



BlackBerry AtHoc

Mobile App Release Notes

4.10

Contents

- What's new in BlackBerry AtHoc mobile app 4.10..... 4**
- Breaking changes.....5**
- Resolved issues..... 6**
- Known issues..... 8**
- BlackBerry AtHoc Customer Support Portal..... 12**
- Documentation feedback.....13**
- Legal notice..... 14**

What's new in BlackBerry AtHoc mobile app 4.10

iOS and Android

- **Show Preferred Language:** The My Profile page was updated to include a Show Preferred Language option. Users can choose from these supported languages:
 - English (US)
 - English (UK)
 - Español
 - Español (Latinoamérica)
 - Français
 - Français (Canada)
 - Deutsch (German)
 - Italiano (Italian)
 - Nederlands (Dutch)
- **Registration flow improvements:**
 - When a System Administrator has configured an organization to allow users to modify their user profiles via the mobile app, when a new user successfully registers, they are directed to the My Profile page so they can update their user profile immediately. The email address used during registration is populated in the user's profile automatically.
 - When a user enters their email address to register the mobile app, BlackBerry AtHoc checks for a mapped domain for the entered email. If one is found, the user can complete the registration without entering an organization code. If the entered email address does not match a mapped domain, the user is presented with a screen to enter their organization code.
 - When a user enters their email address to register the mobile app, BlackBerry AtHoc checks whether a user account already exists for the user. If no account is found, one is created automatically.
 - When a user updates their user profile on the mobile app and taps to save the changes, a "Changes have been saved" pop-up is displayed. Users can click OK on the pop-up to go to the Inbox.
- **Supported iOS versions:** Support for iOS 15 was added.
- **Supported Android OS versions:** Support for Android OS 12 was added.

Breaking changes

Breaking changes are changes that will cause existing integrations and functionality to break unless you take remedial action.

- **Supported mobile app versions:** Mobile app versions 3.5.x, 4.0, and 4.1.x are no longer supported.
- **Supported Android OS versions:** Android OS versions 8.0.x, 7.0.x, and 7.1.x are no longer supported.
- **Supported iOS versions:** Apple iOS 12 and iOS 13 are no longer supported.

Resolved issues

4.10

Jira ID	Platform	Summary
MBL-9430	iOS	Various UI issues such as distorted color in the Menu and bottom bar and the 'My Organization' label in the header area.
MBL-9435	iOS	Spacing between on screen content is larger than usual at some places.
MBL-9441	Both	If a report is sent and the mobile app is then closed, the next time the mobile app is launched, it fails to open.
MBL-9471	Android	If the Precise Location setting is not enabled, the BlackBerry AtHoc mobile app remains on the emergency details screen after sending an emergency.
MBL-9497	Android	If Location is set to Approximate, when a user attempts to send an event or respond to an alert from the mobile app, a "Location Services Disabled" pop-up displays and the event or alert response is not performed.
MBL-9595	iOS	The mobile app closes when attempting to switch between organizations.
MBL-9652	Android	When a personal alert button disconnects because it goes out of range of the mobile app, the green dot does not turn red. The personal alert button then does not reconnect automatically when back in range.
MBL-9681	iOS	On an iPhone 7, the mobile app may crash during the registration process.

Jira ID	Platform	Summary
MBL-9752	Both	The file extension is not displayed for attachments that have long names.

Known issues

The following table describes issues that were first noted in version 4.10. Subsequent tables in this section list all other known issues, organized based on the product version that first had the issue.

4.10

- There are no known issues for this release.

4.9.1

Jira ID	Platform	Summary	Workaround
MBL-9657	iOS	On devices running iOS 13, if the Allow Notifications setting for AtHoc is turned off, critical alerts do not display a banner or make a sound.	Turn on the Allow Notifications setting under Settings > Notifications > AtHoc > Allow Notifications.

4.9

- There are no known issues for this release.

4.8

Jira ID	Platform	Summary	Workaround
MBL-8860	Both	The Check In / Check Out field is displayed on the organization details page as Check In instead of Check In / Check Out.	—
MBL-8733	Android	When attempting to open a .txt file alert attachment using Google docs, the file does not open and the "Saving" message appears and does not close. This issue applies to devices using Android 11 only.	—

4.7.1

- There are no known issues for this release.

4.7

Jira ID	Platform	Summary	Workaround
MBL-8321	Android	When using a OnePlus 6T device, an operator cannot access the alert publishing flow when an invalid fingerprint is provided for Biometric Authentication.	Disable the Biometric Authentication setting in the organization details screen on the BlackBerry AtHoc mobile app.

4.6.1

Jira ID	Platform	Summary	Workaround
MBL-8023	iOS	The BlackBerry AtHoc mobile app does not get upgraded until Track Me is running on iOS devices.	—

4.6

Jira ID	Platform	Summary	Workaround
MBL-7573	iOS	On the collaboration screen, the footer at the bottom appears blank, which makes the chat look like it is clipped.	—
MBL-7584	iOS	On the collaboration screen, the header scrolls.	—
MBL-7593	iOS	On the collaboration screen, the processing icon does not display until all historical information displays.	—

4.5

Jira ID	Platform	Summary	Workaround
MBL-1048	iOS	If you send an emergency and then close the app while the app is still contacting the organization, the emergency is not sent.	—
MBL-7371	iOS	When the mobile app is launched from the app shortcut, the progress indicator is displayed as a white box.	—

4.4

Jira ID	Platform	Summary	Workaround
MBL-6864	Android	The file name of an attachment is different in the alert details screen than the file name when the attachment is opened.	—
MBL-7218	iOS	With iOS 13, a thick black border appears around the Login screen fields.	—

4.2.2

- There are no known issues for this release.

4.2

Jira ID	Platform	Summary	Workaround
MBL-2070	Android	Unable to do a manual refresh to view the latest information in the Delivery Summary section.	—

Jira ID	Platform	Summary	Workaround
MBL-3433	Android	Device is connected to the internet but the "No network connectivity" banner is still displayed.	—
MBL-5581	Android	When the user is switching organization and sends an emergency using the 3D Touch app short cut, the emergency is not sent successfully.	—
MBL-6862	Both	Video recorded from a phone device while sending an emergency is blurry when the video is added as an attachment.	—

4.1

- There are no known issues for this release.

4.0

Jira ID	Platform	Summary	Workaround
MBL-5350	Both	On the Change Location screen, the map is zoomed out on Android and zoomed in on iOS.	—

3.5

Jira ID	Platform	Summary	Workaround
MBL-3902	Android	After sending an emergency and putting the mobile app in the background, when the emergency is sent, the mobile app opens.	—

BlackBerry AtHoc Customer Support Portal

BlackBerry AtHoc customers can obtain more information about BlackBerry AtHoc products or get answers to questions about their BlackBerry AtHoc systems through the Customer Support Portal:

<https://www.blackberry.com/us/en/support/enterpriseapps/athoc>

The BlackBerry AtHoc Customer Support Portal also provides support via computer-based training, operator checklists, best practice resources, reference manuals, and user guides.

Documentation feedback

The BlackBerry AtHoc documentation team strives to provide accurate, useful, and up-to-date technical documentation. If you have any feedback or comments about BlackBerry AtHoc documentation, email athocdocfeedback@blackberry.com. Please include the name and version number of the document in your email.

To view additional BlackBerry AtHoc documentation, visit <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc>. To view the BlackBerry AtHoc Quick Action Guides, see <https://docs.blackberry.com/en/id-comm-collab/blackberry-athoc/Quick-action-guides/latest>.

For more information about BlackBerry AtHoc products or if you need answers to questions about your BlackBerry AtHoc system, visit the Customer Support Portal at <https://www.blackberry.com/us/en/support/enterpriseapps/athoc>.

Legal notice

©2022 BlackBerry Limited. Trademarks, including but not limited to BLACKBERRY, BBM, BES, EMBLEM Design, ATHOC, CYLANCE and SECUSMART are the trademarks or registered trademarks of BlackBerry Limited, its subsidiaries and/or affiliates, used under license, and the exclusive rights to such trademarks are expressly reserved. All other trademarks are the property of their respective owners.

This documentation including all documentation incorporated by reference herein such as documentation provided or made available on the BlackBerry website provided or made accessible "AS IS" and "AS AVAILABLE" and without condition, endorsement, guarantee, representation, or warranty of any kind by BlackBerry Limited and its affiliated companies ("BlackBerry") and BlackBerry assumes no responsibility for any typographical, technical, or other inaccuracies, errors, or omissions in this documentation. In order to protect BlackBerry proprietary and confidential information and/or trade secrets, this documentation may describe some aspects of BlackBerry technology in generalized terms. BlackBerry reserves the right to periodically change information that is contained in this documentation; however, BlackBerry makes no commitment to provide any such changes, updates, enhancements, or other additions to this documentation to you in a timely manner or at all.

This documentation might contain references to third-party sources of information, hardware or software, products or services including components and content such as content protected by copyright and/or third-party websites (collectively the "Third Party Products and Services"). BlackBerry does not control, and is not responsible for, any Third Party Products and Services including, without limitation the content, accuracy, copyright compliance, compatibility, performance, trustworthiness, legality, decency, links, or any other aspect of Third Party Products and Services. The inclusion of a reference to Third Party Products and Services in this documentation does not imply endorsement by BlackBerry of the Third Party Products and Services or the third party in any way.

EXCEPT TO THE EXTENT SPECIFICALLY PROHIBITED BY APPLICABLE LAW IN YOUR JURISDICTION, ALL CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS, OR WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, ANY CONDITIONS, ENDORSEMENTS, GUARANTEES, REPRESENTATIONS OR WARRANTIES OF DURABILITY, FITNESS FOR A PARTICULAR PURPOSE OR USE, MERCHANTABILITY, MERCHANTABLE QUALITY, NON-INFRINGEMENT, SATISFACTORY QUALITY, OR TITLE, OR ARISING FROM A STATUTE OR CUSTOM OR A COURSE OF DEALING OR USAGE OF TRADE, OR RELATED TO THE DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN, ARE HEREBY EXCLUDED. YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY BY STATE OR PROVINCE. SOME JURISDICTIONS MAY NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES AND CONDITIONS. TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OR CONDITIONS RELATING TO THE DOCUMENTATION TO THE EXTENT THEY CANNOT BE EXCLUDED AS SET OUT ABOVE, BUT CAN BE LIMITED, ARE HEREBY LIMITED TO NINETY (90) DAYS FROM THE DATE YOU FIRST ACQUIRED THE DOCUMENTATION OR THE ITEM THAT IS THE SUBJECT OF THE CLAIM.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, IN NO EVENT SHALL BLACKBERRY BE LIABLE FOR ANY TYPE OF DAMAGES RELATED TO THIS DOCUMENTATION OR ITS USE, OR PERFORMANCE OR NON-PERFORMANCE OF ANY SOFTWARE, HARDWARE, SERVICE, OR ANY THIRD PARTY PRODUCTS AND SERVICES REFERENCED HEREIN INCLUDING WITHOUT LIMITATION ANY OF THE FOLLOWING DAMAGES: DIRECT, CONSEQUENTIAL, EXEMPLARY, INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, OR AGGRAVATED DAMAGES, DAMAGES FOR LOSS OF PROFITS OR REVENUES, FAILURE TO REALIZE ANY EXPECTED SAVINGS, BUSINESS INTERRUPTION, LOSS OF BUSINESS INFORMATION, LOSS OF BUSINESS OPPORTUNITY, OR CORRUPTION OR LOSS OF DATA, FAILURES TO TRANSMIT OR RECEIVE ANY DATA, PROBLEMS ASSOCIATED WITH ANY APPLICATIONS USED IN CONJUNCTION WITH BLACKBERRY PRODUCTS OR SERVICES, DOWNTIME COSTS, LOSS OF THE USE OF BLACKBERRY PRODUCTS OR SERVICES OR ANY PORTION THEREOF OR OF ANY AIRTIME SERVICES, COST OF SUBSTITUTE GOODS, COSTS OF COVER, FACILITIES OR SERVICES, COST OF CAPITAL, OR OTHER SIMILAR PECUNIARY LOSSES, WHETHER OR NOT SUCH DAMAGES

WERE FORESEEN OR UNFORESEEN, AND EVEN IF BLACKBERRY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW IN YOUR JURISDICTION, BLACKBERRY SHALL HAVE NO OTHER OBLIGATION, DUTY, OR LIABILITY WHATSOEVER IN CONTRACT, TORT, OR OTHERWISE TO YOU INCLUDING ANY LIABILITY FOR NEGLIGENCE OR STRICT LIABILITY.

THE LIMITATIONS, EXCLUSIONS, AND DISCLAIMERS HEREIN SHALL APPLY: (A) IRRESPECTIVE OF THE NATURE OF THE CAUSE OF ACTION, DEMAND, OR ACTION BY YOU INCLUDING BUT NOT LIMITED TO BREACH OF CONTRACT, NEGLIGENCE, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY AND SHALL SURVIVE A FUNDAMENTAL BREACH OR BREACHES OR THE FAILURE OF THE ESSENTIAL PURPOSE OF THIS AGREEMENT OR OF ANY REMEDY CONTAINED HEREIN; AND (B) TO BLACKBERRY AND ITS AFFILIATED COMPANIES, THEIR SUCCESSORS, ASSIGNS, AGENTS, SUPPLIERS (INCLUDING AIRTIME SERVICE PROVIDERS), AUTHORIZED BLACKBERRY DISTRIBUTORS (ALSO INCLUDING AIRTIME SERVICE PROVIDERS) AND THEIR RESPECTIVE DIRECTORS, EMPLOYEES, AND INDEPENDENT CONTRACTORS.

IN ADDITION TO THE LIMITATIONS AND EXCLUSIONS SET OUT ABOVE, IN NO EVENT SHALL ANY DIRECTOR, EMPLOYEE, AGENT, DISTRIBUTOR, SUPPLIER, INDEPENDENT CONTRACTOR OF BLACKBERRY OR ANY AFFILIATES OF BLACKBERRY HAVE ANY LIABILITY ARISING FROM OR RELATED TO THE DOCUMENTATION.

Prior to subscribing for, installing, or using any Third Party Products and Services, it is your responsibility to ensure that your airtime service provider has agreed to support all of their features. Some airtime service providers might not offer Internet browsing functionality with a subscription to the BlackBerry® Internet Service. Check with your service provider for availability, roaming arrangements, service plans and features. Installation or use of Third Party Products and Services with BlackBerry's products and services may require one or more patent, trademark, copyright, or other licenses in order to avoid infringement or violation of third party rights. You are solely responsible for determining whether to use Third Party Products and Services and if any third party licenses are required to do so. If required you are responsible for acquiring them. You should not install or use Third Party Products and Services until all necessary licenses have been acquired. Any Third Party Products and Services that are provided with BlackBerry's products and services are provided as a convenience to you and are provided "AS IS" with no express or implied conditions, endorsements, guarantees, representations, or warranties of any kind by BlackBerry and BlackBerry assumes no liability whatsoever, in relation thereto. Your use of Third Party Products and Services shall be governed by and subject to you agreeing to the terms of separate licenses and other agreements applicable thereto with third parties, except to the extent expressly covered by a license or other agreement with BlackBerry.

The terms of use of any BlackBerry product or service are set out in a separate license or other agreement with BlackBerry applicable thereto. NOTHING IN THIS DOCUMENTATION IS INTENDED TO SUPERSEDE ANY EXPRESS WRITTEN AGREEMENTS OR WARRANTIES PROVIDED BY BLACKBERRY FOR PORTIONS OF ANY BLACKBERRY PRODUCT OR SERVICE OTHER THAN THIS DOCUMENTATION.

BlackBerry Enterprise Software incorporates certain third-party software. The license and copyright information associated with this software is available at <https://www.blackberry.com/us/en/legal/third-party-software>

BlackBerry Limited
2200 University Avenue East
Waterloo, Ontario
Canada N2K 0A7

BlackBerry UK Limited
Ground Floor, The Pearce Building, West Street,
Maidenhead, Berkshire SL6 1RL
United Kingdom

Published in Canada