



[Knowledgebase](#) > [Troubleshooting](#) > [Basic Troubleshooting](#) > [Audio-Video Issues](#) > [Audio-specific Issues](#) > [Echo Issue on Microsoft Surface](#)

## Echo Issue on Microsoft Surface

- 2020-01-31 - [Audio-specific Issues](#)

### DISABLE RECORDING ENHANCEMENT ON MICROSOFT SURFACE

We have had various reports of Microsoft Surface struggling with echo. The problem is due to its recording enhancement settings. To disable this:

1. On your Surface device, click on the speaker icon in your system tray.
2. Select either **Playback devices** or **Recording devices**.
3. Go to **Recording** tab > double-click **Microphone**. It might be named as "Microphone array" or something similar.
4. On **Enhancements** tab > Check **Disable enhancements** > **OK**.
5. Restart your device.