

## Sample list of issues raised on the Nokia Phones community forum

This is a sample list of issues raised by consumers in the Nokia Phones community forum. It is not exhaustive, it is not verified by me, it does not cover every model of phone due to limitations in the knowledge and time of the contributors, and it is not in order of priority. It includes both bugs of varying severity and suggestions for improvements of varying magnitudes.

Thanks to everyone who has participated in the discussions about these issues, special thanks to those who started these discussions and extra special credit to community members navs, nitheesh, nitin kachare, petrus, singhnsk, wilson shrestha, wyk for helping me compile this list.

## Contents

### All Phones (as far as I know)

- Background activity killer is too aggressive: <https://dontkillmyapp.com/nokia> and <https://community.phones.nokia.com/discussion/3428/background-service-killed-even-when-whitelisted/p1>.
- Accessories availability is very poor.
- Need a Nokia software recovery tool for when updates brick devices. This would avoid people having to take their phone to care centre or send it off for repair every time. Nokia and Microsoft provided this before, and other manufacturers provide it for Android phones, so it's not an unreasonable expectation.
- Similarly, lots of people would like to see a return of the Nokia Suite.
- There is no uniformity of available options between Android One devices, so how can anyone purchasing know what it really means? e.g. Moto One allows homescreen rotation, Nokia does not.
- Why don't older devices receive adequate care and attention in their updates? They seem to get more bugs than newer ones.
- Loose charging port is a common issue on many models but repairs are charged for, not covered under warranty – this does not seem fair considering how common they are.
- DPI issue on Android 9 updates, which causes notifications overlap when you increase/decrease the font or display size and doesn't change the size of the notification icons.
- Alarm does not snooze or turn off when requested, it just keeps ringing! Only a reboot will stop it: <https://community.phones.nokia.com/discussion/41218/extremely-powerful-also-irritating-alarm#latest> Note this doesn't affect all phones, but is not limited to a specific model.
- Video calling with Whatsapp, Viber is poor compared to other phones of comparable spec.
- Apps not properly running full screen on notched phones. In Android One it seems to be the app's responsibility to do this, but Chinese phones have an OS setting which does it automatically – why can't global ones?
- Please provide a way to disable / remove the Google search bar in Android 9 - not everyone wants it or uses it and it takes up space unnecessarily. Nokia phones are not Pixels or Nexuses, so why force Google search on people? Even disabling the Google app does nothing!
- VoLTE compatibility in India and other countries is a big problem.
- Lots of user demand for a Face Unlock feature which does not require turning on the display or swiping (which is needed in the CN ROMs).
- The customer service and support experience is poor; repeatedly mentioned on the forums. HMD need to get people with good communication skills in the online support team.
- WiFi connection speed varies a lot.

- Please provide detailed change logs with maintenance release updates so that we know what has been fixed as well as which new features have been added.
- Why not trial updates of the camera app in Beta Labs? You will find many willing collaborators in the forums!
- A tutorial for novices on how to use the Pro mode would be very useful – the user guides are very poor on this aspect (remember that Nokia did this for the PureViews back in the day).
- Adding presets to the camera could help people get the right shot instead of relying on automatic scene detection, e.g. sport, macro, night.
- Add the ability to save Pro-mode presets in the camera app.
- Bootloader unlocks and source code aren't much use without a more complete device tree. Does HMD intend to collaborate more with the developer/enthusiast community?

### Nokia 1

- Gboard takes ages to load.
- Xpress-On covers have very limited availability, not available in many countries.

### Nokia 2:

- Lots of people have tried 8.1 and don't like it, why can't they downgrade back to 7?
- If HMD can convince Google to allow Android One apps on non-Android One Nokia phones (like 6 and 8) then why can't Google make Go apps available for the 2?

### Nokia 3:

- How come some Nokia 3s are still on 8.0, not upgraded to 8.1?
- Some problem with multi-touch not detecting far-apart touches:  
<https://community.phones.nokia.com/discussion/588/multi-touch-problem-of-nokia3s-touchscreen#latest> and  
[https://community.phones.nokia.com/discussion/comment/83763#Comment\\_83763](https://community.phones.nokia.com/discussion/comment/83763#Comment_83763)
- SD card can't be used as internal storage.
- There seem to be lots of problems with charging the battery, it never gets to 100%. Is this due to overheating?

### Nokia 3.1+:

- Camera UI is too cluttered to see the picture.

### Nokia 6.1+:

- Battery drainage high after Android 9 update.
- Loose charging port, service centre is CHARGING people for fixing it!  
[https://community.phones.nokia.com/discussion/comment/83394#Comment\\_83394](https://community.phones.nokia.com/discussion/comment/83394#Comment_83394).
- Snapdragon Audio+ was originally present but has been removed and not returned.
- UI is a bit laggy
- Slow fingerprint sensor.

### Nokia 7+:

- Loose charging port  
[https://www.reddit.com/r/Nokia/comments/affzhh/me\\_trying\\_to\\_charge\\_my\\_nokia\\_7\\_plus/](https://www.reddit.com/r/Nokia/comments/affzhh/me_trying_to_charge_my_nokia_7_plus/)
- Wifi connectivity bug, not connecting to hidden networks, losing connectivity after some time, can't connect to 5GHz: <https://community.phones.nokia.com/discussion/19629/wifi-issue-nokia-7-plus#latest>

- Panel brightness won't go below 16% and touch functionality problems:  
[https://www.reddit.com/r/Nokia/comments/a6fewn/nokia\\_support\\_admits\\_that\\_novatek\\_to\\_uch\\_panels/](https://www.reddit.com/r/Nokia/comments/a6fewn/nokia_support_admits_that_novatek_to_uch_panels/)
- Poor sound performance, low volume and fidelity
- Battery performance changes with each update
- In Pie, home button is not centred... why is this so difficult?!
- Camera issues – a very long list and worth reading!  
[https://community.phones.nokia.com/discussion/42160/issues-in-the-nokia-camera-app-feedback-hope-things-are-fixed:](https://community.phones.nokia.com/discussion/42160/issues-in-the-nokia-camera-app-feedback-hope-things-are-fixed)

#### Nokia 8.1:

- The front camera overexpose issue.  
(<https://community.phones.nokia.com/discussion/40377/front-camera-see-the-difference-with-the-background>)
- And unnatural skin tones with front camera.
- Pixel binning also poor on front camera.
- Updates break functionality, e.g. loss of USB OTG compatibility.
- Camera bugs introduced in January update to do with shutter speed (crashing; otherwise overexposed): [https://photos.google.com/share/AF1QipNejOqNxMDR-2U\\_jmr7LOR-yMG6-0dCXGUcyaxrmtn0gESSnDml7C2pjBEjiMr-zA/photo/AF1QipMiwXRLpsK67V-qb3xsXtjzZsFNifM\\_f09sHgl?key=OU43ZVhBTEdpR1RLakswSHVpZ1V2ck1abEplelRn](https://photos.google.com/share/AF1QipNejOqNxMDR-2U_jmr7LOR-yMG6-0dCXGUcyaxrmtn0gESSnDml7C2pjBEjiMr-zA/photo/AF1QipMiwXRLpsK67V-qb3xsXtjzZsFNifM_f09sHgl?key=OU43ZVhBTEdpR1RLakswSHVpZ1V2ck1abEplelRn)
- UI/UX issue: When we change the display size as small, the notification panel showing as in properly (It's happening in 8.1 and 6.1 Plus - Pie).
- Front camera shows as 5MP on third-party apps (cameras and spec-checkers too)... Why?
- Opening the camera kills other apps, too aggressive.

#### Nokia 8:

- Since the "Pro" camera update (~9 months ago):
  - Recording in 1080p or 720p uses a much smaller field of view than 4K recording
  - Recording in 1080p and 720p seems to use both EIS and OIS, with bad results
  - Cannot trigger pro mode by swiping the shutter button when the phone is in horizontal position
  - Video recording always picks up some crackling noises in the first ~20 seconds of use. This can apparently be heard coming from the rear camera
  - An upgraded camera app from the Nokia 8 was "promised" several months ago by Juho on Twitter to be coming with the Android 9 update, but this update has not yet arrived
  - <https://community.phones.nokia.com/discussion/4050/camera-pro-update-your-experience/p1>
  - <https://community.phones.nokia.com/discussion/29371/camera-nokia-8>
- Since the Android 9 Pie update (originally in December 2018):
  - The compass points in the wrong direction:  
<https://community.phones.nokia.com/discussion/33528/compass-not-working-since-pie/p1>
  - Photo geotags are wrong unless a mapping app is used to "prime" the system:
    - <https://community.phones.nokia.com/discussion/40963/nokia-8-photo-tagging-corrupted-in-pie>
    - <https://community.phones.nokia.com/discussion/comment/85749>

- Fingerprint records are lost if battery goes below ~40%:  
<https://community.phones.nokia.com/discussion/33474/how-to-fix-missing-fingerprint-sensor-after-pie-update>
- "Okay Google" doesn't work anymore:  
<https://community.phones.nokia.com/discussion/22459/ok-google-not-working>
- Almost every update:
  - Seems to break the Nokia 8 bootloader unlock app:  
<https://community.phones.nokia.com/discussion/41299/cannot-run-bootloader-unlock-app-on-nokia-8-andoird-pie>
  - Battery performance seems to experience a step-change, sometimes better, sometimes worse (difficult to find a good discussion thread for this, but the issue has been raised many times, e.g.  
<https://community.phones.nokia.com/discussion/33329/battery-desaster-with-android-9>)

List of bugs and suggestions:

<https://community.phones.nokia.com/discussion/43272/android-pie-00ww-5-140-list-of-bugs>

My own little contribution of suggestions!

- Camera:
  - Panorama needs to do 360 degrees
  - Why no mono video?
  - Include camera settings as another watermark option
- Support OMTP headsets

#### Nokia 8110 4G:

- Please release the source code, everything licenced under copyleft licences including GPL, LGPL and the Mozilla Public Licence (MPL) – this will include almost all of the OS, except for the UI (Gaia).