

Using mobile Parallels Client

- Parallels Remote Application Server
- Parallels Remote Application Server 15.5
- Parallels Remote Application Server 16.2
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- Parallels Remote Application Server 16.0

Information

Mobile Parallels Client is available for download from **App Store** and **Google Play**.

Parallels Client has certain pre-requisites for successful connection:

Note: Instructions on setting up the connection are available in this article.

Parallels Remote Application Server:

- Parallels Primary Connection (Parallels ClientSecure Gateway).
- Connection Mode.
- Port Parallels ClientSecure Gateway is listening on.
- Username and password to authenticate with Parallels ClientSecureGateway.

Standard RDP Connection:

- Server Hostname/IP
- RDP port to connect over (default 3389)
- Username and password to authenticate with the server users are connecting through

Following options are available in **Settings** menu:

- **Keep Device Awake:** Screen will not switch off while connection is running, after device idle time elapsed.
- Show Keyboard Automatically: When enabled the on screen keyboard will automatically open when on an input field.
- Run in background: Connection will stay active for a defined timeframe, when Parallels Client is running in a background.
- Report Statistics: Enable/disable participation in customer experience program.
- Use Detailed Message Log: Enable/disable logging for troubleshooting purposes.
- **Orientation:** On **Auto** mode session resolution is adjusted to orientation of device. If set to **Portrait/Landscape**, resolution is set accordingly upon connection.
- Change resolution: This option is available in Auto Orientation mode only.
- Server Authentication: This option affects connection behavior depending on Gateway or RDP server certificates.
- Reset all hidden messages: Resets all messages, that were disabled by "Do not ask me again" dialog option.

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