

# AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE

## Part 6 : Assigning ERL's : SIP Wired Endpoints – Non-HELD Capable Devices

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

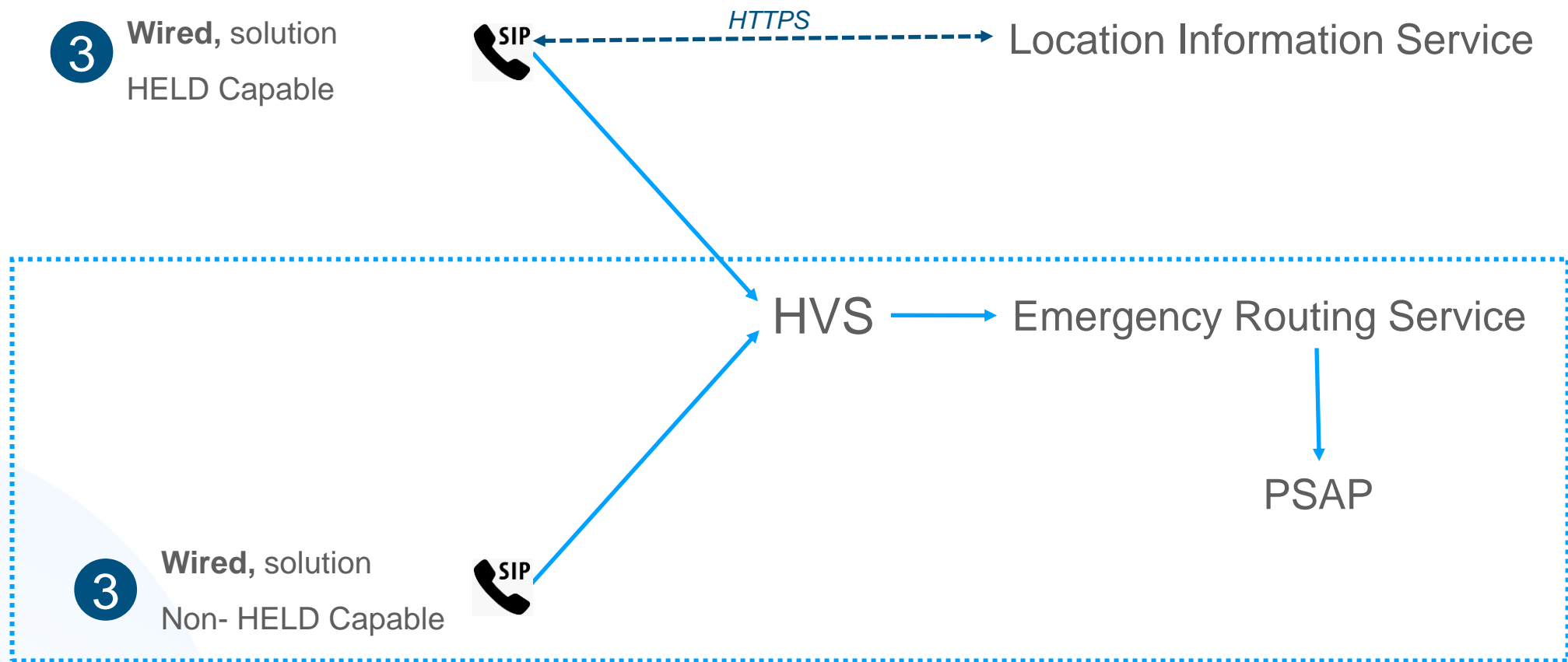
- Part 1: Overview of Ray Baum Act and Kari's Law Requirements
- Part 2: Clearspan Compliance Recommendation
- Part 3: Dispatchable Locations and Emergency Response Locations
- Part 4: Importing ERLs from Existing Intrado ERS Account to OpEasy
- Part 5: OpEasy™ creating Intrado ERLs
- **Part 6: OpEasy™ 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 6:

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

# 911 Call Treatment for Non-HELD Endpoints

911 CALL FLOW



# 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
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- User Profiles
- Enterprise
  - Authorize Services
  - Departments
  - Device Types
  - Device Type Tags
  - Emergency Call Notification
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  - 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.

OK Cancel Apply Delete

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

User Optional **Phones** Announcements

Phone Devices

Primary Phone: Mitel6873iDMS-4693653616  
 Phone Level: Group  
 Edit View Template  
 Shared Call Appearance: Add Shared Call Appearance (add a line for this user on another phone)  
 SCA Options

Phone Restart

Select All Phones:  Restart Selected 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)	View	Edit
	4693653616-EngageDesktop	Group		Business Communicator - PC	4693653616.sca01desktop@rug.clearspan.mitel.com	SCA	false	CSEngage-Desktop (Enterprise)	View	Edit
	4693653616.EngageMobile	Group		Connect - Mobile	4693653616.sca02csEngageMobile@rug.clearspan.mitel.com	SCA	false	CSEngage-Mobile (Enterprise)	View	Edit
<input type="checkbox"/>	Aastra6867iDMS-4693653616.sca03	Group	00085D3F12E3	Aastra 6867i (DMS)	4693653616.sca03@rug.clearspan.mitel.com	SCA	false	OneLineRemote (Enterprise)	View	Edit
<input type="checkbox"/>	Mitel6873iDMS-4693653616.sca4	Group	08000F9F802A	Mitel 6873i (DMS)	4693653616.sca04@rug.clearspan.mitel.com	SCA	false	OneLineRemote (Enterprise)	View	Edit
<input type="checkbox"/>	PolycomTrio8800DMS-4693653616.sca05	Group	64167F1E3600	Polycom Trio 8800 (DMS)	4693653616.sca05@m4k.clearspan.mitel.com	SCA	false	<-UserDefined>	View	Edit
	MSTeams-4693653616sca06	Group		Clearspan Native Teams Int	4693653616.sca06msteams@sb1.clearspan.mitel.com	SCA	false		View	Edit

- End of Phone Devices -



# Emergency Routing Service (ERS) – OpEasy Provisioning

GUI



- 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
  - 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

\* Device Level: Group  
 Device Type: Mitel 6873i (DMS)  
 Template: Secure 6873i (Group)   
 Restart Phones on Save

---

**User Line**

\* Line / Port: 4693653616.primary @ m4k.clearspan.mitel.com  
 Line Position: 1st Phone Line

**Device Description**

Description:   
 Serial Number:   
 Phone Location: Plano\_TX

**Device Configuration**

Host Name / IP Address:  Port:   
 Outbound Proxy:   
 Stun Server:   
 \* MAC Address: 08000F9F7432 (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.

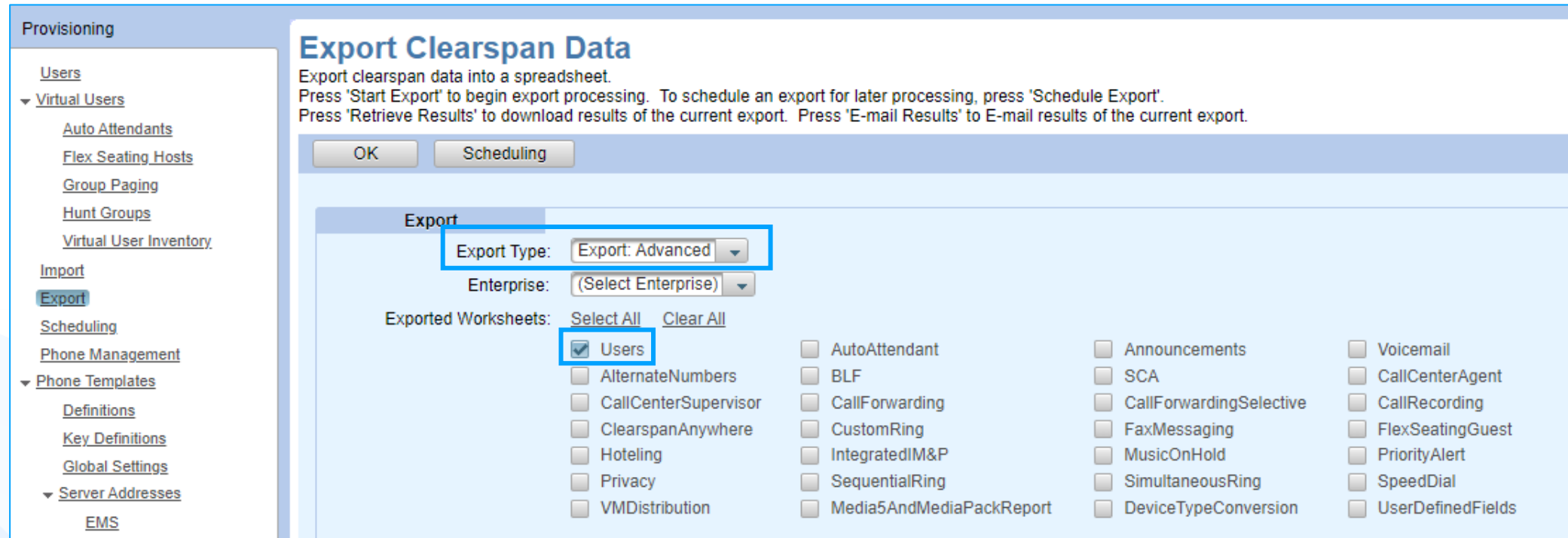
ERL Record Name:  This will present a drop-down box, based on enterprise, when ERLs are populated

Encryption (TLS/SRTP): TLS & SRTP Encryption used for All Calls  
 Encryption Override: None

Lines/Ports: 24  
 Assigned Lines/Ports: 1  
 Unassigned Lines/Ports: 23

Phone Device Users								
Last Name	First Name	Department	Phone Number	Extension	User ID	Line / Port	Type	Position
Chambers	David	Engineering	469-365-3616	53616	david.chambers@aastra.com	4693653616.primary@m4k.clearspan.mitel.com	Primary	1
- End of Users -								

ERLs can be assigned to devices using the OpEasy Advance User worksheet.  
The first step is to export the Advance User worksheet.



The screenshot shows the 'Export Clearspan Data' interface. On the left is a navigation menu under 'Provisioning' with categories like 'Users', 'Virtual Users', 'Import', 'Export', 'Scheduling', 'Phone Management', 'Phone Templates', and 'Server Addresses'. The 'Export' option is highlighted. The main area is titled 'Export Clearspan Data' and contains instructions: '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.' Below the instructions are 'OK' and 'Scheduling' buttons. The 'Export' section has a dropdown for 'Export Type' set to 'Export: Advanced' and another dropdown for 'Enterprise' set to '(Select Enterprise)'. Below these are 'Exported Worksheets' with 'Select All' and 'Clear All' links. A list of checkboxes follows, with 'Users' checked. Other unchecked items include: AlternateNumbers, CallCenterSupervisor, ClearspanAnywhere, Hoteling, Privacy, VMDistribution, AutoAttendant, BLF, CallForwarding, CustomRing, IntegratedIM&P, SequentialRing, Media5AndMediaPackReport, Announcements, SCA, CallForwardingSelective, FaxMessaging, MusicOnHold, SimultaneousRing, DeviceTypeConversion, Voicemail, CallCenterAgent, CallRecording, FlexSeatingGuest, PriorityAlert, SpeedDial, and UserDefinedFields.



# Syncing OpEasy with the Intrado ERS



Assigning ERLs to Subscribers using the Advance Export worksheet

## 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.

The screenshot shows the OpEasy web interface. At the top, there is a navigation bar with links: Skip Nav, Main Menu, About, Help, Logout, Provisioning, Reporting, Admin Tools, and Do Not Sell My Personal Information. The main content area is titled 'Export Clearspan Data' and includes a sidebar menu for 'Provisioning' with sub-items like 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, and Enterprise. The 'Export' section contains a form with fields for 'Export Type', 'Notification', 'E-mail', 'Attachment File Name', and 'Retrieve: Retrieve File Name'. A dropdown menu for 'Export Type' is open, showing options: (Select Export), Export: Advanced, Export: System, Export: Enterprise, and Export: Group. The 'Export: Advanced' option is highlighted. Below the form are buttons for 'Start Export' and 'Schedule Export'. A status bar at the top right indicates 'Clearspan Product Information' and 'Updated: OpEasy Version 21.1.520 Installed 10/24/21 - IFT in progress- please re'.

Select the Advance Export

# Syncing OpEasy with the Intrado ERS

Assigning ERLs to Subscribers using the Advance Export worksheet



## 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"/> Media5AndMediaPackReport

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

[Help](#) [Logout](#) [Provisioning](#) [Reporting](#) [Admin Tools](#) [Do Not Sell My Personal Information](#)

## 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

# Syncing OpEasy with the Intrado ERS



Assigning ERLs to Subscribers using the Advance Export worksheet

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

# Syncing OpEasy with the Intrado ERS



Assigning ERLs to Subscribers using the Advance Export worksheet

## 1. Find the LinePort

	AE	AF	
4			
5			Mk
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

## 2. Update Device ERL Record Name

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

## 3. Use the 'ModifyDevice' command

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

## 4. Import the spreadsheet to OpEasy

# Syncing OpEasy with the Intrado ERS



Assigning ERLs to Subscribers using the Advance Export worksheet

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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](#)

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#### Server Addresses

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[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:

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

Proceed to Part 7:

# OpEasy™ and HELD enabled SIP wired endpoints

# AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE

# THANK YOU

