Parallels

Parallels® Access™

User's Guide

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Welcome to Parallels Access

Parallels Access lets you connect to your computer and use your favorite Mac or Windows applications on your iPad. With Parallels Access, desktop apps feel like native iPad apps, easy to use with gestures you're familiar with, and automatically sized to take up the full display of your iPad.

Read this guide to find out how to install and use Parallels Access.

In This Chapter

System Requirements

To use Parallels Access, you need:

- An iPad (second, third, or fourth generation) or an iPad mini, with iOS 6 or later.
- One of the following:
    - To use Mac applications, a Mac with OS X 10.7 Lion or OS X 10.8 Mountain Lion.
    - To use Windows applications, a PC or virtual machine with Windows 7 or Windows 8.
- Your computer and your iPad must be connected to the Internet.

Be sure to download and install the latest updates to your operating system.

Set Up Parallels Access

You can be up and running with Parallels Access in a few easy steps. To set up Parallels Access:

1   On your iPad, download and install Parallels Access from the App Store.

2   Open Parallels Access and log in to your Parallels account.

   If you don't already have a Parallels account, you can register for one from within Parallels Access.

3   On your Computer, do the following:

a   Go to access.parallels.com and log in to your Parallels account.

b   Click **Downloads** and then download and install the Parallels Access agent on your computer.

> **Important:** If you're using Parallels Access with a virtual machine, download and install the Parallels Access agent for the native operating system of your computer. As a plus, you'll be able to use apps from both the native and virtual machine operating systems.

c   If you want to use Parallels Access with more than one computer, download and install the Parallels Access agent on each computer.

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Use Parallels Access

This section gives details on using all of the features of Parallels Access.

In This Chapter

Get Started

Once you have set up Parallels Access (p. 6), you can start using your desktop applications on your iPad simply by doing the following:

1   If the Parallels Access agent isn't already running on your computer, open it (in the **Applications** folder on a Mac).

2   Open Parallels Access on your iPad.

All of your computers that are signed in to Parallels Access are displayed.

3 Tap the computer that has the applications you want to use.

If you are unable to connect, see the Troubleshooting section (p. 20) for help.

Organize and Open Apps

When you first connect your iPad to your computer (p. 7) using Parallels Access, the App Launcher appears, showing several of your applications.

You can remove apps or add more apps to the App Launcher.

Add an app to the App Launcher: Tap the plus (**+**) button in the top-right corner to show a list of all the applications on your computer, and then tap **Add** next to an application in the list. To find an application, type in the search field.

Move or remove an app from the App Launcher: Tap **Edit**, or tap and hold any app icon until the apps begin to wiggle. Then drag an app to another location to move it, or tap the **X** in the upper-left corner of an app icon to remove it. Tap **Done** once you're finished.

Removing an app from the App Launcher doesn't remove it from your computer, and you can always add it to the Launchpad again later.

Open an app: Tap the app on the App Launcher.

To make the best use of the screen space, Parallels Access works in landscape orientation (so it's wider than it is taller).
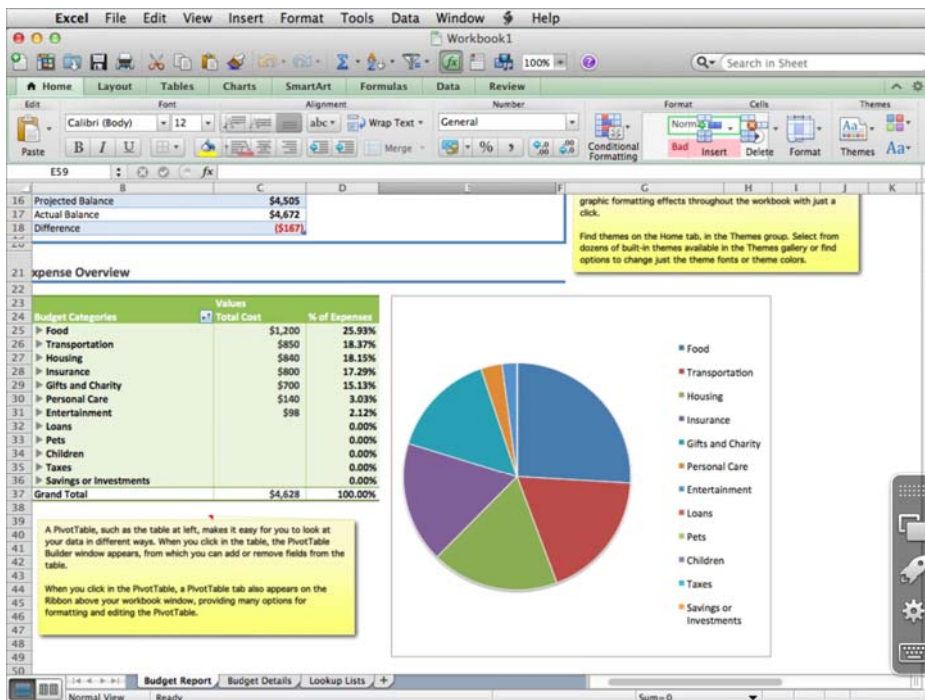
Note: When you're using Parallels Access, your computer display's resolution changes to match your iPad. The display's resolution returns to normal immediately when you disconnect Parallels Access from your computer, or after a few minutes if you press the Home button on your iPad.

Switch between open applications: You can see all your open applications by tapping in the toolbar on the right to expose the App Switcher below. Apps are shown in the order that they were used. Tap any open app to switch to it. Swipe to the left to see more open applications.

Switch to another open window: In the App Switcher, apps with more than one open window show a number above the app thumbnail. Tap the number to expand the open windows, then tap a window to switch to it.

Close an app or window: Tap to show the App Switcher, then tap an **X** in the upper-left corner of an app's thumbnail to close the app. To close a window in an app, expand the windows (see above) and then tap the **X** in the upper-left corner of a window.

Return to the App Launcher: Tap in the toolbar or in the App Switcher. From the App Launcher, you can open another app.

Work With Apps

You control apps from your computer in Parallels Access using touch gestures, much like you do with native iPad apps.

Modes of Control

There are two basic modes of controlling and interacting with apps, **Native Touch Mode** and **Mouse Mode**. Experiment with both to see which you like best:

Native Touch Mode

In Native Touch Mode, the default mode of control, your apps behave most like apps made for iOS.

Click: Tap directly on an interface element to click it. A touchpoint indicator appears briefly to show where you clicked. Tap twice to double-click.

Smart Tap technology helps activate the control you're aiming for, even if you miss it and tap nearby instead.

Click more precisely: Tap and hold near an item you want to click, such as a small button, to bring up a magnifying glass, then center the pointer over the item and release to click.

Drag an item: Tap and hold an item, such as a window divider or a file, to bring up a magnifying glass, and keep holding for a moment as a blue line circles the magnifying glass and the pointer briefly pops up to show it is locked in. Then drag to move the item.

You can use this method to grab any item or object that you would normally grab by clicking and holding the mouse button. For example, rather than tapping a menu name and then tapping a menu item, for greater precision you can tap the menu name, hold until the pointer locks in and the menu opens, and then drag down to the menu item you want.

Right-click: Tap with two fingers.

Scroll: Drag up, down, left, or right with one or two fingers.

Select text: Tap and hold text to bring up a magnifying glass and keep holding for a moment as a blue line circles the magnifying glass and the pointer briefly pops up to show it is locked in. Then drag to select text.
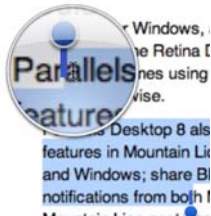
Once you release, you can refine your selection with selection handles.

You can also select text just as you would in any iOS app: Tap and hold text until the magnifying glass appears, and then release immediately and tap **Select** to show text selection handles. Or you can double-tap a word or triple-tap a paragraph to select it and then drag the selection handles to modify your selection.

Zoom: In some applications, such as Microsoft Office apps, you can spread two fingers apart or pinch together to enlarge or reduce text size, or otherwise zoom in or out, just as you would using a trackpad on your computer.

Mouse Mode

In Mouse Mode you click and select text similarly to how you would using a mouse. To activate

Mouse Mode, tap   in the toolbar on the right and then tap **Mouse Pointer**. An arrow pointer

appears and left- and right-click buttons   appear at the bottom of the screen.

Click: Drag one finger anywhere on the screen to move the pointer. Tap   to click directly under the pointer.

Select text: Tap and hold   with your thumb as you move the pointer with a finger to select text.

Drag an object: Tap and hold   with your thumb as you move the pointer with a finger to drag the object underneath it, such as a file or a folder.

Right-click: Tap   to right-click under the pointer.

Scroll: Drag up, down, left, or right with two fingers.

Magnify: To magnify text and graphics as the pointer passes over them, tap and hold until until the magnifying glass appears and then move the pointer.

More Actions

Parallels Access makes it easy to get around in your apps. Here's more you can do:

Move the toolbar: To move the Parallels Access toolbar on the right side of the screen, drag it up or down by the handle.

Show or hide toolbar: To hide the toolbar, swipe over it to the right. To show it again, swipe in from the right edge of the screen.

Turn the sound on or off: Tap   in the toolbar on the right and tap **Sound On/Off** to toggle the sound on or off. By default, Parallels Access streams sound to your iPad. Turning the sound off can improve performance.

Exit Full Screen mode: With Mac OS X apps, you can exit Full Screen mode by tapping the Apple icon at the top of the screen.

Keyboard

With Parallels Access, you use the iPad software keyboard with your desktop apps.

Show or hide keyboard: Tap in an area where text can be entered, or tap   in the toolbar on the right, to show the keyboard. Tap   again to hide the keyboard.

You can also show the keyboard by tapping with three fingers simultaneously.

Parallels Access features a modified keyboard that puts all the keys you need within easy reach.

- Tap **F1-F12** for access to function keys.

- Tap [⊞] to access **Home**, **End**, **Pg Up**, and **Pg Down** keys.

- Tap the arrow keys to move the insertion point with precision, one space at a time.

Set the extra keys to always be visible at the bottom of the screen: Tap [⚙] in the toolbar on the right and tap **Additional Keys**. The keys are visible even when the keyboard is hidden.

Bluetooth Keyboard

You can also use any iPad-compatible wireless Bluetooth keyboard with Parallels Access. For information on using a Bluetooth keyboard with iPad, go to support.apple.com and search for "iPad wireless keyboard."

View Multiple Apps at Once

By default, Parallels Access lets you use your desktop apps at full screen on your iPad, as if they were native iPad apps.

You can set Parallels Access to **Desktop Mode** so you can see more than one app at once. In this way you can, for example, drag files from the desktop into a folder, view windows from two apps together, and access the Windows task bar or Mac menu items and Dock.

Turn Desktop Mode on or off: Tap   in the toolbar on the right and tap **Desktop Mode**.

Windows 8 Gestures

Parallels Access includes support for Windows 8.

You control Windows 8 similar to the way you would control it using a mouse with a non-touchscreen PC. For example, to show the Charms Bar, move the pointer to the lower-right corner of the screen.

When in , Parallels Access also supports these edge swipe gestures:

- **View open apps:** Swipe from the left edge of the screen. Tap any open app to switch to it.
- **View Charms Bar:** Swipe in from the right edge of the screen. From the Charms Bar you can access search, settings, the Start menu, and more.

Tip: To switch to the Start screen, double-tap the **cmd** key on the Additional Keys bar.

Microsoft Office 2013

When you use Parallels Access with Microsoft Office 2013, Touch Mode is turned on by default, inserting more space around the ribbon's icons for easier use on a touch screen.

Security

Parallels Access connects to your computer securely using state-of-the-art technology, including SSL and 256-bit AES encryption.

Also, if you're concerned about someone accessing your computer or seeing what you're doing while you're using Parallels Access remotely, you can adjust security settings accordingly.

To access security settings, on your computer click the Parallels Access icon in the menu bar or task bar and choose **Preferences**. Then click **Advanced** and do one of the following:

- Set Parallels Access to require that you enter your computer's user name and password each time you connect: Select **Ask for my user name and password as well**.

- Set your computer screen to be locked when you're using Parallels Access: Select **Lock this computer when working remotely**.

  While your screen is locked, people near your computer can't see what you're doing, and your password is required to access your computer.

- Set your computer screen to lock when Parallels Access disconnects: Select **Lock this computer once you finish working remotely**.

  Once you're finished working, your password is required to access your computer locally.

When You're Finished

When you're done working in Parallels Access, you can disconnect it from your computer by tapping **Disconnect** in the upper-left corner of the App Launcher. Your computer display returns to its normal resolution, ready for use.

You can also simply press the **Home** button on your iPad. Your computer display returns to normal resolution after a few minutes, or you can click **Disconnect** on your computer to manually restore it.

If you have set your computer to be locked (p. 18) during or after a Parallels Access session, then your user name and password are required to access it locally once you disconnect.

Software Updates

Periodically, Parallels provides free software updates to improve Parallels Access.

Update the Parallels Access iPad App

To check for updates to the Parallels Access iPad app, open the App Store and tap **Updates**.

Update the Parallels Access Agent on Your Computer

By default, the Parallels Access agent on your computer is configured to automatically check for new software updates occasionally. When an update is available, Parallels Access prompts you to install it. Simply follow the onscreen instructions.

To check for an update manually, on your computer click the Parallels Access icon in the menu bar or task bar and choose **Check for Updates**.

To adjust software update settings, on your computer click the Parallels Access icon in the menu bar or task bar and choose **Preferences**. Then click **Advanced** and do one of the following:

- To set whether the Parallels Access agent automatically checks for updates, select or deselect **Automatically check for updates**.

- To set whether updates are automatically downloaded, select **Download newly available updates in the background**.

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Troubleshooting

If you're having trouble connecting Parallels Access to your computer, try the following:

- Make sure your iPad and computer are on and connected to the Internet.
- Make sure your computer isn't in sleep mode.
- Be sure you're signed in to Parallels Access on your iPad. Tap **Sign In** at the bottom of the screen.
- Be sure you are signed in to the Parallels Access agent on your computer. Click the Parallels Access icon in the menu bar or task bar on your computer and choose **Sign In**.

  If you don't have a Parallels account, you can register for one using Parallels Access on your iPad.
- Be sure the Parallels Access agent on your computer is set to be accessible by clicking **Turn On Access**, if necessary. A green light indicates your computer is accessible.
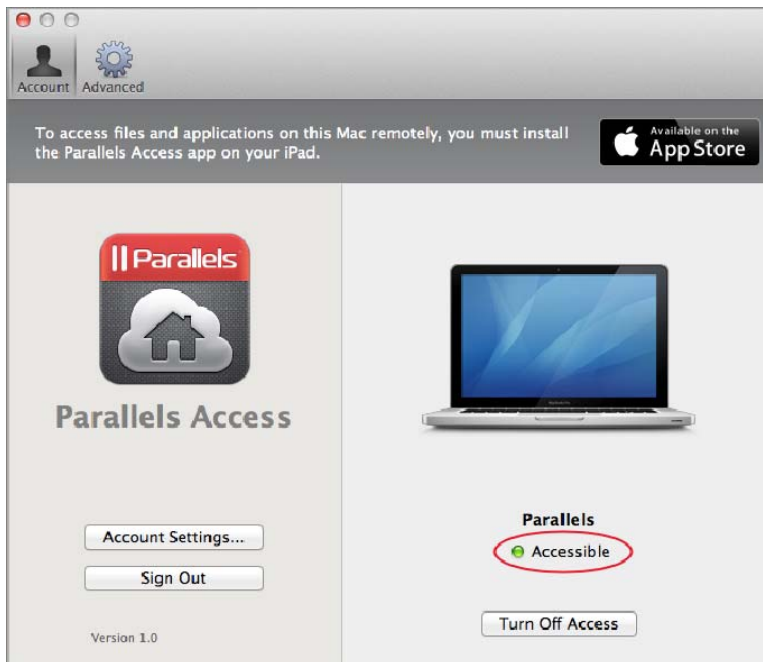
- Once you've signed in and made your computer accessible, you may need to swipe left once or twice on your iPad to prompt Parallels Access to look for your computer.

- If you're still unable to connect, try restarting your computer and your iPad, and then try connecting again.

In This Chapter

Report a Problem and Request Support

To help improve the quality of Parallels Access, you can send problem reports to Parallels. You can also request support with a problem you're having. You can do this from your computer or from your iPad.

To create a problem report and request support from your computer:

1 On your computer, click the Parallels Access icon in the menu bar or task bar and choose **Report a Problem**.

2 Describe the problem and what you were doing when the problem occurred.

3 Enter your name and email, and click **Send Report**.

4 Your Problem Report ID number is displayed. Copy and paste it into a text file or write it down for reference in case you are contacted by Parallels Support.

To create a problem report and request support from your iPad:

1 Open Parallels Access on your iPad, tap in the toolbar on the right, and tap **Feedback**.

2 Describe the problem and what you were doing when the problem occurred.

3 Tap **Send** in the upper-right corner.

Parallels uses error reports to improve the product quality but doesn't respond to them unless you request support.

Support

To request support, go to parallels.com/support.

Send Feedback

We value your feedback and would like to know what you think of Parallels Access.

To submit feedback, open Parallels Access on your iPad, tap in the toolbar on the right, and tap **Feedback**.