



BlackBerry AtHoc

Mobile App Release Notes

4.9.1

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What's new in BlackBerry AtHoc mobile app 4.9.1

Android

- **Support for Samsung Knox Devices:** The Samsung Knox Galaxy XCover 5 device has an XCover (push-to-talk or PTT) key that can be mapped to perform a check-in or check-out on the BlackBerry AtHoc mobile app. Samsung Knox Galaxy XCover Pro devices also have a Top (emergency) key that can be mapped to send an emergency from the BlackBerry AtHoc mobile app. For unmanaged devices, end users can map the XCover and Top keys in the Advanced settings on their Samsung Knox devices. For managed devices, mobile administrators can map the XCover and Top keys using BlackBerry UEM or the Samsung Knox Manage Admin Portal and push them out to their users' managed devices. For more information, see [Configure hardware key mapping for Samsung Knox devices](#) in the *BlackBerry AtHoc Mobile App Administrator Guide*.

iOS

- **Critical alert notification support for iOS:** For iPhone 12 and above, users now receive consistent critical alert notifications. The BlackBerry AtHoc mobile app now always plays a sound for high severity alerts. Previously, the iPhone 12 did not play a sound for high severity alerts when it was set to Do Not Disturb or was muted or the mobile app was not running in the background.

iOS and Android

- **Email verification:** During the registration process, when a user submits their email address, the mobile app displays a screen informing them that a confirmation email was sent. The confirmation screen presents a countdown timer while the mobile app checks the status of the email verification.
- **Admin log update:** The BlackBerry AtHoc mobile app admin log was updated to capture delays in sending out push notifications.

Breaking changes

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

- **Supported Android OS versions:** Android OS versions 7.0.x and 7.1.x are no longer supported.
- **Supported iOS versions:** Apple iOS 12 is no longer supported.

Resolved issues

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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-9595	iOS	The mobile app closes when attempting to switch between organizations.
MBL-9651	Both	The mobile app closes when attempting to open an alert summary report for a mass device alert.

Known issues

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Jira ID	Platform	Summary	Workaround
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.	Turn on the Precise Location setting under Settings > Privacy > Location Services > AtHoc.
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.	Turn on the Precise Location setting under Settings > Privacy > Location Services > AtHoc.
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.
MBL-9681	iOS	On an iPhone 7, the mobile app may crash during the registration process.	Retry the registration process.

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- There are no known issues for this release.

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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.	—
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.	—

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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.	—

Jira ID	Platform	Summary	Workaround
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.	—
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.	—

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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>.

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