hodo@rogers.com

From: hodo@rogers.com
Sent: Saturday, September 20, 2025 11:48 PM
To: Alison; Val Hodowanski
Cc: Cal
Subject: Info I Just Sent To Samsung Online
Attachments: Binder1.pdf

Ultra Random Speaker Switching with Bluetooth Hearing Aids

To: Samsung Technical Support
From: Vic Hodowanski, Oshawa ON Canada 905 922 1637
Device: Samsung S22 Ultra

1. Problem Description
For several months, my S22 Ultra has been randomly and inconsistently switching audio from my Bluetooth hearing aids to the phone's internal speakers. This occurs during various activities, including when no media is playing and no calls are active.

2. Key Observations
- **Hearing Aids Not the Issue:** The problem persists across three different sets of hearing aids (an older pair and my 2 newer ones , one of which was replaced by Phonak after reporting the problem to them the replacement oness had up-to-date firmware.
- **System-Level Conflict Confirmed:** The issue is not caused by a single app. My troubleshooting points to a system-level software conflict on the S22 Ultra.
- **Wi-Fi Connection is a Trigger, Not the Cause:** Initially, turning off Wi-Fi would sometimes resolve the issue. However, this is no longer consistent, indicating the problem has become more deeply embedded in the system.
- **Problem Independent of One UI Update:** The issue existed both before and after the recent One UI update.
- **Note 10 Worked Fine:** Restoring the S22 backup to a different phone (Note 10) did not reproduce the problem, confirming the issue is specific to the S22 Ultra's interaction with the data.

3. Detailed Troubleshooting Steps Taken

I have performed extensive troubleshooting, going beyond standard fixes to isolate the problem.

Phase 1: Initial Investigation (Before Two Clean Installs)
- **Repeated Safe Mode Testing:** The problem first appeared to resolve in Safe Mode but later reappeared even while in Safe Mode, suggesting a deeper system issue beyond standard third-party app conflicts.
- **Multiple Factory Resets with Smart Switch:** I performed several factory resets, followed by restores using Smart Switch. This failed to fix the problem, indicating that the problematic configuration was being reintroduced with each restore.
- **Restored to Note 10:** The problem did not occur on a Note 10 when my S22 backup was restored, proving the backup data itself was not inherently corrupt.
- **Network and Bluetooth Resets:** I performed multiple network and Bluetooth settings resets, which provided no permanent solution.
- **Attempted Cache Partition Wipe:** Due to physical disabilities, the button combination to enter Android Recovery Modde was unsuccessful.

Phase 2: Two Complete Clean Installations (Most Recent Effort)
- **Objective:** To definitively prove whether a software conflict from a Smart Switch restore was the cause.

- **Procedure:** Two separate factory data resets were performed. This time, no Smart Switch restore was used. All apps were installed and set up manually and one by one.
- **Results:** The problem reoccurred after both clean installations:
    - **First Clean Install:** The issue occurred during the setup of the **Google Messages** app, specifically after attempting to use a Smart Switch restore to recover message data. This suggests a conflict with how the S22's system handles message data.
    - **Second Clean Install:** The issue recurred after installing and setting up **AnyDesk**, even though the problematic message data from the previous install was completely avoided. This further confirms a systemic, not app-specific, issue.

Screenshot Evidence: I have taken 11 screenshots documenting the chronological installation and setup of apps during the 2nd clean installs. These show the precise order of setup when the problem recurred.

4. Conclusion and Request

My methodical troubleshooting, including two completely clean and manual setups, demonstrates that the issue is a persistent and irreconcilable software conflict on my specific S22 Ultra device. As all user-level solutions have been exhausted, this is now a matter for Samsung's technical support and diagnostic team.

I am requesting an advanced diagnostic and, if necessary, a hardware repair or replacement. The detailed screenshots and our extensive chat transcript provide the necessary evidence to expedite this process. I am 81 years old with physical limitations, and this prolonged issue is taking a significant toll.

Thank you for your attention to this matter.