**Microphone / Voice Sounds Low and Distorted**

Symptoms that can be resolved by using this guide: Microphone/Voice Sounds Issues

1. Right click on the Sound icon in the bottom right of your screen on the desktop and select *Sounds* from the menu that appears.

2. Click on the *Recording tab* at the top.
3. Right click on **Internal Microphone** and select **Properties** from the menu.

![Image of Sound settings with Properties highlighted]

4. Click on the **Advanced tab** at the top. Then uncheck the **Enable audio enhancements** box to disable the setting. Click OK.

![Image of Advanced tab settings with Enable audio enhancements box unchecked]

If the issue is not resolved, please use the following link and fill out a service request for the BCPS Help Desk. [https://www.bcps.org/tech_support](https://www.bcps.org/tech_support)