

How To Delete QuickTime Preference Files

Click in an open area on your desktop or click on the happy face icon in your dock to get to the Finder.



You'll know you're in the Finder when you see the word "Finder" in the menu bar at the top of your screen.

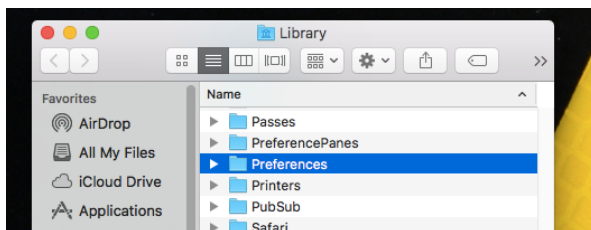


You may need to exit out of a full screen mode to see the menu bar.

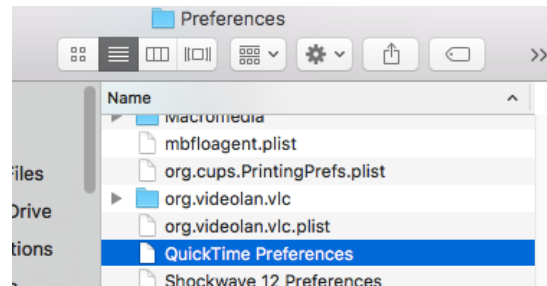
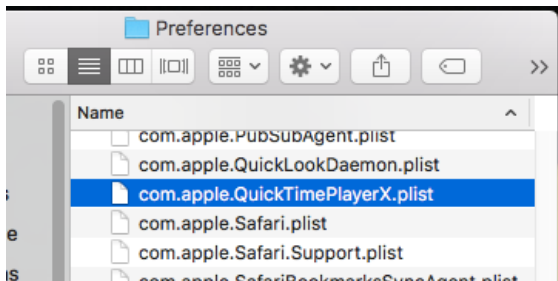
Hold down the option key while clicking on the Go menu. Keep the option key held down and click on Library.

Let go of the option key

Find the Preferences folder and double-click to open it.



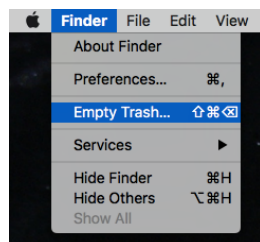
In the Preferences folder you'll find two QuickTime preference files. One is named "com.apple.QuickTimePlayerX.plist" and the other is named "QuickTime Preferences".



Delete these two preference files by dragging them to the trash can icon in your Dock.



Empty the Trash.



Restart your computer.

Try opening QuickTime again.