

Knowledgebase > Troubleshooting > Basic Troubleshooting > Audio-Video Issues > Audio-specific Issues > Echo Issue on Microsoft Surface

## Echo Issue on Microsoft Surface

- 2020-01-30 - 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.