



# **BlackBerry AtHoc**

## **Mobile App Release Notes**

4.9



# Contents

- What's new in BlackBerry AtHoc mobile app 4.9..... 4**
- Breaking changes.....5**
- Resolved issues..... 6**
- Known issues..... 7**
- BlackBerry AtHoc Customer Support Portal..... 11**
- Documentation feedback.....12**
- Legal notice..... 13**

# What's new in BlackBerry AtHoc mobile app 4.9

## iOS and Android

- **Organization subscription:** Mobile app users can subscribe to organizations from the mobile app. A new Subscriptions screen was added. To display the Subscriptions page, administrators must enable the My Profile Page setting in the Advanced Features settings for the mobile app. For more information, see ["Enable organization subscription"](#) in the *BlackBerry AtHoc Mobile App Administrator Guide* and ["Subscribe to organizations"](#) in the *BlackBerry AtHoc Mobile App User Guide*.
- **My Profile screen:** A new My Profile screen was added to the mobile app menu. The My Profile screen enables end users to edit their user profile. For more information, see ["Update your profile"](#) and ["Subscribe to organizations"](#) in the *BlackBerry AtHoc Mobile App User Guide*. To display the My Profile page, administrators must enable the My Profile Page setting in the Advanced Features settings for the mobile app. For more information, see ["Role-based permissions for the mobile app"](#) section in the *BlackBerry AtHoc Mobile App Administrator Guide*.
- **My Profile error messages:** The following error messages were added when saving user profile details:

Error code	Error message
INVVAL1281	Invalid payload.
INVVAL1282	Invalid phone number.

- **Analytics for My Profile screen:** BlackBerry AtHoc collects data for analytics when a user accesses the My Profile screen, makes updates to their profile, or subscribes or unsubscribes from an organization from the My Profile screen.
- **Alert template screen:** The template list and details screen were improved. The Edit icon in each template section was moved to prevent users from tapping the Publish button when attempting to edit the template. When a template title in the templates list is truncated, users can long press (Android) or 3D touch (iOS) to view the complete template title in a message box.
- **Branded logo on splash screen:** When the mobile app starts, it displays the BlackBerry AtHoc logo and then displays the logo for the latest connected organization on the splash screen. If the user disconnects from an organization and starts the mobile app, only the BlackBerry AtHoc logo is displayed on the splash screen.
- **Menu screen:** A larger logo for the connected organization is displayed on the Menu screen.

# Breaking changes

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

- **Supported versions:** The following mobile app versions will be deprecated as of August 13, 2021:
  - 3.5.x
  - 4.0
  - 4.1.x

# Resolved issues

4.9

- There are no resolved issues for this release.

# Known issues

The following table describes issues that were first noted in version 4.9. Subsequent tables in this section list all other known issues, organized based on the product version that first exhibited the issue.

## 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.	—
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](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>.

# 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