



B9Captivate
Creativity Unleashed

FAQs



B9Creations

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FREQUENTLY ASKED QUESTIONS

Q: Where do I start?

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. 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 value you must input is 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: Material settings will only work on the B9 Core Series if B9Captive subscription is active.

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.

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/software. After you download the software, you will see two files. One is the software for your desktop. The other is the plugin for your printer.

Second, re-enter your printer license key. Then your materials will reappear