Keyboard issues troubleshooting

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac Pro Edition

Symptoms

- Your wired or wireless keyboard does not work in a Virtual Machine
- Hot keys, key combinations, shortcuts do not work
- You are unable to type specific characters like @ ~ $
- Keyboard layouts issue

Resolution

- If you have a shortcut issue, hot key or key combinations issue please check **Shortcuts issues troubleshooting** part of this article.
- If you are unable to type specific characters, please check **Specific and National characters troubleshooting** part of this article.
- If you have a keyboard layout issue, please check **Keyboard layouts issue** part of this article.

or

1. Select **Virtual Machine**, click **Configure**.
2. Click on the **Hardware** Tab and select **Mouse and Keyboard**.
3. For the options "**Mouse**" and "**Keyboard**" select "**Optimize for games**" from each of their drop-down options.
4. See if it will resolve the concern.

Shortcuts issues troubleshooting

111877 - CTRL + Arrow Functionality Lost

5020 - F9-F12 function keys do not work as expected in Virtual Machine

Specific and National characters troubleshooting

5965 - Keyboard mapping for national-specific layouts

113652 - Unable to use Num Lock in Windows Virtual Machine

Keyboard layouts issue

113706 - How to switch to my Mac keyboard layout in Windows virtual machine?

111674 - Keyboard layouts in Parallels Desktop.

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