Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
NA	NA	**General Agent2 updates**	The following articles have been created or updated to provide extra support on this device - I have issues making calls to an iOS device - While using the Play Store app, a timeout error message is displayed - While using the contacts app, my device sometimes becomes unresponsive	- Samsung Galaxy Note8	No further action required.	15.11.2017
NA	NA	**General Agent2 updates**	An article has been created to inform customers on what to do if they think they have downloaded a fake app. - What to do if you think you have downloaded a fake app	- All devices	No further action required.	15.11.2017
NA	NA	**General Agent2 updates**	The following articles have been created or updated to provide extra support on this device. - Bixby Vision doesn't always show shopping options - Does it consume data when I use Bixby Home? - How do I activate Bixby Voice for the first time? - How do I change my Bixby Voice settings? - How do I get Bixby to respond to voice commands? - I'm trying to set up Bixby Voice, but it's displaying Korean. - Which devices can I use Bixby Voice with?	- Samsung Galaxy Note8	No further action required.	15.11.2017
NA	NA	**General Agent2 updates**	Articles have been created to provide further help and support with the Samsung messenger app and screen issues: - Why does my screen turn on and off continuously during calls? - Why are my messages not shown in a time order?	- Samsung Galaxy Note8	No further action required.	15.11.2017
NA	NA	**General Agent2 updates**	The following article has been written in response to reports of a green line appearing on some devices: - There's a green line on my screen	- Apple iPhone X	No further action required.	15.11.2017

Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
NA	NA	**Coming soon support site**	Device is now available on the UAD with a basic support site.	- Huawei Mate 10 Pro	Simulation and scenarios will be available soon.	15.11.2017
NA	NA	**Buttons - ports - NFC**	Labelled buttons and ports image now available on the UAD	- Apple iPhone 8 - Apple iPhone 8 Plus - Apple iPhone X	No further action required.	15.11.2017
NA	NA	**3D models**	3D models available on the UAD	- Apple iPhone X - Alcatel Pixi 4 Tablet	No further action required.	15.11.2017
NA	NA	**Device rename**	Samsung Galaxy S8 Plus renamed to Samsung Galaxy S8+	- Samsung Galaxy S8+	No further action required.	15.11.2017