

## **Important notice for installing the driver on macOS Mojave 10.14 or macOS High Sierra 10.13**

*macOS Mojave 10.14 and macOS High Sierra 10.13 introduced a new security measure that requires user approval before installing third-party driver software.*

*When installing Pioneer DJ's driver on macOS Mojave 10.14 or macOS High Sierra 10.13, you must enable the driver software installation as described below.*

Note: This does not affect drivers that were already installed before updating your system to macOS Mojave 10.14 or macOS High Sierra 10.13.

### **1. If you install the driver for the first time after updating to macOS Mojave 10.14 or macOS High Sierra 10.13**

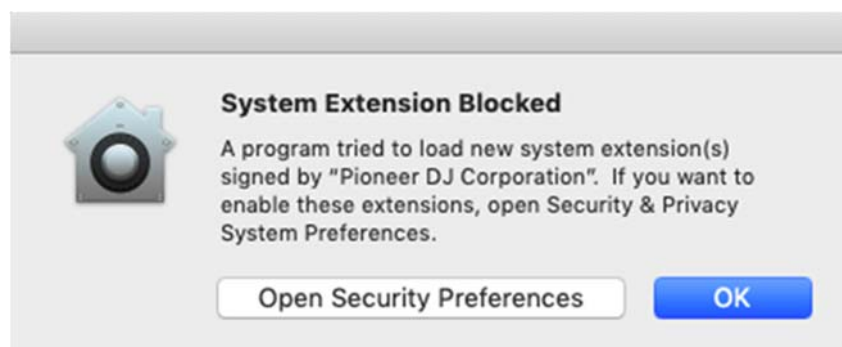
#### **2. If you installed it without the process described in 1.**

*\* Without this process, you may experience issues such as (but not limited to) operation failure and audio issues.*

### **1. If you install the driver for the first time after updating to macOS Mojave 10.14 or macOS High Sierra 10.13**

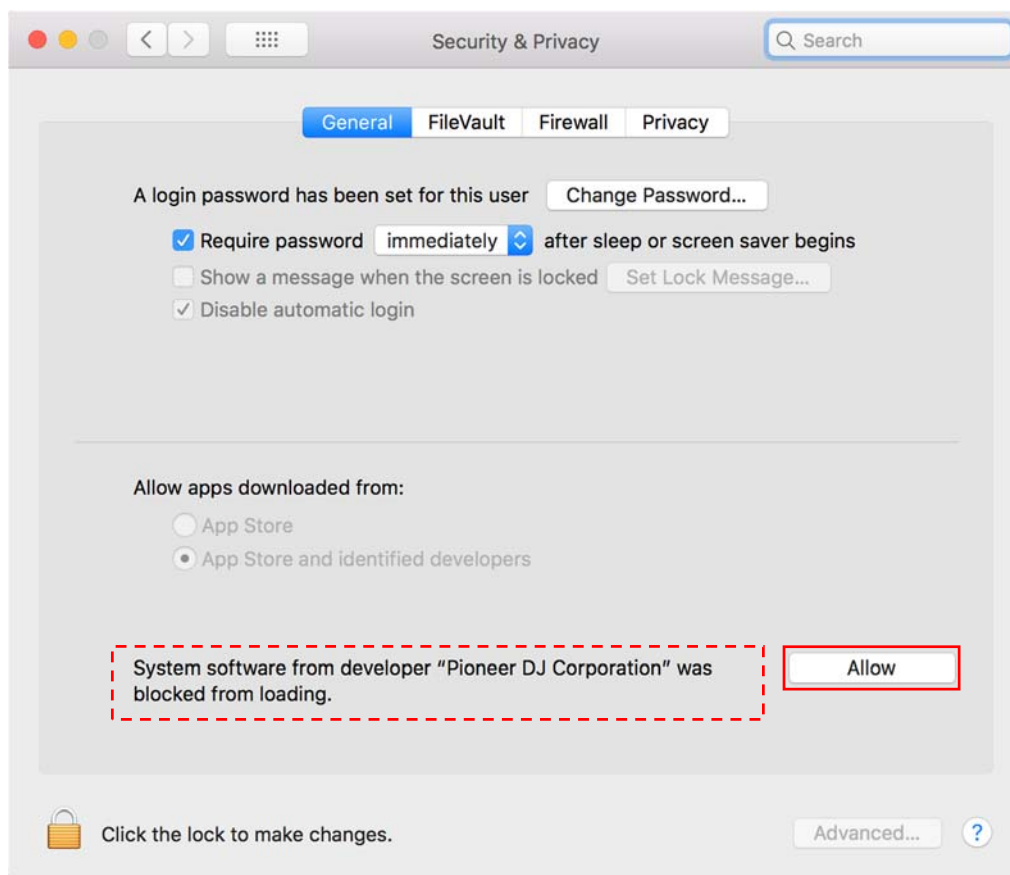
Follow the instructions below to allow the driver installation.

When installing our driver for the first time on macOS Mojave 10.14 or macOS High Sierra 10.13, the following dialog will appear.



When you see the [System Extension Blocked] message above, please follow the instructions below to complete the driver installation.

1) Click [Open Security Preferences] to show [Security & Privacy].



2) When the [Security & Privacy] opens, you will see a message below:

**System software from developer "Pioneer DJ Corporation" was blocked from loading.**

\*This message is only present in the [Security & Privacy] for 30 minutes after the alert.

\*When this message does not appear, please install the driver again.

3) Click [Allow].

4) When your hardware is connected to your Mac, disconnect and re-connect the hardware.

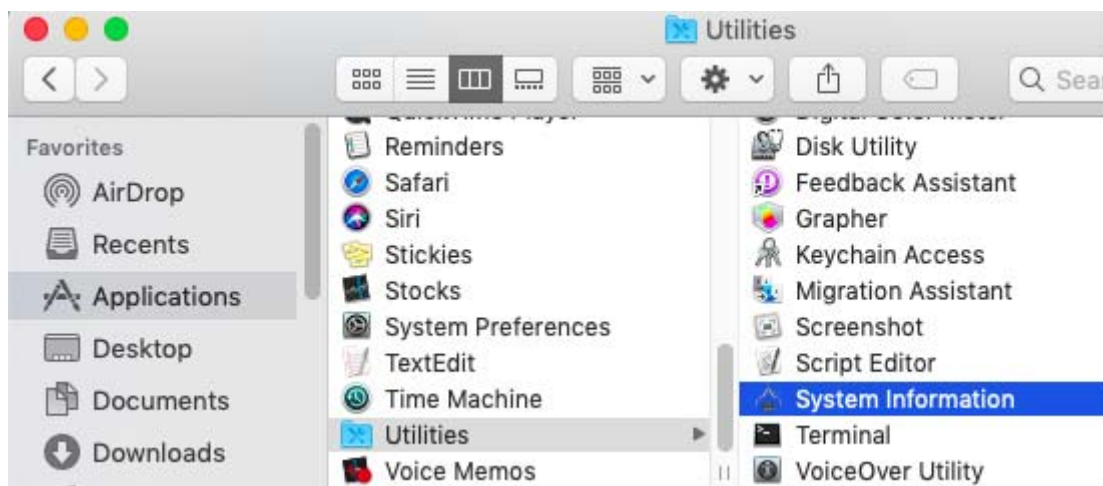
**You'll need this process only when you install driver after updating your system to macOS Mojave 10.14 or macOS High Sierra 10.13.**

**If you have installed driver on a macOS Sierra or OS X version, you don't have to do this.**

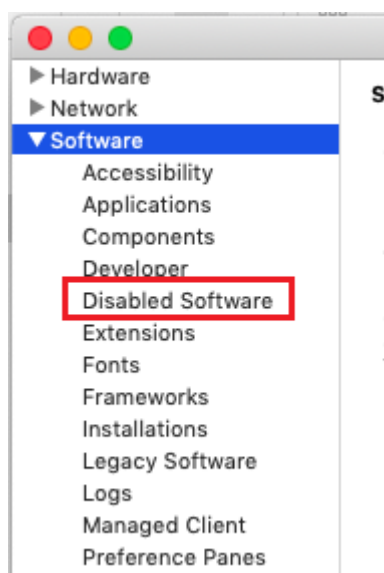
## 2. If you installed it without the steps described in 1.

2.1. Allow the driver software again.

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



2) Select [Disable Software] and check if the driver of your equipment is shown or not.



- 3) If the driver of your equipment is shown, [System Preferences] > [Security & Privacy] > [Allow].
- 4) Restart your Mac.

**NOTE: If [Allow] button is NOT shown in [Security & Privacy], you must reinstall the driver by following the steps below.**

## 2.2. How to reinstall the driver software

### 2.2.1. Uninstall the driver software

- 1) Remove your equipment from your computer.
- 2) Download the installer of your equipment from Pioneer DJ support page.
- 3) Unzip the downloaded file [XXXXX.zip] and double-click the unzipped .dmg file [XXXXX.dmg].
- 4) Double-click [XXXXX Uninstaller.app] in the mounted disk image to start.  
Follow the instructions on the screen. Be sure to reboot after uninstallation.

### 2.2.2. Install the driver software anew

- 1) Double-click the downloaded .dmg file [XXXXXX.dmg].
- 2) Double-click [XXXXXXAudioDriver.pkg] in the mounted disk image to start.

Follow the instructions on the screen.

- 3) Follow "1. " to allow the driver software installation.
- 4) Connect your equipment to the computer.

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