

When I use my Jabra Bluetooth solution with the OnePlus 5/5T smartphone, why is there no audio for calls and music in the Jabra solution?

This is currently (December 2018) a known issue with the OnePlus 5/5T smartphone, regardless of the connected Bluetooth solution. See more details on the OnePlus Support Forum [here](#).

The following troubleshooting steps have helped some users and may work for you. Try to power the smartphone off/on. Try to turn AirPlane mode on/off.