

No input/output sound through a headset in 3CX and Jabber applications

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

Symptoms

I cannot hear anything from the headset and the microphone does not work only when in a call in 3CX and Jabber applications, there are no such issues in Skype, Cortana and other Windows applications.

Cause

- Specific 3CX and Jabber protocol's behavior
- Configured corporate NAT (Network Address Translation) preferences in your company

Resolution

Open the virtual machine's configuration > Hardware > Network 1 > change Source to Bridged - Default.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.