

# Black Patch Installation on EQ-9800

If you are experiencing color patching on products printed with an all-black background, you will need to install a patch provided by OKI-data in addition to making configuration changes at the printer. The patch may be downloaded from the following link:

<http://www.lucidiom.com/support/Patchy.zip>

You will need to right-click on the file and extract the contents. Once the files are extracted, you'll need to double-click on **ct.exe** and follow the directions for making changes to apply the patch. This includes changing the **Queue Name** of the LPR Settings (**Printer Properties > Ports Tab > Configure Port**) and also making sure to leave the printer sitting in the "Ready to Print" mode before restarting it once the patch has been applied. Additionally, once the patch has been installed you will need to change the Queue Name back to the original settings.

Once the patch has been installed, you will then need to make adjustments to the media types on the printer itself. You can change the media types by accessing the **Menu options**. You will need to go into **Menu > Menus > Tray Configuration > Tray 2 Configuration > Media Type** and change the media type to "*Usertype 2*". This setting will need to be applied for Trays 2, 3, 5, and the MP Tray.

**\*\*Note:** Trays 1 and 4 should not be changed from their Glossy designation.

Once you have made these changes, please print out Configuration Pages (**Menu > Print Pages > Configuration**) on regular copy paper to confirm that your changes have been saved.

Lastly, it might be necessary to open the Setup Wizard and assign the media type for each product you print to "*Usertype 2*" as well.

1. In Lab 50, access **Settings > Fulfillment > PrintServer >** then click on the APM Setup Wizard button to open the **Setup Wizard** program.
2. Under Printer Configuration, select the EQ printer.
3. On the right panel, click on the **Configure Products** button.
4. Double-click on one of the products printed on one of the trays you made adjustments to, then change **Media Type** to "*Usertype 2*".
5. Click **OK**.
6. Repeat for each product you offer on trays 2, 3, 5, and the MP tray.