

# **Oracle® Virtual Desktop Client for iPad**

## **User Guide for Release 1.1**



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# Oracle® Virtual Desktop Client for iPad: User Guide for Release 1.1

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## Abstract

This manual describes how to use Oracle Virtual Desktop Client for iPad to log into a Sun Ray Software or Oracle Virtual Desktop Infrastructure server and start or reconnect to a session.

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# Preface

The *Oracle Virtual Desktop Client for iPad User Guide for Release 1.1* provides an introduction to using Oracle Virtual Desktop Client for iPad. The manual provides information on how you can use Oracle Virtual Desktop Client to connect to a Sun Ray Software or Oracle Virtual Desktop Infrastructure server.

## Audience

This document is intended for new users of Oracle Virtual Desktop Client. It is assumed that readers are familiar with Web technologies.

## Document Organization

The document is organized as follows:

- [Chapter 1, \*Introducing Oracle Virtual Desktop Client for iPad\*](#) provides a brief introduction to Oracle Virtual Desktop Client.
- [Chapter 2, \*Using Oracle Virtual Desktop Client for iPad\*](#) describes how to use Oracle Virtual Desktop Client to connect to a session.
- [Chapter 3, \*Configuring Oracle Virtual Desktop Client for iPad\*](#) describes how to change the configuration of Oracle Virtual Desktop Client.
- [Chapter 4, \*Frequently Asked Questions\*](#) answers some frequently asked questions (FAQs) about Oracle Virtual Desktop Client.

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## Related Documents

The documentation for this product is available at:

<http://www.oracle.com/technetwork/documentation/virtualdesktopclient-411777.html>.

## Conventions

The following text conventions are used in this document:

Convention	Meaning
<b>boldface</b>	Boldface type indicates graphical user interface elements associated with an action, or terms defined in text or the glossary.
<i>italic</i>	Italic type indicates book titles, emphasis, or placeholder variables for which you supply particular values.
<code>monospace</code>	Monospace type indicates commands within a paragraph, URLs, code in examples, text that appears on the screen, or text that you enter.



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# Chapter 1. Introducing Oracle Virtual Desktop Client for iPad

This chapter provides an introduction to Oracle Virtual Desktop Client for iPad.

## 1.1. About Oracle Virtual Desktop Client for iPad

Oracle Virtual Desktop Client is an application that enables you to access your virtual desktop from anywhere and from almost any device. You use Oracle Virtual Desktop Client to connect to a Sun Ray Software or Oracle Virtual Desktop Infrastructure server to access your virtual desktop.

Because Oracle Virtual Desktop Client installs on a variety of client operating systems, you can use your PC, laptop, or iPad as an alternative to using a Sun Ray Client. Oracle Virtual Desktop Client for iPad allows you to easily and securely access desktop applications and data that are hosted in your data center – all while on the go.

This manual describes how to use the iPad version of Oracle Virtual Desktop Client.

## 1.2. Features of Oracle Virtual Desktop Client for iPad

Oracle Virtual Desktop Client for iPad includes the following features:

### iPad graphical user interface (GUI) support

- Simple, intuitive, and accurate gestures and navigation
- Rich keyboard support, including additional keys for the iPad on-screen keyboard, enables enhanced user interactions with your applications
- International on-screen keyboard support
- Apple Wireless Keyboard and iPad Keyboard Dock support
- On-screen keyboard and sidebar menu icons
- Fast and responsive interface

### Multimedia

- Smooth multimedia playback experience on Oracle Desktop Virtualization hosted applications, including Adobe Flash Player and Windows Media Player
- Bidirectional audio enables clear two-way communication
- Optimized multimedia delivery to the local client provides enhanced network utilization and scalability

### Security

- Secure remote access, using your existing Virtual Private Network (VPN) software
- Uses the ultra secure Appliance Link Protocol (ALP) with Sun Ray Software or Oracle Virtual Desktop Infrastructure

### Multi-tasking

- Increase productivity with the ability to instantly switch between virtual and native applications

### **Configurability**

- Simple configuration of connection settings
- Auto discovery of available Sun Ray Software and Oracle Virtual Desktop Infrastructure servers

### **Connectivity**

- Click-and-go connectivity to configured and available desktops and applications



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## Chapter 2. Using Oracle Virtual Desktop Client for iPad

This chapter describes how you can use Oracle Virtual Desktop Client to connect to a Sun Ray Software or Oracle Virtual Desktop Infrastructure server from your iPad and log in to a session.

Details of the supported gestures when you are working in a session are included, as well as information on using the on-screen keyboard.

Finally, the procedure for disconnecting from a session is described.

### 2.1. Before You Begin

Before you begin to use Oracle Virtual Desktop Client, check the following:

- Ensure you know the user name and password for your Sun Ray Software or Oracle Virtual Desktop Infrastructure session.
- Ensure the language for the Oracle Virtual Desktop Client's on-screen keyboard is correct for your location.

The default language for the on-screen keyboard is US English.

If you need to change the keyboard language, see [Section 3.3, “Changing the Keyboard Language”](#).

- (Optional) Ensure you know the name or IP address of your Sun Ray Software or Oracle Virtual Desktop Infrastructure server.

This information is only required if you need to configure Oracle Virtual Desktop Client with your server details. See [Section 3.1.1, “Adding a New Server”](#).

If your administrator has preconfigured Oracle Virtual Desktop Client for your server, you do not need to know these details.

### 2.2. Connecting to a Server

1. Start the Oracle Virtual Desktop Client application.

On the Home screen, tap the Oracle Virtual Desktop Client application icon.

**Figure 2.1. Oracle Virtual Desktop Client Application Icon**



The Oracle Virtual Desktop Client side bar is displayed, showing a list of servers.

**Figure 2.2. Oracle Virtual Desktop Client Side Bar, Showing a List of Servers**

2. Select a server to connect to.

Tap the name of the server in the side bar.

If you want to specify a new server, tap the **Plus (+)** button to add the server to the side bar. See [Section 3.1, “Configuring the List of Servers”](#).

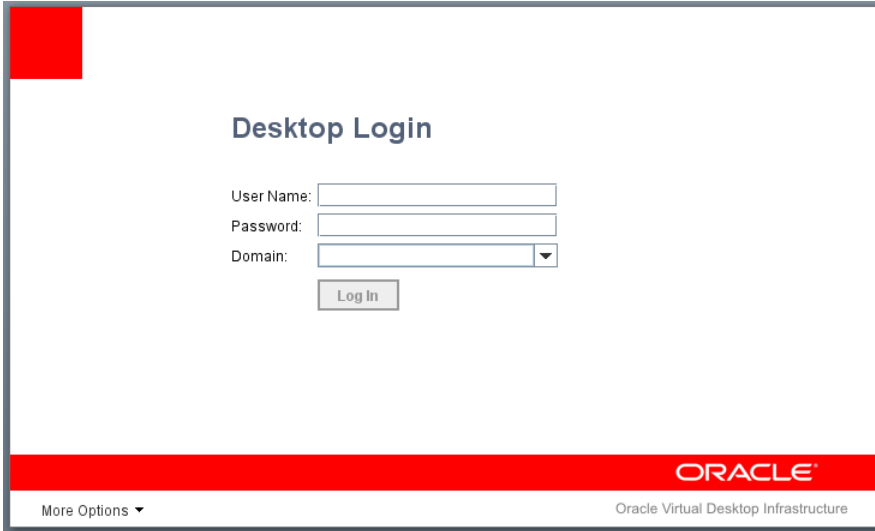
When you tap the server name, Oracle Virtual Desktop Client connects automatically to the server and displays the login screen.

The side bar disappears when you connect to a server. To redisplay the side bar, see [Section 4.7, “How Do I Display the Side Bar?”](#).

3. Log in to the session.

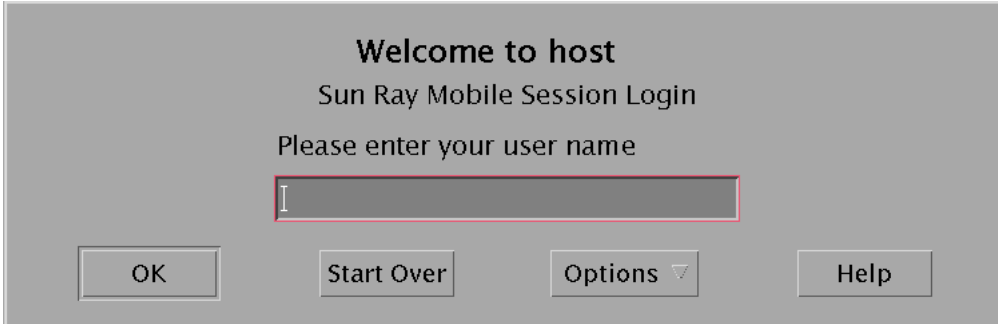
Enter the user name and password for your Sun Ray Software or Oracle Virtual Desktop Infrastructure session.

**Figure 2.3. Oracle Virtual Desktop Infrastructure Login Screen**



The login screen features a white background with a red header bar at the top left and a red footer bar at the bottom. The title "Desktop Login" is centered in a dark blue font. Below the title are three input fields: "User Name:", "Password:", and "Domain:". The "Domain:" field is a dropdown menu. A "Log In" button is positioned below the "Domain:" field. The footer bar contains the "ORACLE" logo on the right and the text "More Options" with a dropdown arrow on the left, and "Oracle Virtual Desktop Infrastructure" on the right.

**Figure 2.4. Sun Ray Software Login Screen**



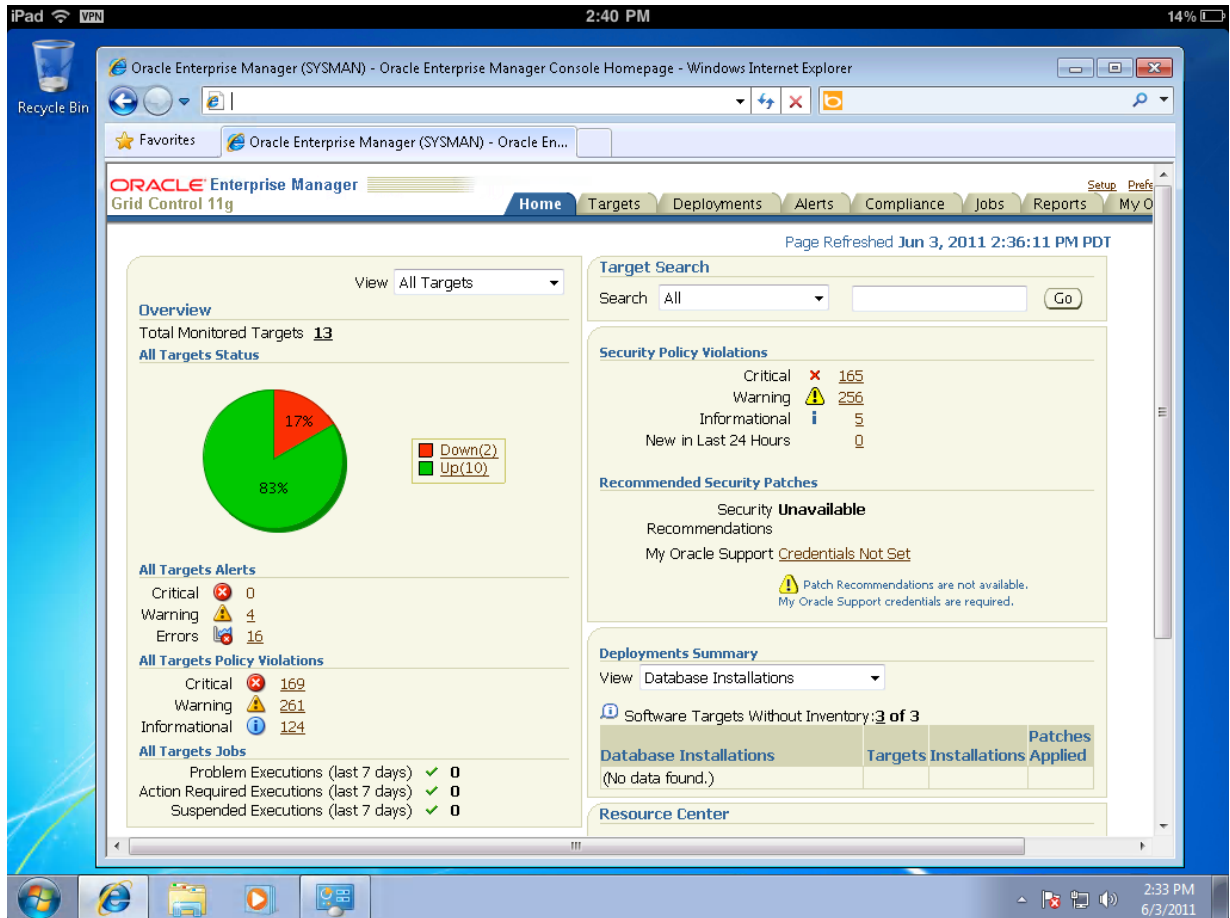
The login screen has a gray background. The title "Welcome to host" is centered in a bold black font, followed by "Sun Ray Mobile Session Login" and "Please enter your user name". Below the text is a text input field with a red border. At the bottom are four buttons: "OK", "Start Over", "Options" with a dropdown arrow, and "Help".

When you are not using an external keyboard, the on-screen keyboard is displayed automatically.

After logging in, the session is displayed.

An example session is shown in [Figure 2.5, "Full-Screen Windows Desktop Session Displayed Using Oracle Virtual Desktop Client for iPad"](#). This figure shows a desktop session that is displayed using the whole area of the iPad screen.

**Figure 2.5. Full-Screen Windows Desktop Session Displayed Using Oracle Virtual Desktop Client for iPad**



## 2.3. Using Gestures in a Session

A *gesture* is a finger motion that is used to interact with the iPad touch screen. The following table shows the supported gestures when you are working in a session.

Gesture	Action
Tap with one finger	Left mouse-button click
Tap with two fingers	Right mouse-button click
Tap with three fingers	Display the on-screen keyboard
Touch and hold, then drag	Left mouse-button click + drag
Pinch fingers together	Zoom out
Pinch fingers apart ( <i>unpinch</i> )	Zoom in
Drag with one finger	Pan across the screen. Only available when zoomed in.
Drag from the left side of the screen with two fingers	Display the Oracle Virtual Desktop Client side bar
Drag downwards or upwards with two fingers	Simulates scrolling using the middle scroll wheel on a mouse

To view help information on supported gestures, tap the **Gestures** button at the bottom of the side bar.

## 2.4. Using the On-Screen Keyboard

To display the on-screen keyboard, do either of the following:

- Tap the screen with three fingers
- Tap the keyboard button at the bottom right of the screen

**Figure 2.6. Keyboard Button**



You can drag the keyboard button to another position on screen.



### Tip

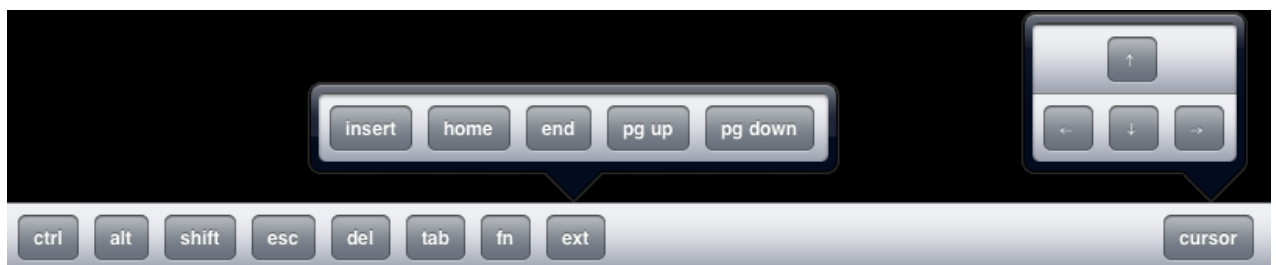
If you do not want to use the keyboard button, you can turn it off on the **Virtual Desktop** page in iPad Settings. See [Section 3.2, “iPad Configuration Settings”](#).

### 2.4.1. iPad Keyboard Extensions

To provide enhanced support for keyboard input during a session, some additional keys have been added to the iPad on-screen keyboard.

The additional keys are at the top of the on-screen keyboard, as shown in [Figure 2.7, “Additional iPad Keys for Oracle Virtual Desktop Client”](#).

**Figure 2.7. Additional iPad Keys for Oracle Virtual Desktop Client**



The following table lists the additional keys.

Key	Description
ctrl	Control
alt	Alt
shift	Shift
esc	Escape
del	Delete

Key	Description
tab	Tab
fn	Function keys.  A list of options enables you to select a function key, from F1 to F12.
ext	Extra keys.  A list of options enables you to select from the following extra keys: Insert, Home, End, Page Up, Page Down.
cursor	Cursor keys.  A list of options enables you to select from the following cursor keys: Left, Right, Up, Down.

#### 2.4.1.1. Using the Additional Keys

1. Display the on-screen keyboard.
2. Tap the required key strokes.

You can use the additional keys in combination with the normal keys.

For example, to type `Control-C`, tap the **ctrl** key. After it turns blue, then tap the **C** key.

See your iPad documentation for more information about using the on-screen keyboard.

#### 2.4.2. Changing the Keyboard Language

See [Section 3.3, “Changing the Keyboard Language”](#) for details of how to change the language for the on-screen keyboard.

### 2.5. Disconnecting From a Session

1. (Optional) Log out of the session.

The procedure used to log out of a session depends on the type of session. For example:

- For a Sun Ray Java Desktop System (JDS) desktop session, tap the **Log Out** option in the Sun Ray Launch menu.
- For an Oracle Virtual Desktop Infrastructure Windows desktop session, tap the **Log Off** option in the Windows Start menu.

2. Disconnect from the server.

- a. Redisplay the side bar.

Do either of the following:

- Drag from the left side of the screen using two fingers.
- If the side bar button has been turned on, tap the side bar button.

See [Section 4.7, “How Do I Display the Side Bar?”](#) for more details about turning on and using the side bar button.

b. Do either of the following:

- Tap the **Disconnect** button at the bottom of the side bar.

To hide the side bar, tap anywhere on screen.

- Tap on a server name, to connect to another server.



### Tip

You are not disconnected from the session if you press the **Home** button to return to the Home screen.





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# Chapter 3. Configuring Oracle Virtual Desktop Client for iPad

This chapter describes how you can change the configuration of Oracle Virtual Desktop Client for iPad.

Details on how to configure the list of servers in the side bar are included, as well as how to change settings such as the language used for the on-screen keyboard.

## 3.1. Configuring the List of Servers

The Oracle Virtual Desktop Client side bar contains a list of servers that you can connect to. You can configure this list by doing one or more of the following:

- Adding a new server
- Editing a server
- Removing a server

### 3.1.1. Adding a New Server

Before you connect to a new Sun Ray Software or Oracle Virtual Desktop Infrastructure server, you must configure settings for the connection as described in this section.

1. Tap the **Plus (+)** button on the side bar.

The Add Server screen is shown.

**Figure 3.1. Add Server Screen**

The screenshot shows the 'Add Server' configuration screen. It features a title bar with 'Cancel', 'Add Server', and 'Add' buttons. The main content area contains five settings sections: 'Connection Name' with a text field containing 'europe-west'; 'Find Automatically' with a toggle switch set to 'OFF'; 'Server Name' with a text field containing 'sr1.example.com'; 'VPN Mode' with a toggle switch set to 'ON'; and 'MTU' with a slider bar ranging from 0 to 1102, with the current value set at 1102.

2. Configure settings for the connection.

The following table shows the available settings for this screen.

**Table 3.1. Connection Settings for Servers**

Setting	Description
Connection Name	Name used to describe the connection, such as <code>usa-west</code> .  This name is shown in the list of servers in the side bar.
Find Automatically	Selects a server on your network automatically.  See <a href="#">Section 3.1.1.1, “Auto Discovery of Servers”</a> for more details about this feature.
Server Name	Type the full name or IP address for the server that you want to connect to.  For example, <code>sr1.example.com</code> or <code>123.234.345.456</code> .  If you select Find Automatically, this field is not available.
VPN Mode	Enable this setting if you are connecting over a Virtual Private Network (VPN).  When you enable VPN Mode, the MTU setting is used for the VPN connection.
MTU	The Maximum Transmission Unit (MTU) is the maximum packet size for network connections, in bytes.  The default setting is 1102 bytes.  If you are experiencing problems when using a VPN, you might want to change this value. Contact your administrator for advice on the correct setting for your network.  Move the slider to adjust the MTU setting.

3. To save changes, tap the **Add** button.

The new server is added to the list of servers in the side bar.

### 3.1.1.1. Auto Discovery of Servers

Oracle Virtual Desktop Client includes the ability to automatically discover servers for connection. This auto discovery process uses several techniques including Dynamic Host Configuration Protocol (DHCP), DNS lookups, and broadcast to select a server on your network automatically.

To enable auto discovery of servers, turn on the **Find Automatically** option when you configure a new server. Oracle Virtual Desktop Client then finds a server on your network automatically.



#### Note


Depending on your network configuration, auto discovery may not be available when accessing the network from remote locations.

If auto discovery is not available, contact your administrator for details of the server name.

### 3.1.2. Editing a Server

1. Tap the **Edit** button on the side bar.
2. Tap on the name of the server that you want to edit.  
The Edit Server screen is shown.
3. Edit the connection settings for the server.  
See [Table 3.1, “Connection Settings for Servers”](#) for a description of the available settings.
4. Save the changes you have made.  
Tap the **Done** button. The server list is redisplayed.
5. Exit from edit mode.  
Tap the **Cancel** button.  
The server is shown in the server list in the side bar.

### 3.1.3. Removing a Server

1. Tap the **Edit** button on the side bar.
2. Tap the Delete icon  to the left of the server that you wish to remove.  
The Delete icon rotates and a **Delete** button appears next to the server name. See [Figure 3.2, “Delete Server Screen”](#).

**Figure 3.2. Delete Server Screen**



3. Tap the **Delete** button.  
The server is removed from the server list in the side bar.
4. Exit from delete mode.  
Tap the **Cancel** button.

## 3.2. iPad Configuration Settings

The iPad Settings app includes a section called **Virtual Desktop**. You use the **Virtual Desktop** page to configure settings for Oracle Virtual Desktop Client.

To display the Virtual Desktop page, tap the **Settings** icon on the Home page and select the **Virtual Desktop** option in the **Apps** section.

**Figure 3.3. Settings for the Virtual Desktop Page**

The available settings on this page are described in [Table 3.2, “Settings on the Virtual Desktop Page”](#).

**Table 3.2. Settings on the Virtual Desktop Page**

Setting	Description
Side Bar Button	<p>Displays an icon that you can use to show the side bar.</p> <p>The default setting is OFF.</p> <p>See <a href="#">Section 4.7, “How Do I Display the Side Bar?”</a> for more details about using the side bar button.</p>
Primary Keyboard Country	<p>Changes the language used for the on-screen keyboard.</p> <p>See <a href="#">Section 2.4.2, “Changing the Keyboard Language”</a> for more details about changing the keyboard language.</p>
Keyboard Button	<p>Displays an icon that you can use to show or hide the on-screen keyboard.</p> <p>The default setting is ON.</p> <p>See <a href="#">Section 2.4, “Using the On-Screen Keyboard”</a> for more details about using the keyboard button.</p>

### 3.3. Changing the Keyboard Language

To change the language for the on-screen keyboard, do the following:

1. Set the primary keyboard country for Oracle Virtual Desktop Client.

This is the keyboard country code sent to the remote server.

Tap the **Settings** icon and go to the **Virtual Desktop** page.

Tap **Primary Keyboard Country** and select from the list of supported languages.

**Figure 3.4. Setting the Primary Keyboard Country**

2. Check that the language you select for the primary keyboard country is also present in the list of supported keyboards on the **General, International, Keyboards** page in iPad Settings.

If the language is not present in this list, add the language.

3. Switch keyboard languages when you are using the on-screen keyboard.

Tap the Globe key and select the language that matches your primary keyboard country.

When you switch to another language using the Globe key, the language you select must be the same as your primary keyboard country setting.



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## Chapter 4. Frequently Asked Questions

This chapter provides the answers to some frequently asked questions (FAQs) about Oracle Virtual Desktop Client for iPad.

### 4.1. How Can I Get More Help on Using Oracle Virtual Desktop Client?

To view online help, tap one of the following buttons at the bottom of the side bar:

- **Help.** Displays this User Guide.
- **Gestures.** Displays help on supported gestures

### 4.2. Do I Need to Know the Name of My Server?

If you use the Find Automatically option when you configure a new server you do not need to know the name of the server. See [Section 3.1.1.1, “Auto Discovery of Servers”](#) for more details.

If you want to connect to a specific server, you need to type the name of the server in the Server Name field. Depending on how your network is configured, you can use one or more of the following names:

- The full name of the server on the network, also called the Domain Name System (DNS) name. For example, `vdi-1.example.com`.
- The host name of the server. For example, `vdi-1`.
- The Internet Protocol (IP) address of the server. For example, `123.456.789.12`.

Contact your administrator if you need to know the name of your Sun Ray Software or Oracle Virtual Desktop Infrastructure server.

### 4.3. Can I Connect Over a Virtual Private Network?

You can use Oracle Virtual Desktop Client to connect to a server over a Virtual Private Network (VPN). A VPN is typically used to provide secure access to a company network to people from outside the network, such as employees working from home. See your administrator if you need help to configure your computer for connecting over a VPN.

To use Oracle Virtual Desktop Client over a VPN, you must turn on the VPN Mode setting on the Add Server screen when you configure connections to the server.

When you are connected to a VPN, an icon is displayed in the iPad status bar.

If you are experiencing problems when using a VPN, you might want to decrease the MTU setting to allow space for Internet Protocol Security (IPSec) headers. See [Table 3.1, “Connection Settings for Servers”](#).

Contact your administrator for advice on the correct MTU setting for your network.

### 4.4. What If I Am Unable to Connect to a Sun Ray Server?

Sun Ray Software uses an on-screen display (OSD) to show the status of a connection. The OSD can be used to diagnose problems with a connection. For example, the following OSD icon indicates that the Sun Ray Software has not been enabled for access using Oracle Virtual Desktop Client.

**Figure 4.1. Access Not Enabled OSD Icon**



If you are unable to connect to the Sun Ray server and this icon is displayed, contact your administrator.

Your firewall configuration might prevent you from connecting to the Sun Ray server. Check that the firewall settings on your network allow you to use Oracle Virtual Desktop Client to access the Internet.

If the connection to the Sun Ray server fails, a warning screen is shown. When you tap **OK** at this screen, the side bar is redisplayed. You can then select an alternative Sun Ray server.

## 4.5. Can I Play and Record Audio on My iPad?

If your administrator has enabled audio for sessions, you can play and record audio on your iPad. If you play a podcast, for example, the sound is output through the speaker on your iPad.

To record audio input from your iPad in a session, you can connect a microphone to the iPad, for example, and record the sound using software running on the server.

## 4.6. Can I Run Other iPad Applications While I am Using Oracle Virtual Desktop Client?

Yes. You can run other iPad applications at the same time as you are using Oracle Virtual Desktop Client. This is called *multi-tasking*.

When you press the Home button to switch away from your session, the Oracle Virtual Desktop Client application is suspended. You can then run other applications on your iPad.

Provided that your server is not configured to close the connection after a period of inactivity, you can usually resume your session when you switch back to Oracle Virtual Desktop Client.



### Caution

If the iPad is running low on memory, it may terminate the Oracle Virtual Desktop Client application to free up memory. You cannot then resume your session by switching back to Oracle Virtual Desktop Client. Instead, you must reconnect to your session.

If you are experiencing issues with low memory, close down unwanted applications before you start Oracle Virtual Desktop Client.

## 4.7. How Do I Display the Side Bar?

The side bar disappears when you connect to the server. You can redisplay the side bar using either of the following methods:

- **Use a gesture.** Drag from the left hand side of the screen with two fingers.



- **Use the side bar button.** Tap the side bar button to show the side bar.

You can drag the side bar button to another position on screen.

**Figure 4.2. Side Bar Button**



The side bar button is turned off by default. You turn on the side bar button using the **Virtual Desktop** page in iPad Settings. See [Section 3.2, “iPad Configuration Settings”](#) for more information.

When you have finished using the side bar, tap anywhere on screen to hide the side bar.

## 4.8. How Can I Scroll Through a Document or Web Page?

To scroll through a document or web page when you are working in a session use the scroll gesture. The scroll gesture emulates the middle scroll wheel on a mouse.

To use the scroll gesture, drag upwards or downwards with two fingers.

An alternative way to scroll through a document or web page is to use the scroll bars on the application window.

See [Section 2.3, “Using Gestures in a Session”](#) for details of the supported gestures when you are working in a session.

## 4.9. Can I Use Oracle Virtual Desktop Client With an External Keyboard?

You can use an Apple Wireless Keyboard or iPad Keyboard Dock as an external keyboard.

See your iPad documentation for more information about configuring iPad to use a Bluetooth wireless keyboard.

