

DATE	12/27/2022
PRODUCT(S) AFFECTED	Perfecta® STP Series Printers – printing directly from USB port on printer
SERIAL NUMBER(S)	All

TITLE:

Perfecta STP Series – Canva JPG File Printing Issue

DESCRIPTION OF ISSUE:

When printing directly from the USB port on a *Perfecta® STP Series* printer, JPG/JPEG files exported from Canva will cause the printer to freeze up. It appears Canva made a change sometime in late 2022 to the way JPG files are exported and it is causing an issue specifically with the Perfecta STP Series printers.

RESOLUTION:

Once the JPG/JPEG file has been downloaded from Canva, open the file using *Microsoft® Paint* and resave it as a .JPG file. This should resolve the issue.

It is also recommended to use a USB drive that does not contain a large number of files when printing directly from the printer's USB port. This can cause the printer to time out after approximately 40 seconds while it searches for supported file types on the USB drive.