Parallels Remote Application Server

Parallels Client for Windows Phone User's Guide

v15

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Contents

Getting Started with Parallels Client for Windows Phone 4

Installing Parallels Client 4

Configuring a Connection 5

Using Parallels Client for Windows Phone 9

Logging On and Working with Sessions 9

Adding a New Connection 9

Modifying Connection Properties 15

Display 16

Experience 16

Local Resources 17

Advanced 17

Modifying Parallels Client Settings 18

Checking the Build Number 19

Working in Parallels Client 20

Remote Application Server Connection 21

Standard RDP Connection 23

Mouse Settings 25

Index 27

CHAPTER 1

Getting Started with Parallels Client for Windows Phone

About Parallels Client for Windows Phone

Parallels Client for Windows Phone is an app that allows you to connect to Remote Application Server from your Windows Phone devices.

Invitation Email

Before you start with Parallels Client, your system administrator must send you an invitation email with the instructions on how to install Parallels Client and configure the first connection.

Read on the following topics for more details.

In This Chapter

Installing Parallels Client 4
Configuring a Connection 5

Installing Parallels Client

System Requirements

To install Parallels Client, you must have a Windows Phone device with an ARM processor and Windows Phone version 8.0 or later.

Note: To learn how to check the version of Windows Phone on your device, please refer to the device manufacturer's documentation.

Installation Procedure

The preferred way to install Parallels Client is to follow the instructions from the invitation email (p. 4).

Another way to install Parallels Client is to install it from . Do the following:

1 On your Windows Phone device, open the Windows Phone Store.

2 Search for `Parallels Client`.

3 Tap **Install** and follow the onscreen instructions.

Configuring a Connection

To configure the first connection, follow the instructions from the invitation email (p. 4).

Configure Connection Automatically

To configure Parallels Client to connect to Remote Application Server automatically, follow the instructions from the invitation email.

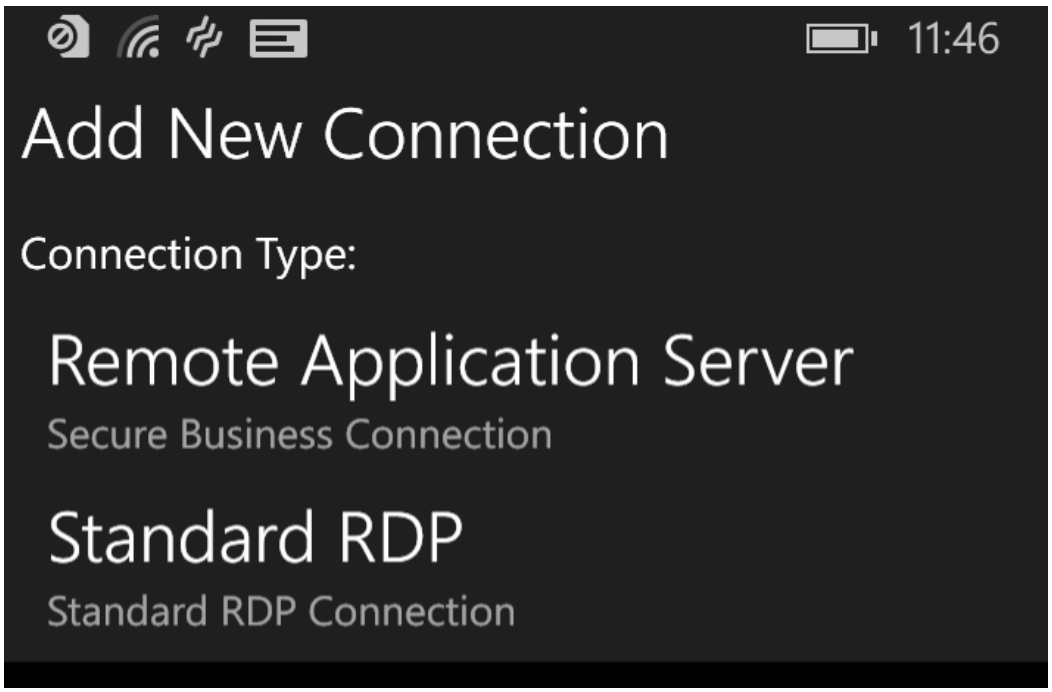
Configure Connection Manually

The invitation email from your system administrator contains the parameters that you can use to configure a connection manually. Do the following:

1 Open Parallels Client on your Windows Phone device.

2 Tap **Add New Connection** or tap the **Plus** icon at the bottom of the screen.

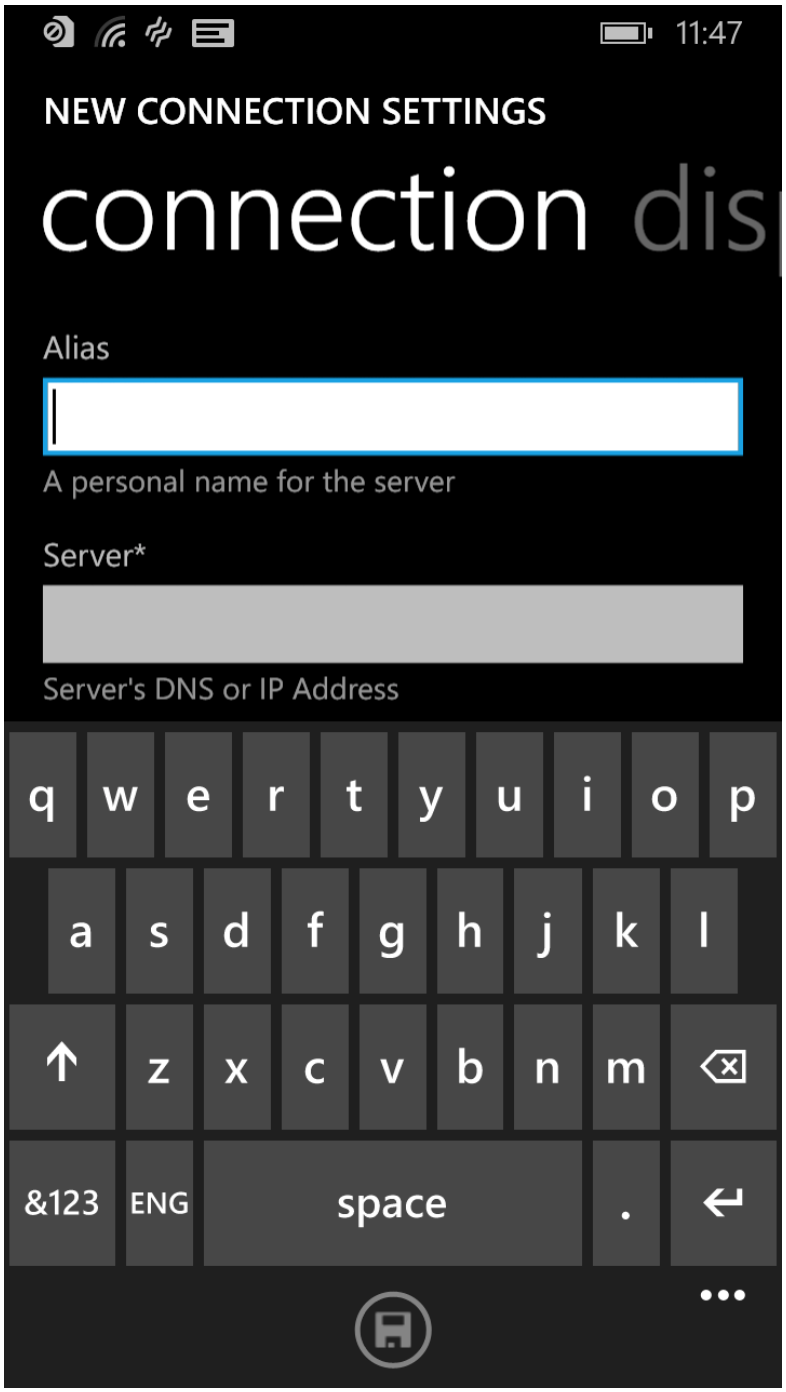
3 Then you need to select the type of connection to configure:



- Tap **Remote Application Server** to create a Parallels Remote Application Server connection.

- The **Standard RDP** option creates a standard Remote Desktop connection.

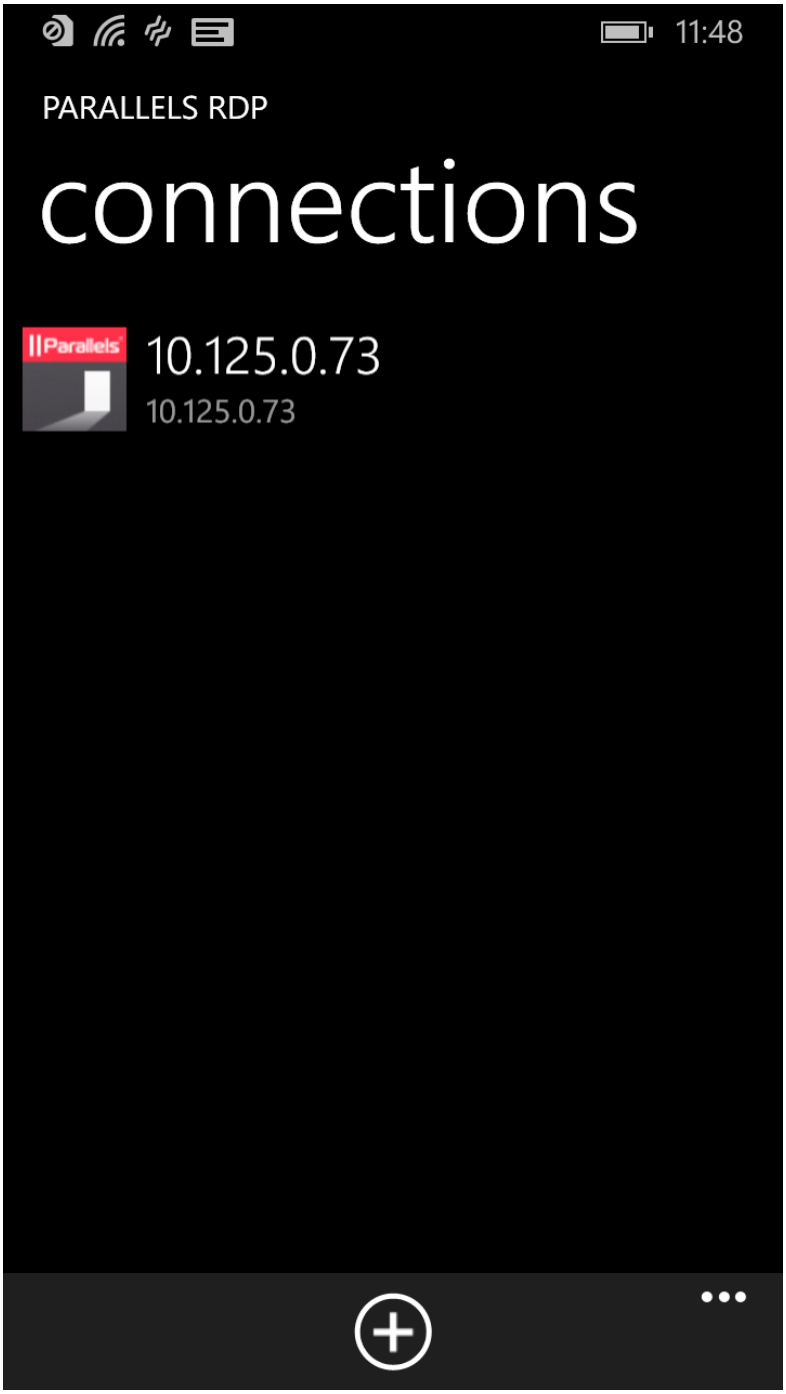
4 In the next step, specify the **Server**, **Port**, and **Connection Mode** settings. You must take them from the invitation email.



5 Enter your user name.

6 Tap the **Save** icon.

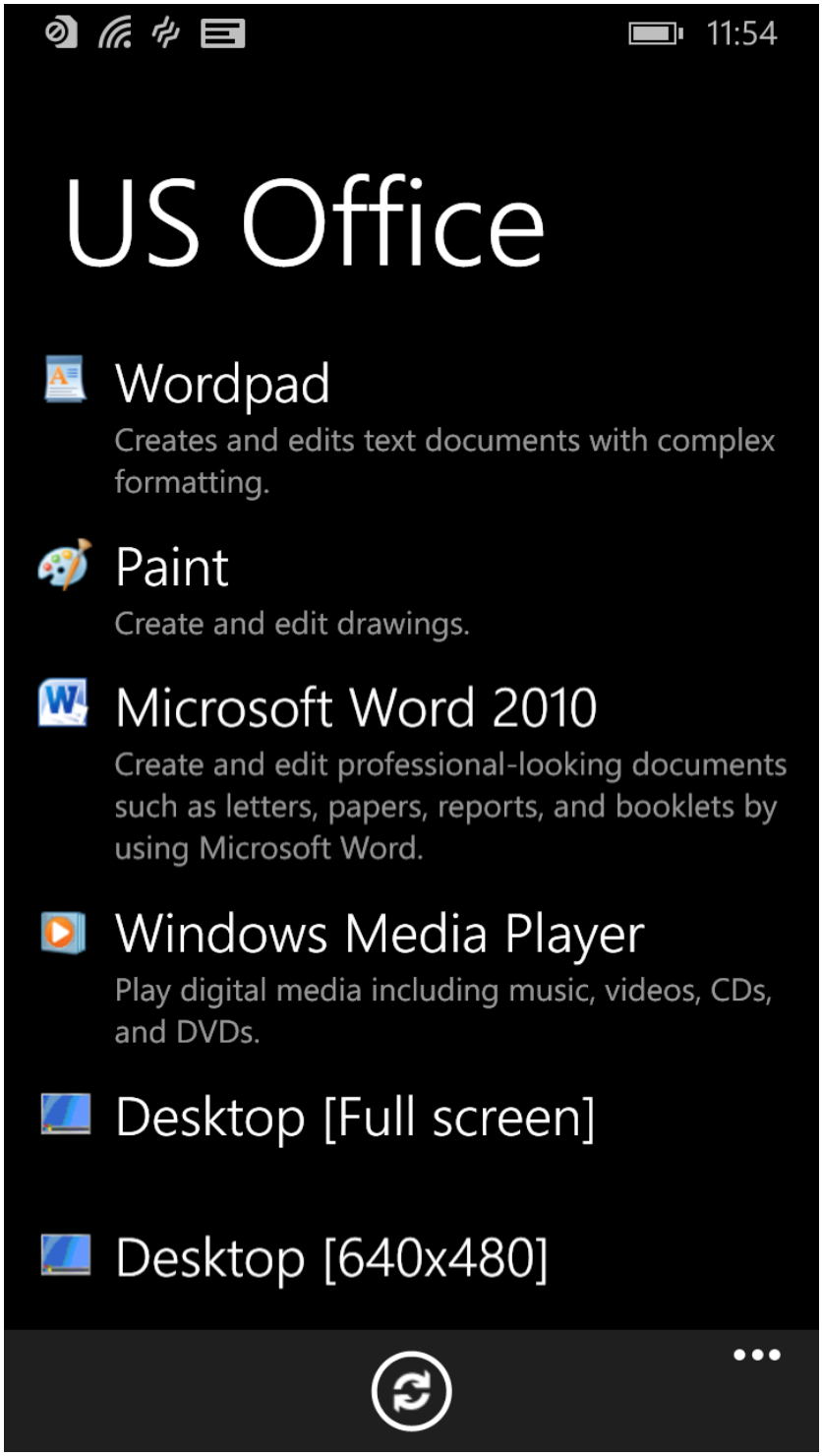
Now you should see the connection that you just created.



To connect to Parallels Remote Application Server using the connection that you created:

1. Tap the connection.
2. When asked, enter your password.

3 If the connection was successful, you will see the published resources that you can use. If you receive an error, verify that the connection and logon information is entered correctly and try again.



CHAPTER 2

Using Parallels Client for Windows Phone

In This Chapter

Logging On and Working with Sessions 9
Adding a New Connection..... 9
Modifying Connection Properties..... 15
Modifying Parallels Client Settings 18
Checking the Build Number..... 19

Logging On and Working with Sessions

To connect to a remote server, tap a connection in the **Connections** list.

Every time you connect to a remote server using Parallels Client, a session is created for the connection. When you're connected to a remote server and see the published resources, you can do the following:

- Refresh the session and published resources view by tapping the **Refresh** icon at the bottom of the screen.

You can also manage your connection from the **Connections** list. To do so, tap the connection and hold on for a while until the context menu appears.

The context menu options are as follows:

- **edit**. This option allows you to edit the connection settings.
- **delete**. Removes the connection.
- **change password**. This option allows to change the user's password.

Note: This option is available for Remote Application Connections only.

- **logoff**. Tap this option to log off if you need to switch a user.

Adding a New Connection

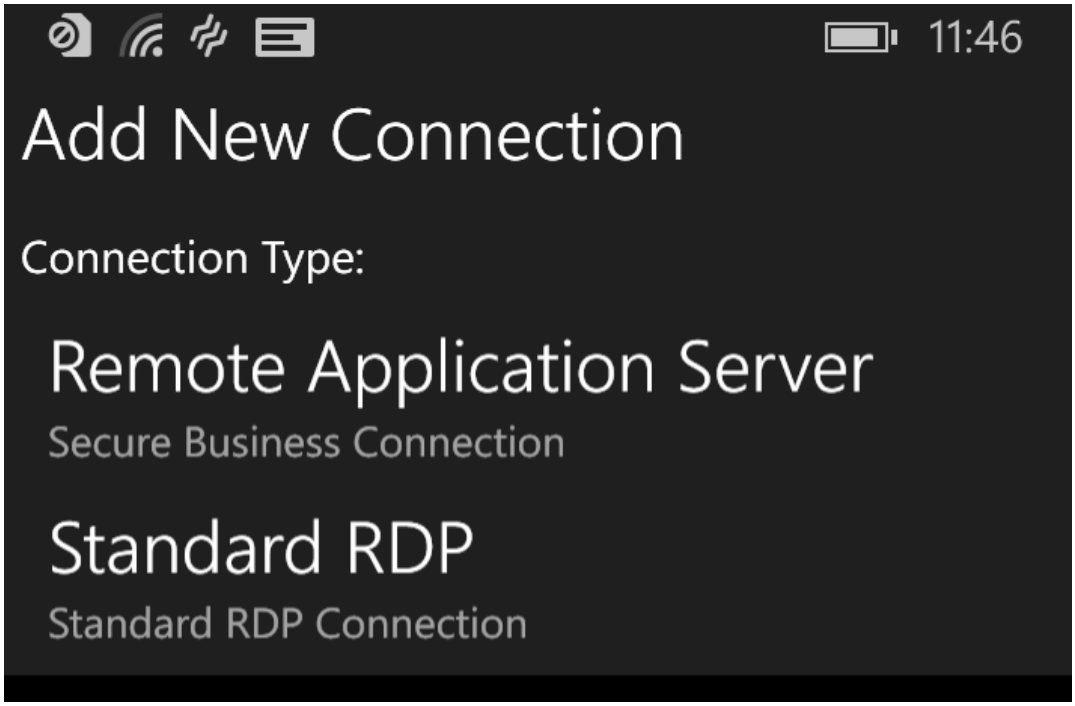
Parallels Client allows you to create and save more than one connection, so you could easily connect to different servers or using different connection properties, etc.

To add a new connection:

1 Open Parallels Client on your Windows Phone device.

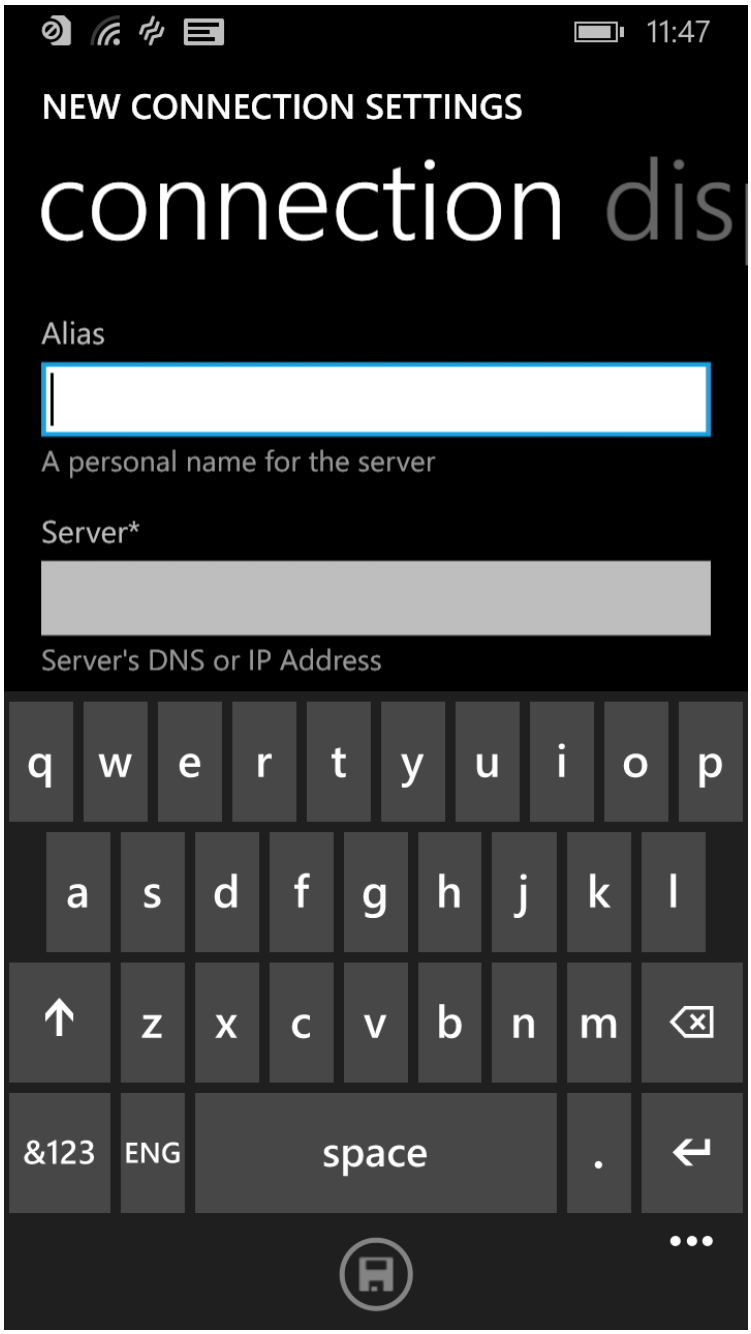
2 Tap **Add New Connection** or tap the **Plus** icon at the bottom of the screen.

3 Then you need to select the type of connection to configure:



- Tap **Remote Application Server** to create a Parallels Remote Application Server connection.
- The **Standard RDP** option creates a standard Remote Desktop connection.

4 In the next step, enter the connection properties:



- **Alias**. Choose and type a friendly name for this connection.
- **Server**. Specify the RAS Secure Client Gateway name or IP address.
- **Port**. This field normally contains a default value (80). For RDP connections, the default value is 3389. You should only modify it if your system administrator told you to do so.
- **User Name**. Enter your user name.
- **Connection Mode**. Select one of the following:

Note: This option is not available for RDP connections.

a **Gateway Mode**. Parallels Client connects to the RAS Secure Client Gateway and the session connection is tunneled through the first available connection. This mode is ideal for Terminal servers, VDI desktops and remote PCs that are only reachable via the gateway and do not require a high level of security.

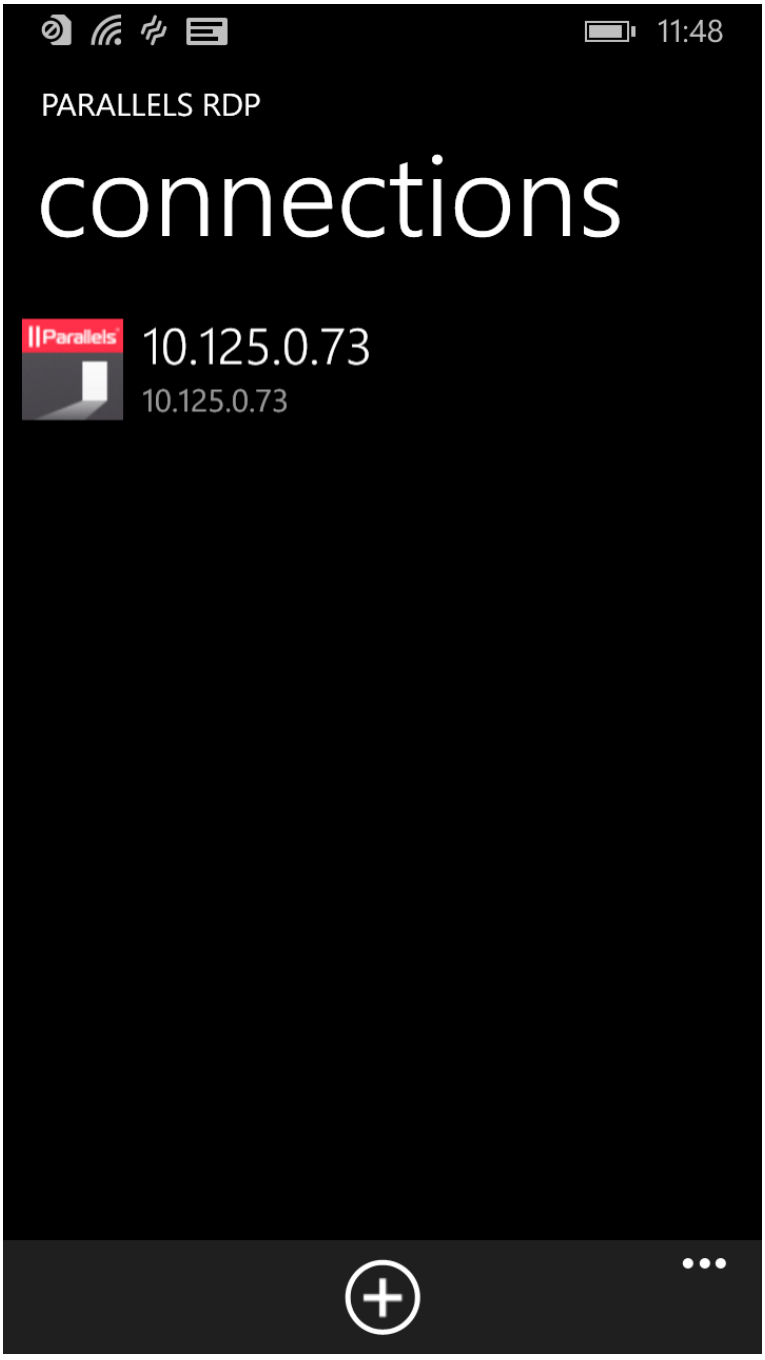
b **Gateway SSL Mode**. Same as the gateway mode above, but uses encryption to secure the data.

c **Direct Mode**. Parallels Client first connects to the RAS Secure Client Gateway for the best available terminal server and then connects directly to that server. This is best used when the Parallels Client and the terminal server reside on the same network.

d **Direct SSL Mode**. Same as the direct mode above, but uses encryption to secure the data.

5 Tap the **Save** icon.

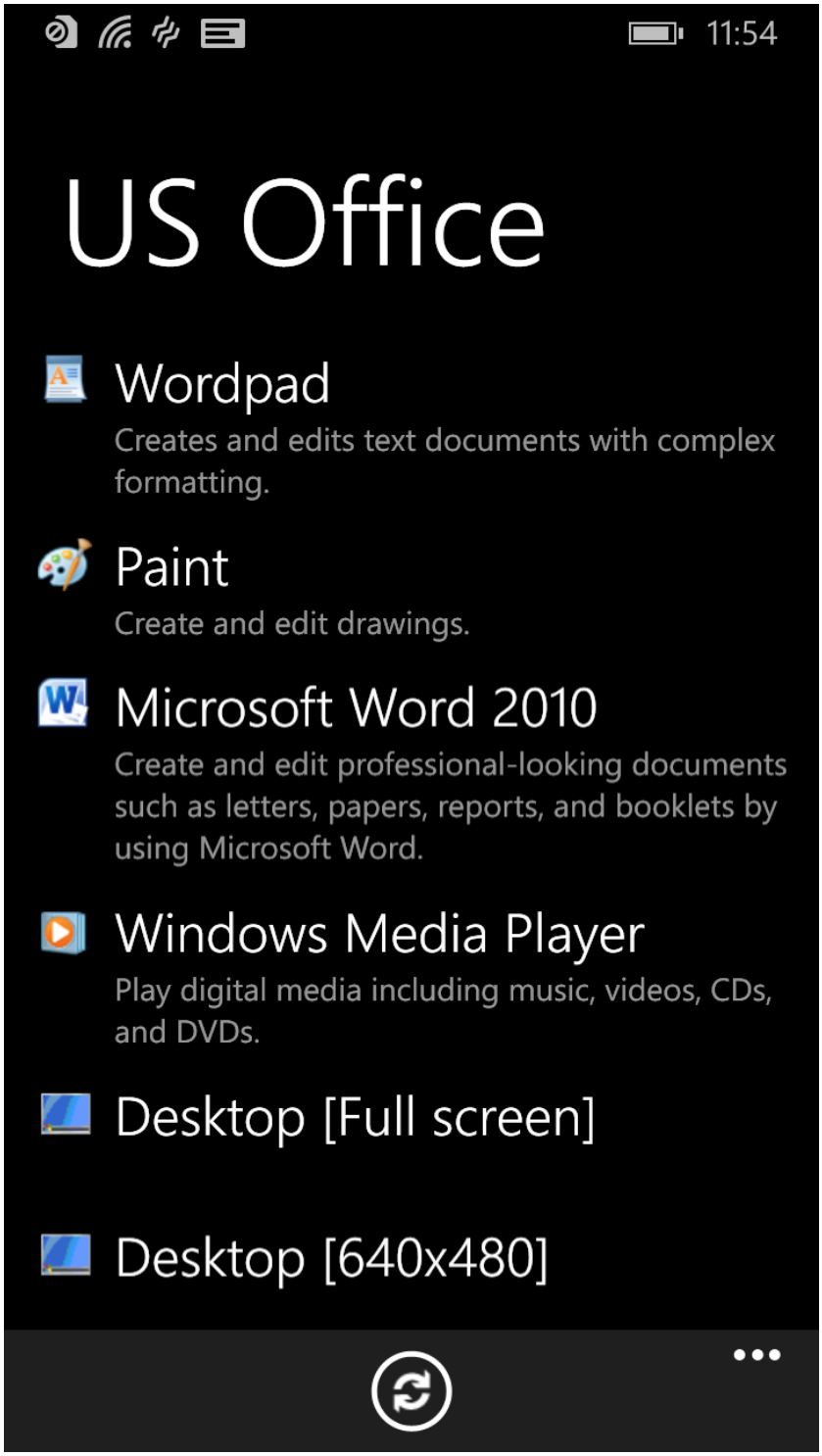
Now you should see the connection that you just created.



To connect to Parallels Remote Application Server using the connection that you created:

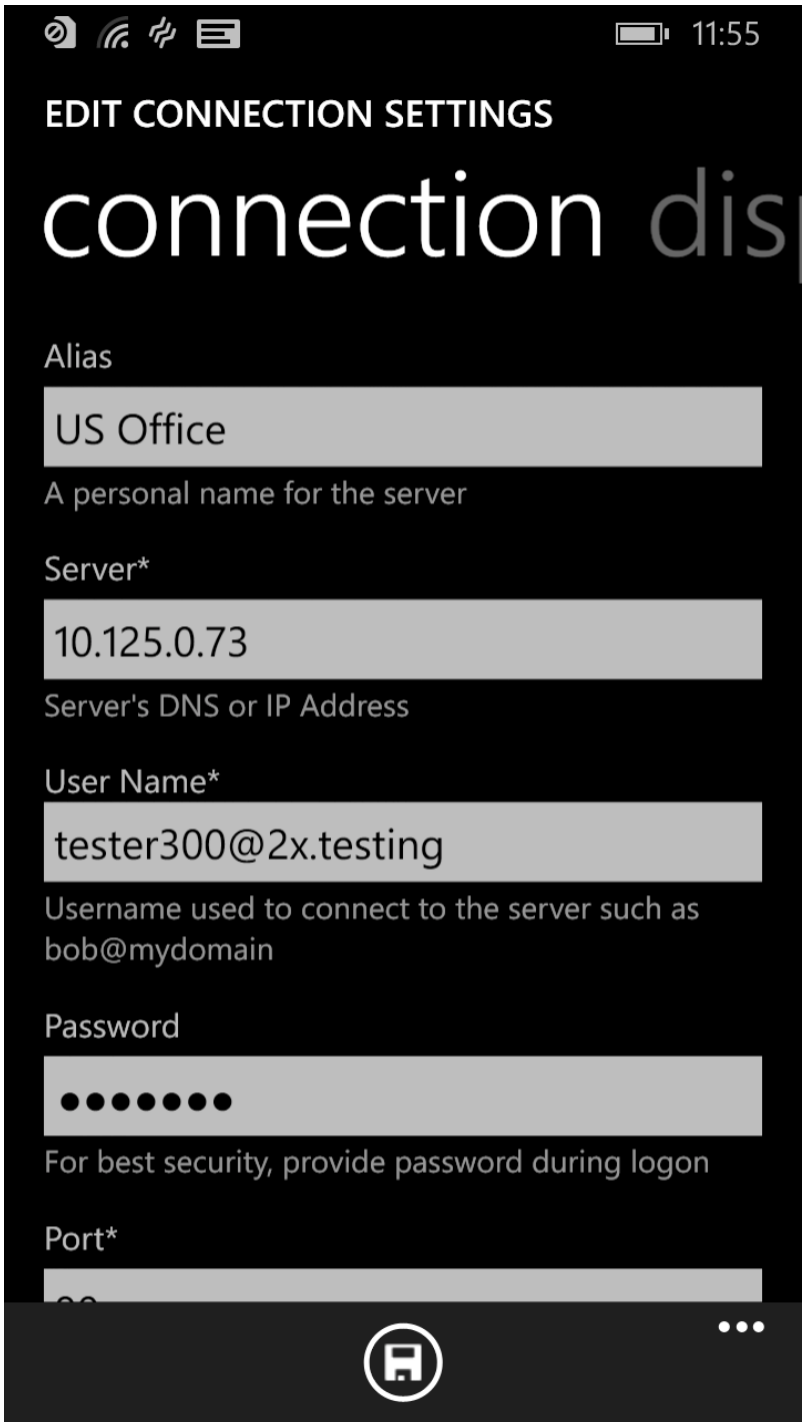
1. Tap the connection.
2. When asked, enter your password.

3 If the connection was successful, you will see the published resources that you can use. If you receive an error, verify that the connection and logon information is entered correctly and try again.



Modifying Connection Properties

To modify connection properties, tap the required connection in the **Connections** list and hold on for a while. Once the context menu appears, tap **Edit**.



The following subsections describe the tabs that you can tap to view and configure the groups of connection properties

Display

On the **Display** tab, specify the following display options:

- **Acceleration**. This menu allows you to select the graphics encoding. Choose one of the following:

  Note: The acceleration setting does not affect connections with color depth less than 32 bit.

  - **None**. Select this option for devices with low processing capabilities.
  - **Basic**. Select this option for devices with average processing capabilities and latency network environments. The option requires additional processing power from the client device to support improved image compression.
  - **RemoteFX**. Select this option for devices with average processing capabilities and average to low latency network environments. The option makes your remote session experience the most fluid.

  Note: If you select **RemoteFX**, the color depth is forced to 32 bit.

- **Color Depth**. This menu allows you to select the color resolution. **High Color (16 bits)** is recommended.
- **Orientation**. Use this menu to choose the screen orientation you need.
- **Resolution**. This menu allows you to select the screen resolution you need. A larger screen size requires more memory and may result in decreased performance.

  Note: The RDP protocol does not allow desktop resolution resizing when rotating the screen from portrait to landscape or vice versa. To resize the screen to portrait or landscape, disconnect from the remote desktop, set the screen to portrait or landscape and connect to the remote computer once again.

Experience

The **Experience** tab allows you to tweak the connection speed to optimize the performance of the connection with the remote host. The following options can be configured:

Note: Most of these options make the remote computer desktop, menus and windows look pretty but may slow down the connection speed. It's safe to enable these options if your connection speed is 100 Mbps or faster.

- **Connection Speed**. Select the suitable connection speed to match your environment for the most fluid experience.
- **Show Desktop Background**. Enable this option to show the remote computer desktop background.

- **Use Font Smoothing**. This option makes all fonts smooth for improved readability.
- **Enable Menu and Window Animations**. If menus and windows on the remote computer have visual effects and this option is enabled, these effects are also shown on your Windows Phone device.
- **Use Desktop Composition**. Desktop composition changes the way windows are depicted on the screen.
- **Show Contents while Dragging**. Enable this option to show window contents when dragging windows.
- **Enable Themes**. Enable this option to use the remote desktop themes when connected.
- **Use Bitmap caching**. This option must be enabled to increase the connection bandwidth efficiency.
- **Enable Compression**. It is recommended to enable this option to have a more efficient connection.

Local Resources

The **Local Resources** tab allows you to configure how the sound on the remote computer should be handled.

From the **Sound Redirection** menu, choose one of the following:

- **Do not play**. Select this option to disable sound.
- **Redirect to device**. Select this option to redirect sound from the remote computer and play it on your Windows Phone device.
- **Leave at remote computer**. Select this option to play sound on the remote computer.

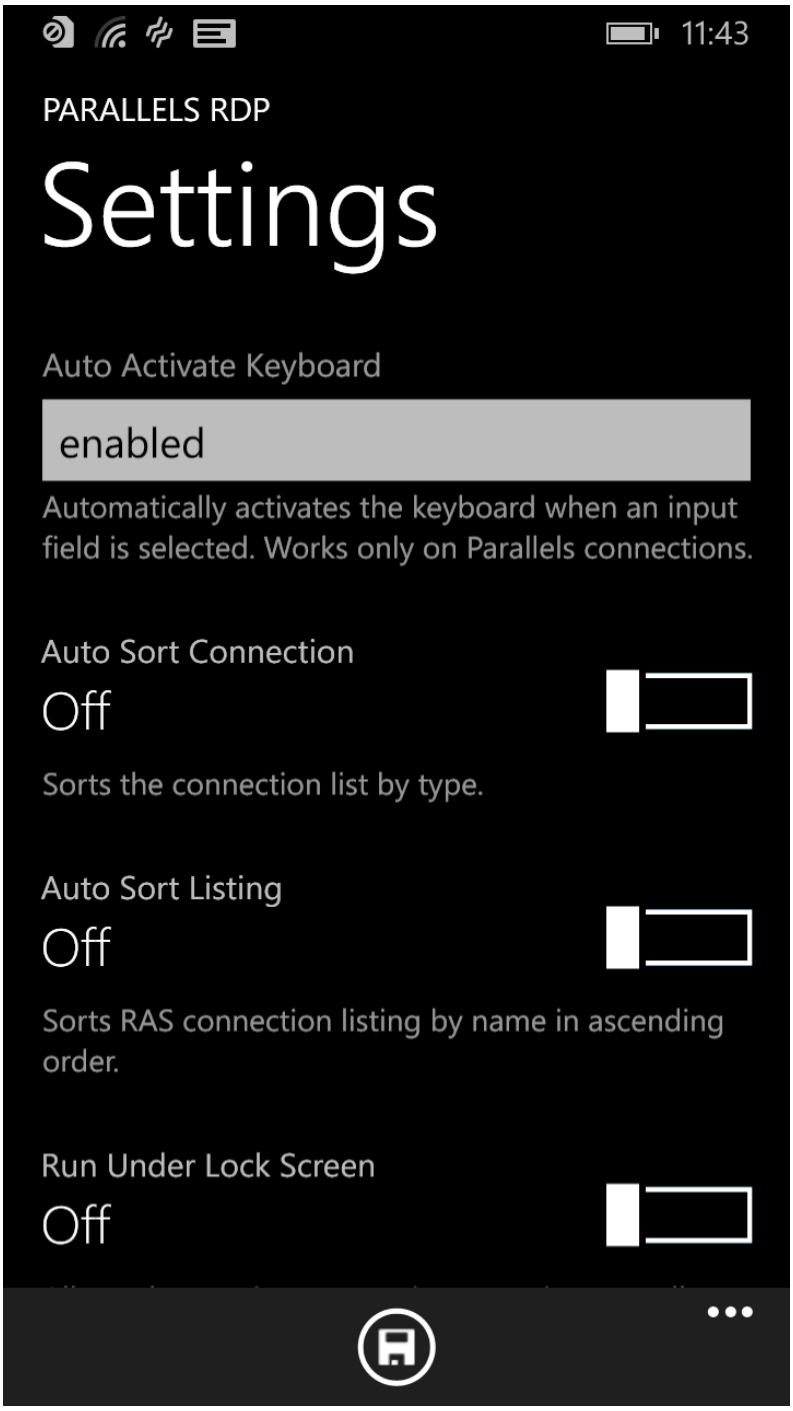
Advanced

The **Advanced** tab allows you to customize the default behavior of Parallels Client. You can specify the following properties.

- **Device Name**. Use this field to specify the name that your device will use during a remote desktop session. If set, this will override the default device name. Any filtering set by the administrator on the server side will make use of the **Device Name** value.
- **Use Pre Windows 2000 Login Format**. Enable this option to use `domain\user` as the login format to log in to remote computer.
- **Network Level Authentication**. Select this option to enable network level authentication, which will require the client to authenticate before connecting to the server.

Modifying Parallels Client Settings

To modify the Parallels Client settings, open the list with your connections, tap the menu icon ••• at the bottom of the screen and tap **settings**.



The following Parallels Client settings can be configured:

- **Auto Activate Keyboard**. If this option is enabled, the onscreen keyboard is displayed automatically when an input field is selected.
- **Auto Sort Connection**. When selected, all connections will be sorted by name.
- **Auto Sort Listing**. When selected, all applications will be sorted by name. Folders are placed at the top of the listing.
- **Run Under Lock Screen**. By default, the connection is terminated when the phone is locked or busy. Enable this option for the connection to go into standby mode when the phone is locked or busy performing other tasks such as answering a phone call. Once the task is complete, the connection resumes automatically.
- **Accept All Certificates**. Select this option to accept all certificates automatically (malformed certificates will be rejected).
- **Customer Experience Program**. Select this option to participate in the Customer Experience Program to help Parallels improve the product quality. No personal or private data is collected.
- **Clear Cache**. Tap this option to remove all application listing cache.
- **Clear all connections**. Tap this option to permanently delete all your connections. However, you'll have to delete the certificates manually.

Checking the Build Number

To check the Parallels Client version and build number, open the list with your connections, tap the menu icon ••• at the bottom of the screen and tap **about**.

CHAPTER 3

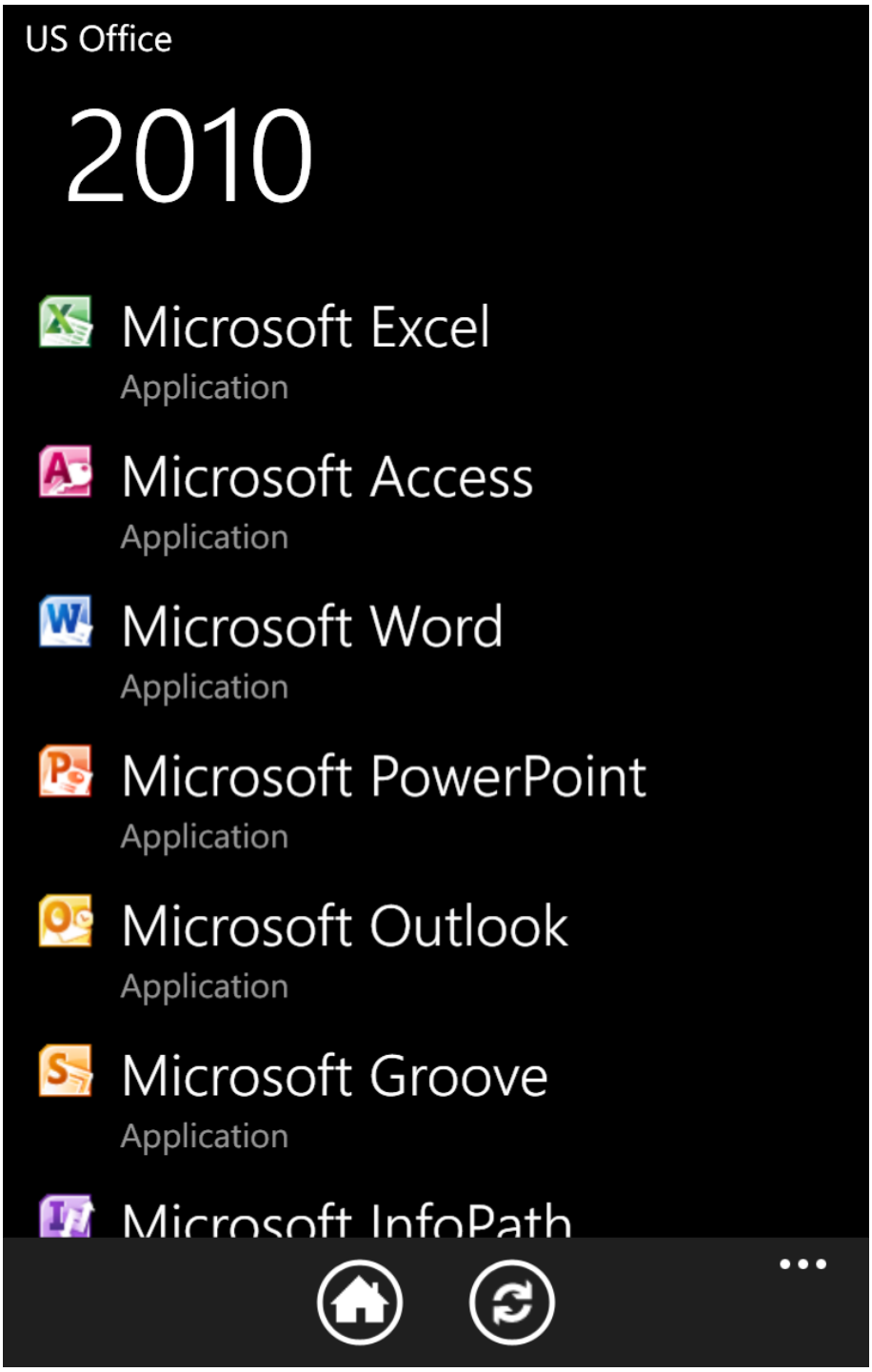
Working in Parallels Client

In This Chapter

Remote Application Server Connection 21
Standard RDP Connection 23

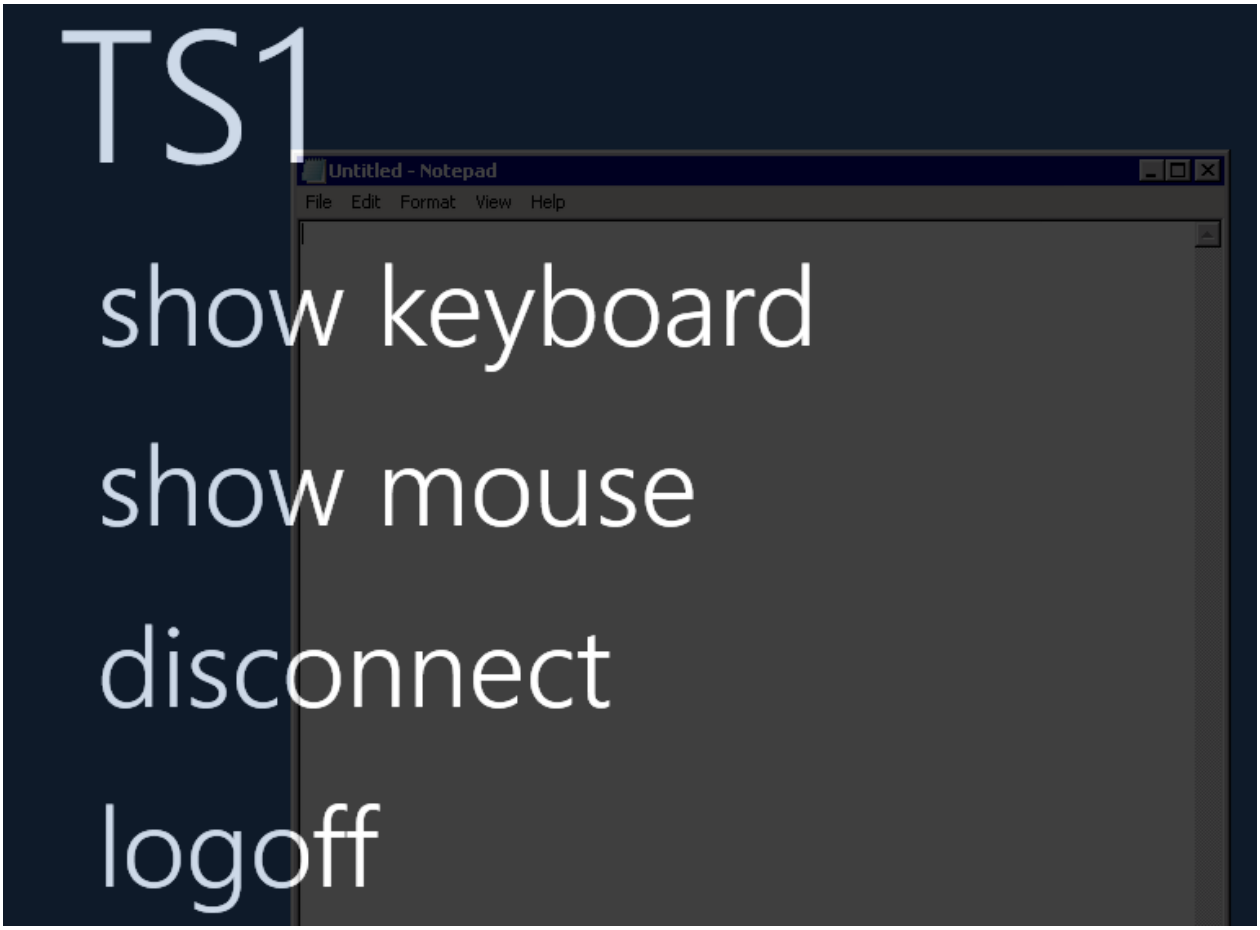
Remote Application Server Connection

Tap the Remote Application Server connection you have configured to display the list of published resources and folders.



To refresh the window contents, tap the **Refresh** icon at the bottom of the screen.

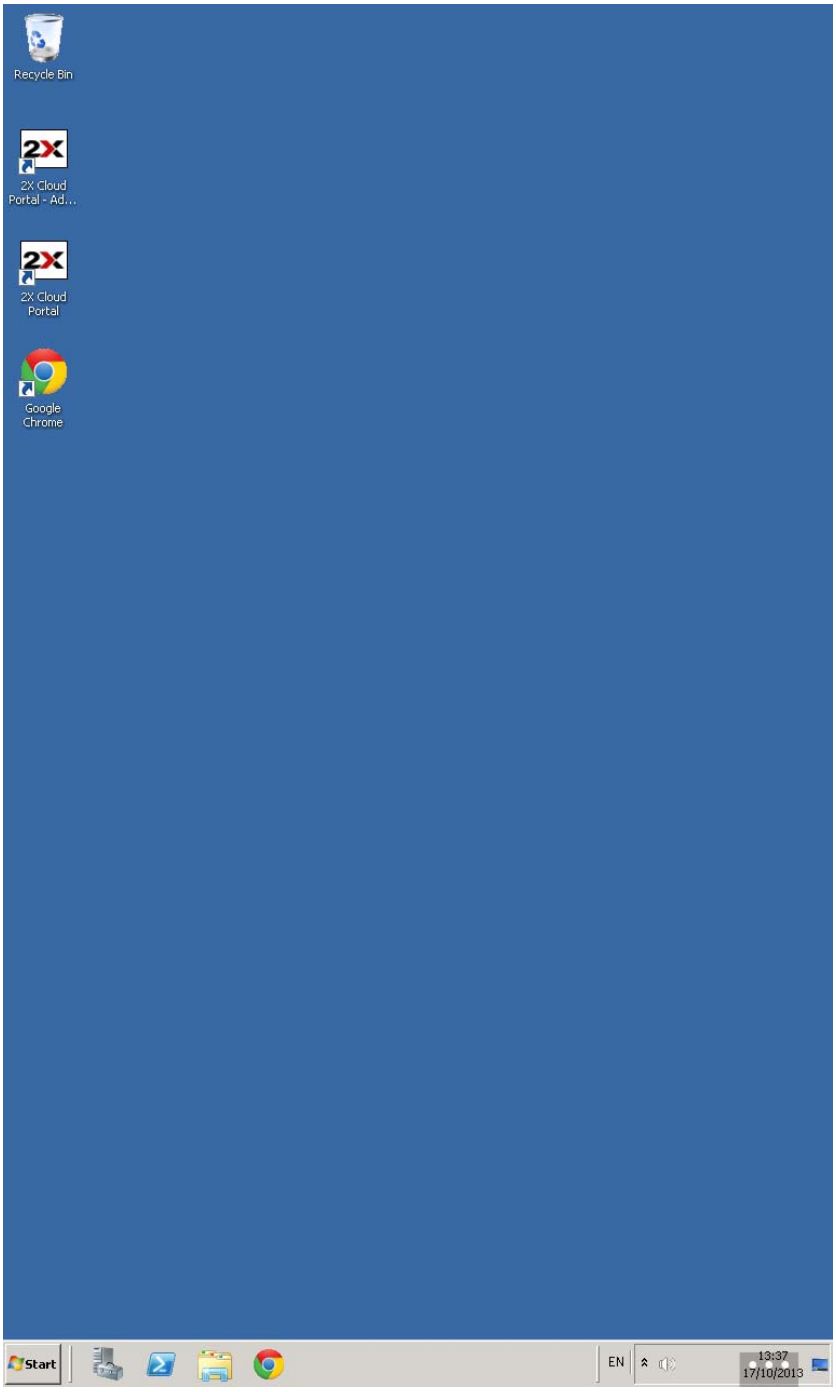
To launch any published application, just tap it. Once a published application is open, tap the menu icon ▫▫▫ at the bottom of the screen to use the following options:



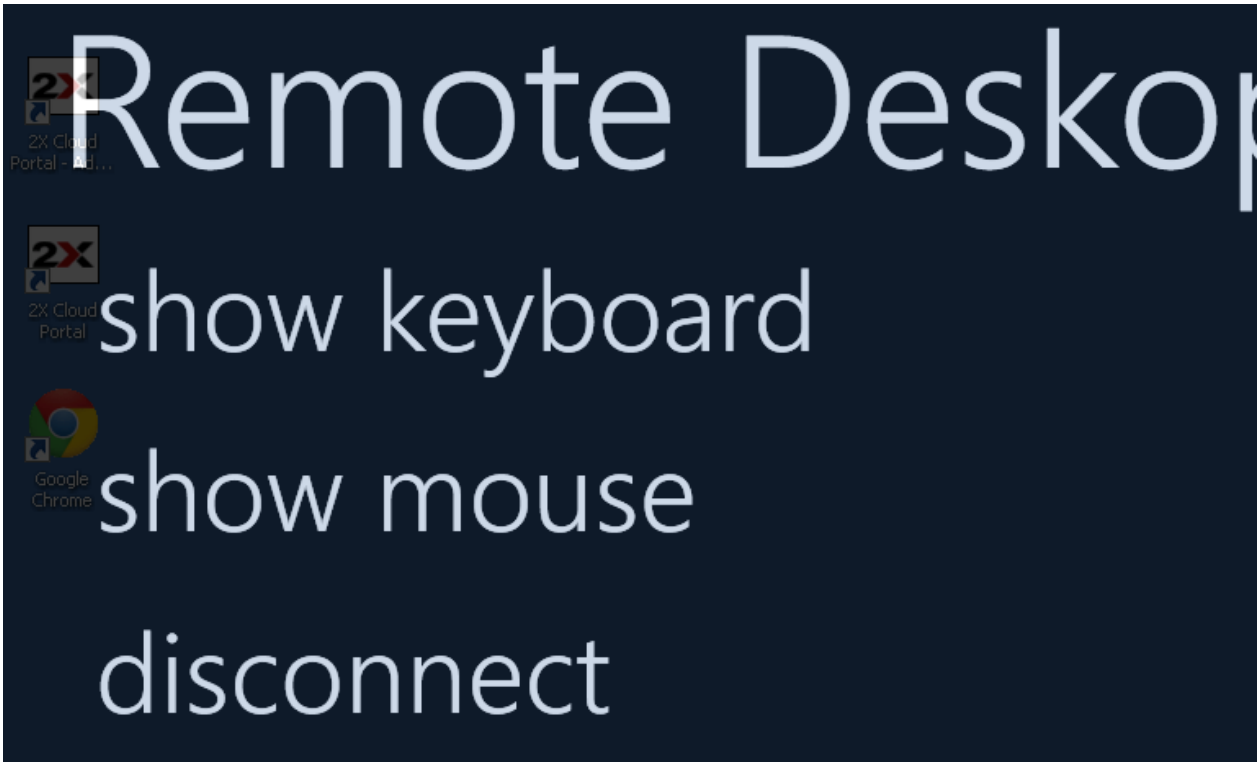
- **show keyboard**. Tap this item to open the keyboard.
- **show mouse**. Tap this item to show the mouse.
- **disconnect**. Tap this item to close the connection.
- **logoff**. Tap this item to log off if you need to switch a user.

Standard RDP Connection

Tap the standard RDP connection you have configured on your Windows Phone device to connect to the remote computer. Once the remote desktop is displayed, tap the **Start** menu to access the published applications.



Tap the menu icon ▪▪▪ at the bottom of the screen to use the following options:

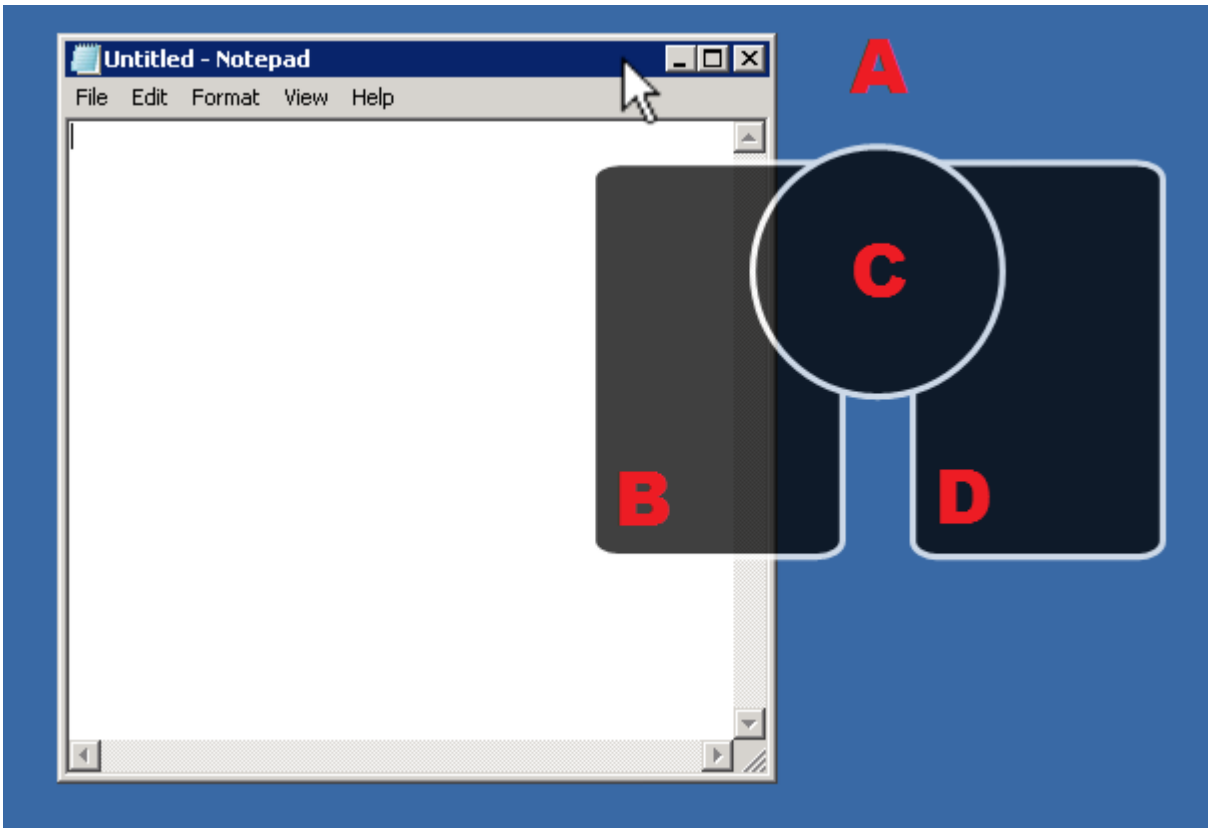


- **show keyboard**. Tap this item to open the keyboard.
- **show mouse**. Tap this item to show the mouse.
- **disconnect**. Tap this item to close the connection.

CHAPTER 4

Mouse Settings

To display the mouse when you're connected to the remote computer or working with a published application, tap the menu icon ▭▭▭ at the bottom of the screen and tap **show mouse**.



On the screenshot above, the Dumbo mouse is activated. Please see the table describing what happens when you press and release the areas shown on the screenshot.

Mouse Gestures

Right Click	Tap the screen with one finger and while keeping it down tap on the desktop with a second finger. The right click menu will open at the location of the first finger.
Two Finger Scrolling	Tap and hold on the screen with two fingers and move the fingers vertically to simulate mouse wheel vertical scrolling
Drag	Tap and hold the screen with one finger for a mouse down click action to drag an object from the screen.

Pinching-Zooming-Panning

The pinch-zoom gesture is similar to the drag gesture. Though it starts when the second finger is pressed to the screen. Using two fingers you can pan out or zoom in, but the gesture will continue only until the desktop fits the screen of your Windows Phone device.

Panning is available only when the desktop view is larger than the screen. To pan, just tap, hold and move the desktop around.

Index

A

Adding a New Connection - 9
Advanced - 17

C

Checking the Build Number - 19
Configuring a Connection - 5

D

Display - 16

E

Experience - 16

G

Getting Started with Parallels Client for Windows Phone - 4

I

Installing Parallels Client - 4

L

Local Resources - 17
Logging On and Working with Sessions - 9

M

Modifying Connection Properties - 15
Modifying Parallels Client Settings - 18
Mouse Settings - 25

R

Remote Application Server Connection - 21

S

Standard RDP Connection - 23

U

Using Parallels Client for Windows Phone - 9

W

Working in Parallels Client - 20