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## Phone call sound muffled

Voice or silent noise during calls in receiver mode If you or the other party listens to poor quality audio or disruptive noise during calls in receiver mode, check if this problem only occurs in calls to specific people or all people. If you are only experiencing this problem when making calls to specific people, there may be a failure with the phone of the person you are calling. If you're experiencing this problem for all calls, increase the volume of calls and switch from receiver mode to speaker mode. There may be a problem with the receiver. Perform the following steps to troubleshoot problems: Adjust how you keep your phone to listen to the other party more clearly. Make sure the receiver hole is not locked by the screen saver. If so, remove the screen saver or replace it with a screen saver that fits your phone. Make sure the dirt or dust has not accumulated in the receiver hole. If you have done so, gently clean it with a soft brush. For the best results, use headphones for calls if there's a lot of background noise. If the problem persists, back up your data and take your device and proof of purchase to a Huawei Customer Service Center authorized for help. There may be a problem with the main microphone. Perform the following steps to troubleshoot problems: Make sure the main microphone hole is not locked. (It is usually located at the bottom of the phone, as shown in the figure below.) Make sure your mouth is no more than 10 cm (about 4 in.) off the microphone during a call. Make sure the dirt or dust hasn't accumulated in the primary microphone hole. If you have done so, gently clean it with a soft brush. If the problem persists, back up your data and take your device and proof of purchase to a Huawei Customer Service Center authorized for help. You may be in a place with a weak signal or strong interference. Try moving somewhere else to make the call. The quality of VoLTE calls will be affected if your area is not fully within VoLTE network coverage or if there are compatibility issues. Try enabling or disabling VoLTE HD calls. Swipe down from the status bar to open the notifications panel, press and hold the Mobile Data icon, and then turn off VoLTE HD calls. Then swipe down from the bar to open the notifications panel, press and hold the Mobile Data icon to enter the settings screen and turn on VoLTE HD calls. (5G phones do not have the VoLTE switch, since VoLTE is enabled by default.) You and the other party may be too close to one another. Be sure to keep a sufficient distance from one another when making a call. If you're using a third-party app to make a call, make sure your phone's Internet connection is normal. If the problem persists, back up your data and grab your device and to a Huawei Customer Service Center authorized for assistance. I'm sorry for any help. Select the following methods for more support: Thank you for your comments. Support Communities/iPhone/iPhone Usage It seems that no one has responded in a while. To start the conversation again, just ask a new question. Question: Q: My original problem was that I was going to answer an incoming call and I could barely hear the caller through the phone speakers. If I tried to play music through the speakers the sound was clear without distortion, does not seem like a physical speaker problem. As I tried I noticed when I played back a recorded voice message, I had the same silent speech as an original call. If I turned on the speaker phone, the message was loud and clear. This made me activate the speaker phone on the next incoming call. With the speaker on, I had a strong and clear answer. Every time. My temporary solution is to always answer a call and turn on the speaker. Any ideas? Published on August 29, 2018 11:47 AM I also have this question (153) I have this question also me (153) I also loaded page content August 30, 2018 7:47 AM in response to dcurier24 In response to dcurier24 Greetings, dcurier24. It seems you are unable to listen to a call using the receiver on your iPhone X. Great work on solving problems you have used, and I am happy to help. If you can't listen to a person in a call or voicemail or if the sound is unclear on your iPhone – If the problem is with the receiver, review the information and apply the steps in this article. If you don't hear any distorted sound or sound from your iPhone, iPad or iPod touch speaker – If the problem is with speakers, this is the item you need. Take care! August 30, 2018 7:47 AM Useful answer (1) Thread response – more options User profile: dcurier24 Question: Q: muted voice incoming calls to iphonex Makes the audio quality of the iPhone sound bad when you're making or receiving phone calls? Are you struggling to understand what people are saying on your phone, or have difficulty hearing it while talking on your iPhone? Every now and then, some iPhone users report that the phone call audio is muted, sounds distant, sounds cracked, calls breaking, hard to hear, people can't hear what they're saying, you can't hear what they're saying, and other call sound issues. This can happen on almost any iPhone model, but more recently people sometimes complain about call sound problems on iPhone XS models, iPhone XS Max, iPhone XR, iPhone X, iPhone 8 Plus, iPhone 8 and iPhone 7 models, often with the speaker or microphone, and for both outgoing calls and incoming calls. There are many different possible reasons why the quality of the iPhone call may sound bad, and Guide will try to solve these types of problems with the sound of the iPhone call and call quality, offering a range of tips and tricks to solve and fix call audio problems. 23 Tips for Solving iPhone Call Sound Problems Let's Run Through a Wide Variety of Tips to Solve iPhone iPhone Call Issues problems, call sound problems, difficulties with iPhone calls that sound poor or low quality, breaking and difficult to understand, muted, and other similar issues. Important: Be sure to back up your iPhone to iCloud or iTunes before you start. This allows you to restore the iPhone to the current state in case something goes wrong (which might be unlikely, but is always possible with anything in life and particularly with technical things). 1: Update the iOS system software If an iPhone system software update is available on iOS, install this update before going further. If there is a known software error or problem, it is likely to be resolved by a new software update for iOS. First boot the iPhone to iCloud or iTunes, and then do the following: Go to Settings app, then go to General and Software Update Choose Download & Install for any available iOS software update The iPhone will install the system software and automatically reboot when it's finished. Try making a phone call again later, the call problem may be resolved. 2: Make sure the volume of the iPhone appeared This may seem obvious, but if phone calls sound distant and quiet to you, then you'll want to make sure the iPhone's sound volume turns all the way up. The iPhone actually has several different volume settings that can be independent of each other, so the best way to turn volume up for a phone call is to make a phone call and then press the Volume Up button next to the iPhone repeatedly until the volume indicator is completely complete. If you're not sure who you want to call for this purpose, try any toll-free 800 numbers with a long retention time or a menu system. 3: Turn on airplane mode and disconnect the running airplane mode, wait a few seconds, and then OFF will disconnect and reconnect all communication to your device, including the cellular modem, Bluetooth and wi-fi. Open the Settings app and locate AirPlane Mode and turn on this wait of about 10 seconds, and then reactivate AirPlane mode back to Cycling from devices communication radios can often remedy call problems, and may force the iPhone to join a different cell tower that can solve some cell sound quality issues as well. Note that AirPlane mode must be turned off for your iPhone to make or receive any phone call, when the device is turned on it cannot communicate with the outside world, as mobile, Bluetooth and wi-fi radios are turned off. Don't forget about it, disable airplane model 4: Reboot iPhone a simple reboot of iPhone will solve several issues, so give your iPhone a quick restart and see if it helps. You can perform a smooth restart by turning iPhone off, then turn it on again. It can also force you to restart the iPhone. How to forcibly restart an iPhone defers by device model: How to force restart iPhone XS, XS Max, XR How to force restart iPhone X How to force restart iPhone 8 Plus, iPhone 8 How to force restart iPhone 7, 7 Plus How to force restart iPhone 6s, 6, 6s Plus, iPhone SE, iPhone 5s, 5s, 5, iPhone 4s and older 5: Reset your iPhone's network settings You may find that resetting your network settings to iOS could solve phone call issues. Note that by resetting device network settings, you'll lose all saved Wi-Fi passwords, Wi-Fi network preferences, cell settings, network settings, network customizations like DNS, etc. Therefore, you may want to write down important Wi-Fi passwords ahead of time, as you will need to enter them all again later. Open the Settings app and go to General, then tap Reset network settings to Reset and confirm that you want to reset your network settings. The iPhone will restart automatically. Remember that you'll need to rejoin wi-fi networks and re-enter wi-fi passwords, and if you've made other customizations or changes to your network settings, they'll also be lost in your network settings. 6: Check the cell signal of the iPhone If the iPhone has a poor cell signal, the quality of the call may suffer. If the iPhone cell signal is low (1 bar, sometimes even 2 bars) then call quality will almost certainly suffer too and sometimes calls can break, crack, or sound very low quality. Often, with poor cell reception, the iPhone's call will fall completely. You can check your iPhone's cell signal by looking at the top of your iPhone, and then look for the bars (or dots for some versions of iOS). 4 bars is great, 3 bars is good, 2 bars is fine, 1 bar is not good, and 0 bars is no Service (which means there is no cell connection at all). If you're on the more technical/geekier side, you can also put your iPhone in field test mode (iOS 12 and iOS 11) (or for older models, use field testing on earlier versions of iOS) and check cell signal and tower reception this way, but that's not for most users. 7: Enable iPhone Wi-Fi Call Be sure to activate wi-fi calling on iPhone if possible, assuming the iPhone and carrier support the feature. This allows you to use the wi-fi connection instead of just the cellular connection to make a phone call, and this can make a big difference in the quality of the call. Open Settings app, then go to Phone and Wi-Fi Calling and close the feature This is a particularly useful call feature to use if the iPhone is in an area with bad cell reception, or an area where phone calls routinely fall or sound bad. 8: Turn off Bluetooth, and then turn it on again If you're using a Bluetooth device, headphones, speaker, stereo, car music equipment or other Bluetooth connection for phone calls, you may find that switching Bluetooth and turning it on can solve quality issues. Open Settings, and then go to Bluetooth &gt; off, wait 10 seconds, turn Bluetooth back on Try making a call again through the Bluetooth speaker system, sometimes simply turning off Bluetooth, waiting a few seconds, and then reactivating Bluetooth can solve call quality issues. 9: Try using LTE for data only Sometimes changing a setting to force your iPhone to use LTE for data can only improve call performance. Open the Settings app, and then go to &gt; &gt; Data Options &gt; Enable LTE &gt; Choose Data Only This configuration change has remedied call problems for many iPhone users, even if you note that it will cause your iPhone to use the 3G network instead of the LTE network to make phone calls. You can change cell settings again to Data and voice at any time if necessary. 10: Turning off phone noise Cancellation phone noise aims to reduce ambient noise when the iPhone stays in your ear for phone calls, and usually works very well. However, some users report that turning off phone noise cancellation can lead to better call quality, so it may be worth trying to turn off this feature: open the Settings app, and then go to general &gt; Accessibility &gt; and turn on Phone Noise Cancellation at the OFF position This is a feature worth trying with a phone call with someone who can give you feedback on the quality of the call. , since it can actually worsen the problem at its extreme, but sometimes it can also improve sound quality. Try it yourself and make that determination. If you notice that there is no improvement in call quality, for both you and the person at the other end of the call, reactivate this feature. 11: Check the iPhone's sound source and sound output destination If you're using your iPhone with Bluetooth devices or other accessories that transmit audio and sound, be sure to check the iPhone's sound source. The easiest way to do this is by accessing the Control Center (for iPhone X, XS, XR and latest without a Home button: swipe down from the top right corner to access control center. For iPhone 8, 7, 6, 5 with a home button, swipe up from the bottom of the screen to access control center), then: From the Control Center, long press or hard tap to the Music box in the corner Tap the button at the top right corner, it looks like a concentric circle with a triangle, then make sure iPhone is selected as the audio source This is particularly useful if you use any Bluetooth audio accessory , as it is possible that the iPhone audio is being transmitted to the other audio source rather than through iPhone itself. 12: Making iPhone calls on Speakerphone Making iPhone calls on speakerphone instead of against your head can be a solution for many users who face call quality issues with iPhone calls. Putting an iPhone call on speakerphone is easy; simply dial the number then tap the Speaker button on the iPhone phone screen. You can also start iPhone calls with Siri on your speaker phone using a voice command. If the quality of the call sound is still poor and the voice sounds or you can barely hear the other person calling, try putting the iPhone in speaker phone mode. This will use different microphones and the call sound output will go through the iPhone speakers rather than the ear speaker. If you like to use the speaker in general and find this a good solution, you can even set up your iPhone to have all the phone calls on your phone speaker, and these settings apply to both back and forth calls. 13: 13: & amp; amp; Clean Physical Obstructions, Lint, Gunk, Gum, etc. You should visibly inspect your iPhone to make sure there's nothing that physically hinders your device's microphones and speakers, and then clean it up. Sometimes, you may find that the pocket lint or some other cotton covers a microphone or speaker, and this can lead to a reduction in audio quality on your device. If the iPhone call sounds muted or distant, often some object is covering or hiding the audio input and/or output of devices. Make sure the iPhone is clean and there's nothing stuck in it. Crud on speakers can result in muted audio sound. Crud or gun on microphones can result in you sounding muted or distant when spoken on the iPhone. Crud on the headphone jack can result in the iPhone sticking to headphone mode. Crud and scrap in the lightning port can cause the iPhone not to charge. Clean your iPhone and clean ports and speakers if they're gun-covered. 14: Note the iPhone cases Some iPhone cases can hide iPhone speakers and microphones. This is particularly true with cases that aren't specifically designed for an exact iPhone model, and often with cheap low-quality cases too, but sometimes even the most expensive cases can obstruct a speaker or microphone. However, a poorly adjusted or poorly designed case can lead to a reduction in call quality, either through making the iPhone's call sound mixed, or hard to hear. An easy way to test whether the iPhone case is adversely affecting the call quality of your iPhone phone calls is to remove the iPhone from the case, and then make a phone call. If the call sounds good with iPhone out of the case, the problem is probably related to the iPhone case. Replacing the case could solve the problem, but sometimes just take iPhone out of the case and put it back on again you can fix these problems as well. You can also physically inspect the case to see if there is any physical obstruction that may be causing the problem, the coverage of a microphone or speaker, or anything that hinders or up to a port or area where the speaker should be. You may find that lint or something similar has got stuck somewhere and is hiding the speaker or microphone (lint and another raw pocket can also obstruct a headphone jack or lightning port and make the iPhone not charge, a fairly common occurrence). 15: Reposition the iPhone with the speaker of the ear in mind Sometimes iPhone users can keep the iPhone in mind, but inadvertently lock or hide the speaker from the ear, instead of placing the speaker of the ear against their ear channel. This can result in what sounds like very quiet phone calls, even if the volume it rotates all the way up (the next time you're on a call, repeatedly press the Button Anyway to be sure the audio isn't low). The iPhone's ear speaker is near the top of the iPhone and can be visibly identified, so try to put it close to your ear instead of smearing against the side of your head or some other fleshy fleshy one 16: Keep the iPhone near the bottom of the device Sometimes changing how you keep the iPhone can make a difference in the quality of the call sound, and apparently some iPhone users find that changing the way they physically have the iPhone can affect the quality of the call. This may be due to a variety of reasons, maybe a finger or part of your face is inadvertently covering a microphone, or you're pressing the volume button down, or something similar, but try simply to keep the iPhone differently. This For some users, simply adjusting how they hold the iPhone can only make the difference between a call that has decent audio and no. 17: Use headphones for iPhone calls The white headphones packed into the box that come with each iPhone can be used to make phone calls to the iPhone, and even have a built-in microphone. Simply plug the iPhone headphones into the iPhone, then put them in your ears and turn up the iPhone volume up button. Make a phone call as usual, and the phone call audio for your voice will be picked up through the white headphone microphone, and the voice of the caller/recipient will pass through the headset speakers instead of the iPhone speakers. The bonus added to using headphones for iPhone calls is that you can put the iPhone in a pocket or on a surface and effectively have a hands-free phone call. 18: Disconnect and reconnect to Bluetooth/Stereo speakers If the quality of your iPhone's call is only bad through a Bluetooth speaker system, either in a car or on a home music computer, try disconnecting your Bluetooth speaker or stereo and reconnecting to it. This can often solve spotty Bluetooth audio problems. Switching Bluetooth OFF and ON can have a similar effect, but sometimes heading directly to a specific Bluetooth device or stereo can also solve problems with that device. 19: Try the FaceTime audio call If the person you're talking to also has an iPhone, try making a call with FaceTime Audio instead of a normal mobile phone call. FaceTime Audio uses data for a VOIP call, and these calls may sound much sharper and clearer than a regular phone call, especially if the cellular network isn't great, but you're on a good wi-fi connection. You can make a Facetime audio call directly from the Contacts app or tap a contact. Note that FaceTime audio calls will use your iPhone's data plan if you're not connected to a wi-fi network and this could cause over-data usage. 4 Additional tips for solving iPhone call audio problems If the iPhone had substantial liquid contact, it can be physically damaged as a result and a speaker or microphone may not as intended, or something else on the device may be falling as a result of water damage. If the iPhone is physically damaged, with a broken screen, severe bumps, teeth, dings, cracks or otherwise, the iPhone may not be working as intended. Sometimes a broken screen can cover a microphone or speaker in your ear, and sometimes a toothed case can affect a microphone or speaker. If the iPhone the iPhone physically damaged, consider this as a possibility of why call quality is bad If the iPhone sound quality is not only functional or bad when using headphones or headphones, try these troubleshooting tips to fix headphone and headphone problems with iPhone If everything else fails, consider contacting Official Apple Support, or an authorized Apple Repair provider and making them inspect the iPhone for failure or problems Is there any other problem with the iPhone that is causing problems with audio quality, sound output, sound input, or speakers or microphones on devices Worked these tips to solve any iPhone call sound issues for you? Have you found another solution to call audio problems? Share your experiences with us in the comments below! Related to

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