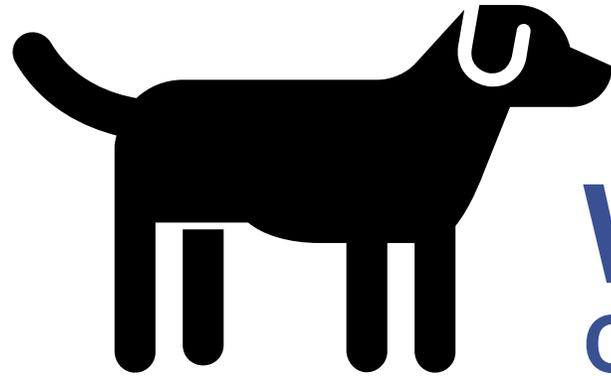


AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE - Summary Overview

November 2021



WARNING

CANINE INTERRUPTS

Agenda: AT&T HVS 911 Update – Ray Baum Act Compliance Training Webinar

- Overview of Ray Baum and Kari's Law Requirements
 - Compliance dates
 - State requirements
- Clearspan compliance recommendation
- Dispatchable location
 - Defining/identifying
- Intrado Emergency Routing Service (ERS)
 - Emergency Response Location (ERL)
- OpEasy integration with Intrado Emergency Response Service (ERS)
 - Creating Dispatchable Locations and Emergency Response Locations
 - Assigning ERLs to devices
 - (OpEasy sync with Intrado ERS – waiting for write up from Marty)
 - Migrating subscribers from existing Intrado ERS accounts
- Communicator on PCs and mobile devices
- LIS / HELD
 - MS Teams and HELD capable phones
- Next steps
- Questions

Overview of Ray Baum and Kari's Law requirements

Overview of Ray Baum Requirements

FCC 19-76



In August 2019, the Federal Communications Commission (FCC) adopted rules implementing two federal laws that strengthen emergency calling: Kari's Law and Section 506 of RAY BAUM'S Act.

Overview of Ray Baum Requirements

OBJECTIVE



Section 506 of the RAY BAUM'S Act requires that "dispatchable location" information is conveyed with 911 calls, regardless of the technology used, so that 911 call centers (PSAP) will receive the caller's location automatically and can dispatch responders quickly and accurately locate the caller. Dispatchable location information includes the street address of the caller and additional information, such as a room or floor number, or similar information necessary to adequately identify the location of the calling party as quickly as possible.

Overview of Ray Baum and Kari's Law Requirements

FCC 19-76

Ray Baum Act

Section 506 of the RAY BAUM'S Act requires that "dispatchable location" information is conveyed with 911 calls, regardless of the technology used, so that 911 call centers (PSAP) will receive the caller's location automatically and can dispatch responders quickly and accurately locate the caller. Dispatchable location information includes the street address of the caller and additional information, such as a room or floor number, or similar information necessary to adequately identify the location of the calling party as quickly as possible.

Kari's Law

The ability to make 911 calls with or without prefix digits and to provide notification that a 911 call was made

Overview of Ray Baum Requirements

COMPLIANCE DATES

Jan. 6, 2021

- MLTS on-premises, fixed devices (analog)
- Fixed interconnected VoIP services (analog)

These are wired telephones.

Jan. 6, 2022

- MLTS on-premises, non-fixed devices and off-premises devices
- Non-fixed interconnected VoIP services

These are mobile devices or phone numbers not tied to a geographic location or wire.

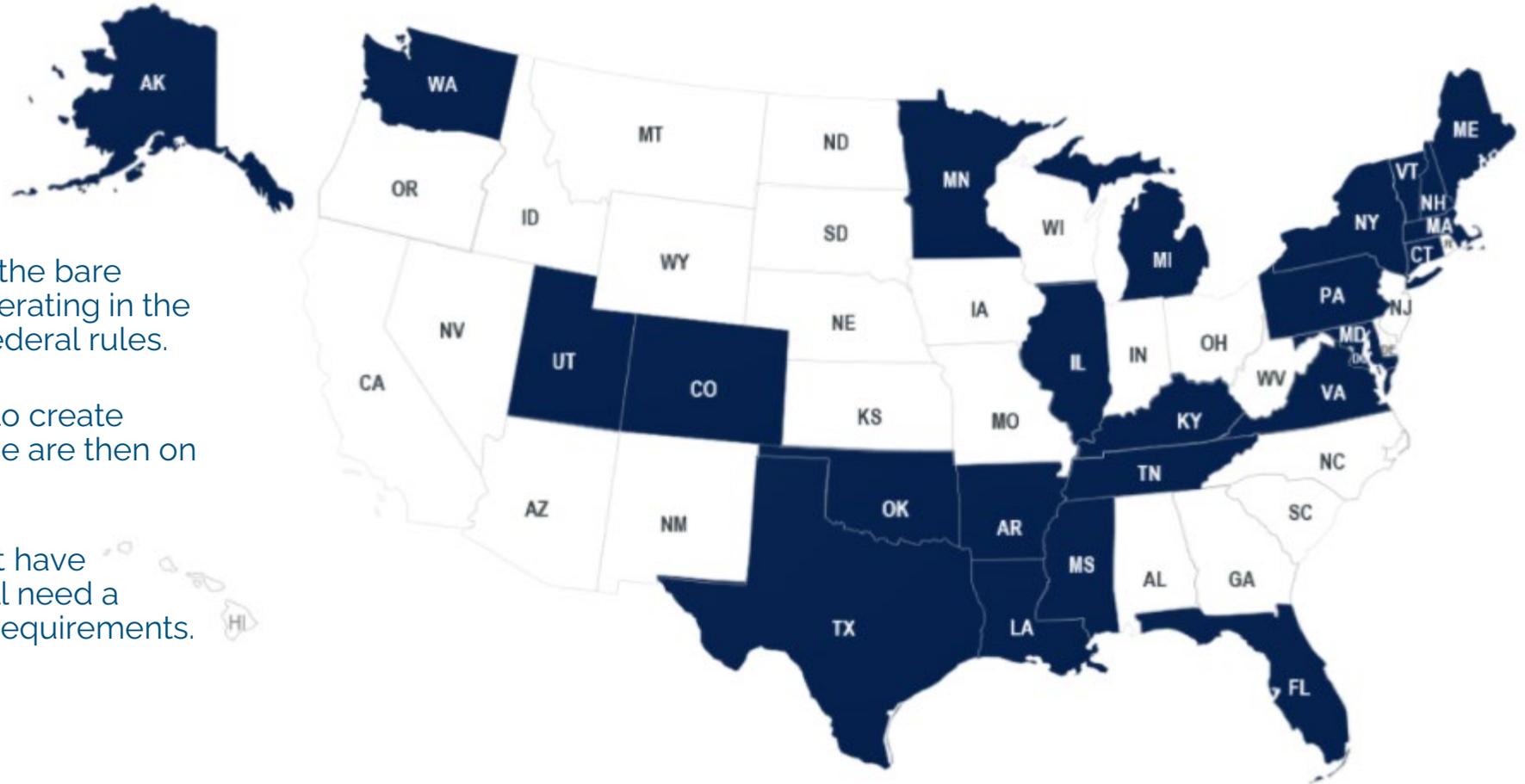
Overview of Ray Baum Requirements

STATE ENHANCED 911 LEGISLATION

The federal requirements are the bare minimum. Every company operating in the 50 states must abide by the federal rules.

If an individual state chooses to create additional rules to follow, those are then on top of the federal rules.

Companies/organizations that have locations in multiple states will need a method to meet each state's requirements.



Overview of Ray Baum Requirements

GUIDANCE AND APPROVAL

We're not lawyers – We recommend that organizations work with their public safety group, regulatory advisors and legal teams to understand how these 911 laws and regulations affect their operations.

Dispatchable Location

Overview of Ray Baum Requirements

DISPATCHABLE LOCATION



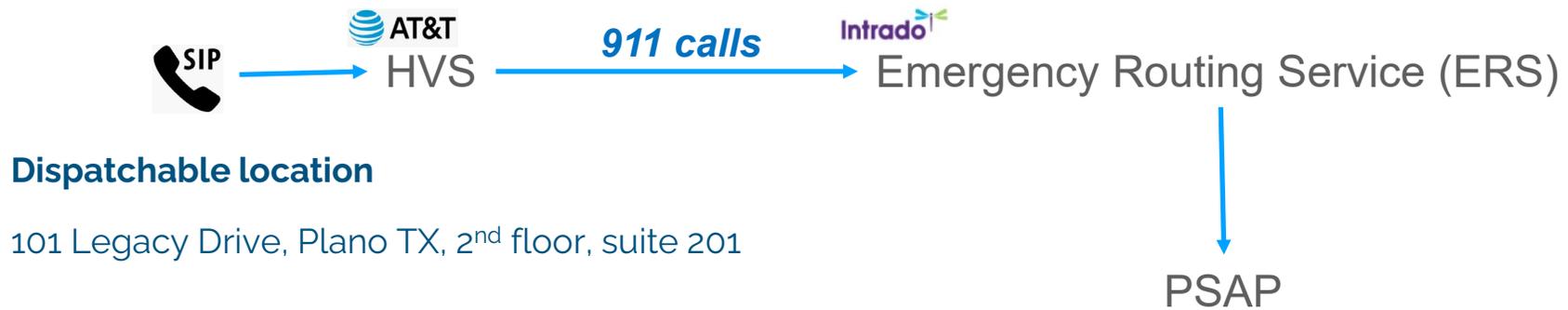
Dispatchable location

101 Legacy Drive, Plano TX, 2nd floor, suite 201

Intrado Emergency Response Service (ERS)

Overview of Ray Baum Requirements

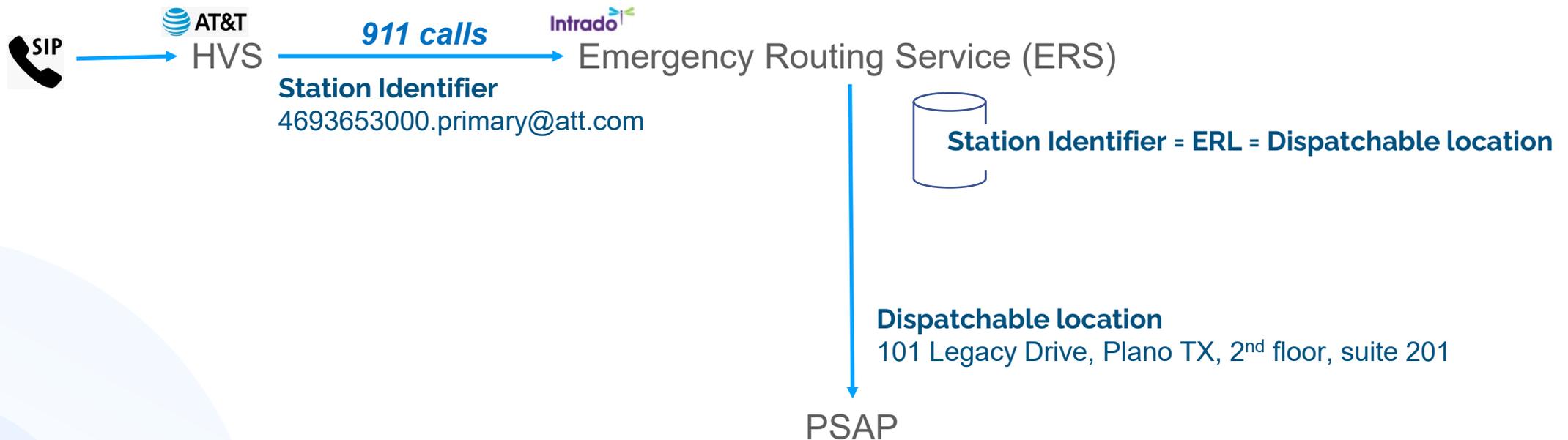
DISPATCHABLE LOCATION AND EMERGENCY RESPONSE LOCATION



Overview of Ray Baum Requirements

DISPATCHABLE LOCATION AND EMERGENCY RESPONSE LOCATION

Each dispatchable location will have a 1:1 relationship to an Emergency Response Location (ERL) in the Intrado Emergency Response Service (ERS).



OpEasy integration with Intrado Emergency Response Service (ERS)

OpEasy Integration with Intrado Emergency Routing Service (ERS)

ADDITIONAL BENEFITS

OpEasy provides an integration with the ERS accounts that **significantly simplifies** the provisioning of the ERS accounts

- Individual ERL and Subscriber provisioning
- Bulk ERL and Subscriber provisioning
- Automation of ERS rules for device types
- Leverages EA, GA, DA admin roles
- DA admins limited to assign ERLs to users



OpEasy creating Dispatchable Locations and Emergency Response Locations

Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



[Clearspan Product Information](#)

OpEasy Version 21.1.502 Installed 10/13/21 -. IFT in progress- please report any issues.



[Skip Nav](#) [About](#) [Logout](#) [Change Password](#) [Release History](#) [Provisioning](#) [Reporting](#) [Admin Tools](#) [Do Not Sell My Personal Information](#)

Logged In

- [911 Services](#)
- [Administrative Tools](#)
- [Login Management](#)
- [Monitoring](#)
- [Provisioning](#)
- [Reporting](#)

OpEasy

Choose an OpEasy application.

[911 Services](#)

Display and manage 911 Services.

[Administrative Tools](#)

Perform system-level management functions, including default privilege management, licensing, and system settings.

[Login Management](#)

Display, add, and change OpEasy administrator names and passwords.

[Monitoring](#)

Display and configure system monitoring information.

[Provisioning](#)

Provision Clearspan Users and Phone Devices, both individually and from spreadsheets.

[Reporting](#)

Schedule or immediately run reports. In addition, display Call Detail Reporting (CDR) records and configure the CDR Manager.

Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



[Clearspan Product Information](#)

OpEasy Version 21.1.502 Installed 10/13/21 -. IFT in progress- please report any issues.



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911 Services

[EGW Manager](#)

[ERS](#)

911 Services

Choose an Emergency Gateway Manager function.

[Emergency Gateway \(EGW\)](#)

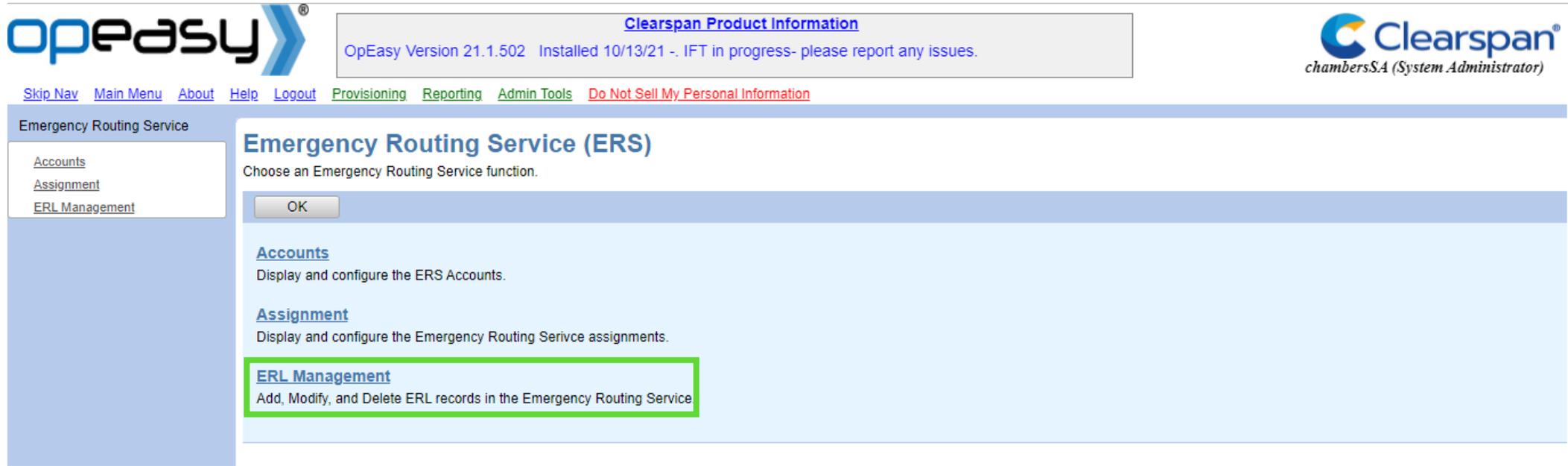
Manage the Emergency Gateways Servers (EGW).

[Emergency Routing Service \(ERS\)](#)

Manage the Emergency Routing Service (ERS).

Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



opEasy 

[Clearspan Product Information](#)

OpEasy Version 21.1.502 Installed 10/13/21 -. IFT in progress- please report any issues.

 **Clearspan**
chambers.SA (System Administrator)

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Emergency Routing Service

[Accounts](#)
[Assignment](#)
[ERL Management](#)

Emergency Routing Service (ERS)

Choose an Emergency Routing Service function.

Accounts
Display and configure the ERS Accounts.

Assignment
Display and configure the Emergency Routing Service assignments.

ERL Management
Add, Modify, and Delete ERL records in the Emergency Routing Service

- **Build the Emergency Response Location 1st**
- **Then assign ERLs to devices**



Clearspan Product Information

OpEasy Version 21.1.502 Installed 10/13/21 - IFT in progress- please report any issues.



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Emergency Routing Service

- [Accounts](#)
- [Assignment](#)
- [ERL Management](#)

ERS ERL Records

Manage ERL Records for the ERS. To add a new ERL, press the Add button. To display a list of ERL records to edit or delete, press the Search button.

OK

Add

ERS Account:

ERL Search:

ERL Records

ERL Name ↕	ERL Description ↕	Address ↕
No matching ERL records.		
- End of ERL Records -		

Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



[Clearspan Product Information](#)
OpEasy Version 21.1.502 Installed 10/13/21 -. IFT in progress- please report any issues.



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Emergency Routing Service

[Accounts](#)
[Assignment](#)
[ERL Management](#)

ERL Record Add

Add a new ERL record to the ERS.

OK

Cancel

ERS Account: Clearspan-911-Test

ERL Identification

* ERL Name:

Provide a name for the ERL that is intuitive to the admin

Civic Address

* House #:

* Street/Road:

* City:

* State:

* Zip Code:

* Country:

Provided with 911 call

Location:

Description:

A description of the location is intuitive to the admin, this will NOT be provided with the 911 call

Routing Options

Delivery Method:

 PSAP Security Desk Conference

Custom Callback:

Notification Email:

(Comma-separated list of email addresses)

Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



Clearspan Product Information

OpEasy Version 21.1.502 Installed 10/13/21 -. IFT in progress- please report any issues.



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Emergency Routing Service

- [Accounts](#)
- [Assignment](#)
- [ERL Management](#)

ERL Record Add

Add a new ERL record to the ERS.

OK

Cancel

ERS Account: Clearspan-911-Test

ERL Identification

* ERL Name: 1234 Clearspan HQ - engineering

Civic Address

* House #: 5360

* Street/Road: Legacy Drive

* City: Plano

* State: Texas

* Zip Code: 75024

* Country: US

Location: 2nd floor - suite 200

Description: engineering lab area

Routing Options

Delivery Method: PSAP Security Desk Conference

Custom Callback:

Notification Email: david.chambers@clearspancloud.com; 4693653000@txt.att.net (Comma-separated list of email addresses)

Security Desk DID: 4693653111

Notification Display: Original

Security Desk Mute: Unmuted



Clearspan Product Information

OpEasy Version 21.1.502 Installed 10/13/21 -. IFT in progress- please report any issues.



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Provisioning

- [Users](#)
- Virtual Users
 - [Auto Attendants](#)
 - [Flex Seating Hosts](#)
 - [Group Paging](#)
 - [Hunt Groups](#)
 - [Virtual User Inventory](#)
- Import
- Export**
- [Scheduling](#)
- [Phone Management](#)
- Phone Templates
 - [Definitions](#)
 - [Key Definitions](#)
 - [Global Settings](#)
- Server Addresses
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 - [Emergency Call Notification](#)
 - [MOH Profiles](#)
 - [Phone Numbers](#)
 - [Service Packs](#)
 - [SMDI Proxy](#)
 - [SR Defined Fields](#)
 - [System Defined Fields](#)

Export Clearspan Data

Export clearspan data into a spreadsheet.

Press 'Start Export' to begin export processing. To schedule an export for later processing, press 'Schedule Export'.

Press 'Retrieve Results' to download results of the current export. Press 'E-mail Results' to E-mail results of the current export.

Export

Export Type:

Enterprise:

Exported Worksheets: [Select All](#) [Clear All](#)

Departments EmergencyCallNotification EnterpriseVoiceVPNPolicy ErlRecords
 PhoneNumbers

Notification: Send E-mail Notification

E-mail: To: david.chambers@clearspancloud.com

Attachment: Attach Excel Spreadsheet

Attachment File Name:

Retrieve: Retrieve File Name:

(Useful tags for File Names: {Id}, {Enterprise}, {Time}, {StartTime}, {EndTime}, {Admin})

Spreadsheet Version: E226

Enter Search Criteria:

Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



Clearspan Product Information

OpEasy Version 21.1.502 Installed 10/13/21 -. IFT in progress- please report any issues.



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Provisioning

- Users
- Virtual Users
 - Auto Attendants
 - Flex Seating Hosts
 - Group Paging
 - Hunt Groups
 - Virtual User Inventory
- Import**
- Export
- Scheduling
- Phone Management
- Phone Templates
 - Definitions
 - Key Definitions
 - Global Settings
- Server Addresses
 - EMS
 - Conference
- User Profiles
- Enterprise
 - Authorize Services
 - Departments
 - Device Types
 - Device Type Tags
 - Emergency Call Notification
 - MOH Profiles

Import

Import a list of phone devices, users, or features from a spreadsheet.
Press 'Start Import' to begin import processing. To schedule an import for later processing, press 'Schedule Import'.
Press 'Retrieve Results' to download results of the current import. Press 'E-mail Results' to E-mail results of the current import.

OK Get Worksheet E-mail Worksheet Scheduling

Import

Import Type:

Enterprise:

* Provisioning Spreadsheet:

Notification: Send E-mail Notification

E-mail: To: david.chambers@clearspancloud.com

Attachment: Attach Excel Spreadsheet

Attachment File Name:

Retrieve: Retrieve File Name:

(Useful tags for File Names: {Id}, {Enterprise}, {Time}, {StartTime}, {EndTime}, {Admin})

Spreadsheet Version: E226

OpEasy Provisioning - Emergency Routing Service (ERS)

Import Spreadsheet Overview

Enterprise:	Date:	Version:	Modify Command:	ERL ID	ERL Name	House Number	Street	City	State	Zip Code	Country	Location	Description	Delivery Method	Custom Callback	Notification Email	Security Desk DID	Notification Disp	Security Desk Me	Error Res
Done	Add	Clearspan headquarters, 2nd floor. leave blank for import			5360 Legacy Drive Suite 200	Legacy Drive	Plano	TX	75024-9190	US	north side of second floor	Clearspan operations and engineering	PSAP		bob.smith@clearspancloud.com	2146412304@ttx.att.net	469-965-9003			

ERL information

Valid postal address

Additional location information

Call handling and notification information

Error codes of import, if any

- The Command to execute upon import
- Add
 - Modify
 - Delete
 - 'Done' command indicates the end of the list

ERL Records tab

Emergency Routing Service (ERS) – OpEasy Provisioning

Import Spreadsheet Overview

	A	B	C	D
1	Enterprise:			
2	Date:			
3	Version: E226			
4				
5	Modify Command:			
6			(1-56 chars) (See DataHelp)	Export Only
7			ERL Identification	
8	Status	Command	ERL Name	ERL ID
9		Add	Clearspan headquarters, 2nd floor	
10				
11		Done		
12			Commands:	Description:
13			Add	Add an ERL Record to the ERS
14			Modify	Modify an ERL Record
15			Delete	Delete an ERL Record
16				
17				

Use the 'Add' command to add an ERL and dispatchable location; 'Done' indicates end of the list

Provide a name for the ERL that is intuitive to the admin

Leave this cell blank for imports; This will be automatically generated

Leave this cell blank for imports

Emergency Routing Service (ERS) – OpEasy Provisioning

Import Spreadsheet Overview

F	G	H	I	J	K	L
						
Modify	Modify	Modify	Modify	Modify	Modify	Modify
(1-56 chars)	(1-32 chars)	(2 chars)	(3-10 digits)	(2 chars)	(0-60 Chars) (NULL will delete)	(0-120 chars) (NULL will delete)
Street	City	State	Zip Code	Country	Location	Description
Legacy Drive	Plano	TX	75024-3130	US	north side of second floor	Clearspan operations and engineering

Must be a valid address

Additional location information that will be provide with the 911 call

A description of the location is intuitive to the admin, this will NOT be provided with the 911 call

Emergency Routing Service (ERS) – OpEasy Provisioning

Import Spreadsheet Overview

M	N	O	P	Q	R	S
Modify (PSAP, SecurityDesk, or Conference)	Modify (NULL will delete)	Modify (NULL will delete)	Modify (NULL will delete)	Modify (Original or Remapped)	Modify (Muted or UnMuted)	
Routing Options						
Delivery Method	Custom Callback	Notification Email	Security Desk DID	Notification Display	Security Desk Mute	Error Response
PSAP		bob.smith@clearspancloud.com:2146412222@txt.att.net	469-365-3003		UnMuted	

Leave this cell blank for DID users

List of email addresses and/or email-to-text addresses, separated by comma (,), that will receive alerts when a 911 call is initiated

Only applies if the security desk is part of the 911 call

Only applies if the security desk is the part of the 911 call, either conference or only destination

Only applies if the security desk is part of a 911 conference call

Where to route the call

- PSAP
- Security Desk (requires a DID in column 'P')
- Conference (ERS will conference the caller, PSAP, & Security Desk)

OpEasy assigning ERLs to devices

Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



Clearspan Product Information

OpEasy Version 21.1.502 Installed 10/13/21 -. IFT in progress- please report any issues.



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Provisioning

Users

Virtual Users

- [Auto Attendants](#)
- [Flex Seating Hosts](#)
- [Group Paging](#)
- [Hunt Groups](#)
- [Virtual User Inventory](#)

Import

Export

Scheduling

Phone Management

Phone Templates

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- [Key Definitions](#)
- [Global Settings](#)

Server Addresses

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User Profiles

Enterprise

- [Authorize Services](#)
- [Departments](#)
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- [Device Type Tags](#)
- [Emergency Call Notification](#)
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- [Phone Numbers](#)
- [Service Packs](#)
- [SMDI Proxy](#)
- [SR Defined Fields](#)
- [System Defined Fields](#)
- [User Defined Fields](#)
- [Voice VPN](#)

Group

- [Announcements](#)
- [Auth Codes](#)
- [Call Pickup](#)
- [Departments](#)
- [Device Type Tags](#)

Advanced: User Modify

Modify an existing Clearspan user.

Enterprise: Mitel -- Corporate Users
Group: Plano 5th Floor -- Engineering Cloud Support
User: Chambers, David (david.chambers@aastra.com)

Service: (Select Service) ▾

Phone Devices

Primary Phone: Mitel6873iDMS-4693653616

Phone Level: Group

Shared Call Appearance: (add a line for this user on another phone)

Phone Restart

Select All Phones:

Restart Phones on Save:

Phone Devices

Restart Select	Device Name	Device Level	MAC Address	Device Type	Line / Port	Type	Disabled	Template	...	Edit
<input type="checkbox"/>	Mitel6873iDMS-4693653616	Group	08000F9F7432	Mitel 6873i (DMS)	4693653616.primary@m4k.clearspan.mitel.com	Primary	false	Secure 6873i (Group)	<input type="button" value="View"/>	<input type="button" value="Edit"/>
	4693653616-EngageDesktop	Group		Business Communicator - PC	4693653616.sca01desktop@rug.clearspan.mitel.com	SCA	false	CSEngage-Desktop (Enterprise)	<input type="button" value="View"/>	<input type="button" value="Edit"/>
	4693653616.EngageMobile	Group		Connect - Mobile	4693653616.sca02csEngageMobile@rug.clearspan.mitel.com	SCA	false	CSEngage-Mobile (Enterprise)	<input type="button" value="View"/>	<input type="button" value="Edit"/>
<input type="checkbox"/>	Aastra6867iDMS-4693653616.sca03	Group	00085D3F12E3	Aastra 6867i (DMS)	4693653616.sca03@rug.clearspan.mitel.com	SCA	false	OneLineRemote (Enterprise)	<input type="button" value="View"/>	<input type="button" value="Edit"/>
<input type="checkbox"/>	Mitel6873iDMS-4693653616.sca4	Group	08000F9F802A	Mitel 6873i (DMS)	4693653616.sca04@rug.clearspan.mitel.com	SCA	false	OneLineRemote (Enterprise)	<input type="button" value="View"/>	<input type="button" value="Edit"/>
<input type="checkbox"/>	PolycomTrio8800DMS-4693653616.sca05	Group	64167F1E3600	Polycom Trio 8800 (DMS)	4693653616.sca05@m4k.clearspan.mitel.com	SCA	false	<-UserDefined>	<input type="button" value="View"/>	<input type="button" value="Edit"/>
	MSTeams-4693653616sca06	Group		Clearspan Native Teams Int	4693653616.sca06msteams@sb1.clearspan.mitel.com	SCA	false		<input type="button" value="View"/>	<input type="button" value="Edit"/>

- End of Phone Devices -

Emergency Routing Service (ERS) – OpEasy Provisioning

GUI

- Export
- Scheduling
- Phone Management
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 - Definitions
 - Key Definitions
 - Global Settings
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 - Emergency Call Notification
 - MOH Profiles
 - Phone Numbers
 - Service Packs
 - SMDI Proxy
 - SR Defined Fields
 - System Defined Fields
 - User Defined Fields
 - Voice VPN
- Group
 - Announcements
 - Auth Codes
 - Call Pickup
 - Departments
 - Device Type Tags
 - Emergency Call Notification
 - Group Paging
 - Music On Hold
 - Night Forwarding
 - Phone Directory Mgmt
 - Phone Numbers
 - Speed Dial & Lists
 - Speed Dial 100
 - SR Defined Fields
 - System Defined Fields
 - Virtual Extensions

Phone Device: 911TEST-2 (Group)

* Device Level: Group

Device Type: Aastra 6867i (DMS)

Template: DA-ONE-LINE (Group) View Template

Restart Phones on Save

User Line

* Line / Port: 4693654375.primary.911test2 @ a.clearspancloud.com

Line Position: 1st Phone Line

Hide Details

Device Description

Description:

Serial Number:

Phone Location:

Device Configuration

Host Name / IP Address: Port:

Outbound Proxy:

Stun Server:

* MAC Address: 00085D57F5AE (Device's MAC Address or Auto Install Device ID)

Device Protocol: SIP 2.0

Transport Protocol: Unspecified

VLAN ID: (VLAN is not enabled in the template)

WARNING: Modifying the VLAN ID may cause the phone to stop operating.

ERL Record Name: (None)

Encryption (TLS/SRTP): (None)
Clearspan HQ - engineering lab -- Clearspan engineering lab: 5360 LEGACY DR, PLANO, TX 75024, 2nd floor - suite 200

Lines/Ports:

Assigned Lines/Ports: 1

Unassigned Lines/Ports: 8

An ERL drop-down box, based on enterprise

Phone Device Users

Last Name	First Name	Department	Phone Number	Extension	User ID	Line / Port	Type	Position
6867i	911TEST-2		469-365-4375	54375	911test2@clearspancloud.com	4693654375.primary.911test2@a.clearspancloud.com	Primary	1

- End of Users -

Migrating subscribers from existing Intrade ERS Accounts

Migrating subscribers from existing Intrado ERS Accounts

Converting ERS to HVS Subscribers



- The Intrado ERS is the master reference for the ERL data
 - OpEasy will pull the ERL information from the ERS for HVS user provisioning
- HVS (Clearspan) is the master reference for the ERS subscribers
 - OpEasy 21.1 has a 'sync' function that will take the HVS subscriber information and update the ERS Subscribers

For an existing ERS sub-account, the ERS administrator needs to execute an ERS subscriber export and then import those subscribers via an OpEasy import to ensure that OpEasy synchronizes correctly

Migrating subscribers from existing Intrado ERS Accounts

Converting ERS to HVS Subscribers



Need to provide Intrado ERS Account IDs to the Clearspan OPS team



Home / [Clearspan Cloud - LIS lab](#) / Dru's Test Account

Account Dashboard

GENERAL INFORMATION 

Dru's Test Account

Account ID: 8E45C1C3-A3A8-40F7-937D-0AF75C860CF4

 NOC Contact: (985) 554-7744

 EMAIL NOTIFICATIONS

Migrating subscribers from existing Intrado ERS Accounts

Converting ERS to HVS Subscribers



- Dashboard
- Provisioning
- Monitoring
- Administration

Home / Clearspan Cloud - LIS lab / Dru's Test Account / Provisioning

Provisioning

- EXPORT
- BATCH PROVISIONING

FILTER

- ERLS
- SUBSCRIBERS**
- SUBNETS
- WIRELESS ACCESS POINTS
- SWITCHES

+ ADD SUBSCRIBER

Search

Showing 1 to 6 of 6 entries

RELOCATE	SUBSCRIBER ID	ERL INFORMATION	ERL NAME	RESPONDER TYPE	ROUTING STATUS	ADDRESS STATUS	ACCOUNT NAME	LAST UPDATED	DELETE
	3124481201.primary	3 BLACK DOG LN, SPRING, TX 77389 Attic Black Dog, 3-way ERL ID: 07EDB44F-3E1F-4B88-8473-6DD529634487	Black Dog	PSAP	Enhanced	Valid	Dru's Test Account	2021-10-20 @ 15:10:26	
	3124481200.primary	36 ROVER LN, HICKSVILLE, NY 11801 Basement, PSAP Rover, PSAP ERL ID: 941EFBC8-4948-4584-A233-C8596F1B7C7A	Rover	PSAP	Enhanced	Valid	Dru's Test Account	2021-10-20 @ 15:09:54	
	3124481005.primary	36 ROVER LN, HICKSVILLE, NY 11801	Rover	PSAP	Enhanced	Valid	Dru's Test Account	2021-10-20 @ 09:03:22	

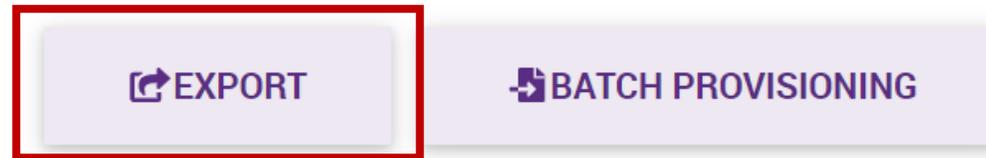
Migrating subscribers from existing Intrado ERS Accounts

Converting ERS to HVS Subscribers



Home / Clearspan Cloud - LIS lab / Dru's Test Account / **Provisioning**

Provisioning



▼ FILTER

📍 ERLS

👤 SUBSCRIBERS

📊 SUBNETS

+ ADD SUBSCRIBER

Migrating subscribers from existing Intrado ERS Accounts

Converting ERS to HVS Subscribers



Export Results ✕

Reports have a limit of 500,000 entries.

File Name

Example: myExportFile

Item Type(s) *

- ERLs
- Subscribers
- Subnets
- Wireless Access Points
- Switches

Select Columns *

- | | | |
|--|--|---|
| <input checked="" type="checkbox"/> Item Type * | <input checked="" type="checkbox"/> Port ID * | <input type="checkbox"/> Call Delivery |
| <input checked="" type="checkbox"/> Account Name/ID * | <input checked="" type="checkbox"/> Address * | <input type="checkbox"/> Security Desk DID |
| <input checked="" type="checkbox"/> Sub Account Name/ID * | <input checked="" type="checkbox"/> Location * | <input type="checkbox"/> SD Mute |
| <input checked="" type="checkbox"/> Subscriber ID * | <input checked="" type="checkbox"/> Name * | <input type="checkbox"/> Notification Display |
| <input checked="" type="checkbox"/> Subnet ID * | <input type="checkbox"/> ERL Label | <input type="checkbox"/> Custom Callback DID |
| <input checked="" type="checkbox"/> Subnet Name * | <input type="checkbox"/> Responder Type | <input type="checkbox"/> Latitude |
| <input checked="" type="checkbox"/> BSSID * | <input type="checkbox"/> Routing Status | <input type="checkbox"/> Longitude |
| <input checked="" type="checkbox"/> Access Point Name/ID * | <input type="checkbox"/> Address Status | <input type="checkbox"/> Map URL |
| <input checked="" type="checkbox"/> Switch Name * | <input type="checkbox"/> Last Updated | |
| <input checked="" type="checkbox"/> Chassis ID * | <input type="checkbox"/> Language | |
| <input checked="" type="checkbox"/> Port Name * | <input type="checkbox"/> Emergency Call Notification | |

(* required for batch provisioning)

CANCEL

EXPORT

Migrating subscribers from existing Intrado ERS Accounts

Converting ERS to HVS Subscribers



Required fields

Item Type(s) *

- ERLs
- Subscribers
- Subnets
- Wireless Access Points
- Switches

Select Columns *

- | | |
|---|--|
| <input checked="" type="checkbox"/> Item Type * | <input type="checkbox"/> Port ID * |
| <input checked="" type="checkbox"/> Account Name/ID * | <input type="checkbox"/> Address * |
| <input type="checkbox"/> Sub Account Name/ID * | <input type="checkbox"/> Location * |
| <input checked="" type="checkbox"/> Subscriber ID * | <input checked="" type="checkbox"/> Name * |

Export Results ✕

Reports have a limit of 500,000 entries.

File Name

Example: myExportFile

Item Type(s) *

- ERLs
- Subscribers
- Subnets
- Wireless Access Points
- Switches

Select Columns *

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Item Type * | <input type="checkbox"/> Port ID * | <input type="checkbox"/> Call Delivery |
| <input type="checkbox"/> Account Name/ID * | <input type="checkbox"/> Address * | <input type="checkbox"/> Security Desk DID |
| <input checked="" type="checkbox"/> Sub Account Name/ID * | <input type="checkbox"/> Location * | <input type="checkbox"/> SD Mute |
| <input checked="" type="checkbox"/> Subscriber ID * | <input checked="" type="checkbox"/> Name * | <input type="checkbox"/> Notification Display |
| <input type="checkbox"/> Subnet ID * | <input type="checkbox"/> ERL Label | <input type="checkbox"/> Custom Callback DID |
| <input type="checkbox"/> Subnet Name * | <input type="checkbox"/> Responder Type | <input type="checkbox"/> Latitude |
| <input type="checkbox"/> BSSID * | <input type="checkbox"/> Routing Status | <input type="checkbox"/> Longitude |
| <input type="checkbox"/> Access Point Name/ID * | <input type="checkbox"/> Address Status | <input type="checkbox"/> Map URL |
| <input type="checkbox"/> Switch Name * | <input type="checkbox"/> Last Updated | |
| <input type="checkbox"/> Chassis ID * | <input type="checkbox"/> Language | |
| <input type="checkbox"/> Port Name * | <input type="checkbox"/> Emergency Call Notification | |

(* required for batch provisioning)

⚠ Exported file will not contain all fields required for batch provisioning if you continue.

CANCEL

EXPORT

Migrating subscribers from existing Intrado ERS Accounts

Converting ERS to HVS Subscribers



Provisioning

EXPORT BATCH PROVISIONING

FILTER

ERLS SUBSCRIBERS SUBNETS WIRELESS ACCESS POINTS SWITCHES

+ ADD SUBSCRIBER

Search

Search by Subscriber ID

Showing 1 to 6 of 6 entries

RELOCATE	SUBSCRIBER ID	ERL INFORMATION	ERL NAME	RESPONDER TYPE	ROUTING STATUS	ADDRESS STATUS	ACCOUNT NAME	LAST UPDATED	DELETE
↕	3124481201.primary	3 BLACK DOG LN, SPRING, TX 77389 Attic Black Dog, 3-way ERL ID: 07EDB44F-3E1F-4B88-8473-6DD529634487	Black Dog	PSAP	Enhanced	Valid	Dru's Test Account	2021-10-20 @ 15:10:26	🗑️
	3124481200.primary	36 ROVER LN, HICKSVILLE, NY 11801 Resamant PSAP	Rover	PSAP	Enhanced	Valid	Dru's Test Account	2021-10-20 @ 15:09:54	

File Manager David Chambers (Super Admin)

File Manager David Chambers (Super Admin) ?

Migrating subscribers from existing Intrado ERS Accounts

Converting ERS to HVS Subscribers



Export Clearspan Data

Export clearspan data into a spreadsheet.
Press 'Start Export' to begin export processing. To schedule an export for later processing, press 'Schedule Export'.
Press 'Retrieve Results' to download results of the current export.

OK Scheduling

Export

Export Type: (Select Export) ▾

Notification: (Select Export)

E-mail: Export: Advanced notification@clearspancloud.com
Export: System @clearspancloud.com
Export: Enterprise reach ...
Export: Group reach ...

Attachment File Name: _____



[Clearspan Product Information](#)

Updated: OpEasy Version 21.1.520 Installed 10/24/21 -. IFT in progress- please re

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Provisioning

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 - Group Paging
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- Phone Templates
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- Enterprise

Export Clearspan Data

Export clearspan data into a spreadsheet.
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Press 'Retrieve Results' to download results of the current export. Press 'E-mail Results' to E-mail results of the current export.

OK Scheduling

Export

Export Type: (Select Export) ▾

Notification: (Select Export)

E-mail: Export: Advanced notification@clearspancloud.com
Export: System @clearspancloud.com
Export: Enterprise reach ...
Export: Group reach ...

Attachment File Name: _____

Retrieve: Retrieve File Name: _____

(Useful tags for File Names: {Id}, {Time}, {StartTime}, {EndTime}, {Admin})

Spreadsheet Version: _____

Start Export

Schedule Export

Migrating subscribers from existing Intrado ERS Accounts

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[Clearspan Product Information](#)

Updated: OpEasy Version 21.1.520 Installed 10/24/21 -. IFT in progress- please report any issues.



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Export Clearspan Data

Export clearspan data into a spreadsheet.

Press 'Start Export' to begin export processing. To schedule an export for later processing, press 'Schedule Export'.

Press 'Retrieve Results' to download results of the current export. Press 'E-mail Results' to E-mail results of the current export.

OK

Scheduling

Export

Export Type:

Enterprise:

Exported Worksheets: [Select All](#) [Clear All](#)

- | | | | |
|---|---|--|--|
| <input checked="" type="checkbox"/> Users | <input type="checkbox"/> AutoAttendant | <input type="checkbox"/> Announcements | <input type="checkbox"/> Voicemail |
| <input type="checkbox"/> AlternateNumbers | <input type="checkbox"/> BLF | <input type="checkbox"/> SCA | <input type="checkbox"/> CallCenterAgent |
| <input type="checkbox"/> CallCenterSupervisor | <input type="checkbox"/> CallForwarding | <input type="checkbox"/> CallForwardingSelective | <input type="checkbox"/> CallRecording |
| <input type="checkbox"/> ClearspanAnywhere | <input type="checkbox"/> CustomRing | <input type="checkbox"/> FaxMessaging | <input type="checkbox"/> FlexSeatingGuest |
| <input type="checkbox"/> Hoteling | <input type="checkbox"/> IntegratedIM&P | <input type="checkbox"/> MusicOnHold | <input type="checkbox"/> PriorityAlert |
| <input type="checkbox"/> Privacy | <input type="checkbox"/> SequentialRing | <input type="checkbox"/> SimultaneousRing | <input type="checkbox"/> SpeedDial |
| <input type="checkbox"/> VMDistribution | <input type="checkbox"/> Media5AndMediaPackReport | <input type="checkbox"/> DeviceTypeConversion | <input type="checkbox"/> UserDefinedFields |

Notification: Send E-mail Notification

E-mail: To: david.chambers@clearspancloud.com

Attachment: Attach Excel Spreadsheet

Attachment File Name:

Retrieve: Retrieve File Name:

(Useful tags for File Names: {Id}, {Enterprise}, {Time}, {StartTime}, {EndTime}, {Admin})

Spreadsheet Version: A283

Enter Search Criteria:

Start Export

Schedule Export

Migrating subscribers from existing Intrado ERS Accounts

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Export Clearspan Data

Export clearspan data into a spreadsheet.

Press 'Start Export' to begin export processing. To schedule an export for later processing, press 'Schedule Export'. Press 'Retrieve Results' to download results of the current export. Press 'E-mail Results' to E-mail results of the current export.

OK Scheduling

Export

Export Type:

Enterprise:

Exported Worksheets: [Select All](#) [Clear All](#)

<input checked="" type="checkbox"/> Users	<input type="checkbox"/> AutoAttendant
<input type="checkbox"/> AlternateNumbers	<input type="checkbox"/> BLF
<input type="checkbox"/> CallCenterSupervisor	<input type="checkbox"/> CallForwarding
<input type="checkbox"/> ClearspanAnywhere	<input type="checkbox"/> CustomRing
<input type="checkbox"/> Hoteling	<input type="checkbox"/> IntegratedIM&P
<input type="checkbox"/> Privacy	<input type="checkbox"/> SequentialRing
<input type="checkbox"/> VMDistribution	<input type="checkbox"/> Media5A

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Export Clearspan Data

Export clearspan data into a spreadsheet.

Press 'Start Export' to begin export processing. To schedule an export for later processing, press 'Schedule Export'.

Press 'Retrieve Results' to download results of the current export. Press 'E-mail Results' to E-mail results of the current export.

OK Scheduling

Export

Export Type:

Enterprise:

Exported Worksheets: [Select All](#) [Clear All](#)

<input checked="" type="checkbox"/> Users	<input type="checkbox"/> AutoAttendant	<input type="checkbox"/> Announcements	<input type="checkbox"/> Voicemail
<input type="checkbox"/> AlternateNumbers	<input type="checkbox"/> BLF	<input type="checkbox"/> SCA	<input type="checkbox"/> CallCenterAgent
<input type="checkbox"/> CallCenterSupervisor	<input type="checkbox"/> CallForwarding	<input type="checkbox"/> CallForwardingSelective	<input type="checkbox"/> CallRecording
<input type="checkbox"/> ClearspanAnywhere	<input type="checkbox"/> CustomRing	<input type="checkbox"/> FaxMessaging	<input type="checkbox"/> FlexSeatingGuest
<input type="checkbox"/> Hoteling	<input type="checkbox"/> IntegratedIM&P	<input type="checkbox"/> MusicOnHold	<input type="checkbox"/> PriorityAlert
<input type="checkbox"/> Privacy	<input type="checkbox"/> SequentialRing	<input type="checkbox"/> SimultaneousRing	<input type="checkbox"/> SpeedDial
<input type="checkbox"/> VMDistribution	<input type="checkbox"/> Media5AndMediaPackReport	<input type="checkbox"/> DeviceTypeConversion	<input type="checkbox"/> UserDefinedFields

Notification: Send E-mail Notification

E-mail: To: david.chambers@clearspancloud.com

Attachment: Attach Excel Spreadsheet

Attachment File Name:

Retrieve: Retrieve File Name:

(Useful tags for File Names: {id}, {Enterprise}, {Time}, {StartTime}, {EndTime}, {Admin})

Spreadsheet Version: A283

Only select 'Users' for the Advance Export

Migrating subscribers from existing Intrado ERS Accounts

Converting ERS to HVS Subscribers



Spreadsheet Version: A283

Enter Search Criteria:

(Select Field) Contains [] - +

Start Export

Schedule Export

Results

Results: **Completed** Start Time: 10/29/2021 11:54:38

Scheduling Request ID: 4909 End Time: 10/29/2021 11:54:40

Scheduling Results ID: 307141 Results Time: 10/29/2021 11:54:40

Retrieve Results Notification: E-mail Notification Sent

E-mail Results

Delete

Details:

*** Clearspan Export: Advanced ***

Enterprise: Clearspan-911-Test

Scheduling:

Request ID: 4909

Started: 10/29/2021 11:54:38

Finished: 10/29/2021 11:54:40

SUCCESSFUL: Export: Advanced completed successfully.

Once the export completes, you can retrieve the file or have it emailed

Migrating subscribers from existing Intrado ERS Accounts



Converting ERS to HVS Subscribers

Intrado ERS Subscriber Export

	A	B	C	D	E	F	G	H
1	Account Name:	Dru's Test Account	ID:	8E45C1C3-A3A8-40F7-937D-0AF75C860CF4	Generated at:	10/28/2021 17:39		
2	OP	RES	MSG	Item Type	Sub Account ID	Sub Account Name	Subscriber ID	ERL Name
3				SUBSCRIBER	8E45C1C3-A3A8-40F7-937D-0AF75C860CF4	Dru's Test Account	3124485502.primary.Test02	Black Dog
4				SUBSCRIBER	8E45C1C3-A3A8-40F7-937D-0AF75C860CF4	Dru's Test Account	3124481200.primary.Test02	Rover
5				SUBSCRIBER	8E45C1C3-A3A8-40F7-937D-0AF75C860CF4	Dru's Test Account	3124481005.primary.Test02	Rover
6				SUBSCRIBER	8E45C1C3-A3A8-40F7-937D-0AF75C860CF4	Dru's Test Account	3124481004.primary.Test02	Retriever
7				SUBSCRIBER	8E45C1C3-A3A8-40F7-937D-0AF75C860CF4	Dru's Test Account	3124481003.primary.Test02	Fido
8				SUBSCRIBER	8E45C1C3-A3A8-40F7-937D-0AF75C860CF4	Dru's Test Account	3124481002.primary.Test02	Black Dog
9								

OpEasy Advance Export

	AE	AF	
4			
5			
6			(NUI
7			
8	Device Type	Device LinePort	MAC
9	Aastra 6757i (DMS)	3124485502.primary.Test02@labval.mitel.com	00000
10	Aastra 6757i (DMS)	3124485503.primary.Test02@labval.mitel.com	00000
11	Aastra 6757i (DMS)	3124485504.primary.Test02@labval.mitel.com	00000

1. Match the LinePort

	S	T
4		
5	ModifyDevice	
6	(NULL will delete)	(See Data
7		
8	Device ERL Record Name	User Profile
9	Black Dog	
10		
11		

2. Update Device ERL Record Name

	A	B	C
4			
5	Modify Command:		
6			(See Data
7			
8	Status	Command	Group ID
9		ModifyDevice	Group_Pronto
10			Group_Pronto
11			Group Pronto

3. Use the 'ModifyDevice' command

4. Import the spreadsheet to OpEasy

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Converting ERS to HVS Subscribers



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Import

Import a list of phone devices, users, or features from a spreadsheet.

Press 'Start Import' to begin import processing. To schedule an import for later processing, press 'Schedule Import'.

Press 'Retrieve Results' to download results of the current import. Press 'E-mail Results' to E-mail results of the current import.

OK

Get Worksheet

E-mail Worksheet

Scheduling

Import

Import Type:

Enterprise:

* Provisioning Spreadsheet:

Announcement Files:

Notification: Send E-mail Notification

E-mail: To: david.chambers@clearspancloud.com

Attachment: Attach Excel Spreadsheet

Attachment File Name:

Retrieve: Retrieve File Name:

(Useful tags for File Names: {Id}, {Enterprise}, {Time}, {StartTime}, {EndTime}, {Admin})

Spreadsheet Version: A283

Start Import

Schedule Import

User Licenses (Enterprise): Used: 5
Available: Auto

3rd Party Phone Licenses (Enterprise): Used: 2
Available: 18

Take the modified OpEasy Advance Export spreadsheet and import it into OpEasy

Communicator on PCs and mobile devices

Communicator on PCs and mobile devices

NON-FIXED 911 CALL ORIGINATION SOURCES

- SIP Wired Endpoints 
- Nomadic Devices (PC) 
- Mobile Devices (Apple/iOS, Google/Android)  

Communicator on PCs and mobile devices

NON-FIXED 911 CALL ORIGINATION SOURCES

Nomadic Devices (Laptop)

- Solution: Location Manager (LM) with Emergency Routing Service (ERS)
 - Emergency Services for soft phones deployed on laptop computers
 - Lightweight client that prompts user to provide emergency response location when location is not recognized
 - The Location Manager widget automatically updates the ERS

Communicator on PCs and mobile devices

NON-FIXED 911 CALL ORIGINATION SOURCES

Mobile Devices (Apple/iOS, Google/Android)

- Solution: Emergency Call Response Center (ECRC) Service
 - Emergency Services for mobile devices are typically handled via the mobile service
 - ECRC Service is a WIFI backup to the embedded mobile service Emergency Services
 - Configured within the soft client to only be used if mobile service is unavailable

LIS / HELD

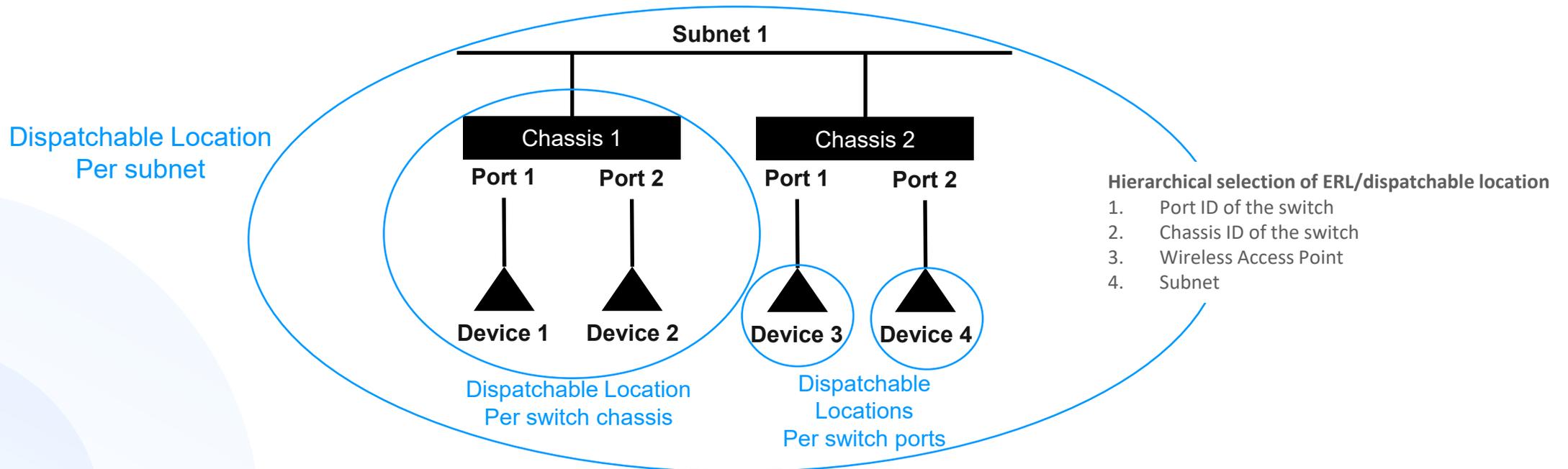
Define/detect dispatchable locations by the network location

LIS – Location Information Service

A service that provides a dispatchable location to a device based on the devices network location

HELD – HTTP Enabled Location Delivery

A protocol for a phone to request it's dispatchable location information to be delivered with a g11 call



LIS / HELD



Define/detect dispatchable locations by the network location

- Microsoft has a LIS for MS Teams
 - New release pending for remote workers
- Intrado has a LIS for Poly (V VX) and Mitel (68xx, 69xx) phones
 - New firmware pending
- OpEasy 21.1 will provision:
 - non-HELD capable/enabled phones
 - Communicator (PC)
 - MS Teams
- OpEasy 21.2 will provision HELD enabled phones

Next Steps

Next Steps

Preparation for Ray Baum with OpEasy

Define the dispatchable locations within your environment

- i.e., Valid street address + floor and/or room number
- This is the dispatch information for the first responders
- Include work-at-home users with desk phones

Create an Emergency Response Location (ERL) for each dispatchable location

- i.e., "EHC-2345" to represent East Hall campus – room 2345. Limit to 56 or fewer characters.
- This is the index into the dispatchable location database
- It is recommended to establish a naming convention that is intuitive

If there are extension-only devices or users, identify answering points (i.e., area attendant with DID)

- This is the destination for any callbacks from the first responders

Identify who will receive notifications when a 911 call is made

- Recommend a distribution list that includes email and text notifications

Questions / Comments

AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE - PART 1

THANK YOU