

<u>Knowledgebase > Hardware issue > Webam not working?</u>

Webam not working?

Andrew Storrs - 2020-05-01 - Hardware issue

SMC RESET

- Shut down the computer (even if it looks off, hold the power button down for 30 seconds to make sure).
- Plug in the MagSafe power adapter (charger) to a power source, connecting it to the Mac if it's not already connected.
- On the built-in keyboard, press the (left side) Shift-Control-Option keys and the power button at the same time.
- Release all the keys and the power button at the same time.
- Press the power button to turn on the computer.





Reset the PRAM

If it starts up but doesn't start properly do this:

PRAM RESET

- Shut down the computer.
- Locate the following keys on the keyboard: Command, Option, P, and R. You will need to hold these keys down simultaneously in step
- Turn on the computer.
- Press and hold the Command-Option-P-R keys. You must press this key combination before the grey screen appears.
- Hold the keys down until the computer restarts and you hear the startup sound for the second time.
- Release the keys.

Then check in System Report whether it lists the webcam.

Use the System Information app to see a summary of information about your Mac hardware, software and network.

The System Information app provides detailed specifications and other information about your Mac hardware and software, including your network and external devices. In some versions of OS X, this app is called System Profiler.

Choose Apple menu \square > About This Mac. This opens an overview of your Mac, including your Mac model, processor, memory, serial number and <u>version of macOS</u>. To see the greater detail provided by the System Information app, click the System Report button.



To open System Information directly, press and hold the Option key and choose Apple menu \Box > System Information. You can also use <u>Spotlight</u> to find System Information, or open it from the Utilities folder of your Applications folder.

System Information opens to a system report for your Mac:

 Hardware ATA Apple Pay Audio Bluetooth Camera Card Reader Controller Diagnostics Disc Burning Ethernet Cards Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt Ion 	🗯 Syster	m Information	File	Edit	Window	Help	
VHardware FaceTime HD Camera (Built-in): ATA Model ID: UVC Camera VendorID_1452 ProductID_34304 Unique ID: 0x1420000005ac8600 Bluetooth Camera Card Reader Controller Diagnostics Disc Burning Ethernet Cards Fibre Channel Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt Thunderbolt Enterbolt							
ATA Apple Pay Apple Pay Model ID: UVC Camera VendorID_1452 ProductID_34304 Audio Unique ID: 0x1420000005ac8600 Bluetooth Camera Card Reader Controller Diagnostics Disc Burning Ethernet Cards Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	▼ Hardware	Fac	FaceTime HD Camera (Built-in):				
Apple Pay Model ID: UVC Camera VendorID_1452 ProductID_34304 Bluetooth Unique ID: 0x1420000005ac8600 Camera Card Reader Controller Diagnostics Disc Burning Ethernet Cards Fibre Channel Fibre Channel Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt Unique D: Output	ATA	140					
Audio Unique ID: 0x142000005ac8600 Bluetooth Camera Card Reader Controller Diagnostics Disc Burning Ethernet Cards Fibre Channel Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SAS SATA/SATA Express SPI Storage Thunderbolt Encore	Apple Pay	Mo	Model ID: UVC Camera VendorID_1452 ProductID_34304				
Bluetooth Camera Card Reader Controller Diagnostics Disc Burning Ethernet Cards Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Audio	Un	Unique ID: 0x1420000005ac8600				
Camera Card Reader Controller Diagnostics Disc Burning Ethernet Cards Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Bluetooth						
Card Reader Controller Diagnostics Disc Burning Ethernet Cards Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Camera						
Controller Diagnostics Disc Burning Ethernet Cards Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Card Reade	r					
Diagnostics Disc Burning Ethernet Cards Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Controller						
Disc Burning Ethernet Cards Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SAS SATA/SATA Express SPI Storage Thunderbolt	Diagnostics						
Ethernet Cards Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Disc Burning	9					
Fibre Channel FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Ethernet Ca	rds					
FireWire Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Fibre Chann	el					
Graphics/Displays Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	FireWire						
Memory NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Graphics/Di	splays					
NVMExpress PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Memory						
PCI Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	NVMExpres	s					
Parallel SCSI Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	PCI						
Power Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Parallel SCS	il i					
Printers SAS SATA/SATA Express SPI Storage Thunderbolt	Power						
SAS SATA/SATA Express SPI Storage Thunderbolt	Printers						
SATA/SATA Express SPI Storage Thunderbolt	SAS						
SPI Storage Thunderbolt	SATA/SATA	Express					
Storage Thunderbolt	SPI						
Thunderbolt	Storage						
	Thunderbolt	t					
USB	USB						

The webcam should be listed under Camera as the FaceTime camera.

If it isn't you may have a hardware fault and it will need to be brought in for repair.