iPhone 3G / 3G S / 4 mobile phone: Driver cannot be understood by other party

Topic number	LI82.70-P-051527
Version	2
Design group	82.70 Cellular telephone, voice control system (VCS)
Date	04-15-2011
Validity	NTG 1 + 2 + 3: Model 164, 169, 171, 203, 209, 211, 215, 216, 219, 220, 221, 230, 245, 251 with code 386 (Preinstallation for telephone "Handy", UPCI system) or code 388 (Telephone "Handy", UPCI system) NTG 2.5: Model 164, 169, 171, 203.7, 211, 219, 230, 245, 251 NTG 3.5: Model 216, 221 NTG 4: Model 204, 207, 212, 218
Reason for change	Remedy added

Complaint:

When making a phone call over the hands-free system with a paired iPhone 3G / 3G S / 4, the driver cannot be understood by the other party. The driver's voice is completely distorted and chopped when it arrives at the other party. In the next phone call the other party can often be heard normally again. The customer may also experience the fault when operating the iPhone 3G / 3G S / 4 mobile phone without hands-free system.

Note: The other person often describes the incoming voice as an "alien" or "Mickey Mouse" voice.

Attachments	
File	Designation
iPhone unverst_ndlicher Uplink.mp3	Audio file of voice as heard by other party

Cause:

The iPhone 3G / 3G S / 4 distorts and chops the voice internally and transmits this over the GSM network to the other party.

Remedy:

Perform software update of iPhone to software iOS 4.2.1 or higher using iTunes.

Note:

Invoicing through warranty or goodwill channels is not permissible because the problem is caused by the customer's phone.

Symptoms
Telephone / Dropped calls / Mobile phone / Communication/information / Communication /
Telephone / Mobile phone / Communication/information / Communication / Poor understanding /

Telephone / Mobile phone / Communication/information / Communication / Driver cannot be heard /
Telephone / Driver can be poorly/hardly heard / Mobile phone / Communication/information / Communication /
Telephone / Mobile phone / Communication/information / Device error / Communication /