

# **BN-20**

## **ECO-SOL MAX3**

### **Ink Switching Method**

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#### **About this Manual**

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This manual explains how to switch the ink being used from ECO-SOL MAX ink (hereinafter called MAX ink) to ECO-SOL MAX 3 ink (hereinafter called MAX 3 ink).\*

To prevent the ink from mixing, perform operations according to the procedures given in this manual.

\* The colors that can be switched to MAX 3 ink are cyan, magenta, yellow, and black. Colors with MAX 3 ink are different than with MAX ink.

\* For white and metallic silver, use ECO-SOL MAX 2 ink (hereinafter called MAX 2 ink). Colors with MAX 2 ink are different than with MAX ink.



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- In this operation manual, excluding the case where "Roland VersaWorks" is shown on the computer screen, "Roland VersaWorks" is written as "VersaWorks."
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# Introduction

## Overall Flow

### Preparation before Operations

STEP 1: Checking the Package Contents (P. 4)



STEP 2: Checking the Necessary Files (P. 4)



STEP 3: Writing a Memo with the VersaWorks Settings (P. 4)

### Switching the Ink

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STEP 3: Updating the Printer Unit Firmware (P. 10)



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STEP 6: Replacing the Wiper and Felt Wiper (P. 13)



STEP 7: Filling the Printer with New Ink (P. 14)



STEP 8: Bidirectional Printing Correction (P. 14)



STEP 9: Correcting Misalignment of the Printing and Cutting Positions (P. 14)

STEP 10: Updating VersaWorks (P. 15)

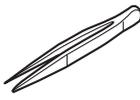
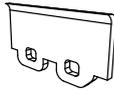
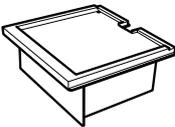
### Changes and Precautions

Important: Changes and Precautions after Switching the Ink (P. 19)

# Preparation before Operations

## STEP 1: Checking the Package Contents

This kit contains the following items. Make sure they are all present and accounted for.

Items used during ink switching			
 Cleaning sticks	 Tweezers (1)	 Gloves (1 set)	 Wiper (1)
 Felt wiper (1)	 Drain cartridge (1)		
Items used after ink switching (not used during ink switching)			
 Cleaning liquid (1) (dedicated for use with MAX 3 ink)			

## STEP 2: Checking the Necessary Files

The files downloaded from <http://www.rolanddg.com/ecosolmax3/> are necessary for the operations in this manual. Check that the following files are present.

<b>BN-20 driver</b> (In the "Driver" folder)	SETUP.EXE, SETUP64.EXE * Found in a folder for the OS such as "WIN8X64."
<b>Utility updater</b> (In the "Utility" folder)	Updater.exe
<b>Ink switching tool</b> (In the "BN-20 MAX3 Ink Conversion Tool" folder)	BN-20_MAXtoMAX3.exe
<b>Firmware</b> (In the "Firmware" folder)	BN20Firm250.exe
<b>VersaWorks updater</b> (In the "Roland VersaWorks local updater" folder)	LocalUpdater.exe (Ver. 5.5.0 or later)

If the above files are not present, download them from the following URL.  
<http://www.rolanddg.com/ecosolmax3>

## STEP 3: Writing a Memo with the VersaWorks Settings

### **Important**

As the final step when you switch the ink, update VersaWorks to a version that supports MAX 3 ink. After the update, because the printer that has been switched to MAX 3 ink will be connected as a new printer, the previous job data and settings will be deleted. Before switching to MAX 3 ink, write down the IP address and the settings of the connected printer such as "Quality."

# Switching the Ink

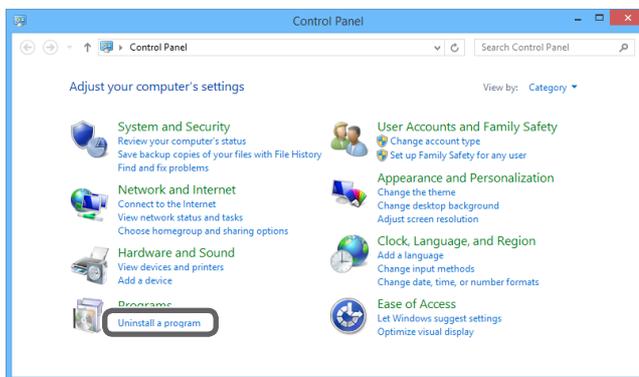
## STEP 1: Updating the BN-20 Driver

### 1. Uninstall the current BN-20 driver.

- 1 Log on to Windows as the "Administrator" or a member of the "Administrators" group.
- 2 Turn off the printer unit by switching off the sub power followed by the main power.
- 3 Disconnect the connector cable between the computer and the printer.
- 4 Windows 8/8.1

Display the desktop.

Point to the lower-right corner of the screen to display the charms, and then click [Settings]. Click [Control Panel], and then click [Uninstall a program].



Windows Vista/7

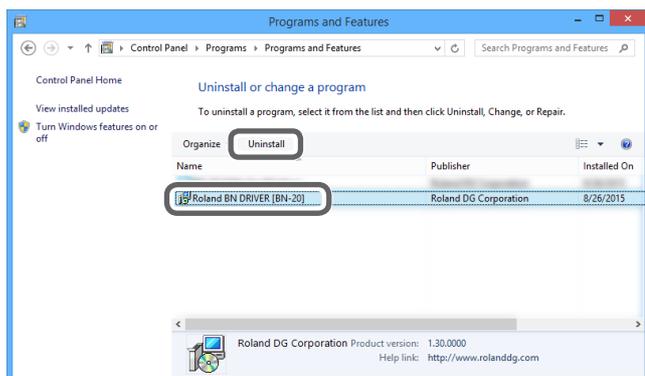
From the [Start] menu, click [Control Panel], and then click [Uninstall a program].

Windows XP

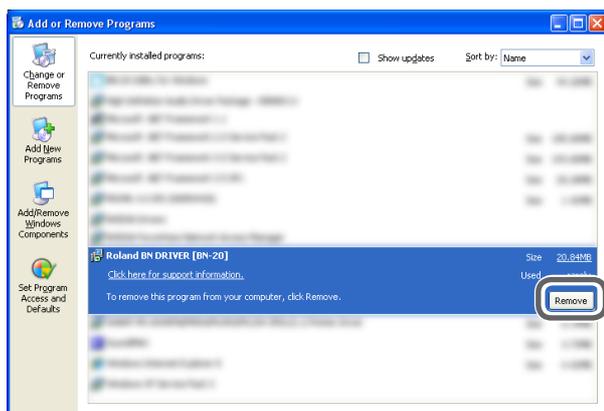
From the [Start] menu, click [Control Panel], and then click [Add or Remove Programs].



- 5 **Windows Vista/7/8/8.1**  
**Select [Roland BN DRIVER [BN-20]], and then click [Uninstall].**



- Windows XP**  
**Select [Roland BN DRIVER [BN-20]], and then click [Remove].**



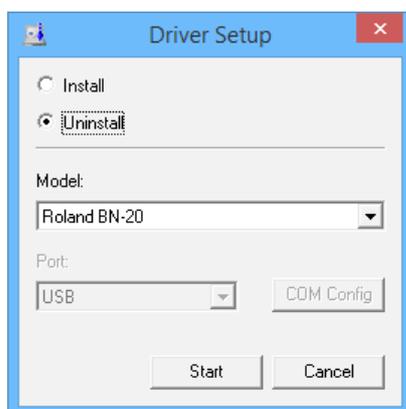
- 6 **If a deletion confirmation message appears, click [Yes].**  
 If a [User Account Control] window appears, click [Yes].
- 7 **From the downloaded "Driver" folder, open the folder that matches the OS you are using.**

	Folder name
<b>Windows 8/8.1 (64-bit)</b>	WIN8X64
<b>Windows 8/8.1 (32-bit)</b>	WIN8X86
<b>Windows 7 (64-bit)</b>	WIN7X64
<b>Windows 7 (32-bit)</b>	WIN7X86
<b>Windows Vista (64-bit)</b>	WINVISTAX64
<b>Windows Vista (32-bit)</b>	WINVISTAX86
<b>Windows XP (64-bit)</b>	WINXPX64
<b>Windows XP (32-bit)</b>	WINXPX86

\* If you select the wrong folder, you will not be able to install the driver correctly.

- 8 **Double-click "SETUP64.exe" (64-bit version) or "SETUP.exe" (32-bit version).**  
 If a [User Account Control] window appears, click [Yes].

9



Select [Uninstall].

Check that "Roland BN-20" is displayed under [Model], and then click [Start].

10

If a window prompting you to restart the computer appears, click [Yes].

Restarting the computer finishes the driver uninstallation procedure.

## 2. Install the new BN-20 driver.

1

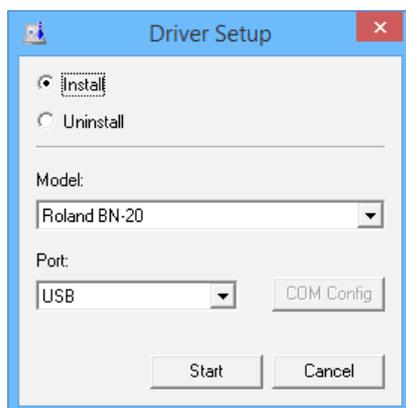
From the downloaded "Driver" folder, open the folder that matches the OS you are using.

2

Double-click "SETUP64.exe" (64-bit version) or "SETUP.exe" (32-bit version).

If a [User Account Control] window appears, click [Yes].

3



- [Install]

- [Model]: "Roland BN-20"

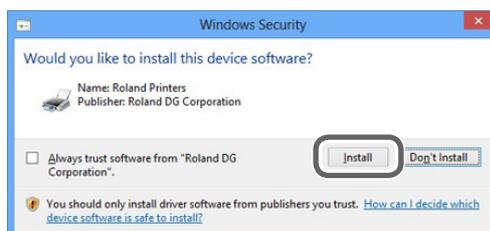
- [Port]: "USB"

Select the above options, and then click [Start].

The BN-20 driver installation starts.

Follow the on-screen instructions to proceed with the installation.

### Windows 8/8.1



When the screen shown in the figure is displayed, click [Install].

Windows Vista/7



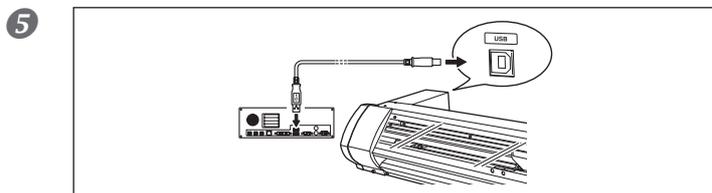
When the screen shown in the figure is displayed, click [Install this driver software anyway].

Windows XP



When the screen shown in the figure is displayed, click [Continue Anyway].

4 Turn on the printer unit by switching on the sub power followed by the main power.



Connect the printer to the computer using the USB cable.

For the USB cable, use the included cable. Do not use a USB hub.

Windows Vista/7/8/8.1

The driver will be installed automatically. Proceed to the next procedure.

Windows XP



1 Select "No, not this time" and then click [Next].



② Select "Install the software automatically" and then click [Next].



③ Click [Finish].

If the following window is displayed during installation



Click [Continue Anyway].



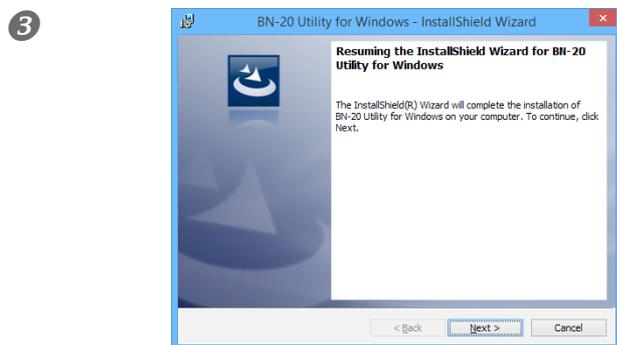
Remove the Roland Software Package DVD-ROM from the computer, and then click [Back] to redo the process from the previous screen.

## STEP 2: Updating the Utility

### Procedure

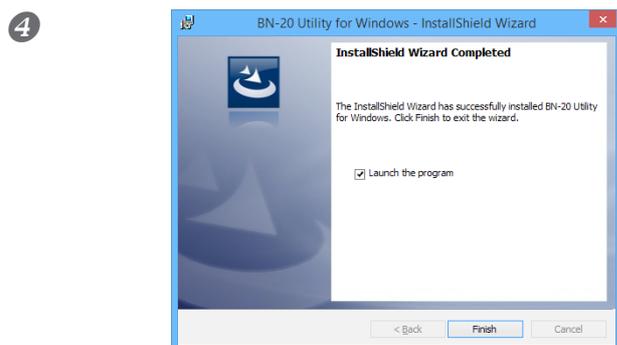
- 1 Right-click  (the utility icon) in the task tray, and then click [Exit].  
This exits the utility.

- 2 Double-click the downloaded BN-20 Utility [Updater.exe] file.



Click [Next].

Updating starts. Follow the on-screen instructions to proceed with the update.



Click [Finish].

This completes the driver and utility updates. Proceed to the next procedure.

## STEP 3: Updating the Printer Unit Firmware

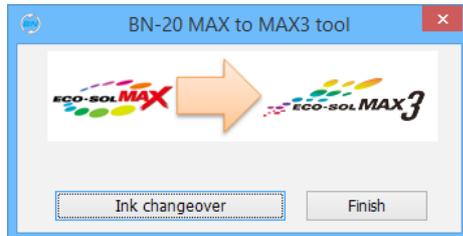
Use the file that you have downloaded to update the firmware of the printer unit to a version that supports MAX 3 ink. For the update method, refer to "BN\_Readme.pdf," the file that you downloaded at the same time as the firmware.

## STEP 4: Ink Path Cleaning

### Procedure

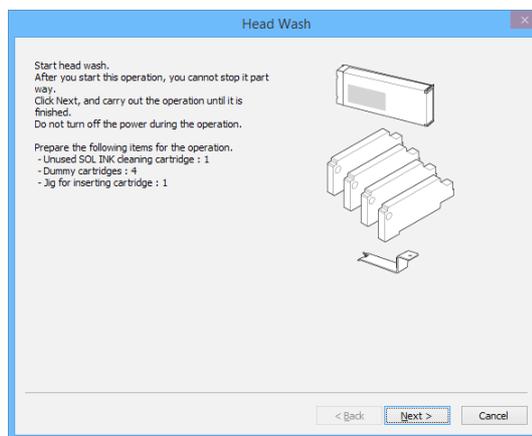
1 Double-click [BN-20\_MAXtoMAX3.exe] in the "Driver" folder that you have downloaded.

2



Click [Ink changeover].

3



Carefully read the information on the screen, and then click [Next].

Next, follow the on-screen instructions to proceed with the operations.

If you do not know how to insert dummy cartridges, refer to the video "BN\_Dummy Cartridge.wmv" in the "Instructional Videos" folder that you have downloaded.

### ⚠ CAUTION

**Before you remove the drain cartridge, wait for a message to be displayed in the utility.** Failing to follow this procedure may cause discharged fluid to flow out of the machine and spill, soiling your hands or the floor.

### ⚠ WARNING

**Never place the drain cartridge or ink near an open flame.** Doing so may cause a fire.

### ⚠ CAUTION

**Do not open the lid on the drain cartridge.** Any spillage or vapor leakage may cause a fire, odor, or physical distress.

### Dispose of discharged fluid properly, in accordance with the laws in effect in your locale.

Discharged fluid contains toxic ingredients. Never attempt to incinerate discharged fluid or discard it with ordinary trash. Also, do not dispose of it in sewer systems, rivers, or streams. Doing so may have an adverse impact on the environment.

## STEP 5: Cleaning of the Periphery of the Print Heads (Manual Cleaning)

### IMPORTANT!

#### Important notes on this procedure

- Before attempting this operation, remove any media.
- To prevent the print heads from drying out, finish this procedure in 30 minutes or less. A warning beep sounds after 30 minutes.
- Never use any implements other than the included cleaning sticks. Cotton swabs or other lint-producing items may damage the print heads. If you use up the cleaning sticks, purchase new ones from your authorized Roland DG Corp. dealer.
- Use one cleaning stick per cleaning session, and then discard the stick after use. Reusing cleaning sticks may reduce the printing quality.
- Do not put a cleaning stick that has been used for cleaning into the cleaning liquid. Doing so will deteriorate the cleaning liquid.
- Never rub the nozzle surface of the print heads.
- Stroke the sponges very gently, applying as little pressure as possible. Never rub, scrape, or crush them.

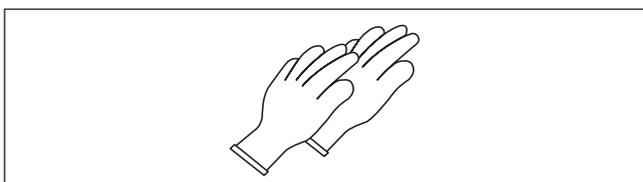
### CAUTION

Be sure to perform operations as specified by the instructions, and never touch any area not specified in the instructions.

Failure to observe these instructions may cause the machine to move suddenly, resulting in injury.

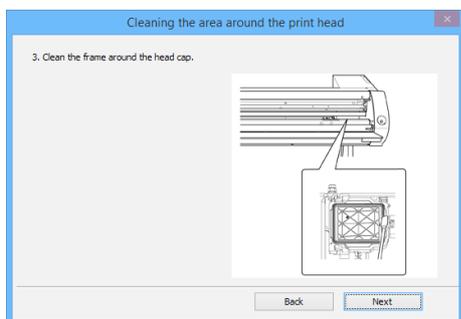
### Procedure

1



Put on the pair of gloves (included).

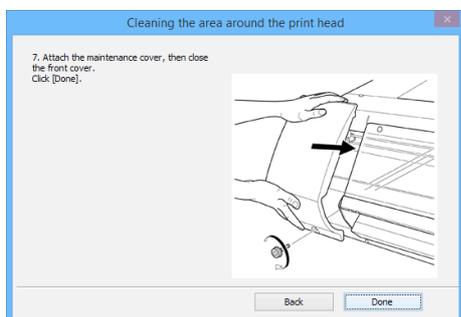
2



Follow the on-screen instructions to clean the area around the print heads.

Thoroughly read the explanation on the screen, and then perform the cleaning carefully. When you have finished cleaning the indicated area, click [Next] to proceed to the next procedure.

During cleaning, use the cleaning liquid that you have been using since before switching the ink. Use the cleaning liquid included with the switching kit only after you have switched the ink.



When the screen shown on the left is displayed, the cleaning of the area around the print heads is finished. Proceed to the next procedure.

## STEP 6: Replacing the Wiper and Felt Wiper



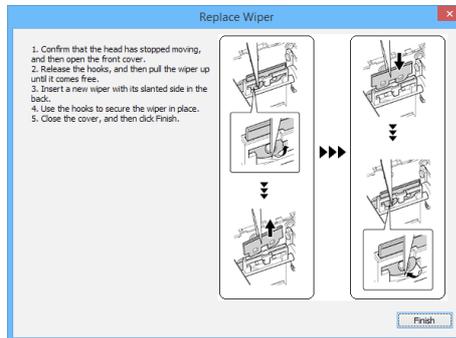
### CAUTION

Be sure to perform operations as specified by the instructions, and never touch any area not specified in the instructions.

Failure to observe these instructions may cause the machine to move suddenly, resulting in injury.

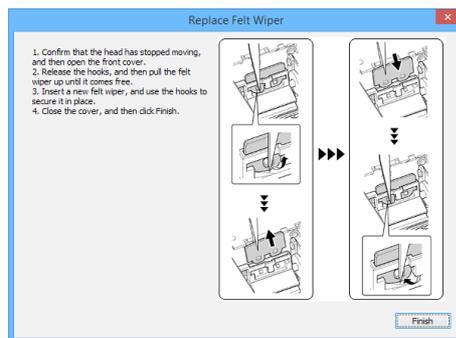
### Procedure

1



Follow the on-screen instructions to replace the wiper.

2



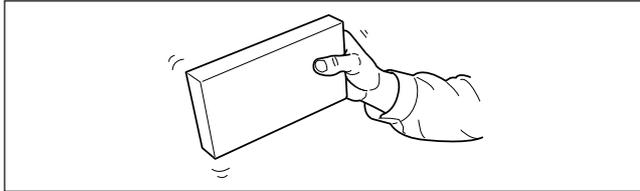
Follow the on-screen instructions to replace the felt wiper.

This completes the replacement of the wiper and felt wiper. Proceed to the next procedure.

## STEP 7: Filling the Printer with New Ink

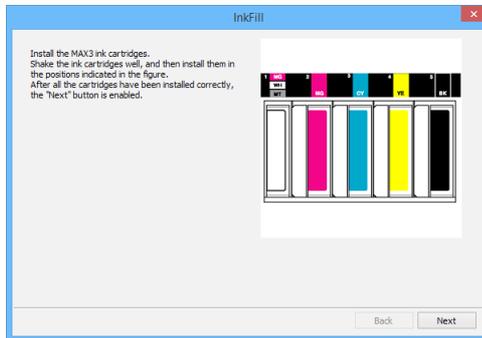
### Procedure

1



Before you insert the new ink cartridge for each color, gently shake the cartridge.

2



Follow the on-screen instructions to set in place new ink cartridges.

For white and metallic silver, continue using MAX 2 ink cartridges. For all other colors, use MAX 3 ink cartridges.

- Cyan (C)
- Magenta (M)
- Yellow (Y)
- Black (K)



Use MAX 3 ink.

- White (WH)
- Metallic silver (MT)



Use MAX 2 ink.

This completes the procedure for filling the printer with new ink. Proceed to the next procedure.

## STEP 8: Bidirectional Printing Correction

Refer to the user's manual of the printer you are using to perform the bidirectional printing correction.

Title in contents

### STEP 2: Bidirectional Adjustment

When you are finished, proceed to the next procedure.

## STEP 9: Correcting Misalignment of the Printing and Cutting Positions

Refer to the user's manual of the printer you are using to correct misalignment of the printing and cutting positions.

Title in contents

### Adjusting printing & cutting

### Crop Cut Adjustment

When you are finished, proceed to the next procedure.

## STEP 10: Updating VersaWorks

### 1. Update VersaWorks.

- ① Refer to <http://www.rolanddg.com/ecosolmax3/> and update VersaWorks to a version that supports MAX 3 ink.
- ② If VersaWorks is running, exit it.

From this point, the procedure differs depending on the type of printer that is connected to VersaWorks.

**When only a printer that has been switched to MAX 3 ink is connected to VersaWorks (P. 15 )**

Initialize VersaWorks, and then reconnect the printer to it as a new printer. All the information will be deleted due to the initialization. We recommend that you write down the IP address of the printer that you will reconnect and the settings of the VersaWorks application that you want to continue to use.

**When a printer that does not use MAX 3 ink is connected to VersaWorks (P. 17 )**

Leave the printer that does not use MAX 3 ink connected (leave the information set in VersaWorks). Only reconnect the printer that has been switched to MAX 3 ink as a new printer. All the information of the newly reconnected printer is deleted (the information of the printer that does not use MAX 3 ink remains), so we recommend that you write down the IP address of the printer that has been switched to MAX 3 ink and the settings of the VersaWorks application that you want to continue to use.

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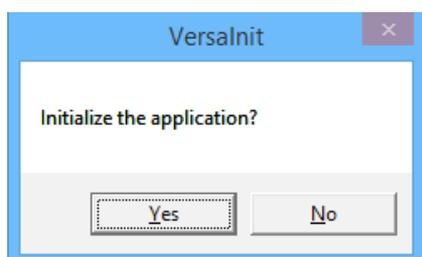
**When only a printer that has been switched to MAX 3 ink is connected to VersaWorks**

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### 2. Initialize VersaWorks.

- ① **Windows 8.1**
  - ① Click  on the [Start] screen.
  - ② Click [Initialize Application] for Roland VersaWorks.
- Windows 8**
  - ① Right-click in the [Start] screen.
  - ② Click  [All apps].
  - ③ Click [Initialize Application] for Roland VersaWorks.
- Windows Vista/7**
  - ① Click the [Start]  menu.
  - ② Click [All Programs] (or [Programs]) > [Roland VersaWorks] > [Initialize Application].

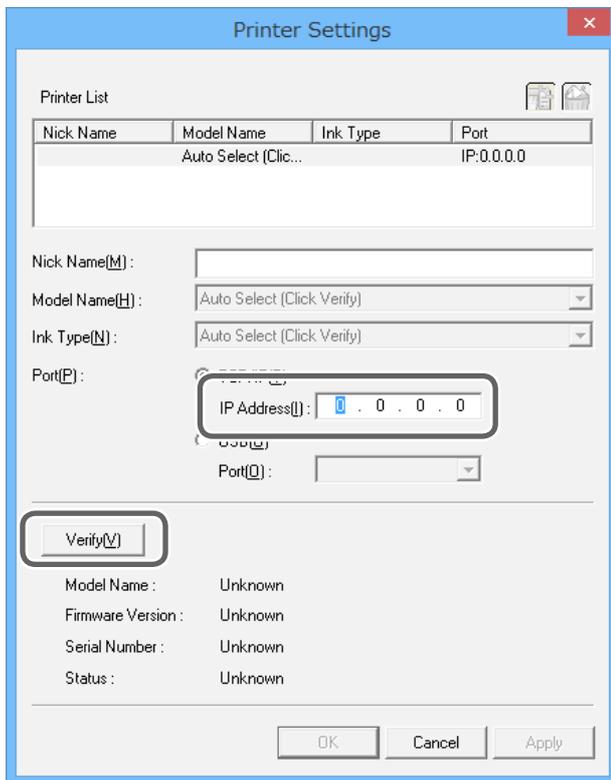
②



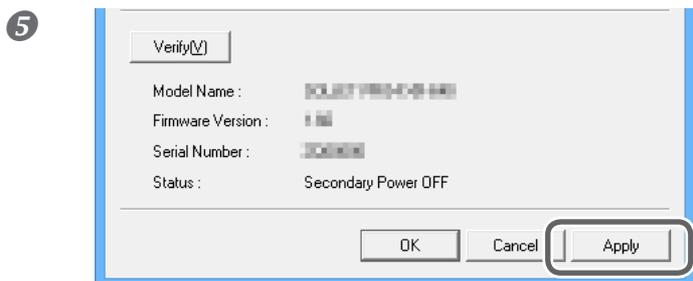
When the screen shown in the figure is displayed, click [Yes].

### 3. Reconnect a printer that has been switched to MAX 3 ink to VersaWorks.

- 1 **Start VersaWorks.**  
The [Printer Settings] screen will appear.
- 2 **Set [IP Address] to the IP address of the printer that has been switched to MAX 3 ink.**
- 3 **Click [Verify].**



**Check that [Ink Type] is the MAX 3 ink.**  
This indicates that you have successfully reconnected to a printer that has been switched to MAX 3 ink.



**Click [Apply].**  
The printer that has been switched to MAX 3 ink is displayed under [Printer List].

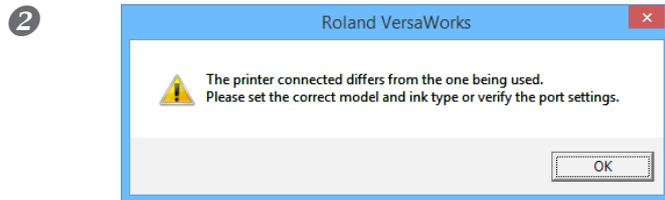
- 6 **If there are multiple printers that have been switched to MAX 3 ink, click .**  
Repeat steps 2, 3, 4, and 5 to reconnect to these printers that have been switched to MAX 3 ink.
- 7 **Click [OK].**

This completes the operations to switch to MAX 3 ink.

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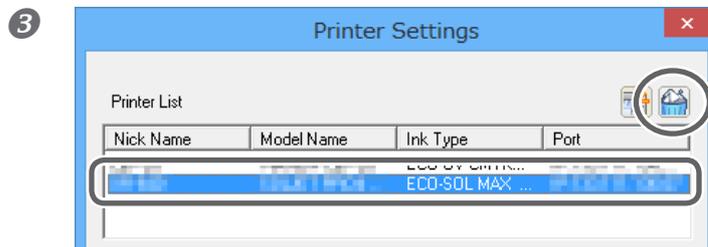
**When a printer that does not use MAX 3 ink is connected to VersaWorks**


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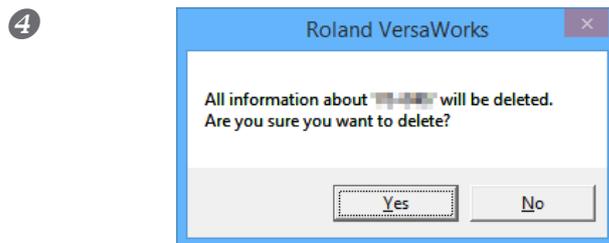
**2. Temporarily delete the printer that has been switched to MAX 3 ink from VersaWorks.**
**1 Start VersaWorks.**


When the screen shown in the figure is displayed, click **[OK]**.

The [Printer Settings] screen will appear.



Select a printer that has been switched to **MAX 3 ink** under [Printer List], and then click .

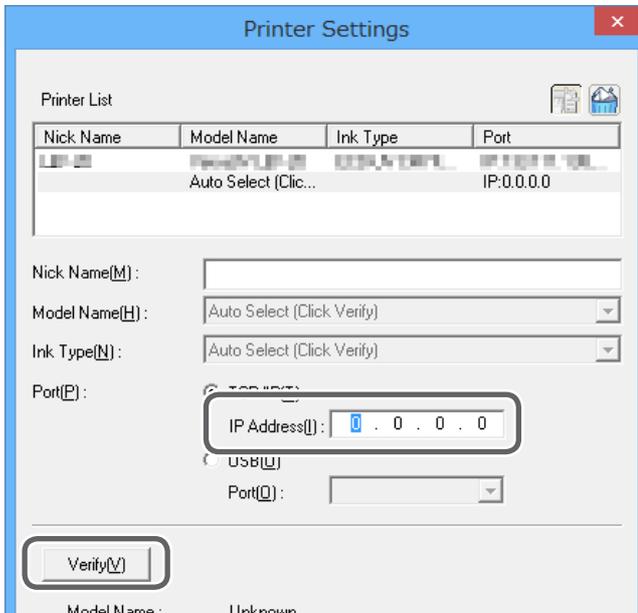


When the screen shown in the figure appears, confirm that you want to delete the selected printer, and then click **[Yes]**.

The selected printer is deleted from the [Printer List].

### 3. Reconnect a printer that has been switched to MAX 3 ink to VersaWorks.

- 1 Click .
- 2 Set [IP Address] to the IP address of the printer that was temporarily deleted (the printer that has been switched to MAX 3 ink).
- 3 Click [Verify].



**Check that [Ink Type] is the MAX 3 ink.**  
This indicates that you have successfully reconnected to a printer that has been switched to MAX 3 ink.



**Click [Apply].**  
The printer that has been switched to MAX 3 ink is displayed under [Printer List].

- 6 If there are multiple printers that have been switched to MAX 3 ink, click . Repeat steps 2, 3, 4, and 5 to reconnect to these printers that have been switched to MAX 3 ink.
- 7 Click [OK].

# Important: Changes and Precautions after Switching the Ink

## Change: When to Perform Manual Cleaning

When using MAX 3 ink, you have to perform manual cleaning at different times than with the conventional ink.

\* This manual cleaning is explained in "Manual Cleaning of Print Head" in the user's manual of the printer that you are using.

### Before switching to MAX 3 ink

Cleaning timing	Cleaning method	Remarks
Before the start of daily operations	<b>Normal cleaning</b>	Carry out a printing test. If nozzle drop-out occurs, perform cleaning.
When dot drop-outs are not fixed by performing normal cleaning multiple times	<b>Medium cleaning</b>	<ul style="list-style-type: none"> <li>If nozzle drop-outs are not fixed by performing medium cleaning, perform powerful cleaning.</li> <li>This consumes more ink than normal cleaning, and too-frequent use may damage the print heads themselves. Avoid using it more than necessary.</li> </ul>
	<b>Powerful cleaning</b>	
<ul style="list-style-type: none"> <li>Once per month</li> <li>When symptoms cannot be improved with medium or powerful cleaning</li> </ul>	<b>Manual cleaning (Manual Cleaning of Print Head)</b>	<ul style="list-style-type: none"> <li>We recommend that you perform this cleaning periodically.</li> <li>Replacing the wiper and felt wiper is also an effective means of improving the symptoms.</li> </ul>



### After switching to MAX 3 ink

Cleaning timing	Cleaning method	Remarks
Before the start of daily operations	<b>Normal cleaning</b>	Carry out a printing test. If nozzle drop-out occurs, perform cleaning.
<b>If the message "Clean the printer manually." is displayed (approximately once per week)</b>	<b>Manual cleaning (Manual Cleaning of Print Head)</b>	<b>"Clean the printer manually." is displayed approximately once per week, but it may be displayed more frequently depending on the usage conditions. When this message is displayed, be sure to perform manual cleaning.</b>
When dot drop-outs are not fixed by performing normal cleaning multiple times	<b>Medium cleaning</b>	<ul style="list-style-type: none"> <li>If nozzle drop-outs are not fixed by performing medium cleaning, perform powerful cleaning.</li> <li>This consumes more ink than normal cleaning, and too-frequent use may damage the print heads themselves. Avoid using it more than necessary.</li> </ul>
	<b>Powerful cleaning</b>	
When symptoms cannot be improved with medium or powerful cleaning	<b>Manual cleaning</b>	Replacing the wiper and felt wiper is also an effective means of improving the symptoms.

## Daily Precautions

### ***Do not leave the front cover and maintenance covers open.***

Only open the front cover when necessary, such as when setting media. In all other situations, be sure to close the front cover. Be sure to close the maintenance cover after performing maintenance.

This machine periodically performs automatic maintenance, but this will not be performed if the front cover is open. If the machine is left with the front cover open, the print heads may malfunction.

### ***If the message "Clean the printer manually." is displayed, be sure to perform manual cleaning.***

If the message "Clean the printer manually." is displayed on the screens of the computer connected to the printer, be sure to perform manual cleaning.

☞ P. 19 "Change: When to Perform Manual Cleaning"

### ***Regarding ink cartridge storage***

Store ink cartridges with their seals intact and in a well-ventilated location at a temperature of -5°C to 40°C (23°F to 104°F). However, do not store ink cartridges for a prolonged period of time in low or high temperature environments.

## When Not in Use for a Prolonged Period, Precaution 1

### ***In advance, insert ink cartridges that have a large amount of ink remaining.***

If the ink runs out, the machine will not be able to periodically perform automatic maintenance. If the machine is left in this state, the print heads may malfunction. If you know that you will not use the machine for a prolonged period, insert ink cartridges that have a large amount of ink remaining.

## When Not in Use for a Prolonged Period, Precaution 2

### ***Replace the drain cartridge in advance of prolonged periods of disuse.***

If you know that you will not use the machine for a prolonged period, follow the procedure below to replace the drain cartridge. For information about purchasing drain cartridges, contact your authorized Roland DG Corp. dealer.

#### **IMPORTANT!**

Do not reuse drain cartridges. Doing so makes it impossible to manage the amount of discharged fluid, which may overflow.

#### **⚠ WARNING**

**Never place the drain cartridge or ink near an open flame.**

Doing so may cause a fire.

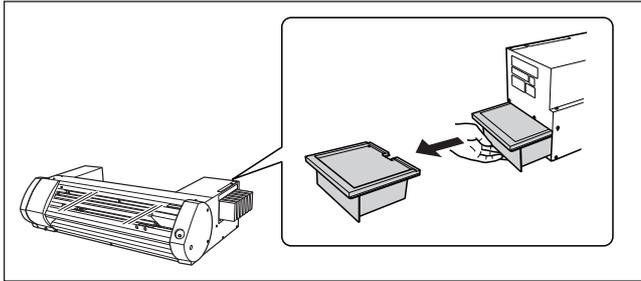
#### **⚠ CAUTION**

**Do not open the lid on the drain cartridge.**

Any spillage or vapor leakage may cause a fire, odor, or physical distress.

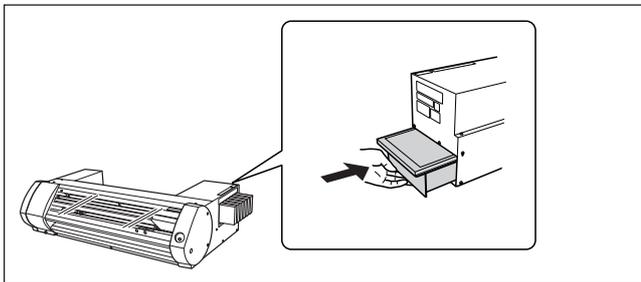
Procedure

1



Remove the drain cartridge.

2



Insert a new drain cartridge.

3



When the dialog box shown on the left is displayed, click [Yes].

**Dispose of discharged fluid properly, in accordance with the laws in effect in your locale.**

Discharged fluid is flammable and contains toxic ingredients. Never attempt to incinerate discharged fluid or discard it with ordinary trash. Also, do not dispose of it in sewer systems, rivers, or streams. Doing so may have an adverse impact on the environment.

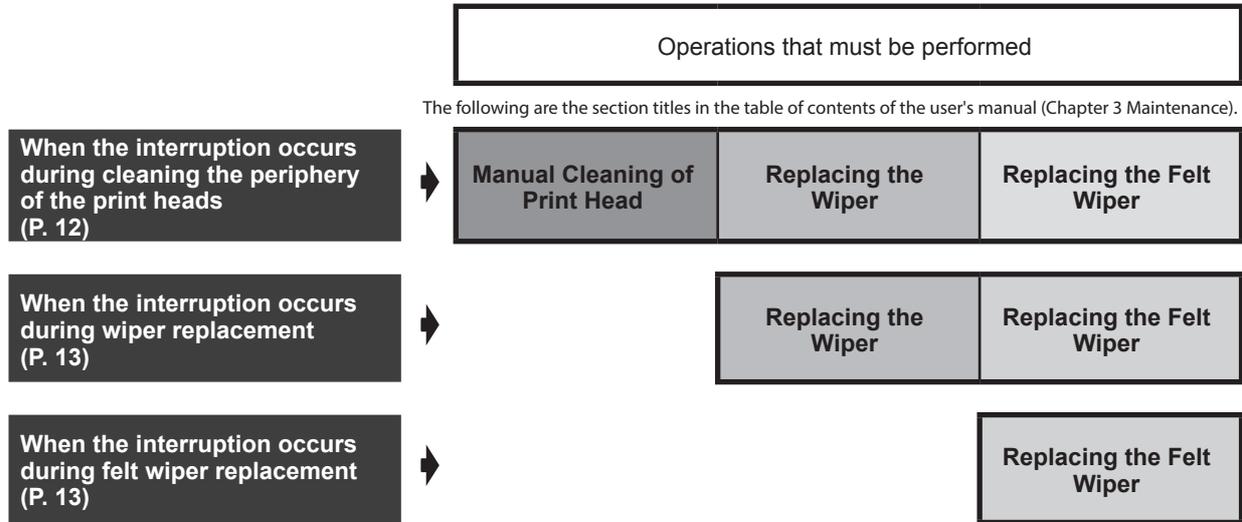
# When Operations Are Interrupted

## Actions When the Cleaning/Wiper Replacement Operation Is Interrupted

- **STEP 5: Cleaning of the Periphery of the Print Heads (Manual Cleaning)**
- **STEP 6: Replacing the Wiper and Felt Wiper**

If you interrupt the above operations partway through the procedure, you cannot continue the operations with the procedures in this manual.

The subsequent work to perform varies depending on the point when the operations were interrupted. Refer to the following sections, and then perform operations according to the corresponding page of the user's manual of the model that you are using.



If you do not perform all the operations, color mixing between the MAX ink and MAX 3 ink will occur. If you interrupt operations partway through the procedure, be sure to perform the remaining operations from the point the procedure was interrupted.

## When Driver Installation Is Impossible

If you have canceled installation or if the installation wizard does not appear when the USB cable is connected, follow the procedure below. (On computers with an operating system of Windows 7 or later, if procedure A does not solve your problem, perform procedure B.)

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### Windows 8/8.1 (procedure A)

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1. Connect the machine to the computer with the USB cable and turn on the machine.
2. Click [Desktop].
3. Point to the lower-right corner of the screen to display the charms, and then click [Settings].
4. Click [Control Panel].
5. Click [View devices and printers].
6. Check that the model you are using is displayed under "Unspecified."
7. Right-click the icon of the model you are using, and then click [Remove device].
8. When the message "Are you sure you want to remove this device?" is displayed, click [Yes].
9. Check that the icon for the model you are using is no longer displayed under "Unspecified."
10. Temporarily disconnect the USB cable connecting the machine to the computer, and then reconnect these devices.  
If the printer icon for the machine you are using is displayed under "Printer," the driver has been successfully installed.  
If you could not solve your problem by following this procedure, perform the procedure under "Windows 8/8.1 (procedure B)."

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### Windows 8/8.1 (procedure B)

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1. Connect the machine to the computer with the USB cable and turn on the machine.
2. If the [Found New Hardware] wizard appears, click [Cancel] to close it. Disconnect any USB cables for printers other than this machine.
3. Click [Desktop].
4. Point to the lower-right corner of the screen to display the charms, and then click [Settings].
5. Click [PC info].
6. Click [Device Manager]. If the [User Account Control] window appears, click [Continue]. [Device Manager] appears.
7. Click [Show hidden devices] from the [View] menu.
8. In the list, find [Printers] or [Other devices], and then double-click it. Under the selected item, click the name of the model you are using or [Unknown device].
9. Click [Uninstall] from the [Action] menu.
10. In the "Confirm Device Uninstall" window, click [OK]. Close [Device Manager].
11. Detach the USB cable from the computer, and then restart Windows.
12. Uninstall the driver and then install it again. Perform the operations according to the procedure in P. 5 "STEP 1: Updating the BN-20 Driver".

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### Windows 7 (procedure A)

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1. Connect the machine to the computer with the USB cable and turn on the machine.
2. From the [Start] menu, click [Devices and Printers].
3. Check that the model you are using is displayed under "Unspecified."
4. Right-click the icon of the model you are using, and then click [Troubleshooting].
5. When a screen is displayed with the message "Install a driver for this device," click [Apply this fix].
6. If a message is displayed asking you to "Set as default printer," click [Skip this fix].
7. When the message "Troubleshooting has completed" is displayed, click [Close the troubleshooter].  
If the printer icon for the machine you are using is displayed under "Printer," the driver has been successfully installed. If you could not solve your problem by following this procedure, perform the procedure under "Windows 7 (procedure B)."

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### Windows 7 (procedure B)

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1. If the [Found New Hardware] wizard appears, click [Cancel] to close it.
2. Click the [Start] menu, and then right-click [Computer]. Click [Properties].
3. Click [Device Manager]. The [User Account Control] window appears. Click [Continue]. [Device Manager] appears.
4. Click [Show hidden devices] from the [View] menu.
5. In the list, find [Other devices] (for Windows 7), and then double-click it. Under the selected item, click the name of the model you are using or [Unknown device].
6. Click [Uninstall] from the [Action] menu.
7. In the "Confirm Device Uninstall" window, select [Delete the driver software for this device.], and then click [OK]. Close [Device Manager].
8. Detach the USB cable from the computer, and then restart Windows.
9. Uninstall the driver and then install it again. Perform the operations according to the procedure in P. 5 "STEP 1: Updating the BN-20 Driver".

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### Windows Vista

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1. If the [Found New Hardware] wizard appears, click [Cancel] to close it.
2. Click the [Start] menu, and then right-click [Computer]. Click [Properties].
3. Click [Device Manager]. The [User Account Control] window appears. Click [Continue]. [Device Manager] appears.
4. Click [Show hidden devices] from the [View] menu.
5. In the list, find [Printers] or [Other devices], and then double-click it. Under the selected item, click the name of the model you are using or [Unknown device].
6. Click [Uninstall] from the [Action] menu.
7. In the "Confirm Device Uninstall" window, select [Delete the driver software for this device.], and then click [OK]. Close [Device Manager].
8. Detach the USB cable from the computer, and then restart Windows.
9. Uninstall the driver and then install it again. Perform the operations according to the procedure in P. 5 "STEP 1: Updating the BN-20 Driver".

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### Windows XP

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1. If the [Found New Hardware Wizard] appears, click [Finish] to close it.
2. Click the [Start] menu, and then right-click [My Computer]. Click [Properties].
3. Click the [Hardware] tab, and then click [Device Manager]. [Device Manager] appears.
4. Click [Show hidden devices] from the [View] menu.
5. In the list, find [Printers] or [Other devices], and then double-click it. Under the selected item, click the name of the model you are using or [Unknown device].
6. Click [Uninstall] from the [Action] menu.
7. In the "Remove device confirmation" window, click [OK].
8. Close [Device Manager], and then click [OK].
9. Detach the USB cable from the computer, and then restart Windows.
10. Uninstall the driver and then install it again. Perform the operations according to the procedure in P. 5 "STEP 1: Updating the BN-20 Driver".

