

Clearspan

RAY BAUM COMPLIANCE

Part 5: Creating ERL's within OpEasy™

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

Clearspan – 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](#)

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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

The screenshot displays the OpEasy Provisioning GUI for the Emergency Routing Service (ERS). The top header includes the OpEasy logo, a version notice (OpEasy Version 21.1.502, Installed 10/13/21 - IFT in progress- please report any issues.), and the Clearspan logo with the role 'chambersSA (System Administrator)'. A navigation bar contains links: Skip Nav, Main Menu, About, Help, Logout, Provisioning, Reporting, Admin Tools, and Do Not Sell My Personal Information. The left sidebar is titled 'Emergency Routing Service' and lists three options: Accounts, Assignment, and ERL Management. The main content area is titled 'Emergency Routing Service (ERS)' and prompts the user to 'Choose an Emergency Routing Service function.' Below this is an 'OK' button and three sections: 'Accounts' (Display and configure the ERS Accounts), 'Assignment' (Display and configure the Emergency Routing Service assignments), and 'ERL Management' (Add, Modify, and Delete ERL records in the Emergency Routing Service). The 'ERL Management' section is highlighted with a blue border.


- **Build the Emergency Response Location 1st**
- **Then assign 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.


chambersSA (System Administrator)

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Emergency Routing Service

[Accounts](#)
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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:

Clearspan-911-Test

ERL Search:

Search

(All ERL Records)

Contains:

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

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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



Clearspan Product Information

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Emergency Routing Service

[Accounts](#)
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[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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[Group Paging](#)
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Phone Management

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Server Addresses

[EMS](#)
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User Profiles

Enterprise

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[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.

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



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Provisioning

Users

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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:

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:	Version:	Modify Command:	ERL Modification	ERL ID	Home Address	Street	City	State	Zip Code	Country	Location	Description	Delivery Method	Custom Callback	Notification Email	Security Desk DID	Notification Disp	Security Desk Me	Error Resp
Done	Add	Clearspan headquarters, 2nd floor. leave blank for import			5260 Legacy Drive Suite 200	Legacy Drive	Plano	TX	75024-3130	US	north side of second floor	Clearspan operations and engineering	PSAP		bob.smith@clearspancloud.com	2146412304@txt.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

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	DID for PSAP callbacks	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 the part of the 911 call, either conference or only destination
<ul style="list-style-type: none"> PSAP Security Desk (requires a DID in column 'P') Conference (ERS will conference the caller, PSAP, & Security Desk) 			

Proceed to Part 6:

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

THANK YOU