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# VIRTUAL TRAINING PLATFORM USER GUIDE

WRAP TECHNOLOGIES, INC.

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# 1. INTRODUCTION

## 1.1 ABOUT

Over the coming years, Virtual Reality (VR) will change the face of how every profession learns and trains. Founded in 2016, Wrap Reality entered the arena with a commitment to providing the most effective Virtual Reality training possible. We strive every day, 365 days a year, to make every law enforcement and corrections officer safer and better equipped to succeed at their job. The problem with existing technology that simulates the workspace is that it is limited in scope, outdated and expensive. Our “Next Level” strategy seeks to go beyond the current version of video simulators and to provide a more complete, immersive and cost-effective training solution.

Wrap Reality has developed multiple training platforms which serve to aid the professional trainer across a wide spectrum of instructional applications, including Use of Force, De-escalation, Communication, Process & Procedure, Critical Thinking, and Skills Training.

The team at Wrap Reality is composed of professionals at the leading edge of current VR technology, as well as veteran trainers with decades of practical experience in law enforcement. Working together, the Wrap Reality team delivers realistic and relevant training.

## 1.2 ABOUT THE WRAP REALITY VIRTUAL TRAINING PLATFORM

The Wrap Reality Virtual Training Platform (or VTP) is a training system based upon computer graphics virtual reality, or CG. Wrap Reality uses HTC VIVE VR equipment, as well as proprietary hardware and content to create a unique training environment for law enforcement and public safety that is completely immersive. While immersed within the virtual world, our advanced, Peripheral Hardware allows the user to deploy simulated lethal or less-lethal force options that resemble an officer’s own equipment.

Wrap Reality content has been designed to measure critical judgment, decision making and de-escalation skills vital for effective performance. The current system interface allows the User and System Operator to work together in resolving the incident, or if desired, the Operator may elect to challenge the User’s abilities with branching software.

## 1.3 CONTACT INFORMATION

At Wrap Reality, we realize that any investment in emergency services training is a substantial commitment of public funds. We want to ensure that your agency receives the best training experience possible, and if there should ever be a need to contact a representative from our company, please use the below information.

**WRAP**  
REALITY**Support and Sales:**  
800-583-2652

## 2. GETTING STARTED

This section will provide guidance on considerations for selection of the training room; space, power and lighting requirements; inventory and set-up of VR equipment; procedures for system start-up, and finally, checking functionality of the system.

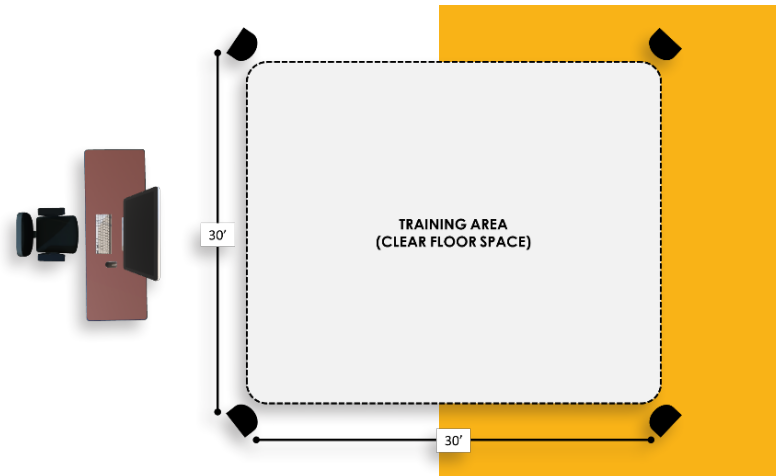
### 2.1 TRAINING ROOM SELECTION

To maximize the effectiveness of the Wrap Reality Virtual Training Platform, it is recommended that an agency locate the equipment in a clear, safe and functional training area. The designated training area or room must meet the minimum space, power and lighting requirements for system operation.

#### 2.1.1 Requirements

The following are the minimum space, power, and lighting requirements for the Wrap Reality system:

1. **Dimensions of the VR Training Space:** For effective operation, the VTP needs a minimum of 15' x 15' (4.5m x 4.5m) of clear floor space for installation of the HTC VIVE Base Stations, and to facilitate User movement. The maximum distance supported is 30' x 30' (10m x 10 m).
2. **Power required:** Need 1-2 AC wall outlets. More available power outlets will reduce the need to locate cords within the training space.
3. **Lighting:** Wrap Reality VTP is designed to work in many interior lighting configurations. The following should be avoided:
  - a. Large reflective surfaces including windows, tv screens, glass paned pictures and similar reflective objects.
  - b. Large amounts of sunlight.
4. **Wi-Fi interference:** In rare cases, Wi-Fi systems can cause interference.



#### 2.1.2 Internet Connection

An internet connection is not required to conduct a training session using Wrap Reality. However, to receive Wrap Reality updates or Tech Support, the VR computer will require connection to the internet. When selecting a location for the equipment, an agency may elect to designate a training area that has internet connectivity.

#### 2.1.3 Preparation

Prior to training with the Wrap Reality VTP, the Operator should prepare the selected space for system set-up and User training.

The designated training area should be cleared of any trip hazards, have a level surface, and be free from objects which could cause injury if contacted, such as furniture, storage containers, overhead obstructions, or objects protruding from adjoining walls. Be aware of the location of the cables and connections to the VR computer, Base Stations, and Headset. **Cables that must be located within the training space should be secured with tape.**

The training area should be located so as not to interfere with normal agency operations, and be free of noise distractions, as well as pedestrian foot traffic by non-participants. The Operator should select a location for the computer equipment. The VR computer should be located outside the defined training space, yet close enough to provide safe oversight of the training session. The Operator should be able to verbally warn the User of real-world physical hazards (power cables, walls, etc.) present during the session. The VR computer should be placed on a level, firm surface, such as a floor, desk, or table.

## 2.2 UNPACKING/SYSTEM INVENTORY

The components of the Wrap Reality VTP are shipped from the company in hard-sided, protective cases. The interior foam compartments within the case are customized in a manner to aid inventory and safe storage when not in use.

Remove components from the protective case and begin placing in small groups, staging connecting cables and accessories with the four main parts of the VR and VIVE system: Computer, Base Stations, Headset, and Controllers.

| Quantity | Description                                         |
|----------|-----------------------------------------------------|
| 1        | VR Computer - Silverdraft Demon                     |
| 1        | Power Cable - PC                                    |
| 1        | USB Computer Keyboard                               |
| 1        | USB Computer Mouse                                  |
| 1        | HD Video Monitor & Stand                            |
| 1        | Power Cable - Video Monitor                         |
| 1        | Cable - HDMI                                        |
| 1        | USB Desktop Soundbar - Lenrue                       |
| 5        | Tripods                                             |
| 1        | Head Mount Display (HMD) Headset - HTC VIVE         |
| 1        | Double USB Power Cable - HMD Headset                |
| 3        | External Power Cells - HMD Headset                  |
| 4        | Base Stations - HTC VIVE                            |
| 4        | AC Base Station Power Cables - HTC VIVE             |
| 1        | Wireless Transmitter with Integral Cable - HTC VIVE |
| 1        | HMD Wireless Receiver - HTC VIVE                    |
| 1        | USB Operator Headphones/ Microphone - Logitech      |
| 2        | Soft Storage Bag - Tripods                          |

Prior to connecting the cables to components of the VR system, ensure that all items are accounted for. **Use the list in Table 2.2 to verify that all components, cables, and accessories are present.**

The list may also be used to inventory components of the system at the conclusion of the training session and prior to pack-up and storage.

| Quantity | Description                                 |
|----------|---------------------------------------------|
| 2        | VR Controllers - HTC VIVE                   |
| 1        | VR Pistol - SIRT w/HTC Tracker              |
| 1        | VR Stun Gun - w/HTC Tracker (OPTIONAL)      |
| 1        | VR OC Spray - w/HTC Tracker (OPTIONAL)      |
| 1        | VR BolaWrap - w/HTC Tracker (OPTIONAL)      |
| 1        | VR Rifle - w/HTC Tracker (OPTIONAL)         |
| 1        | Link Box -3 in 1 - HTC VIVE                 |
| 1        | AC Power Cable - 3 in 1 - HTC VIVE          |
| 1        | Double USB Cable - 3 in 1 - HTC VIVE        |
| 1        | Display Port Cable - 3 in 1 - HTC VIVE      |
| 1        | USB Dongle Cradle                           |
| 1        | Multiple Outlet USB Charger w/AC Power Cord |
| 1        | Charging Cables - Micro USB/USB Type C      |
| 1        | AC Multiple Outlet Power Strip              |
| 1        | AC Extension Cord                           |
| 2        | Hard Side, Storage Case - Pelican           |

Table 2.2 System Inventory List

## 2.3 VR SETUP - FIRST TIME OR NEW LOCATION

For best results when setting up the VR equipment, use the following sequence:

### 2.3.1 Pre-Setup

#### 2.3.1.1 Charging

Charge the below hardware prior to setup.

1. Batteries for wireless headset
2. Controllers
3. VR Pistol
4. VR Stun gun
5. Any other Peripheral Hardware that will be used for the training session and has an attached VR Tracker, such as OC Spray, BolaWrap, etc.

Below are the charging locations and types of charging connections for various equipment:



#### 2.3.1.2 Training Space Setup

Select your training space. As described previously, the area of the training space should measure between 15' x 15' up to 30' x 30' and should be open and clear of all obstacles. The Operator's table and computer should be located outside of the training area.

### 2.3.2 Setup

#### 2.3.2.1 Base Stations

Set up the Base Stations. Base Station units will be located on the four corners of the training area, with a clear field of view of the entire training space. There are two options for Base Station installation: Wall Mount and Tripod Mount. Ensure that the Base Stations are stable and secure, as vibrations will affect tracking.

1. **Wall Mount:** If an agency will be using the VR in a dedicated training area, the Base Stations may be secured to the walls of the training room. With the mounting hardware provided, attach the mounting bracket to the wall using the provided wall anchors and screws. The bracket should be mounted at a height of 6.5 to 7' feet from the floor. Attach the back (not the bottom) of the Base Station unit to the threaded screw on the mounting bracket, but do not tighten all the way, only enough to be stable and oriented correctly. Tighten the wing nut to the Base Station to secure it in place. Loosen the clamp and adjust the Base Station to a downward angle of approximately 30°. Once the angle is fixed, tighten the clamp to secure it in place.
2. **Tripod Mount:** For greater portability, an agency may elect to use the Tripod Mount System for the Base Stations. Expand the legs of the Tripod and lock into position. Screw the Base Stations to the top of each Tripod Mount before raising the tripod (this reduces the chance of damage if the Base Station is dropped while attaching to the tripod). Raise the Base Station to a height of 6.5 to 7' feet from the floor.



**Important:** Connect the AC power cable to the back of the Base Station after placing the unit in its final position. Base Station units are sensitive, and this will prevent the need for additional adjustments while the Base Station is powered on.

Connect the AC power adapter to the wall outlet or AC power strip.

**Note:** The Base Stations are “stand alone” and are not connected to the VR computer.

### 2.3.2.2 Computer

Set up the VR computer at the Operator station. Use the below image and color cues to connect the following:

1. Connect PC Power Cable to VR Computer. Plug into Power Strip.
2. Connect the bottom of the VIVE Wireless Transmitter to the threaded post on a tripod. Raise the tripod to a height of approximately 5 feet. Set the tripod close to the Operator station.
3. Connect the Integral Cable of the VIVE Wireless Transmitter to the PCI Card on the VR Computer.
4. Connect the USB Keyboard to an available USB Port on the back of the VR Computer.
5. Connect the USB Mouse to an available USB Port on the back of the VR Computer.
6. Connect the USB Soundbar to an available USB Port on the back of the VR Computer.
7. Connect the Double USB – 3 in 1 Cable to the USB Port on the Link Box. Connect the opposite end to an available USB Port on the back of the VR Computer.
8. Connect the Display Port – 3 in 1 Cable to the Display Port on the Link Box. Connect the opposite end to an available vertical Display Port on the back of the VR Computer.
9. Connect the Power Cable – 3 in 1 to the Power Port on the Link Box. Plug into Power Strip.
10. Connect the USB Dongle Cradle to an available USB Port on the back of the VR Computer.
11. Join two-piece Video Monitor Stand via captive screw on bottom of Stand.
12. Attach Stand to Video Monitor.
13. Connect AC Power Cable to back of Video Monitor. Plug into Power Strip.
14. Connect HDMI Cable to HDMI Port on Video Monitor.
15. Connect the opposite end to an available vertical HDMI Port on the back of the VR Computer.
16. Attach Ethernet Cable to available port on the back of the VR Computer (for Two-User System ONLY).
17. Power on VR Computer by pressing power button on the front of the VR Computer.
18. Power on the Link Box by pressing button on the top of the Link Box.
19. Power on Video Monitor by pressing power button on the rear of the Video Monitor.
20. Power on the Soundbar by pressing power button on the top of the Soundbar.

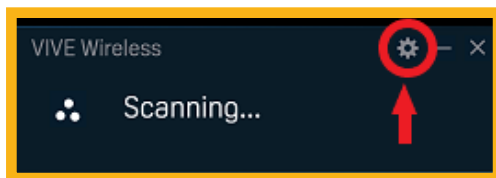
### 2.3.2.3 Pairing of Headset

The Headset must be paired with the VR software. Follow the process below:

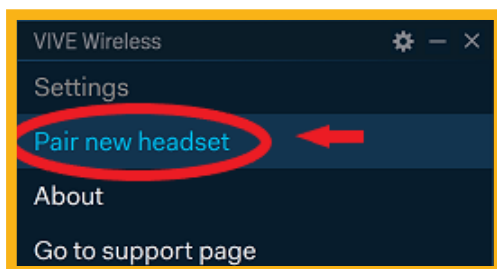
1. Connect a battery to the Headset with the USB cable.
  - a. The power indicator light on the left side of the headset should be illuminated red.
  - b. The power indicator light on top of the HTC VIVE Wireless Receiver should be illuminated and blinking green.
2. Launch "VIVE Wireless" application on the Desktop of the VR computer.



3. Select "Settings" on the VIVE Wireless panel.



4. Select "Pair new headset"



5. The light on the top of the wireless receiver will be blinking rapidly. Push and release the button on top of the Headset wireless receiver.



6. Confirm the blinking green light on top of the Headset wireless receiver turns to a solid green light.



7. This solid green light on the Headset wireless receiver and a "Ready" message on the VIVE Wireless panel both indicate that the Headset is connected.
8. **Note: Do not close the VIVE Wireless application panel when shutting down the computer.** This should always be left on. It will automatically pair with the Headset whenever the battery has been attached to the Headset. If the VIVE Wireless application is closed, launch the application again and keep it on.

### 2.3.2.4 Pairing of Peripheral Hardware

Pairing is the process of wirelessly connecting various Peripheral Hardware to the virtual environment so that you can use them with the VR. Peripheral Hardware includes items like the VIVE Controller, the VR Pistol, the VR BolaWrap and other VR force options. Follow the process below:

1. Activate the pairing light on the Peripheral Hardware following the process below:

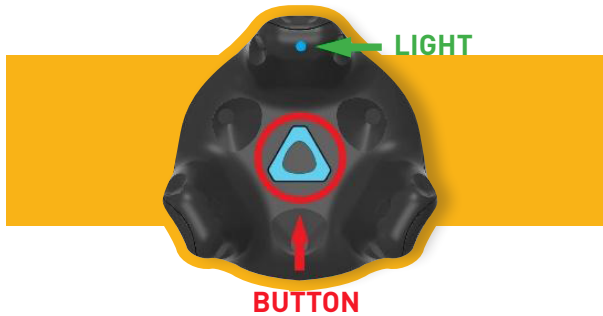
#### a. For the Controller:

- I. Turn on the Controller by holding down button A (diagram below) for three seconds until the blue light turns on. If the light is green, this means the controller is already paired with a computer.
- II. Hold down both buttons A and B until the light on the Controller turns blue and blinks. Skip to the section below, "2. Activate the pairing software..."



- b. For all other Peripheral Hardware (including VR Pistol and VR BolaWrap):

- i. Hold down the button circled in red for a few seconds until it turns blue.

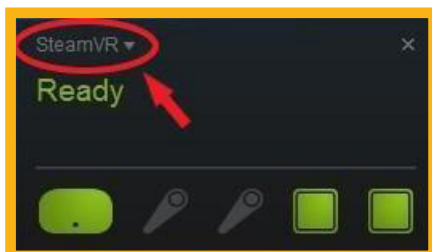


- 2. Activate the pairing software on the computer following the process below:

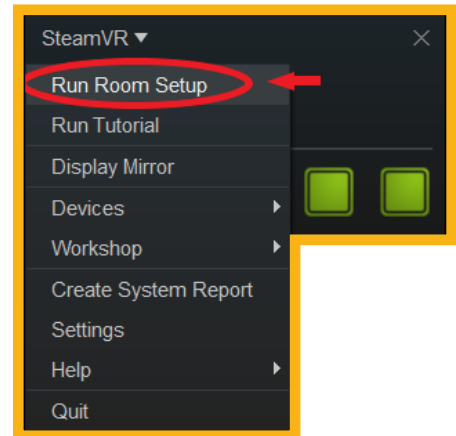
- a. Launch SteamVR by double clicking the SteamVR icon.



- b. Go to the SteamVR panel and click on SteamVR in the upper left corner, selecting the SteamVR Menu.



- c. Go to "Devices."



- d. Go to "Pair Controller" and the pairing process will start automatically.

- 3. If the pairing is successful:

- a. The blinking blue light on the Peripheral Hardware will turn a solid green.



- b. SteamVR will ask if you would like to pair another item.

- 4. If pairing is unsuccessful:

- a. The blinking blue light will turn off.
  - b. SteamVR will indicate that "No controller detected"
  - c. Repeat the Pairing process from the beginning.

**Important:** The magazine is locked into the well of the VR Pistol to ensure reliable connection and functionality in the VR environment. The magazine and VIVE Tracker assembly should not be removed. Attempting to remove the magazine from the pistol may cause damage to the internal components or the VIVE Tracker.

### 2.3.2.5 Image Selection of Peripheral Hardware

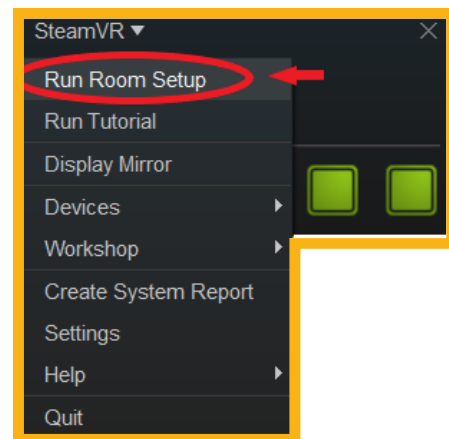
This section will provide information as to how to have the image in the Virtual Environment of the Peripheral Hardware match the correct “real-world” item (meaning a VR Pistol should look like a VR Pistol, and not a VR BolaWrap.)

1. Have User don the Headset. **Ensure that the VIVE Tracker for that item is powered on and paired.** Hand the force option to the user. Instruct User to look at the force option held in hand and verify image in the virtual environment matches desired force option (it may be invisible or appear as a different item).
2. Go to the Wrap Reality Selection Screen.
3. Choose Settings to open the Wrap Reality Settings Screen.
4. Go to the button labeled with the name of the force option (for example: G17 Next Tracker.)
5. Continue to click this button slowly until the User sees and confirms the correct force option is visible in the Virtual Environment.
6. Click “Save” and exit to the Selection Screen or repeat steps for imaging additional force options.

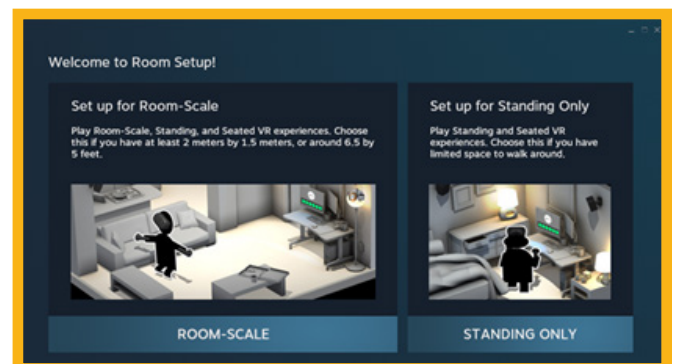
### 2.3.2.6 Define the Training Space

This section will provide information defining the training area. This will establish a safety perimeter that will be visible in the headset when the User nears the boundary of the training area. This safety feature is known as the “Chaperone.” Follow the process below:

1. Turn on SteamVR by double clicking the SteamVR icon.
2. When launching Steam VR, you may be automatically prompted to run a “Room Setup.” If it does not start automatically, continue with the next step.
3. Go to the SteamVR Menu in the upper left corner of the SteamVR panel.
4. Click on Room Setup.



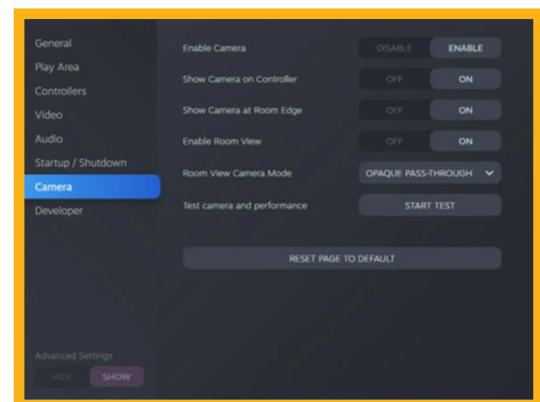
5. The following window will appear.



6. Click "Room Scale."
7. Follow the computer on-screen instructions:
  - a. One (1) HTC VIVE Controller must be powered on for Room Setup.
  - b. Ensure the Headset is plugged into a battery and placed on the floor in the center of the Training Area. The Headset and Controller must be visible to the Base Stations.
  - c. **Locate Monitor:** Have assistant stand next to the Headset with Controller in hand. Instruct assistant to point the Controller toward the Video Monitor on the Operator table and then pull and hold the trigger on the Controller. When the progress bar fills completely on the screen, instruct the assistant to release the trigger.
  - d. **Locate Floor:** Instruct assistant to place the Controller on the floor next to the Headset. Click "Calibrate Floor." Progress bar will fill until complete.
  - e. **Create Boundaries:** On the screen, click the box titled "Advanced Mode." Instruct assistant to pick up the Controller and walk to the first Base Station. Hold Controller a few inches away from the Base Station and "tap" the trigger on the Controller. Assistant will feel a vibration in the Controller. Instruct assistant to walk to the next Base Station and again, "tap" and release the trigger. Repeat the process, completing a square or rectangle of all Base Stations. Clicking "Next" will reveal a solid green box on the screen, inside the defined boundaries. If the box is red, repeat the process. **If the green box appears smaller than the boundary lines of the defined space, the Chaperone system will still function out to the boundary lines of the space defined by the room setup.** It is recommended that the Operator confirms the Chaperone is working properly prior to the start of a training session.

### 2.3.2.7 Activate Dual Camera

1. As an added safety feature, the HTC VIVE VR system has a pass through camera capability, allowing the User to see the real world when at a boundary line. Moving back into the Training Area will turn the camera off and return the User to the virtual environment. To activate the dual camera:
  - a. From the VR Computer, open the SteamVR app.
  - b. Open the SteamVR Menu, select Settings > Camera.
  - c. Click the Enable Camera - **Enable/Disable** switch to turn it on.
  - d. Click the Restart SteamVR button to restart the SteamVR app.
  - e. Turn on "Show Camera at Room Edge" option. Shows actual surroundings at the Training Area boundaries.
  - f. From the drop-down menu in "Room View Camera Mode", select "Opaque Pass-Through."
  - g. Close SteamVR Menu.



## 2.4 VR SETUP - ONGOING

This section describes Setup of the system for your ongoing training use of the VTP.

### 2.4.1 Setup Procedures Not Covered in This Section

If you need instructions for any of the below issues, please refer to Section 2.3 - First Time VR Setup for information.

- Training Space Setup
- Pairing of Peripheral Hardware
- Room Setup

### 2.4.2 Pre-Setup

#### 2.4.2.1 Charging

Charge the below hardware prior to setup:

1. Batteries for wireless headset
2. Controllers
3. VR Pistol
4. VR Stun gun and/or any other Peripheral Hardware that will be used for the training session and has an attached VR Tracker, such as OC Spray, BolaWrap, etc.

### 2.4.3 Setup

#### 2.4.3.1 Base Stations

1. Plug in each Base Station to an AC electrical outlet using the Base Station Power Cables.
2. Confirm that a green light appears on the top front of each Base Station after having been powered on for over fifteen seconds.

#### 2.4.3.2 Headset

1. Confirm the "VIVE Wireless" application is running on the VR Computer. If it is not, refer to 2.3.2.3 - Pairing of Headset.
2. Connect a battery to the Headset with the USB cord.

#### 2.4.3.3 VR Computer

1. Power on the VR Computer.
2. Confirm that the VR Computer wirelessly connects to Headset.
  - a. If it does not, **refer to 2.3.2.3 - Pairing of Headset** in the "First Time VR Setup" section.
3. Launch "Steam VR" by clicking on the SteamVR icon.
4. Confirm that SteamVR has successfully launched. Five or more icons should appear in the SteamVR panel representing:
  - a. Headset (should be solid blue)
  - b. Two (2) Controllers (grey color indicates not powered on – only need powered for room setup and select training modules)
  - c. Four (4) Base Stations (should be solid blue)
  - d. Desired force options (all should be solid blue – power off when not in use)

The color of each icon will indicate its status:

- **Solid Blue:** Device is tracking and ready for use.
  - **Pulsing Blue:** Device is asleep or cannot be seen by the Headset or Base Stations
  - **Solid Grey – Inactive:** Device is off or not connected. Check connections and power to the device.
5. Launch the Wrap Reality Application.
  6. Confirm:
    - a. Confirm you can see the Selection Screen on the VR Computer.
    - b. Confirm you can see the virtual Wrap Reality "Lobby" in the Headset.
    - c. Confirm audio:
      - I. Ambient sound (crickets) is heard on USB Soundbar.
      - II. Ambient sound (crickets) is heard by User in Headset.

7. If you are using more than two (2) Peripheral Hardware force options, plug a Dongle into the USB Dongle Cradle connected to the back of the VR Computer for each additional force option. For example, if you are using a VR Pistol, VR Stun Gun and VR BolaWrap, then you will need one Dongle plugged into the USB Dongle Cradle.

#### 2.4.3.4 Peripheral Hardware

1. Select which set of Peripheral Hardware you will be using for the training session (for example: VR Pistol and VR Stun Gun).
2. Power on each force option. Depress the Tracker Button for two to three seconds and release.
3. Confirm that the Tracker Light is green. If the light is blue, **refer to 2.3.2.4 - Pairing of Peripheral Hardware.**
4. Confirm that the Peripheral Hardware is viewable and correct in the Virtual Environment. If it is invisible or wrong (for example, it looks like a Stun Gun instead of a VR Pistol), refer to 2.3.2.5 - **Image Selection of Peripheral Hardware.**
5. Confirm that the Peripheral Hardware functionality is working by using it in the virtual Wrap Reality "Lobby". For example, fire the VR Pistol to confirm that you can see and hear it fire.

**Important:** The magazine is locked into the well of the VR Pistol to ensure reliable connection and functionality in the VR environment. The magazine and VIVE Tracker assembly should not be removed. Attempting to remove the magazine from the pistol may cause damage to the internal components or the VIVE Tracker.

## 2.5 VR SHUTDOWN - ONGOING

At the conclusion of each training session, or if there will be a prolonged break greater than thirty thirty minutes, it is recommended that the system be shut down to reduce long-term wear. For breaks less than 30 minutes, consider unplugging the battery from the headset.

#### Shutdown – Prolonged Break:

1. Close the Wrap Reality App by clicking the yellow "X" in the upper right corner of the Selection Screen. You will be prompted to confirm by selecting "Shutdown" or "Cancel."
2. Close the SteamVR App by clicking the "X" on the SteamVR panel.
  - a. **DO NOT** close the VIVE Wireless Panel.
3. Unplug the battery from the Headset.

#### Shutdown – End of Training Session:

1. Close the Wrap Reality App by clicking the yellow "X" in the upper right corner of the Selection Screen. Confirm Shutdown.
2. Close the SteamVR App by closing the SteamVR panel.
  - a. **DO NOT** close the Vive Wireless Panel.
3. Shutdown the VR Computer by clicking the "Windows" icon in the lower left corner of the screen.
4. Unplug the Battery.
5. Store the Headset.
6. Unplug the Base Stations from the electrical outlets.
7. Recharge and then store the Peripheral Hardware. All HTC VIVE Trackers will automatically power off when SteamVR is closed.
8. Recharge and then store the batteries for the Headset.

## 2.6 VR BREAK DOWN – MOVING LOCATIONS

This section will provide information on procedures for dismantling the VR equipment.

After the VR computer and all accessories are properly powered down, use the following sequence to dismantle the Wrap Reality VTP.

**Important:** Remember to recharge all Controllers, Peripheral Hardware and batteries prior to storing.

1. Close the Wrap Reality App by clicking the yellow “X” in the upper right corner of the Selection Screen.
2. Close the SteamVR App by closing the SteamVR panel.
  - a. **DO NOT** close the Vive Wireless Panel
3. Shutdown the VR Computer.
4. Unplug the battery from the Headset.
5. Unplug the Base Stations from the electrical outlets.
6. Recharge and then store the Peripheral Hardware (all HTC VIVE Trackers will automatically power off when SteamVR is closed).
7. Recharge the batteries for the Headset.
8. Disconnect all cables and cords from the power source first, and then from each equipment component.

**Important:** when disconnecting cables, it is recommended to unplug from the port by pulling on the connector and not the cord. This will extend the life of the cable. Coil and bind the cables.

### 9. Breaking down the Base Stations:

- a. If using the Tripod Mount System for the Base Stations, lower each Base Station unit. Remove the Base Station unit from the Tripod Mount. Store the Tripods in the issued storage bag.

### 10. Conduct inventory (refer to Table 2.2).

### 11. Place the following equipment into the provided Hardcase:

- a. VR Computer
- b. Four (4) Base Stations
- c. Headset
- d. VR Pistol
- e. Additional Force Options
- f. Monitor & Stand
- g. Additional Equipment:
  - I. Mouse
  - II. Keyboard
  - III. Soundbar
  - IV. HDMI Cable and Video Monitor Power Cable
  - V. VR Computer Power Cord
  - VI. HTC VIVE Wireless Transmitter with Integral Cable
  - VII. Base Station Power Cables
  - VIII. USB Multiple Outlet Charger
  - IX. USB Charging Cables
  - X. Power Strip and Extension Cord

**Note:** If moving to another location, follow the instructions for Training Room Selection, Room Preparation, Unpacking, and System Setup at the new location.

## 3. EQUIPMENT STORAGE & CARE

This section will provide information on procedures for storage and care of VR equipment.

### 3.1 Secure Storage

When not in use, it is recommended that the VR system be stored in a secure room, free from moisture and extreme temperatures. Care should be exercised to prevent loss, degradation, or damage to system components. **Only those persons authorized or approved by the agency as VR System Operators should attempt to use the Virtual Training Platform.**

### 3.2 Headset Care

This subsection will provide information on the fit, adjustment and care of the Headset.

1. **Fit:** Ensure the Headset is properly seated on the User's head. The foam along the top should rest in the middle of the forehead, with the bottom foam sitting on top of the cheekbones. The strap features an adjustment dial at the back of the Headset. Turn the dial until the straps of the Headset fit securely and comfortably. For best audio quality, ensure that the integrated on-ear headphones are "clicked" into position over the ears. Adjust height and angle of the headphones as necessary.
2. **Eye Relief:** The Headset is shipped at the ideal setting for most people (including Users who wear glasses). For Users whose eyelashes or glasses are touching the VIVE lenses:
  - a. With the front of the Headset facing you, press the button on the bottom right of the Headset and gently pull out on the Headset strap. This will increase the room between the face cushion of the Headset and the Headset lenses. To decrease the room, press the button again and this time gently push the face cushion towards the Headset lenses.

3. **Adjust the IPD** – The Interpupillary Distance, or IPD, is the distance between the centers of both pupils. If the image in the VR environment is blurry:

- a. With the Headset facing you, the IPD adjustment knob can be found on the bottom left corner of the Headset. By turning this knob, you can change the distance between the Headset lenses.

When in VR, turn this knob until a sharper image is visible (the knob in this case will be reversed. It will be on the bottom right of the Headset in relation to the wearer).

#### 4. Headset Care

- a. When not using the Headset, store it with the lenses pointed away from any source of direct sunlight. Failure to do so may cause damage to the headset display.
  - b. Headset Lens Care
    - I. If the lenses become dirty, use a clean damp microfiber cloth. Gently wipe the surface of the lens top to bottom or left to right.
    - II. Never scrub the lens with anything.
    - III. Never use wood-based products (Tissues, paper towels, toilet paper) to attempt to clean the lenses.

### 3.3 Long-Term Storage

If it is anticipated that there will be an extended time period between training sessions, an Operator may elect to dismantle and store the VR equipment. The system should be broken down, inventoried, and stored in the provided hard-sided cases as previously specified in this User Guide.

**Note:** If the VR computer is to be placed in storage for an extended period, it is recommended that the Operator or designee periodically inventory and inspect the equipment to ensure that it is in good working order.

## 4. WRAP REALITY UPDATES

Wrap Technologies will periodically update software in the Wrap Reality application, adding new functionality and/or new training modules. As new updates are published, Wrap Technologies will determine the most efficient method for disseminating the latest build version.

After the latest version of the Wrap Reality application has been installed, the agency Operator(s) should view the latest changes/additions to the Wrap Reality Content Library to become familiar with the newest content and functionality.

Wrap Technologies will also periodically update content in the VR User Guide, Troubleshooting Guide, and Trainer's Guide.



## 5. WRAP REALITY SUPPORT

The Wrap Technologies Team is always available to assist with troubleshooting or technical support.

An agency can alert Wrap to an issue by either email or phone. A Wrap Team member will respond via email or phone if the likely cause is easily corrected, and the resolution can be easily communicated. If the problem is not likely to be easily resolved, Wrap will schedule a time to call when agency staff will have access to the Wrap Reality platform. During the call, Wrap Technologies staff will troubleshoot with the agency contact, including using a remote desktop application to view the agency's VR Computer.

If additional support is required to resolve a software issue, the Wrap Team will work quickly to find the solution and provide an expected "fix date" to reduce disruptions to the agency training schedule. If the issue is hardware, Wrap Technologies maintains inventory of all critical parts and will send out a replacement the same or next day.

**WRAP**  
REALITY

**Support:**  
**800-583-2652**  
**[support@wrap.com](mailto:support@wrap.com)**

## 6. TRAINING WITH WRAP REALITY VTP

This section will provide information on using the VTP to implement an effective training program.

### 6.1 THE WRAP REALITY TRAINER'S GUIDE

To aid our customers in maximizing their use of the VR, we have created the Wrap Reality Trainer's Guide as a companion volume to the VTP User Guide. It was designed to assist the trainer in becoming familiar with the functionality and content of the VTP, as well as providing helpful tips for planning a safe, top-quality training experience. **Refer to the Trainer's Guide for detailed information.**

### 6.2 SYSTEM FAMILIARITY

Once installed, it is recommended that the System Operator set aside time to become familiar with the functionality of the VTP in an informal setting, and in advance of any scheduled training. The Wrap Reality VR experience for the User will be greatly enhanced when the Operator is proficient in selecting training modules which meet agency training goals, and when the Operator can successfully navigate the branching options within the module, smoothly guiding the User to a desired outcome.

Prior to scheduled training, the Operator should review available modules and construct a training plan, selecting those modules that will meet the planned training objective. Consideration should be given as to the experience level and capabilities of the User when making a selection. If necessary, the Operator may consult with agency supervisors for guidance.

### 6.3 SYSTEM FUNCTIONALITY

This subsection will provide basic information on the functionality and features of the VTP.

#### 6.3.1 Module Selection Screen

When the Wrap Reality application is launched, the first screen available to the Operator will be the Selection Screen (also known as the "Library"). From this screen, the Operator can locate desired modules by scrolling through the full listing, or by selecting Tags at the top of the screen. Clicking the 'star' icon within any module box turns the star to yellow and saves it to the Favorites list at the top of the screen. Clicking the 'star' a second time removes the module from Favorites.

The icon for each module contains a screenshot of the VR Environment, a brief description of the content and the training application(s). Clicking on the icon launches the module. Wrap Reality Settings can also be accessed from the Selection Screen. **For detailed information, refer to the Wrap Reality Trainer's Guide.**

#### 6.3.2 Settings Screen

The Wrap Reality Settings Screen is launched from the Selection Screen. A shortcut to Settings is also available from the Preparation Screen. The Operator will click the Settings button at the top of the Selection Screen. The Operator can access Peripheral Hardware applications, Recording and Multi-User Functions. Clicking "Save" returns the Operator to the Selection screen, saving any changes.

#### 6.3.3 Module Preparation Screen

From the Selection Screen, clicking on a module icon will launch the desired module. Each training module has a Preparation Screen (also known as the "Lobby"). Functionality available to the Operator includes changing Trainee settings for each User; changing settings specific to the training module (example: day, night environment settings); playing the Prologue; starting the module; loading a replay of the module; opening the replay browser; and exiting to the Selection Screen. **For detailed information, refer to the Wrap Reality Trainer's Guide.**

#### 6.3.4 Module Interaction Screen

From the Preparation Screen, clicking on "Start" begins the training and opens the Module Interaction Screen. This screen allows the Operator to control the training module while the User is in the headset. It also allows the Operator to exit, restart, or pause the training module for discussion.

For most Wrap Reality modules, branching options are available from the overlay on the Interaction Screen. When available, the Operator can use branching features of the selected module to guide the progression of the module. The User will observe the events unfold within the module, and form a response based on his or her own observations as well as information previously provided in the “Prologue”. A User can acquire supplemental information by asking questions of the virtual characters in the module, giving verbal direction, or deploying a force option. Clicking on a button in the overlay will initiate a verbal response or physical action by the characters in the module.

When the Operator elects to end the training module, clicking “Exit” will return the User to the “Lobby” for performance review and debriefing. **For detailed information, refer to the Wrap Reality Trainer’s Guide.**

## 6.3.5 Reality Rewind Functions

### 6.3.5.1 Load Last Replay

From the Preparation Screen, an Operator can click on the Load Last Replay button to initiate a replay of the User’s performance during the module. The Operator will instruct the User to leave the headset in place to view his or her responses during the module and listen to audio captured during the session.

**Note:** The voices of all Users, as well as the voice of the Operator and others will be recorded during the module, using the microphone in the HTC VIVE Headset.

On the VR Computer screen, the module will replay from the viewpoint of the User, or from the view of a “third party observer”, witnessing the actions of the User (in the form of a ‘Trainee Avatar’) and key characters within the module. The Operator can use controls on the Replay Screen to guide the User through the replay:

1. **Rewind/Fast-Forward/Skip:** The Operator can rewind/fast-forward at a desired speed or skip to the next or previous event.
2. **Pause:** The Operator can pause the replay at any time for discussion.
3. **Next Camera:** The Operator can change the view of the camera to User’s Point of View (POV) or that of a “third party observer”. The User will appear as a “Trainee Avatar”—an illustration of a uniformed officer.

Settings are available to match ethnicity and gender of the User. An additional camera view available to the Operator is Drone Assisted Coaching. This feature would be selected in situations where an in-depth review of the User’s performance is necessary. An Operator can elect to have a User return at a later time, recall the User’s session, and then use keyboard controls to fly a drone camera around the virtual environment facilitating a discussion of the User’s actions during training.

**Note:** Drone Assisted Coaching is not available to the User while wearing the HTC VIVE Headset.

4. **Shot Rays:** The Operator can enable/disable the Shot Rays. When enabled, each shot fired by the User or virtual character is visually depicted with a red “laser ray”, beginning at point of origin, and continuing along the simulated projectile’s trajectory. Each subsequent shot fired is depicted with a separate “ray” on its own trajectory.
5. **Shot Pause:** The Operator can choose to have the replay pause on each shot fired (All); pause on the first shot fired (First Shot); or no pause (Never)
6. **Exit:** The Operator can exit the Replay Screen to return to the Lobby.

### 6.3.5.2 Replay Browser

An Operator can locate and view a previously recorded module by clicking on the Replay Browser button in the Preparation Screen. All previously recorded sessions for that module are listed by User (Trainee) name - Date - Time.

7. **Viewing:** To view a replay of the previously recorded module, the Training Operator will click on the LOAD button.
8. **Conversion:** To convert the previously recorded module to an MP4 video file, the Training Operator will click on the “Render to Video” button.

**For detailed information on review, recording and retention of student performance, refer to the Wrap Reality Trainer’s Guide, Section 2.6 - Evaluating Student Performance.**

## 6.4 TRAINING WITH TWO STUDENT USERS

If two-user capability is available, this subsection will provide information on ensuring proper set-up and synchronization of the VR computers. For two Users to be present in the same VR environment, Wrap Reality requires two separate VR Computers and all Peripheral Hardware be set-up in the same training area.

**Note:** Both computers will be connected with the use of an Ethernet cable.

### 6.4.1 Setting up the Second VR Computer

**For guidance on setting up the VR Computer, refer to Section 2.3 - VR SETUP.** Once set up, the second VR Computer and its assigned Peripheral Hardware will track the second User in the same VR environment as the first User. Both Users will be visible to the Operator, and to each other in the environment as a “Trainee Avatar”—a uniformed officer. All tracked peripheral hardware will be visible for each User. When the synchronization process is completed, the control of the module can be accomplished from just one “Host” computer, as designated by the Operator.

### 6.4.2 Synchronization

Once both VR Computers have been set up and all Peripheral Hardware has been paired, the Operator will click the “Settings” button at the top of the Selection Screen. The Wrap Reality Settings Screen will open.

1. For the computer designated by the Operator as the “Primary” computer, the Operator will go to the Wrap Reality Settings Screen. Under the Multi-User column, click the Host is OFF button, changing to Host is ON. The IP address above the Host button is that

computer’s IP address (For example, 192.168.10.1). All control for a selected training module for both Users will be accomplished on the “Primary” computer.

2. For the second computer, the Operator will go to the Wrap Reality Settings Screen. Click over the grayed text (auto) appearing directly over the Client is OFF button, and type in “Auto” or the “Primary” (Host) computer’s IP address, then click the Client is OFF button. Client is ON should display if the connection is successful. Tracking for the User and peripheral equipment assigned to this computer will continue while module control is now transferred to the “Primary” computer.
3. For each User, the Operator can customize the appearance of the student’s “Trainee Avatar” by ethnicity and gender. During the setup, the Operator will select a module on each VR Computer, opening the Preparation Screen. Under the Trainee Settings Section, the Operator may select the appropriate ethnicity and gender for the User who will be training on that computer. The Operator can then exit the Preparation Screen. All subsequent training using that computer will reflect the selected ethnicity and gender until changed.

**Note:** The default setting is MALE – CAUCASIAN

4. Prior to launching a module, and when both Users are wearing their Headsets, the Operator should ensure that each User’s position and height are tracking appropriately. **Settings for calibration of Height and Origin (Position) are available in the Trainee Settings Section of the Preparation Screen.**

**Note:** Ensure functionality of two-user set up PRIOR to the start of any training session. Gender and ethnicity settings can be changed during the session.

## 7. APPENDICES

### Contents

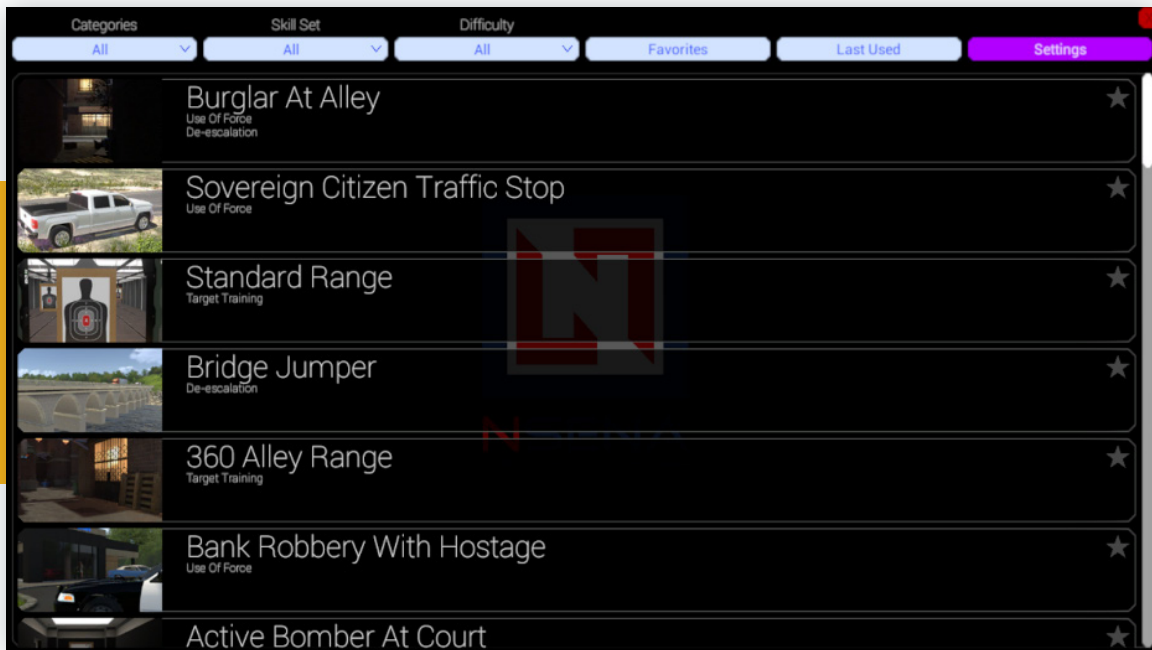
#### Appendix 7.1 Glossary of Terms

#### Appendix 7.2 Wrap Reality Module Reference Sheet

### 7.1 Glossary of Terms

| Quantity                     | Meaning                                                                                                                                                                                                                                                    |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| VR                           | Virtual Reality                                                                                                                                                                                                                                            |
| VTP                          | Wrap Reality Virtual Training Platform                                                                                                                                                                                                                     |
| Virtual Environment          | The virtual training environment                                                                                                                                                                                                                           |
| Headset                      | Virtual Reality Headset worn by the User                                                                                                                                                                                                                   |
| Operator                     | System Operator/Trainer                                                                                                                                                                                                                                    |
| User                         | The individual wearing the Headset                                                                                                                                                                                                                         |
| VR Pistol                    | Virtual Training Pistol                                                                                                                                                                                                                                    |
| VR Rifle                     | Virtual Training Rifle                                                                                                                                                                                                                                     |
| VR Stun Gun                  | Virtual Conducted Energy Weapon or CEW                                                                                                                                                                                                                     |
| VR OC Spray                  | Virtual OC Spray                                                                                                                                                                                                                                           |
| VR BolaWrap                  | Virtual BolaWrap Remote Restraint                                                                                                                                                                                                                          |
| Peripheral Hardware          | All Virtual Hardware used by the Student User in the Virtual Environment                                                                                                                                                                                   |
| Selection Screen             | The home screen on the VR Computer used by the Operator to select Training Modules or access Wrap Reality Settings. Also known as the "Library."                                                                                                           |
| Wrap Reality Settings Screen | The screen where the Operator can select settings for the Wrap Reality software (not SteamVR settings.)                                                                                                                                                    |
| Preparation Screen           | Each training module has a Preparation Screen that includes a button to play the Prologue and Start the training module as well as other settings particular to the training module (example: day, night environment settings.) Also known as the "Lobby." |
| Interaction Screen           | This screen allows the Operator to control the training module while the User is in the training module. It also allows the Operator to exit, restart, pause the training module.                                                                          |
| SteamVR                      | The basic software that runs the virtual reality equipment. This is separate from the Wrap Reality software.                                                                                                                                               |

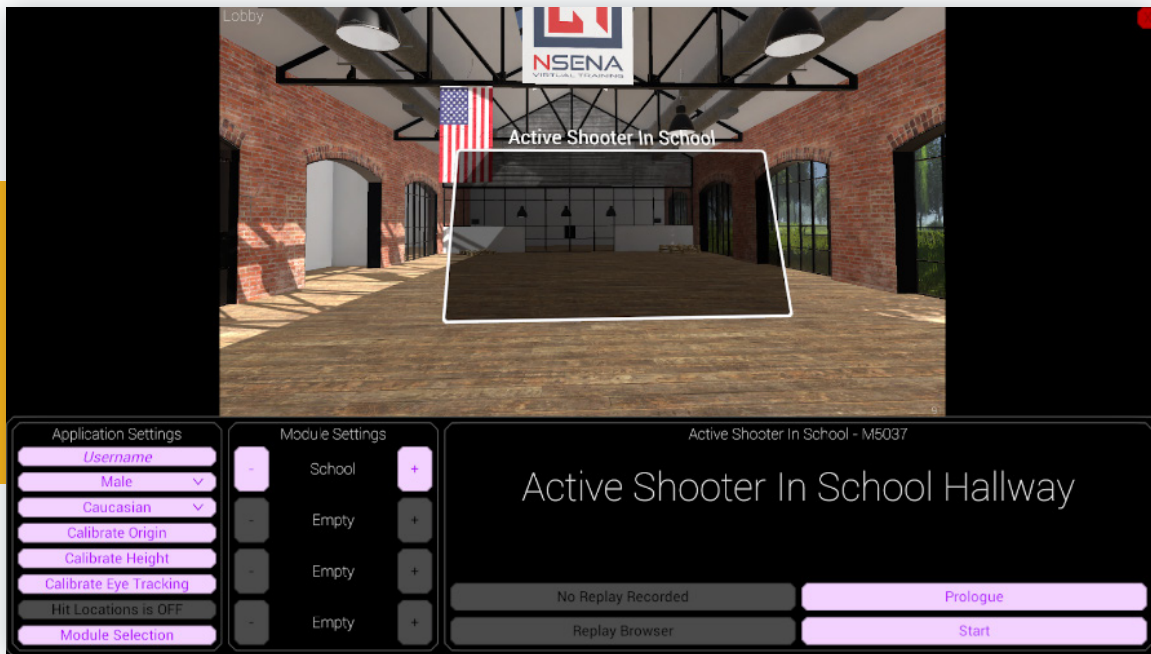
Wrap Reality Selection Screen (Picture)



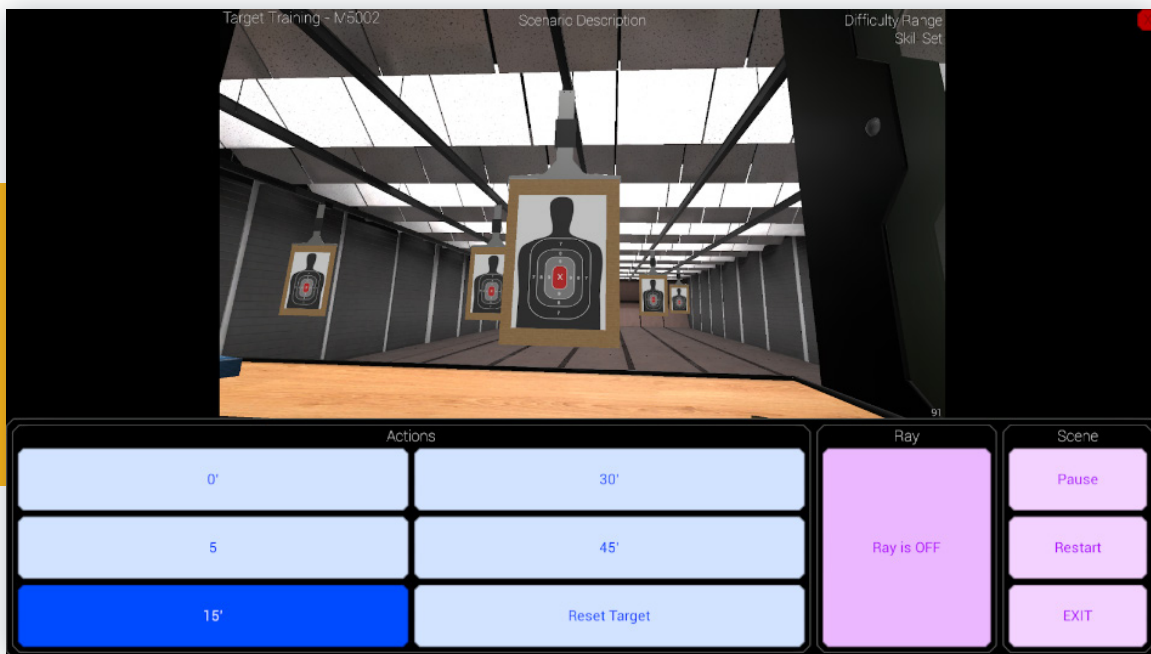
Wrap Reality Settings Screen (Picture)



Wrap Reality Preparation Screen (Picture)



Wrap Reality Interaction Screen (Picture)



## 7.2 Wrap Reality Module Reference Sheet

| Incident Type – Short Title of Module      | Module # | Instructional Application<br>(Use of Force, De-Escalation, Observation, Immersion, Process & Procedure, Skills Training) |
|--------------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------|
| Active Threat – Classroom Hostage          | M5029    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Active Threat – EDP in University Library  | M5027    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Active Threat – School Hallway             | M5037    | Use of Force, Skills Training                                                                                            |
| Active Threat – Shooter in Office Building | M5011    | Use of Force, Skills Training                                                                                            |
| Alarm – Residence                          | M5052    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Assault – Parking Garage                   | M5030    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Call For Assistance – Bridge Jumper        | M5003    | Immersion, De-Escalation                                                                                                 |
| Call For Assistance – Disabled Vehicle     | M5051    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Call For Assistance – EDP Walkaway         | M5070    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Call For Assistance – Missing Person       | M5047    | Process & Procedure, Skills Training                                                                                     |
| Call For Assistance – Person with Dementia | M5043    | De-Escalation, Process & Procedure, Skills Training                                                                      |
| Courtroom – Active Bomber                  | M5006    | Use of Force, Process & Procedure, Skills Training                                                                       |
| Criminal Investigation – Employee Burglary | M5014    | Process & Procedure                                                                                                      |
| Criminal Investigation – Human Trafficking | M5054    | Process & Procedure, Skills Training                                                                                     |
| Criminal Investigation – Suicidal Suspect  | M5045    | Use of Force, De-Escalation, Skills Training                                                                             |
| Criminal Investigation – Transient Camp    | M5065    | Use of Force, Process & Procedure                                                                                        |

| Incident Type – Short Title of Module           | Module # | Instructional Application<br>(Use of Force, De-Escalation, Observation, Immersion, Process & Procedure, Skills Training) |
|-------------------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------|
| Domestic Dispute – Living Room                  | M5013    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Domestic Dispute – Trailer Home                 | M5008    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| General Assignment – Warrant Service at Home    | M5036    | Use of Force, Process & Procedure, Skills Training                                                                       |
| Neighborhood Complaint – Blue on Blue           | M5050    | Use of Force, Process & Procedure, Skills Training                                                                       |
| Neighborhood Complaint – Duty to Intervene      | M5069    | De-Escalation, Observation, Process & Procedure, Skills Training                                                         |
| Neighborhood Complaint – Property Dispute       | M5076    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Off Duty Action – Avoiding Conflict in Bar      | M5012    | De-Escalation                                                                                                            |
| Off Duty Action – Conflict Resolution on Street | M5017    | De-Escalation                                                                                                            |
| Robbery – Bank Robbery with Hostage             | M5005    | Use of Force, Process & Procedure, Skills Training                                                                       |
| Suspicious Person – Burglar at Alley            | M5000    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Tactical Operations – Incident Command          | M5082    | Process & Procedure, Critical Thinking                                                                                   |
| Theft – Shoplifter                              | M5048    | Observation, Process & Procedure, Skills Training                                                                        |
| Traffic Stop – DUI Test                         | M5035    | Observation, Process & Procedure, Skills Training                                                                        |
| Traffic Stop – Handgun/Drug Possession          | M5038    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Training – 360 Alley Range                      | M5004    | Skills Training                                                                                                          |
| Training – 360 Reactive Range                   | M5015    | Skills Training                                                                                                          |

| Incident Type – Short Title of Module | Module # | Instructional Application<br>(Use of Force, De-Escalation, Observation, Immersion, Process & Procedure, Skills Training) |
|---------------------------------------|----------|--------------------------------------------------------------------------------------------------------------------------|
| Training – ADAPT                      | M5059    | Use of Force, Process & Procedure, Skills Training                                                                       |
| Training – ADAPT Shoot House          | M5058    | Skills Training                                                                                                          |
| Training – BolaWrap Practice Field    | M5086    | Use of Force, De-Escalation, Process & Procedure                                                                         |
| Training – Standard Range             | M5002    | Skills Training                                                                                                          |
| Trespass – Bar Patron                 | M5046    | Use of Force, De-Escalation, Process & Procedure, Skills Training                                                        |
| Trespass – Laundry Room Vagrant       | M5039    | Use of Force, Process & Procedure, Skills Training                                                                       |
| Trespass – Terminated Employee        | M5053    | Use of Force, Skills Training                                                                                            |

