



How do I tune Parallels Access for better performance?

- Parallels Access

Information

Parallels Access can operate on both mobile and Wi-Fi networks. To adjust your settings for the best performance please follow the general tips below:

1. Use reliable Wi-Fi networks when possible for a more stable connection.
2. Turn off "Use Detailed Log Messages" option:
 - ◆ on iOS devices: **Settings** > **Access** and in **Troubleshooting** section click *Use Detailed Log Messages*;
 - ◆ on Android devices: Start Parallels Access, click on > **Settings**, and in **Troubleshooting** section click *Use Detailed Log Messages*.
3. Turn off Sound when it is not necessary:
 - ◆ on iOS devices: **Settings** > **Access**, and in **General** section click **Sound** > **Mute**;
 - ◆ on Android devices: Start Parallels Access, click on > **Settings**, and in **General** section click **Sound** > **Mute**.
4. Turn off Microphone.

Click on cogwheel icon in Parallels Access toolbar > **Microphone**.
5. If you are experiencing a black screen when connecting from an iOS device, try changing **Parallels Desktop Retina Mode** to the opposite value by going to **iOS Settings** > **Access** > **General**.
6. Another option for fixing the black screen issue on an iOS device may be decreasing the **MTU** value in Parallels Access client preferences:
 - ◆ Launch Parallels Access Client;
 - ◆ Tap 5 times the word "**Computers**" at the top bar;
 - ◆ Set the **MTU** value to something in the range of 800-1150.