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**.**

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