



BlackBerry AtHoc

Mobile App Release Notes

4.13

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What's new in BlackBerry® AtHoc® mobile app 4.13

iOS and Android - October 2023

- **Alert publishing:** The alert details and publishing summary pages were updated so that phone numbers are links that open the phone dialer.
- **OS support:** Support for Android 9 and iOS 14 was deprecated.
- **Scheduled Location Access message change:** The notification message that appears when Scheduled Location Access starts was updated for clarity.
- **Patent notice:** The BlackBerry patent notice was added to the About Us page.

Resolved issues

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Jira ID	Platform	Summary
MBL-12253	iOS	Users on iOS 17 receive multiple alert push notifications. Users must open the mobile app after upgrading to release 4.13.
MBL-12387	iOS	Users on iOS 17 see alert push notifications reappear even after viewing an alert.

4.12.1

Jira ID	Platform	Summary
MBL-11080	Both	Required fields must now be completed before a user can save their My Profile page. This applies to customers on BlackBerry AtHoc release 7.17 and later releases.
MBL-11330	Both	Users can no longer update their My Profile page when their organization does not have the My Profile Page setting enabled in Settings > Mobile App > Features.

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Jira ID	Platform	Summary
MBL-7371	iOS	When the mobile app is launched from the app shortcut, the progress indicator is displayed as a white box.
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.
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-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.
MBL-11168	iOS	When an Accountability Officer attempts to manage a user during an accountability event and taps on the user's phone number, instead of calling the phone number, an email is opened instead. This occurs if the device name does not contain the word "phone."

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Jira ID	Platform	Summary
MBL-10402	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.

Known issues

The following tables list known issues based on the release version that first had the issue.

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Jira ID	Platform	Summary	Workaround
MBL-12432	iOS	Users on iOS 17 may receive multiple alert push notifications if they receive an alert within 4-5 minutes after upgrading to mobile app release 4.13.	—

4.12.1

Jira ID	Platform	Summary	Workaround
MBL-12253	iOS	Users on iOS 17 receive multiple alert push notifications.	Upgrade to mobile app release 4.13. Open the app after the upgrade.
MBL-12387	iOS	Users on iOS 17 see alert push notifications reappear even after viewing an alert.	—

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Jira ID	Platform	Summary	Workaround
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.	—

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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-6864	Android	The file name of an attachment is different in the alert details screen than the file name when the attachment is opened.	—

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.	—
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.	—

Jira ID	Platform	Summary	Workaround
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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