

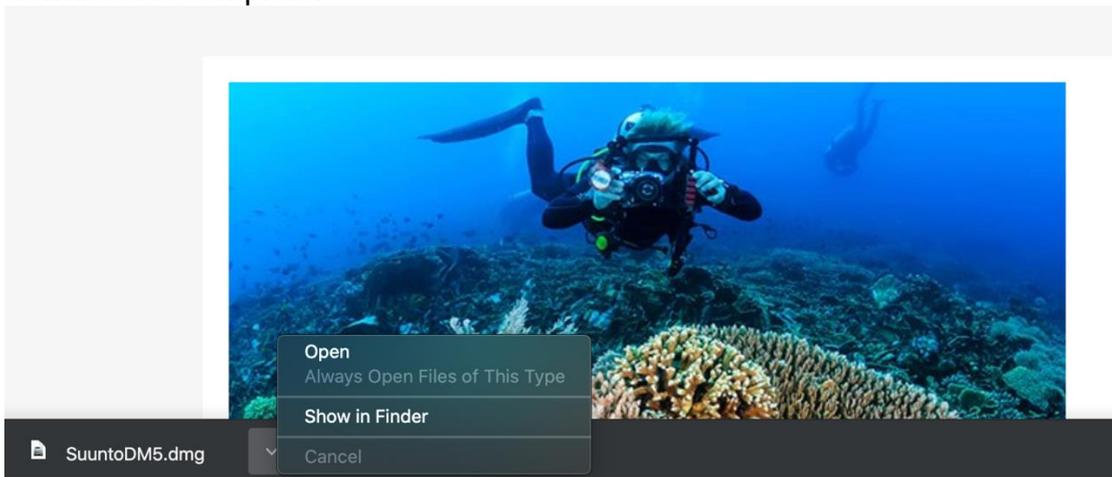
Troubleshooting steps – Suunto DM5 on Mac OS Catalina workaround

Description of installation steps:

- Download DM5 from the Suunto. com page



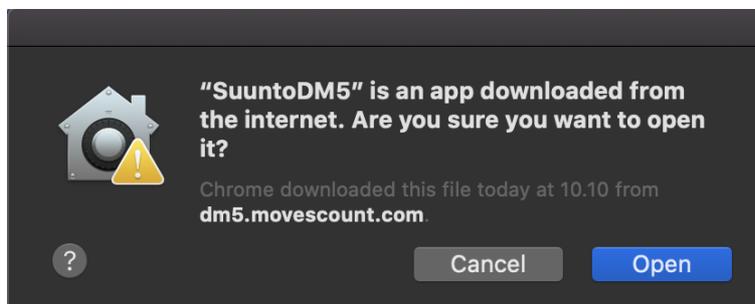
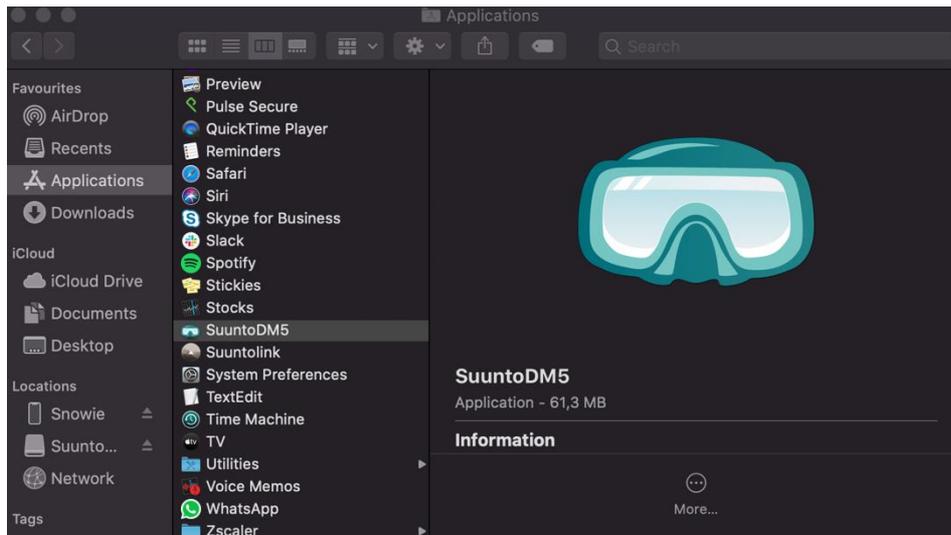
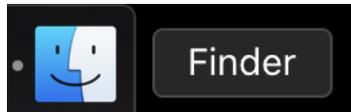
- The .dmg file will appear in the lower bar of the page with an arrow up when the download is complete.



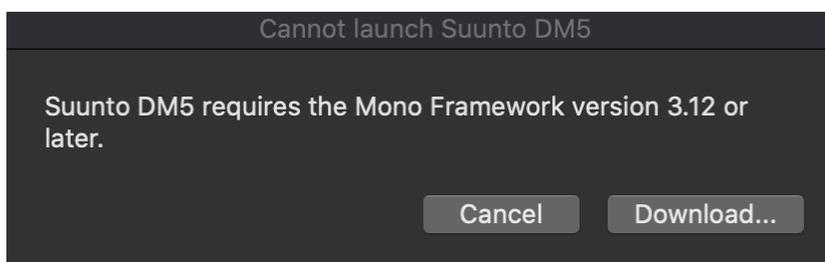
- Open the .dmg, a pop-up installer will appear & will take a few seconds to execute the file. The drag and drop screen will appear.



- Drag the Suunto DM5 icon on top of Applications, the installation will be confirmed, and you can close the pop-up installer.
- If you go to Finder – Applications, you can find the app installed under Suunto DM5 name (1). Open it and it will give you a security info, select Open. (2). The Finder is the Smiley face in the Dock.



- DM5 will show a pop-up message informing you that Suunto Dm5 requires the Mono Framework version 3. 12 or later. Cancel it.

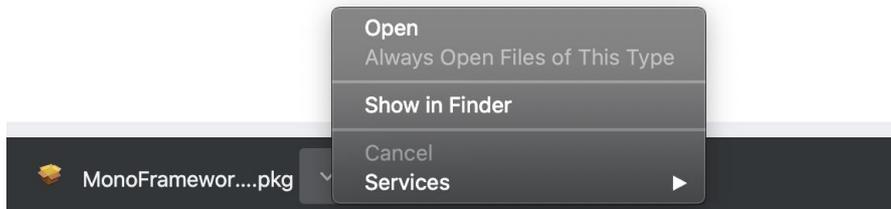


- Google search for mono-project.com and go to their Archive so you can select an older Framework version 5.18.1 and install that one. Direct link to access the downloading: <https://download.mono-project.com/archive/5.18.1/macos-10-universal/>

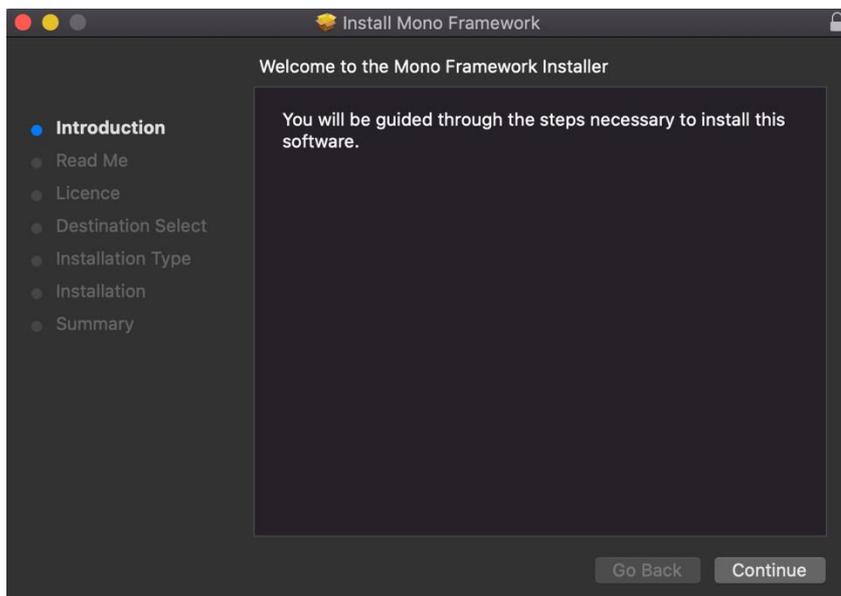
Install the latest version according to date.

MonoFramework-MDK-5.18.1.macos10.xamarin.universal.pkg 2019-07-16 13:45 311M

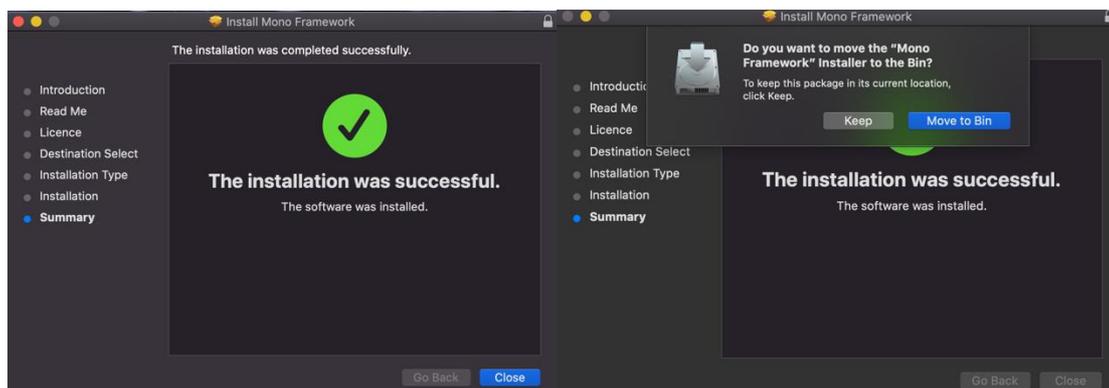
- We go again through the installation process, the .pkg will appear in the lower part of the page and you open it again.



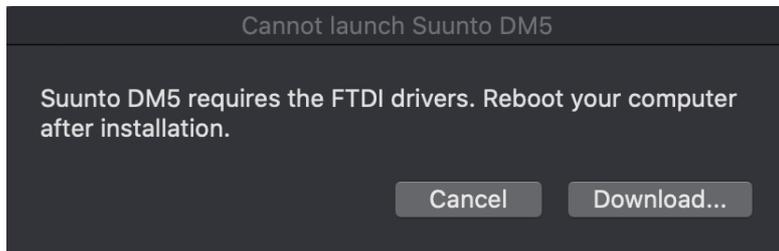
- The Mono Framework installer appears, go through the process. Go through the Introduction, continue through Read me, agree with the license, it informs you the installation will take 990,6 MB of space, it will require your password or fingerprint.



- The installation process will finish in about 2 minutes and then you can move the installer to the bin. Select "Move to bin".



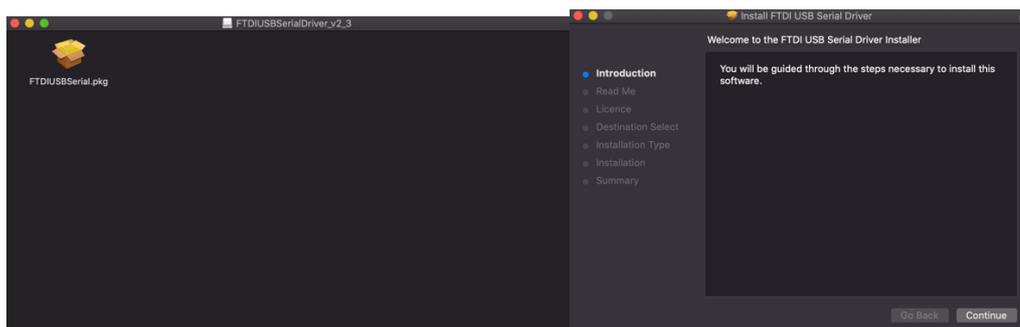
- Go back to the Finder, it should open directly in the Applications, try to run SuuntoDM5 again and the program will require the FTDI drivers.



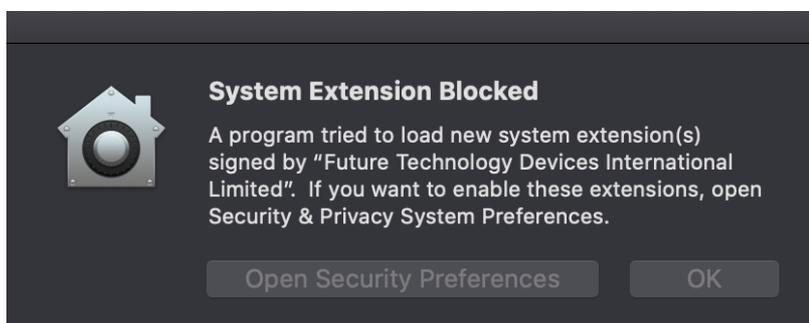
- Select Download, a browser page will pop-up and the download for the FTDI drivers will start.

Note: If it doesn't happen, go back to the app and go through the process again. If it still won't start the FTDI download, reboot your computer and go again to Finder and Applications, open SuuntoDM5 and try again.

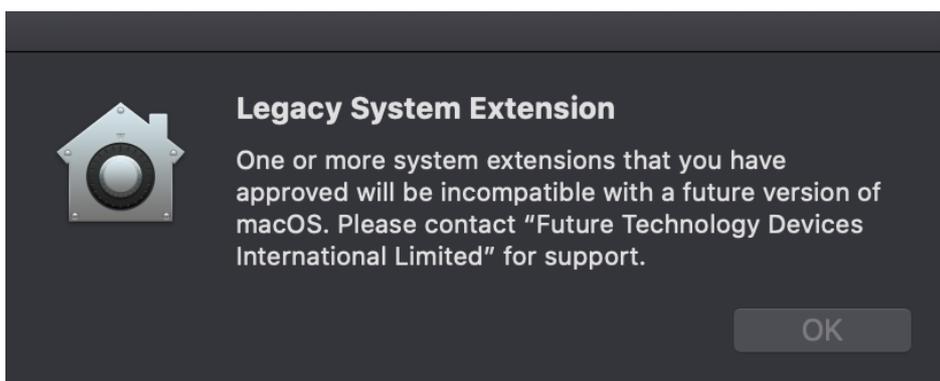
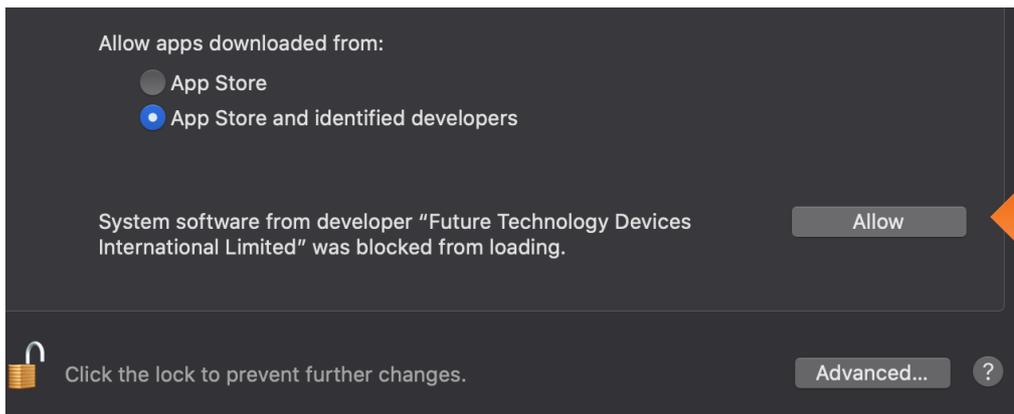
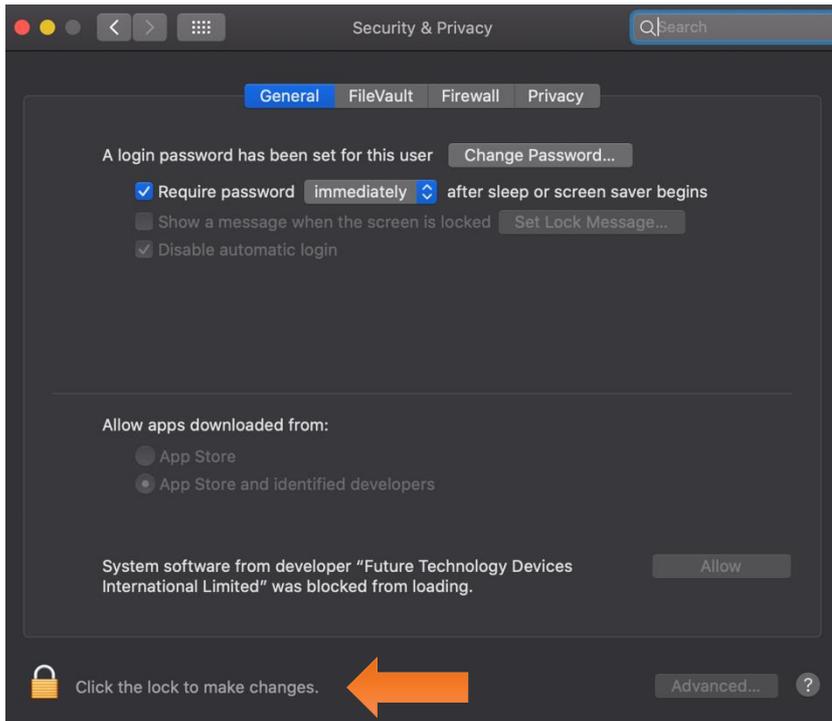
- Go through the same installation process described 2 times already. The .pkg will appear in a new pop-up (1), double click it and the installer will appear (2).



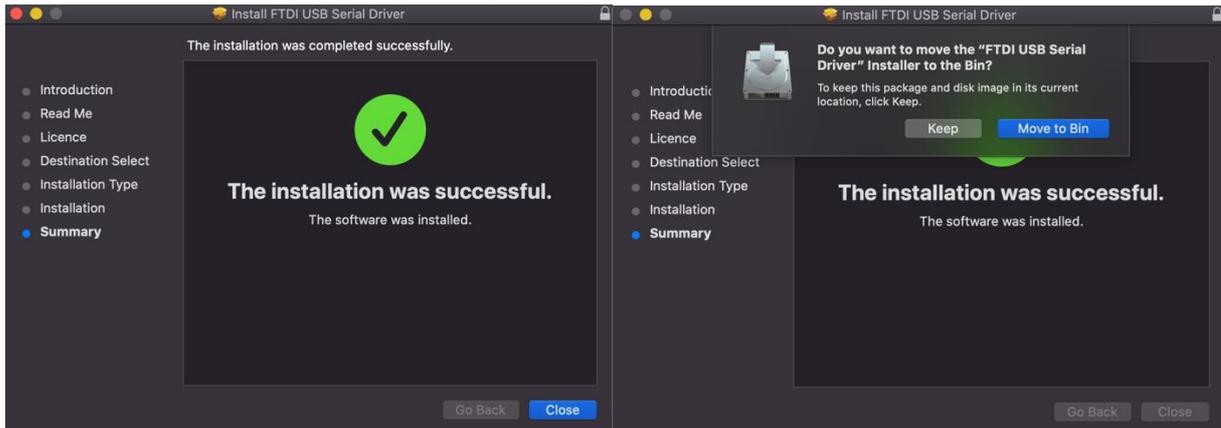
- Go through all the installation steps, agree with the License terms, agree with the 278 KB space usage and enter your password or fingerprint to install the new software. The System will Block the Extension.



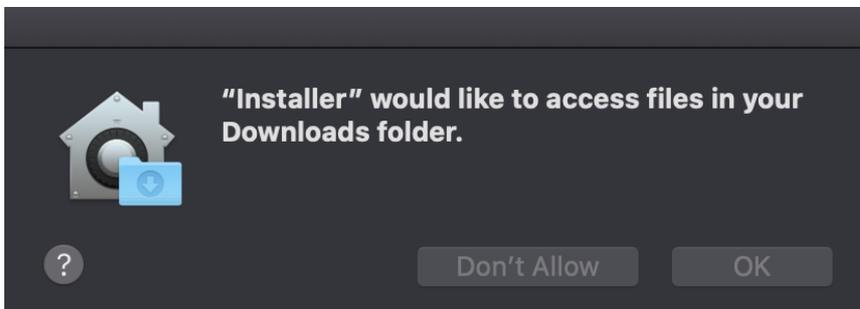
- Click Open Security Preferences, click on the lock to make changes and give your password or fingerprint to be able to modify the information, Allow the System software that was blocked from loading.



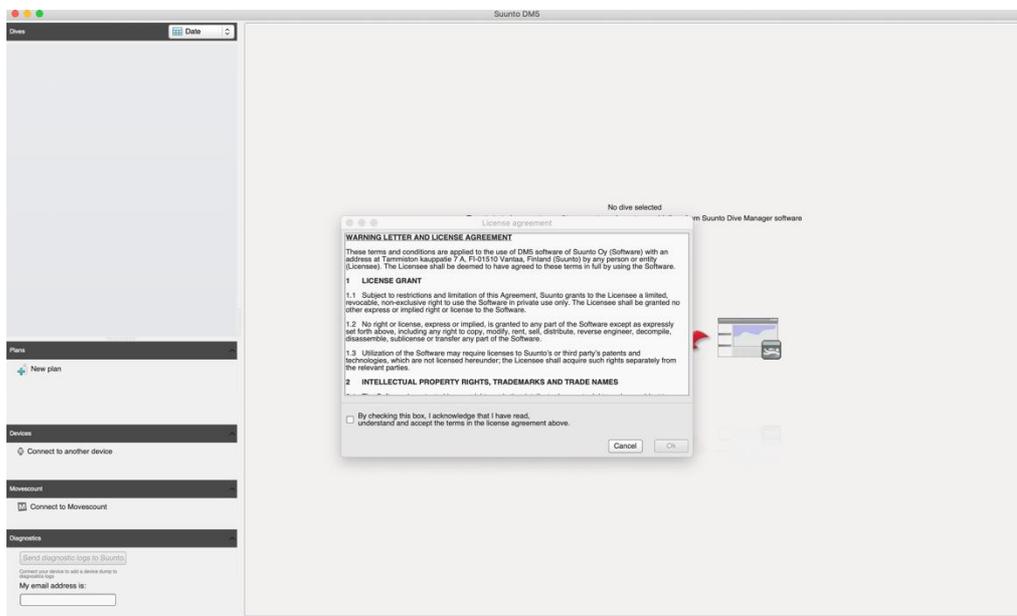
- Click OK, click on the lock so you prevent further changes without your approval. The installation of the FTDI drivers should appear as successfully finalized.



- Close the Installer, move it to the Bin because you do not need it anymore and allow it to access files in the downloads.



- Now go to the Finder – Applications and open SuuntoDM5 once more. The program will finally open, accept with the License agreement and you can start using it! YAY!



CONGRATULATIONS!
YOU MADE IT TO THE END!