Parallels Mobile

Quick Start

Contents

C H A P T E R 1

Introduction

Parallels Mobile is an application that allows to control Parallels Desktop for Mac with an Apple mobile device, including iPhone, iPod touch, and iPad. Parallels Mobile allows you to connect to Parallels Desktop running on a remote Mac via the Internet or local network and work with the virtual machines installed on it. With Parallels Mobile, you have full control over your virtual machines. You can remotely start, stop, suspend, and pause a virtual machine. When a virtual machine is running, Parallels Mobile gives you mouse and keyboard control over it (international keyboards are supported) and shows in real time everything that happens on your virtual machine desktop. In other words, you can work with a virtual machine running on a remote Mac the same way as if you were sitting at your desk at home or in the office. Parallels Mobile is free and it can be downloaded from the App Store.

C H A P T E R   2

Installation and Setup

To begin using Parallels Mobile, you have to perform a few configuration steps on your Mac and install the Parallels Mobile application on your mobile device. This chapter describes how to do it.

Setting up Parallels Desktop

1 To take full advantage of all Parallels Mobile features, please install the latest update for Parallels Desktop 6 on your Mac (build 6.0.11826 or later). After installing the update, re-install Parallels Tools in every existing virtual machine that you will be controlling with Parallels Mobile. If you don't have any virtual machines, your should create at least one and install an operating system in it (e.g. Windows 7). After installing the operating system, don't forget to install Parallels Tools in the virtual machine.

2 Open Parallels Desktop on your Mac. Before you can use Parallels Mobile, make sure that your copy of Parallels Desktop is registered with Parallels. If it is not registered, you will not be able to log in to Parallels Mobile Server (an Internet-based server that manages Parallels Desktop mobile connections) and will not be able to control your Parallels Desktop with a mobile device. If your copy of Parallels Desktop is not registered, please register it now.

3 Log in to the Parallels Mobile Server by choosing Preferences from the Parallels Desktop menu. In the Preferences window, click the Mobile tab. In the fields provided, enter the email and password that you chose when you registered your copy of Parallels Desktop. If you don't remember the password, click Forgot Password and follow the instructions on the screen to retrieve it.
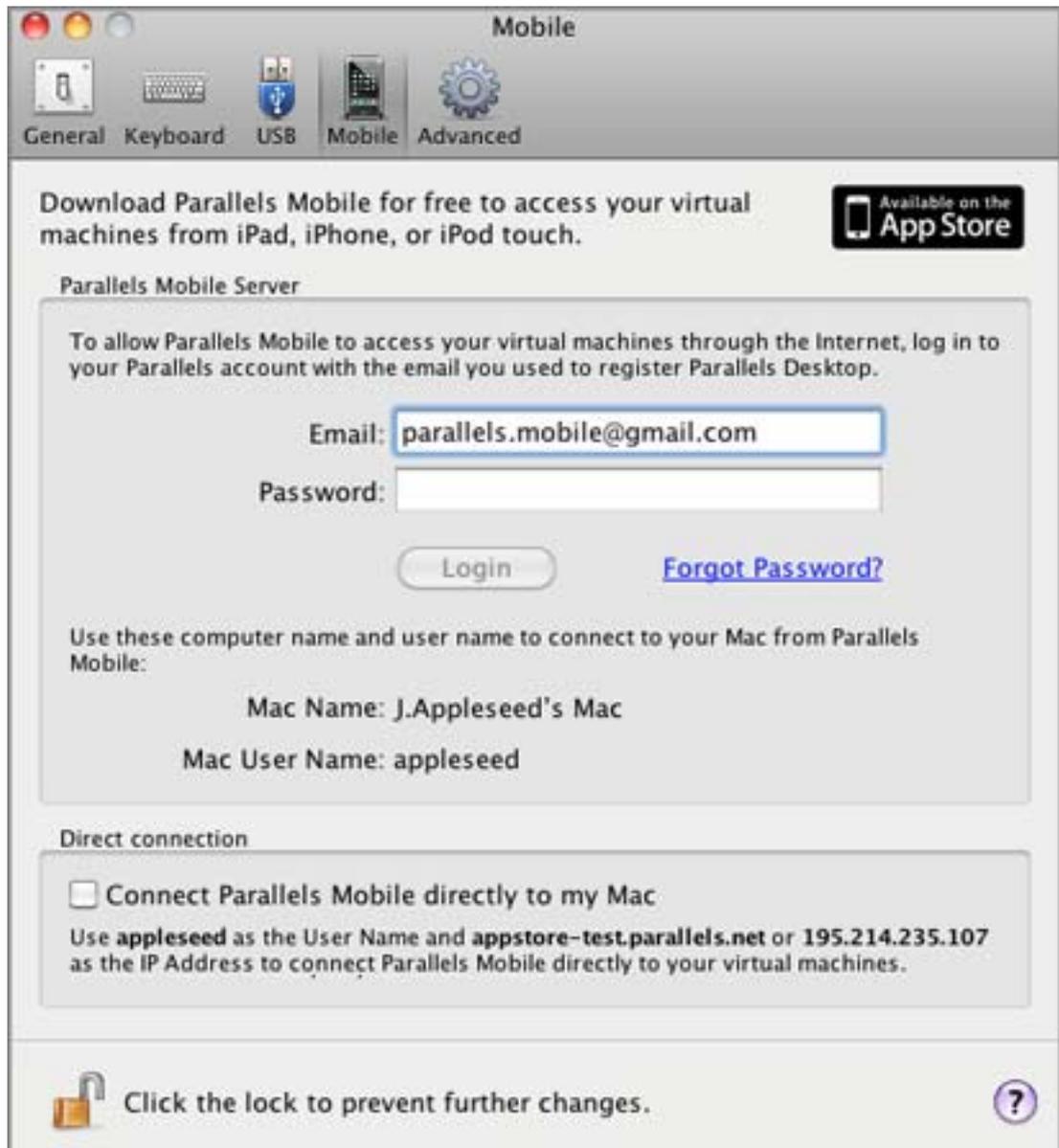
4 The Connect Parallels Mobile directly to my Mac option will be selected by default when you log in to the Parallels Mobile Server. This option specifies whether the direct connection between a mobile device and Parallels Desktop should be allowed. Just leave it as it is. You can read more about connection types in the Choosing a Connection Method section (p. 20).

5 When you are done entering the information, click Login. On successful login, the label on the Login button should change to "Logoff". If you receive an error, please verify that you entered the correct login information and try again.

> Note: You can keep Parallels Desktop logged in to the Parallels Mobile Server for as long as you plan to use a mobile device to control it. The login status is maintained by Parallels Desktop constantly. Even if your Mac is restarted, the connection is restored automatically. When you no longer want to use Parallels Mobile with this Mac, you can log off by clicking Logoff on the same screen.

6 You can now close the Preferences window and quit Parallels Desktop if you wish. Virtual machines can be run in the background, so the status of the Parallels Desktop graphical user interface (running or stopped) will not affect the Parallels Mobile functionality.

Installing the Parallels Mobile Application on a mobile device

Find the Parallels Mobile application in the App Store and install it on your iPhone, iPod touch, or iPad. You can search the App Store for "Parallels Mobile". The application is provided for free by Parallels.

CHAPTER 3

Using Parallels Mobile

In This Chapter

Starting Parallels Mobile

As we mentioned earlier, the Parallels Mobile application can be installed on iPhone, iPod touch, and iPad. The application's graphical user interface looks very similar on any of the devices with only minor differences due to the screen size of a particular device type. The material in this guide uses the iPad version, but all of it fully applies to iPhone and iPod touch versions as well.

To begin, start the Parallels Mobile app on your mobile device by tapping the Parallels icon on its desktop.

Parallels Mobile Server Login

The first screen asks you to log in to the Parallels Mobile Server.

In the fields provided, enter the email address and the password that you used to register your copy of Parallels Desktop. Please note that this must be the same login information that you entered when you were setting up Parallels Desktop for mobile connections (see **Installation and Setup** (p. 5)). Tap the **Login** button. The application will try to connect to the Parallels Mobile Server. If you receive an error, please verify that the login information is correct and try again. You may also check if your mobile device has an Internet connection via Wi-Fi or 3G. On successful login, you will see the next screen that will ask you to log in to your Mac.

Mac Login

On the previous screen, you logged in to the Parallels Mobile Server using your Parallels account. This time, you have to enter the information that will be used to connect to your Mac.
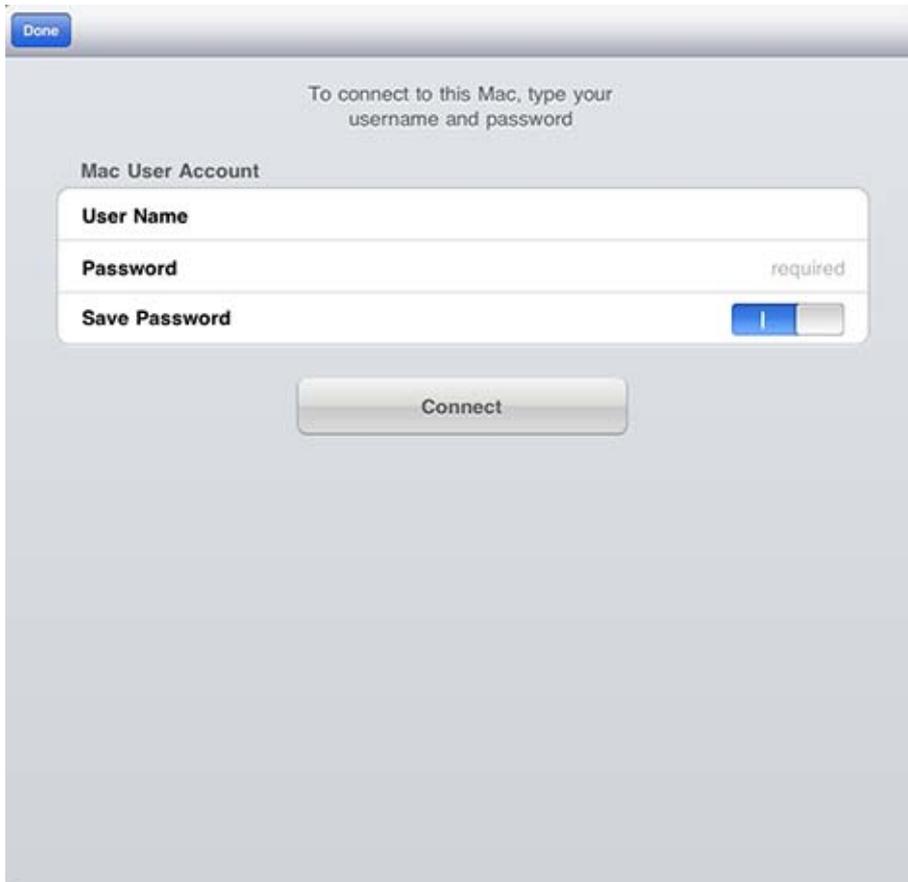
Enter the information as follows:

- In the User Name field, enter your Mac user account name. This is the name that you normally use to log in to your Mac when you work on it at your desk.
- In the Password field, enter the Mac account password.
- The Save Password switch allows you to save your password, so that you don't have to enter it again. If you don't want your password to be saved, tap the switch to slide it to the OFF position.
- When you are done entering the information, tap Connect.

Parallels Mobile will now try to connect to your Mac. If you receive an error, make sure that the Mac connection information is entered correctly and try again. On successful connection, you will see the main application screen.

Main Application Screen

The main application screen provides access to all major functions of the Parallels Mobile application.
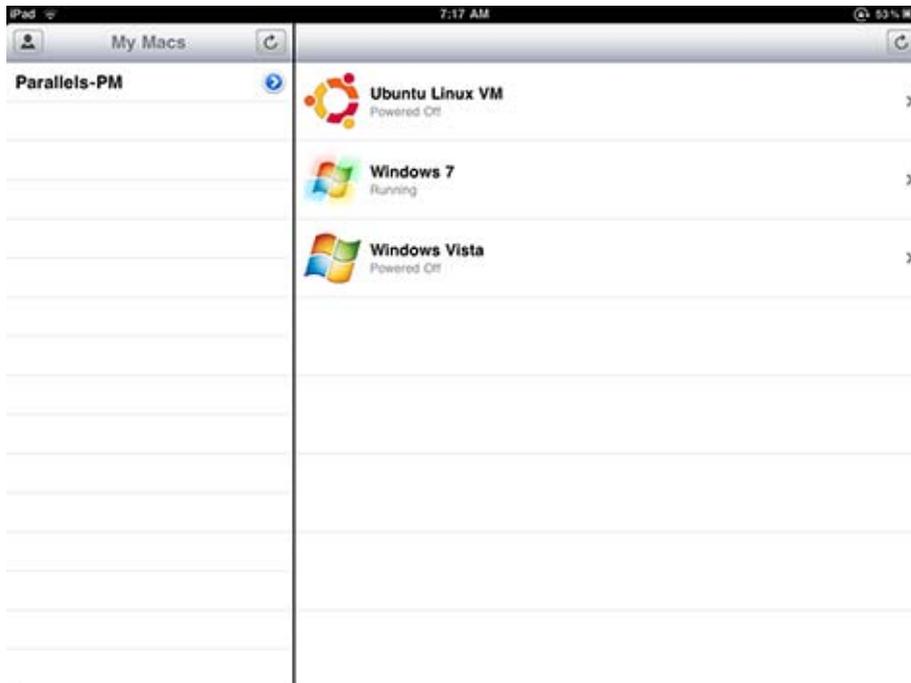
Note: If you are using iPhone, you will not see two panes as shown in the picture above. Instead, only one pane is shown at a time. You will have to switch between panes by tapping the corresponding icon.

The left pane contains the list of Macs owned by you and known to the Parallels Mobile Server. These are the Macs that are currently logged in to the server using your registration email address and password. The right pane of the screen contains the list of virtual machines for the Mac that is selected in the left pane. If you have more than one Mac in the left pane, select the one you would like to work with and the right pane will be populated with the virtual machines installed on it. If you want to begin working with a virtual machine at this time, you may jump to the Working With a Virtual Machine section (p. 13) and learn about other options available on the main application screen later. The rest of this section describes the main screen in detail.

You can perform the following actions on the main application screen:

- To display a list of the available virtual machines for a particular Mac, select it in the left pane by tapping it.

- To begin working with a virtual machine, tap its name in the right pane. This will open the virtual machine console.

- To refresh the Mac list, tap the Refresh icon in the upper right-hand corner of the My Macs pane.

- To refresh the virtual machine list for the selected Mac, tap the Refresh icon in the upper right-hand corner of the virtual machine pane.

- To modify the Mac connection information, tap the Modify icon next to the Mac name.

- To modify the Parallels Mobile Server login information or to log out, tap the My Account icon in the upper left-hand corner of the application screen.

Working with Virtual Machines

Starting a Remote Session

To begin a remote virtual machine session, select the Mac where the virtual machine is located and then tap the virtual machine name. This will open the virtual machine console. If you open the console for the first time, you will see the Tips screen that provides information about gestures that can be used to perform actions during the remote session.

Note: Standard mouse cursor is not displayed on the virtual machine desktop when you work with it remotely in Parallels Mobile. To help you see where exactly the action is applied when you tap the screen, a red dot is displayed right after you tap it indicating the spot.
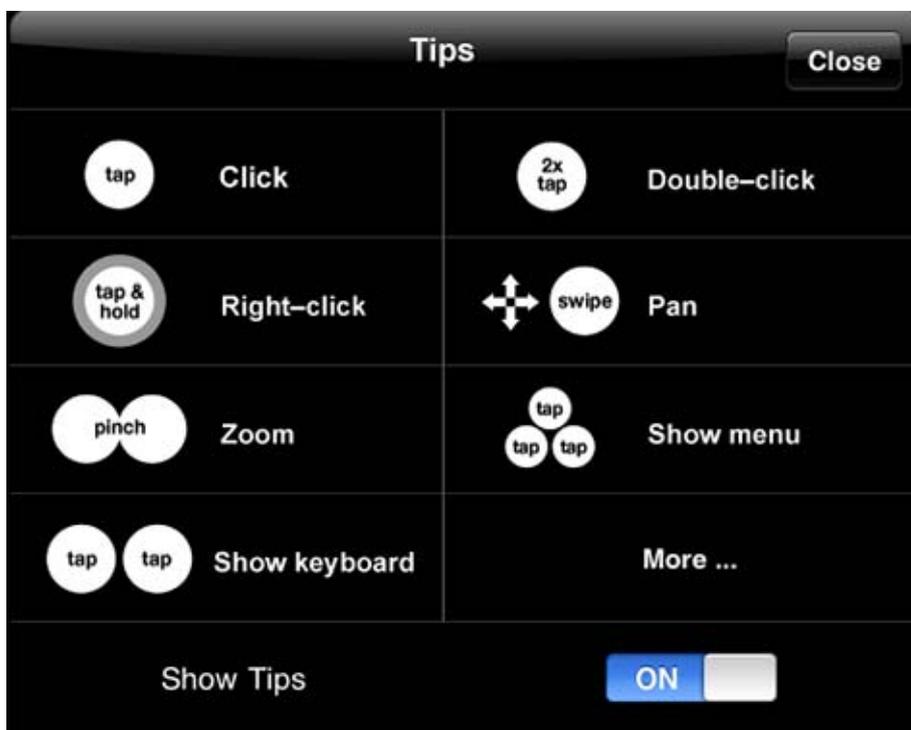
If you don't want this screen to appear again, tap the ON/OFF switch at the bottom (you can open the screen at any time by tapping the Info icon on the toolbar). Tap the Close button to close the Tips screen.

Depending on whether the virtual machine is running or stopped, you will see one of the following:

- If the virtual machine is running on your Mac, its desktop will be shown in the console, so you can start working with it immediately. The console may stay black for a few seconds before the virtual machine desktop is displayed. This is needed to properly synchronize the virtual machine and the Parallels Mobile application.

- If the virtual machine is not running, you will see a large icon in the middle that looks like the "play" pictogram.

You can tap the icon to start the virtual machine.

Once the virtual machine is running and you see its desktop, all the changes that happen to it will be displayed on your mobile device screen in real time. You can interact with the virtual machine using gestures (p. 17) and the virtual keyboard (p. 18).

The Virtual Machine Toolbar

The virtual machine console has a toolbar, which is displayed at the top of the screen.

When the virtual machine is running, you can hide the toolbar by tapping anywhere on the screen with three fingers. To show the toolbar, tap the screen with three fingers again. The toolbar has the following items that you can interact with:

▪ Closes the console. Tap this item to close the virtual machine console and return to the main Parallels Mobile window. The remote virtual machine session will be terminated, but the virtual machine will continue running on your Mac normally.

▪ This item opens a menu that you can use to suspend, pause, or shut down the virtual machine. Tap the icon to show the menu. On the menu, select the operation that you would like to perform or choose Cancel to close the menu. To suspend the virtual machine, tap the Suspend option. To pause, tap Pause. The Shutdown option works as follows: when you tap it the first time, the "shutdown" command is sent to the virtual machine and the shutdown operation begins. At the same time the menu option will change its label to Stop for 30 seconds. This gives you a chance to forcibly stop the virtual machine without waiting for graceful shutdown to finish. If you don't tap Stop during these 30 seconds, the option will change its name back to Shutdown.

This item shows or hides the keyboard that you can use to interact with your virtual machine. Tapping it once will show the keyboard, tapping it again will hide the keyboard. You can also show or hide the keyboard by tapping the screen anywhere with two fingers (this only works when the virtual machine is running).

This item is also used as an indicator of whether Parallels Tools are loaded and running normally in the virtual machine. If the little keyboard on the icon has a transparent background , it means that Parallels Tools are loaded and running. If the keyboard is white, Parallels Tools are not running. Please note that you should check the Parallels Tools status on a running virtual machine. Parallels Tools provide functionality that is important for smooth Parallels Mobile performance. They also enable some of the useful features, such as international keyboard support (see International Keyboards (p. 19) for more info). If the icon shows that Parallels Tools are not running, make sure that they are installed. If Parallels Tools are installed and you see the white keyboard icon, try restarting the virtual machine.

▪ This item displays a horizontally positioned slider that can be used to adjust the virtual machine image quality. This is a very useful functionality that allows to optimize a remote virtual machine session for either speed or graphics performance. The slider has four positions (described from right to left):

1. High quality color. This is the best available image quality. When this option is selected, the virtual machine snapshots don't loose any information when sent to Parallels Mobile. The snapshots are large and it takes more time to transmit them, so you are getting the best quality graphics but compromising the speed.

2. Medium quality color. When this option is selected, the virtual machine snapshots are compressed before they are sent to Parallels Mobile. Because of the compression, you may see graphics artifacts in some of the applications running in a virtual machine. The compression also makes the data size of each snapshot much smaller, so it takes less time to transmit it. As a result, you gain a considerable amount of speed increase. This is the default setting for Wi-Fi connections.

3. High quality grayscale. This options produces an uncompressed black and white picture. This is a good option if higher speed performance is more important than the color. Since black and white snapshots contain much less data than their color equivalents, the speed performance improves greatly.

4. Medium quality grayscale. Black and white picture using compression. Some graphics artifacts may be present. This option gives you the best speed performance. This is the default setting for 3G connections.

You can experiment with different settings and choose the one that suits a particular situation best.

Please note that the settings for both Wi-Fi and 3G connections are stored independently from the last session and are used automatically on the next connect.

▪ This item allows to select the action that the one-finger swipe gesture will perform. If you tap the icon, its color will change from white to illuminated blue. When the icon is white, the one-finger swipe will perform the screen panning (this is the default action). When the icon is blue, the one-finger swipe will perform the mouse select action. For more information about gestures, please see the Using Gestures section (p. 17).

▪ This item displays the Tips window, which provides information about gestures that you can use to control the virtual machine (you've seen it already when you first opened the virtual machine console).

Using Gestures

Parallels Mobile application has a variety of gestures that you can use to perform actions inside the virtual machine, like navigating, starting an application, opening a file, zooming in and out of the virtual machine desktop, scrolling, accessing the menu and widgets in applications running in a virtual machine, and others. With gestures, you can perform actions in a virtual machine that you would normally perform using a mouse. The following list describes the actions and the gestures that are used to perform them:

1   Mouse click

Tap once the control or object of interest (e.g. window, button, file name, etc.). This will perform the same action as clicking the left mouse button.

2   Mouse double click

Tap twice the control or object of interest. This will perform the same action as double-clicking the left mouse button.

3   Mouse right click

Touch the control or object of interest with one finger and hold. This will perform the same action as clicking the right mouse button.

4   Screen panning

Touch the screen with one finger and swipe in the desired direction. This gesture allows to pan through the virtual machine desktop in any direction when it is larger than the viewing area of the Parallels Mobile application. Please note that there is a special switch in the toolbar that allows to select which action the one-finger swipe gesture will perform. To activate the switch, tap the dotted rectangle icon . When the icon is dim (white), the one-finger swipe will do the screen panning (this is the default action). When the rectangle is lit (illuminated blue) , the one-finger swipe will perform the mouse select action (see below).

5   Mouse select

Touch the screen with one finger and swipe in the desired direction, covering the area you would like to select. Depending on the application you are currently in, this will select the objects inside the covered area. For example, if you select some files in a directory tree, the files will become highlighted. Please note that by default, the one-finger swipe gesture will perform screen panning (see above). To make it perform the mouse select action, you have to toggle the switch on the toolbar (see Screen panning above for more info).

6   Mouse scroll

Touch the screen with two fingers and scroll left or right, up or down. The work area of the current application must have scroll bars (i.e. support scrolling) for this to work.

7   Zoom in and out

Pinch and expand two fingers. This will zoom in or out of the virtual machine desktop. For example, if the text displayed in the current application in the virtual machine is too small, you can zoom in to make it appear larger.

8   Show/hide the virtual machine toolbar

Tap the screen with three fingers. This will show or hide the toolbar.

9   Show/hide keyboard

Tap with two fingers. This will show or hide the virtual keyboard.

Using Keyboard

To display a virtual keyboard during a remote virtual machine session, tap the screen with three fingers. The Parallels Mobile keyboard is similar to the standard iPhone or iPad keyboard with a few important additions: the keyboard has function keys (F1, F2, F3, etc.), Esc, Tab, Insert, Delete, Ctrl, Alt, cursor, and other keys normally found on a standard personal computer keyboard.

The keyboard has two views: one with alphabetic and numeric symbols (you switch between the alpha and numeric sections similar to the standard iPad/iPhone keyboard); the other with function keys. To switch from one view to another, tap one of the arrow keys located at the top of the keyboard in the left and the right corners.

In addition to typing and pressing individual keys, the Parallels Mobile keyboard allows you to send key combinations to the virtual machine. These include combinations with modifier keys, such as Ctrl, Alt, Shift, Cmd. There are a few simple rules for sending key combinations:

- If a modifier key is pressed once, it will "stick" and will change its color to blue indicating that it is pressed. If a non-modifier key is pressed after that, the combination is sent to the virtual machine and the modifier key returns to the "up" position. For example, to send the Alt-F4 combination, first tap the Alt key (it will become blue) and then tap the F4 key.

- If a modifier key is tapped once and then another modifier key is tapped, both keys will remain in the "down" position. This is necessary to send combinations containing two or more modifier keys. Pressing a non-modifier key after that will send the combination to the virtual machine and will return all modifier keys to their normal state. For example, to send the Ctrl-Alt-Del combination, tap Ctrl, then Alt, then Del.

- If you want to press just a modifier key without any combination, or if you want to send a combination that has only the modifier keys, tap the last modifier key twice. For example, to press just the Alt key, tap it once (it will become blue) and then tap it again (it will become gray again). When you do that, the virtual machine will "understand" that you pressed and released the Alt key and will respond accordingly. To press the Alt-Shift combination, tap Alt, then tap Shift, and then tap Shift one more time.

The keyboard occupies a portion of the screen and usually opens on top of the current application window, which can make it impossible to see what you are typing. To overcome this, Parallels Mobile automatically resizes the active application window and places it above the keyboard. You can move the application window left-right or up-down and zoom in and out of it. When you close the keyboard, the application window is returned to its original size and position. To close the keyboard, tap the standard "close keyboard" key or tap the screen outside the keyboard with three fingers.

International Keyboards

Parallels Mobile supports all major international keyboards that are supported by Apple mobile devices and Windows. You can switch the keyboard to the desired language with a simple tap of the globe key. For this functionality to work, the following important requirements must be met:

- Parallels Desktop 6 running on your Mac must have the latest update installed (build 6.0.11826 or later).
- The latest version of Parallels Tools must be installed in the virtual machine. If you have an older virtual machine and you haven't updated Parallels Tools in it, you should do it before using the international keyboard.
- The virtual machine must be running Windows 2000 or later operating system. Parallels Mobile does NOT support international keyboards in other operating system versions or types.
- The corresponding input language service must be installed in Windows running on the virtual machine. Start your virtual machine, then select and install the desired language support options in Windows.
- You mobile device must have the desired language compatibility enabled.
- The **International Keyboard** option must be enabled in the Parallels Mobile global settings. On your mobile device, find and tap the **Settings** icon. On the **Settings** application screen, find the Parallels icon (it is located in the **Apps** section) and tap it. Note the switch in the **General** section called **International Keyboard**. Make sure that the switch is in the ON position. Close the **Settings** application.

To display the desired international keyboard, open the Parallels Mobile keyboard as usual, then simply tap the globe key and start typing. Please note that you don't have to switch the input language inside the virtual machine as this will be handled automatically and transparently to the user by Parallels Mobile.

If you are having a problem using an international keyboard, the first thing you should do is verify that Parallels Tools are running in your virtual machine. You can do this by looking at the keyboard icon on the virtual machine console toolbar (p. 14). The icon will have a different appearance depending on whether Parallels Tools are running or not:

Parallels Tools are loaded and running properly.

Parallels Tools are not running.

If Parallels Tools are not running, the international keyboard functionality will not be available. In such a case, try restarting the virtual machine. If you are still having a problem with an international keyboard, please verify one more time that all of the requirements listed in the beginning of this subsection are met.

External Display Support

Parallels Mobile supports external displays that can be connected to your mobile device. You can connect your mobile device to an external monitor, projector, or TV that has a VGA connector and watch your virtual machine desktop on a big screen. This functionality can be useful if you have a slide show, a presentation, or some other material on your virtual machine that you would like to show to an audience or that you simply want to watch on a big screen. To connect your mobile device to an external display, you will need an adapter, which must be purchased separately from Apple. Once an external display is connected to the mobile device, you can monitor your remote virtual machine on it without any additional modifications.

Choosing a Connection Method

Parallels Mobile uses two methods of connecting to and communicating with Parallels Desktop running on a remote Mac:

▪ The first method uses the *Parallels Mobile Server* to communicate with a remote Mac over the Internet. With this connection method, you can access your Parallels virtual machines from anywhere in the world where an Internet connection is available.

▪ The second method connects your mobile device directly to your Mac. It is used when your mobile device and your Mac are connected to the same local network (e.g. home or office Wi-Fi). The direct connection is faster because the data doesn't have to travel across the Internet.

By default, Parallels Mobile will establish a connection with your Mac over the Internet using Parallels Mobile Server. The server will then check if your mobile device and your Mac are connected to the same local network. If they are, it will configure them automatically to talk to each other directly, thus increasing the speed of communication. Advanced users may also configure the direct connection manually if needed (p. 21).

Connecting through Parallels Mobile Server

We already talked about the steps necessary to set up the Parallels Mobile Server connection. Let's repeat them briefly:

1 You have to log in to the Parallels Mobile Server from the Parallels Desktop (see **Installation and Setup** (p. 5)). When the connection is established, the Parallels Mobile Server becomes aware of your Mac and Parallels Desktop running on it.

2 When you start Parallels Mobile on your mobile device, you also have to log in to the Parallels Mobile Server (see **Parallels Mobile Server Login** (p. 9)). On successful login, Parallels Mobile will receive the information about your Mac (or Macs) and Parallels Desktop installed on it and will display it on the screen.

Configuring a Direct Connection

You can manually configure a direct connection if needed. The following describes how it's done:

1   Go to your Mac and start Parallels Desktop. Choose Preferences from the Parallels Desktop menu. On the Preferences window, click the Mobile tab. Make sure that the Connect Parallels Mobile directly to my Mac option is selected. The IP address of your Mac is displayed in the Direct Connection section on this window. You should write it down, because you will have to enter it in Parallels Mobile later. Close the Preferences window. You may also quit Parallels Desktop if you wish, as this will not affect the Parallels Mobile functionality.

2   On your mobile device, find and tap the Settings icon. On the Settings application screen, find the Parallels icon (it is located in the Apps section) and tap it. Note the switch in the General section called Direct Connection. To enable the direct connection functionality, slide the switch to the ON position by tapping it. Close the Settings application.

Open Parallels Mobile on your mobile device. When the main window opens, note the two buttons at the bottom of the screen that weren't there before: My Macs and Direct.
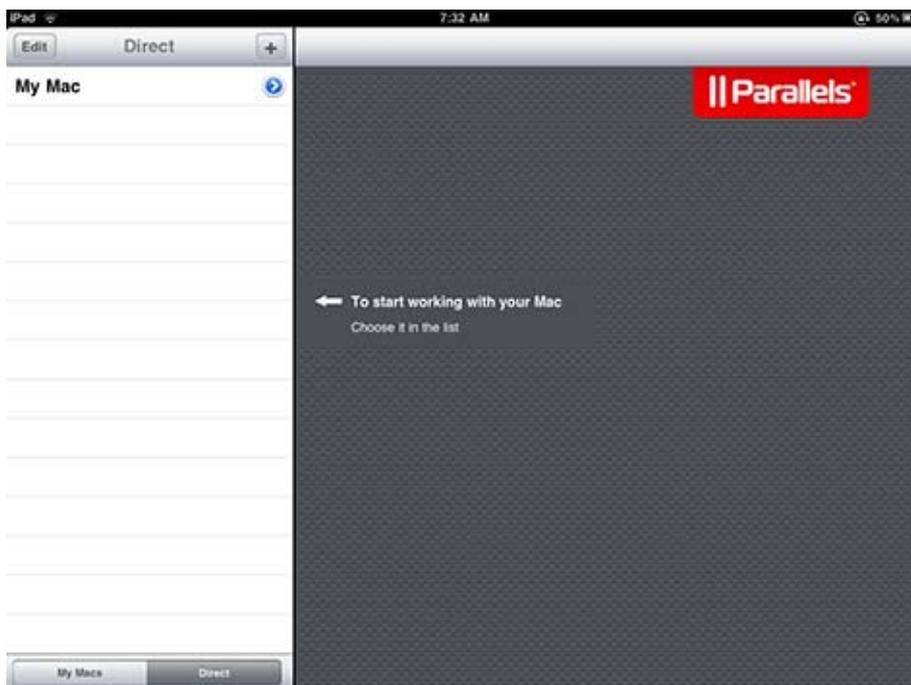
By tapping the buttons, you switch Parallels Mobile from one connection type to another.

A direct connection profile is added manually by the user. If this is the first time you use this functionality, the direct connection list will be empty. In the sample picture above, we already have a connection profile named "My Mac".

Adding a New Direct Connection

To add a new direct connection, tap the "+" (plus sign) icon. The New Host screen opens.

Enter the new connection information as follows:

1 Choose a name for your new connection and enter it in the Name field. You can choose any name you like.

2 Enter the IP address of your Mac in the IP Address field (the IP address is displayed in the Preferences windows (p. 5) on your Mac).

3 Enter your Mac user account name and password in the User Name and Password fields respectively.

4 The Save Password switch allows you to save your password, so that you don't have to enter it again. Tap the switch to turn it on or off.

When you are done entering the information, tap the Done icon. To cancel your changes and return to the main screen, tap the Cancel button.

You should now see the name of the connection profile you just created in the list.

Establishing a Direct Connection

To connect to your Mac using a direct connection profile, select the profile from the list and tap it. Parallels Mobile will establish a direct connection with your Mac and will populate the virtual machine list. If you receive an error, make sure that the connection profile contains the correct information and try again. You may also check that the mobile device and the Mac can see each other on the local network (ask your system administrator if you don't know how to do it).

Modifying a Direct Connection

To modify an existing direct connection profile, tap the icon ⊙ next to its name. The Connection information screen opens.

Modify the connection information as desired. If this connection is no longer relevant, you can delete it by tapping the Delete button. When you are done modifying the connection profile, tap the Done icon. To cancel the changes and return to the main window, tap Cancel.

You can move a connection profile up or down in the list on the main screen. To do so, tap the Edit icon [Edit]. Touch and hold the Arrange icon ≡ next to the connection name until the row becomes highlighted. When it does, drag the connection to the desired position in the list. While in the Edit view, you can also delete the connection by tapping the ⊖ icon *in front* of the connection name and then tapping the Delete button that will appear *next to* the connection name. To exit the Edit view, tap the Done icon.

C H A P T E R 4

Limitations

Windows 7 Aero is not supported

If a virtual machine is running Windows 7 or Windows Vista with Aero as the current theme, Parallels Mobile will turn Aero off automatically when you connect to the virtual machine. Do not try to turn it back on while your Parallels Mobile is connected to your virtual machine. If you do, the virtual machine response time will be severely reduced.

Video performance

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

Sound playback

Sound playback is not supported. This means that if your play music or video in the virtual machine, you will not hear the sound in your iPhone, iPod touch, or iPad.

Wi-Fi and 3G

You should be aware that 3G connection speed may not be fast enough to achieve a good level of Parallels Mobile performance. It will work, but you should use Wi-Fi (if possible) for better overall experience.

The Wi-Fi speed varies from one network to another. The speed also depends 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). All of this can impact how fast Parallels Mobile establishes a connection with your Mac and how well it will perform. When the speed is too slow, you may experience a time lag between a user action inside the virtual machine and a response to it. You may try improving the speed performance by lowering the virtual machine image quality. See The Virtual Machine Toolbar (p. 14) for more info.

When you work with Parallels Mobile, the virtual machine images are constantly sent to your mobile device over the network, thus consuming a significant amount of network traffic. If your 3G provider charges you for the amount of traffic consumed, you should keep a record of how often you use Parallels Mobile and how long your remote sessions last. If needed, you can decrease the network traffic consumption by using the lower image quality. See The Virtual Machine Toolbar (p. 14) for more info.

CHAPTER 5

Troubleshooting

"No Macs connected" message

Before you can connect to your Mac from the Parallels Mobile application, Parallels Desktop running on the Mac must be logged in to the Parallels Mobile Server (an Internet-based server that manages remote Parallels Desktop connections). If you don't see your Mac in the list of Macs available for connection, do the following:

1 Go to your Mac and open Parallels Desktop. Make sure your copy of Parallels Desktop is registered with Parallels. If it is not registered, you will not be able to log in to Parallels Mobile Server and will not be able to control it with a mobile device. You can register your copy by choosing Register Product from the Parallels Desktop menu.

2 Choose Preferences from the Parallels Desktop menu.

3 In the Preferences window, click the Mobile tab.

4 In the fields provided, 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.

5 When you are done entering the email address and the password, click Login to log in to the Parallels Mobile Server.

6 Go to your mobile device and click Refresh to update the list of the available Macs. You should now see your Mac in the list.

"No virtual machines found" message

If the list of virtual machines for a given Mac is empty or is missing a virtual machine that you know exists, the reason could be one of the following:

▪ You don't have any virtual machines registered in Parallels Desktop. To verify this, open Parallels Desktop on your Mac and make sure that you have at least one virtual machine. If you don't have any, you should create a new virtual machine. You should also install an operating system in it (i.e. Windows 7) and the Parallels Tools package. One of the reasons this should be done directly on your Mac is that during the operating system installation process, you may be asked to insert the operating system installation CD, which would be impossible to do using a mobile device. Once you a have at least one functioning virtual machine, you should see it in the virtual machine list on your mobile device.

▪ A virtual machine 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.

▪ 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 controlled with a mobile device.

"You are not logged in" message

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

1 You can work with Parallels Desktop through the Parallels Mobile Server. When this method is used, all of your running copies of Parallels Desktop that are logged in to the Parallels Mobile Server are known to it and are displayed in the Parallels Mobile automatically. All you have to do is select the Mac you would like to work with and Parallels Mobile will take care of the rest. This is the recommended method.

2 The second method is called Direct Connection. It allows you to add the connection information for a remote Mac manually and work with Parallels Desktop running on it using a direct connection.

If you see the "You are not logged in" message, it means that you are not connected to the Parallels Mobile Server. To establish a connection with the server, tap the My Account icon located in the upper left-hand corner of the screen. On the My Account window, enter the email address and the password that you used to register your copy of Parallels Desktop. Click Login. The Parallels Mobile application 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.

The list of direct connection profiles is empty

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

1 You can work with Parallels Desktop through the Parallels Mobile Server. When this method is used, all of your running copies of Parallels Desktop that are logged in to the Parallels Mobile Server are known to it and are displayed in the Parallels Mobile automatically. All you have to do is select the Mac you would like to work with and Parallels Mobile will take care of the rest. This is the recommended method.

2 The second method is called Direct Connection. It allows you to add the connection information for a remote Mac manually and work with Parallels Desktop running on it using a direct connection.

If you are using the Direct Connection method and don't see any entries in the Direct list, it means that you don't any connection profiles. To create a direct connection profile, tap the + (plus) icon and then enter the necessary connection information in the New host window. When finished entering the information, click Connect. The new connection will be added to the list. To add another connection, repeat the above steps.

Feedback

If you spot a typo in this guide, or if you have an opinion about how to make this guide more helpful, you can share your comments and suggestions with us by completing the Documentation Feedback form on our website (http://www.parallels.com/en/support/usersdoc/).

Index