

## ALM0060 - Recorded Announcement Device

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### DESCRIPTION

Recorded Announcement Device is set to "No" in the Class Of Service (COS) on the PBX.

### SEVERITY

Minor

### IMPACT

If your Intelligent Queue or IVR Routing ports are going to be used as messaging only ports, you must select "Yes" for this option.

### TROUBLESHOOTING STEPS

1. Open the **3300 ESM**.
2. On the left click on **System Properties => System Feature Settings => Class of Service Options**.
3. Click the Class of Service that threw the alarm, and click the **Change** button at the top.
4. Scroll down to **RAD** and set **Recorded Announcement Device** to **Yes**.
5. Click **Save**. **NOTE:** This alarm will need to be cleared manually by going to **YourSite Explorer** and clicking on Alarms. Select the alarm in question and click the **Snooze** button. **APPLIES TO**

IQ 5.8.0.7

IVR / VWM 6.0 SP1

**Keywords:** RAD Recorded Announcement Device IQ IVR VWM

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