

31st October 2019

Important Notice

This notice is for all GOCCOPRO Macintosh OSX printer drivers. Windows drivers are not affected.

Due to a significant change of Macintosh OSX 10.15 Catalina software update, RISO have advised only 64bit applicable programs are suitable, with no support for 32bit programs. Due to this change, please note the following software and driver information for each GOCCOPRO model:

**MiScreen A4 utility software**

This software installer and program will work on OS 10.15 Catalina

**GOCCOPRO 100 Printer Driver**

Current GOCCOPRO 100 driver for Mac does not run or does not work on OS 10.15 Catalina. To avoid the situation, we have to ask all customers not to upgrade automatically on Macintosh OS if they wish to continue to use GOCCOPRO 100. Please retain using OS version 10.14 or earlier. RISO R&D is working on to revise it and schedule to make tentative version in April or May 2020. RISO apologise for the inconvenience.

**GOCCOPRO QS200 Printer Driver**

We are currently checking if the present QS200 driver would work on OS 10.15 Catalina or not. Please do not upgrade Mac OS until the testing has been completed and a solution found.

**GOCCOPRO QS2536 Printer Driver**

The Mac printer driver for QS2536 will work on OS 10.15 Catalina. Although RISO have a report that when driver file is download from the Internet (google drive etc) by Safari browser, the OS version gateway would be overwritten on the file and will not be able to go through the installer program.

For drivers sent by e-mail on Windows or Mac OS 10.14 earlier, it is expected to operate. This is not yet confirmed. We recommend waiting to upgrade the Operating system.

The above information has been supplied by RISO Kagaku in Japan after inhouse testing. This has not been tested or verified by NEHOC as we do not utilise Macintosh computers.

Until such time as a confirmed compatibility with Mac OSX 10.15 Catalina becomes available, NEHOC recommend not to upgrade from OSX 10.14 software.

Please visit www.gocopro.com.au where the latest Macintosh driver information will be listed on the bottom of the homepage.

PO Box 175
NARRABEEN NSW 2101, Australia

Phone: 02 9979 9700

E-mail: info@gocopro.com.au

Internet: www.gocopro.com.au

This Information Sheet is produced by NEHOC Australia Pty Ltd and is intended to be used as a guide only. NEHOC may not be held responsible for any fault or misinterpretation that may occur from its use by the customer. Specifications and/ or contents correct at time of publication. Information is subject to change without notice. All rights reserved.



DS-GPA31OCT19