

# AT&T Hosted Voice Service (HVS)

RAY BAUM COMPLIANCE

## Part 9 : Soft Clients on Mobile 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

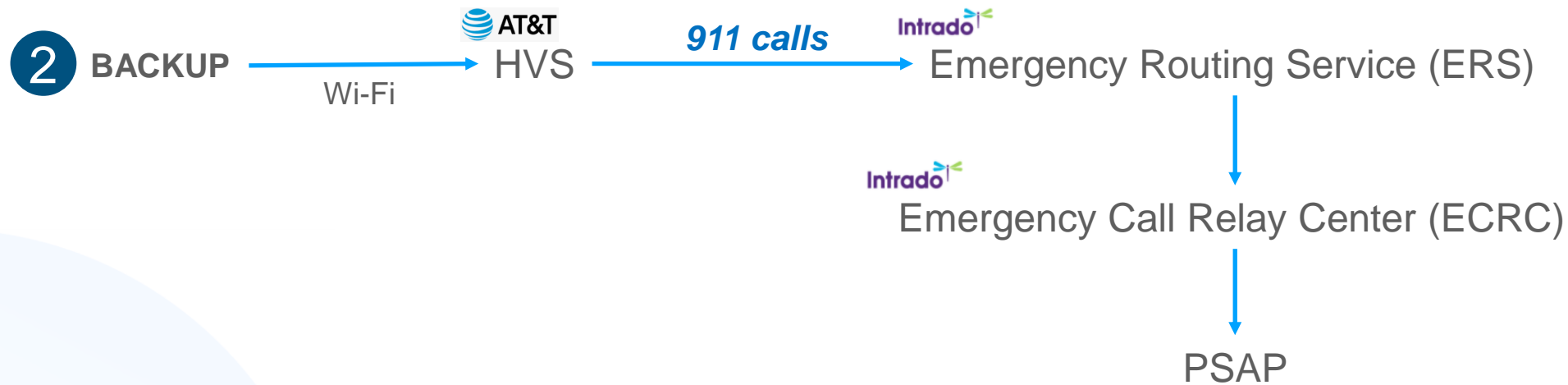
- Part 1: Overview of Ray Baum Act and Kari's Law Requirements
- Part 2: Clearspan Compliance Recommendation
- Part 3: Dispatchable Locations and Emergency Response Locations
- Part 4: Importing ERLs from Existing Intrado ERS Account to OpEasy
- Part 5: OpEasy™ creating Intrado ERLs
- Part 6: OpEasy™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

# Soft Clients on Mobile Devices

# Soft Clients on Mobile Devices

## 911 CALL FLOWS

1 **PREFERRED** → Cellular network



# 911 Call Treatment for Non-Fixed Endpoints

## 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
  - Intrado's 911 Emergency Call Relay Center (ECRC) Service is a WIFI backup to the embedded mobile service Emergency Services
  - Configured within the soft client to only use VoIP if mobile service is unavailable

# Soft Clients on Mobile Devices

iOS and Android



## Apple, Google Add Life Saving 911 Location Data to iOS & Android

### TECHNOLOGY

by: [Rich DeMuro](#)

Posted: Oct 29, 2018 / 04:00 AM PDT / Updated: Oct 29, 2018 / 07:01 AM PDT

***Both Google and Apple have made a small but crucial change to the way your location is shared when you call 911. Operators can now have better access to your precise whereabouts when you call from a wireless phone.***

# Soft Clients on Mobile Devices

iOS and Android



RapidSOS convinced Google and Apple to add their software to Android 4+ and iOS 12. Now, when you make a call, data about your precise location is also sent to dispatchers. There is nothing extra you need to do for the location data to be sent if your phone software is up to date.





Proceed to Part 10:

# Emergency Services for Microsoft Teams

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# THANK YOU

