|| Parallels[®]

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
¢୬) <u>100</u>
▲ 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

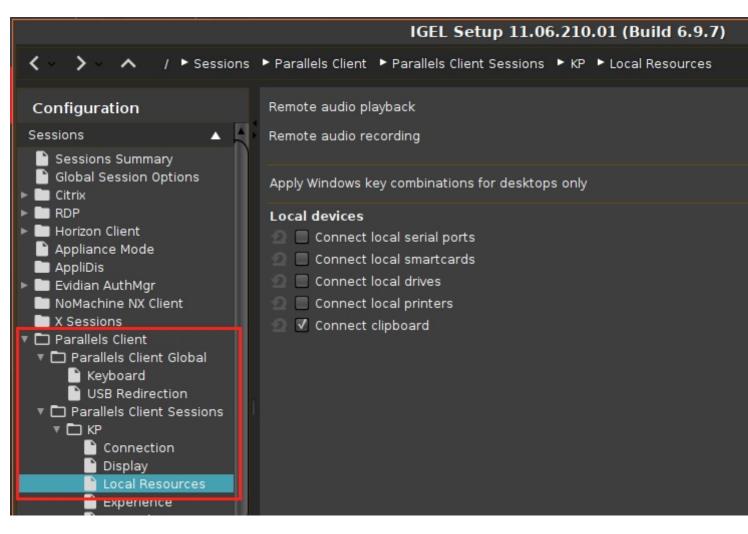
2. Set Remote audio playback to Leave at remote computer

Connect	tion Prop	erties - BRAV	/0			?	×
Experi	ience	Network	Server auth	entication	Advance	ed setting	s
Conne	ection	Display	Printing	Scanning	Local	resources	s
	ote audi	o ote audio sett	ings.				
S	ettings						
Audio							×
Remote	audio pl	ayback					
Where:	Leave a	t remote comp	outer				~
Quality: Dynamically adjust based on available bandwidth							
Remote	audio re	cording					
Enable	e recordin	g (if applicable	=)				
					OK	Canc	el
⊠s	erial port mart card /indows t						,
					Config	gure	
			OK	Can	icel	Help	

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 (い) -100 \land Troubleshoot Manage sound devices Input Choose your input device Transmit (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 Test your microphone

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