

End-User related questions - Generic

- What is a Dizzion virtual desktop, and why is my company using it?
- How do I log in to my Dizzion virtual desktop?
- Can I use my laptop, tablet, or Chromebook to access my virtual desktop?
- What browsers are supported for accessing my Dizzion desktop?
- Should I use Frame App instead of a browser?
- Will my virtual desktop be as fast and responsive as a regular physical PC?
- Why do I get disconnected or see a black screen when logging in?
- What should I do if my virtual desktop is slow, lagging, or showing a blurry screen?
- Can I use my virtual desktop's dual monitors, printers, webcams, or USB drives?
- Can I use the virtual desktop on my mobile device, phone or tablet while traveling?
- Is it okay to install software on my virtual desktop?
- Are my settings and data saved at logoff?
- What's the difference between suspending, disconnecting, and logging off?
- Why can't I copy and paste between my local device and my virtual desktop?
- How do I print a document from my virtual desktop to my home printer?
- Can I use Microsoft Teams, Zoom, or Google Meet in my virtual desktop?
- Do I need to install something on my PC to use Unified Communications?
- Can I personalize my desktop (e.g., change wallpaper or taskbar layout)?

What is a Dizzion virtual desktop, and why is my company using it?

Dizzion DaaS and Cloud PC solutions provide secure access to corporate desktops and applications from any device, anywhere—using only a browser. Virtual means that the desktops and apps run in a datacenter or public cloud, not on the local device. This approach offers strong security, simplified management, and a seamless user experience, as applications run close to backend systems and data. It's also easier to enforce backups and security policies centrally.

How do I log in to my Dizzion virtual desktop?

Login via your local browser at your assigned URL, e.g., <https://use.difr.com> (US backplane) or <https://DEU.difr.com> (EU backplane). Ask your IT colleagues for the exact URL. You can also download the Frame App and install it. <https://docs.dizzion.com/downloads>

Can I use my laptop, tablet, or Chromebook to access my virtual desktop?

Yes, if the device supports modern browsers or the Frame App for Windows, Apple OSX, or Linux

What browsers are supported for accessing my Dizzion desktop?

Supported: Chrome, Edge, Firefox, Safari, Brave

Should I use Frame App instead of a browser?

It depends. Dizzion DaaS and Cloud PC powered virtual desktops and apps can be accessed via a local browser or the Frame App. Both options support many features, including multi-monitor support, copy/paste, local printing, audio and video playback, webcam and microphone redirection, file uploads/downloads, and WIA scanner redirection, all directly in the browser. However, the Frame App offers additional capabilities, such as generic USB redirection for specific USB devices, which is not currently supported in the browser. The Frame App is available for Windows, macOS, and Linux. Linux-based Frame Apps are commonly used with Thin Clients from vendors like IGEL, Stratodesk, 10ZIG, ZeeTim, HP, Dell, and others.

Will my virtual desktop be as fast and responsive as a regular physical PC?

Often, yes. When the virtual desktop is sized correctly and the supporting infrastructure and network meet the requirements, the performance can match—or even exceed—that of a local PC. However, if the environment is undersized or network connectivity is poor or inconsistent, the user experience will suffer.

Why do I get disconnected or see a black screen when logging in?

It's usually due to network issues, blocked ports, session timeouts, or delays in starting the virtual machine. Contact IT support if it keeps happening.

What should I do if my virtual desktop is slow, lagging, or showing a blurry screen?

Contact your local IT team and submit a support ticket. They will collect information about your local device, network connection, virtual machine, and backend infrastructure to diagnose the root cause of the performance issues. Providing details like when the issue occurs, what apps are affected, and whether you're using a browser or the Frame App can help speed up troubleshooting.

Can I use my virtual desktop's dual monitors, printers, webcams, or USB drives?

Yes, depending on IT policies, you can use peripherals within your Virtual Desktop and applications.

Can I use the virtual desktop on my mobile device, phone or tablet while traveling?

It works on both, but the experience depends on screen size. Tablets with a keyboard offer the best experience. Phones are less ideal for productivity, as most apps aren't designed for small screens.

Is it okay to install software on my virtual desktop?

Only if your IT team allows it. Most virtual desktops are locked down or non-persistent, meaning any changes—including software installs—may not be saved or permitted. You can typically install software using a Cloud PC or a persistent desktop.

Are my settings and data saved at logoff?

In most setups, your Windows user profile, including My Documents, Favorites, and app settings, is saved. For other files, it's best to use file shares or cloud storage to ensure everything is backed up and available across sessions. It is important to save it in a persistent storage location.

What's the difference between suspending, disconnecting, and logging off?

Suspend pauses your session and hibernates the virtual machine. Disconnect keeps the session running in the background so you can resume later. Log off ends the session completely and closes all apps

Why can't I copy and paste between my local device and my virtual desktop?

Clipboard redirection may be disabled for security. Admin can enable if needed.

How do I print a document from my virtual desktop to my home printer?

Use the 'Frame Printer' inside your session. Your IT team must enable printer redirection. Once set up, you can print from the virtual desktop to your locally connected home printer.

Can I use Microsoft Teams, Zoom, or Google Meet in my virtual desktop?

Yes, as long as webcam and audio redirection are enabled and your network bandwidth is sufficient.

Do I need to install something on my PC to use Unified Communications?

No, you don't need to install anything. The Frame Remoting Protocol (FRP) is optimized for Microsoft Teams, Zoom, Google Meet, and similar tools, allowing full use without local software installation. The Virtual Machine running these applications must be adequately sized to run these applications with a great user experience.

Can I personalize my desktop (e.g., change wallpaper or taskbar layout)?

It depends on whether IT has enabled personalizing your desktop.