

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

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## 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.

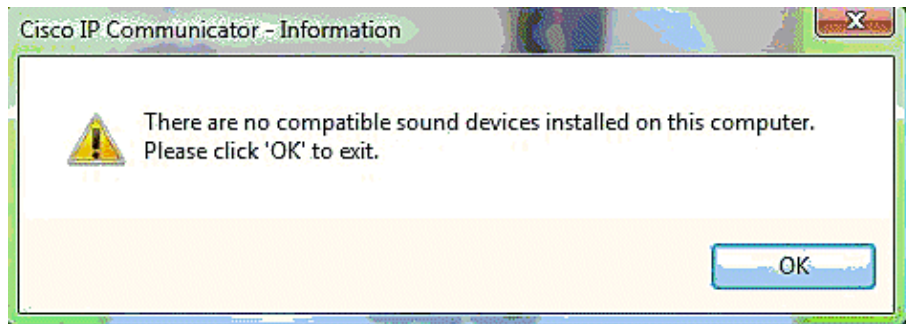
### Conventions

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).

## NetPro Discussion Forums – Featured Conversations

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## 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](#)
- [Recommended Reading: Troubleshooting Cisco IP Telephony](#)
- [Technical Support & Documentation – Cisco Systems](#)

