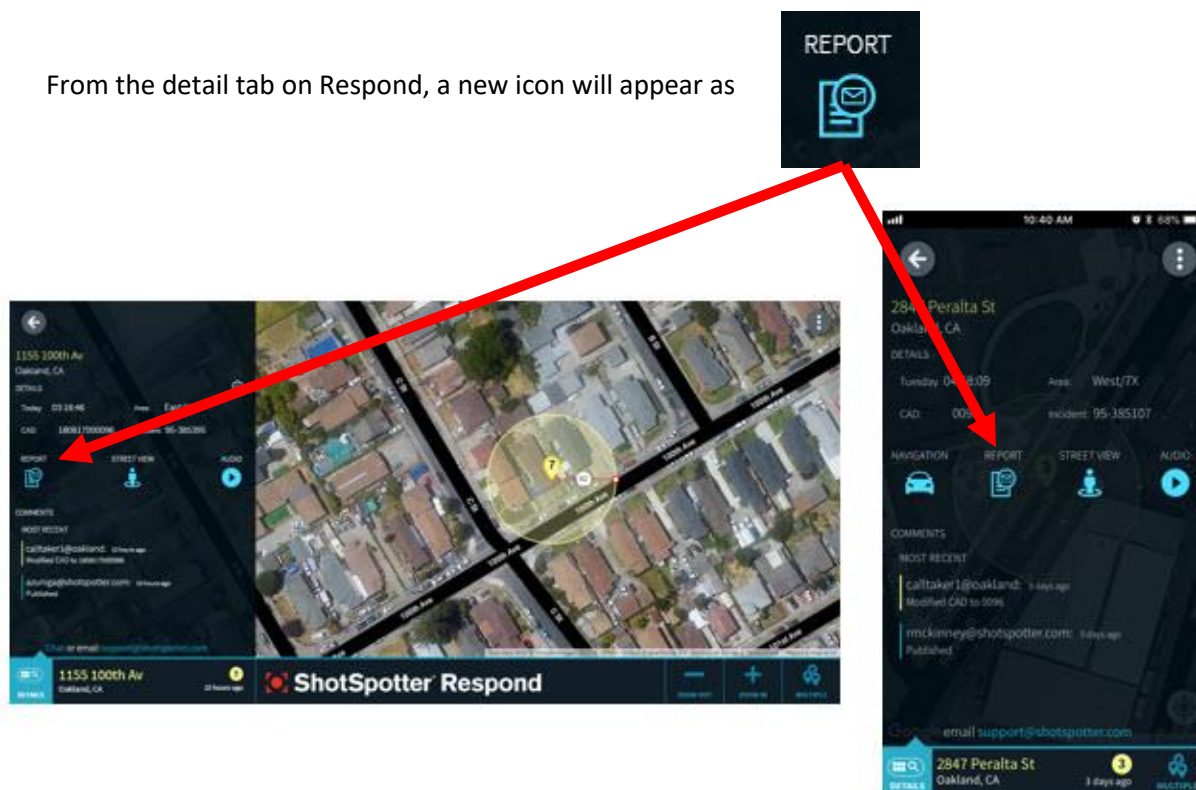


On Tuesday, August 21, 2018, we will release a new version of ShotSpotter Respond. This Training Bulletin is to advise you of the upcoming changes and how they will affect the behavior of the application.

View and share incident reports with others via email/text or print a copy to include as part of a report

From the detail tab on Respond, a new icon will appear as



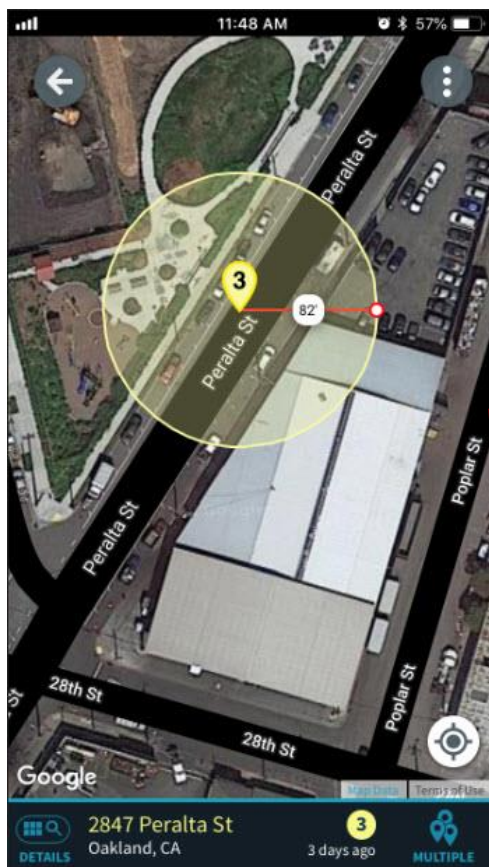
Selecting the “Report” option will create an Incident Report similar to the report that can be created in the Investigator Portal (see image below). Once the report has been generated, the application will give you several options to:

- Save/print the report or to send it to another person via email (both the web browser and phone applications)
- Send the report via text message (only available on phone application)

Please also note a slight change in the appearance of the Details tab in order to make room for the Reports option. The Audio Player and Street View are still a function available to you, as well as the navigation option on the phone application.

View your location relative to the incident location on the map (phone application only)

To view your relative position to the dot on the map, go to the map view of the incident and find the grey compass icon in the lower right



By selecting the compass icon, your relative location will display on the map as a blue dot. The compass icon will change to blue to indicate that you have selected to show your relative location. Please note that this location information is only displayed on the device you are using and cannot be seen by others. Your location data in ShotSpotter Respond is not tracked or stored by ShotSpotter or by any other entity.

Contacting Customer Support

You may contact SST Customer Support:

Via Live Chat (24x7):

From either ShotSpotter Respond or the ShotSpotter Investigator Portal, look for the chat links.

Or by following this link in any web browser:

<https://chat.shotspotter.com/chatrequest>

Via Phone:

Phone support is available Monday-Friday, 8:00 am to 5:00 pm Pacific Time. Please contact our support team during these hours at: +1 (888) 274-6877, then dial option 4.

Via Email:

Email support@shotspotter.com. Please include as much detail as possible so we may better serve you quickly.

List of alerts based on results

Click on any map icon to open that alert in satellite map with details available

Click on any dot to reveal more information

Menu to select map settings/About/Logout

When the application is open:

- Yellow dots represent gunshots with the number of rounds fired
- Pink dots represent possible gunfire
- Clicking on a dot will reveal more information about the incident.
- Clicking on the map icon in any alert will open the alert in satellite view with the details tab available.

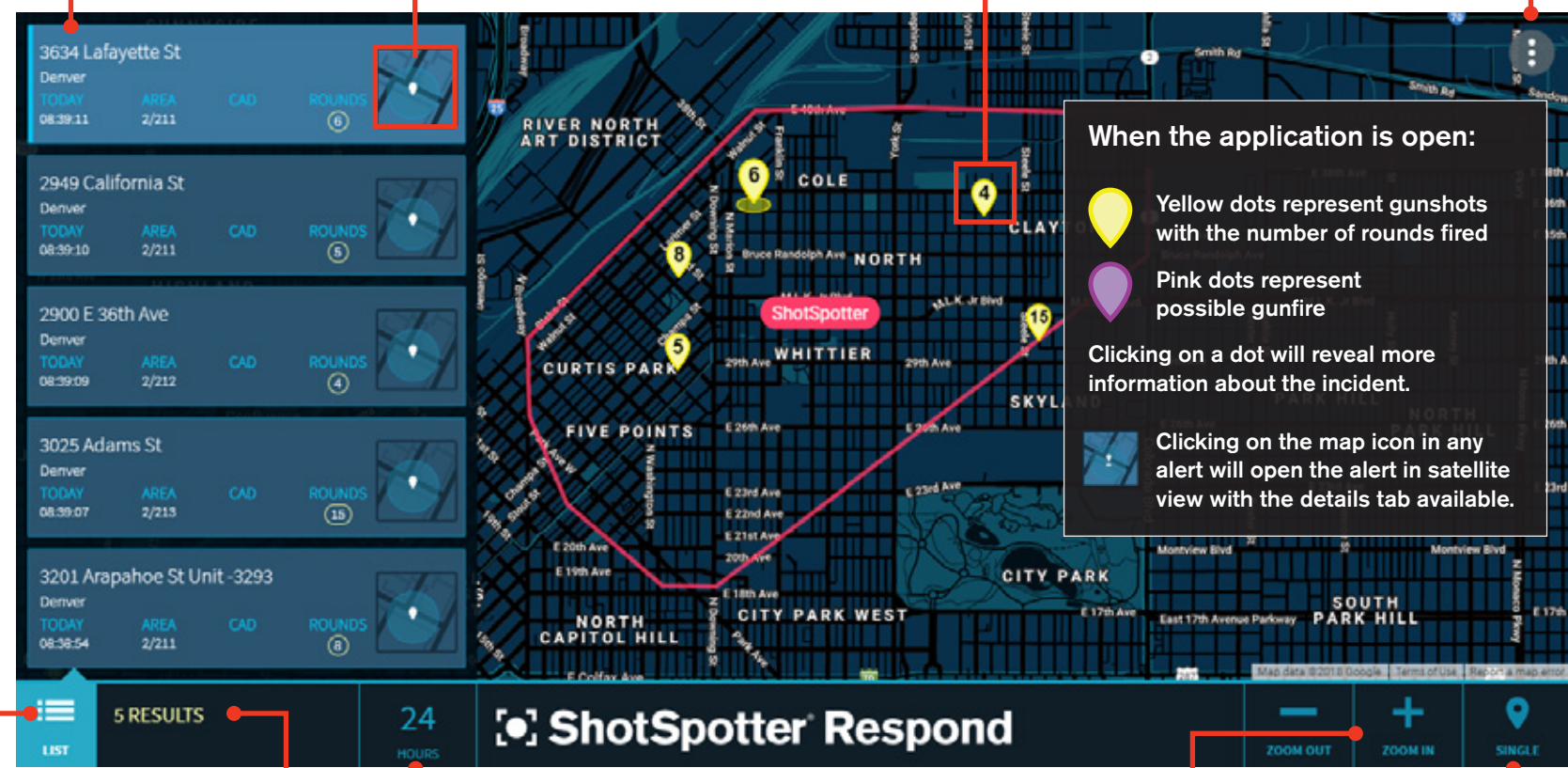
View/Remove the list tab

Number of results

Change time range 24 hours / 3 day / 7 days

Zoom In / Zoom Out

Close up of highlighted alert



The screenshot shows the ShotSpotter Respond main window. On the left is a list of alerts with columns for address, location, time, area, CAD, and rounds. The first alert is at 3634 Lafayette St, Denver, today at 08:39:11, area 2/211, CAD, and 6 rounds. The second is at 2949 California St, Denver, today at 08:39:10, area 2/211, CAD, and 5 rounds. The third is at 2900 E 36th Ave, Denver, today at 08:39:09, area 2/212, CAD, and 4 rounds. The fourth is at 3025 Adams St, Denver, today at 08:39:07, area 2/213, CAD, and 15 rounds. The fifth is at 3201 Arapahoe St Unit -3293, Denver, today at 08:38:54, area 2/211, CAD, and 8 rounds. Each alert has a small map icon. The main area is a satellite map of Denver showing gunshots as yellow dots with numbers (4, 5, 6, 8, 15) and possible gunfire as pink dots. A red line highlights a path through the city. The bottom bar has a list tab, 5 RESULTS, 24 HOURS, the ShotSpotter Respond logo, zoom in/out buttons, and a single alert button.

Address most closely associated to dot location

Copy details



Details

Street View Map

Audio Player

Comment Log

View/Remove the details tab

Text chat or email support

Address most closely associated to dot location

Number of rounds and time

Dot with round count and an adjustable 25M halo to show location of shooter and potential evidence

Go back to map with multiple dots