

Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
#17254	Manish Mulani	Feedback When trying to assist cust with email setup the attachment for email settings is missing-not available Impact: Cannot troubleshoot further hence cannot provide FCR.Straight impact on performance.	The link has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-4784335&l=uad&d=Honor/7&s=Messaging_Email&steps=q5605,a140489,q250351,a250353,q140493,a140497,q172574,a172576,q140501,a140507,q140511,a140513,q140519,a140521,q140524	- All devices	No further action required.	18.10.2017
#18019	Darren Paterson	Feedback Service checker has been deactivated and we need to remove all reference from tool Impact: Agent confusion	The thread has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-4784335&l=uad&d=Honor/5X&s=Voice&steps=q195418,a243074,q243081,a243083,q243087,a243091,q243111,a243115,q152618	- All devices	No further action required.	18.10.2017
#18051	Darren Paterson	Feedback Just had an error reported by one of our content creators: NO CONTENT FOUND on the internet script	The thread has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-4784335&l=uad&d=Apple/iPhone%206&s=Internet_New&steps=q458190,a458195,q459623,a459631,q458197,a458201,q459919,a459922,q459925,a459927,q459931,a459934,q459937,a459941,q459979,a459983,q459987,a459991,q459995,a459999,q460003,q460007,q213860,a563980,q571562	- Android and iOS devices	No further action required.	18.10.2017
#18013	Darren Paterson	Feedback Service Checker has now been decommissioned. So we need to remove all reference to it.	The thread has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-4784335&l=uad&d=Apple/iPhone%207&s=Voice_Apple_inc_EWiFi&steps=q482490,a482527,q482529,a482532,q482534,a482539,q482557,a482561,q457192,a457195,q243163,a243167,q243181,a243184,q243189,a243191,q149726,a586550,q586551	- All iOS devices	No further action required.	18.10.2017
NA	NA	General Agent2 updates	An article has been created to help customers understand why they are unable to unlock their device, and offers the steps to remotely unlock their device. - I can't unlock my phone with my pass code or fingerprint?	- Samsung Galaxy S8 - Samsung Galaxy S8 Plus	No further action required.	18.10.2017
NA	NA	3d model	3d model now available.	- LG Stylus 3	No further action required.	18.10.2017