

DS-780N

User's Guide

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About This Manual

Introducing the Manuals

The latest versions of the following manuals are available from the Epson support website.

<http://www.epson.eu/Support> (Europe)

<http://support.epson.net/> (outside Europe)

Setup Guide (paper manual)

Provides you with information on setting up the product and installing the application.

User's Guide (digital manual)

Provides instructions on using the product, maintenance, and solving problems.

Administrator's Guide (digital manual)

Provides network administrators with information on management and scanner settings.

As well as the manuals above, see the help included in the various Epson applications.

Marks and Symbols



Caution:

Instructions that must be followed carefully to avoid bodily injury.



Important:

Instructions that must be observed to avoid damage to your equipment.

Note:

Provides complementary and reference information.

Related Information

➔ Links to related sections.

Descriptions Used in this Manual

Screenshots for the applications are from Windows 10 or macOS Sierra. The content displayed on the screens varies depending on the model and situation.

Illustrations used in this manual are for reference only. Although they may differ slightly from the actual product, the operating methods are the same.

Operating System References

Windows

In this manual, terms such as "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "Windows XP", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions.

- Microsoft® Windows® 10 operating system
- Microsoft® Windows® 8.1 operating system
- Microsoft® Windows® 8 operating system
- Microsoft® Windows® 7 operating system
- Microsoft® Windows Vista® operating system
- Microsoft® Windows® XP operating system Service Pack 3
- Microsoft® Windows® XP Professional x64 Edition operating system Service Pack 2
- Microsoft® Windows Server® 2016 operating system
- Microsoft® Windows Server® 2012 R2 operating system
- Microsoft® Windows Server® 2012 operating system
- Microsoft® Windows Server® 2008 R2 operating system
- Microsoft® Windows Server® 2008 operating system
- Microsoft® Windows Server® 2003 R2 operating system
- Microsoft® Windows Server® 2003 operating system Service Pack 2

Mac OS

In this manual, "Mac OS" is used to refer to macOS Sierra, OS X El Capitan, OS X Yosemite, OS X Mavericks, OS X Mountain Lion, Mac OS X v10.7.x, and Mac OS X v10.6.8.

Important Instructions

Safety Instructions

Read and follow these instructions to ensure safe use of this product and options. Make sure you keep this manual for future reference. Also, be sure to follow all warnings and instructions marked on the product and options.

- ❑ Some of the symbols used on your product and options are to ensure safety and proper use of the product. Visit the following Web site to learn the meaning of the symbols.

<http://support.epson.net/symbols>

- ❑ Place the product and options on a flat, stable surface that extends beyond the base of the product and options in all directions. If you place the product and options by the wall, leave more than 10 cm between the back of the product and options and the wall.
- ❑ Place the product and options close enough to the computer for the interface cable to reach it easily. Do not place or store the product and options or the AC adapter outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.
- ❑ Do not use with wet hands.
- ❑ Place the product and options near an electrical outlet where the adapter can be easily unplugged.
- ❑ The AC adapter cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the cord and do not allow the AC adapter or the cord to be stepped on or run over. Be particularly careful to keep the cord straight at the end.
- ❑ Use only the power cord supplied with the product and do not use the cord with any other equipment. Use of other cords with this product or the use of the supplied power cord with other equipment may result in fire or electric shock.
- ❑ Use only the AC adapter that comes with your product. Using any other adapter could cause fire, electrical shock, or injury.
- ❑ The AC adapter is designed for use with the product with which it was included. Do not attempt to use it with other electronic devices unless specified.
- ❑ Use only the type of power source indicated on the AC adapter's label, and always supply power directly from a standard domestic electrical outlet with the AC adapter that meets the relevant local safety standards.
- ❑ When connecting this product and options to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- ❑ Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- ❑ If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❑ Never disassemble, modify, or attempt to repair the AC adapter, product, or product options by yourself except as specifically explained in the product's guides.
- ❑ Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.
- ❑ If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.

Important Instructions

- ❑ Unplug the product, options, and the AC adapter, and refer servicing to qualified service personnel under the following conditions: The AC adapter or plug is damaged; liquid has entered the product, options, or the AC adapter; the product or the AC adapter has been dropped or the case has been damaged; the product, options, or the AC adapter does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)
- ❑ Unplug the product and the AC adapter before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners except as specifically explained in the product's guides.
- ❑ If you are not going to use the product for a long period, be sure to unplug the AC adapter from the electrical outlet.
- ❑ After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.
- ❑ If the LCD screen is damaged, contact your dealer. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

Restrictions on Copying

Observe the following restrictions to ensure the responsible and legal use of your product.

Copying of the following items is prohibited by law:

- ❑ Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities
- ❑ Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage
- ❑ Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

- ❑ Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.
- ❑ Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

Note:

Copying these items may also be prohibited by law.

Responsible use of copyrighted materials:

Products can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

Advisories and Warnings for Using the Touchscreen

- ❑ The LCD screen may contain a few small bright or dark spots, and because of its features it may have an uneven brightness. These are normal and do not indicate that it is damaged in any way.
- ❑ Only use a dry, soft cloth for cleaning. Do not use liquid or chemical cleaners.
- ❑ The exterior cover of the touchscreen could break if it receives a heavy impact. Contact your dealer if the panel surface chips or cracks, and do not touch or attempt to remove the broken pieces.
- ❑ Press the touchscreen gently with your finger. Do not press force or operate with your nails.

Important Instructions

- Do not use sharp objects such as ball point pens or sharp pencils to perform operations.
- Condensation inside the touchscreen due to abrupt changes in temperature or humidity may cause performance to deteriorate.

Protecting Your Personal Information

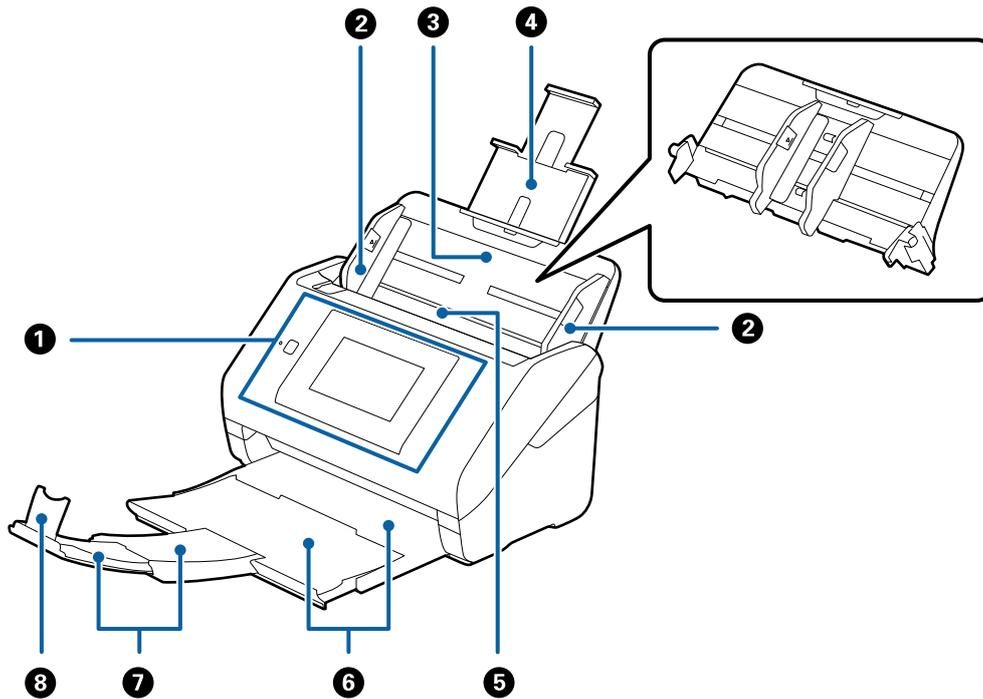
When you give the scanner to someone else or dispose of it, erase all the personal information stored in the scanner's memory by selecting the menus on the control panel as described below.

Settings > System Administration > Restore Default Settings > Clear All Data and Settings

Scanner Basics

Part Names and Functions

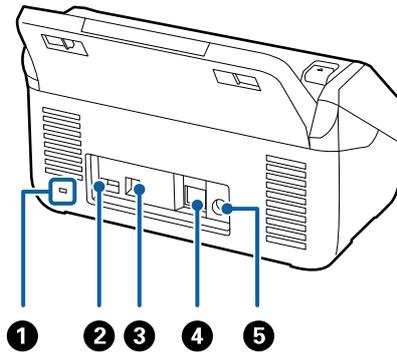
Front



1	Control panel	Indicates the scanner's status and allows you to make scanning settings.
2	Edge guides	Feeds originals straight into the scanner. Slide to the edges of the originals.
3	Input tray	Loads originals. Pull out the tray extension if originals are too big for the input tray. This prevents paper from curling and causing paper jams. When removing the input tray, slide the hooks that are on both ends at the back, and then pull out the input tray.
4	Input tray extension	
5	ADF (Automatic Document Feeder)	Feeds loaded originals automatically.
6	Output tray	Holds originals ejected from the scanner. Pull out the extension tray to the length of the originals.
7	Output tray extension	
8	Stopper	Prevents ejected originals from falling off the extension tray. Adjust it to the length of the originals.

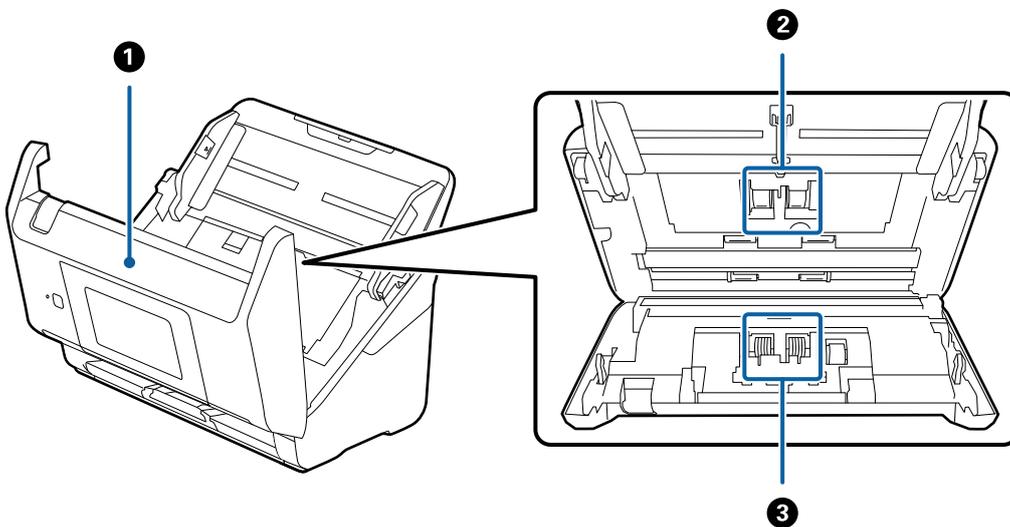
Scanner Basics

Back



①	Security slot	Inserts a security lock for theft prevention.
②	Service USB port	Connects an IC card reader for authentication. Do not connect anything except an IC card reader.
③	USB port	Connects a USB cable.
④	LAN port	Connects a LAN cable.
⑤	DC inlet	Connects the AC adapter.

Inside



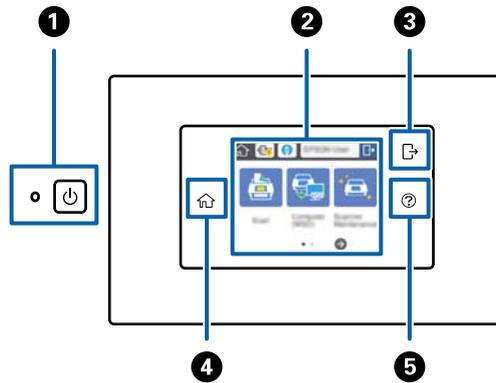
①	Scanner cover	Pull the lever and open the scanner cover when cleaning inside the scanner and removing jammed paper.
②	Pickup roller	Feeds originals. This needs to be replaced when the number of scans exceeds the service number of papers.
③	Separation roller	Feeds originals separately one by one. This needs to be replaced when the number of scans exceeds the service number of papers.

Related Information

- ➔ “Cleaning Inside the Scanner” on page 100
- ➔ “Replacing the Roller Assembly Kit” on page 105

Control Panel

Buttons and Lights



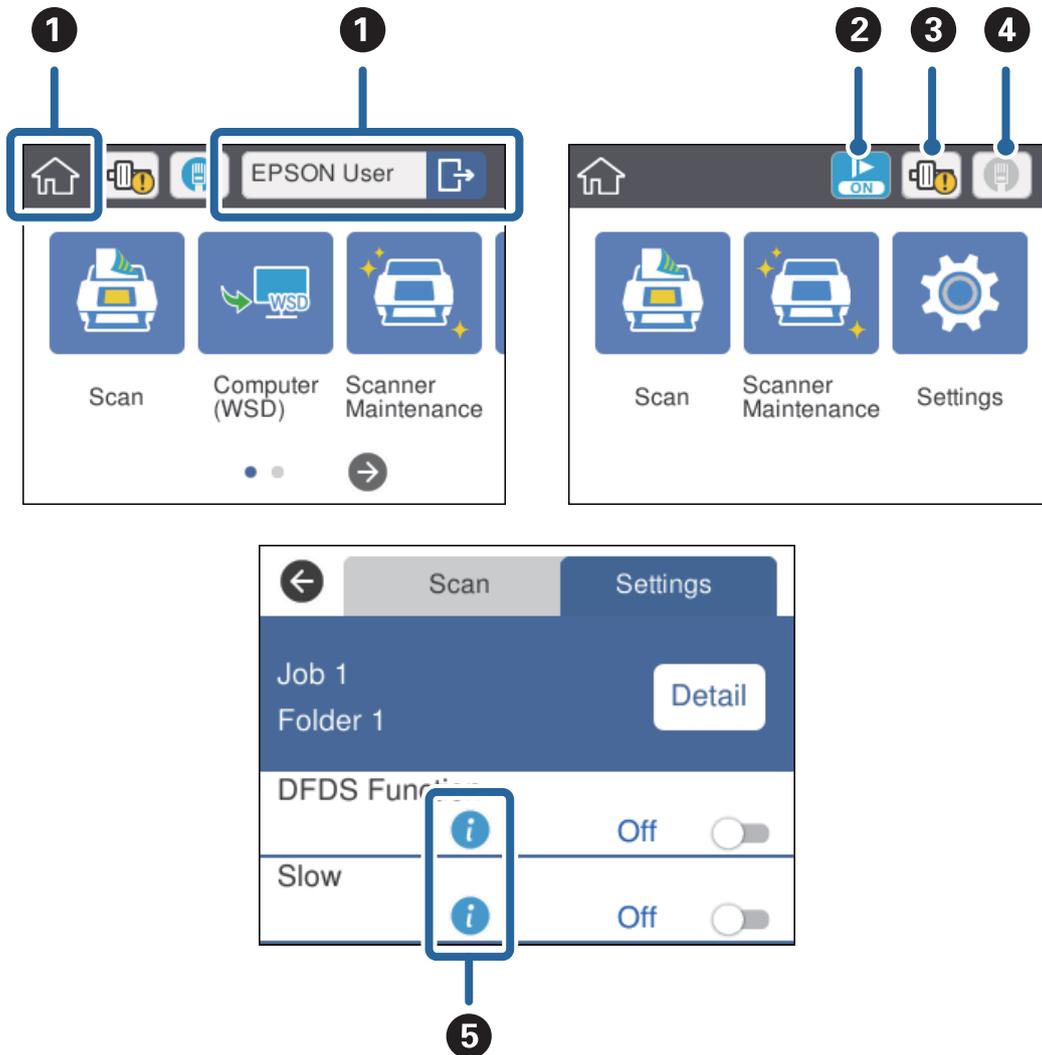
1		Power button/ light	Turns the scanner on or off. Do not turn off the scanner while the light is flashing because the scanner is operating or processing a job.
2	-	LCD Screen	Tap the screen to select menus or make settings.
3		Log out	While the authentication feature is enabled, this icon is available when a user with access authority is logged in. Tap the icon to log out.
4		Home	You can also display the home screen from any other screen except when an error has occurred.
5		Help	Displays the help screen. You can check how to solve problems and how to load originals.

Icons displayed in the LCD Screen

The following icons are displayed on the LCD screen depending on the scanner's status.

Scanner Basics

Features or items locked by an administrator are displayed in gray and can only be operated by an administrator.



1		The home screen. You can select the following menus.	
		While the authentication feature is enabled, a user name is displayed when a user with access authority is logged in.	
		Scan	Executes the job: When Scan, Save and Send have been registered in advance in Document Capture Pro (Windows) or Document Capture (Mac OS) or Document Capture Pro Server (Windows Server).
		Computer (WSD)	Transfers the scanned data to the computer that was found using WSD (Web Service for Devices). If you do not use this feature, you can make settings so that it is not displayed on the home screen.
	Scanner Maintenance	Tap this when cleaning the inside of the scanner or replacing the roller assembly kit.	
	Settings	You can check and change the settings for the scanner.	
2		Slow mode is enabled. Slows down the feeding speed whenever scanning.	

Scanner Basics

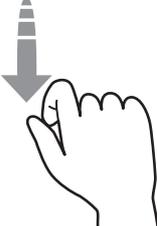
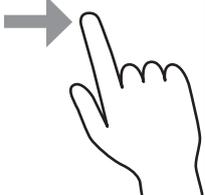
<p>3</p>		<p>Informs you when it is time to replace the roller assembly kit (the pickup roller and the separation roller). A message is displayed on the screen when you tap the icon.</p>
<p>4</p>	<p>Displays the network connection status. Tap the icon to display the network settings menu. You can also display it by tapping Settings > Network Settings on the home screen.</p>	
		<p>Indicates that the scanner is not connected to a wired (Ethernet) network or the settings have been released.</p>
		<p>Indicates that the scanner is connected to a wired (Ethernet) network.</p>
<p>5</p>		<p>Tap the icon to display related and reference information for the item.</p>
		<p>Indicates caution is required. Tap the icon to check instructions on solving problems.</p>

Related Information

- ➔ [“Scanning Using Jobs from the Control Panel” on page 54](#)
- ➔ [“Menu Options for Settings” on page 96](#)
- ➔ [“Replacing the Roller Assembly Kit” on page 105](#)

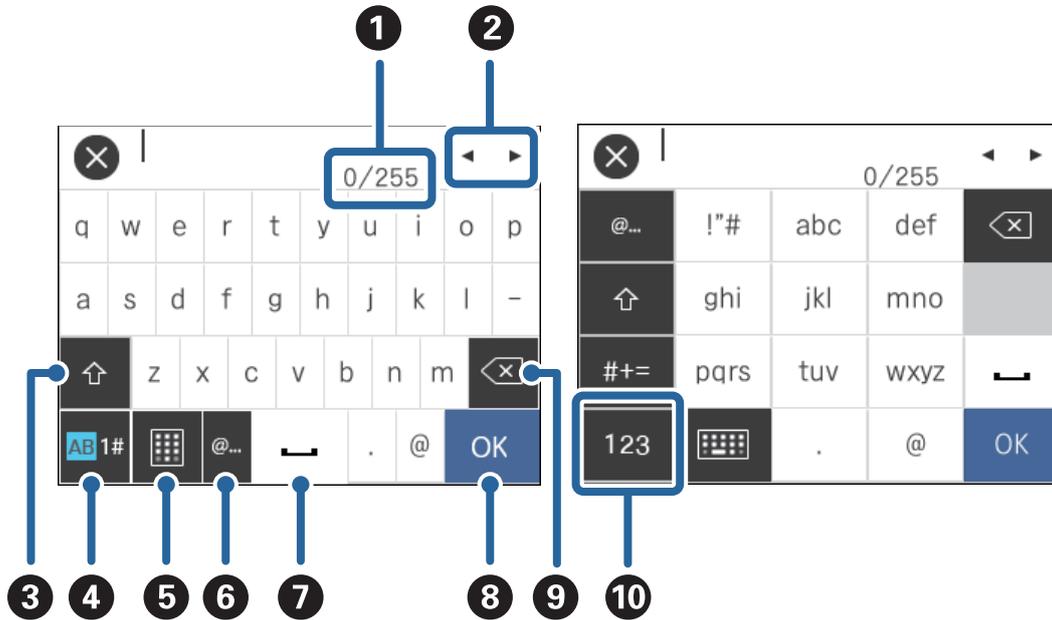
Touch Screen Operations

The touchscreen is compatible with the following operations.

<p>Tap</p>		<p>Press or select the items or the icons.</p>
<p>Flick</p>		<p>Scroll the screen swiftly.</p>
<p>Slide</p>		<p>Hold and move the items around.</p>

Entering Characters

Enter characters such as passwords using the keyboard screen.



Note:

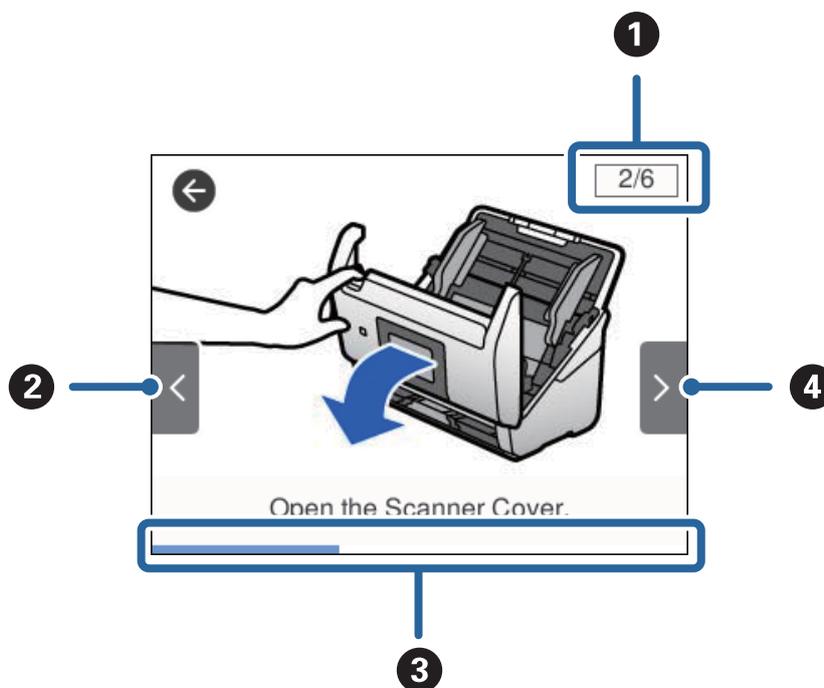
Available icons vary depending on the setting item.

1	Displays the number of characters. (The number of characters that you have entered./The maximum number of characters that you can enter.)
2	Moves the cursor to the input position.
3	Switches between capital letters and small letters.
4	Switches the character type. AB: alphabets 1#: numbers and symbols
5	Changes the keyboard layout.
6	Enters frequently used email domain addresses or URLs by simply selecting the item.
7	Enters a space.
8	Enters the character.
9	Deletes the character on the left of the cursor (a vertical bar indicating the position where text will be entered). Deletes the character on the right of the cursor when the cursor is at the beginning of the sentence (when there are no characters to the left of the cursor).
10	Switches the character type. abc: alphabets 123: numbers #+=: symbols

Viewing Guidance Animations

You can load various kinds of originals by viewing guidance animations on the control panel.

- ❑ Tap **?** on the control panel: Displays the help screen. Tap **How To** to display animations, and then select the items that you want to see.
- ❑ Tap **How To** at the bottom of the operation screen: Displays context-sensitive animations.



①	Indicates the total number of steps and the current step number. The example above shows step 2 of 6 steps.
②	Back to the previous step.
③	Indicates your progress through the current step. The animation repeats when the progress bar reaches the end.
④	Moves to next step.

Information on Applications

This section introduces the software products available for your scanner. The latest software can be installed at the Epson Web site.

Epson Scan 2

Epson Scan 2 is a driver for controlling your scanner, enabling a variety of scan settings. This also allows you to start either as a standalone application or by using TWAIN-compliant application software.

See the Epson Scan 2 help for details on using the application.

Scanner Basics

Document Capture Pro / Document Capture

Document Capture Pro is an application that allows you to easily digitize originals such as documents and forms.

You can save scanned images to a specified folder, send by email, and perform copying functions by linking to a printer. You can also split documents by using separation information such as barcodes and automatically process new files. This allows you to streamline the way electronic documents are handled, such as reading large documents and making best use of network capabilities.

Document Capture Pro is for Windows only. For Mac OS, use Document Capture, and for Windows Server, use Document Capture Pro Server.

See the Document Capture Pro help (Windows) or Document Capture (Mac OS) for details on using the application.

Note:

Document Capture Pro does not support Windows Vista/Windows XP.

Job:

When performed in order, the following operations are known as a job: **1. Scan > 2. Save > 3. Send.**

By registering a series of operations in advance as a job, you can perform all of the operations by simply selecting the job. By assigning a job to the scanner's control panel, you can start a job from the control panel (Button Assignment).

Separation Function:

You can automatically process complicated sorting or organizing by using a variety of detection methods such as blank pages with/without barcodes which are inserted between the originals, or barcodes on the originals.

You can also sort multiple scanned images as separate files and save each file in specific folders by using these methods or by setting specific pages.

Document Capture Pro Server

Document Capture Pro Server is an application for Windows Server that allows you to manage up to 100 scanners on the network through servers.

By using a web browser, you can register and monitor scanners or register jobs: **1. Scan > 2. Save > 3. Send** and assign them to individual scanners. You can scan by simply selecting a job on a scanner managed by Document Capture Pro Server.

For further information, contact your local Epson office.

Document Capture Pro Server Authentication Edition

An application for Windows Server that adds an authentication feature to Document Capture Pro Server.

This allows you to prevent misuse and increase efficiency by restricting the features that individual users can access. Authentication is required when using the scanner.

For further information, contact your local Epson office.

Presto! BizCard

Presto! BizCard by NewSoft provides a full range of contact management functions for adding business cards without typing. Use the BizCard recognition system to scan business cards, edit, and synchronize the information to the most frequently used personal database management software. You can easily save and manage your contact information.

EPSON Software Updater

EPSON Software Updater is an application that checks for new or updated applications on the internet and installs them.

You can also update the scanner's digital manual.

Note:

Windows Server operating systems are not supported.

Option Items and Consumables Information

Carrier Sheet Codes

Using a Carrier Sheet allows you to scan irregular shaped originals or photos that can be easily scratched when feeding paper. You can scan originals larger than A4 size with a carrier sheet by folding it in half.

Part name	Codes
Carrier Sheet*	B12B819051 B12B819061 (China only)

* You can only use the carrier sheet with the code.

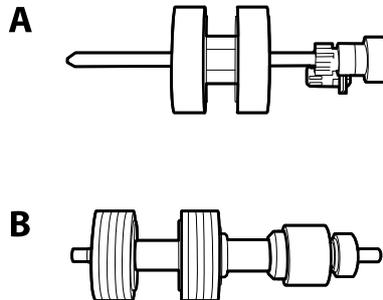
Related Information

- ➔ [“General Specifications for Originals being Scanned” on page 23](#)
- ➔ [“Placing Large Size Originals” on page 40](#)
- ➔ [“Placing Irregular Shaped Originals” on page 43](#)
- ➔ [“Placing Photographs” on page 46](#)

Scanner Basics

Roller Assembly Kit Codes

Parts (the pickup roller and separation roller) should be replaced when the number of scans exceeds the service number. You can check the latest number of scans on the control panel or in the Epson Scan 2 Utility.



A: pickup roller, B: separation roller

Part name	Codes	Life cycle
Roller Assembly Kit	B12B819031 B12B819041 (China only)	200,000*

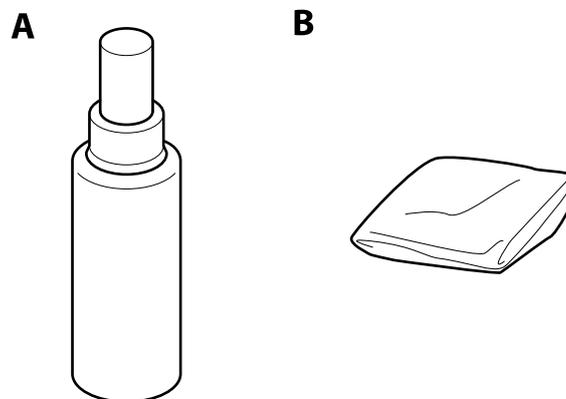
* This number was reached by consecutively scanning using Epson test original papers, and is a guide to the replacement cycle. The replacement cycle may vary depending on different paper types, such as paper that generates a lot of paper dust or paper with a rough surface that may shorten the life cycle.

Related Information

- ➔ [“Replacing the Roller Assembly Kit” on page 105](#)
- ➔ [“Resetting the Number of Scans” on page 109](#)

Cleaning Kit Codes

Use this when cleaning inside the scanner.



A: cleaner, B: cleaning cloth

Scanner Basics

Part name	Codes
Cleaning Kit	B12B819291

Related Information

➔ [“Cleaning Inside the Scanner” on page 100](#)

Specifications of Originals and Placing Originals

Specifications of Originals

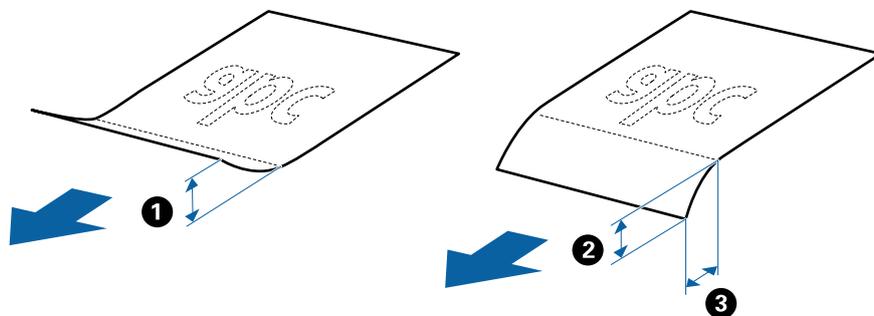
This section explains the specifications and conditions of originals that can be loaded in the ADF.

General Specifications for Originals being Scanned

Type of Original	Thickness	Size
Plain paper	27 to 413 g/m ²	Maximum: 215.9×6,096.0 mm (8.5×240.0 in.)
Fine paper	A8 size or less: 127 to 413 g/m ²	Minimum: 50.8×50.8 mm (2.0×2.0 in.)
Recycled paper	Plastic cards: 1.24 mm (0.05 in.) or less (including emboss)	The loadable size varies depending on the type of originals.
Post card	Laminated Cards: 0.8 mm (0.03 in.) or less	
Business card		
Envelopes		
Plastic cards complying with ISO7810 ID-1 type (with or without emboss)		
Laminated cards		
Thermal paper		

Note:

- ❑ All originals must be flat at the leading edge.
- ❑ Make sure that curls on the leading edge of the originals are kept within the following range.
 - ① must be 3 mm or less.
 - ② must be 1 mm or less while ② is equal to or less than ③. When ③ is equal to or more than 10 times the size of ②, ② can be more than 1 mm.



- ❑ Even when the original meets the specifications for originals that can be placed in the ADF, it may not feed from the ADF or the scan quality may decline depending on the paper properties or quality.

Specifications of Originals and Placing Originals

Specifications of Standard Size Originals

The list of the standard size originals you can load on the scanner.

Size	Measurement	Thickness	Paper Type	Loading Capacity *
Legal	215.9×355.6 mm (8.5×14 in.)	27 to 413 g/m ²	Plain paper Fine paper Recycled paper	Thickness of the originals stack: under 12 mm (0.47 in.) 80 g/m ² : 80 sheets 90 g/m ² : 69 sheets 104 g/m ² : 59 sheets 127 g/m ² : 50 sheets 157 g/m ² : 40 sheets 209 g/m ² : 30 sheets 256 g/m ² : 24 sheets 413 g/m ² : 14 sheets The loading capacity varies depending on the paper type.
Letter	215.9×279.4 mm (8.5×11 in.)			Thickness of the originals stack: under 12 mm (0.47 in.)
A4	210×297 mm (8.3×11.7 in.)			80 g/m ² : 100 sheets
B5	182×257 mm (7.2×10.1 in.)			90 g/m ² : 86 sheets
A5	148×210 mm (5.8×8.3 in.)			104 g/m ² : 74 sheets
B6	128×182 mm (5.0×7.2 in.)			127 g/m ² : 62 sheets
A6	105×148 mm (4.1×5.8 in.)			157 g/m ² : 50 sheets
				209 g/m ² : 38 sheets
				256 g/m ² : 30 sheets
				413 g/m ² : 18 sheets
			The loading capacity varies depending on the paper type.	
A8	52×74 mm (2.1×2.9 in.)	127 to 413 g/m ²		
Business Card	55×89 mm (2.1×3.4 in.)	210 g/m ²		Thickness of the originals stack: under 12 mm (0.47 in.) 30 sheets

* You can refill the originals up to the maximum capacity during scanning.

Specifications of Long Paper

The specification of long paper you can load into the scanner.

Specifications of Originals and Placing Originals

Size	Thickness	Paper Type	Loading Capacity
Width: 50.8 to 215.9 mm (2.0 to 8.5 in.) Length: 393.8 to 6,096.0 mm (15.5 to 240.0 in.)	50 to 130 g/m ²	Plain paper Fine paper Recycled paper	1 sheet

Specifications of Plastic Cards

The specification of plastic card you can load into the scanner.

Size	Card Type	Thickness	Loading Capacity	Loading Direction
ISO7810 ID-1 Type 54.0×85.6 mm (2.1×3.3 in.)	With embossing	1.24 mm (0.05 in.) or less	1 card	Horizontal (Landscape)
	Without embossing	0.76 mm (0.03 in.) or less	5 cards	

Specifications of Laminated Cards

The specification of laminated cards you can load into the scanner.

Size	Thickness	Loading Capacity
120.0×150.0 mm (4.7×5.9 in.) or less	0.8 mm (0.03 in.) or less	1 card

Specifications for Originals Using the Carrier Sheet

The optional Carrier Sheet is a sheet designed to transport originals through the scanner. You can scan originals that are larger than A4/Letter size, important documents or photos which must not be damaged, thin paper, irregular shaped originals, and so on.

The following table provides the conditions for using the Carrier Sheet.

Specifications of Originals and Placing Originals

Type	Size	Thickness	Loading Capacity of the Carrier Sheet
Originals that cannot be loaded directly into the scanner	A3* ¹ A4 B4* ¹ Letter Legal* ¹ B5 A5 B6 A6 A8 Custom size: <input type="checkbox"/> Width: up to 431.8 mm (17 in.) * ² <input type="checkbox"/> Length: up to 297 mm (11.7 in.) * ³	0.3 mm (0.012 in.) or less (excluding the thickness of the Carrier Sheet)	10 sheets

*1 Fold in half to set.

*2 Originals that are wider than 215.9 mm (8.5 in.) need to be folded in half.

*3 The leading edge of the original must be placed at the binding part of the Carrier Sheet when scanning an original approximately 297 mm (11.7 in.) long. Otherwise, the length of the scanned image may be longer than intended as the scanner scans to the end of the Carrier Sheet when you select **Auto Detect** as the **Document Size** setting in Epson Scan 2.

Related Information

➔ [“Carrier Sheet Codes” on page 20](#)

Specifications of Envelopes

The specification of envelopes you can load into the scanner.

Size	Measurement	Thickness	Loading Capacity
C6	114×162 mm (4.49×6.38 in.) (standard size)	0.38 mm (0.015 in.) or less	10 envelopes
DL	110×220 mm (4.33×8.66 in.) (standard size)		

Types of Originals that Require Attention

The following types of originals may not be successfully scanned.

- Originals with an uneven surface such as letter head paper.
- Originals with crinkles or fold lines
- Perforated originals

Specifications of Originals and Placing Originals

- Original with labels or stickers
- Carbon-less paper
- Curled originals
- Coated paper

Note:

- Because carbon-less paper contains chemical substances that may harm the rollers, if paper jams occur frequently, clean the pickup roller and the separation roller.*
- Crinkled originals may scan better if you slow down the feeding speed during scanning or smooth out the crinkles before loading.*
- To scan delicate originals or originals that are easily crinkled, use the Carrier Sheet (sold separately).*
- To scan originals that are incorrectly detected as double feeds, set the **DFDS Function** to **On** on the control panel before you resume scanning or select **Off** in **Detect Double Feed** on the **Main Settings** tab in Epson Scan 2.*
- Labels or stickers must be firmly stuck to the originals with no glue protruding.*
- Try to flatten the curled originals before scanning.*

Related Information

- ➔ [“Scanner Basics” on page 12](#)
- ➔ [“Maintenance” on page 100](#)

Types of Originals that Must Not be Scanned

The following types of originals must not be scanned.

- Photos
- Booklets
- Non-paper original (such as clear files, fabric, and metal foil)
- Originals with staples or paper clips
- Originals with glue attached
- Ripped originals
- Heavily wrinkled or curled originals
- Transparent originals such as OHP film
- Originals with carbon paper on the back
- Originals with wet ink
- Originals with sticky notes attached

Note:

- Do not feed photos, valuable original artwork, or important documents which you do not want to damage or deface into the scanner directly. Misfeeding may wrinkle or damage the original. When scanning such originals, make sure you use the Carrier Sheet (sold separately).*
- Ripped, wrinkled, or curled originals can also be scanned if you use the Carrier Sheet (sold separately).*

Related Information

- ➔ [“Photographs” on page 45](#)

Specifications of Originals and Placing Originals

Placing Originals

Standard Size Originals

Specifications of Standard Size Originals

The list of the standard size originals you can load on the scanner.

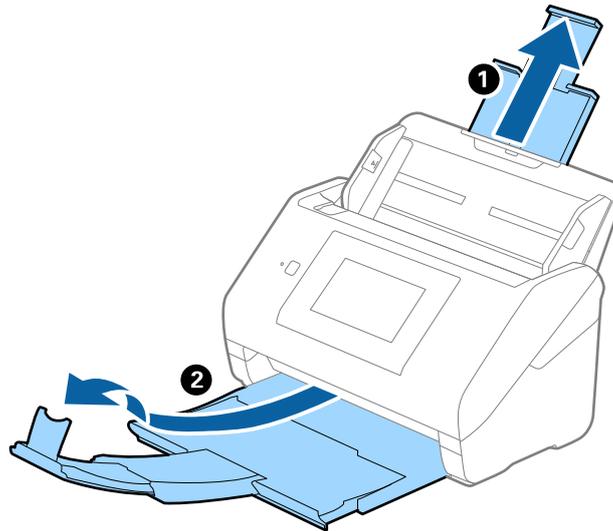
Size	Measurement	Thickness	Paper Type	Loading Capacity *	
Legal	215.9×355.6 mm (8.5×14 in.)	27 to 413 g/m ²	Plain paper Fine paper Recycled paper	Thickness of the originals stack: under 12 mm (0.47 in.) 80 g/m ² : 80 sheets 90 g/m ² : 69 sheets 104 g/m ² : 59 sheets 127 g/m ² : 50 sheets 157 g/m ² : 40 sheets 209 g/m ² : 30 sheets 256 g/m ² : 24 sheets 413 g/m ² : 14 sheets The loading capacity varies depending on the paper type.	
Letter	215.9×279.4 mm (8.5×11 in.)	127 to 413 g/m ²		Thickness of the originals stack: under 12 mm (0.47 in.) 80 g/m ² : 100 sheets 90 g/m ² : 86 sheets 104 g/m ² : 74 sheets 127 g/m ² : 62 sheets 157 g/m ² : 50 sheets 209 g/m ² : 38 sheets 256 g/m ² : 30 sheets 413 g/m ² : 18 sheets The loading capacity varies depending on the paper type.	
A4	210×297 mm (8.3×11.7 in.)			127 to 413 g/m ²	The loading capacity varies depending on the paper type.
B5	182×257 mm (7.2×10.1 in.)				
A5	148×210 mm (5.8×8.3 in.)				
B6	128×182 mm (5.0×7.2 in.)				
A6	105×148 mm (4.1×5.8 in.)				
A8	52×74 mm (2.1×2.9 in.)	127 to 413 g/m ²			
Business Card	55×89 mm (2.1×3.4 in.)	210 g/m ²			Thickness of the originals stack: under 12 mm (0.47 in.) 30 sheets

Specifications of Originals and Placing Originals

- * You can refill the originals up to the maximum capacity during scanning.

Placing Standard Size Originals

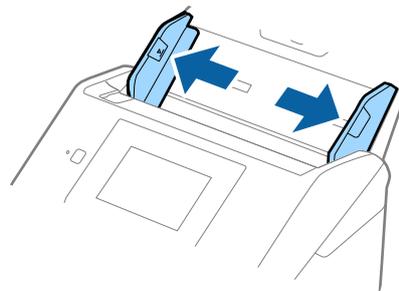
1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.



Note:

- ❑ For A4 size or larger originals, make sure you pull out and extend the input tray extension.
- ❑ Make sure you pull out and extend the output tray extensions so that they are a little bit longer than the length of the original, and raise the stopper so that the ejected originals can be stacked comfortably on the output tray.
- ❑ The stopper can move forward and backward on the output tray extension so that you can easily adjust the stopper position to the best position for the originals being scanned.
- ❑ If thick originals bump into the output tray and fall from it, store the output tray and do not use it to stack the ejected originals.
- ❑ If scanned images are still affected by ejected originals hitting the surface below the scanner, we recommend placing the scanner on the edge of a table where the ejected originals can drop freely and you can catch them.

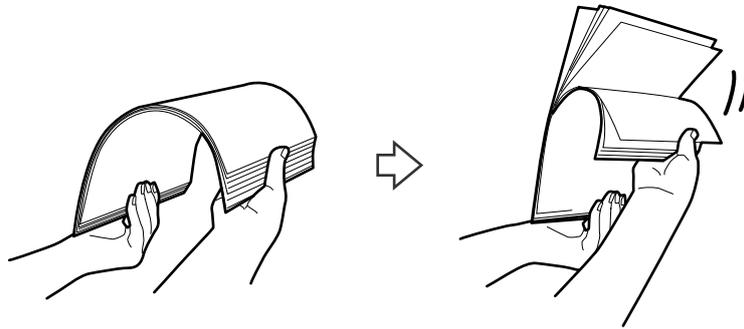
2. Slide the edge guides on the input tray all the way out.



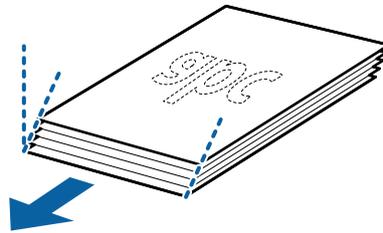
Specifications of Originals and Placing Originals

3. Fan the originals.

Hold both ends of the originals and fan them a few times.

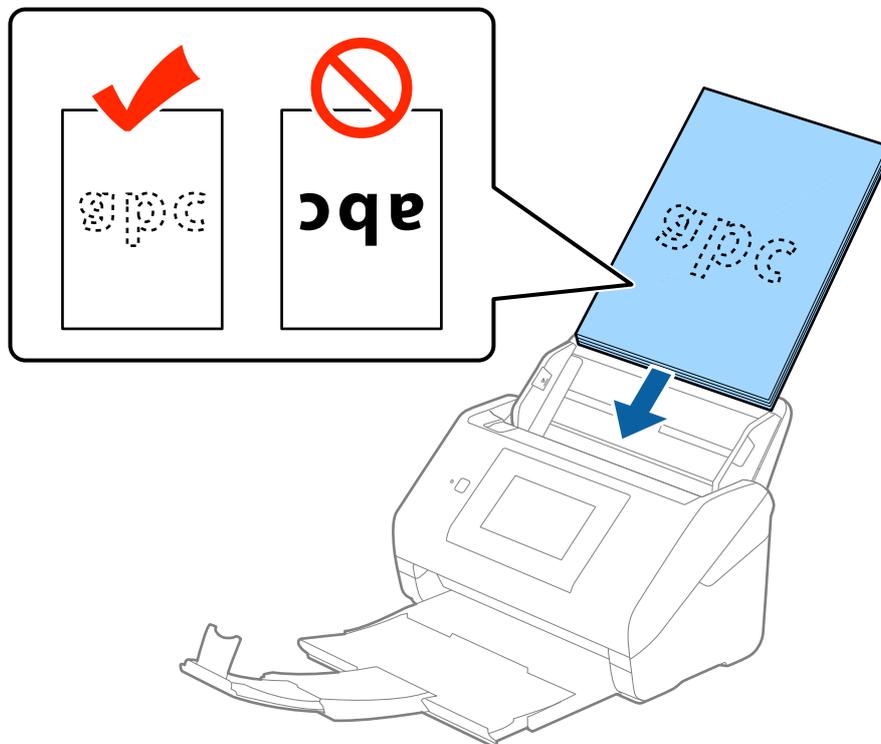


4. Align the edges of the originals with the printed side facing down and slide the leading edge into a wedge shape.



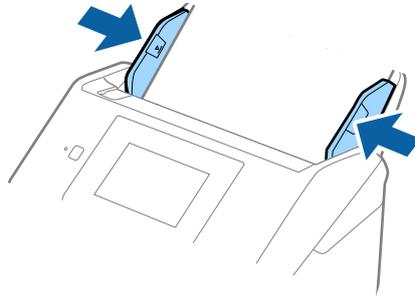
5. Load the originals into the input tray facing down with the top edge facing into the ADF.

Slide the originals into the ADF until they meet resistance.



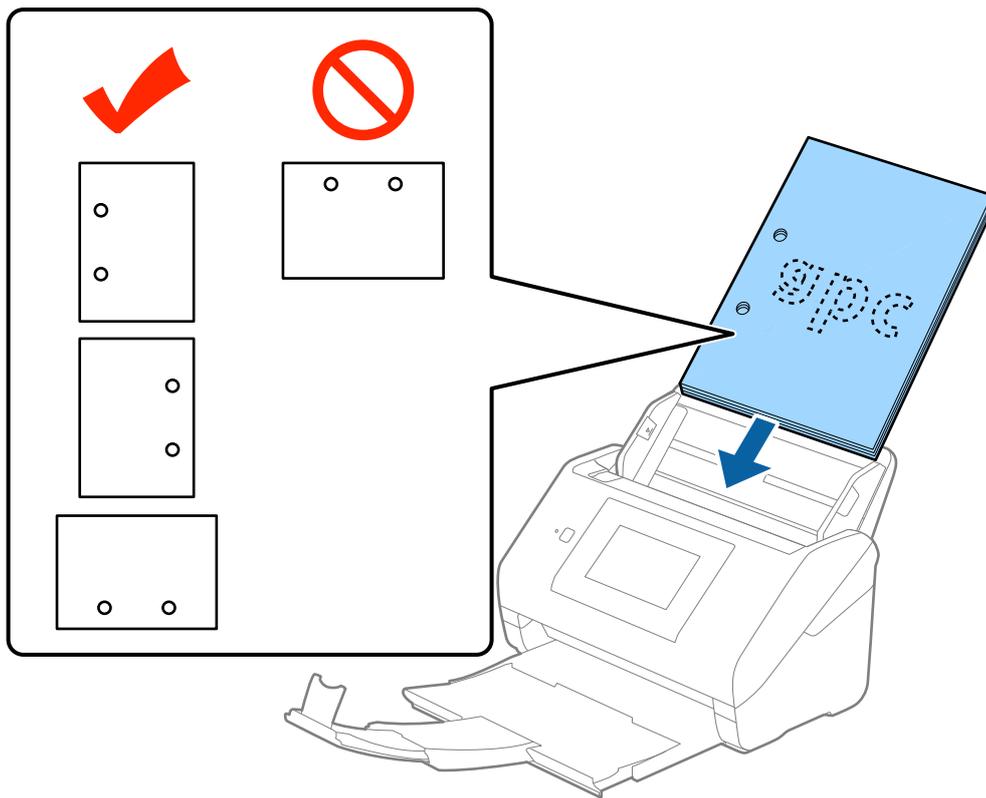
Specifications of Originals and Placing Originals

- Slide the edge guides to fit the edge of the originals making sure there are no gaps between the originals and the edge guides. Otherwise, the originals may be fed skewed.



Note:

- When scanning originals with punch holes such as loose leaf paper, load the originals with the holes facing to the side or facing down. There must not be any holes within a 30 mm (1.2 inches) strip at the center of the originals. However, there can be holes within 30 mm (1.2 inches) from the leading edge of the originals. Make sure that the edges of the punch holes do not have burrs or curls.



- When scanning thin paper with crinkles that are causing paper jams or double feeds, you may be able to improve the situation by enabling **Slow**. To do this, on the control panel, tap **Settings** > **External Scan Settings** > **Slow** and set it to **On** to slow down the feeding speed.

Specifications of Originals and Placing Originals

Long Paper

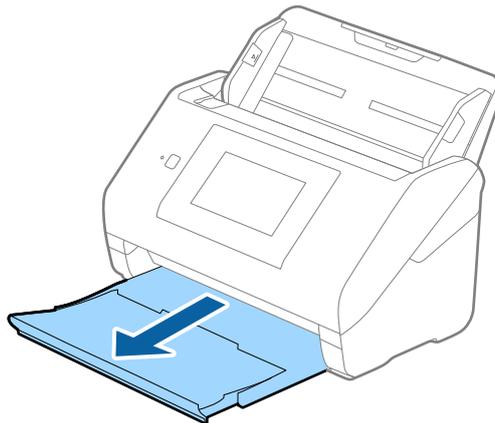
Specifications of Long Paper

The specification of long paper you can load into the scanner.

Size	Thickness	Paper Type	Loading Capacity
Width: 50.8 to 215.9 mm (2.0 to 8.5 in.) Length: 393.8 to 6,096.0 mm (15.5 to 240.0 in.)	50 to 130 g/m ²	Plain paper Fine paper Recycled paper	1 sheet

Placing Long Paper

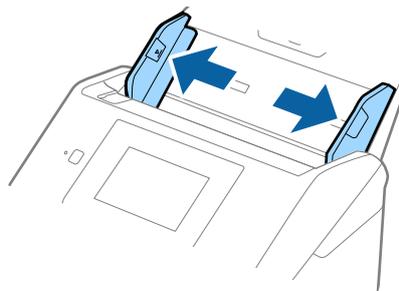
1. Slide out the output tray.



Note:

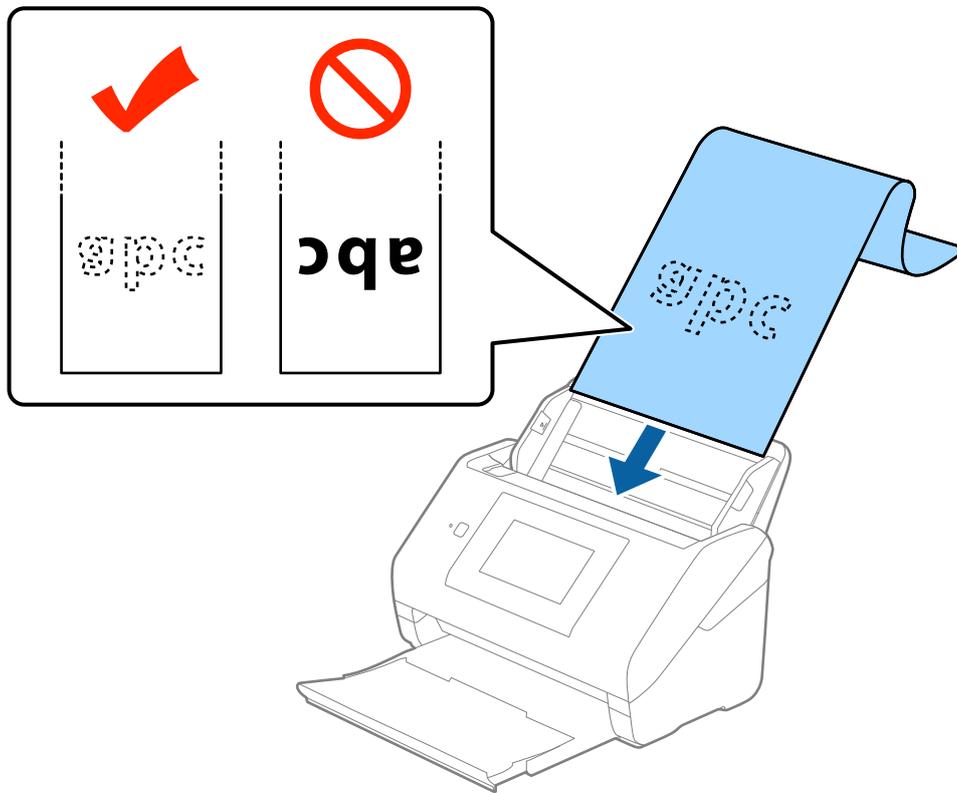
Do not extend the input tray extension and output tray extensions and do not raise the stopper.

2. Slide the edge guides on the input tray all the way out.

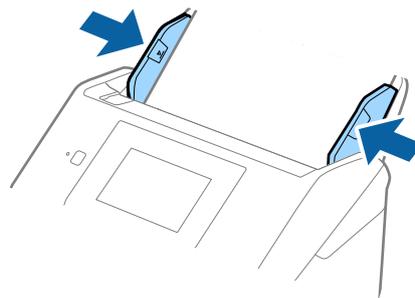


Specifications of Originals and Placing Originals

3. Load the original straight into the input tray, facing down with the top edge facing into the ADF. Slide the original into the ADF until it meets resistance.



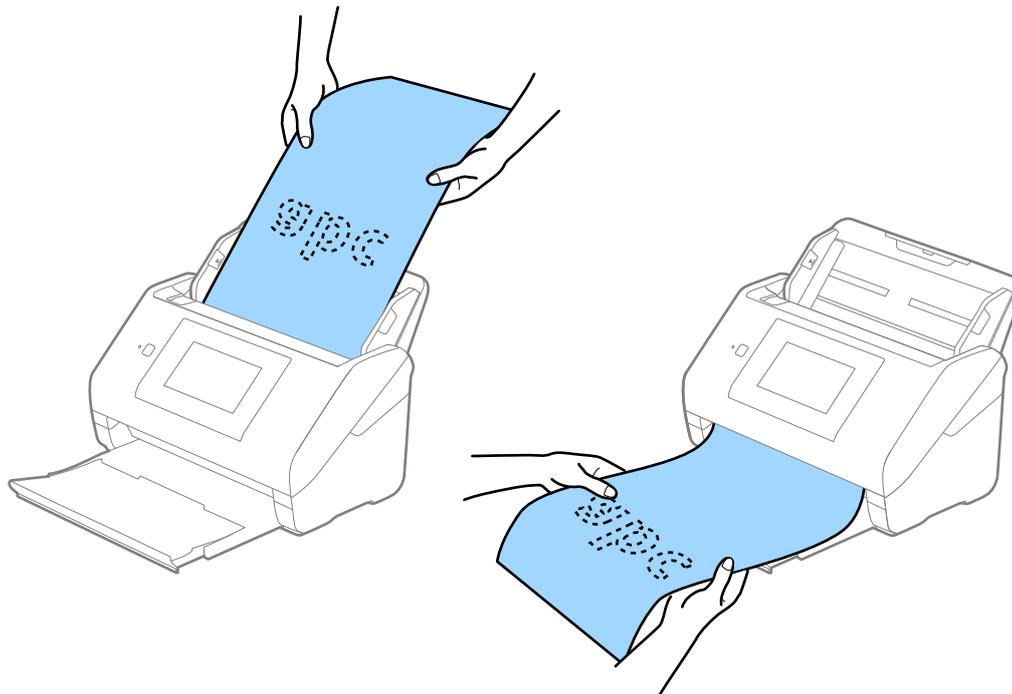
4. Adjust the edge guides to fit the edge of the long paper making sure there are no gaps between the edge of the paper and the edge guides. Otherwise, the originals may be fed skewed.



Specifications of Originals and Placing Originals

Note:

- ❑ You can scan long paper up to 5,461 mm (215 inches) in length with a resolution of 300 dpi or less, and over 5,461 mm (215 inches) to 6,096 mm (240 inches) with a resolution of 200 dpi or less.
- ❑ You need to specify the paper size in Epson Scan 2. There are three ways to specify the paper size in Epson Scan 2, if the paper length is 3,048 mm (120 inches) or less, you can select **Auto Detect (Long Paper)** to detect the size automatically.
 If the paper length is more than 3,048 mm (120 inches), you need to select **Customize** and enter the size of the paper. If the paper length is 5,461 mm (215 inches) or less, you can use **Detect paper length** instead of entering the paper height. If the paper is longer than 5,461 mm (215 inches), you need to enter the width and height of the paper.
- ❑ Support long paper at the input side so that it does not drop out of the ADF, and on the output side so that the ejected paper does not fall from the output tray.



Related Information

➔ [“Required Settings for Special Originals in Epson Scan 2” on page 61](#)

Plastic Cards

Specifications of Plastic Cards

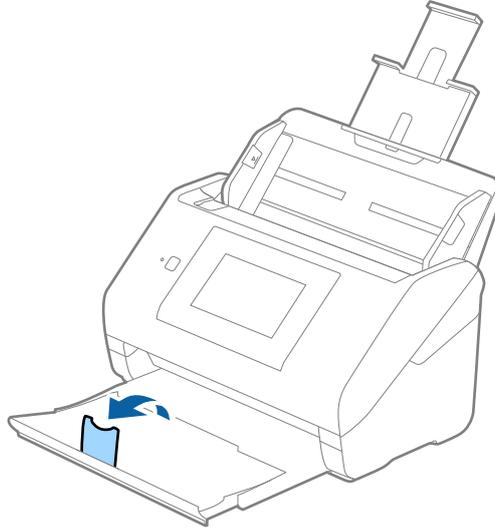
The specification of plastic card you can load into the scanner.

Size	Card Type	Thickness	Loading Capacity	Loading Direction
ISO7810 ID-1 Type 54.0×85.6 mm (2.1×3.3 in.)	With embossing	1.24 mm (0.05 in.) or less	1 card	Horizontal (Landscape)
	Without embossing	0.76 mm (0.03 in.) or less	5 cards	

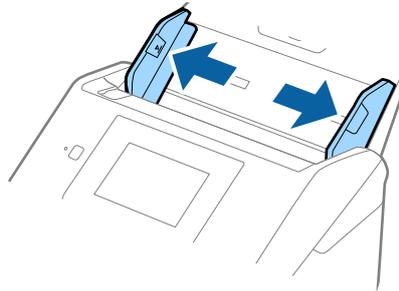
Specifications of Originals and Placing Originals

Placing Plastic Cards

1. Slide out the output tray and raise the stopper.

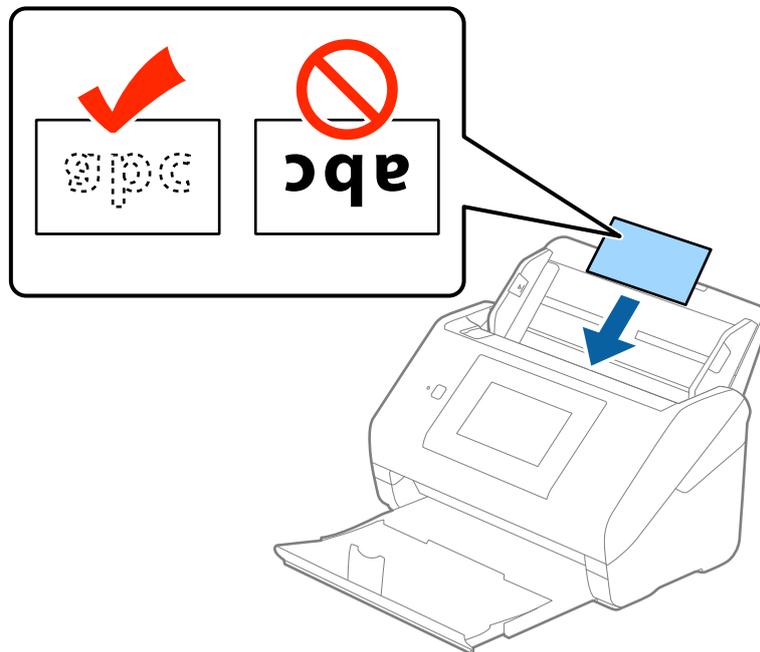


2. Slide the edge guides on the input tray all the way out.



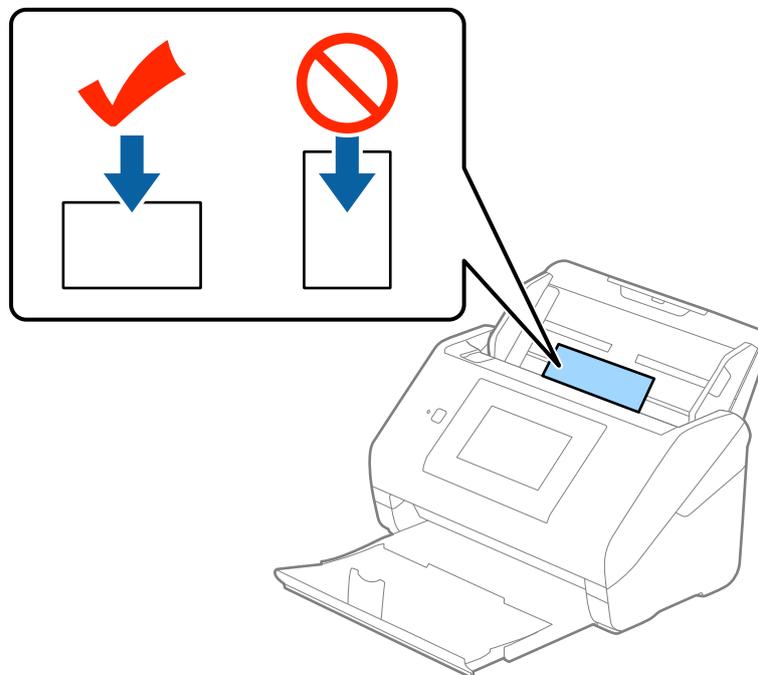
Specifications of Originals and Placing Originals

3. Load the plastic cards into the input tray facing down with the top edge facing into the ADF.
Slide the plastic cards into the ADF until they meet resistance.



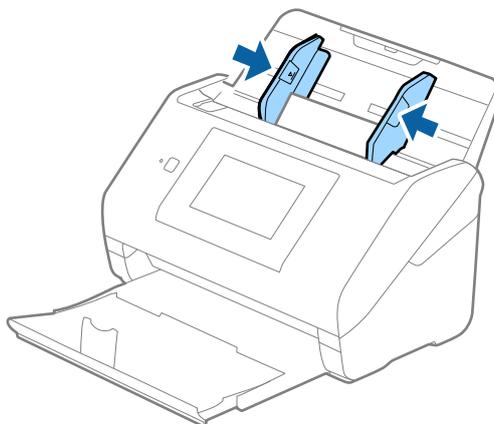
! *Important:*

Do not load plastic cards vertically.



Specifications of Originals and Placing Originals

- Slide the edge guides to fit the edge of the plastic cards.



Note:

To scan plastic cards, select **Plastic Card (Landscape)** in **Document Size** or select **Off** in **Detect Double Feed** on the **Main Settings** tab in Epson Scan 2. See the Epson Scan 2 help for details.

If you forget to disable **Detect Double Feed** in Epson Scan 2 and a double feed error occurs, remove the card from the ADF and then reload it, tap **DFDS Function** on the control panel's screen to set it to **On** which disables **Detect Double Feed** for the next scan, and then scan again. The **DFDS Function** (Double Feed Detection Skip function) only disables **Detect Double Feed** for one sheet.

Related Information

➔ [“Required Settings for Special Originals in Epson Scan 2” on page 61](#)

Laminated Cards

Specifications of Laminated Cards

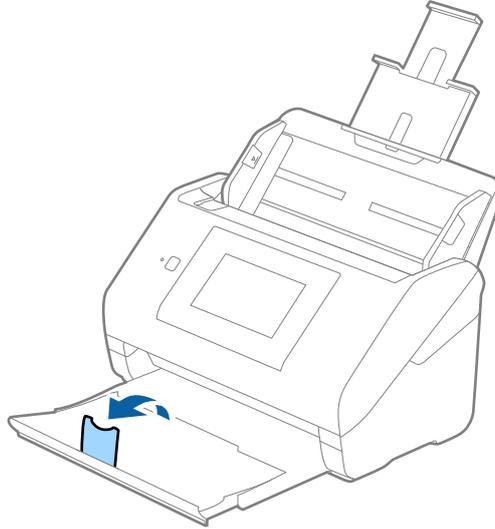
The specification of laminated cards you can load into the scanner.

Size	Thickness	Loading Capacity
120.0×150.0 mm (4.7×5.9 in.) or less	0.8 mm (0.03 in.) or less	1 card

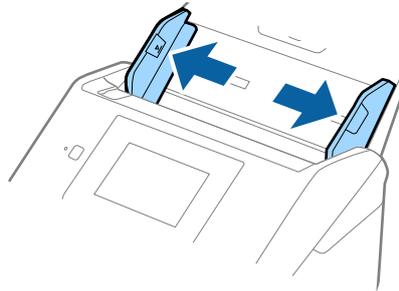
Specifications of Originals and Placing Originals

Placing Laminated Cards

1. Slide out the output tray and raise the stopper.

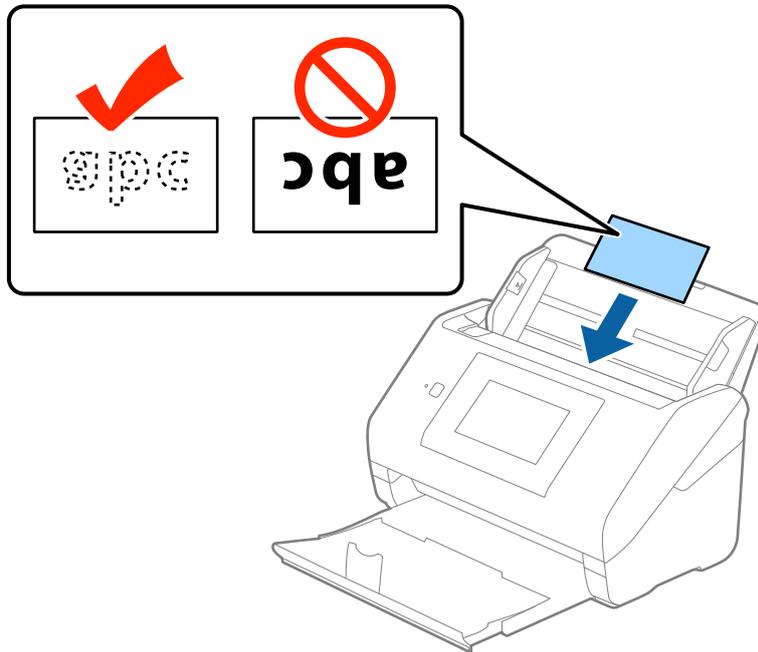


2. Slide the edge guides on the input tray all the way out.

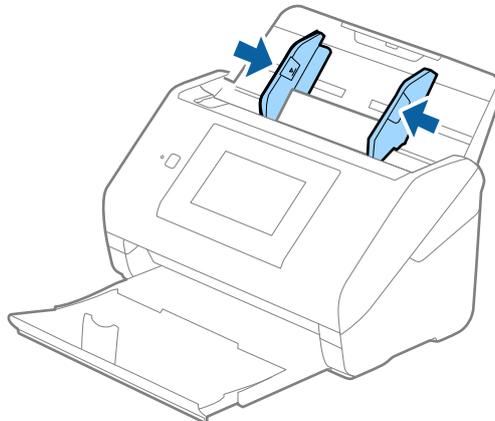


Specifications of Originals and Placing Originals

- Load the laminated cards into the input tray facing down with the top edge facing into the ADF. Slide the laminated cards into the ADF until they meet resistance.



- Slide the edge guides to fit the edge of the laminated cards.



Note:

- ❑ To scan laminated cards, select **Scan laminated card** on the **Settings** window on the **Main Settings** tab in Epson Scan 2 to increase the accuracy of auto size detection. See the Epson Scan 2 help for details.
- ❑ To scan laminated cards, select **Off** in **Detect Double Feed** on the **Main Settings** tab in Epson Scan 2. See the Epson Scan 2 help for details.

If you forget to disable **Detect Double Feed** in Epson Scan 2 and a double feed error occurs, remove the card from the ADF and then reload it, tap **DFDS Function** on the control panel's screen to set it to **On** which disables **Detect Double Feed** for the next scan, and then scan again. The **DFDS Function** (Double Feed Detection Skip function) only disables **Detect Double Feed** for one sheet.

Related Information

- ➔ [“Required Settings for Special Originals in Epson Scan 2” on page 61](#)

Specifications of Originals and Placing Originals

Large Size Originals

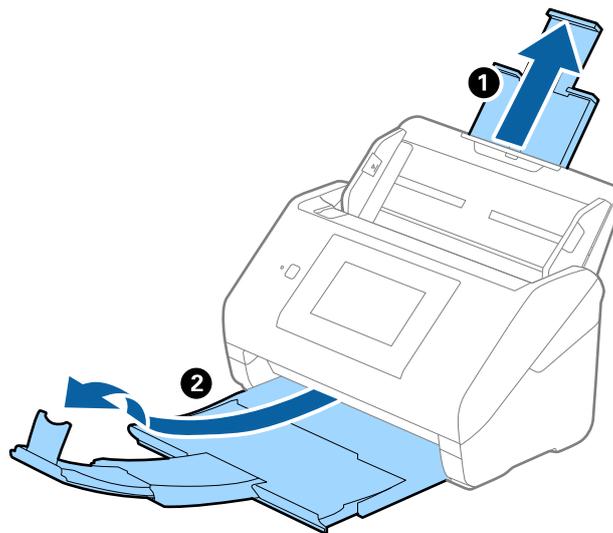
Specifications of Large Size Originals

By using the Carrier Sheet sold separately and folding the originals in half, you can scan originals larger than A4 size, such as A3 or B4 sizes.

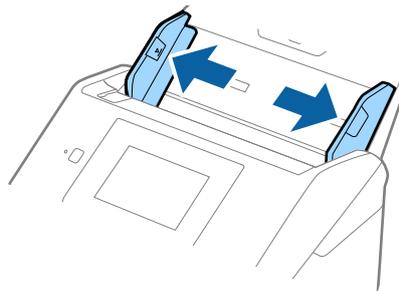
Size	Thickness	Paper Type	Loading Capacity of the Carrier Sheet
Up to A3	0.3 mm (0.012 in.) or less (excluding the thickness of the Carrier Sheet)	Plain paper Fine paper Recycled paper	10 carrier sheets

Placing Large Size Originals

1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.

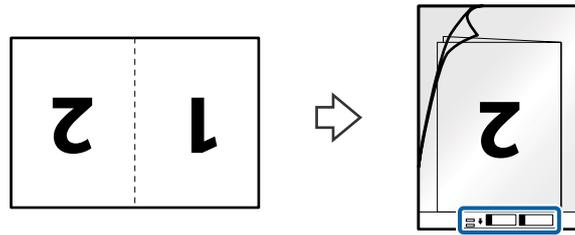


2. Slide the edge guides on the input tray all the way out.

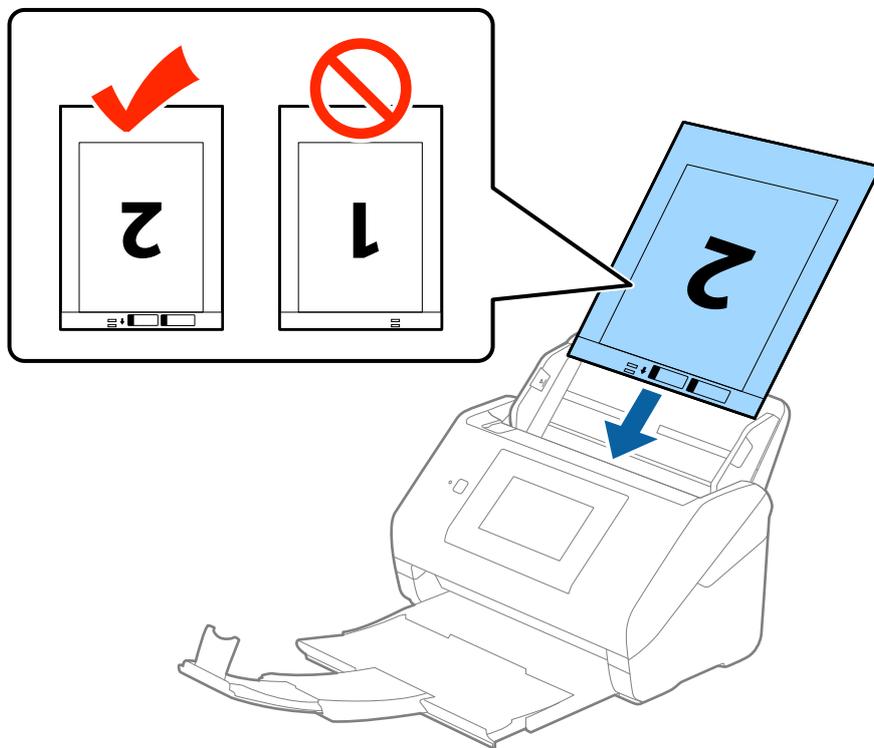


Specifications of Originals and Placing Originals

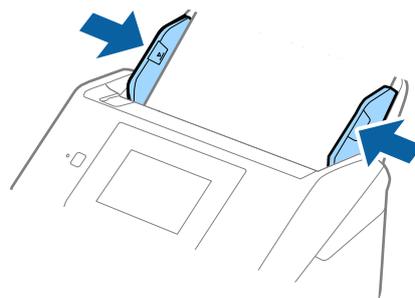
- Place the Carrier Sheet with the illustration on the front edge facing up and place the original in the carrier sheet by folding it in half so that the side to be scanned is facing out, with the right side at the front.



- Load the Carrier Sheet into the input tray with the top edge facing into the ADF. Slide the Carrier Sheet into the ADF until it meets resistance.



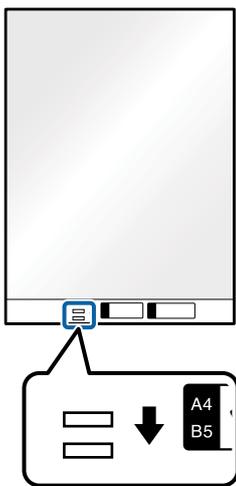
- Slide the edge guides to fit the edge of the Carrier Sheet making sure there are no gaps between the Carrier Sheet and the edge guides. Otherwise, the carrier sheet may be fed skewed.



Specifications of Originals and Placing Originals

Note:

- ❑ You may need to stop using a Carrier Sheet that is scratched or has been scanned more than 3,000 times.
- ❑ To scan both sides and stitch them together, select **Double-Sided** from **Scanning Side** and select **Left & Right** from **Stitch Images** in Epson Scan 2. See the Epson Scan 2 help for details.
- ❑ When scanning a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting, the image is automatically scanned by applying **Paper Skew** in the **Correct Document Skew** setting.
- ❑ The leading edge of the original must be placed at the binding part of the Carrier Sheet when scanning an original approximately 297 mm long. Otherwise, the length of the scanned image may be longer than intended as the scanner scans to the end of the Carrier Sheet when you select **Auto Detect** as the **Document Size** setting in Epson Scan 2.
- ❑ Only use the Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the front edge. Keep the holes clean and not covered.



Related Information

- ➔ [“Carrier Sheet Codes” on page 20](#)
- ➔ [“Required Settings for Special Originals in Epson Scan 2” on page 61](#)

Irregular Shaped Originals

Specifications of Irregular Shaped Originals

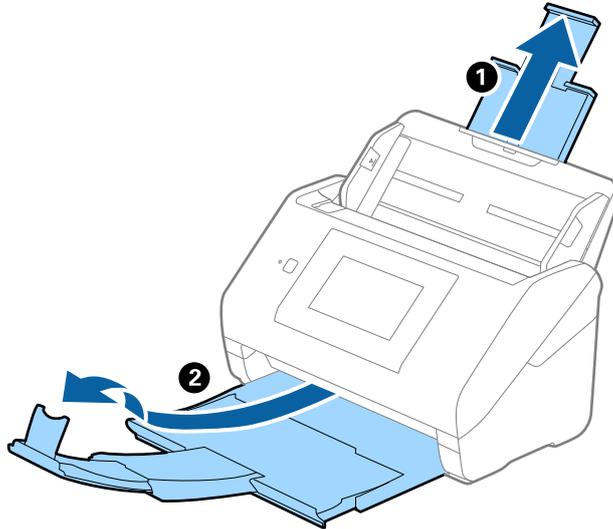
By using the Carrier Sheet sold separately, you can scan originals that are wrinkled, curled, very thin, or irregularly shaped.

Size	Thickness	Loading Capacity of the Carrier Sheet
Up to A4	0.3 mm (0.012 in.) or less (excluding the thickness of the Carrier Sheet)	10 sheets

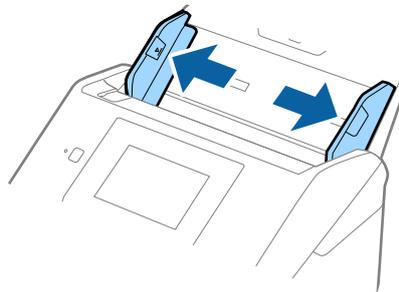
Specifications of Originals and Placing Originals

Placing Irregular Shaped Originals

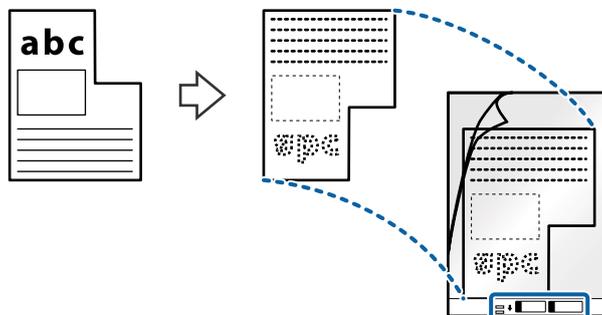
1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.



2. Slide the edge guides on the input tray all the way out.

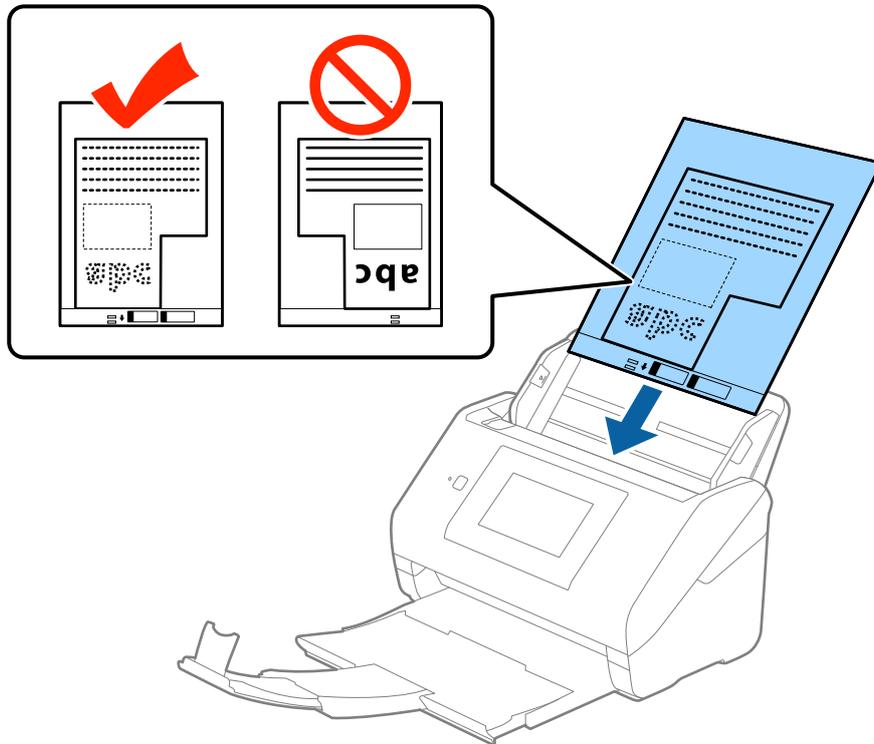


3. Place the Carrier Sheet with the illustration on the front edge facing up and place the original in the center of the Carrier Sheet with the side to be scanned facing down.

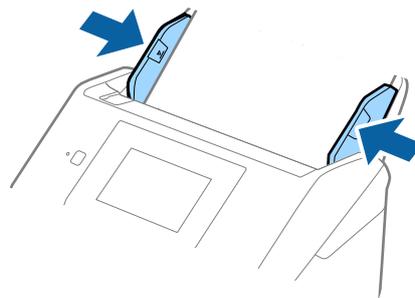


Specifications of Originals and Placing Originals

4. Load the Carrier Sheet into the input tray with the top edge facing into the ADF.
Slide the Carrier Sheet into the ADF until it meets resistance.



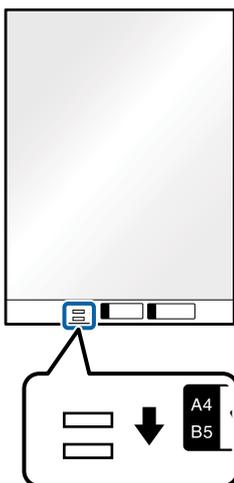
5. Slide the edge guides to fit the edge of the Carrier Sheet making sure there are no gaps between the Carrier Sheet and the edge guides. Otherwise, the carrier sheet may be fed skewed.



Specifications of Originals and Placing Originals

Note:

- ❑ You may need to stop using a Carrier Sheet that is scratched or has been scanned more than 3,000 times.
- ❑ If you cannot find an appropriate size for the original you want to scan in the **Document Size** list in Epson Scan 2, select **Auto Detect** or select **Customize** to create a custom document size.
When scanning a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting, the image is automatically scanned by applying **Paper Skew** in the **Correct Document Skew** setting.
- ❑ Only use the Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the front edge. Keep the holes clean and not covered.



Related Information

- ➔ [“Carrier Sheet Codes” on page 20](#)
- ➔ [“Required Settings for Special Originals in Epson Scan 2” on page 61](#)

Photographs

Specifications of Photographs

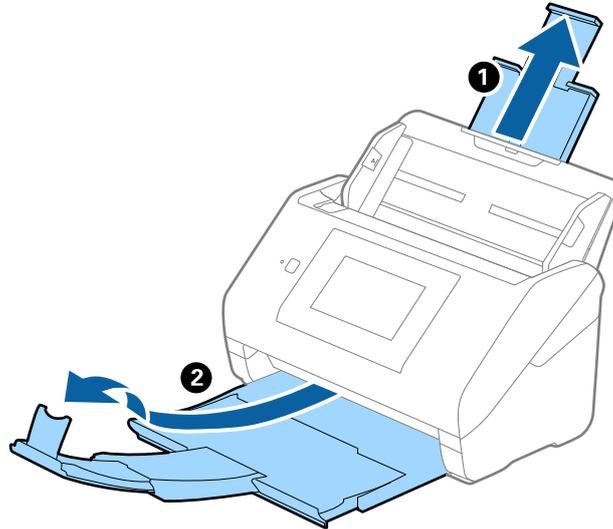
By using the Carrier Sheet sold separately, you can scan photographs without worrying about them being damaged.

Size	Thickness	Loading Capacity of the Carrier Sheet
Up to A4	0.3 mm (0.012 in.) or less (excluding the thickness of the Carrier Sheet)	10 sheets

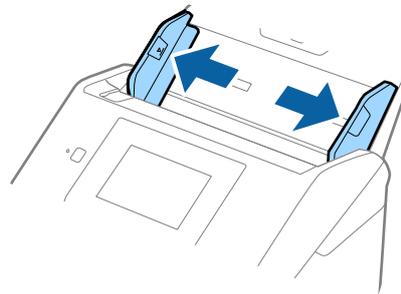
Specifications of Originals and Placing Originals

Placing Photographs

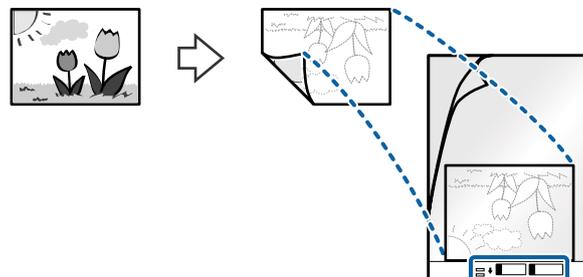
1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.



2. Slide the edge guides on the input tray all the way out.

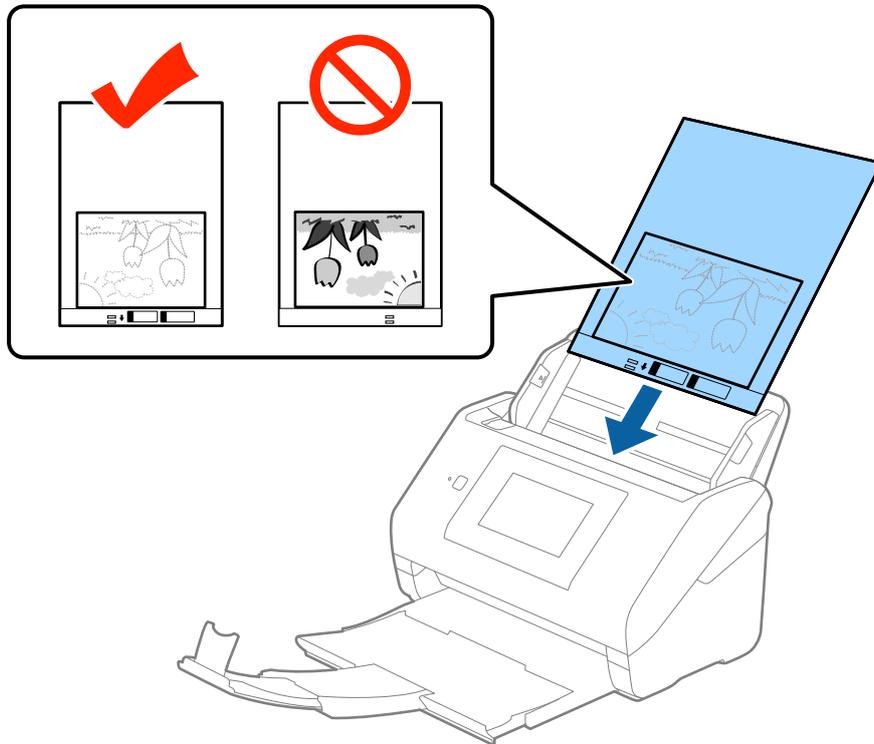


3. Place the Carrier Sheet with the illustration on the front edge facing up and place the photo in the center of the Carrier Sheet with the side to be scanned facing down.

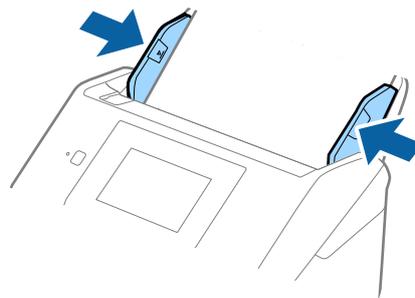


Specifications of Originals and Placing Originals

4. Load the Carrier Sheet into the input tray with the top edge facing into the ADF.
Slide the Carrier Sheet into the ADF until it meets resistance.



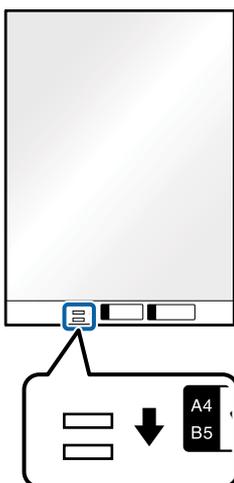
5. Slide the edge guides to fit the edge of the Carrier Sheet making sure there are no gaps between the Carrier Sheet and the edge guides. Otherwise, the carrier sheet may be fed skewed.



Specifications of Originals and Placing Originals

Note:

- ❑ You may need to stop using a Carrier Sheet that is scratched or has been scanned more than 3,000 times.
- ❑ If you cannot find an appropriate size for the original you want to scan in the **Document Size** list in Epson Scan 2, select **Auto Detect** or select **Customize** to create a custom document size.
When scanning a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting, the image is automatically scanned by applying **Paper Skew** in the **Correct Document Skew** setting.
- ❑ Do not leave photos inside the Carrier Sheet for a long time.
- ❑ Only use the Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the front edge. Keep the holes clean and not covered.



Related Information

- ➔ [“Carrier Sheet Codes” on page 20](#)
- ➔ [“Required Settings for Special Originals in Epson Scan 2” on page 61](#)

Envelopes

Specifications of Envelopes

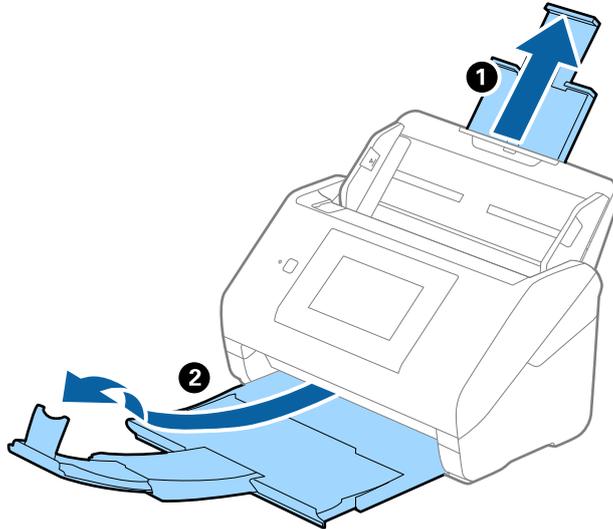
The specification of envelopes you can load into the scanner.

Size	Measurement	Thickness	Loading Capacity
C6	114×162 mm (4.49×6.38 in.) (standard size)	0.38 mm (0.015 in.) or less	10 envelopes
DL	110×220 mm (4.33×8.66 in.) (standard size)		

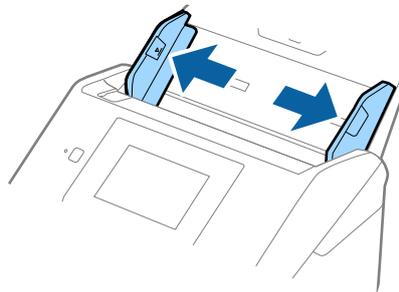
Specifications of Originals and Placing Originals

Placing Envelopes

1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.



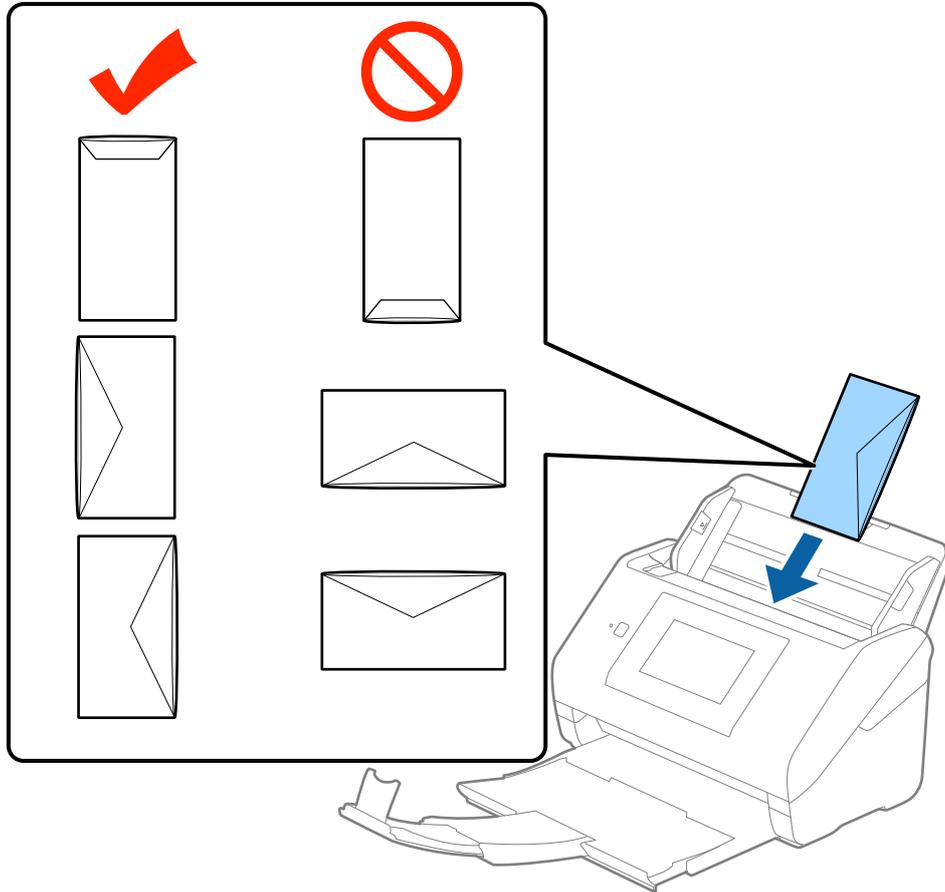
2. Slide the edge guides on the input tray all the way out.



Specifications of Originals and Placing Originals

3. Load the envelopes into the input tray facing down making sure that the opened edge (flap side) of the envelope is facing to the side. For envelopes with the opened edge (flap side) on the shorter side, you can load the envelope with the opened edge (flap side) facing up.

Slide the envelopes into the ADF until they meet resistance.



! *Important:*

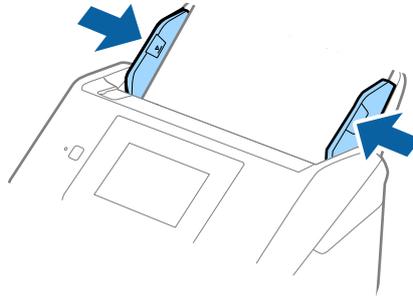
Do not load envelopes with adhesives on them.

Note:

- Envelopes that are not opened by cutting sharply at the flap edge may not be scanned correctly.*
- Envelopes that have not yet been sealed can be loaded with the flap open and facing up.*

Specifications of Originals and Placing Originals

- Slide the edge guides to fit the edge of the envelopes making sure there are no gaps between the envelopes and the edge guides. Otherwise, the envelopes may be fed skewed.



Note:

- ❑ To scan envelopes, we recommend selecting the appropriate rotation angle or **Auto** in **Rotate** on the **Main Settings** tab in Epson Scan 2 before scanning. See the Epson Scan 2 help for details.
- ❑ To scan envelopes, select **Off** in **Detect Double Feed** on the **Main Settings** tab in Epson Scan 2. See the Epson Scan 2 help for details.

If you forget to disable **Detect Double Feed** in Epson Scan 2 and a double feed error occurs, remove the envelope from the ADF and then reload it, tap **DFDS Function** on the control panel's screen to set it to **On** which disables **Detect Double Feed** for the next scan, and then scan again. The **DFDS Function** (Double Feed Detection Skip function) only disables **Detect Double Feed** for one sheet.

Related Information

- ➔ [“Required Settings for Special Originals in Epson Scan 2” on page 61](#)

Mixture of Originals

Specifications of Originals that are a Mixture of Different Sizes

You can load a mixture of originals from 50.8×50.8 mm (2.0×2.0 in.) to A4 (or Letter) size. You can also load a mixture of paper types or thickness.

Note:

- ❑ Depending on the combination of paper types or sizes, the originals may not be fed correctly and may be skewed or jammed. We recommend that you check the scanned image if the original was skewed.
- ❑ Alternatively, you can scan originals of different paper sizes and types by loading them one by one using **Automatic Feeding Mode**.

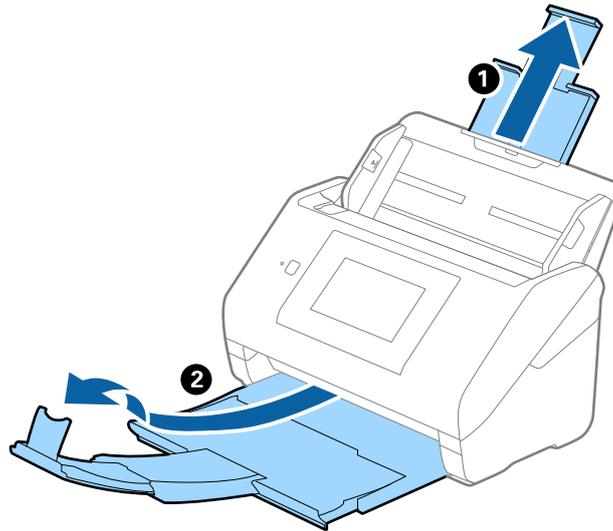
Specifications of Originals and Placing Originals

Placing a Mixture of Originals at Different Sizes

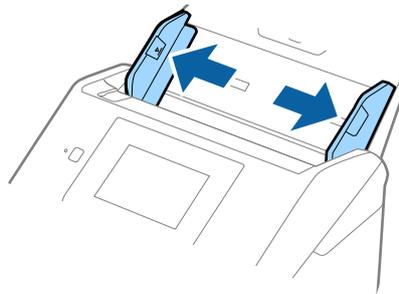
1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.

Note:

If there are any thick originals, to stop them from bumping into the output tray and falling out, store the output tray and do not use it to stack the ejected originals.

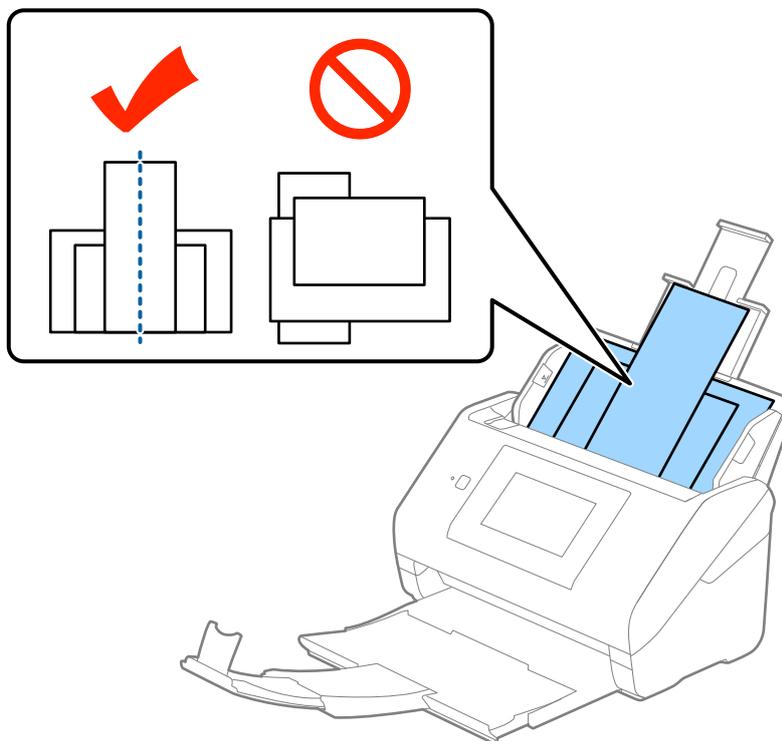


2. Slide the edge guides on the input tray all the way out.



Specifications of Originals and Placing Originals

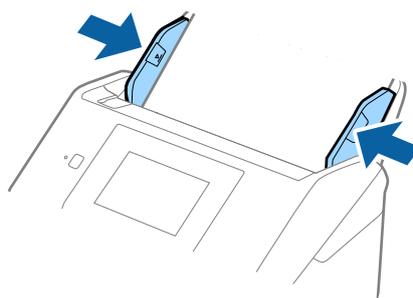
3. Load the originals at the center of the input tray in descending order of paper size with the widest at the back and the narrowest at the front.



Note:

- ❑ Load the originals into the input tray facing down and slightly displace the top edges at an angle facing into the ADF.
- ❑ Slide the originals into the ADF until they meet resistance.

4. Slide the edge guides to fit the edges of the widest original.



Related Information

- ➔ [“Scanning Different Sizes or Types of Originals One by One \(Automatic Feeding Mode\)”](#) on page 74

Basic Scanning

Scanning Using the Control Panel

You can scan the original from the control panel, using the jobs created in Document Capture Pro (Windows)/Document Capture (Mac OS)/Document Capture Pro Server (Windows Server).

Set the operation mode on the control panel before scanning.

Note:

Document Capture Pro does not support Windows Vista/Windows XP.

Setting Operation Mode

Before scanning, set the operation mode on the control panel to match the computer on which Document Capture Pro/Document Capture/Document Capture Pro Server is installed.

1. Select **Settings** from the home screen.
2. Select **Document Capture Pro**.
3. Check the settings. If you want to change the settings, tap **Change Settings** and follow the on-screen instructions.

Operation Mode:

Select **Client Mode** if you are using the computer on which Document Capture Pro (Windows) or Document Capture (Mac OS) is installed.

Select **Server Mode** if you are using the server on which Document Capture Pro Server (Windows Server) is installed. You need to set the server address when you select **Server Mode**.

- Group Settings:** Enable this when using the scanner in a group. If you enable group settings, you can only find computers that are in the same group. This feature can only be applied when using the scanner over a network.

- Group:** Set the group number when you enable **Group Settings**.

For Document Capture Pro/Document Capture, you can set groups in **Option > Network Scanning Settings**. The **Option** menu is displayed only in standard view mode when you are using Document Capture Pro.

4. When you have finished checking, tap **Close**.

Scanning Using Jobs from the Control Panel

Note:

- Before scanning, install Document Capture Pro/Document Capture/Document Capture Pro Server on your computer (server) and create the job. A preset job is available that allows you to save scanned images as a PDF.*
- When using the scanner over a network, connect the scanner and the computer (server) to the network.*
- When using the scanner with a USB cable, make sure that the scanner and the computer are connected correctly.*
- Before scanning, set the operation mode on the control panel.*

Basic Scanning

1. Place the originals.

2. Select **Scan** on the home screen.

The scanner searches for computers or servers on which Document Capture Pro/Document Capture/Document Capture Pro Server is installed.

3. On the **Select Computer** screen, select the computer on which you created the job in Document Capture Pro/Document Capture.

Note:

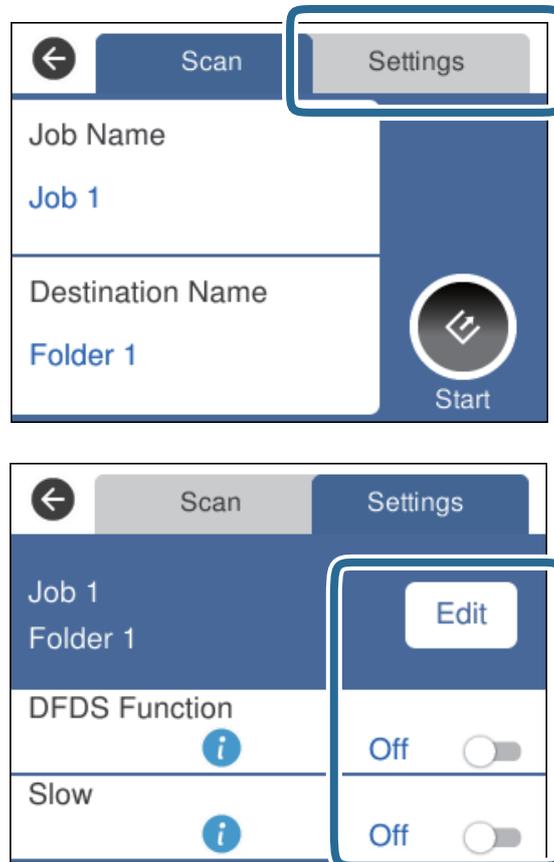
- ❑ Select **USB Connection** when using the scanner with a USB cable.
- ❑ The control panel displays up to 100 computers.
- ❑ If you have selected **Option > Network Scanning Settings**, and then enabled **Protect with password** in Document Capture Pro/Document Capture, enter a password.
- ❑ If you are using Document Capture Pro Server and set the operation mode as **Server Mode**, you do not need to perform this step.
- ❑ Tap **Update (Search Again)** to refresh the search results.

4. On the **Select Job** screen, select the job.

Note:

If you have selected **Protect with password** in the settings in Document Capture Pro Server, enter a password.

5. If you want to change the scan settings, press **Settings** and change the settings.



- ❑ To change the job settings, tap **Edit**. If you have set **Disable job setting changes on control panel** in Document Capture Pro/Document Capture/Document Capture Pro Server, you cannot change the settings.

Basic Scanning

- To scan originals that are detected as double feeds, for example plastic cards or envelopes, tap the **DFDS Function** to skip double feed detection.
- To scan originals that are likely to jam, for example thin paper, tap **Slow** to slow down the scanning speed.

6. Tap .

Related Information

- ➔ [“Placing Originals” on page 28](#)
- ➔ [“Setting a Job \(Scan, Save, and Send\)” on page 84](#)

Scanning to a Computer Using WSD

You can scan the originals to a computer from the control panel using WSD (Web Services for Devices).

Note:

- This feature is only available for computers running Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista.
- If you are using Windows 7/Windows Vista, you need to setup your computer in advance using this feature.

1. Place the originals.
2. Select **Computer (WSD)** on the home screen.
3. Select a computer.
4. Tap .

Note:

- To scan originals that are detected as double feeds, for example plastic cards or envelopes, tap **Settings > DFDS Function** to skip double feed detection.
- To scan originals that are likely to jam, for example thin paper, tap **Settings > Slow** to slow down the scanning speed.

Related Information

- ➔ [“Placing Originals” on page 28](#)

Setting Up a WSD Port

This section explains how to set up a WSD port for Windows 7/Windows Vista.

Note:

For Windows 10/Windows 8.1/Windows 8, the WSD port is set up automatically.

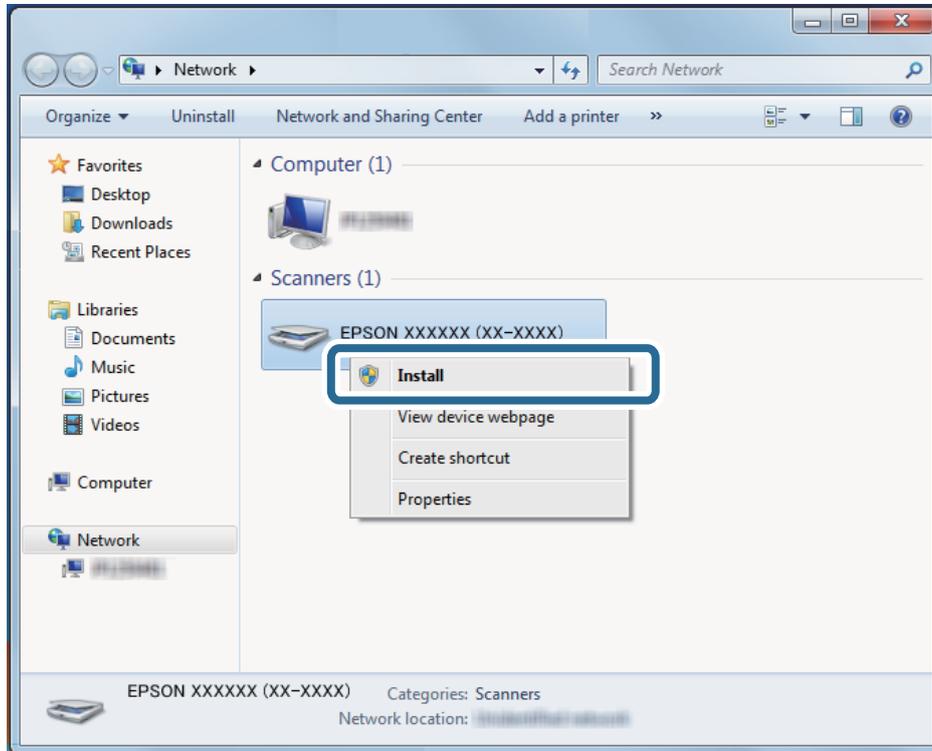
The following conditions must be met to set up a WSD port.

- The scanner and the computer are connected to the network.
- The scanner driver is installed on the computer.

1. Turn the scanner on.
2. Click the start button on the computer, and then click **Network**.

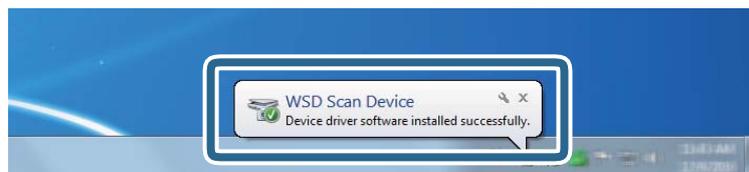
Basic Scanning

3. Right-click the scanner, and then click **Install**.
Click **Continue** when the **User Account Control** screen is displayed.
Click **Uninstall** and start again if the **Uninstall** screen is displayed.

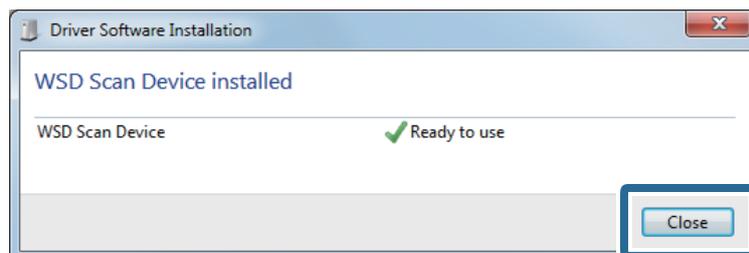


Note:
The scanner name you set on the network and model name (EPSON XXXXXX (XX-XXXX)) are displayed on the network screen. You can check a scanner's name that was set on the network from the scanner's control panel.

4. Click the message displayed on the computer, which says that your device is ready to use.



5. Check the message on the screen, and then click **Close**.



Basic Scanning

6. Open the **Devices and Printers** screen.
 - ❑ Windows 7
Click start > **Control Panel** > **Hardware and Sound** (or **Hardware**) > **Devices and Printers**.
 - ❑ Windows Vista
Click start > **Control Panel** > **Hardware and Sound** > **Printers**.
7. Check that an icon with the scanner's name is displayed on the network.
Select the scanner name when using with WSD.

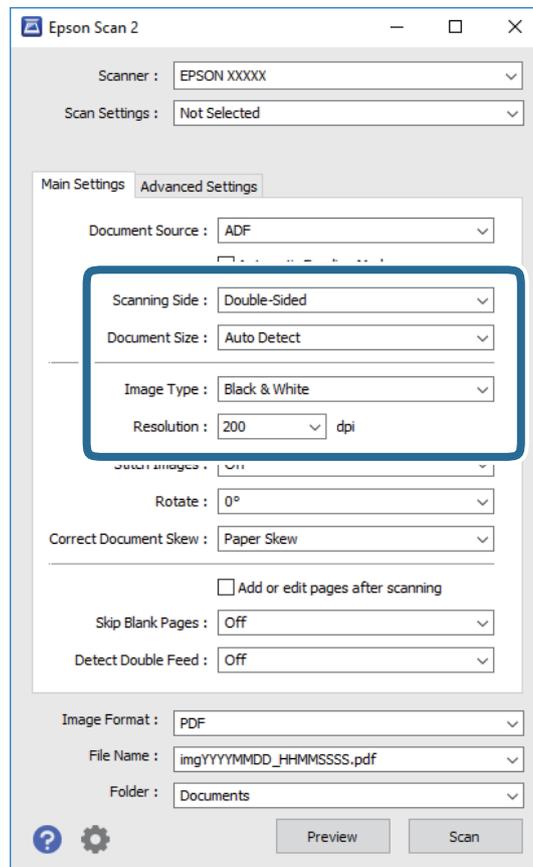
Scanning Using Epson Scan 2

You can scan the originals using detailed settings that are suitable for text documents.

1. Place the original.
2. Start Epson Scan 2.
 - ❑ Windows 10/Windows Server 2016
Click the start button, and then select **EPSON** > **Epson Scan 2**.
 - ❑ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Enter the application name in the search charm, and then select the displayed icon.
 - ❑ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
Click the start button, and then select **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2**.
 - ❑ Mac OS
Select **Go** > **Applications** > **Epson Software** > **Epson Scan 2**.

Basic Scanning

3. Make the following settings on the **Main Settings** tab.



- Scanning Side:** Select the side of the original you want to scan. Select **Double-Sided** to scan both sides of the originals.
- Document Size:** Select the size of the original you placed.
- Image Type:** Select the color for saving the scanned image.
- Resolution:** Select the resolution.

Note:

- ADF** is set as the **Document Source** automatically.
- On the **Main Settings** tab, you can also make the following settings.
 - Stitch Images:** Select to stitch the images on the front and rear when scanning both sides of the original.
 - Rotate:** Select to rotate the original clockwise and scan it.
 - Correct Document Skew:** Select to correct the slant of the original.
 - Add or edit pages after scanning:** Select to add different originals or edit (rotate, move, and delete) the scanned pages after scanning.
 - Skip Blank Pages:** Select to skip blank pages if there are any in the originals.
 - Detect Double Feed:** Select to display a warning when multiple originals are fed at the same time.

Basic Scanning

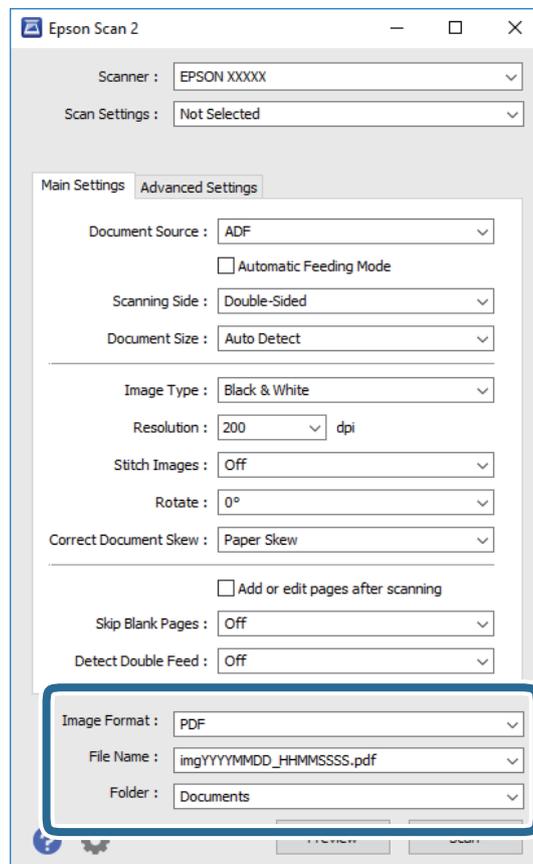
4. Make other scan settings if necessary.

- You can preview the scanned image of the first side of the first page of the originals. Load only the first page of your originals into the input tray and click the **Preview** button. The preview window opens, the previewed image is displayed, and the page is ejected from the ADF.
Replace the ejected page together with the rest of the originals.
- On the **Advanced Settings** tab, you can make image adjustments using detailed settings which are suitable for text documents, such as the following.
 - Remove Background:** Select to remove the background from the originals.
 - Text Enhancement:** Select to make blurred letters in the original clear and sharp.
 - Auto Area Segmentation:** Select to make letters clear and images smooth when performing black and white scanning for a document that contains images.
 - Dropout:** Select to remove the color specified from the scanned image, and then save it in grayscale or black and white. For example, you can erase marks or notes you wrote in the margins with color pen when scanning.
 - Color Enhance:** Select to enhance the color specified for the scanned image, and then save it in grayscale or black and white. For example, you can enhance letters or lines that are in light colors.

Note:

Some items may not be available depending on other settings you made.

5. Set the file saving settings.



Basic Scanning

- Image Format:** Select the save format from the list.

You can make detailed settings for each save format except BITMAP and PNG. After selecting the save format, select **Options** from the list.

- File Name:** Check the save file name displayed.

You can change settings for file name by selecting **Settings** from the list.

- Folder:** Select the save folder for the scanned image from the list.

You can select other folder or create a new folder by selecting **Select** from the list.

6. Click **Scan**.

Note:

You can also start scanning by pressing  on the scanner's control panel.

- To scan originals that are detected as double feeds, for example plastic cards or envelopes, tap **Settings** > **DFDS Function** to skip double feed detection.

- To scan originals that are likely to jam, for example thin paper, tap **Settings** > **Slow** to slow down the scanning speed.

The scanned image is saved to the folder you specified.

Related Information

- ➔ [“Placing Originals” on page 28](#)
- ➔ [“Epson Scan 2” on page 18](#)
- ➔ [“Setting a Resolution That Suits the Scanning Purpose” on page 62](#)
- ➔ [“Image Adjustment Features” on page 75](#)

Required Settings for Special Originals in Epson Scan 2

You need to set certain items on the **Main Settings** tab in Epson Scan 2 when scanning special originals.

Type of Original	Required Settings
Envelopes	Select Off in Detect Double Feed .
Plastic cards	Select Plastic Card (Landscape) on the Document Size list, or select Off in Detect Double Feed .
Carrier Sheet	<ul style="list-style-type: none"> <input type="checkbox"/> If you select Auto Detect from the Document Size list, paper skew in the original is automatically corrected even if you select Off in Correct Document Skew. <input type="checkbox"/> If you select a other size than Auto Detect from the Document Size list, you can only use Contents Skew when using Correct Document Skew. Paper Skew is not applied when this is selected. When you select Paper and Contents Skew, only contents skew is corrected.
Large size originals	If the size of the original you want to scan is not on the Document Size list, select Customize to open the Document Size Settings window. Next, create the size manually on the window.
Long paper	If the size is not listed on the Document Size list, select Auto Detect (Long Paper) or select Customize to create a custom document size.

Basic Scanning

Type of Original	Required Settings
Laminated cards	<p>To scan transparent areas around the edges, select Customize on the Document Size list to open the Document Size Settings window. Next, select Scan laminated card in the window.</p> <p>Note: <i>The appropriate effect may not be achieved depending on the original. If transparent areas around the edges are not scanned, select Customize from the Document Size list, and then create the size manually.</i></p>

Related Information

➔ [“Placing Originals” on page 28](#)

Setting a Resolution That Suits the Scanning Purpose

Advantages and Disadvantages of Increasing the Resolution

Resolution indicates the number of pixels (smallest area of an image) for each inch (25.4 mm), and is measured in dpi (dots per inch). The advantage of increasing the resolution is that the details in the image become fine. The disadvantage is that the file size becomes large.

- File size becomes large
 (When you double the resolution, the file size becomes about four times larger.)
- Scanning, saving, and reading the image takes a long time
- Sending and receiving emails or faxes takes a long time
- The image becomes too large to fit the display or print on the paper

List of Recommended Resolutions to Suit Your Purpose

See the table and set the appropriate resolution for the purpose of your scanned image.

Purpose	Resolution (Reference)
Displaying on a screen Sending by email	Up to 200 dpi
Using Optical Character Recognition (OCR) Creating a text searchable PDF	200 to 300 dpi
Printing using a printer Sending by fax	200 to 300 dpi

Scanning Using Document Capture Pro (Windows)

This application allows you to perform various tasks such as saving the image to your computer, sending it by email, printing, and uploading to a server or a cloud service. You can also use a variety of methods to sort the

Basic Scanning

documents into separate files, such as detecting barcodes or characters on the pages. You can also register scanning settings for a job to simplify scanning operations.

See the Document Capture Pro help for details on the features.

Note:

Document Capture Pro does not support Windows Vista/Windows XP.

1. Start Document Capture Pro.

Windows 10

Click the start button, and then select **Epson Software > Document Capture Pro**.

Windows 8.1/Windows 8

Enter the application name in the search charm, and then select the displayed icon.

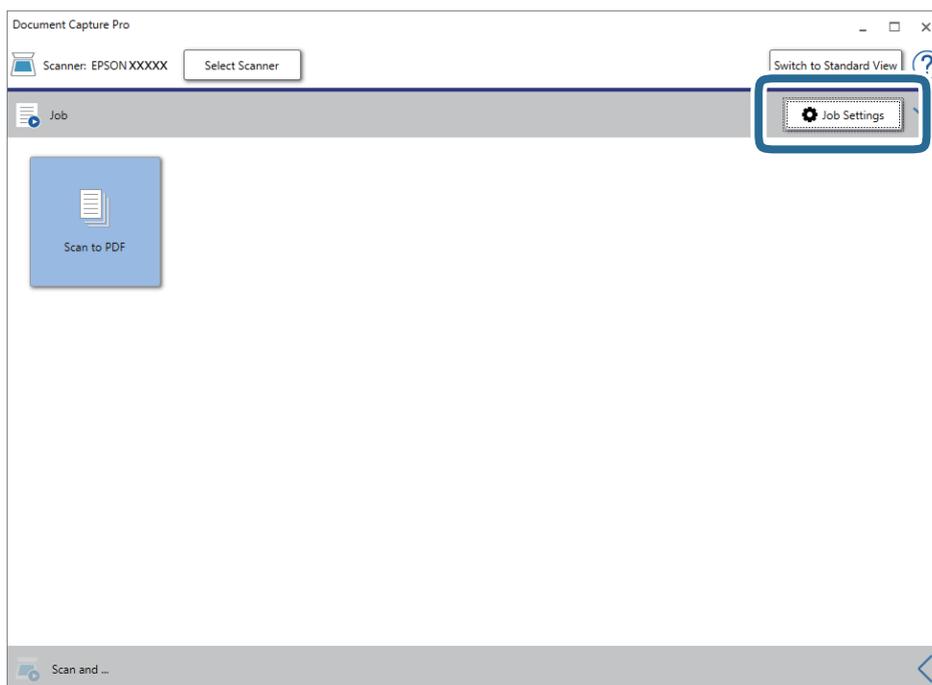
Windows 7

Click the start button, and then select **All Programs > Epson Software > Document Capture Pro**.

Note:

You may need to select the scanner you want to use from the scanners list.

2. Click **Job Settings**.



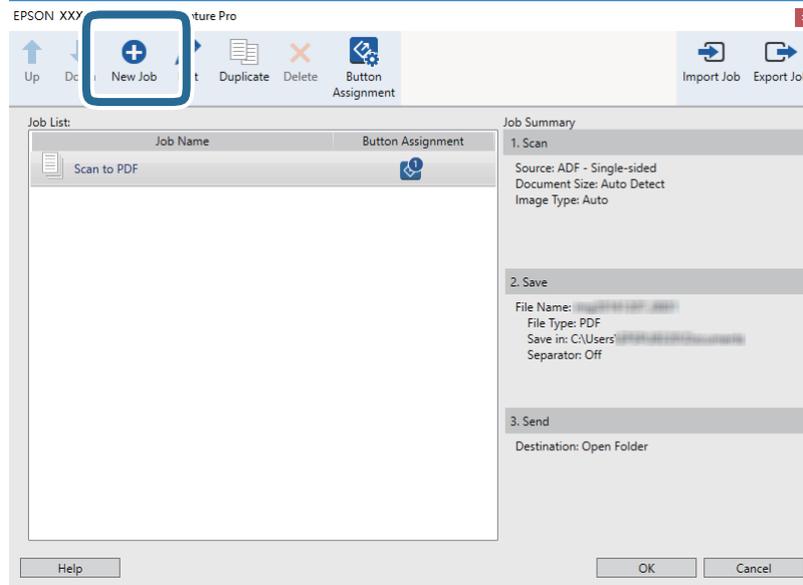
The job list screen is displayed.

Note:

A preset job is available that allows you to save scanned images as a PDF. When using this job, skip this procedure and go to procedure 10.

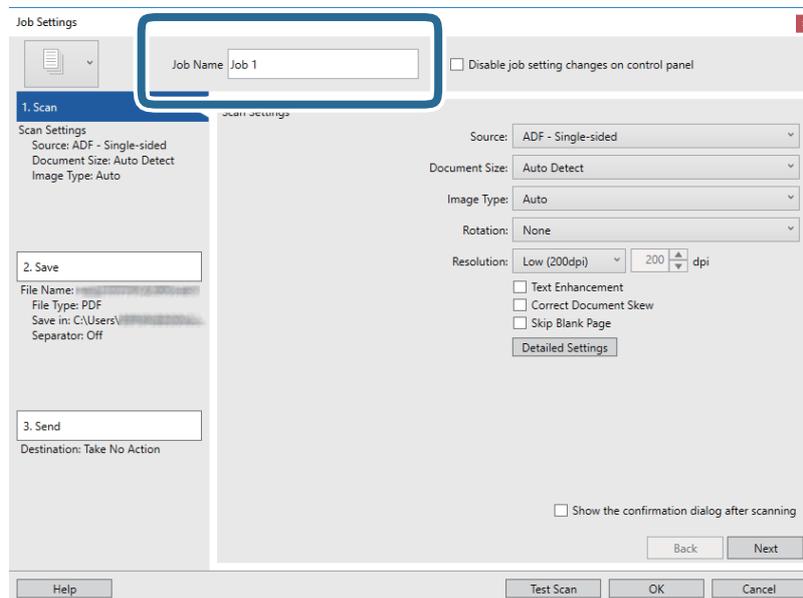
Basic Scanning

3. Click **New Job**.



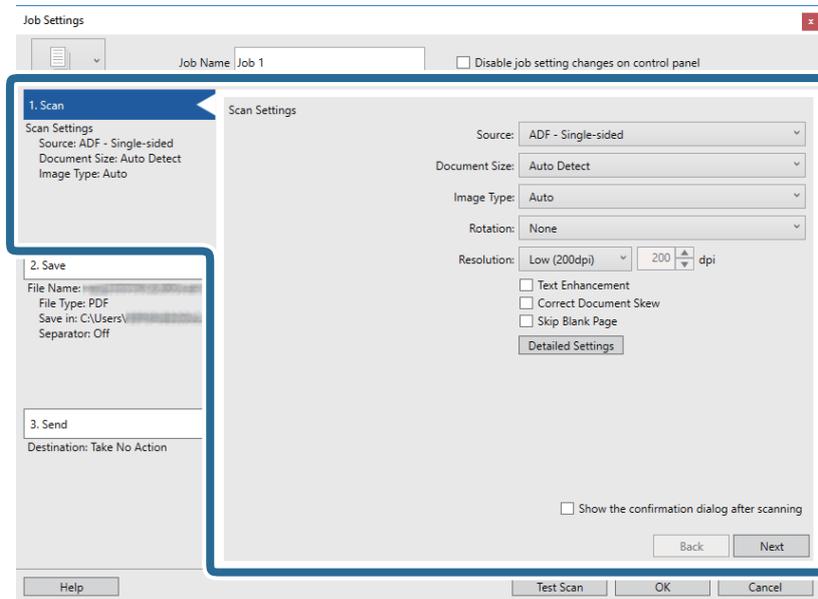
The **Job Settings** screen is displayed.

4. Set the **Job Name**.



Basic Scanning

5. Make scanning settings on the **1. Scan** tab.



- Source:** Select the source where the original is placed. Select double-sided to scan both sides of the originals.
- Document Size:** Select the size of the original you placed.
- Image Type:** Select the color you want to use to save the scanned image.
- Rotation:** Select the rotation angle depending on the original you want to scan.
- Resolution:** Select the resolution.

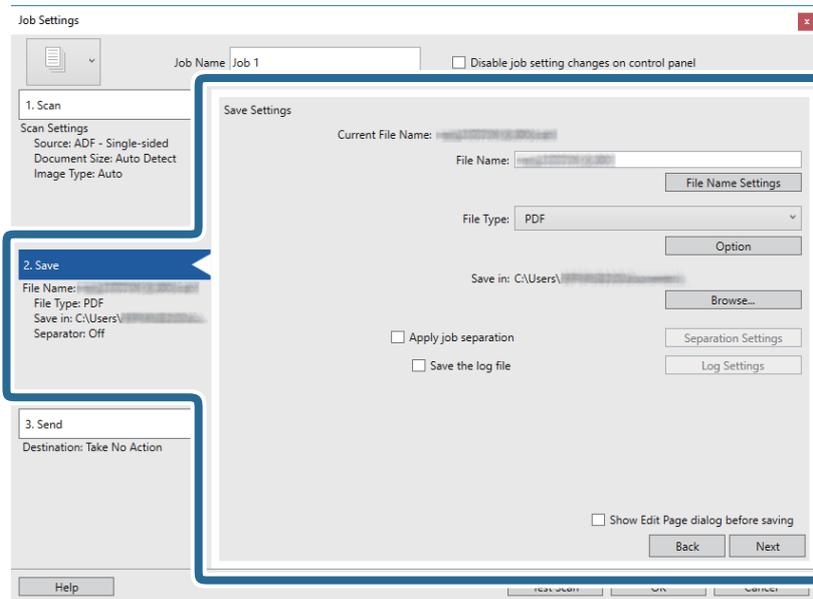
Note:

You can also adjust the image using following items.

- Text Enhancement:** Select to make blurred letters in the original clear and sharp.
- Correct Document Skew:** Select to correct the slant of the original.
- Skip Blank Page:** Select to skip blank pages if there are any in the originals.
- Detailed Settings** button: Select to use Epson Scan 2 features to adjust scanned images.

Basic Scanning

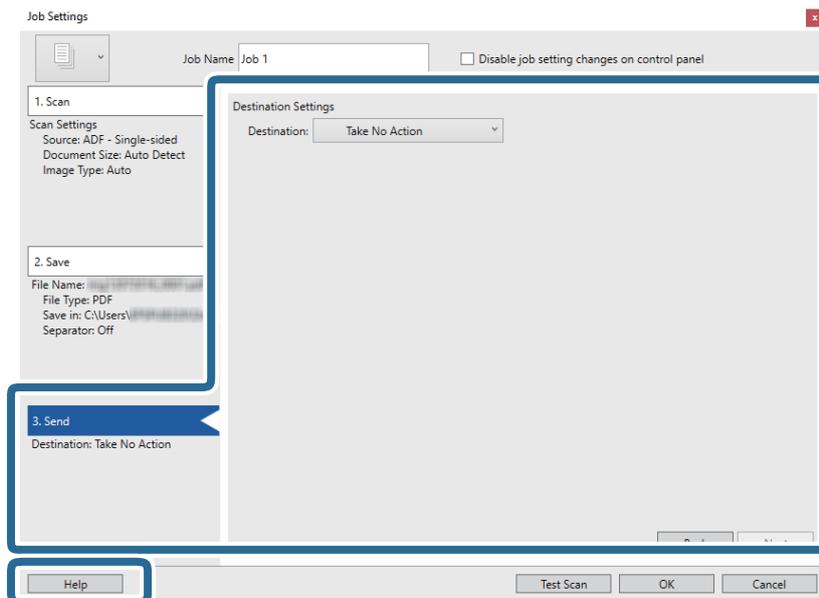
6. Click **2. Save**, and then make the save settings.



- ❑ **File Name:** Set the file name for saving the scanned image. Click **File Name Settings** to add a time stamp or file number counter to the file name.
- ❑ **File Type:** Select the save format from the list. Click **Option** to make detailed settings for the file.
- ❑ **Browse:** Select the save folder for the scanned image.
- ❑ **Apply job separation:** Select to make separation settings.

7. Click **3. Send**, and then select the **Destination**.

Destination setting items are displayed according to the destination you selected. Make detailed settings as necessary. Click **Help** for details on each item.

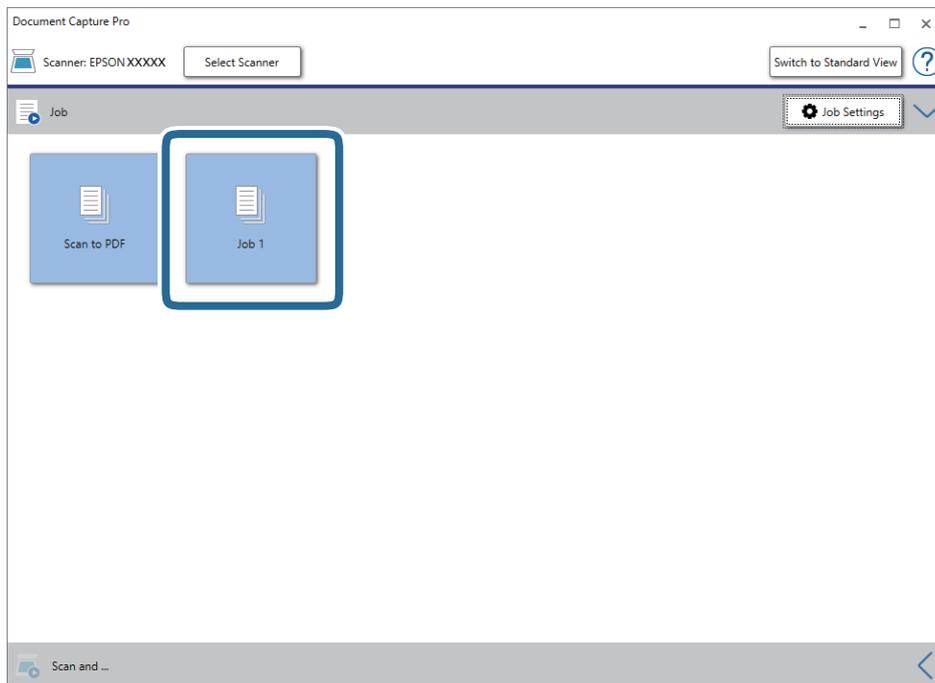


Basic Scanning

Note:

- ❑ If you want to upload to a cloud service, you need to set up your account with the cloud service in advance.
- ❑ If you want to use Evernote as the destination, download the Evernote application from the Evernote Corporation Website and install it before using this feature.

8. Click **OK** to close the **Job Settings** screen.
9. Click **OK** to close the job list screen.
10. Place the original.
11. Click the job icon.



The selected job is performed.

12. Follow the on-screen instructions.

The scanned image is saved using the settings you made for the job.

Note:

You can scan the originals and send the scanned image without using the job. Click  on the **Scan and** bar, and then click the destination to which you want to send the scanned image.

Related Information

- ➔ “Placing Originals” on page 28
- ➔ “Document Capture Pro / Document Capture” on page 19
- ➔ “Setting a Job (Scan, Save, and Send)” on page 84
- ➔ “Setting a Resolution That Suits the Scanning Purpose” on page 62

Scanning Using Document Capture (Mac OS)

This application allows you to perform various tasks such as saving the image to your computer, sending it by email, printing, and uploading to a server or a cloud service. You can also register scanning settings for a job to simplify scanning operations.

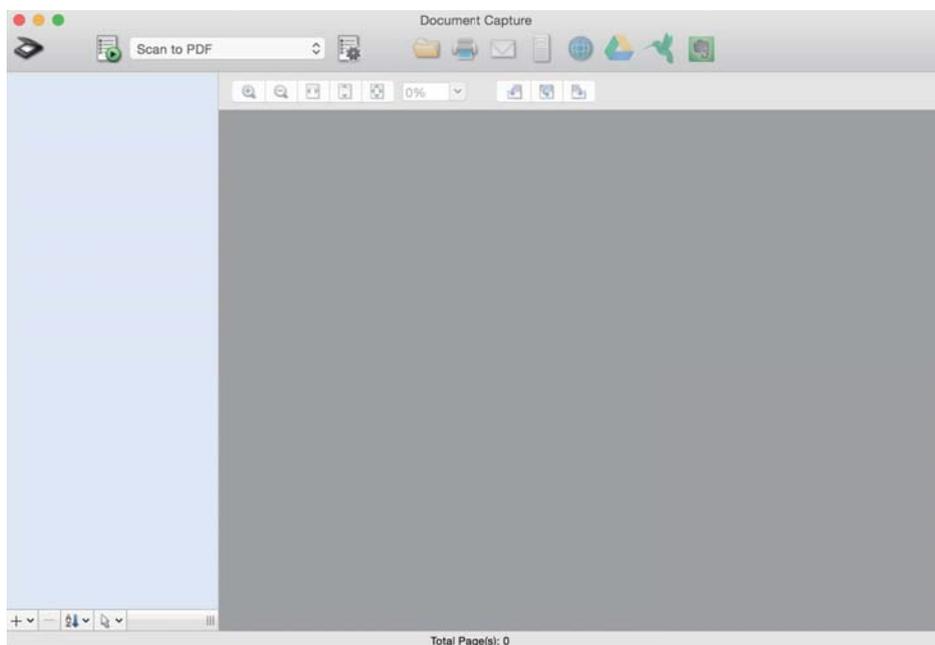
See the Document Capture help for details on the features.

Note:

Do not use the Fast User Switching function while using your scanner.

1. Start Document Capture.

Select **Finder > Go > Applications > Epson Software > Document Capture**.

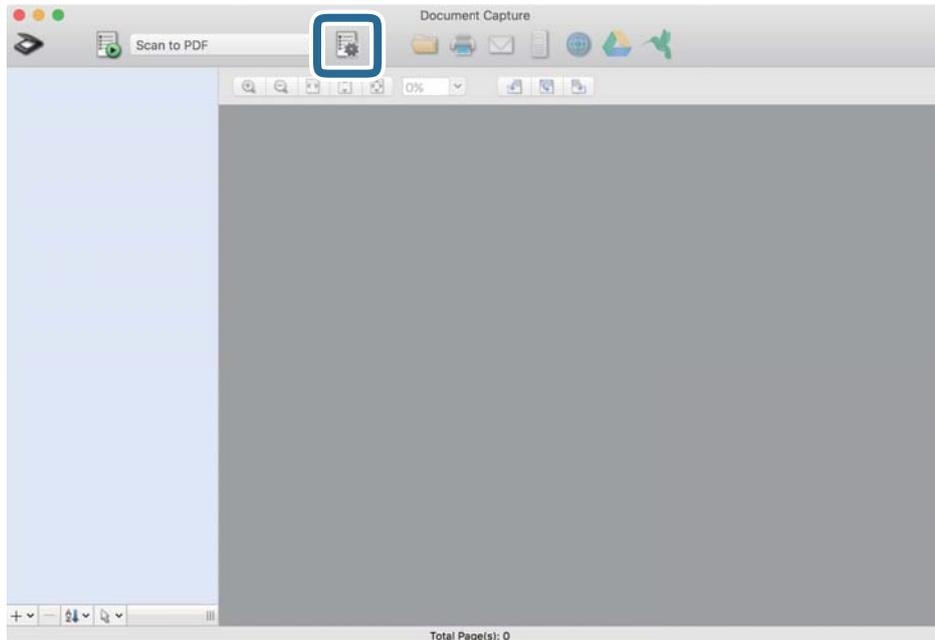


Note:

You may need to select the scanner you want to use from the scanners list.

Basic Scanning

- Click .

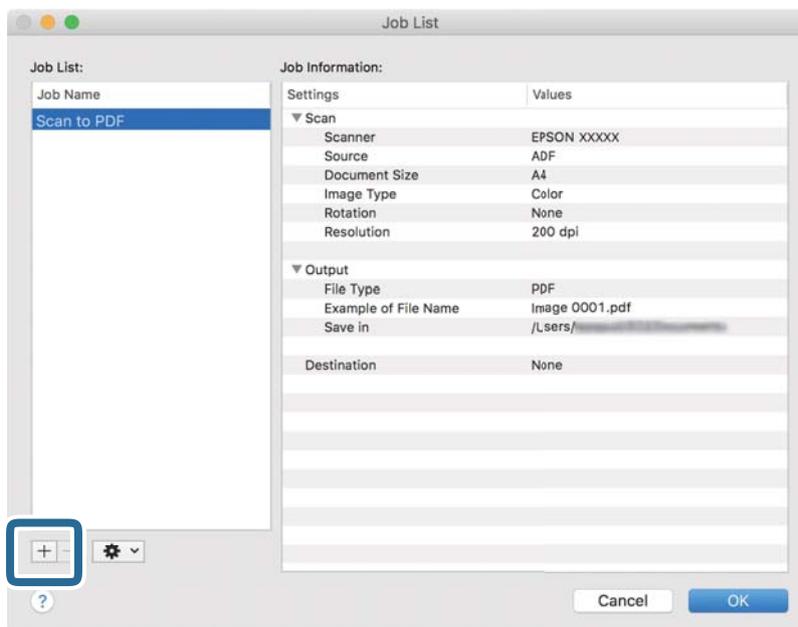


The **Job List** screen is displayed.

Note:

A preset job is available that allows you to save scanned images as a PDF. When using this job, skip this procedure and go to procedure 10.

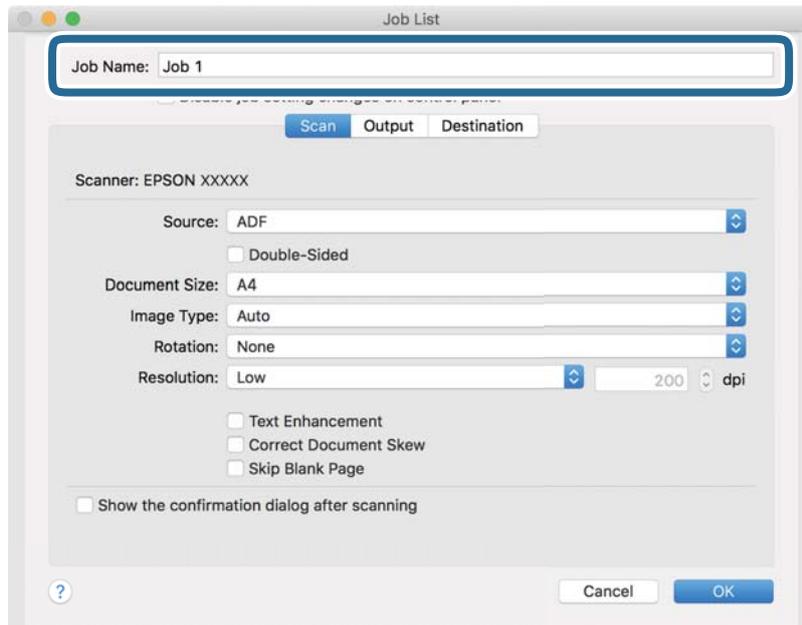
- Click the + icon.



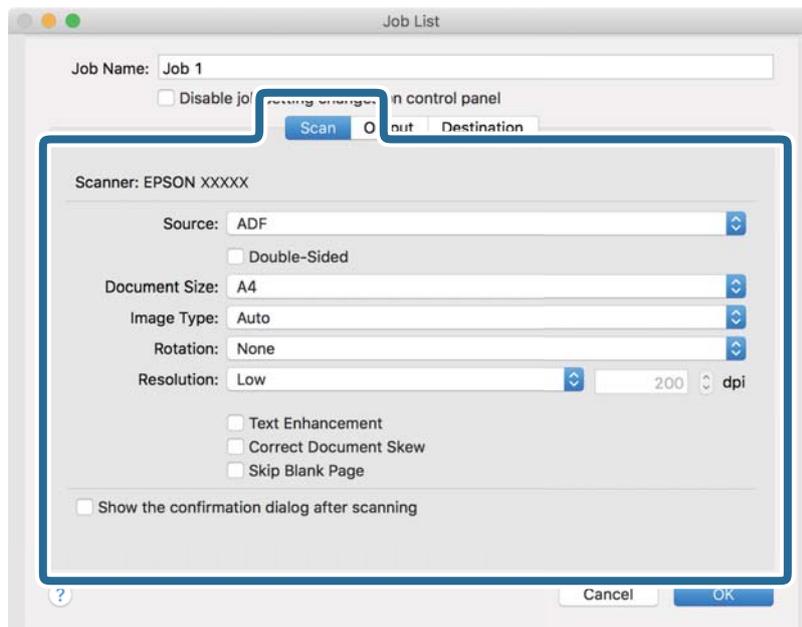
The job setting screen is displayed.

Basic Scanning

4. Set the **Job Name**.



5. Make scanning settings on the **Scan** tab.



- ❑ **Source:** Select the source where the original is placed. Select double-sided to scan both sides of the originals.
- ❑ **Document Size:** Select the size of the original you placed.
- ❑ **Image Type:** Select the color you want to use to save the scanned image.
- ❑ **Rotation:** Select the rotation angle depending on the original you want to scan.
- ❑ **Resolution:** Select the resolution.

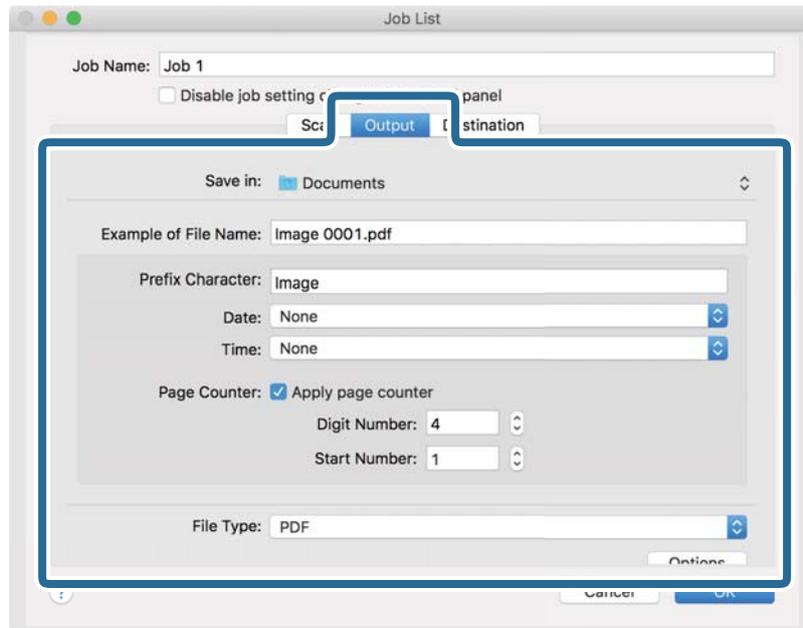
Basic Scanning

Note:

You can also adjust the image using following items.

- Text Enhancement:** Select to make blurred letters in the original clear and sharp.
- Correct Document Skew:** Select to correct the slant of the original.
- Skip Blank Page:** Select to skip blank pages if there are any in the originals.

6. Click **Output**, and then make the output settings.

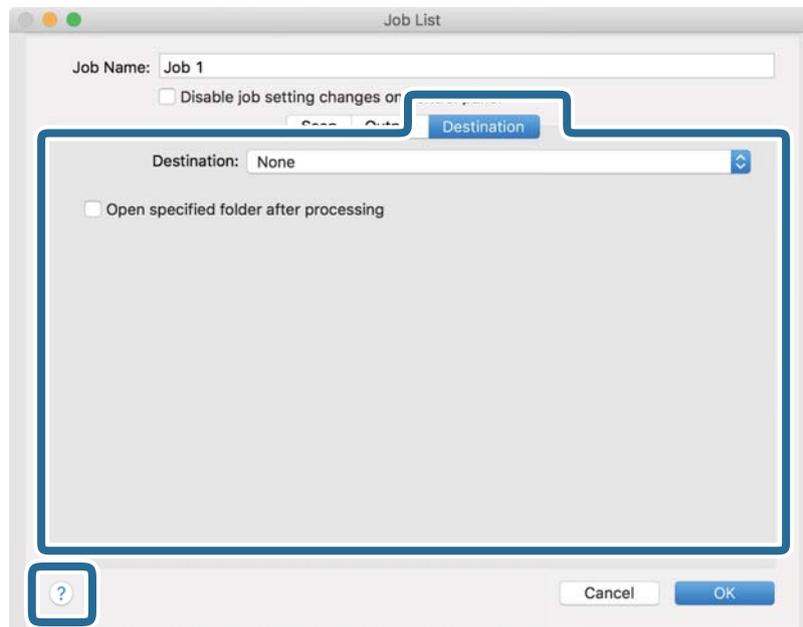


- Save in:** Select the save folder for the scanned image.
- Example of File Name:** Display an example of the file name for the current settings.
- Prefix Character:** Set a prefix for the file name.
- Date:** Add the date to the file name.
- Time:** Add the time to the file name.
- Page Counter:** Add the page counter to the file name.
- File Type:** Select the save format from the list. Click **Options** to make detailed settings for the file.

Basic Scanning

7. Click **Destination**, and then select the **Destination**.

Destination setting items are displayed according to the destination you selected. Make detailed settings as necessary. Click the ? (Help) icon for details on each item.



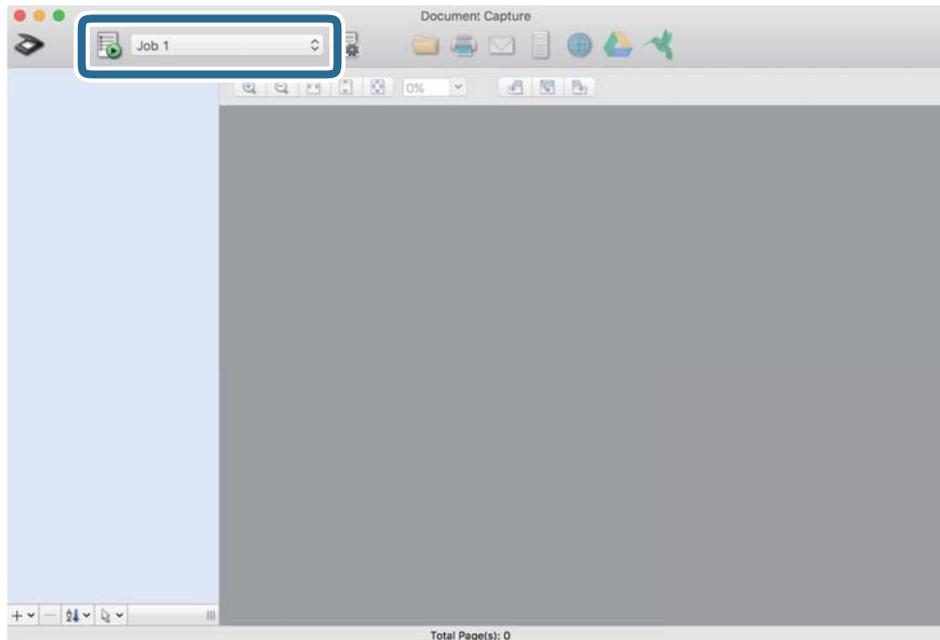
Note:

- ❑ *If you want to upload to a cloud service, you need to set up your account with the cloud service in advance.*
- ❑ *If you want to use Evernote as the destination, download the Evernote application from the Evernote Corporation Website and install it before using this feature.*

8. Click **OK** to close the job settings screen.
9. Click **OK** to close the **Job List** screen.
10. Place the original.

Basic Scanning

11. Select the job from the pull down list, and then click the  icon.



The selected job is performed.

12. Follow the on-screen instructions.

The scanned image is saved using the settings you made for the job.

Note:

You can scan the originals and send the scanned image without using the job. Click  and make scanning settings, and then click **Scan**. Next, click the destination to which you want to send the scanned image.

Related Information

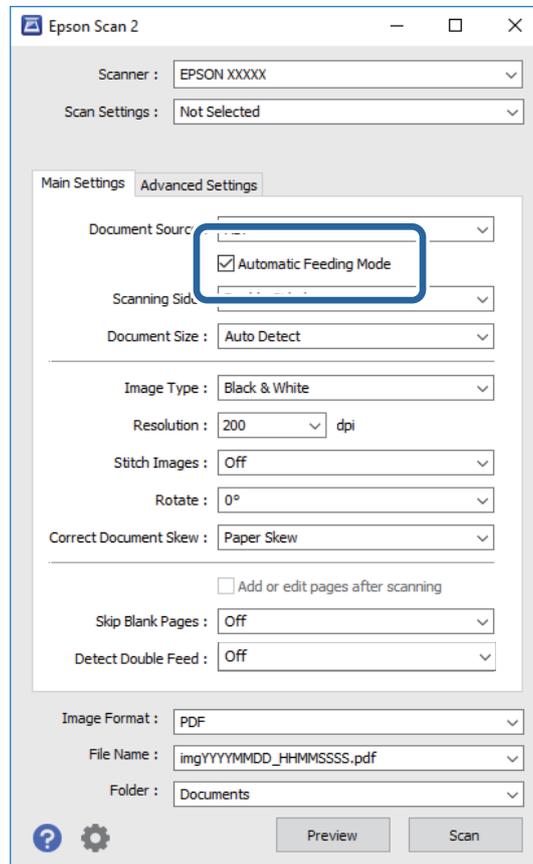
- ➔ [“Placing Originals” on page 28](#)
- ➔ [“Document Capture Pro / Document Capture” on page 19](#)
- ➔ [“Setting a Resolution That Suits the Scanning Purpose” on page 62](#)

Advanced Scanning

Scanning Different Sizes or Types of Originals One by One (Automatic Feeding Mode)

You can scan different sizes or types of originals one by one using Automatic Feeding Mode. In this mode, the scanner starts scanning automatically when originals are loaded in the ADF.

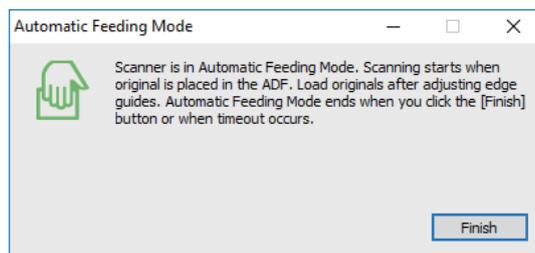
1. Start Epson Scan 2.
2. Select **Automatic Feeding Mode** on the **Main Settings** tab.



3. Make other settings for scanning on the Epson Scan 2 main window.
4. Click **Scan**.
Automatic Feeding Mode starts.

Advanced Scanning

The **Automatic Feeding Mode** window is displayed on your computer.



- Adjust the edge guides, and then place the original in the ADF.

Scanning starts automatically.

- After scanning stops, place the next original in the ADF.

Repeat this procedure until you have scanned all originals.

Note:

If you want to scan originals that are detected as double feeds, for example plastic cards or envelopes, tap **DFDS Function** on the control panel before placing the original to skip double feed detection.

If you want to scan originals that are likely to jam, for example thin paper, tap **Slow** on the control panel before placing the original to slow down the scanning speed.

- After you have scanned all originals, close Automatic Feeding Mode.

Tap **Save and Finish** on the control panel or press **Finish** on the **Automatic Feeding Mode** window displayed on your computer.

Note:

You can make timeout settings to finish **Automatic Feeding Mode**.

Select **Settings** on the **Document Source** list to open the **Document Source Settings** window. Set **Automatic Feeding Mode Timeout (minutes)** on the window.

The scanned image is saved to the folder you specified.

Related Information

➔ [“Placing Originals” on page 28](#)

Creating Scanned Images to Suit Your Needs

Image Adjustment Features

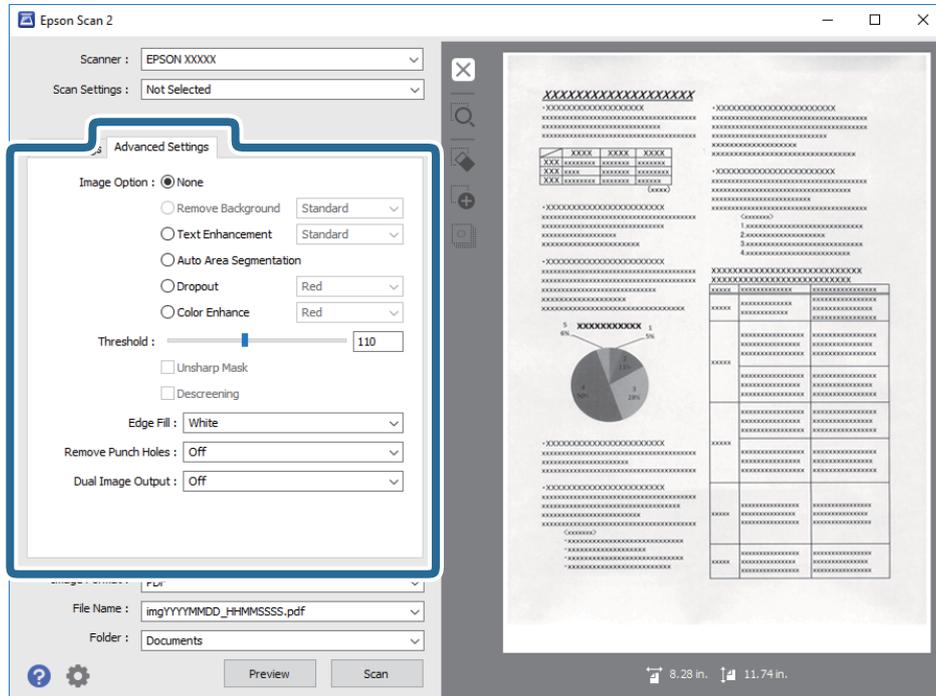
You can adjust scanned images using the features on the **Advanced Settings** tab in Epson Scan 2.

Except for a few features, you can check the adjustment results in the preview window.

Advanced Scanning

Note:

- ❑ Some items may not be available depending on other settings you made.
- ❑ Depending on the original, the scanned images may not be adjusted correctly.



Related Information

- ➔ [“Remove Background” on page 77](#)
You can remove the background of the originals.
- ➔ [“Text Enhancement” on page 77](#)
You can make blurred letters in the original clear and sharp. You can also reduce the offset or unevenness of the background.
- ➔ [“Auto Area Segmentation” on page 78](#)
You can make letters clear and images smooth when performing black and white scanning for a document that contains images.
- ➔ [“Dropout” on page 78](#)
You can remove the color specified from the scanned image, and then save it in grayscale or black and white. For example, you can erase marks or notes you wrote in the margins with color pen when scanning.
- ➔ [“Color Enhance” on page 78](#)
You can enhance the color specified for the scanned image, and then save it in grayscale or black and white. For example, you can enhance letters or lines that are in light colors.
- ➔ [“Brightness” on page 79](#)
You can adjust the brightness for the whole image.
- ➔ [“Contrast” on page 79](#)
You can adjust the contrast for the whole image. If you increase the contrast, the bright areas become brighter, and the dark areas become darker. On the other hand, if you lower the contrast, the differences between the bright and dark areas of the image are less defined.
- ➔ [“Gamma” on page 79](#)
You can adjust the gamma (brightness of the intermediate range) for the whole image. If the image is too light or too dark, you can adjust the brightness.
- ➔ [“Threshold” on page 80](#)

Advanced Scanning

You can adjust the border for monochrome binary (black and white). Increase the threshold, the black color area becomes larger. Decrease the threshold, the white color area becomes larger.

- ➔ “Unsharp Mask” on page 80
You can enhance and sharpen the outlines of the image.
- ➔ “Descreening” on page 80
You can remove moiré patterns (web-like shadows) that appear when scanning printed paper such as a magazine.
- ➔ “Edge Fill” on page 81
You can remove the shadow created around the scanned image.
- ➔ “Remove Punch Holes” on page 81
You can remove the shadows of holes on the scanned image when scanning originals with punched holes.
- ➔ “Dual Image Output (for Windows Only)” on page 81
You can scan once and save two images with different output settings at the same time.

Image Option

You can select the effect for the scanned image.

Remove Background

You can remove the background of the originals.

You can select the level of the effect by selecting the **Main Settings** tab > **Image Type** > **Color**. If you select **High**, you can remove the background color of the originals, such as colored papers, or papers discolored by sunlight or time.

To use this feature, the background color of the originals should be the lightest color in the originals, and should be uniform. This feature is not applied correctly if there are patterns in the background, or there are text or illustrations which are a lighter color than the background.

Note:

*This feature is not available when you select the **Main Settings** tab > **Image Type** > **Black & White**.*

Text Enhancement

You can make blurred letters in the original clear and sharp. You can also reduce the offset or unevenness of the background.



You can select the level of the effect when selecting the **Main Settings** tab > **Image Type** > **Color** or **Grayscale**.

Note:

*To use this feature, set the **Resolution** on the **Main Settings** tab to 600 dpi or less.*

Advanced Scanning

Auto Area Segmentation

You can make letters clear and images smooth when performing black and white scanning for a document that contains images.



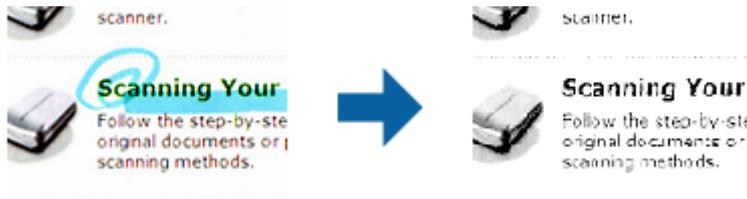
You can adjust the quality of the image part of the original from **Brightness** and **Contrast**.

Note:

- You can only make settings for this feature when selecting the **Main Settings** tab > **Image Type** > **Black & White**.
- To use this feature, set the **Resolution** on the **Main Settings** tab to 600 dpi or less.

Dropout

You can remove the color specified from the scanned image, and then save it in grayscale or black and white. For example, you can erase marks or notes you wrote in the margins with color pen when scanning.



If you select **Customize** from the color list in **Dropout**, you can make settings for the color you want to remove while checking the preview window (for Windows only).

Note:

This feature is not available when selecting the **Main Settings** tab > **Image Type** > **Auto** or **Color**.

Color Enhance

You can enhance the color specified for the scanned image, and then save it in grayscale or black and white. For example, you can enhance letters or lines that are in light colors.



If you select **Customize** from the color list in **Color Enhance**, you can make settings for the color you want to enhance while checking the preview window (for Windows only).

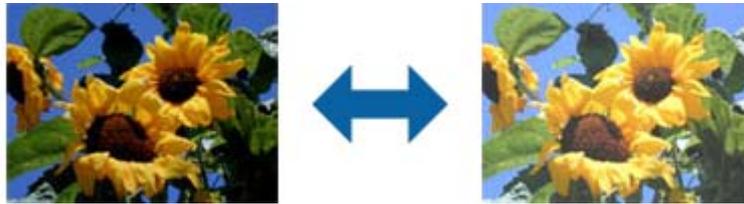
Note:

This feature is not available when selecting the **Main Settings** tab > **Image Type** > **Auto** or **Color**.

Advanced Scanning

Brightness

You can adjust the brightness for the whole image.



Note:

*This feature is not available depending on the settings on the **Main Settings** tab > **Image Type** or the settings on the **Advanced Settings** tab.*

Contrast

You can adjust the contrast for the whole image. If you increase the contrast, the bright areas become brighter, and the dark areas become darker. On the other hand, if you lower the contrast, the differences between the bright and dark areas of the image are less defined.

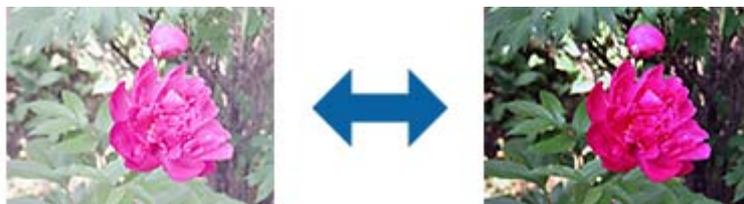


Note:

*This feature is not available depending on the settings on the **Main Settings** tab > **Image Type** or the settings on the **Advanced Settings** tab.*

Gamma

You can adjust the gamma (brightness of the intermediate range) for the whole image. If the image is too light or too dark, you can adjust the brightness.



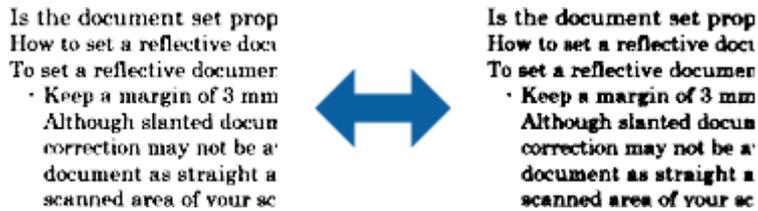
Note:

*This feature is not available depending on the settings on the **Main Settings** tab > **Image Type** or the settings on the **Advanced Settings** tab.*

Advanced Scanning

Threshold

You can adjust the border for monochrome binary (black and white). Increase the threshold, the black color area becomes larger. Decrease the threshold, the white color area becomes larger.



Note:

This feature may not be available depending on the settings on the *Main Settings* tab > *Image Type* or the settings on the *Advanced Settings* tab.

Unsharp Mask

You can enhance and sharpen the outlines of the image.

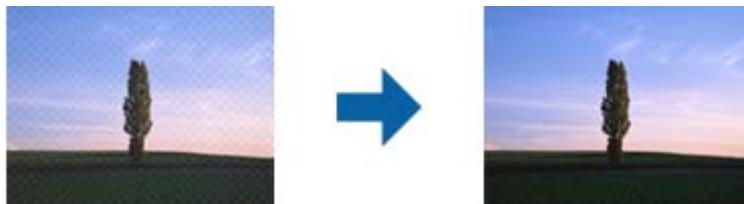


Note:

This feature is not available when selecting the *Main Settings* tab > *Image Type* > *Black & White*.

Descreening

You can remove moiré patterns (web-like shadows) that appear when scanning printed paper such as a magazine.



To check for moiré patterns, display the image at 100 % (1:1). If the displayed image is zoomed out, the image appears rough and may look like it has moiré patterns.

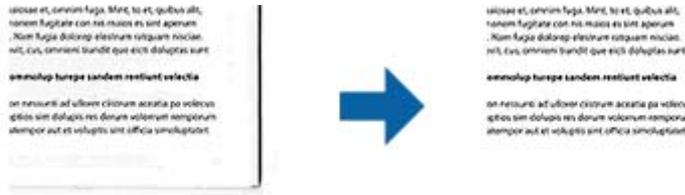
Note:

- To use this feature, set the **Resolution** on the *Main Settings* tab to 600 dpi or less.
- This feature is not available when selecting the *Main Settings* tab > *Image Type* > *Black & White*.
- The effect of this feature cannot be checked in the preview window.
- This feature softens the sharpness of the scanned image.

Advanced Scanning

Edge Fill

You can remove the shadow created around the scanned image.



For double-sided scanning, the settings for the edge fill range are mirror-reversed for the back of the original.

If you select **Settings**, the **Edge Fill Level** screen is displayed, and you can adjust the edge fill ranges for the top, bottom, left, and right.

Note:

The effect of this feature cannot be checked in the preview window.

Remove Punch Holes

You can remove the shadows of holes on the scanned image when scanning originals with punched holes.

You can remove the shadows of round or square punch holes that are within a range of 20 mm (0.79 in.) from the edges of the original.



Note:

- This feature is only available when you are scanning white or light colored originals.
- Depending on the scanned originals, the shadows of the punch holes may not be removed.
- The effect of this feature cannot be checked in the preview window.

Dual Image Output (for Windows Only)

You can scan once and save two images with different output settings at the same time.

The **Settings for Output 2** screen is displayed when you select **On** or **Settings**. Change the settings for the second scanned image (image 2).

Saving as a Searchable PDF

You can save the scanned image as a Searchable PDF. This is a PDF in which searchable text data is embedded.

Advanced Scanning

Note:

- Text on the originals is recognized using Optical Character Recognition (OCR), and then embedded in the scanned image.
- This feature is only available when the EPSON Scan OCR component (Windows) or Epson Scan 2 OCR component (Mac OS) is installed.

1. Place the original.
2. Start Epson Scan 2.
3. Make settings for each item on the **Main Settings** tab.
4. Click **Preview**.
5. Place the ejected original again when using the ADF.
6. Check the preview, and make other settings on the **Advanced Settings** tab if necessary.
7. Select **Searchable PDF** from the **Image Format** list.
8. Select **Options** from the **Image Format** list to open the **Image Format Options** window.
9. Select the **Text** tab on the **Image Format Options** window.
10. Check that the language of the original is selected in the **Text Language** list.
11. Click **OK** to close the **Image Format Options** window.
12. Check the save file name displayed in **File Name**.
13. Select the save folder for the scanned image from the **Folder** list.
14. Click **Scan**.

The scanned image is saved as a Searchable PDF.

Related Information

- ➔ [“Scanning Using Epson Scan 2” on page 58](#)
- ➔ [“Placing Originals” on page 28](#)
- ➔ [“Text is Not Recognized Correctly when Saving as a Searchable PDF” on page 120](#)

Saving as an Office Format File (for Windows Only)

You can save the scanned image as a Microsoft® Office format file using Document Capture Pro.

You can select the following formats.

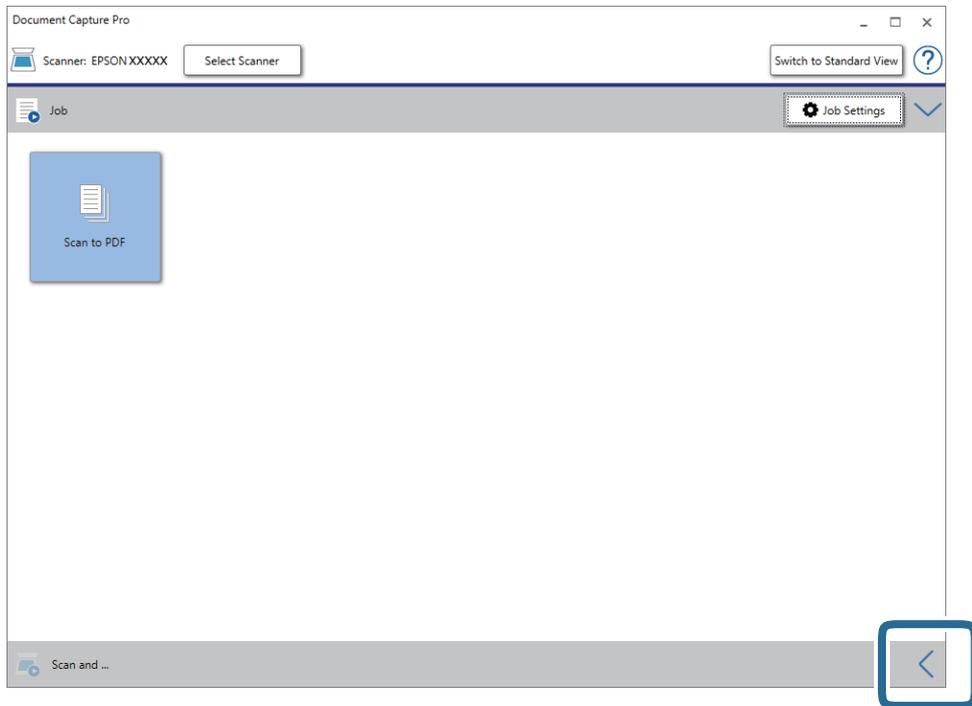
- Microsoft® Word (.docx)
- Microsoft® Excel® (.xlsx)
- Microsoft® PowerPoint® (.pptx)

Note:

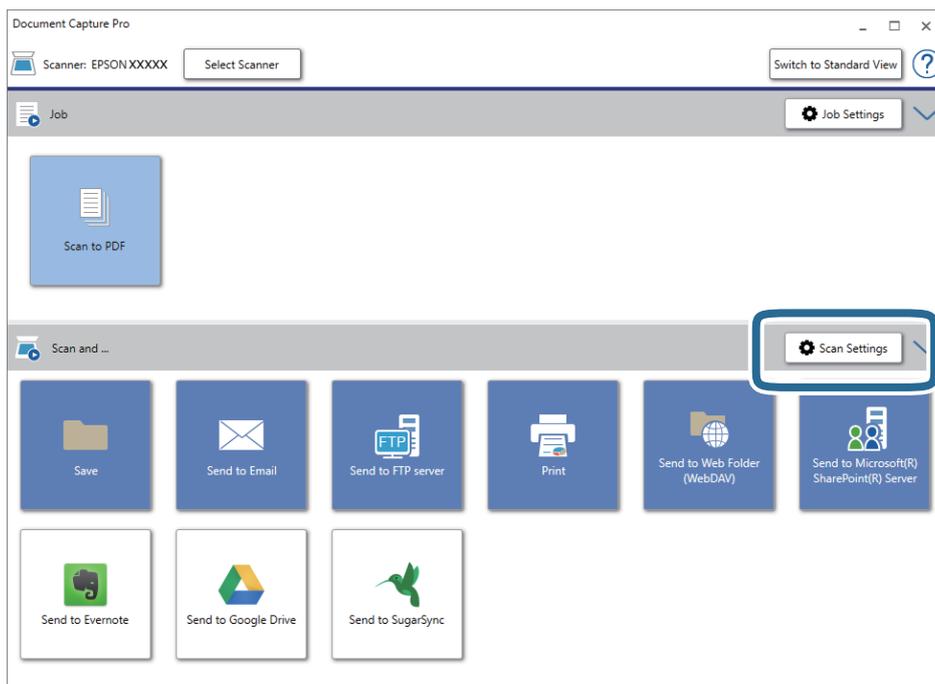
This feature is only available when the EPSON Scan OCR component is installed.

Advanced Scanning

1. Place the original.
2. Start Document Capture Pro.
3. Click  on the **Scan and** bar to display the destination screen.
If you have already displayed the destination screen, skip this procedure.



4. Click **Scan Settings** to display the **Scan Settings** screen.



5. Make the scanning settings, and then click **OK**.

Advanced Scanning

6. Click one of the destination icons.
Scanning starts. After scanning, the **Save Settings** window or **Transfer Settings** window is displayed.
7. Select the Office format file you want to save as from the **File Type** list.
8. Click **Option** to display the optional settings window.
9. Make settings for each item in the window, and then click **OK**.
10. Make other settings on the **Save Settings** window or the **Transfer Settings** window, and then click **OK**.
The scanned image is saved as an Office format file.

Related Information

- ➔ [“Scanning Using Document Capture Pro \(Windows\)” on page 62](#)
- ➔ [“Placing Originals” on page 28](#)

Setting a Job (Scan, Save, and Send)

When performed in order, the following operations are known as a job: **1. Scan > 2. Save > 3. Send**.

By registering a series of operations in advance as a job using Document Capture Pro (Windows), Document Capture (Mac OS) or Document Capture Pro Server (Windows Server), you can perform all of the operations by simply selecting the job.

Note:

Document Capture Pro does not support Windows Vista/Windows XP.

Creating and Registering a Job (Windows)

Explains how to set a job in Document Capture Pro. See the Document Capture Pro help for details on the features.

1. Start Document Capture Pro.
2. Click **Job Settings** on the top screen.
The **Job List** is displayed.
3. Click **New Job**.
The **Job Settings** screen is displayed.
4. Make job settings on the **Job Settings** screen.
 - Job Name:** Enter the name of the job you want to register.
 - Scan Settings:** Make scan settings such as the size of the originals or the resolution.
 - Save Settings:** Set the saving destination, the saving format, the naming rules of the files, and so on. You can sort and save continued scanned images automatically by using detection methods such as blank pages inserted between the originals or barcodes on the originals.

Advanced Scanning

- Destination Settings:** Select the destination of the scanned images. You can send them by email or forward them to an FTP server or Web server.
- 5. Click **OK** to return to the **Job List** screen.
The created job is registered in the **Job List**.
- 6. Click **OK** to return to the top screen.

Related Information

- ➔ [“Document Capture Pro / Document Capture” on page 19](#)
- ➔ [“Scanning Using Document Capture Pro \(Windows\)” on page 62](#)

Creating and Registering a Job (Mac OS)

Explains how to set a job in Document Capture. See the Document Capture help for details on the features.

1. Start Document Capture.
2. Click the  icon on the main window.
The **Job List** window is displayed.
3. Click the + icon.
The **Job Settings** window is displayed.
4. Make the job settings on the **Job Settings** window.
 - Job Name:** Enter the name of the job you want to register.
 - Scan:** Make scan settings such as the size of the originals or the resolution.
 - Output:** Set the saving destination, the saving format, the naming rules of the files, and so on.
 - Destination:** Select the destination of the scanned images. You can send them by email or forward them to an FTP server or Web server.
5. Click **OK** to return to the **Job List** window.
The created job is registered in the **Job List**.
6. Click **OK** to return to the main window.

Related Information

- ➔ [“Document Capture Pro / Document Capture” on page 19](#)
- ➔ [“Scanning Using Document Capture \(Mac OS\)” on page 68](#)

Enabling a Job to Run from the Control Panel (Button Assignment)

By assigning a job to the scanner's control panel in advance using Document Capture Pro (Windows), Document Capture (Mac OS) or Document Capture Pro Server (Windows Server), you can run jobs from the control panel.

Note:

Document Capture Pro does not support Windows Vista/Windows XP.

Assigning a Job to the Control Panel (Windows)

Explains how to assign a job to the scanner's control panel in Document Capture Pro. See the Document Capture Pro help for details on the features.

1. Start Document Capture Pro.
2. Click **Job Settings** on the top screen
The **Job List** is displayed.
3. Click **Button Assignment**.
The **Button Assignment** screen is displayed.
4. Select the job you want to run on the control panel from the pull-down menu.
5. Click **OK** to return to the **Job List** screen.
The job is assigned to the scanner's control panel.
6. Click **OK** to return to the top screen.

Related Information

- ➔ [“Document Capture Pro / Document Capture” on page 19](#)
- ➔ [“Scanning Using Jobs from the Control Panel” on page 54](#)

Assigning a Job to the Control Panel (Mac OS)

Explains how to assign a job to the scanner's control panel in Document Capture. See the Document Capture help for details on the features.

1. Start Document Capture.
2. Click the  icon on the main window.
The **Job List** window is displayed.
3. Click the  icon and select **Event Settings**.
4. Select the job you want to run on the control panel from the pull-down menu.

Advanced Scanning

5. Click **OK** to return to the **Job List** window.
The job is assigned to the scanner's control panel.
6. Click **OK** to return to the main window.

Related Information

- ➔ [“Document Capture Pro / Document Capture” on page 19](#)
- ➔ [“Scanning Using Jobs from the Control Panel” on page 54](#)

Separation Feature (for Windows Only)

You can use the separation feature when using Document Capture Pro.

By entering barcode or text information, you can automatically identify and separate or sort complicated documents using the barcode information on the document, or by inserting blank pages in between pages in a document.

When scanning multiple documents and using separator information or a specified number of pages to separate the document into multiple files, each separated file can be saved to a specific folder.

For example, you can make separation settings such as the following.

Note:

Document Capture Pro does not support Windows Vista/Windows XP.

Split the data every three pages and save as multi-page PDFs (fixed pages)

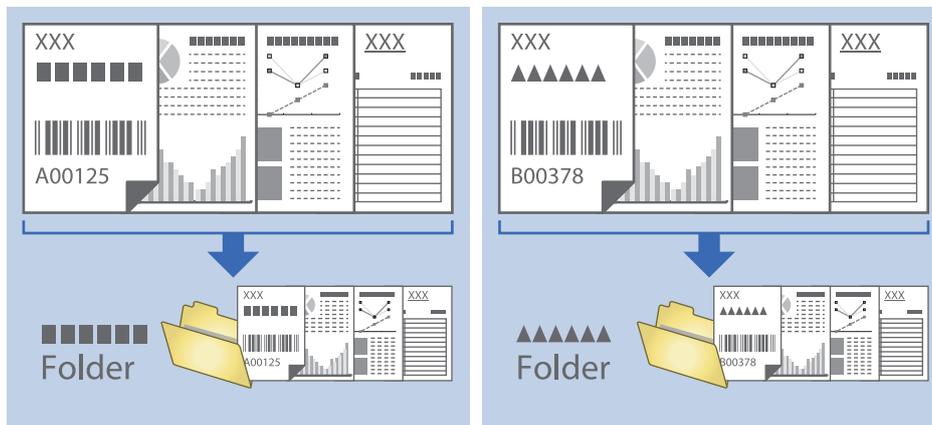


Advanced Scanning

Enter barcode information every three pages and save as multi-page PDFs



Enter barcode information and separate into folders



Sorting and Saving Scanned Images into a Separate Folder

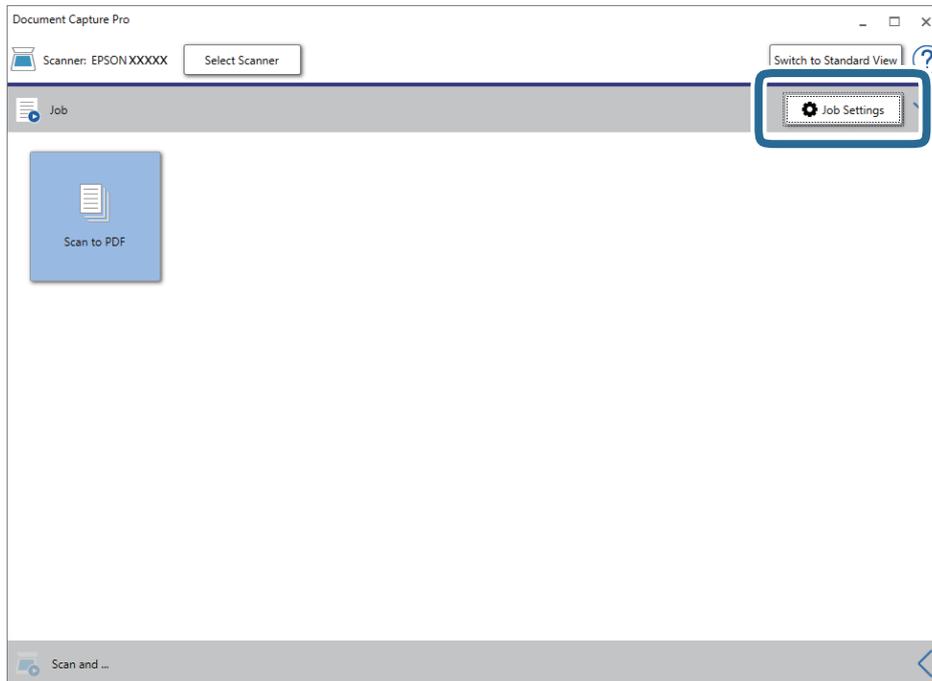
You can sort scanned images automatically and save them to a separate folder using Document Capture Pro.

To sort scanned images, you can use a variety of detection methods such as blank pages inserted between the originals or barcodes on the originals.

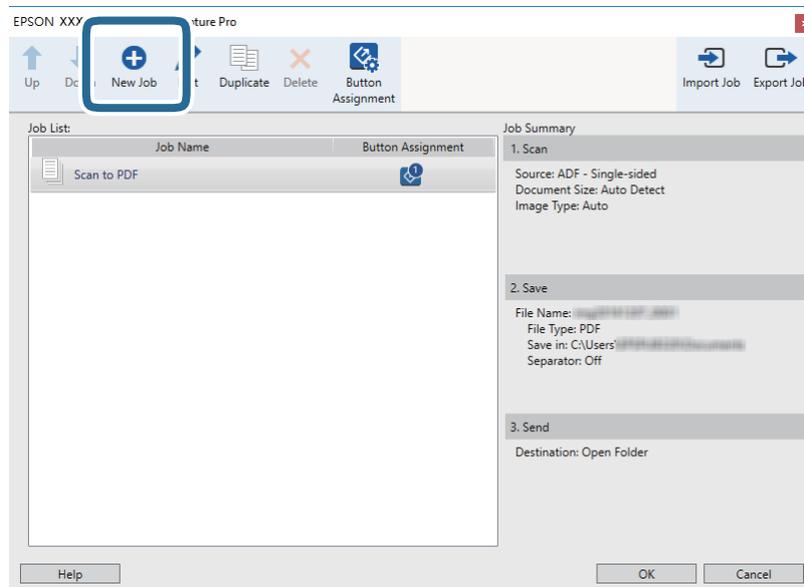
1. Place the originals including indicators, such as blank pages, between the pages where you want to separate the scanned images.
2. Start Document Capture Pro.

Advanced Scanning

3. Click **Job Settings**.

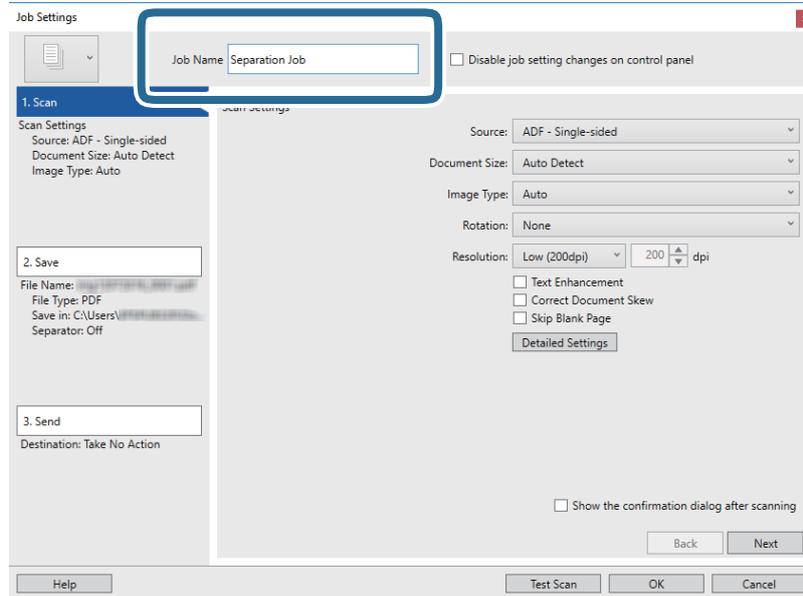


4. Click **New Job**.

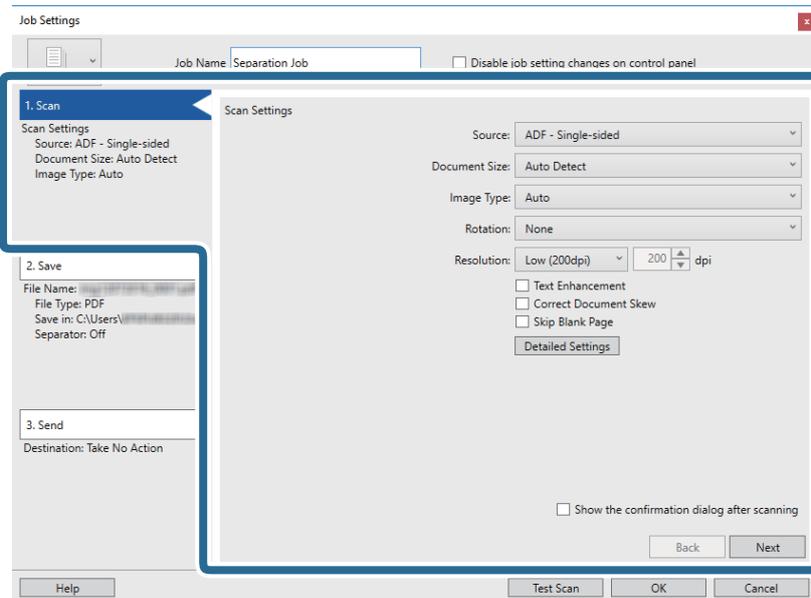


Advanced Scanning

5. Set the **Job Name**.

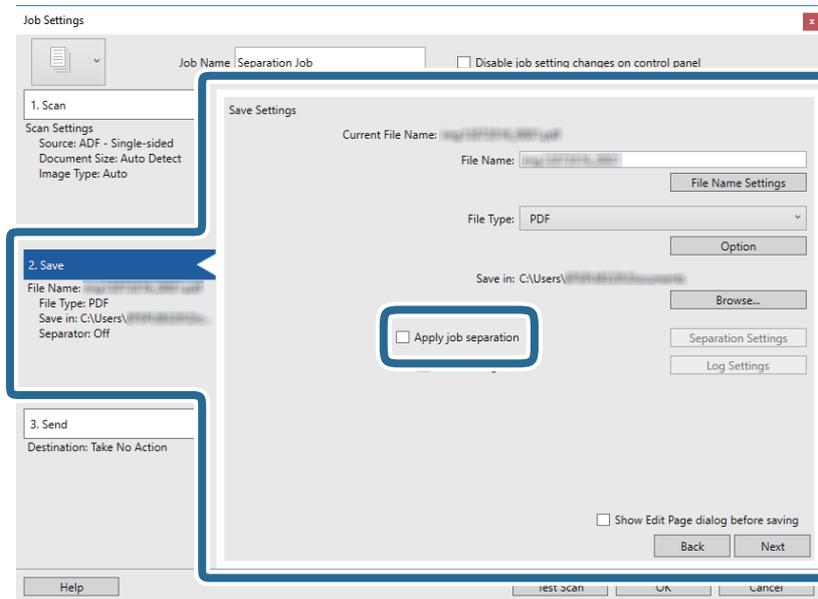


6. Make scanning settings on the **1. Scan** tab.

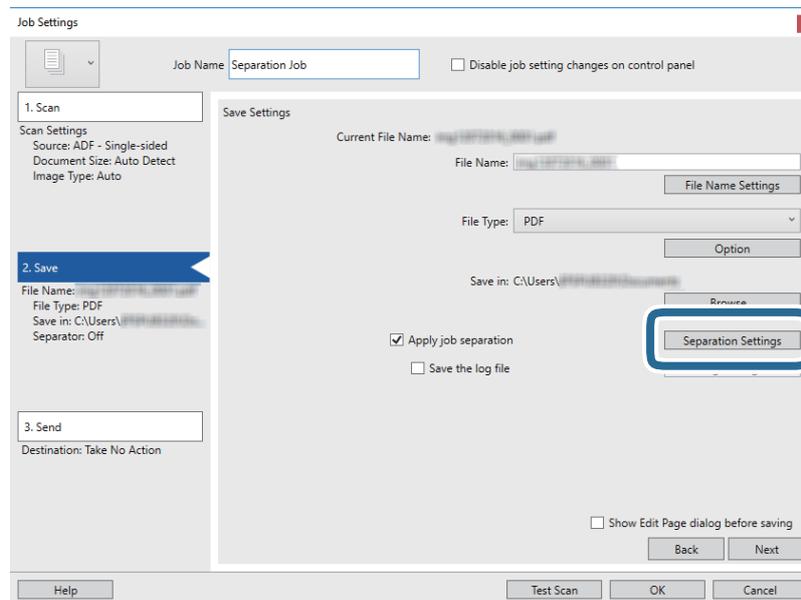


Advanced Scanning

- Click **2. Save**, make the save settings, and then select **Apply job separation**.



- Click **Separation Settings**.



Advanced Scanning

9. Select **Separator** on the **Job Separation Settings** screen.

The screenshot shows the 'Job Separation Settings' dialog box. The 'Separator' dropdown menu is highlighted with a blue box and is set to 'Fixed Page'. Below it, the 'Page' is set to 3, and there is an unchecked checkbox for 'Count blank pages in total'. The 'Create Folder' checkbox is also unchecked. Under 'Folder Name', it is set to 'Customizing', with a 'Prefix' of 'folder', 'Digit Number' of 3, and 'Start Number' of 1. At the bottom, there is an unchecked checkbox for 'Add job separation', a 'Separator' dropdown set to 'Barcode', and buttons for 'Settings', 'Help', 'OK', and 'Cancel'.

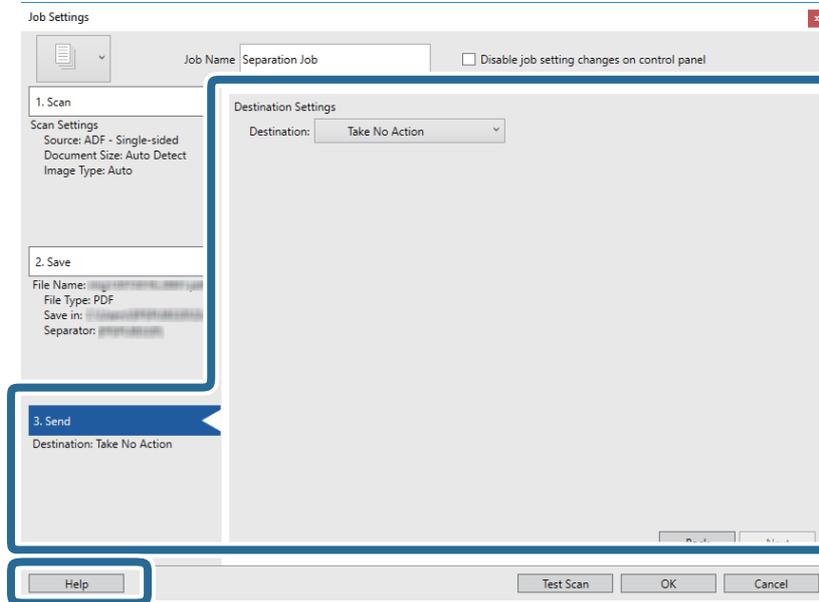
- Fixed Page:** Select to separate by each specified page and split into files.
 - Blank Page:** Select to separate by detecting blank pages.
 - Barcode:** Select to separate by detecting barcodes.
 - OCR:** Select to detect characters using OCR (Optical Character Recognition) and separate accordingly.
 - Form:** Select to separate by detecting the type of **Form**.
 - File Size:** Select to separate by detecting the file size of scanned images.
 - Patch Code:** Select to separate by detecting the **Patch Code**.
10. Set detailed settings for separation, and then click **OK**.

Settings for separation vary depending on the **Separator** you selected. For details on the settings for separation, click **Help** on the window and see the help for Document Capture Pro.

Advanced Scanning

- Click **3. Send**, and then select the **Destination**.

Destination setting items are displayed according to the destination you selected. Make detailed settings as necessary. Click **Help** for details on each item.

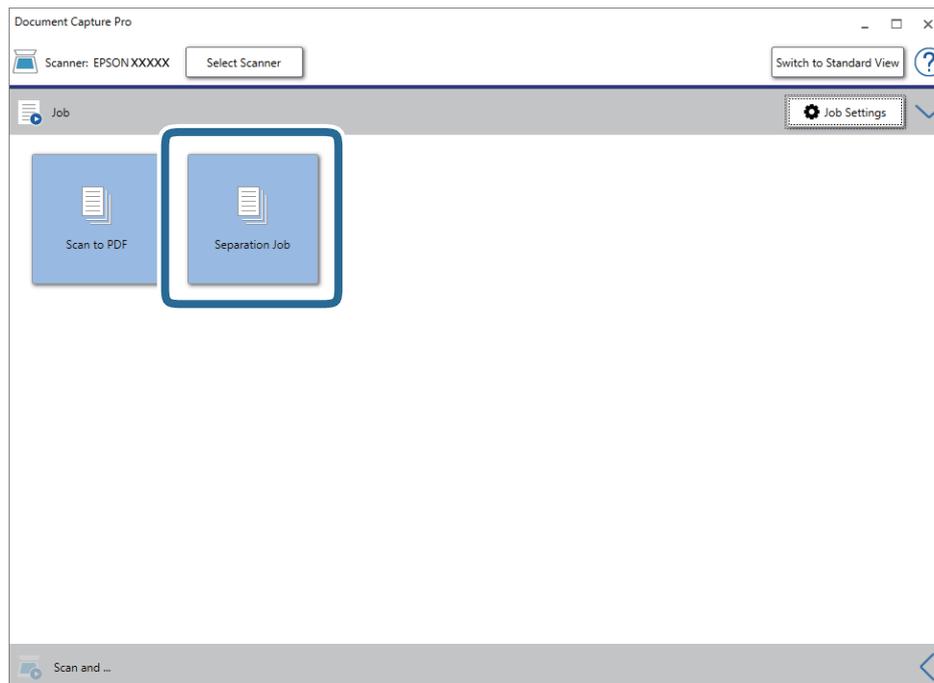


- Click **OK** to close the **Job Settings** screen.

- Click **OK** to close the job list screen.

The separation job is created.

- Click the job icon.



The separation job is performed.

Advanced Scanning

15. Follow the on-screen instructions.

The scanned image is separated and saved using the settings you made for the job.

Related Information

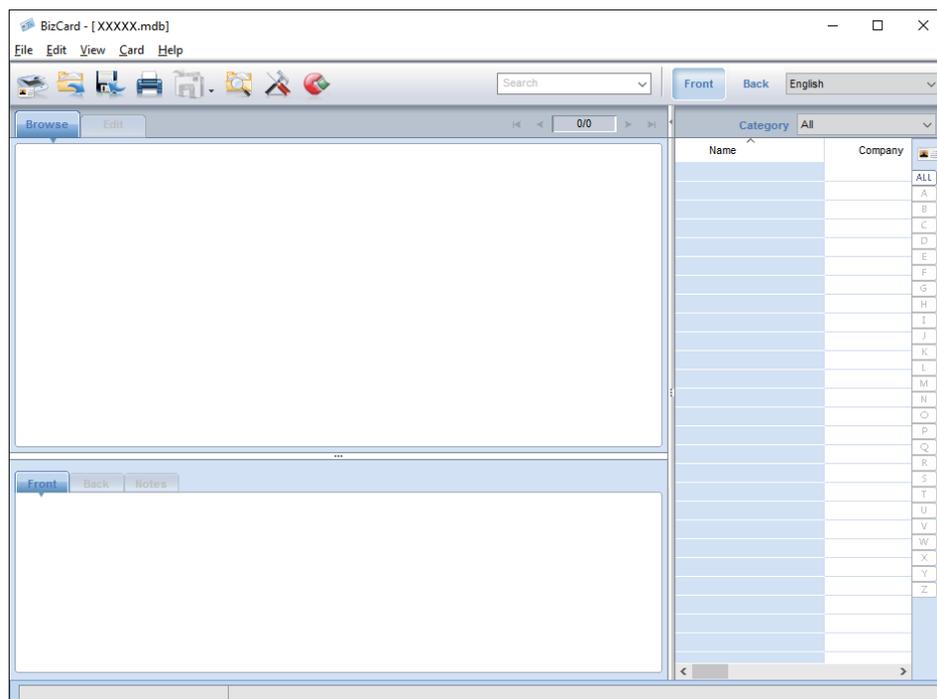
- ➔ [“Scanning Using Document Capture Pro \(Windows\)” on page 62](#)
- ➔ [“Placing Originals” on page 28](#)

Scanning Business Cards Using Presto! BizCard

You can scan business cards and convert them to editable text using Presto! BizCard.

See the software's help for more information on using the software and its functions. To display the help, select it from the software's help menu.

1. Place the business card on the scanner.
2. Start Presto! BizCard.
 - Windows 10
Click the start button, and then select **NewSoft > Presto! BizCard**.
 - Windows 8.1/Windows 8
Enter the application name in the search charm, and then select the displayed icon.
 - Windows 7/Windows Vista/Windows XP
Click the start button, and then select **All Programs or Programs > NewSoft > Presto! BizCard**.
 - Mac OS
Select **Go > Applications > Presto! BizCard**.



Advanced Scanning

3. Click the  icon at the top-left of the window.

The Epson Scan 2 window opens.

4. Set each item on the Epson Scan 2 window, and then scan.

The business card is scanned and converted into editable text in the Presto! BizCard window.

Menu Options for Settings

Device Information

Select the menus on the control panel as described below.

Settings > Device Information

Various Status Information

You can check the Serial Number, Current Version, Number of Scans, Authentication Device Status, and so on.

Number of Scans After Replacing

You can display this information by tapping . The roller assembly kit (the pickup roller and the separation roller) needs to be replaced when the number of scans exceeds the life cycle of the rollers. Reset the number of scans in this menu after replacing the rollers.

External Scan Settings

Select the menus on the control panel as described below.

Settings > External Scan Settings

Ultrasonic Double Feed Detection

When scanning without using Epson Scan 2, the settings from the settings menu are enabled. When set to **On**, displays a double feed error when multiple originals are fed and stops scanning.

However, an error occurs when detecting double feeds when loading envelopes, plastic cards, originals with labels or stickers, and so on.

Slow

When set to **On**, the  icon is displayed on the home screen. Slows down the feeding speed whenever scanning.

Enable this in the following situations:

- When originals jam frequently
- When loading thin originals

Common Settings

Select the menus on the control panel as described below.

Settings > Common Settings

LCD Brightness

Adjust the brightness of the LCD screen.

Sound

- Button Press:** Set the volume for tapping sounds on the control panel, or when authentication is successful on the login screen.
- Error Notice:** Set the volume for when an error occurs, or an authentication fails on the login screen.

Sleep Timer

Adjust the time period for entering sleep mode (energy saving mode) when the scanner has not performed any operations. The LCD screen turns black when the set time has passed.

Power Off Timer

Turn the scanner off automatically when no operations have been performed for the specified time. Set the time period before the scanner turns off.

Any increase will affect the product's energy efficiency. Consider the environment before making any changes.

Date/Time Settings

- Date/Time:** Enter the current date and time.
- Daylight Saving Time:** Select the summer time setting that applies to your area.
- Time Difference:** Enter the time difference between your local time and UTC (Coordinated Universal Time).

Language

Select the country or region in which you are using your scanner.

Operation Time Out

Select **On** to return to the initial screen when no operations have been performed for the specified time.

When user restrictions have been applied and you do not operate the scanner for the specified time, you are logged out and returned to the initial screen.

Menu Options for Settings

PC Connection via USB

You can restrict the usage of the USB connection from the computer. If you want to restrict it, select **Disable**.

Network Settings

Select the menus on the control panel as described below.

Settings > Network Settings

Displays the details of the network settings. Tap **Change Settings** to change the following settings. See Administrator's Guide for details.

- Device Name
- TCP/IP
- IPv6 Address
- Link Speed & Duplex
- IPsec/IP filtering
- IEEE802.1X

Document Capture Pro

Select the menus on the control panel as described below.

Settings > Document Capture Pro

Tap **Change Settings** to change the settings.

Operation Mode

- Server Mode:** Select this if you are using the server on which Document Capture Pro Server (Windows Server) is installed. You need to set the server address when you select Server Mode.
- Client Mode:** Select this if you are using the computer on which Document Capture Pro (Windows) or Document Capture (Mac OS) is installed.

Group Settings

Set this as necessary when using in client mode. Turn the group settings on, and then set the group number. Next, set the same group number in Document Capture Pro on the client side (the computer using the scanner).

When a large number of computers are connected to the network, you can restrict the computers being used.

System Administration

Select the menus on the control panel as described below.

Settings > System Administration

Admin Settings

- Admin Password:** Register an administrator password that allows only an administrator to change the settings. Enter the password within 20 characters.
- Lock Setting:** Lock the settings to protect them from being changed by other users.
- Authentication Settings:** Use this in the authentication system. For more details, see the documentation provided with Document Capture Pro Server Authentication Edition.

WSD Settings

Enable or disable the WSD (Web Service for Devices) feature. When setting **Disable**, the **Computer (WSD)** menu on the home screen is not displayed.

Restore Default Settings

- Network Settings:** Restore network related settings to their initial status.
- All Except Network Settings:** Restore other settings to their initial status except for network related settings.
- All Settings:** Restore all settings to their initial status when purchased.

Maintenance

Cleaning Outside the Scanner

Wipe off any stains on the outer case with a dry cloth or a cloth dampened with mild detergent and water.

 **Important:**

- Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Deformation or discoloration may occur.*
- Do not let water get inside the product. This could cause a malfunction to occur.*
- Never open the scanner case.*

1. Press the  button to turn off the scanner.
2. Unplug the AC adapter from the scanner.
3. Clean the outer case with a cloth dampened with mild detergent and water.
Wipe the touchscreen by using a soft, dry cloth.

Cleaning Inside the Scanner

After using the scanner for a while, paper and room dust on the roller or the glass part inside the scanner may cause paper feed or scanned image quality problems. Clean the inside of the scanner every 5,000 scans. You can check the latest number of scans on the control panel or in the Epson Scan 2 Utility.

If a surface is stained with a hard-to-remove material, use a genuine Epson cleaning kit to remove the stains. Use a small amount of cleaner on the cleaning cloth to remove the stains.

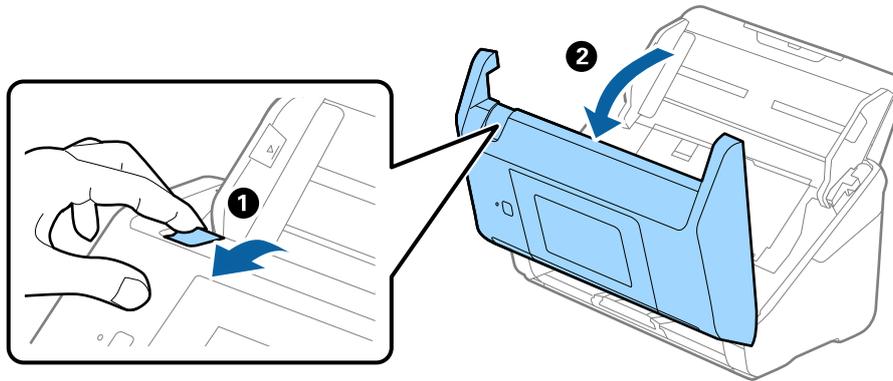
 **Important:**

- Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Deformation or discoloration may occur.*
- Never spray any liquid or lubricant on the scanner. Damage to equipment or circuits may cause abnormal operations.*
- Never open the scanner case.*

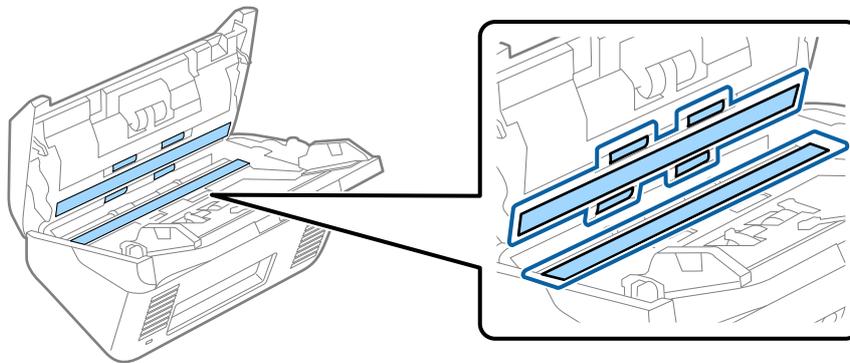
1. Press the  button to turn off the scanner.
2. Unplug the AC adapter from the scanner.

Maintenance

3. Pull the lever and open the scanner cover.



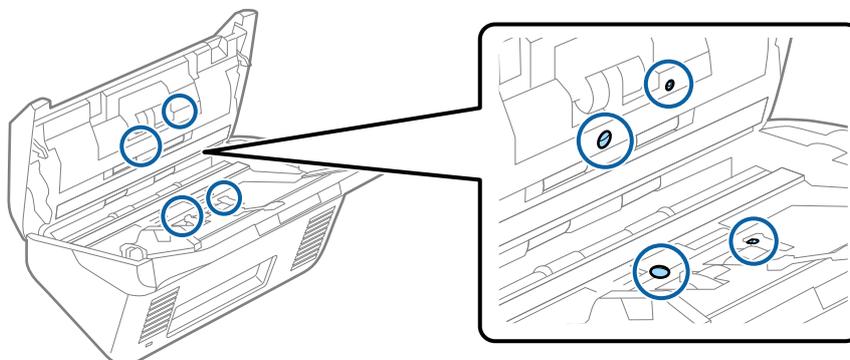
4. Wipe off any stains on the plastic roller and glass surface at the bottom inside of the scanner cover using a soft cloth or a genuine Epson cleaning kit.



! **Important:**

- Do not place too much force on the glass surface.
- Do not use a brush or a hard tool. Any scratches on the glass may affect the scan quality.
- Do not spray cleaner directly onto the glass surface.

5. Wipe off any stains on the sensors with a cotton swab.

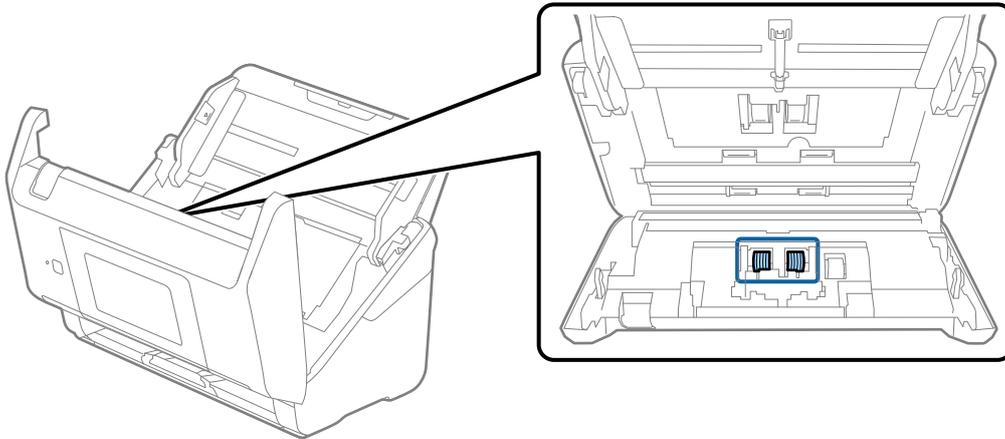


! **Important:**

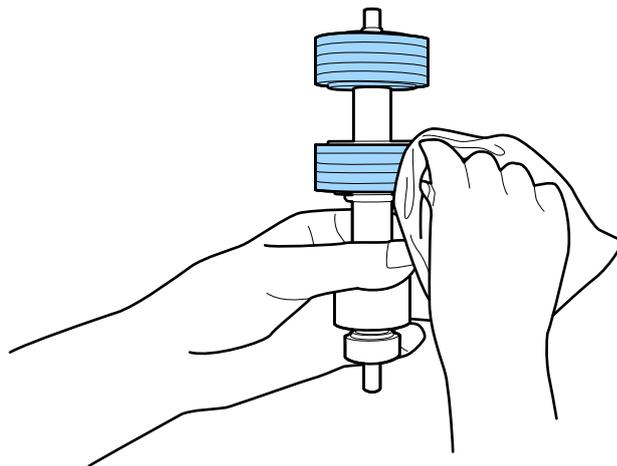
- Do not use liquid such as a cleaner on a cotton swab.

Maintenance

6. Open the cover, and then remove the separation roller.
See “Replacing the Roller Assembly Kit” for more details.



7. Wipe off any dust or dirt on the separation roller using a genuine Epson cleaning kit or a soft, moist cloth.

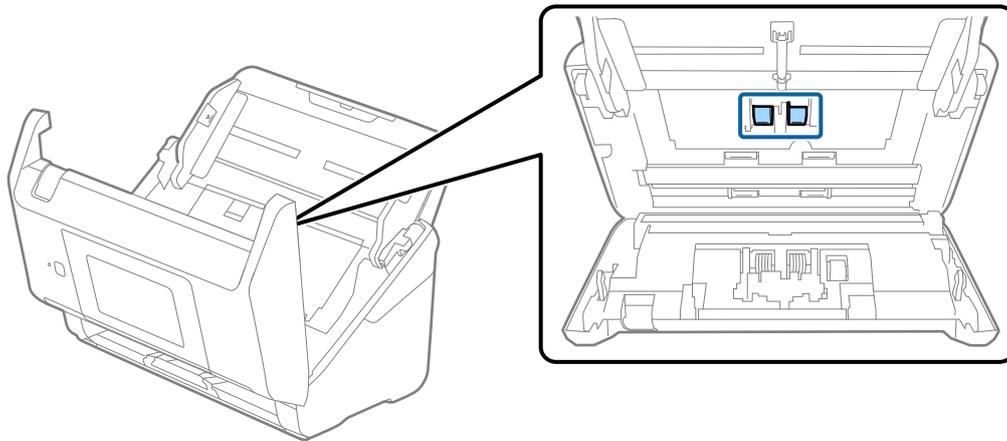


! **Important:**

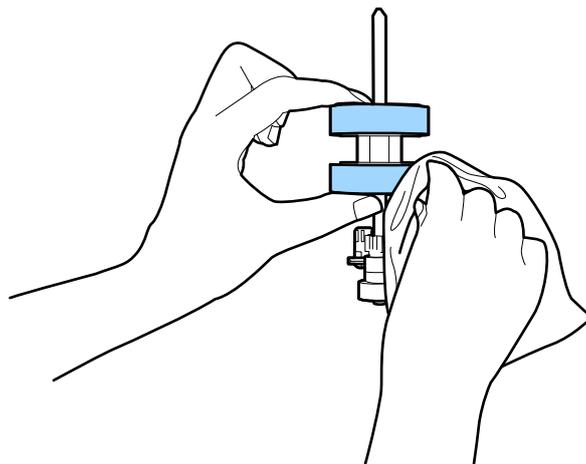
Use only a genuine Epson cleaning kit or a soft, moist cloth to clean the roller. Using a dry cloth may damage the surface of the roller.

Maintenance

8. Open the cover, and then remove the pickup roller.
See “Replacing the Roller Assembly Kit” for more details.



9. Wipe off any dust or dirt on the pickup roller using a genuine Epson cleaning kit or a soft, moist cloth.



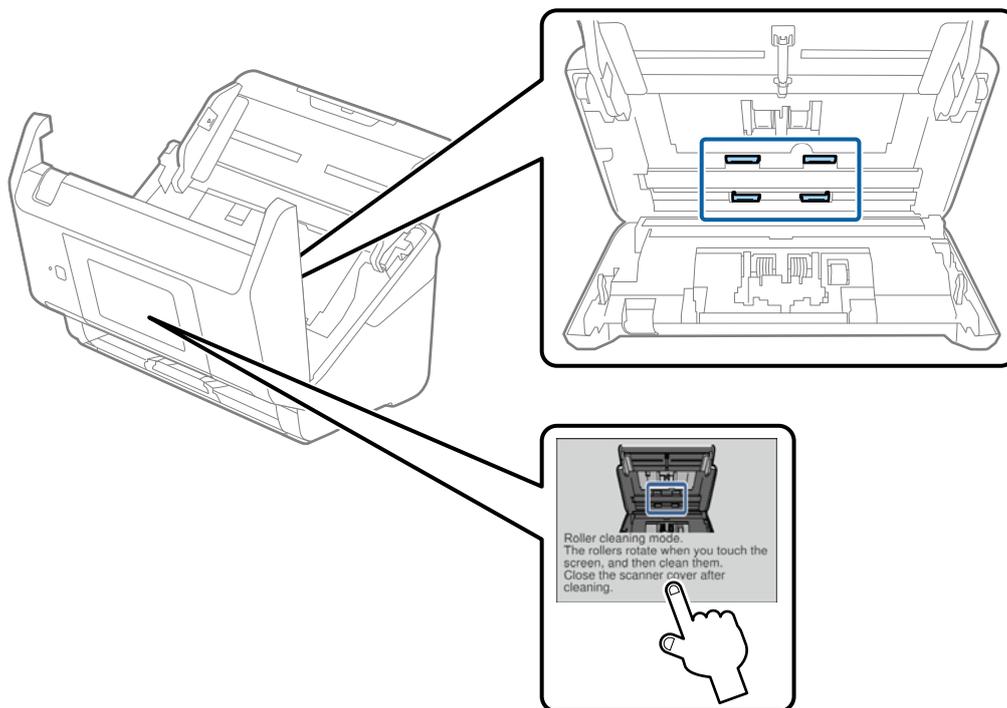
! **Important:**

Use only a genuine Epson cleaning kit or a soft, moist cloth to clean the roller. Using a dry cloth may damage the surface of the roller.

10. Close the scanner cover.
11. Plug in the AC adapter, and then turn on the scanner.
12. Select **Scanner Maintenance** from the home screen.
13. On the **Scanner Maintenance** screen, select **Roller Cleaning**.
14. Pull the lever to open the scanner cover.
The scanner enters roller cleaning mode.

Maintenance

15. Slowly rotate the rollers at the bottom by tapping anywhere on the LCD. Wipe the surface of the rollers using a genuine Epson cleaning kit or a soft cloth dampened with water. Repeat this until the rollers are clean.



Caution:

Be careful not to get your hands or hair caught in the mechanism when operating the roller. This could cause an injury.

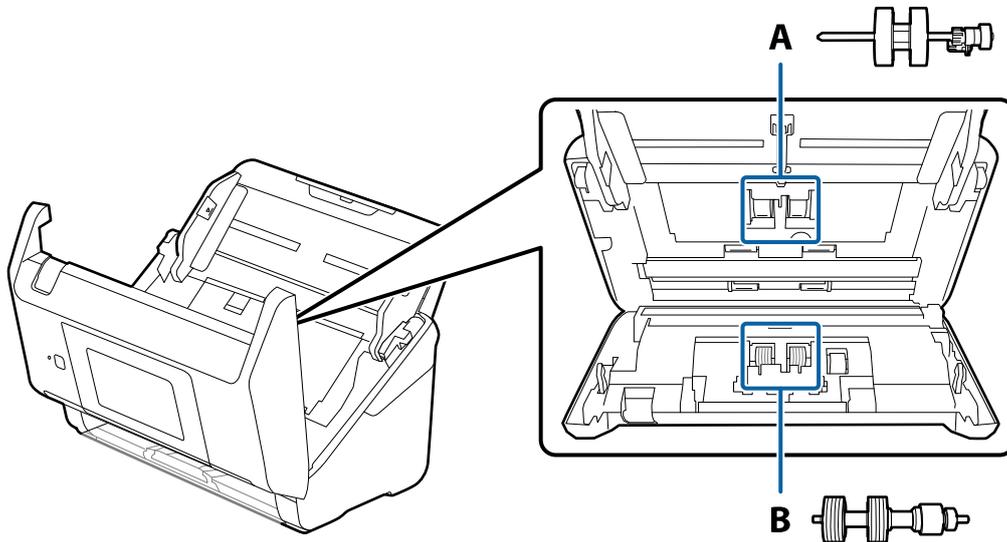
16. Close the scanner cover.
The scanner exits roller cleaning mode.

Related Information

- ➔ [“Cleaning Kit Codes” on page 21](#)
- ➔ [“Replacing the Roller Assembly Kit” on page 105](#)

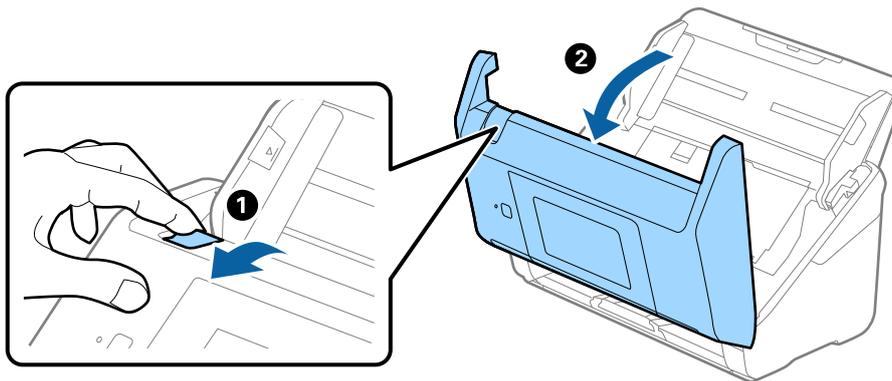
Replacing the Roller Assembly Kit

The roller assembly kit (the pickup roller and the separation roller) needs to be replaced when the number of scans exceeds the life cycle of the rollers. When a replacement message is displayed on the control panel or your computer screen, follow the steps below to replace it.



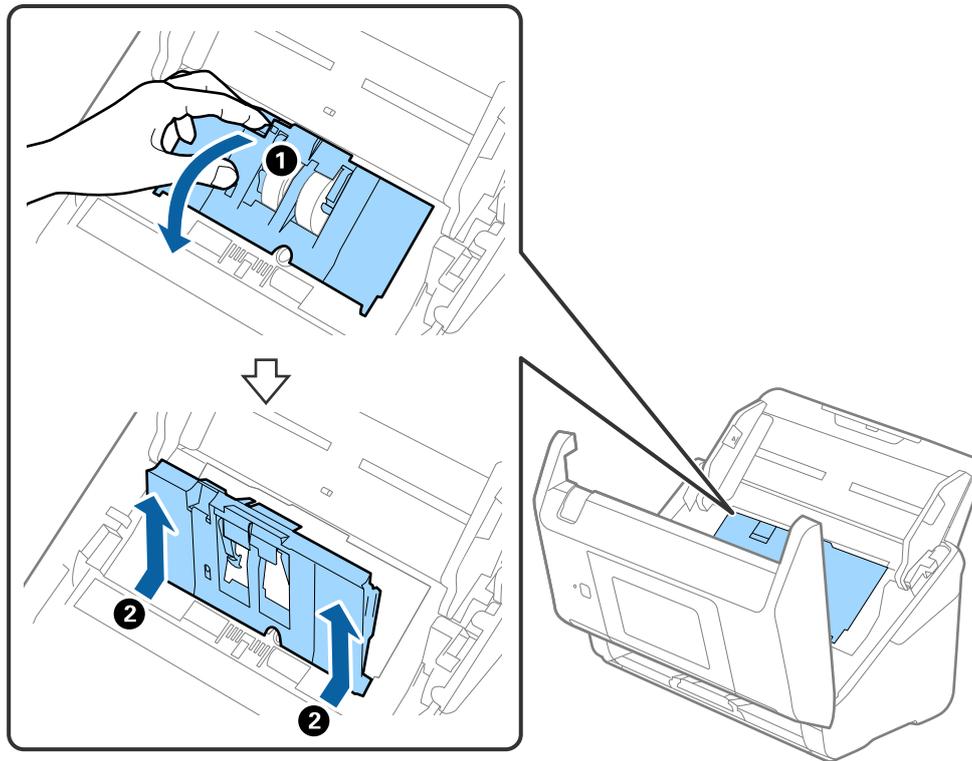
A: pickup roller, B: separation roller

1. Press the  button to turn off the scanner.
2. Unplug the AC adapter from the scanner.
3. Pull the lever and open the scanner cover.

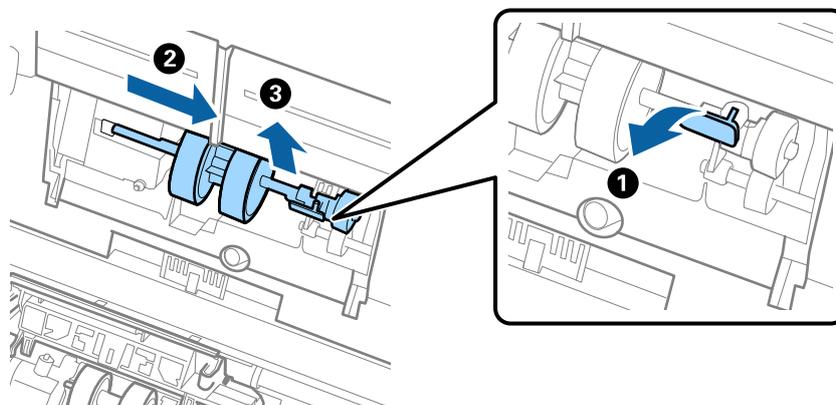


Maintenance

4. Open the cover of the pickup roller, and then slide and remove it.



5. Pull down the fixture of the roller axis, and then slide and remove the installed pickup rollers.

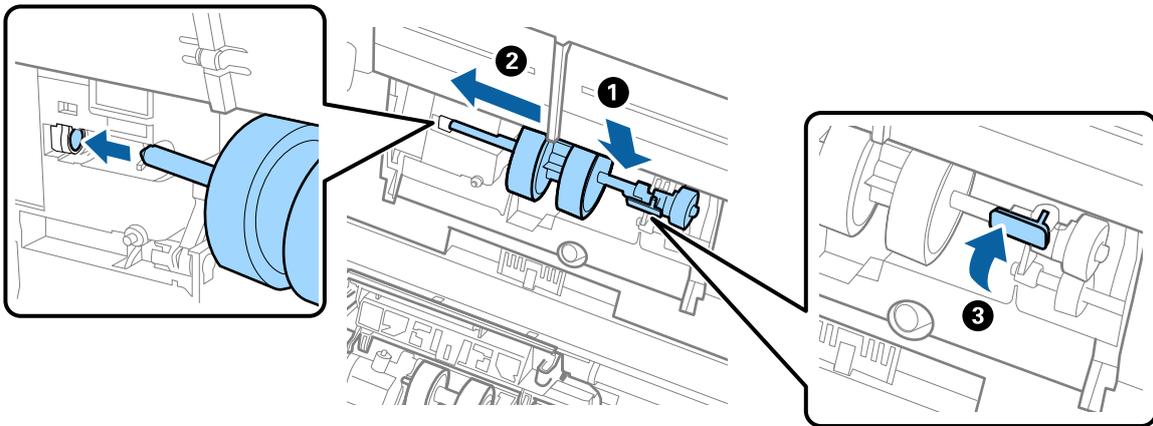


Important:

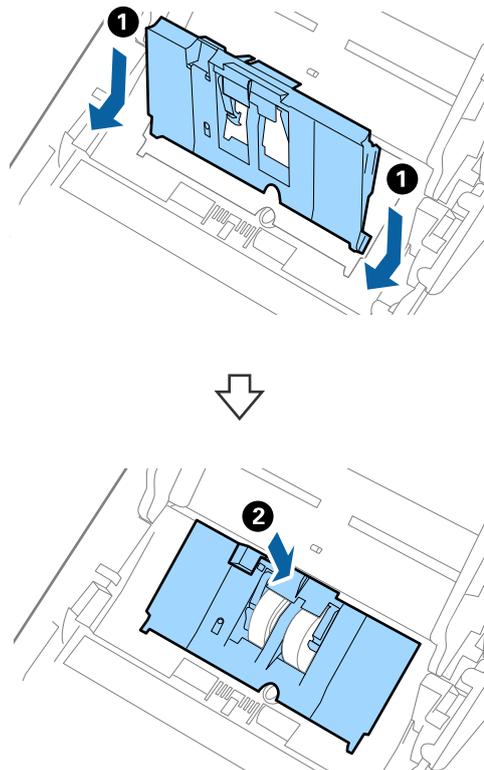
Do not pull out the pickup roller forcibly. This could damage the inside of the scanner.

Maintenance

6. While holding down the fixture, slide the new pickup roller to the left and insert it into the hole in the scanner. Press the fixture to secure it.



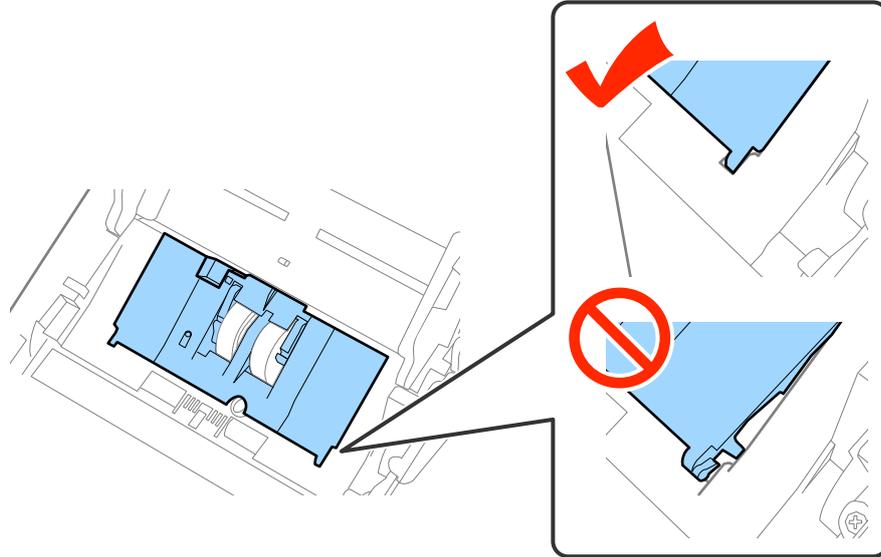
7. Put the edge of the cover of the pickup roller into the groove and slide it. Close the cover firmly.



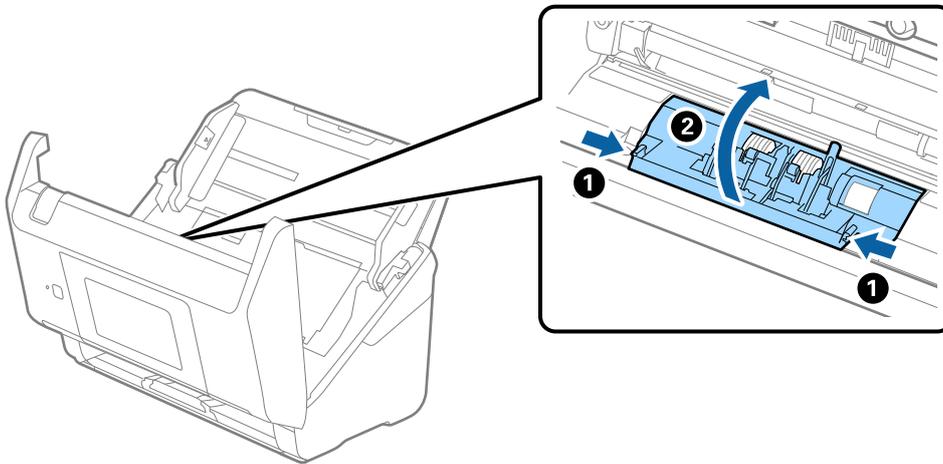
Maintenance

! *Important:*

- ❑ *Make sure the pick up cover is closed correctly.*
- ❑ *Make sure the pickup rollers are installed correctly if the cover is hard to close.*
- ❑ *Do not install the cover while it is raised.*

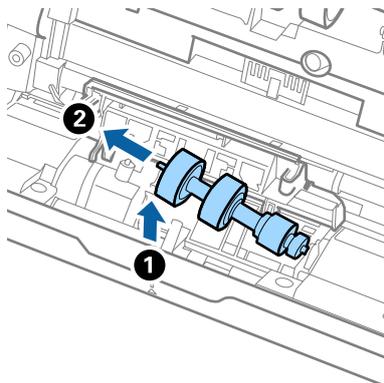


8. Push the hooks on both ends of the separation roller cover to open the cover.

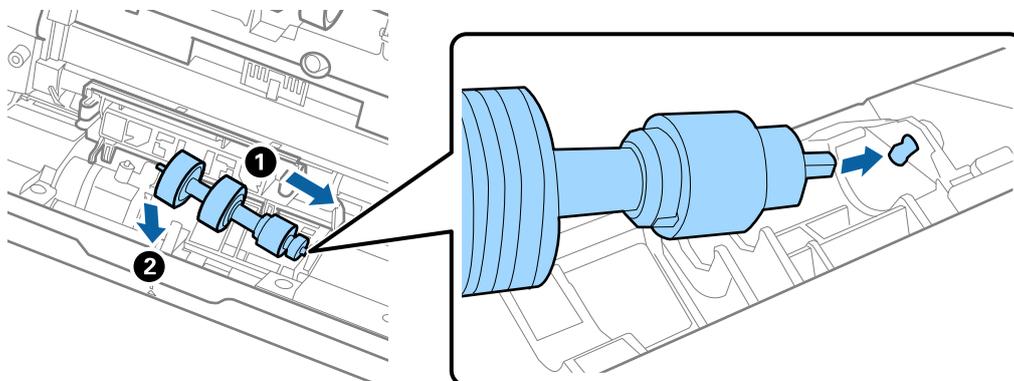


Maintenance

- Lift the left side of the separation roller, and then slide and remove the installed separation rollers.



- Insert the new separation roller axis into the hole on the right side, and then lower the roller.



- Close the separation roller cover.



Important:

If the cover is hard to close, make sure the separation rollers are installed correctly.

- Close the scanner cover.
- Plug in the AC adapter, and then turn on the scanner.
- Reset the scan number on the control panel or by using Epson Scan 2 Utility.

Note:

Dispose of the pickup roller and the separation roller following the rules and regulations of your local authority. Do not disassemble them.

Related Information

➔ [“Roller Assembly Kit Codes” on page 21](#)

Resetting the Number of Scans

Reset the number of scans using the control panel or Epson Scan 2 Utility after replacing the Roller Assembly Kit.

Related Information

➔ [“Replacing the Roller Assembly Kit” on page 105](#)

Resetting the Number of Scans on the Control Panel

1. Select **Scanner Maintenance** from the home screen.
2. On the **Scanner Maintenance** screen, select **Roller Replacement**.
3. Follow the on-screen instructions and tap **Reset Maintenance Roller Counter**.
4. Tap **Yes**.

Note:

You can also reset the number of scans by using the following method.

Select **Settings** and then **Device Information**. Tap the  icon and tap **Number of Scans After Replacing**.

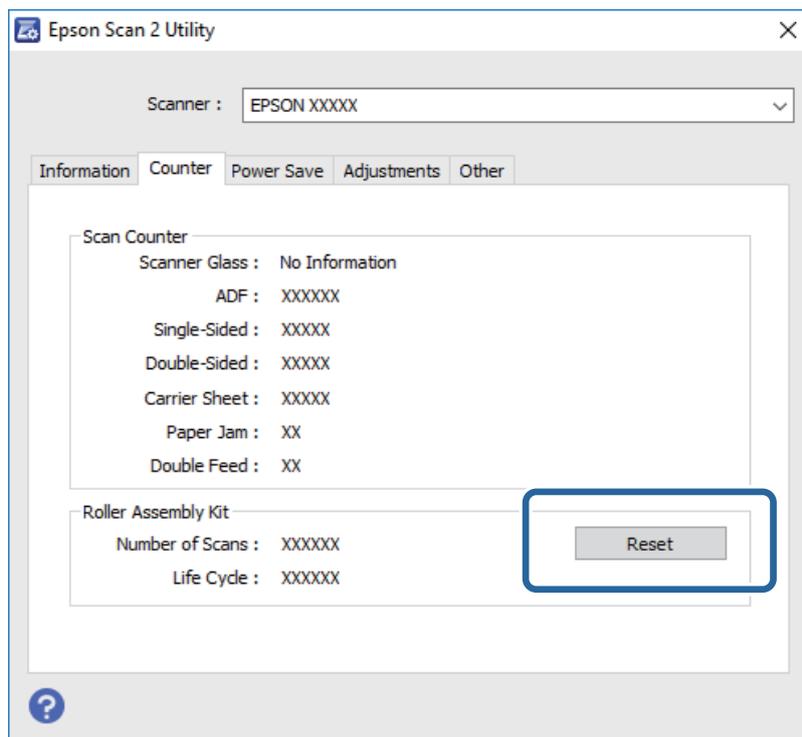
Resetting the Number of Scans in Epson Scan 2 Utility

Reset the number of scans using Epson Scan 2 Utility after replacing the Roller Assembly Kit.

1. Turn on the scanner.
2. Start Epson Scan 2 Utility.
 - Windows 10/Windows Server 2016
Click the start button, and then select **EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Start screen > **Apps** > **Epson** > **Epson Scan 2 Utility**.
 - Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
Click the start button, and then select **All Programs** (or **Programs**) > **EPSON** > **Epson Scan 2 > Epson Scan 2 Utility**.
 - Mac OS
Select **Go** > **Applications** > **EPSON Software** > **Epson Scan 2 Utility**.
3. Click the **Counter** tab.

Maintenance

4. Click **Reset** for the roller assembly kit.



Energy Saving

You can save energy by using sleep mode or auto power off mode when no operations are performed by the scanner. You can set the time period before the scanner enters sleep mode and turns off automatically. Any increase will affect the product's energy efficiency. Consider the environment before making any changes.

1. Tap **Settings** on the home screen.
2. Tap **Common Settings**.
3. Tap **Sleep Timer** or **Power Off Timer** to check the settings.

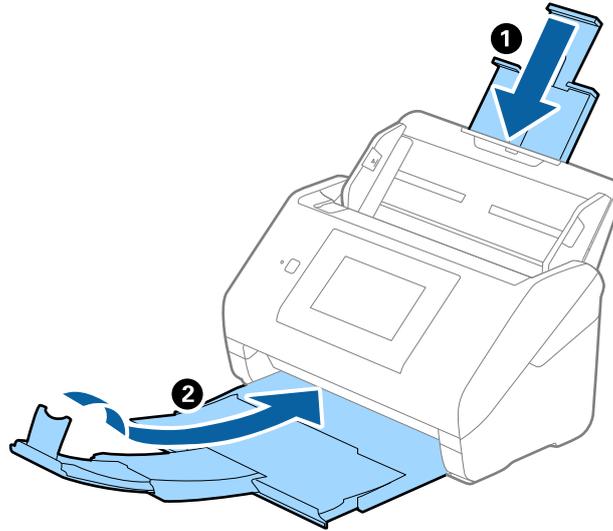
Transporting the Scanner

When you need to transport the scanner to move or for repairs, follow the steps below to pack the scanner.

1. Press the  button to turn off the scanner.
2. Unplug the AC adapter.
3. Remove the cables and the devices.

Maintenance

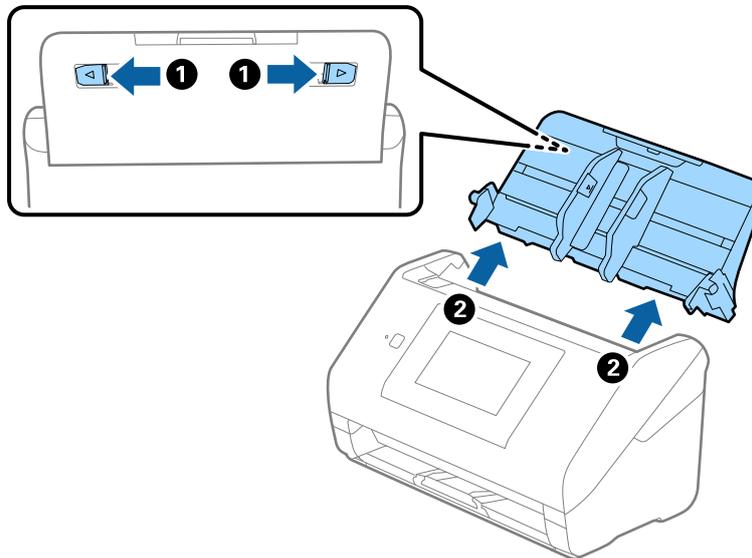
4. Close the input tray extension and output tray.



Important:

Make sure you close the output tray securely; otherwise it may be damaged during transport.

5. Remove the input tray.



6. Attach the packing materials that came with the scanner, and then repack the scanner in its original box or a sturdy box.

Updating Applications and Firmware

You may be able to clear certain problems and improve or add functions by updating the applications and the firmware. Make sure you use the latest version of the applications and firmware.

1. Make sure that the scanner and the computer are connected, and the computer is connected to the internet.

Maintenance

2. Start EPSON Software Updater, and update the applications or the firmware.

Note:

Windows Server operating systems are not supported.

- Windows 10

Click the start button, and select **Epson Software > EPSON Software Updater**.

- Windows 8.1/Windows 8

Enter the application name in the search charm, and then select the displayed icon.

- Windows 7/Windows Vista/Windows XP

Click the start button, and then select **All Programs** or **Programs > Epson Software > EPSON Software Updater**.

- Mac OS

Select **Finder > Go > Applications > Epson Software > EPSON Software Updater**.



Important:

Do not turn off the computer or the scanner while updating.

Note:

If you cannot find the application you want to update in the list, you cannot update using the EPSON Software Updater. Check for the latest versions of the applications on your local Epson website.

<http://www.epson.com>

Solving Problems

Scanner Problems

Checking Messages on the Control Panel

If an error message is displayed on the control panel, follow the on-screen instructions or the solutions below to solve the problem.

Error Messages	Solutions
Install the software on your computer or server to use this feature. For details, see your documentation.	Install Epson Scan 2 and Document Capture Pro/Document Capture/Document Capture Pro Server on your computer (server).
<ul style="list-style-type: none"> <input type="checkbox"/> A job may not be registered. Register a job using Document Capture Pro. For details, see your documentation. <input type="checkbox"/> When Job is not found, check the following. - Job registration on the software 	Create the job in Document Capture Pro/Document Capture/Document Capture Pro Server on your computer (server).
Check the followings when a computer is not found. / - Connection between the scanner and the computer (USB or network) - Installation of a necessary application - Version of an application - Power supply of a computer - Firewall settings and so on - Group settings of a scanner and Document Capture Pro - Execution of re-searching / For details, see your documentation.	<ul style="list-style-type: none"> <input type="checkbox"/> Make sure the scanner is connected to your computer properly. <input type="checkbox"/> Install Epson Scan 2 and Document Capture Pro/Document Capture on your computer. <input type="checkbox"/> Install the latest version of the application. <input type="checkbox"/> Make sure the AC adapter is securely connected to the scanner and an electrical outlet. Check that the electrical outlet is working. Plug another device into the electrical outlet and check that you can turn the power on. <input type="checkbox"/> Check the firewall settings for Epson software. <input type="checkbox"/> Set the same group for the scanner and the computer. <input type="checkbox"/> Search for the computer again.
RECOVERY MODE	<p>The scanner has started in recovery mode because the firmware update failed. Follow the steps below to try to update the firmware again.</p> <ol style="list-style-type: none"> 1. Connect the computer and the scanner with a USB cable. (During recovery mode, you cannot update the firmware over a network connection.) 2. Visit your local Epson website for further instructions.

Related Information

- ➔ [“Updating Applications and Firmware” on page 112](#)
- ➔ [“Installing Your Applications” on page 123](#)

The Scanner Does Not Turn On

- Make sure the AC adapter is securely connected to the scanner and an electrical outlet.
- Check that the electrical outlet is working. Plug another device into the electrical outlet and check that you can turn the power on.

Problems Starting Scanning

Cannot Start Epson Scan 2

Make sure the scanner is connected to your computer properly.

- Check the following when using the scanner over a network.
 - Make sure the network cable is securely connected.
 - Make sure the scanner is selected correctly on the **Scanner Settings** screen.
 - If the **Scanner Settings** screen is displayed when starting Epson Scan 2, and your scanner is not displayed in the scanner list, the scanner has not been detected.
Click **Enable Editing**, and then click **Add**. Add your scanner on the **Add Network Scanner** screen.
- Check the following when using the scanner with a USB cable.
 - Make sure the USB cable is securely connected to the scanner and the computer.
 - Use the USB cable that came with the scanner.
 - Connect the scanner directly to the computer's USB port. The scanner may not work properly when connected to the computer through one or more USB hubs.
- Make sure the scanner is turned on.
- Wait until the status light stops flashing indicating that the scanner is ready to scan.
- If you are using any TWAIN-compliant applications, make sure that the correct scanner is selected as the scanner or source setting.

Paper Feeding Problems

Multiple Originals Are Fed

If multiple originals are fed, open the scanner cover and remove the originals. Next, close the scanner cover.

If multiple originals are fed frequently, try the following.

- If you load unsupported originals, the scanner may feed multiple originals at a time.
- Clean the rollers inside the scanner.
- Reduce the number of originals being placed at a time.
- Select **Slow** on the control panel to slow down the scanning speed.
- Use **Automatic Feeding Mode** in Epson Scan 2, and scan originals one by one.

Solving Problems

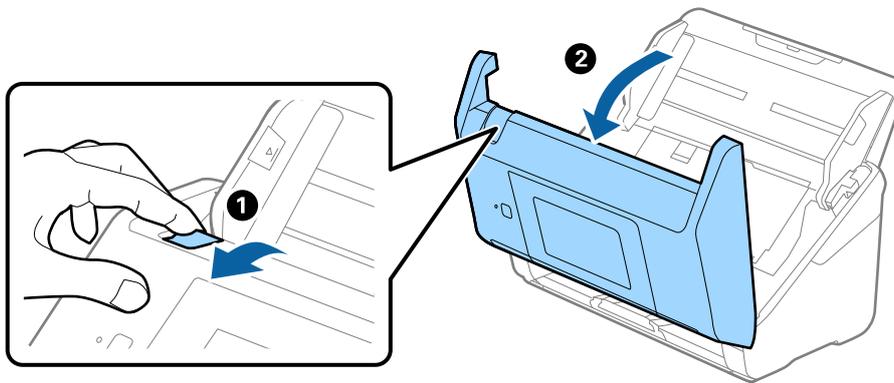
Related Information

- ➔ [“Cleaning Inside the Scanner” on page 100](#)
- ➔ [“Scanning Different Sizes or Types of Originals One by One \(Automatic Feeding Mode\)” on page 74](#)

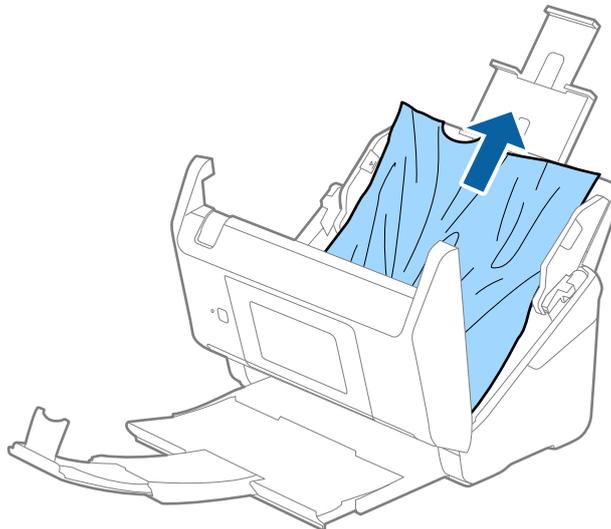
Removing Jammed Originals from the Scanner

If an original has jammed inside the scanner, follow these steps to remove it.

1. Remove all originals remaining in the input tray.
2. Pull the lever and open the scanner cover.

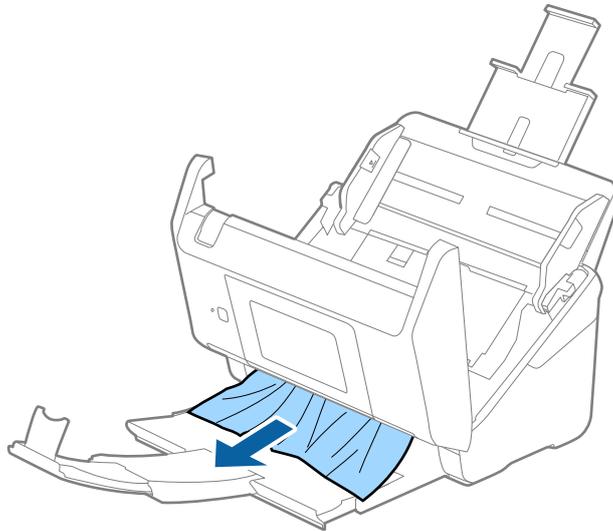


3. Carefully remove any originals remaining inside the scanner.



Solving Problems

4. If you cannot pull originals straight up, carefully pull out any jammed originals from the output tray in the direction of the arrow.

**Important:**

Make sure there is no paper inside the scanner.

5. Close the scanner cover.

The Original Jams in the Scanner Frequently

If the original jams in the scanner frequently, try the following.

- Select **Slow** on the control panel to slow down the scanning speed.
- Clean the rollers inside the scanner.
- If the ejected originals get stuck in the output tray, store the output tray and do not use it.

Related Information

➔ [“Cleaning Inside the Scanner” on page 100](#)

The Originals Get Dirty

Clean the inside of the scanner.

Related Information

➔ [“Cleaning Inside the Scanner” on page 100](#)

Solving Problems

Scanning Speed Slows Down when Scanning Continuously

When scanning continuously using the ADF, scanning slows down to prevent the scanner mechanism from overheating and being damaged. However, you can continue scanning.

To regain normal scanning speed, leave the scanner idle for at least 30 minutes. Scanning speed does not recover even if the power is off.

Scanning Takes a Long Time

- ❑ When the resolution is high, scanning may take some time.
- ❑ Computers with USB 3.0 (SuperSpeed) or USB 2.0 (Hi-Speed) ports can scan faster than those with USB 1.1 ports. If you are using a USB 3.0 or USB 2.0 port with the scanner, make sure it meets the system requirements.
- ❑ When using security software, exclude the TWAIN.log file from monitoring, or set the TWAIN.log as a read-only file. For more information on your security software's functions, see the help and so on supplied with the software. The TWAIN.log file is saved in the following locations.
 - ❑ Windows 10/Windows 8.1/ Windows 8/ Windows 7/ Windows Vista:
C:\Users\{user name}\AppData\Local\Temp
 - ❑ Windows XP:
C:\Documents and Settings\{user name}\Local Settings\Temp

Scanned Image Problems

Straight Lines Appear when Scanning from ADF

- ❑ Clean the ADF.
Straight lines may appear in the image when trash or dirt gets into the ADF.
- ❑ Remove any trash or dirt that adheres to the original.

Related Information

➔ [“Cleaning Inside the Scanner” on page 100](#)

The Image Quality is Rough

- ❑ If the resolution is low, try increasing the resolution and then scanning.
- ❑ In Epson Scan 2, adjust the image using items on the **Advanced Settings** tab, and then scan.

Related Information

➔ [“Setting a Resolution That Suits the Scanning Purpose” on page 62](#)
➔ [“Image Adjustment Features” on page 75](#)

Solving Problems

Expanding or Contracting the Scanned Image

When expanding or contracting the scanned image, you can adjust the expansion ratio by using the **Adjustments** feature in Epson Scan 2 Utility. This feature is only available for Windows.

Note:

Epson Scan 2 Utility is an application that comes with Epson Scan 2.

1. Start Epson Scan 2 Utility.
 - Windows 10/Windows Server 2016
Click the start button, and then select **EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Enter the application name in the search charm, and then select the displayed icon.
 - Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
Click the start button, and then select **All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
2. Select the **Adjustments** tab.
3. Use **Expansion/Contraction** to adjust the expansion ratio for scanned images.
4. Click **Set** to apply the settings to the scanner.

Offset Appears in the Background of Images

Images on the back of the original may appear in the scanned image.

- In Epson Scan 2, select the **Advanced Settings** tab, and then adjust the **Brightness**.
This feature may not be available depending on the settings on the **Main Settings** tab > **Image Type** or other settings on the **Advanced Settings** tab.
- In Epson Scan 2, select the **Advanced Settings** tab, and then **Image Option > Text Enhancement**.

Related Information

➔ [“Brightness” on page 79](#)

You can adjust the brightness for the whole image.

➔ [“Text Enhancement” on page 77](#)

You can make blurred letters in the original clear and sharp. You can also reduce the offset or unevenness of the background.

Text is Blurred

- In Epson Scan 2, select the **Advanced Settings** tab, and then **Image Option > Text Enhancement**.
- In Epson Scan 2, when **Image Type** on the **Main Settings** tab is set to **Black & White**, adjust the **Threshold** on the **Advanced Settings** tab. When you increase the **Threshold**, black becomes stronger.
- If the resolution is low, try increasing the resolution and then scanning.

Solving Problems

Related Information

➔ [“Text Enhancement” on page 77](#)

You can make blurred letters in the original clear and sharp. You can also reduce the offset or unevenness of the background.

➔ [“Threshold” on page 80](#)

You can adjust the border for monochrome binary (black and white). Increase the threshold, the black color area becomes larger. Decrease the threshold, the white color area becomes larger.

➔ [“Setting a Resolution That Suits the Scanning Purpose” on page 62](#)

Moiré Patterns (Web-Like Shadows) Appear

If the original is a printed document, moiré patterns (web-like shadows) may appear in the scanned image.

- On the **Advanced Settings** tab in Epson Scan 2, set **Descreening**.



- Change the resolution, and then scan again.

Related Information

➔ [“Descreening” on page 80](#)

You can remove moiré patterns (web-like shadows) that appear when scanning printed paper such as a magazine.

➔ [“Setting a Resolution That Suits the Scanning Purpose” on page 62](#)

The Edge of the Original is Not Scanned when Automatically Detecting the Size of the Original

- In Epson Scan 2, select the **Main Settings** tab, and then select **Document Size > Settings**. On the **Document Size Settings** window, adjust **Crop Margins for Size "Auto"**.
- Depending on the original, the area of the original may not be detected correctly when using the **Auto Detect** feature. Select the appropriate size of the original from the **Document Size** list.

Note:

*If the size of the original you want to scan is not on the list, select **Customize**, and then create the size manually.*

Text is Not Recognized Correctly when Saving as a Searchable PDF

- On the **Image Format Options** window in Epson Scan 2, check that **Text Language** is set correctly on the **Text** tab.
- Check that the original is placed straight.

Solving Problems

- ❑ Use an original with clear text. Text recognition may decline for the following types of originals.
 - ❑ Originals that have been copied a number of times
 - ❑ Originals received by fax (at low resolutions)
 - ❑ Originals on which the letter spacing or line spacing is too small
 - ❑ Originals with ruled lines or underlining over the text
 - ❑ Originals with hand-written text
 - ❑ Originals with creases or wrinkles
- ❑ In Epson Scan 2, when **Image Type** on the **Main Settings** tab is set to **Black & White**, adjust the **Threshold** on the **Advanced Settings** tab. When you increase the **Threshold**, the black color area becomes larger.
- ❑ In Epson Scan 2, select the **Advanced Settings** tab, and then **Image Option > Text Enhancement**.

Related Information

➔ [“Saving as a Searchable PDF” on page 81](#)

➔ [“Text Enhancement” on page 77](#)

You can make blurred letters in the original clear and sharp. You can also reduce the offset or unevenness of the background.

➔ [“Threshold” on page 80](#)

You can adjust the border for monochrome binary (black and white). Increase the threshold, the black color area becomes larger. Decrease the threshold, the white color area becomes larger.

Cannot Solve Problems in the Scanned Image

If you have tried all of the solutions and have not solved the problem, initialize the Epson Scan 2 settings using Epson Scan 2 Utility.

Note:

Epson Scan 2 Utility is an application that comes with Epson Scan 2.

1. Start Epson Scan 2 Utility.

- ❑ Windows 10/Windows Server 2016

Click the start button, and then select **EPSON > Epson Scan 2 Utility**.

- ❑ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012

Enter the application name in the search charm, and then select the displayed icon.

- ❑ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

Click the start button, and then select **All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.

- ❑ Mac OS

Select **Go > Applications > Epson Software > Epson Scan 2 Utility**.

2. Select the **Other** tab.

3. Click **Reset**.

Note:

If initialization does not solve the problem, uninstall and re-install Epson Scan 2.

Uninstalling and Installing Applications

Uninstalling Your Applications

You may need to uninstall and then reinstall your applications to solve certain problems or if you upgrade your operating system. Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.

Uninstalling Your Applications for Windows

1. Quit all running applications.
2. Disconnect the scanner from your computer.
3. Open the Control Panel:
 - Windows 10/Windows Server 2016
Right-click the start button or press and hold it, and then select **Control Panel**.
 - Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Select **Desktop > Settings > Control Panel**.
 - Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
Click the start button and select **Control Panel**.
4. Open **Uninstall a program** (or **Add or Remove Programs**):
 - Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008
Select **Uninstall a program** in **Programs**.
 - Windows XP/Windows Server 2003 R2/Windows Server 2003
Click **Add or Remove Programs**.
5. Select the application you want to uninstall.
6. Uninstall the applications:
 - Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008
Click **Uninstall/Change** or **Uninstall**.
 - Windows XP/Windows Server 2003 R2/Windows Server 2003
Click **Change/Remove** or **Remove**.

Note:

If the User Account Control window is displayed, click Continue.

Note:

*A message may be displayed prompting you to restart your computer. If it is displayed, make sure **I want to restart my computer now** is selected, and then click **Finish**.*

Solving Problems

Uninstalling Your Applications for Mac OS

Note:

Make sure you installed EPSON Software Updater.

1. Download the Uninstaller using EPSON Software Updater.
Once you have downloaded the Uninstaller, you do not need to download it again each time you uninstall the application.
2. Disconnect the scanner from your computer.
3. To uninstall the scanner driver, select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then remove the scanner from the enabled scanner list.
4. Quit all running applications.
5. Select **Finder > Go > Applications > Epson Software > Uninstaller**.
6. Select the application you want to uninstall, and then click Uninstall.

**Important:**

The Uninstaller removes all drivers for Epson scanners on the computer. If you use multiple Epson scanners and you only want to delete some of the drivers, delete all of them first, and then install the necessary scanner drivers again.

Note:

*If you cannot find the application you want to uninstall in the application list, you cannot uninstall using the Uninstaller. In this situation, select **Finder > Go > Applications > Epson Software**, select the application you want to uninstall, and then drag it to the trash icon.*

Installing Your Applications

Follow the steps below to install the necessary applications.

Note:

- Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.
- When reinstalling applications, you need to uninstall them first.

1. Quit all running applications.
2. When installing Epson Scan 2, disconnect the scanner and the computer temporarily.

Note:

Do not connect the scanner and the computer until you are instructed to do so.

3. Install the application by following the instructions on the Website below.

<http://epson.sn>

Note:

For Windows, you can also use the software disc that came with the scanner.

Technical Specifications

General Scanner Specifications

Note:

Specifications are subject to change without notice.

Scanner type	Sheet Feed, one pass duplex color scanner
Photoelectric device	CIS
Effective pixels	5,100×9,300 at 600 dpi 2,550×64,500 at 300 dpi
Light source	RGB LED
Scanning resolution	600 dpi (main scan) 600 dpi (sub scan)
Output resolution	50 to 1200 dpi (in 1 dpi increments) *1
Document Size	Max: 215.9×6,096 mm (8.5×240 inches) Min: 50.8×50.8 mm (2×2 inches)
Paper input	Face-down loading
Paper output	Face-down ejection
Paper capacity	100 sheets of paper at 80 g/m ²
Color Depth	Color <input type="checkbox"/> 30 bits per pixel internal (10 bits per pixel per color internal) <input type="checkbox"/> 24 bits per pixel external (8 bits per pixel per color external) Grayscale <input type="checkbox"/> 10 bits per pixel internal <input type="checkbox"/> 8 bits per pixel external Black and white <input type="checkbox"/> 10 bits per pixel internal <input type="checkbox"/> 1 bit per pixel external
Interface*2	SuperSpeed USB Full Speed USB (Host) Ethernet 1000BASE-T/100BASE-TX/10BASE-T

*1 50 to 300 dpi (393.8 to 5,461.0 mm (15.5 to 215 in.) in length), 50 to 200 dpi (5,461.1 to 6,096.0 mm (215 to 240 in.) in length)

*2 You cannot communicate with the scanner over a USB connection when you are using the scanner with the Document Capture Pro Server Authenticate Edition.

Network Function List

Functions		Supported	
Network Interfaces	Ethernet	✓	
Panel Operation	General Network Setup (device name, TCP/IP address, DNS server)	✓	
	Document Capture Pro Setting	✓	
	Restore the Factory Default Settings	✓	
Network Scanning	Epson Scan 2	IPv4, IPv6	✓
	Document Capture Pro (Win) / Document Capture (Mac)	IPv4	✓
	Document Capture Pro Server	IPv4, IPv6	✓
	Document Capture Pro Server Authenticate Edition	IPv4	✓

Ethernet Specifications

Standards	IEEE802.3i (10BASE-T)* ¹ IEEE802.3u (100BASE-TX)* ¹ IEEE802.3ab (1000BASE-T)* ¹ IEEE802.3az (Energy Efficient Ethernet)* ²
Communication Mode	Auto, 10 Mbps Full duplex, 10 Mbps Half duplex, 100 Mbps Full duplex, 100 Mbps Half duplex
Connector	RJ-45

*1 Use a category 5e or higher STP (Shielded twisted pair) cable to prevent risk of radio interference.

*2 The connected device should comply with IEEE802.3az standards.

Security Protocol

IEEE802.1X*	
IPsec/IP Filtering	
SSL/TLS	HTTPS Server/Client
SMTPS (STARTTLS, SSL/TLS)	
SNMPv3	

* You need to use a connection device that complies with IEEE802.1X.

Dimensions and Weight Specifications

Dimensions *	Width: 296 mm (11.7 inches) Depth: 169 mm (6.7 inches) Height: 167 mm (6.6 inches)
Weight	Approx. 3.7 kg (8.2 lb)

* Without protruding parts and the input tray.

Electrical Specifications

Scanner Electrical Specifications

Rated DC Input Power Supply Voltage	DC 24 V
Rated DC Input Current	2 A
Power Consumption	<input type="checkbox"/> Operating: Approx. 17 W <input type="checkbox"/> Ready mode: Approx. 8.8 W <input type="checkbox"/> Sleep mode: Approx. 1.3 W <input type="checkbox"/> Power off: Approx. 0.1 W

AC Adapter Electrical Specifications

Model	A471H (AC 100 to 240 V) A472E (AC 220 to 240 V)
Rated Input Current	1.2 A
Rated Frequency Range	50 to 60 Hz
Rated Output Power Supply Voltage	DC 24 V
Rated Output Current	2 A

Environmental Specifications

Temperature	When operating	5 to 35 °C (41 to 95 °F)
	When stored	-25 to 60 °C (-13 to 140 °F)
Humidity	When operating	15 to 80% (without condensation)
	When stored	15 to 85% (without condensation)

Technical Specifications

Operating conditions	Ordinary office or home conditions. Avoid operating the scanner in direct sunlight, near a strong light source, or in extremely dusty conditions.
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System Requirements

Windows* ¹	<p>Windows 10 (32-bit, 64-bit)</p> <p>Windows 8.1 (32-bit, 64-bit)</p> <p>Windows 8 (32-bit, 64-bit)</p> <p>Windows 7 (32-bit, 64-bit)</p> <p>Windows Vista (32-bit, 64-bit)</p> <p>Windows XP Professional x64 Edition Service Pack 2</p> <p>Windows XP (32-bit) Service Pack 3</p> <p>Windows Server 2016</p> <p>Windows Server 2012 R2</p> <p>Windows Server 2012</p> <p>Windows Server 2008 R2</p> <p>Windows Server 2008 (32-bit, 64-bit)</p> <p>Windows Server 2003 R2 (32-bit, 64-bit)</p> <p>Windows Server 2003 (32-bit, 64-bit) Service Pack 2</p>
Mac OS* ² * ³	<p>macOS Sierra</p> <p>OS X El Capitan</p> <p>OS X Yosemite</p> <p>OS X Mavericks</p> <p>OS X Mountain Lion</p> <p>Mac OS X v10.7.x</p> <p>Mac OS X v10.6.8</p>

*1 Document Capture Pro does not support Windows Vista/Windows XP.

*2 Fast User Switching on Mac OS or later is not supported.

*3 The UNIX File System (UFS) for Mac OS is not supported.

Standards and Approvals

Standards and Approvals for European Models

Product and AC adapter

The following models are CE marked and in compliance with all the applicable EU Directives. For further details, visit the following website to access the full declaration of conformities containing reference to the Directives and harmonized standards used to declare conformity.

<http://www.epson.eu/conformity>

J381C

A471H, A472E

Standards and Approvals for Australian Models

Product

EMC	AS/NZS CISPR22 Class B
-----	------------------------

AC adapter (A471H)

Safety	AS/NZS 60950.1
EMC	AS/NZS CISPR22 Class B

Where to Get Help

Technical Support Web Site

If you need further help, visit the Epson support website shown below. Select your country or region and go to the support section of your local Epson website. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

<http://support.epson.net/>

<http://www.epson.eu/Support> (Europe)

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product manuals, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- Product serial number
(The serial number label is usually on the back of the product.)
- Product model
- Product software version
(Click **About**, **Version Info**, or a similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

Note:

Depending on the product, the dial list data for fax and/or network settings may be stored in the product's memory. Due to breakdown or repair of a product, data and/or settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering data and/or settings even during a warranty period. We recommend that you make your own backup data or take notes.

Help for Users in Europe

Check your Pan-European Warranty Document for information on how to contact Epson support.

Where to Get Help

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.com.tw>

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk

Phone: +886-2-80242008

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Repair service center:

<http://www.tekcare.com.tw/branchMap.page>

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in Australia

Epson Australia wishes to provide you with a high level of customer service. In addition to your product manuals, we provide the following sources for obtaining information:

Internet URL

<http://www.epson.com.au>

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 1300-361-054

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Where to Get Help

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web

<http://www.epson.com.sg>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk

Toll Free: 800-120-5564

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problem troubleshooting
- Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.th>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Hotline

Phone: 66-2685-9899

Email: support@eth.epson.co.th

Our Hotline team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline

Phone(Ho Chi Minh City): 84-8-823-9239

Phone(Hanoi City): 84-4-3978-4785, 84-4-3978-4775

Where to Get Help

Epson Service Center

65 Truong Dinh Street, District 1, Hochiminh City, Vietnam.

29 Tue Tinh, Quan Hai Ba Trung, Hanoi City, Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.id>

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: 62-1500-766

Fax: 62-21-808-66-799

Our Hotline team can help you with the following over the phone or fax:

- Sales enquiries and product information
- Technical support

Epson Service Center

Province	Company Name	Address	Phone E-mail
DKI JAKARTA	ESS Jakarta MG. DUA	RUKO MANGGA DUA MALL NO. 48 JL. ARTERI MANGGA DUA - JAKARTA UTARA-DKI	(+6221)62301104 jkt-technical1@epson-indonesia.co.id
NORTH SUMATERA	ESC Medan	Kompleks Graha Niaga, Jl. Bambu II No. A-4, Medan- 20114	(+6261)42066090/42066091 mdn-technical@epson-indonesia.co.id
WEST JAWA	ESC Bandung	JL. CIHAMPELAS NO. 48A-BANDUNG JABAR 40116	(+6222)4207033 bdg-technical@epson-indonesia.co.id
DI YOGYAKARTA	ESC Yogyakarta	YAP Square, Blok A No.6 Jl. C Simanjutak YOGYAKARTA - DIY	(+62274)581065 ygy-technical@epson-indonesia.co.id
EAST JAWA	ESC Surabaya	HITECH MALL LT.2 BLOK A NO. 24 JL. KUSUMA BANGSA NO. 116 -118 - SURABAYA JATIM	(+6231)5355035 sby-technical@epson-indonesia.co.id
SOUTH SULAWESI	ESC Makassar	JL. GUNUNG BAWAKARAENG NO. 68E - MAKASSAR SULSEL	(+62411)328212 mksr-technical@epson-indonesia.co.id

Where to Get Help

Province	Company Name	Address	Phone E-mail
WEST KALIMANTAN	ESC Pontianak	JL. NUSA INDAH I NO. 40A PONTIANAK KALBAR 78117	(+62561)735507 pontianak-technical@epson-indonesia.co.id
PEKANBARU	ESC PEKANBARU	JL. TUANKU TAMBUSAI NO. 353 - PEKANBARU RIAU	(+62761)21420 pkb-technical@epson-indonesia.co.id
DKI JAKARTA	ESS JAKARTA KEIAI	WISMA KEIAI LT. 1 JL. JEND. SUDIRMAN KAV. 3 JAKPUS DKI JAKARTA	(+6221)5724335 ess.support@epson-indonesia.co.id
EAST JAWA	ESS SURABAYA	JL. JAWA NO. 2-4 KAV. 29, RUKO SURYA INTI, SURABAYA - JATIM	(+6231)5014949 esssby.support@epson-indonesia.co.id
BANTEN	ESS SERPONG	Ruko mall WTC MATAHARI no. 953 SERPONG - Banten	(+6221)53167051 esstag.support@epson-indonesia.co.id
CENTRAL JAWA	ESS SEMARANG	Komplek Ruko Metro Plaza Blok C20 , Jl. MT Haryono No 970 Semarang - Jawa tengah	(+6224)8313807 esssmg.support@epson-indonesia.co.id
EAST KALIMANTAN	ESC SAMARINDA	Jl. KH. Wahid Hasyim (M. Yamin) Kel. Sempaja Selatan Kec. Samarinda Utara Samarinda- Kalimantan Timur (samping kantor pos)	(+62541)7272904 escsmd.support@epson-indonesia.co.id
SOUTH SUMATERA	ESC PALEMBANG	Jl. H.M. Rasyid Nawawi no.249, kelurahan 9 ilir Palembang - Sumsel	(+62711)311330 escplg.support@epson-indonesia.co.id
EAST JAVA	ESC JEMBER	Jl. Panglima Besar Sudirman No.1 D JEMBER - JAWA TIMUR (Depan Balai Penelitian dan Pengolahan Kakao)	(+62331) 486468,488373 jmr-admin@epson-indonesia.co.id jmr-technical@epson-indonesia.co.id
NORTH SULAWESI	ESC MANADO	Tekno @Megamall, Megamall LG TK-21 Jl. Piere Tendean Kawasan Megamas Boulevard Manado 95111	(+62431)7210033 MND-ADMIN@EPSON-INDONESIA.CO.ID

For other cities not listed here, call the Hot Line: 08071137766.

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Where to Get Help

Internet Home Page

<http://www.epson.com.hk>

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of Epson product drivers

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: 852-2827-8911

Fax: 852-2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.com.my>

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Call Centre

Phone: +60 1800-8-17349

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair services and warranty

Head Office

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.in>

Information on product specifications, drivers for download, and products enquiry are available.

Where to Get Help

Helpline

- Service, product information, and ordering consumables (BSNL Lines)
Toll-free number: 18004250011
Accessible 9am to 6pm, Monday through Saturday (Except public holidays)
- Service (CDMA & Mobile Users)
Toll-free number: 186030001600
Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

World Wide Web

<http://www.epson.com.ph>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Epson Philippines Customer Care

Toll Free: (PLDT) 1800-1069-37766

Toll Free: (Digital) 1800-3-0037766

Metro Manila: (+632)441-9030

Web Site: <https://www.epson.com.ph/contact>

E-mail: customercare@epc.epson.com.ph

Our Customer Care team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Epson Philippines Corporation

Trunk Line: +632-706-2609

Fax: +632-706-2665