

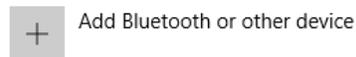
Solution for Bluetooth not working after Windows 10 update

Issue: Even though KNK cutter is connected via Bluetooth, it will not cut from MTC or SCAL and a Com Port assignment doesn't appear in the Port list in the programs.

Solution: Reinstall Bluetooth device driver

- 1) On your keyboard, press the Windows logo key and the letter I. Then click on **Devices** to open Windows 10 **Settings**. You should see your Bluetooth connection for your KNK listed as **CUTTER**:

Bluetooth & other devices



Bluetooth



Now discoverable as "2012SANDYHP"

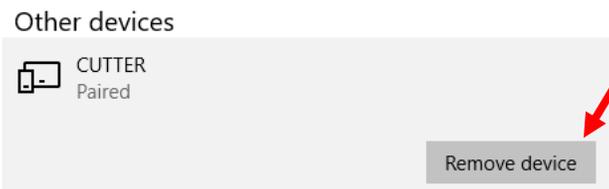
Mouse, keyboard, & pen



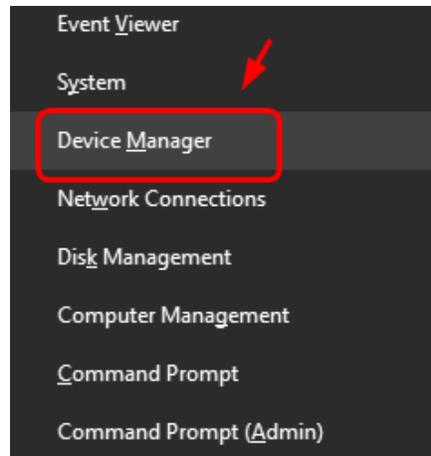
Other devices



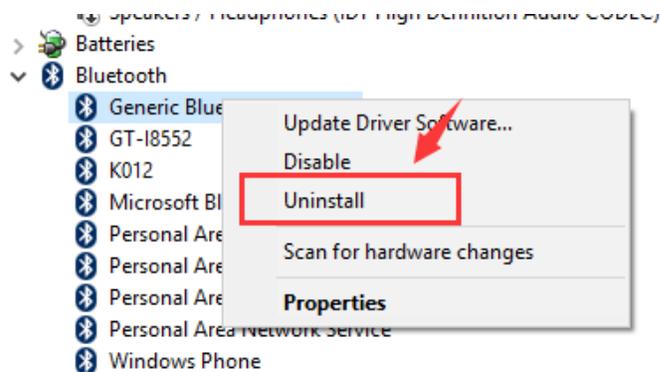
- 2) Click on **CUTTER** and then click on **Remove**:



- 3) On your keyboard, press the Windows logo key and X at the same time and click **Device Manager**:

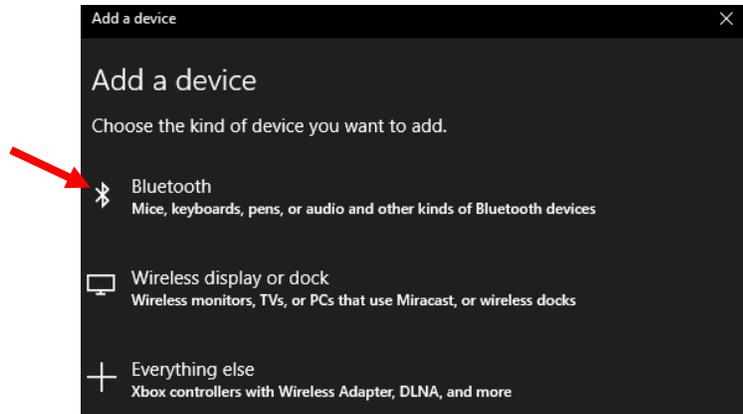


4) Expand **Bluetooth**. Right-click your Bluetooth device and click **Uninstall**. Note that your Bluetooth may be listed with alternate names from what is shown below. For example, it could also say “Intel Wireless Bluetooth.”

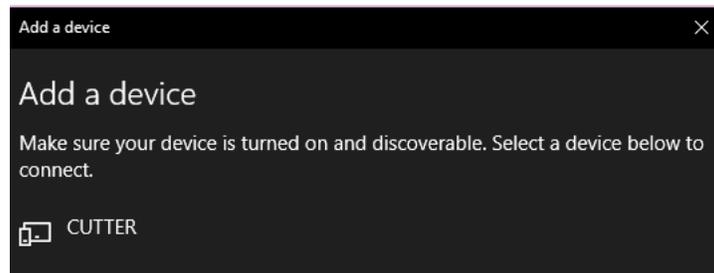


5) Restart your computer. Windows should automatically reinstall Bluetooth after rebooting. Turn on your KNK cutter.

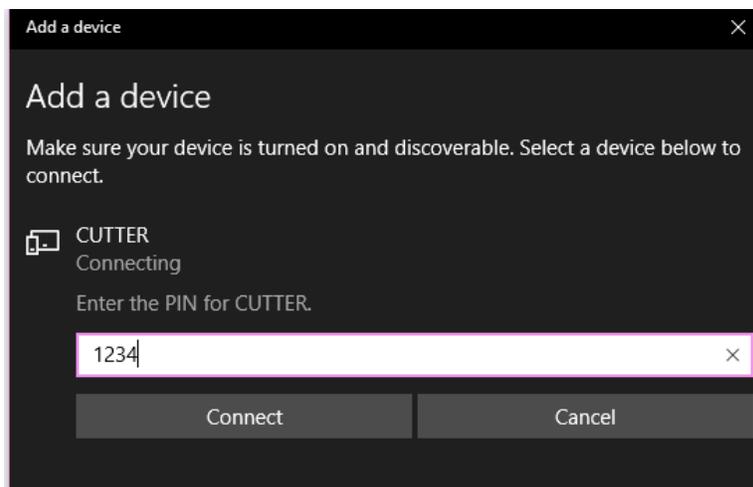
6) Return to the Windows **Settings** window, as in Step 1). Click on **Add Bluetooth or other device** and click on **Bluetooth**:



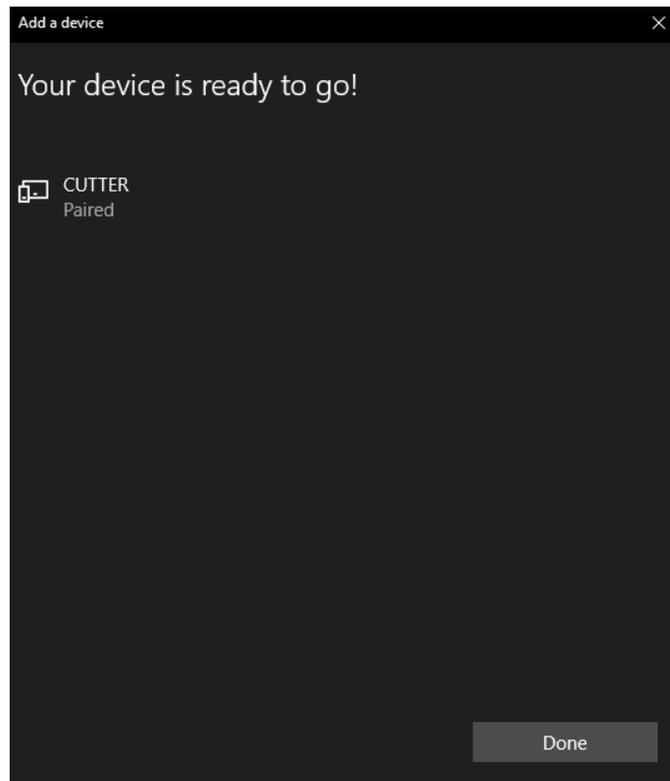
7) Wait for Windows to locate and identify the cutter. It may initially appear as **Unknown Device** but should change to **CUTTER**:



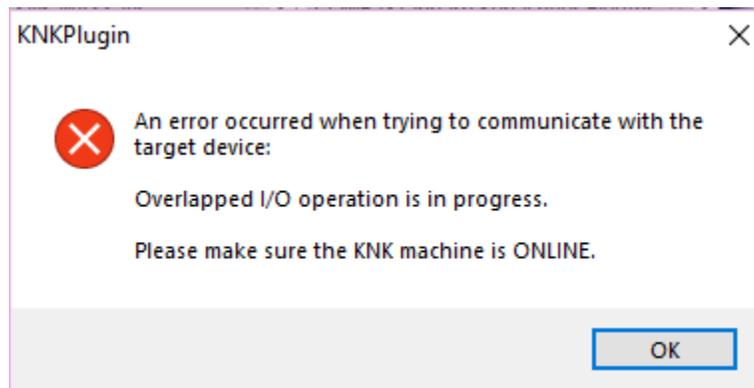
8) Click on **CUTTER** and then click on **Pair**. The window will expand and you can now enter the **1234** pin and then click on **Connect**:



9) If successful, the following window will open and you can click on **Done**:



9) Reopen MTC or SCAL and your KNK should now communicate via Bluetooth. Remember that in MTC, there will be two BT connections appearing. If you select the wrong one and click on **Test Connection**, you'll receive this message:



10) Select the other BT listing in the menu. In SCAL, select **<Auto Detect>** and the correct Com port should be selected.