

IP Communicator Error Message: There are No Compatible Sound Devices Installed on this Computer

Document ID: 107347

Contents

Introduction

Prerequisites

- Requirements

- Components Used

- Conventions

Problem

Solution

Related Information

Introduction

This document describes the IP Communicator error message: **There are no compatible sound devices installed on this computer** and provides the steps necessary to troubleshoot it.

Prerequisites

Requirements

Cisco recommends that you have knowledge of the Cisco IP Communicator.

Components Used

The information in this document is based on the Cisco IP Communicator Version 2.x.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

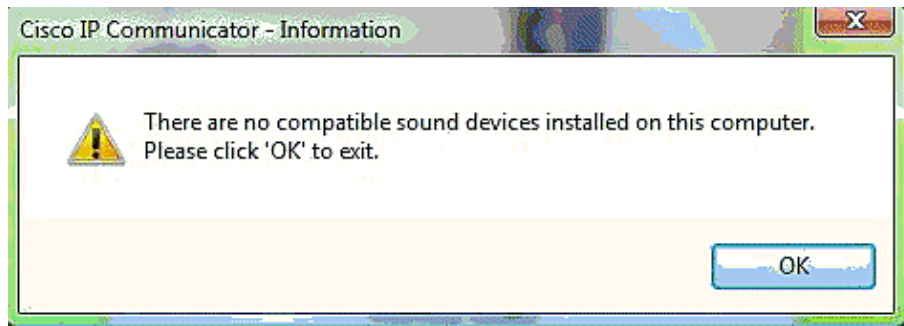
Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem

When you installed the IP Communicator on a machine, it did not recognize the sound card installed in that computer.

The Audio Tuning Wizard shows nothing in the drop-down selection boxes, and, when the IP Communicator is launched, it gives a message that states **There are no compatible sound devices installed on this computer**.



Solution

This behavior is observed when a user attempts to install or use the IP Communicator on a system that has different names for the Playback (wave out) and Recording (wave in) devices.

In order to overcome this problem, perform one of these tasks:

- Use a USB headset that is recognized by the IP Communicator.
- Upgrade to the latest version of the IP Communicator; refer to IP Communicator System Software (registered customers only).

Related Information

- **Install and Configure IP Communicator with CallManager 4.x**
- **Cisco IP Communicator Q&A**
- **Voice Technology Support**
- **Voice and Unified Communications Product Support**
- **Troubleshooting Cisco IP Telephony**
- **Technical Support & Documentation – Cisco Systems**

[Contacts & Feedback](#) | [Help](#) | [Site Map](#)

© 2009 – 2010 Cisco Systems, Inc. All rights reserved. [Terms & Conditions](#) | [Privacy Statement](#) | [Cookie Policy](#) | [Trademarks of Cisco Systems, Inc.](#)

Updated: Jun 21, 2008

Document ID: 107347
