

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

- If you install the driver software, follow the instructions in **Step 1. Install the driver software.**
- If you find any issues with the installed driver software, follow **Step 2. Reinstall the driver software** to reinstall it.
- If you're not sure whether you allowed the driver software installation, follow **Step 3. Check the installed driver software.**

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.



System Extension Updated

A program has updated system extension(s) signed by "AlphaTheta Corporation". To finish the update, you must approve it in the Security & Privacy System Preferences.

OK

Open Security Preferences

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

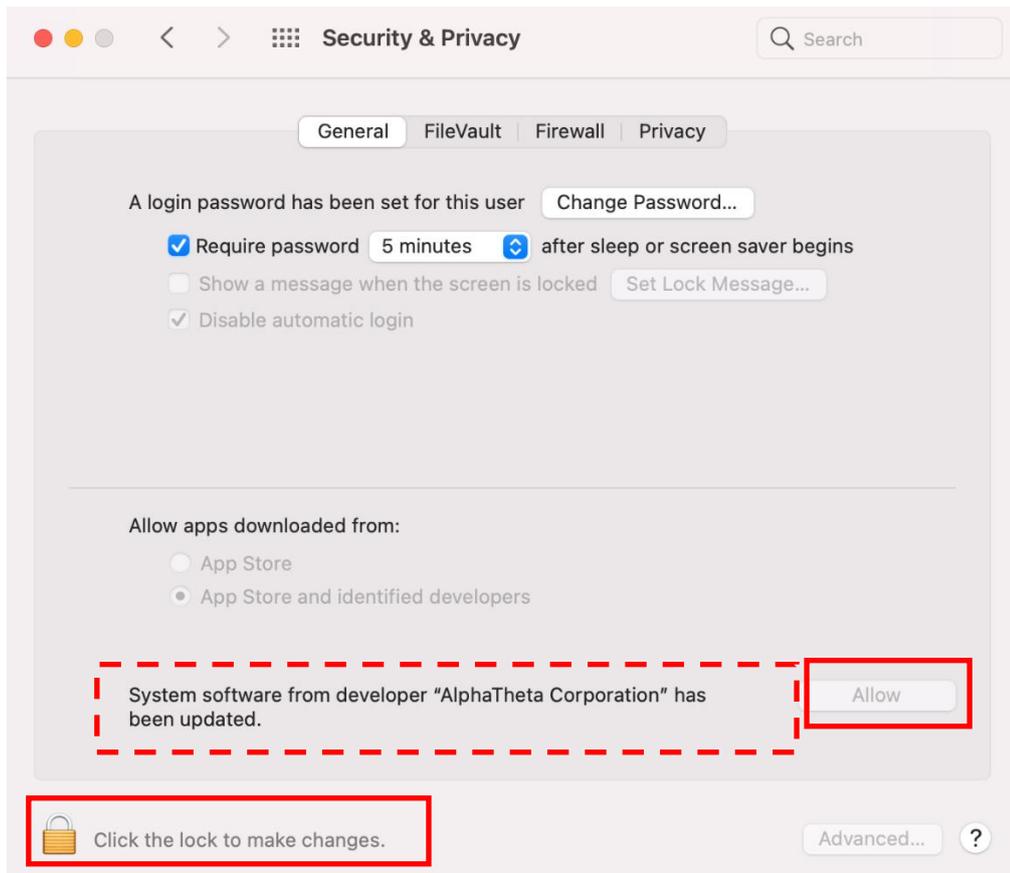
[System software from developer "AlphaTheta Corporation" has been updated.]

*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.

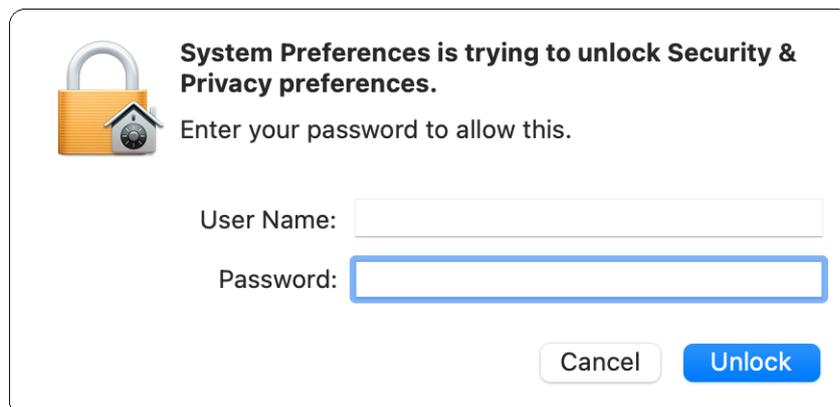
7) Click **[Allow]** at the bottom right of the dialog.

If you can't click it (when [Allow] is grayed out), click on the key icon with "Click the lock to make changes" at the bottom left to open the pop-up shown in 8).

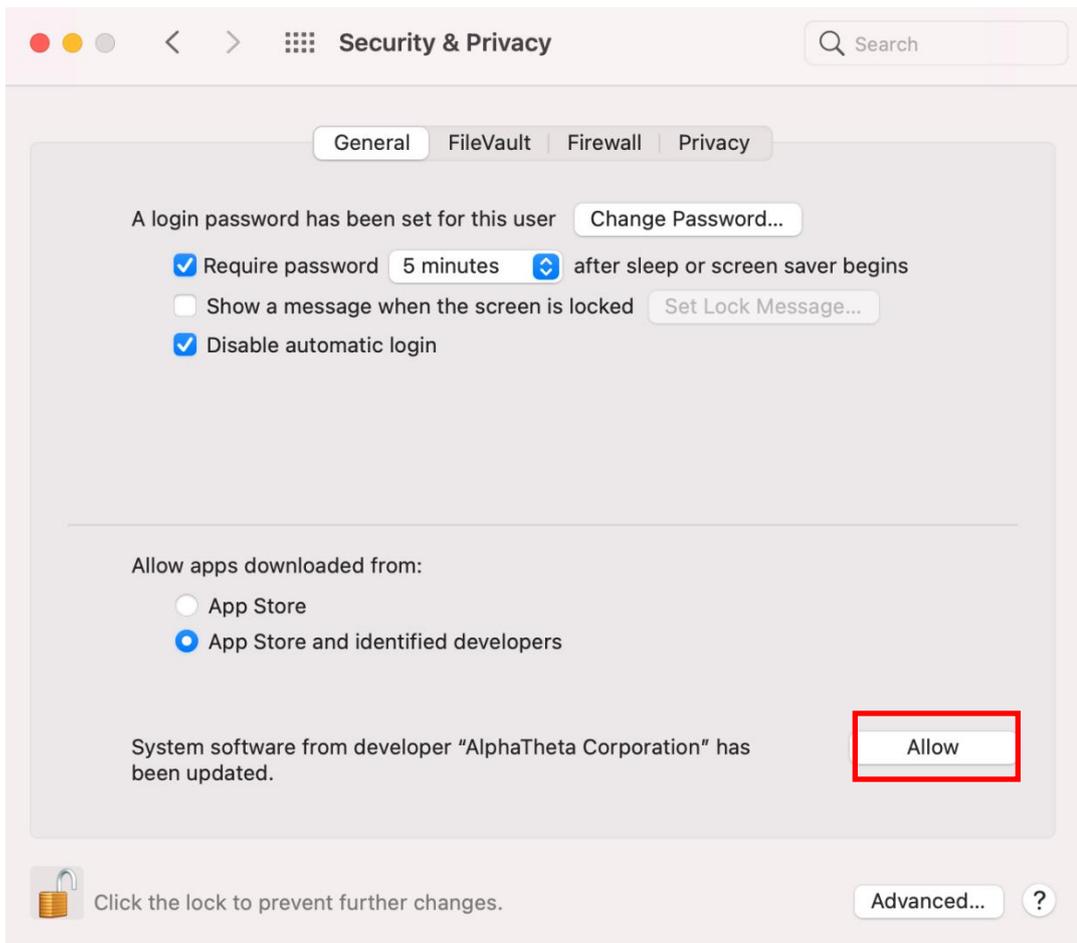


8) Enter [User Name] and [Password] and click [Unlock].

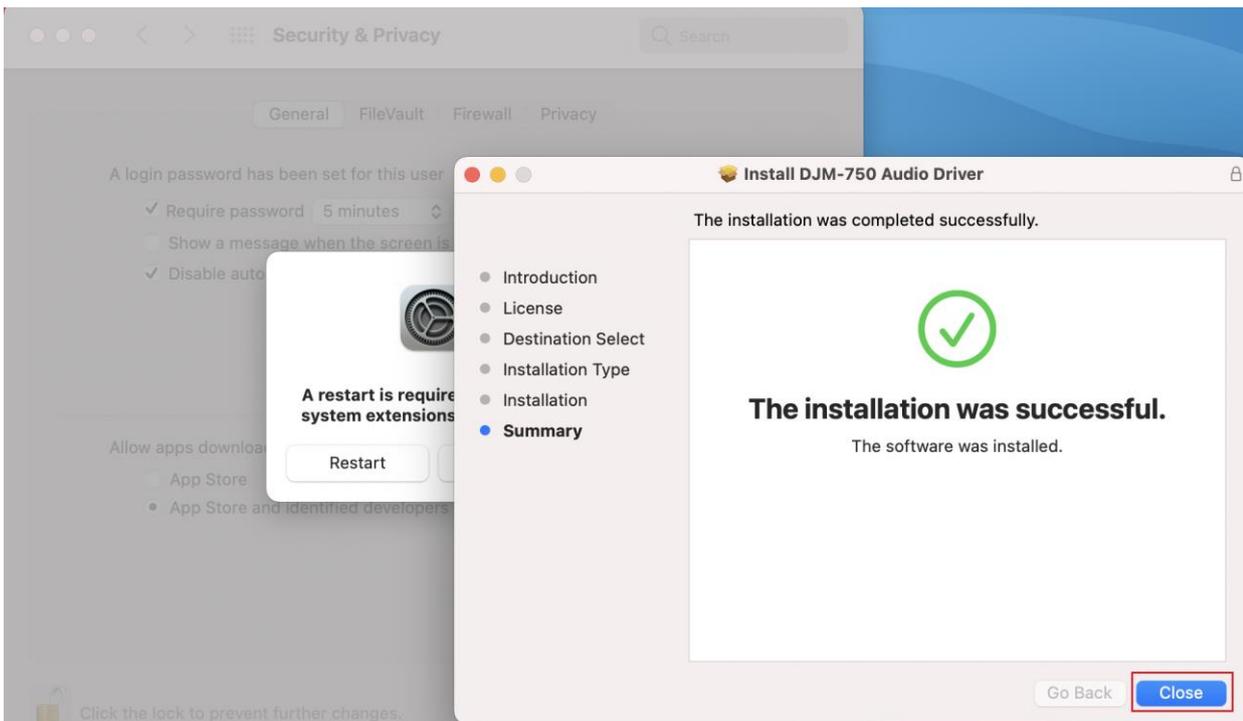
*If you enter a wrong user name and/or password, you can't click [Unlock].



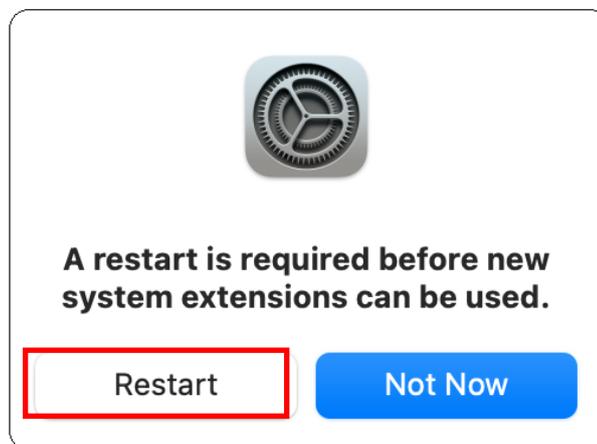
Click [Allow].



[The installation was successful] dialog appears after you click [Allow].
Click [Close] to close the installer.



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



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

(Example: The DDJ-1000 mounted disk image)

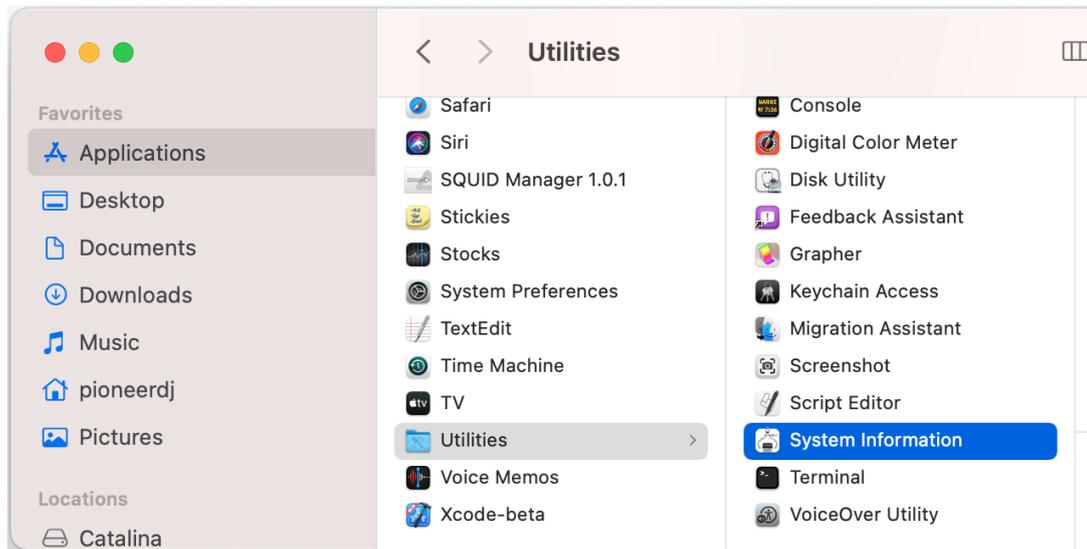


2.2. Install the driver software anew

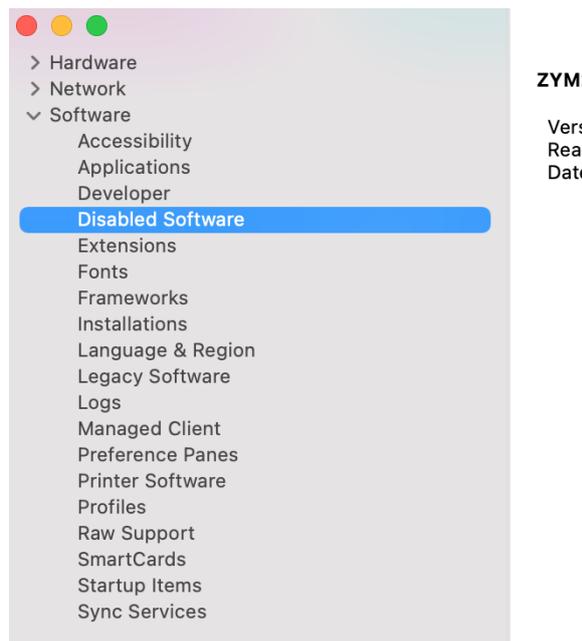
- 1) Double-click the downloaded disk image file [XXXXXX.dmg].
- 2) Double-click [XXXXXXAudioDriver.pkg] in the mounted disk image file.
Follow the instructions on the screen.
- 3) Follow "**Step 1. Install the driver software**" to allow the driver software installation.
- 4) Be sure to restart Mac 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 in the right section of the list, 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.

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