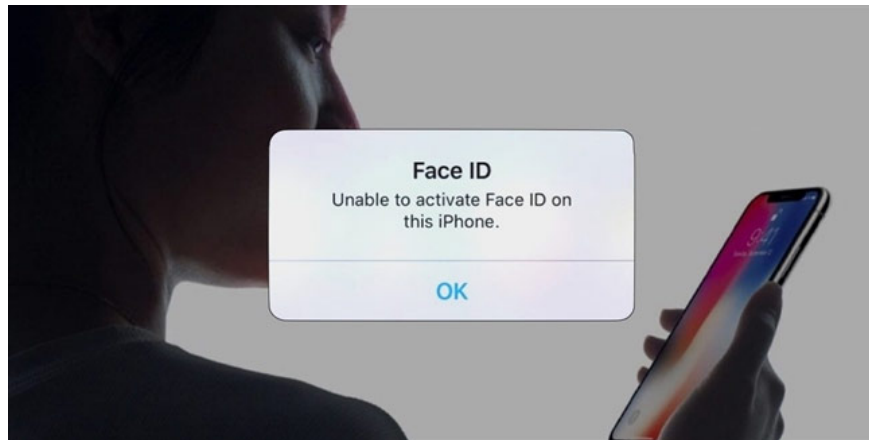


Face ID on iPhone X stopped working due to the following camera error, Apple agreed to change the device

The Apple employee admitted that Face ID on the iPhone X was not working because the camera on the back of the device failed.

The Apple employee admitted that Face ID on the iPhone X was not working because the camera on the back of the device failed. This is Apple's second incident involving iPhones in the past two weeks, and its iPhone 7 also failed to disable the microphone after upgrading to iOS 11.3 last week.

According to GSMArena, Apple sent documents on the process of handling Face ID faulty iPhone Xs to authorized service providers (Apple Authorized Service Providers, AASP). Accordingly, the first thing the technician needs to do is to run a diagnosis to see if the Face ID problem can be solved by repairing or completely replacing the rear camera. In case it is impossible to identify, the employee will ask the customer to leave the machine, make procedures to exchange a new iPhone X.



Apple employees said, if users encounter a Face ID error on iPhone X, they should bring their device to an authorized Apple service provider for inspection and renewal if necessary.

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