

Using mobile Parallels Client

- Parallels Remote Application Server
- Parallels Remote Application Server 15.5
- Parallels Remote Application Server 16.2
- Parallels Remote Application Server 16.1
- 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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