

Reference	Submitter	Feedback/update description	Action	Devices affected	Comments	Live date
NA	NA	General Agent2 updates	An article has ben created explaining to users that Samsung are aware of the limited number of charge issues: - Why is my phone unable to charge?	- Samsung Galaxy S8 - Samsung Galaxy Note8	No further action required.	10.01.2018
NA	NA	General Agent2 updates	The following article has been updated in response to news that WhatsApp has discontinued support for more operating systems. - Why can't I use WhatsApp anymore?	- All smartphones & tablets	No further action required.	10.01.2018
NA	NA	General Agent2 updates	The following article has been added: - How can I use USB tethering for Mac OS?	- Samsung Galaxy A3 2017 - Samsung Galaxy A5 2017 - Samsung Galaxy J3 2017 - Samsung Galaxy J5 2017 - Samsung Galaxy S7 - Samsung Galaxy S7 Edge - Samsung Galaxy Note8	No further action required.	10.01.2018
NA	NA	General Agent2 updates	The following article has been added in response to forum searches regarding call quality when device signal is good: - Why do my calls still break up when my signal strength is good?	- All phones	No further action required.	10.01.2018
NA	NA	New device icons	On screen icons added for the Huawei E5330 Mobile Wi-Fi	- Huawei E5330 Mobile Wi-Fi	No further action required.	10.01.2018