

## My audio is heavily distorted or slowed

This article applies for Windows users only.

If you experience heavy audio distortion or very slow playback rate please consider the following configuration sequence:

- Open Windows Control Panel, Find the "Sound" item and open it.
- Click the "Recording" tab on the "Sound" window.
- Select your microphone in the list by clicking on it.
- Click the "Properties" button
- Click the "Advanced" tab on the "Properties" window.
- Uncheck the "Enable Audio Enhancements" checkbox. It must not be selected.
- Click OK (to close the Properties window)
- Click OK (to close the Sound window)

After that enter your live classroom or one of our testing classrooms ([here](#)) and run the audio test using the button after the volume sliders. Make sure to complete both tests - speakers and microphone after selecting the proper audio devices.

Electa Live Virtual Classroom, LMS - Help & Support Portal  
<https://support.e-lecta.com/Knowledgebase/Article/50069>