

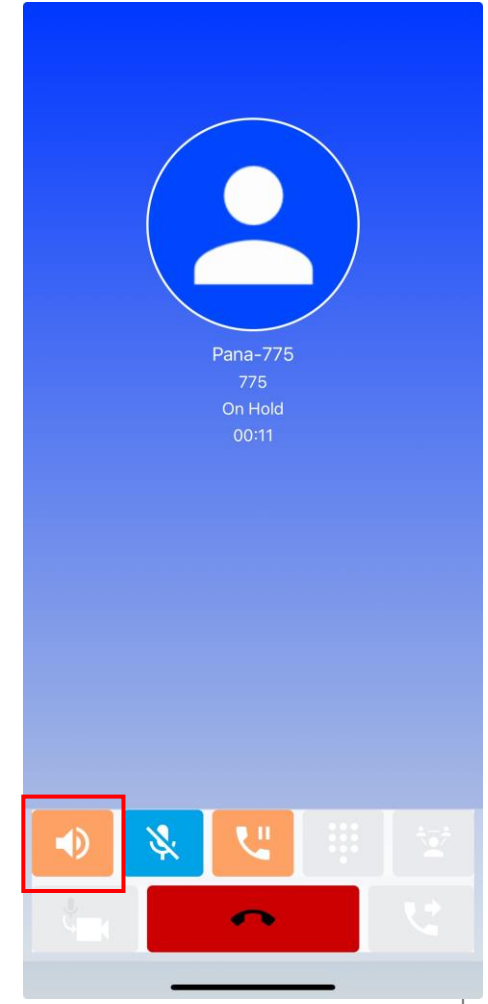
No	Question
Q8	After unholding on MobileSoftphone (v3.5.2/iOS18), audio is not heard in both directions.

## Recovery Method:

If you need to recover the audio, please try the following steps:

1. Wait until the speaker button is illuminated while on hold.
2. Press the illuminated speaker button and immediately unhold.

\* This operation will recover the audio even if there is no audio in both directions after unholding.



<https://www.apple.com/ios/ios-18/>

## iOS 18 is compatible with these devices.

[Learn more about iPhone >](#)

iPhone 16  
iPhone 16 Plus  
iPhone 16 Pro  
iPhone 16 Pro Max  
iPhone 15  
iPhone 15 Plus  
iPhone 15 Pro  
iPhone 15 Pro Max  
iPhone 14  
iPhone 14 Plus  
iPhone 14 Pro  
iPhone 14 Pro Max  
iPhone 13  
iPhone 13 mini

iPhone 13 Pro  
iPhone 13 Pro Max  
iPhone 12  
iPhone 12 mini  
iPhone 12 Pro  
iPhone 12 Pro Max  
iPhone 11  
iPhone 11 Pro  
iPhone 11 Pro Max  
iPhone Xs  
iPhone Xs Max  
iPhone XR  
iPhone SE  
(2nd generation or later)