

Features

Dispatcher Benefits

Activate or deactivate endpoints and intercoms on demand

Drag and drop endpoints and intercoms to predefined screen areas for temporary use

Display only endpoints and intercoms currently in an Active state

View call states and indications for endpoints in an Active state

Designate a custom view by indicating endpoints and intercoms as favorites

View recent activity chronologically or grouped by frequency of occurrence

Monitor the duration of unanswered calls or calls on hold

Administrator Benefits

Render all endpoint and intercom pads dynamically

Provide more available screen area for simplified, more effective screen design

Avoid requiring multiple screens to contain endpoints

Determine available endpoints and intercoms using advanced filters

Easily limit dispatchers to only access necessary endpoints

Keep screen design consistent for all screens

Hide ResourcePro screen control borders and buttons

Display endpoints and intercoms in list or tile format

ResourcePro

ResourcePro is a flexible screen control specifically designed to expand the efficiency of Scout administrators and dispatchers.

The ResourcePro screen control is a powerful and unique multi-function tool that can simplify screen designs while expanding dispatcher control of the console.

Available with a Enterprise Management Tools (EMT) license, ResourcePro allows customers to streamline dispatcher interactions.

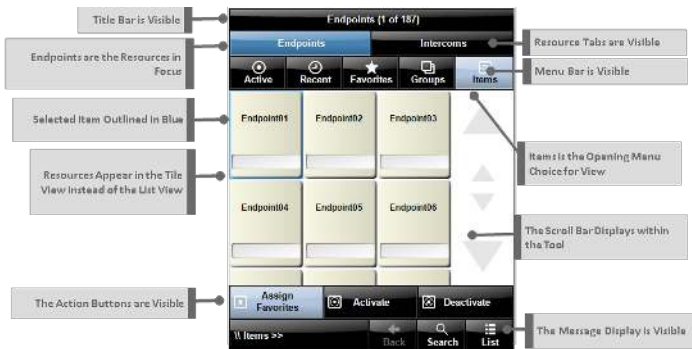
CONFIGURATION EXAMPLES

Scout's ResourcePro screen control offers many configuration options. In addition to color and other appearance properties, the options provide variations for configuring the control's layout and its use.

Default Configuration

In the image below, the ResourcePro screen control appears with the colors, fonts, and buttons by default. In addition, it has the following characteristics:

- Search Bar is not visible, however the dispatcher can use the magnifying glass in the Message Display bar to toggle the Search bar on and off
- Drag and drop is not enabled
- Endpoints register with the current VPGate activation mode



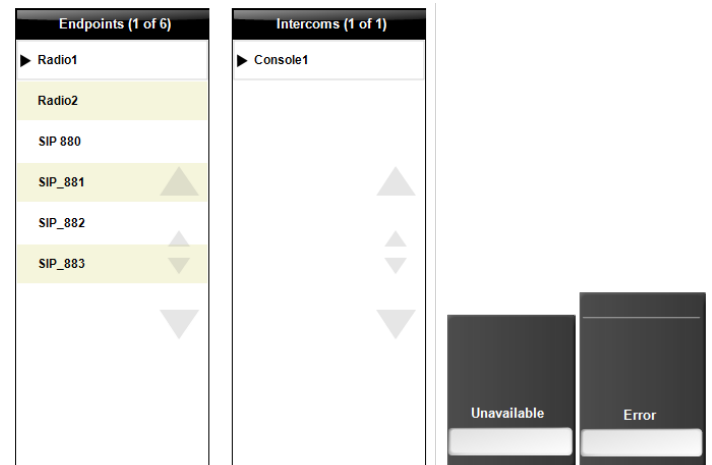
Active Endpoints Configuration

The example below depicts a ResourcePro configured to display only endpoints and intercoms that are active. This view simply lets the dispatcher see endpoints as they enter an active state or as they receive incoming calls. Active states include Select, Unselect, Mute, Hold, and Patch.



Selected Features Configuration

This example separates endpoints and intercoms into two different ResourcePro screen controls, each displaying the resources in the list view. In addition, the ResourcePro screen controls in this example allow drag and drop and the screen includes two placeholder pads to receive the dragged and dropped endpoints and intercoms. These static pads display as Unavailable or Error until the dispatcher drags an endpoint onto them.



LICENSING

An EMT license, level 0 or higher, is required to use the ResourcePro screen control. If ResourcePro is not licensed, a red error symbol appears over it when it is dragged onto a screen and it does not save any configuration updates.

In addition, if an EMT license was present and subsequently removed, Scout prevents ResourcePro from saving to a screen. In this case, however, a ResourcePro screen control that was already in use on the dispatcher's Scout console will remain operational. But, if the administrator modifies the ResourcePro screen control in any way, Scout removes it from the screen. Contact your Avtec sales representative for more information regarding licensing ResourcePro.

EXCLUSIONS

Scout 400 and Scout 800 consoles do not support the ResourcePro screen control.