

What to do if your computer won't recognize a FireWire device/deck.

In rare cases, a computer's built-in FireWire ports and third-party FireWire devices no longer work correctly. The computer may no longer recognize the device(s).

Try these tips and tricks:

- Make sure the FireWire connector is aligned with the port before you insert it.
- Insert the FireWire connector straight and completely into the FireWire port.
- Make sure the FireWire connector is not reversed and being forcefully inserted into the port.
- Check the cable connector. Is it dirty, dusty, or "contaminated"?
- Look at the FireWire port. Does it look OK?
- Disconnect any noncompliant FireWire devices or cables that are *not* in use.
- If a device does not work when connected through a second FireWire device, try connecting it directly to the computer.
- Use a FireWire cable or device you're sure that works well.

Tip: FireWire ports are keyed, which means the FireWire cable can only be inserted one way. Check that you are inserting the FireWire cable into the FireWire port in the correct orientation.

If the issue persists, try these steps:

1. Shut down the computer.
2. Disconnect all FireWire devices and all other cables, except the keyboard and mouse cable(s).
3. Disconnect the computer from the power outlet and wait for 3 to 5 minutes.
4. Plug the computer back in and turn it on.
5. Reconnect the FireWire device(s) (one at a time if there is more than one) and test. Test with each FireWire port if you have more than one.

If the issue persists, try these steps:

1. Shut down the computer.
2. Wait a couple of seconds and turn the computer on.
3. Quickly press and hold the Option+Command+P+R keys before the startup chime rings. This is known as resetting the PRAM. (See image for depressed keys [here](#).) If you hear the startup chime before you have all of the four keys pressed, restart the computer by holding the power button and try again.
4. You will hear the normal startup chime. Continue holding the four keys.
5. You will hear a second startup chime. Let go of the keys and the computer will continue booting.