



Parallels Remote Application Server

Parallels Client for iOS User's Guide

v16.2

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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. 27);
- get the most out of Parallels Client (p. 33);
- get help with Parallels Client (p. 37).

CHAPTER 2

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.

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.

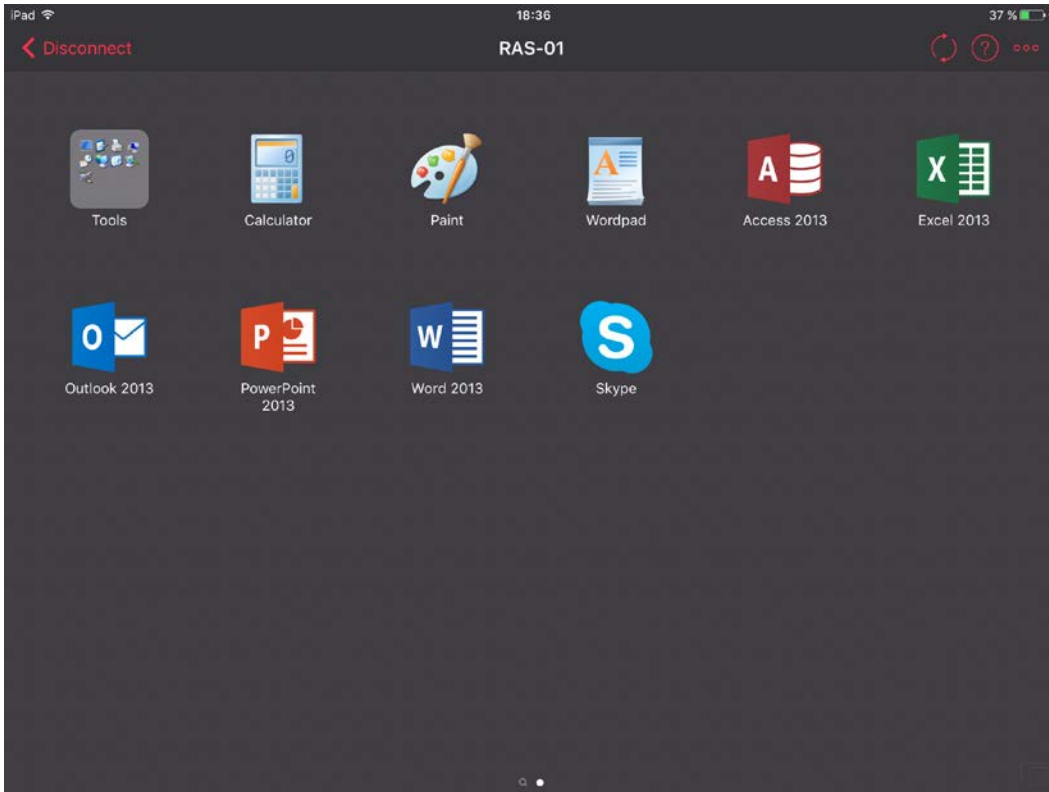
Create a Remote Application Server Connection

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.

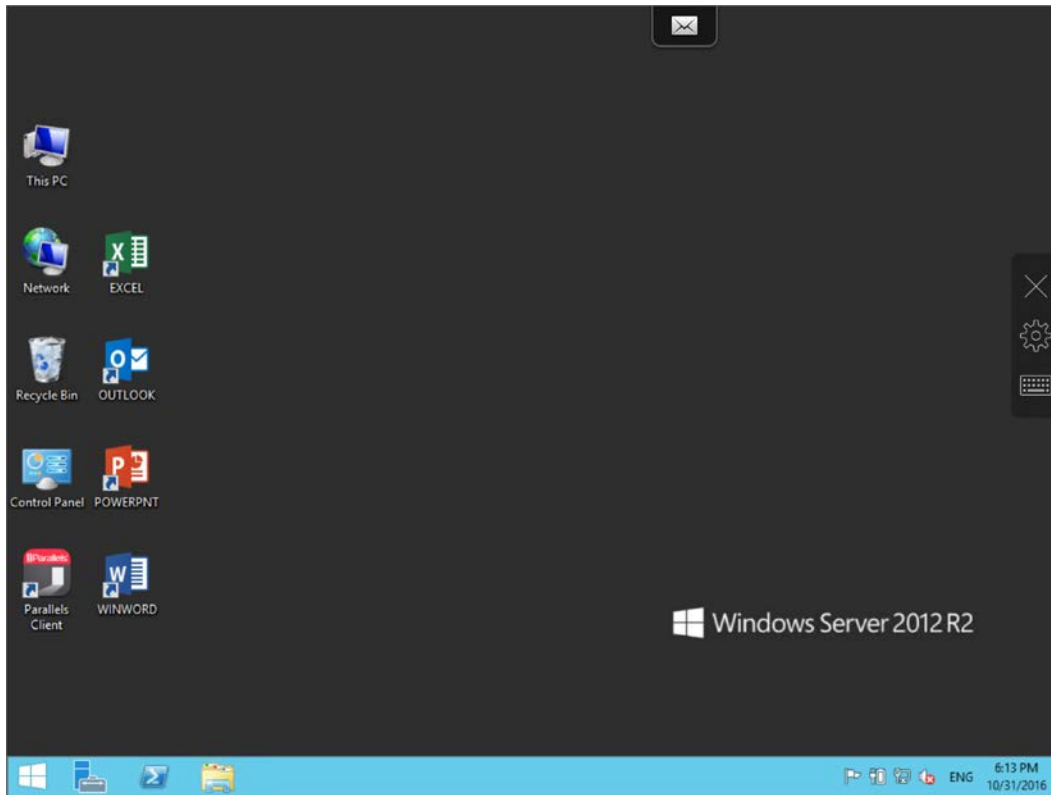


Create a Standard RDP Connection

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).

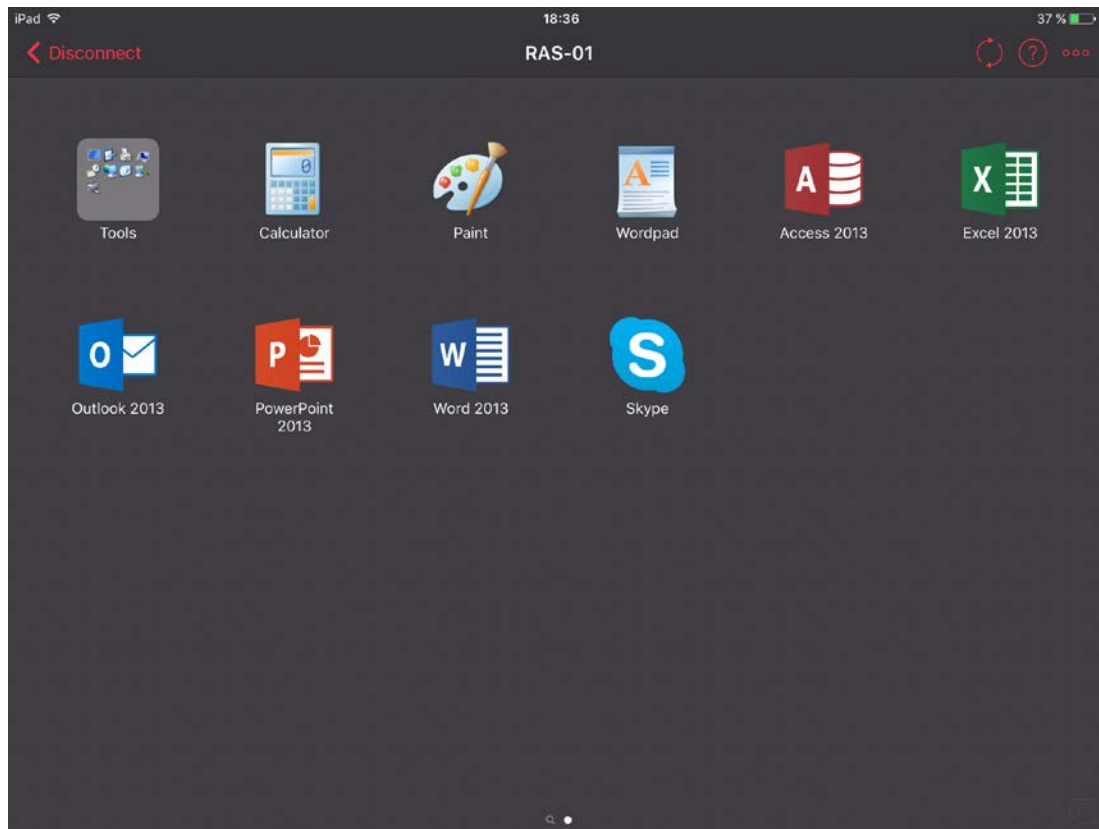
Note: When you open Parallels Client, you can rearrange your connections the way you need. Just tap a connection and hold it for a while, then drag the connection to the place you want, hold for a while again and release the finger.

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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. You can also swipe right or down to display the **Search** filed.


Switch between applications

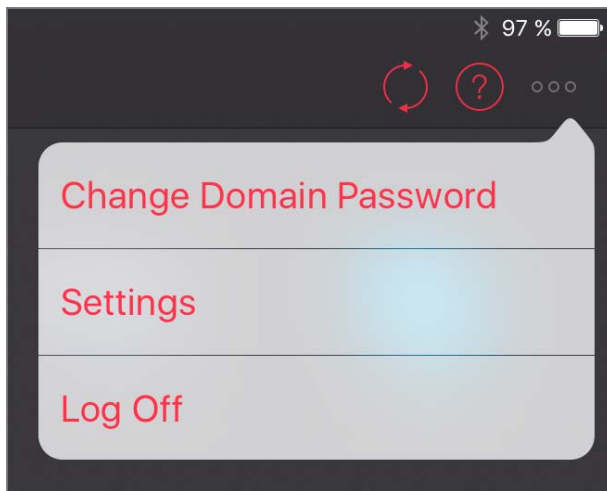
If you have two or more applications running at the same time, tap App Switcher  in the right bottom corner of the screen to easily switch between the application windows.

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.
- **Settings.** Tap this item to edit the Parallels Client settings.
- **Log Off.** Tap this item to terminate your session and return to the list of connections.

Note: Your session on the server will finish and all running apps will be closed.

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. 37).


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:

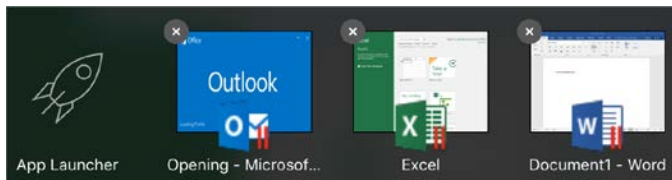



This toolbar has essential system functions and is always there when you need it. You can move the toolbar on the right side of the screen by dragging it up or down.


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.

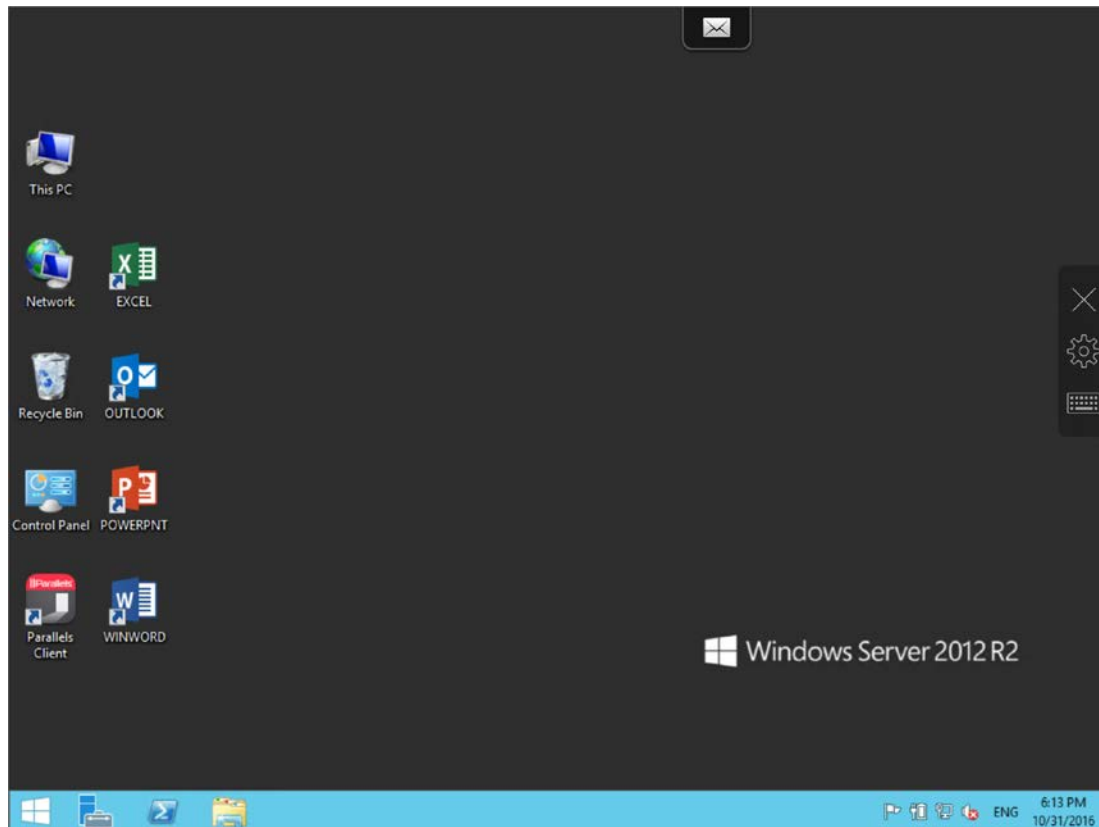


The menu bar contains the following:

- **Additional Keys.** When enabled, additional keyboard keys are displayed at the bottom of the screen.
- **Mouse Mode.** Tap this icon to choose one of the following mouse modes:
 - **Touch Mode.** If you use this mode, there's no mouse pointer on the screen.
To imitate a left-click, tap the screen with one finger.
To imitate a right-click, tap the screen with 2 fingers.
To display a magnifying glass (helps to see small things), tap the screen with one finger and hold for a while.
 - **Dumbo Mouse.** If you select this mode, a virtual mouse with 2 buttons and a pointer appears on the screen.
To move the mouse pointer, drag the mouse with one finger.
To imitate a left- or right-click, use the mouse buttons.
 - **Pointer.** If you use this mode, the mouse pointer and 2 buttons (for left- and right-click) are displayed on the screen.
To move the mouse pointer, tap the screen with one finger and move it - the pointer will move correspondingly.
To imitate a left- or right-click, use the buttons at the bottom of the screen. Alternatively, you can tap the screen with one finger for left-click and with two fingers for right-click.
To display a magnifying glass (helps to see small things), tap the screen with one finger and hold for a while.
- **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. 21).
- **Session Info.** Tap this icon to see the detailed information about your session.
- **Help.** Tap **Help** to get help (p. 37) 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:




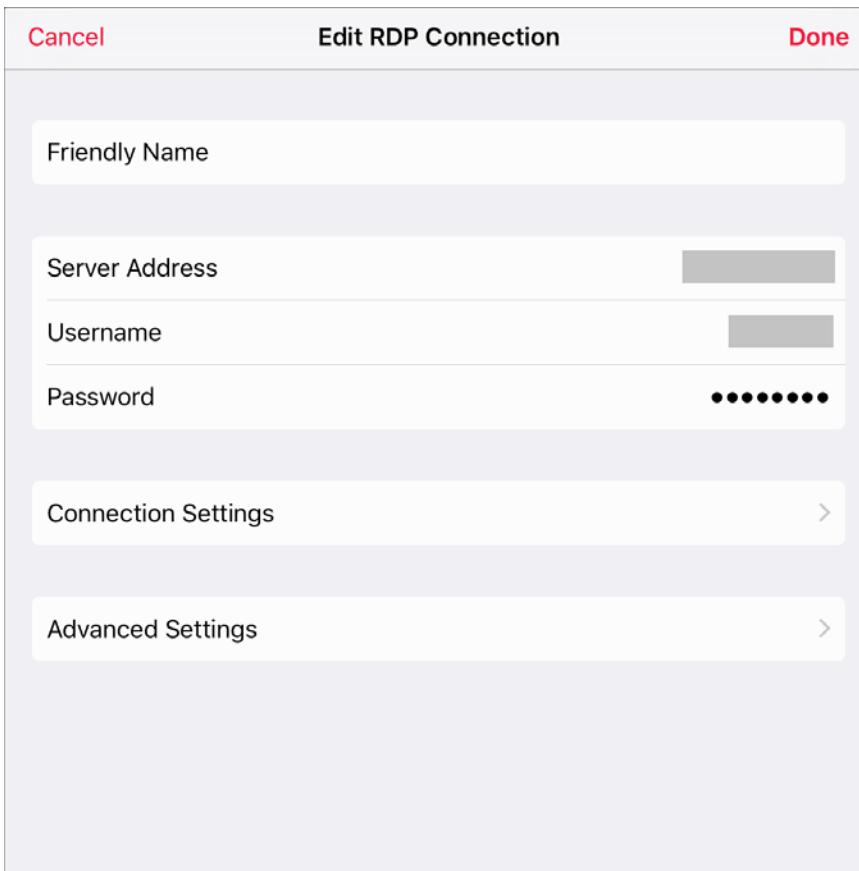
You can start working with the remote computer the same way you would as if you were sitting in front of it. Application Toolbar (p. 13) will make your working process more comfortable.

Edit Connection Settings

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

Note: Parallels Client supports the RAS policies. Due to these policies, some of the settings described below may be grayed out or cannot be changed. If you notice such a setting, please contact your administrator for assistance.

- 1 Open Parallels Client.
- 2 Tap the  icon in the top right corner and choose **Edit**.
- 3 Tap the **Gear** icon below the connection which settings you want to edit. The following screen appears:



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. 18).
- **Advanced Settings.** Tap this field to access the group of advanced settings (p. 19).

4 Once ready, tap **Done** in the top right corner of the screen.

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Connection Settings

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

The screenshot shows the 'Connection Settings' interface for a 'New RAS Connection'. The interface has a top bar with a back arrow, the title 'New RAS Connection Connection Settings', and a 'Connect' button. Below the title bar, there are several settings sections:

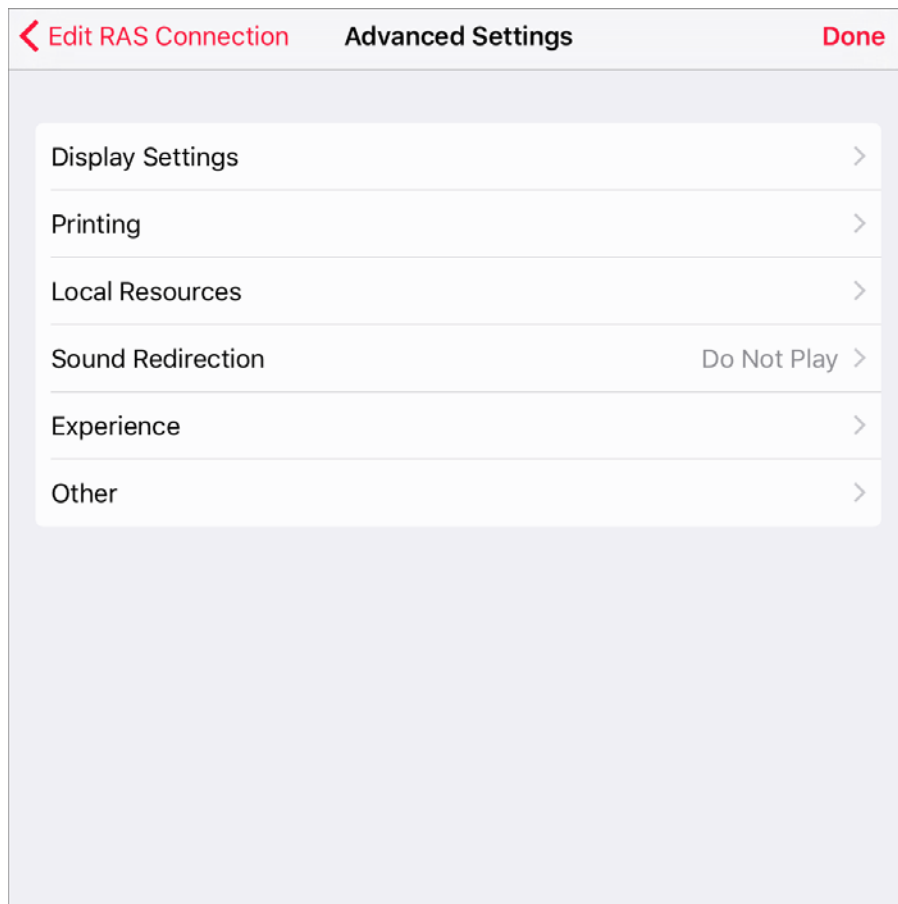
- Connection Mode:** Set to 'Gateway' with a right-pointing chevron.
- Secure Connection:** A green toggle switch is turned on.
- Port:** Set to '443'.
- Secondary Server Address:** An empty text input field.
- Server Authentication:** Set to 'Warn' with a right-pointing chevron.
- Proxy:** Set to 'Disabled' with a right-pointing chevron.

- **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.

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

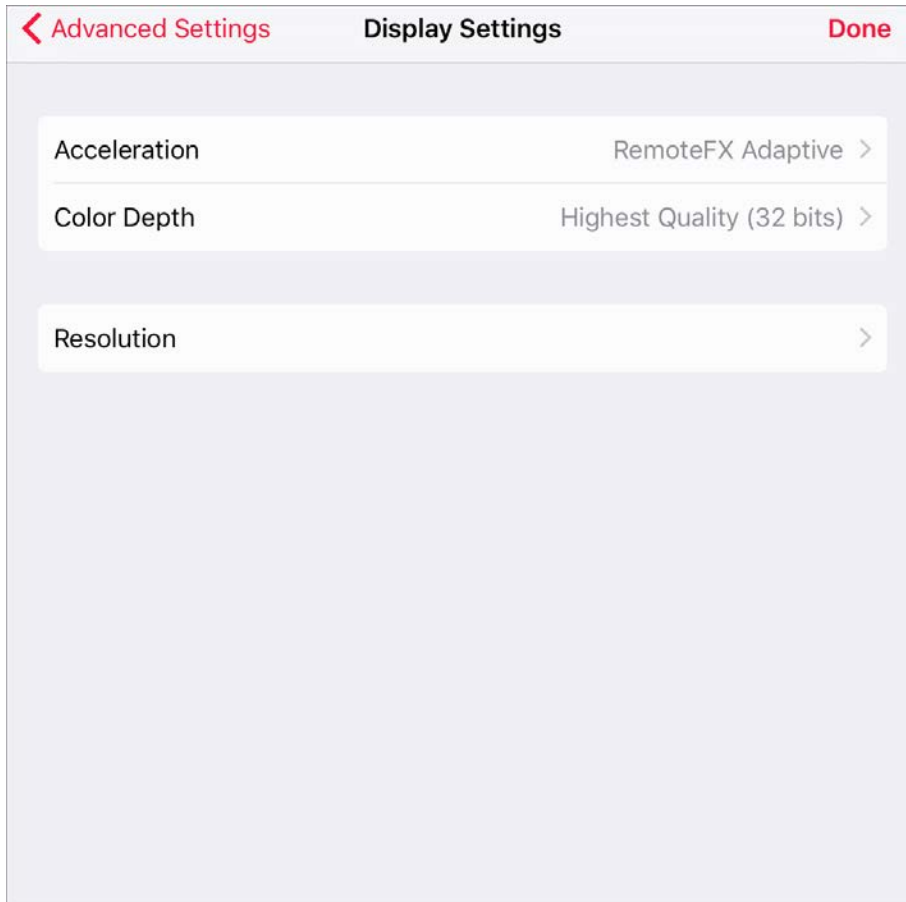
On the **Advanced Settings** tab, you can modify the following settings:



- **Display Settings.** Tap this option to open the display-related settings (p. 20).
- **Printing.** Tap this option to open the printing settings (p. 21).
- **Local Resources.** Tap this option to open the local and drive redirection settings (p. 22).
- **Sound Redirection.** Tap this option to open the sound settings (p. 23).
- **Experience.** Tap this option to open the connection speed and performance settings (p. 23).
- **Other.** Tap this option to open additional settings (p. 25).

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.

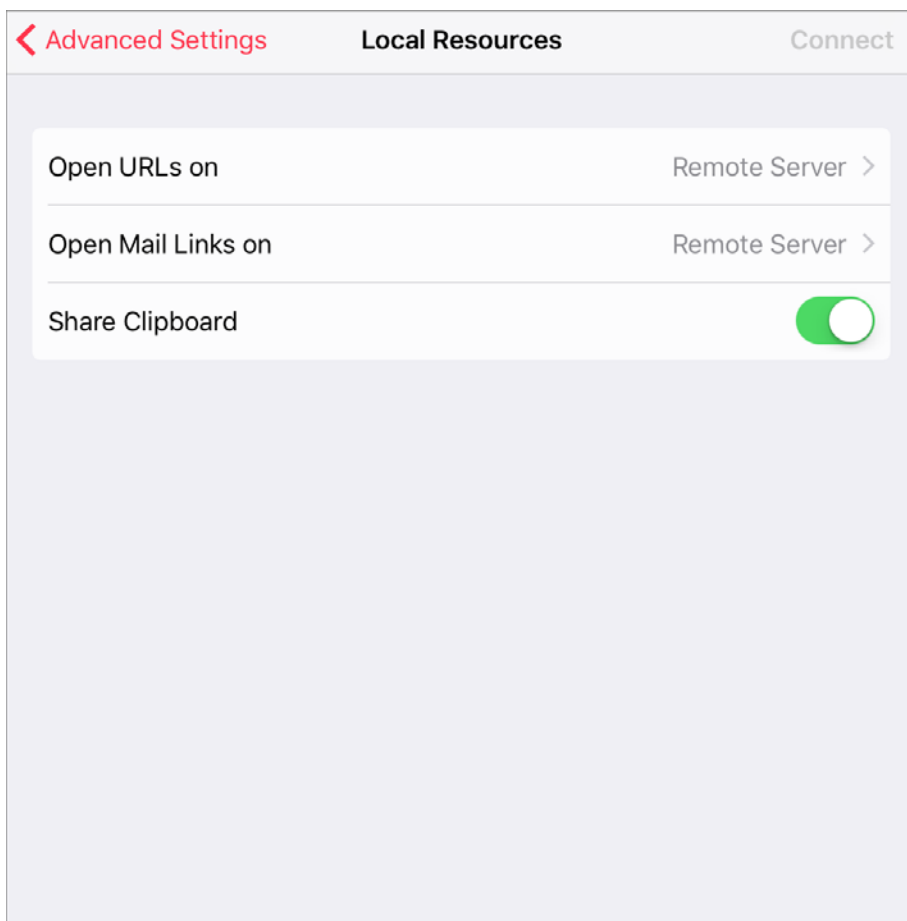
- **Local Printer.** Choose this option to use the printer specified on your iOS device.
- **Remote Printer.** Choose this option to use the printer specified on the remote server.

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.

- **Share Clipboard.** If this option is selected, when you copy some plain or formatted text to the clipboard on your iOS device, this text also becomes available in the clipboard on the remote server and vice versa.

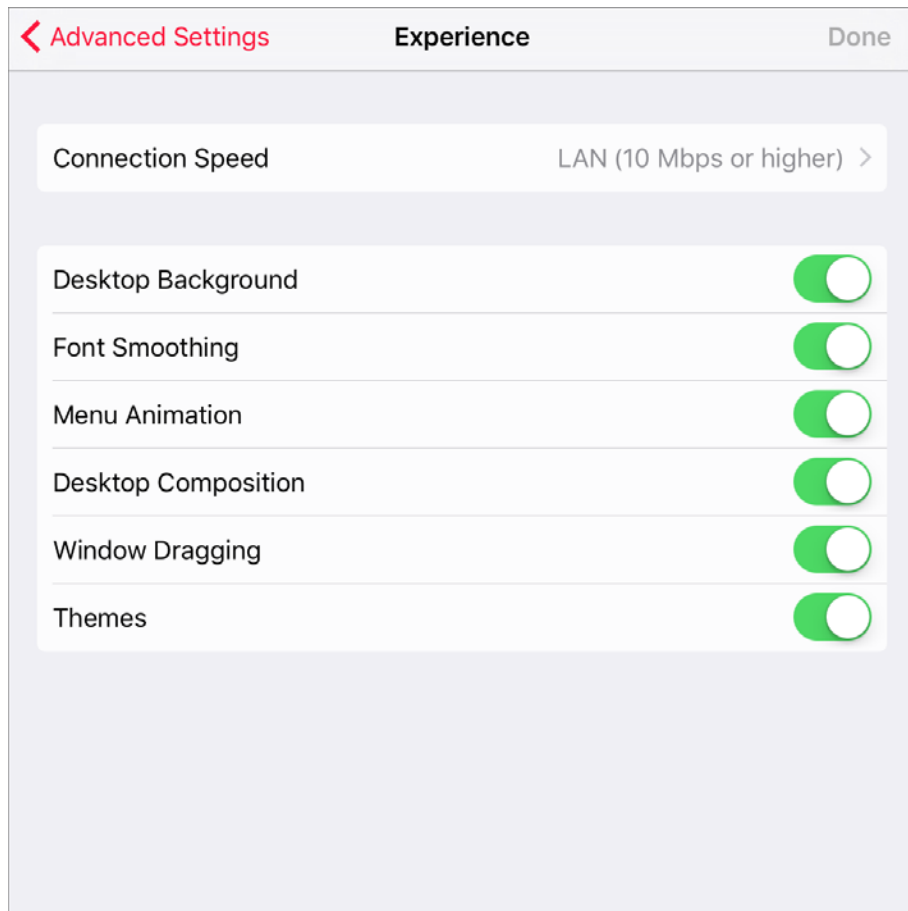
Sound redirection

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:



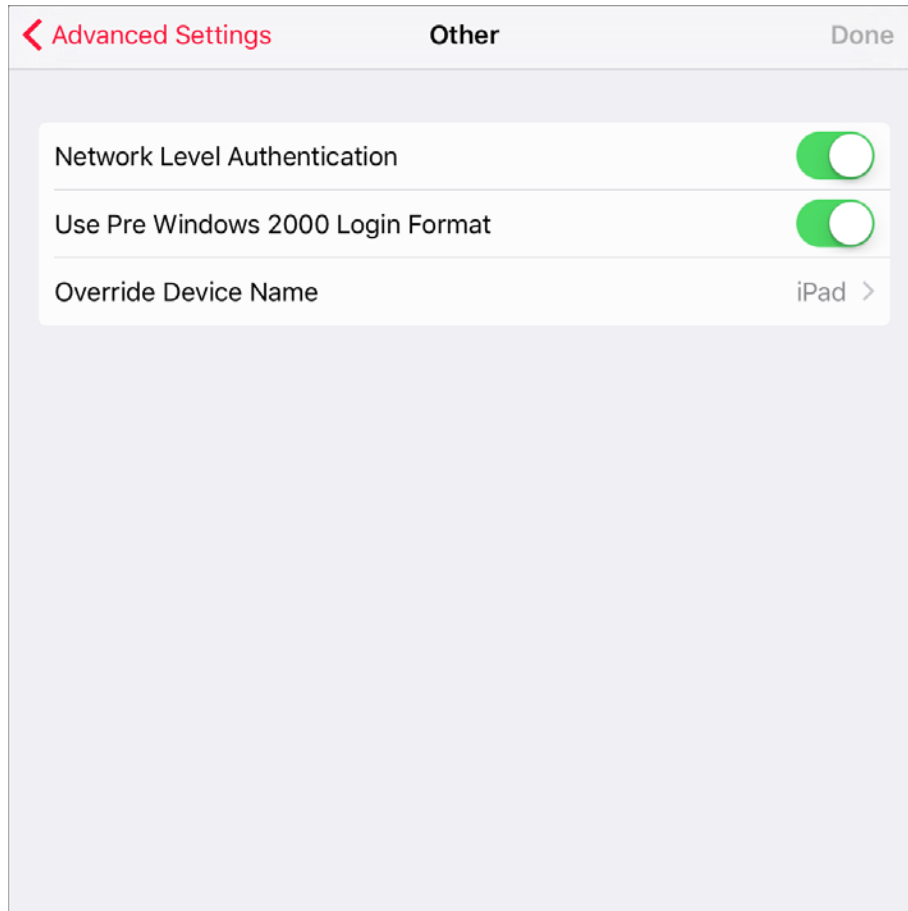
Connection Speed. Tap this menu to select the suitable connection speed for the most fluid experience. By default, connection settings are optimized automatically. However, if you choose some option other than **Automatically optimize connection settings**, you'll be able to configure the following additional options:

Note: If you select an option which is deselected by default, 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 iOS device will be displayed on the remote server.

Remove a Connection

To remove a connection, do the following:

- 1 Open Parallels Client.

Edit Connection Settings

- 2 Tap the  icon in the top right corner and choose **Edit**.
- 3 Tap the **Recycle Bin** icon below the connection you want to remove and tap **Remove**.
- 4 Once ready, tap **Done** in the top right corner.

Edit Parallels Client Settings

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

Note: Parallels Client supports the RAS policies. Due to these policies, some of the settings described below may be grayed out or cannot be changed. If you notice such a setting, please contact your administrator for assistance.

- 1 Open Parallels Client.
- 2 Tap the  icon in the top right corner and choose **Settings**.

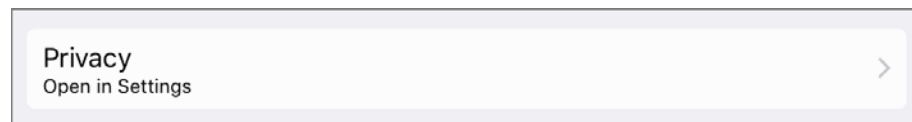
Read this chapter to learn which settings can be modified and how.

In This Chapter

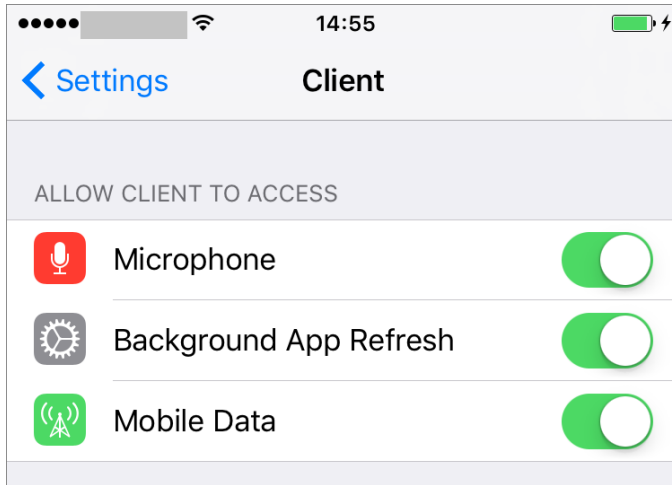
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Privacy Settings

In this section, you can edit the privacy-related settings:



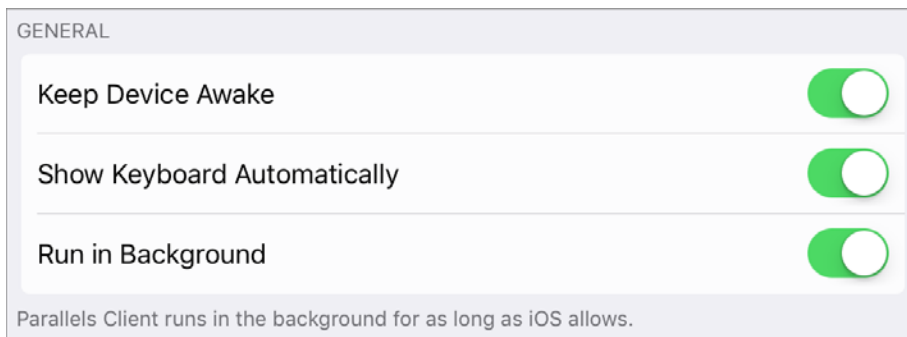
Tap **Privacy** to open the Parallels Client page in iOS Settings. This page may contain the following options:



- **Microphone.** Use this option to specify whether Parallels Client can access the microphone on your iOS device.
- **Background App Refresh.** Use this option to specify whether Parallels Client is allowed to run in the background.
- **Mobile Data.** Use this option to specify whether Parallels Client is allowed to access the network via your mobile carrier. If **Mobile Data** is disabled, Parallels Client can access the network only via Wi-Fi.

General Settings

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

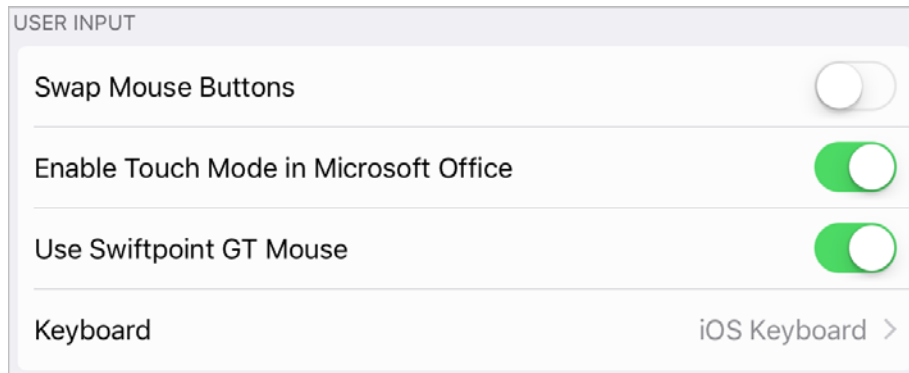


- **Keep Device Awake.** If you're connected to a remote server and this option is enabled, your mobile device won't switch to sleep mode after some interval of user inactivity.
- **Show Keyboard Automatically.** When this option is on, the keyboard will pop up automatically every time you tap a text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

User Input Settings

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

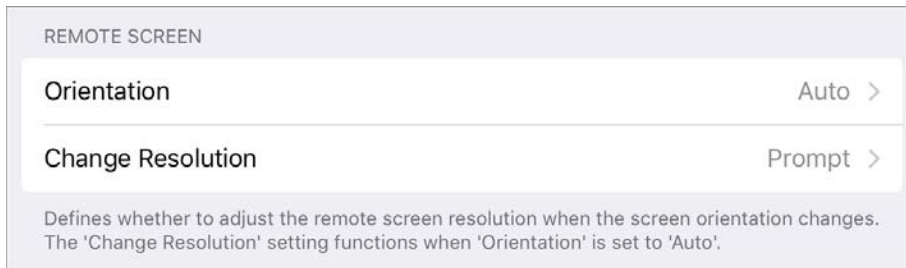


- **Swap Mouse Buttons.** Enable this option to swap the mouse buttons on the remote server.
- **Enable Touch Mode in Microsoft Office.** Use this option to enable or disable Touch Mode in Microsoft Office applications.
- **Use Swiftpoint GT Mouse.** Enable this option to work with remote desktops and published applications using a Swiftpoint GT mouse. You need to connect this mouse to your iOS device via Bluetooth and once you establish a connection, the mouse will connect automatically and you'll be able to start using it.
- **Keyboard.** When you're working with published applications and a text field gets focus, a mobile keyboard pops up. By default, an iOS native keyboard is used.

If you experience any input problems (for example, the keyboard types wrong keys), try to switch to a PC keyboard. Tap **Keyboard**, select **PC Keyboard** from the **Type** menu and choose the keyboard languages you need in the **PC Keyboard Layouts** section. The selected keyboard will be used until you choose any other keyboard setting.

Remote Screen Settings

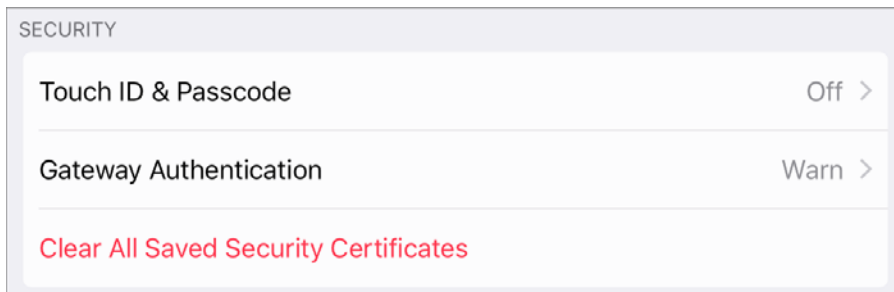
The **Remote Screen** section allows you to modify the following settings:



- **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:



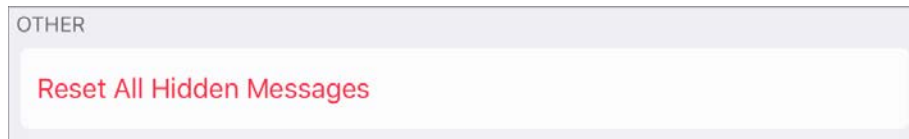
- **Touch ID & Passcode.** Tap this field to choose whether to protect Parallels Client from unauthorized access with a passcode and Touch ID.

Note: If your iOS device doesn't support Touch ID, you'll be able to specify only a passcode.

- **Gateway Authentication.** Tap this field to choose what to do when the gateway certificate is untrusted.
- **Clear All Saved Security Certificates.** Tap this field to remove all saved security certificates.

Other Settings

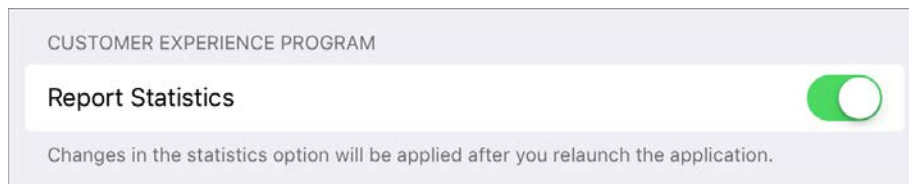
The **Other** section allows you to modify the following settings:



- **Reset All Hidden Messages.** Some of the Parallels Client messages have the **Don't show again** checkbox. If you tap this checkbox, the message won't show again. Tap **Reset All Hidden Messages** to restore them.

Customer Experience Program Settings

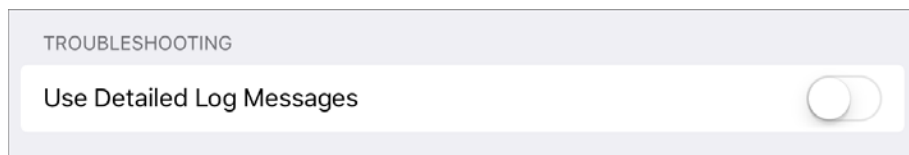
The **Customer Experience Program** section allows you to modify the following settings:



- **Report Statistics.** Check this option if you agree to participate in the customer experience program (p. 32). Parallels collects statistical information to improve the product. No personal data is collected.

Troubleshooting Settings

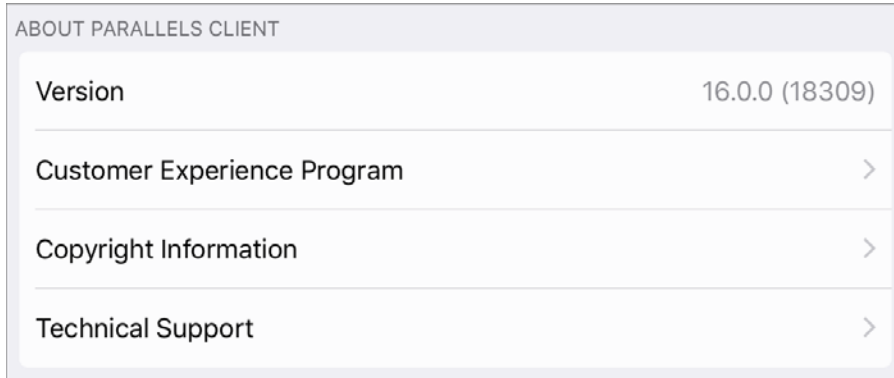
The **Troubleshooting** section allows you to modify the following settings:



- **Use Detailed Log Messages.** If you have any issues with Parallels Client and decided to send technical data (p. 37) 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:



- **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

Tips and Tricks

This chapter contains additional information on how to work with Parallels Client.

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How to Launch a Published Application

The basic way to launch a published application is as follows:

- 1 Open Parallels Client on your iOS device.
- 2 Connect to Parallels RAS. Once the connection is established, you'll see a list of available applications.
- 3 Tap the application you need and it will open.

However, there are a few other ways to launch a published application:

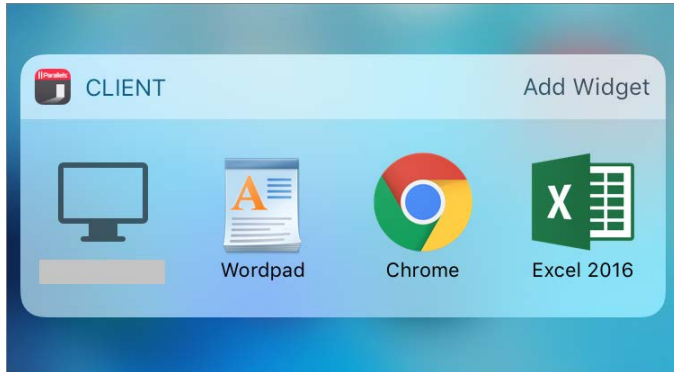
Using Spotlight

When you connect to Parallels RAS for the first time, Parallels Client receives a list of applications published for your user account. Then you can launch these applications from Spotlight:

- 1 Start typing the application name in Spotlight. The application will pop-down.
- 2 Tap the application - Parallels Client will start automatically, connect to Parallels RAS and the application will open.

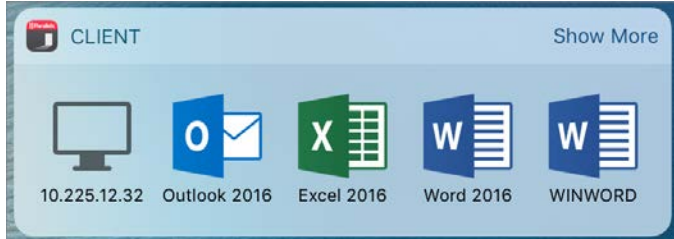
Using 3D Touch

If your iOS device supports 3D Touch technology, press down the Parallels Client icon to display a widget that allows you to open a connection or one of the published applications that you opened recently.



Using the Parallels Client Widget

You can open a recently used connection or published applications from the Parallels Client widget. It can be added to the Today view screen.



To add the Parallels Client widget, do the following:

- 1 Press the **Home** button and swipe from left to right until you reach the Today view screen.
- 2 Scroll to the bottom of the screen and tap **Edit**.
- 3 Select **Client** from the **MORE WIDGETS** section.

Ask Your Administrator to Configure an App to Start Automatically


If you work with some application most of your time, you can ask your administrator to configure it to open automatically. Once ready, just launch Parallels Client and connect to Parallels RAS - the application will open by itself.


How to Easily Find Your Connections

If you have to scroll down the **Connections** list to find the connection you need, here are a few ways that may help you to easily find connections.

Change the Way Your Connections are Displayed in the List

Do the following:

- 1 Open Parallels Client.
- 2 Tap the  icon in the top right corner and choose **Compact View**. In this mode, connection icons become smaller and more connection are displayed in the list.

To switch back to the regular view, tap the  icon and choose **Regular View**.

Use the Search field


If you remember the server/alias name or IP address, you can use the **Search** field to find your connection. Do the following:

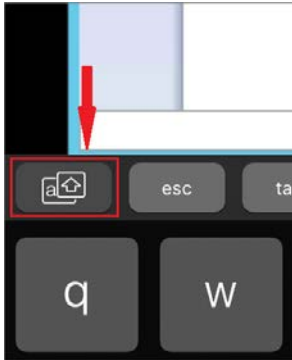
- 1 Open Parallels Client.
- 2 When the **Connections** list appears, touch the screen and slide your finger down - the **Search** field will appear.
- 3 Start typing the IP address or server/alias name of the connection you're looking for. The connection will appear below the **Search** field.

Use Buttons Instead of Keyboard Shortcuts

When you often use some keyboard shortcuts when working with a published application, ask your system administrator to create additional keyboard buttons that work as shortcuts. This way you will be able to tap only one button instead of having to tap two or more keys.

Note: If you need such buttons, ask the administrator to add shortcuts to a Quick Keypad template.



Once the administrator creates the buttons, tap the  icon in the top right corner of the screen, choose **Log Off** and then connect to Parallels RAS once again. The buttons will appear in the top left corner of the keyboard.



Export and Import RAS Connections

If you already have one or more connections in the **Connections** list, you can export them and then open on another device with Parallels Client.

To export a connection, do the following:

- 1 Open Parallels Client.
- 2 Tap the  icon in the top right corner and choose **Share Connection**.
- 3 Select the connection you want to share and tap the **Share** icon  in the top right corner.
- 4 Choose how you want to share your connection. It will be exported as a file with the `.2xc` extension.


To import a connection, do the following:

- 1 Open the email or cloud storage (or what you used to share the connection in step 4 above) on another device with Parallels Client installed.
- 2 Select the `.2xc` file and choose to open it with Parallels Client. The application will start and open the selected connection.

CHAPTER 8

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 the  icon in the top right corner and choose **Help**. Then do one of the following:
 - Tap **Tutorial** to open and read the tutorial.
 - Tap **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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