The Hardware Utility has a default speed of 19.2K. The RF units most likely are running at 56K so when you first start up the hardware utility you are unable to get through to the Units. Once you go to the RF tab and do a read configuration, the Hardware utility searches various baud rates until if finds the RF unit.

It then stays at that baud rate and you can then communicate.

The newer versions of the Hardware Utility automatically searches for a RF unit when it starts. If it finds one it sets the baud rate correctly if not it goes to the default rate of 19.2 like normal... With this new Hardware Utility the above issue described will go away.