



No input/output sound through a headset in 3CX and Jabber applications

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

Symptoms

I cannot hear anything from the headset and the microphone does not work only when in a call in 3CX and Jabber applications, there are no such issues in Skype, Cortana and other Windows applications.

Cause

- Specific 3CX and Jabber protocol's behavior
- Configured corporate NAT (Network Address Translation) preferences in your company

Resolution

Open the virtual machine's [configuration](#) > **Hardware** > **Network 1** > change **Source** to **Bridged - Default**.

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