

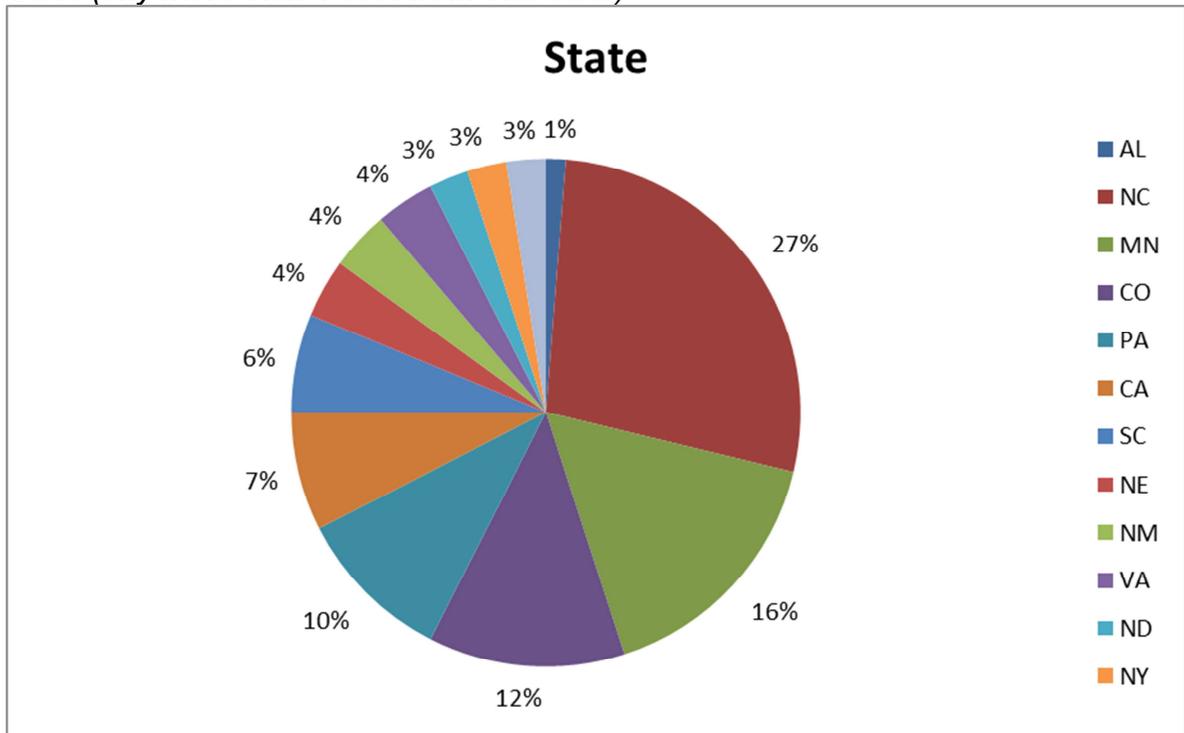
Samsung Galaxy Nexus One-Way Call Issue

- *Quick Statistics:*
 - Respondents: **89**
 - Time Frame: **Feb 14, 2012 – April 19, 2012**
 - One international respondent
 - Zip Code Map:

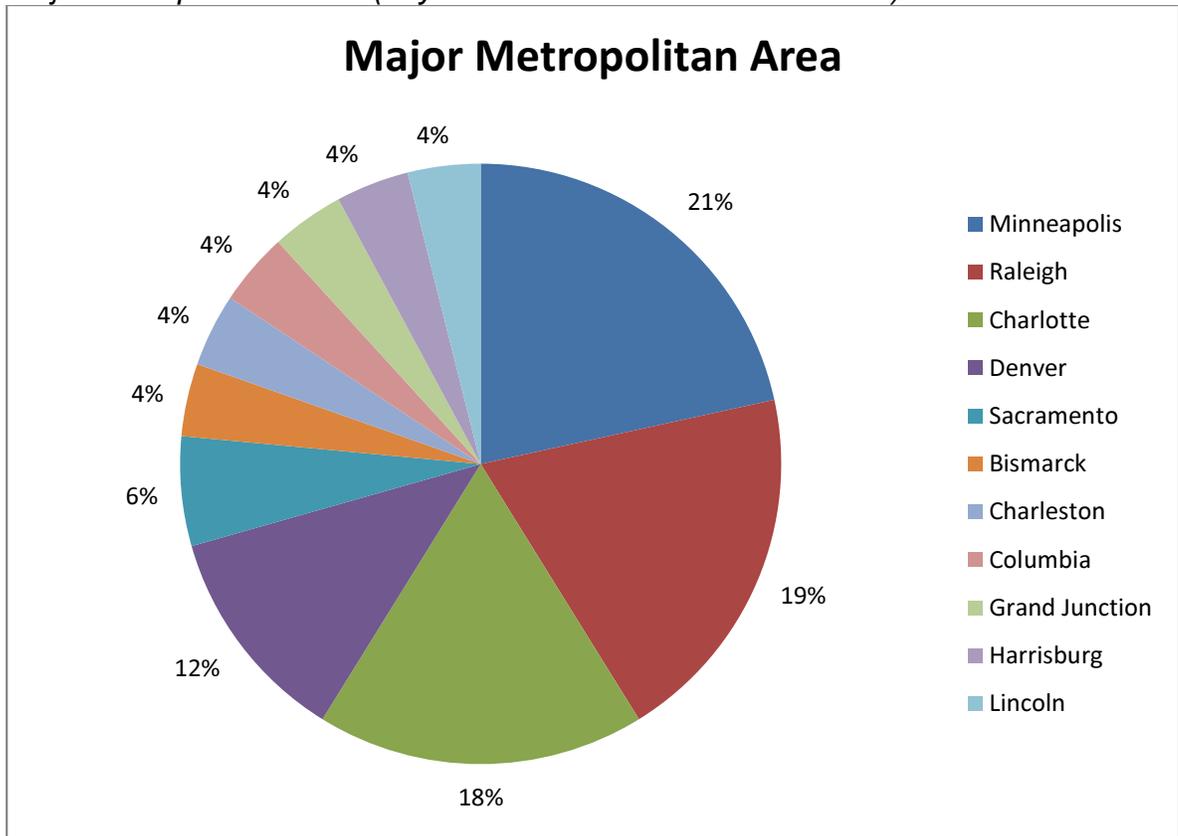


- *Type of Device*
 - 100% CDMA
 - Only exception: one GSM user from Berlin
- *Network*
 - 100% Verizon
 - Only exception: one o2 user from Berlin

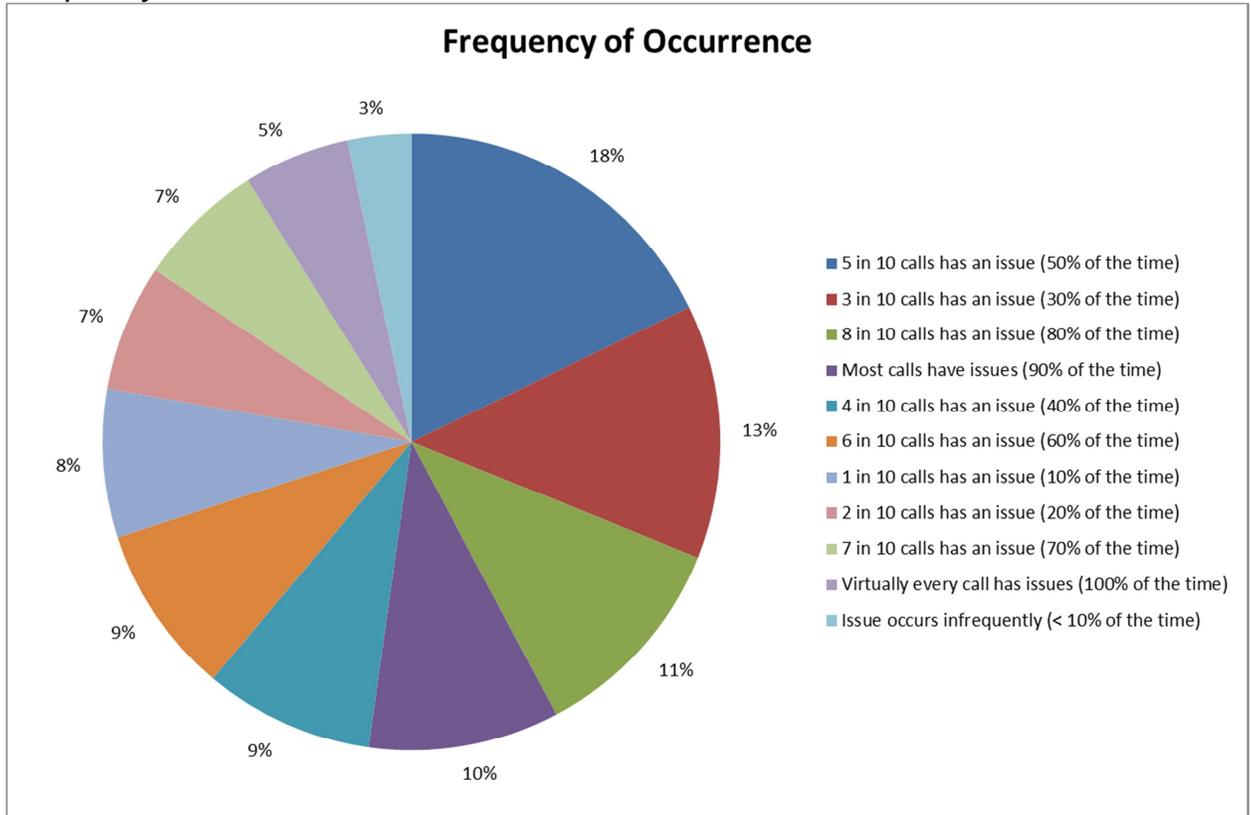
- *State (any more than 1 user from that state)*



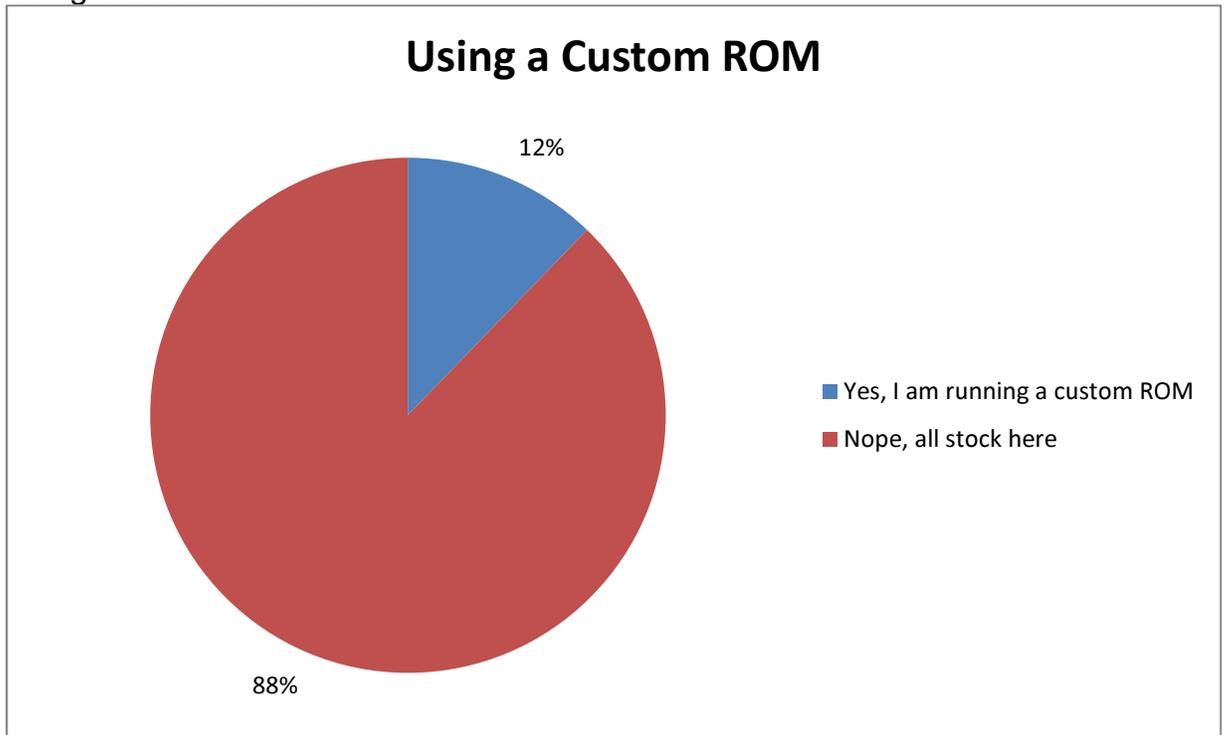
- *Major Metropolitan Areas (any more than 1 user from that area)*



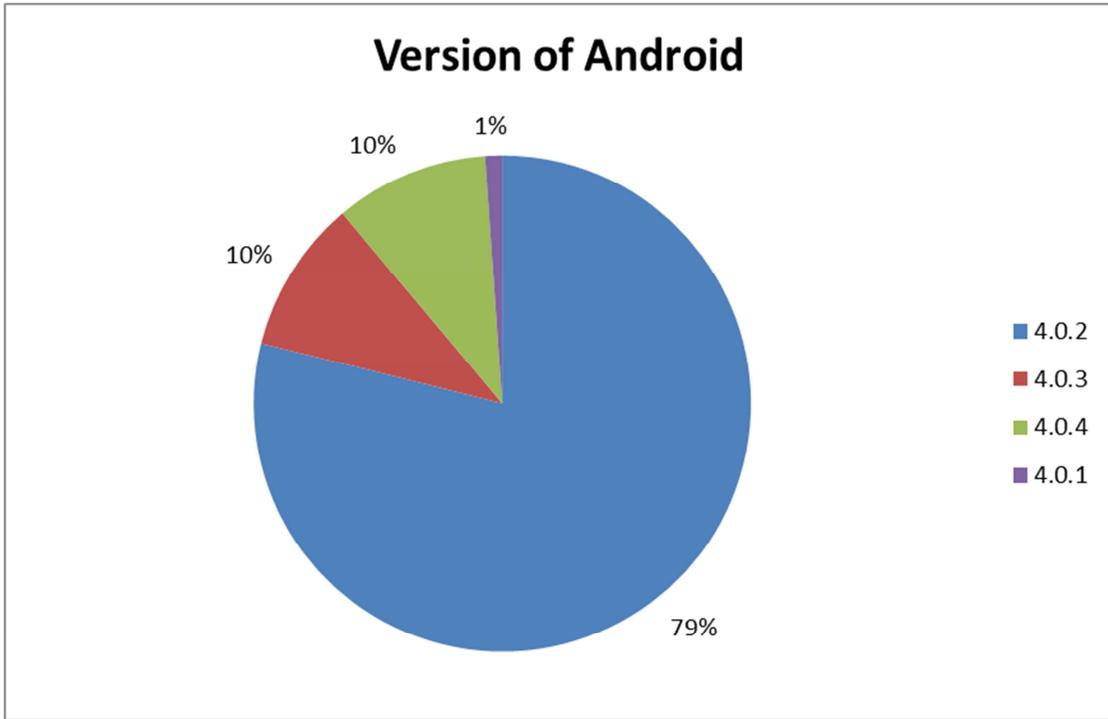
- *Average Number of Hours of Talktime: 214.09 hours*
- *Median Number of Hours of Talktime: 105.72 hours*
- *Frequency of Occurrence*



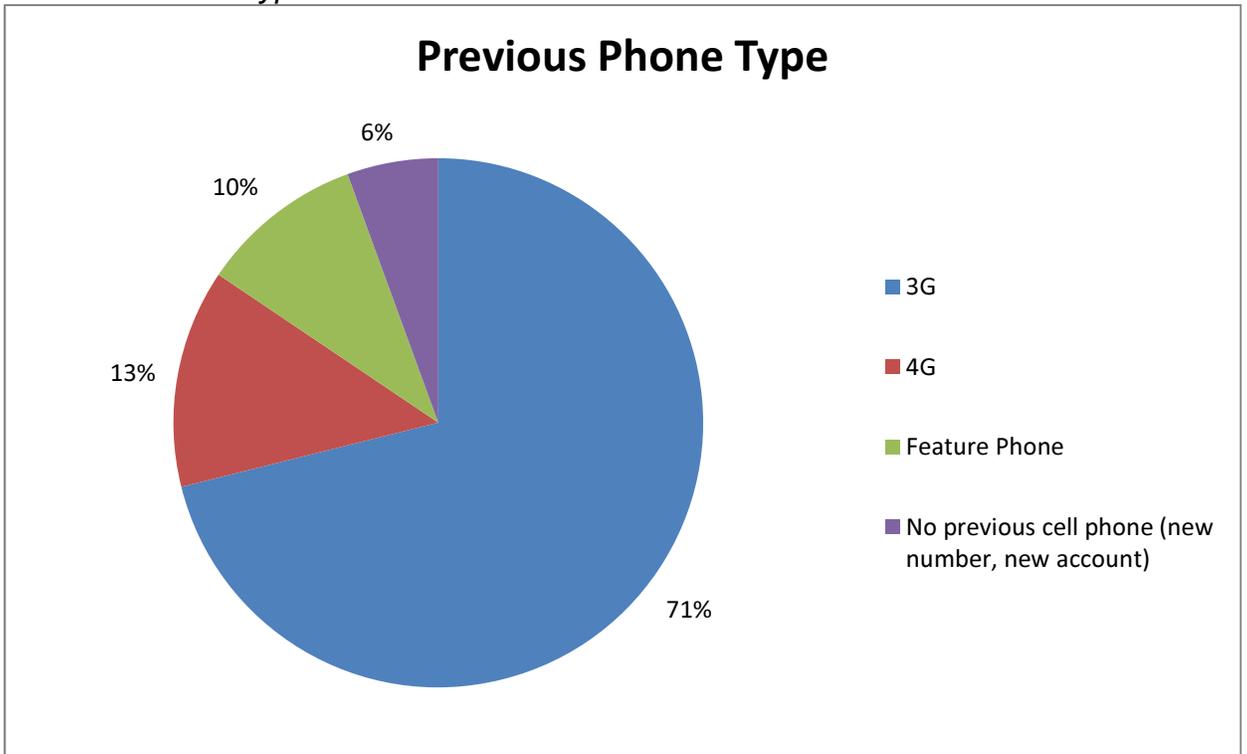
- *Using a Custom ROM*



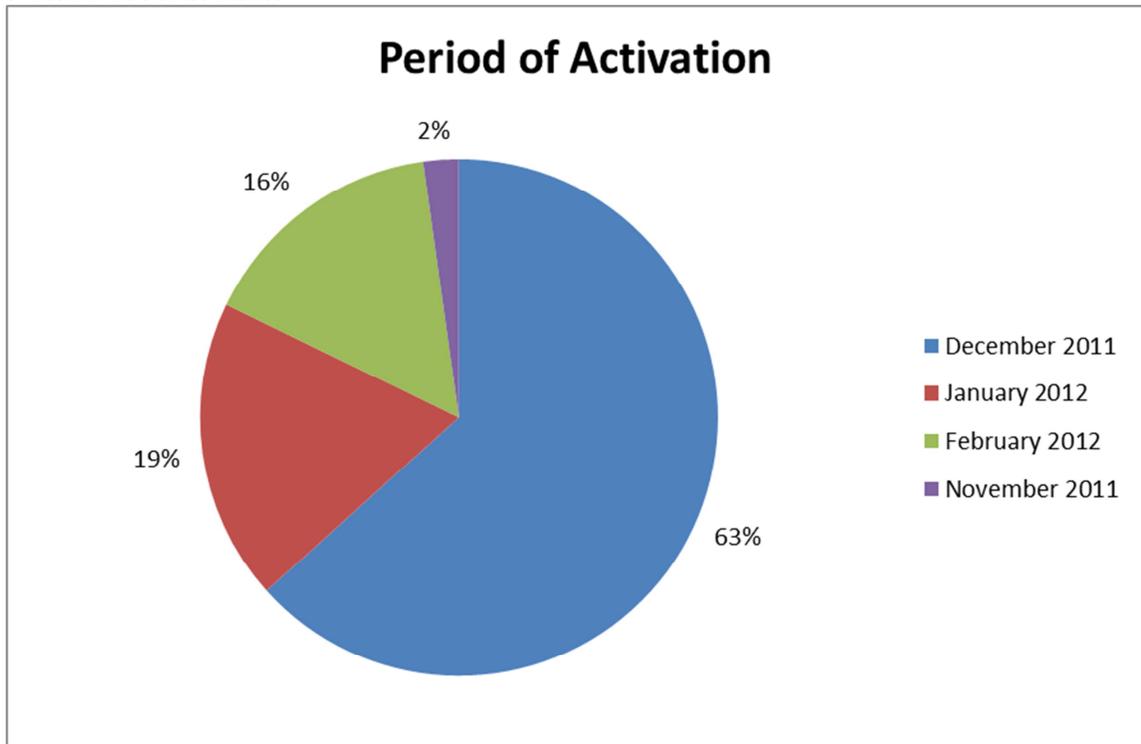
- *Version of Android*



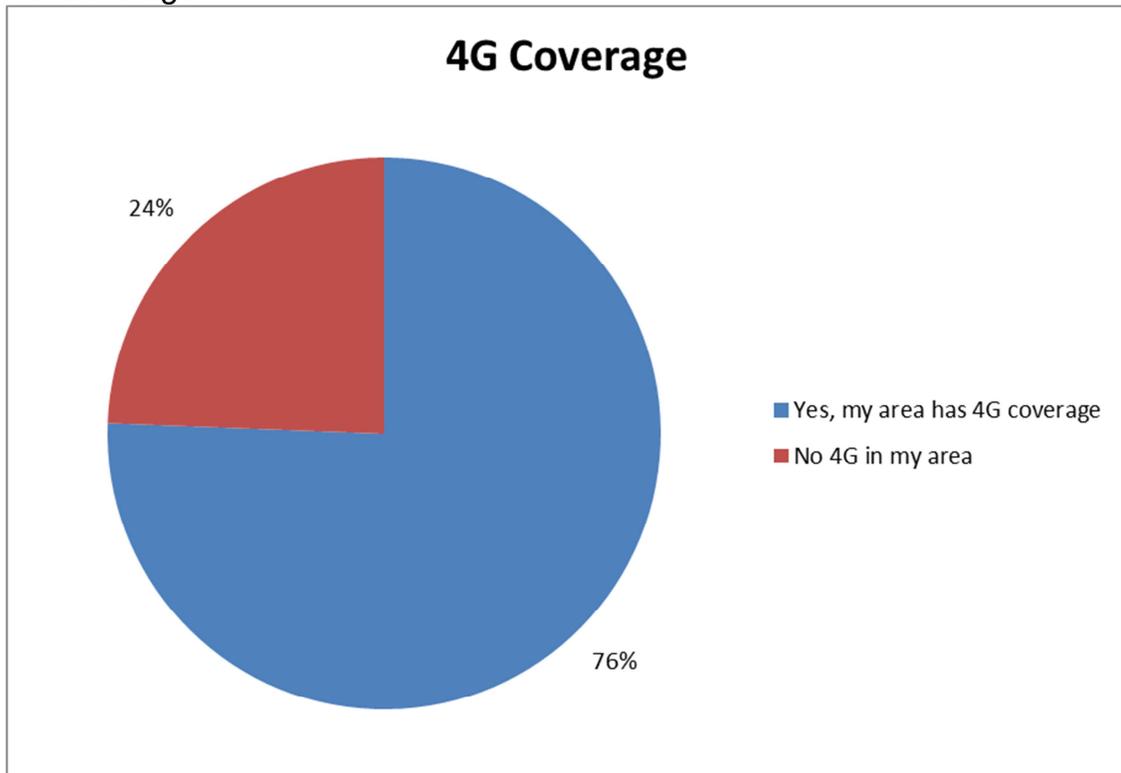
- *Previous Phone Type*



- *Period of Activation*



- *Average Number of Calls on the Phone: 389 calls*
- *Median Number of Calls on the Phone: 251 calls*
- *4G Coverage*



- **Detailed Responses:**

- "***786###" doesn't work for my phone (CM9 Kang 2/10, Franco Kernel 16.2) so I have put 0 for those questions.
- I've had this issue happen to me with 4.0.2 Radios, 4.0.3 Radios, and 4.0.4 Radios (which I am running right now). I've tried several hybrids (the ones listed on XDA) and none of those have helped either."
- No LTE in my area at all. Played with basic phone, reset with no apps and it still did it.
- "This phone does this on almost every long call I make.
- I have been doing a lot of reading and talked to verizon many times. They have offered new phones and sim cards, but it doesn't seem like that fixed anyones problem.
- I had a friend that moved from Charlotte NC to Talapusa GA, there is no 4G service in Talapusa, he said the problem has not happened since he moved."
- "Happens while using bluetooth and/or regular and/or speakerphone
- horrible dbm signal strength inside and outside. I can set any other 4g phone next to it and see it has a upwards of 60percent better signal *dbm* not bars.
- About a week ago, (2/9/2012) my phone calls suddenly stopped working. Whether I call out or receive calls, I can hear the person on the other end, however they can't hear me. I can hear static, and sometimes my keypad doesn't work either, if I am trying to punch in an access code or account number (like to access my voice mail). I can hear clearly and be heard clearly when I put the phone on speaker, so I am currently using speaker exclusively, which offers no privacy and is often inappropriate, so I avoid answering my phone. I called Samsung today and they suggested that I mail in the phone for service, but didn't mention that this has been a reported problem. I am going to call Verizon and report the problem, and look into reporting it to Google as well.
- "RTN talk time minutes are obviously incorrect.
- Had the one way audio problem since activation. "
- From Burlington, NJ 08016. Never a problem there. Happens in El Paso all the time.
- This survey pretty much covers it all. I've been in contact with Verizon Tier 2 support at least 6 times. They've offered a Razr as replacement. I flat out declined.
- Does not matter if the other line is Verizon, another wireless carrier, or land line (tech support asked that question, so thought I'd pass it on here as well).
- most calls I go mute after about 10 min. can hear other caller still talking.
- "Switched DTMF tones to ""long""... no difference.
- I would like to see results of this survey."
- I also tried a 4.04 rom with similar results.
- First handset obtained on launch day. Exchanged SIM card and had account re-provisioned early January, neither stopped one way audio. Second handset end of January, same problems. Flashed 4.04, first two calls had one way audio, been a week now without incident.
- The only problem I'm having with my Verizon Galaxy Nexus purchased new in Santa Fe, NM on 1/15/12 is the one way call issue, muting on my end only. Verizon states, they are unaware of the issue. However, I was told today 2/18/12 by Verizon Level 2 technical support the end of February update should fix the "unknown" issue. Not sure how you fix an unknown issue.
- Problem just started happening yesterday 02/19/2012.
- I could not get ***787### to work on my phone. I had to look at vzw web site to give info best I could.
- Total time above is based on my second phone. Not sure what I had totaled on the first phone. I have called Verizon five different times about this problem, the only response I received back was a voice mail from one of their engineers saying that the marked calls I submitted had poor audio because of low signal strength which is B.S. because if have checked this each time this issues has occurred, and have had a aluminium 3 bars, and in many cases full bars when this has happened.
- Just ordered a replacement phone today

- "I find the 45 hours of call time erroneous. I think I might have a total of 10 minutes...maybe.
- Nothing else to expand on what's already been said in the forums."
- Issue seems to not occur when using a headset but i don't use them that often
- "Drops calls.
- One way calling issue.
- Terrible audio quality for calls that aren't dropped."
- Another issue I have, maybe unrelated is that my phone radio signals drop inexplicably once or twice a day. I've used the stock rom & various other roms to see if that was the issue, to no success.
- Problem has been occurring since day 1. Stock 4.0.2 and multiple custom roms. New baseband didn't help. The problem happens every day, sometimes as soon as I call someone. Only way to get sound back on the other end is to hang up and call again. Happens over Bluetooth as well.
- After putting in the code you listed above to find out the amount of talk time on the phone, it listed the ~240 hours of talk time I listed above. I haven't talked anywhere near that amount of time. Just another bug with this phone I imagine, which is not extremely surprising. I've actually talked closer to about 20 hours, I would guess.
- I thought it was a problem when I was in a 4G area but it happened today in a 3G area. I did have a low signal though. I turned off data and called back and didn't have an issue.
- I can't imagine my call minuets is correct. That would be an average of 74 min per call. I don't think I have ever had a call that long with this the phone. But that is what it claims. "317H:27M" I am on a family plan. That might be the family's min count.
- "Seems to occur more frequently in low reception areas. Occurs on calls generated by land line or cell. Occurred early on before loading the phone with apps. Did a battery pull, and a wipe to stock and that did not help. Always been stock no rooting.
- Can go for days without this problem and then have it three times in two hours.
- Seems independent from the squelching, clicking and synthetic voice audio random episodes my phone also experiences
- I just got a replacemnt phone and I am waiting to test it for the next couple of days.
- When this problem happens, I have almost always had to completely reboot the phone in order for calls to allow 2-way conversation again. Usually right before the caller stops hearing me, I will start hearing loud screeching sounds through my earpiece on the phone. Then the screeching stops, and I can hear the caller just fine but they either can't hear me at all or they say that my voice cuts in and out and sounds garbled.
- The total call time in RTN cannot be right. I have not been on this phone for almost 600 hours. Something seems wrong there.
- When the other person starts asking if I'm still there (and the problem has occurred again) if I push the rocker volume switch all the way down (as if turning off sounds) and then all the way back up again the other person will be able to hear me again, if he or she hasn't given up and hang up on me by then.
- "The mic drop-out would occur with strange frequency, I'd go 3-4 weeks perfectly fine, then out of nowhere in the morning or evening it would go crazy and happen for the next 4-5 hours on every call ranging from 1 min into the call, to 30 mins in. A bit infuriating when contacting potential employers.
- I activated the replacement yesterday, and only 16 calls in I've already had the issue...
- Don't have time to get a new phone every couple of days, might just cope until a fix is known. "
- help need a phone to talk not a small computer.
- Total Talk time is 313Hours : 14Min