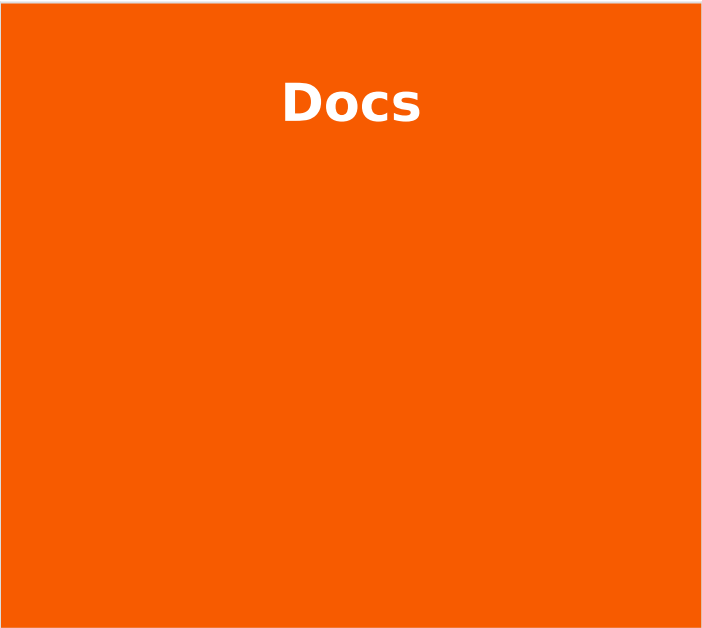
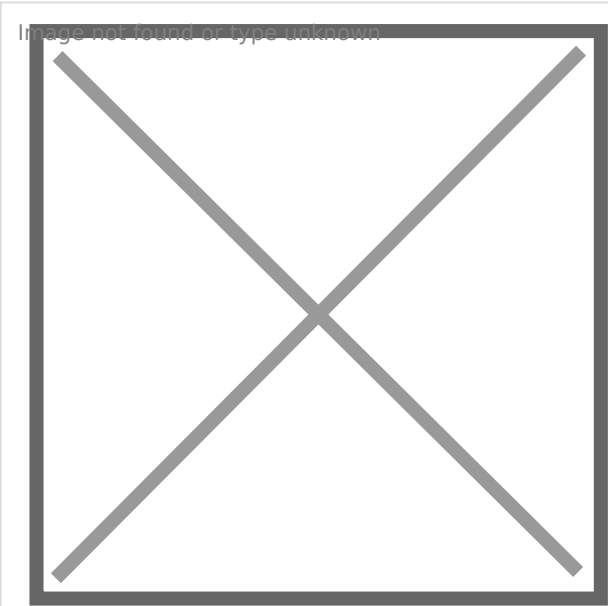


# 65.009 Splashtop disable audio over remote connection



## Document Control

Document Name	65.009 Splashtop disable audio over remote connection		
Version	v1.0 Current		
Author	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
Approval	Safeharbour Support		
Approval date	01-JAN-2025	Review date	31-DEC-2027
Abstract	When accessing a device via Splashtop, the user's audio will come through the link. While not really an issue - you may like thrash metal - it can be problematic if you are using VoIP to call them; the audio will cut off.		
Scope	This document applies to all clients of Safeharbour Support Ltd		
Inputs	None		
Outputs	None		

Change Control

Date	Author	Version	Change
02-DEC-2024	Neil Tancock	0.0	First version
01-JAN-2025	Neil Tancock	1.0	Approved

-----<START OF DOCUMENT> -----

When accessing a device via Splashtop, the user's audio will come through the link. While not really an issue - you may like thrash metal - it can be problematic if you are using VoIP to call them; the audio will cut off.

Here's what to do:

There is indeed an option you can enable in order to disable the sound from the Splashtop sessions.  
You just need to open the Splashtop Streamer on the customer's computer->Settings->Sound->Tick 'Output sound on this computer only'

We could probably put that in a script and deploy to all clients.  
"HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Splashtop Inc.\Splashtop Remote Server\AutoMute" is changed from value 1 to 2.

-----<END OF DOCUMENT> -----

**Need help? Get in touch!**

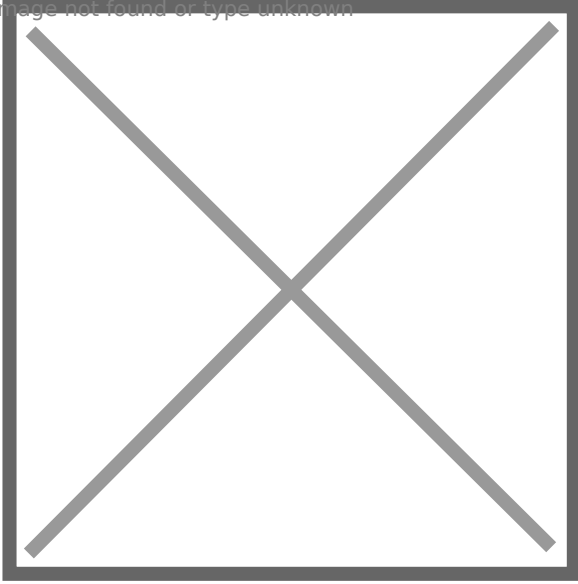
You can call us on [01752 373000](tel:01752373000), option 2 or, if you are on Number Club, just call extension 3001

You can email us at [hub@safeharboursupport.com](mailto:hub@safeharboursupport.com)

You can chat & Collaborate with us at <https://kite.wildix.com/nc-a12/3001>

You can Whatsapp us right here: <https://wa.me/441752373000>

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Revision #4

Created 20 February 2025 17:44:16 by Neil Tancock

Updated 21 February 2025 08:43:17 by Neil Tancock