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QuickTime: Movies Lose Sound at Startup (8/94)

Revised: 9/29/94
Security: Everyone

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TOPIC -----

Sometimes after putting a QuickTime movie in the system folder and naming it "Startup Movie" so that it will play automatically at system startup, the audio portion of the movie does not play. Why?

DISCUSSION -----

During the startup process, sometimes there is not enough system memory available to play both the video and sound. When memory is low, Quicktime drops the audio portion of the movie.

QuickTime version 2.0 fixes this problem. If you are experiencing this problem you should upgrade to version 2.0 to correct it.

If you have any version of QuickTime prior to 2.0 and you cannot get version 2.0 right away, an intermediate workaround would be to place a startup screen file in the system folder in addition to the QuickTime movie in the Startup Items folder. This will cause the system to allocate more memory at startup time and allow QuickTime to play both the video and audio portions of the movie.

Article Change History:

29 Sep 1994 - Clarified the name of the movie in the Startup Items folder.
03 Aug 1994 - Added information about QuickTime 2.0.

Support Information Services

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