

Fix FaceTime Not Working With These 12 Steps

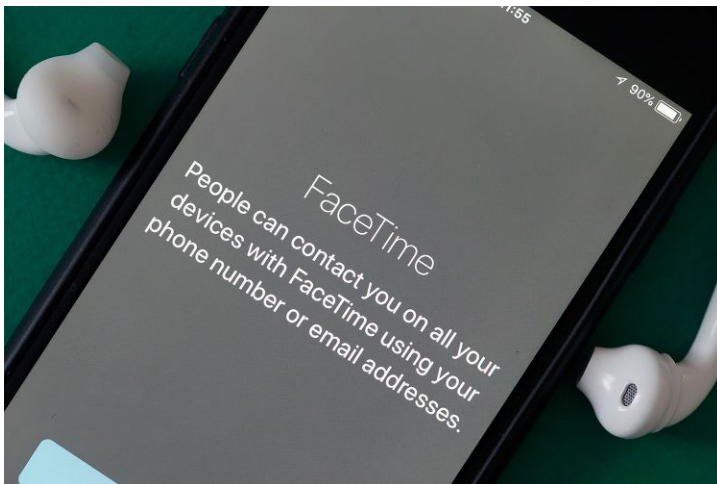
Summary

The article describes 12 ways to fix common FaceTime issues. Some of the suggested solutions include ensuring FaceTime is enabled in the device settings, verifying that the recipient has FaceTime enabled, and checking if the user's carrier supports FaceTime.

Table of Contents

1. [How to Fix the Most Common FaceTime Issues](#)
2. [Troubleshooting FaceTime Issues Involving Android Users](#)
3. [Why FaceTime Might Not Be Working](#)
4. [FAQ](#)

Quick checks for settings, connections, and call permissions



Chesnot / Contributor / Getty Images

This article provides troubleshooting steps to resolve FaceTime issues. The main steps involve checking connection status and FaceTime permissions.

How to Fix the Most Common FaceTime Issues

If you're experiencing problems where the FaceTime icon doesn't light up, doesn't appear as an option during a call, or if you can't receive calls, these steps might help:

1. [Ensure FaceTime is turned on.](#) To verify, open the **Settings** app, scroll to **FaceTime**, and set the **FaceTime** slider to on/green.
2. [Verify that the person you're calling has FaceTime enabled.](#) The recipient needs a compatible Apple or an Android/Windows device with a web browser. These devices must have a front-facing camera to facilitate the call.

Android and Windows users can join FaceTime calls but cannot initiate them. Windows operates the same way, as it's browser-based.

3. [Ensure a phone number or email address is added](#). A phone number or email is required for FaceTime to identify you. Check **Settings > FaceTime** and verify you have a phone number, email, or both listed in the **You Can Be Reached By FaceTime At** section. Add them if missing.
4. [Check your network connection](#). FaceTime requires a Wi-Fi or cellular network, so disable Airplane Mode and confirm you're connected to Wi-Fi or cellular data.
5. [Check if you blocked the user](#). Blocking may prevent you from FaceTiming someone or receiving their calls. Go to **Settings > Apps > FaceTime > Blocked Contacts** to view blocked numbers.
If the person is listed, swipe left, tap **Unblock**, and you'll be ready to connect.
6. [Confirm your carrier supports FaceTime](#). If you're making a FaceTime call over cellular, not Wi-Fi, your carrier must support it. Most carriers offering iPhones do, but it's worth checking. Check Apple's website to see if your carrier is on the list.
7. [Is the FaceTime app missing?](#) If FaceTime is missing from your device, it might be turned off via [Content Restrictions](#) or you might need to redownload the app. Look under **Allowed Apps & Features** for **FaceTime** or **Camera** (as disabling Camera also disables FaceTime) to confirm whether FaceTime has been restricted on your device.
8. [Contacting Apple for expert support](#). If your device meets all requirements and these troubleshooting steps don't help, consider going directly to Apple for more assistance.

Troubleshooting FaceTime Issues Involving Android Users

Android users can join FaceTime calls through a link from an Apple user, and it will open in Chrome. If you're experiencing issues with FaceTime on your Android, try these solutions.

1. [Restart your Android](#). A restart can resolve temporary glitches.
2. [Update Android](#). An important software update might be missing.
3. [Allow Chrome access to the microphone and camera](#). Check Android app permissions to ensure Chrome can access your camera and microphone.
4. [Close all Android apps](#). Another app could be interfering with Chrome.
5. [Check your network connection](#). Ensure you're connected to Wi-Fi or a cellular network, and your device isn't in Airplane Mode.

Why FaceTime Might Not Be Working

Several common reasons might cause FaceTime not to work for you:

- FaceTime is disabled
- The person you're calling doesn't have FaceTime
- You need to add a phone number or email address
- Problems with your network connection
- Your carrier doesn't support FaceTime

Ensure your device is properly connected. If it is, proceed to the steps listed above.

FAQ

- *Why is FaceTime Audio not working?*
If [FaceTime Audio isn't working](#), check that your microphone is working correctly, then check your Wi-Fi or mobile data connection. If you still have trouble, download and install new iOS updates.
- *How do I fix a black screen on FaceTime?*
To [fix a black screen on FaceTime](#), check that you haven't accidentally chosen an audio-only call. Make sure the right camera is selected. If you still have problems, restart the device, close other apps, check your internet connection, and update your OS.
- *Why are my AirPods not working on FaceTime?*
Your [AirPods might not be working on FaceTime](#) for various reasons. To troubleshoot, toggle **Bluetooth** off and on on your device and disconnect other Bluetooth devices. Next, forget your AirPods, then reconnect them to your device. If all else fails, factory reset your AirPods.