

# [BLACKBERRY] An incoming call rings but PrivateWave is not in foreground

On this page

- [Symptoms](#)
- [Cause](#)
- [Workaround](#)
- [Resolution](#)

## Symptoms

Sometimes on a blackberry device a new incoming call rings, but PrivateWave is not in foreground. So it's impossible to accept the call

## Cause

Unknown.

## Workaround

Long-press Blackberry key in order to retrieve the running application list. Select PrivateWave, bring the application in foreground and accept the call

## Resolution

N/A