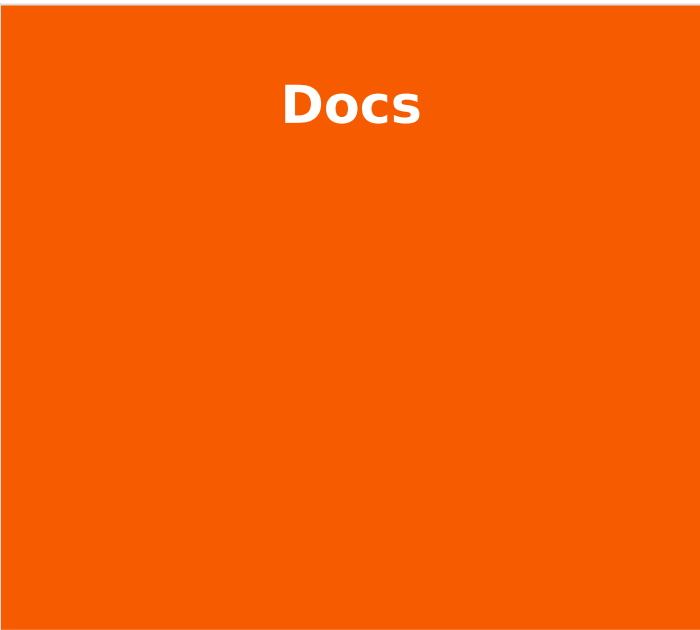
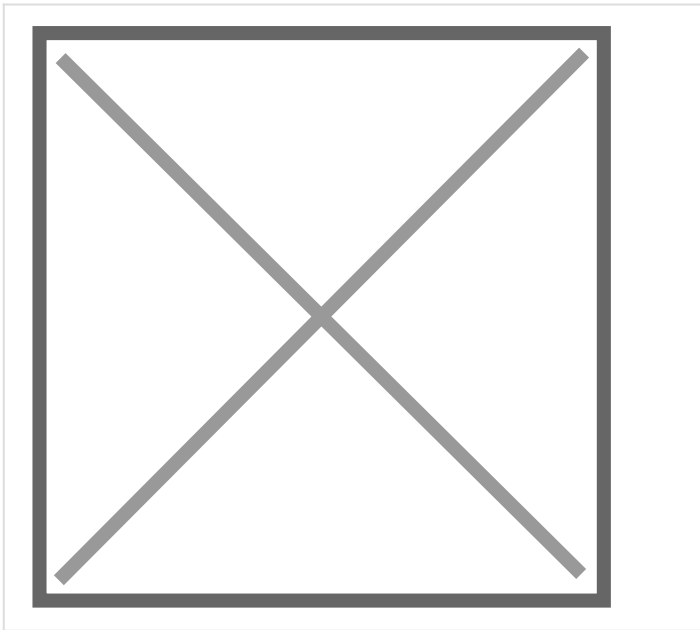


# 65.009 Splashtop disable audio over remote connection



## Document Control

<b>Document Name</b>	65.009 Splashtop disable audio over remote connection		
<b>Version</b>	v1.0 Current		
<b>Author</b>	Neil Tancock, IT Services (Safeharbour Support Ltd), <a href="mailto:neil@safeharboursupport.com">neil@safeharboursupport.com</a>		
<b>Approval</b>	Safeharbour Support		
<b>Approval date</b>	01-JAN-2025	<b>Review date</b>	31-DEC-2027
<b>Abstract</b>	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.		
<b>Scope</b>	This document applies to all clients of Safeharbour Support Ltd		
<b>Inputs</b>	None		
<b>Outputs</b>	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>-----

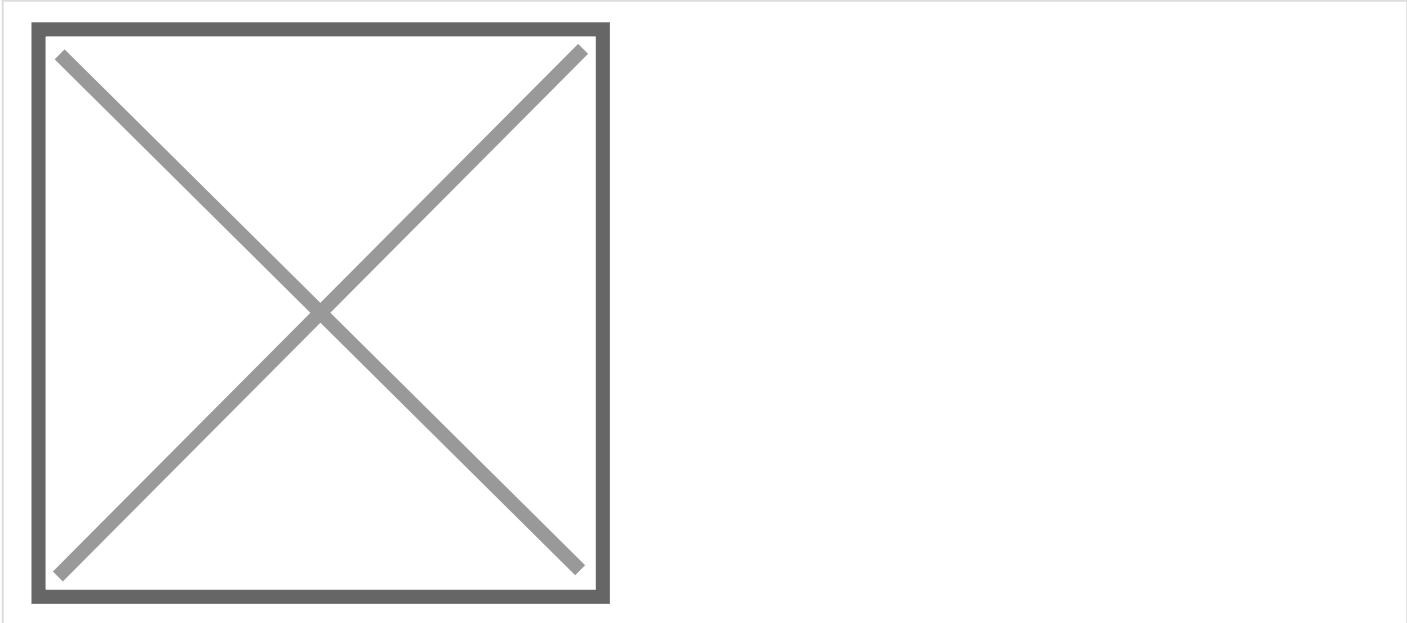
### **Need help? Get in touch!**

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>



---

Created 2025-02-20 17:44:16 UTC by Neil Tancock  
Updated 2025-02-21 08:43:17 UTC by Neil Tancock