Important notice for installing the driver software on macOS High Sierra 10.13 or later

macOS High Sierra 10.13 or later has introduced a new security measure that requires user approval before installing third-party driver software.

[Affected OS versions]
 macOS Catalina 10.15
 macOS Mojave 10.14
 macOS High Sierra 10.13

When installing Pioneer DJ's driver software on macOS High Sierra 10.13 or later (affected OS versions), you must enable the driver software installation as described below.

Note: The following procedure is not necessary for OS versions other than the affected OS versions.

1. If you install the driver software for the first time

2. If you installed the driver software without following the instructions described in step 1

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

1. If you install the driver software for the first time

Follow the instructions below to allow the driver software installation.

When installing our driver software on one of the affected OS versions, the following dialog will appear.

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

1) **Click [Open Security Preferences]** to show [Security & Privacy]. **Do not click [OK].**

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

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

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

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

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

If you can't click it (when [Allow] is grayed out), click on the key icon at the bottom left (next to "Click the lock to make changes") to open the following pop-up.
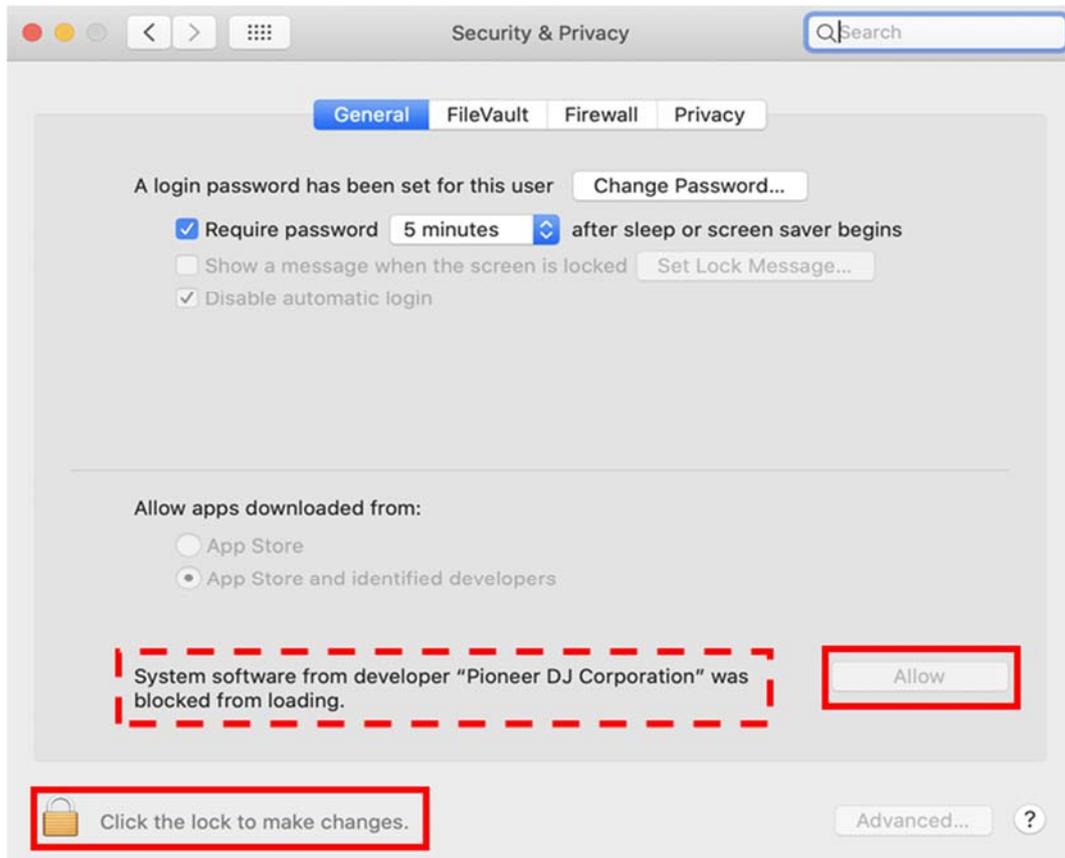
4) Enter [User Name] and [Password] and click [Unlock].

*If user name and/or password is wrong, you can't click unlock.

Then, you can click [Allow].
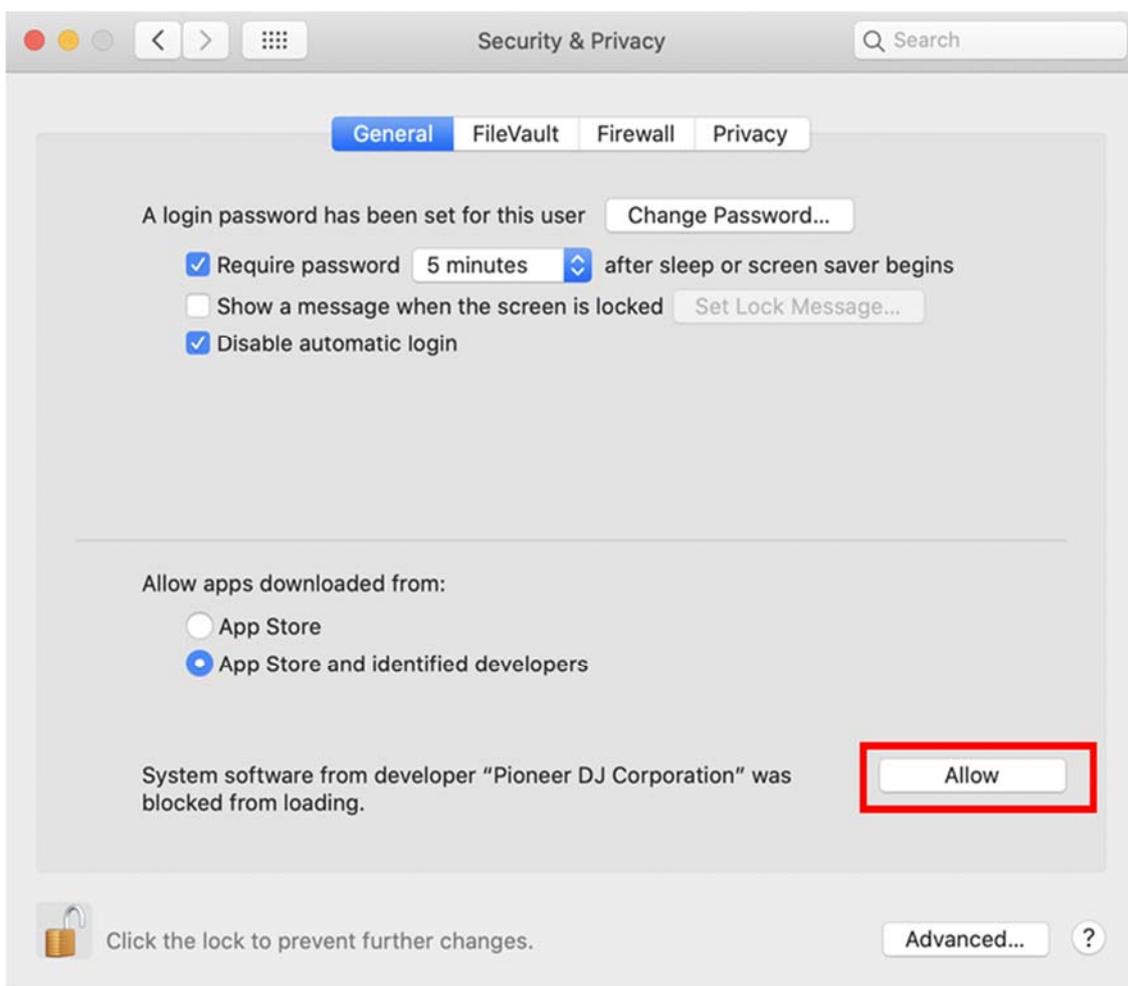
*On macOS Catalina 10.15, [Legacy System Extension] pop-up may appear after clicking [Allow].
 In such a case, click [OK] and close the pop-up.
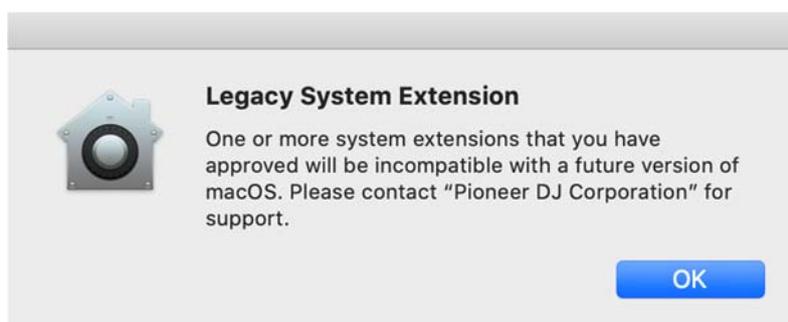
5)   When DJ equipment is connected to your Mac, disconnect and re-connect the USB cable.

**You'll need this process only when you install the driver software to one of the affected OS versions.
The above procedure is not necessary for OS versions other than the affected OS versions.**

2. If you installed the driver software without following the instructions described in step 1

2.1. Allow the driver software again.

1) Open [Applications] > [Utilities] > [System Information] and click [Software].
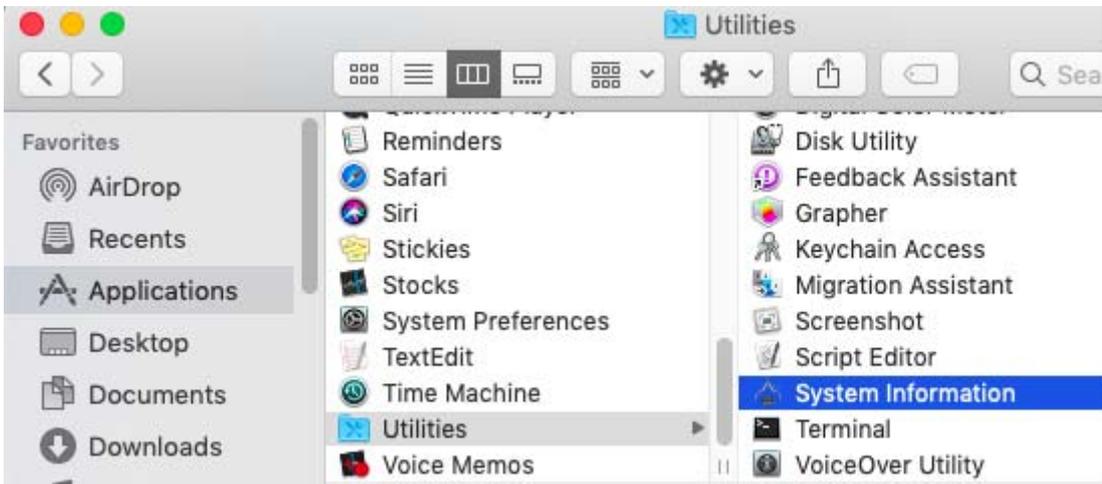
2) Select [Disabled Software] and check if the driver software of your equipment is shown in the right section.
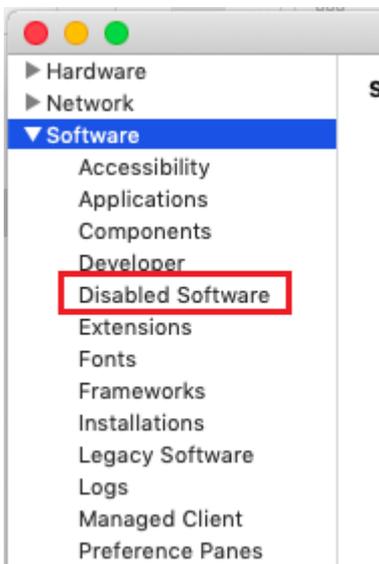
3) If the driver software of your equipment is shown, click [System Preferences] > [Security & Privacy] > [Allow].

4) Restart your Mac.

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

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 driver software of your equipment from Pioneer DJ support page.

   pioneerdj.com/support/

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 [XXXXX.dmg].

2) Double-click [XXXXXAudioDriver.pkg] in the mounted disk image to start.
   Follow the instructions on the screen.

3) Follow "**1. If you install the driver software for the first time**" to allow the driver software

   installation.

4) Connect your equipment to the computer.

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