


ObsoleteBugP3

+ Add Hotlist

[AOSP] duplicate


[AOSP] Version-4.2

[AOSP] Version-4.0

 STATUS UPDATE


No update yet.

Edit

 DESCRIPTION


jb...@gmail.com created issue [#1](#)

Nov 20, 2012 06:28AM



I updated my Galaxy Nexus phone to 4.2 and since then my the phone display blanks. The screen goes black but it keeps running for whatever is on right before the incident. The music keep playing, and the phone will ring if there is a call. However, I can't access I can't answer and I can't change anything, can't even restart. The only way out is to remove the battery and turn on again. The issue seems to be related to use of apps because it only does that when I m playing a game or browsing the radio (lheart). Any person is having the same issue and is there a solution to this?

Reporter

 jb...@gmail.com

Type

Bug

Priority

P3

Severity

S3


Status

Won't fix (Obsolete)

Access

Default access

View

Expanded Access 


Assignee

--


Verifier

--

Collaborators

 ^

CC

 ^

jb...@gmail.com

AOSP ID

40019

ReportedBy

User

Found In

--


Targeted To

--

Verified In

--

In Prod




✓ Mentioned issues (1)

✓ Links (6)

Hide all

 Mentioned issues (1)

P3 Android is not open Bluetooth 4.0 for develo... "Issue 36949180 is a duplicate of this (this one seems the "original", tho..." df..... [#53](#)

 Links (6)

"sure: <http://forum.xda-developers.com/showthread.php?t=176...>" kl...@ [#52](#)

"<http://forum.xda-developers.com/showthread.php?t=205...>" kl...@ [#52](#)

"<http://forum.xda-developers.com/showthread.php?t=199...>" kl...@ [#52](#)


"<http://forum.xda-developers.com/showthread.php?t=203...>" kl...@ [#52](#)

"<http://forum.xda-developers.com/showthread.php?t=201...>" kl...@ [#52](#)

"http://asset2.cbsistatic.com/cnwk.1d/i/tim/2012/11/13/Developer_Options_Andro..." df...@ [#58](#)


COMMENTS

All commentsOldest first


 ra...@gmail.com

<ra...@gmail.com> [#2](#)

Nov 21, 2012 03:23AM




[Comment deleted]

 jj...@gmail.com

<jj...@gmail.com> [#3](#)

Nov 27, 2012 05:00AM



I have noticed that the screen goes to full brightness just before it blacks out.

I am able to shutdown the phone normally (no battery pull required). The screen works normally when booted up again. Here's how:

1) Press power button once to lock the screen (or just wait 30 seconds for the screen to lock itself)

2) Press power button and slide right near the bottom to unlock


3) Press and hold power button until the vibration for the shutdown menu is felt

4) Touch the screen just below the midpoint of the volume rocker to shut down.

5) After long vibration is felt, phone is shut down. Press power button to boot again.


6) Screen works fine for a few hours until it blanks again.

This didn't happen until 4.2. Please fix!

 jj...@gmail.com

<jj...@gmail.com> [#4](#)


Nov 27, 2012 05:02AM



I have noticed this happening three times. On two occasions, I remember the apps that I was using:


1) Yahoo! Fantasy football

2) Google Navigation (I was driving and getting voice turn-by-turn directions when the screen went black)


 jj...@gmail.com

<jj...@gmail.com> [#5](#)

Nov 27, 2012 05:10AM




[Comment deleted]

 tj...@gmail.com

<tj...@gmail.com> [#6](#)

Nov 29, 2012 02:03PM



[Comment deleted]



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

Nov 30, 2012 06:48AM ⋮

[Comment deleted]



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

Nov 30, 2012 09:54PM ⋮

[Comment deleted]



an...@googlemail.com <an...@googlemail.com> [#9](#)

Dec 1, 2012 10:18AM ⋮

+1

I've had the same issue twice now.

The first occurred during normal use. I was browsing through twitter content then the screen brightness shot up and it then went black.

Recovery from this was unfortunately a battery pull. The device returned to normal on boot.

The second instance the device was in my pocket so i can't tell exactly what or when it happened :S

Recovery from this event was via a rather difficult blind power down through the still responsive OS.

I was able to confirm the device was still functioning by making a test call to it. It rang normally but nothing was displayed on the screen at the time.

I was able to reject the call by placing my finger in the middle of the bottom half of the screen and swipe left.

My device is a galaxy nexus running the "yakju" version of 4.2.1 (JOP40D)

4.2.1 was installed via OTA on the 29th of november

4.2 was installed via OTA a few day's before

4.1 was installed a few weeks after purchase in july 2012

Device is not rooted nor bootloader unlocked.

Both times the device had not been rebooted after the OTA update process

DUMP OF SERVICE power:

POWER MANAGER (dumpsys power)

Power Manager State:

```
mDirty=0x0
mWakefulness=Awake
mIsPowered=false
mPlugType=0
mBatteryLevel=40
mBatteryLevelWhenDreamStarted=0
mDockState=0
mStayOn=false
mProximityPositive=false
mBootCompleted=true
mSystemReady=true
mWakeLockSummary=0x0
mUserActivitySummary=0x1
mRequestWaitForNegativeProximity=false
mSandmanScheduled=false
mLastWakeTime=11988317 (2170 ms ago)
mLastSleepTime=11986222 (4265 ms ago)
mSendWakeUpFinishedNotificationWhenReady=true
mSendGoToSleepFinishedNotificationWhenReady=false
mLastUserActivityTime=11989826 (661 ms ago)
mLastUserActivityTimeNoChangeLights=4242969 (7747518 ms ago)
mDisplayReady=false
mHoldingWakeLockSuspendBlocker=true
```

Settings and Configuration:

```
mDreamsSupportedConfig=true
mDreamsEnabledSetting=false
mDreamsActivateOnSleepSetting=false
mDreamsActivateOnDockSetting=true
mScreenOffTimeoutSetting=30000
mMaximumScreenOffTimeoutFromDeviceAdmin=2147483647 (enforced=false)
mStayOnWhilePluggedInSetting=0
mScreenBrightnessSetting=102
mScreenAutoBrightnessAdjustmentSetting=0.0
mScreenBrightnessModeSetting=1
mScreenBrightnessOverrideFromWindowManager=-1
mUserActivityTimeoutOverrideFromWindowManager=30000
mTemporaryScreenBrightnessSettingOverride=-1
mTemporaryScreenAutoBrightnessAdjustmentSettingOverride=NaN
mScreenBrightnessSettingMinimum=10
mScreenBrightnessSettingMaximum=255
```

mScreenBrightnessSettingDefault=102

Screen off timeout: 30000 ms
Screen dim duration: 6000 ms

Wake Locks: size=0

Suspend Blockers: size=2
PowerManagerService: ref count=1
PowerManagerService.Broadcasts: ref count=0

Screen On Blocker: held=false, mNestCount=0

Display Blanker: blanked=false

Display Controller Locked State:
mDisplayReadyLocked=false
mPendingRequestLocked=screenState=2, useProximitySensor=false, screenBrightness=102,
screenAutoBrightnessAdjustment=0.0, useAutoBrightness=true, blockScreenOn=false
mPendingRequestChangedLocked=false
mPendingWaitForNegativeProximityLocked=false
mPendingUpdatePowerStateLocked=false

Display Controller Configuration:
mScreenBrightnessDimConfig=10
mScreenBrightnessRangeMinimum=10
mScreenBrightnessRangeMaximum=255
mUseSoftwareAutoBrightnessConfig=true
mScreenAutoBrightnessSpline=[(0.0, 0.07450981: 0.002614379), (6.0, 0.09019608: 0.0032679737), (9.0, 0.101960786:
0.0035294115), (14.0, 0.11764706: 0.0028758175), (20.0, 0.13333334: 0.002287582), (30.0, 0.15294118: 0.0017156862),
(46.0, 0.1764706: 0.0012700534), (68.0, 0.2: 9.829386E-4), (103.0, 0.23137255: 7.5575337E-4), (154.0, 0.2627451:
5.6222145E-4), (231.0, 0.3019608: 4.4220057E-4), (346.0, 0.34509805: 3.3489545E-4), (519.0, 0.39607844: 2.6090108E-4),
(778.0, 0.45490196: 1.9902905E-4), (1168.0, 0.52156866: 1.4926275E-4), (1752.0, 0.59607846: 1.1309235E-4), (2627.0,
0.68235296: 8.660535E-5), (3941.0, 0.78039217: 6.615533E-5), (5912.0, 0.89411765: 4.3447748E-5), (8867.0, 0.98039216:
2.919611E-5)]
mLightSensorWarmUpTimeConfig=0

Display Controller Thread State:
mPowerRequest=screenState=2, useProximitySensor=false, screenBrightness=102, screenAutoBrightnessAdjustment=0.0,
useAutoBrightness=true, blockScreenOn=false
mWaitingForNegativeProximity=false
mProximitySensor={Sensor name="GP2A Proximity sensor", vendor="Sharp", version=1, type=8, maxRange=5.0,
resolution=5.0, power=0.75, minDelay=0}
mProximitySensorEnabled=false
mProximityThreshold=5.0
mProximity=Unknown
mPendingProximity=Unknown
mPendingProximityDebounceTime=0 (11990497 ms ago)
mScreenOffBecauseOfProximity=false
mLightSensor={Sensor name="GP2A Light sensor", vendor="Sharp", version=1, type=5, maxRange=646239.5, resolution=1.0,
power=0.75, minDelay=0}
mLightSensorEnabled=true
mLightSensorEnableTime=11988330 (2168 ms ago)
mAmbientLux=15.952388
mAmbientLuxValid=true
mLastObservedLux=15.58272
mLastObservedLuxTime=11990384 (114 ms ago)
mRecentLightSamples=3
mRecentShortTermAverageLux=15.496856
mRecentLongTermAverageLux=15.740388
mDebounceLuxDirection=0
mDebounceLuxTime=11988384 (2114 ms ago)
mScreenAutoBrightness=31
mUsingScreenAutoBrightness=true
mLastScreenAutoBrightnessGamma=1.0
mTwilight.getCurrentState()={TwilightState: isNight=true, mYesterdaySunset=29 Nov 2012 16:37:27, mTodaySunrise=30 Nov
2012 07:21:30, mTodaySunset=30 Nov 2012 16:36:47, mTomorrowSunrise=1 Dec 2012 07:22:52}
mElectronBeamOnAnimator.isStarted()=false
mElectronBeamOffAnimator.isStarted()=false

Display Power State:
mScreenOn=true
mScreenBrightness=0
mScreenReady=false
mScreenUpdatePending=false
mElectronBeamPrepared=false
mElectronBeamLevel=1.0
mElectronBeamReady=true
mElectronBeamDrawPending=false

Photonic Modulator State:
mPendingOn=true
mPendingBacklight=0
mActualOn=true
mActualBacklight=0
mChangeInProgress=false

Electron Beam State:
mPrepared=false
mMode=1
mDisplayLayerStack=0
mDisplayRotation=0
mDisplayWidth=720
mDisplayHeight=1280
mSurfaceVisible=false
mSurfaceAlpha=0.0

an...@googlemail.com <an...@googlemail.com> #10

Dec 2, 2012 04:34AM

This happened again while attempting to use maps to find something.
at the time i had no mobile signal (which may be another related issue)
I've since moved to an area where i know there is a signal but the device hasn't yet connected back to the mobile network.
anyway...

The device is still alive, connected to wifi and is beeping away alerting me to things that are going on via other providers websites.

I've been able to connect ADB to the device and pull a bug report. Unfortunately its got personal info in so i'm not attaching it here in public but i'll be happy to send it to someone at google on the android dev team.

Looking through the bug report i believe i've found the moment it dies. The following entries are displayed:

```
12-01 14:48:51.411 858 951 D BluetoothAdapterService(1108129584): getState(): mAdapterProperties:
com.android.bluetooth.bt.service.AdapterProperties@420cd058

12-01 14:48:51.646 390 405 I ActivityManager: Displayed com.android.settings/.Settings: +785ms

12-01 14:48:53.482 390 587 I ActivityManager: START u0 {act=android.intent.action.MAIN
cmp=com.android.settings/.SubSettings (has extras)} from pid 2779

12-01 14:48:53.591 2779 2783 D dalvikvm: GC_CONCURRENT freed 59K, 1% free 9688K/9776K, paused 3ms+5ms, total 32ms

12-01 14:48:53.825 2779 2779 W System.err: Removed 2131231194

12-01 14:48:53.825 2779 2779 W System.err: Removed 2131231203

12-01 14:48:53.919 390 405 I ActivityManager: Displayed com.android.settings/.SubSettings: +374ms

12-01 14:48:54.028 2779 2779 W System.err: Removed 2131231194

12-01 14:48:54.028 2779 2779 W System.err: Removed 2131231203

12-01 14:48:55.310 390 553 I ActivityManager: START u0 {act=android.intent.action.MAIN
cmp=com.android.phone/.MobileNetworkSettings} from pid 2779

12-01 14:48:55.450 629 629 D TelephonyManager: getLteOnCdmaMode=0 curVal=0 product_type="
lteOnCdmaProductType="

12-01 14:48:55.466 629 629 I Use2GOnlyCheckBoxPreference: get preferred network type=0

12-01 14:48:55.622 390 405 I ActivityManager: Displayed com.android.phone/.MobileNetworkSettings: +240ms

12-01 14:48:59.607 629 629 D GsmUmtsOptions: preferenceTreeClick: return false

12-01 14:48:59.607 390 1145 I ActivityManager: START u0 {act=android.intent.action.MAIN
cmp=com.android.phone/.NetworkSetting} from pid 629

12-01 14:48:59.989 390 405 I ActivityManager: Displayed com.android.phone/.NetworkSetting: +298ms

12-01 14:49:06.935 629 629 D GsmUmtsOptions: preferenceTreeClick: return false

12-01 14:49:06.943 390 1143 I ActivityManager: START u0 {act=android.intent.action.MAIN
cmp=com.android.phone/.NetworkSetting} from pid 629

12-01 14:49:07.294 390 405 I ActivityManager: Displayed com.android.phone/.NetworkSetting: +266ms

12-01 14:49:21.536 390 1919 D LightsService: Excessive delay setting light: 66ms

12-01 14:49:30.849 390 1943 D LightsService: Excessive delay setting light: 65ms

12-01 14:49:30.950 390 1943 D LightsService: Excessive delay setting light: 102ms

12-01 14:49:33.107 390 425 I PowerManagerService: Going to sleep by user request...

12-01 14:49:33.505 128 262 D SurfaceFlinger: Screen released, type=0 flinger=0x41ba1318

12-01 14:49:33.521 390 404 V TransportControlView: Create TCV
com.android.internal.policy.impl.keyguard.KeyguardTransportControlView{420ea1a0 V.E..... ..I. 0,0-0,0 #1020308
android:id/keyguard_transport_control}

12-01 14:49:33.724 465 465 D PhoneStatusBar: disable: < EXPAND* icons alerts TICKER* system_info back home RECENT*
clock search >
```

12-01 14:49:33.896 390 2800 D dalvikvm: JIT code cache reset in 10 ms (1048564 bytes 14/0)

12-01 14:49:33.911 390 2800 D dalvikvm: GC_FOR_ALLOC freed 3662K, 26% free 32547K/43436K, paused 106ms, total 108ms

12-01 14:49:33.919 465 465 D PhoneStatusBar: disable: < EXPAND icons alerts TICKER system_info BACK* HOME* RECENT clock search >

12-01 14:49:36.739 19984 19988 D dalvikvm: GC_CONCURRENT freed 710K, 8% free 10759K/11572K, paused 2ms+9ms, total 94ms

12-01 14:49:36.903 21984 21988 D dalvikvm: GC_CONCURRENT freed 1257K, 10% free 12966K/14288K, paused 4ms+6ms, total 66ms

12-01 14:49:37.013 390 404 I PowerManagerService: Waking up from sleep...

12-01 14:49:37.052 390 404 I WindowManager: Lock screen displayed!

12-01 14:49:37.372 390 1064 D PowerManagerService-JNI: Excessive delay in autosuspend_disable() while turning screen on: 353ms

12-01 14:49:37.372 128 262 D SurfaceFlinger: Screen acquired, type=0 flinger=0x41ba1318

12-01 14:49:39.552 390 425 I PowerManagerService: Going to sleep by user request...

12-01 14:49:39.958 128 262 D SurfaceFlinger: Screen released, type=0 flinger=0x41ba1318

Here i accessed the network settings and browsed through to the option to search for a network operator. here it sat for a moment while it performed the search. but then the screen went off. Due to the daley i thought that the screen had timed out so i pressed the power button to re-activate and then nothing.

The device has then been left while i returned home and attached ADB and been able to pull a bug report off.


on trying to find a way to get the device back without restarting i've found the following: /sys/class/backlight/s6e8aa0 in that directory there is a file called brightness when this is run through cat it returns a 0 (zero).

As part of a search to find somthing like the above path other search hits show that if a 3rd party app sets the brightness of the screen to 0 ("brightness of death") you can't see the screen any more.


Right now the device is showing the screen lighting when the power button is pressed but there is no image present.

i've been able to make use of "android screen monitor" to access the settings on the still active device and switch off the automatic option for the brightness. however this does not re-activate the screen at all. I've had to re-start the device to return the screen to normal and restore signal.

The automatic brightness has now been switched off and set to manual. i'll try it over the net 24 hours to see if this is a potential fix. If it fails again i'll be trying a full factory reset.


 **tj...@gmail.com** <tj...@gmail.com> [#11](#) Dec 3, 2012 05:34PM ⋮

Can you let us know if the factory reset worked? I'm getting tired of taking out the battery. As well, doesn't seem to be affected by the auto-brightness

 **jb...@gmail.com** <jb...@gmail.com> [#12](#) Dec 3, 2012 05:41PM ⋮

I followed one of the comments and changed the brightness to manual instead of Auto. Since then I didn't have any issue. Furthermore, I did also install the latest update. So far so good, no issue at all.


I could say the manual bright is the fix, at least for me.

 **an...@googlemail.com** <an...@googlemail.com> [#13](#) Dec 3, 2012 08:18PM ⋮

I've not yet had to factory reset the device after switching to manual brightness.

I've been like this now for over 24 hours and there have been no apparent issues with the device

I would recommend anyone having the same issue with their device to look in to the accessibility features. Specifically enabling the power button and two fingers shortcut to enable accessibility. This will give you control of the device where there is no actual visual display. Having this on will allow you to properly switch off the device without pulling the battery. Sadly the shortcut doesn't seem to yet disable the features. To switch off these features you will have to navigate to settings -> accessibility and switch off "talkback" once the device is back up and running.

 **an...@googlemail.com** <an...@googlemail.com> [#14](#) Dec 4, 2012 04:27AM ⋮


As of 48 Hours 11 minutes and 23 seconds of "uptime" there have been no further display issues. On the face of things it appears that there may be something related to display brightness that's knocking things sideways.

This could be anything from the light sensor to the firmware that's running the screen.


Is there anyone who has the issue who is able to try a factory reset without losing a load of important info ?

 **wi...@gmail.com** <wi...@gmail.com> [#15](#) Dec 4, 2012 09:22PM ⋮


[Comment deleted]

 **an...@googlemail.com** <an...@googlemail.com> [#16](#) Dec 4, 2012 11:01PM ⋮


Could you describe your actions ? did you turn it all the way down or something ?
or did you have auto on then switch it off and then adjust the brightness ?

 **gu...@googlemail.com** <gu...@googlemail.com> [#17](#) Dec 5, 2012 04:06AM ⋮


Same problem here. Galaxy Nexus, with 4.2.1 (yakju). Brightness is set to auto. Out of a sudden the display flashes once, then goes dark. The phone continues to run, but the display stays dark.

 **wi...@gmail.com** <wi...@gmail.com> [#18](#) Dec 5, 2012 04:29AM ⋮


@ Comment 15, I had my brightness auto on, then this blacking out happened. So I turned it off and set the brightness for about 20%, hoping this would work. Sadly, it did not.
But it happened only once after I switched off the auto brightness, I'll report if more of them coming.

 **ar...@gmail.com** <ar...@gmail.com> [#19](#) Dec 5, 2012 09:27AM ⋮

Same Here, screen flashes then becomes dark no matter what app I'm using or what I'm doing with my phone. Happened today in the morning between X boot screen and the pin code one. Driving me mad.

 **ra...@gmail.com** <ra...@gmail.com> [#20](#) Dec 5, 2012 09:46AM ⋮

Same thing happens with my Galaxy Nexus on 4.2. At random times it can't wake up and I need to take the battery out. Couldn't manage to relate it to any event and/or app. It's an annoying bug together with the general lag.


 **an...@googlemail.com** <an...@googlemail.com> [#21](#) Dec 5, 2012 10:00PM ⋮

So far the general 'fix' for this issue seems to be to switch off auto brightness.
however a few people have said they have still had the black screen after they have switched off the feature.
It may be worth restarting your device after this feature has been disabled.

As a precautionary measure I would recommend that you switch on the accessibility short cut and briefly learn how to use the talk back services. This will help you to properly switch off your device while you are operating blind. Reason for this is because the device is technically a computer and pulling the battery could cause damage to the device and/or your data.

it would be nice to see the results of someone who has had the issue and performed a factory re-set of their device. are the blackout issues still present ?

p.s. I'm not google nor related to them.
p.p.s comments on this matter from google or one of their staffers would be very much appreciated.

 **ju...@gmail.com** <ju...@gmail.com> [#22](#) Dec 6, 2012 01:35AM ⋮

exactly the same problem here, gnex after upgrading to 4.2 and 4.2.1, black screens every day!!!! at least once, i was about to sell my phone to buy the new nexus and this shiet start to happen, i can sell it the way it is... =___=
i got apex launcher pro, just a couple of minutes ago i was driving to work using waze, i was listening to waze directions and when i turned mi head to look at the screen it was black, had to do that take of the battery shiet wile i was driving :@

sorry for my crappy english

 **ma...@gmail.com** <ma...@gmail.com> [#23](#) Dec 6, 2012 01:35AM ⋮

i had the same problem yesterday. blacked screen only backlight. unresponsive on/off button.
it happened while using Google maps for navigation. had to pull the battery. please fix this Google. this phone represents you.
and please fix all bugs.

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

Dec 6, 2012 05:04AM ⋮

I had to pull the battery this morning. I thought the phone was dead but I guess the screen just didn't turn on. This only happened after updating to 4.2.1. 4.2 didn't have this issue.

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

Dec 6, 2012 04:39PM ⋮

Screen flashes white, then goes black until reboot. The phone is otherwise still running and responds to touches. I can blindly reboot using the touchscreen. adb logcat does not appear to log anything useful. I can attach the logfile when i get back to my computer. This happens in 4.2 and 4.2.1. Auto brightness is enabled. I will disable auto brightness and report back in a while.

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

Dec 6, 2012 05:05PM ⋮

Attached logcat after the bug happened. I see a few lines like
"D/PowerManagerService-JNI(392): Excessive delay in autosuspend_disable() while turning screen on: 349ms" and
"D/LightsService(392): Excessive delay setting light: 67ms" that look like they might be related.

 **deleted**
0 B ?

 Restricted

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

Dec 6, 2012 08:41PM ⋮

I want to say that besides the issues mentioned above I am experiencing a massive battery drain too. Every time my phone fell asleep and screen goes dark and I pull the battery out in order to reboot I get at least a 20% battery drain.

 **deleted**
0 B ?

 Restricted

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

Dec 7, 2012 01:39AM ⋮

Same problem with my Nexus, android 4.2.1

 **deleted**
0 B ?

 Restricted

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

Dec 7, 2012 02:52PM ⋮

Same problem on my non-rooted GN and N7 since 4.2 and 4.2.1.

To make things worse, it happens everyday.

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

Dec 8, 2012 09:14PM ⋮

This happens if you have animations turned off. Turning back on all animations in Developer Options and rebooting the phone should fix this.

an...@googlemail.com <an...@googlemail.com> [#31](#)

Dec 9, 2012 01:20AM ⋮

animations turned off ? really?!
how have you discovered this sir ?

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

Dec 9, 2012 01:23AM ⋮

Animations on, and what about auto btightnes?

st...@googlemail.com <st...@googlemail.com> [#33](#)

Dec 9, 2012 02:12AM ⋮

same problem for me, this is really unacceptable!

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

Dec 9, 2012 01:37PM ⋮

This happens to me everyday.

- kp...@gmail.com** <kp...@gmail.com> [#35](#)

Dec 9, 2012 05:14PM

This started for me after I turned animations off so I made an educated guess. After I made them 0.5x I haven't faced any issues.
- ju...@gmail.com** <ju...@gmail.com> [#36](#)

Dec 10, 2012 01:29AM

You know guys, i turned my auto-brightness back on and also my animations back on, as the sugestion above, and havent had any issues since two days ago
- ar...@gmail.com** <ar...@gmail.com> [#37](#)

Dec 10, 2012 09:13AM

Auto brightness back on as well as animations. Phone after two days of normal behaviour froze again.
- an...@gmail.com** <an...@gmail.com> [#38](#)

Dec 10, 2012 11:06PM

Hi i am also affected by this it seems to have occurred since updating to 4.2.1 although I had 4.2 before and can't remember an issue. I also had animations all switched off but can't remember if the issue coincide with black screen issue but I only switched off the Animations once I updated to 4.2 which was a little while after most people as I have a Vodafone UK device. I also have Auto brightness on.

Also suffering from a lot of lag with the device.
- gi...@gmail.com** <gi...@gmail.com> [#39](#)

Dec 11, 2012 02:56AM

Set auto brightness on, set animation at 0.5x, but the problem is still there. Stuck on black screen and instant battery drain after rebooting (pulling out battery).
- tj...@gmail.com** <tj...@gmail.com> [#40](#)

Dec 11, 2012 03:05AM

I now have the animation to 0.5x and brightness set to manual. So far, 1 day of no problems. I'll keep you updated.

Saying that, it's a real pain and I really wish Google could push these fixes sooner.

Anyone try a hardware reset?
- gi...@gmail.com** <gi...@gmail.com> [#41](#)

Dec 11, 2012 04:16AM

If you mean "factory data reset" in Backup & reset, i try it with no result. Same issue.
- st...@googlemail.com** <st...@googlemail.com> [#42](#)

Dec 15, 2012 05:14AM

animations turned on again since 6 days, no blank display since that time :) auto-brightnes is (and was) on.
- st...@googlemail.com** <st...@googlemail.com> [#43](#)

Dec 15, 2012 10:50PM

I'd like to add I have set the animations to 1.0, not 0.5 or sth. else
- an...@googlemail.com** <an...@googlemail.com> [#44](#)

Dec 16, 2012 03:05AM

As previously advised i've switched animations back to the default setting again and re-activated autobrightness and so far i've had no display issues in 170 hours and 4 minutes of uptime.
...curious
- an...@gmail.com** <an...@gmail.com> [#45](#)

Dec 16, 2012 05:26AM

Been a lot of Google app updates and since all of them the issue seems to have touch wood disappeared
- st...@googlemail.com** <st...@googlemail.com> [#46](#)

Dec 16, 2012 05:29AM

While possible I think it's a system problem, not an app problem. one could test that, but I am too lazy, I'll stick with animations and a running system ;-)
- gi...@gmail.com** <gi...@gmail.com> [#47](#)

Dec 16, 2012 05:52AM

Animation at 1.0x, brightness auto, but the problem is still there....I have no idea what I can try....

 **gi...@gmail.com** <gi...@gmail.com> [#48](#) Dec 16, 2012 05:52AM ⋮

[Comment deleted]

 **an...@gmail.com** <an...@gmail.com> [#49](#) Dec 16, 2012 05:59AM ⋮

Very true I have switched off the auto brightness when not needed and animation is on. 5 but some of the Google apps now are part of the system ie currents, Google search, Google magazines, Google plus, Google calendar once these updated along with a flurry of other apps Google and non Google apps. The issue for sure was gone when it was just not so regular when the the auto brightness off and animation switched back on at first. Just an observation :-)

 **kl...@gmail.com** <kl...@gmail.com> [#50](#) Dec 16, 2012 07:34AM ⋮

I can confirm the "sleep of death" with animations turned off in developer settings in AOSP 4.2.1. I always run with autobright on, and as long as animations are set to .5 or higher, no black display issues. I've had other xda users confirm.

 **f....@gmail.com** <f....@gmail.com> [#51](#) Dec 19, 2012 12:36AM ⋮

@49 Klobkel, could you please post a link to the thread on XDA where you got confirmation that animations to .5 or higher fixes the problem?

 **kl...@gmail.com** <kl...@gmail.com> [#52](#) Dec 19, 2012 03:34AM ⋮

sure: <http://forum.xda-developers.com/showthread.php?t=1762846>
<http://forum.xda-developers.com/showthread.php?t=2050967>
<http://forum.xda-developers.com/showthread.php?t=1994248>
<http://forum.xda-developers.com/showthread.php?t=2037562>
<http://forum.xda-developers.com/showthread.php?t=2015897>

 **df...@gmail.com** <df...@gmail.com> [#53](#) Jan 8, 2013 02:14AM ⋮

[Issue 36949180](#) is a duplicate of this (this one seems the "original", though).

 **ml...@gmail.com** <ml...@gmail.com> [#54](#) Jan 9, 2013 03:54AM ⋮

I have the same issue. With brightness not set to auto, it happens anyway, even if less often.
Any news?

 **df...@gmail.com** <df...@gmail.com> [#55](#) Jan 9, 2013 04:27AM ⋮

This is odd. After turning on animations and off again, they won't go away. Stock on x0.5 it seems.

 **df...@gmail.com** <df...@gmail.com> [#56](#) Jan 10, 2013 09:57PM ⋮

> Klobkel: after extensive testing, I feel confident that it is only setting the animation duration to 0 is what is causing the black screen. changing other animations settings has no adverse effects.

Actually I have set mine to Off (does it say 0 in your version?) - and they're looking like they're still using x0.5 - they're fast but not gone.. but the blank screen issue is gone (I also have auto-brightness off).


Do your animations disappear completely when you set them to Off ?

 **ad...@gmail.com** <ad...@gmail.com> [#57](#) Jan 10, 2013 10:46PM ⋮

I also have the issue with the screen going black on stock 4.2.1, animations off and auto-brightness on. When it happens, the phone still "works" but the screen is black. If I was listening to music, the music continues to play and I can still use the touchscreen however without seeing what I'm doing.

Yesterday I set auto-brightness to off, and when I slid the brightness slider to minimum brightness the screen flashed shortly and then went black. This time however, it wasn't totally black, more like a dark gray.

I haven't tried turning animations on to test this issue, but in my case I need to reboot the phone after changing animations settings in order for the changes to take effect.

 **df...@gmail.com** <df...@gmail.com> [#58](#) Jan 11, 2013 02:47AM ⋮

> pxlcreat: I read about animations, where is this parameter in config?

It's in Settings but first you need to go to Settings/About Phone and tap the build number 7 times. It will show a count-down and after 7 taps the Developer option will appear in the Settings menu.

Here's a screenshot of where to tap 7 times:

ja...@zarin.org <ja...@zarin.org> [#59](#)

Jan 11, 2013 09:09AM ⋮

I had this problem occur several times on my Galaxy Nexus -- so I reverved back to 4.1.2.

However, since then I have upgraded back to 4.2.1 and turned Daydream completely off.

I've had over 200 hours straight uptime and not one single blackscreen issue since turning Daydream off, so maybe Daydream has something to do with it....

ja...@zarin.org <ja...@zarin.org> [#60](#)

Jan 11, 2013 09:11AM ⋮

I have auto-brightness on, and animations set to whatever the default is. Rooted and bootlocker unlocked, but otherwise stock 4.2.1

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

Jan 11, 2013 11:51AM ⋮

Tried with daydream off, autobrightness on, animations off on a unadulterated nexus and after a while I got the block again, so it's not that. I had more luck with autobrightness off.

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

Jan 12, 2013 02:35AM ⋮

Problem went away for a few days and came back yesterday with a vengeance. I update to cm10 everytime they have a daily. Since yesterday It's been a nightmare. I have had 4-5 times yesterady alone. Happened first thing when I woke up this morning.

Flashed this mornings nightly and also switched animations back to .5 (not that it matters I have been on no ani's for two weeks with not one dead screen)

Running 4.2.1 cyanogen 10.1-20130111 Toro

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

Jan 12, 2013 07:32AM ⋮

Doesn't this mean it must be hardware issue that the software must avoid ?

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

Jan 12, 2013 11:33AM ⋮

More specifically, the "animator duration scale" must be set above 0x. That is because this controls the "smooth" transition in brightness when you adjust it manually. There may be a bug specific to this in the system code. Window and Transition animation scale can be set to off without any problem for me.

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

Jan 12, 2013 07:03PM ⋮

The issue is there even with animation enabled. My animation setting is on 1.0 (never changed the default setting) and I have to pull out out the a battery 2-4 times a week. I have auto brightness disabled too but I do use Advanced Brightness app. 4.2.1. stock rooted.

an...@googlemail.com <an...@googlemail.com> [#66](#)

Jan 13, 2013 02:40AM ⋮

I would recommend removing any apps that specifically control the brightness from your devices. If you have something like llama switch off the actions that control the brightness. I'm not saying these apps are at fault however, while you are having issues its best to remove as many variables from the equation as possible, giving us less things to scratch our heads about.

since re-enabling animations at the default 1x for all animation scales (window, transition and animator) i have not had the issue. since doing this i've not had to pull the battery or perform a blind shutdown.

If you have animations switched off do the following: switch animations back on to the defaults of 1x for all animations scales. once complete back out to the home screen and press and hold your power button and perform a power off.

Give it 10 secs after the screen goes off then power it back on holding the power button. (i've no idea whats happening at that point in shutdown the 10 sec will just give the device the chance to finish up everything then again it may be a superstitious thing)

once the device has started and settled go to display and switch autobrightness back on (if you want it that is)

I thought i was going to get a black screen a few day's ago where i backed out of an app (preloaded email i think). The close animation played and the screen went black for a moment then the home screen was played in. I suspect there may be something to do with lag some place behind the scenes thats causing this though.

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

Jan 15, 2013 08:08AM ⋮

With auto off and anims off - just had the issue again.

Guess auto off and anims on is the only way :|

me...@gmail.com <me...@gmail.com> [#68](#) Jan 15, 2013 08:29AM ⋮

Yeah, the anims completely off is what causes it. I mentioned above that keeping at least the Animation Scale (the third animation multipler) on at least 0.5x or higher seems to fix the issue regardless of whether auto brightness is on or the other two transition animation scales are on or off.

df...@gmail.com <df...@gmail.com> [#69](#) Jan 15, 2013 08:37AM ⋮

Sure, but the thing is the anims didn't turn off at first, so I thought google had limited off to "0.5". But I realize now anims did turn off after a reboot a couple of days later - causing the issue to reappear.

me...@gmail.com <me...@gmail.com> [#70](#) Jan 15, 2013 08:38AM ⋮

Ah, yes. That was the thing I kept forgetting to mention. The Animation Scale does not change between off and any kind of "on" or from any kind of "on" to off unless a reboot is done.

ma...@gmail.com <ma...@gmail.com> [#71](#) Jan 15, 2013 09:27AM ⋮

same here. anim off, auto on causes blackscreen!! it sucks to loose autobrightness

me...@gmail.com <me...@gmail.com> [#72](#) Jan 15, 2013 10:03AM ⋮

I've had auto brightness on for the past week and haven't had a single black screen. You need to have the Animation Scale set to 0.5x or higher, then reboot. The rest of the settings don't matter.

[Deleted User] <[Deleted User]> [#73](#) Jan 17, 2013 07:26AM ⋮

Galaxy Nexus with 4.2.1 update. With auto brightness enabled, screen will "go black" but phone is still functioning. Have to pull battery to cycle power to get screen back. This problem does not occur when auto brightness is disabled.

jo...@gmail.com <jo...@gmail.com> [#74](#) Jan 18, 2013 09:03AM ⋮

This happens to me as well, most frequently happens when the screen goes to sleep on a Google Now page, but it also happens seemingly at random. In these situations, the phone works normally, with the exception that the screen will not turn on and is generally non-responsive. Any running apps are still running (music, sounds, etc. can still be heard). The only recourse is to pull the battery. Running 4.1.1 on Verizon Galaxy Nexus.

ma...@gmail.com <ma...@gmail.com> [#75](#) Jan 19, 2013 12:02AM ⋮

I'm testing now animation scale with 0,5 value. Autobrightness turned off didnt work :-/ Pretty annoying

df...@gmail.com <df...@gmail.com> [#76](#) Jan 19, 2013 02:26AM ⋮

74mArtinko: Are you sure the animations are on? It might require reboot like when you turn them off it happens only if you reboot afterwards.

ma...@gmail.com <ma...@gmail.com> [#77](#) Jan 20, 2013 05:20AM ⋮

yes, i am sure.

df...@gmail.com <df...@gmail.com> [#78](#) Jan 20, 2013 06:08AM ⋮

:(too bad.

Works for me with auto on and anims at 0,5 - after reboot.

me...@gmail.com <me...@gmail.com> [#79](#) Jan 20, 2013 08:33AM ⋮

Same for me. Works with those settings ^

bk...@gmail.com <bk...@gmail.com> [#80](#) Jan 23, 2013 06:52PM ⋮

I had same issues on 4.2.1 on Gnex (Sprint CDMA) and when I turned animation to 0.5 it fixed the issue.... Hope Google patches this soon and pushes carriers to get the fix out since carriers are naturally slow with updates.

ca...@gmail.com <ca...@gmail.com> [#81](#) Jan 25, 2013 05:03AM ⋮

I followed the suggestion here to adjust the animator duration scale option from "off" to "0.5" in the developer options. Since making the change, the black screen problem seems to be resolved (been running solid for over 2 days now where previously

I'd have to pull the batter daily, sometimes twice or more). I also have auto brightness disabled. Running cm10.1-experimental-m1.

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

Jan 25, 2013 05:05AM

Auto brightness on or off doesn't affect anything for me. Anything that makes the screen brightness change WHILE your animation scale is set to 0x will eventually cause a black screen, but if the animation scale is at 0.5x or higher, you will never get the bug to occur so leaving auto brightness on won't matter. I use auto all the time.

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

Feb 17, 2013 03:48AM

4.2.2 seems to've solved this but now I get the black unresponsive screen several times a day when I phone somebody or when I try to turn the phone on right after bringing it out of my pocket :(

This issue happened less before 4.2.2

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

Feb 22, 2013 12:49PM

I wish animation scale worked for me. I have a stock Sprint Galaxy Nexus, not rooted. I only started getting the black screen after the 4.2.1 OTA update a week or two ago. I get a black screen once every day or two. I turned on developer options and all animation settings were already at 1x. I have automatic brightness off, though from reading it seems that should not matter. Any ideas? :(

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

Mar 7, 2013 12:48PM

yeah still having issues myself. my issues seem to be the same as dfils #82 above. sometimes after i've been on the phone for a while, when i take my face away from the screen it does not turn back on. i've noticed if i let the phone sit a while after the call has ended it will give me an error saying AndroidPhone process stopped working (wait, report, ok) if i hit ok it will go back to normal. before, i would just pull the battery. i'm also on 4.2.2 using GNex from Sprint. i'm going to leave auto brightness off for a while and see if that helps anything. all my animation settings are at 1x. i wasn't having the issues when i was set to stock with only fb and google apps installed. may need to go back and start adding apps slowly again, didn't pay attention last time to see if any apps were causing the issue.

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

Mar 29, 2013 12:09AM

I have Sprint, 4.2.1, not rooted, and it happens to me with any combination of automatic brightness and animations on or off. I'm wondering for me if the issue has something to do with streaming, bluetooth audio, or a specific app.

I launch TuneIn Radio on the way to work every day. If it happens to load, but the last station can't connect, and I hit play, but it buffers to 100% and does not have any sound, with the timer stuck at 00:00, then I know the next time I turn the screen off it will not come back on. Not sure if that makes sense, but like I said I know when it is going to happen before it happens. I'm going to try other Internet radio apps while I wait for Sprint to push 4.2.2 OTA. Has anyone else had this experience?

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

Mar 29, 2013 08:41AM

It has happened to me twice twice now. I think both times are Wyeth I d using viber. I do have the brightness on automatic and I also have the phone set to sleep at the longest time because I don't like my phone having the screen go off unless I want it to. At first I thought my screen was failing because it's on a lot, but then when I took out the battery and put it back in our works. I still get notifications and the little led works but I can't turn the screen back on. Also, with Facebook. If I click on a part that is an image, I sometimes have to click the back button multiple times in order for it to go back. Galaxy Nexus 4.2.1

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

Apr 30, 2013 03:07AM

Disabling animations and automatic brightness seems to have worked for me, I was having this issue at least once per hour and now it's working fine for quite some time.

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

May 13, 2013 05:41PM

Do ALL you guys have developer options On?

I've had almost no issues since I factory reset and left developer options Off.

mk...@gmail.com <mk...@gmail.com> [#90](#)

May 25, 2013 03:19PM

Seeing this issue in a new Galaxy Nexus 16GB, Verizon model, had it about a week. Auto brightness off, animations on (didn't even open developer options until I saw this thread), Daydream is now off.

Same behavior everyone else is seeing. Seems to happen about once a day. Very annoying.

4.2.2.

Would love to see a fix, Google.

jb...@android.com <jb...@android.com> [#91](#)

Jun 6, 2013 03:06PM

[Comment deleted]

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

Jun 13, 2013 05:59PM ⋮

I also have this problem. Brand new phone with original factory settings and Android 4.2.1, started doing this 3 or 4 times a day from day 1.
Happens especially after the phone has been asleep for several minutes, and then I try to wake it up with the power button. The lights will still turn on, and the notification light still flashes, and the volume buttons get a reaction, but the screen stays dead. I could force reboot it by holding down the power button for 10 - 15 seconds, but this can't be ideal. Have turned off auto-brightness, hopefully it will be a short term fix for now, but would definitely like a proper fix in the near future.

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

Jun 13, 2013 06:21PM ⋮

[Comment deleted]

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

Jun 17, 2013 06:18AM ⋮

I've switched to Nexus 4 and turned on Dev options right away and all anims off - the bug isn't on this device.

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

Jun 18, 2013 03:35PM ⋮

with thl w8+ the same problem. But after change the animations. It was of. with value 0.5 problem value 1 problem (value 2 2 days no problem power the screen 50 times no problem at all

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

Jun 18, 2013 03:35PM ⋮

[Comment deleted]

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

Jun 19, 2013 04:16PM ⋮

Thl w8+ today I change the animations on and value 0.5 and again no problem at all

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

Jun 23, 2013 01:29PM ⋮

I'm using note n7000 with 4.2.1, have same problem, in a week screen blackout 3 - 4 times, i do factory reset 3 times and still have this problem, i try change auto brightness on and off still have it, try to change animations x1 and x0.5 still have it, anyone have try to downgrade OS to lower one ? wondering if this is OS problem

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

Jun 23, 2013 02:00PM ⋮

[Comment deleted]

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

Jun 27, 2013 02:31AM ⋮

I am having the same problem with toro on 4.2.2 with dev options off. I will try to leave auto brightness off and see if that makes a difference.

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

Oct 12, 2013 11:25AM ⋮

Screen goes black frequently. Updated to current version and it still happened. Factory settings reset seemed to work - hadn't happened for about 2 weeks, but just happened again today. This isn't a "medium" priority issue. It's a top priority issue! Please fix ASAP!

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

Sep 25, 2014 10:12PM ⋮

Hello everybody.

I found this post while trying to find a solution for the same problem but it happens to me into a custom ROM (C-ROM) with KitKat, 4.4.4.

Well, the problem I found is that, after some time, the system tries to change the color profile (That file which have values for RGB and gamma).

I am also using a custom Kernel (Franco Kernel). I've found out this because I had Webkey App installed, then I could remote connect the device and checked that, in Franco Kernel's App, all values for RGB were 0. By dragging the RGB sliders and increasing their value I saw my screen getting on again.

The problem solution for me was not using any profile from Franco Kernel's interface, letting the RGB values configured, but not stored into any profile. Now I can reboot and use my phone normally, with no fear of that annoying sudden black screen...

Hope this helps someone...

(Keywords for finding this comment: C-Rom, Galaxy Nexus, maguro, Franco Kernel, Screen goes off)



en...@google.com <en...@google.com>

Jan 1, 2015 02:29PM

Status: Won't Fix (Obsolete)