RELEASE NOTES
HipLink Mobile - BlackBerry 1.0.5.12.0

Supported Devices
BlackBerry Z10, BlackBerry Q10, and BlackBerry Z30

Compatible BlackBerry OS versions
10.2.1. Please make sure the devices have this version.

Supported HipLink Environment
HipLink Server Build – Windows HipLink 4.7.1106 or later

Bug Fixes

Memory loss on reboot
- On random instances rebooting the device was causing a memory loss and all alerts to be erased. The memory loss issue has been fixed.

App freeze due to multiple date headers

- Sending alerts over a period of 5 days, having dates spanning 5 days, causes the app to freeze on the 6th day.

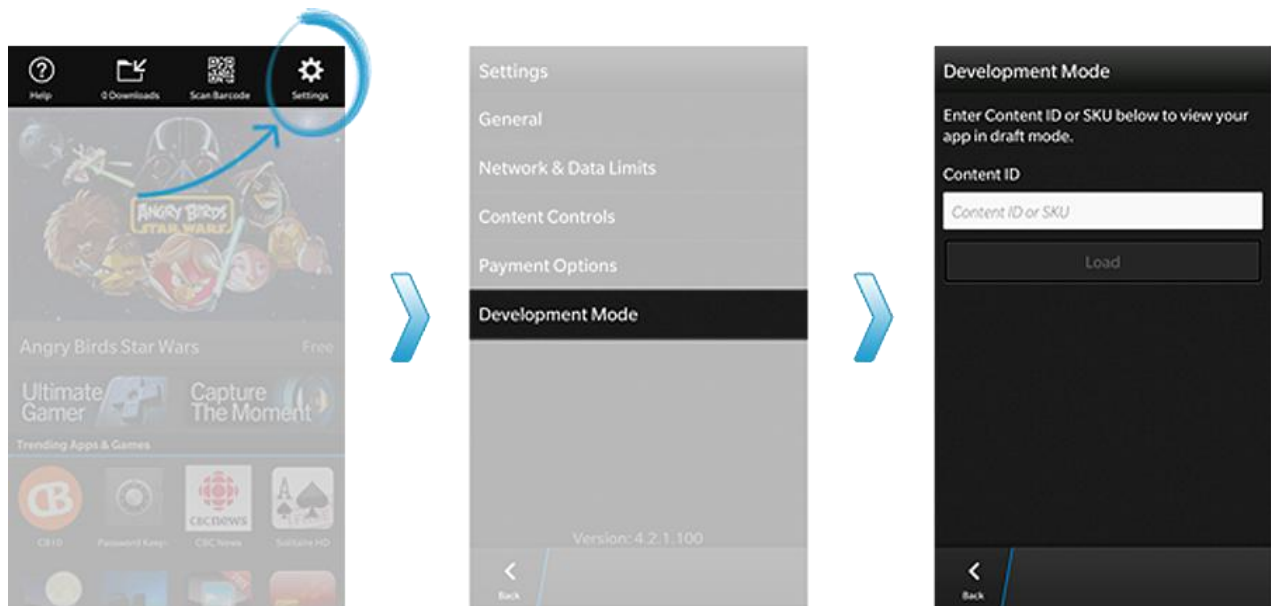## Installation Instructions using BlackBerry World Draft Mode

1. On your device, navigate to Settings > Security and Privacy > Development Mode and tap on the Use Development Mode toggle switch to turn on development mode. Set a password if it asks you to do so.

2. Start BlackBerry World on your device & sign in with your BlackBerry World credentials. Only the following BlackBerry World users are permitted to download and use this app:

- Username: hiplink.demo@gmail.com (Password: demo1234)
- Username: alakhiani@hiplink.com
- Username: 1attqe@gmail.com
- Username: aakhtar@folio3.com
- Username: kahmed@folio3.com
- Note: If you are not a member of the list above, use the hiplink.demo@gmail.com account with the password provided.

3. Inside the BlackBerry World app, swipe down from the top bezel to display the application menu.

4. Tap Settings > Development Mode, then enter the ID: 55195892, and tap Load / Test Content to go to the app download page. Install the app from there.

Installation Instructions using a proprietary BES

- To push from a BES server, have the BES admin upload the HiplinkMobile.bar file to the BES server.
- The .bar file can be found in the zip package that you downloaded from the download site. Path: [extracted folder]\app

User guide

A detailed user guide for the BlackBerry app can be downloaded from
http://www.hiplink.net/training/training.html

Known Issues

- Syncing of contacts requires optimization so that background syncs and data updates are more efficient.
- Contact selection process requires improvements so that user can select across folders.

Contacting Customer Support

Information about contacting HipLink support:

Time	Monday through Friday 8:00 a.m. to 5:00 p.m. Pacific Standard Time (PST) Excluding U.S. holidays.
Email	support@hiplink.com
Phone	408-399-0001
Fax	408-395-5404

Send Us Your Feedback

We always appreciate suggestions from our customers. If you have comments or suggestions about our product or documentation, send an email message to support@hiplink.com

Also visit our website www.hiplink.com for general information.