



Nice chatting with you.

Case ID: [102207003448](#)

Here's the transcript of your chat with Apple Support:

Kailey

Thanks for contacting Apple Support. My name is Kailey. Please give me a moment to look over your information.

Mike Browning

good

Kailey

Hi Mike! I hope you're having an excellent day so far. I see you are having an issue with an external camera on your Mac correct ?

Mike Browning

and with converting old imovie projects. The two issues are re

Mike Browning

lated as I am unable to access old imovies of my children

Mike Browning

or even access the tapes

Kailey

I'd be happy to take a look and see what we can do to get this resolved, or point you in the right direction!

Kailey

I do see your previous chat here and I'm glad to pick up where you all left off! Is it OK if I take 2-3 minutes to read over the notes so that we don't repeat anything?

Mike Browning

Yes, I have 1 mac that sees the old Imovie projects that are not grayed out. It is 10.13.6 High Sierra. All other macs are later and imovie is grayed put. But I cannot open imovie on the old computer unless I upgrade the OS anf that will gray out the projects

Mike Browning

I movie projects are grayed out not imovie on the newer macs

Kailey

While many things can be handled over chat, in this particular case I'll need to get you in touch with one of our phone support advisors to further assist. I'll leave some great notes on your case so you won't have to repeat anything we've done together. Can I have your timezone and a good contact number for you ?

Mike Browning

3038172318, also the imovie projects are portable (on a small external hd) and I could go to apple store if that would help

Mike Browning

mountain time

Mike Browning

portable

Kailey

Thank you and does 10:30AM work for you to be contacted ?

Mike Browning

fine, Thanks Kailey

Kailey

You are welcome ! While I set up that call for you, let's go to Settings > Phone and make sure silence unknown callers is turned off. The slider should be grey, is that what you see?

Mike Browning

its off

Kailey

Excellent! I got that all set up. The call will put you through to the automated system, so go ahead and follow the prompts. The advisor you speak with will have my notes available, so don't worry, they'll know where to get you!

Kailey

The number will be unknown and may even show as 'spam likely' so please ensure that you're answering all calls during that time frame.

Kailey

If nothing further, I will go ahead and end this chat. Thanks for your patience today, I really appreciate it! It was a pleasure working with you. I will go ahead and end the chat now. Don't hesitate to reach out if you need help with anything else — we are here to help! If you need to chat back regarding this case, your case number is 102207003448. Have a great day!

Sincerely,
Apple Support

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If you have questions, please visit support.apple.com/contact.