

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
NA	NA	General Agent2 updates	The following article has been added following an update to the Samsung Video app: - My video app has disappeared	- Samsung Galaxy Note8	No further action required.	14.02.2018
NA	NA	General Agent2 updates	The following article has been added following an issue with a spyware app: - Skygofree spyware app warning	- All Android devices	No further action required.	14.02.2018
NA	NA	General Agent2 updates	The following article has been added explaining battery life: - Should I let my battery run out before recharging?	- All devices	No further action required.	14.02.2018
NA	NA	General Agent2 updates	The following articles have been added since the IOS update has installed the TV app: - What is the Apple TV app? - What devices are compatible with the Apple TV app? - Can I delete the Apple TV app? - How do I use the Apple TV app?	- Apple iPad 2017 - Apple iPhone 8 - Apple iPhone 8 plus - Apple iPhone X - Apple iPhone 7 - Apple iPhone 7 Plus - Apple iPhone 6 - Apple iPhone 6 Plus - Apple iPhone 6s - Apple iPhone 6s Plus - Apple iPhone SE - Apple iPad Air 2 - Apple iPad Air - Apple iPad mini 4 - Apple iPad mini 3 - Apple iPad mini 2	No further action required.	14.02.2018
NA	NA	General Agent2 updates	The following article has been added explaining how to update an iPhone using iTunes: - How do I update my device using iTunes?	- Apple iPad 2017 - Apple iPhone 8 - Apple iPhone 8 plus - Apple iPhone X - Apple iPhone 7 - Apple iPhone 7 Plus - Apple iPhone 6 - Apple iPhone 6 Plus - Apple iPhone 6s - Apple iPhone 6s Plus - Apple iPhone SE - Apple iPad Air 2 - Apple iPad Air - Apple iPad mini 4 - Apple iPad mini 3 - Apple iPad mini 2	No further action required.	14.02.2018

NA	NA	General Agent2 updates	The following article has been added explaining the ChaiOS Apple bug: - iPhone ChaiOS bug	- Apple iPad 2017 - Apple iPhone 8 - Apple iPhone 8 plus - Apple iPhone X - Apple iPhone 7 - Apple iPhone 7 Plus - Apple iPhone 6 - Apple iPhone 6 Plus - Apple iPhone 6s - Apple iPhone 6s Plus - Apple iPhone SE - Apple iPad Air 2 - Apple iPad Air - Apple iPad mini 4 - Apple iPad mini 3 - Apple iPad mini 2	No further action required.	14.02.2018
NA	NA	General Agent2 updates	A new article has been added advising customers of a new function on their device: - How can I fix the Screen overlay detected error?	- Samsung Galaxy S8 - Samsung Galaxy S8 Plus - Samsung Galaxy Note8	No further action required.	14.02.2018
#22277	Pricing Approvals	Price Matrix Version - 1.3 Effective - 14th February 2018	Updated handset only and PAYG pricing for the following devices:	- Honor 7X - Samsung Galaxy J3	No further actions required.	14.02.2018