

Fix microphone issues in a Windows virtual machine

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

Symptoms

I cannot use microphone in my Windows virtual machine.

Cause

The possible reasons might be:

- 1. Missing sound device in virtual machine configuration
- 2. Lack of access rights for Parallels Desktop in macOS
- 3. Incorrect Windows settings

Resolution

- 1. Check if the Microphone is working properly on macOS side.
- 2. Launch Parallels Desktop but do not start the Windows Virtual Machine
- 3. Open its configuration? Hardware? Sound & Camera
- 4. If this device is absent, you add it to virtual machine configuration, by clicking the "+" sign at the bottom of configuration window

Provide Parallels Desktop with access to microphone (starting from macOS Mojave)

Allow access to microphone on Windows side

- 1. Start Windows virtual machine
- 2. Click Windows menu > Settings > Privacy
- 3. Select Microphone in the list on the left
- 4. Turn microphone access for device to "on" and allow apps to access microphone (in case you are planning to use microphone in Windows applications)

| Chec | 2. Type in "Device Manager" (without quotes), then click on the suggested Device Manager item | |
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| 4. Double-click Microphone (Parallels Audio Controller) |
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| 5. Check if any error message is listed6. Fix microphone issues as described in <u>Microsoft support article</u> |
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