Disabling the “No Hardware” Mode

For PhoneTree 2100/2500/3500 and VoiceWave Series Models

When the PhoneTree software cannot detect the presence of the PhoneTree hardware during launch (usually caused by the Windows® Device Manager failing to load/unload the PhoneTree USB drivers, or sleep and/or hibernate functions not properly waking the drivers), the “Hardware not detected” error message will appear. If No Hardware is selected on this screen, the PhoneTree software will use your computer’s sound card for recording messages instead of the PhoneTree hardware and try to place calls using the PhoneTree OnDemand service.

When the “No Hardware” mode is enabled, the following may occur while trying to record messages and/or place calls:

- Blank recordings
- The “Call Center” desktop has been replaced with “Automation”
- “Use Sound Card” appears in the bottom-right corner of the desktop view
- The “Microphone” tab for the Configure Global Settings icon will be hidden
- The Configure Phone Lines, Configure Dialing Translator, Answering Machine, and Configure Remote Operation (select models) icons will be missing from the Admin desktop
- Error message: “MMCPlay: Device not ready!”
- Error message: “No installed sound devices. Click AddNewHardware in Control Panel.”
- Error message: “Please use Admin - ASP to enter an account number first.”
- Error message: “Please set the Area Code to be used for 7-digit phone numbers in the OnDemand configuration screen. OnDemand jobs cannot be submitted without this vital information.”

To switch back to using the PhoneTree hardware again, follow these steps:

1. Exit the PhoneTree software.

2. Disconnect the Power Adapter from the back of the PhoneTree unit and wait 30 seconds. Then, reconnect the Power Adapter. Windows will begin re-detecting the PhoneTree hardware.

3. Launch the PhoneTree software. Note: If the “Hardware not detected” error message appears, or if Call Center has been replaced with Automation on the desktop view, then Windows did not properly re-detect the PhoneTree hardware. Please contact PhoneTree Customer Support for assistance.

If this message appears, your PhoneTree hardware needs to be rebooted.
Disabling the “No Hardware” Mode, continued

4. Click **Admin**. Then, click the **Configure Global Settings** icon.

5. Click the **Microphone** tab and disable **Use the sound card in my PC to record/play messages**. Click **OK** to save your settings. Your PhoneTree hardware is now ready for use.

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