

Mac & Chromebook | Easy | 2 min read

Mac: sound, microphone or camera not working

If you cannot hear anything, or people cannot hear or see you on calls, the cause is usually a setting rather than a fault. Here is how to check.

Sound problems

1. Check the volume keys on your keyboard and that the sound is not muted.
2. Open **System Settings**, then choose **Sound**. On older versions use **System Preferences**, then **Sound**.
3. Under **Output**, make sure the correct device is selected, such as the Mac's own speakers and not a TV, monitor or Bluetooth speaker you are not using.
4. Unplug any headphones and try again. Turn off Bluetooth if the sound might be going to a device nearby.

Microphone problems

In **Sound**, choose the **Input** section. Speak and watch the input level bar move. If it does not, pick another input. In the call app, check you have not muted yourself.

Camera problems

The Mac camera has a small green light beside it when on. If your call app shows a black screen:

- Close other apps that might be using the camera.
- Check the app's own settings and choose the correct camera.

Give the app permission

Open **System Settings**, then **Privacy & Security**, then **Camera** or **Microphone**. Make sure the switch beside your app, for example Zoom, Teams or your browser, is turned on. You may need to quit and reopen the app after changing this.

Still no luck

- Restart your Mac.
- Check **Software Update** in **System Settings, General**.
- Try the same app on another device to see whether the problem is the Mac or the app.

When to get more help

Contact us if there is no sound at all in any app, no input options appear, or the camera shows nothing even with permission on. These can point to a fault that needs a closer look.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.