

RemoteFX audio redirection not working

- Parallels Remote Application Server

Symptoms

RemoteFX redirection for USB audio device has been configured.

The device shows up as **Remote Audio** device in the remote session instead of its real name:

Sound

Output

Choose your output device

Remote Audio ▼

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

[Device properties](#)

Master volume



 Troubleshoot

[Manage sound devices](#)

Input

Choose your input device

Remote Audio ▼

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

[Device properties](#)

Test your microphone



It doesn't redirect sound.

Cause

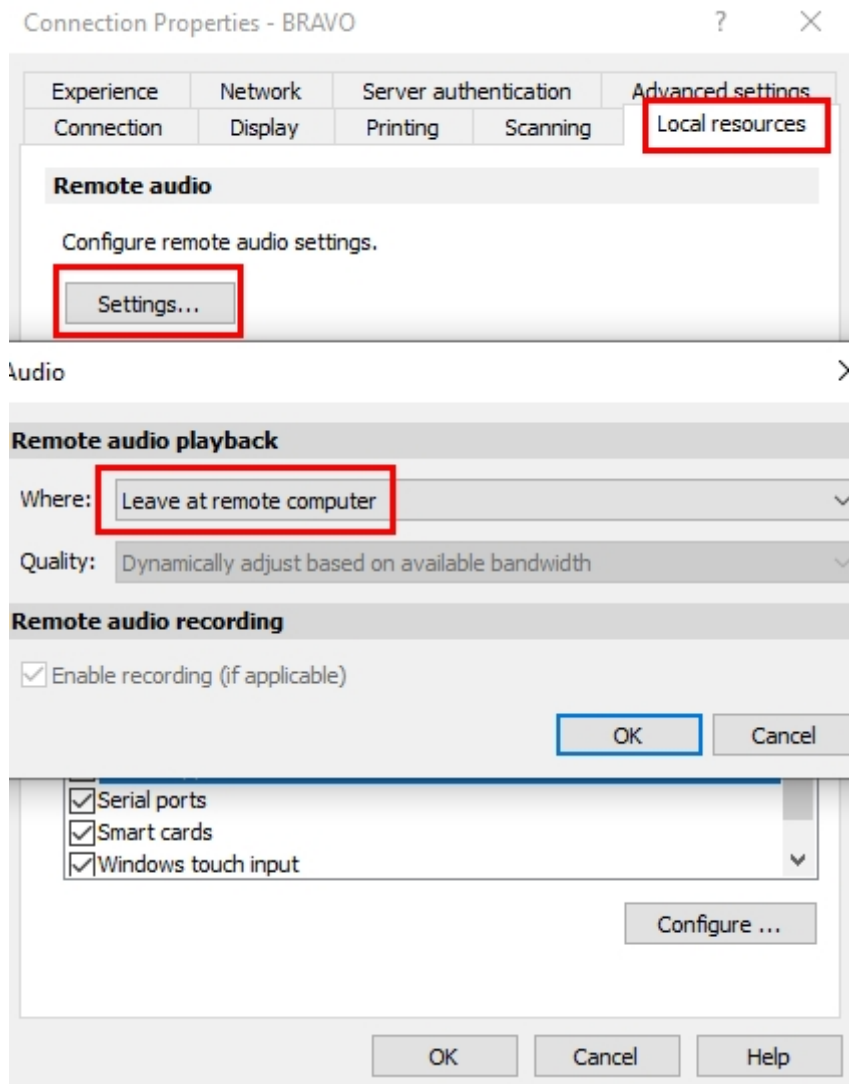
RemoteFX audio redirection requires setting **Remote audio playback** to **Leave at remote computer**.

Resolution

Windows and Linux

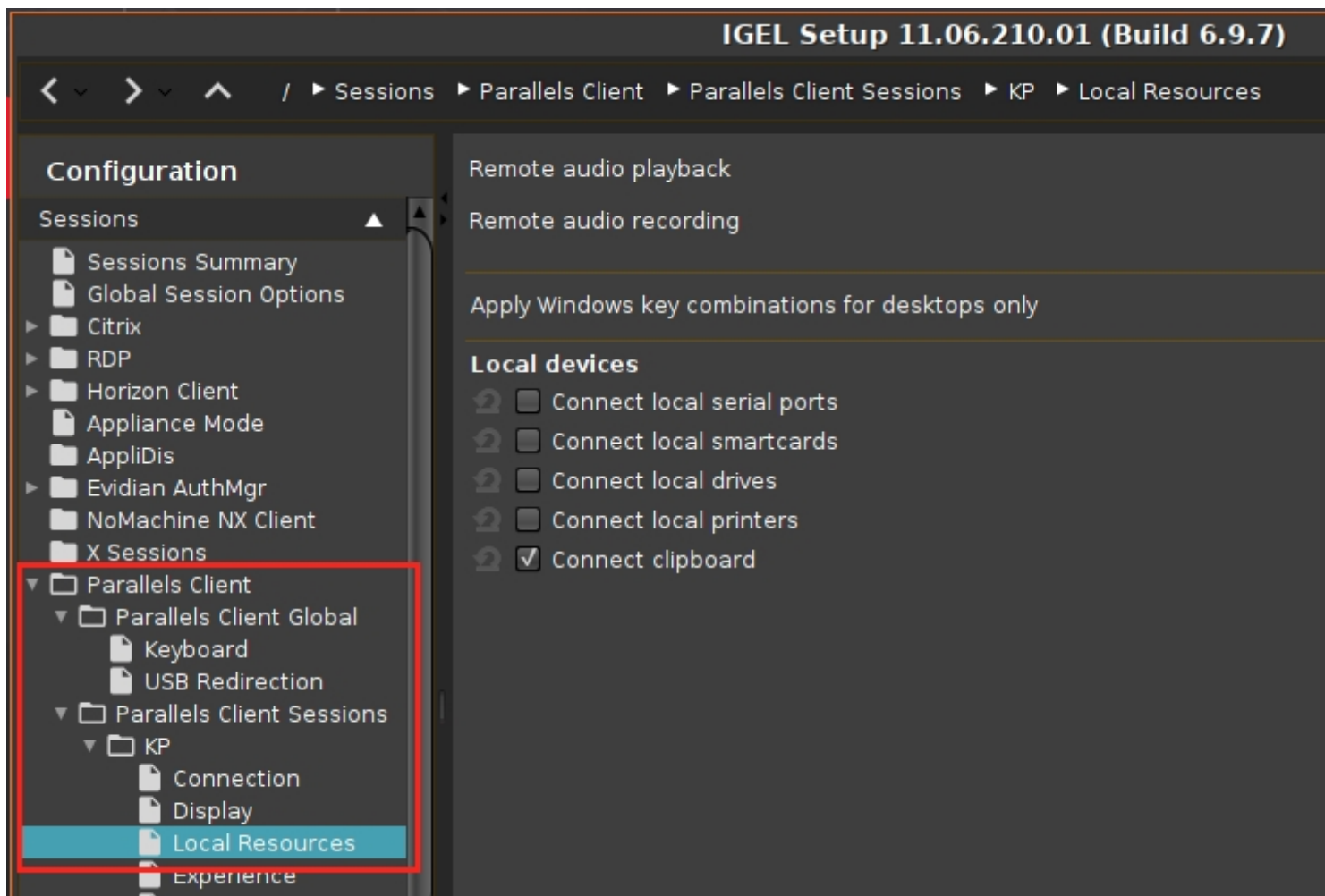
1. Go to **Connection properties** **Local resources**

2. Set **Remote audio playback** to **Leave at remote computer**



IGEL OS

1. Go to **System configuration** **Sessions** **Parallels Client** **Parallels Client Sessions**
2. Locate your session and go to its **Local Resources**
3. Set **Remote audio playback** to **Leave at remote computer**
4. Apply settings



How it should look like in the remote session when configured properly

Sound

Output

Choose your output device

Receive (2- Plantronics Savi 7xx-M) ▼

Certain apps may be set up to use different sound devices than the one selected here. Customize app volumes and devices in advanced sound options.

[Device properties](#)

Master volume

100

[Troubleshoot](#)

[Manage sound devices](#)

Input

Choose your input device

Transmit (2- Plantronics Savi 7xx-M) ▼

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[Device properties](#)

Test your microphone

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