

App Store complaint report

Shazam: Find Music & Concerts · Apple · current version 27.2

Generated 2026-10-24 from the 300 most recent public App Store reviews across 15 storefronts (2026-10-12 to 2026-10-22).

Metric	Value
Reviews analysed	300 (295 classified by AI)
Average stars (these reviews)	4.29
Reviews with a complaint	53 (18%)
Storefronts	US 122, FR 33, ES 27, DE 25, MX 18, GB 17, IT 13, CA 9
All-time App Store rating (US)	4.89 from 8,863,250 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	50	2.2	27.1 (29), 27.2 (20), 18.21 (1)
Feature requests	14	1.8	27.1 (9), 27.2 (5)
Performance	9	2.2	27.1 (6), 27.2 (3)
Crashes / freezes	4	2.8	27.2 (2), 27.1 (2)
UX / design	3	1.8	27.2 (3)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
27.2	87	4.1	23%
27.1	209	4.4	15%
27.0	1	5.0	0%
18.21	2	3.0	50%
12.19	1	5.0	0%

Representative quotes

Bugs

“Bad – Doesnt work anymore.” (1★, v27.1, CA, 2026-10-17)

“Not working on iPhone – The old version worked but this one won’t. Why????” (5★, v27.2, US, 2026-10-21)

Feature requests

“Willow tree – Doesn’t recognize songs from movies I want to boy.” (2★, v27.2, US, 2026-10-22)

“Pésima – No hubo ni una sola vez que pudiera decirme que canción estaba sonando” (1★, v27.2, ES, 2026-10-21)

Performance

“Не работает – Тупит жесьть” (1★, v27.1, US, 2026-10-16)

“Ślabe to ustrojstwo – No trochę kiszka□□mieli mieli i rezultatu 0” (1★, v27.1, PL, 2026-10-18)

Crashes / freezes

“Funktioniert nicht! – App funktioniert auf dem iPhone nicht mehr, es kommt nur noch die Fehlermeldung „Audiofehler“ auch nach Deinstallation und erneuter Installation der App.” (1★, v27.1,

DE, 2026-10-16)

“Ha dejado de funcionar – No reconoce nada” (1★, v27.2, ES, 2026-10-21)

UX / design

“Obnoxious design – The fact the widget locks on the last song identified and requiring me to clear the screen is awful design. I have missed songs because of this “feature.”” (1★, v27.2, US, 2026-10-19)

“Non trova i miei pezzi preferiti – Incapace di trovare autori e titoli” (2★, v27.2, IT, 2026-10-19)

The 10 most important fixes

1. Improve content quality [Feature requests · 40 reviews · avg severity 2.1/3 · versions 27.1, 27.2]

Review the content areas users name; add a "report a problem" button on content.

“Horrible at finding the right song... so what's the point? – Finds the wrong song 8 straight times on the same song... just guessing a second in with songs not even similar” (1★, US)

2. Speed up loading [Performance · 5 reviews · avg severity 2.3/3 · versions 27.1, 27.2]

Profile cold start and the slowest screens on older devices; cache content.

“Sucks – I would say a good 50-60% of the time it doesn't even work when trying to identify songs. And it's slow too. SoundHound is much better.” (1★, US)

3. Ship the most requested feature [Feature requests · 3 reviews · avg severity 1.7/3 · versions 27.1]

Read the quotes below for the exact request; consider a public roadmap.

“Shazam is virtually useless for classical music – Shazam's poor recognition of classical music needs to be addressed as a matter of urgency. There is little point in being able to identify obscure songs and mediocre tracks if the app canno” (1★, JP)

Method: the most recent public App Store reviews across up to 15 storefronts, from Apple's public customer-reviews feed (a third-party scraper as backup), plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.