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RAY BAUM COMPLIANCE TRAINING

Part 2 : Clearspan Compliance Recommendation

January 2022

Clearspan – Ray Baum Act Compliance Training Webinars

Training Videos, Webinars, & Presentation Downloads Available at
www.clearspancloud.com

OpEasy™ v21.x Documentation Available at
www.clearspancloud.com/admin_opeasy_training

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Clearspan – Ray Baum Act Compliance Training

- Part 1: Overview of Ray Baum Act and Kari's Law Requirements
- **Part 2: Clearspan Compliance Recommendation**
- Party 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

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Part 2:

Clearspan Compliance Recommendation

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3 Types of Non-Fixed Emergency Services Call Origination

1 Mobile Devices (Apple/iOS, Google/Android)

2 Nomadic Devices (PC)

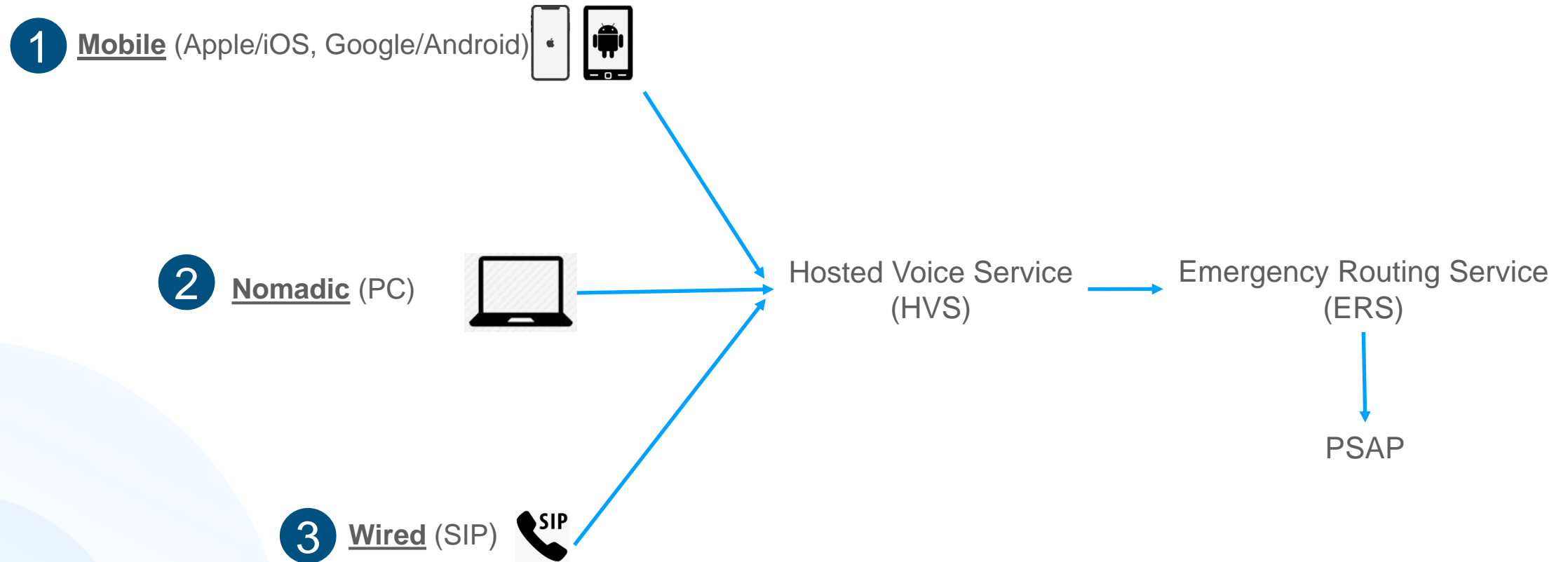**3** SIP Wired Endpoints

911 Call Treatment for Non-Fixed Endpoints

911 CALL FLOW

1 **Mobile** (Apple/iOS, Google/Android)

2 **Nomadic** (PC)

3 **Wired** (SIP)

Hosted Voice Service (HVS)

Emergency Routing Service (ERS)

PSAP

911 Call Treatment for Non-Fixed Endpoints

1 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

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911 Call Treatment for Non-Fixed Endpoints

2 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

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911 Call Treatment for Non-Fixed Endpoints

3   Wired SIP End Points

HELD Capable

- Location Information Service (LIS) with Emergency Routing Service (ERS)
- SIP wired end points that are 'HTTP Enabled Location Delivery' (HELD) capable in an LLDP environment

Non-HELD Capable

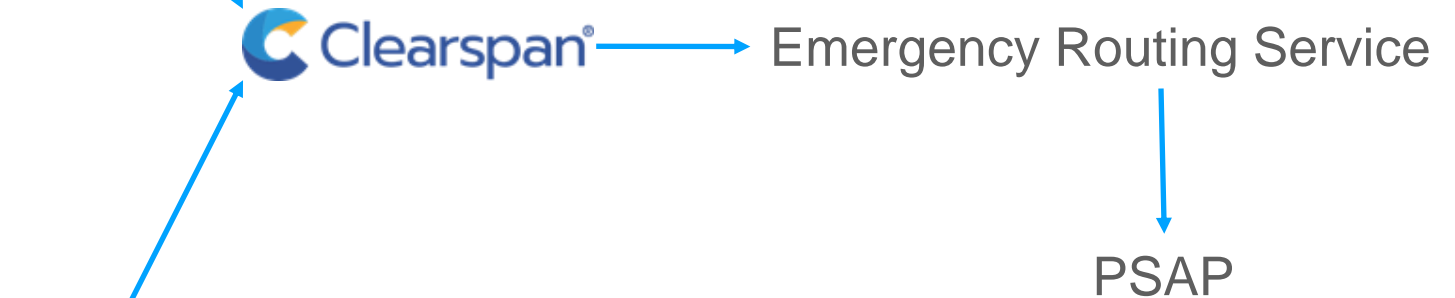- Customer locks down network / manually manages / builds custom monitoring

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911 Call Treatment for Non-Fixed Endpoints
Non-HELD Capable vs HELD Capable SIP Wired Endpoints

3 **Wired,** solution
HELD Capable

SIP ---- *HTTPS* ----> Location Information Service

Clearspan ----> Emergency Routing Service

PSAP

3 **Wired,** solution
Non- HELD Capable

SIP

Validated HELD Capable SIP Wired End Points

HELD – HTTP Enabled Location Delivery
A protocol for a phone to request it's dispatchable location information to be used for 911 calls

- Mitel 68xx, 69xx

- Poly VVX Models

- Requires Firmware update

- Requires network mapping

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Proceed to Part 3:

Dispatchable Locations and Emergency Response Locations

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