



# **BlackBerry AtHoc**

## **Mobile App Release Notes**

4.6.1



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# What's new in the BlackBerry AtHoc mobile app

## What's new in the BlackBerry AtHoc mobile app 4.6.1

### Android and iOS

- **Support for detection of jailbroken or rooted devices:** The BlackBerry AtHoc mobile app cannot be used on a jailbroken or rooted device. If the device is compromised, the user will not be able to use the AtHoc mobile app. Administrator can enable/disable this feature in Management System > Mobile Settings Page.
- **Search for users that have responded to an alert:** Operators now have the ability to search for users that have responded to an alert. This enables the operators find, view details, and contact the users quickly.
- **Collaborate option moved:** Users can now access Collaboration on a tab on the home screen. This provides quick and easy access to the user's collaborations. This replaces the Maps feature which was moved to the menu.

## What's new in the BlackBerry AtHoc mobile app 4.6

### Android and iOS

- **Alert response summary:** The app can now display the list of users who have replied with a particular response type as well as details about individual users. This allows an operator to reach out to a particular user (using a phone call, text messaging, or email message) using the BlackBerry AtHoc Mobile app.
- **Collaboration:** Collaboration allows users to send text-based messages to a group of people. This easy to deploy and configurable feature is available on the BlackBerry AtHoc mobile app for Android and iOS smartphones. Users can securely quote, edit, retract, delete, and attach files to messages. The security of collaboration messages is enhanced with GDPR and HIPAA compliance. Only an administrator can initiate Collaboration..
- **Logout:** Users who have the Alert Publishing or Accountability Manager permission can now logout of the mobile app. This enhances the security of the mobile app because operators now have the ability to log out of the session before automatic system timeout. Users will continue to receive alerts and use other advanced features when they are logged out. Users must re-authenticate to publish alerts or manage users. This option is displayed only if the user is authenticated and logged in to an organization.
- **General Data Protection Regulation (GDPR) compliance:** When an administrator sets the 'Send location with response' options in the management console, users are presented with a User Consent message in the mobile app. The message lets users know that the feature has been enabled and provides them with an option to opt out of the feature.
- **Unique Device Identifier (UDID):** The About Us screen now displays the Unique Identifier for the app on that device. This helps the user to validate their mobile phone and the BlackBerry AtHoc mobile app against the Mobile Device list in the management system or self-service if they have the app installed on multiple smart phones.

# Resolved issues

## Resolved issues in version 4.6.1

JIRA ID	Platform	Summary
MBL-7931	Both	The BlackBerry AtHoc mobile app received collaboration message notifications only when new messages were visible in the chat.
MBL-7909	Android	When the loading message displayed, if the user minimized and then opened the app again, the loading message disappeared.
MBL-7846	iOS	Tapping on an alert notification would display the Home screen instead of the Alert Details screen.

## Resolved issues in version 4.6

Jira ID	Platform	Summary
MBL-7679	Android	While Track Me was running, the app stopped responding when the device restarted.
MBL-7444	Android	On the "Manage Users' Status screen" duplicate entries displayed for reply options in the drop-down list and for names in the User list.
MBL-7439	Android	The camera stopped responding when a user was taking a video.
MBL-7425	iOS	A high severity sound did not play when the device was in silent mode.
MBL-7402	iOS	The 'AtHoc Would like to use Bluetooth' message displayed in English.
MBL-7382	Both	Alerts ended at a pre-defined time instead of an extended end time.
MBL-6998	iOS	The Session time out message displayed multiple times.
MBL-6870	Android	The login page did not display after the session expired for an Accountability Officer.
MBL-6450	Both	After tapping on the Dismiss button on the Session expired message, an Authentication error message displayed.
MBL-5407	iOS	When you checked in on the mobile app, auto scroll did not take you to the top of event list from the bottom of the list.

Jira ID	Platform	Summary
MBL-3925	iOS	When you launched the app in landscape mode, the splash screen layout changed from normal to stretched.

# Known issues

The following table describes issues that were first noted in version 4.6.1. Subsequent tables in this section list all other known issues, organized based on the product version that first exhibited the issue.

## 4.6.1

JIRA ID	Platform	Summary	Workaround
MBL-7886	Android	When an operator tries to change the theme after navigating back from the alert details screen, the BlackBerry AtHoc mobile app goes back to the alert details screen.	—
MBL-8011	Both	When an operator taps on an Alert template, the list of users is not displayed.	—
MBL-8012	Both	When an operator taps on a new collaboration message notification, the message is not displayed.	—
MBL-8023	iOS	The BlackBerry AtHoc mobile app does not get upgraded until Track Me is running on iOS devices.	—
MBL-8053	iOS	When an operator turns on Airplane mode, the network connection banner is displayed only on the Home screen and not on other screens.	—
MBL-8054	Android	An Operator cannot disconnect an organization when the Collaboration feature is not configured in the management console.	—

#### 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-1102	Both	The Information icon is missing for a Check In event on the global map and on maps within an alert with a Check In event.	—

#### 4.4

JIRA ID	Platform	Summary	Workaround
MBL-6774	Both	When the Mobile App and the Dynamics Mobile App are installed on the same device, the Bluetooth button pairs to both apps after turning Bluetooth on and off.	—



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-6926	iOS	If the Mobile App is registered while Location Services is not enabled, the "Turn on Location Services to Allow AtHoc to determine Your Location" message appears and then disappears.	—
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-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.	—

JIRA ID	Platform	Summary	Workaround
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-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

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.	—

#### 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.	—
MBL-5924	Android	Unable to connect to an organization after a phone is off for several days.	—

### 3.5

Jira ID	Platform	Summary	Workaround
MBL-1092	iOS	Bubble content with driving directions icon is missing for Start and End points of escape routes on the map. Start and End points are not tappable.	—
MBL-1408	Both	A Chek In is sent to BlackBerry AtHoc even though it was cancelled on the mobile device.	—
MBL-1705	Both	On the SSA map, the title of a shape that is inside another shape is not easy to see.	—
MBL-2372	Both	No error occurs when publishing an alert with no users defined for targeting.	—
MBL-3179	Both	The mobile app receives notifications from the incorrect organization.	—
MBL-3339	Both	An alert is getting published to non-restricted distribution lists.	—
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://support.athoc.com/customer-support-portal.html>

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

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