Apple Video Player: Unable To Find Necessary Hardware (10/95)

Article Created: 22 September 1995
Article Reviewed/Updated: 16 October 1995

TOPIC --

I am trying to get the Video Player software that comes with my Power Macintosh
8500 to work. When I launch it, a message appears:

"Apple Video Player could not find the necessary video hardware. Make sure that
your computer has video input capabilities and that you are not running any
other video applications."

Everything is correctly connected. I just installed Adobe Premiere and I am
having problems with it also. This is the first time I have tried the Video
Player application. I even made sure that QuickTime and QuickTime PowerPlug were
turned on in the Extensions Manager.

DISCUSSION ---

Apple Video Player 1.3 comes preinstalled on the Power Macintosh 7500 and 8500
series computers. There are two things that may cause this error message to
appear on a Power Macintosh 7200, 7500, or 8500.

QuickTime 2.0.9 Not Installed

Apple Video Player requires QuickTime 2.0.9 or later and QuickTime PowerPlug
2.0.9 or later to run.

During the installation of a multimedia application, such as Adobe Premiere, the
preinstalled versions of the QuickTime extensions may have been replaced with
earlier versions. Many games and multimedia CD-ROM discs will install QuickTime
software into your System Folder. Make sure your extension folder contains
version 2.0.9 or later of the QuickTime extensions by following these steps:

Step 1

Open the Extensions folder in your System Folder on your hard drive.

Step 2

Locate QuickTime and QuickTime PowerPlug in your Extensions folder and click
once on each while holding the down the shift key on your keyboard.

Step 3

Under the File menu, choose Get Info. Confirm that the version number is 2.0.9
or 2.1. If it is not, drag the two extensions to the trash and reinstall your
multimedia software using the Custom install feature of the Macintosh CD that
came with your computer.

QuickTime 2.1 and MoviePlayer 2.1 are available from online services.

Plaintalk Speech Recognition Turned On

If you have recently installed Plaintalk Speech Recognition software on your
computer, this error will appear if you have Speakable Items turned on and then
launch Apple Video Player.

Conversely, if you have Apple Video Player running and you try to turn Speakable
Items on in the Speech Setup Control Panel, a message appears stating "Speakable
items could not run because an unexpected error occurred. Restarting your
computer or reinstalling the Speech Recognition software may correct this
problem."

Because both applications need to access the digitizing hardware, you cannot use
Apple Video Player and Speech Recognition simultaneously on the Power Macintosh
7200, 7500, or 8500. Engineering is aware of this issue and plans to update the
error message to be more descriptive in subsequent releases of the Apple Video
Player.

These articles can help you locate the QuickTime software update mentioned
here:

• "Where To Find Apple Software Updates" -- Lists online services for free Apple
software updates.

• "Obtaining Apple Product Support in the USA" -- Lists 800 numbers and online
services for software updates, Apple support information, and a subset of the
Apple Tech Info Library.

Article Change History:
16 Oct 1995 - Updated with information on Speech Recognition.

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Keywords: ksts,hts

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19960215 11:05:19.00

Tech Info Library Article Number: 18635