

Important notice for installing the driver software on macOS Big Sur

When installing the driver software on macOS Big Sur, you must allow the driver software installation as described below.

Note:

- Skipping these processes may cause some issues such as (but not limited to) operation failure and audio issues.
- Operation is not guaranteed for all computers.

- If you install the driver software, follow the instructions in **Step 1. Install the driver software.**
- If you find any issues with the driver software you've already installed, follow **Step 2. Reinstall the driver software.**
- If you're not sure whether you allowed the driver software installation, follow **Step 3. Check the installed driver software.**
- On a Mac with an M1 chip, if you see the following message* and you're unable to install the driver software, follow **Step 4. Change security settings on your Mac.**

* "Your current security settings prevent the installation of system extensions"

Step 1. Install the driver software

* If you installed driver software on previous macOS and updated the OS to Big Sur, you need to uninstall the old driver software. To uninstall it, see **Step 2**.

- 1) Disconnect your equipment from your computer.
- 2) Download the driver software for your equipment from the Pioneer DJ support page.
(<https://www.pioneerdj.com/en/support/software/>)
- 3) Unzip the downloaded file [XXXXXX.zip] and double-click the unzipped disk image file [XXXXXX.dmg].
- 4) Double-click [XXXXXX AudioDriver.pkg] in the mounted disk image to start it.



- 5) Allow the driver software during the installation.

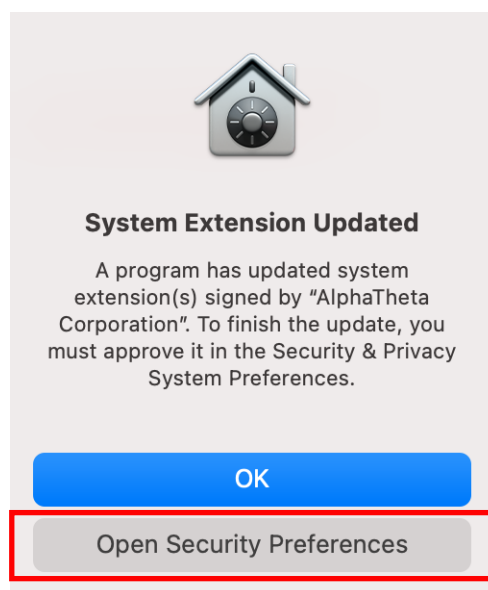
The following dialog will appear when installing the driver software on the OS.

If [System Extension Updated] pop-up appears, follow the instructions below to allow and complete the driver software installation.

Click [Open Security Preferences]. **DON'T click [OK].**

* If you click OK, the driver software won't be updated.

If you click OK by mistake, open [System Preferences] > [Security & Privacy] and continue the process from 6) below.



6) When the [Security & Privacy] opens, you'll see the following message:

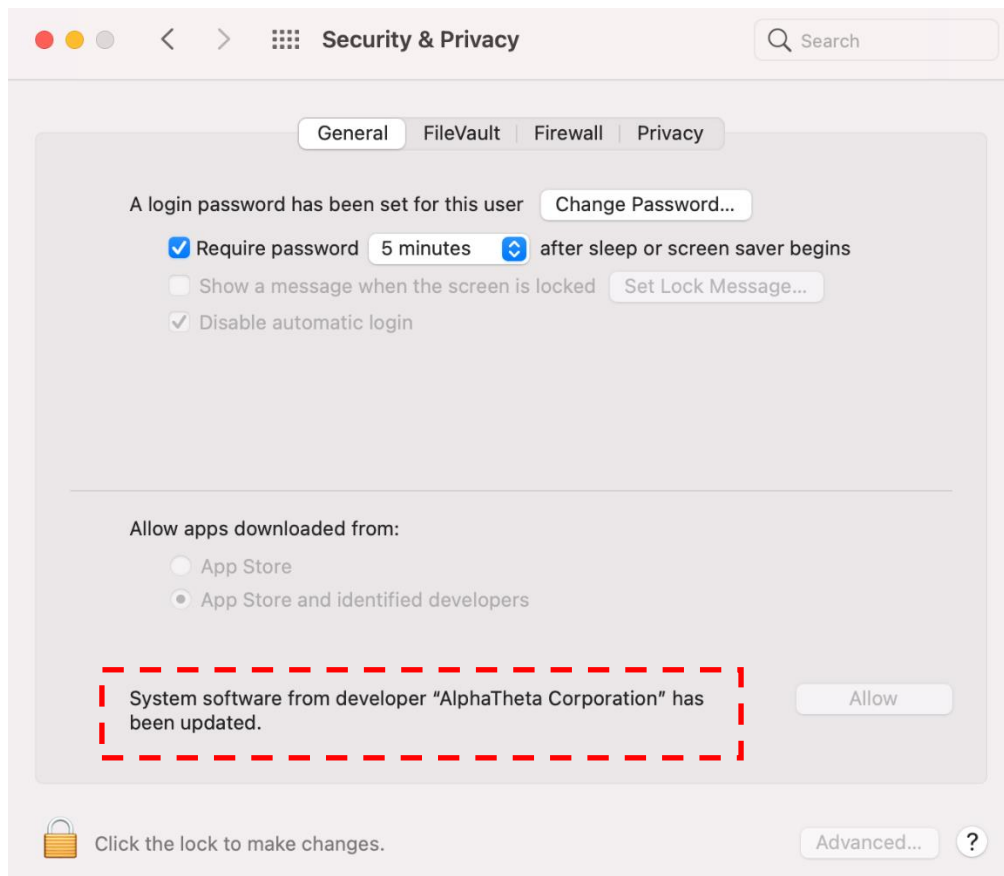
[System software from developer "AlphaTheta Corporation" has been updated.]

In this case, please proceed to 7).

Macs with an M1 chip may display the following message.

[Your current security settings prevent the installation of system extensions]

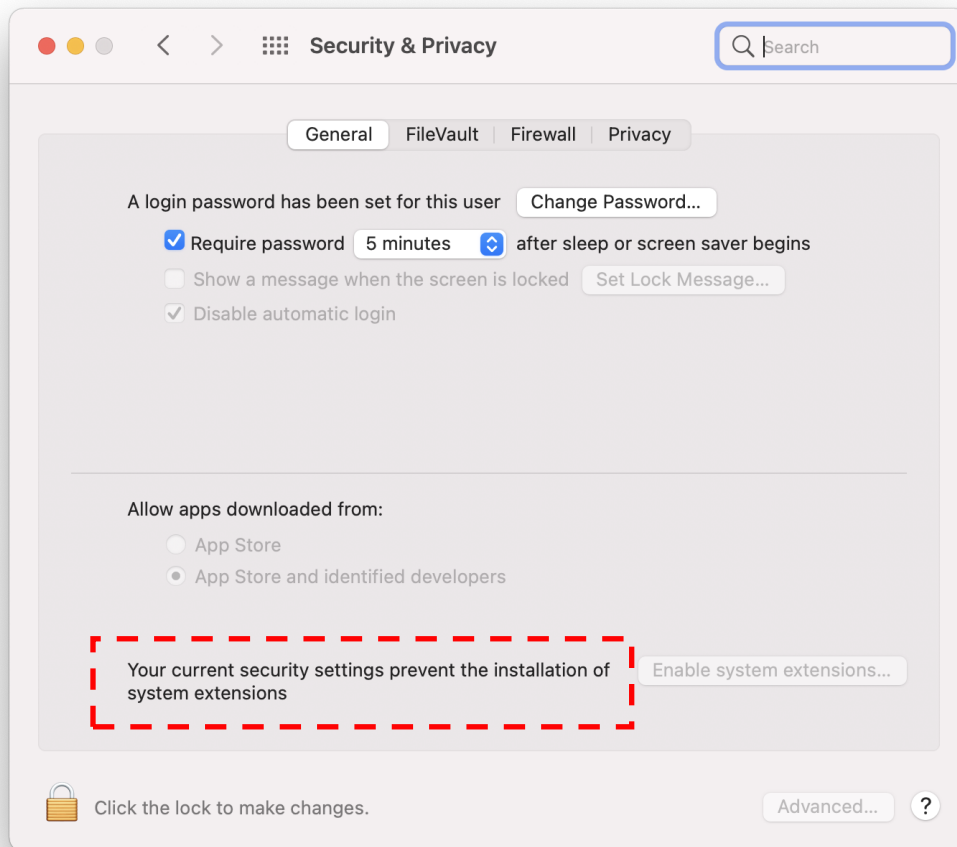
In this case, please check the next page.



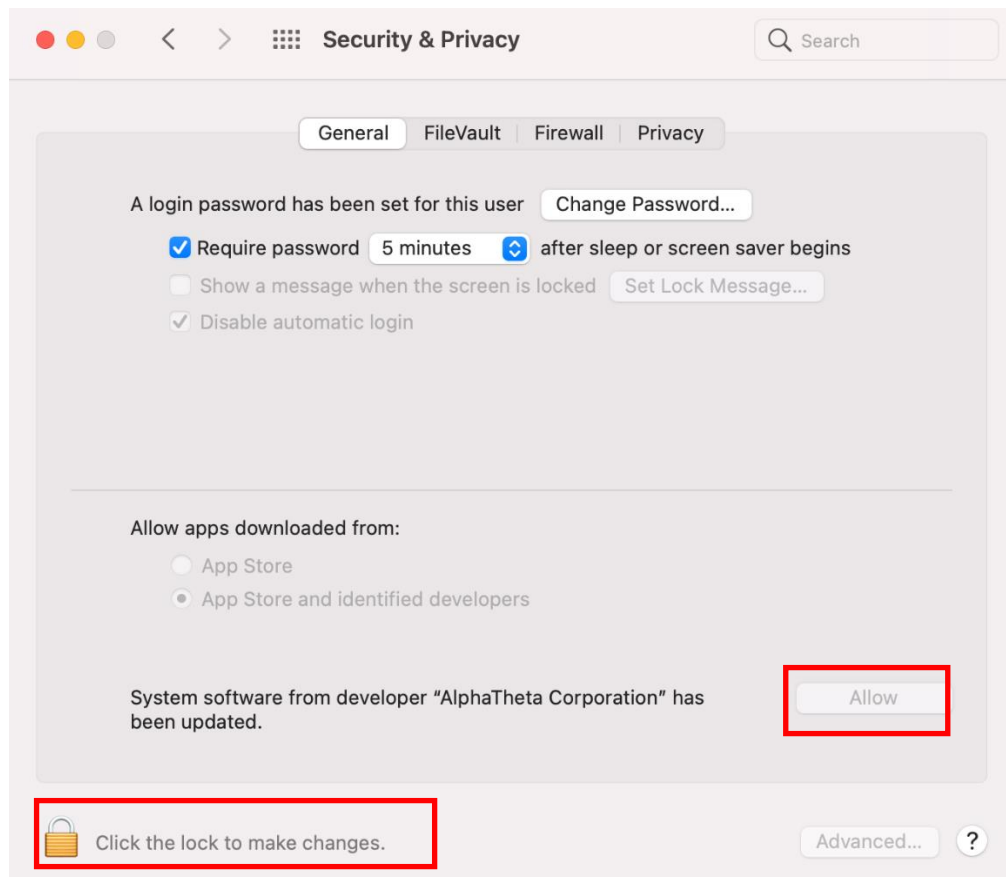
* This message only appears for 30 minutes after the start of the driver software installation.

* When you can't find this message, please install the driver software again from the procedure described in 1).


If you use a Mac with an M1 chip and see the following message with a red frame, follow the instructions in "**Step 4. Change security settings on your Mac**" to change security settings on the Mac. After changing the security settings, install the driver software again from 1).



7) Click **[Allow]** at the bottom right of the dialog.



If you can't click it (because [Allow] is grayed out), click the key icon with "Click the lock to make changes" at the bottom left to open the pop-up shown below.



System Preferences is trying to unlock Security & Privacy preferences.

Enter your password to allow this.

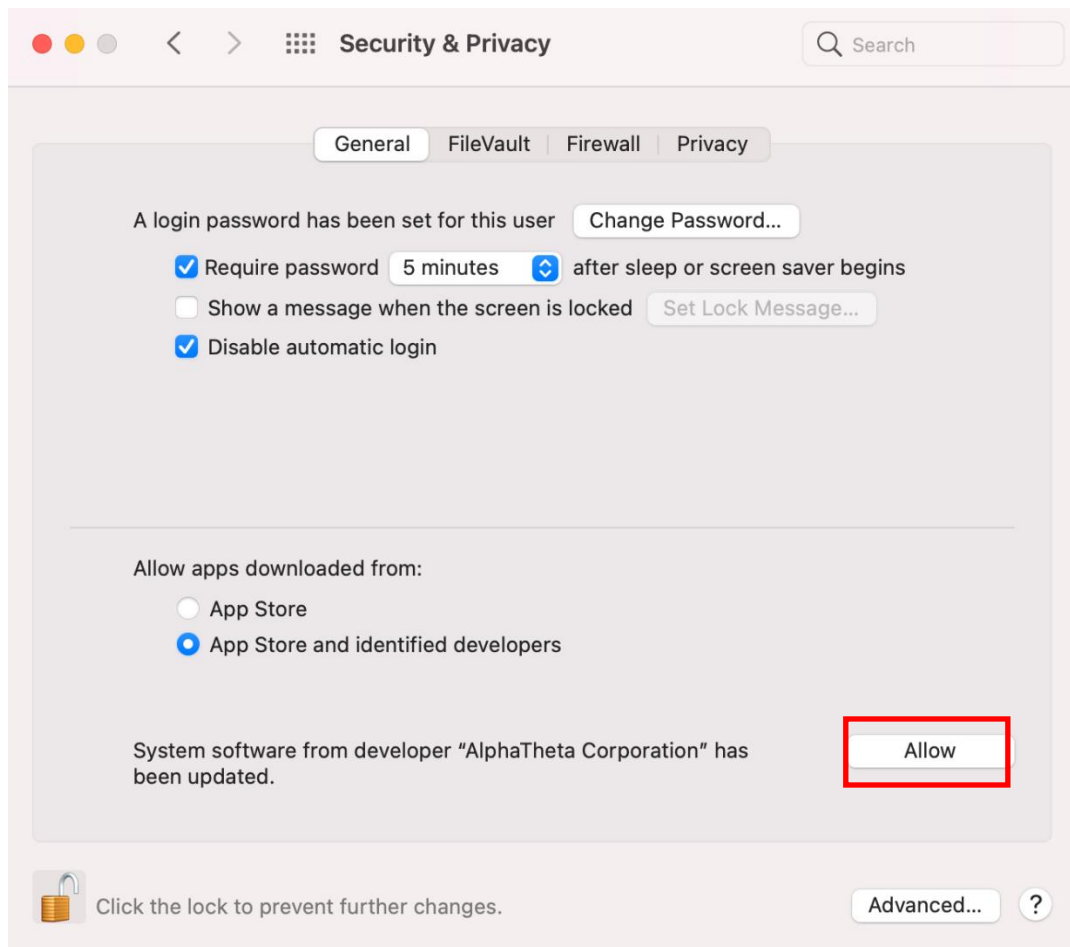
User Name:

Password:

Enter [User Name] and [Password] and click [Unlock].

* If you enter a wrong username and/or password, you can't click [Unlock].

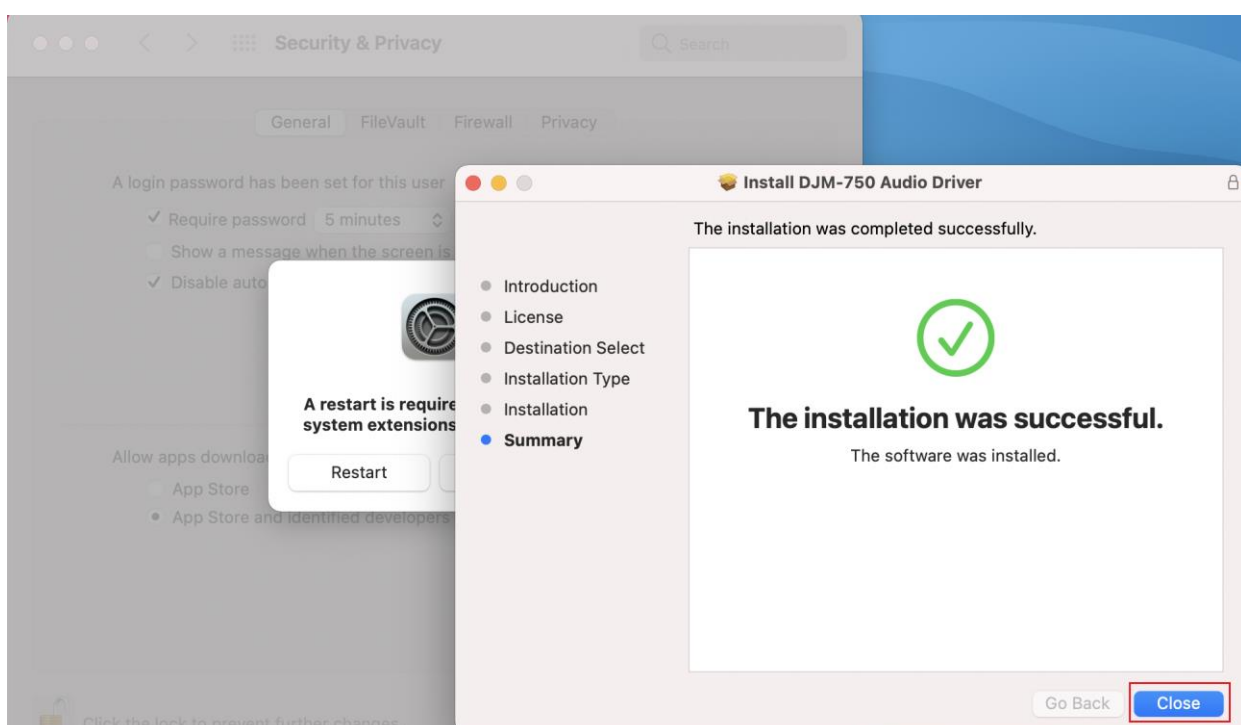
Click [Allow].



8) Close the installer.

[The installation was successful] dialog appears after you click [Allow].

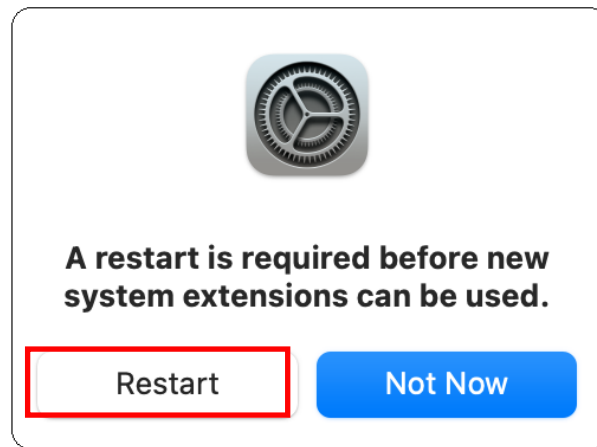
Click [Close] to close the installer.



9) Restart your Mac.

[A restart is required before new system extensions can be used.] dialog appears.

Click [Restart] to restart your Mac.



10) Connect your equipment to your computer.

Step 2. Reinstall the driver software

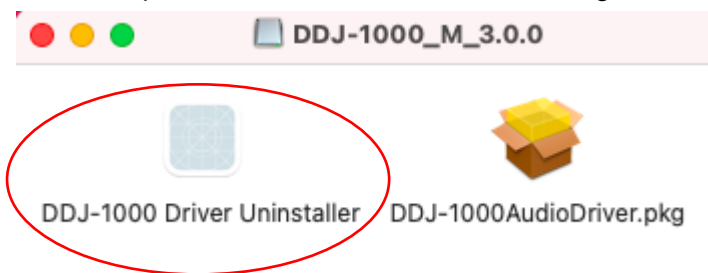
2.1. Uninstall the driver software

- 1) Disconnect your equipment from your computer.
- 2) Download the driver software for your equipment from the Pioneer DJ support page.
(<https://www.pioneerdj.com/en/support/software/>).
- 3) Unzip the downloaded file [XXXXXX.zip] and double-click the unzipped disk image file [XXXXXX.dmg].
- 4) Double-click [XXXXXX Uninstaller(.app)] in the mounted disk image to start it.

Follow the instructions on the screen.

- 5) Be sure to restart Mac following the instructions on the screen.

(Example: The DDJ-1000 mounted disk image)

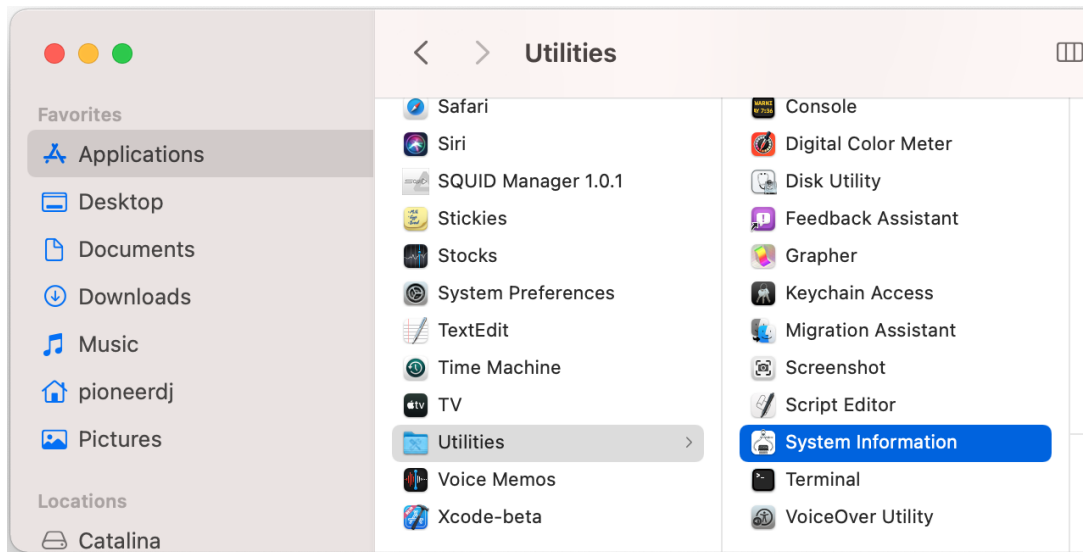


2.2. Install the driver software anew

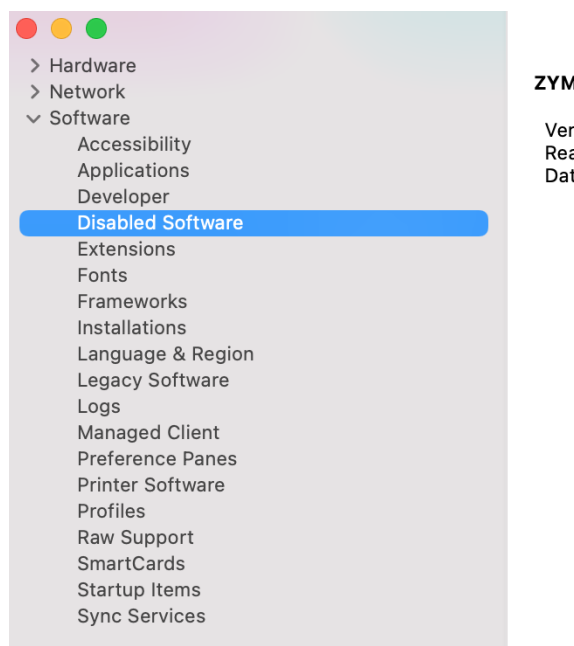
- 1) Double-click the downloaded disk image file [XXXXXX.dmg].
- 2) Double-click [XXXXXXAudioDriver.pkg] in the mounted disk image file.
Follow the instructions on the screen.
- 3) Follow "**Step 1. Install the driver software**" to allow the driver software installation.
- 4) Be sure to restart Mac after installing the driver software.
- 5) Connect your equipment to your computer.

Step 3. Check the installed driver software

1) Open [Applications] > [Utilities] > [System Information] and click [Software].



2) Select [Disabled Software] in the list below and check if the driver software for your equipment is shown in the right section of the list.



3) If the driver software for your equipment is shown, click [System Preferences] > [Security & Privacy] > [Allow].
(See **Step 1. Install the driver software** 6) and later)

4) Follow the instructions on the screen to restart Mac.

NOTE: If the [Allow] button is NOT shown in [System Preferences] > [Security & Privacy], follow Step 2. to reinstall the driver software.

Step 4. Change security settings on your Mac

* If you want to use the driver software on a Mac with an M1 chip, you need to change security settings on your Mac by following the steps below.

* If you use a Mac with Intel Core processor, you don't need to do this.

Follow the instructions below to change [the level of security used on your startup disk].

- 1) Close your Mac.
Choose [Apple menu] > [Shut Down].
- 2) Press and hold the power button until you see [Loading startup options].
- 3) Click [Options], then click [Continue].
If requested, enter the password for an administrator account.
Your Mac opens in Recovery mode.
- 4) Choose [Utilities] > [Startup Security Utility] on the menu bar.
- 5) Select the startup disk you want to use to set the security policy.
If the disk is encrypted with FileVault, click [Unlock], enter the password, then click [Unlock].
- 6) Click [Security Policy].
- 7) Set the security policy.
Click **[Reduced Security]**.
Select the **[Allow user management of Kernel extensions from identified developers]** checkbox.
- 8) Click [OK]
If requested, enter your administrator username and password.
- 9) Restart your Mac for the changes to take effect.
Choose [Apple menu] > [Restart].

Security settings and system extensions can also be found in Apple Support, so check the followings as well.

- [Change startup disk security settings on a Mac with Apple silicon](#)
- [About system extensions and macOS](#)

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