

## Unable to use virtual machine with Multiple Monitors

- Parallels Desktop
- Parallels Desktop for Mac Standard Edition

### Symptoms

You are unable to use your Windows Virtual Machine on Multiple Monitors:

- Windows does not detect multiple monitors.

### Cause

Parallels Tools are not installed or are not functioning properly.

### Resolution

1. Reinstall Parallels Tools using the instructions from [KB 4841](#)
2. Once Parallels Tools are reinstalled, right click on Windows Desktop -> choose **Screen Resolution**-> click **Identify** button, then make sure the *recommended* resolution is chosen.

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Related articles:

- [Unable to switch to Coherence with multiple monitors](#)
  - [Unable to switch to Coherence mode](#)
  - [Virtual Machine is not extended to the second display in Full Screen with 'Use all displays' option enabled](#)
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