



# **BlackBerry AtHoc**

## **Mobile App Release Notes**

4.16



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# What's new in BlackBerry® AtHoc® mobile app 4.16

iOS and Android – December 2025

The BlackBerry AtHoc mobile app has been completely redesigned with a new, modern user interface which provides the following benefits:

- Easier access to critical features, including Check In / Check Out, Emergency, and Field Reports
- Intuitive workflows for sending and responding to alerts and accountability events
- Improved navigation
- Labelled icons

For more information, see the [\*BlackBerry AtHoc Mobile App User Guide\*](#).

# Known issues

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

## 4.16

Jira ID	Platform	Summary	Workaround
MBL-16291	Android	Published alerts containing location information display different location details on Android and iOS mobile devices, even when published from the same source.	—
MBL-16029	iOS	Push notification sounds for high severity alerts are truncated.	—
MBL-15932	iOS	When using the Chat feature, when an undelivered message is sent after the network becomes available, it appears twice on the chat screen. This issue occurs only when the Chat feature is enabled.	—

## 4.13.1

Jira ID	Platform	Summary	Workaround
MBL-12853	iOS, Android	The "Exercise" alert type displays the "Other" alert type icon.	Update to mobile release 4.14.
MBL-12862	iOS, Android	The "Exercise" alert type string is not localized for all supported languages.	Update to mobile release 4.14.

#### 4.13

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.	Upgrade to mobile app release 4.13. Open the app after the upgrade.

#### 4.11

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.	—

#### 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.	—

Jira ID	Platform	Summary	Workaround
MBL-7584	iOS	On the collaboration screen, the header scrolls.	—

#### 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.	—

#### 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.	—
MBL-6862	Both	Video recorded from a phone device while sending an emergency is blurry when the video is added as an attachment.	—

# Behavior changes

Behavior changes are changes in existing functionality that you need to be aware of when upgrading to BlackBerry AtHoc mobile release 4.16. These changes require that you re-learn existing functionality.

- Location sharing permission is now requested when a user starts using a relevant feature such as Share Location or Emergency. Previously, location sharing permission was requested when installing the mobile app.
- Collaboration was renamed to Chat.
- The All and Inbox tabs on the home screen are no longer present.



# 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](mailto: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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