

Clearspan

RAY BAUM COMPLIANCE

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

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

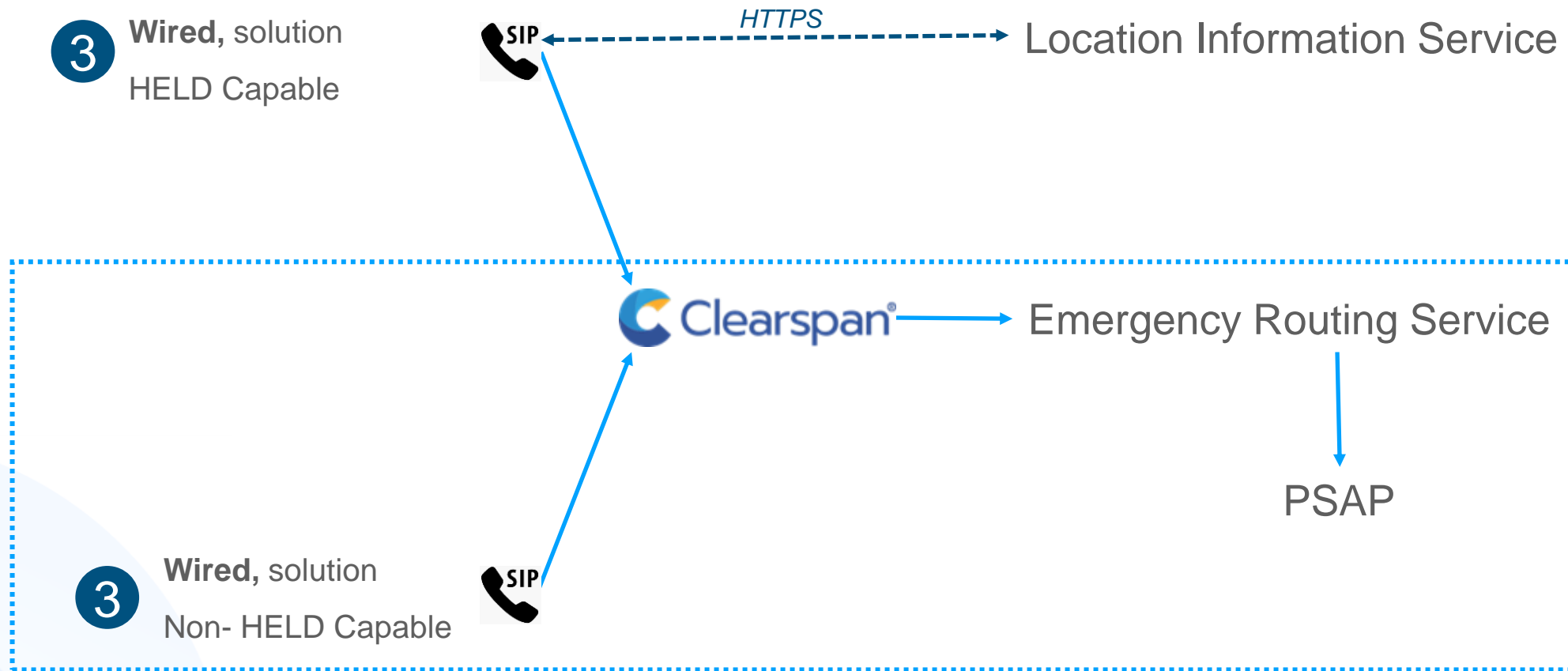
- Part 1: Overview of Ray Baum Act and Kari's Law Requirements
- Part 2: Clearspan Compliance Recommendation
- Part 3: Dispatchable Locations and Emergency Response Locations
- Part 4: Importing ERLs from Existing Intrado ERS Account to OpEasy
- Part 5: OpEasy™ creating Intrado ERLs
- **Part 6: OpEasy™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

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- [Virtual User Inventory](#)

Import

Export

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User Profiles

Enterprise

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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

Advanced: User Modify

Modify an existing Clearspan user.

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

Service:

Phone Devices

Primary Phone: Mitel6873iDMS-4693653616

Phone Level: Group

Shared Call Appearance: (add a line for this user on another phone)

Phone Restart

Select All 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)	<input type="button" value="View"/>	<input type="button" value="Edit"/>
	4693653616-EngageDesktop	Group		Business Communicator - PC	4693653616.sca01desktop@rug.clearspan.mitel.com	SCA	false	CSEngage-Desktop (Enterprise)	<input type="button" value="View"/>	<input type="button" value="Edit"/>
	4693653616.EngageMobile	Group		Connect - Mobile	4693653616.sca02csEngageMobile@rug.clearspan.mitel.com	SCA	false	CSEngage-Mobile (Enterprise)	<input type="button" value="View"/>	<input type="button" value="Edit"/>
<input type="checkbox"/>	Aastra6867iDMS-4693653616.sca03	Group	00085D3F12E3	Aastra 6867i (DMS)	4693653616.sca03@rug.clearspan.mitel.com	SCA	false	OneLineRemote (Enterprise)	<input type="button" value="View"/>	<input type="button" value="Edit"/>
<input type="checkbox"/>	Mitel6873iDMS-4693653616.sca4	Group	08000F9F802A	Mitel 6873i (DMS)	4693653616.sca04@rug.clearspan.mitel.com	SCA	false	OneLineRemote (Enterprise)	<input type="button" value="View"/>	<input type="button" value="Edit"/>
<input type="checkbox"/>	PolycomTrio8800DMS-4693653616.sca05	Group	64167F1E3600	Polycom Trio 8800 (DMS)	4693653616.sca05@m4k.clearspan.mitel.com	SCA	false	<-UserDefined>	<input type="button" value="View"/>	<input type="button" value="Edit"/>
	MSTeams-4693653616sca06	Group		Clearspan Native Teams Int	4693653616.sca06msteams@sbc1.clearspan.mitel.com	SCA	false		<input type="button" value="View"/>	<input type="button" value="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
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 - 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) View Template
 Restart Phones on Save

User Line

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

Hide Details

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.

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

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: **Export: Advanced**

Enterprise: (Select Enterprise)

Exported Worksheets: [Select All](#) [Clear All](#)

<input checked="" type="checkbox"/> Users	<input type="checkbox"/> AlternateNumbers	<input type="checkbox"/> AutoAttendant	<input type="checkbox"/> Announcements
<input type="checkbox"/> CallCenterSupervisor	<input type="checkbox"/> BLF	<input type="checkbox"/> CallForwarding	<input type="checkbox"/> SCA
<input type="checkbox"/> ClearspanAnywhere	<input type="checkbox"/> CallForwardingSelective	<input type="checkbox"/> CustomRing	<input type="checkbox"/> CallRecording
<input type="checkbox"/> Hoteling	<input type="checkbox"/> FaxMessaging	<input type="checkbox"/> IntegratedIM&P	<input type="checkbox"/> FlexSeatingGuest
<input type="checkbox"/> Privacy	<input type="checkbox"/> MusicOnHold	<input type="checkbox"/> SequentialRing	<input type="checkbox"/> PriorityAlert
<input type="checkbox"/> VMDistribution	<input type="checkbox"/> SimultaneousRing	<input type="checkbox"/> Media5AndMediaPackReport	<input type="checkbox"/> SpeedDial
	<input type="checkbox"/> DeviceTypeConversion		<input type="checkbox"/> UserDefinedFields

Syncing OpEasy with the Intrado ERS

Assigning ERLs to Subscribers using the Advance Export worksheet

Export Clearspan Data

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opEasy®

Clearspan Product Information
Updated: OpEasy Version 21.1.520 Installed 10/24/21 -. IFT in progress- please re

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OK Scheduling

Export

Export Type: (Select Export)

Notification: (Select Export)

E-mail: (Select Export)

Attachment File Name: _____

Retrieve: Retrieve File Name: _____
(Useful tags for File Names: {Id}, {Time}, {StartTime}, {EndTime}, {Admin})

Spreadsheet Version: _____

Start Export

Schedule Export

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"/> AutoAtten
<input type="checkbox"/> AlternateNumbers	<input type="checkbox"/> BLF
<input type="checkbox"/> CallCenterSupervisor	<input type="checkbox"/> CallForw
<input type="checkbox"/> ClearspanAnywhere	<input type="checkbox"/> CustomF
<input type="checkbox"/> Hoteling	<input type="checkbox"/> Integrate
<input type="checkbox"/> Privacy	<input type="checkbox"/> Sequenti
<input type="checkbox"/> VMDistribution	<input type="checkbox"/> Media5A

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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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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

Syncing OpEasy with the Intrado ERS

Assigning ERLs to Subscribers using the Advance Export worksheet

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: Import: Advanced
Enterprise: Clearspan-911-Test
* Provisioning Spreadsheet: * Provisioning Spreadsheet ClearspanExportAdvanced_4977_20220103-104108 modified for import.xlsx
Announcement Files: Announcement Files
Notification: Send E-mail Notification
E-mail: To: david.chambers@clearspancloud.com
Attachment: Attach Excel Spreadsheet
Attachment File Name: ClearspanImportAdvancedResults_{id}_{Time}.xlsx
Retrieve: Retrieve File Name: ClearspanImportAdvancedResults_{id}_{Time}.xlsx
(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

Results

Results: Completed
Scheduling Request ID: 4979
Scheduling Results ID: 321979
Start Time: 01/03/2022 11:24:30
End Time: 01/03/2022 11:24:32
Results Time: 01/03/2022 11:24:33
Notification: E-mail Notification Sent

Retrieve Results E-mail Results Delete

Details: *** Clearspan Import: Advanced ***
Enterprise: Clearspan-911-Test
Scheduling:
Request ID: 4979
Started: 01/03/2022 11:24:30
Finished: 01/03/2022 11:24:32

SUCCESSFUL: Import: Advanced completed successfully.

See the results from the OpEasy screen

Syncing OpEasy with the Intrado ERS

Assigning ERLs to Subscribers using the Advance Export worksheet

Retrieve results via a spreadsheet

	A	B	C		F	G		
1	Enterprise:	Clearspan-911-Test						
2	Date:	01/03/2022 11:24:32						
3	Version:	A283						
4								
5	Modify Command:			ModifyUser	ModifyUser	ModifyUser	ModifyUser	
6			(See DataHelp)		(NULL will delete)	(NULL will delete)	(NULL v	
7								
8	Status	Command	Group ID	Last Name	First Name	Email Address	Department	Phone N (Primary)
9			911-Test	6867i	911TEST-1			469-365-4
10			911-Test	6867i	911TEST-2			469-365-4
11			911-Test	MP112	911TEST-3			469-365-3
12	Success	ModifyDevice	911-Test	VVX150	911TEST-4			469-365-3
13			911-Test	VVX411	911TEST-5			469-365-3

Syncing OpEasy with the Intrado ERS

Assigning ERLs to Subscribers using the Advance Export worksheet

Results

Results: **Completed (with Errors)**

Scheduling Request ID: 4981

Scheduling Results ID: 321983

Start Time: 01/03/2022 11:46:20

End Time: 01/03/2022 11:46:22

Results Time: 01/03/2022 11:46:22

Notification: E-mail Notification Sent

Retrieve Results

E-mail Results

Delete

Details:

```
*** Clearspan Import: Advanced ***
Enterprise: Clearspan-911-Test
Scheduling:
Request ID: 4981
Started: 01/03/2022 11:46:20
Finished: 01/03/2022 11:46:22
SUCCESSFUL: Import: Advanced completed successfully, but with processing errors.
***** Processing Log:
Import waiting to start...
Import Started
Processing Worksheet 'Users'
- Error: Device ERL Record Name does not contain a valid ERL name. (Worksheet: Users Row: 12)
Summary: Processed 1 Command (with 1 failure)
Skipping Worksheet 'AutoAttendant': Not found in workbook
Skipping Worksheet 'Announcements': Not found in workbook
```

See the errors from the OpEasy screen

Proceed to Part 7:

OpEasy™ and HELD enabled SIP wired endpoints

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RAY BAUM COMPLIANCE

THANK YOU

