

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#23720	Vineeta Kg	<p><b>Feedback</b> if the select – no network script, and chose the issue to be in all areas, the lucid troubleshooter asks us to get the IMEI of the phone where it should ask us to get the IMEI of the MBB device. Ask the customer to provide the IMEI of the phone; do not take this directly from Peoplesoft. Launch Resolve from PeopleSoft. Is the customers device blacklisted? Impact: advisors will get the wrong information</p>	<p>The <b>Mobile WiFi</b> script has been updated.</p> <p><a href="https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&amp;f=uad&amp;d=Huawei/E5220&amp;s=MobileWiFi&amp;steps=q96162.a141705.q460215.a460224.q460242.a460244.q460248.a460252.q460256.a460258.q460264">https://three.lucidcx.com/uad/index.jsp#ref=20-5972364&amp;f=uad&amp;d=Huawei/E5220&amp;s=MobileWiFi&amp;steps=q96162.a141705.q460215.a460224.q460242.a460244.q460248.a460252.q460256.a460258.q460264</a></p>	- All devices	No further action required.	28.03.2018
#24002	Pricing Approvals	<p><b>Price Matrix</b> Version - 1.3 Effective - 28th March 2018</p>	Handset only and PAYG pricing updated.	<ul style="list-style-type: none"> <li>- Honor 6A</li> <li>- Samsung Galaxy J3 2017</li> </ul>	No further action required.	28.03.2018
#23956	Darren Paterson	<p><b>Specification update</b></p>	Device memory spec updated.	- Alcatel Plus 12 Tablet	No further action required.	28.03.2018
NA	NA	<p><b>New device support sites</b></p>	Coming soon support sites available on the UAD	<ul style="list-style-type: none"> <li>- Alcatel Pixi 4 4-inch</li> <li>- Huawei P20</li> <li>- Huawei P20 Pro</li> <li>- Sony Xperia XZ2</li> </ul>	Simulation and scenarios will be available soon.	28.03.2018
NA	NA	<p><b>New 3d model</b></p>	3d model now available	- Blackberry KEYone	No further action required.	28.03.2018
NA	NA	<p><b>General Agent2 updates</b></p>	<p>The following articles have been added:</p> <ul style="list-style-type: none"> <li>- How do I use Bixby Food</li> <li>- How can I get recipes in Bixby Food?</li> <li>- Why do my videos stop recording at the 5 or 10 minute mark?</li> <li>- Why are Super Slow-Mo videos zoomed in?</li> <li>- Super Slow-Mo videos aren't working properly</li> <li>- My AR Emoji looks like someone else's Emoji</li> </ul>	<ul style="list-style-type: none"> <li>- Samsung Galaxy S9</li> <li>- Samsung Galaxy S9+</li> </ul>	No further action required.	28.03.2018
NA	NA	<p><b>General Agent2 updates</b></p>	<p>The following article has been added:</p> <ul style="list-style-type: none"> <li>- The top left corner of the wallpaper is discoloured</li> </ul>	- Samsung Galaxy S9	No further action required.	28.03.2018
NA	NA	<p><b>General Agent2 updates</b></p>	<p>The following article has been added:</p> <ul style="list-style-type: none"> <li>- The background blur isn't working properly</li> </ul>	- Samsung Galaxy S9+	No further action required.	28.03.2018

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NA	NA	<b>General Agent2 updates</b>	The following article has been added: - Can I delete messages after I've sent them on Whatsapp?	- All smartphones and tablets	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following articles have been added or updated with new content for Find My Mobile: - I've lost my device, how do I use Find My Mobile to locate it? - How do I set up Find My Mobile?	- All Samsung smartphones and tablets	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following articles have been added: - How do I access selfie mode? - How do I use Beauty Mode? - What different camera modes are there?	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following articles have been added: - How do I access the camera's new modes and filters?	- Samsung Galaxy S6 - Samsung Galaxy S6 Edge - Samsung Galaxy S6 Edge Plus - Samsung Galaxy S7 - Samsung Galaxy S7 Edge	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following article has been added: - Can I retrieve deleted photos from my device?	- All smartphones	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following article has been added: - How do I enable the slow motion camera?	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following article has been added: - Can I change the background of my messages?	- Samsung Galaxy S9 - Samsung Galaxy S9+ - Samsung Galaxy S8 - Samsung Galaxy S8+ - Samsung Galaxy Note8 - Samsung Galaxy A3 2017 - Samsung Galaxy A5 2017 - Samsung Galaxy J3 2017	No further action required.	28.03.2018

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NA	NA	<b>General Agent2 updates</b>	The following article has been added: - My Spotify account has been disabled due to abnormal activity	- All smartphones - All tablets - All laptops	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following articles have been added: - Why can't I copy and paste in my text messages?	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following article has been added: - How do I free up memory using device maintenance?	- All Samsung smartphones that can use Android Nougat or Oreo	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following article has been added: - Why won't my screen turn off?	- Apple iPhone X	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following article has been added: - How do I turn on badge or push notifications?	- Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	28.03.2018
NA	NA	<b>General Agent2 updates</b>	The following article has been added: - How do I disable Edge panels?	- Samsung Galaxy S6 Edge - Samsung Galaxy S7 Edge - Samsung Galaxy S8 - Samsung Galaxy S8+ - Samsung Galaxy S9 - Samsung Galaxy S9+	No further action required.	28.03.2018