

Reference	Submitter	Feedback	Action	Devices affected	Comments	Live date
#42635	Darren Paterson	Feedback New scenarios for the Huawei B311 and AI Cube.	The following scenarios have been added: - Enable/Disable 4G - Enable/Disable International Data Roaming	- Huawei AI Cube - Huawei B311 Router	No further action required.	03.04.2019
#42693	Darren Paterson	Feedback Additional scenarios to support the 'No Internet' script	The following scenarios have been added: - How do I find the APN (Access Point Name) - How do I reset my device?	- Huawei AI Cube - Huawei B311 Router	No further action required.	03.04.2019
#42682	Pricing Approvals	Price Matrix WK 13 DV 209 - V3.2 Effective - 29th of March	Handset only and PAYG pricing updated.	- Xiaomi Redmi 6A - Sony Xperia XA2 - Sony Xperia XZ2	No further action required.	03.04.2019
#42682	Pricing Approvals	Price Matrix WK 13 DV 209 - V3.2 Effective - 29th of March	PAYG pricing updated. Handset only pricing will be available when the device goes live.	- Huawei P30 - Huawei P30 Pro	No further action required.	03.04.2019
#42667	Darren Paterson	Feedback Please find attached a No Internet script for the B311 and AI Cube Impact: Unable to diagnose internet access issues with B311 or AI cube	A new script called No Internet has been added.	- Huawei AI Cube - Huawei B310 Home Fi - Huawei B311 Router	No further action required.	03.04.2019
			https://three.lucidcx.com/uad/index.jsp#ref=20-11467714&l=uad&d=Huawei/AI%20Cube&s=NoInternet&steps=q709304			
#42673	Darren Paterson	Feedback All devices supplied by 3 are now unlocked. This needs to be reflected in the Lucid tool for these devices Impact: Poor customer experience.	All devices supplied by 3 are now unlocked - The Network Unlock script has been updated.	- Huawei AI Cube - Huawei B310 Home Fi - Huawei B311 Router	No further action required.	03.04.2019
			https://three.lucidcx.com/uad/index.jsp#ref=20-11467780&l=uad&d=Huawei/AI%20Cube&s=Network_Unlock_Procedure&steps=q63462			

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#42671	Darren Paterson	Feedback Remove the Battery Issues script from the Three HomeFi range (B310/B311/AI Cube) as these are not applicable for these devices. Impact: Agent confusion	The Battery Issues script has been removed from the dropdown.	- Huawei AI Cube - Huawei B310 Home Fi - Huawei B311 Router	No further action required.	03.04.2019
#42669	Darren Paterson	Feedback The 3Apps script is not compatible with Modems/Mobile Wi-Fi or router devices and should be removed from the available drop down selection. Impact: Agent confusion.	The 3Apps script has been removed from the dropdown.	- All modems - All mobile Wi-Fi devices - All router devices	No further action required.	03.04.2019
#42672	Darren Paterson	Feedback Remove MiFi heating up script from B310/B311 and AI Cube devices as this is not applicable. Impact: Agent confusion	The MiFi heating up script has been removed from the dropdown.	- Huawei AI Cube - Huawei B310 Home Fi - Huawei B311 Router	No further action required.	03.04.2019
#42689	Darren Paterson	Feedback Remove the 'No Charge' script from B310/B311 and AI Cube range Impact: Agent confusion	The No Charge script has been removed from the dropdown.	- Huawei AI Cube - Huawei B310 Home Fi - Huawei B311 Router	No further action required.	03.04.2019
#42688	Darren Paterson	Feedback Remove the 'Switches Off' script from B310/B311 and AI Cube devices Impact: Agent confusion	The Switches Off script has been removed from the dropdown.	- Huawei AI Cube - Huawei B310 Home Fi - Huawei B311 Router	No further action required.	03.04.2019
NA	NA	New simulation and scenarios	Simulation and scenarios are now available.	- Huawei P smart 2019	No further action required.	03.04.2019
NA	NA	New 3D model	3D model now available.	- Huawei P smart 2019	No further action required.	03.04.2019

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NA	NA	General search article updates	<p>New articles added:</p> <ul style="list-style-type: none"> - How do I connect another S Pen? - Why does it look like my camera is tilted to one side? - Why are some parts of my battery history missing when I check the battery usage graph? 	- Samsung Galaxy Note9	No further action required.	03.04.2019
NA	NA	General search article updates	<p>New article added:</p> <ul style="list-style-type: none"> - How do I set up Family Sharing and create an Apple ID for my child? 	<ul style="list-style-type: none"> - Apple iPhone 5c - Apple iPhone 5s - Apple iPhone 6 - Apple iPhone 6 Plus - Apple iPhone 6s - Apple iPhone 6s Plus - Apple iPhone 7 - Apple iPhone 7 Plus - Apple iPhone 8 - Apple iPhone 8 Plus - Apple iPhone SE - Apple iPhone X - Apple iPhone XR - Apple iPhone Xs - Apple iPhone Xs Max 	No further action required.	03.04.2019