

Date	September 1, 2019
PRODUCT(S) AFFECTED	Perfecta® STP Series Printers, VariQuest® Design Center 2300 or customer-sourced PC
SERIAL NUMBER(S)	All

TITLE:

- Perfecta® STP Series – Loses IP Address Connection with Design Center or customer-sourced PC

DESCRIPTION OF ISSUE(S):

There are times when a customer may lose connection between a Perfecta STP printer and the Design Center or customer-sourced PC.

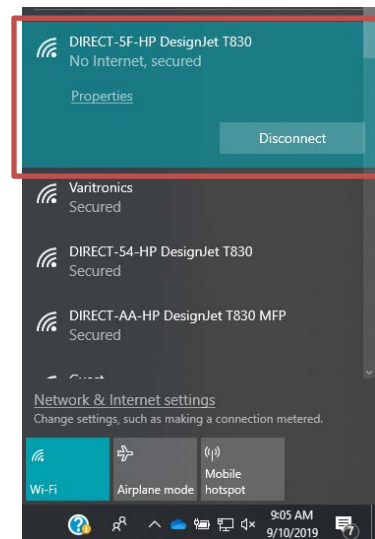
- Wi-Fi Direct – The Design Center or customer-sourced PC will show the connection with the printer, but the print button is not available.
- LAN – both the printer and Design Center/customer-sourced PC are connected correctly, but the print button is not available.

The issue is specific to a change in the IP address. This may happen when a customer is switching the Design Center or PC back and forth between Wi-Fi Direct and access to the internet, or when a customer does a new install or upgrades to new software. The issue appears to present itself randomly.

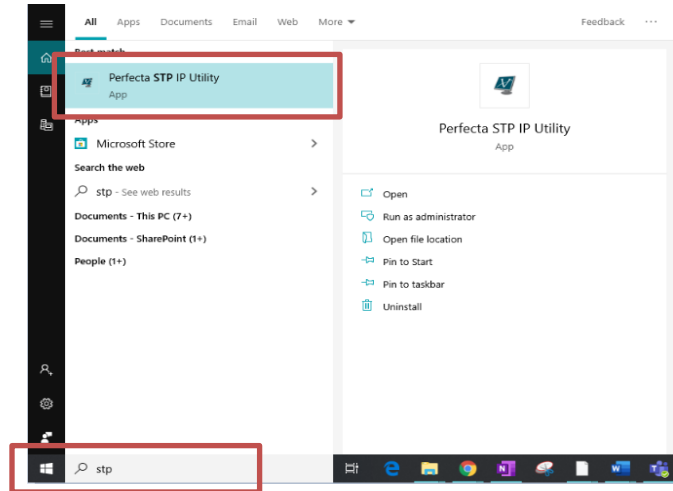
RESOLUTION:

VariQuest Software v8.0 installs a utility on the Design Center or a user's PC. Simply run the utility to re-establish the correct IP address.

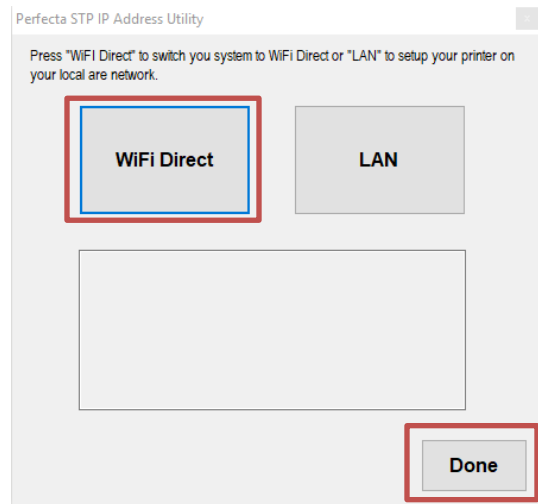
1. Confirm the Design Center is connected to the Perfecta STP printer or the network
 - a. *If the Design Center is connected to the network, confirm the printer is connected to the same network.*



2. Click the **Start** button and type **STP**, then select **Perfecta STP IP Utility**.



3. For Wi-Fi Direct, select **WiFi Direct**.



4. You are done, restart VariQuest and confirm the connection is working correctly. If this did not fix the issue, contact your Tech Support team.

5. For LAN connection, select **LAN**.

6. Go to the **STP printer** and swipe your finger down from the top of the screen. You will see the IP address. Type this into the utility and select **Done**.

7. You are done! Restart VariQuest Software and confirm the connection is working correctly. If this did not fix the issue, contact your VariQuest Tech Support team.

