

# AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE

## Part 5 : Creating ERL's within OpEasy™

December 2021

# AT&T HVS 911 Update – Ray Baum Act Compliance Training Webinars



Training Videos, Webinars, & Presentation Downloads Available at  
[www.clearspancloud.com/att-admin-training](http://www.clearspancloud.com/att-admin-training)

OpEasy™ v21.x Documentation Available at  
[www.clearspancloud.com/admin\\_opeasy\\_training](http://www.clearspancloud.com/admin_opeasy_training)

# AT&T HVS 911 Update – Ray Baum Act Compliance Training

- Part 1: Overview of Ray Baum Act and Kari's Law Requirements
- Part 2: Clearspan Compliance Recommendation
- Part 3: Dispatchable Locations and Emergency Response Locations
- Part 4: Importing ERLs from Existing Intrado ERS Account to OpEasy
- **Part 5: OpEasy™ creating Intrado ERLs**
- Part 6: OpEasy™ assigning ERLs to Non-HELD capable SIP wired endpoints
- Part 7: OpEasy™ and HELD enabled SIP Wired Endpoints
- Part 8: Soft Clients on Computers (Nomadic Devices) – Intrado Location Manager
- Part 9: Soft Clients on Mobile Devices
- Part 10: Emergency Services for MS Teams

Part 5:

# OpEasy™ creating Intrado ERLs

# 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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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



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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®

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Clearspan®  
chambersSA (System Administrator)

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Emergency Routing Service

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

## Emergency Routing Service (ERS)

Choose an Emergency Routing Service function.

OK

**[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 1<sup>st</sup>
- Then assign ERLs to devices

# Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



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Emergency Routing Service

[Accounts](#)  
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[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.

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



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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:

*only use this for extension only devices/subscribers, it provides a DID for PSAP callbacks*

Notification Email:

(Comma-separated list of email addresses)

# Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



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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

# Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



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## Provisioning

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### Import

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[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.

OK

Scheduling

### 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:

(Select Field)

Contains

Start Export

Schedule Export

# Emergency Routing Service (ERS) – OpEasy Provisioning GUI



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## Provisioning

[Users](#)

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### Phone Templates

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### Server Addresses

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### 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


Start Import

Schedule Import

# OpEasy Provisioning - Emergency Routing Service (ERS)

## Import Spreadsheet Overview



Enterprise: 																			
Date: mm																			
Version: mm																			
Modify Command:																			

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	<b>Enterprise:</b>			
2	<b>Date:</b>			
3	<b>Version:</b> E226			
4				
5	<b>Modify Command:</b>			
6			(1-56 chars) (See DataHelp)	Export Only
7			ERL Identification	
8	<b>Status</b>	<b>Command</b>	<b>ERL Name</b>	<b>ERL ID</b>
9		Add	Clearspan headquarters, 2nd floor	
10				
11		Done		
12			<b>Commands:</b>	<b>Description:</b>
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


This will be automatically generated by the Intrado ERS; Leave this cell blank for imports; Use the ERL ID for Modify and Delete commands

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

## Import Spreadsheet Overview



Where to route the call	comma (,), that will receive alerts when a 911 call is initiated	conference or only destination
<ul style="list-style-type: none"> <li>PSAP</li> <li>Security Desk (requires a DID in column 'P')</li> <li>Conference (ERS will conference the caller, PSAP, &amp; Security Desk)</li> </ul>	Only applies if the security desk is part of the 911 call	Only applies if the security desk is part of a 911 conference call



Proceed to Part 6:

# **OpEasy™ assigning ERLs to Non-HELD capable SIP wired endpoints**

# AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE

# THANK YOU