

# Unified Call Recorder Service: BT Voice LAN0 Down

## BT Voice LAN0 Down Alert

### Content

```
Alert: BT Voice LAN0 Down
Service: Unified Recorder
Computer name: <COMPUTER_NAME>
Alert id: .115.0.24
Time: <TIME> (UTC)
Severity: CRITICAL

Description:
BT Voice LAN0 Down

Alert attributes:
Hostname (OID: .200.3): <COMPUTER_NAME>
```

### Cause

The BT Heartbeat service reported losing both the Voice VLANs A and B

### Resolution

Check the state of the IPSI card, and the network connectivity of the VLANs