

Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
#16106	Darren Paterson	Feedback The current inTouch script is not directing agents to enable the Embedded solution now found on iPhone Impact: This has left 200k+ users still on the App when they could be using Embedded solution.	The Three inTouch script has been updated.	- Apple iPhone 5c - Apple iPhone 5s - Apple iPhone 6 - Apple iPhone 6 Plus	No further action required.	16.08.2017
			https://three.lucidcx.com/uad/index.jsp#ref=20-4386480&l=uad&d=Apple/iPhone%206s&s=Three_inTouch&steps=q237741	- Apple iPhone 6s - Apple iPhone 6s Plus - Apple iPhone 7 - Apple iPhone 7 Plus - Apple iPhone SE		
#16167	Darren Paterson	Feedback Where customers have an Apple ID not registered in the UK, they will not see the Wuntu app in App store. Impact: Customer won't be able to locate app	The Can't download App thread in the Wuntu section of the 3 App script has been updated.	- All iPhones	No further action required.	16.08.2017
			https://three.lucidcx.com/uad/index.jsp#ref=20-4386480&l=uad&d=Apple/iPhone%207%20Plus&s=3Apps&steps=q547385,a547390,q481676,a481680,q572085			
#16168	Darren Paterson	Feedback Customers who can't locate app on app store may not have UK based Apple ID. Impact: Unable to help customer self serve effectively.	The Can't download/Not available in App Store thread in the 3App section of the 3 App script has been updated.	- All iPhones	No further action required.	16.08.2017
			https://three.lucidcx.com/uad/index.jsp#ref=20-4386480&l=uad&d=Apple/iPhone%207%20Plus&s=3Apps&steps=q547385,a547388,q547392,a572093,q572095			
NA	NA	General Agent2 updates	An article has been added to explain how to use the new Auto-Join feature for Wi-Fi networks on iOS 11. - How do I enable or disable Auto-Join for a network?	- All iOS smartphones and tablets	No further action required.	16.08.2017
NA	NA	General Agent2 updates	The following articles have been created for the Galaxy S8 and S8 Plus: - During setup, a screen appears asking to download a QR code - Is there a gap between my screen and case? - The message app sometimes closes by itself - Wi-Fi sometimes enables itself. Why is this?	- Samsung Galaxy S8 - Samsung Galaxy S8 Plus	No further action required.	16.08.2017
NA	NA	New device	New device added to the UAD and the basic support site is available.	- Samsung Galaxy J3 2017	Simulation and scenarios will be available soon.	16.08.2017