

Prevent PC from Automatically Reducing EKO Volume

****FOR OPTIMAL AUSCULTATION, USE HEADPHONES PROVIDED BY NMHS INFORMATION TECHNOLOGY SERVICES**

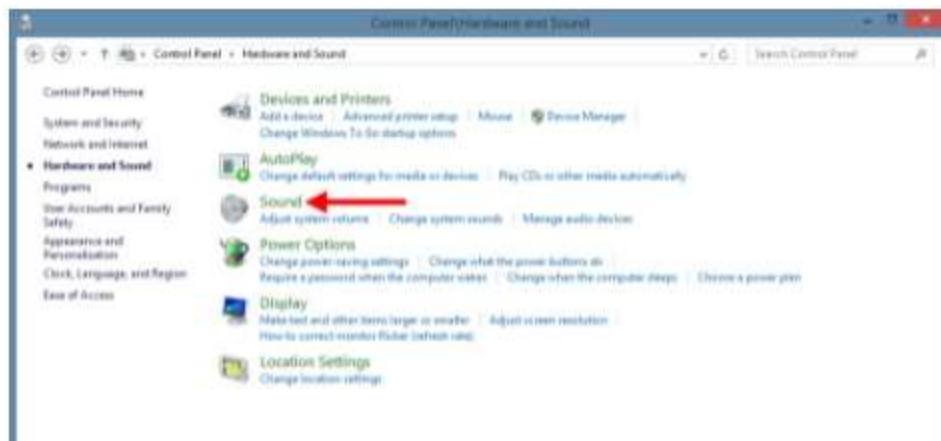
➤ If running EKO LiveStream from a Windows device, click 1 minute link

[Windows Sound Setting for Steth](#)

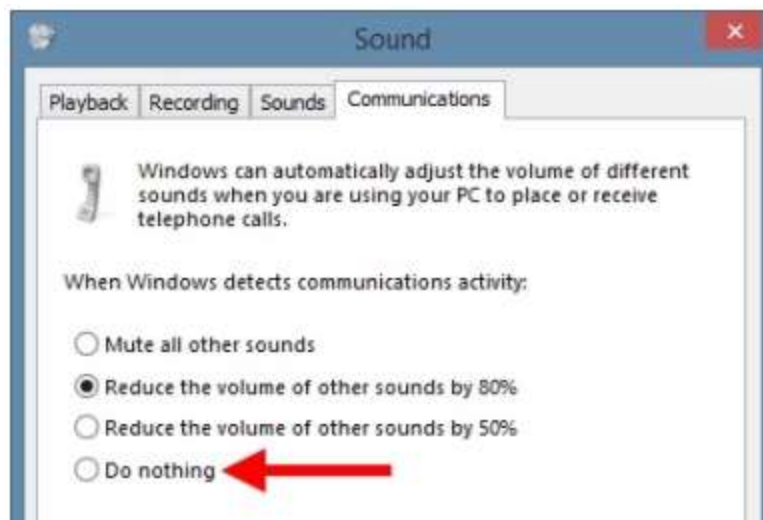
OR follow the steps below

To stop Windows from automatically reducing your Eko Telemedicine volume, follow these steps:

1. Head to Windows **Control Panel** and select **Hardware and Sound**.
2. Then click on **Sound** to launch the sound configuration window. Alternatively, if you have Control Panel organized by icon instead of category, you can just choose Sound from the list. If it is difficult to locate your Control Panel, you can right-click your computer's sound icon and select "Sounds" from the option.



3. In the Sound configuration window, click on the **Communications** tab. This is the location where this automatic reduction feature is configured. The Communications tab will look like the image below.



4. By default, the option to "Reduce the volume of other sounds by 80%" is selected. **Change this to Do Nothing to disable the feature.**
5. Click OK to save your changes and close the Sound configuration window. You can now also close Control Panel. If you ever want to restore the default behavior, just head on back to the Communications tab of the Sound configuration window and re-enable one of the automatic volume reduction options.

For Mac Users (Only Older Models):

- Go to “System Preferences” – “Sound” – “Input” – “then deselect “use ambient noise reduction”