What's New...

Scout Version 4.10

Scout Version 4.10 enhances communication experiences for dispatchers and expands Scout's capabilities for efficient system configuration and management. Version 4.10 introduces new conversation playback features, heightened security, and enhancements to the ResourcePro Screen Control.

Enhanced User Efficiency

Enhanced SIP Telephony—Do Not Disturb

An enhancement to Scout SIP telephony features allows maintainers to designate SIP endpoints as private. All visual and audible call indications to private endpoints cease when Do Not Disturb is activated at a dispatcher's console. This feature gives dispatchers more time and greater communication flexibility, allowing them to focus on documenting calls and information from calls while the console is set to Do Not Disturb. Callers receive immediate feedback in the form of calls being sent to voicemail or forwarded to another extension. Emergency calls still ring when the console is in a Do Not Disturb mode.

Instant Recall Recorder Includes Phone Conversations

With the 4.10 release, Scout can be configured to record and replay a dispatcher's telephone conversation in real time. Dispatchers can use Scout's Instant Recall Recorder and Activity History Pro to replay telephone conversations for increased safety, situational awareness, and coordination.

Inbound Call Queue Timer

Incoming calls to a Scout console display how long a call has been ringing, increasing situational awareness for dispatchers and providing greater control over how calls are answered. Stopwatch timers have been added to ResourcePro, Active Call Queue, and line pad extenders. These visual indications give dispatchers immediate feedback about how long inbound calls have been ringing at the console.

ResourcePro—Active View

Scout administrators have greater control over what activities display in the ResourcePro Active View. Active View can be configured to display radio calls, such as emergency or group. Active View can also be configured to show telephones or radios in Select, Unselect, Patch, Mute, or Hold.

Enhanced Security

Outpost VxWorks Software Update

The third-party VxWorks software provided by Wind River has been upgraded to v6.9.4.11 for Outpost, which includes enhancements to resolve security vulnerabilities found in previous versions of the software. Refer to the official Security Advisory from Wind River at https://www.windriver.com/security/announcements/tcp-ip-network-stack-ipnet-urgent11/security-advisory-ipnet/security-advisory-ipnet.pdf for more information.

Essential Compatibility

During the development timeframe, Scout has been qualified with the following:

- Cisco 4331 Router interface with E&M configuration.

- Cisco 4331 Router interface with E1 configuration.

- Cisco 4331 Router interface with FXO configuration.

- Motorola MOTOTRBO Connect Plus v2.9 firmware (compatible with Scout 4.9).

- Motorola MOTOTRBO Multi-Site Capacity Plus v2.10 firmware (compatible with Scout 4.9).

- Motorola MOTOTRBO Capacity Max v2.10 firmware (compatible with Scout 4.9).

- Motorola MOTOTRBO IP Site Connect v2.10 firmware (compatible with Scout 4.9).

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