



BlackBerry AtHoc

Mobile App Release Notes

4.3

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New in Release 4.3

This section describes new features and changes available for the BlackBerry AtHoc mobile application.

Deprecated support for iOS and Android

- New installations of iOS 9, iOS 10, and Android version 5.x are no longer supported.
- Existing customers who are using these versions can continue to use the app without any issues.

Note: The BlackBerry AtHoc mobile app has been removed from the Apple App Store and Google Play Store for these OS versions.

Resolved issues

The following issues were listed in past release notes as known issues and have been resolved in Release 4.3.

JIRA ID	Platform	Summary	Workaround
MBL-5479	Android	The mobile app crashes after entering an organization code due to larger resolution of the "Org Icon" at the time of user registration.	—
MBL-5967	Android	Cannot record video by zooming in our out for OS5.1.1 and OS8.	—
MBL-6082	iOS	Screen does not focus on the latest media or text sent.	—
MBL-6267	Both	Sub organization operator accountability officer login fails when the AO event was received for first time after registration.	—
MBL-6343	Android	A device with OS8 or OS9 vibrates when receiving a silent alert.	—
MBL-6344	iOS	Application crashed for iPhone XS-12.1.2 when attempting to capture video to attach media to an emergency or report.	—
MBL-6345	Android	The mobile app crashes for Android 9 (Google Pixel) on changing location permissions.	—
MBL-6393	Both	Email ID is not displayed at the bottom of the Manage User Status page for locales other than English.	—

Known issues

The following table describes issues that were first noted in version 4.3.

Subsequent tables in this section list all other known issues, organized based on the product version that first exhibited the issue.

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JIRA ID	Platform	Summary	Workaround
MBL-6233	Both	Attachments are not displayed on the Alert Detail screen as per sent alerts if the device region is not set to US.	—
MBL-6399	Android	Audio/video overlaps when swiped to next attachment and tap on “Play/Pause” button of previous progress bar.	—

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JIRA ID	Platform	Summary	Workaround
—	—	—	—

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JIRA ID	Platform	Summary	Workaround
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-5547	iOS	When sending a report or an emergency with a media attached for the first time, an error message is displayed for Photo permission instead of Camera permission when the user has denied camera permission.	—

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-3471	Android	When replying to an alert, if the user receives an SMS, replies to the SMS, and then switches back to the app, a "Connection Error" message is displayed.	—
MBL-5043	iOS	A blank white screen is displayed in place of a keyboard when the Touch ID authentication dialog is dismissed. This issue is observed only on iPhone 7 (iOS 10.2.1).	—
MBL-3433	Android	Device is connected to the internet but the "No network connectivity" banner is still displayed.	—

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Jira ID	Platform	Summary	Workaround
MBL-5036	Android	Mass device alert template is available for publishing when the template is in a 'Not ready to Publish' state.	—

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Jira ID	Platform	Summary	Workaround
MBL-3857	Android	Received alert notifications do not display the name of the app. This is specific to OS5 and OS6.	—

Jira ID	Platform	Summary	Workaround
MBL-4849	iOS	The app stops working when you verify and open an expired verification email. This is specific to iOS 11.0.	Upgrade the device to the latest iOS version.

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Jira ID	Platform	Summary	Workaround
MBL-4592	iOS	The mobile app stops working when the device language is set to Arabic for iOS 9 and iOS 10.	Do one of the following: <ul style="list-style-type: none"> • Update to iOS11. • In the Language and Region settings of your device, change the Region to United Arab Emirates (UAE).

BlackBerry AtHoc Mobile App FAQ

This section provides answers to the most frequently asked questions about the BlackBerry AtHoc™ mobile app.

Q: What are the benefits of using the BlackBerry AtHoc mobile app?

A: The mobile app enables you to communicate with your team in the field with sophisticated tools that provides a common operating picture. Team members can communicate with field reports that have media and geo location data. For personnel accountability, users can do periodic geo location check ins or set tracking for a specified amount of time.

End users can send emergency notifications with media and geo location information. Additionally, the team can use alert templates and predefined response options to speed communication. And finally, emergency managers can track the locations, alerts, and user responses from the BlackBerry AtHoc management system (formerly called IWS).

Downloading and registration

Q: Where do I get the org code from?

A: From your BlackBerry AtHoc administrator. If you are an administrator and are unsure where to get the org code, contact BlackBerry AtHoc support.

Q: Should I register with personal or work email?

A: Register with the email recommended by your organization, which is the email you registered with the BlackBerry AtHoc system. Typically, it is your work email.

Q: Where do I get the Mobile app?

A: Open the Google Play store or the Apple App Store, search for “BlackBerry AtHoc”, and download the app to your device.

Q: Can I register the mobile app on multiple personal devices?

A: Yes. By default you can load the mobile app on three devices using the same user account. Contact BlackBerry AtHoc technical support to increase this number. The maximum is nine devices.

Tip: You must have an email account that is associated with each organization and associate the account with the mobile application.

Q: How long does it take to receive the confirmation email after registering? Is there a time limit for the verification email?

A: It depends on your email system. Typically it should not take more than five to ten minutes. The verification timeout period is two hours.

Q: Can I register an email account from a mobile device even when I can't access emails from that device?

A: Yes. Enter the email address that is already present in the BlackBerry AtHoc system, even if you cannot access it on this mobile device. Once you enter the email address, BlackBerry AtHoc will send you an email with a link. Access the email on any device or computer where you have access to your email. Click the link to verify to BlackBerry AtHoc that the email address and phone belong to the same person.

Configuration

Q: How do I configure my phone settings so that I always receive alerts on the app?

A: To use the app more effectively, allow the app to access your location services and to update app content when running in the background.

To ensure that you hear alerts that your phone receives, use the following settings:

- Set the volume of both your device and the app to the maximum level.
- Make sure that Do-Not-Disturb and Silent modes are disabled.
- Verify that notifications by the app are allowed in your phone settings.

Q: I just changed the settings for the mobile app in the BlackBerry AtHoc management system, but I don't see the changes on the mobile app. How long should I wait to see the update?

A: Up to 25 hours. If you are testing a new configuration, wait an hour, pull down the details screen for your organization details to force a refresh, and then see your change.

Q: Can I change my Organization Code?

A: Yes, but it is not recommended. Contact BlackBerry AtHoc technical support.

Note: The code must be unique across the BlackBerry AtHoc System and might cause issues if there is a conflict. BlackBerry AtHoc verifies that the new code is unique before changing it.

Advanced features

Q: My team doesn't want to be "tracked", how can they be assured the mobile app isn't tracking their location?

A: Either turn off Location Services (iPhone) or Google Location Settings (Android) on the device, or turn off Location Services just for the BlackBerry AtHoc mobile app.

Q: Can the mobile app be custom branded for my organization?

A: You can customize the Organization name and logo in the Organizations setting using the BlackBerry AtHoc management system.


Organizations (virtual systems)

Q: How do I associate the mobile device with a specific organization?

A: Obtain the organization code from your administrator and enter it while registering the mobile app.

Q: How do I connect to an additional organization in the mobile app?


A: Complete the following steps:

1. Launch the BlackBerry AtHoc mobile app from your device.
2. Tap  on the top left of the home page.
3. Tap **Switch Organization** and then tap (+).
4. Follow the on-screen instructions to connect to an additional organization.

Q: Can my mobile app be associated with more than one BlackBerry AtHoc organization?

A: You can have as many organizations as you need registered on the mobile app, but you can send and receive messages from only one organization at a time.

Q: How do I view alerts from another organization?

A: Tap  and then tap **Switch Organization**. Choose the organization you want to view alerts from.

Q: How many organizations can I connect to at once?

A: Only one, but you can switch between organizations using the steps in the previous answer.

Q: If I'm connected to an organization and switch to another, do I still receive alerts from the first organization?

A: No, you receive alerts only from the organization to which you are currently connected. When you switch from one organization to another, you disconnect from the original to connect to the new organization.

Q: Can I have more than one device running the mobile app and logged into my account at the same time?

A: Yes, on all of the allowed devices.

Q: My company has more than one organization. Can I send and receive messages to and from people in all organizations?

A: No, one organization at a time.

Q: I don't want all of my users to have to remember and input the org code when registering to the mobile app. Is there an easier way for all of my users to register?

A: You can use a mapped domain, which maps the email domain to the org code for the organization. This method is unavailable if you have users that log into multiple organizations with the same email address. Contact BlackBerry AtHoc support to learn more.

For enterprise org code, all users in the enterprise need to enter one org code, instead of different org codes depending on the organization the user is in.

Sending and receiving messages

Q: In an emergency, can the BlackBerry AtHoc mobile app override the sound settings for a mobile end user?

A: The primary use for the BlackBerry AtHoc mobile app is to alert users during an emergency. For High Severity alerts only, the app tries to sound an alarm, overriding the device's "silent" settings.

In some cases, the app may not be able to override the settings due to operating system limitations or optimizations. If the emergency alert fails to play the alarm sound, verify the following conditions:

- The app volume level is set to the maximum level.
- The background refresh is turned on.
- The app is running (hasn't been manually stopped).
- After a device restart, the app has been relaunched.

Note: Best Practice: While the BlackBerry AtHoc mobile app tries to override user settings and play a loud alarm sound, the best way to ensure that users receive the alert is to request a reply. You can then re-target users that have not responded with another mobile alert; or publish to another device, such as a phone call or an SMS notification.

Q: Can I send a silent alert?

A: You can send a silent alert for all types of severity alerts. With the silent alert feature, the operators can decide if they want the notifications they send to the end users to vibrate or make any sound or not. All repeat notifications for an alert sent silently will also be silent.

Q: How many times will the mobile app repeat the tone when an alert arrives?

A: With the "Repeat Notification" feature available in version 3.1 or higher, BlackBerry AtHoc can resend the push notification and re-activate the tone or siren sound until the user responds, the alert ends, or a specified time has elapsed.

Q: Who can send emergency (duress) and field report messages from the mobile app?

A: Users with advanced features (permissions) can send emergency and report messages. These features are configured in the BlackBerry AtHoc management system.

Q: Who can receive emergency (duress) and field report messages from the mobile app?

A: Only operators and administrators can receive emergency and report messages, which arrive as events (releases earlier than .86 R3) or as incoming alerts in the Inbox (for releases .86 R3 and later).

Q: How is the BlackBerry AtHoc management system configured to enable specific end users to send or receive duress and field reports on mobile devices?

A: The user must belong to a distribution list. From the BlackBerry AtHoc management system, navigate to **Settings > Mobile App > Mobile App Features**, and select a distribution list and specify the advanced features.

Q: Is there a way to view the specific content of field reports or know the actual person who sent a Duress Alert on Mobile Devices?

A: Yes, from the Inbox in the BlackBerry AtHoc management system. The operator can see the name of the user who has sent an alert, with location, time, and other details.

Q: What types of shapes can have driving directions associated with them?

A: The mobile app only enables driving directions for pin objects. Pin Objects are the objects that are associated with a single point on the map. Shapes, for example, do not have driving directions associated with them because there is no single point within the shape that is the "right" place to drive to or from.

Q: How long do messages stay on the mobile device screen in the Messages list after they are received?

A: Events that the mobile app user creates are available for 2 weeks. Alerts are available up to 48 hours after they ended.

Q: I have multiple messages on the mobile app that clutter my display. How do I remove them?

A: Messages cannot be removed manually. See the previous answer that indicates how long each type stays in the Messages list.

Publishing alerts from the mobile app

Q. Who has permission to publish from mobile app?

A. An operator with the SDK user role and Alert Publisher role.

Q. Why can't I log in as an operator on the mobile app?

A. To log in, you must do the following:

- Have SDK user and Alert Publisher permissions.
- Use either VPN or Wi-Fi connection to access your BlackBerry AtHoc management system.

Note: The on-prem BlackBerry AtHoc management system is not publicly accessible from the mobile app.

Q. Which alert templates should be visible in the app?

A. The app should show only alert templates that satisfy both conditions:

- Enabled for quick publishing
- Ready for publishing (all required sections are completed)

Supported devices

Q: What versions of OS and devices are supported?

A: iPhone 4S and above; iOS 9 and above

Q: What models of Android-based phones are supported?

A: Models that support OS 5 and above.

Q: Does the mobile app run on Windows phones?

A: No

Q: Does the mobile app run on Blackberry phones?

A: Yes

Q: Is there an AtHoc mobile app available for Amazon Fire?

A: No.

Q: Is the iPad version of the app the same as the phone version?

A: Yes, except that on the iPad the app is also supported in landscape mode.

BlackBerry AtHoc customer 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 Portal:

<https://support.athoc.com/customer-support-portal.html>

The BlackBerry AtHoc Customer Portal also provides support via computer-based training, Operator checklists, best practice resources, reference manuals, and users guides.

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Contact Information

BlackBerry AtHoc

311 Fairchild Drive

Mountain View, CA 94043

Tel: 1-650-685-3000

Email: athocsupport@blackberry.com

Web: <http://www.athoc.com>