

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#23295	Caroline Press	<b>Shortcodes &amp; PayFortit updates</b>	Shortcodes and Payfortit codes have been updated within the Pricebook view. - Payfortit has been updated with new fields to provide agents with more relevant information. - SMS shortcodes have been updated.	- NA	No further action required.	14.03.2018
NA	NA	<b>General Agent2 updates</b>	A new article has been added regarding the Iris scanner: - Can the Iris scanner on the Note8 be turned off?	- Samsung Galaxy Note8	No further action required.	14.03.2018
NA	NA	<b>General Agent2 updates</b>	From information in the consultant guide, the following articles have been added: - When recording a video, the screen twinkles and black lines appear - How do I use the Dolby Atmos sound feature? - How do I enable power optimisation? - Can I unlock my device with a photo of me? - There is a gap between my screen and case. Why is this? - When trying to charge my device, it doesn't charge and the water icon is displayed? - Can I use my device in sea water? - My device doesn't respond when I touch the edges of the screen? - My device has a red tint to the screen - Why are the edges of my screen appearing green? - Why does my device rattle when it is shaken? - Why is light appearing to spread on my camera? - How do I move an app on my device? - How can I get the apps icon back to my home screen?	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	14.03.2018
NA	NA	<b>General Agent2 updates</b>	From information in the consultant guide, the following article have been added: - How do I take a picture with the dual capture feature?	- Samsung Galaxy S9+	No further action required.	14.03.2018
NA	NA	<b>General Agent2 updates</b>	The following article has been added: - What is a Hybrid SIM?	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	14.03.2018
NA	NA	<b>General Agent2 updates</b>	The following article has been added following forum searches: - What is Google Lens and how do I use it?	- All Android devices	No further action required.	14.03.2018
NA	NA	<b>General Agent2 updates</b>	The following article has been created following forum searches: - I can't see my notifications on my Always On Display	- Samsung Galaxy S7 - Samsung Galaxy S7 Edge - Samsung Galaxy S8 - Samsung Galaxy Note8 - Samsung Galaxy S9	No further action required.	14.03.2018
NA	NA	<b>General Agent2 updates</b>	A new article has been added regarding Easy mode: - Why do my icons look bigger?	- Samsung Galaxy Note8 - Samsung Galaxy S8 - Samsung Galaxy S8+ - Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	14.03.2018

NA	NA	<b>General Agent2 updates</b>	<p>The following articles have been added reagrding Android Oreo on Samsung devices:</p> <ul style="list-style-type: none"> <li>- How do I send a GIF on the keyboard?</li> <li>- How do I customise my Edge panel?</li> <li>- How do I add more Edge panels?</li> <li>- How do I use Samsung Dual Messenger?</li> <li>- How do I make Samsung health sticky?</li> </ul>	<ul style="list-style-type: none"> <li>- Samsung Galaxy S9</li> <li>- Samsung Galaxy S9+</li> </ul>	No further action required.	14.03.2018
NA	NA	<b>General Agent2 updates</b>	<p>The following article has been added following forum searches:</p> <ul style="list-style-type: none"> <li>- Why does my video zoom in at the start?</li> </ul>	<ul style="list-style-type: none"> <li>- Samsung Galaxy S8</li> <li>- Samsung Galaxy S8+</li> </ul>	No further action required.	14.03.2018
NA	NA	<b>General Agent2 updates</b>	<p>The following article has been added:</p> <ul style="list-style-type: none"> <li>- How to enable or disable Google Play Protect</li> </ul>	<ul style="list-style-type: none"> <li>- All Android devices</li> </ul>	No further action required.	14.03.2018
NA	NA	<b>General Agent2 updates</b>	<p>The following article has been added:</p> <ul style="list-style-type: none"> <li>- What is picture in picture?</li> </ul>	<ul style="list-style-type: none"> <li>- All Android devices running on Android Oreo</li> </ul>	No further action required.	14.03.2018