June 12, 2020

What's New...

Scout Version 4.12

Scout Version 4.12 enhances communication experiences for dispatchers and expands Scout's capabilities for efficient system configuration and management. Version 4.12 introduces new SIP advanced telephony features, increased radio connectivity, and enhancements to security.

Critical Communication Support

Microphone Audio Level Control Enhancements

Enhancements for Scout's Software Audio Package include new audio level control settings for the USB Jack Box, USB External Audio Interface, USB Microphone, and Non-Avtec and Default Audio Settings webpages. Configured by maintainers, Mic Gain, VAGC (On/OFF), and VAGC Threshold will enhance audio clarity for dispatchers, increasing situational awareness when communicating in critical situations.

Enhanced User Efficiency and Productivity

Enhanced SIP Telephony—Do Not Disturb

An enhancement to Scout SIP telephony features allows dispatchers to temporarily activate Do Not Disturb on their Cisco telephone extensions from the console or deskset. Do Not Disturb automatically silences the ringing of incoming calls, removes visual call notifications, and puts one or more telephone lines in DND mode so that new calls are not accepted. The Do Not Disturb feature applies to telephone extensions in Scout as well as Cisco desksets with the same extension. Both the deskset and Scout console are placed in Do Not Disturb mode. Cisco Unified Communications Manager is supported in this release.

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Enhanced SIP Telephony—Call Forwarding

An enhancement to Scout SIP telephony features allows dispatchers to activate Call Forwarding on their Cisco telephone extensions from the console or deskset. Call Forwarding on their Scout console or deskset phone (same extension) automatically forwards all incoming calls to voicemail or another phone extension. Cisco Unified Communications Manager is supported in this release.

Call Hold Timer

The Call Queue is now enhanced to allow dispatchers to prioritize calls that have been placed on hold. Each call displays a timer to reflect how long the caller has been waiting on hold. Calls are sorted by on hold time. This allows a dispatcher to choose the call that has been on hold the longest. This activity (hold time) is reflected in the DMS reports as well. This functionality is also available in the ResourcePro Tool.

Efficient System Management

Scout Supports SQL 2017 Upgrades

Scout DMS now supports local SQL Server 2017 Express installations and customer-provided SQL Server 2017 Standard/Enterprise installations. Scout also supports upgrade paths from SQL Server 2012 to SQL Server 2017.

Essential Compatibility Testing

Windows Server 2019 Qualified on Scout Suite Products

For the 4.12 release, VPGate, VPGate Mixer, Avtec Routing Controller, Trunking Gateway, Call Voter, Avtec SIP Proxy, DMS, Frontier, Encryption Key Manager, ScoutLink, Audio Bridge, and Scout Manager have been qualified with Windows Server 2019 to ensure Avtec products run on current Windows Server OS versions.

Scout Server Components Qualified With VMware vSphere 6.7

Scout Version 4.12 VPGate, VPGate Mixer, Avtec Routing Controller, Trunking Gateway, Call Voter, Avtec SIP Proxy, DMS, Frontier, Encryption Key Manager, ScoutLink, and Audio Bridge have been qualified on virtual machines running VMware vSphere 6.7.

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