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## Bluetooth headset switches to mono when starting the virtual machine

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#### Symptoms

- Audio quality becomes low
- Sound is distorted
- Only right channel is working

#### Cause

This behavior is caused by a Bluetooth headset built-in feature which automatically switches from <u>high quality</u> stereo sound (AD2P profile) to mono (HFM) when a microphone is in use.

The feature's activation is triggered by a Windows 10 Cortana virtual assistant that is enabled by default.

### Resolution

To prevent the headset from switching to HFM profile, apply any preferable workaround from the listed below:

• Change the default input source for Windows

Open <u>the virtual machine's configuration</u> > **Hardware** > **Sound** > set **Input** source to **Built-in Microphone** or to **Mute** if you do not use the microphone in Windows.

• Change the default input source for the Mac

Click on **Apple Logo** on Mac menu bar > **System Preferences** > **Sound** > **Input** > choose **Internal Microphone**.

• Disable Cortana in Windows [ADVANCED]

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