

**DS-520**

# **User's Guide**

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# Operating System Versions

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In this manual, the following abbreviations are used.

**Windows refers to Windows 8.1, Windows 8, Windows 7, Windows Vista, Windows XP, and Windows XP x64.**

- ☐ Windows 8.1 refers to Windows 8.1 and Windows 8.1 Pro.
- ☐ Windows 8 refers to Windows 8 and Windows 8 Pro.
- ☐ Windows 7 refers to Windows 7 Home Basic, Windows 7 Home Premium, Windows 7 Professional, and Windows 7 Ultimate.
- ☐ Windows Vista refers to Windows Vista Home Basic Edition, Windows Vista Home Premium Edition, Windows Vista Business Edition, Windows Vista Enterprise Edition, and Windows Vista Ultimate Edition.
- ☐ Windows XP refers to Windows XP Home Edition, Windows XP Professional x64 Edition, and Windows XP Professional.

**Mac OS X v10.9.x refers to OS X Mavericks and Mac OS X v10.8.x refers to OS X Mountain Lion. Additionally, Mac OS X refers to Mac OS X v10.9.x, Mac OS X v10.8.x, Mac OS X v10.7.x, and Mac OS X v10.6.x.**

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# Safety Instructions

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## Important Safety Instructions

In this document, warnings, cautions, important, and notes indicate the following:

**Warnings**

*must be followed to avoid serious bodily injury.*

**Cautions**

*must be followed carefully to avoid bodily injury.*

**Importants:**

*must be observed to avoid damage to your equipment.*

**Notes**

*contain important information and useful tips on the operation of this product.*

Read all these instructions, and follow all warnings and instructions marked on the product.

- ☐ Place the product on a flat, stable surface that extends beyond the base of the product in all directions. If you place the product by the wall, leave more than 10 cm between the back of the product and the wall. The product will not operate properly if it is tilted at an angle.
- ☐ Avoid places subject to dust, shocks, or vibrations.
- ☐ Place the product close enough to the computer for the interface cable to reach it easily. Do not place or store the product 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 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 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.

## Safety Instructions

- ☐ When connecting this product 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 option 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.
- ☐ Unplug the product 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 or the AC adapter; the product or the AC adapter has been dropped or the case has been damaged; the product 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.
- ☐ 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.

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## Restrictions on copying

Observe the following restrictions to ensure 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.



## Safety Instructions

**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.

### Restriction on disassembling and decompiling

You may not disassemble, decompile or otherwise attempt to derive the source code of any software included with this product.

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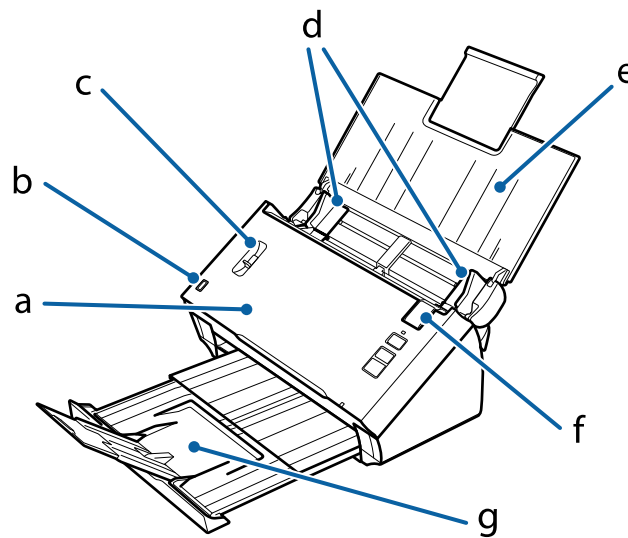
# Getting to Know Your Product

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## Product Parts

**Note:**

Use all the items that came with your product.

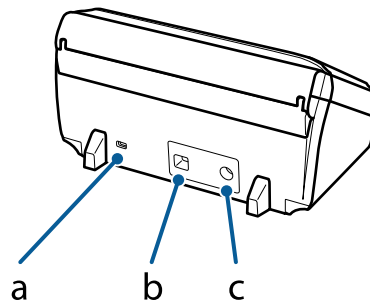


- a. scanner cover
- b. input tray sensor
- c. page separation lever
- d. edge guides
- e. input tray
- f. cover open lever
- g. output tray

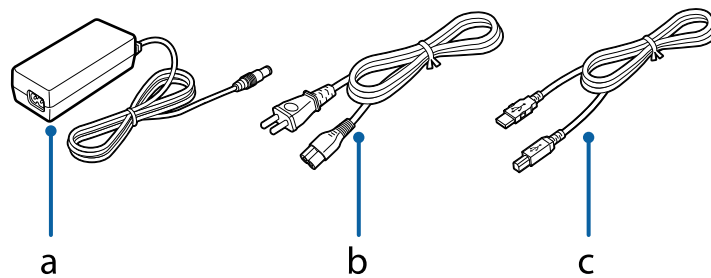
**Note:**

Do not touch the input tray sensor. Otherwise, the product may not work correctly.

## Getting to Know Your Product



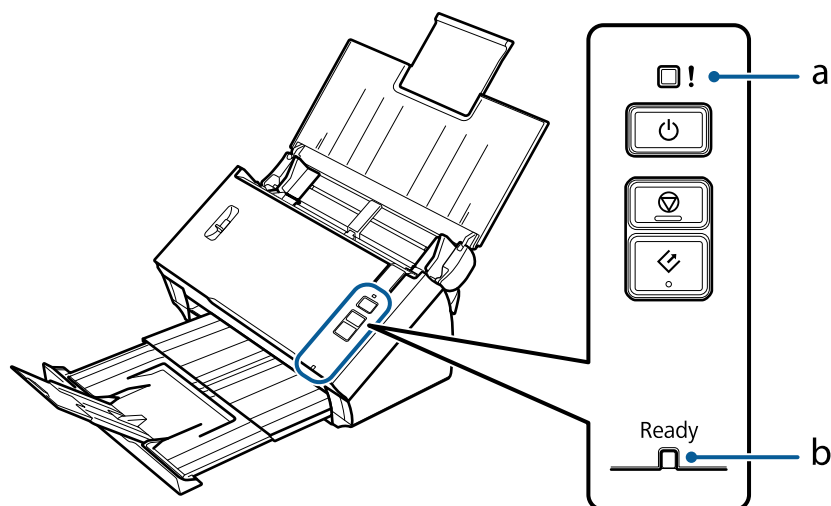
- a. security slot
- b. USB interface connector
- c. DC inlet



- a. AC adapter
- b. AC power cord
- c. USB cable

## Status Light

The status light indicates whether the product is operating normally.



- a. Error light
- b. Ready light

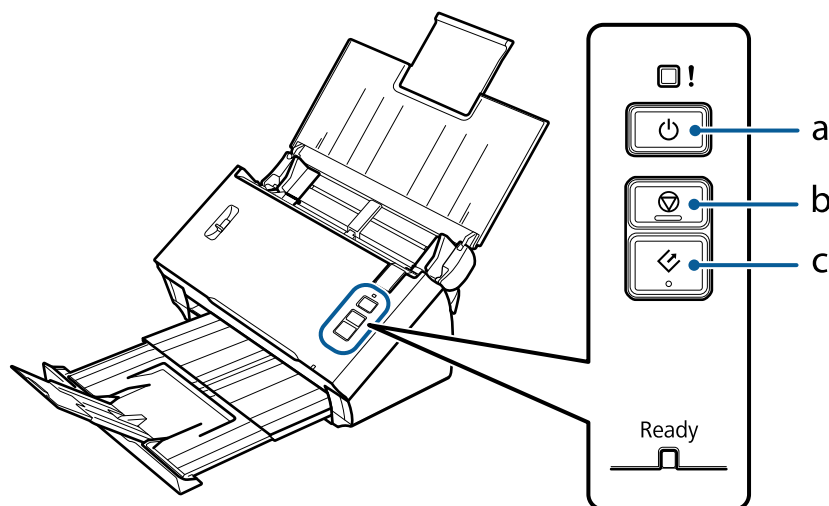
## Getting to Know Your Product

Light	Indicator Status	Meaning
Ready (Blue)	On	The product is ready to scan.
	Flashing	The product is initializing or scanning.
Ready (Blue) and Error (Amber)	Flashing (alternately)	The firmware is being updated.
	Flashing (simultaneously)	A fatal error has occurred. Contact your dealer.
Error (Amber)	On	An error has occurred. ➔ <a href="#">"Problems Indicated by status light" on page 55</a>
Ready (Blue) and Error (Amber)	Off	The product is off.

## Button

The product has three buttons for scanning operations.

Before using these buttons, make sure you have installed your scanning software.



- a. Power Button
- b. Stop Button
- c. Start Button

Button	Function
Power Button	Turns the product on if pressed once. Turns the product off if pressed again.
Stop Button	Cancels scanning.
Start Button	Starts scanning.

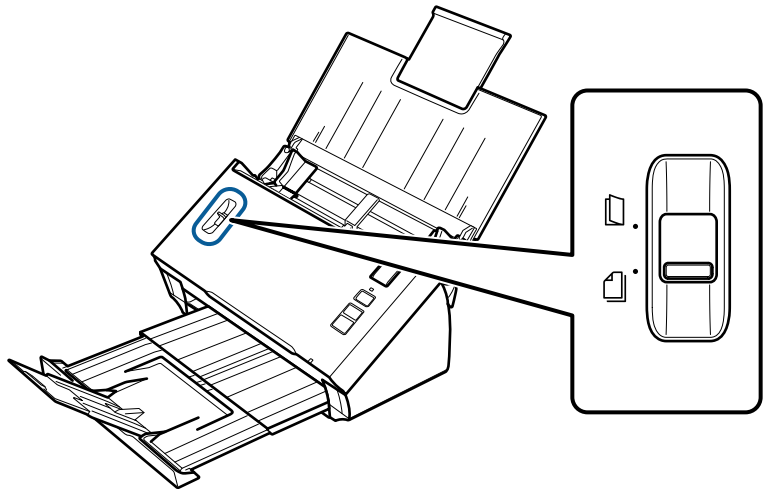
You can customize the Start button using Document Capture Pro/Document Capture.

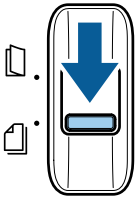
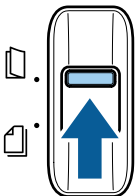
➔ ["Document Capture Pro \(Windows\)/Document Capture \(Mac OS X\)" on page 40](#)

Getting to Know Your Product

Page Separation Lever

Change the position of the page separation lever depending on the type of document you are going to scan.



	Separation feeding	<p>You should normally use separation feeding. Documents with multiple pages are fed one sheet at a time.</p> <p>➔ <a href="#">"Loading Documents" on page 14</a></p>
	Non Separation feeding	<p>Use this when scanning special documents such as folded documents, plastic cards, carrier sheets, and so on.</p> <p>Scanning is performed without separating the document.</p> <p>➔ <a href="#">"Loading Cards" on page 18</a></p> <p>➔ <a href="#">"Loading Special Documents" on page 21</a></p>

# Placing Originals on the Product

## Loading Documents

### Document specifications

The following table provides a list of the paper you can load into the product.

Paper Size	Measurements	Paper Thickness	Paper Type	Loading Capacity
A4	210 × 297 mm (8.3 × 11.7 inches)	50 to 209 g/m <sup>2</sup>	Plain paper, fine paper, recycled paper	50 g/m <sup>2</sup> : 70 sheets 80 g/m <sup>2</sup> : 50 sheets 130 g/m <sup>2</sup> : 30 sheets 209 g/m <sup>2</sup> : 15 sheets (The loading capacity varies depending on the paper type.)
Letter	215.9 × 279.4 mm (8.5 × 11 inches)			
Legal	215.9 × 355.6 mm (8.5 × 14 inches)			
B5	182 × 257 mm (7.2 × 10.1 inches)			
A5	148.5 × 210 mm (5.8 × 8.3 inches)			
B6	128 × 182 mm (5.0 × 7.2 inches)			
A6	105 × 148.5 mm (4.1 × 5.8 inches)			
Business card (horizontal)	-	120 to 209 g/m <sup>2</sup>	-	15 sheets

See the following for more information on loading special documents such as plastic cards.

➡ [“Loading Cards” on page 18](#)

➡ [“Loading Special Documents” on page 21](#)

You cannot load the following documents:

- ☐ Thermal paper
- ☐ Coated paper
- ☐ Document with an uneven surface
- ☐ Photos
- ☐ Document with wet ink

## Placing Originals on the Product

- ☐ Ripped, wrinkled, or curled documents
- ☐ Document with staples or paper clips (which may damage the paper source)
- ☐ Documents with holes (not including punched holes)
- ☐ Bound documents
- ☐ Documents with carbon paper on the back
- ☐ Non-paper document (such as clear files)
- ☐ Transparent documents
- ☐ Glossy documents
- ☐ Carbon-less paper
- ☐ Perforated documents
- ☐ Document with labels or stickers

**Important:**

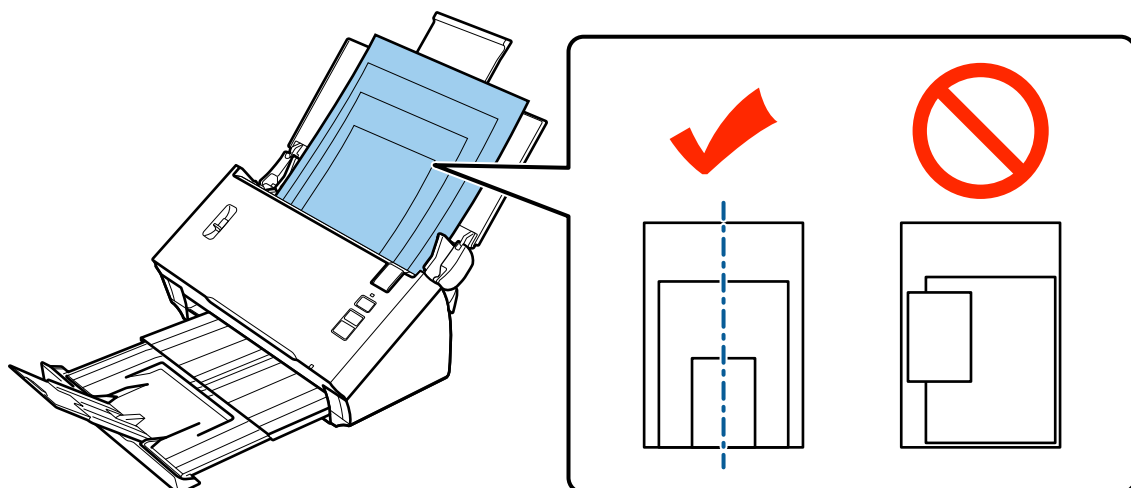
*Do not feed photos or valuable original artwork into the scanner directly. Misfeeding may wrinkle or damage the original. When scanning such originals, make sure you use the carrier sheet (sold separately).*

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## Loading a mixture of documents at different sizes

You can load a mixture of documents at different sizes. When loading documents, follow the notes below.

- ☐ You can load a mixture of documents from A6 to A4/letter size.
- ☐ Load the documents in the input tray in descending order of paper size with the largest at the back and the smallest at the front.
- ☐ Load the documents at the center of the input tray with the edges of the documents aligned.



## Placing Originals on the Product

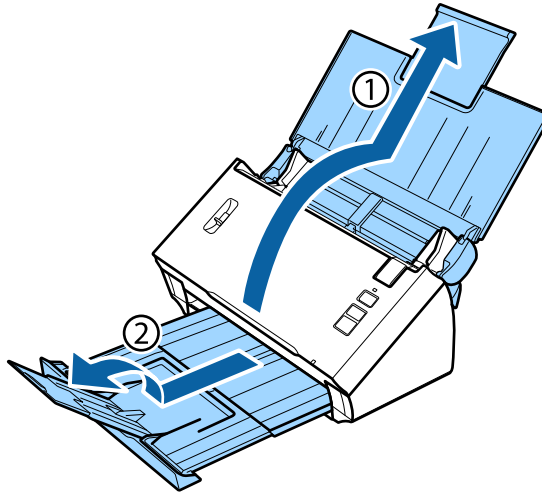
- ❑ Slide the edge guides to fit the edges of the widest document.

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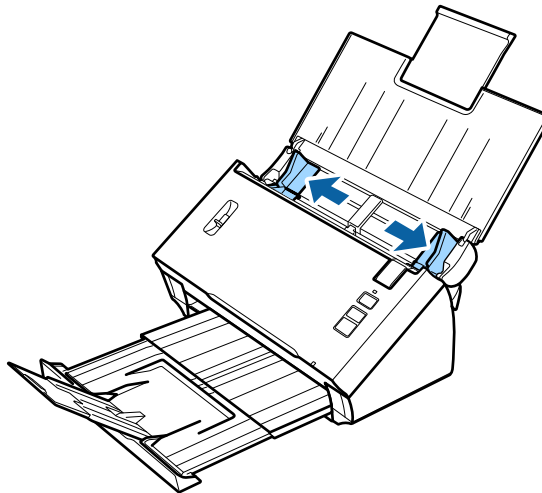
## Loading documents

Follow the steps below to load the document.

- 1** Open and extend the input tray, and then slide out the output tray and raise and extend the central guide.



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

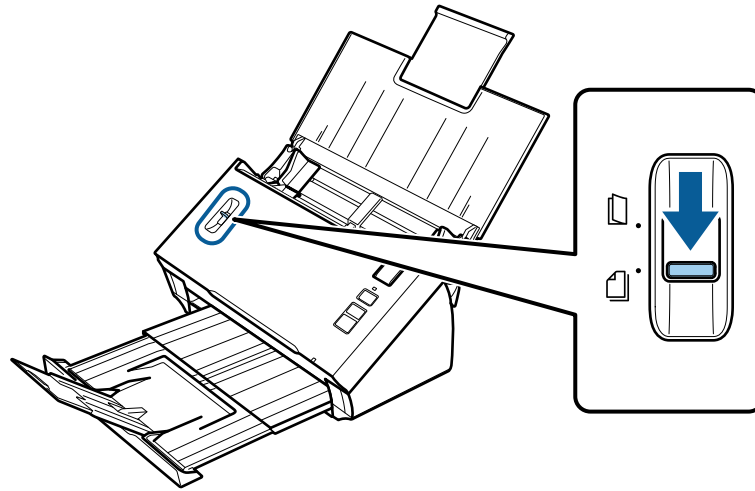




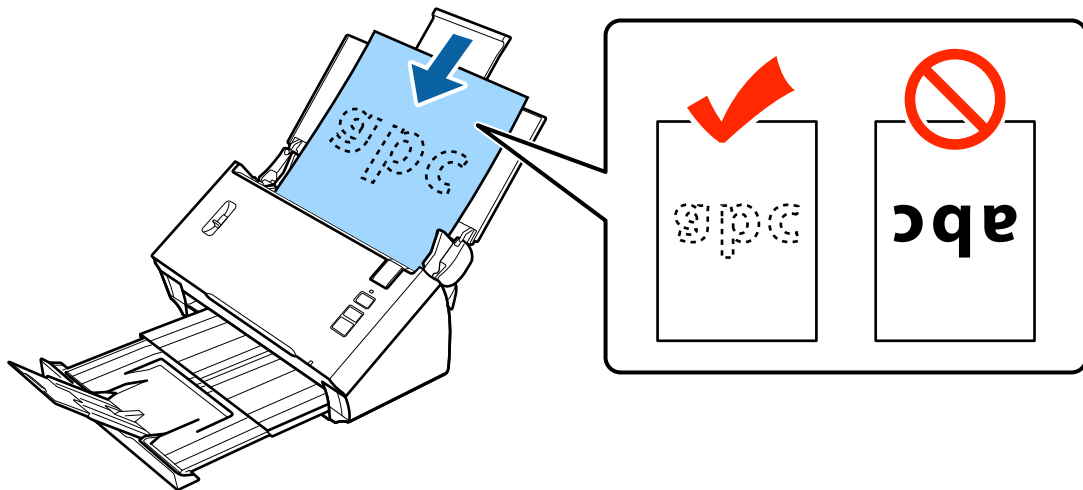
## Placing Originals on the Product

**3**

Make sure that the page separation lever is lowered.

**4**

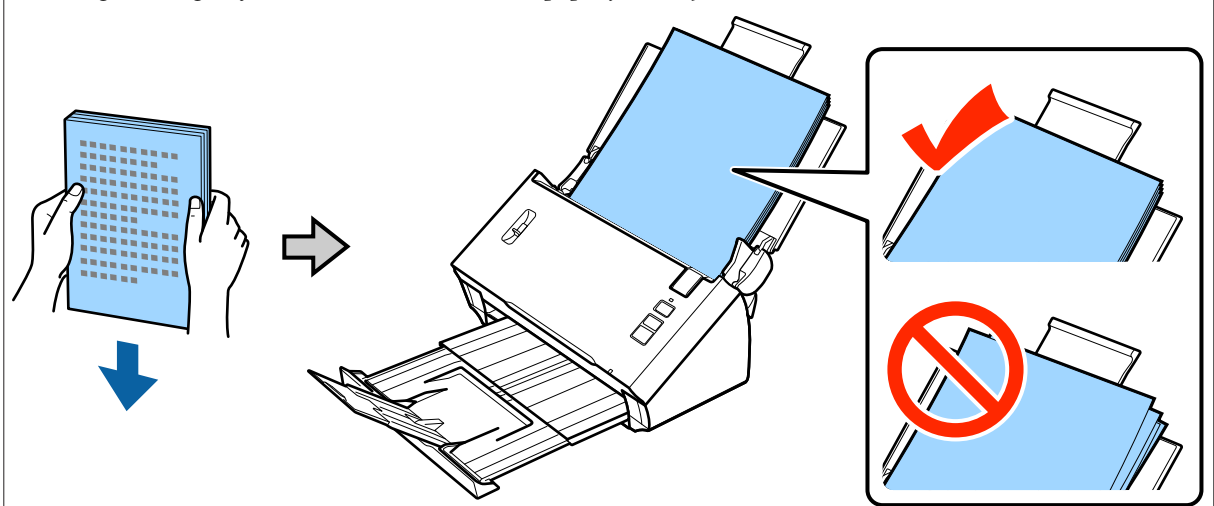
Load only the first page of your documents into the input tray with the printed side facing down and the top edge facing into the feeder.  
Slide the paper into the feeder until it meets resistance.



Placing Originals on the Product

**Note:**

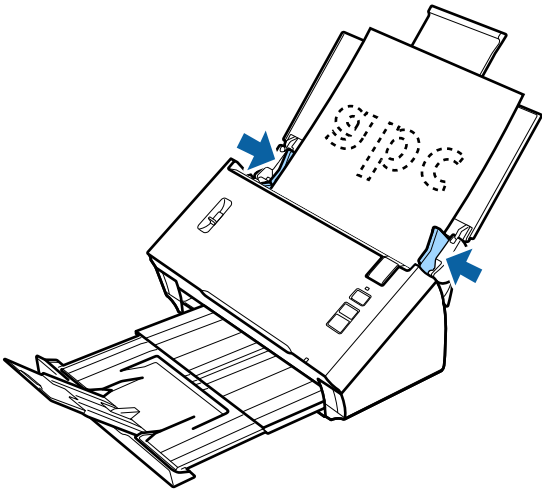
- ❑ Load business cards horizontally.
- ❑ Align the edges of the documents; otherwise a paper jam may occur.



- ❑ Smooth out the folding lines on the documents before loading them.

5

Slide the edge guides to fit the edge of the paper.



- ➔ [“Scanning Using Document Capture Pro/Document Capture” on page 25](#)
- ➔ [“Scanning Using Epson Scan” on page 26](#)

Loading Cards

**Note:**  
Scan results are not guaranteed for plastic cards with shiny surfaces.

You can load plastic cards with the following specifications into the product.

Type	Plastic card (including embossed cards)*
------	--

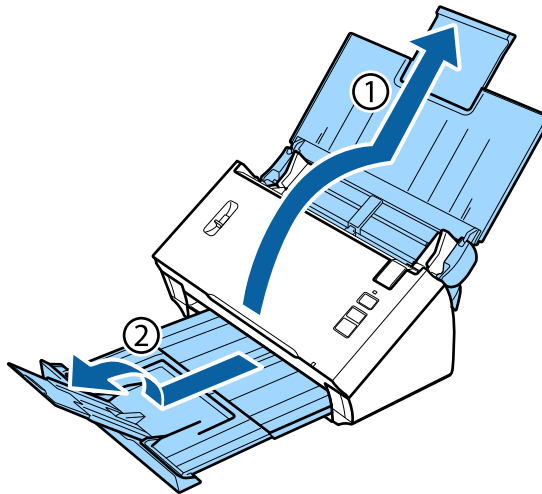
**Placing Originals on the Product**

Size	54 × 85.6 mm (2.1 × 3.3 inches)
Loading capacity	1
Loading direction	Horizontal
Paper thickness	Up to 1.24 mm thick (including emboss)

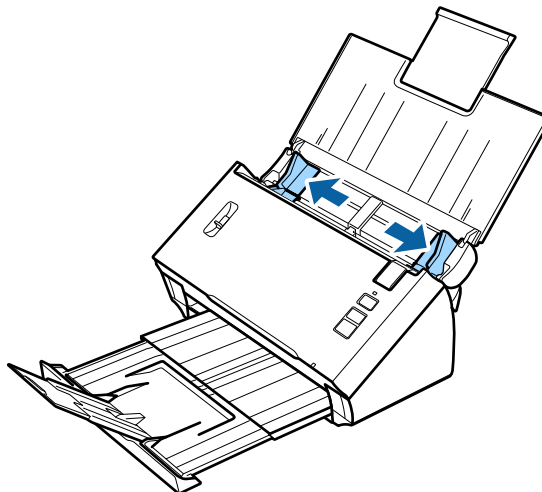
\* ISO7810 compliant

Follow the steps below to load a plastic card.

- 1 Open and extend the input tray, and then slide out the output tray and raise and extend the central guide.

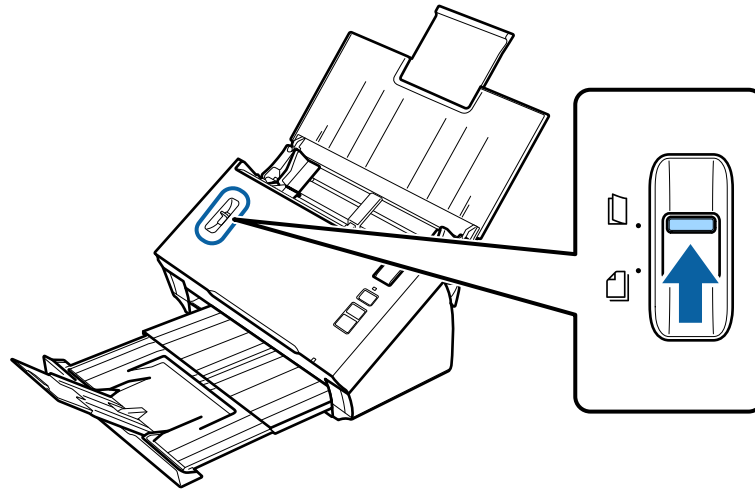


- 2 Slide the edge guides on the input tray all the way out.

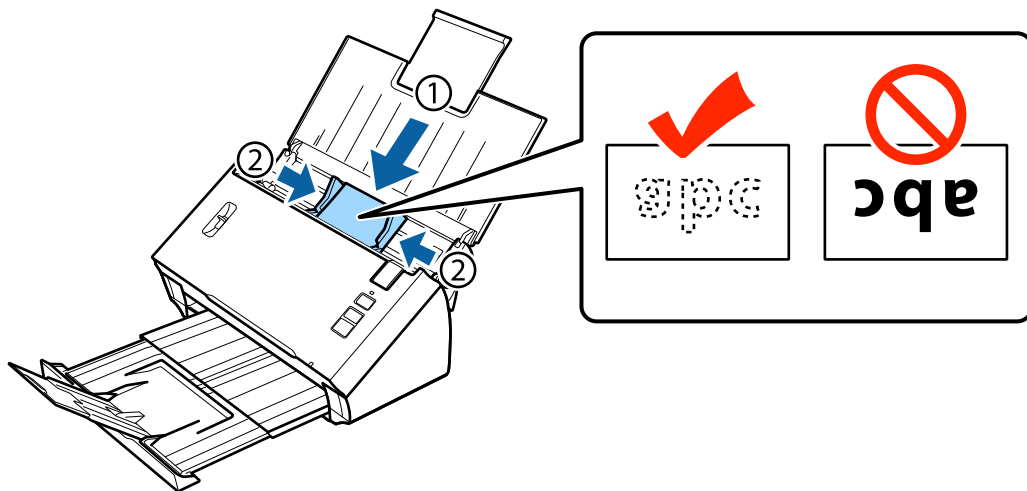


**Placing Originals on the Product**

- 3** Raise the page separation lever.



- 4** Load the card into the input tray with the printed side facing down and the top edge facing into the feeder. Slide the card into the feeder until it meets resistance. Then slide the edge guides to fit the edge of the card.

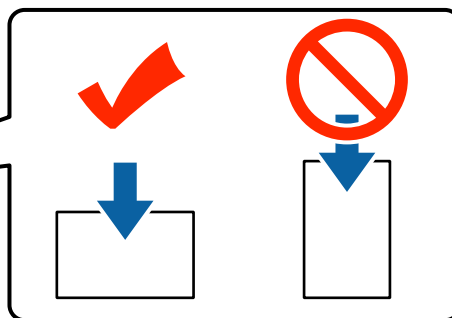
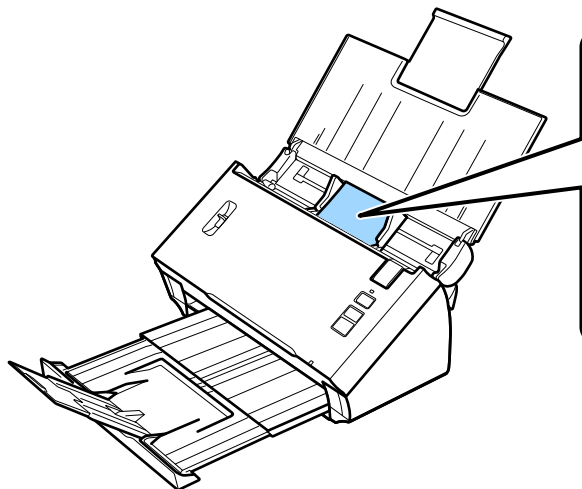
**Note:**

*You can only scan one card at a time.*

## Placing Originals on the Product


**Important:**

- ❑ Do not load plastic cards vertically.



- ❑ To scan plastic cards, clear **Detect Double Feed** in Epson Scan. See the Epson Scan Help for details.

This completes the procedure for loading cards. See the following sections for more information on scanning documents.

- ➔ [“Scanning Using Document Capture Pro/Document Capture” on page 25](#)
- ➔ [“Scanning Using Epson Scan” on page 26](#)

Lower the page separation lever after scanning.

## Loading Special Documents

Raise the page separation lever to scan paper that has been folded in half, envelopes, or non-standard size documents.

The following table provides a list of supported paper types and sizes.

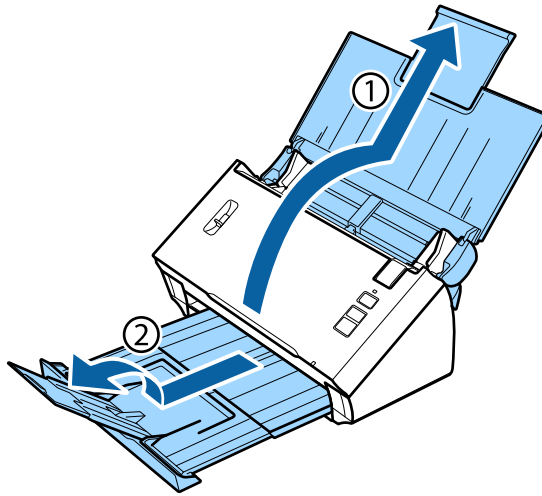
Paper type	Measurements	Paper Thickness	Loading Capacity
Plain paper, fine paper, recycled paper (long paper)	Width: 52 to 215.9 mm Length: 356 to 914.4 mm	50 to 130 g/m <sup>2</sup>	1 sheet
Plain paper, fine paper, recycled paper (folded in half)	A6 to 215.9 × 355.6 mm	50 to 130 g/m <sup>2</sup>	
Envelope*	C6: 114 × 162 mm (standard size) DL: 110 × 220 mm (standard size)	Up to 0.38 mm thick	
Carrier sheet (sold separately)	A8 to A4	Up to 0.3 mm thick	

\* Envelopes with special shapes cannot be loaded. Depending on the envelope type, it may not be fed correctly. Check before scanning.

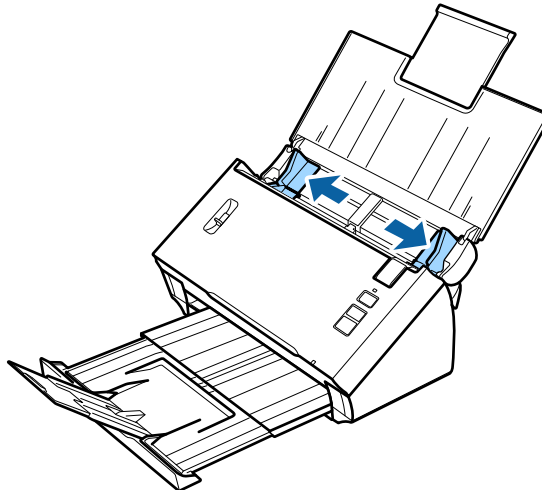
Follow the steps below to load a document.

## Placing Originals on the Product

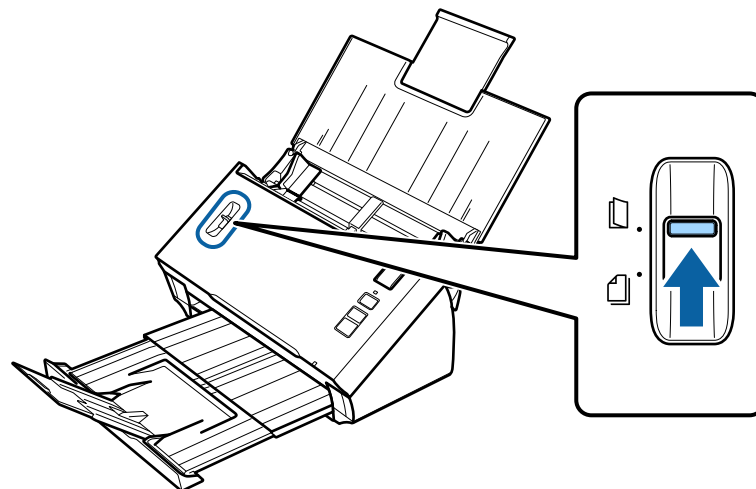
- 1 Open and extend the input tray, and then slide out the output tray and raise and extend the central guide.



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



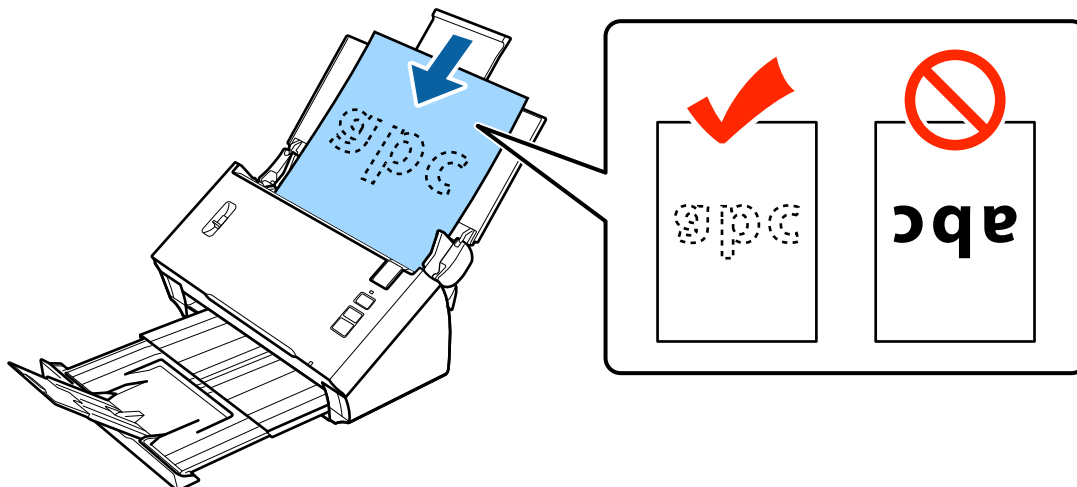
- 3 Raise the page separation lever.



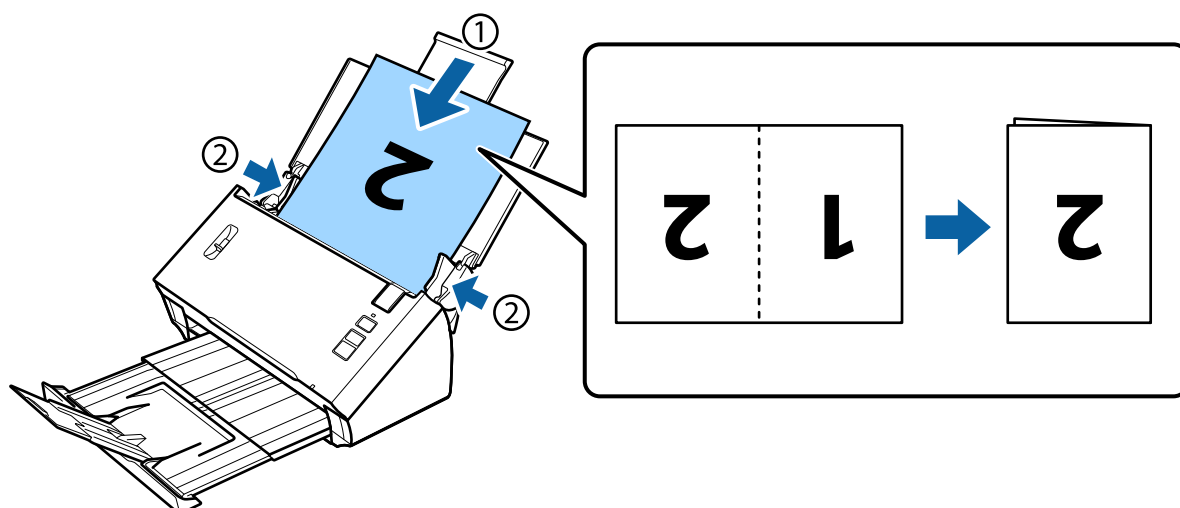
## Placing Originals on the Product

4

Load the documents into the input tray with the printed side facing down and the top edge facing into the feeder. Slide the paper into the feeder until it meets resistance.

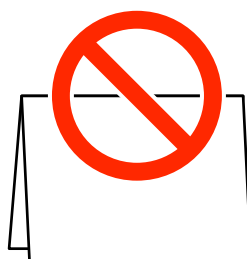


When loading a document that is folded in half, fold it as shown below.



### Important:

- ❑ Do not load the document with the open side facing down.



- ❑ To scan special documents, clear **Detect Double Feed** in Epson Scan. See the Epson Scan Help for details.

This completes the procedure for loading documents. See the following sections for more information on scanning the documents.

## Placing Originals on the Product

- ➡ “Scanning Using Document Capture Pro/Document Capture” on page 25
- ➡ “Scanning Using Epson Scan” on page 26

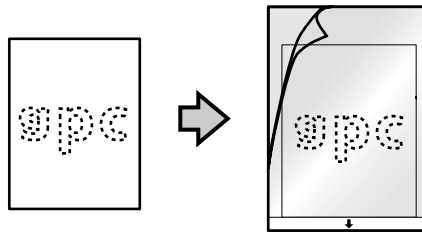
Lower the page separation lever after scanning.

**Note:**

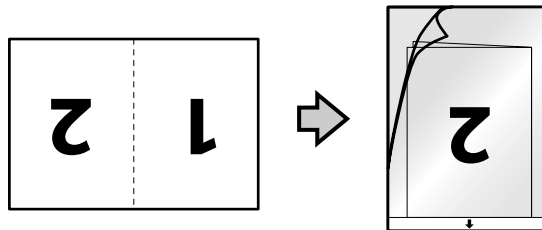
When loading a photo or paper that is an irregular shape, use the carrier sheet (sold separately).

See the following for more information on placing the document in the carrier sheet.

- ☐ If the document is smaller than A4 size, insert it into the center of the carrier sheet with the side to be scanned facing down.



- ☐ If the document is larger than A4 size, fold it in half so that the side to be scanned is facing out, with the right side at the front.






---

# Basic Scanning

---

## Scanning from the Button

- 1 Load the document(s).
  - ➔ [“Loading Documents” on page 14](#)
  - ➔ [“Loading Cards” on page 18](#)
  - ➔ [“Loading Special Documents” on page 21](#)

- 2 Press the  Start button.

The scanned image is saved to the folder you specified.


When using Document Capture Pro or Document Capture, the product starts the job that was assigned in the Job Settings window.

- ➔ [“Assigning a Specified Scanning Setting to a Program” on page 30](#)

## Scanning Using Document Capture Pro/Document Capture

This section explains basic scanning procedures using Document Capture Pro/Document Capture.

See the Help for details on Document Capture Pro/Document Capture.

- 1 Load the document(s).
  - ➔ [“Loading Documents” on page 14](#)
  - ➔ [“Loading Cards” on page 18](#)
  - ➔ [“Loading Special Documents” on page 21](#)
- 2 Start Document Capture Pro/Document Capture.
  - ➔ [“Document Capture Pro \(Windows\)/Document Capture \(Mac OS X\)” on page 40](#)
- 3 Click  (Scan) icon.
- 4 Set all of the items, and then click **Scan**.

**Windows**

## Basic Scanning

If you want to make detailed settings such as image quality, click **Detailed Settings** to display the "Epson Scan" scanner driver screen, and then make the necessary settings.

### Mac OS X

To display the EPSON Scan screen, select **Displays the EPSON Scan Setup Screen** in Scan from the menu.

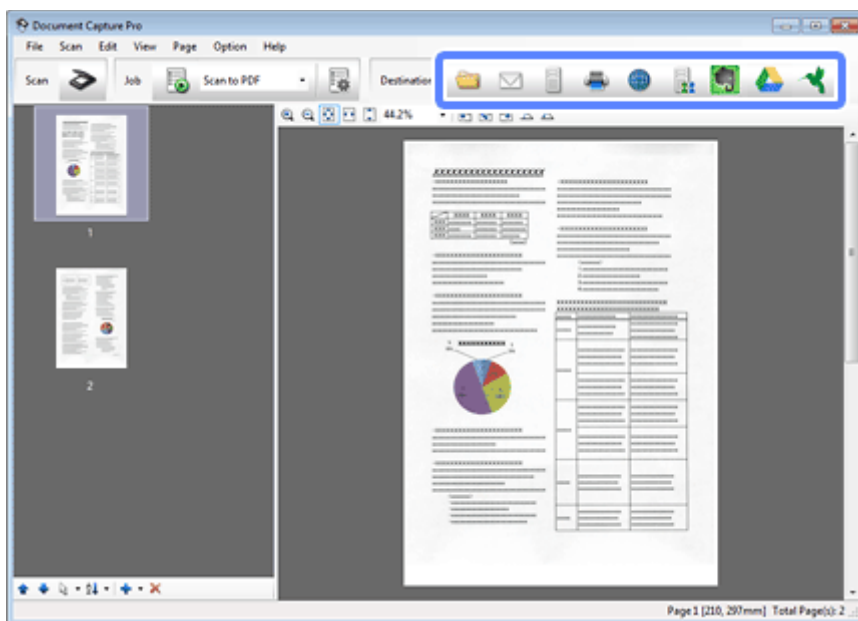
The scanned document is displayed in Document Capture Pro/Document Capture.

5

Check the scanned images (pages), and then edit as necessary.

6

When you have finished checking the image, click the destination icon.



7

Make settings for each item, and then click **OK** or **Send**.

**Note:**

(Windows)

On the Batch Save window or the Transfer Settings window, click **File Name & Separation Settings** and then select **Apply job separation** to sort the documents into separate files by using a variety of detection methods such as blank pages, barcodes, or text in the scanned images.

The scanned image is saved to the folder you specified.

## Scanning Using Epson Scan

This section explains basic scanning procedures using EPSON Scan.

See the Help for details on Epson Scan.

## Basic Scanning

**Note:**

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

**1**

Load the document(s).

➡ [“Loading Documents” on page 14](#)

➡ [“Loading Cards” on page 18](#)

➡ [“Loading Special Documents” on page 21](#)

**2**

Start Epson Scan.

➡ [“How to start” on page 40](#)

**3**

Make settings for each item in Main Settings.

**4**

Click **Preview**.

The Preview window displays the scanned image.

**Important:**

*The first page is ejected and the scanned image is displayed in the preview window. Reload the ejected page, and then scan again.*

**5**

Click **Image Adjustment** tab, and then make adjustments to the image quality such as the brightness.

See the Help for details on Epson Scan.

**6**

Click **Scan**.

**7**

In the File Save Settings window, select the Type setting and click **OK**.

**Note:**

*If the **Show this dialog box before next scan** check box is cleared, Epson Scan starts scanning immediately without displaying the File Save Settings window.*

The scanned image is saved to the folder you specified.

# Various Types of Scanning

## Scanning to SharePoint or Cloud Service

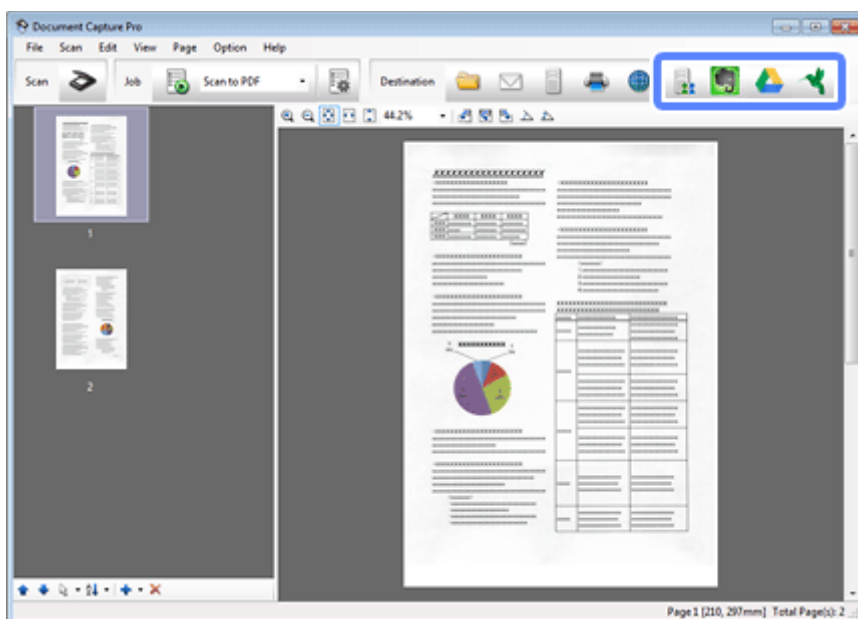
You can upload scanned images to a SharePoint Server or Cloud Service.

**Note:**

- ☐ Create a cloud service account before using this function.
- ☐ If you want to use Evernote as destination, download the Evernote application from the website of Evernote Corporation and install it before using this feature.

### Windows

- 1 Start Document Capture Pro and scan your document.  
➔ [“Scanning Using Document Capture Pro/Document Capture” on page 25](#) steps 1 to 5
- 2 On the Main window of Document Capture Pro, click the destination icon.  
See the Help for details on Document Capture Pro.



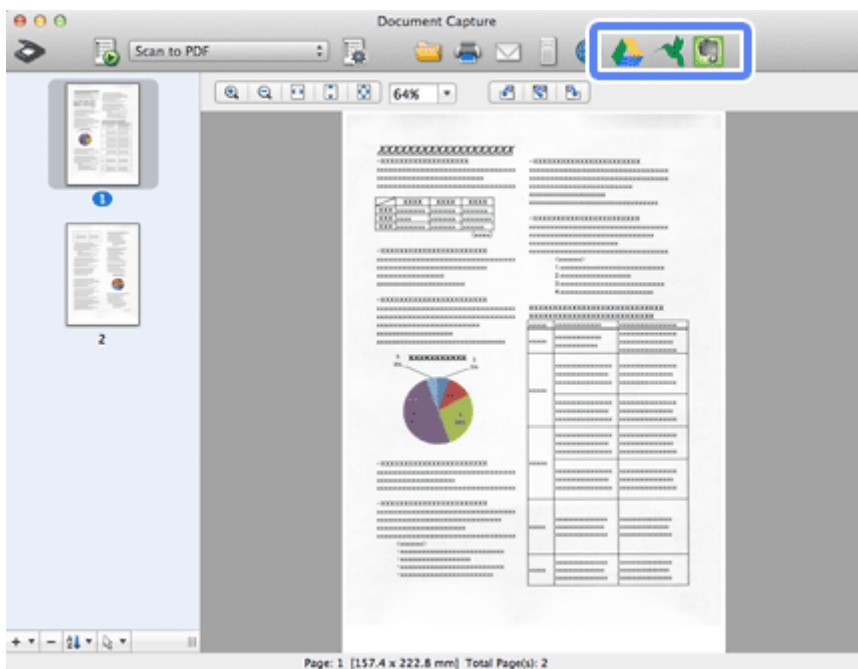
- 3 On the settings window, make settings for each item and then click **Send**.

The image is uploaded to the target server.

### Mac OS X

## Various Types of Scanning

- 1 Start Document Capture and scan your document.  
➔ [“Scanning Using Document Capture Pro/Document Capture” on page 25](#) steps 1 to 5
- 2 On the Main window of Document Capture, click the destination icon.  
See the Help for details on Document Capture.



- 3 On the settings window, make settings for each item and then click **Send**.

The image is uploaded to the target server.

## Scanning Multiple Documents to Separate Files (Windows)

This function sorts documents into separate files by using a variety of detection methods such as blank pages, barcodes, or text in the scanned images.

- 1 Load a document into the input tray including indicators, such as blank pages, between the pages where you want to separate the data.
- 2 Start Document Capture Pro and scan your document.  
➔ [“Scanning Using Document Capture Pro/Document Capture” on page 25](#) steps 2 to 6
- 3 Click **File Name & Separation Settings** on the Batch Save window or the Transfer Settings window.
- 4 Select **Apply job separation**, and then click **Separation Settings**.

## Various Types of Scanning

- 5 Select the separation method and the method for specifying the folder name on the Job Separation Settings window, and then click **OK**.

See the Help for details on Document Capture Pro.

- 6 Make other settings on the File Name Settings window, and then click **OK**.


- 7 Make other settings on the Batch Save window or the Transfer Settings window, and then click **OK** or **Send**.

Scanned images are saved separately based on the separation method selected.

## Assigning a Specified Scanning Setting to a Program

By registering a specific scanning operation to a scanner button, you can perform that operation by simply pressing the scanner button.

You can also register settings, such as separator processing, save format, and save as/destination.

- 1 Start Document Capture Pro/Document Capture.  
➔ [“Document Capture Pro \(Windows\)/Document Capture \(Mac OS X\)” on page 40](#)
- 2 Click the  (**Manage Job**) icon on the main window.
- 3 On the Job Management window, click **Add** or the + icon.
- 4 Make settings for **Job Name**, **Scan**, **Output**, and **Destination** on the Job Settings window, and then click **OK**.

See the Help for details on Document Capture Pro/Document Capture.

- 5 Click **Event Settings** on the Job Management window.

For Mac OS X, click the  icon at the bottom of the screen.

- 6 Click the job name to select the job you want to assign from the pull-down menu.

- 7 Click **OK** on the Job Management window.

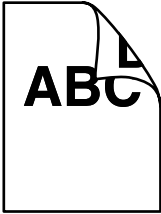
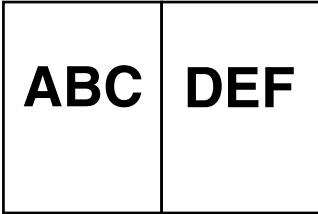

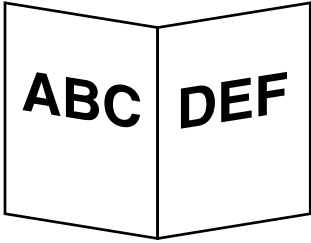
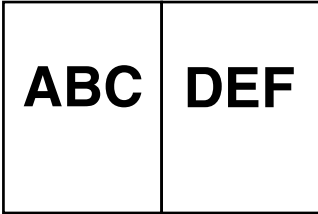

➔ [“Scanning from the Button” on page 25](#)

## Scanning Stitched Images


Stitch Images allows you to stitch together both sides of a double-sided document or a folded document, and save them as one sheet.

## Various Types of Scanning

The following shows how the sheets are stitched together.

Direction	Document	Stitch Image Direction: Left&Right	Stitch Image Direction: Top&Bottom
Double-Sided			
Folded			

### Windows

- 1 Load the document.
  - ➔ [“Loading Documents” on page 14](#)
  - ➔ [“Loading Cards” on page 18](#)
  - ➔ [“Loading Special Documents” on page 21](#)
- 2 Start **Document Capture Pro**.
  - ➔ [“How to start” on page 40](#)
- 3 Click the  (**Scan**) icon.
- 4 Click **Detailed Settings** and display EPSON Scan.
- 5 Select **Double-Sided** from Document Source on the Main Settings tab.
- 6 Select the document size from Size.
- 7 Select **Top&Bottom** or **Left&Right** from Stitch Images, and then click **OK**.
- 8 Click **Scan**.

The scanned image is displayed in Document Capture Pro.

## Various Types of Scanning

- 9 Check the scanned image, and then save it.  
➔ [“Scanning Using Document Capture Pro/Document Capture” on page 25](#) steps 5 to 7

### Mac OS X

- 1 Load the document.  
➔ [“Loading Documents” on page 14](#)  
➔ [“Loading Cards” on page 18](#)  
➔ [“Loading Special Documents” on page 21](#)
- 2 Start **Document Capture**.  
➔ [“How to start” on page 40](#)
- 3 Select **Displays the EPSON Scan Setup Screen** from the Scan menu.
- 4 Click the scan icon and display EPSON Scan.
- 5 Select **Double-Sided** from Source on the Main Settings tab.
- 6 Select the document size from Size.
- 7 Select **Top&Bottom** or **Left&Right** from Stitch Images, and then click **Scan**.
- 8 The scanned image is displayed in Document Capture.
- 9 Check the scanned image, and then save it.  
➔ [“Scanning Using Document Capture Pro/Document Capture” on page 25](#) steps 5 to 7

**Note:**

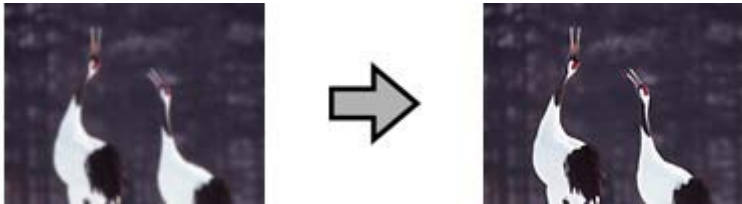
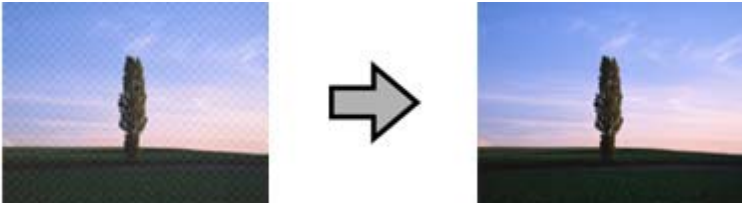

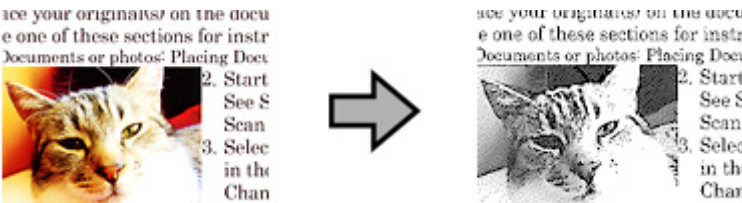
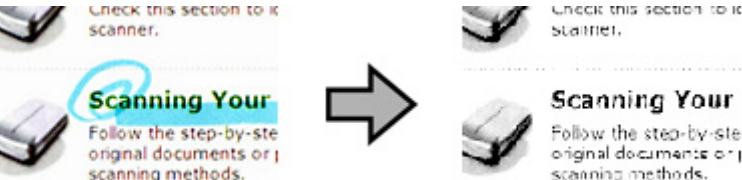
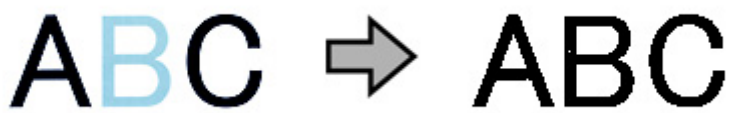
*If the images are not stitched together in the intended direction, check **Binding Position (for Double-Sided Scanning)** on the EPSON Scan Configuration screen.*

## Adjusting the Scanned Image

Epson Scan offers a variety of settings for improving color, sharpness, and other aspects affecting image quality.



### Various Types of Scanning

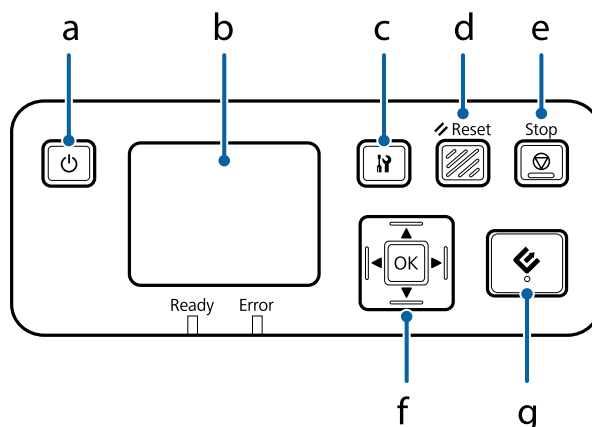
Unsharp Mask	<p>Sharpens the edges of image areas.</p> 
Descreening	<p>A ripple or cross-hatch pattern (known as moiré) may appear in a scanned image of a printed document.</p> 
Text Enhancement	<p>Enhances text recognition when scanning text documents.</p> 
Auto Area Segmentation	<p>Scans text in Black&amp;White and applies grayscale to any images in the document.</p> 
Dropout	<p>Scans without the selected color.</p> 
Color Enhance	<p>Enhances the selected color.</p> 

## **Various Types of Scanning**

See the Help for details on Epson Scan.

# Using the Network Interface Unit

## Getting to Know Your Product



	Button	Function
a	⏻ Power button	Turns on/off the Network Interface Unit.
b	LCD panel	Displays the status, operations, or error messages.
c	Setting button	Make product and network settings, or perform maintenance.
d	↺ Reset button	Resets the LCD panel to the initial screen.
e	⏹ Stop button	Cancels scanning.
f	OK/Arrow button	Use the arrow buttons to select an item, and then press <b>OK</b> to confirm the selection.
g	⏻ Start button	Starts scanning. In a network environment, the ⏻ button on the scanner works the same way as clicking <b>Scan</b> in the Document Capture Pro or Epson Scan window.

## Connecting a Network Interface Unit

Epson Scan works with the optional Network Interface Unit (B12B808451/B12B808461) to enable direct control of all features of your scanner in a network environment.

See the User's Guide for more information on setting up the Network Interface Unit. You can download the User's Guide from the following Website.

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

## Using the Network Interface Unit

**Note:**

Install the latest firmware for the Network Interface Unit before scanning. Go to the Epson website to download the Epson Firmware Updater for the Network Interface Unit.

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

After downloading, start Epson Firmware Updater, and then follow the on-screen instructions. If the latest firmware is already installed on the Network Interface Unit, you do not need to update the firmware.

After setting up the Network Interface Unit.

➔ “Setting Up Client Computers with Epson Scan Settings” on page 36

## Setting Up Client Computers with Epson Scan Settings

Make sure your scanner and Network Interface Unit are turned on and working properly. Then follow the steps below to use the Epson Scan Settings program to enable network scanning.

**Note:**

(Windows)

Log in as a user with administrator's authority to install the software. If you are asked to enter an administrator's password, enter the password, and then continue with the operations.

**Note:**

(Mac OS X)

- ☐ Do not use the Fast User Switching function while using your scanner.
- ☐ You must log on to a Computer Administrator account.

**1** Obtain the IP address or host name of the Network Interface Unit from your network administrator.

**2** Start Epson Scan Settings.

**Windows 8.1/ Windows 8:**

**Start** screen > **Apps** > **EPSON** > **EPSON Scan Settings**

**Windows 7/ Windows Vista/ Windows XP:**

**Start** > **All Programs** or **Programs** > **EPSON** > **EPSON Scan** > **EPSON Scan Settings**

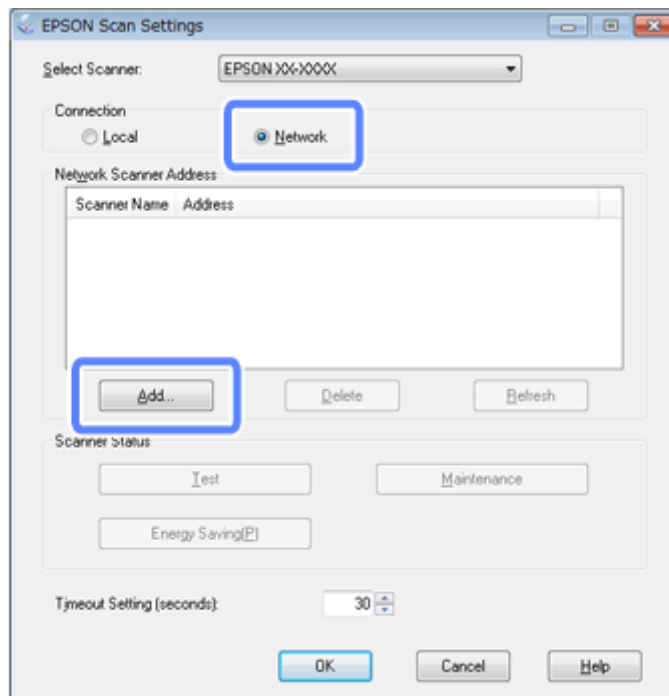
**Mac OS X:**

Select **Applications** > **EPSON Software** > **EPSON Scan Settings**.

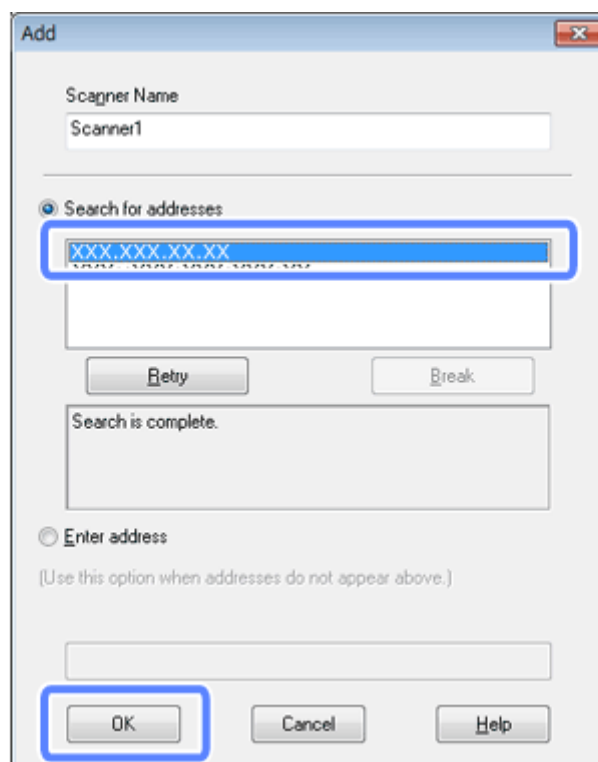
**3** Select your scanner from the **Select Scanner** drop-down list.

## Using the Network Interface Unit

- 4** Select **Network**, then click **Add**.



- 5** In the Add window, choose the Network Interface Unit's IP address under Search for addresses. Then click **OK**.



**Note:**

You can add the product's IP address manually.  
Select **Enter address**, type in the address, and then click **OK**.

## Using the Network Interface Unit


- 6 In the Epson Scan Settings window, click **Test** to check the connection. If everything works properly, a message indicating successful connection is displayed.
- 7 Click **OK** to save the settings.

## Scanning Over a Network

### Note:

You must set the IP address for your Network Interface Unit before using it.

➔ [“Setting Up Client Computers with Epson Scan Settings” on page 36](#)

- 1 Turn on your scanner, Network Interface Unit and the client computer.  
Turn on your scanner and the client computer.
- 2 Load the document(s).
- 3 Start Document Capture Pro/Document Capture.  
➔ [“Document Capture Pro \(Windows\)/Document Capture \(Mac OS X\)” on page 40](#)
- 4 Click  (**Scan**) icon on the Document Capture Pro/Document Capture Main window.
- 5 Make necessary settings on Main Settings, and then click **Scan**.

## Scanning from the Network Interface Unit (for Windows)

Setup a Job in advance.

➔ [“Assigning a Specified Scanning Setting to a Program” on page 30](#)

- 1 Turn on your scanner, Network Interface Unit and the client computer.
- 2 Load the document(s).
- 3 Press the **OK** button on the Network Interface Unit.  
The scanner searches for an available computer.
- 4 Select the computer you want to send the data to, and then press the **OK** button.  
If a group is set for the scanner, you need to set the same group on the computer if you want to display it on the panel.

## Using the Network Interface Unit

5

Enter the password.

If the password entry screen is not displayed, go to the next step.  
See the Help for details on Document Capture Pro.

6

Select a job, and then press the **OK** button.

7

Check the settings, and then press the ↵ button on the scanner.

---

# Software Information

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## Document Capture Pro (Windows)/Document Capture (Mac OS X)

This software allows you to rearrange pages or correct rotation for image data, and then save the data, send it by e-mail, send it to a server, or send it to a cloud service.

You can also register frequently used scanning settings to simplify scanning operations.

---

### How to start

☐ **Windows 8.1/ Windows 8:**

Start screen > Apps > Epson Software > Document Capture Pro

☐ **Windows 7/ Windows Vista/ Windows XP:**

Select Start > All Programs or Programs > Epson Software > Document Capture Pro.

☐ **Mac OS X:**

Select Applications > Epson Software > Document Capture.

---

### How to access the help

See the software's Help for more information on using the software and its functions. To display the Help, select **Help** from the menu at the top-right of the software screen.

## Epson Scan Driver

This software lets you control all aspects of scanning. You can use this as a standalone scanning program or use it with another TWAIN-compliant scanning program.

---

### How to start

☐ **Windows 8.1/ Windows 8:**

Start screen > Apps > Epson > EPSON Scan

☐ **Windows 7/ Windows Vista/ Windows XP:**

Select Start > All Programs or Programs > EPSON > EPSON Scan > EPSON Scan.



## Software Information

### ☐ Mac OS X:

Select **Applications > Epson Software > EPSON Scan**.

---

## How to access the help

Click the **Help** button on the Epson Scan driver.

## Another Scanning Software

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### Presto! BizCard

You can scan business cards and convert them to editable text using the Presto! BizCard software that came with your scanner.

#### How to start

##### ☐ Windows 8.1/ Windows 8:

**Start screen > Apps > NewSoft > Presto! BizCard**

##### ☐ Windows 7/ Windows Vista/ Windows XP:

Select **Start > All Programs or Programs > NewSoft > Presto! BizCard > Presto! BizCard**.

##### ☐ Mac OS X:

Select **Applications > Presto! BizCard > Presto! BizCard**.

#### How to access the help

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.

## Checking and Installing Your Software

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### Checking the software installed on your computer

To use the functions described in this User's Guide, you need to install the following software.

##### ☐ Epson Driver and Utilities

##### ☐ Document Capture Pro/Document Capture

Follow the steps below to check that the software is installed on your computer.

## Software Information

### For Windows

**1**

Do one of the following:

**Windows 8.1/ Windows 8:**

Select **Desktop**, **Settings** charm, and **Control Panel**.

**Windows 7/ Windows Vista/ Windows XP:**

Select **Start** and select **Control Panel**.

**2**

Do one of the following:

**Windows 8.1/ Windows 8/ Windows 7/ Windows Vista:**

Click **Uninstall a program** from the Programs category.

**Windows XP:**

Double-click the **Add or Remove Programs** icon.

**3**

Check the list of currently installed programs.

### For Mac OS X

**1**

Double-click **Macintosh HD**.

**2**

Double-click the **Epson Software** folder in the Applications folder and check the contents.

**Note:**

*The Applications folder contains software provided by third parties.*

### Installing the software

Insert the product software disk that came with your product, and then follow the on-screen instructions.

If you are using Mac OS X, or if your computer does not have a CD/DVD drive, go to the following Epson website to download and install the software.

<http://epson.sn>

### Uninstalling Your Software

You may need to uninstall and then reinstall your software to solve certain problems or if you upgrade your operating system.

---

## For Windows

**Note:**

- ❑ *For Windows 8.1, Windows 8, Windows 7 and Windows Vista, you need an administrator account and password if you log on as a standard user.*
- ❑ *For Windows XP, you must log on to a Computer Administrator account.*

**1** Turn off the product.

**2** Disconnect the product's interface cable from your computer.

**3** Display the software list.

**Windows 8.1/ Windows 8:**

Select **Desktop**, **Settings** charm, and **Control Panel**. Select **Uninstall a program** from the Programs category.

**Windows 7/ Windows Vista:**

Select **Start** and select **Control Panel**. Click **Uninstall a program** from the Programs category.

**Windows XP:**

Select **Start** and select **Control Panel**. Double-click the **Add or Remove Programs** icon.

**4** Select the software you want to uninstall from the list displayed.

**5** Uninstall the software.

**Windows 8.1/ Windows 8/ Windows 7:**

Click **Uninstall/Change**.

**Windows Vista:**

Click **Uninstall/Change**, and then click **Continue** in the User Account Control window.

**Windows XP:**

Click **Change/Remove**.

**6** When the confirmation window appears, click **Yes**.  
Follow the on-screen instructions.

A message may appear to prompt you to restart your computer. If so, make sure **I want to restart my computer now** is selected, and then click **Finish**.

---

## For Mac OS X

**Note:**

- ❑ To uninstall your software you need to download the Uninstaller.  
Access the site at:  
<http://www.epson.com>  
Next, select the support section of your local Epson Web site.
- ❑ To uninstall applications, you must log on to a Computer Administrator account.  
You cannot uninstall programs if you log on as a limited account user.
- ❑ Depending on the application, the Uninstaller may be separated from the Installer.

- 1 Quit all running applications.
- 2 Double-click the **Uninstaller** icon in your Mac OS X hard drive.
- 3 Select the check boxes for the software you want to uninstall, such as the printer driver and the application, from the list displayed.
- 4 Click **Uninstall**.
- 5 Follow the on-screen instructions.

If you cannot find the software you want to uninstall in the Uninstaller window, double-click the **Applications** folder in your Mac OS X hard drive, select the application you want to uninstall, and then drag it to the **Trash** icon.

**Note:**

If you uninstall the scanner driver and the name of your product remains in the **Print & Scan** (for Mac OS X 10.8 or 10.7) or **Print & Fax** (for Mac OS X 10.6) window, select the name of your product and click the - **remove** button.

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# Maintenance

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## Cleaning the Product

To keep your product operating at its best, follow the steps below to clean it periodically.

**Important:**

- ☐ Never use alcohol, thinner, or corrosive solvent to clean the product. These chemicals can damage the product components and the case.
- ☐ Be careful not to spill liquid into the product mechanism or electronic components. This could permanently damage the mechanism and circuitry.
- ☐ Do not spray lubricants to the product.
- ☐ Never open the product case.

**1**

Turn off the product.

**2**

Unplug the AC adapter from the product.

**3**

Wipe off any dirt on the outer case with a soft cloth.

**Note:**

*If the case is very dirty, dampen a soft cloth with water and wring it well, and then wipe off any remaining stains. After that, use a soft dry cloth to wipe the case.*

## Cleaning inside the scanner

When scanned images have streaks or when scanned documents become dirty, clean inside the scanner.

**Important:**

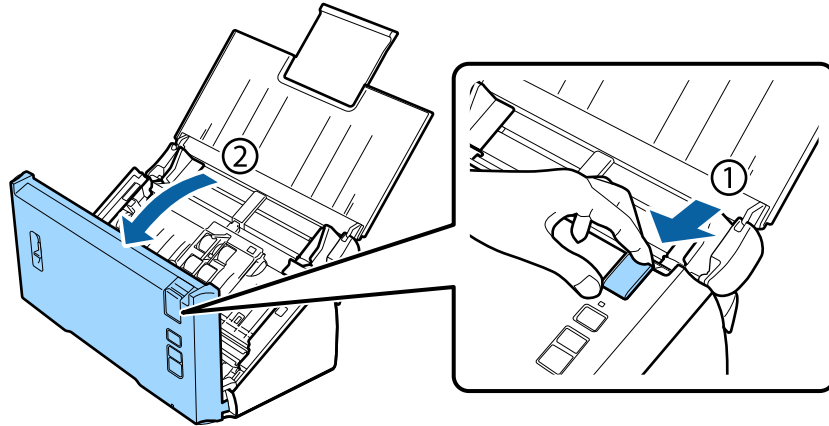
- ☐ Do not place too much force on the glass surface inside the product.
- ☐ Be careful not to scratch or damage the glass surface inside the product, and do not use a hard or abrasive brush to clean it. A damaged glass surface can decrease the scan quality.
- ☐ Never use alcohol, thinner, or corrosive solvent to clean the scanner. These chemicals can damage the scanner components and the case.
- ☐ Be careful not to spill liquid into the scanner mechanism or electronic components. This could permanently damage the mechanism and circuitry.
- ☐ Do not spray lubricants inside the scanner.

**1**

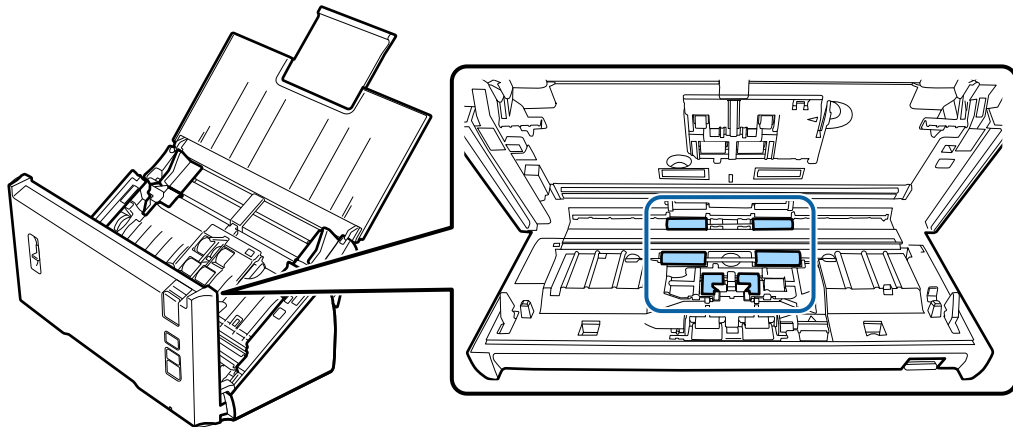
Turn off the product.

**Maintenance**

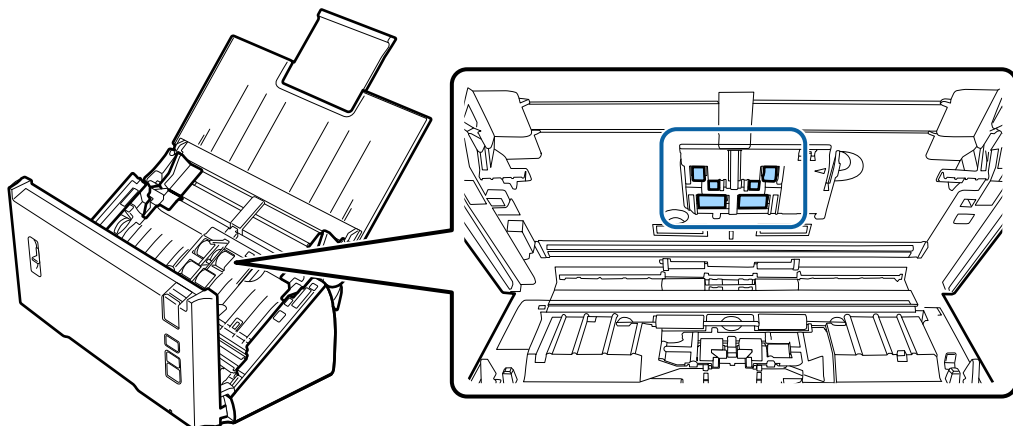
- 2** Unplug the AC adapter from the product.
- 3** Pull the cover open lever and open the scanner cover.



- 4** Use a soft cloth to wipe off any stains on the roller on the Scanner cover side.





- 5** Wipe off any stains on the pickup roller.

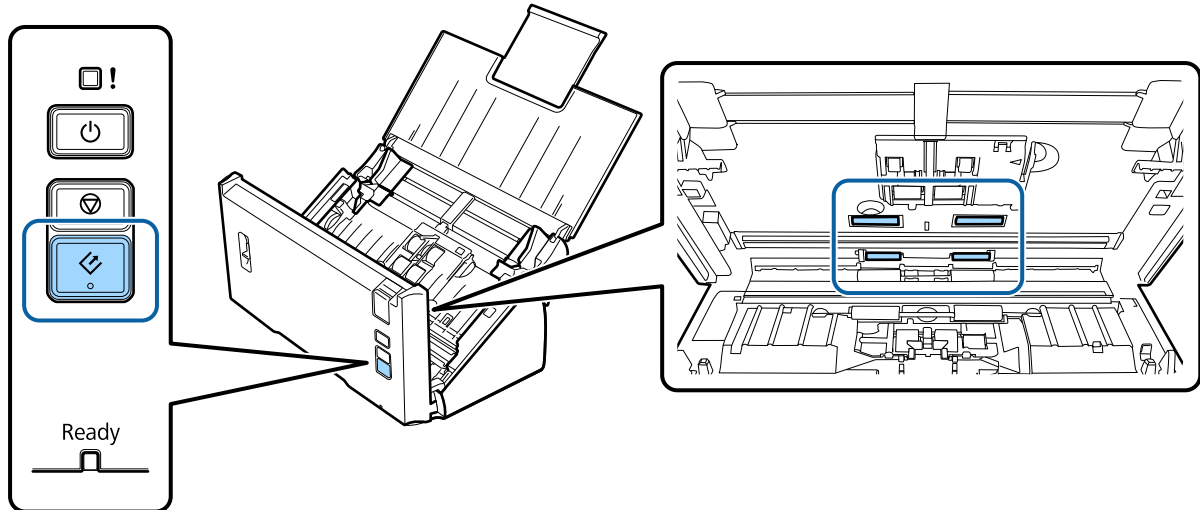


- 6** Plug the AC adapter, and then turn on the scanner.

## Maintenance

- 7** Wipe off any stains on the four rollers on the bottom.

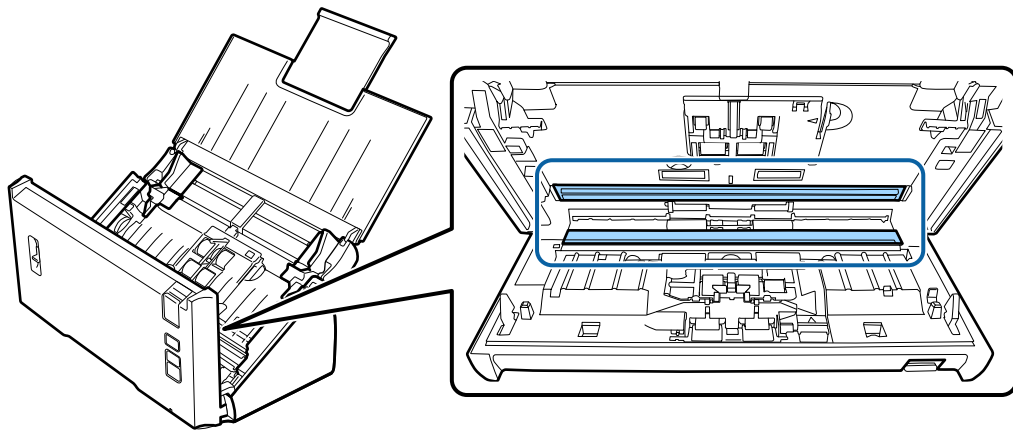
Hold down the  button for at least two seconds. Press the  button several times to rotate the roller and wipe off any stains on the roller.



- 8** Turn off the product. Unplug the AC adapter from the product.

- 9** Wipe off any stains on the glass surface.

Make sure that dust does not build up on the glass surface. Dust can cause spots and straight lines in your scanned images.



**Important:**

*Do not spray glass cleaner directly on the glass surface.*

- 10** Close the Scanner cover.

**Note:**

*If the case is very dirty, dampen a soft cloth with water and wring it well, and then wipe off any remaining stains. After that, use a soft dry cloth to wipe the case.*

## Maintenance

## Replacing the Roller Assembly Kit

You need to replace the parts on the Roller Assembly Kit after scanning every 100,000 times.

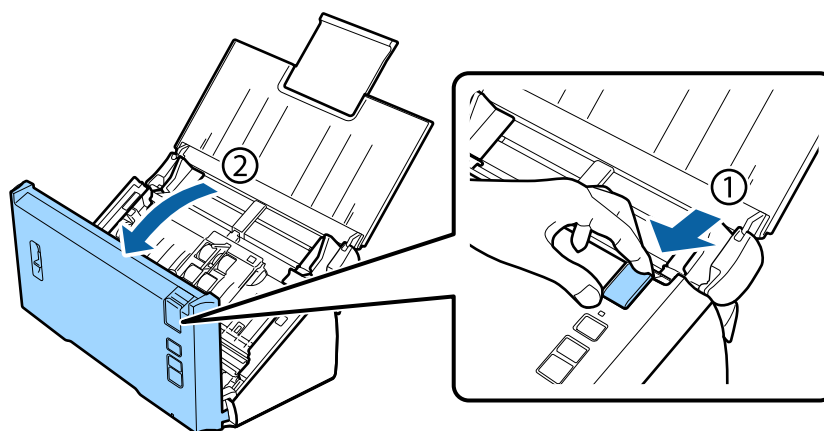
Removal part	Part number	Number of scanning
Roller Assembly Kit	B12B813561	100,000

**Note:**

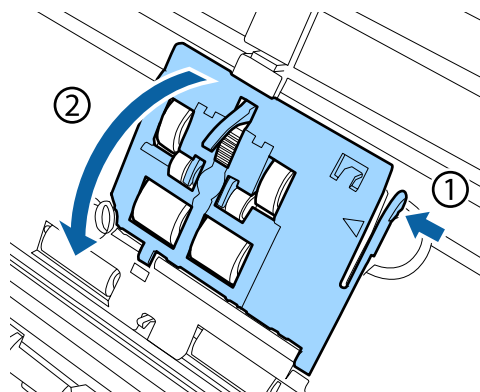
*This is the standard time to replace when tested by continuously scanning using test papers of Seiko Epson Corporation. The time to replace will vary depends on the paper type you scan. If you scan papers which produce a lot of paper dust or rough papers and so on, the time to replace will decrease less than the standard time.*

To replace the Roller Assembly Kit, follow the steps below.

- 1** Turn off the scanner.
- 2** Unplug the AC adapter from the product.
- 3** Pull the cover open lever and open the scanner cover.



- 4** Press the hook on the right side of the pickup roller cover, and then open the cover.

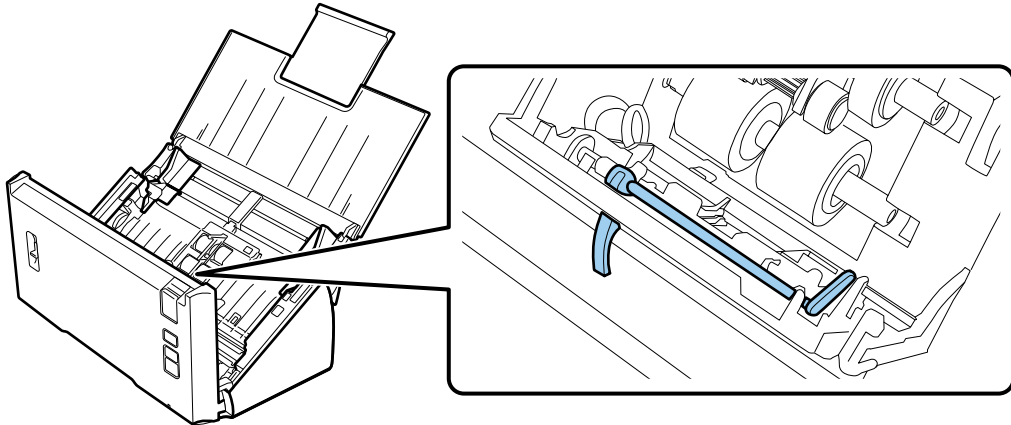




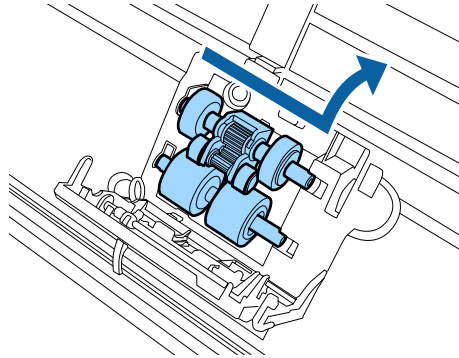
## Maintenance

**Important:**

*Do not place too much force on the arm when replacing the pickup roller. Doing so may break the arm.*

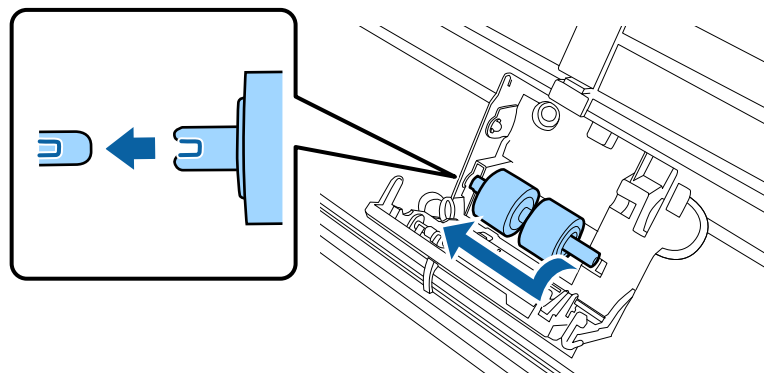
**5**

Slide and remove the installed pickup rollers.

**6**

Attach the new lower pickup roller in the correct position.

Align the notches.

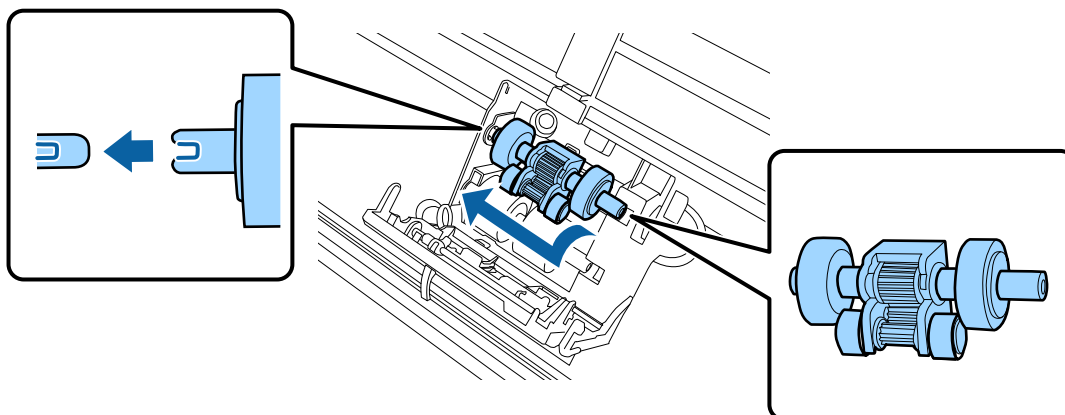


## Maintenance

7

Attach the new upper pickup roller in the correct position.

Align the notches, and check that the smaller roller is on the bottom.

**Important:**

*Do not touch the surface of the roller.*

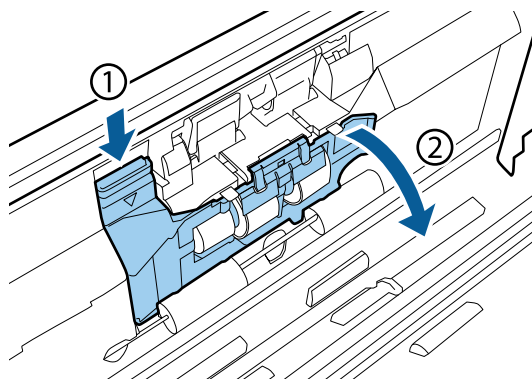
8

Close the pickup roller cover.

If you cannot close the cover, check that you have performed steps 6 and 7 correctly.

9

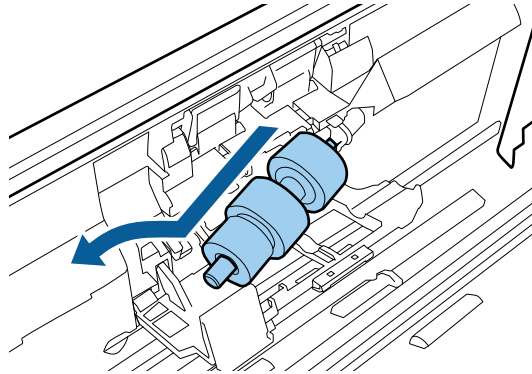
Press in the hooks on up sides of the separation roller cover, and then open the cover.

**Important:**

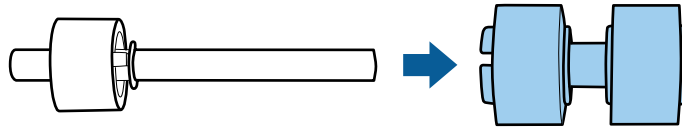
*Do not apply too much force when opening the cover. Doing so may break the cover.*

**Maintenance**

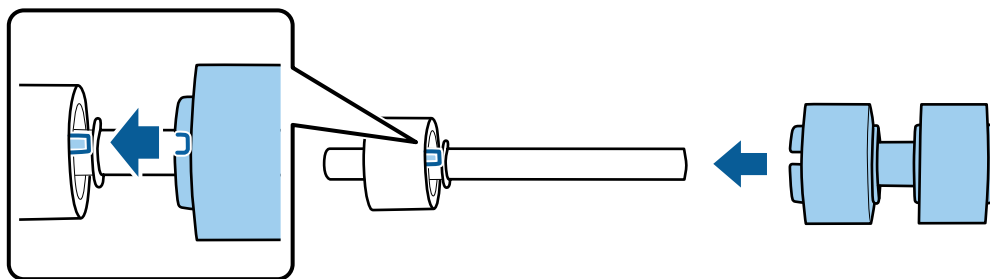
- 10** Slide and remove the installed separation roller.



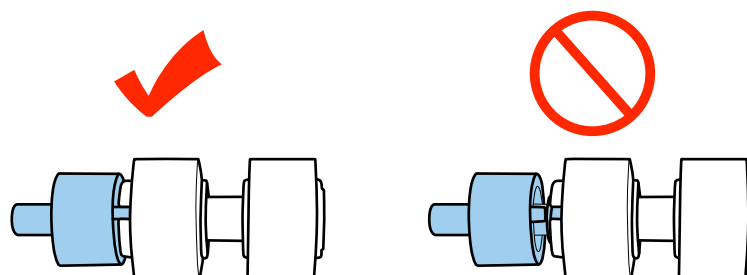
Remove the roller from the axis.



- 11** Attach the new separation roller to the axis, and make sure the notches align.

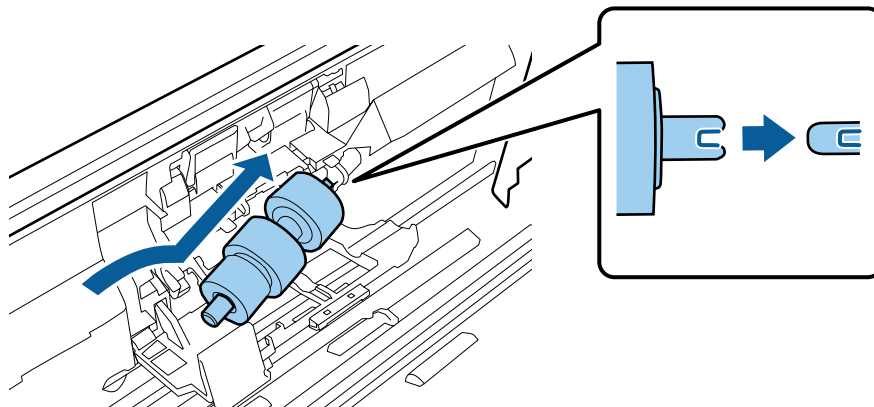


Check that there are no gaps. Make sure the roller does not come off the axis.



## Maintenance

- 12** Attach the new separation roller to the correct position. Make sure the notches align.



- 13** While pressing the roller, close the separation roller cover.

If you cannot close the cover, check that you have performed step 11 correctly.

- 14** Close the scanner cover.

- 15** Plug the AC adapter, and then turn on the scanner.

- 16** Start Epson Scan Settings.

### Windows 8.1/ Windows 8:

**Start screen > Apps > Epson > Epson Scan Settings**

### Windows 7/ Windows Vista/ Windows XP:

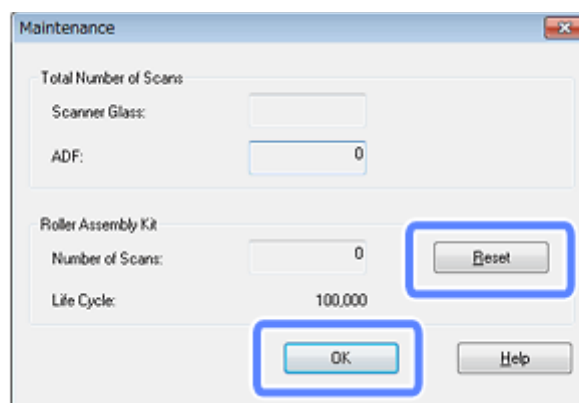
**Start > All Programs or Programs > EPSON > EPSON Scan > Epson Scan Settings.**

### Mac OS X:

Select **Applications > EPSON Software > EPSON Scan Settings.**

- 17** Click **Maintenance**.

- 18** Click **Reset**, and then click **OK**.



## Maintenance

**Important:**

*Make sure you reset the counter after replacing the Roller Assembly Kit.*

## Energy Saving

The product turns off automatically if no operations are performed for the selected period. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Consider the environment before making any changes.

Follow the steps below to adjust the time.

**1**

Start Epson Scan Settings.

**Windows 8.1/ Windows 8:**

**Start** screen > **Apps** > **Epson** > **Epson Scan Settings**

**Windows 7/ Windows Vista/ Windows XP:**

**Start** > **All Programs** or **Programs** > **EPSON** > **EPSON Scan** > **EPSON Scan Settings**.

**Mac OS X:**

Select **Applications** > **EPSON Software** > **EPSON Scan Settings**.

**2**

Click **Energy Saving**.

**3**

Set the Sleep Timer or Power Off Timer, and then click **OK**.

**Note:**

*If you want to turn off the Power Off Timer, set it to 0.*

## Transporting the Product

**1**

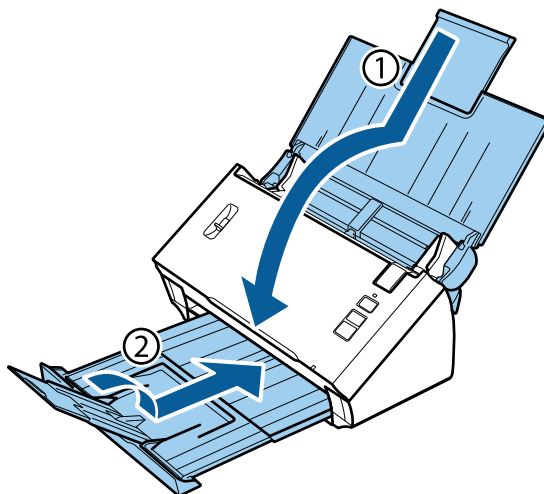
Turn off the product, then unplug the AC adapter.

**2**

Disconnect the USB cable from the product.

## Maintenance

- 3** Close the input tray and output tray.

**Important:**

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

- 4** Attach the packing materials that came with the product, then repack the product in its original box or a similar box that fits the product snugly.

## Using Security Slot

The security slot is compatible with the Microsaver Security System manufactured by Kensington.

See the following for more details on the Microsaver Security System.

➔ <http://www.kensington.com/>

## Updating the Firmware

Check the Epson website for the latest firmware update releases. If there is no firmware information on the website, you are already using the latest firmware.

➔ <http://www.epson.com>

**Important:**

*Do not turn off the product while the firmware is updating. Otherwise, the firmware may not be updated correctly.*

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# Troubleshooting

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## Problems Indicated by status light

- ☐ Make sure the scanner cover is closed.
- ☐ Make sure there is no jammed paper.
- ☐ Make sure the product is connected to your computer properly.
- ☐ Turn off the product and turn it on again. If the problem is not solved, the product may be malfunctioning, or the light source in the scanner unit may need to be replaced. Contact your dealer.
- ☐ Contact your dealer if you cannot clear the error.

## Problems When Starting a Scan

- ☐ Make sure the scanning software is fully installed.  
See the paper manual for instructions on installing the scanning software.
- ☐ Check the status light and make sure the product is ready to scan.
- ☐ Make sure your cables are securely connected to the product and a working 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.
- ☐ Turn off the product and computer, and then check the interface cable connection between them to make sure it is secure.
- ☐ Make sure you select the correct product if a scanner list is displayed when starting to scan.
- ☐ Connect the product directly to the computer's external USB port or through one USB hub only. The product may not work properly when connected to the computer through more than one USB hub. If the problem persists, try connecting the product directly to the computer.
- ☐ If more than one product is connected to your computer it may not work. Connect only the product you want to use, and then try scanning again.
- ☐ If the scanning software does not work properly, uninstall the software first and then reinstall it as described in the paper manual.
  - ➔ ["Uninstalling Your Software" on page 42](#)
- ☐ If the light source has reached the end of its service life, it must be replaced by a professional. For details, contact your dealer.
  - ➔ ["Contacting Epson Support" on page 63](#)

## Troubleshooting

- ❑ Mac OS X:  
For Macintosh computers with Intel CPUs, the scanner driver you are using may not operate correctly if other Epson scanner drivers (Rosetta/PPC editions) are installed. Remove the other drivers, and then install the scanner driver you want to use.

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## Using the button

Depending on the product, the scanning function may not be available when using the button.

- ❑ Check if you have assigned a program to the button.
  - ➔ [“Assigning a Specified Scanning Setting to a Program” on page 30](#)
- ❑ Check that compatible scanning software is installed.
  - ➔ [“Checking the software installed on your computer” on page 41](#)
- ❑ Mac OS X:  
Make sure you are logged on as the user who installed the scanning software. Other users must first start Epson Scanner Monitor in the Applications folder and then press a button to scan.

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## Using the Network Interface Unit

- ❑ Check that the Network Interface Unit is installed correctly.
  - ➔ See the Network Interface Unit User's Guide for more details.
- ❑ Check that the network cable is connected securely.
  - ➔ See the Network Interface Unit User's Guide for more details.
- ❑ Check that the network cable is working correctly by connecting it to other products.
- ❑ Check that the scanning software has been installed correctly.
  - ➔ [“Checking and Installing Your Software” on page 41](#)
- ❑ Check that the scanner used with the scanning software has been selected.
  - ➔ See the help came with each software for more details.
- ❑ Check that Epson Scan Settings have been set correctly.
  - ➔ [“Setting Up Client Computers with Epson Scan Settings” on page 36](#)
- ❑ Check that Network Scanning Settings from Document Capture Pro have been set correctly.
  - ➔ See the help came with each software for more details.
- ❑ In Network Scanning Settings, check that the Group settings for Document Capture Pro are the same as the settings for Network Interface Unit.
  - ➔ See the Document Capture Pro help for more details.
  - ➔ See the Network Interface Unit User's Guide for more details.
- ❑ Check that Document Capture Pro is not being blocked by a Firewall.
  - ➔ [“How to unblock Document Capture Pro” on page 57](#)
- ❑ Check that the IP address for the scanner being used is set correctly.
  - ➔ [“Setting Up Client Computers with Epson Scan Settings” on page 36](#)



## Troubleshooting

### How to unblock Document Capture Pro

**1**

Display the Control Panel.

**Windows 8.1/ Windows 8:**

Select **Desktop**, **Settings** charm, and **Control Panel**.

**Windows 7/ Windows Vista/ Windows XP:**

Select **Start** and select **Control Panel**.

**2**

Display the Firewall settings window.

**Windows 8.1/ Windows 8/ Windows 7:**

Select **System and Security**.

Select **Allow a program through Windows Firewall**.

**Windows Vista:**

Select **Security**.

Select **Allow a program through Windows Firewall**.

**Windows XP:**

Select **Security Center**.

Select **Windows Firewall**.

**3**

Select **EEventManager Application** from the list.

Epson Event Manager is installed with Document Capture Pro.

**Windows 8.1/ Windows 8/ Windows 7:**

Confirm that the check box for **EEventManager Application** is selected in the Allowed programs and features list.

**Windows Vista:**

Click the **Exceptions** tab, and then confirm that the check box for **EEventManager Application** is selected in the Program or port list.

**Windows XP:**

Click the **Exceptions** tab, and then confirm that the check box for **EEventManager Application** is selected in the Programs and Services list.

**4**

Click **OK**.

---

### Using scanning software other than Epson Scan driver

- ☐ If you are using any TWAIN-compliant programs, make sure that the correct product is selected as the Scanner or Source setting.
- ☐ If you cannot scan using any TWAIN-compliant scanning programs, uninstall the TWAIN-compliant scanning program and then reinstall it.
  - ➡ [“Uninstalling Your Software” on page 42](#)

## Problems When Feeding Paper

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### The paper gets dirty

Clean the interior of the product.

➔ [“Cleaning inside the scanner” on page 45](#)

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### Multiple sheets of paper are fed

- ❑ Make sure the page separation lever is lowered.
  - ❑ If you load unsupported paper, the product may feed more than one sheet of paper at a time.
    - ➔ [“Loading Documents” on page 14](#)
  - ❑ Clean the product.
    - ➔ [“Cleaning the Product” on page 45](#)
    - ➔ [“Replacing the Roller Assembly Kit” on page 48](#)
- 

### Double feed error has occurred

- ❑ When scanning normal documents, make sure the page separation lever is lowered.
  - ➔ [“Page Separation Lever” on page 13](#)
- ❑ When scanning plastic cards and special documents (folded documents, envelopes, and so on), clear **Detect Double Feed** in Epson Scan.
  - ➔ See the Epson Scan Help for details.
  - ➔ When scanning documents using a job registered in Document Capture Pro, you need to edit the job. Select the job from the Job Management window in Document Capture Pro, and then click **Edit** to open the Job Settings window. Click **Detailed Settings**, and clear **Detect Double Feed** on the Document tab in the Configuration window.

**Note:**

*When scanning plastic cards and special documents (folded documents, envelopes, and so on), make sure the page separation lever is raised.*

➔ [“Page Separation Lever” on page 13](#)

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### Paper jams in the product

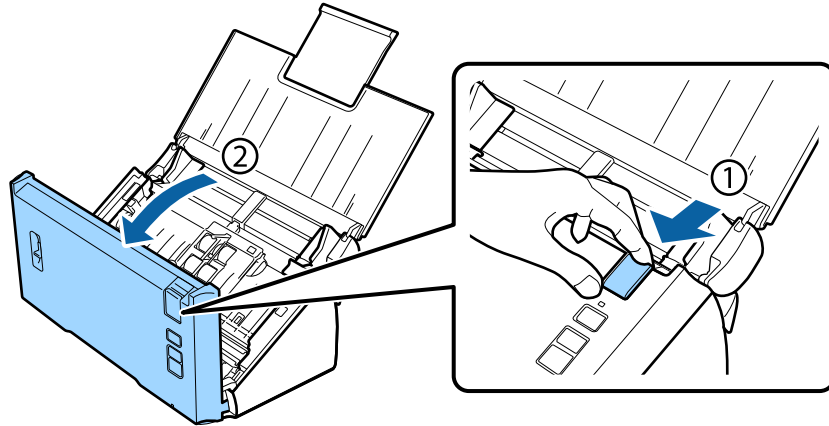
If paper jams inside the product, follow the steps below to remove jammed paper.

1

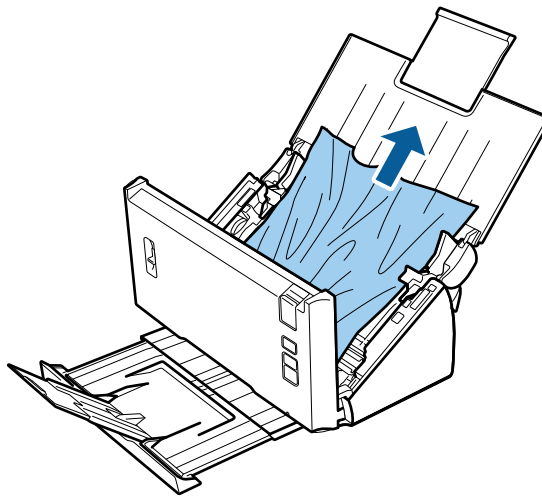
Turn off the product.

## Troubleshooting

- 2 Remove all paper from the input tray.
- 3 Pull the cover open lever and open the scanner cover.



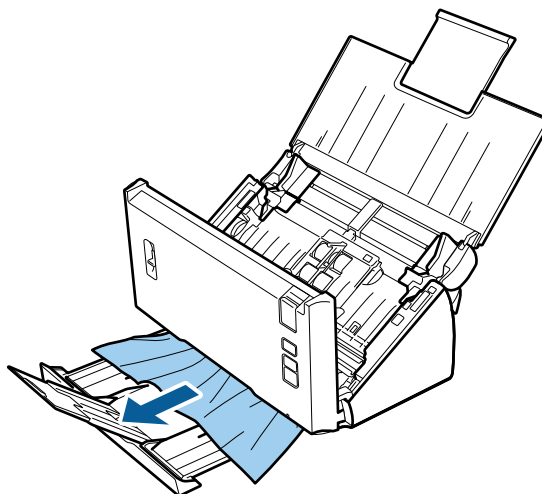
- 4 Remove any jammed paper.



**Note:**  
Remove any pages remaining inside the scanner.

## Troubleshooting

- 5** If there is paper jammed in the output tray, gently pull the paper out in the direction shown.



- 6** Close the scanner cover.

## Problems With Scanning Time

- ☐ Computers with Hi-Speed external USB ports can scan faster than those with external USB ports. If you are using a Hi-Speed external USB port with your product, make sure it meets the system requirements.  
➔ [“System Requirements” on page 72](#)
- ☐ Scanning at a high resolution takes a long time.
- ☐ 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 XP:

C:\Documents and Settings\(\user name)\Local Settings\Temp

### Windows 8.1/ Windows 8/ Windows 7/ Windows Vista:

C:\Users\(\user name)\AppData\Local\Temp

## Problems With Scanned Images

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### Scan quality is unsatisfactory

Scan quality can be improved by changing the current settings or adjusting the scanned image.

- ➔ [“Adjusting the Scanned Image” on page 32](#)

## Troubleshooting

### Color slip appears in your scanned image

Use Color Slip Reduction to improve this problem. This function may not provide perfect results.



See the Help for details on Epson Scan.

### An image on the back of your original appears in your scanned image

When scanning thin paper, images on the back may be visible to the product and appear in your scanned image.

- ☐ Make sure the Document Type and Image Type settings are correct for your original.
- ☐ Select **Text Enhancement** as the image quality setting from the scanning software.

### Characters are blurred

- ☐ Select **Text Enhancement** as the image quality setting from the scanning software.
- ☐ When the Image Type is Black&White, select **Threshold** setting as the image quality setting from the scanning software.
- ☐ Increase the resolution setting.

### Characters are not recognized when converted into editable text (OCR)

Place the document so that it is straight on the document glass. If the document is skewed, it may not be recognized correctly.

### Ripple patterns appear in your scanned image

A ripple or cross-hatch pattern (known as moiré) may appear in a scanned image of a printed document.



- ☐ Select **Descreening** as the image quality setting.
- ☐ Try changing the **Resolution** setting.

### Uneven color, smears, dots, or straight lines appear in your image

Clean the product.

➔ [“Cleaning the Product” on page 45](#)

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## The scanning area is unsatisfactory

### The edges of your original are not scanned

If the edges of your original are not scanned correctly, set the **Size** to **Auto Detect**, click the **Configuration** button, and then adjust the cropping area in **Crop Margins for Size “Auto”**.

## Problems Remain After Trying All Solutions

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

Click **Configuration**, select the **Other** tab, and then click **Reset All**.

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# Where To Get Help

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## Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

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

If you need the latest drivers, FAQs, manuals, or other downloadables, access the site at:

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

Then, select the support section of your local Epson Web site.

## Contacting Epson Support

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### Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product documentation, 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 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

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### Help for Users in North America

Epson provides the technical support services listed below.

## Where To Get Help

### Internet Support

Visit Epson's support website at <http://epson.com/support> and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

### Speak to a Support Representative

Dial: (562) 276-1300 (U.S.), or (905) 709-9475 (Canada), 6 am to 6 pm, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Before you call Epson for support, please have the following information ready:

- ☐ Product name
- ☐ Product serial number
- ☐ Proof of purchase (such as a store receipt) and date of purchase
- ☐ Computer configuration
- ☐ Description of the problem

**Note:**

For help using any other software on your system, see the documentation for that software for technical support information.

### Purchase Supplies and Accessories

You can purchase genuine Epson ink cartridges, ribbon cartridges, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). Or you can purchase online at <http://www.epsonstore.com> (U.S. sales) or <http://www.epson.ca> (Canadian sales).

## Help for Users in Latin America

Electronic support services are available 24 hours a day at the following web sites:

Service	Access
World Wide Web	From the Internet, you can reach Epson's Latin American web site at <a href="http://www.latin.epson.com">http://www.latin.epson.com</a> In Brazil, you can reach Epson at <a href="http://www.epson.com.br">http://www.epson.com.br</a>

To speak with a support representative, call one of the numbers below:

Country	Telephone number
Argentina	(54 11) 5167-0300
Brazil	(55 11) 3956-6868
Chile	(56 2) 230-9500



## Where To Get Help

Country	Telephone number
Colombia	(571) 523-5000
Costa Rica	(50 6) 2210-9555, (800) 377-6627
Mexico	(52 55) 1323-2052, 01-800-087-1080
Peru	(51 1) 418-0210
Venezuela	(58 212) 240-1111

## Help for Users in Europe

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

## 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: +0800212873)

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:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32340699	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan
03-4393119	03-4396589	5F., No.2, Nandong Rd., Pingzhen City, Taoyuan County 32455, Taiwan (R.O.C.)

## Where To Get Help

Telephone number	Fax number	Address
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23011502	04-23011503	3F., No.30, Dahe Rd., West Dist., Taichung City 40341, Taiwan (R.O.C.)
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

## Help for Users in Australia

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

### Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advise on problems; they can often solve problems quickly and easily as well as give advise on the next step to take.

### 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

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.

The Helpdesk numbers are:

Phone: 1300 361 054

Fax: (02) 8899 3789

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 documentation, type of computer, operating system, application programs, and any information you feel is required.

## Where To Get Help

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### 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 (Phone: (65) 6586 3111)

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

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### 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)

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

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### Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone):84-8-823-9239

Service Center: 80 Truong Dinh Street, District 1, Hochiminh City  
Vietnam

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## 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

- ☐ Sales enquiries and product information
- ☐ Technical support

Phone (62) 21-572 4350

Fax (62) 21-572 4357

### Epson Service Center

Jakarta Mangga Dua Mall 3rd floor No 3A/B  
Jl. Arteri Mangga Dua,  
Jakarta

Phone/Fax: (62) 21-62301104

Bandung Lippo Center 8th floor  
Jl. Gatot Subroto No.2  
Bandung

Phone/Fax: (62) 22-7303766

Surabaya Hitech Mall It IIB No. 12  
Jl. Kusuma Bangsa 116 – 118  
Surabaya

Phone: (62) 31-5355035  
Fax: (62)31-5477837

Yogyakarta Hotel Natour Garuda  
Jl. Malioboro No. 60  
Yogyakarta

Phone: (62) 274-565478

## Where To Get Help

Medan	Wisma HSBC 4th floor Jl. Diponegoro No. 11 Medan  Phone/Fax: (62) 61-4516173
Makassar	MTC Karebosi Lt. III Kav. P7-8 Jl. Ahmad Yani No.49 Makassar  Phone: (62)411-350147/411-350148

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## 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.

### Internet Home Page

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

Users can access our World Wide Web home page at:

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

### 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

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## 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

## Where To Get Help

### Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

#### **Epson Helpdesk**

- ☐ Sales enquiries and product information (Infoline)

Phone: 603-56288222

- ☐ Enquiries on repair services & warranty, product usage and technical support (Techline)

Phone: 603-56288333

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## 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.

### Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

### Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 /16/17	022-28257287
Delhi	011-30615000	011-30615005
Chennai	044-30277500	044-30277575
Kolkata	033-22831589 / 90	033-22831591
Hyderabad	040-66331738/ 39	040-66328633
Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 /30286001/30286002	020-30286000

## Where To Get Help

Location	Telephone number	Fax number
Ahmedabad	079-26407176 / 77	079-26407347

## Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

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## 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 and fax numbers and e-mail address below:

Trunk Line: (63-2) 706 2609  
 Fax: (63-2) 706 2665  
 Helpdesk Direct Line: (63-2) 706 2625  
 E-mail: epchelpdesk@epc.epson.com.ph

### 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.

### Toll-Free No. 1800-1069-EPSON(37766)

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

# Technical Specifications

## System Requirements

Make sure your system meets the requirements in these sections before using it with your product.

### For Windows

System	Microsoft Windows 8.1, Windows 8, Windows 7, Windows Vista, Windows XP Home Edition, Windows XP Professional Edition, Windows XP Professional x64 Edition
Interface	external USB port (Type A) built into the main board
Display	Color monitor with 800 × 600 screen resolution or higher, and 24-bit (Full Color) color (Color and tone reproduction are subject to the display capability of your computer system, including the video card, display monitor, and software. See your system documentation for details.)

### For Mac OS X

System	Mac OS X v10.6.x, OS X Lion, Mountain Lion and Mavericks. Fast User Switching on Mac OS X is not supported.
Interface	Macintosh USB
Display	Color monitor with 800 × 600 screen resolution or higher, and millions of colors (Color and tone reproduction are subject to the display capability of your computer system, including the video card, display monitor, and software. See your system documentation for details.)

**Note:**

*Epson Scan does not support the UNIX File System (UFS) for Mac OS X. You must install Epson Scan on a disk or in a partition that does not use UFS.*

## Product Specifications

**Note:**

*Specifications are subject to change without notice.*

### General

Scanner type	Sheet Feed, one pass duplex A4 color scanner
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## Technical Specifications

Photoelectric device	CIS
Effective pixels	5,100 × 21,600 pixels at 600 dpi
Document size	Max: 215.9 × 914.4 mm (8.5 × 36.0 inches) Min: 52 × 50.8 mm (2.0 × 2 inches)
Paper input	Face-down loading
Paper output	Face-down ejection
Paper capacity	50 sheets of paper at 80 g/m <sup>2</sup>
Scanning resolution	600 dpi (main scan) 600 dpi with Micro Step (sub scan)
Output resolution	75, 100, 150, 200, 240, 300, 400, 600, 1200 dpi (in increments of 1 dpi)
Image data	16 bits per pixel per color internal 1 to 8 bits per pixel per color external
Interface	One Hi-speed USB port
Light source	RGB LED

## Mechanical

Dimensions	Width: 297.0 mm (11.7 inches) Depth: 152.0 mm (6.0 inches) Height: 154.0 mm (6.1 inches) * Not including projecting parts
Weight	Approx. 2.5 kg (5.5 lb)

## Electrical

### Product

Rated input current	1.37 A
Rated input voltage	DC 24 V
Rated input frequency	50 to 60 Hz
Power consumption	Approx. 18 W Operating Approx. 7 W Ready Mode Approx. 1.6 W Sleep Mode 0.4 W Power off

## Technical Specifications

**Note:**

Power consumption varies depending on operating conditions and whether an option is installed.

## AC Adapter

AC adapter model	A441H
Rated input voltage	AC 100 to 240 V
Rated input current	0.8 A
Rated input frequency	50 to 60 Hz
Rated output voltage	DC 24 V
Rated output current	1.37 A

**Note:**

Check the label on the AC adapter or on the back of the product for voltage information.

## Environmental

Temperature	Operating	5 to 35 °C (41 to 95 °F)
	Storage	–25 to 60 °C (–13 to 140 °F)
Humidity	Operating	10 to 80%, without condensation
	Storage	10 to 85%, without condensation
Operating conditions		Ordinary office or home conditions. Avoid operating the product in direct sunlight, near a strong light source, or in extremely dusty conditions.

## Interfaces

### USB Interface

Interface type	Universal Serial Bus Specification Revision 2.0
Electrical standard	Hi-Speed USB (480 Mbits per second)
Connector type	One Type B port

**Note:**

The product may not work on the following conditions:

- ☐ Connected to the computer through a USB port on a keyboard or a monitor
- ☐ Connected to the computer with a long USB cable

## Technical Specifications

### Standards and approvals

#### Product

U.S. model:

EMC	FCC Part 15 Subpart B Class B CAN/CSA-CEI/IEC CISPR22 Class B
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European model:

EMC Directive 2004/108/EC	EN 55022 Class B EN 55024 EN 61000-3-2 EN 61000-3-3
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Australian model:

EMC	AS/NZS CISPR22 Class B
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#### AC adapter

U.S. model:

Safety	UL60950-1 CAN/CSA-C22.2 No. 60950-1
EMC	FCC Part 15 Subpart B Class B CAN/CSA-CEI/IEC CISPR22 Class B

European model:

Low Voltage Directive 2006/95/EC	EN 60950-1
EMC Directive 2004/108/EC	EN 55022 Class B EN 55024 EN 61000-3-2 EN 61000-3-3

Australian model:

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