AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE

Part 5 : Creating ERL's within OpEasy™

December 2021

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

Training Videos, Webinars, & Presentation Downloads Available at
www.clearspancloud.com/att-admin-training

OpEasy™ v21.x Documentation Available at
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

- 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

Part 5:

OpEasy™ creating Intrado ERLs

Emergency Routing Service (ERS) – OpEasy Provisioning
GUI

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GUI

- **Build the Emergency Response Location 1st**

- **Then assign ERLs to devices**

Emergency Routing Service (ERS) – OpEasy Provisioning
GUI

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GUI

AT&T

opeasy

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

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chambersSA (System Administrator)

Skip Nav   Main Menu   About   Help   Logout   Provisioning   Reporting   Admin Tools   Do Not Sell My Personal Information

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: (Select State) ▾
* Zip Code: [   ]
* Country: US ▾   *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)

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Emergency Routing Service (ERS) – OpEasy Provisioning
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OpEasy Provisioning - Emergency Routing Service (ERS)
Import Spreadsheet Overview

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 Identificatioin	
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
					(0-60 Chars)	(0-120 chars)
(1-56 chars)	(1-32 chars)	(2 chars)	(3-10 digits)	(2 chars)	(NULL will delete)	(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, Only use this for extension only devices/subscribers, it provides a 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

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

Where to route the call
- PSAP
- Security Desk (requires a DID in column 'P'
- Conference (ERS will conference the caller, PSAP, & Security Desk)
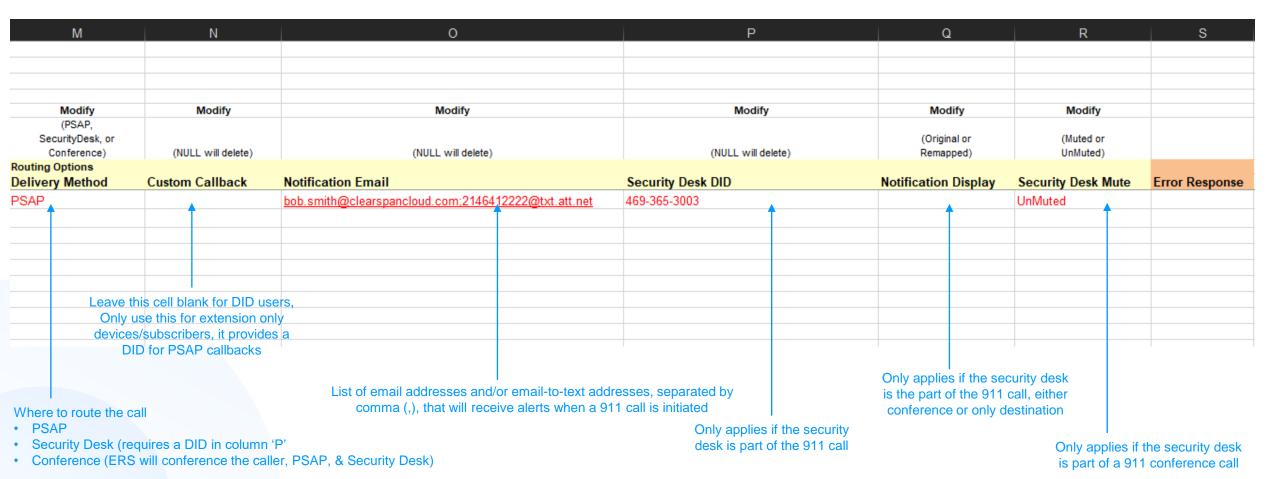
Proceed to Part 6:

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

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THANK YOU

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