A Guide to

Install LACC for MacOS

Version: 1.2

Release Date: 8th February, 2024

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Prerequisites

Supported Operating Systems

LACC 2024 for Mac is supported on the following 64-bit operating systems:

- macOS 13: Ventura
- macOS 14: Sonoma

Hardware

- 1.8 GHz or faster 64-bit processor; Dual-core or better recommended. Both Intel (x64) and Apple Silicon (arm64) processors are supported.
- 4 GB of RAM.
- Hard disk space: Minimum of 2 GB.
- A screen resolution of 1280 x 800 or higher is recommended.

Supported Languages

LACC for Mac is currently available in English.

Additional Requirements

- Administrator rights are required to install LACC for Mac.
- Any older version of LACC must be uninstalled.

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Uninstallation Instructions

If you already have an older version of LACC for Mac, you must first uninstall it. If this is your first time installing, then skip this section and proceed to the Installation Instructions. You can use this guide to uninstall LACC for Mac and its dependent component individually.

1. Locate LACC app in the Applications directory and drag it to Trash. Alternatively, control-click/right-click and select Move to Trash as illustrated in the following image:

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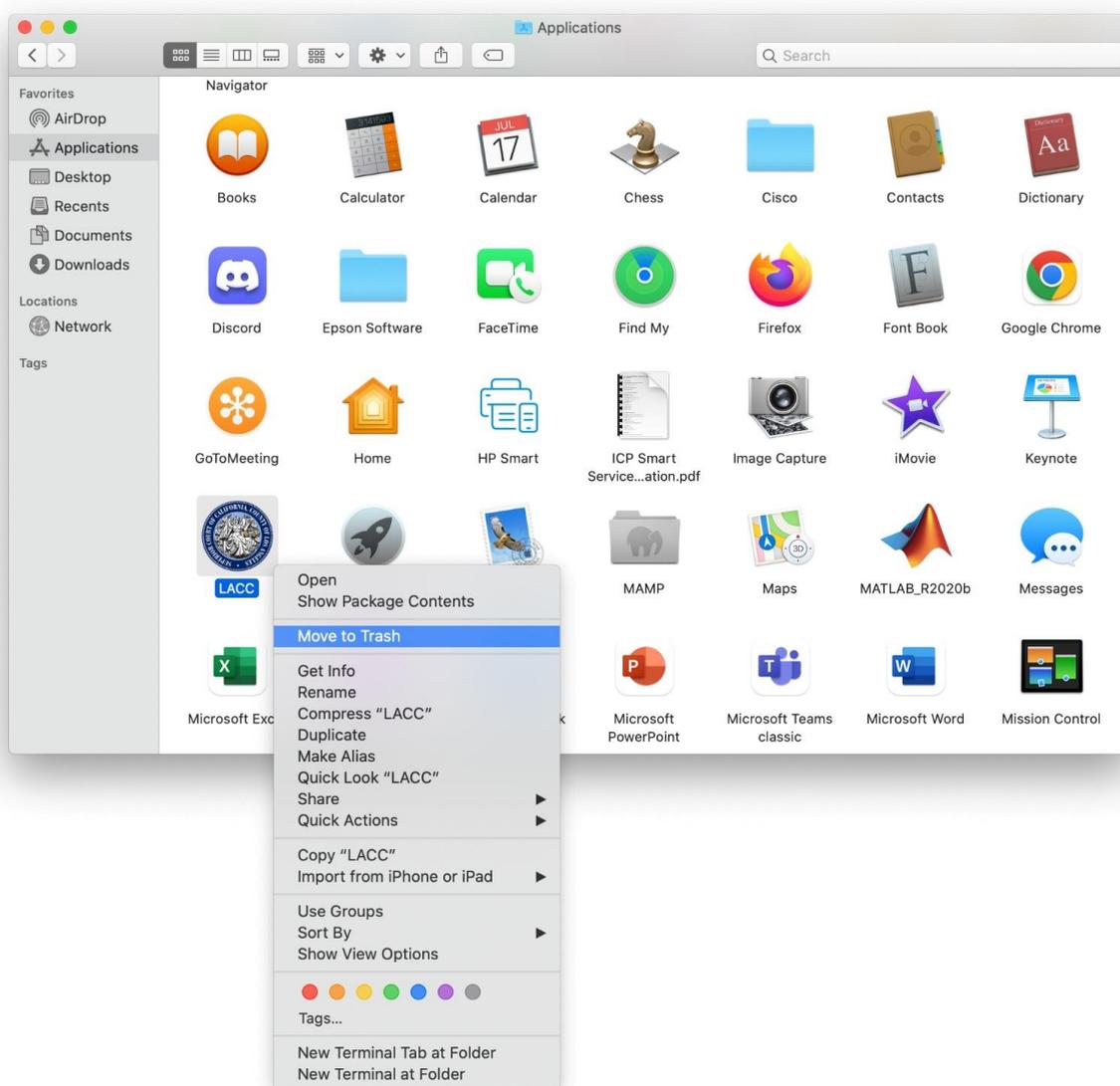
2. Deleting this app removes LACC for Mac, but there may still be a dependency of LACC in the system files. In the Finder, choose Go > Go to Folder.

3. Enter "/Library/Audio/Plug-Ins/HAL" into the Go to Folder field, then click Go. If the folder can't be found, skip this entire section and proceed to the Installation Instructions.
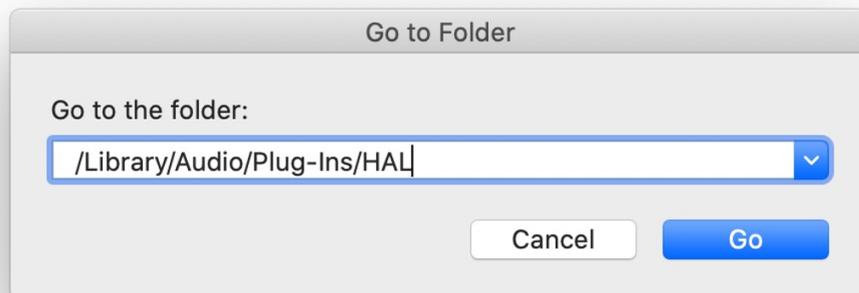
4. Check if folders called `UDC_Virtual2ch.driver` or `UDCNoiseRemove.driver` exist.
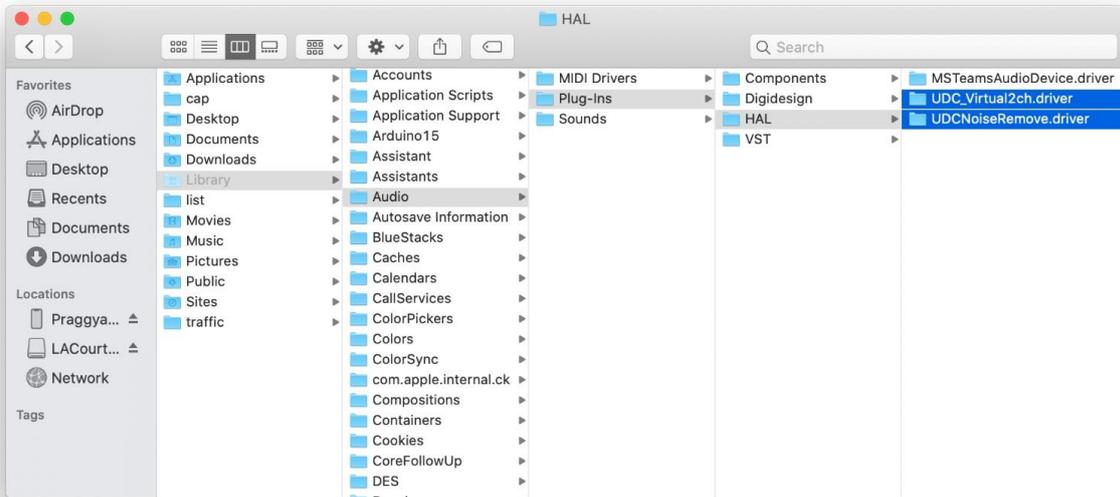
5. Move the folders named `UDC_Virtual2ch.driver` and/or `UDCNoiseRemove.driver` to the Trash. Control-click/right-click and select Move to Trash.

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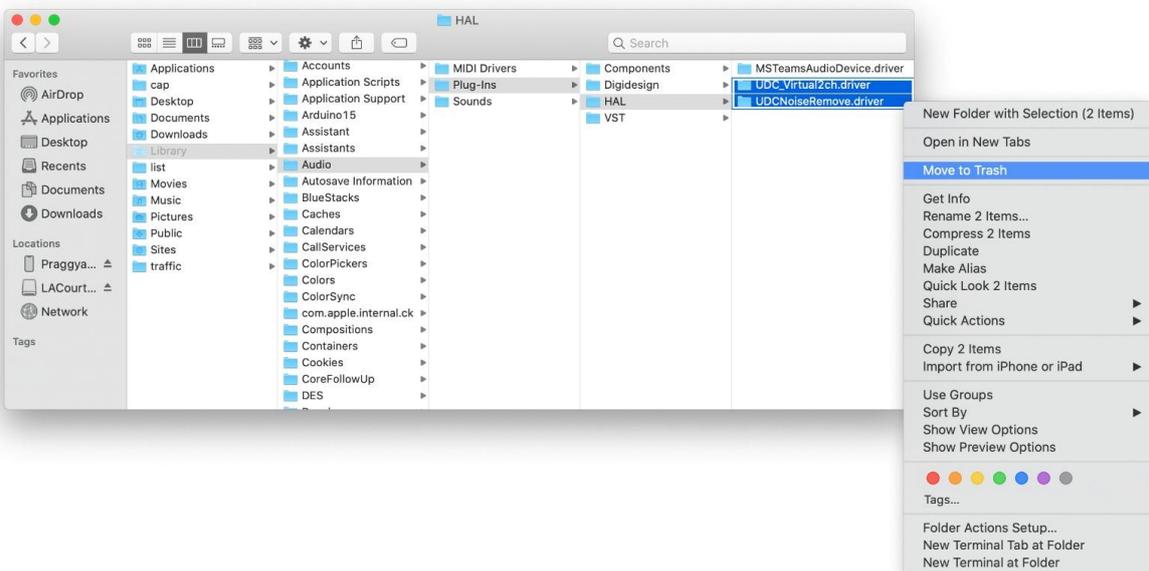
6. Control-click/right-click on the Trash icon and click Empty Trash.

7. Restart your Mac.

Installation Instructions

1. Download the installer using the link provided.
2. Once the download is complete, click the production-macos.dmg to mount the application.
3. <u>Drag the application into the Applications folder.</u> This is a very important step.
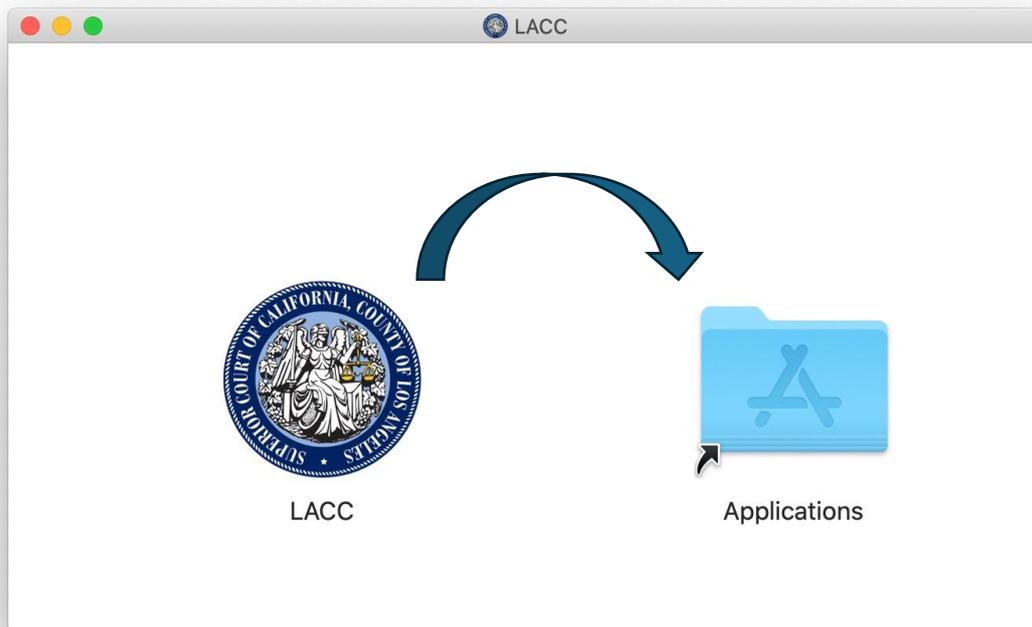
4. Locate LACC app in the Applications folder and double click to open the application. You may be presented with a warning about the application being downloaded from the Internet. Select **Open**.

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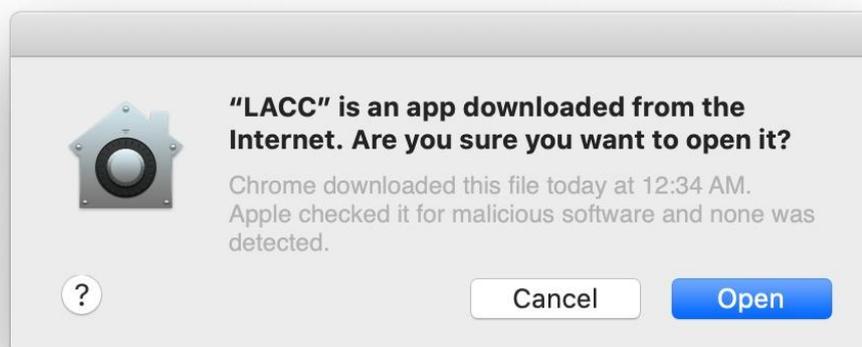
5. LACC will launch, and you can use your login credentials to join your hearing.

Camera/Microphone Permissions

If you encounter any difficulties with camera and microphone permissions, please follow these steps for resolution:

1. Navigate to System Preferences>Security & Privacy>Privacy.
2. Ensure that the LACC app is listed and has been granted access for both Camera and Microphone functionalities.

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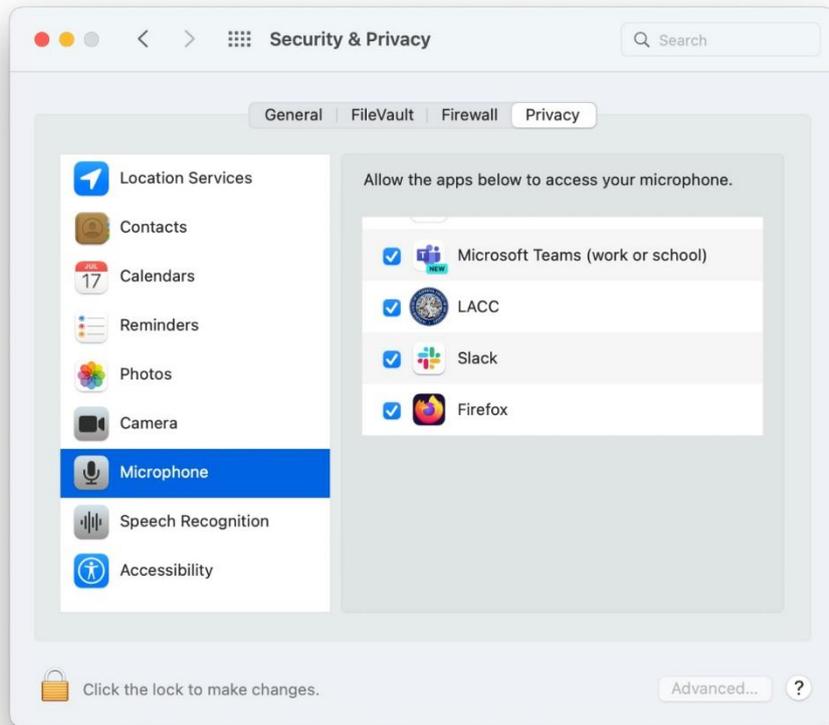
System Preferences>Security & Privacy>Privacy>Microphone
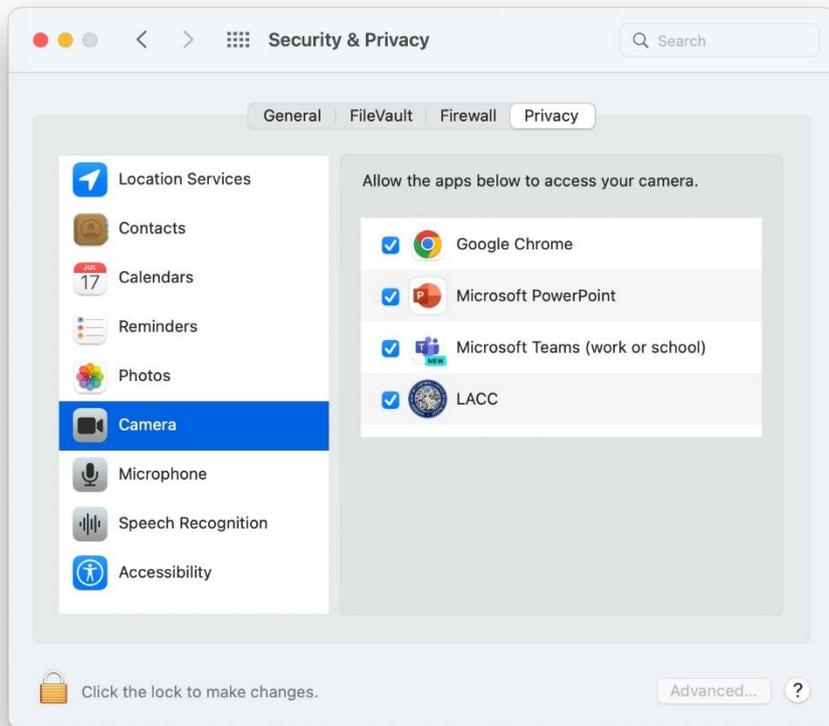
System Preferences>Security & Privacy>Privacy>Camera

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