

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#21476	Jimmy Joshi	Feedback We've noticed that a few scenarios on Lucid under "What is the issue?" are missing for some handsets. For example, When I select Note 8, I see 2 additional options 1) Can't make calls 2) Can't receive calls however when I select Galaxy A5 2017 these 2 don't come up. Please can you get Lucid to fix this?	The Voice (incl EWIFI) script has been updated. https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&l=uad&d=SamsungGalaxy%20A5%202017&s=Voice_EWIFI&steps=q478967	- Samsung Galaxy A5 (2017)	No further action required.	24.01.2018
NA	NA	General Agent2 updates	A new article has been added advising customers whether the Blade V8 is compatible with dual SIM. - Is dual SIM available with my device?	- ZTE Blade V8	No further action required.	24.01.2018
NA	NA	General Agent2 updates	A new article has been added advising customers of a new function on their device: - How did I pull the camera up mid-screen?	- Samsung Galaxy S8 - Samsung Galaxy S8 Plus	No further action required.	24.01.2018
NA	NA	General Agent2 updates	A new article has been added advising customers how to delete pictures from their device: - How can I delete pictures from a Samsung Cloud backup?	- Samsung Galaxy Note 8 - Samsung Galaxy S8 - Samsung Galaxy S8 Plus	No further action required.	24.01.2018
NA	NA	New device support sites	Coming soon support sites available on the UAD	- Honor 7X - Huawei MediaPad T3 7-inch Wi-Fi	Simulation and scenarios will be available soon.	24.01.2018
NA	NA	New 3D Models	3D Models available on the UAD	- Huawei Mate 10 Pro - Razer Phone - ZTE Blade V8	No further action required.	24.01.2018