Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
#17464	Darren Paterson	**Feedback** Our security team are automatically restricting devices that show signs of sending spam SMS but the information shared with the Agent and customer is very vague Impact: Poor customer experience and agent unable to effectively resolve.	The Messaging thread has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-4784335&l=uad&d=Samsung/Galaxy%20S8&s=Messaging_SMS&steps=,q143800,a143802,q143804,a143810,q250322,a250326,q4701,a4702,q458075,a458087,q4706,a4710,q90794,a90818,q90820,a90824,q584098	- All Android devices	No further action required.	27.09.2017
#17342	Darren Paterson	**Feedback** Samsung have released an unapproved build that causes issues with the device battery.	New reported issue added called "The device will fail to charge more than 80%"	- Samsung Galaxy A3 2016	No further action required.	27.09.2017
NA	NA	**General Agent2 updates**	The following articles have been created regarding the Samsung Galaxy Note8: - How do I enable the Edge panel? - I see light around the edges of my device - YouTube doesn't expand to full screen - I keep losing signal when using my device in the US - The keyboard is not in the centre and part of it is cut off - The screen trembles when I open pictures through My Files - Some parts of my screen don't recognise the S Pen - How can I change the sensitivity of Bixby's wake-up command? - There is a ghost light in some of the camera pictures. Is my device faulty?	- Samsung Galaxy Note8	No further action required.	27.09.2017
NA	NA	**General Agent2 updates**	The following articles have been created from the Customer Consultant Guide: - How do I enable power optimisation? - How do I disable apps using power when not in use? - How do I optimise my apps to use less power? - How do I disable auto-sync on my device?	- Samsung Galaxy Note8	No further action required.	27.09.2017
NA	NA	**General Agent2 updates**	Several articles have been added providing information on the new features of Android Oreo: - How do I use picture in picture? - How do I use notification dots? - How do I snooze notifications?	- HTC 10 - HTC U Play - Sony Xperia XA - Sony Xperia XZ Premium - Sony Xperia XZ - Huawei P9 - Huawei P10 Plus - Huawei P10 - LG G5 - LG G6 - Samsung Galaxy A5 2017 - Samsung Galaxy A3 2017 - Samsung Galaxy S7 - Samsung Galaxy S7 Edge - Samsung Galaxy Note8 - Samsung Galaxy S8 - Samsung Galaxy S8 Plus	No further action required.	27.09.2017

Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
NA	NA	**General Agent2 updates**	The following article has been created for the new iOS11 update: - My Wi-Fi and Bluetooth keep turning back on.	- Apple iPhone 6s - Apple iPhone 6s Plus - Apple iPhone 7 - Apple iPhone 7 Plus - Apple iPhone 8 - Apple iPhone 8 Plus - Apple iPhone X - Apple iPhone SE	No further action required.	27.09.2017
NA	NA	**3d model**	3d model now available.	- Samsung Galaxy J3 2017	No further action required.	27.09.2017