VariQuest® Perfecta® STP Series
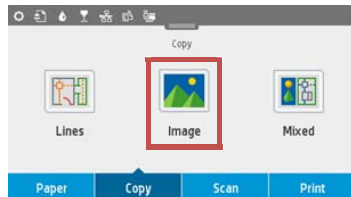
Troubleshooting Tips

Single Color Scan-to-Print
Very rarely, you may experience a scan-to-print output that turns your original multi-color image into a single color (see image). There are two different options to resolve this.
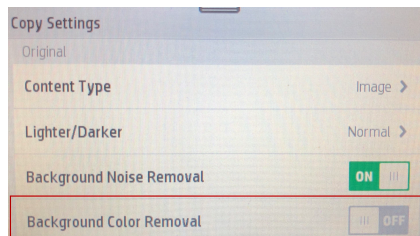
Example of possible issue:

Option 1

1. On the front panel, touch the **Copy tab**, then choose **Image** for your document rather than Lines or Mixed. Proceed as normal.

Option 2

1. After selecting your document type, touch the ⚙ in the lower left corner and turn off **Backgound Color Removal.**
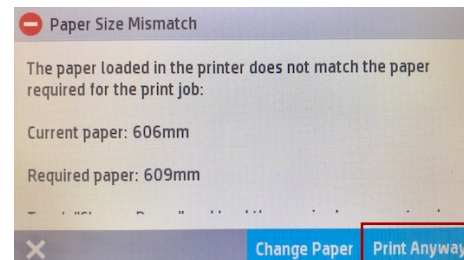

2. Scroll to and touch **Save Current Settings**. At the prompt, touch **Save**, then **OK**. Proceed as normal.

Paper Size Mismatch Error
If you encounter a Paper Size Mismatch on the touch panel, it may be due to the core of your paper roll.

Example of possible issue:

1. Touch **Print Anyway** and if the file prints correctly, proceed to Step 2.

2. On the Home Screen, touch the ⚙ in the upper left corner and scroll to and touch **Print Settings**.

3. Touch Media **Mismatch prompt**, then touch **Print Anyway**.

Technical Support

For technical assistance, please contact your authorized VariQuest® dealer or the VariQuest Technical Support team:

- • **Email**: techsupport@variquest.com
- • **Phone**: 1-800-328-0585

Additional information can be found at resources.variquest.com.