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Android Public Tracker36936237

Occasional inability to connect to cell network (airplane mode reported as on, wifi works)

+154

Hotlists (2)

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Dependencies

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Blocking (0)

Resources (17)

InfeasibleBugP3

+ Add Hotlist

[AOSP] Version-4.0

STATUS UPDATE

No update yet.

Edit

DESCRIPTION

ro...@gmail.com created issue #1

Sometimes the phone (Samsung Galaxy Nexus) drops all mobile network connectivity (has happened at least 3 times already), the menu from power button reports it as "Airplane mode is ON", but when trying to toggle the airplane mode the menu item becomes inactive and stays that way.

After rebooting the phone everything is back to normal. When I have some logcat logs that could indicate to the reason why this is happening, I'll post them here.

✓ Mentioned issues (1)

✓ Links (15)

Mentioned issues (1)

-- -- "I had either a defective unit or defective SIM card and I was losing my signal frequently in my first week with the device. Because of this I saw the phantom airplane [issue 36903752](#) ti

Links (15)

"If anyone is interested: here's my complete experience: <http://blog.doncho.net/?p=1545> ."

"<http://xda-developers.com>"

" ... with full HSPA reception, so I factory reset my phone and reloaded everything from backup (so twice in 10 days -- once last Monday, once last Friday). Ironically enough, I had a friend with a Galaxy N

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"Same as the original pure version of Google (<https://dl.google.com/dl/android/aosp/yakju-imm76d-factory-c6e807a1.tgz>) (From : <http://code.google.com/intl/fr-FR/android/nexus/images.html#y>:

See all related links

COMMENTS

ni...@gmail.com <ni...@gmail.com> #2

Same issue.

As you can see from both images, there is no cell signal but WIFI is on but somehow the phone thinks airplane mode has been turned on

Also, there doesn't seem to be a root cause, It has happened while i was charging the phone and while the phone had been on constant use

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ge...@blarg.ca <ge...@blarg.ca> #3

Also getting the same issue. Actually witnessed the radio turn off before my eyes (was reading emails, when I went to the next email it didn't load, and noticed the signal was gone) and didn't

Has happened a few times now, exactly as described above -- only restarting fixes the problem (until it happens again).

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al...@gmail.com <al...@gmail.com> #4

[Comment deleted]

al...@gmail.com <al...@gmail.com> #5

I have had a similar issue, except that I am able to enable connection again by selecting to turn airplane mode off. I sometimes have to do this 2 times, but the phone does not freeze during t

tr...@gmail.com <tr...@gmail.com> #6

my phone was doing this but now seems to take itself out of airplane mode so was not sure if it just happens when in very low signal areas



hi...@gmail.com <hi...@gmail.com> [#7](#)

Also experiencing the described issue with my Nexus as well! Happens almost every day.



ja...@gmail.com <ja...@gmail.com> [#8](#)

Here another victim of the sudden loss of signal. Toggling airplane mode on and off does solve the problem, but what worries me is that I am incommunicado in the period just prior to the m

Android 4.0.1
Baseband version: I9250XXXK1
Kernel version 3.0.1-ga052f63
android-build@apa28 #1
Build number ITL41F



la...@gmail.com <la...@gmail.com> [#9](#)

I have seen this bug several times too. What is strange is that in the settings menu, the toggle says that airplane mode is off, but when you hold the power key to power down, it shows that a
no amount of changing either the settings toggle or the power key menu toggle changes anything.



ss...@gmail.com <ss...@gmail.com> [#10](#)

I don't have this particular airplane mode issue, but mine like to drop signal at random, I can go from 3 bars down to no bars instantly.



s9...@gmail.com <s9...@gmail.com> [#11](#)

I'm also having this problem, with the exact symptom as the first post. Have to reboot to solve the problem.

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al...@gmail.com <al...@gmail.com> [#12](#)

phone goes into airplane mode by itself and cannot be pulled out of airplane mode.

here are screenshots of settings with airplane mode UNCHECKED yet the airplane icon still in notification bar.

also, long press the power bar states airplane mode is off but the plane icon still in notification bar.

power off is the only way to solve this, happens at least once a day.

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ja...@gmail.com <ja...@gmail.com> [#13](#)

I have the same issue today. I need reboot because I can not exit frm airplane mode.



wa...@gmail.com <wa...@gmail.com> [#14](#)

Same problem here on an unlocked Samsung Galaxy Nexus in Belgium. Got the phone for 3 day and this happened already 3 times!
At random (last time overnight, so no there was no interaction with the phone at all) the phone loses signal and shows as if in airport mode even though wifi is still working. Switching airport
Main issue is that you're not warned, so you might be unreachable for hours before you accidentally notice. This issue should be high priority as the main functionality of any phone (even a si



ro...@gmail.com <ro...@gmail.com> [#15](#)

Some more information: apparently when the bug happens, the phone still stays registered on the cell network, and when someone calls you, it rings for them, until it goes to voicemail - but n



al...@gmail.com <al...@gmail.com> [#16](#)

I still cannot replicate this problem but I have Had it happen 3 times shortly afterunplugging it after it was plugged in overnight to a wall outlet for charging. unplugged, checked gmail, and at
is this happening to someone on a completely stick phone with no apps?



jo...@gmail.com <jo...@gmail.com> [#17](#)

I have this issue about every 2 days - possibly more. Toggling airplane mode does not solve it, the phone needs to be rebooted for the radio to turn back on.

Phone info (**#info#**) shows as "radio off," pressing the "turn on radio" button does not do anything.

ko...@gmail.com <ko...@gmail.com> [#18](#)

My GN suffers from the same issue. It happens very often. I am still on 4.0.1, so I hope that once i have installed the 4.0.2 this will disappear.

sb...@gmail.com <sb...@gmail.com> [#19](#)

This happens to me about once every 2 days. Radio switches off. The phone tells me I am in Airplane mode, but I am unable to get out of this mode as it is greyed out when I press the power

sp...@gmail.com <sp...@gmail.com> [#20](#)

Finally got some screenshots to post

I have had this issue since launch on Dec. 8th. This issue occurred a couple times in the first week that I had the device. I swapped my Nexus & my SIM card the following week and can conf

- Noticed I had no signal, tried to dial number, claimed I was in airplane mode.
- Turned on airplane mode, tried to turn it off & airplane logo won't disappear.
- Still cannot place calls.
- Turned on Wifi, airplane signal disappears.
- Wifi works, but I still cannot place calls and it claims it is in airplane mode.

So far only resolution is a device restart.

Model: Galaxy Nexus
Network: Bell (Canada)
Version: 4.0.1
Baseband: I9250UGKL1
Kernal 3.0.1-GA052F63
Build: ITL41F.I9250UGKL1

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ch...@gmail.com <ch...@gmail.com> [#21](#)

I'm having the same problem, my Google Galaxy Nexus phone puts itself in AirPlane mode and the only way to turn it off is by restarting the phone.

sb...@gmail.com <sb...@gmail.com> [#22](#)

Change of SIM card made no difference. I am still being switched to Airplane mode and unable to get out of it. This usually happens aftet I have lost the signal for a bit. Living on a high floor. r in an apartment building means I lose the signal frequently when I am in the lift. This is becomming quite annoying

dr...@gmail.com <dr...@gmail.com> [#23](#)

I took a logcat of the radio events when it happened and when it came back. Hope this helps, I'm not really sure on what I'm looking at.

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dr...@gmail.com <dr...@gmail.com> [#24](#)

I forgot to mention, looking through the csv file, it happens around 1:31pm I believe

jh...@gmail.com <jh...@gmail.com> [#25](#)

I have also had this problem about 4 times now; very irritating. I can't seem to find any common cause to any of the times it happened. Sometimes plugged in (charging) sometimes not, diffe

da...@gmail.com <da...@gmail.com> [#26](#)

I too have this problem and my only resolution is a reboot which is extremely annoying!

Carrier: Orange UK
Android 4.0.1
Baseband I9250XXKK1

Kernel 3.0.1-ga052f63 android-build@apa28 #1
Build number ITL41F

ch...@gmail.com <ch...@gmail.com> [#27](#)

Same situation. When in sleep mode, my GN loses all cellular connection. Only solution is to reboot. I tried using 2G only and turning off NFC but no effect. This is my second new phone and

Carrier Rogers (canadian provider)
Phone GN
OS 4.0.1

st...@gmail.com <st...@gmail.com> [#28](#)

My wife and I both have GN phones and get this problem. When we first got the phones before Christmas the problem seemed to be worse and was happening on my wifes phone 2 or 3 times a day.

We haven't been able to prove it but it also appears that texts sent to the phone when it is like this never get received.

st...@gmail.com <st...@gmail.com> [#29](#)

Forgot to put in last comment.

Carrier: Vodafone UK
Android: 4.0.1
Baseband: I9250XXKK1
Kernel: 3.0.1-ga052f63 android-build@apa28#1
Build No:ITL41F

ko...@gmail.com <ko...@gmail.com> [#30](#)

I have just talked to Samsung and they advised to send it back to them for repair. I think this is a standard procedure but I am reluctant to be left without a phone for up to 2 weeks. It seems to be a common problem.

I am on T Mobile UK but the phone is unlocked to all networks.

ni...@gmail.com <ni...@gmail.com> [#31](#)

Same problem.

Carrier: Bell - Canada
Android: 4.0.1

re...@gmail.com <re...@gmail.com> [#32](#)

I'm having this issue and I thought it was delegated to the Juice Defender app toggling my data, so I uninstalled it. Turns out that when I take the subway into work, I can't get back onto cellular service.

I manually go into APMode on the subway so that it's not looking for service the hour I'm down there, but I'm unable to connect to cellular service when I uncheck APMode at the end of my commute.

A reboot fixes the issue.

al...@gmail.com <al...@gmail.com> [#33](#)

this appears to be a quality control issue as it is reported by very few individuals.

i reset my problematic phone to factory defaults.

i changed to a new SIM card.

the problem still occurred.

i returned the unit for a new one, and the problem is gone.
other users of the nexus, i also own 2, has not experienced this issue.

so unfortunately i hope you all can get a warranty return a get rid of this problem on your particular unit.

sp...@gmail.com <sp...@gmail.com> [#34](#)

In response to [comment #32](#), I DISAGREE that it is only a select few defective units. If a unit hasn't encountered this issue yet, the environment might not have been correct for it to malfunction.

I had either a defective unit or defective SIM card and I was losing my signal frequently in my first week with the device. Because of this I saw the phantom airplane [issue 36903752](#) times. I have reported this issue.

Just because a replacement unit doesn't experience the issue doesn't mean it can't. You still seem to need to lose signal for the Nexus to encounter this issue.

So again, I've replaced my unit, but still encountered the airplane bug. It just occurs very infrequently for me on my new unit.

ko...@gmail.com <ko...@gmail.com> [#35](#)

A bit of good news now!

Somewhere on XDA Developers site I saw that those who had the problem HAVE NOT EXPERIENCED IT AFTER THE 4.0.2 SYSTEM UPDATE. I hope this is correct as it does look like a software issue. Fortunately, the 4.0.2 was applied to my NG yesterday so I will monitor my phone and update you if I get the problem again.

Can anybody confirm that they are getting the same problem and have had the 4.0.2 system update?

do...@gmail.com <do...@gmail.com> [#36](#)

#34: Can you tell me how did you get your phone updated? My phone does not recognize, that there's 4.0.2 update?

Many thanks in advance!

ko...@gmail.com <ko...@gmail.com> [#37](#)

Unfortunately you will have to wait. You are somewhere on the looong list. It will hit your phone soon. I saw an article somewhere on how to do it manually but I wouldn't recommend it.

So far I have noticed a huge battery improvement and the reception is excellent in place where it wasn't before. i supposed that constant search for network before had taken its toll on the battery.

al...@gmail.com <al...@gmail.com> [#38](#)

#33

it is also possible your 2nd replacement unit was defective as well.

i have not changed my environment or usage patterns. i know exactly where the signals have dropped before and it has not happened at all with my new unit. i have NEVER had to reboot because of this.

i am on 4.0.1 on both the problem unit and the new unit.

Just trying to help cuz it's an annoying problem...

- my network provider (BELL) mentioned no one has complained about this problem...
- it is not widespread because not everyone with a GN is complaining and my friends do not have this issue. or else you would see this much much more on all the forums.
- sometimes, it's just a defective unit. and in your case, you had bad luck with 2 units...

dr...@gmail.com <dr...@gmail.com> [#39](#)

I just changed radio bands to KK6 from KK1 and so far today I have not dropped signal. I don't believe it's defective phones but rather the radio bands.

do...@gmail.com <do...@gmail.com> [#40](#)

After [comment #34](#) I decided to try rooting and upgrading manually my phone to 4.0.3. After the upgrade, I've not observed the issue anymore - so far (only 6 hours have been gone since!).

If anyone is interested: here's my complete experience: <http://blog.doncho.net/?p=1545>.

But please, bear in mind, that if you decide to follow me, your warranty will be void (until you reflash the device with the stock kernel), and also if you brick your device, it's not my fault - you did it.

I'll report in this thread, if after the flash I still keep experiencing the problem.

Good luck everybody!

ko...@gmail.com <ko...@gmail.com> [#41](#)

As per comment 38 my radio band has also changed to KK6 after I have applied the system upgrade. I must say I'm pleased with my phone's battery life.and no reception issues yet.

ja...@gmail.com <ja...@gmail.com> [#42](#)

I just upgraded to 4.0.2 yesterday, but unfortunately my signal dropped a few minutes ago. Grrrrr, I had hoped that 4.0.2 would solve the issue, but apparently it doesn't. Maybe 4.0.3 will do it.

Android version 4.0.2
Baseband Version: I9250XXKK6
Kernel Version: 3.0.8-gaaa2611
android-build@apa28#1
Build Number: ICL53F

ko...@gmail.com <ko...@gmail.com> [#43](#)

Not good, Mine is still going strong.

do...@gmail.com <do...@gmail.com> [#44](#)

I had a couple of connection breakdowns today! I believe that's much, much better than just hanging or rebooting the phone, but the problem still exists at some level.

However, with this ROM the phone drops the connection and then is able to restore it. I'm waiting to see what's going to be the level of annoyance, which I'll get with this issue... if it's too muc

ja...@gmail.com <ja...@gmail.com> [#45](#)

Just to check

1. Are there any people out there who have received the 4.0.2 update and are still experiencing this problem?
2. Sometimes when the signal drops, I only get the message that the airplane mode has been enabled and that I should switch it off to make a call. A reboot solves the problem. But sometim
3. I have started to make some logs to try to identify the cause of this problem. I use Log Collector for making a log and No Signal Alert to obtain a time stamp when the signal drops. What I

Look forward to receiving your comments and suggestions

ja...@gmail.com <ja...@gmail.com> [#46](#)

By the way, does anybody know if there are websites or people who can analyze the logs I have created? Most of the content is mumbo jumbo to me and a knowledgeable person might be at

ug...@gmail.com <ug...@gmail.com> [#47](#)

I tested the factory images for 4.0.1 and 4.0.2 and a Kang build 17 for 4.0.3 and after several painless hours the described bug occurred again. I am still experiencing random signal losses ar

ja...@gmail.com <ja...@gmail.com> [#48](#)

@uglyma...@gmail.com: Does it also freeze your phone?

do...@gmail.com <do...@gmail.com> [#49](#)

#45: I've updated to XXKK6 and this caused all issues to stop. My current software is as described in my blog post (see above), plus XXK6 radio on the top of it. Also, while I did not update to XXKK6 radio, it was still crashing, but the phone did NOT crash, only radio. After radio crash, I was able to get back radio by enabling and disabling Airplane moc After XXKK6 radio, no more crashes etc. I'm using No Signal Alert (thanks for pointing me to it), it does show temporary radio drop, but it restores automatically almost immediately, so I'm m

\$46: I'm sorry to hear it does not yet work with you... are you 100% sure that you flashed XXKK6 radio? It did not for me, until I flashed the radio.

ja...@gmail.com <ja...@gmail.com> [#50](#)

For me it's end of story ;-) I was so fed up with this issue that I decided to root my phone and use a ROM based on 4.0.3 but unfortunately, I bricked my phone :-(Bugger!

ug...@gmail.com <ug...@gmail.com> [#51](#)

My Android never froze, just the radio. Switching airplane mode on and off never did the trick for me, I had to reboot the phone.

I am currently back to stock 4.0.2 and XXKK6 and the GNEX temporarily loses its network connection quite often. Seemingly, only very few people experience these problems thus I hope it i

ko...@gmail.com <ko...@gmail.com> [#52](#)

I know it doesn't help some of the cases above but ever since last wednesday, when i upgraded to 4.0.2 my problem seems to have disappeared.

do...@gmail.com <do...@gmail.com> [#53](#)

#49, it's almost virtually impossible to brick this phone, are you sure it's really bricked? Check [xda-developers.com](#), you might find some valuable resources there! Describe the issue there, po

#45: xda-developers is also good resource, where you may find someone, willing to analyze your logs...

sb...@gmail.com <sb...@gmail.com> [#54](#)

Received update on Friday (3.5 days ago) and had no problems since.
XXKK6 seems to have done the trick.
No more loss of signal/stuck in Airplane mode.
Battery life seems better too.

al...@gmail.com <al...@gmail.com> [#55](#)

Getting the exact same thing. It was working earlier at a friend's house, drove home and found that I couldn't make or receive any calls!

When this happens:

- the reception bars go completely grey and won't change back to blue,
- when trying to dial a number, it says "to place a call, first turn off airplane mode" despite no airplane icon and the "Wireless & Networks" menu has airplane mode unchecked,
- clicking airplane mode puts a check in the box and the airplane icon appears, but toggling it off won't make it disappear (waited 5 minutes),
- on the mobile network settings screen, the "use 2g networks" part is greyed out and not checked <= this *WAS* checked before this happened since I was noticing the phone switching back
- while the power button shows airplane mode on, trying to toggle airplane mode from this menu updates an on/off flag somewhere but doesn't anything about the radio (WiFi was already off

Going into phone info (*##3436##), my phone status has some weird info:
- IMEI shows up, but phone number says "unknown" and current network is blank,
- GSM service says "Radio off" and GPRS service: Disconnected.
- Network type says "Unknown:0", Message waiting: false,
- Radio resets:0, Data attempts: 0, Data successes: 0, GSM disconnects: just says DATA.
- Set preferred network type: says "Unknown" when it should say "GSM only".
- Pressing the radio on button doesn't do anything.

WiFi appears unaffected and can connect/disconnect with no problem. NFC has been off for the entire duration that I've had the phone.

I ended up having to restart the phone to get it to come back working. :(

I'm tempted to root my phone to try to figure it out (maybe a process is getting hung?), but I'm not keen about voiding the warranty on a one-week-old unit. Maybe it doesn't like bad cellphone

I'm liking my GN thus far, but this issue really needs to be bumped to "high" or "critical" priority. The most *critical* part of a smartphone is the *PHONE* part.

For now, I've downloaded No Signal Alert to see how frequently it drops, but this whole cell phone signal thing is making me have doubts about my phone choice. :(

Carrier: Fido (Canada)
Android: 4.0.1 (stock)
Baseband I9250UGKL1
Kernel: 3.01-ga052f63 android-build@apa28 #1
Build: ITL41F.I9250UGKL1

do...@gmail.com <do...@gmail.com> [#56](#)

#54, that's the typical problem, described here, nothing different... You must wait for your OTA update, or root it, I can't see another solution.

ja...@gmail.com <ja...@gmail.com> [#57](#)

#54 and #55:

4.0.2 did not do the trick for me. Before last Thursday I was on 4.0.1 and the problem occurred every two days or so. After updating to 4.0.2 on Thursday the problem became even worse. Th

I did not want to wait on 4.0.3 (although I don't even know whether that would solve the problem; maybe it's a hardware related problem), so I decided to root my phone and to flash it to a RO

But I read some comments on the internet that the update to 4.0.2 has helped some people solve the issue, so I hope it will work out for you.

do...@gmail.com <do...@gmail.com> [#58](#)

Actually, I do not believe the problem is in the OS, the problem looks more into the Radio! If the 4.0.2 update does not bring you the new radio (sometimes they do, sometimes they do not), an
I was with 4.0.3 (rooted and 4.0.3. based kernel) and the problem was still popping, but with different appearance (the phone did not block and the radio was able to be reset without restartin

ja...@gmail.com <ja...@gmail.com> [#59](#)

As you can see in [comment #41](#) my radio was also updated to XXXK6, but it didn't solve the problem so I don't really think it's the radio.

st...@gmail.com <st...@gmail.com> [#60](#)

It gets more confusing as time goes on. Both my phone and my wife's were updated to 4.0.2. with the XXXK6 radio last week and the problem has not reoccurred.

ko...@gmail.com <ko...@gmail.com> [#61](#)

...and another update from me. Since the 4.0.2 update (10 days ago) I haven't had any problems with the phone.

al...@gmail.com <al...@gmail.com> [#62](#)

[Comment deleted]

al...@gmail.com <al...@gmail.com> [#63](#)

Happened again the other day in an area with full HSPA reception, so I factory reset my phone and reloaded everything from backup (so twice in 10 days -- once last Monday, once last Friday,

Since I reset the phone on Friday, I don't have as many apps running. Since then, it has only dropped the HSPA once requiring airplane mode to come back (this happened after driving some i

da...@gmail.com <da...@gmail.com> [#64](#)

Update to #25.....since an update about 2 weeks ago, am now running: Android 4.0.2
Baseband I9250XXXK6.

My 'Phantom Airplane Mode' problem seems to be cured!

However, my phone now has 'Random Reboot (RR)' issues meaning that at random times of the day or night, the phone will reboot itself. Not so much a problem generally, apart from it no lo

Great...thanks Android! How much are these things worth on eBay...I'm thinking of going back to Apple!



js...@gmail.com <js...@gmail.com> [#65](#)

I'm having the same issue once every day or two. When the phone signal is lost and it appears that the phone is in Airplane mode I can not toggle Airplane mode to get it back. The only way

I will continue to monitor this thread because I really do think this is a software issue and not a hardware issue considering there's so many phones from all over the world experiencing this i

I am running stock 4.0.1
Baseband: I9250UGKL1
Kernal: 3.0.1-ga052f63
android-build@apa28 #1
Build number:
ITL41F.I9250UGKL1



sp...@gmail.com <sp...@gmail.com> [#66](#)

This is an intermittent issue, so changing something (flashing the ROM, swapping the device, etc) and having the issue not occur within the next few days does not mean it is resolved.

The only time my current device encountered this issue was between Dec. 16th - 18th and I still have the screenshot on my phone. I have only restarted it once since then (co-working was ch



al...@gmail.com <al...@gmail.com> [#67](#)

[Comment deleted]



al...@gmail.com <al...@gmail.com> [#68](#)

Have been running factory reset 4.0.1 (yakjuux ITL41F Dec 5, 2011) for the last 10 days, no issues thus far except for quite annoying data intermittently dropping out (devices tethered will no

Things I've observed:

- I haven't reinstalled any widgets except for Tasks, Weather, and the Power Control widget since I factory reset my phone. Previously, I had a pile of widgets (ex: battery meter widget, dBm w
- I'm getting longer battery life between recharges (now only have PolarCloud and SystemPanelLite running as services), 2-3 days standby before it goes critical compared to one day (probab
- Another friend of mine has a Galaxy Nexus on Virgin Mobile, and like the friend on Bell, he hasn't had any issues either. Though both cases seem to have minimal third-party stuff running in

For the airplane issue, can anyone who has been "cured" of the issue comment on whether they've reinstalled all their previous apps or not?

Really would want to try yakju 4.0.2 or try with another radio, but don't really want to void the warranty. :(



ja...@gmail.com <ja...@gmail.com> [#69](#)

Three weeks I ago I got so fed up with this issue that I decided to root my phone and flash a ROM based on the 4.0.3 ICS hoping to solve the problem (an OTA upgrade from stock 4.0.1 to stc

Is there anyone who experience this issue and has Lookout installed?



al...@gmail.com <al...@gmail.com> [#70](#)

Followup to my previous post (#67). No dice, happened on Friday, and just happened again today. So that's four times now *grumble*. On Friday, I had WiFi on using EDGE mode and left ran

Four times over less than a month, not necessarily spaced equally apart, not going to anywhere that I don't usually do with my phone. Software-wise, nothing particularly worth noting except

At this point, I'll be a bit annoyed if it's a hardware problem, since Fido's website says they don't do exchanges over 15 days (so presumably only repair at this point) and this sort of thing didn

What would be nice is a followup from the people who loaded radio XXXK6 and whether the fix held or not.

#68: I don't have Lookout installed.



js...@gmail.com <js...@gmail.com> [#71](#)

At this point I don't think anyone has a viable solution to this issue. I hope that the 4.0.4 update that's supposed to push out in March will fix any issue we are having. I am still convinced it's

If 4.0.4 doesn't fix the problem, I will be forced to root and flash yakku to my device since I haven't heard of any issues with the "direct from Google" build.



ja...@gmail.com <ja...@gmail.com> [#72](#)

#70: sorry to say, but you're wrong. I am living in Europe and I have experienced this issue too on a yakyu build, so it is not convined to Canada or the US.

After rooting and flashing the 4.0.2 build, it seems that the problem has disappeared *touches wood*



ph...@gmail.com <ph...@gmail.com> [#73](#)

Same problem here, with Bell. My daughter has the same phone, bought the same day at the same store, and she hasn't experienced a problem yet. We've had the phones almost a month no



jh...@gmail.com <jh...@gmail.com> [#74](#)

Though I posted before, I didn't post the build: I'm on the yakjuux build (Bell).

Might have to start looking into trying the stock build, as that seems to have solved it for some here (though the suggestion that it's one of the apps is interesting).

we...@gmail.com <we...@gmail.com> [#75](#)

Come on guys ! This is issue is well known for months now ! This is happening for my and my friend (Both are having 4.0.2 Nexus Galaxy) and we are using our phones through our business
Is there at least a way to manually avoid or temporarily fix this issue ???

he...@gmail.com <he...@gmail.com> [#76](#)

This should be set an HIGH priority issue.

co...@gmail.com <co...@gmail.com> [#77](#)

I am having the same problem, Bell phone but on SaskTel/MTS network. I have 2 SIM cards. Android 4.0.1 Baseband I9250UGKL1 Build ITL41F All stock, No Root.

js...@gmail.com <js...@gmail.com> [#78](#)

I took the plunge and updated my phone by flashing yakyu 4.0.2 and all the stock modems (KK6) etc. I can say so far I have not experienced any signal drops yet. I did loose all my apps wher

jo...@gmail.com <jo...@gmail.com> [#79](#)

I posted earlier that I had been experiencing this problem. Frequently at first and it seemed to slowly disappear, maybe shutting off once a week. I took my phone overseas to Hong Kong and
I really hope we get an official response to this.

da...@gmail.com <da...@gmail.com> [#80](#)

Update to #25 and #63.....

Phantom Airplane Mode has returned! It happened yesterday and needed the usual reboot.

Android 4.0.2
Baseband I9250XXKK6

mi...@live.com <mi...@live.com> [#81](#)

Same issue. First, and possibly last, Android device.

ni...@gmail.com <ni...@gmail.com> [#82](#)

Update to Comment 30

I've been updated to 4.0.2 with Bell (Canada) for a few weeks now and have not had this issue occur.

I can't comment on the random reboots as I've never encountered that issue.

br...@gmail.com <br...@gmail.com> [#83](#)

I also have this problem, since I bought the phone in December

The only solution is rebooting the phone, sometimes I have to pull the battery... it happens every single time I turn off my phone

he...@gmail.com <he...@gmail.com> [#84](#)

Updated to 4.0.4 last night (yakju pure original google).

This morning, I wake up with Airplane mode ON...switched again by itself. Same problem...the airplane logo not showing in the notification bar.

Even with 4.0.4 this problem is NOT fixed.

What the hell is going on here ???

do...@gmail.com <do...@gmail.com> [#85](#)

#83: The problem is not caused by the Android version, but the radio version. Updating the Android may not update your radio! If your radio is Baseband I9250XXKK6, you may/will have the p
What's your baseband version?

he...@gmail.com <he...@gmail.com> [#86](#)

It's I9250XXLa2.

Same as the original pure version of Google (<https://dl.google.com/dl/android/aosp/yakju-imm76d-factory-c6e807a1.tgz>) (From : <http://code.google.com/intl/fr-FR/android/nexus/images>

Having this issue as well ?

la...@gmail.com <la...@gmail.com> [#87](#)

I confirm #79: I have a stock 4.0.2, baseband is I9250XXKK6, and the "auto airplane mode" bug still appears. I don't have to reboot it to use it, "only" selecting turn airplane mode off option af
I'm using an (officially) unlocked phone with Orange CH, but also got the problem with Telenor HU.

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he...@gmail.com <he...@gmail.com> [#88](#)

Update :

Just updated the phone to 4.0.4 new version IMM76I from OTA update this weekend.

Oh...the phone works way better...all problems are solved...except this one.

Happens when the phone has no signal and the phone tries to switch from Data to Wifi and Wifi to Data.

Phones gets in Airplane mode but the airplane icon is not displayed on top.

Screenshots attached.

Google, it's been 4 updates and this is still not solved. Why is this medium priority...During the issue, can't received and make phone calls, can't reach internet neither use sms...

It's pretty bad !!

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ti...@gmail.com <ti...@gmail.com> [#89](#)

Verizon has told me that Google has an update, coming out in May, that will fix the Airplane Mode bug.

fr...@duprez.org <fr...@duprez.org> [#90](#)

I have lost GSM data connection twice since IMM76I update.

Signal bar indicates 3G/H and are blue, but Waze, and the other apps can't reach network. Happened when in car with Waze running.

Coming come wifi works OK, but the morning after I still have no data connectivity on 3G. Airplane mode toggle doesn't help, bit a reboot of the phone does.

ca...@gmail.com <ca...@gmail.com> [#91](#)

My GN loses cell connection every day. I too have experienced the airplane mode is on when I have shut it off. I wish Bell Mobility would get off their ass and release the latest update. I still li

he...@gmail.com <he...@gmail.com> [#92](#)

Found the solution guys !

I have a Nexus Galaxy (Gsm) (Flashed Yakju google version) through Rogers (Canada)

Here are the problems I had :

- Ghost airplane problem
- Frequent lost signals
- Freezing on lock screen
- Unstable, rebooting by itself
- Lost root and impossible to get it's access.

Here's what I did :

- Updated to 4.0.4 (Latest version IMM76i) (Factory image : <https://developers.google.com/android/nexus/images#takju>) Update : (<http://forum.xda-developers.com/showthread.php?t=1>
- Superuser is not working since the latest version 4.0.4 Flash the new one (Superuser-3.0.7-efghi-signed.zip) from (<http://androidsu.com/superuser/>) It's a working version. Technically, sc
- The radio UGLC1 (North america)is more recent and is proven to have a better signal than XXLA2 (International). You can find it here : <http://forum.xda-developers.com/showpost.php?p=>
- The damn ghost airplane problem is caused by Juice Defender (ultimate version for me). In the options, there are forced features for wifi/date. When you look at the log you can notice it tr

- Afterward, boot in recovery and wipe dalvik cache (in advanced) and wipe cache. This step is important (you will not lose your apps and configuration they are only cache).

Hope it will help people, I was struggling with a great phone with a lot of problems missing most of my calls...not anymore :)

zr...@gmail.com <zr...@gmail.com> [#93](#)

[Comment deleted]

is...@gmail.com <is...@gmail.com> [#94](#)

I have an att galaxy s2 which started having the airplane issue. I put ics 4.0.3 on it but still has the same issue. I have another att infuse version 2.2.1 which also has the same issue. Why dor

la...@gmail.com <la...@gmail.com> [#95](#)

Re #91: after I uninstalled Juice Defender, the airplane bug disappeared. I also had problems with force closes and reboots earlier, but now my phone is perfect. Thanks for the hint!

al...@gmail.com <al...@gmail.com> [#96](#)

Followup to #69:

Might've found something that might help some people (not quite a fix so much as a mitigating factor). It could be the type and age of the SIM might play a factor. I had an old M32 Fido SIM

Carrier-wise:

- Telus apparently mandates newer SIM cards on their website for access to their 4G network (Telus used to be largely CDMA here),
- Bell and Virgin used to be CDMA and didn't use SIM cards before, so all their cards for GSM phones (at least in this area) are new,
- only Fido and Rogers were GSM here and had SIM cards (and Rogers bought out Fido),
- I am with Fido, but my old SIM was so old it detects as Rogers for some reason,
- my friends on Bell and Virgin have no problem with their phone,
- another friend with Fido sometimes gets the crash when going through the subway/metro, though I'm not sure he has a new card or not.

Other notes/observations:

- Still forcing WCDMA-only. Not sure if EDGE or 2G<->3G is doing any better.
- Still on the original 4.0.1 yakjuux ITL41F.I9250UGKL1 build, not rooted or modded in any way.
- Have not defaulted since January (#62).
- My friend with the Galaxy Nexus on Bell doesn't seem to have either M32 or UO.2 markings on his SIM card... in fact, the usual numbers are on the flip side and chip side is completely blank
- UO.2 appears to be a "3G" SIM card according to the internet (info seems to be very far and few between)

Changing the SIM for a completely new one (ie: not old stock) is definitely something worth trying, even if the phone *seems* like it's working.

do...@gmail.com <do...@gmail.com> [#97](#)

<offtopic> I think I found the solution of the problem: got Galaxy S 3 </offtopic>

Otherwise, I second the Juice Defender's dependency for making this bug appear worse. It seems the frequent switch on/off of parts of the hardware pushes it to the limit!

se...@gmail.com <se...@gmail.com> [#98](#)

I have connexion losses, too.

I had Android 4.0.2 when I bought my Galaxy Nexus and had no problem.
Then it updated to 4.0.4 over the air and I started to have issues.
This is why I think this is not a hardware problem.

From time to time (one or two times per week), the signal drops suddently (the staus icon has a cross, no data connexion available, no phone call are possible, and the phone reports having 'Other times, the signal bar goes only gray and it is impossible to access internet (phone calls work).
Restarting the phone give me back access to the net, so it is not a carrier problem.
I'm on the French carrier "Free mobile" that was created on January 2012.

I tried to go to airplane mode (I can) and back to normal mode, but signal is not back.
I'm forced to restart the phone to make it work again.
I tried to remove the battery and the SIM card and put them back in place but it changes nothing.
When restarting the phone, the network icon has a cross for a lot of seconds before going back to normal".
In previous Android version (4.0.2) the icon was very quick to show it found the carrier just after I rebooted the phone.

Recently, I bought the application NFC Tag Launcher to use a tag to put the phone to airplane mode.
It works, but when I disable airplane mode, NFC is said to be enabled but does not work: in the system parameters, the "NFC" checkbox is checked but grayed.
I'm forced to restart the phone to make it work again.
It seams related to the bad network managment of Android of this bug.

Someone has the same problem here:

http://rootzwiki.com/topic/20876-nfc-wont-turn-on/page_st_10

Here are the logs he has when trying to reenable NFC when going out of airplane mode:

```
I/NfcService( 457): Enabling NFC
D/NFC JNI ( 457): Start Initialization
I/InputReader( 182): Reconfiguring input devices. changes=0x00000004
I/InputReader( 182): Device reconfigured: id=6, name='Melfas MMSxxx Touchscreen', surface size is now 720x1280, mode is 1
I/ActivityManager( 182): Config changed: {0.85 311mcc480mnc en_US layoutdir=0 sw360dp w598dp h335dp nrml land finger-keyb/v/h -nav/h s.8}
D/OpenGLRenderer( 271): Flushing caches (mode 0)
D/OpenGLRenderer( 6067): Flushing caches (mode 0)
D/OpenGLRenderer( 271): Flushing caches (mode 0)
D/dalvikvm( 5139): GC_CONCURRENT freed 1912K, 11% free 19681K/22023K, paused 5ms+7ms
```

D/dalvikvm(182): JIT code cache reset in 7 ms (1048544 bytes 2/0)
D/dalvikvm(182): GC_EXPLICIT freed 1530K, 13% free 21544K/24711K, paused 6ms+14ms
W/System.err(2757): java.io.IOException: NFC adapter is disabled
W/System.err(2757): at com.android.nfc_extras.NfcExecutionEnvironment.throwBundle(NfcExecutionEnvironment.java:181)
W/System.err(2757): at com.android.nfc_extras.NfcExecutionEnvironment.open(NfcExecutionEnvironment.java:135)
W/System.err(2757): at l.i(SourceFile:159)
W/System.err(2757): at l.a(SourceFile:209)
W/System.err(2757): at l.d(SourceFile:127)
W/System.err(2757): at c.run(SourceFile:42)
W/System.err(2757): at java.lang.Thread.run(Thread.java:856)

Thanks for the time you spend trying to fix this bug.

I know it's hard to find and debug it, but it's very annoying buying such an expensive device and having the basics (access to the network) not working.

pr...@gmail.com <pr...@gmail.com> [#99](#)

I'm also having the same problems as described. I'm using Samsung Galaxy Nexus i19250.
on a Telstra and also Optus sim. driving me crazy. I can't get any signal no matter what I do the phone doesn't pick up a signal.

ad...@gmail.com <ad...@gmail.com> [#100](#)

This is just to confirm..
I have an "HTC One X", and I'm having the exact same problem! I'm on Android 4.0.4, and moreover the phone starts to heat up when this happens. (possibly constantly trying to reconnect to T-Mobile).
Also, I had this issue with my previous phone, a Samsung "Galaxy S". There also it started only after I updated to ICS (actually CyanogenMod 9).
So I'm guessing it's to do something with ICS, and not specific hardware, carrier etc.

al...@gmail.com <al...@gmail.com> [#101](#)

Finally gave up waiting for Fido/Rogers/Samsung to update Yakjuux and flashed Yakjuu JellyBean. Works like a dream, no more random intermittent signal dropouts, tethering works without

Instructions:

- Read <http://forum.xda-developers.com/showthread.php?t=1626895>
- Install 4.0.4 stock per the above instructions using the stock Google images from <http://developers.google.com/android/nexus/images>.
- Install Adobe Flash, as you cannot install it from Google Play after you've upgraded past 4.0.4 and Adobe has previously announced they will disable new downloads in mid-August (August 1st).
- Get the OTA update for 4.0.4 -> 4.1.1.
- Enjoy a new fresh coat of paint on your half a year old device... it just flies. :)

Direct benefits:

- No more random full-to-zero-to-full signal dropouts (where I am, at least). :) (however, the data still does go to sleep sometimes)
- Google Now with offline voice recognition.
- Calendar widget now shows all-day entries (not sure if this was fixed earlier).
- Extremely smooth UI (doesn't really struggle anymore)

Side effects:

- Bootloader unlocked to upgrade to Yakjuu, had to back up before it erased everything.
- aLogcat can no longer show events that don't belong to it -- apparently this is a new security feature that affects all apps.
- No Adobe Flash if you didn't previously load it.
- No longer using the localized radio... however, if you bought it from Google like they do now, it's not like it would have it anyway.
- Still kinda upset that this might've voided my warranty and that I had to take matters into my own hands to get the product working correctly. Google should be pulling them to the side or taking them out of the line.

al...@gmail.com <al...@gmail.com> [#102](#)

Addendum to #100: Instructions in #100 provided for reference, use at your own risk, may void your warranty, blah blah blah, I'm not the author of that forum post so don't ask me how to flash

b....@gmail.com <b....@gmail.com> [#103](#)

I have a Samsung S2 my phone was turning flight mode on and off. I called my service provider Optus and they advised me to upgrade to ICS I did so and never had the problem again.

kn...@gmail.com <kn...@gmail.com> [#104](#)

2 years later and this issue is still 'Medium'?

My phone turns its radio off multiple times a day, I have a llama event set up to toggle airplane mode every so often.

I don't understand how an issue that is effectively "the phone often does not work as a phone" can be considered medium priority.

Running Android 4.1.2

ri...@gmail.com <ri...@gmail.com> [#105](#)

I got the same problem on my Samsung Galaxy S3. I'm using Jelly Bean 4.1.1 and randomly the airplane mode is turned on. Usually after I lock my phone for an hour or so. Reboot or so ever d

se...@gmail.com <se...@gmail.com> [#106](#)

I've changed two HTC One X's with Android 4.0.1 on the board. Both had the airplane mode problem. It switches on not very frequently but it takes a lot of time to switch it back everytime! Th
- Switch on the airplane mode manually (oh no!).

- Sometimes just power off and then power on the phone.
- Sometimes it happens without any reason.
When it happens my power menu (long tap on the power button) displays that the airplane mode is switched on. But as I can see in Settings - Wireless connections and networks (sorry if my t

da...@gmail.com <da...@gmail.com> [#107](#)

I have the same problem with my GN. I'm using T-Mobile Sim card.
Android version 4.2.1


Attached, two screen shot of setting.

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ma...@gmail.com <ma...@gmail.com> [#108](#)

i have the same problem
as u can see in the screenshot
network is disabled and flight mode icon is there in the top bar
but as for the option to check flight mode it is not checked and should be off...!
cant make calls.....

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ma...@gmail.com <ma...@gmail.com> [#109](#)

Hello,

Since I got the phone, I have that at night my phone signal is lost. I had hoped that the update to 4.2.2 would fix this, but sadly no. The phone gives an "out of service error" (while in my bedro

Attached some screenshots I took during the problem.

Screenshot_2013-02-27-06-33-53.png: After I wake up, this is the status of the phone. A black triangle and "no service". Airplane mode is off.

Screenshot_2013-02-27-06-34-31.png: Status indicates that Mobile Network Type "UNKNOWN: 0" and the service status "Out of Service" is.

Screenshot_2013-02-27-06-34-38.png: Service Status toggles with "Radio off".

Screenshot_2013-02-27-06-36-46.png: If you search for network he gives "Error while searching for networks"

Then when I do an airplane mode ON and OFF and find it just signal.

Screenshot_2013-02-27-07-13-15.png: Then I get in my car and I go to work. As the screenshot shows, there is just full range. Here I just parked the car, to make some screens.

Screenshot_2013-02-27-07-14-25.png: And suddenly the signal drops again.

Screenshot_2013-02-27-07-15-23.png: Signal strength is simply present, Network "unknown" State Service "radio off"

Screenshot_2013-02-27-07-17-53.png: After a manual reboot of the phone (uptime: 00:01:52),

Screenshot_2013-02-27-07-18-08.png: it finds a good signal and it continues to do more for a while.

Usually until the next night. I have not had it at 1 night, when I had to work (in the same room as the bedroom), so probably it is up to the sleeping activity-function of the phone.

_Screenshot_2013-02-27-06-34-59.png has the build number of my phone.

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al...@gmail.com <al...@gmail.com> [#110](#)

Update to #100: Since 4.2.2 came out, no problems thus far (updated from 4.1.2, 4.1.2 had been giving me slight tethering issues which now seem to be fixed, was the firmware not the radio)

My airplane mode issues appear to have gone away after:

- replaced my old 2G SIM card with a fresh 3G one,
- force "wcdma preferred" (3G) in testing mode,
- replaced the OUTDATED, localized, stock yakjuux firmware with a MUCH NEWER pure Google yakju one (not sure if the problem is 4.0.1 or the baseband+radio, I just know the problem went
- replaced the localized, stock baseband+radio firmware with a matching, compatible one (use GetRIL app to check compatibility)
- always turn off WiFi when not necessary,

If you are using a localized firmware, you're likely not using the latest Google one. If you want to go to the latest Google version, I would suggest reading this thread (not the author): <http://fo>

#108: Can you load GetRIL and check your RIL and baseband? Mine says it doesn't match, but these are the ones that came with 4.2.2 (my RIL is I9250XXLH1 and the baseband is I9250XXL



ma...@gmail.com <ma...@gmail.com> [#111](#)

#109 GetRIL shows a match



sd...@gmail.com <sd...@gmail.com> [#112](#)

Hi All,

this problem can be solved.

Its only trail-error but works on my phone(Samsung Galaxy S1)

Soultion-:

- 1) if in auto flight mode
- 2) hold power button it will show phone options as
 - a) silent mode
 - b) data network mode
 - c) flight mode(disabled)
 - d) power off
- 3) select data network mode(switch on)
- 4) in 2-3 seconds flight mode will be disabled
- 5) Your phone will be normal or without network(go to mobile networks and reload)

Hope this helps

Regards

Syed Ather



jo...@gmail.com <jo...@gmail.com> [#113](#)

Same annoying problem here Galaxy Nexus Android V 4.1.1

No solution to this ??



pb...@gmail.com <pb...@gmail.com> [#114](#)

Same issue as #108. Phone is a Galaxy Nexus with original ROM, Android 4.2.2, baseband I9250XXLJ1



ji...@gmail.com <ji...@gmail.com> [#115](#)

same here....how do you fix it :(



jb...@android.com <jb...@android.com> [#116](#)

Status: Won't Fix (Infeasible)

This report applies to a Nexus device, and the issue tracker where you reported it specializes in issues within the Open Source source code of the Android platform.

We are not able to provide support for Nexus devices in this issue tracker. Please use the Google Support site for Nexus help at <http://support.google.com/nexus/> or report this issue in the G



jo...@gmail.com <jo...@gmail.com> [#117](#)

I am having the same issue with my Galaxy S3, Android version 4.1.2 I don't believe it has anything to do with signal strength, as some have speculated, as mine just did it earlier while on Wi-



ef...@gmail.com <ef...@gmail.com> [#118](#)

Samsung s3.....live in a poor signal area, so I use my wifi to place calls. But about six months ago, I started experiencing the same issue with airplane mode connecting. It does so when my v
Frustrated!



cu...@gmail.com <cu...@gmail.com> [#119](#)

The problem in my Samsung galaxy young android 4.1.2 happens when my phone looses network because for instance I get in to an elevator. When I get out of the elevator, phone shows no
I'm able to switch to flight mode on and off, and that is the easiest solution I found so far.



dt...@gmail.com <dt...@gmail.com> [#120](#)

I know this seems to be an old issue but I just started getting it on my Note 3. Network just disappears. I installed a SIM Card app to read my SIM and it says "unknown state". The problem,



sa...@gmail.com <sa...@gmail.com> [#121](#)

Happened similar with CAT S60 where it goes to airplane mode. Android 5.1. Radio LTE_D0200121.1_S30.

And my Huawei Y6 2018 (ATU-L21) stopped receiving calls, although it sound as if it is ringing for caller, for some time resetting helped, but not any longer, also Samsung Health app freezes



sa...@gmail.com <sa...@gmail.com> [#122](#)

After another factory reset the CAT S30 radio version changed to LTE_D0201121.1_S30.