



BlackBerry AtHoc

Mobile App Release Notes

4.11

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What's new in BlackBerry® AtHoc® mobile app 4.11

iOS and Android - September 2022

- **Scheduled location access:** When scheduled location access is enabled by an administrator with the "Enforce geolocation" option selected, end users receive a notification that tracking starts without requiring user intervention.
- **Alert publishing:** The alert publishing page displays the number of targeted users along with minor formatting changes of alert details.

Resolved issues

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Jira ID	Platform	Summary
MBL-9887	iOS	The badge count on the mobile app icon was improved to count each incoming alert, accountability event, or accountability officer message. Previously, the badge count was always 1.

Known issues

The following table describes issues that were first noted in version 4.11. Additional tables list all other known issues, based on the release version that first had the issue.

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Jira ID	Platform	Summary	Workaround
MBL-10402	iOS	When scheduled location access is enabled, the end user's location is not updated when the mobile app is in a 'killed' state.	The end user can tap the scheduled location access notification to launch the mobile app and automatically update their location.
MBL-10456	Android	The approximate location is not updated when sending an emergency using a blue tooth button when the mobile app is in the background or in a 'killed' state.	—
MBL-10479	iOS	For devices running iOS 16, video attachments in Emergencies and Reports do not display options such as Play or Pause. When viewing a video attachment, users cannot swipe left or right to access other attachments.	—

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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.	—

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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.

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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.	—

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Jira ID	Platform	Summary	Workaround
MBL-7371	iOS	When the mobile app is launched from the app shortcut, the progress indicator is displayed as a white box.	—

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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.	—

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

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>.

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