



B9Captivate
Creativity Unleashed

FAQs



B9Creations

B9Creations, LLC
525 University Loop, Suite 115
Rapid City, SD 57701

Web www.b9c.com
Email info@b9c.com
Phone +1 605.787.0652

FREQUENTLY ASKED QUESTIONS

Q: Where do I start developing a material?

A: We recommend starting with the Material section, then the Quality section, and finally the Cycle section, which optimizes your printing speeds.

Q: How do I know which each of the fields mean?

A: B9Captive comes with a help center database built into the software. By clicking the ? icon in the top right corner of the material edit screen, you can open a sidebar with field definitions to reference while developing your settings. Each field is defined so you know the effect of altering the value in your material settings.

Q: Are there default values?

A: Yes. The only required values you must input is exposure are Name, Version, Color, and Exposure. B9Captive auto-fills any other values you leave blank with those of a standard prototyping resin.

Q: If I put in the wrong values, will I damage my machine?

A: No. B9Captive sets minimum and maximum values that prevent settings that could damage your printer. Each field shows the range in gray text.

Q: Can I use third-party materials, tweak yours, and make my own?

A: Yes, all three options are available on B9Captive – and we have individuals working on all three, from using third-party materials, to adding pigment to our materials, to making their own custom materials.

Q: I finished my material. How do I get them onto my printer?

A: Click Install, and the material will automatically get placed on your printer.

Q: If I stop paying for B9Captive, can I still use my material?

A: Yes. The Developer License allows you to develop your material settings. When they are finalized, you only need an annual Production License for \$50 per year to continue to use the materials.

Q: I can't see my materials on my printer.

A: Did you lose internet connectivity? Check your network settings on your printer. Once connectivity is restored, your materials will re-appear. (Materials may also disappear from the printer if the printer's B9Captive plugin license expires or becomes invalid. In that case, the user should try revalidating the license key from within the printer plugin, and if it still says the license is invalid, contact info@b9c.com to renew the license or purchase directly at shop.b9c.com.)

Q: I can't see my materials on my printer, and I have internet connectivity.

A: Did you just update your firmware? If so, first reinstall the plugin on the printer. You can find this file in the email that was sent to you after your purchase of B9Captive. You can also download the B9Captive plugin at b9c.com/products/software. After you download the plugin software, you will need to reinstall it on the printer, and then re-enter your printer license key. Then your materials will reappear.