



Parallels Remote Application Server

Parallels Client for iOS User's Guide

v15.5

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CHAPTER 1

Introduction

About Parallels Client for iOS

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

About This Guide

Read this guide to learn how to:

- install Parallels Client for iOS (p. 6);
- establish a connection to Remote Application Server (p. 7);
- work with remote servers from iOS devices (p. 10);
- edit connection settings (p. 16);
- edit Parallels Client settings (p. 25);
- get help with Parallels Client (p. 29).

Install Parallels Client for iOS

System Requirements

To install Parallels Client, you must have an iOS device with iOS version 8 or later.

Note: To learn how to check the version of iOS 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. Your Parallels Remote Application Server administrator should send you this email.

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

- 1 On your iOS device, open App Store.
- 2 Search for `parallels client`.
- 3 Tap **Get** and follow the onscreen instructions.

CHAPTER 3

Create a Connection

Once Parallels Client is installed on your iOS device, you need to connect to Remote Application Server. You can do one of the following to establish a connection:

- The easiest way to create a connection is to use an invitation email from your system administrator. Open the email on your iOS device, tap the download link, install Parallels Client, and tap the "Configure" link. Parallels Client will open and configure connection to Remote Application Server automatically.
- If you know the remote server IP address or host name and user's credentials, you can create a connection manually (p. 7).

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Create a Connection Manually


If you know the remote server IP address or host name and user's credentials, you can create a connection manually. There are two types of connections:

- **Remote Application Server.** If you establish this type of connection, you will see the applications and desktops published on the Parallels Remote Application Server. You can launch and work with these applications.
- **Standard RDP.** If you choose this type of connection, you will be able to work with the remote server desktop the same way you would if connected via the Microsoft RDP client.

Read on the following topics for more details.

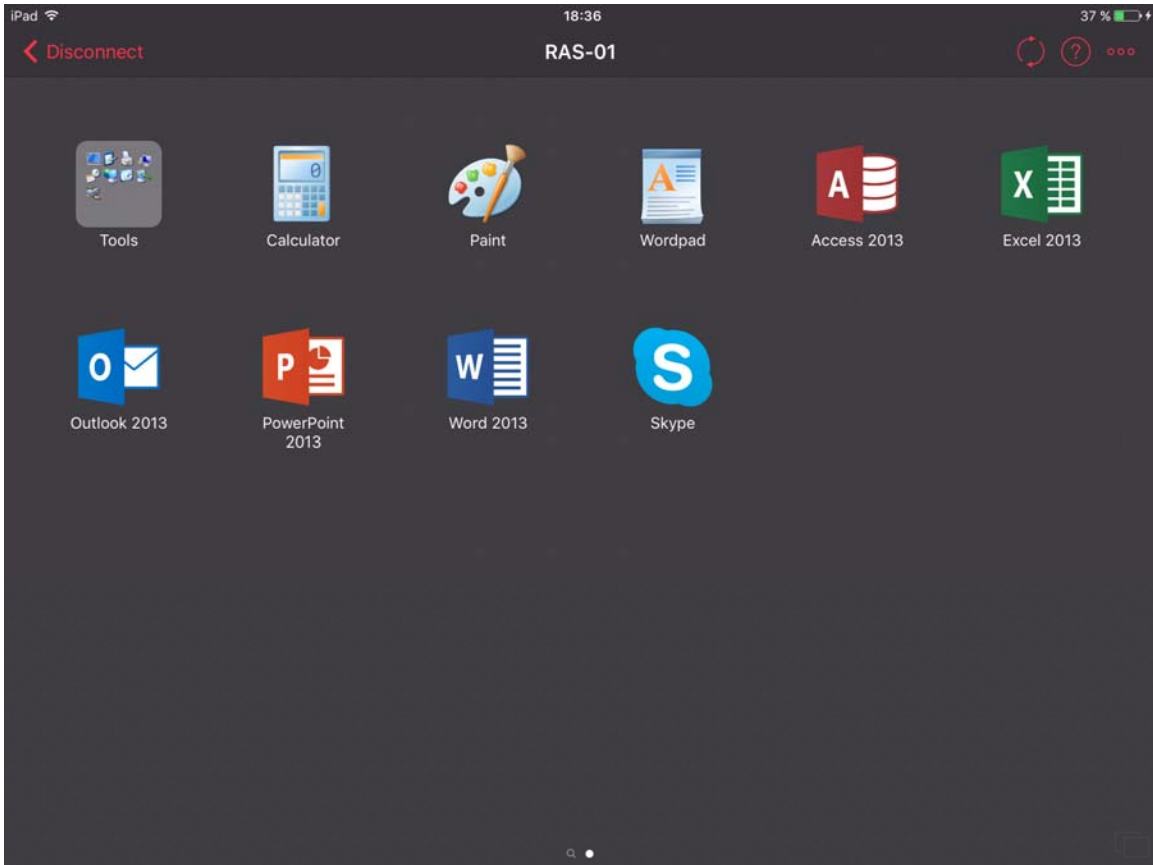
Create a Remote Application Server Connection

To create a Remote Application Server connection, do the following:

- 1 Open Parallels Client.
- 2 Tap the **Plus** icon  in the top left corner.
- 3 Tap **Remote Application Server**.
- 4 Specify the **Server address** and **User name** settings and tap **Connect**.


Create a Connection

- 5 Enter the user's password and tap **OK**.
- 6 If the connection was successful, you will see the published applications that you can use. If you receive an error, verify that the connection and logon information is entered correctly and try again.

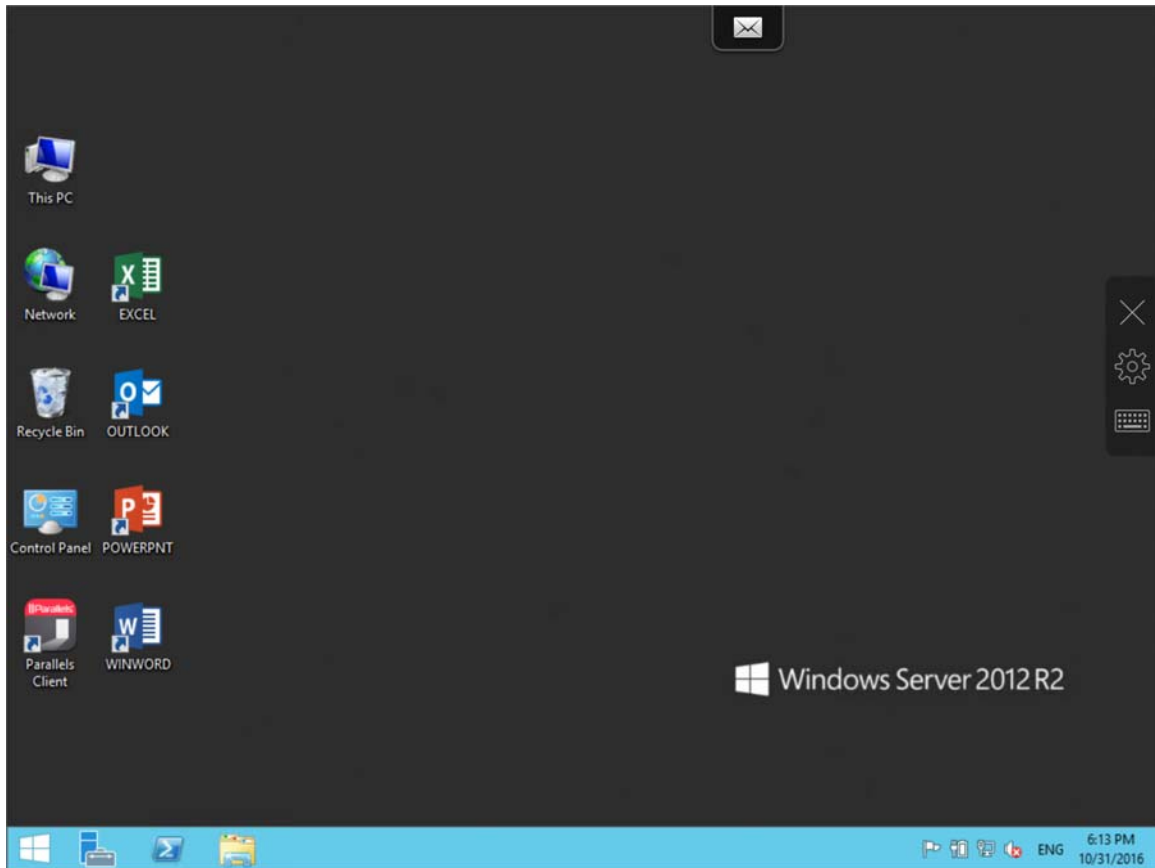


Create a Standard RDP Connection

To create an RDP connection, do the following:

- 1 Open Parallels Client.
- 2 Tap the **Plus** icon  in the top left corner.
- 3 Tap **Standard RDP**.
- 4 Specify the server address and tap **Connect**.
- 5 Enter the user's credentials and tap **OK**.

- 6 If the connection was successful, you will see the remote desktop and be able to start working with the server. If you receive an error, verify that the connection and logon information is entered correctly and try again.



CHAPTER 4

Work With a Remote Server

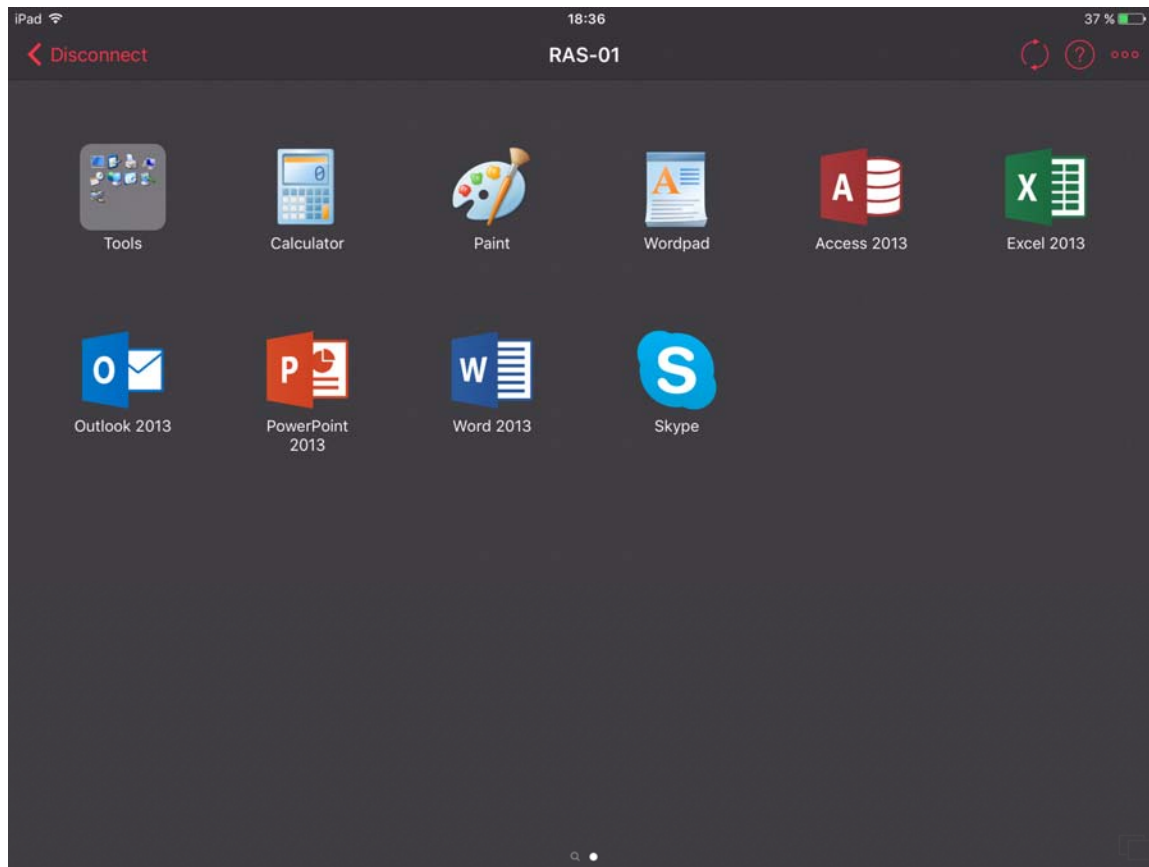
To connect to a remote server, just tap a connection in the **Connections** list. Read this chapter to learn what you can do when connected to a remote server via a Remote Application Server connection (p. 11) and via an RDP connection (p. 15).

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Remote Application Server Connection

When connected to a remote server via a Remote Application Server connection, Parallels Client shows the App Launcher screen. On this screen, you can find all the applications published for the user you used to connect to the remote server.



Here's what you can do on the App Launcher screen:


Launch an application

To launch an application, just tap its icon. If you launched an app, read this topic (p. 13) to learn how to use Application Toolbar.


Search for applications

If there's a lot of applications, use the **Looking glass** icon at the bottom of the screen to find the application you need.


Switch between applications

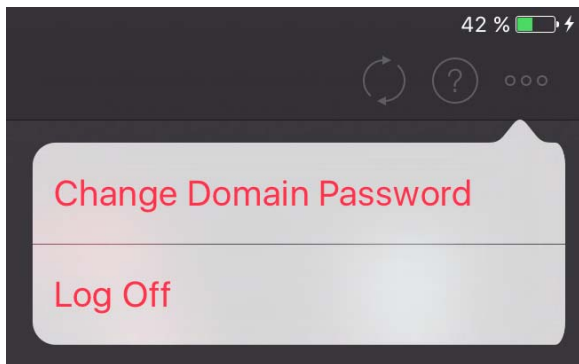
If you have two or more applications running at the same time, tap App Switcher  in the right bottom corner of the screen to easily switch between the application windows.

Close applications


To close a running application, tap App Switcher and tap **Close**  on the application you want to close.


Additional actions

Tap the  icon in the top right corner to open the menu that allows you to perform the following actions:



- **Change domain password.** Tap this item to change the user's domain password. To be able to change this password, you must know the current password.
- **Log off.** Tap this item to terminate your session and return to the list of connections.

Tap **Refresh**  in the top right corner of the screen to refresh the list of published applications and connection settings.

Tap **Help**  in the top right corner of the screen to get help with Parallels Client (p. 29).

Return to the Connections list without terminating your session


To return to the list of your connections without terminating your current connection, tap the left arrow in the top left corner of the screen.


Application Toolbar

When you tap an app icon in App Launcher (p. 11), the application opens. Application Toolbar is displayed on the right side of the screen:

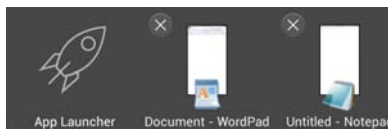


This toolbar has essential system functions and is always there when you need it. You can move the toolbar on the right side of the screen by dragging it up or down.


Tap  to hide the remote application screen and return to App Launcher. Your session will continue to run on the remote server.

Tap  to display or hide the keyboard.

Tap  to display App Switcher at the bottom of the screen.



App Switcher displays remote applications that you have currently running on your device and the App Launcher (p. 11) (the rocket) icon. To switch to an application, tap it in App Switcher. To display App Launcher, tap the rocket icon. When in App Launcher, you can open App Switcher by clicking the same double-window icon in the bottom right corner of the screen. You can then tap an application to switch to.

Tap  to open the menu bar at the bottom of the screen. You can swipe it left or right to see more menu items if needed.



The menu bar extends the toolbar with more system functions. Please note that some of the menu bar items function as a switch, which means that if you tap an item, the corresponding feature is turned on and the menu item is displayed in red. To turn it off, you have to open the menu bar again and tap the item one more time.

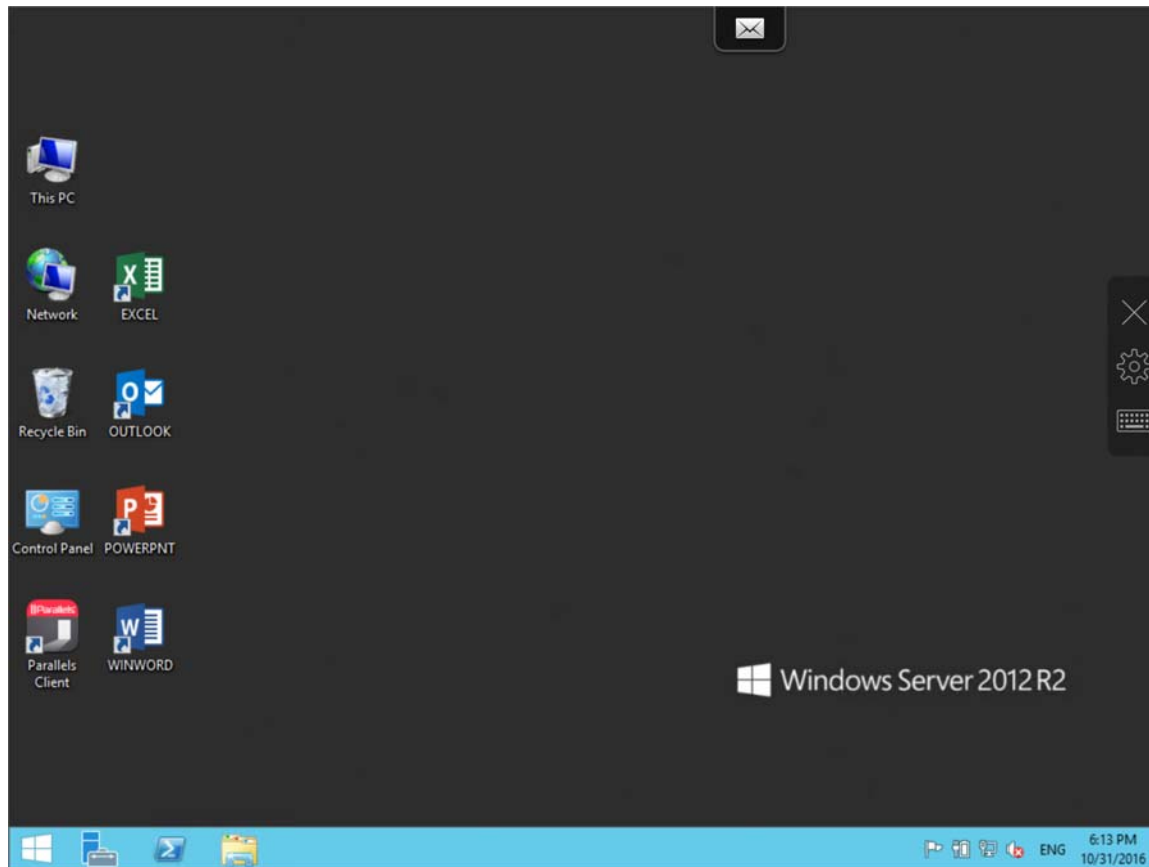


The menu bar contains the following:

- **Additional keys.** When enabled, additional keyboard keys are displayed at the bottom of the screen.
- **Mouse pointer.** Tap this icon to display or hide the mouse pointer. Once the pointer is visible, swipe the screen to move the pointer and tap the buttons at the bottom to imitate a left or right click.
- **Desktop resolution.** Tap this icon to choose the screen resolution that best fits your needs. You can choose between **Best for your device**, **More space**, or set a custom resolution.
- **Microphone.** Tap this icon to mute or unmute the device microphone.
- **Printing.** Tap this icon to modify printing settings (p. 20).
- **Session information.** Tap this icon to see the detailed information about your session.
- **Help.** Tap **Help** to get help (p. 29) with Parallels Client or open the tutorial about using gestures.

Standard RDP Connection

When connected to a remote server via a standard RDP connection, Parallels Client shows the remote desktop:



You can start working with the remote computer the same way you would as if you were sitting in front of it. Application Toolbar (p. 13) will make your working process more comfortable.

Edit Connection Settings

To edit your Remote Application Server or RDP connection parameters, do the following:

- 1 Open Parallels Client.
- 2 Swipe left or right to the connection which parameters you want to modify.
- 3 Tap **Edit** in the top right corner of the screen.
- 4 Tap the **Gear** icon at the bottom of the screen. The following screen appears:

The screenshot shows the 'Edit RDP Connection' dialog box. At the top, there are three buttons: 'Cancel' (left), 'Edit RDP Connection' (center), and 'Done' (right). Below the buttons are four input fields: 'Friendly Name', 'Server Address', 'Username', and 'Password'. The 'Server Address', 'Username', and 'Password' fields have greyed-out content. Below the input fields are two expandable sections: 'Connection Settings' and 'Advanced Settings', each with a right-pointing chevron icon.

You can edit the following parameters:

- **Friendly Name.** In this field, you can change the name of your connection.
- **Server Address.** In this field, you can change the remote server IP address or host name.
- **Username.** In this field, you can edit the username.
- **Password.** In this field, you can edit the user's password.

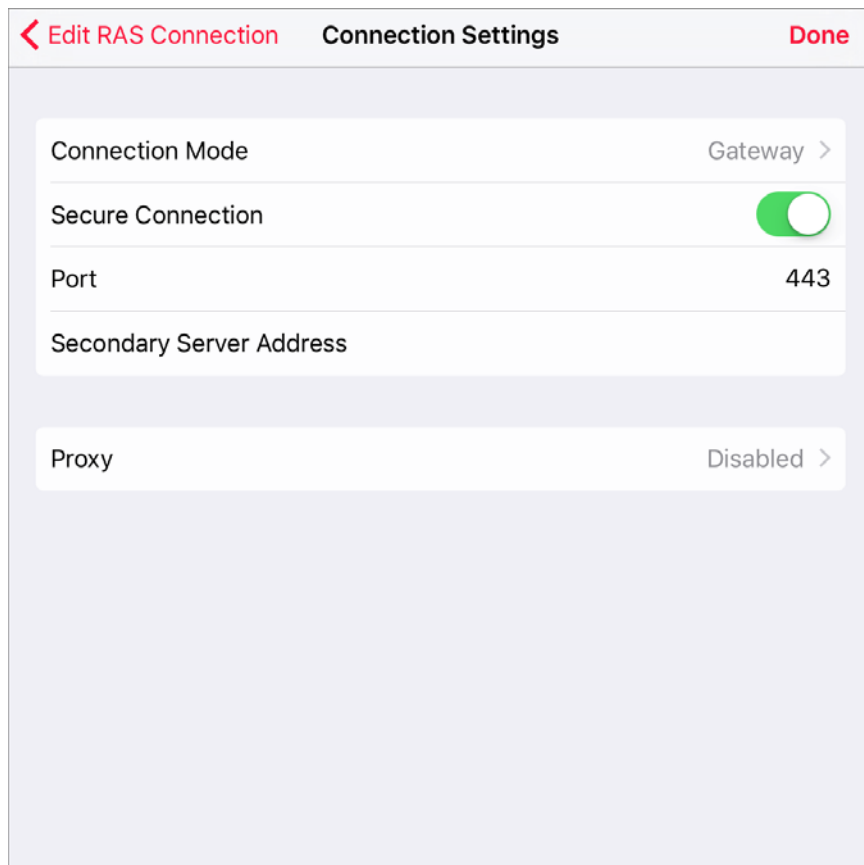
- **Connection Settings.** Tap this field to access the group of connection-related settings (p. 17).
- **Advanced Settings.** Tap this field to access the group of advanced settings (p. 18).

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Connection Settings

On the **Connection Settings** tab, you can modify the following connection settings:

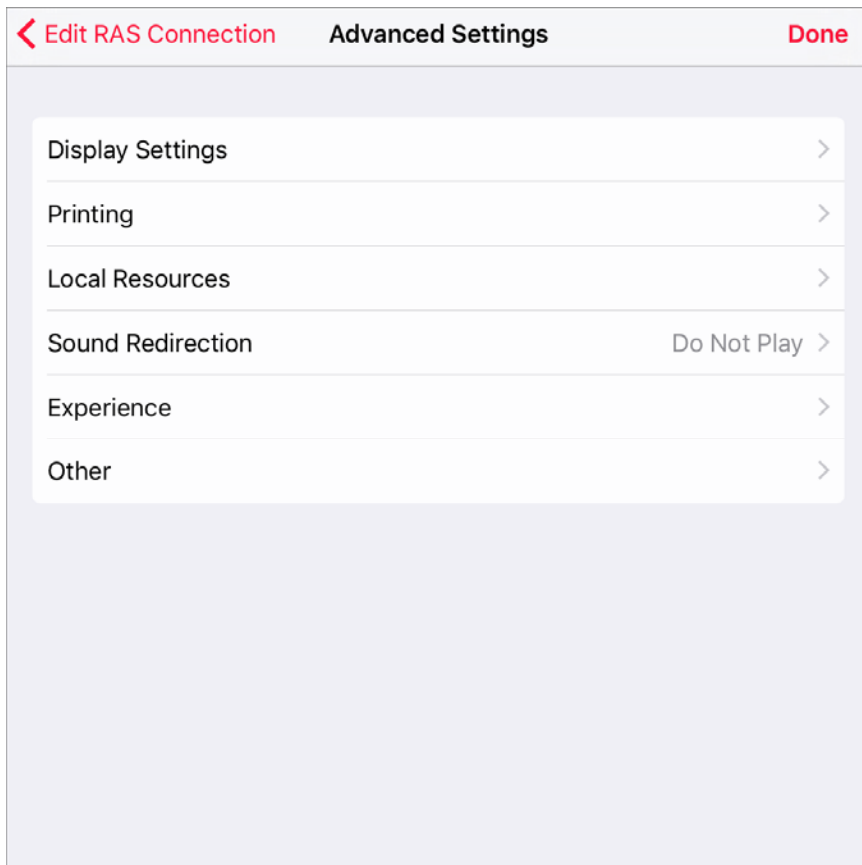


- **Connection Mode.** In this menu, you can edit the connection mode:
 - **Gateway.** This mode is ideal for Terminal servers, VDI desktops and remote PCs that are only reachable via Parallels Secure Client Gateway.
 - **Direct.** Parallels Client connects directly to the remote server. This option can be used when both Parallels Client and the server are connected to the same network.

- **Secure Connection.** This option defines whether Parallels Client is using an SSL certificate to establish a connection to Parallels Secure Client Gateway. You should change this setting only if your system administrator told you to do so.
- **Port.** In this field, you can modify the port. You should do this only if your system administrator told you to do so.
- **Secondary Server Address.** In this field, you can specify the remote server secondary address.
- **Proxy.** If you have to use a proxy server to connect to Parallels Remote Application Server, tap this field and specify the proxy server parameters.

Advanced Settings

On the **Advanced Settings** tab, you can modify the following settings:

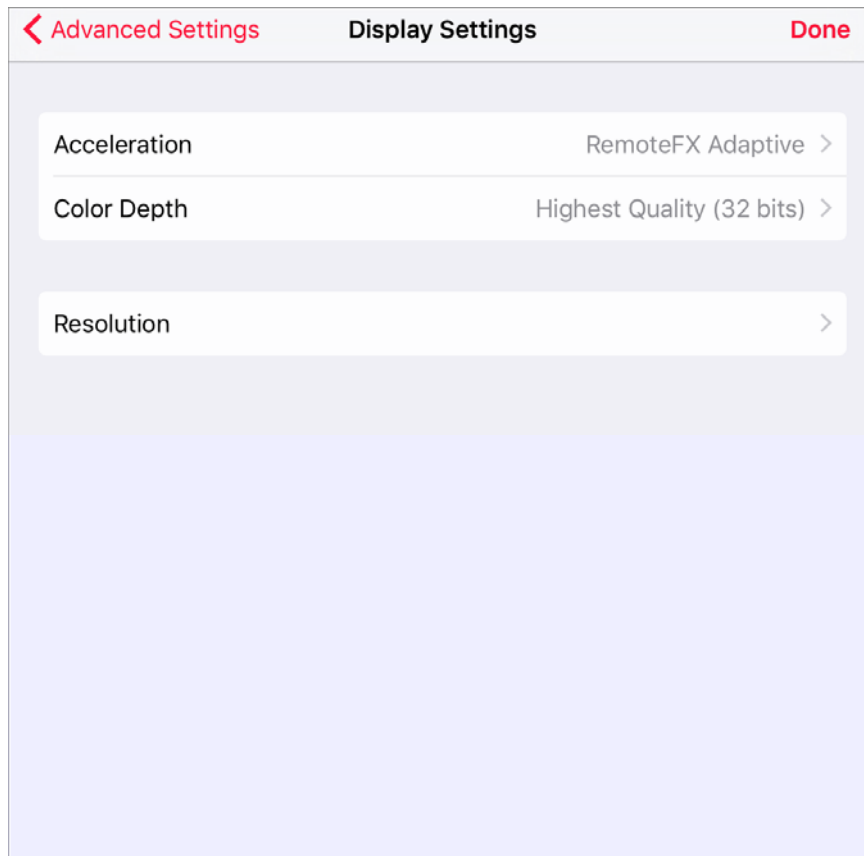


- **Display Settings.** Tap this option to open the display-related settings (p. 19).
- **Printing.** Tap this option to open the printing settings (p. 20).
- **Local Resources.** Tap this option to open the local and drive redirection settings (p. 21).
- **Sound Redirection.** Tap this option to open the sound settings (p. 22).

- **Experience.** Tap this option to open the connection speed and performance settings (p. 22).
- **Other.** Tap this option to open additional settings (p. 23).

Display

On the **Display Settings** tab, you can edit the following settings:



- **Acceleration.** In this menu, choose the graphics acceleration type. The more advanced the acceleration, the better will be the quality of the graphics. Please keep in mind that higher quality accelerations require more processing power and faster network.

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

- **None.** No graphics acceleration.
- **Basic.** Basic acceleration.
- **RemoteFX.** More powerful graphics acceleration using the RemoteFX codec.
- **RemoteFX Adaptive.** Best graphics acceleration using RemoteFX Adaptive and H.264 codecs.

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

- **Color Depth.** Use this menu to select the color depth.
- **Resolution.** In this menu, select the remote server screen resolution.

Printing

On the **Printing** tab, you can edit the printing-related settings:

← Advanced Settings Printing Done

LOCAL PRINTER

Mode Print >

RAS Universal Printing is available with RAS v12 or higher

DEFAULT PRINTER SETTINGS

Default Printer Remote Printer >

Printer Name Required

Match Exact Printer Name

Unless 'Match Exact Printer Name' is selected, the first printer on the server that partially matches the printer name will be set as default

Local Printer

In the **Local Printer** section, you can specify the printing mode. Choose one of the following:

- **Disabled.** Select this option to disable printing.
- **Print.** Select this option to print documents.
- **View as PDF.** Select this option to print documents to PDF.

Default Printer Settings

In the **Default Printer Settings** section, specify which printer to use to print documents. Choose one of the following:

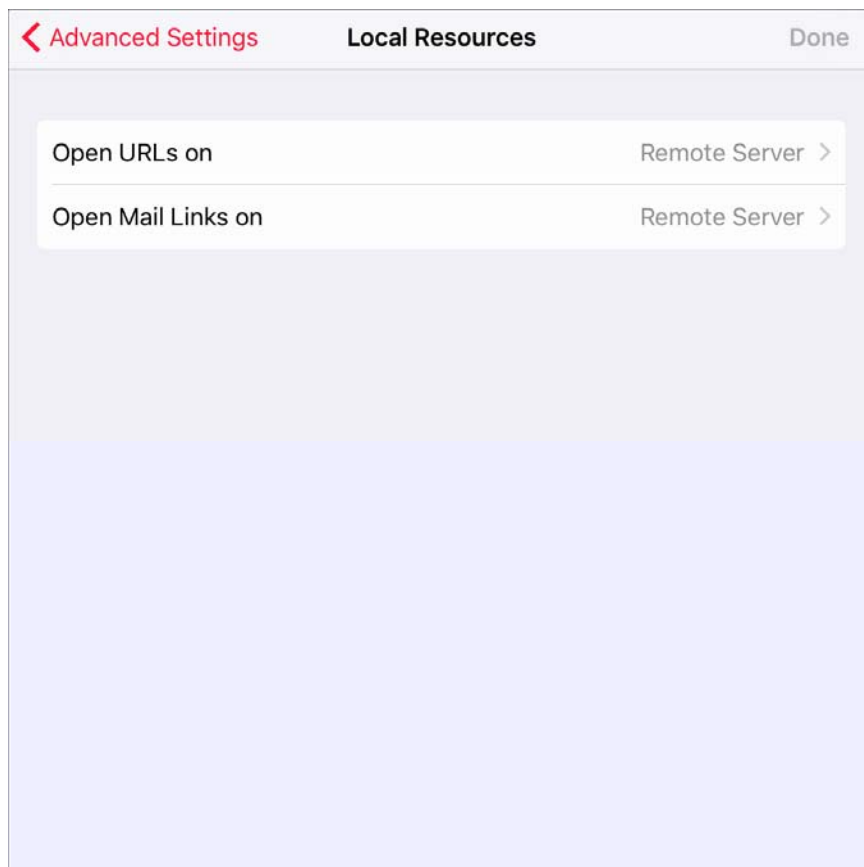
- **None.** When this option is selected, default printer is chosen depending on the remote server settings.
- **Local Printer.** Choose this option to use the printer specified on your Android device.
- **Remote Printer.** Choose this option to use the printer specified on the remote server.

If **Remote printer** is selected, specify the following additional options:

- If there are 2 or more printers configured on the remote server, type the name of the printer you want to use in the **Printer Name** field. Parallels Client will use the first printer which name partially or fully matches the name specified in this field.
- If you select **Match Exact Printer Name**, Parallels Client will use the printer which name exactly matches the name specified in the **Printer Name** field.

Local Resources

On the **Local Resources** tab, you can edit the following settings:



- **Open URLs on.** Tap this menu to specify where you want to open "http:" links - on your iOS device or remote server.
- **Open Mail Links on.** Tap this menu to specify where you want to open "mailto:" links - on your iOS device or remote server.

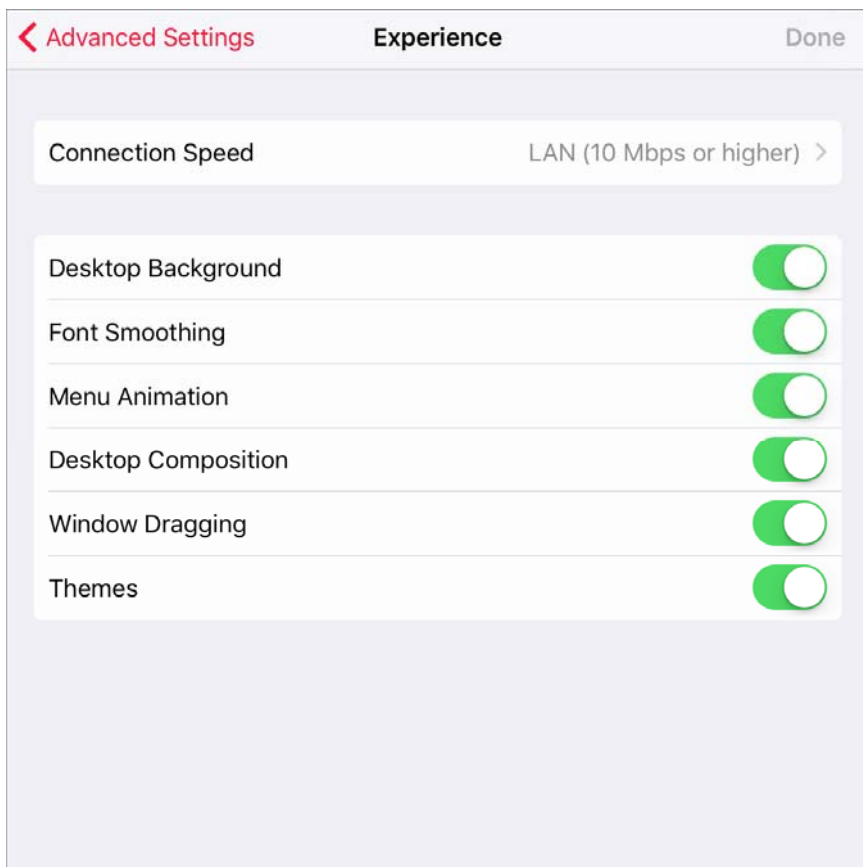
Sound redirection

Tap **Sound Redirection** to specify how the sound should be handled. You can choose one of the following:

- **Do Not Play.** Select this option to disable sound.
- **Play On This Device.** Select this option to redirect sound from the remote server and play it on your iOS device.
- **Play On Remote Computer.** Select this option to play sound on the remote server.

Experience

On the **Experience** tab, you can edit the following settings:

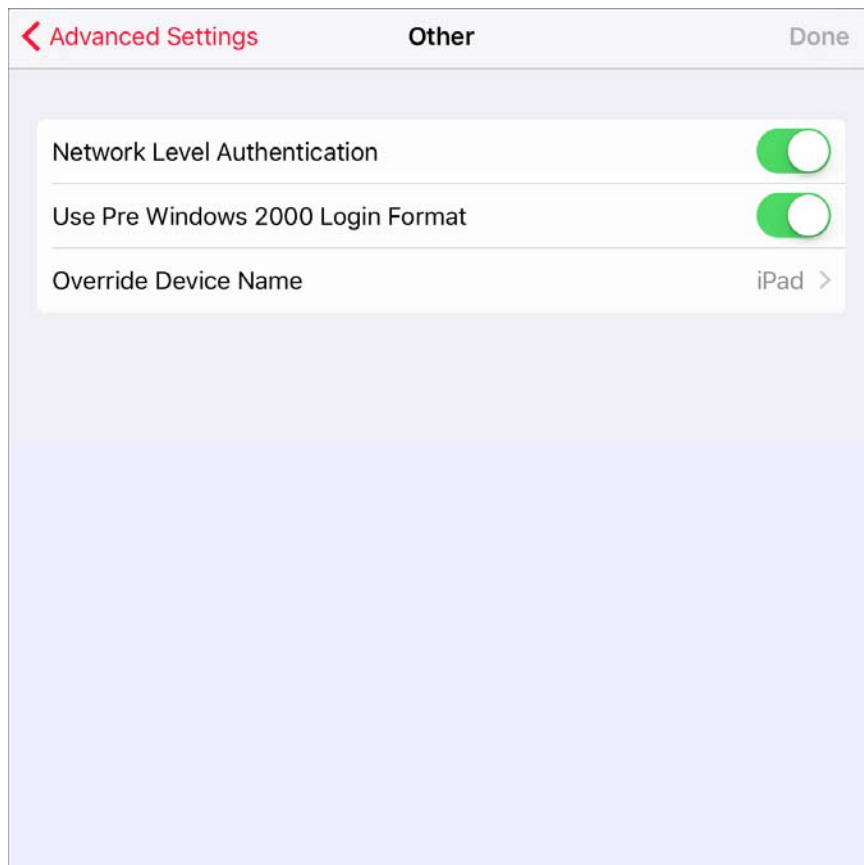


- **Connection Speed.** Tap this menu to select the suitable connection speed for the most fluid experience. Depending on what you choose, Parallels Client will select or deselect other options on this tab. If the options get deselected and then you choose them manually, please keep in mind that additional visual effects may slow down your connection speed.
- **Desktop Background.** Enable this option to show the remote computer desktop background.

- **Font Smoothing.** This option makes all fonts smooth for improved readability.
- **Menu Animation.** If menus and windows on the remote computer have visual effects and this option is enabled, these effects are also shown on your Android device.
- **Desktop Composition.** Desktop composition changes the way windows are depicted on the screen.
- **Window Dragging.** Enable this option to show window contents when dragging windows.
- **Themes.** Enable this option to use the remote desktop themes when connected.

Other

On the **Other** tab, you can edit the following settings:



- **Network Level Authentication.** Select this option to enable network level authentication, which will require the client to authenticate before connecting to the server.
- **Use Pre Windows 2000 Login Format.** Select this option to use `domain\user` as the login format to log in to remote computer.
- **Override Device Name.** Tap this option to set another name under which your Android device will be displayed on the remote server.

Remove a Connection

To remove a connection, do the following:

- 1 Open Parallels Client.
- 2 Swipe left or right to the connection you want to remove.
- 3 Tap **Edit** in the top right corner of the screen.
- 4 Tap the **Recycle Bin** icon at the bottom of the screen and tap **Remove**.
- 5 Once ready, tap **Done** in the top right corner.

CHAPTER 6

Edit Parallels Client Settings

While working with Parallels Client, you can edit its settings the way you need. To open Parallels Client settings, do the following:

- 1 Open iOS **Settings**.
- 2 Swipe up in the left pane of the **Settings** window and tap **Parallels Client**.

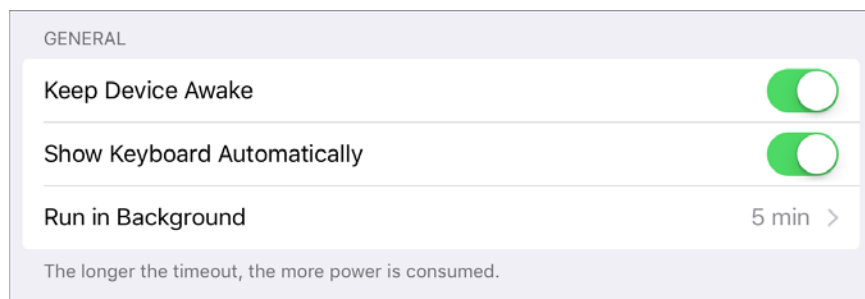
Read this chapter to learn which settings can be modified and how.

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General Settings

The **General** section allows you to modify the following settings:



- **Keep Device Awake.** If you're connected to a remote server and this option is enabled, your mobile device won't switch to sleep mode after some interval of user inactivity.
- **Show Keyboard Automatically.** When this option is on, the keyboard will pop up automatically every time you tap a text field.

- **Run in Background.** When you switch to another application after working with Parallels Client, iOS suspends inactive app and your connection with the remote server is lost. In this menu, you can configure how long Parallels Client remains active when it is running in the background.

User Input Settings

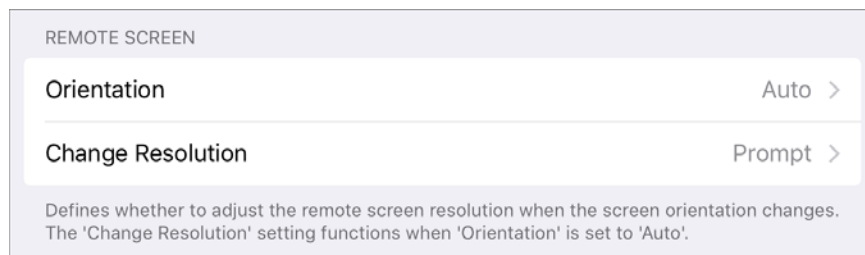
The **User Input** section allows you to modify the following settings:



- **Swap Mouse Buttons.** Enable this option to swap the mouse buttons on the remote server.

Remote Screen Settings

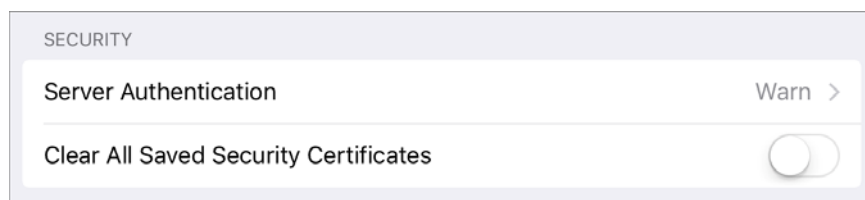
The **Remote Screen** section allows you to modify the following settings:



- **Orientation.** Choose the preferred screen orientation between **Portrait**, **Landscape**, and **Auto**.
- **Change Resolution.** If Orientation is set to **Auto**, choose whether to change the screen resolution when the orientation changes.

Security Settings

The **Security** section allows you to modify the following settings:

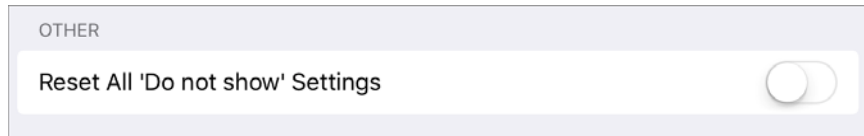


- **Server Authentication.** Tap this field to choose what to do when an untrusted certificate is used to establish connection to the remote server.

- **Clear All Saved Security Certificates.** Tap this field to remove all saved security certificates.

Other Settings

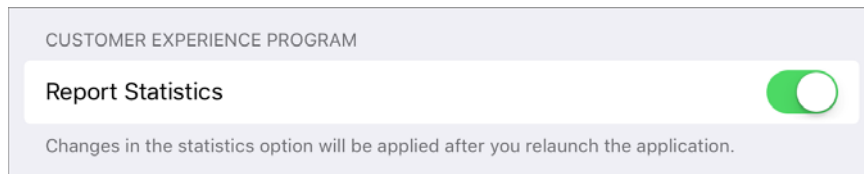
The **Other** section allows you to modify the following settings:



- **Reset All 'Do not show' Settings.** Some of the Parallels Client messages and settings have the **Don't show again** checkbox. If you tap this checkbox, the message or setting won't show again. Tap **Reset All 'Do not show' Settings** to restore them.

Customer Experience Program Settings

The **Customer Experience Program** section allows you to modify the following settings:



- **Report Statistics.** Check this option if you agree to participate in the customer experience program (p. 28). Parallels collects statistical information to improve the product. No personal data is collected.

Troubleshooting Settings

The **Troubleshooting** section allows you to modify the following settings:



- **Use Detailed Log Messages.** If you have any issues with Parallels Client and decided to send technical data (p. 29) to your Remote Application Server administrator, select **Use Detailed Log Messages** before sending the data. The administrator will receive a more detailed log file and spend less time to fix the issue. You're not recommended to have this option enabled all the time - Parallels Client may start working slower.

About Parallels Client

The **About Parallels Client** section allows you to get the following information:


ABOUT PARALLELS CLIENT	
Version	15.5.0 (15531)
Customer Experience Program	>
Copyright Information	>
Technical Support	>

- **Version.** This field allows you to check the Parallels Client version.
- **Customer Experience Program.** Tap this field to read more about the customer experience program.
- **Copyright Information.** Tap this field to see the copyright information.
- **Technical Support.** Tap this field to learn how to get technical support.

CHAPTER 7

Troubleshooting

If you have any problems with Parallels Client or experienced a crash, check the help resources. Do the following:

- 1 Open Parallels Client.
- 2 Tap **Help**  in the top right corner of the screen and choose **Troubleshooting**.

You can read the most popular knowledgebase articles or tap **Knowledge base index** for more articles. If you still have a problem, contact the Parallels support team or send technical data to your Parallels Remote Application Server administrator. The technical data is collected to analyze the issue and work out a solution.

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