



ScoutTM

PROVEN TRUSTED RELIABLE



consoles you can count on





**A 30-Year, 100%
Acceptance Record**

ABOUT

For more than 30 years, Avtec has provided radio dispatch consoles for business-critical operations centers. With the fourth-generation Scout console system, Avtec continues its legacy of providing proven, trusted, and reliable solutions to customers around the world.

PROVEN

Whether considering a replacement strategy for existing radio dispatch consoles, or implementing a new communication center solution, choosing a partner with extensive industry references and a technology solution with a proven track record is critical.

TRUSTED

There is no better endorsement than having your product selected by multiple industry leading radio solution providers. Accepted for its open architecture, flexible design, and ease of integration, Scout has become the “console of choice” for many major radio manufacturers.

RELIABLE

Avtec’s track record reflects a 30-year tradition of uninterrupted product support. All four generations of console products remain in service at customer locations worldwide to this day.



DID YOU KNOW

More than 80 percent of major U.S. railroads and airlines have standardized on Avtec for their business and safety-critical dispatch communications.

Nearly 100 Fortune 500 commercial customers, covering transportation, utilities, mining, facility management, and manufacturing use Avtec consoles for daily operational and safety-critical communications.

More than 100 public safety agencies depend on Avtec Scout consoles to support first response and emergency preparedness. These include: police, fire, emergency medical, university campus security, airport security and emergency response, national port security, federal and local emergency management services, and military agencies.



DID YOU KNOW

Scout offers the most direct IP interfaces into next generation Digital Mobile Radio (DMR) technologies, including: IDAS™, MOTOTRBO™, and NEXEDGE™.

Avtec partners with the leading DMR and NXDN radio manufacturers to offer Scout as part of a completely integrated, turn-key console solution.

While Avtec offers direct turn-key solutions for some customers, many Scout systems have been deployed and are serviced by Avtec’s select network of certified channel partners.

Scout supports and has certified more APCO Project 25 (P25) Analog Fixed Station (AFSI), Digital Fixed Station (DFSI), and Console Sub-System (CSSI) interfaces with P25 radio manufacturers than any other true IP console system.



DID YOU KNOW

Eight out of ten customers surveyed gave Avtec an “Extremely Satisfied” rating for Customer Support Services.

Eighty-five percent of Avtec’s customers would recommend Avtec to their colleagues.



Scout, The True IP Console Of Choice

THE SCOUT CONSOLE SYSTEM

Launched in 2008, Avtec's Scout console system is a completely distributed, fully redundant, VoIP platform designed for round-the-clock mission-critical environments. Unlike traditional TDM-based dispatch systems, Scout does

not rely on centralized hardware, but instead is comprised of modular IP-based components. This architecture allows the Scout components to be deployed locally and/or anywhere within an enterprise network.

SO WHY SCOUT ?

Scout is a proven true IP console solution that is trusted by end-users, leading radio manufacturers, and channel partners alike. With hundreds of Scout systems in service, Avtec's Scout dispatching system is a demonstrated, highly-reliable, operations-capable platform. Scout's flexible, driver-based

protocol interface enables it to easily support both current and traditional radio technologies, with drivers for new systems introduced through regular software upgrades. With Scout, Avtec continues to extend its 30-year record of providing **consoles you can count on.**

THE PATHWAY TO DISTRIBUTED CONSOLE SYSTEMS

Legacy dispatch systems fostered a single-site approach to communications. Historically, these TDM or hybrid TDM-IP systems required centralized backroom equipment, were dependent on copper leased lines, and made disaster recovery planning hardware-intensive and costly. Each agency or site within an organization was an isolated island, unable to easily share resources.

Scout's pure IP console technology has helped migrate many dispatch centers to a more distributed architecture while maintaining operational continuity and seamless functionality across multiple centers. Geographical separation of consoles and radio interfaces with Scout provides a natural immunity to emergency events that can impact a communications center. Scout's distributed architecture eliminates the need for costly duplicate standby backroom equipment while providing failover through WAN (Wide Area Network) connectivity. Scout's redundant wireline support for the latest digital radio systems provides customers with the flexibility to choose from

multiple radio solutions vendors. Direct Ethernet connectivity removes the need for hardware-intensive control station interfaces for high-density environments, while wireless interfaces supported feature-rich connections to adjacent agency radio systems, for interoperability. Avtec VPGates support simultaneous control of both trunked radio and conventional interfaces, which enables a simplified migration strategy to new radio systems. Scout offers both wireline and wireless interfaces to most leading radio systems and provides the enhanced feature set traditionally only available with proprietary consoles.

In summary, Scout modernizes dispatch communications by using VoIP technologies, reduces the cost of ownership by leveraging existing networks, reduces risk by decentralizing system components, and provides customers with a choice of radio technologies via VPGate's simultaneous support of multiple vendor radio protocols and connection options.



Scout with Frontier A Milestone In Enterprise Dispatch

A SCOUT SYSTEM CONTAINS THREE MAIN COMPONENTS:

- 1 Scout consoles**

Scout console software offers the most configurable user interface in the industry and operates on non-proprietary PCs and monitors. Console positions also include a voice media gateway plus optional peripherals such as speakers, microphones, jack box interfaces for handsets/headsets, footswitches, and busy-indicator light poles.
- 2 VPGate software**

VPGate is a driver-based translator that supports a wide range of proprietary and standards-based communication protocols. VPGates are deployed in a redundant configuration and convert disparate voice protocols -- such as P25, Digital Mobile Radio (DMR), NXDN, and SIP (Session Initiation Protocol) telephony -- into a common language to communicate with Scout consoles.

Drivers for new radio systems are added regularly through software upgrades.
- 3 Endpoints**

Endpoints are physical (or virtual) resources such as base station radios, talk groups, or telephony circuits. Many newer radios (P25, DMR, NXDN) and SIP-based telephone systems can connect directly to VPGate via IP, without gateway hardware. Legacy radio and telephony interfaces that were not designed for IP environments require analog-to-IP gateways. Avtec's Outpost is available to convert legacy radio interfaces to IP-control; once in the IP network, endpoints can be controlled from any or all console positions via VPGate.



consoles you can count on

THE INDUSTRY'S MOST CONFIGURABLE GRAPHICAL USER INTERFACE (GUI)

Avtec's Scout system features a robust graphical screen builder that allows users to configure the settings for their consoles, screens, and endpoints based on the organization's workflow or business processes. This reduces training time and increases usability for the dispatcher. With the Scout Project Manager™ application, line pads, function pads, call queues, dialer interfaces, web browsers, and text fields can be "dragged and dropped" onto the screen work-

space, which makes customization quick and easy to implement. Scout's centralized system management stores all the console screens and configurations in a single location and pushes changes out to the console positions with no service interruption. With its flexible user interface, customizing Scout is limited only by your imagination.



**Thousands Of
Scout Consoles
In Service Today**

SCOUT 3.0: A COMPREHENSIVE DISPATCHING SUITE

RELIABLE HARDWARE

Scout Hardware Audio Package for Mission-Critical Environments

The Scout 3.0 Hardware Audio Package continues Avtec's tradition of providing robust hardware designed with the dispatcher in mind. Ensure the highest levels of reliability with a dedicated media processing appliance at each console position:



1. Scout Media Workstation Plus:

Smaller, lighter, more energy efficient design equipped with a dedicated audio processor and dual network connections that offer 100% redundancy. Workstation Plus is a direct upgrade of our Scout Media Workstation that is backward compatible with existing Scout peripherals.

2. Scout Speakers:

New, reduced-sized speakers preserve the same power output as its predecessor, but are stackable, take up less workstation space, and offer simplified configuration options.

3. Scout Microphone:

Our new ergonomic design features a professional-grade XLR microphone connection that is customizable to suit individual work positions perfectly, and provides a visual indication when the push-to-talk button is pressed by the operator.



FLEXIBLE SUPPORT

Scout Software Audio Package: Break Free of Limitations

Scout 3.0 Software Audio Package is the portable, flexible, software-based option that allows organizations to break free of traditional limitations in dispatch technology. Handle all audio processing—patching, transcoding, gain control, mixing—through the console software on a Windows 7 laptop and use commercial, off-the-shelf peripherals including headsets, microphones, and speakers -- and still enjoy the most configurable user interface in the industry. The Software Package is easy to use, easy to install, and provides expanded dispatch center capability that is ideally suited for disaster management or during special events.

PORTABLE ACCESS

Scout with Ranger Accessory for Senior Staff

The name truly says it all with Ranger. This concentrated version is the ultimate console accessory for anyone who has an occasional need for monitoring or communicating across the radio infrastructure. The Ranger accessory provides Scout's key dispatching features—including endpoint cross indications—on portable devices such as tablet PCs and laptops. Ranger is an ideal solution because it allows for a full range of access for management and IT users who want to monitor communications across the radio infrastructure without full console ability, or access communications during emergency or crisis situations. Ranger provides connectivity for up to four radio channels using Scout's pure-IP architecture. Compatibility with commercial USB and Bluetooth® accessories support Ranger's flexibility.



Avtec is a registered Motorola Application Development Partner.

MOTOROLA and the Stylized M logo are registered in the U.S. Patent and Trademark Office. All other product or service names are the property of their respective owners.

1.800.310.7045
803.358.3600
www.avtecinc.com
sales@avtecinc.com
100 Innovation Place
Lexington, SC 29072

Avtec, Inc. provides pure Internet Protocol (IP) dispatch console solutions for the transportation, public safety, utility, business, and government markets. For more than 30 years, customers have chosen Avtec's award-winning technology for their mission-critical dispatch centers. There are thousands of Scout™ Voice over Internet protocol (VoIP) consoles installed worldwide.



consoles you can count on

Brochure Version: 11.2013