



## Nice chatting with you.

Case ID: [102452037434](#)

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

**Miriah**

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

**Miriah**

Hi! Thank you for contacting Apple Support, how is your day going so far?

J

hello

**Miriah**

Hi! I hope you're doing well! How may I help you today?

J

New USB-C accessories are not working for most users. See: <https://forums.macrumors.com/threads/apple-updates-magic-mouse-magic-keyboard-and-magic-trackpad-with-usb-c-ports.2441130/page-9?post=33546561#post=33546561>

J

Screenshot says "macOS 11.4 or later", yet no one aprt from Sequoia 15..1 users can use these??

**Miriah**

Thank you for that information, we can definitely look more into this today! To confirm, are you having issues with using a Magic Keyboard?

J

Kb/tp/mouse

**Miriah**

OK certainly! When trying to use the accessories are they not be recognized?

J

No one can get them working properly on non-15.1

See the screenshot on the thread I gave above.

They should work on "macOS 11.4 or later" per Apple's sales page.

**Miriah**

Yes thats correct! As long as the Mac uses a Silicon processor as well, you should be able to use the accessories.

J

<https://www.apple.com/uk/shop/product/MXK83B/A/magic-keyboard-with-touch-id-and-numeric-keypad-for-mac-models-with-apple-silicon-usb-c-british-english-black-keys>

They don't! Read the thread!

**Miriah**

I certainly understand, this is meant to work though! So we would need to look a bit more into this to determine the exact cause.

Another thread FULL of the same complaints:

<https://forums.macrumors.com/threads/usb-c-magic-mouse-requires-sequoia.2441378/?post=33531914#post-33531914>

<https://forums.macrumors.com/attachments/screenshot-2024-10-30-at-12-25-52-png.2444303/>

This is really unacceptable.

To advertise functionality that doesn't work.

**Miriah**

Thank you for that information and I certainly understand! Are you able to provide me with the serial number for the accessory you are having this issue with?

J

NO! It's EVERYBODYS USB-C STUFF!

Report it as a bug and move on

**Miriah**

Ok certainly, with this case open you can rest assured that Apple will be looking more into this issue. You can also leave feedback here on this if you would like : <https://www.apple.com/feedback/>

J

So you're going to take responsibility and report this?

**Miriah**

Yes with this case open Apple will be able to look more into this! If you would like I can also file a formal complaint on the issue as well.

J

OK and the report number is?

**Miriah**

This would be your case number! Your case number is 102452037434

J

Now what?

**Miriah**

We are able to end this chat now if there is nothing further! With the issue reported Apple will investigate the issue.

J

Added to the thread with your name.

<https://forums.macrumors.com/threads/usb-c-magic-mouse-requires-sequoia.2441378/post-33546703>

**Miriah**

OK got it! If you would like we can get you connected with a Senior Advisor over phone support as well to investigate the issue further. Would you like for me to set you up with a callback to do so?

J

No point is there, as EVERYBODY can't get this to work. Not just me.

**Miriah**

I definitely understand and I do apologize that you are facing this issue! Before we disconnect, is there anything additional I may do to ensure you are confident with this chat?

J

Unless you can advise what everybody should all do?

**Miriah**

Without knowing the exact cause of the issue it can be difficult to pinpoint the exact steps needed to resolve this type of issue. As various things may be causing this. We are able to try troubleshooting steps to resolve the issue though! If software is the issue a new update may be needed for older versions.

J

If 15.1 is needed, why does the sales pages for all these accessories state you only need 11.4?

**Miriah**

Unfortunately I cannot say for certain as this should not be the case and may indicate a deeper software or hardware issue with the devices so Apple does need to further investigate this.

J

Already a week since these accessories have been released...and no software updates? Doesn't make sense.

**Miriah**

I definitely understand and this is not the experience Apple wants for its customers!

J

Anything else people should do?

**Miriah**

At this time I would advise people to continue to report the issue through <https://www.apple.com/feedback/>

J

Hopefully you'll do that

**Miriah**

Certainly! If there is nothing further, I will close the chat window so you may request a transcript of our chat! It was my pleasure to assist you with this today. Also keep in mind that <http://support.apple.com> is a great resource for all things Apple! Have a great week!

Sincerely,  
Apple Support

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