**Part 1: Delete original driver**

Open Finder, click menu Go > Go to Folder…, then type /Library/Audio/Plug-Ins/HAL/ to open the folder, you will see Audiojingle.driver, delete it or move it to Trash.

**Part 2: Unzip driver.zip**

Download the driver.zip from the link you get from support team and unzip the zip file. You will see install.sh, Audiojingle.driver and Guide-EN.docx.

**Part 3: Reinstall new driver**

1. Open Finder, go to Applications > Utilities and double-click on Terminal to launch Terminal.

2. Type "sudo sh "

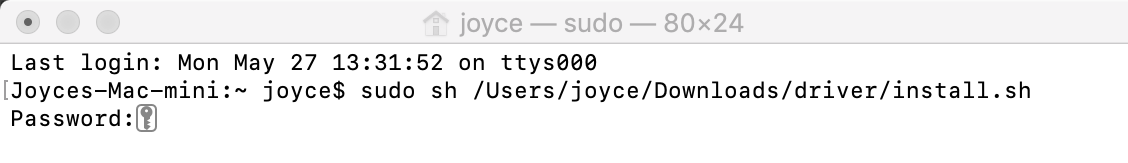
**Note:** Please note that there is a space in the command. You don’t need to type the double quotation.

3. Drag and drop install.sh file after "sudo sh ", or you can manually type the full path like the command below.

"sudo sh /Users/XXX/Downloads/driver/install.sh"

**Note:** Please replace XXX with your username. The full path is only an example, it depends on where you save the unzipped driver.

4. Press Enter key and type your password, the password is the one you use to login your computer.



**Note:** When typing your password, for security reason, nothing will appear. Just make sure you type the correct password and press Enter key.

5. Now reinstalling audio recording driver is done. After this, please restart your Mac. Please note that this step is required.

6. Now you can launch the program and start conversion again.