

# AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE

## Part 8 : Soft Clients on Computers (Nomadic Devices) – Using Intrado Location Manager

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 8:

# Soft Clients on Computers (Nomadic Devices)

## Intrado Location Manager

# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

HVS utilizes a software module, Location Manager (LM), from Intrado to address the Ray Baum compliance requirements for softphone clients on a PC or MAC.

Location Manager is installed on the PC or MAC and resides in the tool tray.



# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

Location Manager (LM) can detect a change in IP address and/or a change in the Wi-Fi connection information. When a change is detected, the LM will check to see if this is a known location based on the network information. If location is known, the LM will automatically update the ERS with the change in dispatchable location.




# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

If the location is not known, it will prompt the user for dispatchable location information and then provide an update to the ERS.



 **911 Location Manager** ? ×

Where are you located?

Name \*

House # \* Street/Road \*

Location Details

City \* Country \*

State \* Zip Code \*

CancelSave

# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

The LM can cache up to 100 dispatchable locations. This allows the user to select the new location from a list of known predefined dispatchable locations.



**Intrado** Information to Insight | **911 Location Manager** ? x

---

**SOFTPHONE NUMBER**

(469) 365-3616

---

**LOCATION** Edit History

**David Chambers**

131 [REDACTED] Run  
home office  
[REDACTED] TX, 75042

Done



# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

Location Manager also provides a history of dispatchable locations.



**Intrado** Information to Insight | **911 Location Manager** ? x

⊖ Back

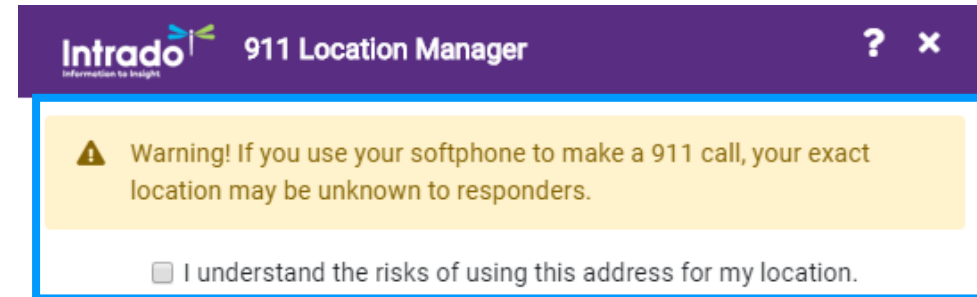
**Location History** 2 record(s) found

Location	Last Visited	Delete
David Chambers 131 [REDACTED] Run home office [REDACTED] TX, 75042	Currently here	
David Chambers 131 [REDACTED] Run remote office VPN [REDACTED] TX, 75042	8 hours ago	

# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

Each time a user enters a new dispatchable location, the LM sends the location information to be validated by the ERS. If the location cannot be validated, a warning is posted to the user. The user can then modify the location to a valid entry or accepts the liability.



Cancel

Save

# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

On-net dispatchable locations can be preconfigured in the ERS

### Provisioning

[EXPORT](#) [BATCH PROVISIONING](#)

**FILTER** by sub-net by ethernet switch or switch port

[ERLS](#) [SUBSCRIBERS](#) [SUBNETS](#) [WIRELESS ACCESS POINTS](#) [SWITCHES](#)

[+ ADD SUBNET](#) by Wi-Fi access point

Search

Search by Subnet Name, IP or Subnet Mask

Showing 1 to 1 of 1 entries

EDIT	SUBNET NAME	SUBNET MASK	ERL INFORMATION	ACCOUNT NAME	LAST UPDATED	DELETE
	dc home office subnet	255.255.255.0/24	131 [redacted] TX 75042 home office ERL ID: <a href="#">5580ECB6-2A76-4BB1-92A2-07E644A08AE7</a>	<a href="#">Tier 3 HELD testing on Alpha</a>	2021-10-13 @ 11:59:49	

Records per page

Previous **1** Next

# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

### Using the 911 Location Manager

Most common workflows that the caller encounters with the 911 Location Manager are listed here.

**Scenario I:** Caller moves to a new location When the caller visits a new and unfamiliar location, 911 Location Manager detects this and prompts the caller to provide an address

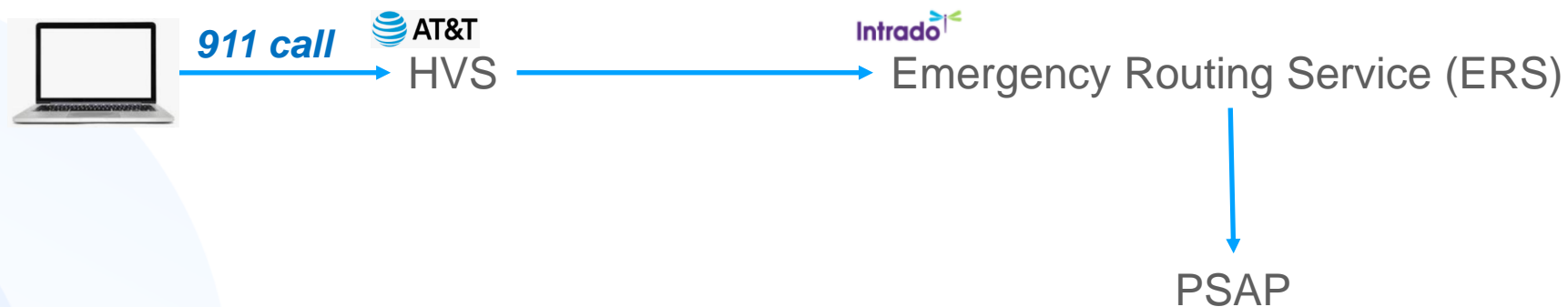
**Scenario II:** Caller is detected on a whitelisted network When the caller visits a whitelisted network, 911 Location Manager does not prompt the caller for an address.

**Scenario III:** Caller visits a familiar location When the caller visits a familiar location, for which they have already self-reported the location, 911 Location Manager will not prompt the caller to re-enter this address. It discreetly informs the detection of the address to the caller through a system tray notification.

# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

When the soft client makes a 911 call, the call is routed through HVS and delivered to the Intrado ERS. The ERS already knows the dispatchable location from the Location Manager update and routes the call to the PSAP with the dispatchable location information also provided to the PSAP.



# Soft Clients on Computers (Nomadic Devices)

INTRADO LOCATION MANAGER (LM)



**Download the files**

Shared link: <https://share.911.west.com/downloads/6203cf>

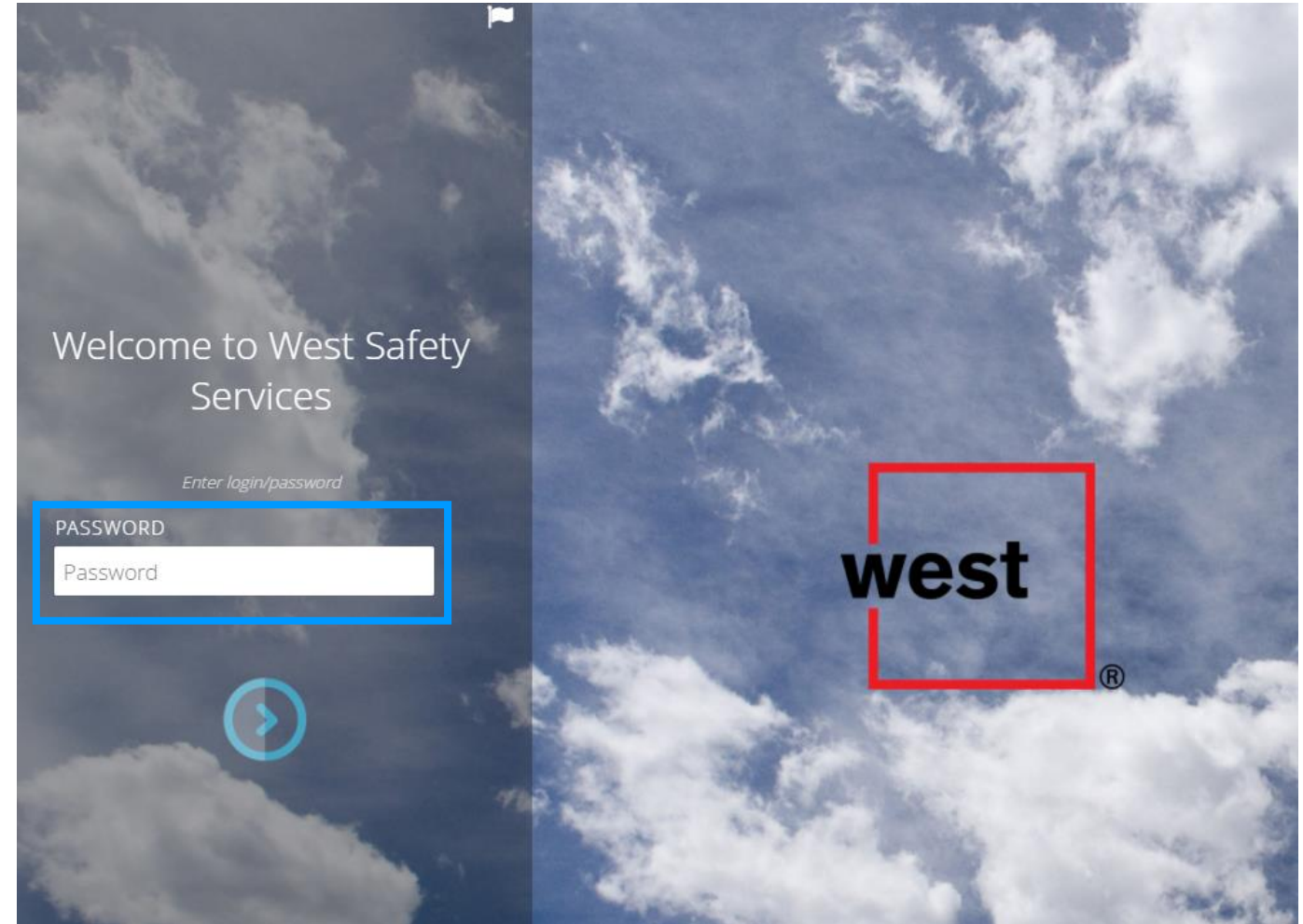
Password: ATTHVS1!

# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

The Location Manager files can be downloaded from this site. The Location Manager client will be valid for all users in an HVS enterprise.

*DO NOT USE Location Manager (LM) with MS Teams clients!*



# Soft Clients on Computers (Nomadic Devices)

INTRADO LOCATION MANAGER (LM)



## Downloaded files

Name	Type	Date modified	Size
 911LocationManager	Compressed (zipped) Folder	2021-06-03 11:52 AM	6 KB
 911LocationManagerSetup	Application	2021-06-03 11:52 AM	46,551 KB

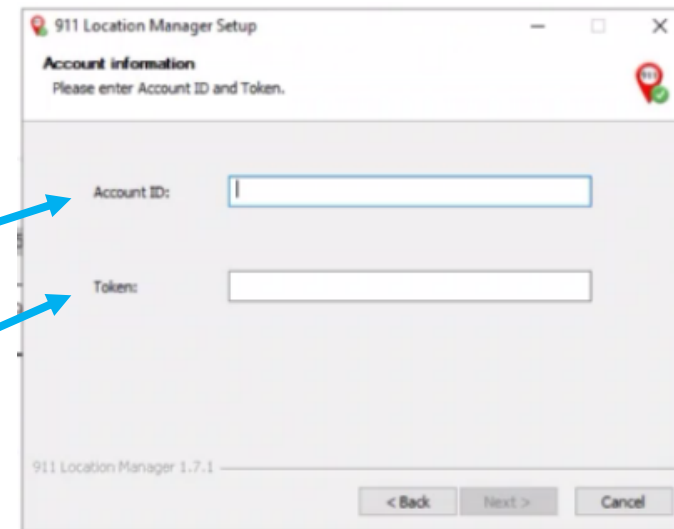
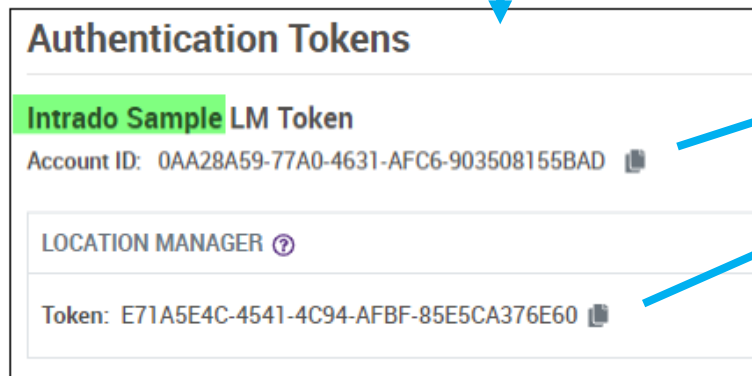
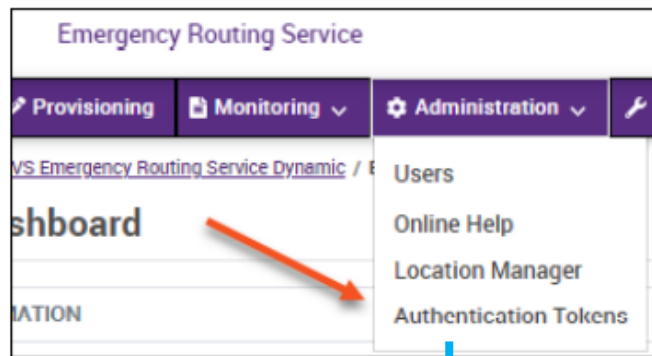


# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)



**Option 1** – send the files to the users with the ERS account ID and token



# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)



**Option 2** – Run the CLI command on the file package and send the modified files to the users without needing to provide the ERS ID and token

```

Command Prompt
Microsoft Windows [Version 10.0.18363.1500]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Users\stirou>cd downloads

C:\Users\stirou\Downloads>cd location manager

C:\Users\stirou\Downloads\Location Manager>
    
```

```

Command Prompt
Microsoft Windows [Version 10.0.18363.1500]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Users\stirou>cd downloads

C:\Users\stirou\Downloads>911LocationManagerSetup.exe /S -accountid=<Account ID> -token=<AuthenticationToken>
    
```

Enter the Account ID and Authentication Token here

# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)



 911LocationManagerSetup 

1/19/2022 1:50 PM

Application

46,568 KB

## User installation

Windows prompts the user asking for permission to install.

Click Yes to agree and install Location Manager.

NOTE: The system must be rebooted to automatically start Location Manager after installing through this procedure.



# Soft Clients on Computers (Nomadic Devices)

## INTRADO LOCATION MANAGER (LM)

### Install 911 Location Manager

Prior to installing 911 Location Manager, ensure that your callers' workstations meet the following operating system requirement:

- Windows 7 and higher
- Mac OS X version 10.10 and up (64-bit systems only)

*The soft client MUST be preconfigured in the ERS prior to installing the LM software*

### To install 911 Location Manager:

1. Download the installation file that Intrado support has sent you.
  - The installation file for Windows OS has a .exe extension.
  - The installation file for Mac OS has a .pkg extension.
2. Double click on the file and accept the End User License agreement to complete the installation. If you had requested activation on multiple accounts, then multiple installer files will be sent to you. A single instance of 911 Location Manager can be installed per workstation for one single caller.

After the 911 Location Manager is installed, it appears in the system tray menu of the caller's workstation.

Proceed to Part 9:

# Soft Clients on Mobile Devices

# AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE

# THANK YOU