Zoho Corporation

Remote Audio

The Remote Audio feature allows technician to listen to audio from their customer's remote device during support sessions for efficient troubleshooting. This feature is available for both Remote Support and Unattended access sessions.

You can enable or disable this feature from both the web client and Windows-native client technician console. This feature is specifically available when connecting to a remote device with Windows OS (Vista and above).

Requirement :

At least one default audio output device is necessary in order to hear or transmit audio using Remote Audio feature.

How to enable Remote Audio feature ?
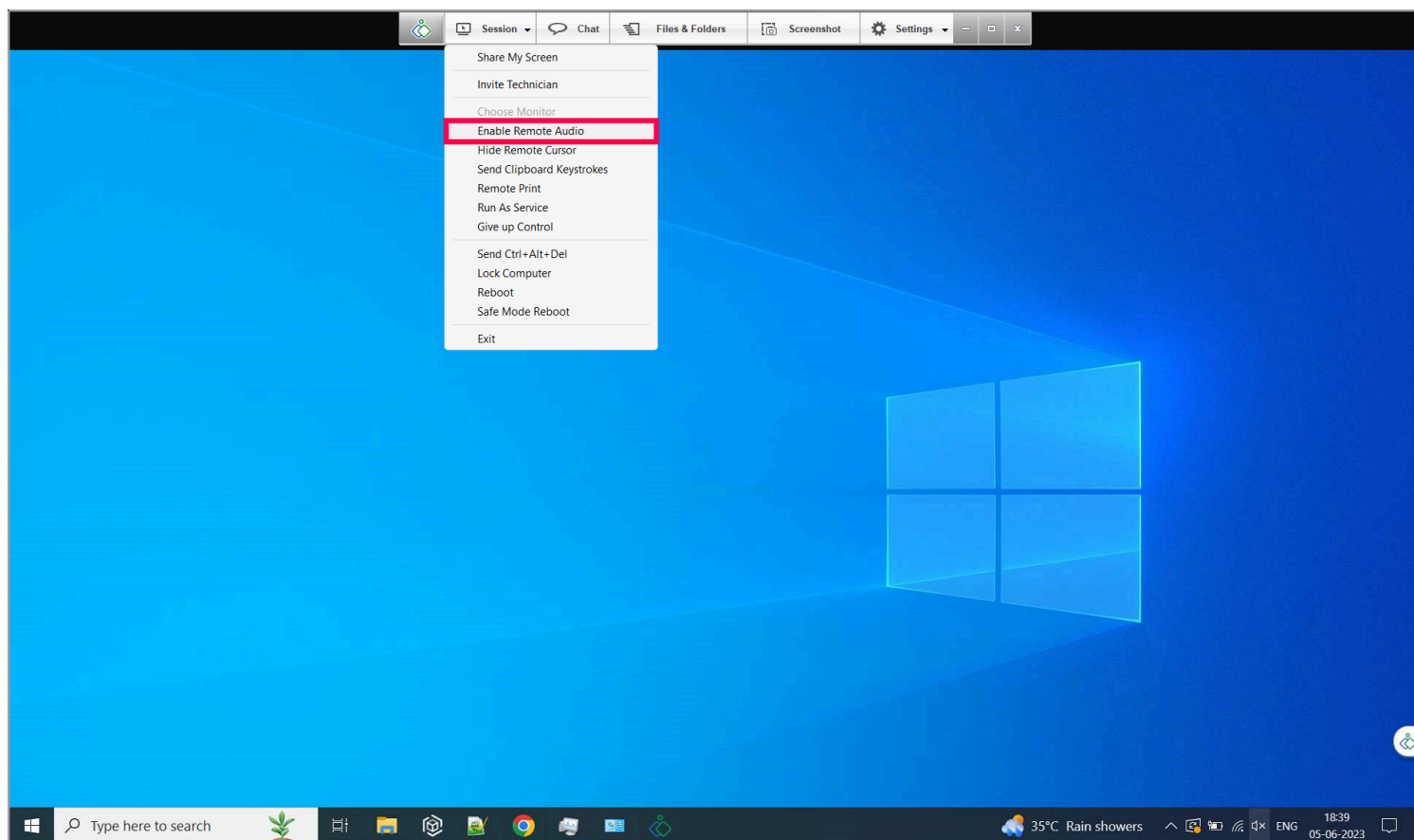
From Web Client Technician Console

To enable the Remote Audio feature in the web client technician console, click the **Session** option on the left panel and click the **toggle icon.**

> 📄 Note : Please ensure that sound permissions are enabled in your browser's site settings. To enable, navigate to **Site settings > Privacy and security > Permissions > Sound** and click **Allow**.
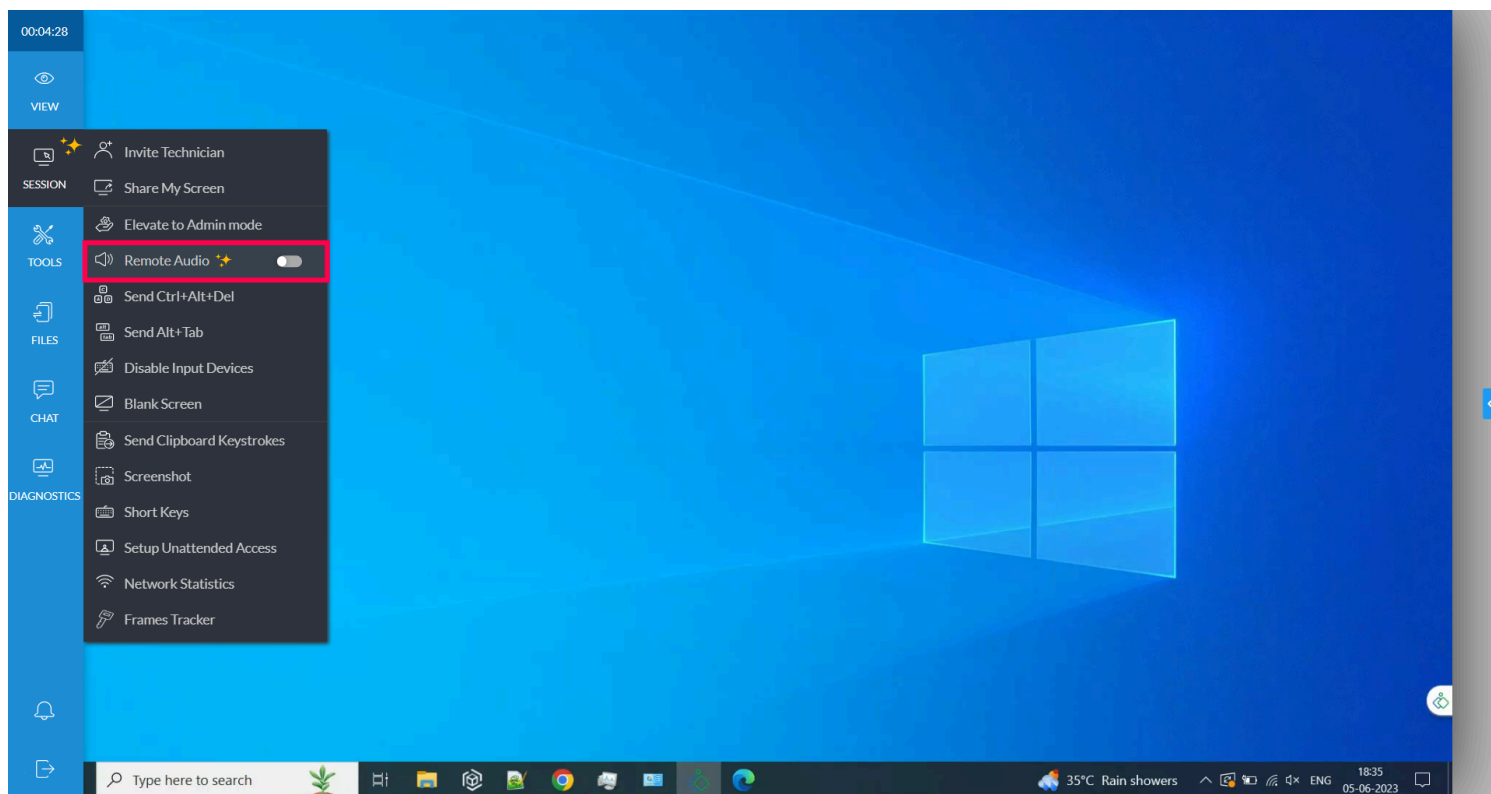
From Windows Native Client Technician Console

To enable the remote audio feature in the Windows-native client technician console, click the **Session** option at the top of the session screen and select **Enable Remote Audio**.

Trouble shooting

Upon encountering issues such as inaudible sound (If you experience difficulties such as inaudible sound) or if you come across the following message in your web client technician console while enabling the feature, please contact support for further assistance.