



Unable to switch desktops using shortcuts

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop for Mac App Store Edition
- Parallels Desktop for Mac Pro Edition
- Parallels Desktop for Mac Business Edition

Symptoms

I have several Desktop windows opened on the Mac side along with Parallels Desktop. For some reason, I cannot use "Ctrl-1", or "Ctrl-2", or "Ctrl-3" shortcuts in order to switch Desktops in macOS when a Windows virtual machine is running:

Cause

Mac/Parallels Desktop misconfiguration.

Resolution

1. Click **Apple** logo -> **System Preferences** -> **Keyboard** -> **Shortcuts** -> **Mission Control** and make sure that "Switch to Desktop (#number)" shortcuts are enabled.

2. Open Parallels Desktop Preferences by clicking on the **Parallels logo (ll)** on Mac menu bar -> **Preferences** -> **Shortcuts** tab -> **macOS System Shortcuts** -> make sure the option **Send macOS system shortcuts** is set to **Auto**.

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