

innex

Connect Pro

macOS SOFTWARE INSTALLATION GUIDE

Applicable to macOS 13 or later

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1. Before Installation

1.1 System Requirements

Requirement	Details
Operating System	macOS 13 Ventura or later
Account Privilege	Administrator account with password access
Available Storage	At least 500 MB free disk space

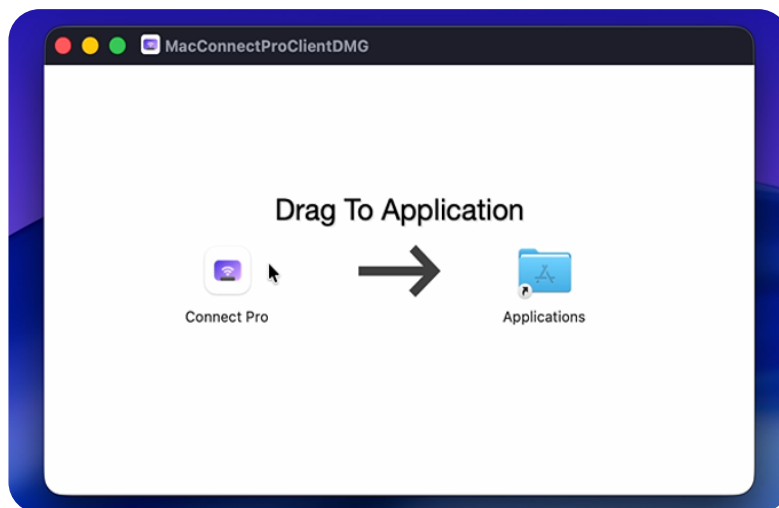
1.2 Download the Installer

Download Connect Pro from the official website to ensure you are using the latest official version.

Official download: <https://funtechinnovation.com/downloads/>

1.3 Copy to Applications Folder

Open the downloaded .dmg file. When the window appears, drag the Connect Pro icon to the Applications folder, then eject the disk image and launch Connect Pro from Applications or Launchpad.



2. Installation Steps

Launch Connect Pro after copying it to Applications. The Setup Wizard starts automatically and guides you through the following steps.

Note: If you click Quit at any point, the installer saves your progress and resumes from the same step the next time you open Connect Pro.

2.1 Step 0 Welcome to Set Up

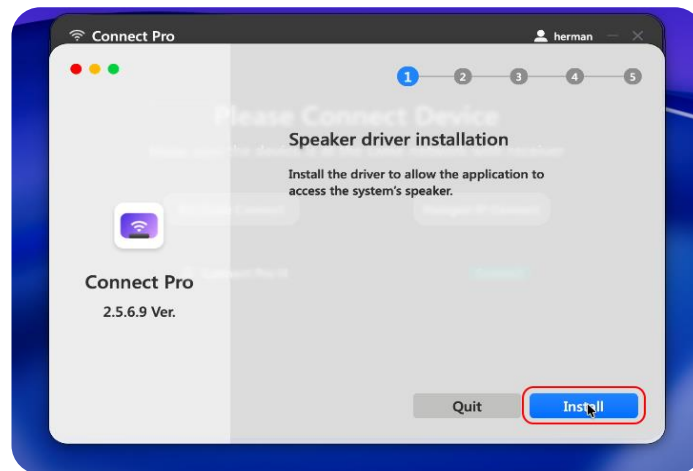
This screen lists all the steps the installer will perform. Review the list, then click “Next” to begin.



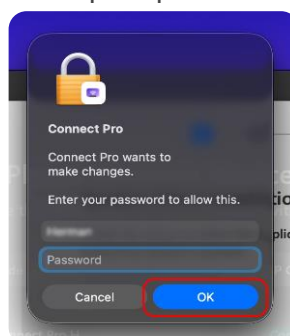
2.2 Step 1 Speaker Driver Installation

Installs the speaker audio driver so the device's audio output works correctly on macOS.

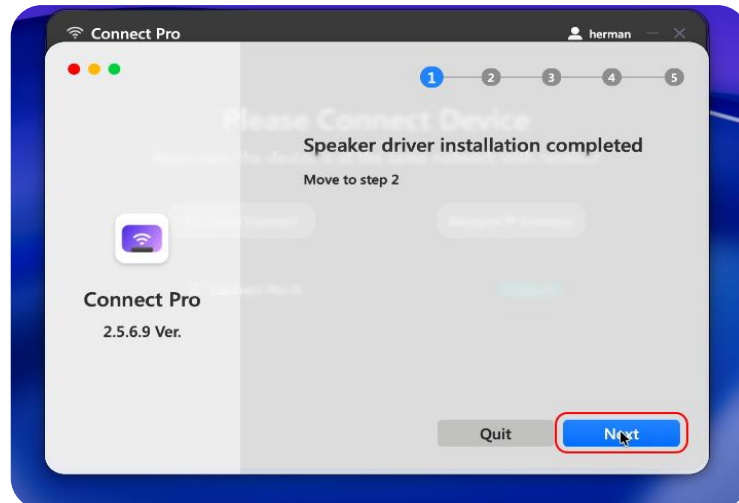
1. Click “Install” on the Speaker Driver Installation screen.



2. Enter your administrator password when prompted and click “OK”.



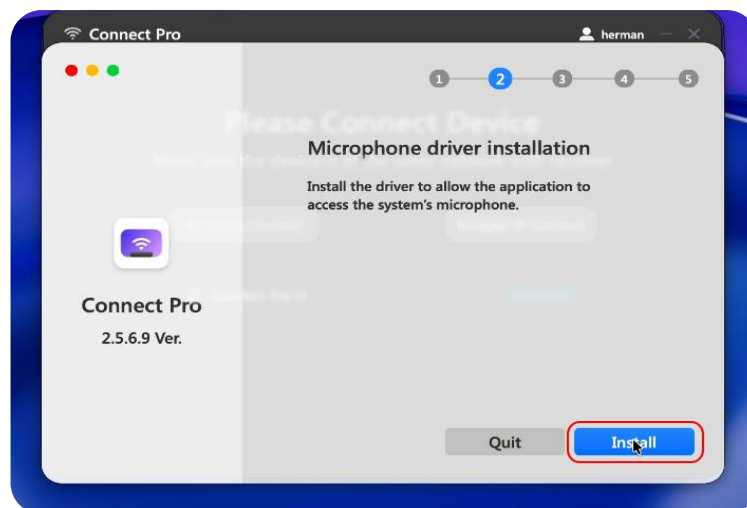
- When the screen shows "Speaker driver installation completed", click "Next".



2.3 Step 2 Microphone Driver Installation

Installs the microphone driver to enable the device's audio input on macOS.

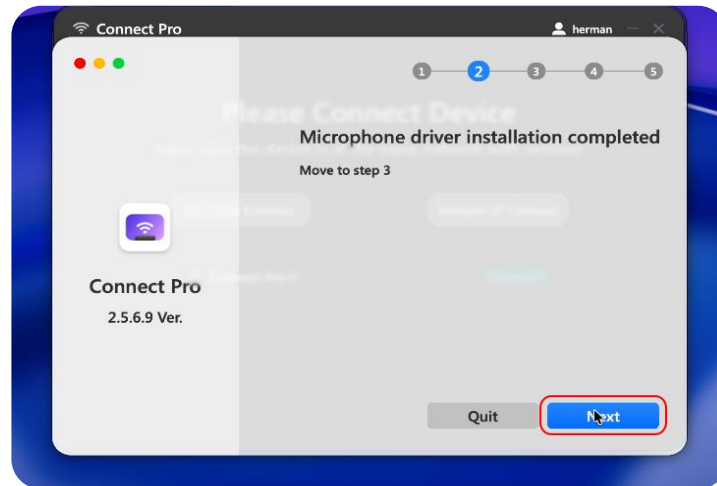
- Click "Install" on the "Microphone Driver Installation" screen.



- Enter your administrator password when prompted and click "OK".



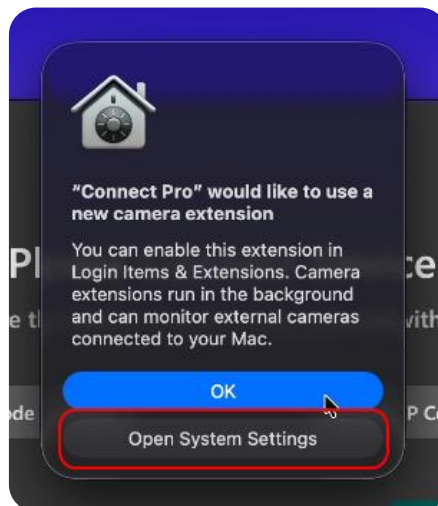
- When the screen shows "Microphone driver installation completed", click "Next".



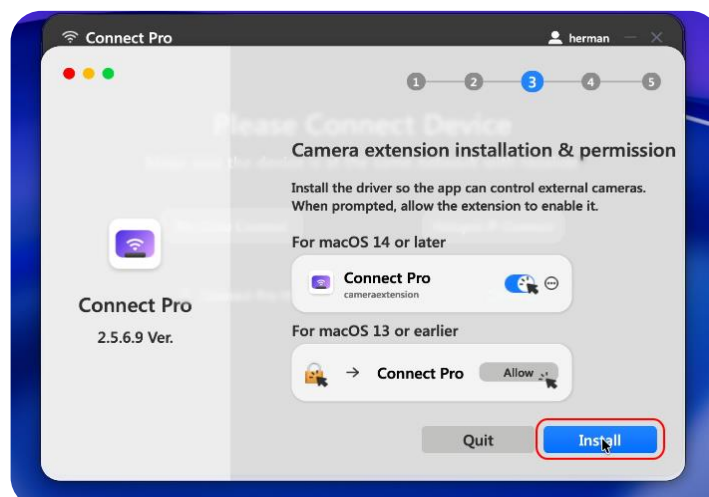
2.4 Step 3 Camera Extension Installation & Permission

This step installs the Connect Pro Camera Extension and requires to grant the permission in macOS System Settings.

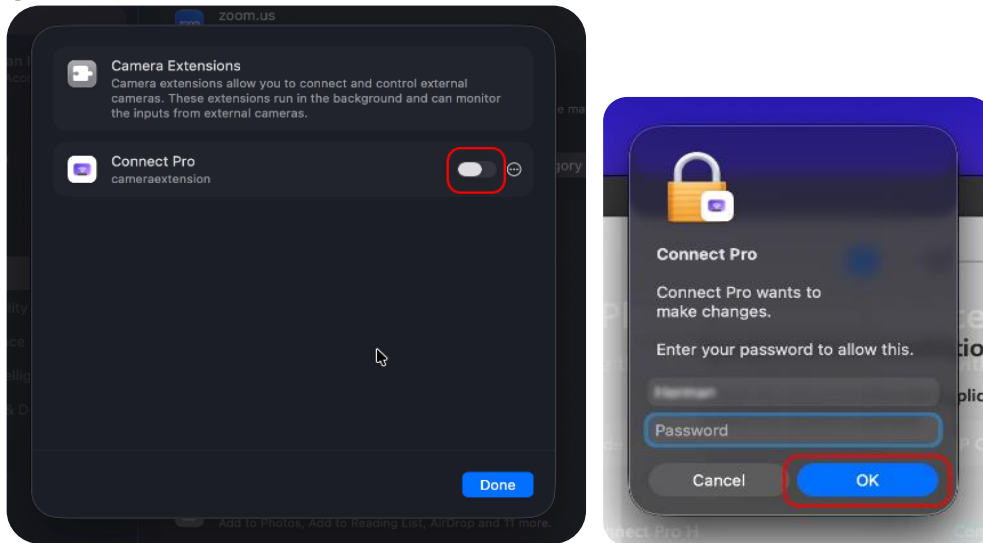
when you click "Install", a dialog: "Connect Pro would like to use a new camera extension." appears. Please take the following steps and grant the permission.:



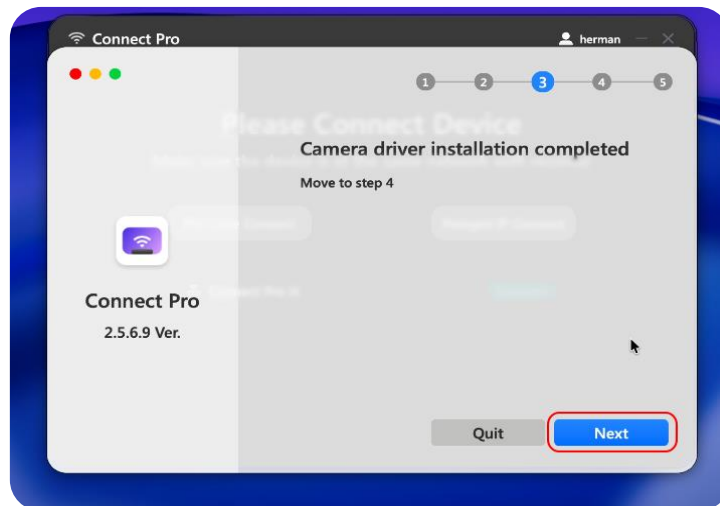
- Click "Install" on the Camera Extension Installation screen.



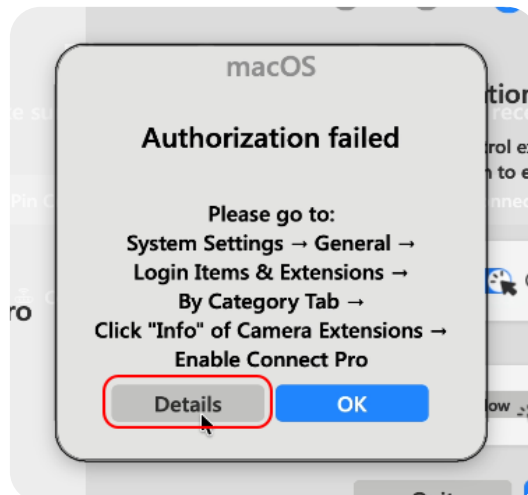
2. In the macOS dialog, click “Open System Settings”.
3. macOS navigates directly to the Camera extensions setting page. Ensure to enable the Connect Pro.



4. Return to the installer — it detects the permission has been granted and lets you proceed to the next step.

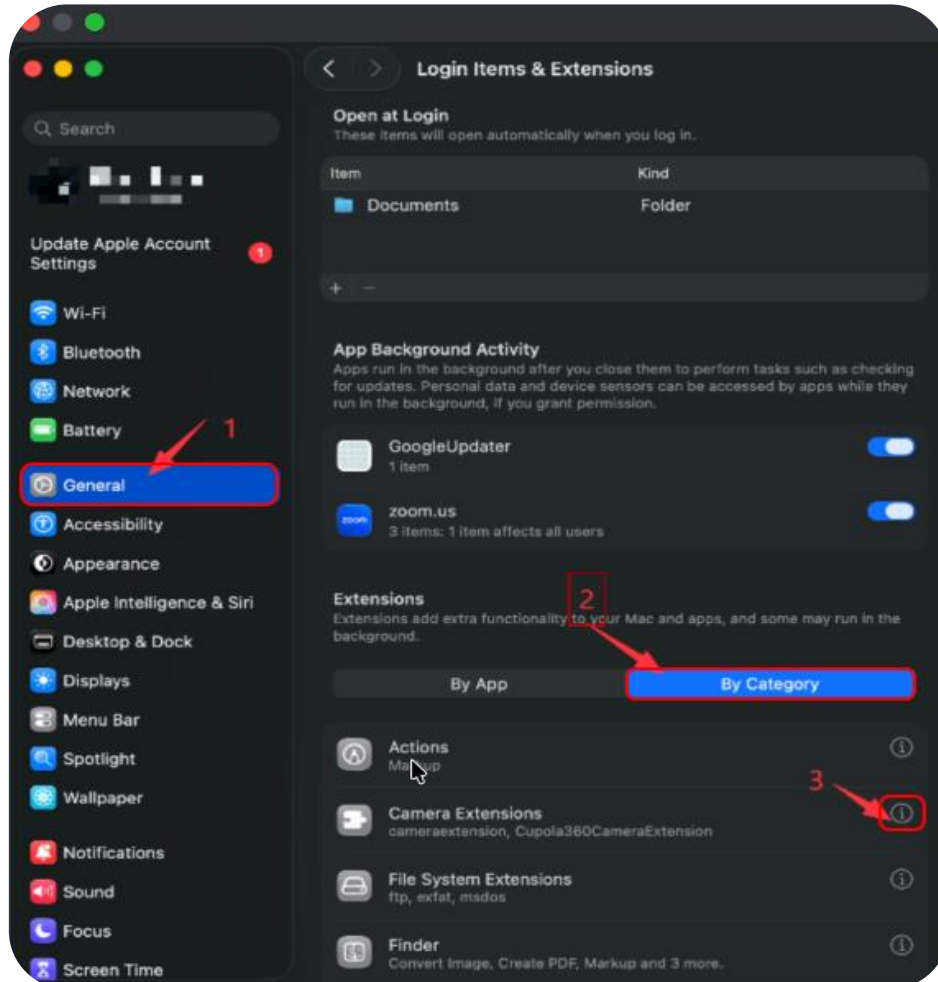


Note: If the dialog did not appear or “OK” was clicked instead of “Open System Settings” when macOS showed the dialog at launch, clicking “Install” at this step will show an error dialog. Please navigate to System Settings manually and grant the permission by following the steps below.

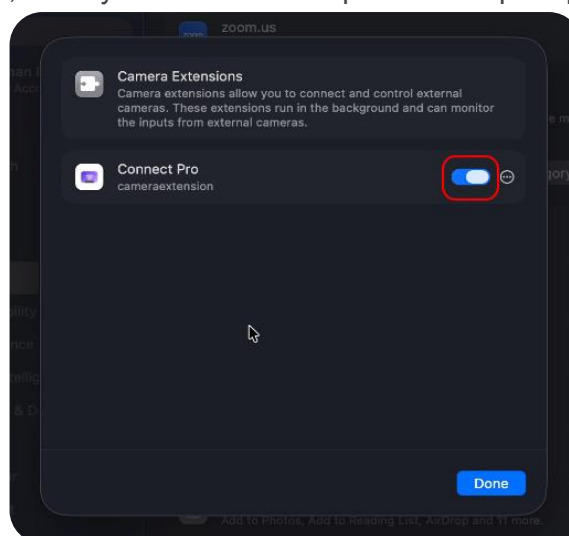


1. Follow the path shown in the error dialog for your macOS version:

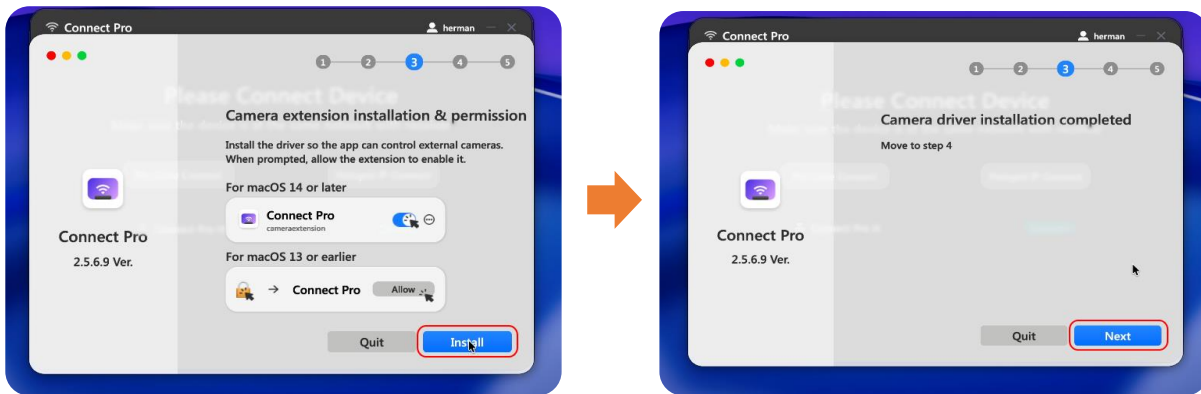
- **macOS 14 or later:** System Settings → General → Login Items & Extensions → By Category → Camera Extensions
- **macOS 13 or earlier:** System Settings → Security & Privacy → click the lock icon to unlock → Allow Connect Pro



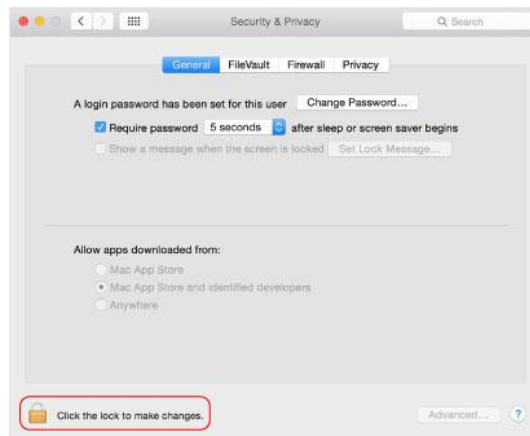
2. Enable the Connect Pro, enter your administrator password if prompted.



- return to the installer and click “Install” again. The installer will verify the permission and allow you to proceed.



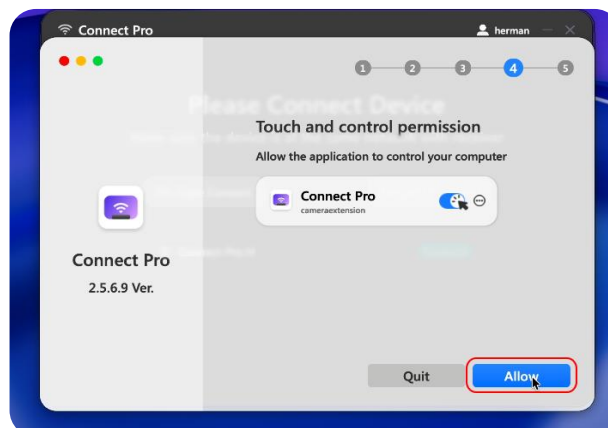
Note: You cannot move on to Step 4 unless the Camera Extension permission is granted. If the toggle is greyed out, click the lock icon at the bottom of the Privacy & Security page and authenticate first.



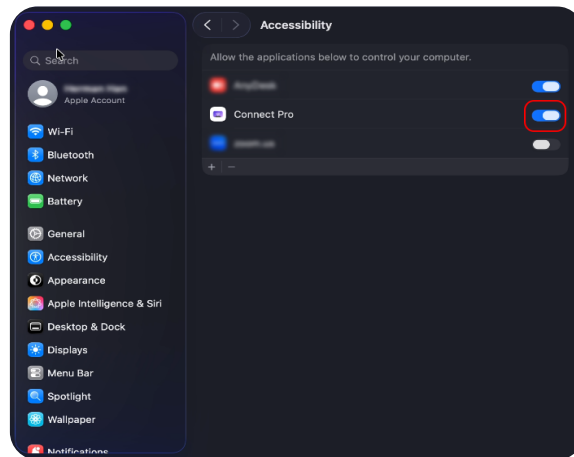
2.5 Step 4 Touch and Control Permission

Connect Pro requires Accessibility (Touch & Control) permission to control your Mac during presentations.

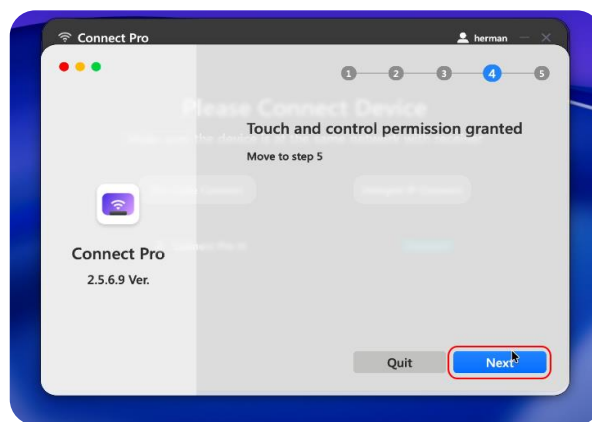
- Click “Allow” on the “Touch and Control Permission” screen.



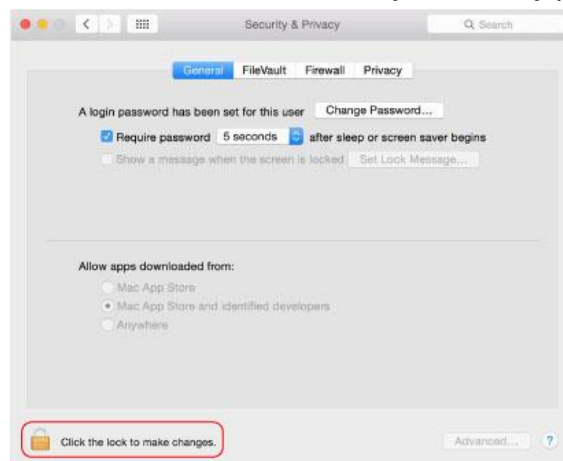
- System Settings -> Privacy & Security -> Accessibility opens automatically.
- Confirm that the Connect Pro is enabled.



4. Return to the installer — it detects the permission has been granted and lets you proceed to the next step.



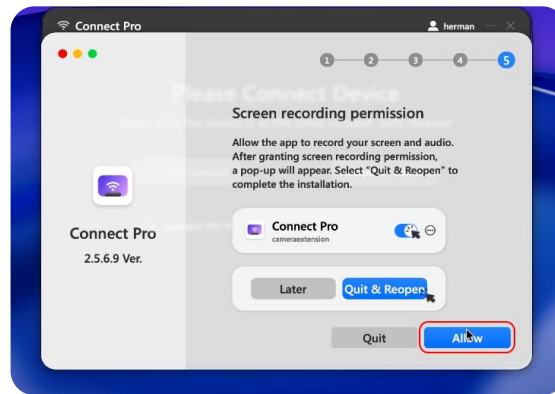
Note: Cannot move on to Step 4 unless the Accessibility permission is granted. If the toggle is greyed out, click the lock icon at the bottom of the Privacy & Security page and authenticate first.



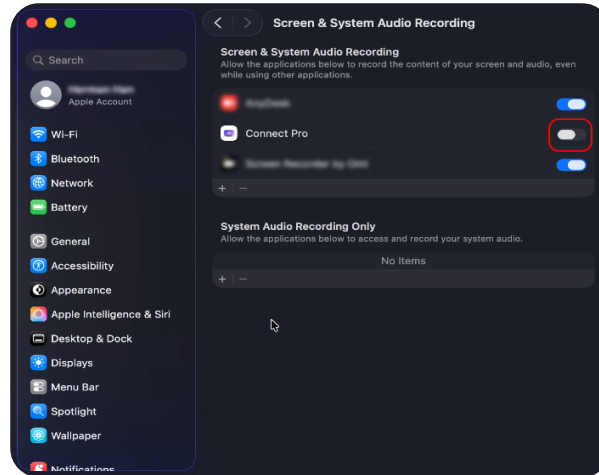
2.6 Step 5 Screen Recording Permission

Connect Pro requires Screen Recording permission to capture and share your screen during meetings.

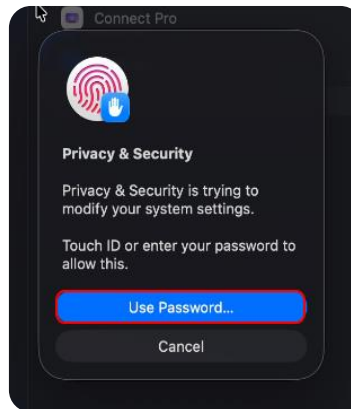
1. Click “Allow” on the “Screen Recording Permission” screen.



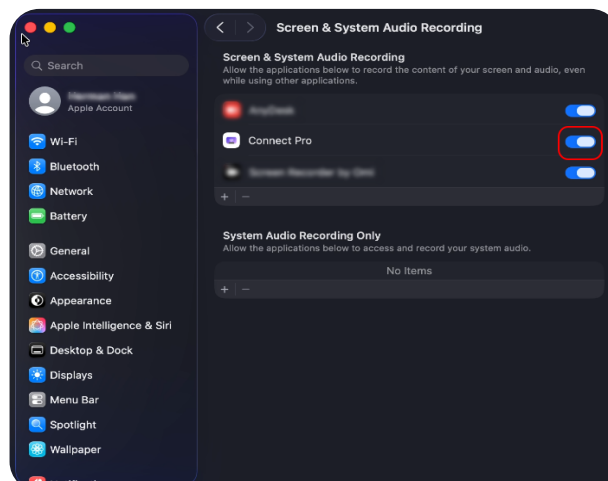
2. System Settings -> Privacy & Security -> Screen & System Audio Recording opens.



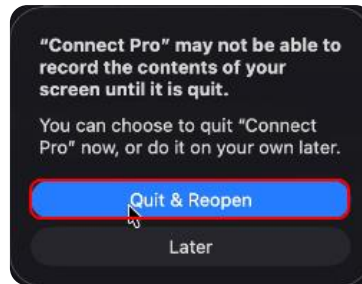
3. If prompted, enter your password and click "Use Password to unlock".



4. Confirm that Connect Pro is listed and turned ON.



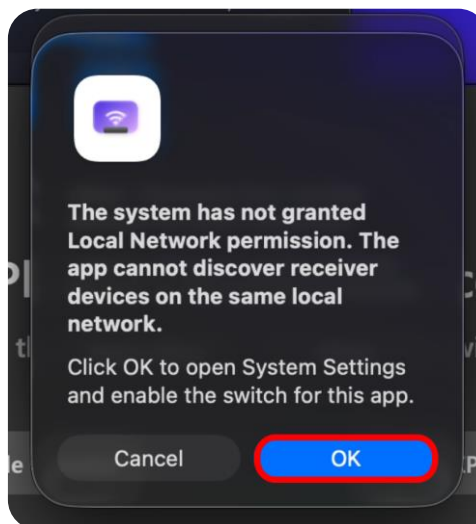
- Click "Quit & Reopen" in the installer to complete installation.



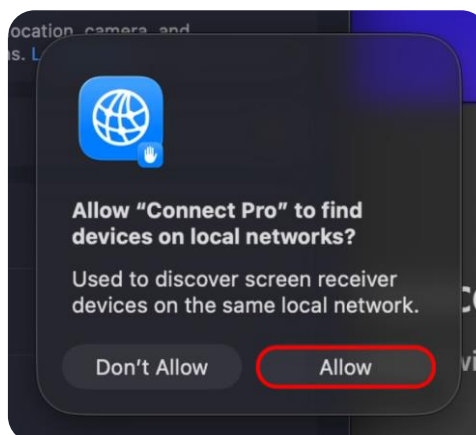
Note: After clicking "Quit & Reopen", Connect Pro restarts automatically. Installation is complete.

2.7 Step 6 Local Network Permission

After the installation completes and you click "Quit & Reopen", Connect Pro restarts automatically. If macOS has not yet granted Local Network permission, the app cannot discover receiver devices on the same network, and the following dialog appears.



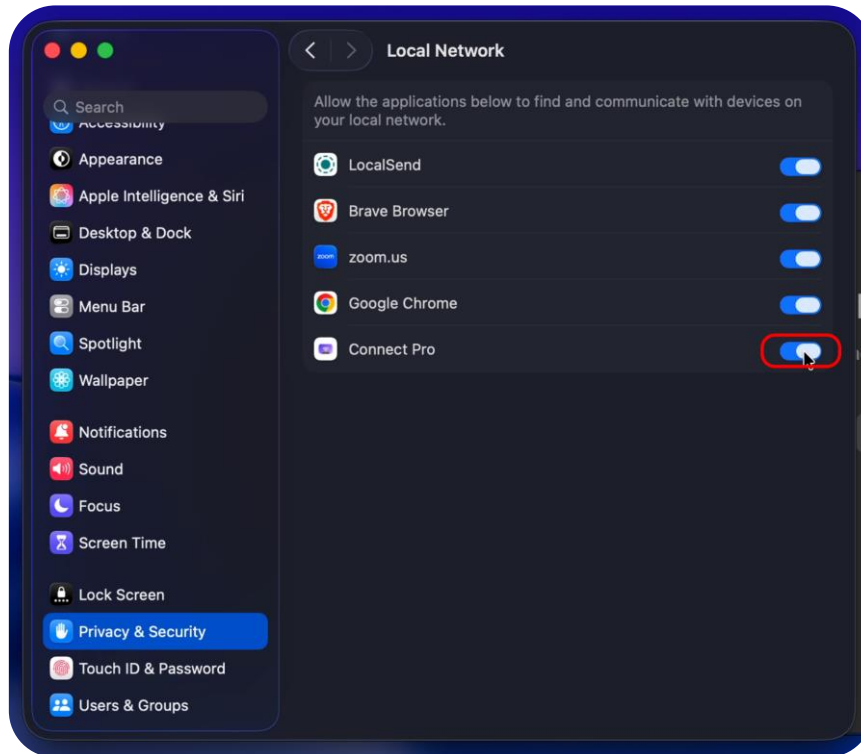
- Click "OK" to open System Settings and enable the switch for Connect Pro.
- macOS then shows a system dialog: "Allow "Connect Pro" to find devices on local networks?"



- Click "Allow" to complete the setup.

Note: If you click "Cancel" on the first dialog, or "Don't Allow" on the system dialog, Local Network permission will not be granted automatically. You must enable it manually in System Settings:

1. Go to **System Settings** → **Privacy & Security** → **Local Network**.

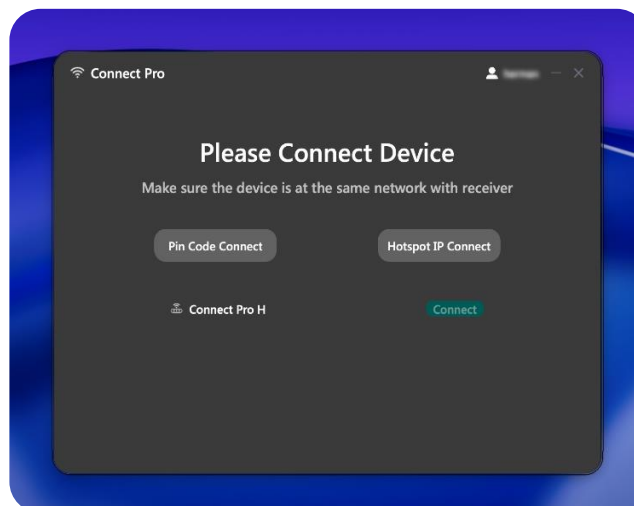


2. Find Connect Pro in the app list and turn on the toggle to grant the permission.

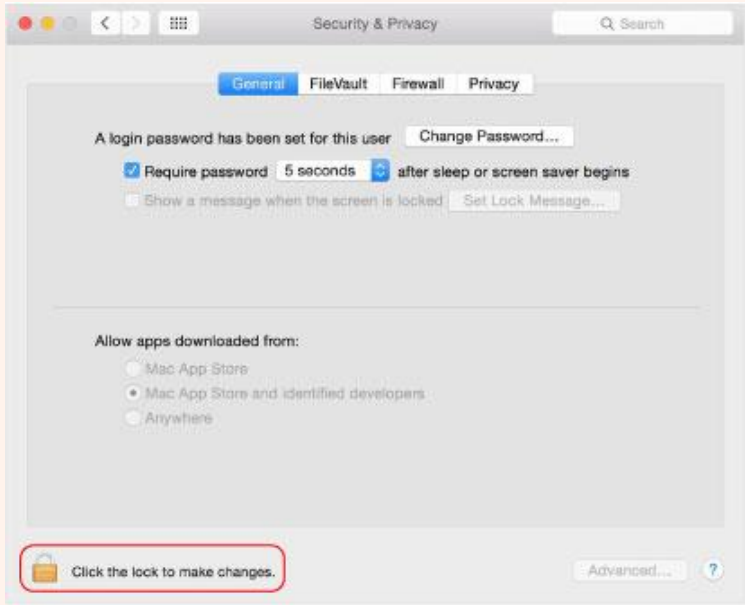
Note: As long as Local Network permission remains disabled, Connect Pro will show this permission dialog every time the app launches. Once the permission is granted (either through the dialog or manually in System Settings), the dialog will no longer appear.

2.8 Step 7 After Installation

After Connect Pro restarts, follow the on-screen prompts to connect your device and start screen sharing.



3. Troubleshooting

Issue	Solution
Cannot proceed to next step	Check that all the required drivers have been installed, and the necessary permissions have been granted. The installer will not proceed to the next step unless all required actions have been completed at each step.
Redirect failed (Camera Extension)	Manual change the setting in settings. The location is shown below: macOS 14+: System Settings -> General -> Login Items & Extensions -> By Category -> Camera Extensions, then enable "Connect Pro" . macOS 13: System Settings -> Security & Privacy -> unlock -> then allow "Connect Pro" .
Permission toggle unavailable	Click the lock icon in the lower-left corner of the Privacy & Security window and authenticate with an administrator password (or Touch ID) to unlock the settings. Once unlocked, try enabling the permission again. 
App does not restart after Step 5	Manually quit and relaunch Connect Pro from Applications or Launchpad.

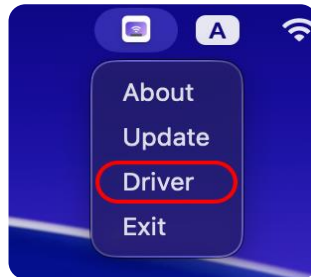
4. Uninstallation

Deleting the application alone does not fully remove Connect Pro. Complete all four steps below for a clean uninstall.

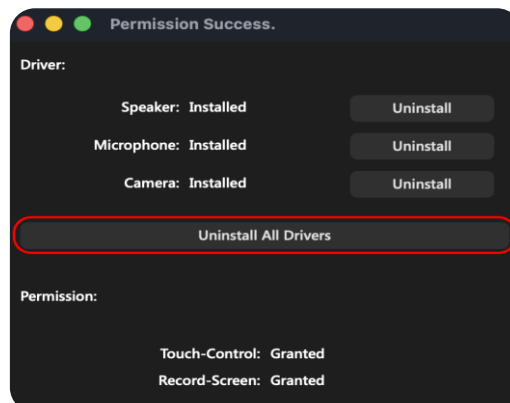
4.1 Uninstall All Drivers

Before removing the application, first uninstall all device drivers from the menu bar to ensure a clean removal.

1. Click the Connect Pro icon in the menu bar at the top right of the screen.
2. Select "Driver" from the dropdown menu (About / Update / Driver / Exit).



3. The "Permission Success" window opens.
4. Click "Uninstall All Drivers" (or uninstall Speaker, Microphone, and Camera individually). Enter your administrator password when prompted for each driver.



5. Confirm that all drivers no longer show "Installed", then continue with the steps below to remove the application.

Note: Each driver requires a separate administrator password entry. If "Uninstall All Drivers" does not respond, uninstall Speaker, Microphone, and Camera one at a time using their individual Uninstall buttons.

4.2 Remove the Application

1. Open Finder -> Applications.
2. Drag Connect Pro to the Trash, or right-click -> Move to Trash.
3. Empty the Trash.

4.3 Restart Mac

Please restart your Mac to ensure Connect Pro and its drivers are completely uninstalled.

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