



Bluetooth headset switches to mono when starting the virtual machine

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

Symptoms

- Audio quality becomes low
- Sound is distorted
- Only right channel is working

Cause

This behavior is caused by a Bluetooth headset built-in feature which automatically switches from high quality stereo sound (AD2P profile) to mono (HFM) when a microphone is in use.

The feature's activation is triggered by a Windows 10 Cortana virtual assistant that is enabled by default.

Resolution

To prevent the headset from switching to HFM profile, apply any preferable workaround from the listed below:

- Change the default input source for Windows

Open the virtual machine's configuration > **Hardware** > **Sound** > set **Input** source to **Built-in Microphone** or to **Mute** if you do not use the microphone in Windows.

- Change the default input source for the Mac

Click on **Apple Logo** on Mac menu bar > **System Preferences** > **Sound** > **Input** > choose **Internal Microphone**.

- Disable Cortana in Windows [ADVANCED]