VSeehealth

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.