



No sound on the computer while controlling it with Parallels Access

- Parallels Access
- Parallels Access for Business

Symptoms

After connecting to the computer with Parallels Access, the sound on the computer is lost.

Cause

This behavior is by-design:

When you connect to the Mac using Parallels Access, the output Sound adapter automatically changes to Parallels Virtual Audio Adapter to transfer the sound to the iPad. As the application is designed for the remote control, then there is no ability to use both Audio adapters at the same time.

NOTE: When connecting from one computer to another using Parallels Access Web Console, sound streaming is not supported by design.

Resolution

The workaround is to change the adapter manually (you will need to perform it every time you connect to the Mac computer):

- Start **System Preferences**
- Open **Sound**
- Click "**Output**" tab
- Select "**Internal speakers**" to fix the sound issue

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