

Product not recognized on macOS High Sierra (10.13)

December 2017

macOS High Sierra 10.13 have introduced a new security feature that requires user approval when you install new driver software.

Products: **Q2n, Q4n, Q8, L-12, TAC-2, TAC-2R, TAC-8, UAC-2, UAC-8, R16 and R24**

If you do not approve, Mac does not recognize the product.

To enable the products on Mac, please follow these steps:

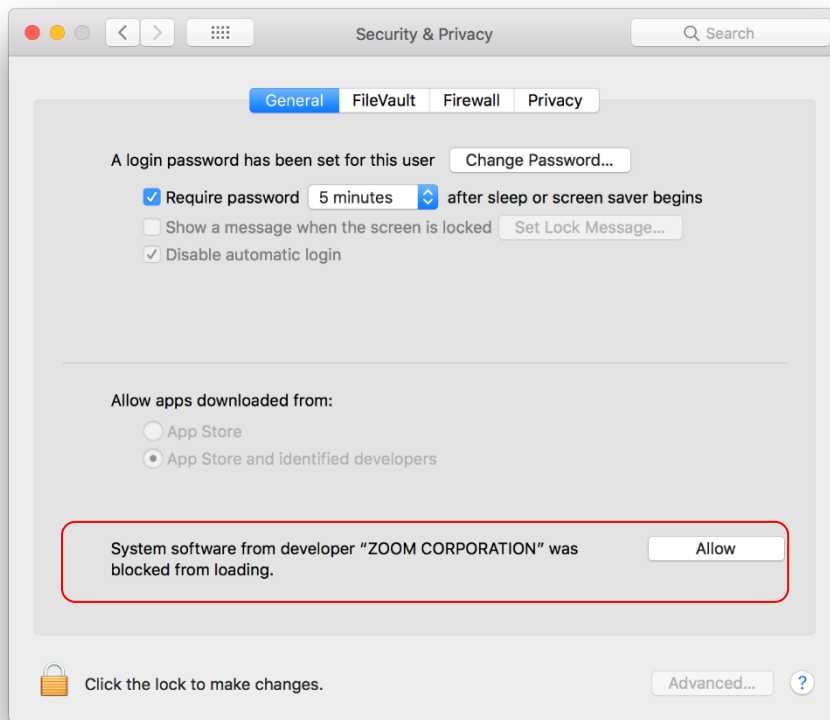
1. Please uninstall the driver if it is already installed on Mac.
2. Please reinstall the driver. Then, open "System Preferences" and click "Security & Privacy".

If display "System Extension Blocked" in a popup window when you install the driver, please click "OK".



3. When the "Security & Privacy" opens, you will see a message below:

System software from developer "ZOOM CORPORATION" was blocked from loading.



4. Click the Allow button in the lower right corner.