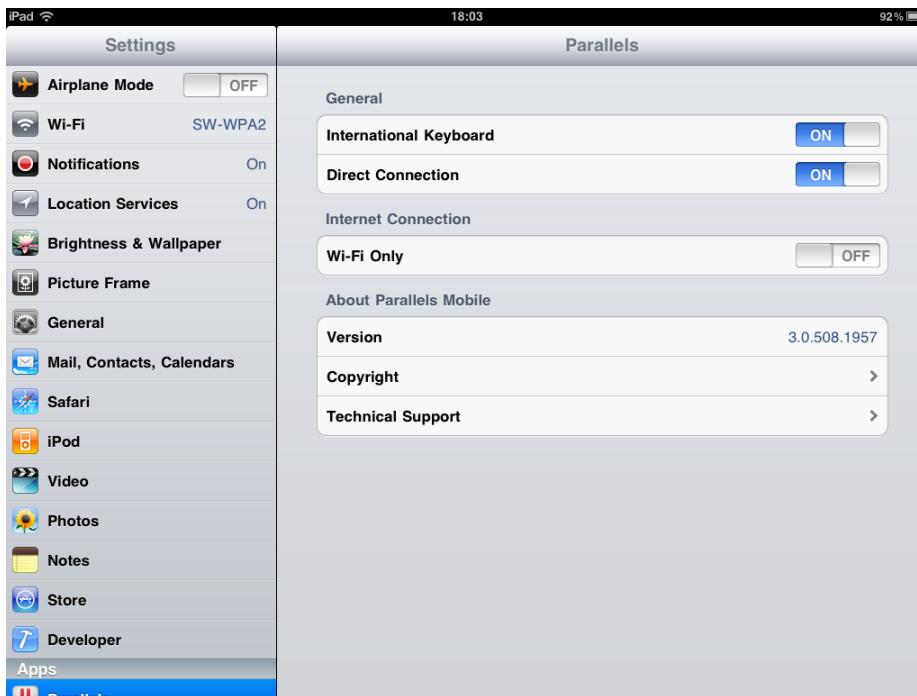
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- 4 Write down the IP address displayed in the **Direct Connection** section of the window. You'll need to enter it in Parallels Mobile later.

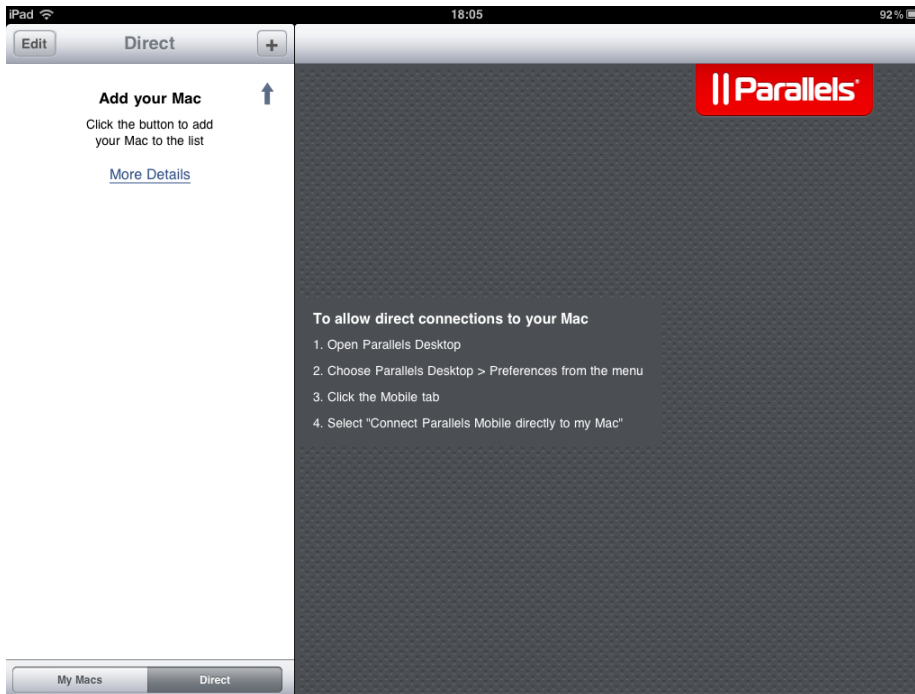
If you wish, you can close Parallels Desktop.

- 5 On your iPad, iPhone, or iPod touch, open **Settings**, scroll down to the **Apps** section, and tap **Parallels**.
- 6 Turn **Direct Connection** on.



- 7 Click the **Home** button and tap the **Parallels app** to open Parallels Mobile.

**Note:** Now that you've enabled manually setting up a direct connection, the **My Macs** and **Direct** buttons at the bottom of the screen allow you to switch between your list of Macs that you connect over the Internet and those you connect directly.



- 8 Tap the + (plus sign) icon in the **Direct** pane.



- 9 Choose a name for your Mac and enter it.
- 10 Enter the IP address you wrote down in step 4.
- 11 In the **User Name** and **Password** fields, enter the user account name and password you use to log in to your Mac.

If you don't want to have to enter your user name and password each time you connect, turn **Save Password** on.

- 12 Tap **Done**.

You should see your Mac in the list. Now you're ready to start [using Windows on your iPad, iPhone, or iPod touch](#) (p. 12).

CHAPTER 5

# Troubleshooting and Limitations

Read this section to learn how to solve common problems using Parallels Mobile.


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# Troubleshooting

## A message says "No Macs connected"

If you don't see your Mac in the list of Macs available for connection, try the following:

- 1 Make sure your copy of Parallels Desktop is registered with Parallels. You can register your copy by doing the following:
  - a If you see the Parallels icon  in the menu bar at the top of the screen, click it and choose **Exit Coherence**.
  - b Choose **Parallels Desktop > Register Product**.
- 2 Choose **Parallels Desktop > Preferences** and click **Mobile**.
- 3 Enter the email and password that you used to register your copy of Parallels Desktop. If you don't remember your password, click **Forgot Password** and follow the instructions to retrieve it.
- 4 Click **Login** to log in to the Parallels Mobile Server.
- 5 On your iPad, iPhone, or iPod touch, click **Refresh** to update the list of the available Macs. You should now see your Mac in the list.

## A message says "No virtual machines found"

If the list of instances of Windows or other guest operating systems for a given Mac is empty and you have installed Windows or another operating system in Parallels Desktop, the reason could be one of the following:

- You don't have any instances of Windows or other guest operating systems registered in Parallels Desktop. To verify this, open Parallels Desktop on your Mac and make sure that you have at least one guest operating system installed.
- Windows is located on an external storage device, but the device is not connected to the Mac. To resolve this, connect the device to the Mac or, if you don't have access to the device, ask your system administrator to connect it for you.
- A virtual machine is encrypted. Parallels Mobile cannot work with encrypted virtual machines, so they are excluded from the list. To control such a virtual machine from Parallels Mobile you'll have to remove the encryption from it.
- An invalid virtual machine. A virtual machine can become invalid for a range of reasons, such as lost files or corrupted configuration. Parallels Desktop marks an invalid virtual machine with a question mark and the virtual machine is excluded from the list in the Parallels Mobile application. Such a virtual machine has to be repaired on the Parallels Desktop side before it can be accessed from Parallels Mobile.

## A message says "You are not logged in"

Parallels Mobile provides two methods of connecting to Parallels Desktop running on a remote Mac:

- 1 Parallels Mobile Server connection over the Internet. This is the default and recommended connection type.
- 2 Direct connection over the local network. You configure this connection type manually.

If you see the "You are not logged in" message, it means that you are not connected to the Parallels Mobile Server. To connect to the server, tap the **My Account** icon located in the upper left-hand corner of the screen. On the **My Account** screen, enter the email address and the password that you used to register your copy of Parallels Desktop. Click **Login**. Parallels Mobile will establish a connection with the Parallels Mobile Server and will display the list of Macs available for connection. Please note that your Mac (or Macs) must also be logged in to the Parallels Mobile Server using the same email address and password.

### When using a direct connection, the Direct list is empty

If you are using the [Direct Connection method](#) (p. 23) and don't see any entries in the **Direct** list, it means that you haven't entered information to connect your Mac. Tap the + (plus) icon and then enter the necessary connection information in the **New host** screen. When finished entering the information, click **Connect**. The new connection will be added to the list. To add another connection, repeat the above steps.

### I can't add an international keyboard

If you are having a problem using the international keyboard, verify that Parallels Tools are running in Windows. In Parallels Mobile, the keyboard icon in the toolbar at the top of the screen indicates whether Parallels Tools are running (if you don't see the toolbar, tap the screen with three fingers):



Parallels Tools are loaded and running properly.



Parallels Tools are not running.

If Parallels Tools are not running, try restarting the virtual machine or reinstalling Parallels Tools.

## Limitations

### Windows 7 Aero is not supported

If Parallels Desktop is running Windows 7 or Windows Vista with Aero as the current theme, Parallels Mobile turns Aero off automatically when you connect. If you try to turn Aero on again, the response time of Windows will be severely reduced.

### Video performance

The performance of complex video, 3D graphics applications, and games can be slow.

### Multiple displays

Multiple displays are not supported. If you have more than one monitor connected to your Mac, only the primary display is shown in the Parallels Mobile app.

### Sound playback

Sound playback from Windows is supported in Parallels Desktop 7 only. If you're using Parallels Desktop 6 with Parallels Mobile, you won't hear sounds from Windows.

### Copy and paste text

To copy and paste text between Windows and a mobile device, you need Parallels Desktop 7. Text copy between Mac OS X and a mobile device is not supported.

### Mac control

When controlling your Mac using Parallels Mobile (available with Parallels Desktop 7 only), the following limitations apply:

- International keyboards are not supported.
- The keyboard on a mobile device does not show up automatically when an editable field or a text edit application get focus. You will have to open the keyboard manually by tapping the screen with two fingers.
- Remote sound playback is not supported. If you play sound or music in Mac OS X, you will not hear the sound on your mobile device.
- Copying and pasting text between Mac OS X and the mobile device is not supported.

### Wi-Fi and 3G

In general, connecting over Wi-Fi provides for much faster performance than connecting over 3G. For a better overall experience, connect over Wi-Fi when possible.

Wi-Fi speeds vary from one network to another, and depend partly on how busy the network is at the moment. In some situations, there may be a direct limitation on the network bandwidth (a hotel network, for instance). Slow network speeds can decrease Parallels Mobile performance. You may try improving performance by lowering the image quality and turning off the sound. See **Parallels Mobile Controls** (p. 20) for more information.

When you work with Parallels Mobile, data is continually sent to your iPad, iPhone, or iPod touch over the network. If you're connecting over 3G and you have a limited 3G data plan and want to avoid extra charges, you can [set Parallels Mobile to only use Wi-Fi](#) (p. 11). You can also decrease the amount of data sent by using the lower image quality and turning off the sound. See **Parallels Mobile Controls** (p. 20) for more information.

## CHAPTER 6

# More Resources

For more information and help using Parallels Mobile, see the following resources:

- **Parallels support website:** The [Parallels support website](http://www.parallels.com/support/) (<http://www.parallels.com/support/>) includes product help files and a FAQ section.
- **Parallels Knowledge Base:** This [online resource](http://kb.parallels.com/) (<http://kb.parallels.com/>) has valuable articles about using Parallels Desktop and other Parallels products.

### Feedback

- Parallels welcomes your feedback on how to make our documentation more helpful. You can submit feedback using the Documentation Feedback form on our [website](http://www.parallels.com/en/support/usersdoc/) (<http://www.parallels.com/en/support/usersdoc/>).

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