**Service Bulletin**

Ref. No. COM-0421 (I172)

<Date> September 14, 2018

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**Subject:** PowerPoint에서 흑백 인쇄 할 때 문자/선의 흐림 이미지에 대한 수정 조치

<table>
<thead>
<tr>
<th>Model:</th>
<th>Printer driver in general</th>
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<tr>
<td>Classification:</td>
<td>Field measures timing:</td>
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<td>At Set Up</td>
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<td>Next Visit/Service Call</td>
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<tr>
<td>Phenomenon:</td>
<td>SC/Error</td>
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<tr>
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<td>Image</td>
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<td>Type of change:</td>
<td>Hardware</td>
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In case of printing black & white from PowerPoint using the printer driver, there might be the possibility that the letter/line of the image pasted become blurred slightly.

Perform the following [Contents of the countermeasure] so that the phenomenon might be improved.

[Contents of the countermeasure]

A. If the driver is not the Kyocera recommended driver, change it to Kyocera recommended driver (Hereafter, KX driver)

B. Under the print screen of the PowerPoint, open the [Printer property] and change the color to [Black & White] and select [Color] in the print setting of the PowerPoint.

C. Print with the above setting

[Confirmation work]

1. Check the default printer
   1) Open [Device and Printer]
   2) Confirm the default printer name

   (EX) In case of ECOSYS P6130cdn
   - Kyocera ECOSYS P6130cdn KX ← KX driver
   - ECOSYS P6130cdn ← Microsoft standard driver
   * Name of the KX driver starts from [Kyocera] and finish with [KX]
   Name of the Microsoft standard driver starts from [ECOSYS]

   Note) If the printer name is changed, open the property screen to confirm.

2. If Microsoft standard driver is set as the default printer, perform the following
   a. If KX driver is also installed; : Change to KX driver as the default printer
   b. If KX driver is not installed; : Install KX driver

3. When printing black & white with KX driver, perform the following.
   1) Under the print screen of the PowerPoint, open the [Printer properties] and set the color to [Black & White]
   2) Select [Color] in the print setting of the PowerPoint.
   3) Click [Print] to print.