EPSON®

DS-530 II/DS-575W II/DS-770 II User's Guide

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DS-530 II/DS-575W II/DS-770 II User's Guide

Welcome to the DS-530 II/DS-575W II/DS-770 II *User's Guide*.

For a printable PDF copy of this guide, click here.

Note: Availability of products in this guide varies by country.

Product Basics

See these sections to learn about the basic features of your product.

Product Parts Locations
User Replaceable Epson Scanner Parts
Changing the Power Off and Sleep Timer Settings
Using the Epson Smart Panel Mobile App

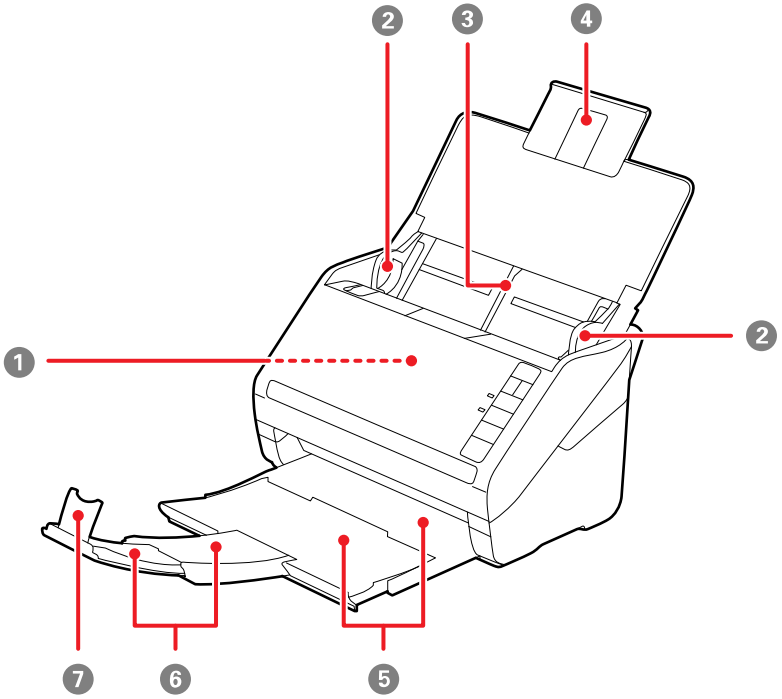
Product Parts Locations

See these sections to identify the parts on your product.

Scanner Parts
Scanner Buttons and Lights

Parent topic: Product Basics

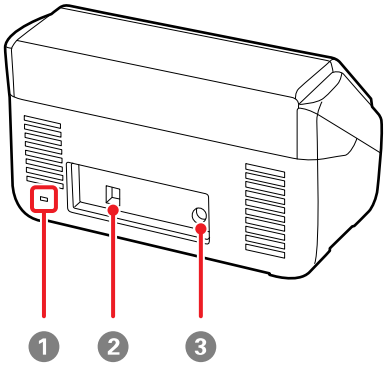
Scanner Parts



Note: The illustrations show the DS-575W II, but the parts are the same for the DS-530 II and DS-770 II.

1 ADF (Automatic Document Feeder)
2 Edge guides
3 Input tray
4 Input tray extension
5 Output tray
6 Output tray extensions

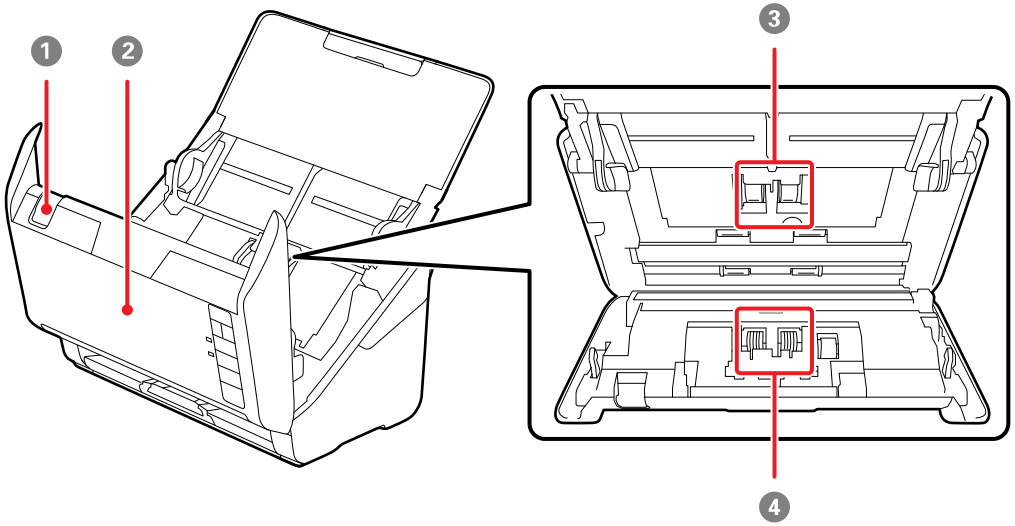
7 Stopper



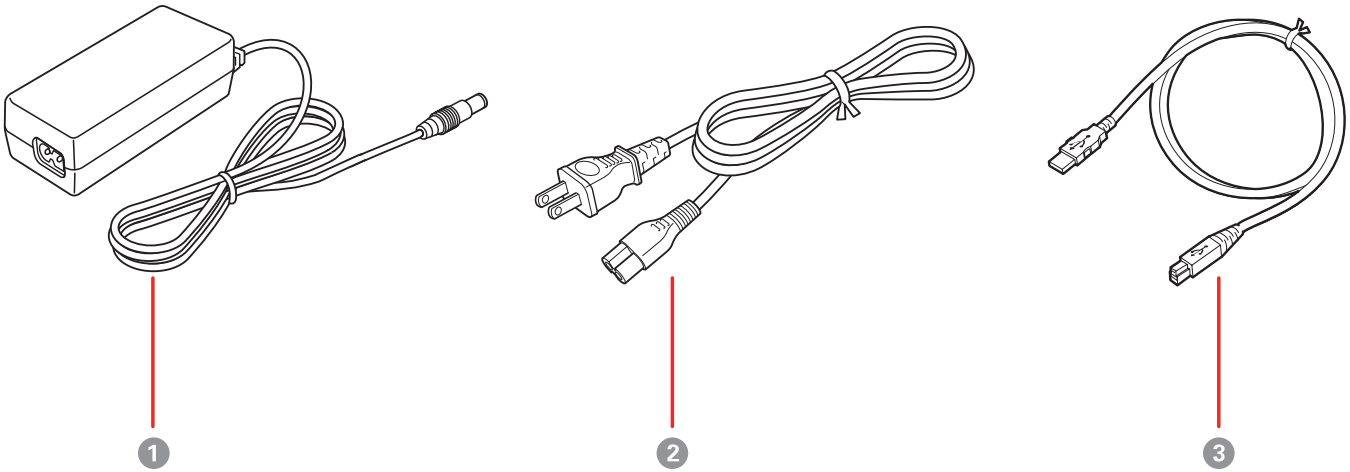
1 Kensington security slot

2 USB 3.0 port

3 Power inlet



1 Cover open lever
2 Scanner cover
3 Pickup rollers
4 Separation rollers



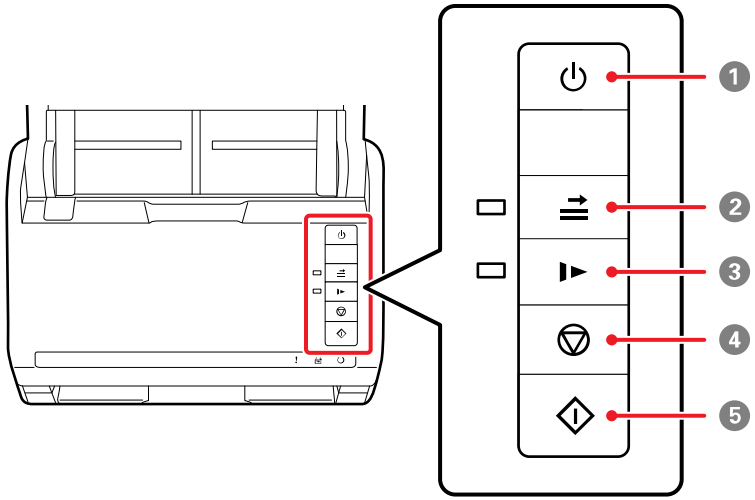
1 AC adapter
2 Power cord
3 USB 3.0 cable

Parent topic: Product Parts Locations

Scanner Buttons and Lights

Buttons

DS-530 II/DS-770 II



1 power button

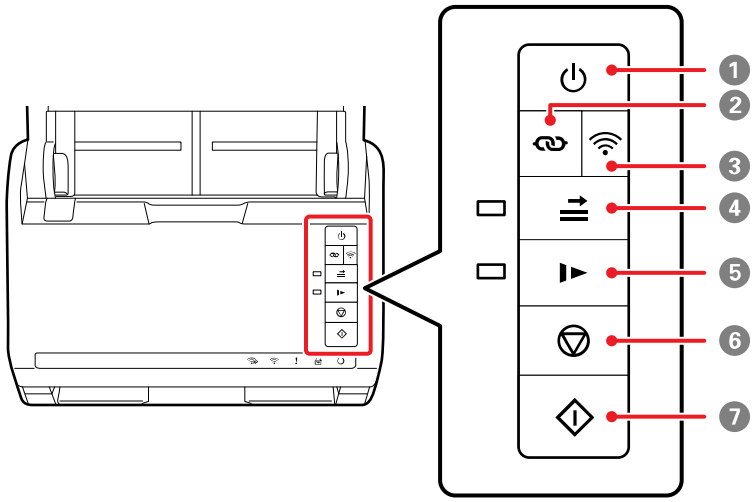
2 double feed detection skip button

3 slow mode button

4 stop button

5 start button

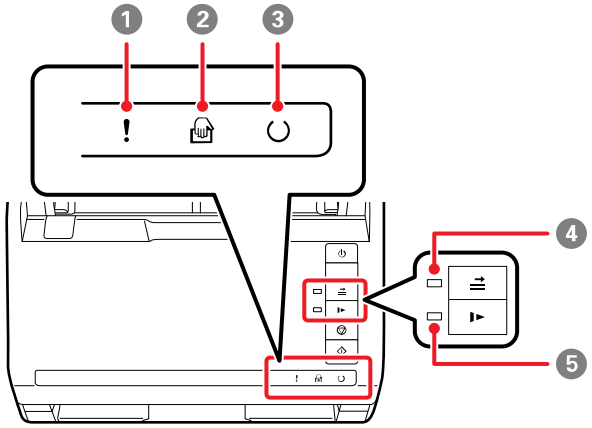
DS-575W II



1 power button
2 Wi-Fi connect button
3 Wi-Fi button
4 double feed detection skip button
5 slow mode button
6 stop button
7 start button

Lights

DS-530 II/DS-770 II



1 **!** error light

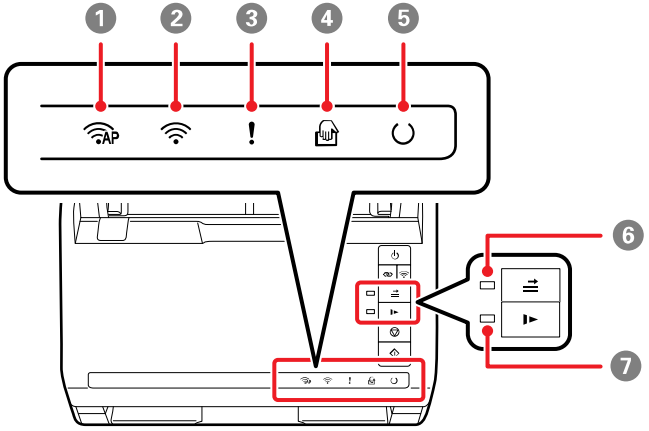
2 automatic feeding mode light

3 ready light

4 double feed detection skip light

5 slow mode light

DS-575W II



1 AP mode light
2 Wi-Fi light
3 **!** error light
4 automatic feeding mode light
5 ready light
6 double feed detection skip light
7 slow mode light

Parent topic: Product Parts Locations

User Replaceable Epson Scanner Parts

U.S. and Canada: You can purchase optional accessories and replacement parts at epson.com (U.S. sales) or epson.ca (Canadian sales). You can also purchase accessories from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Latin America: You can purchase optional accessories and replacement parts from an Epson authorized reseller. To find the nearest reseller, go to latin.epson.com. Or you can contact your nearest sales office as described in "Where to Get Help".

Note: Availability of accessories varies by country.

Part	Part number
Carrier sheet (5)	B12B819051
Roller assembly kit	B12B819671
Cleaning kit	B12B819291
Flatbed scanner dock (DS-530 II/DS-770-II only)	B12B819011
Epson Perfection V19 (for use with scanner dock)	B11B231201
Epson Perfection V39 (for use with scanner dock)	B11B232201

Parent topic: Product Basics

Related references

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Changing the Power Off and Sleep Timer Settings

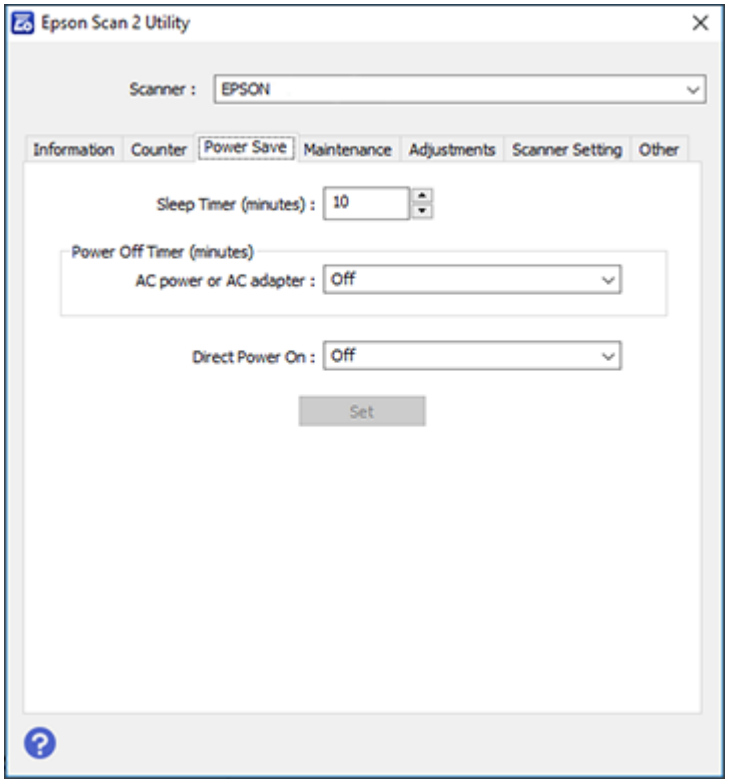
You can use the Epson Scan 2 Utility to change the time period before the scanner enters sleep mode and turns off automatically.

Note: The Power Off and Sleep Timer settings may not be available when you connect to the scanner over a network (DS-575W II).

1. Do one of the following to access the Epson Scan 2 Utility:
   - **Windows 11**: Click , then search for **Epson Scan 2 Utility** and select it.
   - **Windows 10**: Click  and select **EPSON** > **Epson Scan 2 Utility**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
   - **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

- **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.

2. Click the **Power Save** tab.



3. Select the length of time after which you want the scanner to go to sleep as the **Sleep Timer** setting.
4. Select the length of time after which you want the scanner to automatically turn off when not in use as the **Power Off Timer** setting.
5. Select the length of time after which you want the scanner to automatically turn off when not in use as the **AC power or AC adapter** setting. You can also turn off the timer.
6. Turn on the **Direct Power On** setting if you want the scanner to turn on when it is connected to the power source, without pressing the power button.
7. Click **Set** to save the settings.

8. Close the Epson Scan 2 Utility.

Parent topic: Product Basics

Using the Epson Smart Panel Mobile App

Use this free Apple and Android app to scan with networked Epson products (DS-575W II).

Note: Epson Smart Panel does not support scanning with a carrier sheet or scanning for originals that are 15.5 inches (393.8 mm) or longer.

1. Connect your product to your wireless network. See the link below.
2. Visit epson.com/connect (U.S.), epson.ca/connect (Canada), or latin.epson.com/connect (Latin America) to learn more about Epson Smart Panel and check the compatibility of your mobile device.
3. Download Epson Smart Panel from the Apple App Store or Google Play.
4. Connect your mobile device to the same wireless network as your product.
5. Open Epson Smart Panel and select your Epson product, if necessary.

Now you are ready to scan with your mobile device and your Epson product.

Parent topic: Product Basics

Related tasks

Setting Up Network Scanning

Loading Originals

Follow the instructions here to load your originals into the product.

Note: The illustrations show the DS-575W II, but the steps are the same for the DS-530 II and DS-770 II.

Loading Originals in the Input Tray
Loading Plastic and Laminated Cards in the Input Tray
Loading Special Originals

Loading Originals in the Input Tray

You can load originals that meet the document specifications in the input tray.

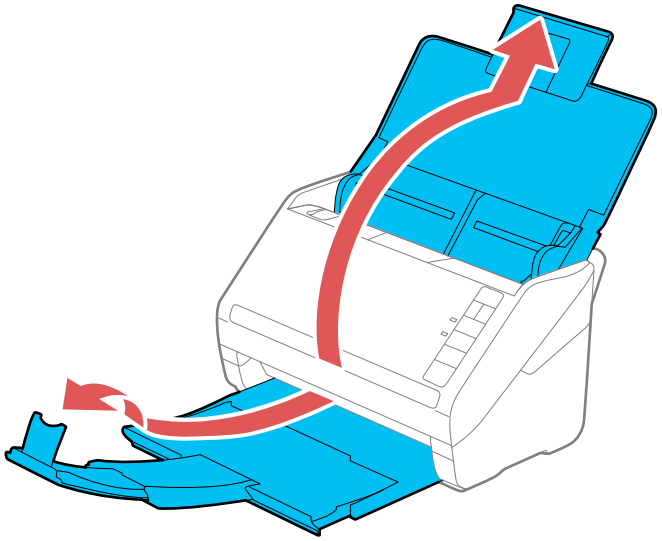
Caution: Do not load photos, valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals using an optional carrier sheet.

Note: Photos scanned using a document scanner may not have the same color depth as the original. Use a flatbed photo scanner with the optional flatbed scanner dock (DS-530 II/DS-770 II) to achieve the best color reproduction of photos.

The steps below describe loading originals of the same size. To load originals of multiple sizes at once, see the link at the end of these steps.

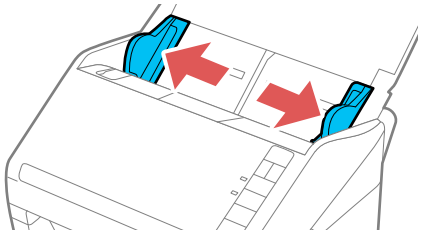
1. Open the input tray and pull up its extension.

2. Pull out the output tray and its extension, and open the stopper.



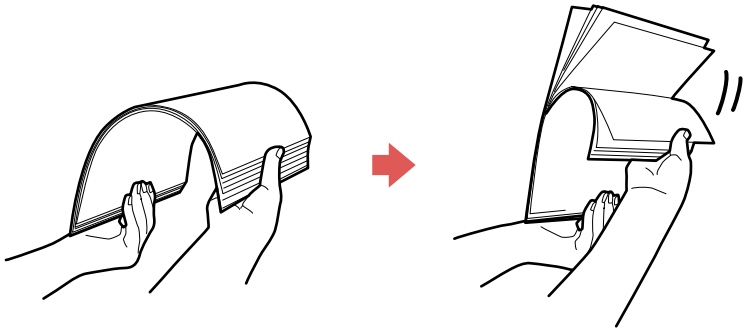
Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

3. Slide the input tray edge guides all the way out.

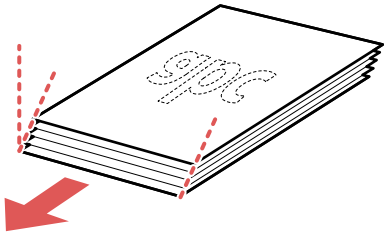


4. If you are loading a multi-page original, fan your stack of originals.

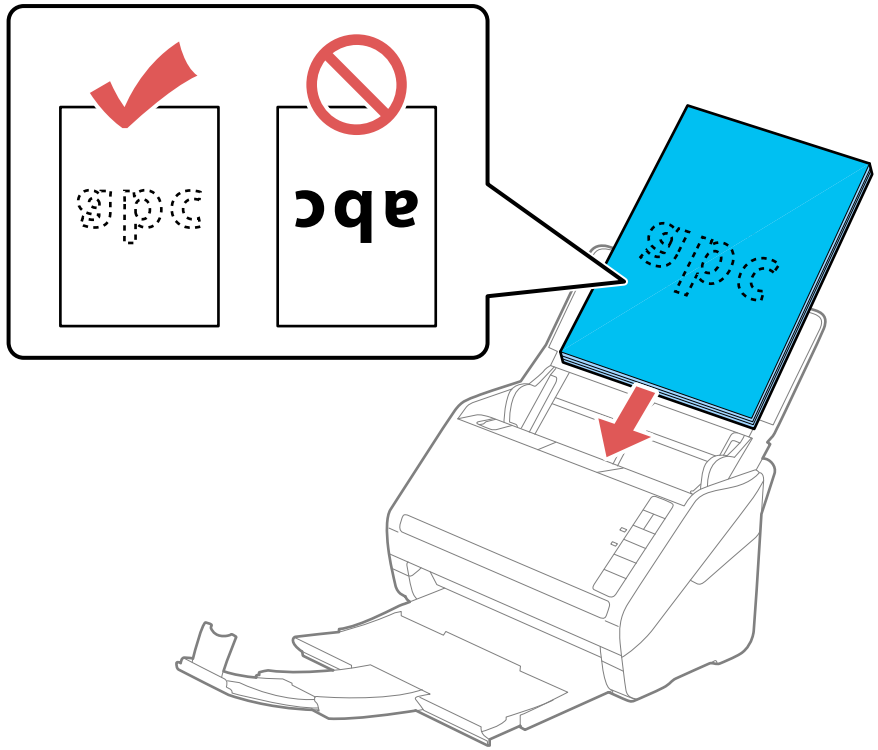
   Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, load only one sheet at a time.



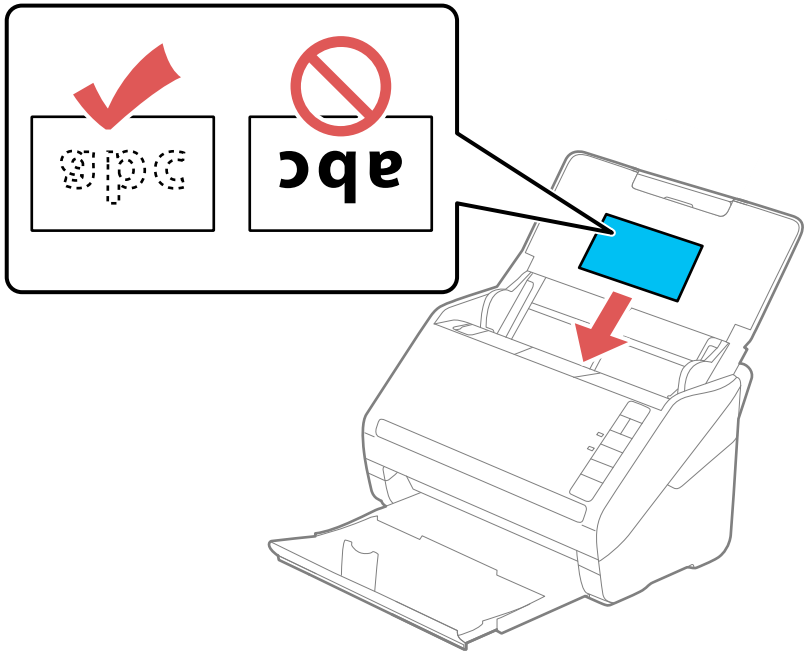
5. Stack the originals with the printed side facing down and slide the stack so the leading edge is at an angle as shown.



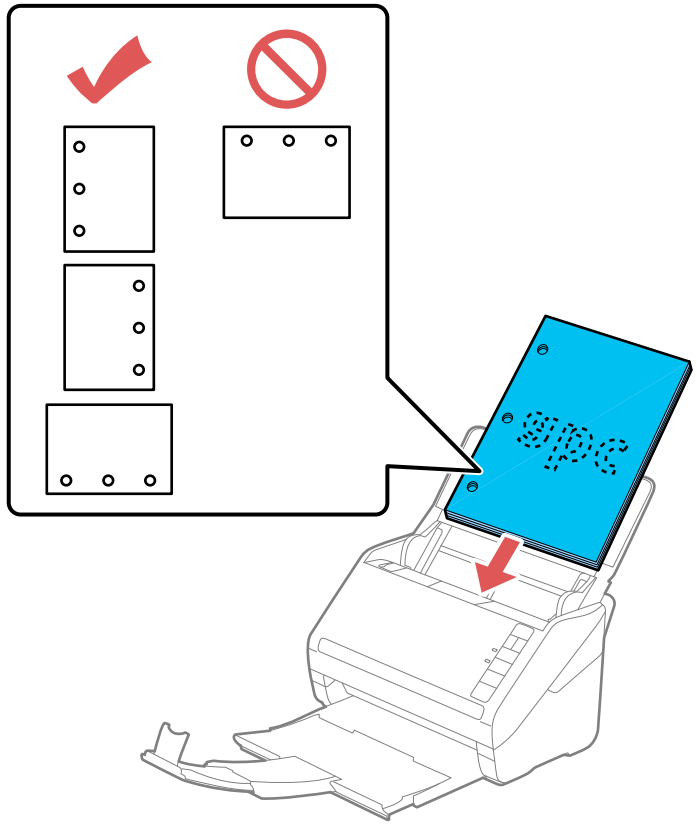
6. Load standard originals into the input tray printed side down and top edge first, and guide them in until they meet resistance.



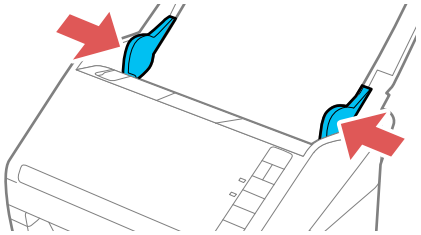
- If you are loading paper business cards, load up to 15 (DS-530 II/DS-575W II) or 30 (DS-770 II) cards printed side down and long edge first into the input tray horizontally, and slide them in until they meet resistance.


abc
abc

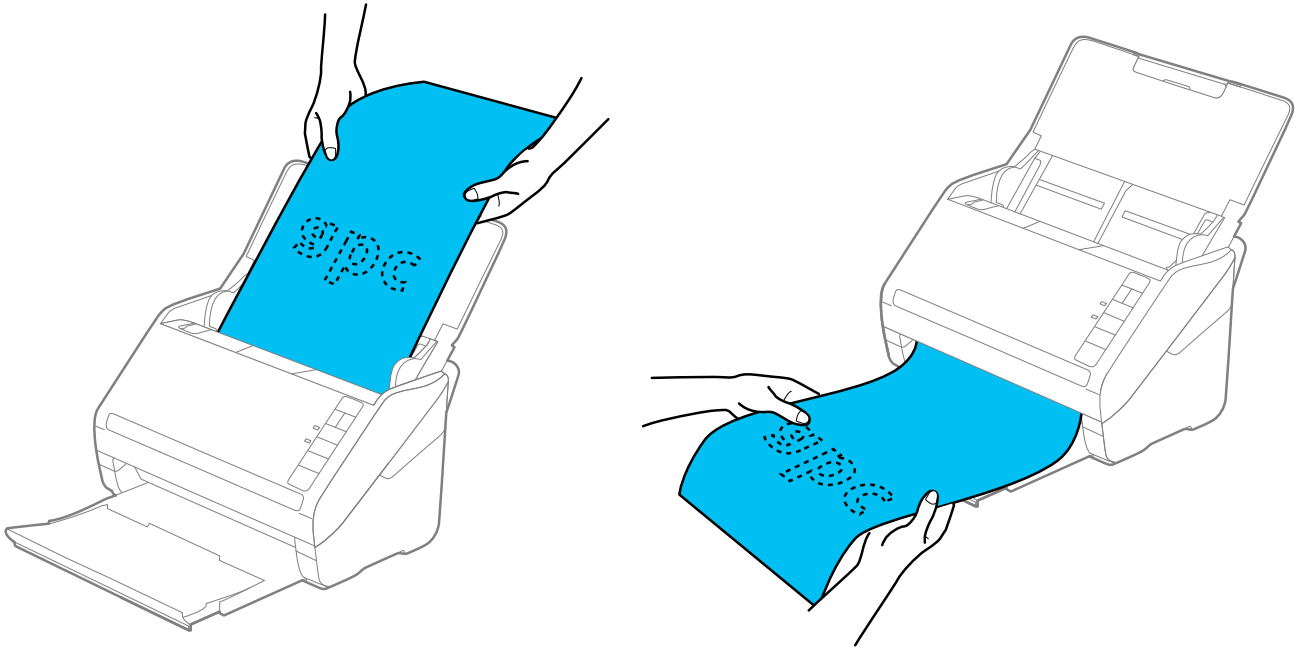
- If you are loading hole-punched originals, load them with the holes facing down or to the side as shown. The holes must be within 1.2 inches (30 mm) of the edge of the originals.



7. Slide the edge guides against the edges of the original.



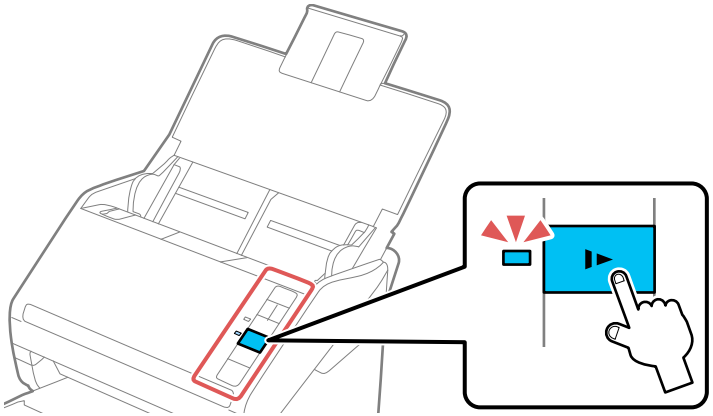
Note: If you are scanning originals that are 15.5 inches (393.8 mm) or longer, support the original as it enters into and ejects from the scanner as shown.



8. If necessary during scanning, adjust the position of the stopper on the output tray extension to fit the ejected originals.

   Note: If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the scanner. If the scanned images are affected by the originals ejecting below the scanner, try placing the scanner on the edge of a table where the ejected originals can drop freely.

If scanning thin or wrinkled paper causes paper jams, press the slow mode button once before scanning to slow down the feeding speed; press it again to return to normal speed.



If a paper feed error is detected, the Paper Protection feature stops the scanning process automatically to reduce damage to the original. To change the Paper Protection detection level, open the Epson Scan 2 Utility, click on the **Scanner Setting** tab, and select the desired level from the Paper Protection drop-down list.

Note: The Paper Protection feature does not prevent all documents from being damaged. Paper feed errors may not be detected depending on the paper feeding conditions.

Loading Multiple Sizes of Originals in the Input Tray
Original Document Specifications

Parent topic: Loading Originals

Related references
Original Document Specifications

Related topics
Scanning

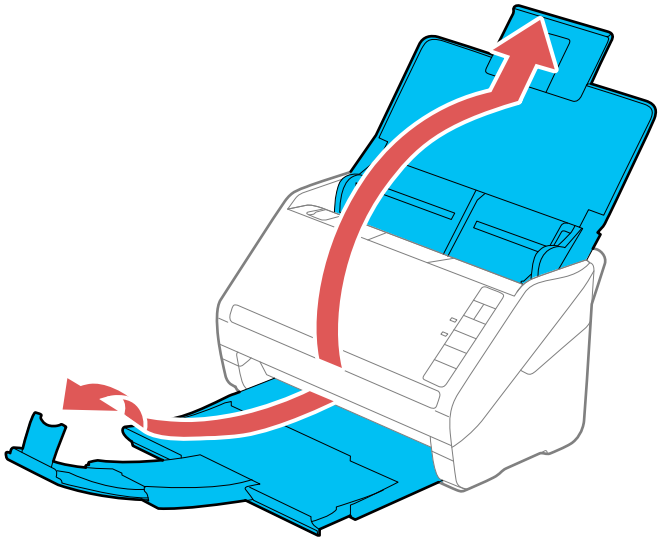
Loading Multiple Sizes of Originals in the Input Tray

You can load originals of different sizes, paper types, and thicknesses at one time in the input tray. Just make sure they meet the original document specifications.

Caution: Do not load photos, or valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals using an optional carrier sheet.

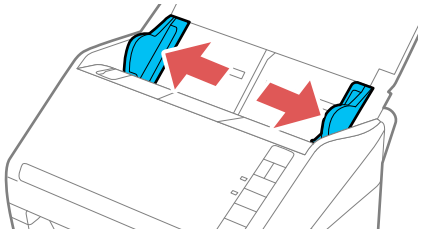
Note: Photos scanned using a document scanner may not have the same color depth as the original. Use a flatbed photo scanner with the optional flatbed scanner dock (DS-530 II/DS-770 II) to achieve the best color reproduction of photos.

1. Open the input tray and pull up its extension.
2. Pull out the output tray and its extension, and open the stopper.

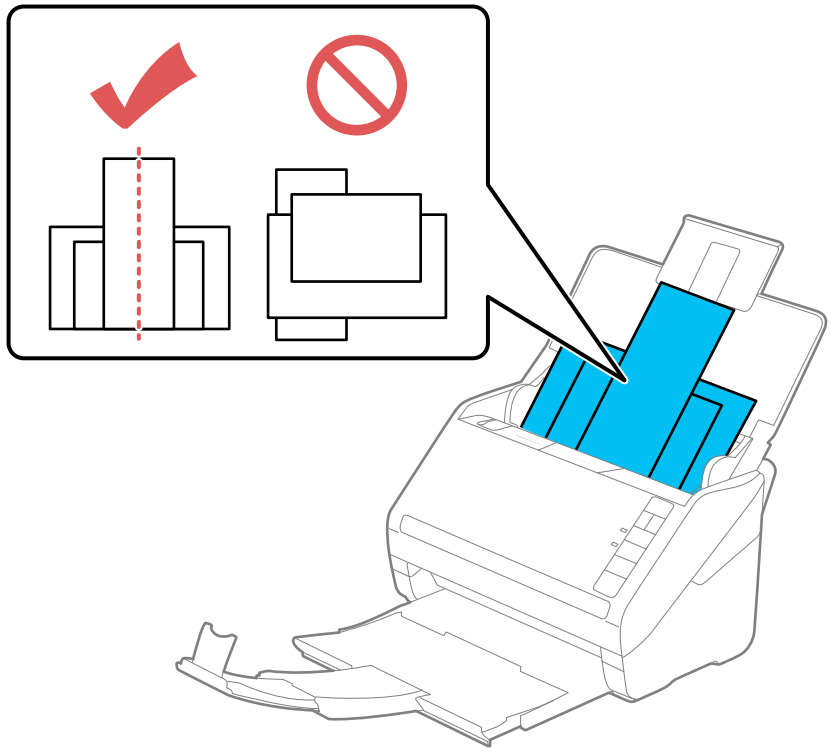


Note: If you are loading originals that are 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

3. Slide the input tray edge guides all the way out.



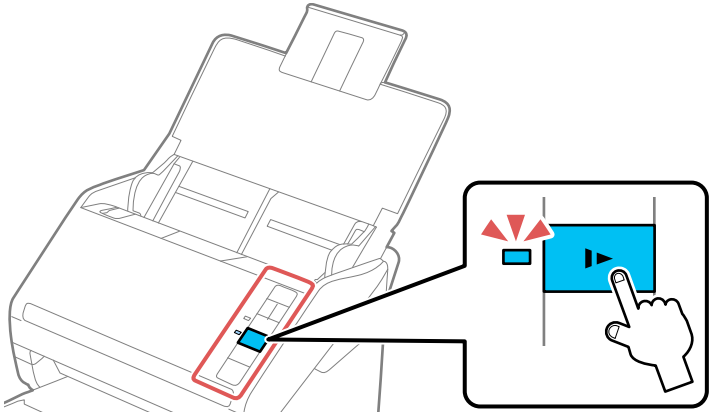
4. Load the originals in the input tray in descending order of paper size with the widest at the back and the narrowest at the front. Slide them in until they meet resistance. Make sure the printed sides are facedown and the top edges are slightly angled in the input tray.



5. Slide the edge guides against the edges of the widest original.
6. If necessary during scanning, adjust the position of the stopper on the output tray extension to fit the ejected originals.

   Note: If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the scanner. If the scanned images are affected by the originals ejecting below the scanner, try placing the scanner on the edge of a table where the ejected originals can drop freely.

If scanning thin or wrinkled paper causes paper jams, press the ▮► slow mode button once before scanning to slow down the feeding speed; press it again to return to normal speed.



Parent topic: Loading Originals in the Input Tray

Related topics

Scanning

Original Document Specifications

You can load original documents that meet these specifications in your scanner.

DS-530 II/DS-575W II

Paper type	Paper size	Paper weight	Loading capacity
Plain paper Fine paper Recycled paper	Letter (8.5 × 11 inches [216 × 279 mm])	7 to 110 lb (27 to 413 g/m²)	21 lb (80 g/m²): 50 sheets 24 lb (90 g/m²): 43 sheets 28 lb (104 g/m²): 37 sheets 34 lb (127 g/m²): 31 sheets 42 lb (157 g/m²): 25 sheets 56 lb (209 g/m²): 19 sheets 68 lb (256 g/m²): 15 sheets 110 lb (413 g/m²): 9 sheets Loading capacity may vary depending on the paper type.
	Legal (8.5 × 14 inches [216 × 356 mm])		
	A4 (8.3 × 11.7 inches [210 × 297 mm])		
	A5 (5.8 × 8.2 inches [148 × 210 mm])		
	A6 (4.1 × 5.8 inches [105 × 148 mm])		
	B5 (7.2 × 10.1 inches [182 × 257 mm])		
	B6 (5 × 7.2 inches [128 × 182 mm])		
	A8 (2.1 × 2.9 inches [52 × 74 mm])	34 to 110 lb (127 to 413 g/m²)	
Paper business cards	Business cards	Up to 56 lb (210 g/m²)	15 cards loaded horizontally

DS-770 II

Paper type	Paper size	Paper weight	Loading capacity
Plain paper Fine paper Recycled paper	Letter (8.5 × 11 inches [216 × 279 mm])	7 to 110 lb (27 to 413 g/m²)	21 lb (80 g/m²): 100 sheets 24 lb (90 g/m²): 86 sheets 28 lb (104 g/m²): 74 sheets 34 lb (127 g/m²): 62 sheets 42 lb (157 g/m²): 50 sheets 56 lb (209 g/m²): 38 sheets 68 lb (256 g/m²): 30 sheets 110 lb (413 g/m²): 18 sheets Loading capacity may vary depending on the paper type.
	A4 (8.3 × 11.7 inches [210 × 297 mm])		
	A5 (5.8 × 8.2 inches [148 × 210 mm])		
	A6 (4.1 × 5.8 inches [105 × 148 mm])		
	B5 (7.2 × 10.1 inches [182 × 257 mm])		
	B6 (5 × 7.2 inches [128 × 182 mm])		
	A8 (2.1 × 2.9 inches [52 × 74 mm])	34 to 110 lb (127 to 413 g/m²)	

Paper type	Paper size	Paper weight	Loading capacity
Plain paper Fine paper Recycled paper	Legal (8.5 × 14 inches [216 × 356 mm])	7 to 110 lb (27 to 413 g/m²)	21 lb (80 g/m²): 80 sheets 24 lb (90 g/m²): 69 sheets 28 lb (104 g/m²): 59 sheets 34 lb (127 g/m²): 50 sheets 42 lb (157 g/m²): 40 sheets 56 lb (209 g/m²): 30 sheets 68 lb (256 g/m²): 24 sheets 110 lb (413 g/m²): 14 sheets
Paper business cards	Business cards	Up to 56 lb (210 g/m²)	30 cards loaded horizontally

Note: You can load originals of different sizes, paper types, and thicknesses up to this size: Letter (8.5 × 11 inches [216 × 279 mm]).

The following types of originals may not be successfully scanned or may require special attention:

- Originals with uneven surfaces, such as embossed documents or letterhead
- Originals with wrinkles or fold lines
- Perforated originals
- Originals with labels or stickers
- Carbonless paper
- Curled originals
- Coated paper

Note: Lightly wrinkled paper may scan better if you slow down the feeding speed during scanning or smooth out the wrinkles before loading. Use a carrier sheet to scan delicate originals or originals that are

easily wrinkled. To scan originals that are incorrectly detected as double feeds, press the double feed detection skip button before scanning, or set the **Detect Double Feed** setting to **Off** on the Main Settings tab in the Epson Scan 2 window.

Caution: Do not load the following types of originals directly in the scanner, or they may be damaged or may damage the scanner:

- Photos
- Originals that are bound
- Passports
- Thermal paper
- Fabric or other non-paper originals
- Originals containing staples or paper clips
- Originals with wet ink or glue
- Ripped originals
- Heavily wrinkled or curled originals
- Originals with holes on the bottom of them
- Transparencies
- Originals with carbon paper backing
- Originals with sticky notes attached
- Glossy originals

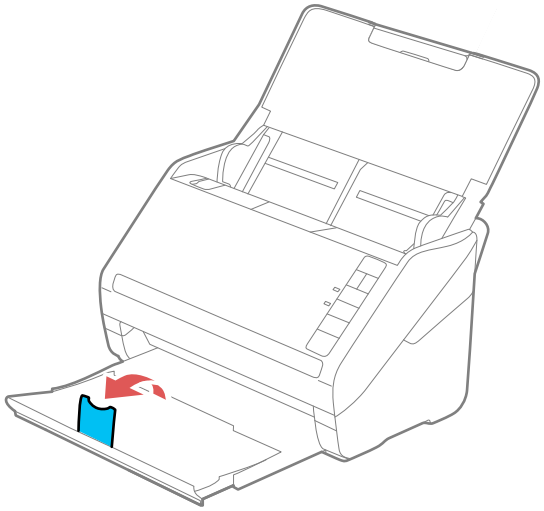
Note: Photos scanned using a document scanner may not have the same color depth as the original. Use a flatbed photo scanner with the optional flatbed scanner dock (DS-530 II/DS-770 II) to achieve the best color reproduction of photos.

Parent topic: Loading Originals in the Input Tray

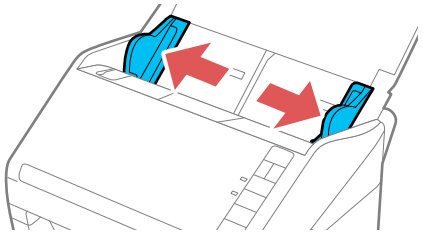
Loading Plastic and Laminated Cards in the Input Tray

You can load plastic and laminated cards that meet the card specifications in the input tray.

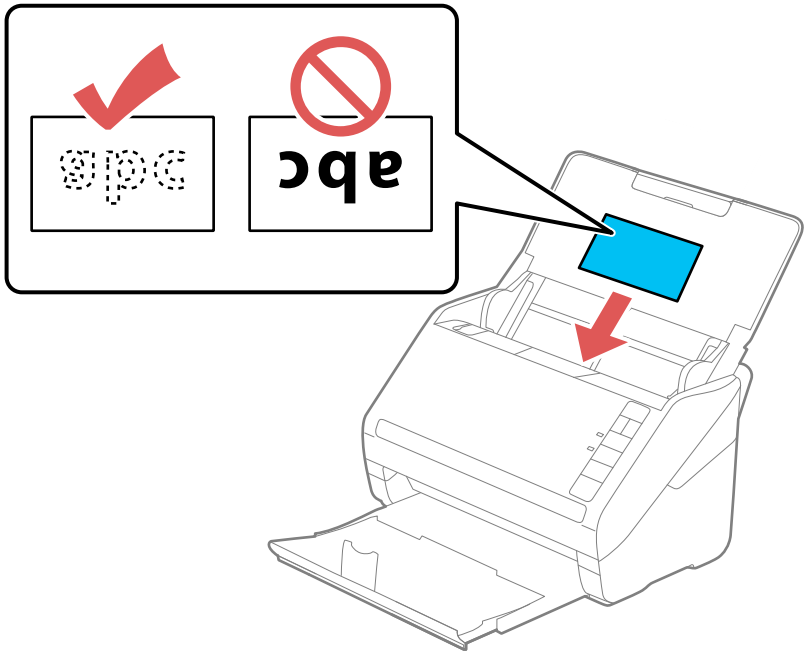
1. Open the input tray, pull out the output tray, and open the stopper. Do not pull out the extensions.



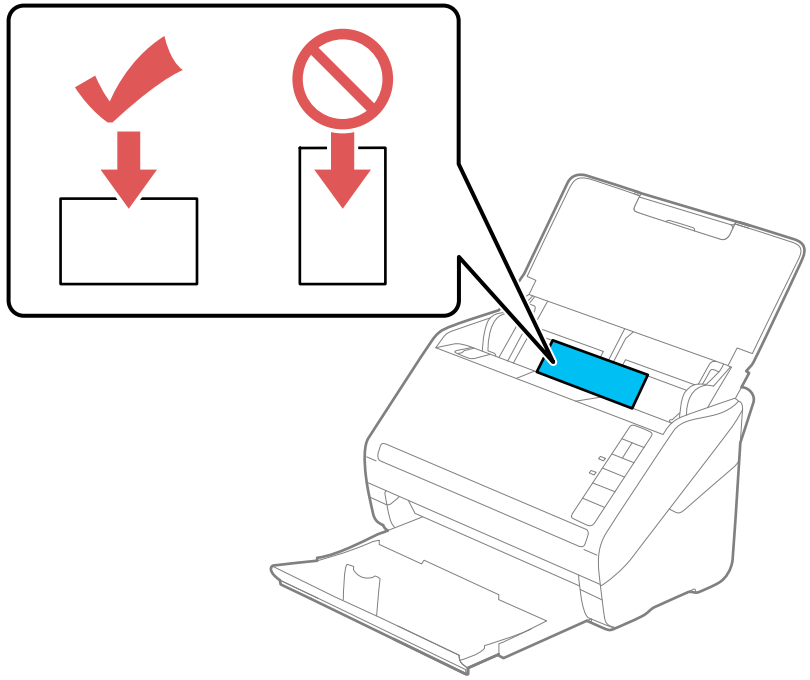
2. Slide the input tray edge guides all the way out.



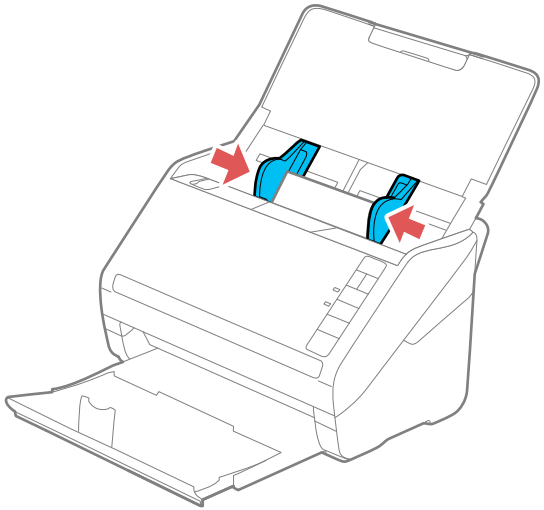
3. Load plastic or laminated cards printed side down and long edge first into the input tray horizontally, and slide them in until they meet resistance.



Note: Do not load plastic cards vertically.

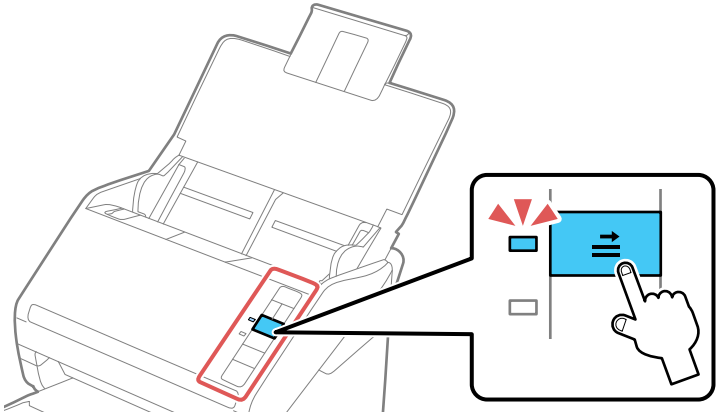


4. Slide the edge guides against the edges of the card.



5. Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2 when scanning the cards.

   Note: If you do not disable the **Detect Double Feed** setting and a double feed error occurs, remove the plastic or laminated card from the input tray and reload it. Press the double feed detection skip button to disable the Detect Double Feed feature and scan again.



Plastic and Laminated Card Specifications

Parent topic: Loading Originals

Related references

Plastic and Laminated Card Specifications

Related topics

Scanning

Plastic and Laminated Card Specifications

You can load original plastic and laminated cards that meet these specifications in your scanner.

Paper type	Paper size	Paper thickness	Loading capacity
Plastic cards, embossed (ISO781A ID-1 compliant)	2.1 × 3.3 inches (54 × 85.6 mm)	0.05 inch (1.24 mm) maximum	1 card (horizontal)
Plastic cards, standard (ISO781A ID-1 compliant)		0.03 inch (0.76 mm) maximum	5 cards (horizontal)
Laminated cards	4.7 × 5.9 inches (120 × 150 mm) or smaller	0.03 inch (0.8 mm) maximum	1 card

Note: Plastic cards with glossy surfaces may not scan properly.

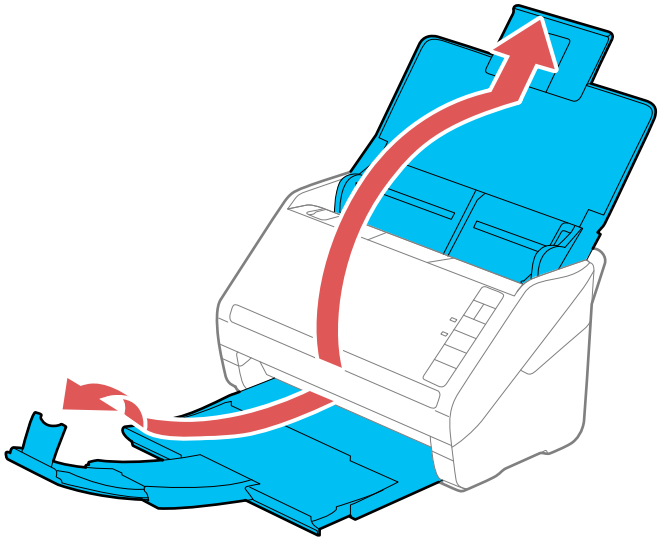
Parent topic: Loading Plastic and Laminated Cards in the Input Tray

Loading Special Originals

You can load a photo or large, thick, or folded original in the input tray using one or more carrier sheets. You can also load envelopes. Make sure the originals meet the specifications for special originals before loading them.

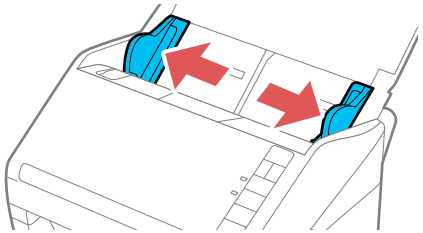
1. Open the input tray and pull up its extension.

2. Pull out the output tray and its extension, and open the stopper.

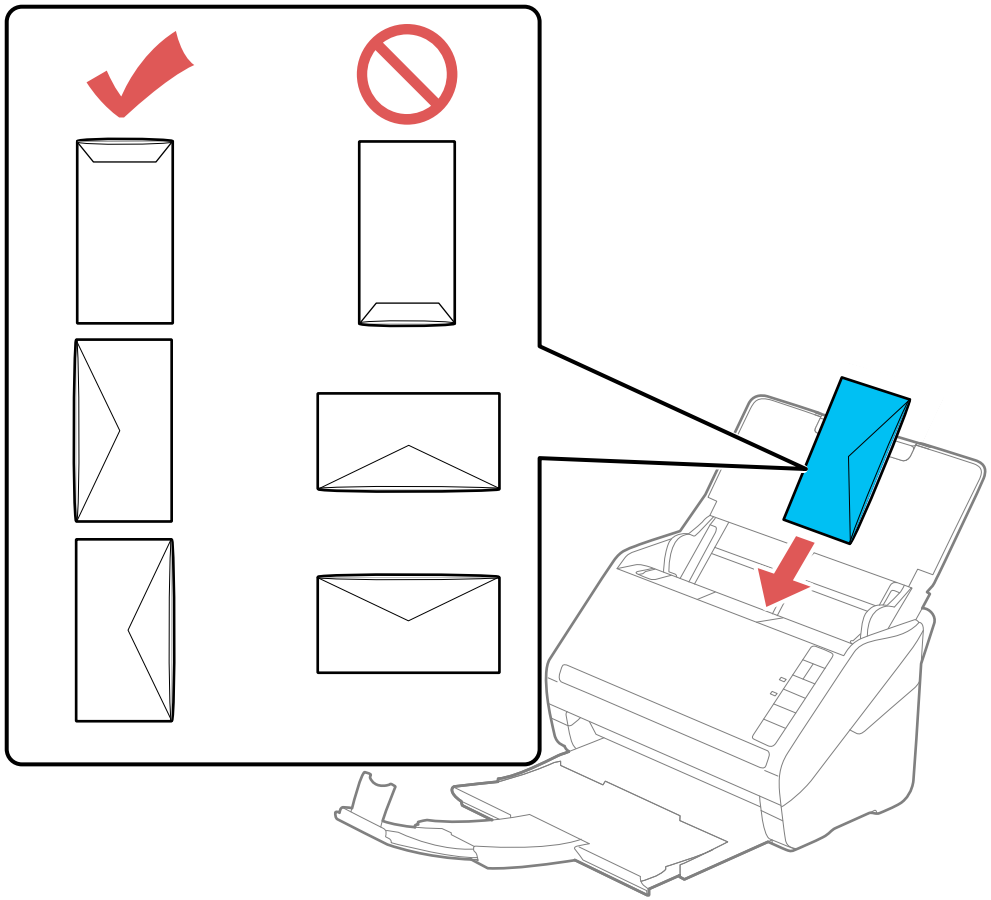


Note: If you are loading originals that are 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

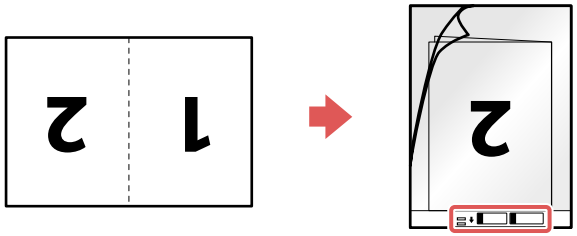
3. Slide the input tray edge guides all the way out.



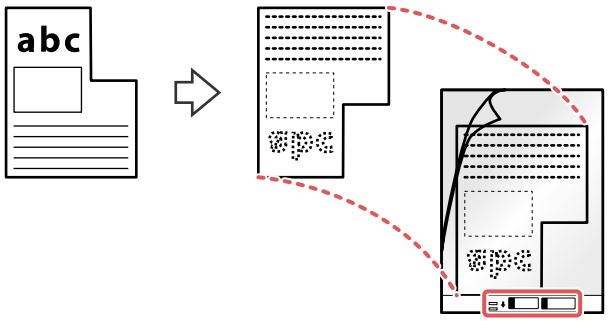
4. Load envelopes vertically in the input tray with the printable side down and the flap facing as shown. Slide in the envelopes until they meet resistance.



5. Do one of the following to load a photo, or folded or irregularly shaped originals:
   - For a Letter- or A4-size or larger original, fold it as shown and place it in the center of an optional carrier sheet. Make sure the illustration on the front edge of the carrier sheet is facing up.



   - For a photo or an irregularly shaped original, load it in the center of an optional carrier sheet with the printed side face down. Make sure the illustration on the front edge of the carrier sheet is facing up.



Note: Photos scanned using a document scanner may not have the same color depth as the original. Use a flatbed photo scanner with the optional flatbed scanner dock (DS-530 II/DS-770 II) to achieve the best color reproduction of photos.

6. Load the carrier sheet in the input tray as shown until it meets resistance.

Folded original

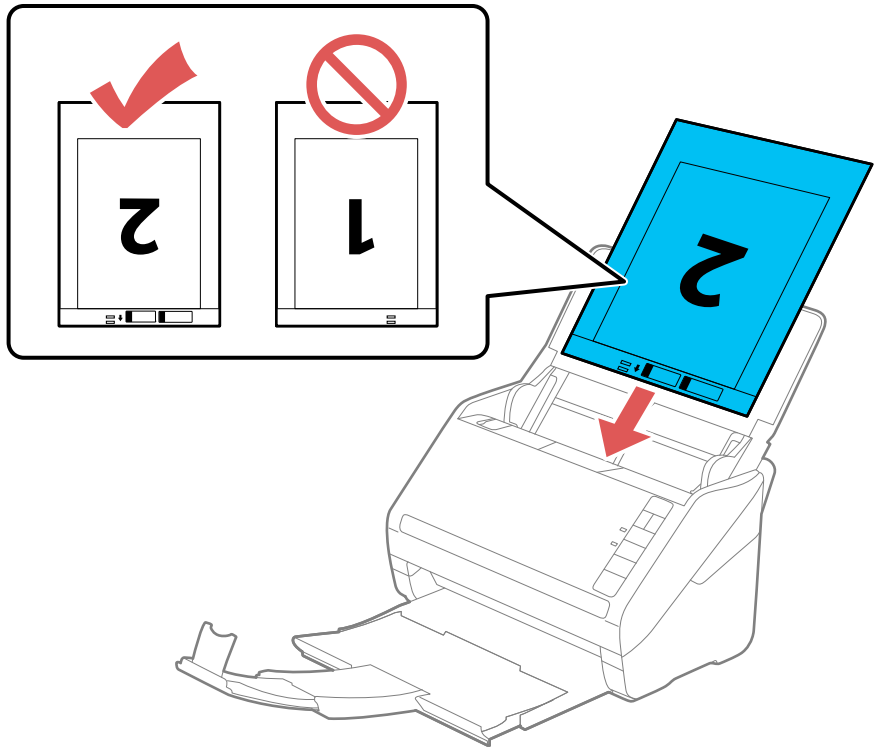
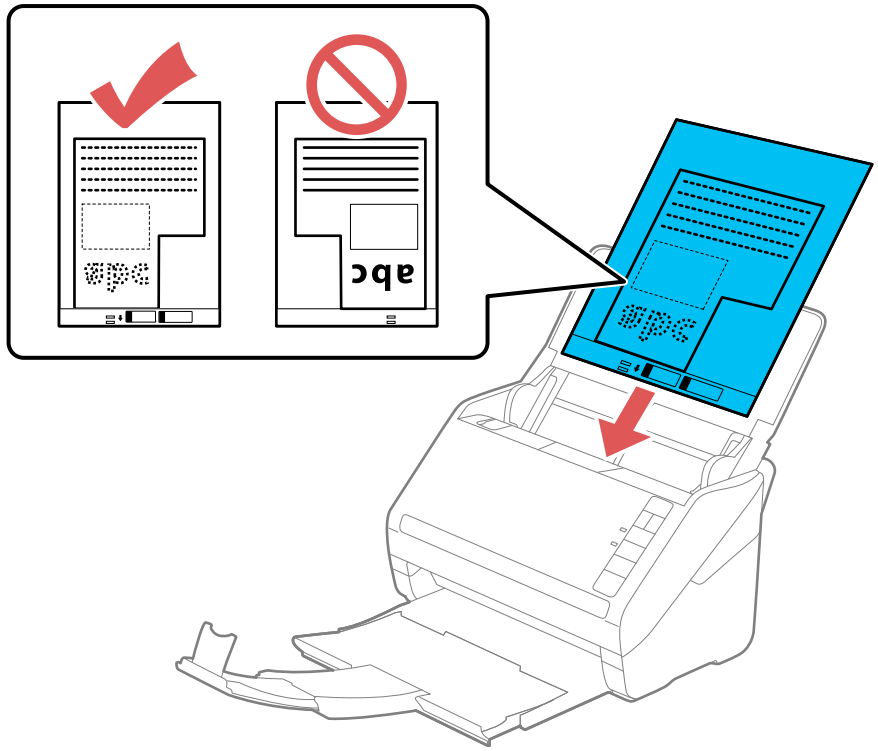
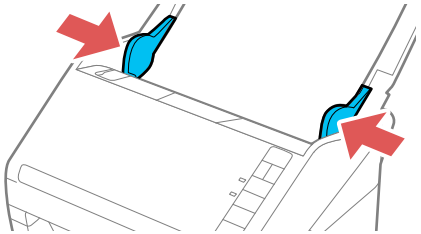


Photo or irregularly shaped original



7. Slide the edge guides against the edges of the original or carrier sheet.



8. Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2 when scanning special originals.

9. If necessary during scanning, adjust the position of the stopper on the output tray extension to fit the ejected originals.

   Note: If thicker paper does not eject properly or falls from the output tray, push in the output tray and allow the originals to eject freely onto the surface below the scanner. If the scanned images are affected by the originals ejecting below the scanner, try placing the scanner on the edge of a table where the ejected originals can drop freely.

Special Original Specifications

Parent topic: Loading Originals

Related references

Special Original Specifications

Related topics

Scanning

Special Original Specifications

You can load photos, envelopes, or large, thick, or folded originals that meet these specifications in your scanner.

Note: Photos scanned using a document scanner may not have the same color depth as the original. Use a flatbed photo scanner with the optional flatbed scanner dock (DS-530 II/DS-770 II) to achieve the best color reproduction of photos.

Paper type	Paper size	Paper thickness	Loading capacity
Large originals (plain paper, fine paper, or recycled paper) (load only in a carrier sheet)	Up to this size: A3 (11.7 × 16.5 inches [297 × 420 mm])	0.012 inch (0.3 mm) maximum (excluding the thickness of the carrier sheet)	DS-530 II/DS-575W II: 5 carrier sheets DS-770 II: 10 carrier sheets
Photos (load only in a carrier sheet)	Up to this size: A4 (8.3 × 11.7 inches [210 × 297 mm])	0.012 inch (0.3 mm) maximum (excluding the thickness of the carrier sheet)	DS-530 II/DS-575W II: 5 carrier sheets DS-770 II: 10 carrier sheets

Paper type	Paper size	Paper thickness	Loading capacity
Envelopes	4.49 × 6.38 inches (114 × 162 mm) 4.33 × 8.66 inches (110 × 220 mm)	0.015 inch (0.38 mm) maximum	DS-530 II/DS-575W II: 5 envelopes DS-770 II: 10 envelopes
Irregularly shaped originals (load only in a carrier sheet)	Up to this size: A4 (8.3 × 11.7 inches [210 × 297 mm])	0.012 inch (0.3 mm) maximum (excluding the thickness of the carrier sheet)	DS-530 II/DS-575W II: 5 carrier sheets DS-770 II: 10 carrier sheets

Note: Originals that are wider than 8.5 inches (215.9 mm) need to be folded in half. The leading edge of originals approximately 11.7 inches (297 mm) long must be placed at the binding part of the carrier sheet. 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 the scanning software.

Parent topic: Loading Special Originals

Wi-Fi Networking

See these sections to use your scanner over a Wi-Fi network (DS-575W II).

Network Security Recommendations
Connecting to an Existing Wi-Fi Network
Setting Up Wireless Scanning from a Smart Device Using Epson Smart Panel
Direct Wi-Fi Mode (AP Mode) Setup
Wi-Fi Protected Setup (WPS)
Setting Up Network Scanning
Disabling Wi-Fi Features
Restoring Default Network Settings

Network Security Recommendations

To help deter unauthorized access to your product over a network, you should protect your network environment using appropriate security measures.

Security measures such as these can help deter threats such as loss of user data, use of telephone and fax lines, and other intrusions:

- **Enable security on your wireless LAN**

  Enable the appropriate security on the wireless LAN you plan to use with your product. Network security such as a network password can deter interception of traffic over the wireless LAN. Your router may already have a default password enabled by your Internet service provider (ISP). See your ISP and router documentation for instructions on how to change the default password and better secure your network.

- **Connect your product only to a network protected by a firewall**

  Connecting your product directly to the Internet may leave it vulnerable to security threats. Instead, connect it to a router or other network connection protected by a firewall. Your router may already have a firewall set up by your Internet service provider; check with your ISP for confirmation. For best results, set up and use a private IP address for your network connection.

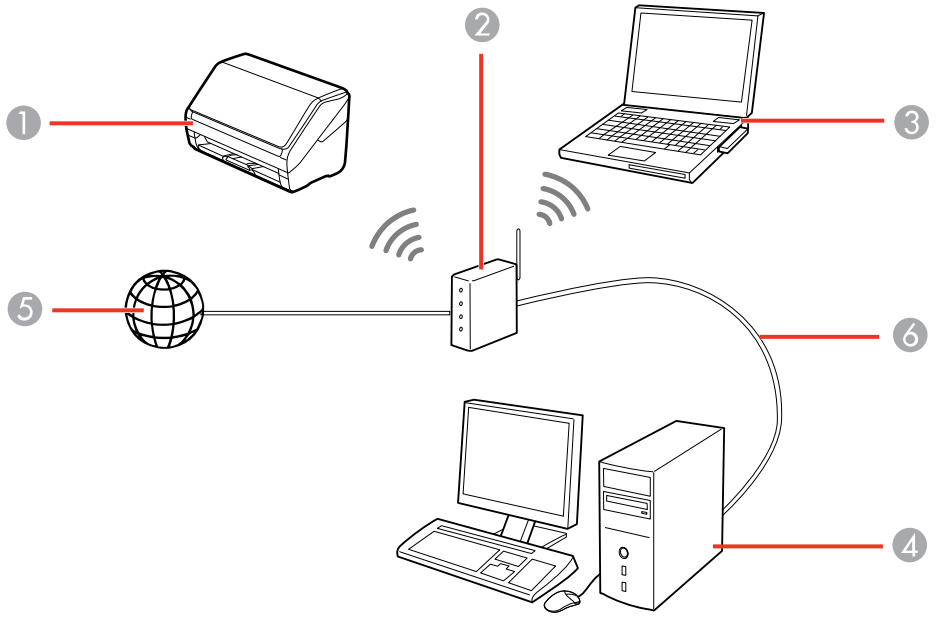
- **Change the default administrator password on your product**

  If your product has an option to set an administrator password, change the default administrator password to deter access by unauthorized users to personal data stored on your product, such as IDs, passwords, and contact lists.

Parent topic: Wi-Fi Networking

Connecting to an Existing Wi-Fi Network

You can set up your product to communicate with your computer using a wireless router. The wireless router can be connected to your computer over a wireless or wired network.



1 Epson product
2 Wireless router
3 Computer with a wireless interface
4 Computer
5 Internet
6 Ethernet cable (used only for wired connection to the wireless router)

Manually Connecting to a Wi-Fi Network

Parent topic: Wi-Fi Networking

Manually Connecting to a Wi-Fi Network

You can manually connect the scanner to a Wi-Fi network by entering the network names (SSIDs) and passwords for your wireless network router and scanner. You must have a computer with a wireless adapter to set up the connection. Also make sure you have installed the scanner software as described on the scanner *Start Here* sheet.

Note: For best results, re-install your scanner software and follow the on-screen instructions to connect to a network.

1. Make a note of the SSID and password shown on the label on the back of the scanner.
2. Turn on the scanner.
3. Press the Wi-Fi button on the scanner's control panel.
4. From your computer or device, open the list of wireless networks and select the SSID shown on the scanner label. Then select the connect option.
5. Enter the password shown on the scanner label.

   The AP mode light comes on in blue, indicating an AP mode connection.
6. Connect your computer or device to the wireless network.

   Wait for the Wi-Fi light on the scanner to stop flashing and stay on, indicating that the scanner is connected to the network.
7. Select the link below to set up network scanning. You must set up network scanning to connect your computer and wireless scanner.

Parent topic: Connecting to an Existing Wi-Fi Network

Related tasks

Setting Up Network Scanning

Setting Up Wireless Scanning from a Smart Device Using Epson Smart Panel

You can use the Epson Smart Panel app to connect your Epson product to a wireless network or connect your smart device directly to the product. Epson Smart Panel is available on iOS and Android devices.

Make sure you have the following:

- A device that is connected to a wireless network

- The Epson Smart Panel app installed on the device
- The wireless network name (SSID) and password

1. Make sure the product is turned on and is ready to scan.

   Note: You must perform initial setup before setting up wireless scanning.

2. Open the Epson Smart Panel app on your device.
3. Do one of the following:
   - If the app automatically recognizes the product, follow the on-screen instructions to set up the wireless connection.
   - If the app does not automatically recognize the product, select the **+** icon and continue with the next step.
4. On the next screen, select **Connect to a New Product**.
5. Select your product from the list.

   Note: If your product is not listed, move closer to the product and try again. If the product is still not shown, connect your scanner to the wireless network again and then select **Connect to Existing Product** in the Epson Smart Panel app and follow the on-screen instructions. See the link below for wireless setup instructions.

6. Select **Next** to select the current wireless network.

   Note: If you want to connect the product to a different wireless network, select **Change another Wi-Fi SSID**.

7. Enter the password for the wireless network and select **OK**.

   The app starts configuring the product.

Your product is now connected to a wireless network and set up for use with the Epson Smart Panel app.

Parent topic: Wi-Fi Networking

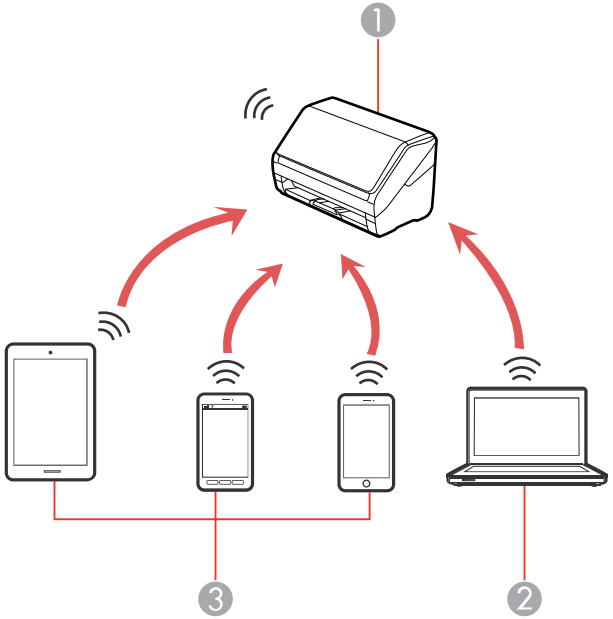
Related tasks

Using the Epson Smart Panel Mobile App

Starting a Scan from a Smartphone or Tablet

Direct Wi-Fi Mode (AP Mode) Setup

You can set up your scanner to communicate directly with your computer or another device without requiring a wireless router. If your product is not already connected to a wireless network, it enters access point mode and the scanner itself acts as the network access point for up to 4 devices.



1 Epson scanner

2 Computer with a wireless interface

3 Other wireless devices

Note: Devices directly connected to the scanner cannot communicate with each other through the scanner.

Enabling a Direct Wi-Fi (AP Mode) Connection

Using WPS to Set Up a Direct Wi-Fi Connection

Parent topic: Wi-Fi Networking

Enabling a Direct Wi-Fi (AP Mode) Connection

You can enable a direct Wi-Fi connection to allow direct communication between your scanner and computer or other devices without a wireless router or access point.

Note: If you are connecting a wireless device to the scanner using a direct Wi-Fi (AP mode) connection, the scanner is connected to the same Wi-Fi network (SSID) as the wireless device. When you turn off the scanner, the wireless device is automatically connected to other Wi-Fi networks, so you must reconnect to the scanner in AP mode from the wireless device when you turn the scanner back on. To avoid reconnecting every time you turn the scanner off and back on, connect the scanner to an access point instead.

1. Make a note of the SSID and password shown on the label on the back of the scanner.
2. Open the scanner's input tray.
3. Press the Wi-Fi button on the scanner's control panel.
4. From your computer or device, search for and select the SSID shown on the label on the back of the scanner.
5. Enter the password shown on the label on the back of the scanner.

   The AP mode light lights up in blue indicating an AP mode connection. If the connection is unsuccessful, make sure you entered the password correctly.

Parent topic: Direct Wi-Fi Mode (AP Mode) Setup

Using WPS to Set Up a Direct Wi-Fi Connection

You can use Wi-Fi Protected Setup (WPS) to create a direct Wi-Fi connection to a WPS-enabled computer or device.

1. Press the **WPS** button on your computer or device, or enable the WPS feature.

   The computer or device enters standby mode for WPS connection for 2 minutes.
2. Press and hold the Wi-Fi connect button on the scanner for at least 3 seconds, then release it when the Wi-Fi light flashes blue.

   When the Wi-Fi light on the scanner stays on, the connection is established.

Parent topic: Direct Wi-Fi Mode (AP Mode) Setup

Wi-Fi Protected Setup (WPS)

If your network uses a WPS-enabled wireless router, you can quickly connect your product to the network using Wi-Fi Protected Setup (WPS).

Note: To check if your router is WPS-enabled, look for a button labeled **WPS** on your router. If there is no hardware button, there may be a WPS setting in the software for the device. Check your network product documentation for details.

Using WPS to Connect to a Network
Using WPS PIN Mode to Connect to a Network

Parent topic: Wi-Fi Networking

Using WPS to Connect to a Network

If you have a WPS-enabled wireless router, you can use Wi-Fi Protected Setup (WPS) to connect your scanner to the network. Make sure you have installed your scanner software as described on your scanner *Start Here* sheet.

Note: For best results, re-install your scanner software and follow the on-screen instructions to connect to a network.

1. Open the scanner's input tray.
2. Enable WPS on your router by pressing and holding the **WPS** button on your wireless router until the security light flashes or by enabling the WPS setting in your router firmware.

   The router enters WPS discovery mode for 2 minutes.

   Note: If you cannot locate the WPS button, or there are no buttons on the router or access point, see the documentation provided with your router for details.

3. Press and hold the Wi-Fi connect button on the scanner for at least 3 seconds, then release it when the Wi-Fi light flashes blue.

   Note: If you do not complete this step within 2 minutes, repeat steps 1 through 3.

   The Wi-Fi and AP mode lights flash alternately while establishing the connection. When the Wi-Fi light on the scanner stays on, the scanner is connected to the network.

Note: If the **!** error light turns on, the connection failed. Press the stop button to clear the error, restart the scanner and router, and repeat these steps.

4. Select the link below to set up network scanner. You must set up network scanning to connect your computer and wireless scanner.

Parent topic: Wi-Fi Protected Setup (WPS)

Related tasks

Setting Up Network Scanning

Using WPS PIN Mode to Connect to a Network

If you have a WPS-enabled wireless router that supports PIN mode, you can use Wi-Fi Protected Setup (WPS) PIN mode to connect your scanner to the network.

1. Open the scanner's input tray.
2. Press and hold the Wi-Fi button and the Wi-Fi connect button on the scanner simultaneously for at least three seconds, then release them when the Wi-Fi light flashes blue.

   Note: The scanner enters discovery mode for 2 minutes.

3. Use your computer to enter the PIN code **01234565** into the WPS PIN number setting in the wireless router within 2 minutes.

   Note: If you do not enter the code within 2 minutes, repeat steps 1 through 3.

   The Wi-Fi and AP mode lights flash alternately while establishing the connection. When the Wi-Fi light on the scanner stays on, the scanner is connected to the network.

   Note: If the **!** error light turns on, the connection failed. Press the stop button to clear the error, restart the router, and repeat these steps.

4. Select the link below to set up network scanning. You must set up network scanning to connect your computer and wireless scanner.

Parent topic: Wi-Fi Protected Setup (WPS)

Related tasks

Setting Up Network Scanning

Setting Up Network Scanning

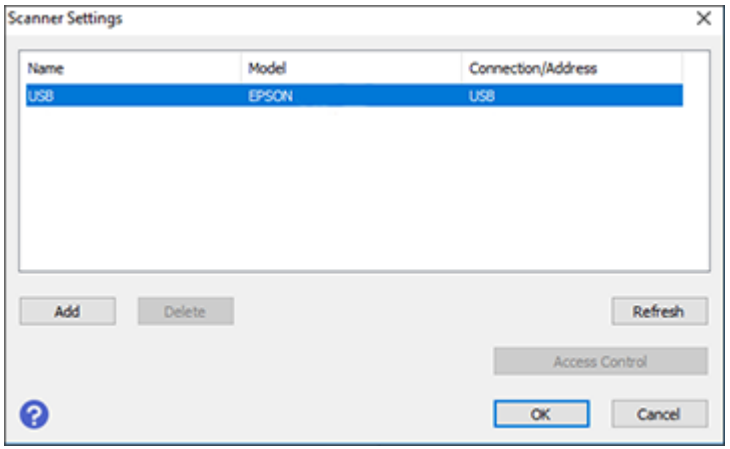
You can set up network scanning to your product through a direct connection to your product.

First, manually configure your product to connect to your network. Then follow the instructions here to set up your computer for network scanning using the Epson Scan 2 Utility. Your product must be turned on and connected to the network.

Note: Make a note of the IP address or host name of the product so you can enter it in these steps.

1. Do one of the following to start the Epson Scan 2 Utility:
   - **Windows 11**: Click , then search for **Epson Scan 2 Utility** and select it.
   - **Windows 10**: Click > **EPSON** > **Epson Scan 2 Utility**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
   - **Windows 7**: Click > **All Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
   - **Mac**: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.
2. Select **Settings** from the Scanner drop-down list.

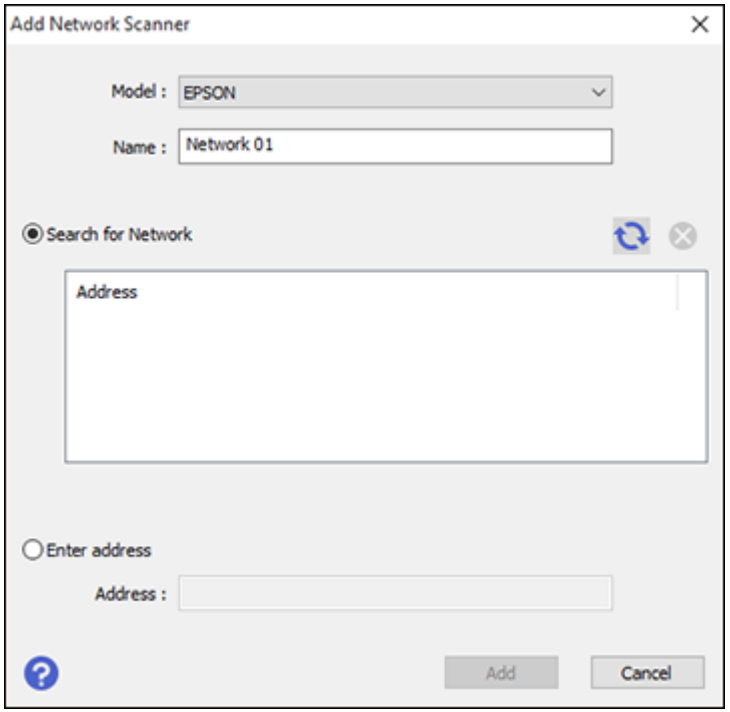
   You see a screen like this:



Note: If you see an **Enable Editing** button (Windows) or the lock icon (Mac), click it so that you can modify the product settings.

3. Select your product and click **Add**.

   You see a screen like this:



4. Do one of the following:
   - Under **Search for Network**, select the IP address of your Epson product and click **Add**.
   - Select the **Enter address** setting, type in the IP address or host name of your Epson product, and click **Add**.
5. Click **OK** to check the connection.

   You see a confirmation message.
6. Click **OK** to save your settings and close the Epson Scan 2 Utility.

Determining the Scanner's IP Address

Parent topic: Wi-Fi Networking

Determining the Scanner's IP Address

If you have multiple scanners on your network, you need to know the IP address of the scanner when setting up network scanning.

1. Do one of the following to start EpsonNet Config:
   - **Windows 11**: Click , then search for **EpsonNet Config** and select it.
   - **Windows 10**: Click  > **EpsonNet** > **EpsonNet Config**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **EpsonNet Config**.
   - **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **EpsonNet** > **EpsonNet Config** > **EpsonNet Config**.
   - **Mac**: Open the **Applications** folder and select **Epson Software** > **EpsonNet** > **EpsonNet Config** > **EpsonNet Config**.
2. Locate your scanner in the list and write down the IP address.

Parent topic: Setting Up Network Scanning

Disabling Wi-Fi Features

You may need to disable your product's Wi-Fi features if you change your network connection type or need to solve a problem with your network connection.

Note: Before disabling Wi-Fi features, make a note of your product's SSID (network name) and password, and any network settings selected for Epson DocumentScan.

Press and hold the Wi-Fi button on the scanner for at least three seconds to disable the Wi-Fi features. When the Wi-Fi light and the AP mode light turn off, Wi-Fi is disabled.

Parent topic: Wi-Fi Networking

Restoring Default Network Settings

If you need to solve a problem with your network connection, you can restore all network settings to their defaults.

1. Turn off your scanner.
2. Press and hold the Wi-Fi button and the power button until the Wi-Fi and AP mode lights turn on. Then release the buttons.

3. Wait until the Wi-Fi and AP mode lights flash alternately and then turn off.
   The default network settings are restored.

Parent topic: Wi-Fi Networking

Scanning

You can scan your originals and save them as digital files.

Note: Your product may differ from the images in this guide, but the instructions are the same unless otherwise noted.

Starting a Scan
Scanning with Simple Scan in Document Capture Pro - Windows
Scanning with Job Scan in Document Capture Pro - Windows
Scanning with Document Capture - Mac
Scanning in Epson Scan 2
Scan Resolution Guidelines
Scanning Special Projects

Starting a Scan

After placing your originals on your product for scanning, start scanning using one of these methods.

Note: You can also scan using Document Capture Pro (Windows) or Document Capture (Mac).

Starting a Scan from a Scanner Button
Starting a Scan Using the Epson Scan 2 Icon
Starting a Scan from a Scanning Program
Starting a Scan from a Smartphone or Tablet

Parent topic: Scanning

Starting a Scan from a Scanner Button

You can scan using the start button on your scanner. This automatically starts Document Capture Pro (Windows) or Document Capture (Mac) and the scan job you have assigned to the button.

Note: Make sure Epson Scan 2 and either Document Capture Pro (Windows) or Document Capture (Mac) are installed on the computer connected to the scanner. Document Capture Pro (Windows) and Document Capture (Mac) do not support scanning from the start button on your scanner over a wireless network (DS-575W II). Launch Epson Scan 2 before scanning from the start button on your scanner.

1. Make sure the scanner is connected to your computer or network.
2. Load an original in your scanner.
3. Press the start button.

   The scanner starts the job that was assigned to the start button in Document Capture Pro (Windows) or Document Capture (Mac).

   Note: You can view or change the scan settings using Document Capture Pro (Windows) or Document Capture (Mac).

   Note: If your scanner is connected to one computer via USB and another computer via wireless, pressing the start button on the scanner will save the scanned images to the wirelessly connected computer (DS-575W II).

Adding and Assigning Scan Jobs with Document Capture Pro - Windows
Assigning Start Button Settings or Scan Jobs - Mac

Parent topic: Starting a Scan

Related topics
Loading Originals

Adding and Assigning Scan Jobs with Document Capture Pro - Windows

You can view, change, or add available default scan settings when you scan using the start button on your product or the Job Scan option in Document Capture Pro. You do this by accessing the scan jobs in the Document Capture Pro program.

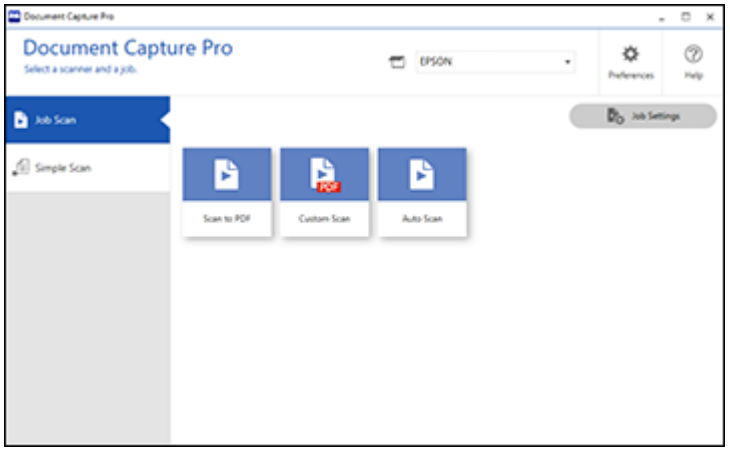
Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Do one of the following to start Document Capture Pro:
   - **Windows 11**: Click , then search for **Document Capture Pro** and select it.
   - **Windows 10**: Click and select **Epson Software** > **Document Capture Pro**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.
   - **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Document Capture Pro**.

   You see the Document Capture Pro window.

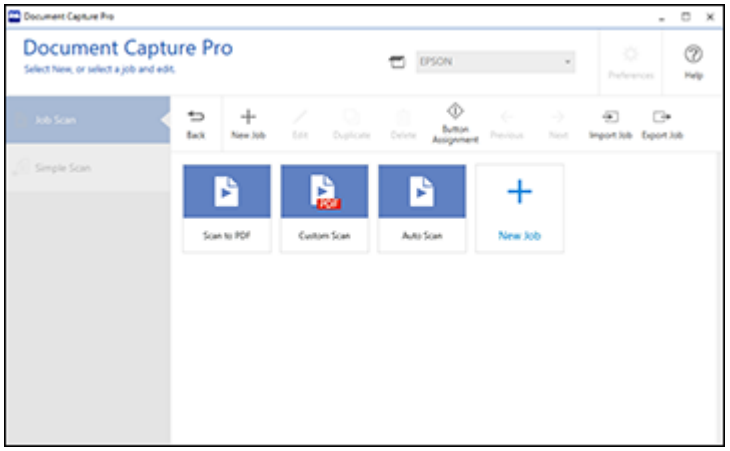
2. Select the **Job Scan** tab.

   You see a window like this:



3. Click the **Job Settings** button.

   You see a window like this:

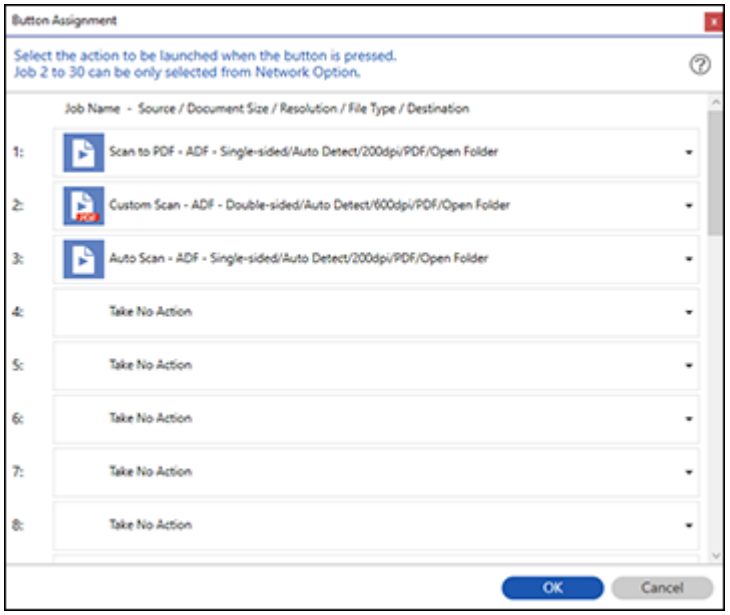


4. To add a scan job, click the **New Job** icon.

5. Enter a name for the new job, and select any settings as necessary from the following options:
   - **Scan**: select the size, color, or resolution
   - **Save**: select the file name, file type, or destination folder
   - **Index**: enable the index setting and choose output options for an index file
   - **Send**: select the destination for the scanned file, or choose to email or print the file
   - **Confirm/Test**: select the job button icon and color, choose display settings, and run a test scan if necessary
6. Click **Save** when you are finished.

   The new job appears in the Job Scan window.
7. To assign a scan job to the start button on your product, click the **Button Assignment** icon.

   You see a screen like this:



8. Select the job that you want to assign to the start button using any of the pull-down menus.

   Note: The number of pull-down menus available may vary, depending on your product and any connected options.

9. Click **OK**, then click **Back**.

   You can now use the added scan jobs when you scan from the start button on your product.

Parent topic: Starting a Scan from a Scanner Button

Assigning Start Button Settings or Scan Jobs - Mac

You can view or change the default scan settings when you scan using the start button on your scanner. You do this by accessing the scan jobs in the Document Capture program.

Note: Document Capture (Mac) does not support scanning from the start button on your scanner over a wireless network (DS-575W II). Launch Epson Scan 2 before scanning from the start button on your scanner.

1. Start Document Capture on a computer connected to the product.
2. Click the  Manage Job icon from the toolbar at the top of the window.

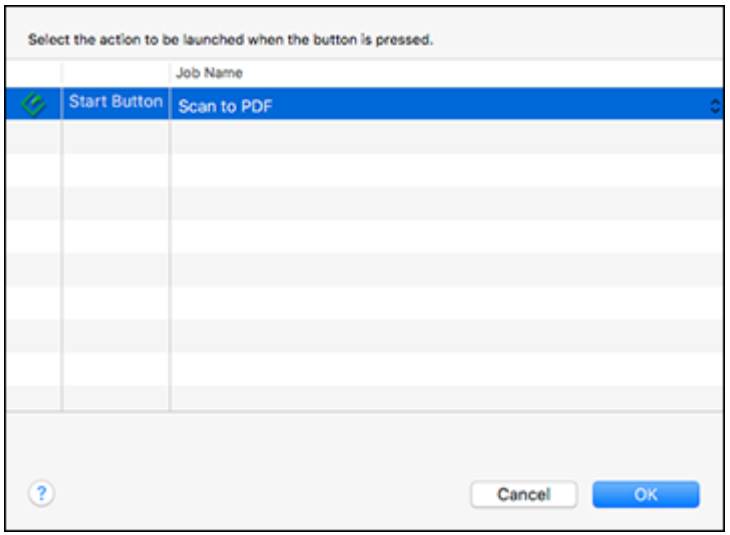
   You see a window showing the current scan job list.
3. If you want to add a scan job, click **Add** or the **+** icon, enter a name for the new job, select settings as necessary, and click **OK**.

   You can now use the new scan job when you scan with Document Capture.

   Note: See the Help information in Document Capture for details.

4. If you want to assign a scan job to the start button, click the  icon at the bottom of the window and click **Event Settings**.

5. Select the job that you want to assign to the start button.



6. Click **OK**.

Parent topic: Starting a Scan from a Scanner Button

Starting a Scan Using the Epson Scan 2 Icon

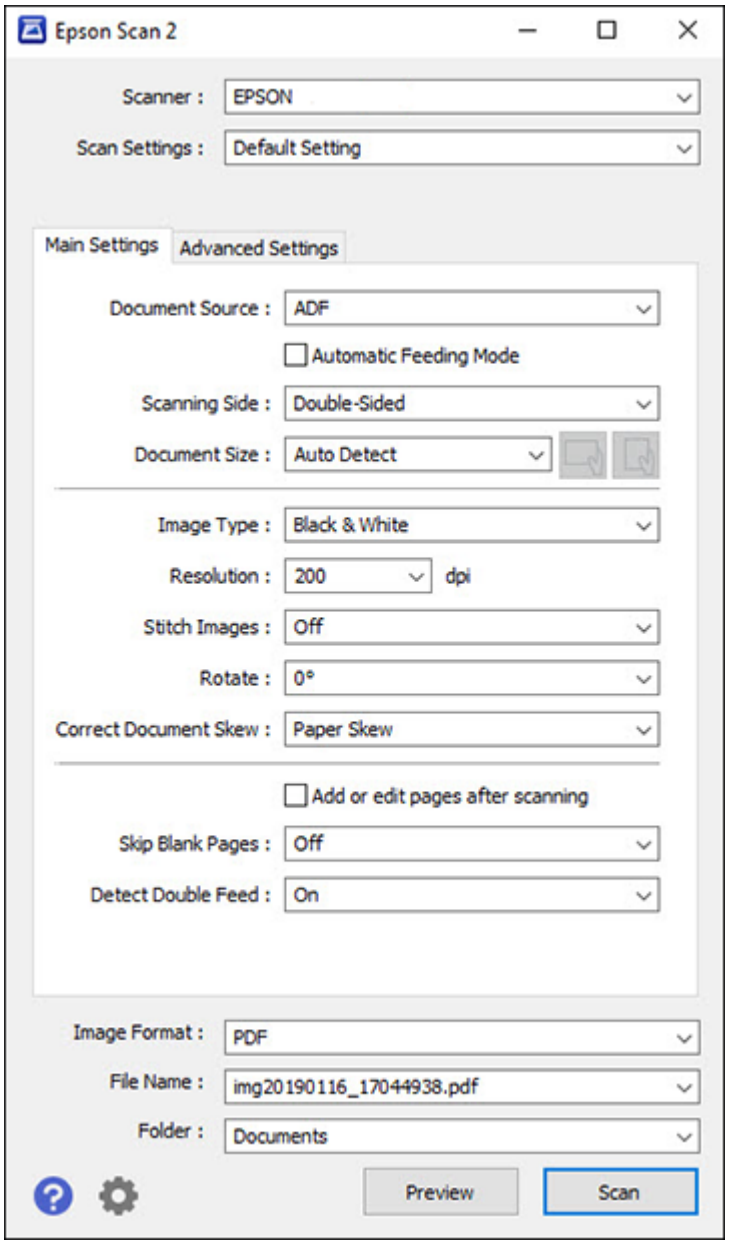
You can start the Epson Scan 2 program to select scan settings, scan, and save the scanned image to a file.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

- **Windows 11**: Click , then search for **Epson Scan 2** and select it.
- **Windows 10**: Click and select **EPSON** > **Epson Scan 2**.
- **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2**.

- **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2**.
- **Mac**: Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2**.

You see an Epson Scan 2 window like this:



Parent topic: Starting a Scan

Starting a Scan from a Scanning Program

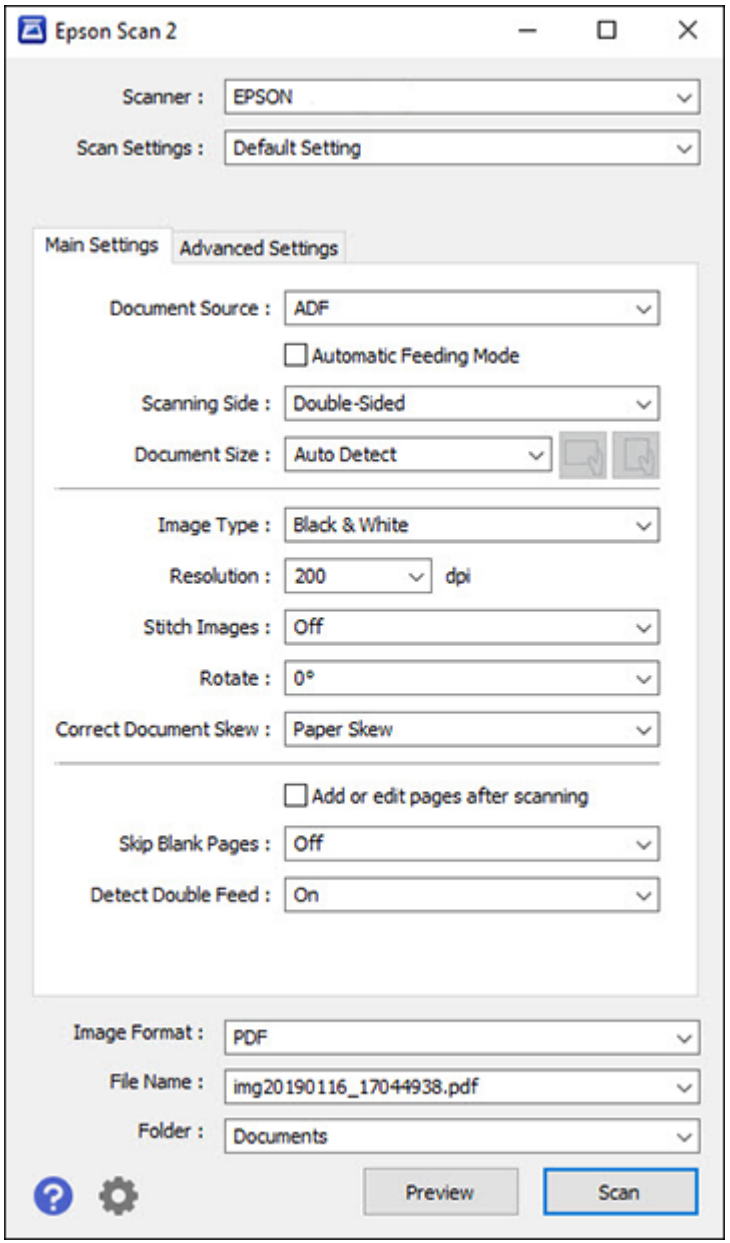
You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

1. Open your scanning program and select its scanning option. (See your scanning program help for instructions.)
2. Select your product.

   Note: In certain programs, you may need to select your product as the "source" first. If you see a **Select Source** option, choose it and select your product. With Windows, do not select a **WIA** option for your product; not all scan functions will be available.

You see an Epson Scan 2 window like this:



Parent topic: Starting a Scan

Starting a Scan from a Smartphone or Tablet

You can use the Epson Smart Panel app to scan from a network scanner to an iOS or Android device over a direct Wi-Fi connection (DS-575W II).

Note: Epson Smart Panel does not support scanning with a carrier sheet, or scanning originals longer than 15.5 inches (393.7 mm).

1. Download the Epson Smart Panel app from your device's app store or from Epson's website. See the link below.
2. Place your original on the product for scanning.
3. Open the Epson Smart Panel app and select a scan menu on the home screen.
4. Follow the on-screen instructions to scan and save your original.

Parent topic: Starting a Scan

Related tasks

Using the Epson Smart Panel Mobile App

Scanning with Simple Scan in Document Capture Pro - Windows

You can use the Simple Scan option in Document Capture Pro to quickly scan an original.

Note: Settings may vary depending on the software version you are using. Click the **Help** icon in Document Capture Pro at any time for more information.

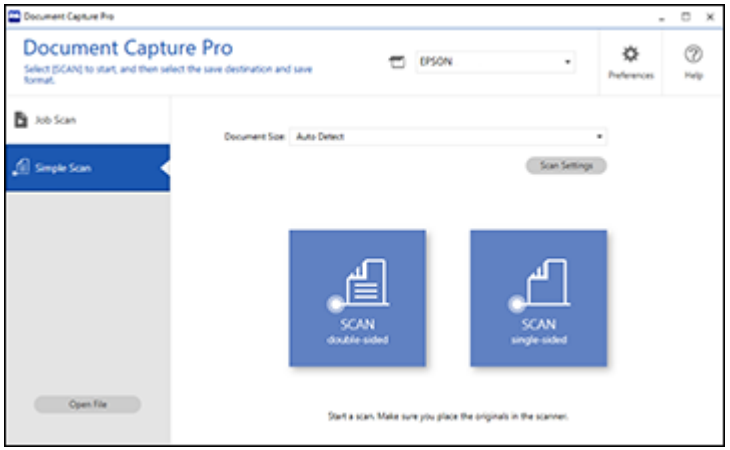
1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
   - **Windows 11**: Click , then search for **Document Capture Pro** and select it.
   - **Windows 10**: Click  and select **Epson Software** > **Document Capture Pro**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.
   - **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Document Capture Pro**.

   You see the Document Capture Pro window.

Note: Add and select your product in the Epson Scan 2 **Scanner Settings** list, if necessary. Open Epson Scan 2, then select **Settings** from the **Scanner** drop-down list.

3. Select the **Simple Scan** tab.

   You see a window like this:



4. Select the size of your original from the **Document Size** menu.
5. If you want to change specific settings for the scan, click the **Scan Settings** button. Change any of the settings as necessary and click **OK**. For additional settings, click the **Detailed Settings** button on the Scan Settings screen.
6. Do one of the following:
   - To scan the front side of an original, select **SCAN single-sided**.
   - To scan both sides of an original, select **SCAN double-sided**.

   Your product scans the original and the image appears in the Edit Scanned Results window.
7. Review and edit the scanned image as necessary and click **Next** when you are finished.
8. Select a destination for the scanned image, change any settings as necessary, and click **Complete**.

   Note: If you are sending the scanned image to a server or cloud destination, you need to enter your login information.

Parent topic: Scanning

Related tasks

Scanning in Epson Scan 2

Related topics

Loading Originals

Scanning with Job Scan in Document Capture Pro - Windows

You can create scan jobs in Document Capture Pro and use them to quickly scan originals and save them to various destinations.

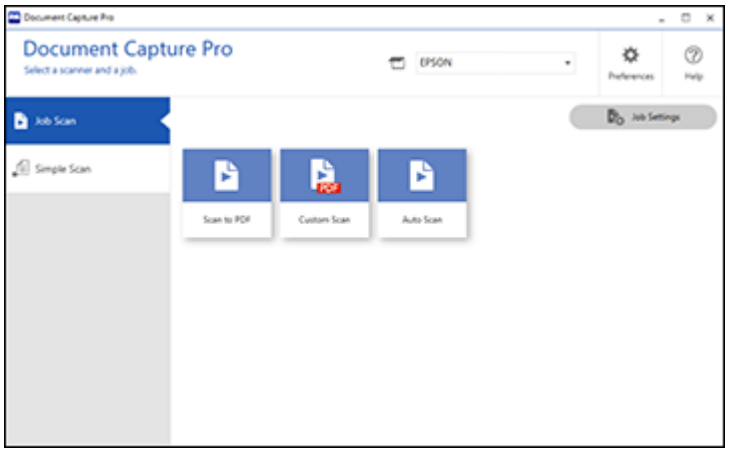
Note: Settings may vary depending on the software version you are using. Click the **Help** icon in Document Capture Pro at any time for more information.

1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
   - **Windows 11**: Click , then search for **Document Capture Pro** and select it.
   - **Windows 10**: Click  and select **Epson Software** > **Document Capture Pro**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.
   - **Windows (other versions)**: Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Document Capture Pro**.

   You see the Document Capture Pro window.

   Note: You may need to select your scanner from the list, if necessary.
3. Select the **Job Scan** tab.

You see a window like this:



4. Select one of the scan jobs (or click **Job Settings** to create a new scan job).

   The product scans the loaded original and saves it according to the job settings.

5. Depending on the settings for the scan job you selected, you may be able to view and edit the pages before saving them. If so, click **Complete** when finished.

   The scanned image is saved according to the job settings.

Parent topic: Scanning

Related tasks

Scanning in Epson Scan 2

Related topics

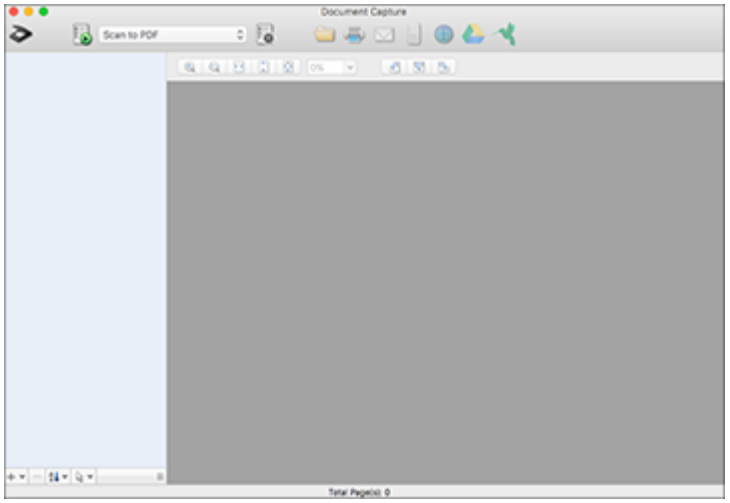
Loading Originals

Scanning with Document Capture - Mac

When you scan with Document Capture, the program automatically saves your scanned file on your computer in the folder you specify. You can select settings, preview, and change the scanned file settings as necessary.

Note: Settings may vary depending on the software version you are using. See the **Help** menu in Document Capture at any time for more information.

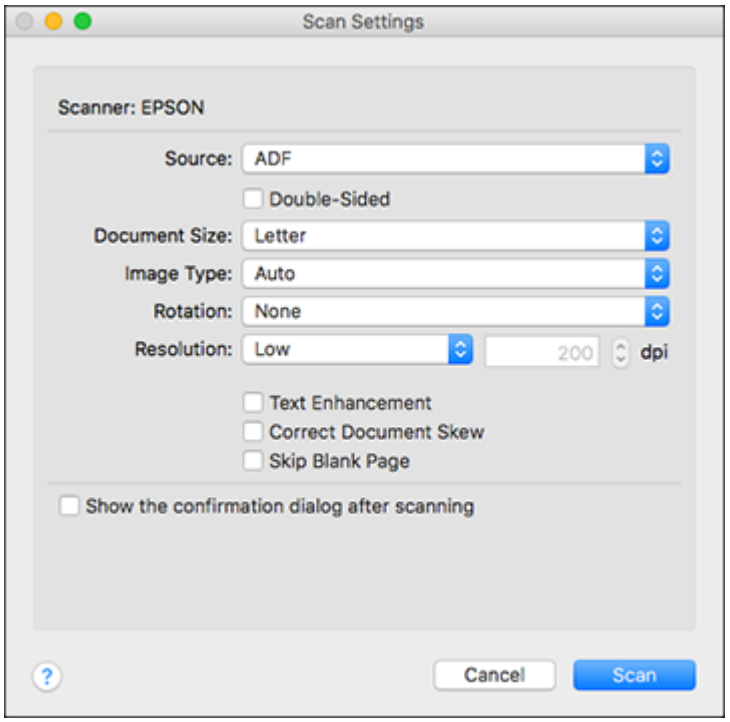
1. Load your original in the product.
2. Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.
   You see a window like this:



   Note: You may need to select your scanner from the scanner list.

3. Click the scan icon.

You see a window like this:



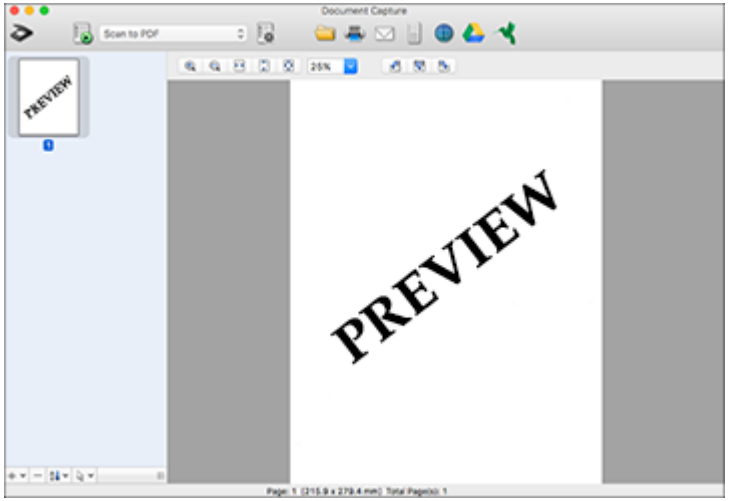
Note: If you want to use a scan job that you created instead, select it from the Job list in the Document Capture window, click the Start Job button, and skip the rest of these steps.

4. Select any displayed scan settings you want to use.

   Note: See the Help information in Document Capture for details.

5. If you want to select detailed scan settings, close the Scan Settings window, open the **Scan** menu at the top of the Mac desktop, and select **Displays the EPSON Scan Setup Screen**.
6. Click the Scan icon and select any detailed scan settings you want to use from the Epson Scan 2 window.
7. Click **Scan**.

You see a preview of your scan in the Document Capture window.



Note: You may have to close the Epson Scan 2 window to view your scan in the Document Capture window.

8. If you would like to scan additional originals and add them to the current captured images, click the + icon, select **Acquire from Scanner**, and repeat the previous steps.
9. Check the scanned images and edit them as necessary.
10. Click one of the destination icons to choose where to send your scanned files. (If you cannot see all of the icons below, click the arrow next to the icons.) Change any settings as necessary.



Note: If you are sending the scanned image to a server or cloud destination, you need to enter your login information.

11. Depending on the destination you chose, click **OK** or **Send** to complete the operation.

Parent topic: Scanning

Related tasks

Scanning in Epson Scan 2

Related topics

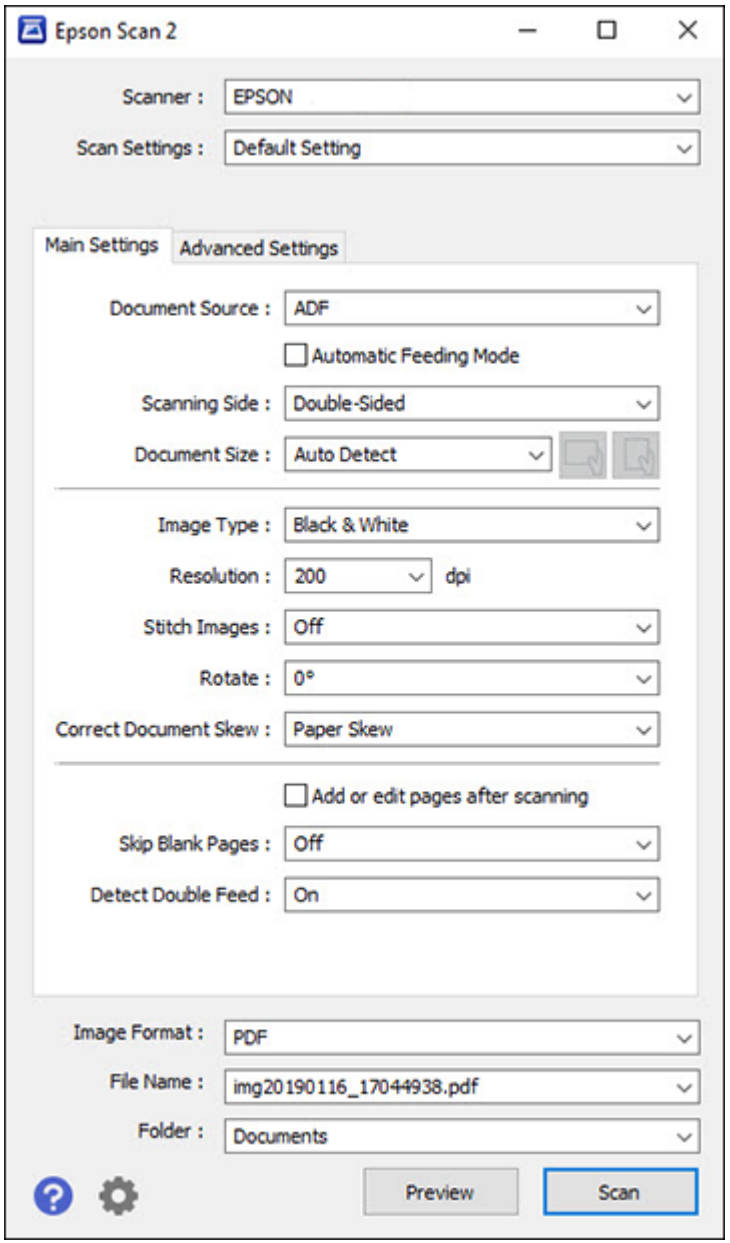
Loading Originals

Scanning in Epson Scan 2

Epson Scan 2 gives you access to basic and advanced scanning features. You can scan your document and save the scanned image in various file formats in your operating system's Documents or My Documents folder, or open it in your scanning program. You can preview the scanned image and select or change settings as necessary.

1. Load your original in the product.
2. Start Epson Scan 2.

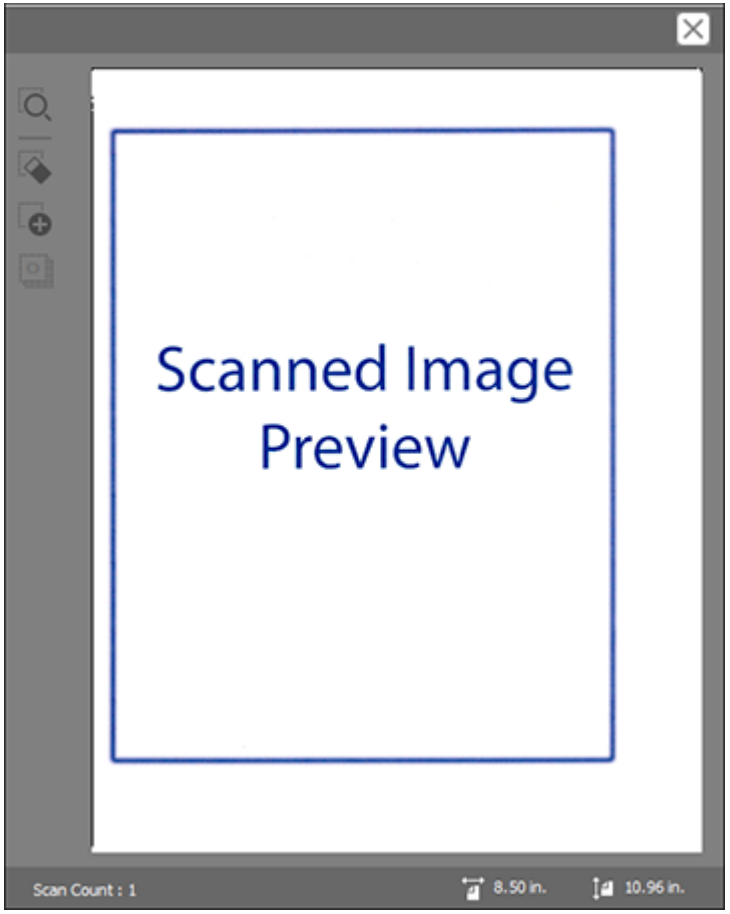
You see this window:



Note: The **Document Source** setting is automatically set to **ADF** for your product.

3. If you want to scan different size originals by loading them into the ADF one by one, check the **Automatic Feeding Mode** checkbox and click **Scan**. Scanning begins as soon as you load each original.
4. Select the **Scanning Side** setting that matches the sides of the original that you want to scan.
5. Select the **Document Size** setting that matches the size of your original, or select **Auto Detect** to have Epson Scan 2 automatically detect the size. You can select **Customize** to enter a custom size, if necessary.
6. Click on one of the orientation icons, if applicable.
7. Select your original image type and how you want it scanned as the **Image Type** setting, or select **Auto** to have Epson Scan 2 automatically detect the image type.
8. Select the **Resolution** setting you want to use for your scan.
9. Select any of the additional settings that you want to use on the **Main Settings** tab.
10. Click the **Advanced Settings** tab and select any settings that you want to use.
11. To see a preview of your scan with the settings you selected, click the **Preview** button.

Epson Scan 2 previews your original and displays the results in the Epson Scan 2 window.



12. Reinsert your original into the ADF.
13. If scanning an original in a carrier sheet or other special original, see the link at the end of this section for other setting requirements for special documents.
14. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.
15. Select **Settings** to modify the file name settings. Enter the file name for your scanned file in the **File Name** field.

16. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to choose an alternate folder or create a new folder.
17. Click **Scan**.

    The product scans your original and saves the scanned file in the location you specified.
18. If you selected the **Automatic Feeding Mode** setting, place your next original in the ADF for scanning. When you finish scanning originals, click **Finish**.

Additional Scanning Settings - Main Settings Tab
Additional Scanning Settings - Advanced Settings Tab
Scanning Settings for Special Documents
Image Format Options

Parent topic: Scanning

Related topics
Loading Originals

Additional Scanning Settings - Main Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Main Settings tab.

Stitch Images
When scanning double-sided originals, lets you lay out images from both sides of the original onto one scanned page.

Rotate
Rotates the original image clockwise to the desired angle before scanning it. Select **Auto** to allow your product to automatically rotate the image based on the orientation of the text (may take longer to scan).

Correct Document Skew
Corrects skewed originals, image contents, or both.

Add or edit pages after scanning
Lets you add, remove, or edit the pages in a scan, including rotating pages and changing the page order.

Note: To save multiple pages in a single file, you must select a file format that supports multiple pages such as **PDF** or **Multi-TIFF**. If you select another file format, each scanned image or page is saved as a separate file.

Skip Blank Pages
If the scanner detects marks from the other side of a blank page and adds the marks to the scanned image, adjust this setting to prevent this.

Detect Double Feed
Detects a double-feed paper error in the ADF. If you are scanning an original envelope or plastic card, select **Off**.

Parent topic: Scanning in Epson Scan 2

Additional Scanning Settings - Advanced Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Advanced Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Remove Background
Removes the background of the originals.

Text Enhancement
Sharpens the appearance of letters in text documents.

Auto Area Segmentation
Makes black and white images clearer and text recognition more accurate by separating the text from the graphics.

Dropout
The scan will not pick up the color you select. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

Color Enhance
Enhances the shades of the color you select in the scanned image. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

Brightness
Adjusts the overall lightness and darkness of the scanned image.

Contrast
Adjusts the difference between the light and dark areas of the overall scanned image.

Gamma
Adjusts the midtone density of the scanned image.

Unsharp Mask
Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.

Descreening
Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

Threshold
Adjusts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.

Edge Fill
Corrects shadowing around the edges of the image by filling the shadows with black or white.

Remove Punch Holes
Removes the shadows caused by holes on the edges of the original.

Dual Image Output
Scans the original image twice using different output settings (Windows only).

Watermark
Adds text to the background of the scanned image.

Parent topic: Scanning in Epson Scan 2

Scanning Settings for Special Documents

You need to select specific options on the Main Settings tab in Epson Scan 2 when scanning special originals.

Type of original	Required settings
Envelope	Select **Off** as the **Detect Double Feed** setting.
Plastic cards	Select **Plastic Card (Landscape)** as the **Document Size** setting and **Off** as the **Detect Double Feed** setting.
Carrier sheet	If you select **Auto Detect** as the **Document Size** setting, paper skew is automatically corrected even if the **Correct Document Skew** setting is set to **Off**. If you select a setting other than **Auto Detect** as the **Document Size** setting, you can only use **Contents Skew** as the **Correct Document Skew** setting. As paper skew is not applied in this case, only contents skew is corrected when you select the **Paper and Contents Skew** setting.

Type of original	Required settings
Large originals	If the **Document Size** list does not contain the document size you want to scan, select **Customize** to create a custom size.
Long paper	If the **Document Size** list does not contain the document size you want to scan, select **Auto Detect (Long Paper)** or select **Customize** to create a custom document size. If you are scanning folded originals without the carrier sheet, select **Off** as the **Detect Double Feed** setting.
Laminated cards	To scan any transparent areas around the edges of the card, select **Settings** as the **Document Size** setting and either select the **Scan laminated card** checkbox or create a custom size.

Parent topic: Scanning in Epson Scan 2

Image Format Options

You can select different image formats and related options. For details on available options, click the **?** icon on the Epson Scan 2 Image Format Options window. Not all image formats have options.

BITMAP (*.bmp)
A standard image file format for most Windows programs.

JPEG (*.jpg)
An image format that lets you highly compress image data. However, the higher the compression, the lower the image quality. (The TIFF format is recommended when you need to modify or retouch your scanned image.)

PNG (*.png)
An image format that does not lose quality during editing.

TIFF (*.tif)
A file format created for exchanging data between many programs, such as graphic and DTP software.

Multi-TIFF (*.tif)
A TIFF file format when multiple pages are saved to the same file, allowing you to edit the images using a compatible program.

PDF (*.pdf)
A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file.

Searchable PDF (*.pdf)
A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file. Recognized text in the scanned document can be searched.

Note: If you do not see the Searchable PDF option, run the Epson Software Updater and install the EPSON Scan OCR Component/Pro.

Parent topic: Scanning in Epson Scan 2

Scan Resolution Guidelines

The resolution setting in your scanning software, measured in dpi (dots per inch), controls the amount of detail captured in your scans. Increasing the resolution raises the amount of detail captured but comes with the following disadvantages:

- Larger file sizes
- It takes longer to scan your originals, send/receive your scans by email or fax, and to print your scans
- The image may become too large to fit on your display or print on paper
- The maximum length you can scan is reduced

If you plan to enlarge a scanned image so you can print it at a larger size, you may need to increase the resolution from the default resolution set by the software. Follow these guidelines to determine the resolution setting you need:

- You will scan the image at its original size but enlarge it later in an image-editing program.

  Increase the resolution setting in your scanning software. Increase the resolution by the same amount you will increase the image size to retain a high image quality. For example, if the resolution is 300 dpi (dots per inch) and you will double the image size later, change the resolution setting to 600 dpi.
- You will scan the image at 100% or smaller size.

  Select the resolution setting based on how you will use the scanned image:

  - Email/view on a computer screen/post on the web: 96 to 200 dpi
  - Print/fax/convert to editable text (OCR)/create searchable PDF: 200 to 300 dpi
- You will scan a long original.

Scan paper up to 240 inches (6096 mm) in length with a maximum resolution of 300 dpi or less.

Parent topic: Scanning

Scanning Special Projects

Your product's scanning software offers various options to help you quickly complete special scan projects.

Scanning Two Originals onto One Sheet (Stitching Images) - Windows
Scanning Multi-Page Originals as Separate Files - Windows
Saving Scanned Documents as a Searchable PDF Using Epson Scan 2
Saving Scanned Documents as a Searchable PDF with Document Capture - Mac
Saving a Scan as an Office Format File - Windows
Saving a Scan as an Office Format File - Mac
Scanning to a SharePoint Server or Cloud Service - Windows
Scanning to a SharePoint Server or Cloud Service - Mac

Parent topic: Scanning

Scanning Two Originals onto One Sheet (Stitching Images) - Windows

You can scan both sides of a double-sided or folded original in Document Capture Pro and combine them into a single image with the Epson Scan 2 Stitch Images setting (not available for all products).

Note: Settings may vary depending on the software version you are using. Click the **Help** icon in Document Capture Pro at any time for more information.

1. Load your original in the product.

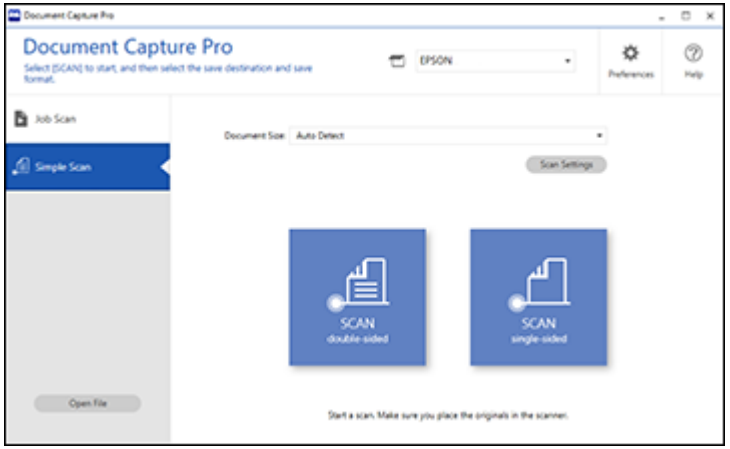
   Note: If an optional carrier sheet is included with your product, use it when scanning a folded original or damage to the original may occur. Place the original into the carrier sheet with the folded edge against the right side of the carrier sheet. Make sure to insert the carrier sheet into your product with the white edge facing down.

2. Do one of the following to start Document Capture Pro:
   - **Windows 11**: Click , then search for **Document Capture Pro** and select it.
   - **Windows 10**: Click  and select **Epson Software** > **Document Capture Pro**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.

- **Windows (other versions)**: Click or **Start** and select **All Programs** or **Programs**. Select **Epson Software** > **Document Capture Pro**.

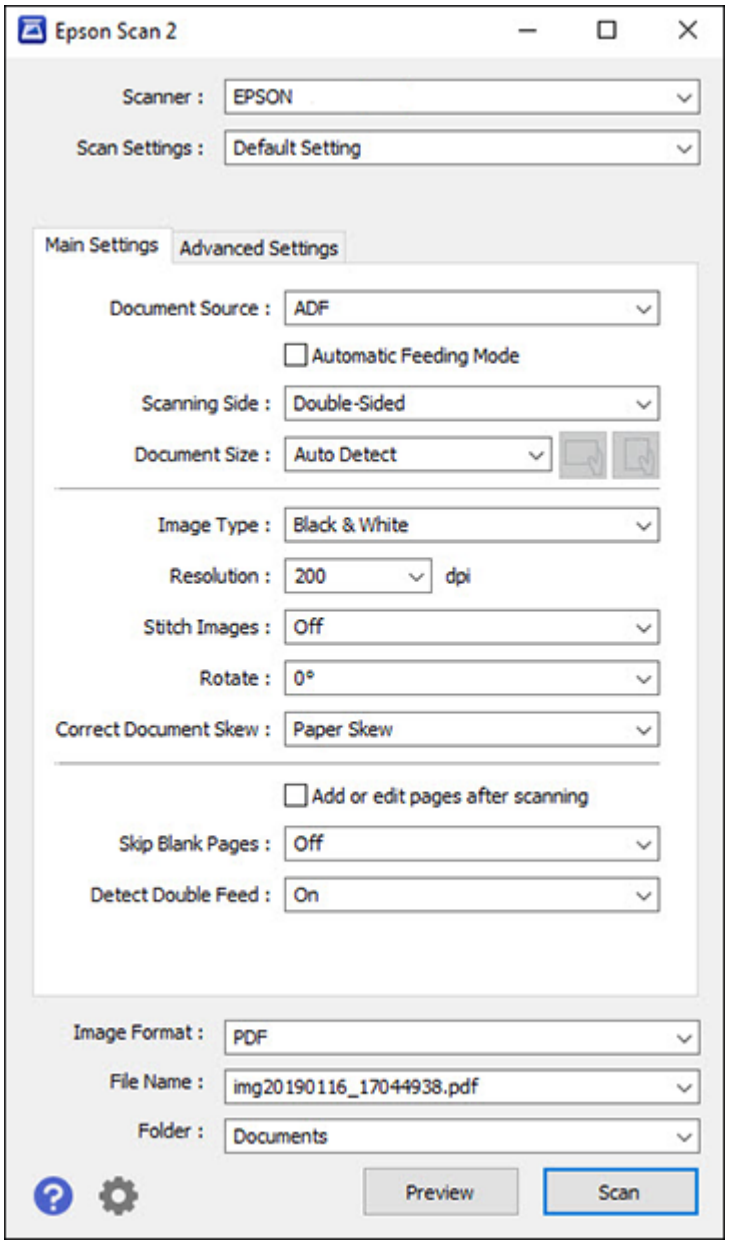
3. Select the **Simple Scan** tab.

   You see a window like this:



4. Click **Scan Settings** > **Detailed Settings**.

You see an Epson Scan 2 window like this:



5. Select **Double-Sided** as the **Scanning Side** setting.
6. Select the original document size or **Auto Detect** as the **Document Size** setting.
7. Select one of the following as the **Stitch Images** setting:
   - **Top & Bottom**: Places the scanned images one above the other.
   - **Left & Right**: Places the scanned images side by side.
8. Select the **Advanced Settings** tab and verify that the **Edge Fill** setting is set to **None**.
9. Click **Save**.
10. Click **OK**.
11. Click **SCAN double-sided**.

    Your product scans the original and the image appears in the Edit Scanned Results window.

    Note: If the scanned images are not stitched together in the correct orientation, click **Scanning Side** on the Epson Scan 2 window, select **Settings**, set the Binding Edge to **Left** or **Top**, and rescan the document.

12. Review and edit the scanned pages as necessary and click **Next** when you are finished.
13. Select a destination and any settings as necessary and click **Complete**.

Parent topic: Scanning Special Projects

Scanning Multi-Page Originals as Separate Files - Windows

You can use Document Capture Pro to scan multi-page originals as separate scanned files. You can indicate how the separate files are created by defining a maximum page count per file or by inserting blank pages, barcodes, or characters that can be detected by the software as separation markers.

Note: Settings may vary depending on the software version you are using. Click the **Help** icon in Document Capture Pro at any time for more information.

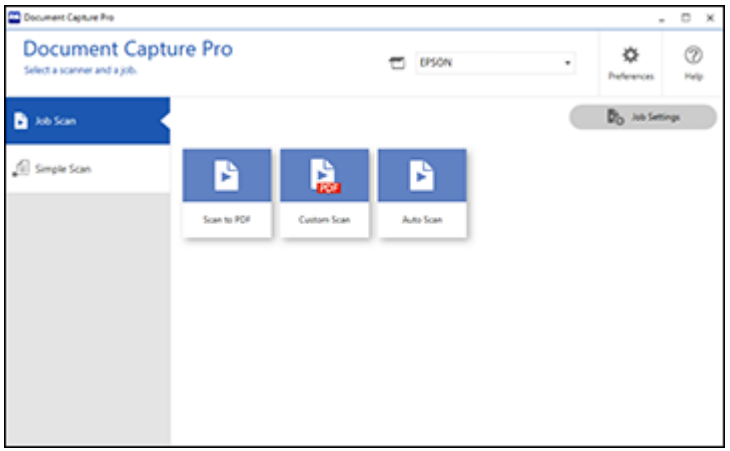
1. Load your multi-page original in the product.
2. Do one of the following to start Document Capture Pro:
   - **Windows 11**: Click , then search for **Document Capture Pro** and select it.
   - **Windows 10**: Click  and select **Epson Software** > **Document Capture Pro**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.

- **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Document Capture Pro**.

You see the Document Capture Pro window.

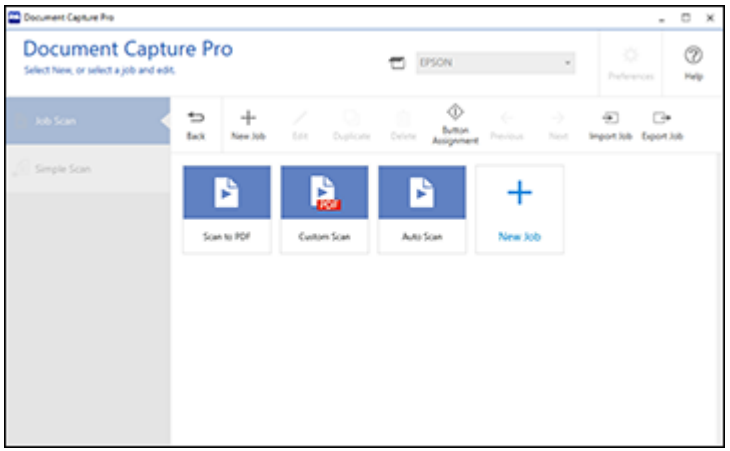
3. Select the **Job Scan** tab.

   You see a window like this:



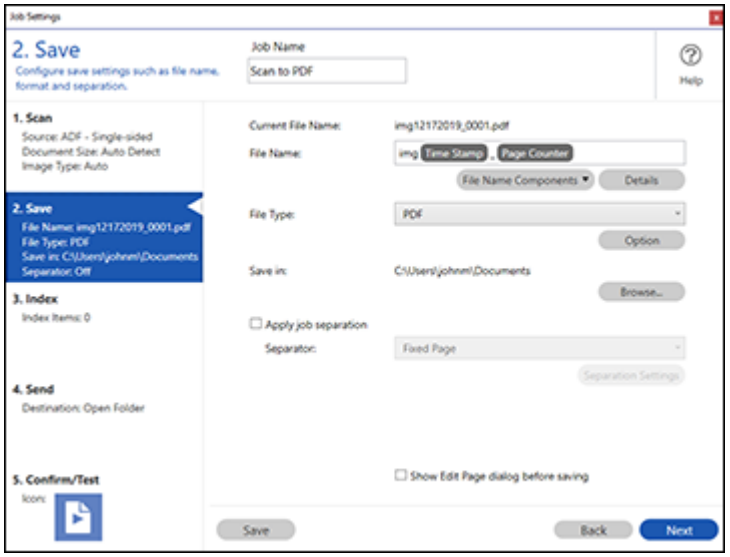
4. Click the **Job Settings** button.

   You see a window like this:



5. Select **New Job** and select the scan settings. Click **Next** when finished.

   You see a window like this:



6. Select the **Apply job separation** checkbox.
7. Select the method you want to use to separate the originals as the **Separator** setting. Click **Separation Settings** to specify the settings for the selected option.
8. Finish creating the new scan job and click **Save**.
9. Click **Back** on the Job Settings screen.

   Your originals are saved into separate files and folders as specified when the job is run.

Parent topic: Scanning Special Projects

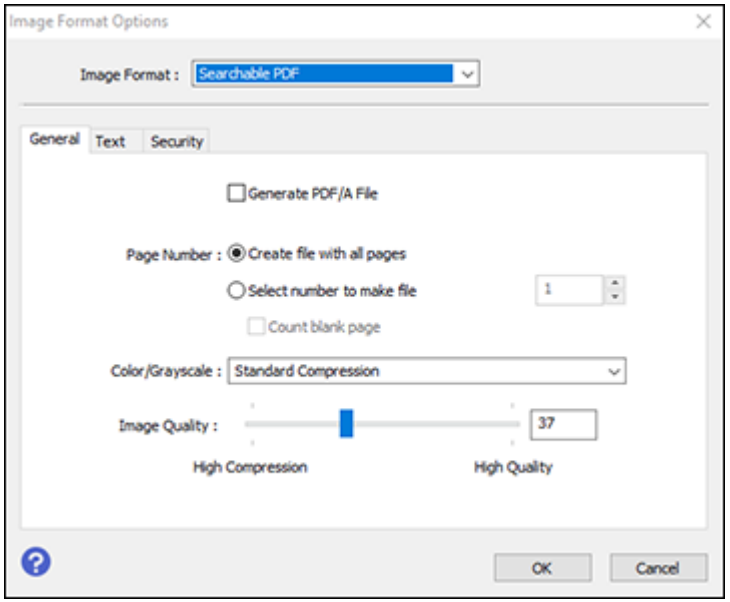
Saving Scanned Documents as a Searchable PDF Using Epson Scan 2

You can scan a document and save the text in a searchable PDF. In a searchable PDF, text is recognized using Optical Character Recognition (OCR) and then embedded in the scanned original.

Note: The required Epson Scan 2 OCR Component is installed automatically when you install your product software. If you install your product software programs individually, be sure to also install this component if you want to perform OCR.

1. Load your original in the product for scanning.
2. Start Epson Scan 2.
3. Select your scan settings.
4. Click **Preview** and adjust the area you want to scan, if necessary.
5. Reload the ejected original in the scanner.
6. Select **Searchable PDF** as the Image Format setting.
7. Select **Options** from the Image Format list.

   You see this window:



8. Select any of the options on the General tab.
9. Select the **Text** tab.
10. Make sure the language used in the document text is selected as the **Text Language** setting.
11. Select the **Security** tab if you want to add a password to the PDF or protect printing or editing properties.
12. Click **OK**.

13. Confirm the **File Name** setting and select a **Folder** setting for your document.
14. Click **Scan**.

    The scanned image is saved as a searchable PDF.

Parent topic: Scanning Special Projects

Related topics
Loading Originals

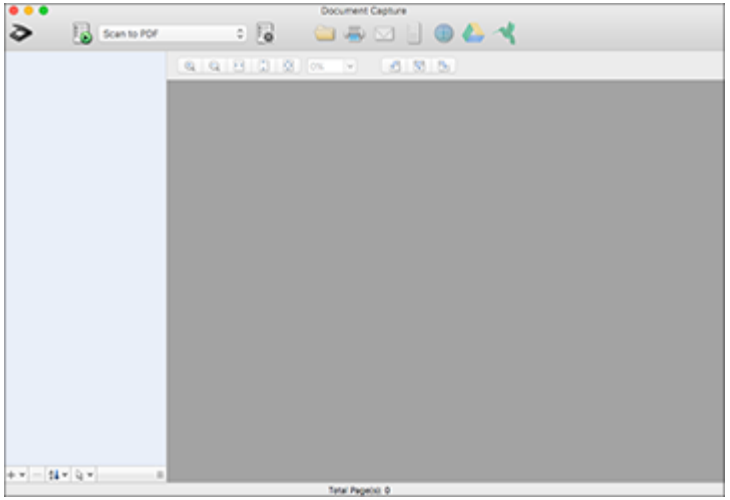
Saving Scanned Documents as a Searchable PDF with Document Capture - Mac

You can scan a document with Document Capture and save the text in a searchable PDF. In a searchable PDF, text is recognized using Optical Character Recognition (OCR) and then embedded in the scanned original.

Note: The settings may vary, depending on the software version you are using. See the Help information in Document Capture for details.

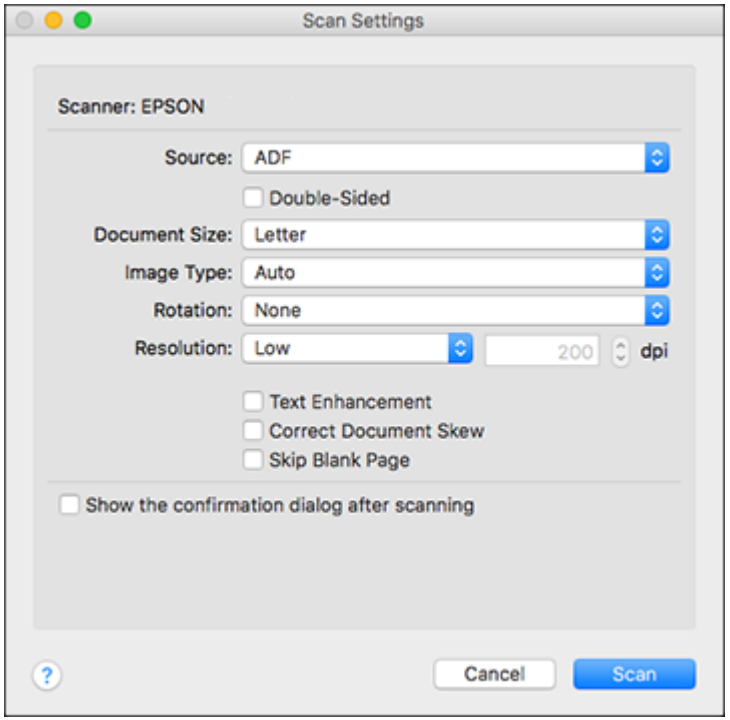
1. Load your original in the product for scanning.
2. Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.

   You see a window like this:



Note: You may need to select your scanner from the scanner list.

3. Click the **Scan** icon.
   You see a window like this:



   Note: If you want to use a scan job that you created instead, select it from the Job list in the Document Capture window, click the Start Job button, and skip the rest of these steps.

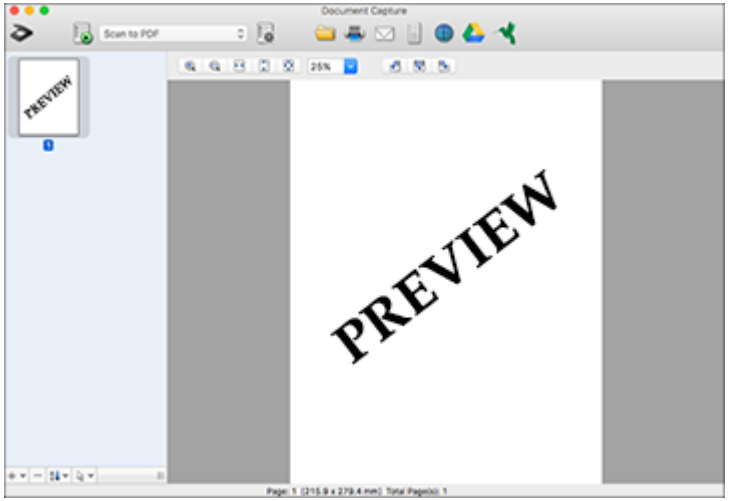
4. Select any displayed scan settings you want to use.

   Note: See the Help information in Document Capture for details.

5. If you want to select detailed scan settings, close the Scan Settings window, open the **Scan** menu at the top of the Mac desktop, and select **Displays the EPSON Scan Setup Screen**.

6. Click the Scan icon and select any detailed scan settings you want to use from the Epson Scan 2 window.
7. Click **Scan**.

   You see a preview of your scan in the Document Capture window.



   Note: You may have to close the Epson Scan 2 window to view your scan in the Document Capture window.

8. If you would like to scan additional originals and add them to the current captured images, click the + icon, select **Acquire from Scanner**, and repeat the previous steps.
9. Check the scanned images and edit them as necessary.
10. Open the **File** menu at the top of the Mac desktop and select **Save As**.
11. Select **PDF** as the **File Type** setting and click the **Options** button.
12. Select the **Create Searchable PDF** checkbox and click **OK**.

13. Click one of the Destination icons to choose where to send your scanned file. (If you cannot see all of the icons below, click the arrow next to the icons.)



14. Depending on the destination you chose, click **OK** or **Send** to complete the operation.

Parent topic: Scanning Special Projects

Related topics

Loading Originals

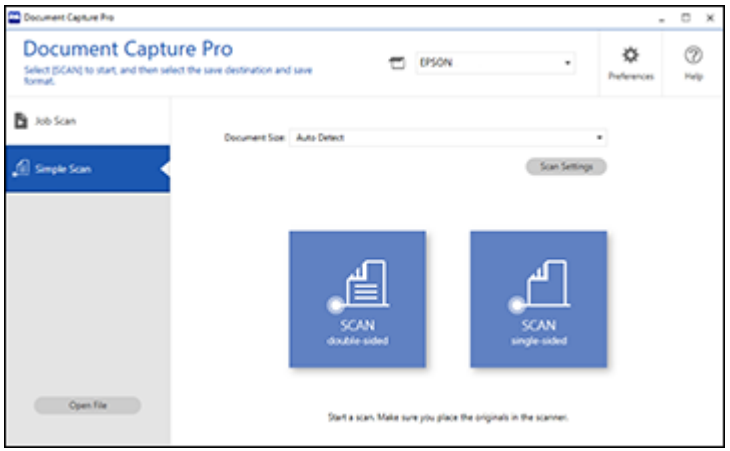
Saving a Scan as an Office Format File - Windows

You can use Document Capture Pro (Windows) to save your scans in one of the following Microsoft Office file formats: Microsoft Word (.docx), Microsoft Excel (.xlsx), or Microsoft PowerPoint (.pptx).

Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
   - **Windows 11**: Click , then search for **Document Capture Pro** and select it.
   - **Windows 10**: Click and select **Epson Software** > **Document Capture Pro**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.
   - **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Document Capture Pro**.
3. Select the **Simple Scan** tab.

You see a window like this:



4. If you want to select specific scan settings for the scan, click the **Scan Settings** button, select any displayed settings you want to use, and click **OK**.

   Note: See the help information in Document Capture Pro for details.

5. Do one of the following:
   - To scan the front side of an original, select **SCAN single sided**.
   - To scan both sides of an original,select **SCAN double sided**.

   Your product starts scanning and you see the Edit Scanned Results window.
6. View and edit the scanned pages as necessary and click **Next** when you are finished.

   Note: See the help information in Document Capture Pro for details.

7. Click one of the destination icons (except **Print**) to choose where to send your scanned files. You see the settings window.
8. Select the Office format file you want to use from the **File Type** drop-down list.

   Note: The first time you select an Office format file you are prompted to download a plug-in update for Microsoft Office files. Select **Yes** to download and install the plug-in.

9. Click **Option** to display additional settings.
10. Select any additional settings as necessary and click **OK**.

    Note: See the help information in Document Capture Pro for details.

11. Confirm your settings and click **Complete**.

    Your originals are saved in the Office file format you selected.

Parent topic: Scanning Special Projects

Related topics

Loading Originals

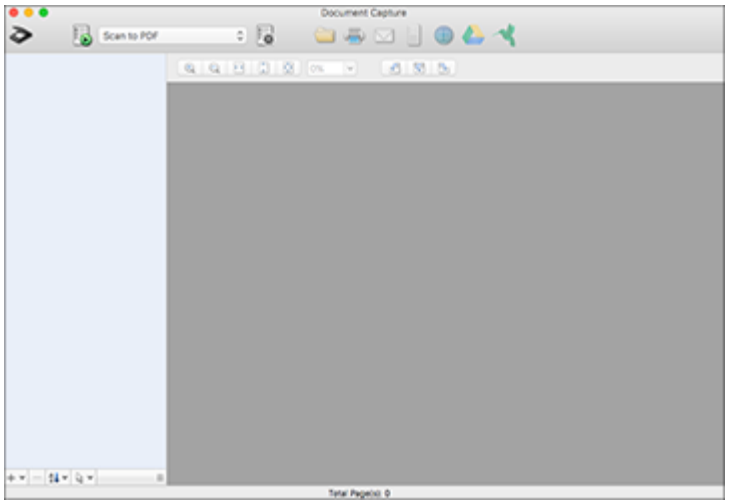
Saving a Scan as an Office Format File - Mac

You can use Document Capture (Mac) to save your scans in one of these Microsoft Office file formats: Microsoft Word (.docx) and Microsoft Excel (.xlsx).

Note: The settings may vary, depending on the software version you are using. See the Help information in Document Capture for details.

1. Load your original in the product for scanning.
2. Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.

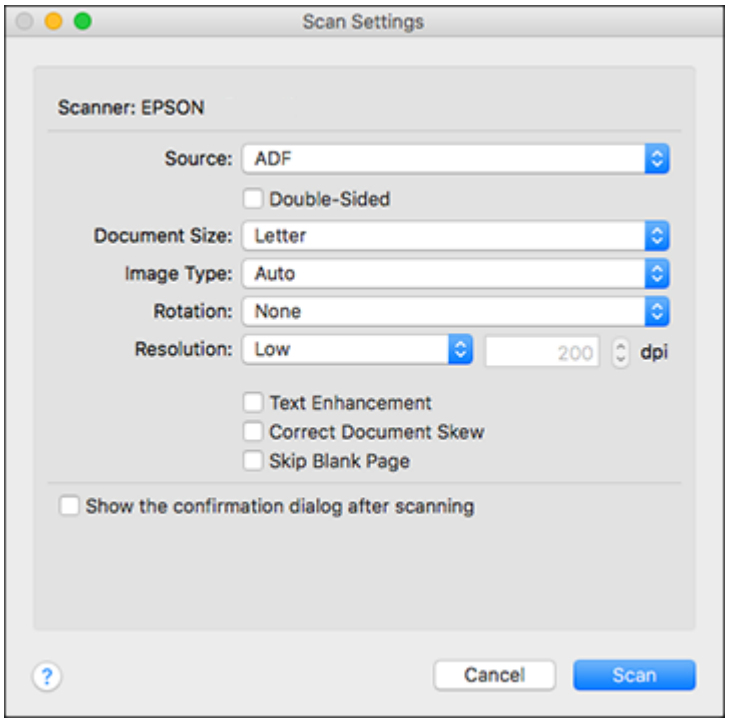
You see a window like this:



Note: You may need to select your scanner from the scanner list.

3. Click the **Scan** icon.

You see a window like this:



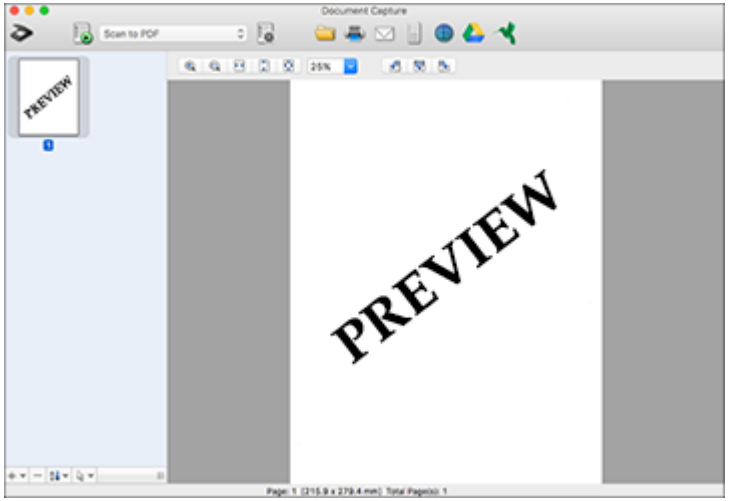
Note: If you want to use a scan job that you created instead, select it from the Job list in the Document Capture window, click the Start Job button, and skip the rest of these steps.

4. Select any displayed scan settings you want to use.

   Note: See the Help information in Document Capture for details.

5. If you want to select detailed scan settings, close the Scan Settings window, open the **Scan** menu at the top of the Mac desktop, and select **Displays the EPSON Scan Setup Screen**.
6. Click the Scan icon and select any detailed scan settings you want to use from the Epson Scan 2 window.
7. Click **Scan**.

You see a preview of your scan in the Document Capture window.



Note: You may have to close the Epson Scan 2 window to view your scan in the Document Capture window.

8. If you would like to scan additional originals and add them to the current captured images, click the + icon, select **Acquire from Scanner**, and repeat the previous steps.
9. Check the scanned images and edit them as necessary.
10. Open the **File** menu at the top of the Mac desktop and select **Save As**.
11. Select **DOCX** (Word) or **XLSX** (Excel) as the **File Type** setting.

    Note: The first time you select an Office file type setting in Document Capture, you see a prompt to download a necessary plug-in for Microsoft Office files. Select **Yes** and follow the on-screen instructions to download and install the plug-in to continue.

12. Click the **Options** button, select any necessary Office file type options, and click **OK**.

13. Click one of the Destination icons to choose where to send your scanned file. (If you cannot see all of the icons below, click the arrow next to the icons.)



14. Depending on the destination you chose, click **OK** or **Send** to complete the operation.

Parent topic: Scanning Special Projects

Related topics
Loading Originals

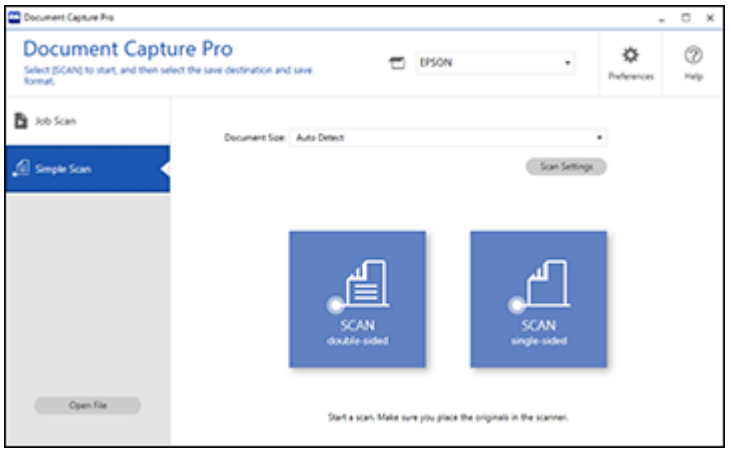
Scanning to a SharePoint Server or Cloud Service - Windows

You can use Document Capture Pro (Windows) to upload scanned images to a SharePoint server or a cloud service.

Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
   - **Windows 11**: Click , then search for **Document Capture Pro** and select it.
   - **Windows 10**: Click and select **Epson Software** > **Document Capture Pro**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.
   - **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **Epson Software** > **Document Capture Pro**.
3. Select the **Simple Scan** tab.

You see a window like this:



4. If you want to select specific scan settings for the scan, click the **Scan Settings** button, select any displayed settings you want to use, and click **OK**.

   Note: See the help information in Document Capture Pro for details.

5. Do one of the following:
   - To scan the front side of an original, select **SCAN single sided**.
   - To scan both sides of an original,select **SCAN double sided**.

   Your product starts scanning and you see the Edit Scanned Results window.
6. View and edit the scanned pages as necessary and click **Complete** when you are finished.

   Note: See the help information in Document Capture Pro for details.

7. Click one of the cloud server or service destination icons. You see the settings window.
8. Enter any required information to set up the destination. You may need to log in to your cloud service to authenticate the connection and allow Document Capture Pro to access the cloud service.
9. Adjust any settings and click **Complete**.

   Note: See the help information in Document Capture Pro for details.

Your originals are uploaded to the indicated server or cloud service.

Parent topic: Scanning Special Projects

Related topics

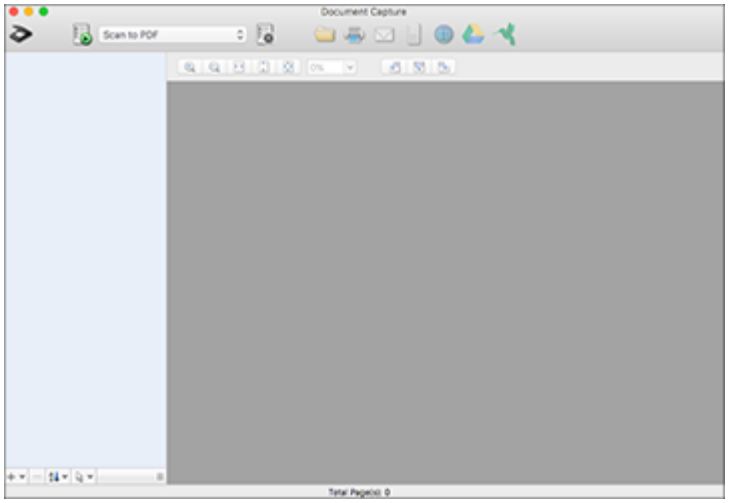
Loading Originals

Scanning to a SharePoint Server or Cloud Service - Mac

You can use Document Capture to upload scanned images to a SharePoint server or a cloud service.

1. Open the **Applications** folder, open the **Epson Software** folder, and select **Document Capture**.

   You see a window like this:



   Note: You may need to select your scanner from the scanner list.

2. Click the scan icon.
3. Select any displayed scan settings you want to use.

   Note: See the Help information in Document Capture for details.

4. Click **Scan**.

   You see a preview of your scan in the Document Capture window.

5. Click one of the cloud service Destination icons to choose where to save your scanned file. (If you cannot see all of the icons, the service software may not be installed, the service may not be available on your platform, or you need to click the arrow next to the icons.)

   You see the Transfer Settings window.

6. Enter any required information to set up the destination. You may need to log in to your cloud service to authenticate the connection and allow Document Capture to access the cloud service. If you have previously created a saved setting for the destination, select it from the drop-down list.
7. Adjust any save settings, then click **OK** or **Send**, depending on the destination.

   Your originals are scanned and uploaded to the indicated server or cloud service.

Parent topic: Scanning Special Projects

Related topics

Loading Originals

Using the Optional Flatbed Scanner Dock - Windows

The optional flatbed scanner dock combines your document scanner with a flatbed scanner into a single unit (DS-530 II/DS-770 II). This allows you to scan thick or over-sized originals, such as cardboard and books, that won't fit into the document scanner's ADF.

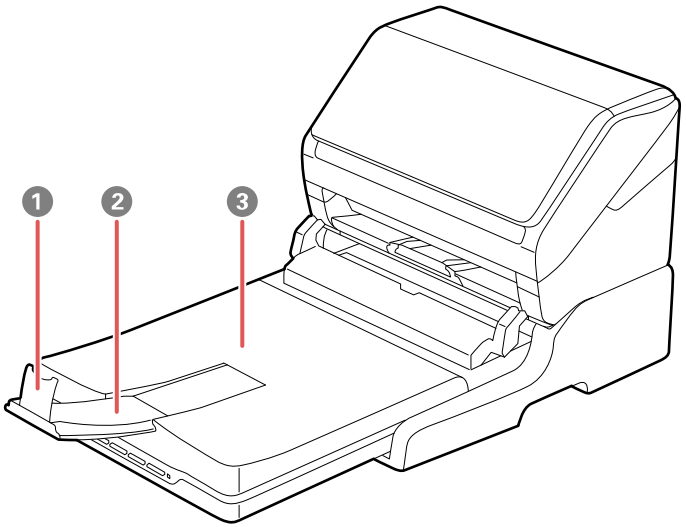
You must purchase a flatbed scanner (Epson Perfection V19/V39) to use the optional flatbed scanner dock. To attach the flatbed scanner and dock to your document scanner, follow the installation instructions that came with your flatbed scanner dock.

See these sections to learn about the flatbed scanner dock option.

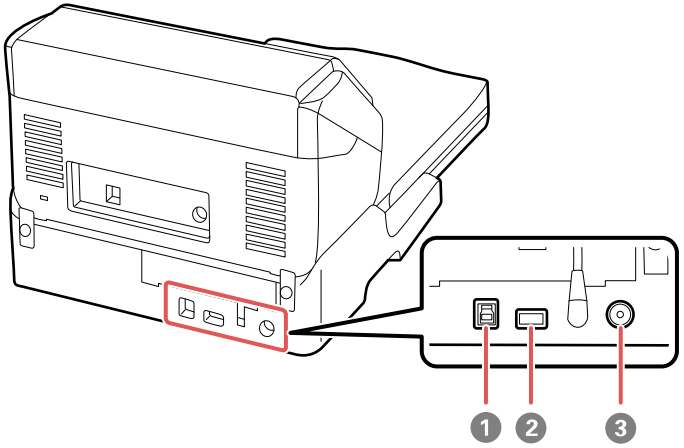
Note: Your product may differ from the images in this guide, but the instructions are the same unless otherwise noted.

Flatbed Scanner Dock Parts
Scanning from the Flatbed Scanner Dock
Cleaning the Flatbed Scanner Dock
Transporting the Flatbed Scanner Dock

Flatbed Scanner Dock Parts



1 Stopper
2 Output tray extension
3 Scanner cover/output tray



1 USB port 1 (for connecting flatbed dock to computer)
2 USB port 2 (for connecting flatbed dock to document scanner)
3 Power inlet

Parent topic: Using the Optional Flatbed Scanner Dock - Windows

Scanning from the Flatbed Scanner Dock

See these sections to scan when using the optional flatbed scanner dock.

Scanning from the Docked Flatbed Scanner
Scanning from the ADF with the Flatbed Scanner Dock Attached

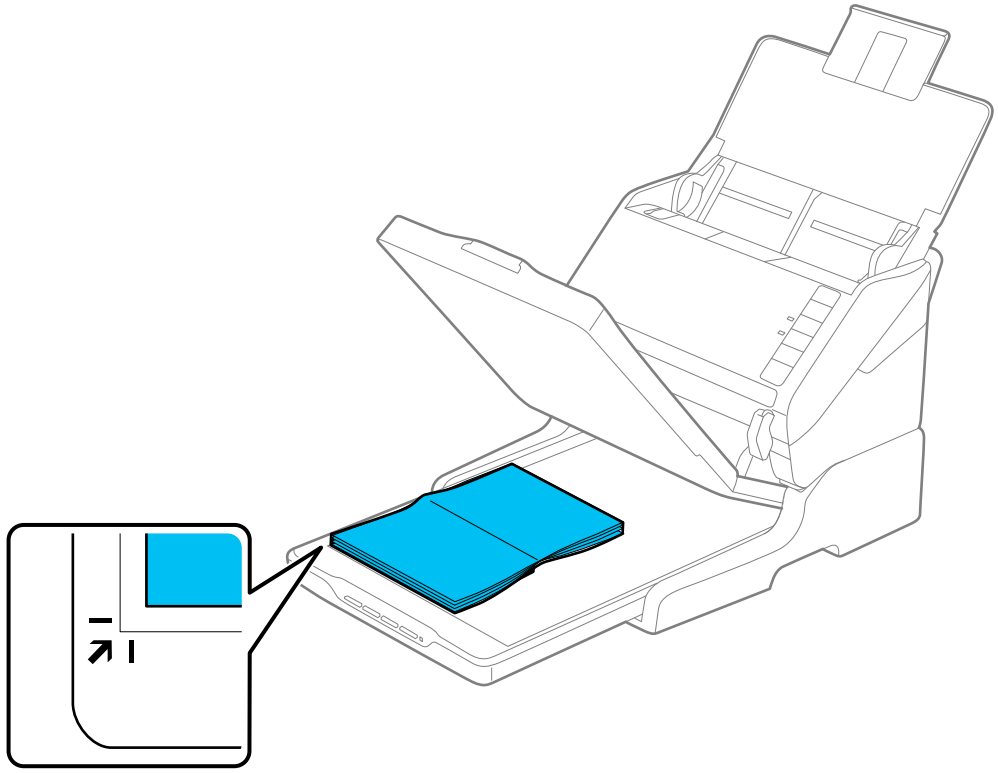
Parent topic: Using the Optional Flatbed Scanner Dock - Windows

Scanning from the Docked Flatbed Scanner

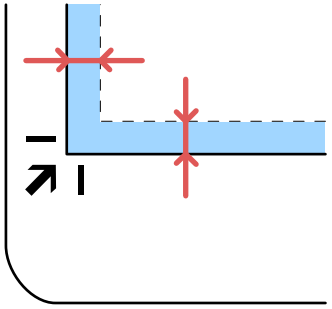
You can place originals directly on the scanner glass of the flatbed scanner attached to the optional flatbed scanner dock.

Caution: Make sure the scanner is placed on a flat surface. Do not place heavy objects on the scanner glass and do not press on the glass with too much force, or it may damage the scanner. Do not leave photos on the scanner glass for an extended period, or they may stick to the glass.

1. Close the document scanner's output tray.
2. Open the flatbed scanner cover.
3. Place your original facedown on the scanner glass with the top edge facing as shown. Slide the original to the edges of the indicated corner.



Note: Place your original 0.1 inch (2.5 mm) from the top and side edges of the scanner glass as shown in order to avoid cropping. If you are scanning multiple photos at once, place them at least 0.8 inch (20 mm) apart from each other.



4. Close the flatbed scanner cover gently to keep your original in place. If you are scanning a book or other thick document, hold the scanner cover down as you scan.
5. Start Document Capture Pro (Windows), Document Capture (Mac), or Epson Scan 2.
6. Select **Scanner Glass** as the Document Source setting.
7. Select other scan settings as necessary.
8. Click **Scan**.

Parent topic: Scanning from the Flatbed Scanner Dock

Related tasks

Scanning from the ADF with the Flatbed Scanner Dock Attached
Scanning in Epson Scan 2

Scanning from the ADF with the Flatbed Scanner Dock Attached

Depending on the length of your originals, you may need to adjust the position of the input tray, output tray, and stopper when scanning from the document scanner's ADF with the optional flatbed scanner dock attached.

For originals shorter than 8.2 inches (210 mm) long:

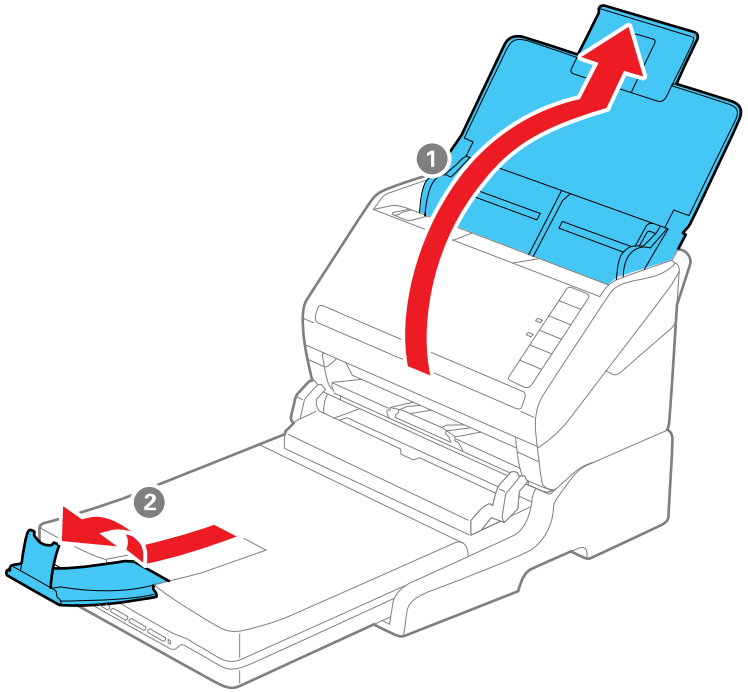
- Open the document scanner's input tray, pull out the output tray and output tray extension, and open the stopper.
- Extend the output tray a little longer than the length of the original and move the stopper forward or backward as necessary.

For originals between 8.2 inches (210 mm) and 11.7 inches (297 mm) long:

- Open and extend the document scanner's input tray, open the flatbed scanner's stopper, and slide the stopper forward or backward so that it is a little longer than the length of the original. (Do not open the output tray on the document scanner.)

For originals between 11.7 inches (297 mm) and 14 inches (356 mm) long:

- Open the document scanner's input tray, pull out and extend the scanner dock's output tray and output tray extension, and open the stopper. (Do not open the output tray on the document scanner.)
- Extend the output tray a little longer than the length of the original and move the stopper forward or backward as necessary.



For originals that are 14 inches (356 mm) or longer:

- Open the document scanner's input tray.
- Leave the output tray closed, and close the flatbed and document scanner's stoppers.

Parent topic: Scanning from the Flatbed Scanner Dock

Related tasks

Scanning from the Docked Flatbed Scanner
Scanning in Epson Scan 2

Cleaning the Flatbed Scanner Dock

To keep your product working at its best, you should clean it several times a year.

Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it. Do not open the product case.

1. Turn off the document scanner using the ⏻ power button.

   Note: There is no power button on the scanner dock.

2. Unplug the AC power cord and disconnect the USB cable that connects the flatbed scanner dock to the computer.
3. Clean the outer case with a cloth dampened with mild detergent and water.
4. If the scanner glass is dirty, clean it with a soft dry cloth. If the glass surface is stained with grease or some other hard-to-remove material, use a small amount of glass cleaner on a soft cloth to remove it. Wipe off all remaining liquid.

   Caution: Do not spray glass cleaner directly on the scanner glass. Do not press the surface of the scanner glass with any force and be careful not to scratch or damage the scanner glass. A damaged glass surface can decrease the scan quality.

Parent topic: Using the Optional Flatbed Scanner Dock - Windows

Transporting the Flatbed Scanner Dock

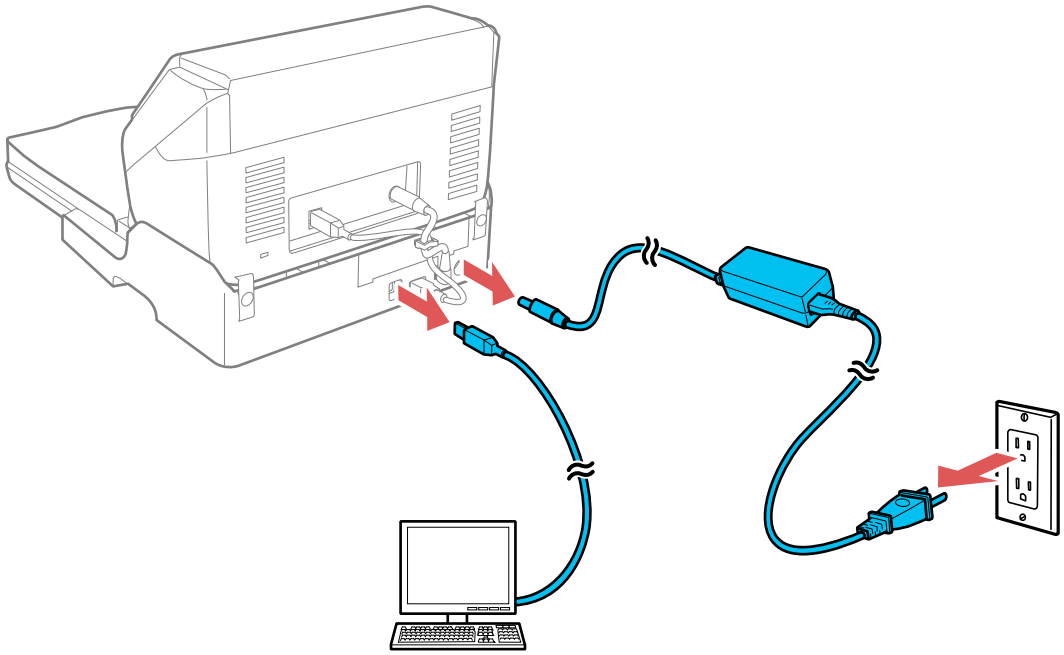
If you need to ship your product, transport it a long distance, or store it for an extended period, prepare it for transportation as described here.

Note: If you are transporting only the flatbed scanner dock (without the document scanner), follow the installation instructions that came with the flatbed scanner dock in reverse to remove the flatbed scanner and dock from the document scanner.

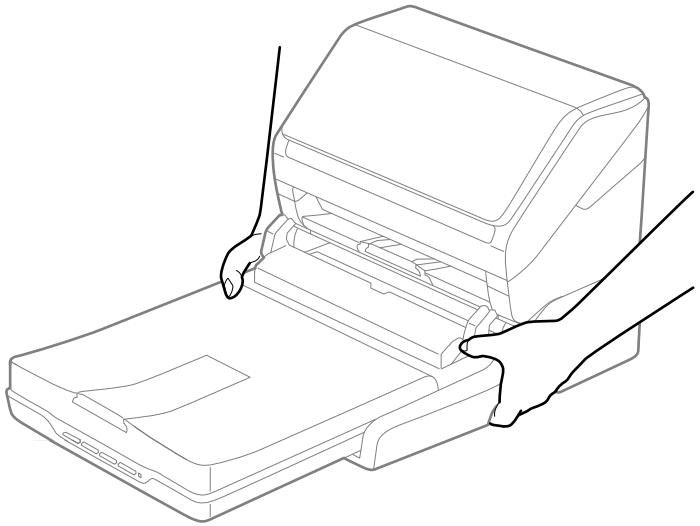
1. Turn off the document scanner using the ⏻ power button.

   Note: There is no power button on the flatbed scanner.

2. Unplug the AC power cord and disconnect the USB cable that connects the flatbed scanner dock to the computer.



3. Lift the entire scanner unit as shown, making sure to keep it level during transport.



4. Place the scanner unit in its original packing materials if possible, or use equivalent materials with cushioning around the scanner.

   Caution: Avoid turning the scanner upside down when transporting it or you may damage the scanner.

Parent topic: Using the Optional Flatbed Scanner Dock - Windows

Cleaning and Transporting Your Product

See these sections if you need to clean or transport your product.

Cleaning Your Product
Cleaning Inside Your Scanner
Replacing the Scanner Rollers
Transporting Your Product

Cleaning Your Product

To keep your product working at its best, you should clean it several times a year.

Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it. Do not open the product's outer case.

1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.
3. Clean the outer case with a soft, dry cloth. Do not use liquid or chemical cleansers.

   Note: If the outer case still requires additional cleaning, use a slightly damp cloth to wipe the outer case. Then wipe the case with a soft, dry cloth.

Parent topic: Cleaning and Transporting Your Product

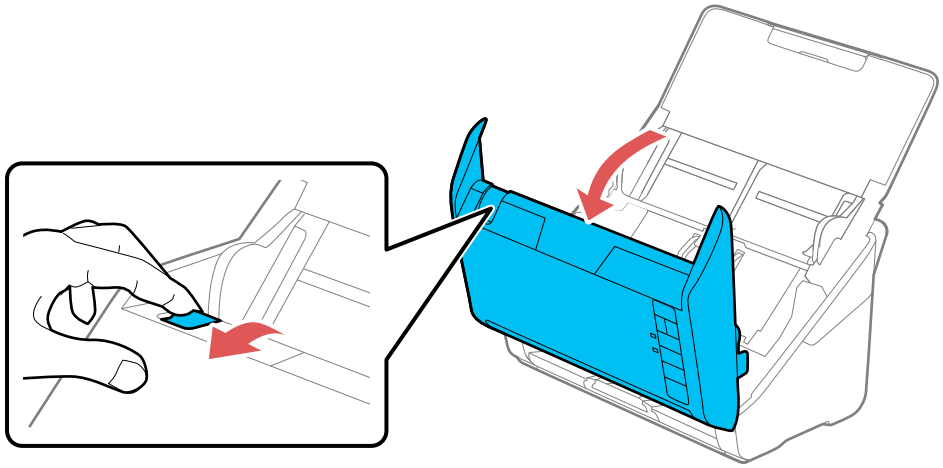
Cleaning Inside Your Scanner

Clean your scanner regularly to make sure that no dust builds up on the glass scanning surfaces. Dust can cause spots or lines in your scanned images. Clean the inside of the scanner every 5,000 scans. You can check the latest number of scans using the Epson Scan 2 Utility.

Note: The illustrations show the DS-575W II, but the instructions are the same for the DS-530 II and DS-770 II.

Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it.

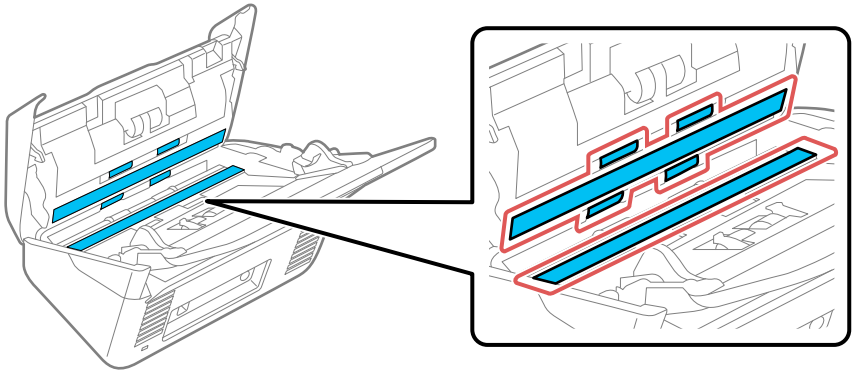
1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.
3. Pull down on the cover open lever and open the scanner cover.



4. Use a genuine Epson cleaning kit or a soft, moist cloth to wipe off any dust or dirt on the glass scanning surfaces and the rollers inside the scanner cover. If the glass surface is stained with grease or some other hard-to-remove material, use a genuine Epson cleaning kit to remove stains.

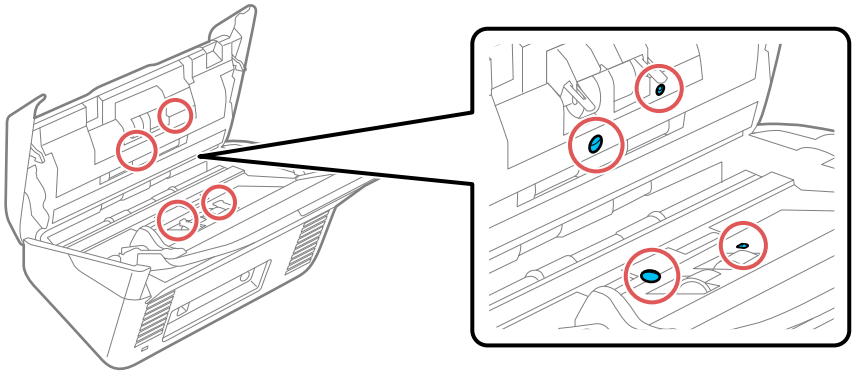
Use a small amount of cleaner on the cleaning cloth to remove the stains. Wipe off all remaining liquid.

Caution: Do not spray glass cleaner directly on the scanning surfaces. Be careful not to place too much force on the glass.



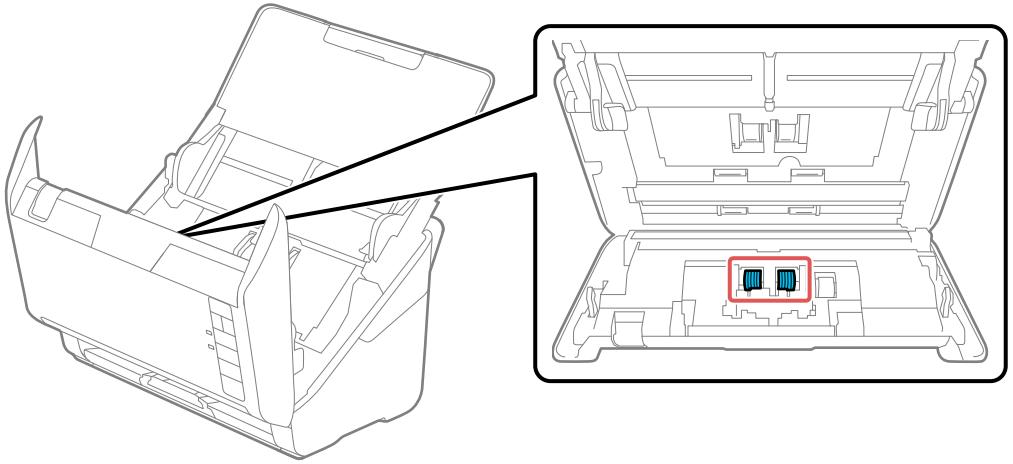
5. Use a cotton swab to wipe off any dust or dirt on the sensors.

   Caution: Do not use liquid or glass cleaner on the cotton swab.



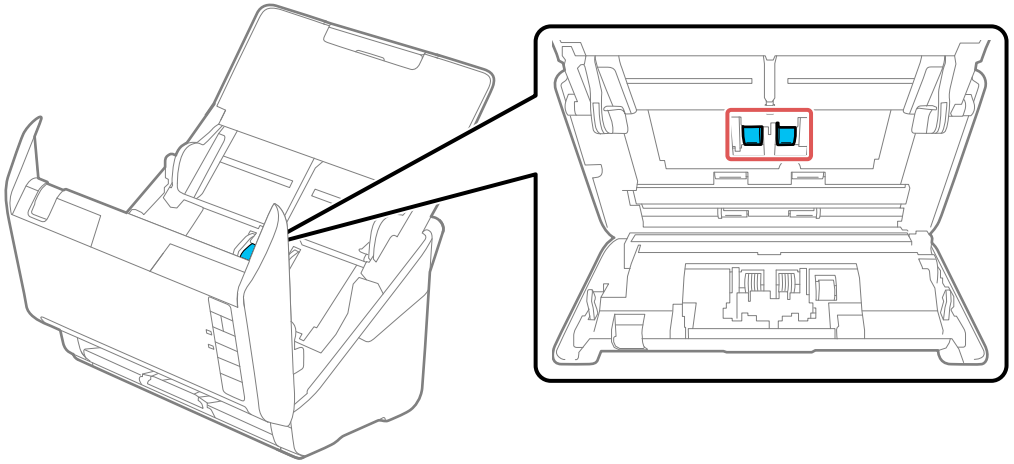
6. Wipe off any dust or dirt on the separation roller using a genuine Epson cleaning kit or a soft, moist cloth.

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



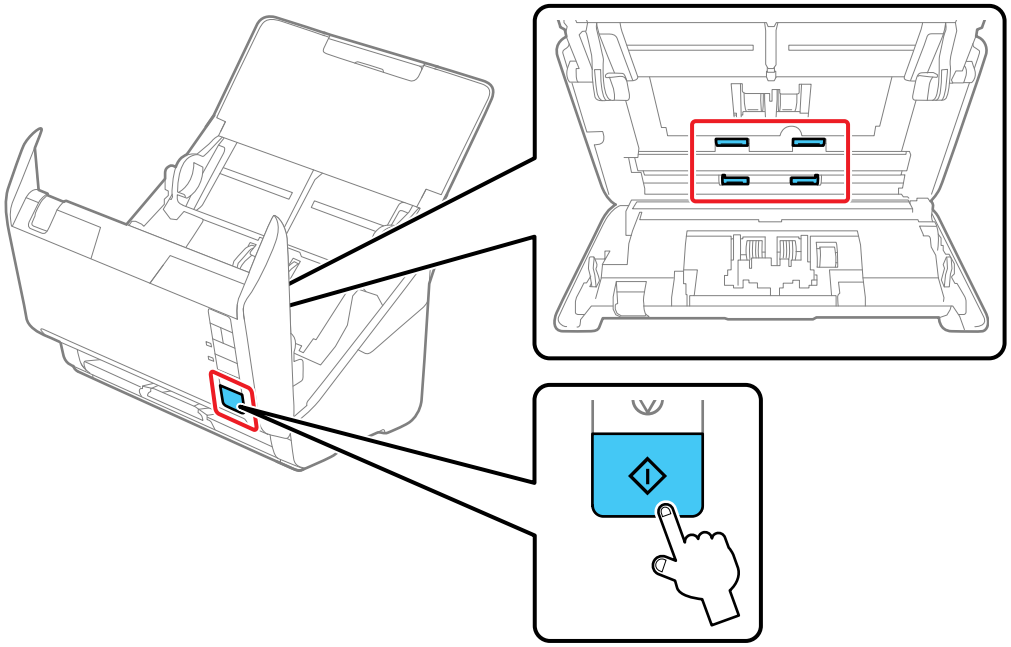
7. Wipe off any dust or dirt on the pickup roller using a genuine Epson cleaning kit or a soft, moist cloth.

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



8. Plug in the AC adapter and press the ⏻ power button to turn on the scanner.
9. Hold down the ◇ start button for at least two seconds while opening the scanner cover. The rollers on the bottom move momentarily, and then the scanner enters cleaning mode. Press the ◇ start button several times to rotate the rollers shown here. Use a genuine Epson cleaning kit or a soft,

moist cloth to wipe off any dust or dirt on the rollers as they rotate. Repeat this step until the rollers are clean.



Caution: Be careful not to get your hands or hair caught in the mechanism when operating the roller.

10. Close the scanner cover.

Resetting the Number of Scans After Cleaning

Parent topic: Cleaning and Transporting Your Product

Resetting the Number of Scans After Cleaning

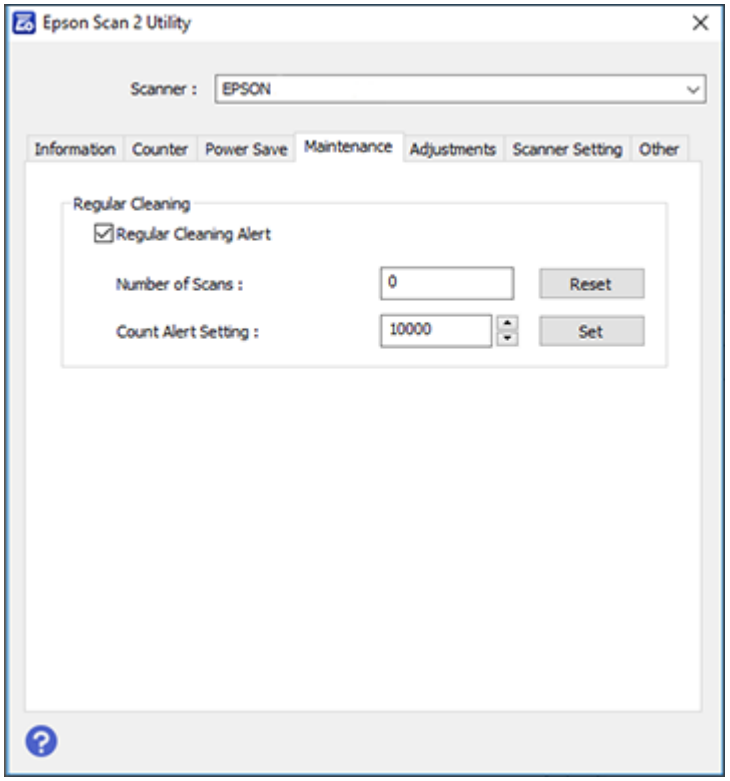
Reset the number of scans using the Epson Scan2 Utility after regular cleaning.

1. Make sure the scanner is turned on and connected to your computer.
2. Do one of the following to open the Epson Scan 2 Utility:
   - **Windows 11**: Click , then search for **Epson Scan 2 Utility** and select it.

- **Windows 10**: Click and select **EPSON** > **Epson Scan 2 Utility**.
- **Windows 8.x**: Navigate to the **Apps** screen and select **EPSON** > **Epson Scan 2 Utility**.
- **Windows (other versions)**: Click or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
- **Mac**: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.

3. Click the **Maintenance** tab.

   You see a screen like this:



4. Select the **Regular Cleaning Alert** checkbox and click the **Reset** button.
5. Close the Epson Scan 2 Utility.

Parent topic: Cleaning Inside Your Scanner

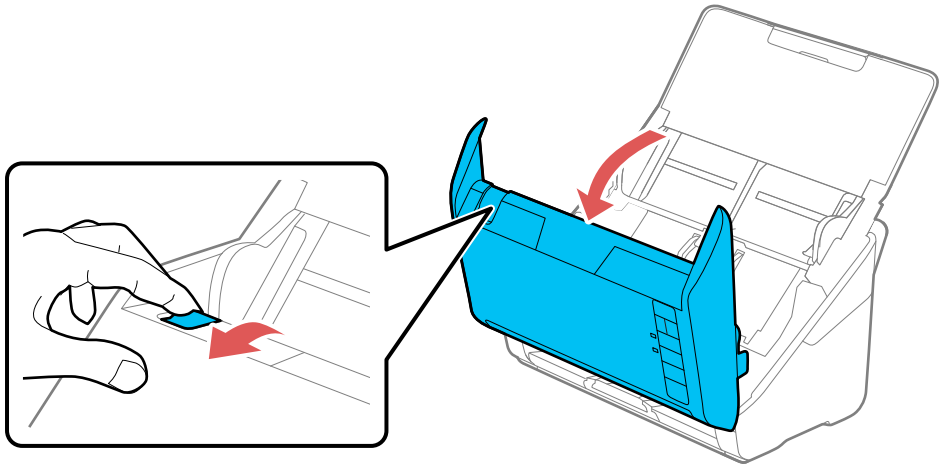
Replacing the Scanner Rollers

Replace the scanner rollers when the number of scans exceeds the life cycle of the rollers. Check the scanner roller counter to see when you need to replace the rollers.

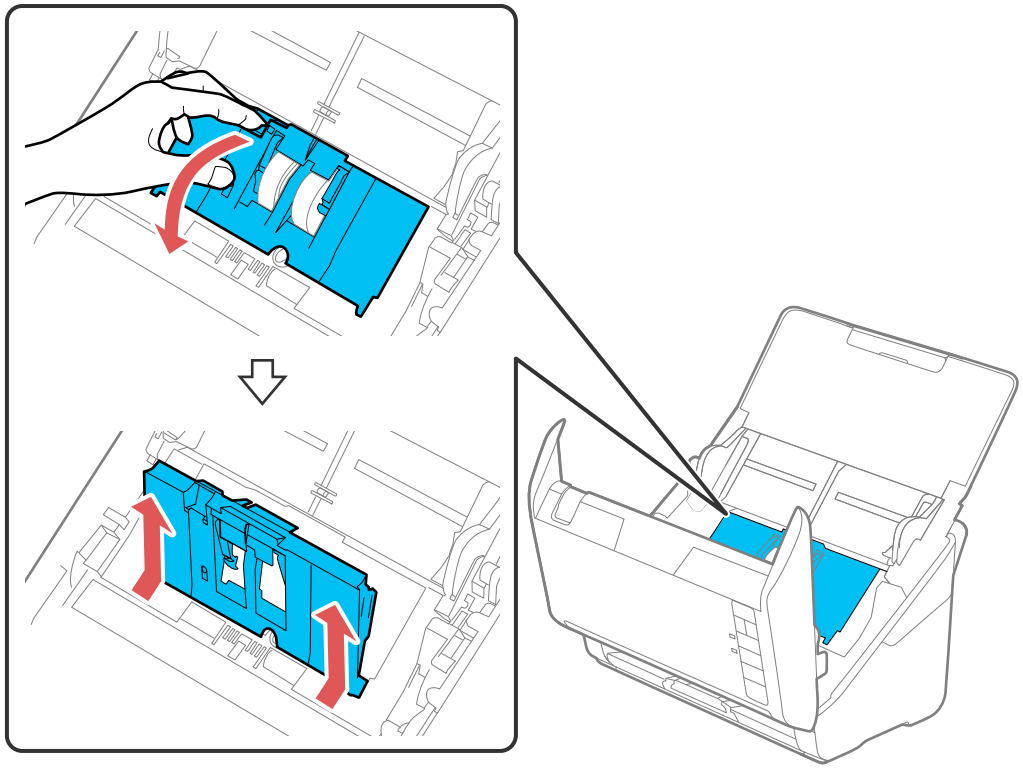
Note: The illustrations show the DS-575W II, but the instructions are the same for the DS-530 II and DS-770 II.

Note: Frequent use of textured media may cause premature wear on the rollers. If frequent paper jams occur before the life cycle of the rollers is exceeded, try cleaning the rollers. In some cases, the rollers may need to be replaced before the number of scans exceeds the life cycle of the rollers.

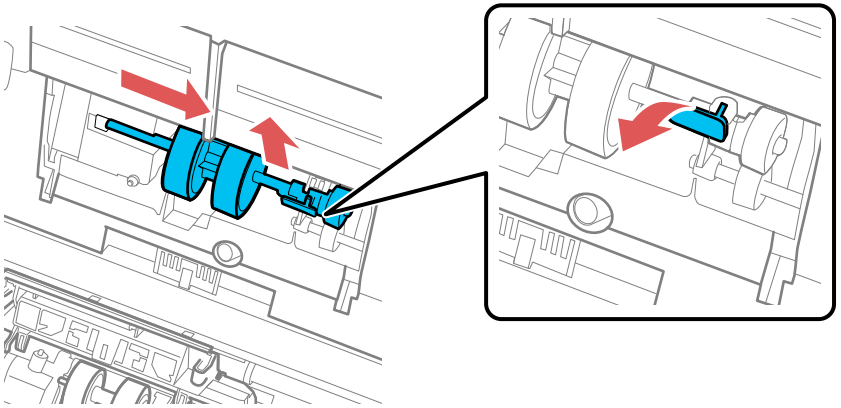
1. Turn off the scanner.
2. Unplug the AC adapter.
3. Disconnect any connected cables.
4. Pull down on the cover open lever and open the scanner cover.



5. Press down on the pickup roller cover latch and pull up the cover to remove it.

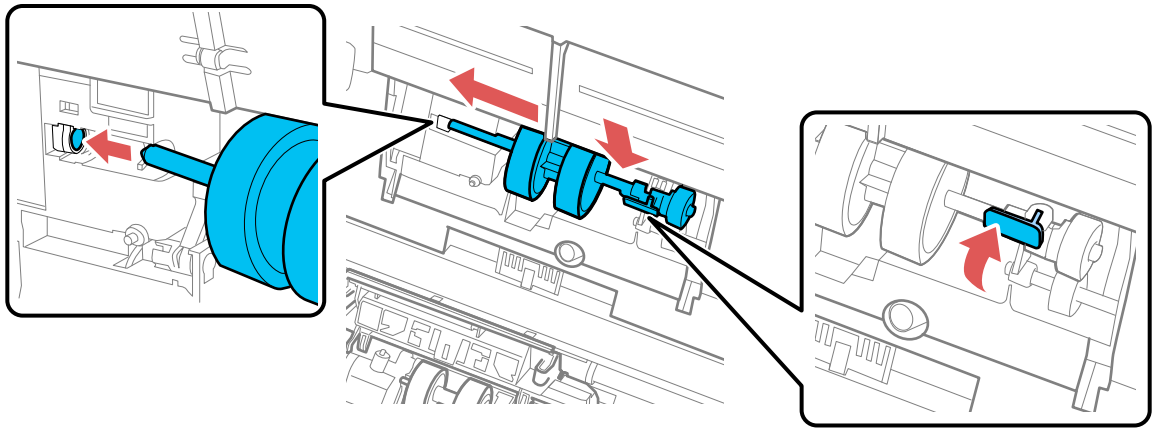


6. Pull down the tab on the pickup roller and slide the roller to the right to remove it.

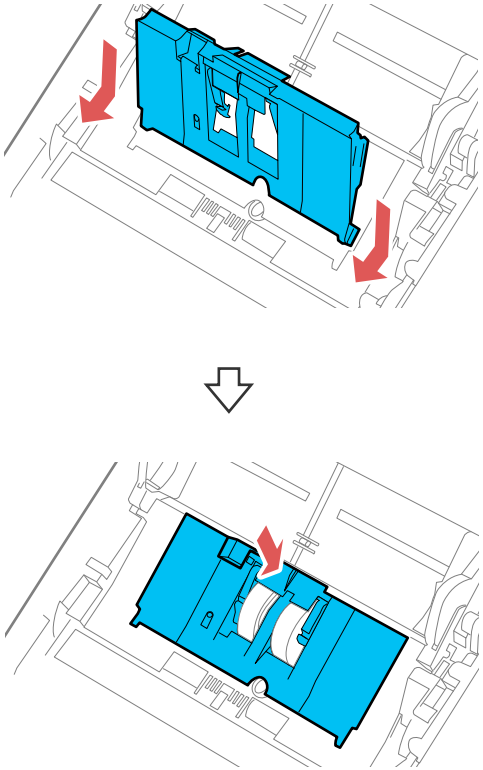


Note: Do not use force to pull out the pickup roller; doing so may damage the inside of the scanner.

7. To install the new pickup roller, align the notches on the roller unit and slide it to the left. Press up on the tab to secure the roller.



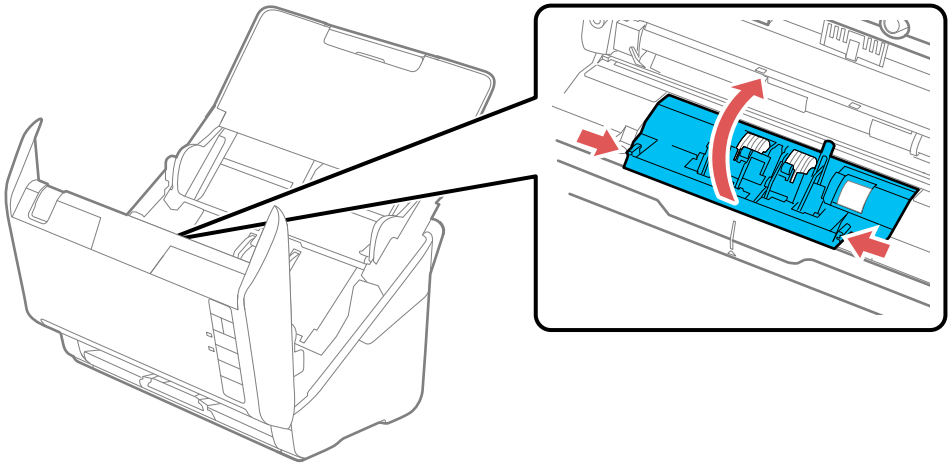
8. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.



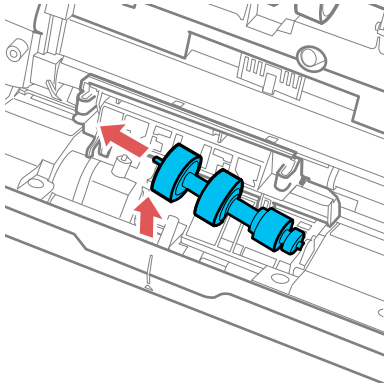
Note: If you are not able to close the cover, the pickup roller is not installed correctly. Remove the roller unit and reinstall it, then try to close the cover again.

9. Squeeze the tabs on the sides of the separation roller cover and open the cover.

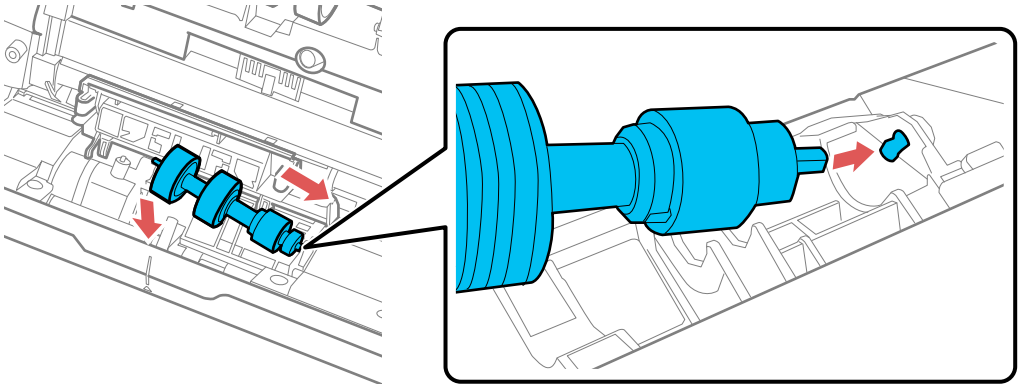
   Caution: Be careful not to apply too much force when opening the cover.



10. Slide the separation roller to the left and remove it.



11. To install a new separation roller, insert the end of the roller into the hole on the right side and lower the other end of the roller into place.



12. Close the separation roller cover until you hear it click into place.

    Note: If you are not able to close the cover, the roller is not installed correctly. Remove the roller and reinstall it, then try to close the cover again.

13. Close the scanner cover.
14. Connect any disconnected cables.
15. Plug in the AC adapter and turn on the scanner.
16. Reset the roller counter.

    Note: Make sure to dispose of the pickup roller and the separation roller following the rules and regulations of your local authority. Do not disassemble them.

Resetting the Scanner Roller Counter

Parent topic: Cleaning and Transporting Your Product

Related references

User Replaceable Epson Scanner Parts

Related tasks

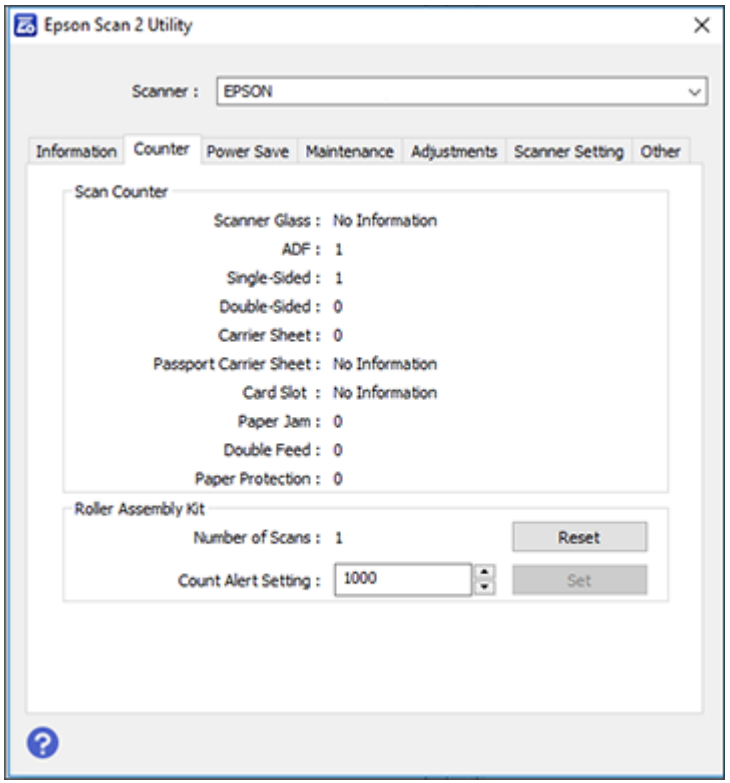
Resetting the Number of Scans After Cleaning

Resetting the Scanner Roller Counter

When you replace the scanner rollers, reset the scanner roller counter so you know when you may need to replace the rollers again.

1. Make sure the scanner is turned on and connected to your computer.
2. Do one of the following to open the Epson Scan 2 Utility:
   - **Windows 11**: Click , then search for **Epson Scan 2 Utility** and select it.
   - **Windows 10**: Click  and select **EPSON** > **Epson Scan 2 Utility**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **EPSON** > **Epson Scan 2 Utility**.
   - **Windows (other versions)**: Click  or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
   - **Mac**: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.
3. Click the **Counter** tab.

You see a screen like this:



4. Click **Reset**.

   The Number of Scans field changes to 0 (zero).

5. Close the Epson Scan 2 Utility.

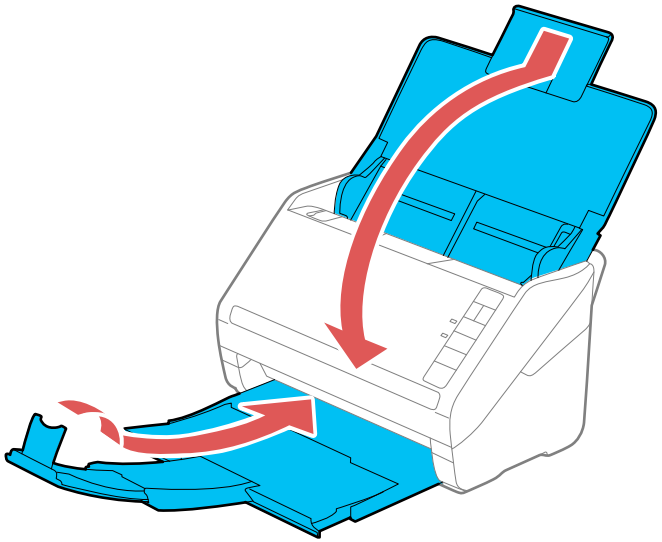
Parent topic: Replacing the Scanner Rollers

Transporting Your Product

If you need to ship your product, transport it a long distance, or store it for an extended period, prepare it for transportation as described here.

Note: The illustrations show the DS-575W II, but the instructions are the same for the DS-530 II and DS-770 II.

1. Turn off the product and unplug the AC adapter.
2. Disconnect any connected cables.
3. Close the input tray and the output tray.



Note: Make sure the output tray is securely closed.

4. Place the product in its original packing materials, if possible, or use equivalent materials with cushioning around the product.

Parent topic: Cleaning and Transporting Your Product

Administering Your Product (DS-575W II)

Follow the instructions in these sections to configure your product's administrator settings using the Web Config software.

Note: Before you can configure system administration settings, you must connect the product to a network.

Notes on the Administrator Password
Connecting the Product to the Network
Accessing the Web Config Utility
Restricting Features Available for Users
Registering an Email Server
Configuring Product Settings
Importing and Exporting Product Settings
Using Your Product on a Secure Network

Related topics

Wi-Fi Networking

Notes on the Administrator Password

This product allows you to set an administrator password to prevent unauthorized third parties from accessing or changing the product settings or the network settings stored in the product when it is connected to a network.

If you set an administrator password, you need to enter the password when changing settings in configuration software such as Web Config.

The initial administrator password is set on the product, but you can change it to a password of your choice. The default value of the administrator password is printed on the product's label. The label is located on the side, the back, or the bottom, depending on the product. If there is no "PASSWORD" label attached, enter the serial number from the label attached to the back of the product for the default administrator password. (No user name is set as default.)

Note: Depending on the time and region when the product was purchased, a default administrator password may have been set or you may be prompted to set an administrator password when you first access Web Config.

You must enter the administrator password when performing the following operations:

- Accessing the advanced settings in Web Config
- Updating your product's firmware from a computer or smart device
- Using applications that can change the product's settings
- Selecting a menu on the control panel that has been locked by an administrator
- Changing or resetting the administrator password

You can change the administrator password from the product's control panel or Web Config. The new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

You can restore the administrator password to the default setting from the product's control panel or Web Config. If you have forgotten the password and cannot restore it to the default settings, contact Epson for help.

Parent topic: Administering Your Product (DS-575W II)

Connecting the Product to the Network

Follow the instructions in these sections to connect the product to the network.

Before Connecting to the Network
IP Address Assignment
DNS Server and Proxy Server
Assigning the IP Address Using Web Config

Parent topic: Administering Your Product (DS-575W II)

Before Connecting to the Network

Before connecting the product to the network, configure the necessary settings for the connection type in advance.

Connection type	Settings	Description
LAN connection	IP address	Determine the IP address to assign to the product When assigning a static IP address, you need to configure the IP address settings directly on the product or through a network configuration interface. When assigning a dynamic IP address using the DHCP function, connection information is not required because it is set automatically.
	Subnet mask	
	Default gateway	
Wi-Fi connection	SSID	Determine the SSID (network name) and the password of the access point to which the product will connect. If MAC address filtering has been set, register the MAC address of the scanner in advance to register the scanner. See "Network Interface Specifications" for the supported standards.
	Password	
DNS server	IP address for primary DNS	Setting the IP address is required when specifying DNS servers The secondary DNS is set when the system has a redundant configuration and there is a secondary DNS server. If you are in a small organization and do not set the DNS server, set the IP address of the router.
	IP address for secondary DNS	
Proxy server	Proxy server name	Enter the proxy server name if your network environment uses a proxy server to access the internet from the intranet The product directly connects to the internet for the following functions: • Firmware updating
Port number information	Port number to release	Check the port number used by the product and computer, then release the port that is blocked by a firewall, if necessary.

Parent topic: Connecting the Product to the Network

IP Address Assignment

You can select the type of IP address to assign to the product.

Static IP address

A static IP address is fixed and does not change when the device connects to the network. The settings required to connect to the network (subnet mask, default gateway, DNS server, etc.) need to be configured manually. Use a static IP address when you want to manage the device on a network that many computers access. Also, when using security features such as IPsec/IP filtering, assign a static IP address to ensure that the IP address does not change.

Dynamic IP address

A dynamic IP address is automatically assigned to your product by a DHCP (Dynamic Host Configuration Protocol) server whenever it connects to a network. The settings required to connect to the network (subnet mask, default gateway, DNS server, etc.) are set automatically, so you can easily connect the device to the network. If the device or the router is turned off, or depending on the DHCP server settings, the IP address may change when re-connecting.

Note: If you use the IP address reservation function of the DHCP, you can assign the same IP address to the devices at any time.

Parent topic: Connecting the Product to the Network

DNS Server and Proxy Server

DNS Server

A DNS server translates domain names (such as www.example.com) into IP addresses which are used by computers to identify each other on the network.

When you type a domain name into a web browser, your computer sends a request to a DNS server to find the corresponding IP address. This process is called name resolution. If the DNS server doesn't have the information cached, it will query other DNS servers until it finds the correct IP address or determines that the domain doesn't exist. Name resolution is necessary for the scanner to communicate using the email function or Internet connection function. If you use those functions, configure the DNS server settings. When you assign the scanner's IP address using the DHCP function of the DHCP server or router, it is automatically set.

Proxy Server

A proxy server filters content based on predefined rules, blocks malicious websites, and enforces security policies. It can also provide firewall capabilities to protect internal networks from external threats.

The proxy server is placed at the gateway between a client (such as a user's computer) and another server (such as a web server) to process and forward requests. When you connect to a website through a proxy server, your request first goes to the proxy server, which then forwards it to the destination server. The response from the destination server then returns to the proxy server, which sends it back to you. The destination server communicates only with the proxy server. Therefore, scanner information (such as the IP address and port number) is hidden and increased security is expected. When you connect to the Internet via a proxy server, configure the proxy server on the scanner.

Parent topic: Connecting the Product to the Network

Assigning the IP Address Using Web Config

You can set up a static IP address for your product using Web Config. Make sure the computer and your product are connected to the same wireless network.

Note: You can also use the product's software installer to set up a static IP address. Follow the instructions on the *Start Here* sheet and install the necessary software by downloading it from the Epson website. On the Select Your Connection Method screen, select the option to connect your product to Wi-Fi using a different method, and then select **Advanced configuration**. Enter the static IP address, and then follow the on-screen instructions.

1. Turn on the product, if necessary.
2. Log in to the Web Config interface as an administrator.
3. Select the **Network** tab.
4. Select **Manual** as the Obtain IP Address setting.
5. Set up the **IP Address**, **Subnet Mask** and **Default Gateway**.

   Note: Make sure you enter the information correctly. If the combination of the IP Address, Subnet Mask and Default Gateway is incorrect, you cannot proceed with the settings.

6. Set any other settings, as needed.

   Note: Select **Auto** as the DNS Domain Name Setting option if you are not manually entering a DNS Domain Name.

7. Select **Next** to see a summary of the network settings.

8. Select **OK** to accept the changes.

   Note: The network connection will be temporarily interrupted to enable the new settings.

Parent topic: Connecting the Product to the Network

Accessing the Web Config Utility

You can select your product's network settings and confirm its operating status using a web browser. You do this by accessing your product's built-in Web Config utility from a computer or other device that is connected to the same network as your product.

Note: You can also access the Web Config utility from the product information area in the Epson Smart Panel app.

1. Determine your product's IP address.
2. Launch an internet browser on a computer that is using the same network as your product.
3. Type your product's IP address into the address bar and press **Enter**.
4. If you see a warning about the self-signed certificate, ignore the warning and continue to the product IP address. See your browser help for details.

   Note: Depending on the time and region when the product was purchased, a default administrator password may have been set or you may be prompted to set an administrator password when you first access Web Config.

5. In the upper right corner of the screen, click **Log in** and enter the Administrator password using the following default values:
   - **User name**: none (blank)
   - **Password**: If there is a "Password" label attached to the back of your product, enter the 8-digit number shown on the label. If there is no "Password" label, enter the serial number shown on the label attached to your product.
6. Click **OK**.

   You see the available Web Config utility options.

Parent topic: Administering Your Product (DS-575W II)

Restricting Features Available for Users

Follow the instructions in these sections to restrict users from using certain product features and create an administrator password to lock the restrictions using the Web Config software.

Changing the Administrator Password in Web Config
Locking the Buttons on the Control Panel using Web Config
Disabling Network Scanning
Disabling WSD Scan

Parent topic: Administering Your Product (DS-575W II)

Changing the Administrator Password in Web Config

You can set an administrator password using your product's control panel, Web Config, or EpsonNet Config. You use the same administrator password in all cases.

Note: If you forget your administrator password, contact Epson for support.

1. Access Web Config and select the **Product Security** tab.

   Note: Depending on the time and region when the product was purchased, you may be prompted to set an administrator password when you first access Web Config.

2. Select **Change Administrator Password**.
3. Enter a user name, if necessary.
4. Do one of the following:
   - If you have set an administrator password before, enter the current password, then enter and confirm the new password in the fields provided.
   - If you have not set an administrator password before, enter the default password, then enter a new password and confirm it in the fields provided.

     Note: Be sure to remember the administrator password you set. If you forget your password, you will not be able to reset it and you will need to contact Epson.

5. Click **OK**.

Parent topic: Restricting Features Available for Users

Related tasks

Accessing the Web Config Utility

Locking the Buttons on the Control Panel using Web Config

You can lock the Wi-Fi connect and Wi-Fi buttons so that network settings cannot be changed from the control panel.

1. Access Web Config and select the **Device Management** tab.
2. Select **Control Panel**.
3. Select **ON** for the **Panel Lock** setting.

   Note: If **Panel Lock** is not displayed in Web Config, it is automatically enabled when you set an administrator password for the scanner.

4. Click **OK** to save your setting.

Parent topic: Restricting Features Available for Users

Related tasks

Accessing the Web Config Utility

Disabling Network Scanning

You can make the following settings in Web Config to disable network scanning using Epson Scan 2 from your computer.

1. Access Web Config and select the **Scan** tab.
2. Select **Network Scan**.
3. Under **EPSON Scan**, deselect the **Enable scanning** check box.
4. Click **Next**.
5. Click **OK** to confirm your setting.

Parent topic: Restricting Features Available for Users

Disabling WSD Scan

If you do not want your computer to configure the scanner as a WSD scanning device, follow the steps below to disable the WSD settings.

1. Access Web Config and select the **Network Security** tab.

2. Select **Protocol**.
3. Under **WSD Settings**, deselect the **Enable WSD** check box.
4. Click **Next**.
5. Click **OK** to confirm your setting.

Parent topic: Restricting Features Available for Users

Registering an Email Server

If you want to send a scanned file by email, you need to register the email server first. You can select settings for the email server using Web Config.

Note: Before registering the email server, make sure the product is connected to the network. If you are using an Internet-based email server, check the setting information from the provider or website.

1. Access Web Config.
2. Select the **Network** tab.
3. Select **Email Server** > **Basic**.
4. Select an authentication method, then select the settings you want to use. Contact your internet service provider if necessary to confirm the authentication method for the email server.
5. Select **OK**.

Email Server Settings
Enabling SMTP AUTH in Exchange Online
Setting Up OAuth 2.0 Authentication
Checking an Email Server Connection
Mail Server Connection Test Messages

Parent topic: Administering Your Product (DS-575W II)

Related tasks
Accessing the Web Config Utility

Email Server Settings

You can configure these email server settings in Web Config.

Setting	Options/Description
Authentication Method	Select the authentication method that matches your email server **Note:** If you are using Microsoft Exchange Online, the previous Basic Authentication method has been discontinued and SMTP authentication (SMTP AUTH) has been disabled by default. You will need to use the **OAuth2** authentication method. If you use the email sending and email notification functions of the product, configure the email server settings to use **OAuth2** authentication. You should also enable SMTP AUTH in Exchange Online.
Email service	If you select **OAuth2** as the **Authentication Method**, select an email service from the drop-down list. Click **Sign In** and then follow the on-screen instructions to sign in to the email service. **Note:** For personal use, select Outlook.com.
Authenticated Account	Enter the authenticated account name from 1 to 255 characters long in ASCII
Authenticated Password	Enter the authenticated password from 1 to 20 characters long in ASCII using A-Z, a-z, 0-9, and these characters: ! # $ % ' * + - . / = ? ^ _ { ! } ~ @ **Note:** You may be required to use an App password rather than your email login password. Check with your email service provider.
Sender's Email Address	Enter the sender's email address from 1 to 255 characters long in ASCII; do not use a period (.) as the first character or use these characters: ( ) < > [ ] ;
SMTP Server Address	Enter the SMTP server address from 1 to 255 characters long using A-Z, a-z, 0-9, and "-" in IPv4 or FQDN format
SMTP Server Port Number	Enter the SMTP server port number between 1 and 65535
Secure Connection	Select the security method for the email server; available choices depend on the **Authentication Method** setting

Setting	Options/Description
Certificate Validation (Web Config only)	Enable checking for a valid certificate; recommended value is **Enable**
POP3 Server Address	Enter the POP server address from 1 to 255 characters long using A-Z, a-z, 0-9, and "-" in IPv4 or FQDN format
POP3 Server Port Number	Enter the POP server port number between 1 and 65535

Parent topic: Registering an Email Server

Related tasks

Enabling SMTP AUTH in Exchange Online
Setting Up OAuth 2.0 Authentication

Enabling SMTP AUTH in Exchange Online

Enable SMTP AUTH in Exchange Online if you want to use the product's email sending and notification functions.

Note: For detailed instructions, see the Microsoft Learn site.

1. In the Exchange admin center, disable **security defaults** for the entire organization and then enable SMTP AUTH.
2. In the Microsoft 365 admin center, enable SMTP AUTH for the product administrator's mailbox.

Parent topic: Registering an Email Server

Setting Up OAuth 2.0 Authentication

You can set up OAuth 2.0 authentication for your email server using Web Config.

1. Log in to the Web Config interface as an administrator.
2. Select the **Network** tab, then select **Email Server** > **Basic**.
3. Select **OAuth2** as the **Authentication Method**.
4. Select **Microsoft Exchange Online** as the **Email service**.

   Note: For personal use, select Outlook.com.

5. Click **Sign In**, then click **Sign in with Microsoft** on the window that appears.

When you are signed in, an authentication code is displayed.

6. Copy the authentication code, then click on the URL below it.
7. On the authentication code window, enter the code you copied, and then click **Next**.
8. On the Microsoft sign-in window, enter your account details and then click **Next**.

   Note: To sign in, your account must have the **Cloud Application Administrator** role assigned.

9. Enter your password and click **Sign In**.

   Note: Additional steps may be required. Follow the on-screen instructions.

   A confirmation screen appears.

10. Select **Consent on behalf of organization** and then click **Accept**.

    When authentication is complete, a sign-in message is displayed and you can close the browser screen. You can check the sign-in status in Web Config (**Network** tab > **Email Server** > **Basic**). When the status shows as **Signed in**, account information for OAuth 2.0 authentication is displayed.

11. Click **OK** to send OAuth 2.0 authentication information to the product.

Parent topic: Registering an Email Server

Checking an Email Server Connection

You can check an email server connection using the product's control panel or Web Config.

1. Choose one of the following to open the connection test menu:
   - **Using Web Config:** Select the **Network tab** > **Email Server** > **Connection Test** > **Start**.

   Note: You may need to log in as an administrator.

   The mail server connection test is started.

2. Check the test results.
   If the connection test is successful, a confirmation message displays. If an error message displays, follow the instructions to clear the error.

Parent topic: Registering an Email Server

Mail Server Connection Test Messages

The table below lists some common causes for mail server connection test messages.

Note: You may be required to use an App password rather than your email login password. Check with your email service provider.

Message	Cause
SMTP server communication error. Check the following. - Network Settings	• The scanner is not connected to a network • The SMTP server is down • The network connection is disconnected while communicating with the SMTP server • Data received is incomplete
POP3 server communication error. Check the following. - Network Settings	• The scanner is not connected to a network • The POP3 server is down • The network connection is disconnected while communicating with the POP3 server • Data received is incomplete
An error occurred while connecting to SMTP server. Check the followings. - SMTP Server Address - DNS Server	• Connecting to a DNS server failed • Name resolution for an SMTP server failed
An error occurred while connecting to POP3 server. Check the followings. - POP3 Server Address - DNS Server	• Connecting to a DNS server failed • Name resolution for a POP3 server failed
SMTP server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password	SMTP server authentication failed

Message	Cause
POP3 server authentication error. Check the followings. - Authentication Method - Authenticated Account - Authenticated Password	POP3 server authentication failed
Unsupported communication method. Check the followings. - SMTP Server Address - SMTP Server Port Number	Communication method contained unsupported protocols
Connection to SMTP server failed. Change Secure Connection to None.	An SMTP mismatch occurred between a server and a client, or the server does not support SMTP secure connection (SSL connection).
Connection to SMTP server failed. Change Secure Connection to SSL/TLS.	An SMTP mismatch occurred between a server and a client, or the server requested to use an SSL/TLS connection for an SMTP secure connection
Connection to SMTP server failed. Change Secure Connection to STARTTLS.	An SMTP mismatch occurred between a server and a client, or the server requested to use a STARTTLS connection for an SMTP secure connection
The connection is untrusted. Check the following. - Date and Time	The product’s date and time settings are incorrect, or the certificate has expired
The connection is untrusted. Check the following. - CA Certificate	The scanner does not have a root certificate corresponding to the server or a CA Certificate has not been imported
The connection is not secured.	The obtained certificate is damaged
SMTP server authentication failed. Change Authentication Method to SMTP-AUTH.	An authentication method mismatch occurred between a server and a client; the server supports SMTP AUTH.
SMTP server authentication failed. Change Authentication Method to POP before SMTP.	An authentication method mismatch occurred between a server and a client; the server does not support SMTP AUTH
Sender's Email Address is incorrect. Change to the email address for your email service.	The specified sender’s email address is incorrect

Message	Cause
Cannot access the product until processing is complete.	The scanner is busy

Parent topic: Registering an Email Server

Configuring Product Settings

Follow the instructions in these sections to configure your product's control panel settings using the Web Config software.

Checking Status Information
Configuring Email Notification
Managing the Network Connection
Updating Firmware Using Web Config

Parent topic: Administering Your Product (DS-575W II)

Checking Status Information

You can check information about the scanner using Web Config.

Note: Depending on the features of your product, not all of the options below may be available. Some options are not available unless you are logged in to Web Config.

1. Access Web Config and log in using the administrator name and password.
2. Select the **Status** tab and choose one of the following options:
   - Select **Product Status** to view product information.
   - Select **Network Status** to view network information such as the IP address and network connection status.
   - Select **Usage Status** to view information about the number of scans and historical information about the product.
   - Select **Hardware Status** to view information about the product functions.

Parent topic: Configuring Product Settings

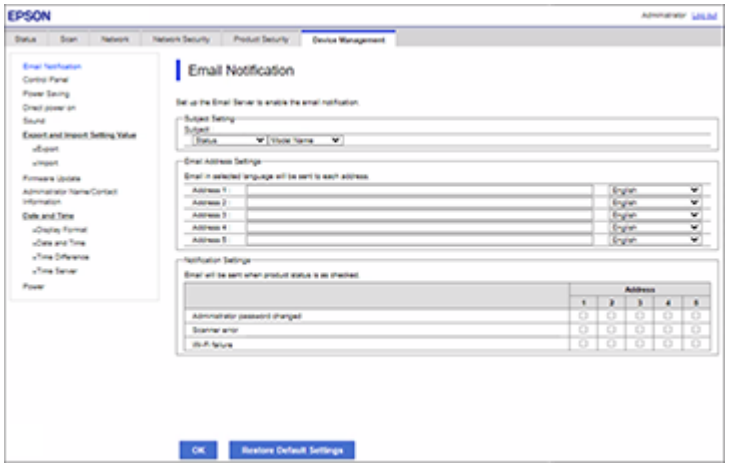
Related tasks
Accessing the Web Config Utility

Configuring Email Notification

You can configure email notifications using Web Config so you can receive alerts by email when certain events occur on the product. You can register up to 5 email addresses and select the events for which you want to be notified.

1. Access Web Config and select the **Device Management** tab.
2. Select **Email Notification**.

   You see a window like this:



3. Select the subject contents from the two drop-down menus.
4. Enter email addresses in the Address fields as necessary, and select a language for each.
5. Select the checkboxes to indicate the events for which you want each address to receive email notifications.
6. Click **OK**.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Managing the Network Connection

You can check or update the network information for your product using the Web Config interface.

1. Access Web Config and select the **Network** tab.
2. Select **Basic**.
3. Check or update the settings as necessary.
4. Select **Next** to see a summary of the network settings.
5. Select **OK** to accept the changes.

Note: The network connection will be temporarily interrupted to enable the new settings.

Parent topic: Configuring Product Settings

Updating Firmware Using Web Config

If your product is connected to the Internet, you can update the product firmware using Web Config.

Note: Make sure the product is not in use before starting the update.

You can also update the firmware using Epson Device Admin. See the Epson Device Admin help for more details.

1. Access Web Config and select the **Device Management** tab.
2. Select **Firmware Update**.
3. Click **Start** to check for the latest firmware.
4. If there is a firmware update, click **Start** to begin the update.

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

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility

Importing and Exporting Product Settings

Follow the instructions in these sections to import and export your product's settings using the Web Config software.

Exporting Settings Using Web Config

Importing Settings Using Web Config

Parent topic: Administering Your Product (DS-575W II)

Exporting Settings Using Web Config

You can export your product's settings and optionally encrypt the settings file with a password.

1. Access Web Config and select the **Device Management** tab.
2. Under **Export and Import Setting Value**, select **Export**.
3. Select the settings you want to export.

   Note: If you select a parent category, the child categories are also selected. By default, items that are unique on the network, such as IP address, cannot be selected. If you want to export these items, select **Enable to select the individual settings of device**. It is recommended that you export only unique items when replacing a product on the network, otherwise you may encounter conflicts on the network.

4. Enter and confirm an encryption password, if desired.

   Note: You will need the password to import the file. Leave this blank if you do not want to encrypt the file.

5. Click **Export** and save the file.

Parent topic: Importing and Exporting Product Settings

Related tasks

Accessing the Web Config Utility

Changing the Administrator Password in Web Config

Importing Settings Using Web Config

You can import the product settings file that was previously exported. If encryption was used when the settings were exported, obtain the necessary password before you import.

Note: When importing values that include individual information such as a scanner name or IP address, make sure the same IP address does not exist on the same network.

1. Access Web Config and select the **Device Management** tab.
2. Under **Export and Import Setting Value**, select **Import**.
3. Click **Browse** or **Choose File** and select the exported settings file.

4. If necessary, enter the decryption password.
5. Click **Next**.
6. Select the settings to import and click **Next**.
7. Click **OK**.

The selected settings are imported to the product.

Parent topic: Importing and Exporting Product Settings

Related tasks

Accessing the Web Config Utility

Using Your Product on a Secure Network

Follow the instructions in these sections to configure security features for your product on the network using the Web Config software.

Configuring Protocols and Services in Web Config
Protocol Settings
Using a Digital Certificate
Configuring SSL/TLS Communication
Configuring IPsec/IP Filtering
Connecting the Product to an IEEE 802.1X Network
Using Epson Device Admin Configuration Software

Parent topic: Administering Your Product (DS-575W II)

Configuring Protocols and Services in Web Config

You can enable or disable protocols using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Select **Protocol**.
3. Select or deselect the checkbox next to the service name to enable or disable a protocol.
4. Configure any other available protocol settings.
5. Click **Next**.
6. Click **OK**.

After the protocols restart, the changes are applied.

Parent topic: Using Your Product on a Secure Network

Related tasks

Accessing the Web Config Utility

Protocol Settings

Protocols

Name	Description
Bonjour	Bonjour is used to search for devices and AirPrint
SLP	SLP is used for push-scanning and network searching in EpsonNet Config
WSD	Add WSD devices, or print and scan from the WSD port
LLTD	Displays the product on the Windows network map
LLMNR	Use name resolution without NetBIOS even if you cannot use DNS
SNMPv1/v2c	Remotely set up and monitor your product
SNMPv3	Remotely set up and monitor your product with the SNMPv3 protocol

Bonjour Settings

Setting	Options/Description
Use Bonjour	Search for or use devices through Bonjour
Bonjour Name	Displays the Bonjour name
Bonjour Service Name	Displays the Bonjour service name
Location	Displays the Bonjour location name
Wide-Area Bonjour	Enables the Wide-Area Bonjour protocol; register all products on the DNS server to locate them over the segment

SLP Settings

Setting	Options/Description
Enable SLP	Enable the SLP function to use the Push Scan function and network searching in EpsonNet Config

WSD Settings

Setting	Options/Description
Enable WSD	Enable adding devices using WSD, and printing and scanning from the WSD port
Scanning Timeout (sec)	Enter the communication timeout value for WSD scanning between 3 and 3,600 seconds
Device Name	Displays the WSD device name
Location	Displays the WSD location name

LLTD Settings

Setting	Options/Description
Enable LLTD	Enable LLTD to display the product in the Windows network map
Device Name	Displays the LLTD device name

LLMNR Settings

Setting	Options/Description
Enable LLMNR	Enable LLMNR to use name resolution without NetBIOS, even if you cannot use DNS

SNMPv1/v2c Settings

Setting	Options/Description
Enable SNMPv1/v2c	Enable SNMPv1/v2c for products that support SNMPv3

Setting	Options/Description
Access Authority	Set the access authority when SNMPv1/v2c is enabled to **Read Only or Read/Write**
Community Name (Read Only)	Enter 0 to 32 ASCII characters
Community Name (Read/Write)	Enter 0 to 32 ASCII characters

SNMPv3 Settings

Setting	Options/Description
Enable SNMPv3	Enable SNMPv3 for products that support SNMPv3
User Name	Enter 1 to 32 characters
Authentication Settings	Select an algorithm and set a password for authentication
Encryption Settings	Select an algorithm and set a password for encryption
Context Name	Enter 1 to 32 characters in Unicode (UTF-8)

Parent topic: Using Your Product on a Secure Network

Using a Digital Certificate

Follow the instructions in these sections to configure and use digital certificates using Web Config.

About Digital Certification
Obtaining and Importing a CA-signed Certificate
CSR Setup Settings
CSR Import Settings
Deleting a CA-signed Certificate
Updating a Self-signed Certificate
Importing a CA Certificate
Deleting a CA Certificate

Parent topic: Using Your Product on a Secure Network

About Digital Certification

You can configure the following digital certificates for your network using Web Config:

CA-signed Certificate
You can ensure secure communications using a CA-signed certificate for each security feature. The certificates must be signed by and obtained from a CA (Certificate Authority).

CA Certificate
A CA certificate indicates that a third party has verified the identity of a server. You need to obtain a CA certificate for server authentication from a CA that issues it.

Self-signed Certificate
A self-signed certificate is issued and signed by the product itself. You can use the certificate for only SSL/TLS communication, however security is unreliable and you may see a security alert in the browser during use.

Parent topic: Using a Digital Certificate

Obtaining and Importing a CA-signed Certificate

You can obtain a CA-signed certificate by creating a CSR (Certificate Signing Request) using Web Config and submitting it to a certificate authority. The CSR created in Web Config is in PEM/DER format. You can import one CSR created from Web Config at a time.

1. Access Web Config and select the **Network Security** tab.
2. Select one of the following network security options and corresponding certificates:
   - **SSL/TLS** and select **Certificate**
   - **IPsec/IP Filtering** and select **Client Certificate**
   - **IEEE802.1X** and select **Client Certificate**
3. In the CSR section, select **Generate**.
4. Select the CSR setting options you want to use.
5. Click **OK**.

   You see a completion message.
6. Select the **Network Security** tab and select your network security option and corresponding certificate again.
7. In the CSR section, click the **Download** option that matches the format specified by your certificate authority to download the CSR.

   Caution: Do not generate another CSR or you may not be able to import a CA-signed certificate.
8. Submit the CSR to the certificate authority following the format guidelines provided by that authority.
9. Save the issued CA-signed certificate to a computer connected to the product.

Before proceeding, make sure the time and date settings are correct on your product.

10. In the CA Certificate section, click **Import**.
11. Select the format of the certificate as the **Server Certificate** setting.
12. Select the certificate import settings as necessary for the format and the source from which you obtained it.
13. Click **OK**.

    You see a confirmation message.
14. Click **Confirm** to verify the certificate information.

Parent topic: Using a Digital Certificate

Related references

CSR Setup Settings

CSR Import Settings

Related tasks

Accessing the Web Config Utility

CSR Setup Settings

You can select these settings when setting up a CSR in Web Config.

Note: The available key length and abbreviations vary by certificate authority, so follow the rules of that authority when entering information in the CSR.

Setting	Options/Description
Key Length	Select a key length for the CSR
Common Name	Enter a name or static IP address from 1 to 128 characters long. The first element is stored to the common name, and other elements are stored to the alias field of the certificate subject. For example: Scanner's IP address: 192.0.2.123, Scanner name: EPSONA1B2C3 Common Name: EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123

Setting	Options/Description
Organization, **Organizational Unit**, **Locality**, **State/Province**	Enter information in each field as necessary, from 0 to 64 characters long in ASCII; separate any multiple names with commas
Country	Enter a two-digit country code number as specified by the ISO-3166 standard
Sender's Email Address	Enter the sender's email address for the mail server setting

Parent topic: Using a Digital Certificate

CSR Import Settings

You can configure these settings when importing a CSR in Web Config.

Note: The import setting requirements vary by certificate format and how you obtained the certificate.

Certificate format	Setting descriptions
PEM/DER format obtained from Web Config	**Private Key**: Do not configure because the product contains a private key **Password**: Do not configure **CA Certificate 1/CA Certificate 2**: Optional
PEM/DER format obtained from a computer	**Private Key**: Configure a private key **Password**: Do not configure **CA Certificate 1/CA Certificate 2**: Optional
PKCS#12 format obtained from a computer	**Private Key**: Do not configure **Password**: Optional **CA Certificate 1/CA Certificate 2**: Do not configure

CA-signed Certificate Import Settings

Setting	Description
Server Certificate or **Client Certificate**	Select the certificate format. For an SSL/TLS connection, the Server Certificate is displayed. For an IPsec/IP Filtering, IEEE802.1x, or S/MIME connection, the Client Certificate is displayed. **Note:** Depending on your product, not all connection types may be available.
Private Key	If you obtain a certificate of the PEM/DER format by using a CSR created from a computer, specify a private key file that matches the certificate.
Password	If the file format is **Certificate with Private Key (PKCS#12)**, enter the password for encrypting the private key that is set when you obtain the certificate.
CA Certificate 1	If your certificate's format is **Certificate (PEM/DER)**, import a certificate from a certificate authority that issues a CA-signed Certificate to be used as the server certificate. Specify a file if necessary.
CA Certificate 2	If your certificate's format is **Certificate (PEM/DER)**, import a certificate from the same certificate authority that issued CA Certificate 1. Specify a file if necessary.

Parent topic: Using a Digital Certificate

Deleting a CA-signed Certificate

You can delete an imported CA-signed certificate with Web Config when the certificate expires or if you have no more need for an encrypted connection.

Note: If you obtained a CA-signed certificate from Web Config, you cannot import a deleted certificate; you must obtain and import a new certificate.

1. Access Web Config and select the **Network Security** tab.

2. Select one of the following network security options and corresponding certificate:
   - **SSL/TLS** and select **Certificate**
   - **IPsec/IP Filtering** and select **Client Certificate**
   - **IEEE802.1X** and select **Client Certificate**
3. Click **Delete**.

   You see a completion message.
4. Click **OK**.

Parent topic: Using a Digital Certificate

Related tasks

Accessing the Web Config Utility

Updating a Self-signed Certificate

If your product supports the HTTPS server feature, you can update a self-signed certificate using Web Config.

1. Access Web Config and select **Network Security**, select **SSL/TLS**, and select **Certificate**.
2. Click **Update**.
3. Enter an identifier for your product from 1 to 128 characters long in the **Common Name** field.

   Note: You can add up to 5 IPv4 addresses, IPv6 addresses, host names, or FQDNs; separated by commas. The first value is assigned to the Common Name field, and the rest are added to the Alias field of the certificate subject. You cannot enter a space before or after a comma.
4. Select a validity period for the certificate as the **Certificate Validity (year)** setting.
5. Click **Next**.

   You see a completion message.
6. Click **OK**.
7. Click **Confirm** to verify the certificate information.

Parent topic: Using a Digital Certificate

Related tasks

Accessing the Web Config Utility

Importing a CA Certificate

You can import a CA certificate using Web Config.

1. Access Web Config and select **Network Security**.
2. Select **CA Certificate**.
3. Select **Import**.
4. Select the CA certificate you want to import.
5. Click **OK**.

When you see the **CA Certificate** page and the imported certificate is displayed, the import is finished.

Parent topic: Using a Digital Certificate

Related tasks

Accessing the Web Config Utility

Deleting a CA Certificate

You can delete an imported CA certificate with Web Config when the certificate expires or if you have no more need for an encrypted connection.

1. Access Web Config and select **Network Security**.
2. Select **CA Certificate**.
3. Locate the certificate you want to remove and click the **Delete** button next to it.
4. Click **OK** to confirm the deletion.
5. Click **Reboot Network**, and then check that the deleted CA Certificate is not listed on the updated screen.

Parent topic: Using a Digital Certificate

Related tasks

Accessing the Web Config Utility

Configuring SSL/TLS Communication

Follow the instructions in these sections to configure SSL/TLS communication using Web Config.

Configuring SSL/TLS Settings
Configuring a Server Certificate for the Product

Parent topic: Using Your Product on a Secure Network

Configuring SSL/TLS Settings

If your product supports HTTPS, you can configure SSL/TLS to encrypt communications with your product.

1. Access Web Config and select the **Network Security** tab.
2. Select **SSL/TLS** > **Basic**.
3. Select one of the options for the **Encryption Strength** setting.
4. Select **Enable** or **Disable** for the **Redirect HTTP to HTTPS** setting as necessary.
5. Click **Next**.

   You see a confirmation message.
6. Click **OK**.

Parent topic: Configuring SSL/TLS Communication

Related tasks

Accessing the Web Config Utility

Configuring a Server Certificate for the Product

You can configure a server certificate for your product.

1. Access Web Config and select the **Network Security** tab.
2. Under **SSL/TLS**, select **Certificate**.
3. Select one of the following options:
   - **CA-signed Certificate**: Select **Import** if you have obtained a CA-signed certificate. Choose the file to import and click **OK**.
   - **Self-signed Certificate**: Select **Update** if you have not obtained a CA (Certificate Authority)-signed certificate and want the product to generate a self-signed certificate.
4. Click **Next**.

   You see a confirmation message.
5. Click **OK**.

Parent topic: Configuring SSL/TLS Communication

Related tasks

Accessing the Web Config Utility

Configuring IPsec/IP Filtering

Follow the instructions in these sections to configure IPsec/IP traffic filtering using Web Config.

About IPsec/IP Filtering
Configuring the Default IPsec/IP Filtering Policy
Configuring the Group IPsec/IP Filtering Policies
IPsec/IP Filtering Policy Settings
IPsec/IP Filtering Configuration Examples
Configuring an IPsec/IP Filtering Certificate

Parent topic: Using Your Product on a Secure Network

About IPsec/IP Filtering

You can filter traffic to the product over the network based on IP address, service, and port by configuring a default policy that applies to every user or group connecting to the product. For control of individual users or user groups, you can configure group policies.

Note: IPsec is supported only by computers running Windows Vista or later, or Windows Server 2008 or later.

Parent topic: Configuring IPsec/IP Filtering

Configuring the Default IPsec/IP Filtering Policy

You can configure the default policy for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IPsec/IP Filtering**, select **Basic**.
3. Select **Enable** to enable IPsec/IP filtering.
4. Select the filtering options you want to use for the default policy.
5. Click **Next**.

   You see a confirmation message.
6. Click **OK**.

Parent topic: Configuring IPsec/IP Filtering

Related tasks

Accessing the Web Config Utility

Configuring the Group IPsec/IP Filtering Policies

You can configure group policies for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IPsec/IP Filtering**, select **Basic**.
3. Click a tab number for the policy number you want to configure.
4. Select the **Enable this Group Policy** checkbox.
5. Select the filtering options you want to use for this group policy.
6. Click **Next**.

   You see a confirmation message.
7. Click **OK**.
8. If you want to configure additional group policies, click the next tab number and repeat the configuration steps as necessary.

Parent topic: Configuring IPsec/IP Filtering

Related tasks

Accessing the Web Config Utility

IPsec/IP Filtering Policy Settings

Default Policy Settings

Setting	Options/Description
Access Control	**Permit Access** to permit IP packets to pass through **Refuse Access** to prevent IP packets from passing through **IPsec** to permit IPsec packets to pass through
IKE Version	Select the version of the Internet Key Exchange (IKE) protocol (**IKEv1** or **IKEv2**) that matches your network environment
Authentication Method	Select an authentication method, or select **Certificate** if you have imported a CA-signed certificate
Pre-Shared Key	If necessary, enter a pre-shared key between 1 and 127 characters long

Setting	Options/Description
Confirm Pre-Shared Key	Confirm the pre-shared key you entered
ID Type	If you selected **IKEv2** as the **IKE Version** setting, select the ID type from the list.
ID	If you selected **IKEv2** as the **IKE Version** setting, enter the necessary ID information
Encapsulation	If you selected **IPsec** as the **Access Control** option, select one of these encapsulation modes: **Transport Mode**: if you are using the product on the same LAN; IP packets of layer 4 or later are encrypted **Tunnel Mode**: if you are using the product on an Internet-capable network, such as IPsec-VPN; the header and data of IP packets are encrypted
Remote Gateway(Tunnel Mode)	If you selected **Tunnel Mode** as the **Encapsulation** option, enter a gateway address between 1 and 39 characters long
Security Protocol	If you selected **IPsec** as the **Access Control** option, select one of these security protocols: **ESP**: to ensure the integrity of authentication and data, and encrypt data **AH**: to ensure the integrity of authentication and data; if data encryption is prohibited, you can use IPsec
Algorithm Settings	Select the encryption algorithm settings for the security protocol you selected

Group Policy Settings

Setting	Options/Description
Access Control	**Permit Access** to permit IP packets to pass through **Refuse Access** to prevent IP packets from passing through **IPsec** to permit IPsec packets to pass through

Setting	Options/Description
Local Address(Scanner)	Select an IPv4 or IPv6 address that matches your network environment; if the IP address is assigned automatically, select **Use auto-obtained IPv4 address**
Remote Address(Host)	Enter the device's IP address (between 0 and 43 characters long) to control access, or leave blank to control all addresses; if the IP address is assigned automatically, such as by DHCP, the connection may be unavailable, so configure a static address instead
Method of Choosing Port	Select the method you want to used for specifying ports
Service Name	If you selected **Service Name** as the **Method of Choosing Port** option, select a service name option here; see the next table for more information
Transport Protocol	If you selected **Port Number** as the **Method of Choosing Port** option, select one of these encapsulation modes: **Any Protocol** **TCP** **UDP** **ICMPv4** See the Group Policy Guidelines table for more information.
Local Port	If you selected **Port Number** as the **Method of Choosing Port** option, and **TCP** or **UDP** for the **Transport Protocol** option, enter the port numbers that control receiving packets (up to 10 ports), separated by commas, for example **25,80,143,5220**; leave this setting blank to control all ports; see the next table for more information
Remote Port	If you selected **Port Number** as the **Method of Choosing Port** option, and **TCP** or **UDP** for the **Transport Protocol** option, enter the port numbers that control sending packets (up to 10 ports), separated by commas, for example **25,80,143,5220**; leave this setting blank to control all ports; see the next table for more information

Setting	Options/Description
IKE Version	Select **IKEv1** or **IKEv2** depending on the device that the product is connected to
Authentication Method	If you selected **IPsec** as the **Access Control** option, select an authentication method here
Pre-Shared Key	If you selected **Pre-Shared Key** as the **Authentication Method** option, enter a pre-shared key between 1 and 127 characters long here and in the **Confirm Pre-Shared Key** field
ID Type	If you selected **IKEv2** as the **IKE Version** setting, select the ID type from the list
ID	If you selected **IKEv2** as the **IKE Version** setting, enter the necessary ID information
Encapsulation	If you selected **IPsec** as the **Access Control** option, select one of these encapsulation modes: **Transport Mode**: if you are using the product on the same LAN; IP packets of layer 4 or later are encrypted **Tunnel Mode**: if you are using the product on an Internet-capable network, such as IPsec-VPN; the header and data of IP packets are encrypted
Remote Gateway(Tunnel Mode)	If you selected **Tunnel Mode** as the **Encapsulation** option, enter a gateway address between 1 and 39 characters long
Security Protocol	If you selected **IPsec** as the **Access Control** option, select one of these security protocols: **ESP**: to ensure the integrity of authentication and data, and encrypt data **AH**: to ensure the integrity of authentication and data; if data encryption is prohibited, you can use IPsec
Algorithm Settings	Select the encryption algorithm settings for the security protocol you selected

Combinations of Local Address (Scanner) and Remote Address (Host) on Group Policy

	Setting of Local Address (Scanner)		
Setting of Remote Address (Host)	**IPv4**	**IPv6[2]**	**Any addresses[3]**
IPv4[1]	Yes	—	Yes
IPv6[1, 2]	—	Yes	Yes
Blank	Yes	Yes	Yes

[1] If you selected **IPsec** as the **Access Control** option, you cannot specify a prefix length

[2] If you selected **IPsec** as the **Access Control** option, you can select a link-local address (fe80::), but the group policy will be disabled.

[3] You cannot use IPv6 link-local addresses.

Group Policy Guidelines

Service name	Protocol type	Local/Remote port number	Controls these operations
Any	—	—	All services
ENPC	UDP	3289/Any port	Searching for a product from applications such as Epson Device Admin and the scanner driver
SNMP	UDP	161/Any port	Acquiring and configuring MIB from applications such as Epson Device Admin and the scanner driver
WSD	TCP	Any port/5357	Controlling WSD
WS-Discovery	UDP	3702/Any port	Searching for a product from WSD
Network Scan	TCP	1865/Any port	Forwarding scan data from Document Capture Pro
Network Push Scan	TCP	Any port/2968	Acquiring job information on push scanning from Document Capture Pro
Network Push Scan Discovery	UDP	2968/Any port	Searching for a computer from scanner

Service name	Protocol type	Local/Remote port number	Controls these operations
HTTP (Local)	TCP	80/Any port	Forwarding Web Config and WSD data to a HTTP or HTTPS server
HTTPS (Local)	TCP	443/Any port	
HTTP (Remote)	TCP	Any port/80	Firmware update and root certificate update on a HTTP or HTTPS client
HTTPS (Remote)	TCP	Any port/443	

Parent topic: Configuring IPsec/IP Filtering

IPsec/IP Filtering Configuration Examples

You can configure IPsec and IP filtering in a variety of ways, as shown in the examples here.

Receiving IPsec Packets Only

Use this example only for configuring a default policy.

- **IPsec/IP Filtering**: **Enable**
- **Access Control**: **IPsec**
- **Authentication Method**: **Pre-Shared Key**
- **Pre-Shared Key**: Enter a key up to 127 characters long

Receiving Scanning Data and Scanner Settings

Use this example to allow communication of scanning data and scanner settings from specified services.

Default policy:

- **IPsec/IP Filtering**: **Enable**
- **Access Control**: **Refuse Access**

Group policy:

- **Enable this Group Policy**: Check the box to enable
- **Access Control**: **Permit Access**
- **Remote Address(Host)**: Client IP address
- **Method of Choosing Port**: **Service Name**
- **Service Name**: Select **ENPC**, **SNMP**, **HTTP (Local)**, **HTTPS (Local)**, and **Network Scan**

Receiving Access from a Specified IP Address only

In these examples, the client will be able to access and configure the product in any policy configuration.

Default policy:

- **IPsec/IP Filtering**: **Enable**
- **Access Control**: **Refuse Access**

Group policy:

- **Enable this Group Policy**: Check the box to enable
- **Access Control**: **Permit Access**
- **Remote Address (Host)**: Administrator's client IP address

Note: Regardless of policy configuration, the client will be able to access and configure the scanner.

Parent topic: Configuring IPsec/IP Filtering

Configuring an IPsec/IP Filtering Certificate

You can configure a certificate for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IPsec/IP Filtering**, select **Client Certificate**.
3. Click **Import** to add a new client certificate and enter any necessary settings.

   Note: If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IPsec/IP Filtering. To copy, select the certificate from **Copy From**, and then click **Copy**.

4. Click **OK**.

Parent topic: Configuring IPsec/IP Filtering

Related tasks

Accessing the Web Config Utility

Connecting the Product to an IEEE 802.1X Network

Follow the instructions in these sections to connect the product to an IEEE 802.1X network using Web Config.

Configuring an IEEE 802.1X Network

IEEE 802.1X Network Settings

Configuring a Certificate for an IEEE 802.1X Network

Parent topic: Using Your Product on a Secure Network

Configuring an IEEE 802.1X Network

If your product supports IEEE 802.1X, you can use it on a network with authentication provided by a RADIUS server with a hub as an authenticator using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IEEE802.1X**, select **Basic**.
3. Select the IEEE 802.1X setting options you want to use. To use the product on a Wi-Fi network, click **Wi-Fi Setup** and select or enter an SSID.
4. Click **Next**.

   You see a confirmation message.
5. Click **OK**.

Parent topic: Connecting the Product to an IEEE 802.1X Network

Related tasks

Accessing the Web Config Utility

IEEE 802.1X Network Settings

You can configure these IEEE 802.1X network settings in Web Config.

Setting	Options/Description
IEEE802.1X (Wi-Fi)	Displays the IEEE802.1X (Wi-Fi) connection status
Connection Method	Displays the current network connection method
EAP Type	Select one of these authentication methods for connections between the product and a RADIUS server: **EAP-TLS** or **PEAP-TLS**: You must obtain and import a CA-signed certificate **PEAP/MSCHAPv2** or **EAP-TTLS**: You must configure a password
User ID	Enter an ID between 1 and 128 ASCII characters for authentication on a RADIUS server

Setting	Options/Description
Password	Enter a password between 1 and 128 ASCII characters for authentication of the product. If you are using Windows as a RADIUS server, enter up to 127 ASCII characters.
Confirm Password	Enter the authentication password again
Server ID	Enter a server ID between 1 and 128 ASCII characters for authentication on a specified RADIUS server; server ID is verified in the "subject/subjectAltName" field of a server certificate sent from the RADIUS server
Certificate Validation	Select a valid certificate regardless of the authentication method; import the certificate using the **CA Certificate** option
Anonymous Name	If you selected **EAP-TTLS**, **PEAP-TLS** or **PEAP/MSCHAPv2** as the **Authentication Method** setting, you can configure an anonymous name between 1 and 128 ASCII characters instead of a user ID for phase 1 of a PEAP authentication
Encryption Strength	Select one of the following encryption strengths: **High** for AES256/3DES **Middle** for AES256/3DES/AES128/RC4

Parent topic: Connecting the Product to an IEEE 802.1X Network

Configuring a Certificate for an IEEE 802.1X Network

If your product supports IEEE 802.1X, you can configure a certificate for the network using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IEEE802.1X**, select **Client Certificate**.
3. Click **Import** to add a new client certificate.

   Note: If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IEEE802.1X. To copy, select the certificate from **Copy From**, and then click **Copy**.

4. Click **OK**.

Parent topic: Connecting the Product to an IEEE 802.1X Network

Related tasks

Accessing the Web Config Utility

Using Epson Device Admin Configuration Software

Epson Device Admin is a multifunctional application that allows you to manage devices on a network.

With Windows, you can discover and monitor remote devices and use configuration templates to apply unified settings to multiple scanners on a network, making it suitable for installing and managing multiple scanners. See the Epson Device Admin help for instructions.

To install Epson Device Admin, download the software from the support page at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and follow the on-screen instructions.

Parent topic: Using Your Product on a Secure Network

Solving Problems

Check these sections for solutions to problems you may have using your product.

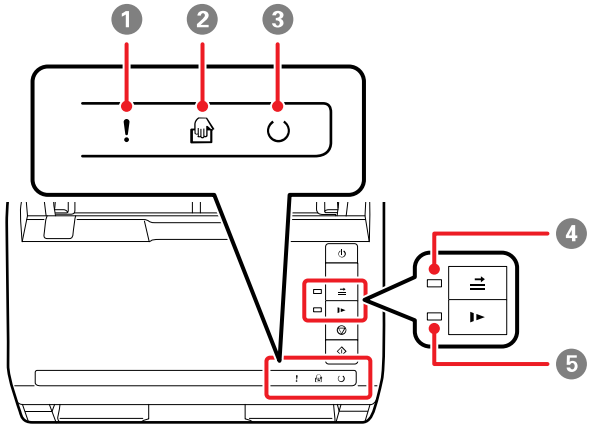
Note: Your product may differ from the images in this guide, but the instructions are the same unless otherwise noted.

Scanner Light Status
Solving Scanning Problems
Solving Network Scanning Problems
Solving Scanned Image Quality Problems
Resetting the Epson Scan 2 Settings
Solving Flatbed Scanner Dock Problems
Solving Network Security Problems
Solving Digital Certificate Problems
Uninstall Your Product Software
Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Scanner Light Status

You can often diagnose problems with your scanner by checking its lights.

DS-530 II/DS-770 II



1 ! error light

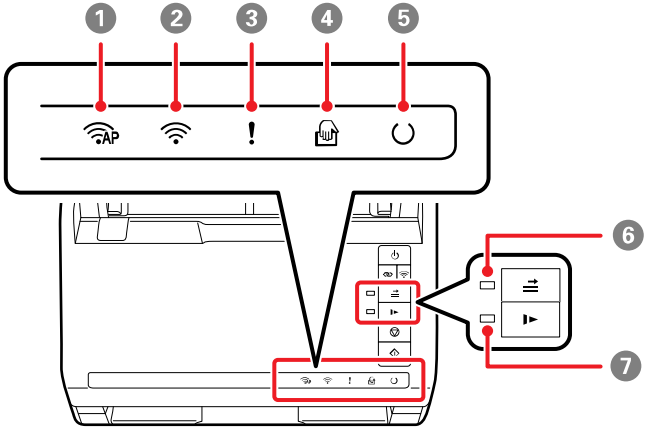
2 automatic feeding mode light

3 ready light

4 double feed detection skip light

5 slow mode light

DS-575W II



1 AP mode light
2 Wi-Fi light
3 **!** error light
4 automatic feeding mode light
5 ready light
6 double feed detection skip light
7 slow mode light

Light status	Condition/solution
The **!** error light is flashing slowly	A paper jam or a double feed has occurred. Remove any paper loaded in the input tray. If the light continues to flash, a scanner error may have occurred. Turn the scanner off and then back on again. If the error continues, contact Epson for support.
The **!** error light is on	The scanner cover is open. Make sure the scanner cover is closed and there is no jammed paper inside.

Light status	Condition/solution
The following lights are flashing quickly: • **!** error • ready • AP mode (DS-575W II) • Wi-Fi (DS-575W II)	A fatal error has occurred. Try the following: • Check the scanner connection to your computer to make sure it is secure. • Turn the scanner off and then back on again. If the error continues, the scanner may be malfunctioning. Contact Epson for support.
The ready light is off and the following lights are on: • **!** error • automatic feeding mode • double feed detection skip • slow mode • AP mode (DS-575W II) • Wi-Fi (DS-575W II)	The firmware update has failed and the scanner is in recovery mode. Try updating the firmware again.
The Wi-Fi and **!** error lights are flashing slowly (DS-575W II)	An access point settings error (security error) has occurred. Press the stop button to clear the error, restart the devices you want to connect to the network, then reconnect to the network.
The Wi-Fi light is flashing slowly and **!** error light is on (DS-575W II)	
The Wi-Fi (white) and **!** error lights are flashing slowly (DS-575W II)	A network connection error has occurred (the date and time have not been set correctly). Reset the date and time in Web Config.
The Wi-Fi and AP mode lights are flashing (DS-575W II)	The Wi-Fi connect and Wi-Fi buttons are locked (Panel Lock) and network settings cannot be configured. Set **Panel Lock** to **Off** in Web Config. See the link at the end of this section for more details.

Parent topic: Solving Problems

Related references

Paper Jam Problems

Where to Get Help (U.S. and Canada)
Where to Get Help (Latin America)

Related tasks

Locking the Buttons on the Control Panel using Web Config

Related topics

Loading Originals
Wi-Fi Networking
Scanning

Solving Scanning Problems

Check these solutions if you have problems scanning with your product.

Product Does Not Turn On or Turns Off Unexpectedly
Forgot the Administrator Password
Scanner Button Does Not Work as Expected
Scanning Software Does Not Operate Correctly
Cannot Start Epson Scan 2
Paper Feeding Problems
Paper Jam Problems
Paper Protection Does Not Work Correctly
Scanning is Slow
Cannot Send Scans to an Email

Parent topic: Solving Problems

Product Does Not Turn On or Turns Off Unexpectedly

If the product does not turn on or if it turns off unexpectedly, try these solutions:

- Make sure the AC adapter is securely connected to the product and to a working electrical outlet.
- If the scanner turns off unexpectedly, you may need to adjust the **AC power or AC adapter** setting in the Epson Scan 2 Utility.

Parent topic: Solving Scanning Problems

Related tasks

Changing the Power Off and Sleep Timer Settings

Forgot the Administrator Password

If you forget the password or inadvertently set it, contact Epson for assistance.

Note: In most cases, the default password is the product's serial number. If there is a "Password" label attached to the back of the product, enter the 8-digit number shown on the label. If there is no "Password" label attached, enter the serial number on the label attached to the back of the product for the initial administrator password. If you restore the product to default settings, the administrator password resets to the initial setting.

Parent topic: Solving Scanning Problems

Related references

Notes on the Administrator Password

Scanner Button Does Not Work as Expected

If the scanner button does not start the correct program or perform the correct action, try these solutions:

- Document Capture Pro (Windows) and Document Capture (Mac) do not support using the ◇ start button to scan over a wireless connection (DS-575W II). Connect the scanner using a USB cable or launch Epson Scan 2 before scanning from the button on your scanner.
- Check that the correct scanner is selected using the Epson Scan 2 Utility.
- In Windows, be sure that the scanner is listed under **Imaging Devices** in the Device Manager.
- Make sure Document Capture Pro is installed correctly. If necessary, uninstall and reinstall it.
- Make sure you have assigned the correct job to the scanner button and change it, if necessary.
- Check the status of the lights and make sure the scanner is ready to scan.
- When using a wireless connection, start Epson Scan 2 on your computer before scanning from the product (DS-575W II).
- Make sure Epson Scan 2 and other applications are installed correctly. If necessary, uninstall and reinstall it.

Parent topic: Solving Scanning Problems

Related tasks

Adding and Assigning Scan Jobs with Document Capture Pro - Windows
Assigning Start Button Settings or Scan Jobs - Mac

Scanning Software Does Not Operate Correctly

If your scanning software does not operate correctly, try these solutions:

- Make sure your computer has adequate memory and meets the system requirements for your operating system.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- Make sure the product is turned on.
- Make sure the scanning software is installed.
- Make sure the connection between the product and your computer is secure.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.
- In Windows, be sure that the product is listed under **Imaging Devices** in the Device Manager.
- Check that the correct product is selected using the Epson Scan 2 Utility.
- Check that the correct setting is assigned to the scanner button in Document Capture Pro (Windows) or Document Capture (Mac).
- Use the USB cable that came with the scanner.
- Connect the product directly to the computer. The product may not work properly when connected through a USB hub/switch.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.
- Check that the Wi-Fi connection is working correctly. Try turning the wireless router off and on (DS-575W II).
- If your scanner is connected to one computer via USB and another computer via wireless connection, and Epson Scan 2 is running on the wirelessly connected computer, pressing the ◇ start button on the scanner will save the scanned images to the wirelessly connected computer (DS-575W II).

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Product Software

Related references

Windows System Requirements

Mac System Requirements

Cannot Start Epson Scan 2

If you cannot start Epson Scan 2, try these solutions:

- Make sure your scanner appears in the Epson Scan 2 Utility.
- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart Epson Scan 2.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you connected the scanner using a USB cable, make sure it is connected directly to your computer or through only one USB hub.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.
- Make sure the ready light stops flashing, indicating that the scanner is ready to scan.

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Product Software

Related references

Windows System Requirements

Mac System Requirements

Paper Feeding Problems

If you have problems feeding originals in your product, try these solutions:

- If multiple pages feed at once, try the following:
  - Remove the originals, fan the edges to separate the sheets, if necessary, and reload them.
  - Load fewer originals at a time.
  - Load only originals that meet the specifications for your product.
  - Clean inside the product and replace the roller assembly kit, if necessary.
  - Check the pickup rollers and clean, if necessary.
  - Press the slow mode button to slow down the scanning speed.

- Use **Automatic Feeding Mode** in Epson Scan 2 and scan originals one at a time.
- Use the optional carrier sheet for thin, folded, or irregularly shaped originals.

- If you see a double feed error in the Epson Scan 2 window or the Document Capture Pro window, start Epson Scan 2, select the **Main Settings** tab, select the **Detect Double Feed** setting, and select **Off**.

  Note: On a Mac, only Epson Scan 2 displays double feed errors. Document Capture for Mac does not include this setting.

Parent topic: Solving Scanning Problems

Related tasks

Cleaning Inside Your Scanner

Related topics

Loading Originals

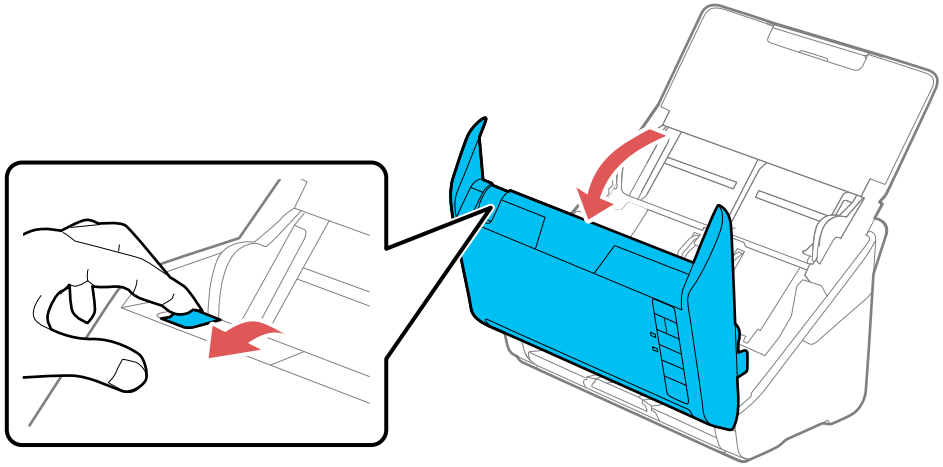
Paper Jam Problems

If an original has jammed inside the product, follow these steps:

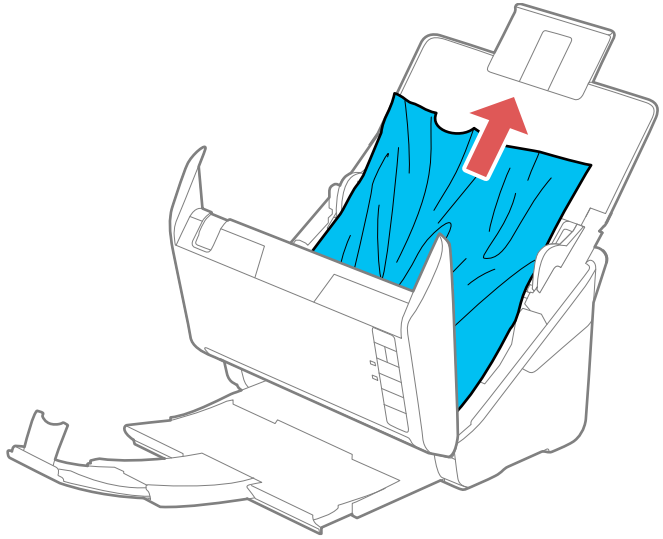
Note: The illustrations show the DS-575W II, but the instructions are the same for the DS-530 II and DS-770 II.

1. Turn off your product.
2. Remove all originals from the input tray.

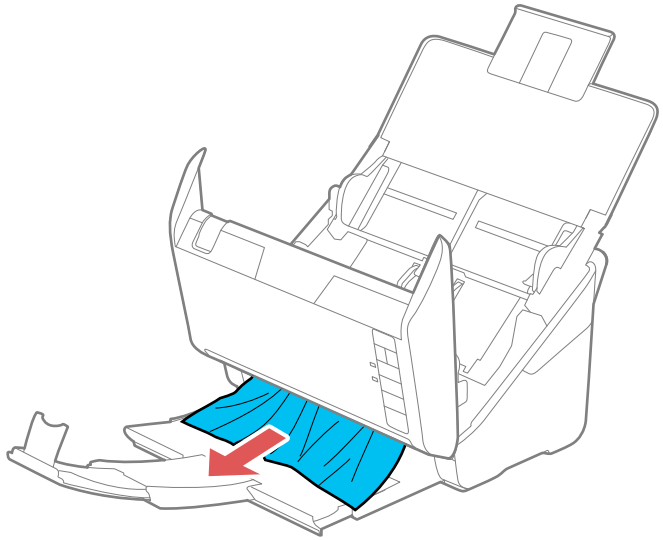
3. Pull down the cover open lever and open the scanner cover.



4. Gently pull out any jammed originals from inside the product.



5. Gently pull out any jammed originals from the output tray.



6. Close the scanner cover.
7. Carefully follow all loading instructions when you reload originals.

If originals jam in the product frequently, try the following:

- Press the slow mode button to slow down the scanning speed.
- Turn off the **Detect Double Feed** setting.
- Clean inside the product and clean the rollers.
- If the roller counter is nearing end of life, replace the roller assembly kit.

Parent topic: Solving Scanning Problems

Related tasks

Cleaning Inside Your Scanner

Related topics

Loading Originals

Paper Protection Does Not Work Correctly

To reduce damage to the original, the Paper Protection feature immediately stops scanning if a paper feed error is detected. If the Paper Protection feature does not work correctly, try these solutions:

- If your scanned original is damaged, make sure that the Paper Protection feature is enabled. Increase the detection level, if necessary.
- If misdetection occurs frequently, lower the Paper Protection detection level in the Epson Scan 2 Utility (**On-Medium** is the default).
- Turn the Paper Protection feature off in the Epson Scan 2 Utility (**Scanner Setting** > **Paper Protection** > **Off**).

  Note: Set the Paper Protection feature to **Off** when scanning plastic cards and thick originals.

- When scanning multiple originals, make sure that the leading edges of the documents are aligned. If the leading edges of the documents are not aligned, they may be mistakenly detected as a paper feed error even if they are scanned correctly.
- Make sure you align the edge guides with the original to avoid scanning at an angle.

Parent topic: Solving Scanning Problems

Scanning is Slow

If scanning becomes slow, try these solutions:

- Scan your original at a lower resolution, if possible.
- Make sure your system meets the requirements for your operating system. If you are scanning a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory or reduce the resolution.
- Make sure you did not press the slow mode button to slow down the scanning speed.
- The scanning speed may be reduced depending on the image adjustment features in Epson Scan 2.
- If scanning becomes slower after scanning continuously with the ADF for a long time, the scanner may have automatically slowed down to protect the scanner mechanism from overheating or becoming damaged. Let the scanner rest with the power on for 30 minutes, then try scanning again.
- Make sure slow mode is turned off.
- If you are running virus protection or other security software, exclude the TWAIN.log files from monitoring or set the TWAIN.log file as read only. See your virus protection or security software instructions for details. The TWAIN.log file is saved in C:\Users\(user name)\AppData\Local\Temp.

Note: You may need to unhide system folders to view files in that location.

- If you are scanning over a wireless network, factors such as interference, network traffic, or weak signal strength may affect your scanning speed (DS-575W II).
- 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 2.0 port with the scanner, make sure it meets the system requirements.

Parent topic: Solving Scanning Problems

Related references

Windows System Requirements
Mac System Requirements

Cannot Send Scans to an Email

If you cannot send a scan to an email address (DS-575W II), try these solutions:

- Make sure the destination email address is working.
- Make sure the email server settings are correct.
- Contact the email server administrator to make sure the server is running.
- If you are using Microsoft Exchange, check the following:
  - If you are unable to sign in, your Entra ID may be blocked by a conditional access policy. Check your conditional access policies with Entra ID. For detailed instructions, see the "Microsoft Learn" site.
  - If you cannot send email and you see a message telling you to sign in to your email service and contact your administrator, check Web Config for the current status.

    Select the **Network** tab > **Email Server** > **Basic**.

    If the email server status is **Signed in**, the sign-in information may not have been saved to the product. Click **OK** to send the setting information to the product.

    If there is no status and the **Sign In** button is displayed, sign in.
  - The cloud service or email service may not be connected, or the connection has expired. Connect to the cloud service or e-mail service.
  - You may need to sign in to the cloud service again. Sign in to the cloud service.
  - An expiration message may be displayed if you signed in and a certain period of time has passed without using the email sending function. If a product using OAuth 2.0 authentication has not been

used for an extended period, or the email-sending function has not been used, the access token and refresh token become invalid. The administrator should sign in again.

Parent topic: Solving Scanning Problems

Related tasks

Setting Up OAuth 2.0 Authentication

Solving Network Scanning Problems

Check these solutions if you have problems scanning over a network (DS-575W II).

Cannot Scan Over a Network

Product Cannot Connect to a Wireless Router or Access Point

Parent topic: Solving Problems

Cannot Scan Over a Network

If you have problems scanning over a network, try these solutions:

- Move the scanner and computer or smart device closer to the access point.
- If you cannot scan from the start button on the scanner, make sure you restarted your computer after installing the scanning software. Also start Epson Scan 2 before scanning with the start button.
- Document Capture Pro (Windows) and Document Capture (Mac) do not support starting a scan from the scanner button over a wireless network. Launch Epson Scan 2 before scanning from the scanner button over a network.
- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.
- If network communication was interrupted while starting Epson Scan 2, exit Epson Scan 2, wait a few seconds, and restart the program. If Epson Scan 2 cannot restart, turn off your scanner, turn it back on, and try starting the program again.
- Check the network connection setting in the Epson Scan 2 Utility.
- You may need to disable the firewall and any anti-virus software on your wireless router or access point.
- If you see the message "Network product is not available: currently being used by user", there may be a communication error between the scanner and computer. Restart the scanner.
- If the Firewall function is active, the scanner may not be discovered by the Epson Scan 2 Utility. Open the Epson Scan 2 Utility, enter the IP address for your scanner, and click **Add**.

- If the scanner and computer cannot communicate and are connected to the same network (subnet or VLAN), check if your router uses the privacy separator and disable it, if necessary. Follow the instructions in your router documentation to disable the privacy separator.

Parent topic: Solving Network Scanning Problems

Related topics

Wi-Fi Networking

Product Cannot Connect to a Wireless Router or Access Point

If your product has trouble finding or connecting to a wireless router or access point, try these solutions:

- If you are connecting the product via Wi-Fi Protected Setup (WPS), make sure you activate WPS on your product within 2 minutes of activating WPS discovery mode on the router by pressing the WPS button or enabling the WPS setting in your router firmware.
- Make sure to place your product within contact range of your router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

  Note: If you are using a 5 GHz wireless router, set the router to operate in dual band (2.4 GHz and 5 GHz) mode. If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation or contact your internet service provider for instructions. Be sure to connect your scanner only to a 2.4 GHz network name (SSID).

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.
- You may need to temporarily disable your firewall and any anti-virus software on your wireless router or access point. Then try scanning again. You can also unblock your product driver or network address in your firewall or anti-virus software.
- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, check the label on the back or bottom of your product. Then follow the instructions in your router or access point documentation to add the address to the list.
- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.
- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.

- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.
- The product may not be able to communicate with a computer with both Ethernet and Wi-Fi adapters enabled. Disable all network interfaces except for the interface connected to the product.
- Enable the DHCP function on the router or access point.
- Check that the product's IP address is set correctly.

Parent topic: Solving Network Scanning Problems

Related topics

Wi-Fi Networking

Solving Scanned Image Quality Problems

Check these sections if a scanned image on your computer screen has a quality problem.

Note: For solutions when using Document Capture Pro (Windows) or Document Capture (Mac) software, see the Document Capture Pro (Windows) or Document Capture (Mac) help utility.

Back of Original Image Appears in Scanned Image
Scanned Characters are Blurry
Characters are not Recognized During Conversion to Editable Text (OCR)
Ripple Patterns Appear in an Image
Spots or Lines Appear in All Scanned Images
Scanned Image is Cropped

Parent topic: Solving Problems

Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, make sure you selected the correct Image Type setting for your original and select the **Text Enhancement** setting in Epson Scan 2. You can also select the **Remove Background** setting in Epson Scan 2.

Note: If you select **Color** as the Image Type setting, you can change the level from Standard to High to remove more of the background.

Parent topic: Solving Scanned Image Quality Problems

Related references

Image Format Options

Related tasks

Scanning in Epson Scan 2

Scanned Characters are Blurry

If characters in your scanned images are blurry, try these solutions:

- Make sure you do not move the product or original while scanning.
- Operate the product on a flat, stable surface.
- Make sure the originals are ejecting properly.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
  - Select the **Text Enhancement** setting.
  - If the **Image Type** setting is **Black & White**, adjust the **Threshold** setting or change the **Edge Enhancement** and **Noise Reduction Level** settings.
  - Increase the **Resolution** setting.
  - Set the **Image Type** to **Grayscale**.
  - If you are scanning in JPEG format, change the compression level. Click **Options** in the Image Format menu and change the **Image Quality** setting.

Parent topic: Solving Scanned Image Quality Problems

Related references

Image Format Options

Related tasks

Scanning in Epson Scan 2

Characters are not Recognized During Conversion to Editable Text (OCR)

If characters in your scanned images are not recognized during OCR conversion, try these solutions:

- Make sure your original is loaded straight on your product.
- Use an original with clear text.
- Adjust these Epson Scan 2 settings (if available) and try scanning again:
  - Select the correct **Image Type** setting.

    - Select or adjust the **Text Enhancement** setting.
    - If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting.
    - Set the **Image Type** to **Grayscale**.
- Set the scanning resolution between 200 and 600 dpi.
- If the original document is in landscape mode, set the **Rotate** setting to **Auto** in Epson Scan 2.
- If you are using OCR software, check the manual for any additional adjustments.
- Scan thermal paper receipts as soon as possible. They may deteriorate due to age or friction.
- When saving to Microsoft Office or Searchable PDF files, check that the correct languages are selected. Check the language in each save setting window.
- Some font types may cause recognition errors. If the original font cannot be changed, you may need to manually edit the unrecognized text.

Parent topic: Solving Scanned Image Quality Problems

Related references

Image Format Options

Related tasks

Scanning in Epson Scan 2

Ripple Patterns Appear in an Image

You may see a ripple pattern (called a moiré) in scanned images of printed documents. This is caused by interference from differing pitches in the scanner's screen and your original's halftone screen. To reduce this effect, adjust these Epson Scan 2 settings (if available) and try scanning again:

- Select the **Descreening** setting on the Advanced Settings tab.
- Select a lower **Resolution** setting.

Parent topic: Solving Scanned Image Quality Problems

Related references

Image Format Options

Related tasks

Scanning in Epson Scan 2

Spots or Lines Appear in All Scanned Images

If spots or lines appear in all your scanned images, try the following solutions:

- Clean the rollers and glass scanning surfaces inside your product using a genuine Epson cleaning kit or a soft, moist cloth.
- Remove any dirt from your original.
- Enable the **Detect Glass Dirt** setting in the Epson Scan 2 Utility.

  Note: If glass dirt detection does not work correctly, adjust the setting. If the glass dirt alert screen appears after cleaning the inside of the product, check the glass surface again (scratches on the glass may be detected as a glass dirt).

Parent topic: Solving Scanned Image Quality Problems

Related tasks

Cleaning Inside Your Scanner

Scanned Image is Cropped

If the edges of a scanned image are cropped, try the following solutions:

- Select **Auto Detect** or **Auto Detect (Long Paper)** as the Document Size setting in Epson Scan 2, Document Capture Pro, or Document Capture.
- If the document size is not detected correctly using the **Auto Detect** setting, select the size of your original from the **Document Size** list.

  Note: If the size you want to scan is not on the list, select **Customize** to create it manually (Windows only).

- In Epson Scan 2, select the **Main Settings** tab. Select **Document Size** > **Settings** and adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.
- In Epson Scan 2, select the **Advanced Settings** tab. Make sure the **Edge Fill** setting is set to **None**.

Parent topic: Solving Scanned Image Quality Problems

Related tasks

Scanning in Epson Scan 2

Scanning with Simple Scan in Document Capture Pro - Windows

Scanning with Job Scan in Document Capture Pro - Windows

Scanning with Document Capture - Mac

Resetting the Epson Scan 2 Settings

If you continue to experience image quality problems after trying all possible solutions, you may need to reset the Epson Scan 2 settings using the Epson Scan 2 Utility.

1. Do one of the following to start the Epson Scan 2 Utility:
   - **Windows 10**: Click > **EPSON** > **Epson Scan 2 Utility**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
   - **Windows (other versions)**: Click or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
   - **Mac:** Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.
2. Click the **Other** tab.
3. Click **Reset** and confirm your choice.

Note: If resetting the Epson Scan 2 settings does not solve your problem, uninstall Epson Scan 2 and re-install it.

Parent topic: Solving Problems

Solving Flatbed Scanner Dock Problems

Check these solutions if you have problems scanning with the optional flatbed scanner dock (DS-530 II/DS-770 II).

Scanned Image Edges are Cropped
Line of Dots Appears in All Scanned Images
Back of Original Image Appears in Scanned Document

Parent topic: Solving Problems

Scanned Image Edges are Cropped

If the edges of a scanned image are cropped, make sure your original is placed correctly for scanning. If necessary, move your original away from the edges of the scanner glass slightly.

In the Epson Scan 2 settings, set the **Edge Fill** setting to **None**.

Parent topic: Solving Flatbed Scanner Dock Problems

Line of Dots Appears in All Scanned Images

If a line of dots appears in all your scanned images, try these solutions:

- Clean the scanner glass with a soft, dry, lint-free cloth or use a small amount of glass cleaner on the cloth, if necessary. Paper towels are not recommended.

  Caution: Do not spray glass cleaner directly on the scanner glass.

- Make sure any interface cables are securely connected at both ends.
- Remove any dust or dirt that may have adhered to your original.
- Do not press with too much force on the original or the document cover.
- Keep the document cover closed to prevent dirt or dust from getting inside.

Parent topic: Solving Flatbed Scanner Dock Problems

Back of Original Image Appears in Scanned Document

If an image from the back of a thin original appears in your scanned image, try the following solutions:

- Place a piece of black paper on the back of the original and scan it again.
- Make sure you selected the correct Image Type setting for your original and select the **Text Enhancement** setting in Epson Scan 2. You can also select the **Remove Background** setting in Epson Scan 2.
- Adjust the **Brightness** setting in Epson Scan 2.

Parent topic: Solving Flatbed Scanner Dock Problems

Related references

Image Format Options

Related tasks

Scanning in Epson Scan 2

Solving Network Security Problems

Check these sections if you have problems using the network security features (DS-575W II).

Pre-Shared Key was Forgotten

Cannot Communicate with the Product Using IPsec Communication

Communication was Working, but Stopped
Cannot Connect After Configuring IPsec/IP Filtering
Cannot Access the Product After Configuring IEEE 802.1X

Parent topic: Solving Problems

Pre-Shared Key was Forgotten

If you forget a pre-shared key, change the key using Web Config for the default or group policy.

Parent topic: Solving Network Security Problems

Cannot Communicate with the Product Using IPsec Communication

Make sure your computer is using one of these supported algorithms for communicating with the product:

Security method	Supported algorithms
IKE encryption algorithm	AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128*, AES-GCM-192*, AES-GCM-256*, 3DES
IKE authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5
IKE key exchange algorithm	DH Group1, DH Group2, DH Group5, DH Group14, DH Group15, DH Group16, DH Group17, DH Group18, DH Group19, DH Group20, DH Group21, DH Group22, DH Group23, DH Group24, DH Group25, DH Group26, DH Group27*, DH Group28*, DH Group29*, DH Group30*
ESP encryption algorithm	AES-CBC-128, AES-CBC-192, AES-CBC-256, AES-GCM-128, AES-GCM-192, AES-GCM-256, 3DES
ESP authentication algorithm	SHA-1, SHA-256, SHA-384, SHA-512, MD5
AH authentication algorithm	

* Available for IKEv2 only

Parent topic: Solving Network Security Problems

Communication was Working, but Stopped

If network communication was working, but suddenly stopped, the product's and/or computer's IP address may have changed or is invalid. Try these solutions:

- If DHCP is out of date, or the IPv6 address is out of date or was not obtained, you may not be able to find the IP address registered in Web Config.
- If the product has been unplugged for a long time, the date and time settings may be incorrect, creating an error with the certificate. Make sure the product's date and time settings are correct. If that does not solve the problem, restore the network settings to default from the product's control panel and then set your network settings again.
- If that does not solve the problem, enter a static IP address using Web Config.

Parent topic: Solving Network Security Problems

Cannot Connect After Configuring IPsec/IP Filtering

The set value may be incorrect. Connect from the computer and configure the IPsec/IP Filtering settings again.

Parent topic: Solving Network Security Problems

Related tasks

Determining the Scanner's IP Address

Accessing the Web Config Utility

Cannot Access the Product After Configuring IEEE 802.1X

If you cannot access the product after configuring it for IEEE 802.1X, reset the network settings from the product's control panel. Connect the product and computer, set the network settings again, and then configure IEEE802.1X.

Parent topic: Solving Network Security Problems

Related tasks

Restoring Default Network Settings

Solving Digital Certificate Problems

Check these sections if you have problems using a digital certificate (DS-575W II).

Digital Certificate Warning Messages

Cannot Import a Digital Certificate

Cannot Update a Certificate or Create a CSR

Deleted a CA-signed Certificate

Parent topic: Solving Problems

Digital Certificate Warning Messages

If you see a warning message when using a digital certificate, check for solutions in this table.

Message	Solution
Enter a Server Certificate.	Select a certificate file and click **Import**.
CA Certificate 1 is not entered.	Import CA certificate 1 before importing additional certificates.
Invalid value below.	Remove any unsupported characters in the file path and password.
Invalid date and time.	Set the date and time on the product using Web Config, EpsonNet Config, or the product control panel.
Invalid password.	Enter the password that matches the password set for the CA certificate.
Invalid file.	Try the following: • Import only certificate files in X509 format sent by a trusted certificate authority. • Make sure the file size is 5KB or less and is not corrupted or fabricated. • Make sure the chain in the certificate is valid; check the certificate authority's website.
Cannot use the Server Certificates that include more than three CA certificates.	Import certificate files in PKCS#12 format that contains one or two CA certificates, or convert each certificate to PEM format and import them again.
The certificate has expired. Check if the certificate is valid, or check the date and time on your product.	Make sure the product time and date are set correctly and, if the certificate is out of date, obtain and import a new certificate.

Message	Solution
Private key is required.	Do one of the following to pair a private key with the certificate: • For PEM/DER format certificates obtained from a CSR using a computer, specify the private key file. • For PKCS#12 format certificates obtained from a CSR using a computer, create a file containing the private key. If you re-imported a PEM/DER format certificate obtained from a CSR using Web Config, you can only import it once. You must obtain and import a new certificate.
Setup failed.	Make sure the computer and product are connected, and the certificate file is not corrupted, then import the certificate file again.

Parent topic: Solving Digital Certificate Problems

Cannot Import a Digital Certificate

If you cannot import a digital certificate, try these solutions:

- Make sure the CA-signed certificate and the CSR have the same information. If they do not match, import the certificate to a device that matches the information or use the CSR to obtain the CA-signed certificate again.
- Make sure the CA-signed certificate file size is 5KB or less.
- Make sure you are entering the correct password.

Parent topic: Solving Digital Certificate Problems

Cannot Update a Certificate or Create a CSR

If you cannot update a self-signed certificate or create a CSR for a CA-signed certificate, try these solutions:

- Make sure that you entered a **Common Name** setting in Web Config.
- Make sure the **Common Name** setting does not contain unsupported characters or is divided by a comma. Correct the setting and update the certificate again.

Parent topic: Solving Digital Certificate Problems

Deleted a CA-signed Certificate

If you accidentally deleted a CA-signed certificate, try these solutions:

- If you retained a backup file, import the CA-signed certificate again.
- If you obtained the certificate using a CSR created in Web Config, you cannot import a deleted certificate. Create a new CSR and obtain a new certificate.

Parent topic: Solving Digital Certificate Problems

Uninstall Your Product Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.

Uninstalling Product Software - Windows
Uninstalling Product Software - Mac

Parent topic: Solving Problems

Uninstalling Product Software - Windows

You can uninstall and then re-install your product software to solve certain problems.

1. Exit all applications currently running on your computer.
2. Turn off the product.
3. Disconnect any interface cables.
4. Do the following to uninstall each of your scanning software programs and follow any on-screen instructions:
   - **Windows 11**: Click , then search for **Settings** and select it. Select **Apps** or **System** > **Apps & features**. Then select the program you want to uninstall and select **Uninstall**.
   - **Windows 10**: Click  and select  (Settings) > **Apps** > **Apps & features**. Select the product software program and click **Uninstall**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the product software program and click **Uninstall/Change**.
   - **Windows 7**: Open the Windows **Control Panel** utility. Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select the product software program and click **Uninstall/Change**.

5. Restart your computer, then see the *Start Here* sheet to re-install your software.

Note: If you find that re-installing your product software does not solve a problem, contact Epson.

Parent topic: Uninstall Your Product Software

Uninstalling Product Software - Mac

In most cases, you do not need to uninstall your product software before re-installing it. However, you can download the Uninstaller utility from the Epson support website to uninstall your product software as described here.

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.
2. Follow the instructions on the screen to install the Uninstaller utility.
3. Quit all applications currently running on your Mac.
4. Double-click the **Uninstaller** icon.
5. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.
6. Click **Uninstall**.
7. Follow the on-screen instructions to uninstall the software.
8. To reinstall your product software, see the *Start Here* sheet for instructions.

Note: If you find that re-installing your product software does not solve a problem, contact Epson.

Parent topic: Uninstall Your Product Software

Where to Get Help (U.S. and Canada)

If you need to contact Epson for technical support services, use the following support options.

Internet Support

Visit Epson's support website at epson.com/support (U.S.) or epson.ca/support (Canada) and select your product for solutions to common problems with your product. You can download utilities and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

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

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

Then call:

- U.S.: (562) 276-4300, 7 AM to 4 PM, Pacific Time, Monday through Friday
- Canada: (905) 709-3839, 7 AM to 4 PM, Pacific Time, Monday through Friday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

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

Purchase Supplies and Accessories

You can purchase genuine Epson accessories at epson.com (U.S. sales) or epson.ca (Canadian sales). You can also purchase accessories from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Parent topic: Solving Problems

Where to Get Help (Latin America)

If you need to contact Epson for technical support services, use the following support options.

Internet Support

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

Speak to a Support Representative

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

- Product name

- Product serial number (located on a label on the product)
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Then call:

Country	Telephone
Argentina	(54 11) 5167-0300 0800-288-37766
Bolivia*	800-100-116
Brazil	State capitals and metropolitan areas: 3004-6627 Other areas: 0800-377-6627 / 0800-EPSONBR
Chile	(56 2) 2484-3400
Colombia	Bogota: 601 602-4751 Other cities: 01-8000-915235
Costa Rica	800-377-6627
Dominican Republic*	1-888-760-0068
Ecuador*	1-800-000-044
El Salvador*	800-6570
Guatemala*	1-800-835-0358
Mexico	Mexico City: (52 55) 1323-2052 Other cities: 800-087-1080
Nicaragua*	00-1-800-226-0368
Panama*	00-800-052-1376
Paraguay	009-800-521-0019
Peru	Lima: (51 1) 418-0210 Other cities: 0800-10126
Uruguay	00040-5210067

* Contact your local phone company to call this toll-free number from a mobile phone.

If your country does not appear in the list, contact the sales office in the nearest country. Toll or long distance charges may apply.

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

Purchase Supplies and Accessories

You can purchase genuine Epson accessories from an Epson authorized reseller. To find the nearest reseller, visit latin.epson.com or call your nearest Epson sales office.

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Windows System Requirements
Mac System Requirements
General Specifications
Dimension Specifications
Electrical Specifications
Environmental Specifications
Flatbed Scanner Dock Specifications (DS-530 II/DS-770 II)
Network Interface Specifications (DS-575W II)
Safety and Approvals Specifications

Windows System Requirements

To use your product and its software, your computer should use one of these Microsoft operating systems:

- Windows 11
- Windows 10
- Windows 8.x
- Windows 7

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America), select your product, and select **Downloads**.

Parent topic: Technical Specifications

Mac System Requirements

To use your product and its software, your Mac should use one of these operating systems:

- macOS 11.x or newer
- macOS 10.15.x
- macOS 10.14.x
- macOS 10.13.x
- macOS 10.12.x
- OS X 10.11.x
- OS X 10.10.x
- OS X 10.9.x
- OS X 10.8.x
- OS X 10.7.5

Note: The UNIX File System (UFS) for OS X and Fast User Switching on OS X is not supported.

For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Caribbean), select your product, and select **Downloads**.

Parent topic: Technical Specifications

General Specifications

Scanner type	Sheet feed, one pass duplex, color
Photoelectric device	CIS
Effective pixels	5100 × 9300 pixels at 600 dpi
	2550 × 64,500 pixels at 300 dpi
Document size	Maximum: 8.5 × 240 inches (215.9 × 6096 mm)
	Minimum: 2 × 2 inches (50.8 × 50.8 mm)
Paper input	Facedown loading
Paper output	Facedown ejection

Paper capacity	DS-530 II/DS-575W II: 50 sheets of paper at 21 lb (80 g/m^2) weight DS-770 II: 100 sheets of paper at 21 lb (80 g/m^2) weight
Scanning resolution	600 dpi (main scan) 600 dpi (sub scan)
Output resolution	50 to 1200 dpi in 1 dpi increments 53 inches (1346.0 mm) or less: up to 600 dpi 215 inches (5461.0 mm) or less: up to 300 dpi 240 inches (6096.0 mm) or less: up to 200 dpi
Color Depth	Color: 30 bits per pixel internal (10 bits per pixel per color) 24 bits per pixel external (8 bits per pixel per color) Grayscale: 10 bits per pixel internal 8 bits per pixel external Black-and-white: 10 bits per pixel internal 1 bit per pixel external
Interface*	SuperSpeed USB 3.0 (backward-compatible with USB 1.1) IEEE802.11b/g/n (DS-575W II)
Light source	RGB LED

* You cannot use a USB and network connection at the same time (DS-575W II).

Parent topic: Technical Specifications

Dimension Specifications

Height	6.9 inches (176 mm)

Width	11.7 inches (296 mm)
Depth	6.7 inches (169 mm)
Weight	8.2 lb (3.7 kg)

Note: Dimensions do not include projecting parts.

Parent topic: Technical Specifications

Electrical Specifications

Scanner

Note: Check the label on the scanner and the AC adapter for voltage information. Power consumption varies depending on operating conditions or whether an option is installed.

Rated DC input power supply voltage	DC 24 V
Rated DC input current	1 A

Power consumption	**DS-530 II/DS-770 II** Operating: 11 W (approximate) (DS-530 II) 12 W (approximate) (DS-770 II) Ready mode: 5.4 W (approximate) Sleep mode: 1.0 W (approximate) Power off mode: 0.1 W (approximate) **DS-575W II** USB Connection: Operating: 11 W (approximate) Ready mode: 5.4 W (approximate) Sleep mode: 1.0 W (approximate) Power off mode: 0.1 W (approximate) Wi-Fi Connection: Operating: 12 W (approximate) Ready mode: 5.5 W (approximate) Sleep mode: 1.3 W (approximate) Power off mode: 0.1 W (approximate)

AC Adapter

AC adapter model	100 to 240 V model: A461H
Rated input current	1 A
Rated frequency range	50 to 60 Hz
Rated output power supply voltage	DC 24 V
Rated output current	1 A

Parent topic: Technical Specifications

Environmental Specifications

Temperature	Operating: 41 to 95 °F (5 to 35 °C)
	Storage: –13 to 140 °F (–25 to 60 °C)
Humidity	Operating: 15 to 80% RH
(non-condensing)	Storage: 15 to 85% RH
Operating conditions	Ordinary office or home conditions

Note: Avoid operating the scanner in direct sunlight, near a strong light source, or in extremely dusty conditions.

Parent topic: Technical Specifications

Flatbed Scanner Dock Specifications (DS-530 II/DS-770 II)

Interface	Hi-Speed USB
Rated DC input power supply voltage	DC 24 V
Dimensions	Width: 11.8 inches (300 mm)
(when assembled with a sheet feed scanner and a flatbed scanner)	Depth: 18.9 inches (481 mm)
	Height 9.6 inches (245 mm)
Weight	Approximately 2.4 lb (1.1 kg)
Temperature	Operating: 50 to 95 °F (10 to 35 °C)
	Storage: –4 to 140 °F (–20 to 60 °C)
Humidity	Operating: 20 to 80%
(non-condensing)	Storage: 20 to 85%

Parent topic: Technical Specifications

Network Interface Specifications (DS-575W II)

Wi-Fi

Wireless LAN standard	IEEE802.11 b/g/n
Wireless security	WPA2-PSK (AES); WPA2 compliant support for WPA/WPA2 Personal
	WPA2-Enterprise; WPA2 compliant with support for WPA/WPA2 Enterprise
	WEP (64/128 bit)
Frequency range	2.4 GHz
Communication mode	Infrastructure mode
	Ad hoc mode; not supported for IEEE802.11n
	AP mode; not supported for IEEE802.11b
Radio frequency power transmitted	Maximum 20 dBm (EIRP)

Note: AP mode and Wi-Fi connection can be used at the same time.

Security Protocol

SSL/TLS	HTTPS (Server/Client)
	SMTPS (Client)
	STARTTLS
	Root certificate (Client)
	Root certificate updating (Client)
	CA-signed certificate (Server)
	CA certificate (Server)
	CSR generation (Server)
	Self-signed certificate (Server)
	EC key CSR/self-signed certificate generation (Server)
	Certificates/Secret key imports (Server)
Authentication for email sending	POP before SMTP, APOP, SMTP Authentication
MIB accessing Authentication/Encryption	SNMPv3

Parent topic: Technical Specifications

Safety and Approvals Specifications

Scanner

United States	EMC: FCC part 15 Subpart B class B
Canada	EMC: CAN ICES-3 (B)/NMB-3 (B)

AC Adapter (A461H)

United States	Safety: UL60950-1
	EMC: FCC part 15 Subpart B class B
Canada	Safety: CAN/CSA C22.2 No. 60950-1
	EMC: CAN ICES-3 (B)/NMB-3 (B)

Optional Flatbed Scanner Dock (DS-530 II/DS-770 II)

United States	EMC: FCC part 15 Subpart B class B
Canada	EMC: CAN/CSA-CEI/IEC CISPR 22 class B

This equipment contains the following wireless module: (DS-575W II)

- Manufacturer: FOXCONN ELECTRONICS INC.
- Type: J26H006

This product conforms to Part 15 of the FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

Notice for Argentina

CNC ID: C-20841

Notice for Mexico

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

Product model: J382E (DS-575W II)

Brand: EPSON

IFT Certification Number: RCPEPJ218-0025

Notice for Paraguay

Imported by:

Fastrax, S.A.

Av. Perú esq. Río de Janeiro, Barrio Las Mercedes, Asunción, Paraguay

Imported by:

Sol Control S.R.L.

Av. Gral. Bernardino Caballero 810 esq. Celsa Speratti, Asunción, Paraguay

Notice for Peru

Product Model: DS-575W II (J382E)

Brand: EPSON

This product uses the following WLAN module:

WLAN Module Model: J26H006

FCC ID: BKMFBJ26H006

Product Manufacturer: Seiko Epson Corporation

Address: 3-3-5 Owa Suwa-shi, Nagano-Ken 392-8502, Japan

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Important Safety Instructions
Restrictions on Copying
Default Delay Times for Power Management for Epson Products
Binding Arbitration and Class Waiver
Trademarks
Copyright Notice

Important Safety Instructions

Follow these safety instructions when setting up and using the product.

- Read all these instructions, and follow all warnings and instructions marked on the product.
- Place the product close enough to the computer for the interface cable to reach it easily.
- Do not place or store the product outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.
- Do not use with wet hands.
- 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.
- Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.
- 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 at least 3.9 inches (10 cm) between the back of the product and the wall.
- After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.

- Never disassemble, modify, or attempt to repair the product or a product option by yourself except as specifically explained in this guide.

Caution: Radio waves from this product may adversely affect the operation of medical equipment, airplanes, or automatically controlled devices, such as pacemakers, automatic doors, or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident (DS-575W II).

AC Adapter

- Do not place or store the AC adapter outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.
- Place the product and the AC adapter near an electrical outlet where the adapter can be easily unplugged.
- The AC power cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking.
- Do not place objects on top of the AC power cord and do not allow the AC adapter or the power cord to be stepped on or run over. Be particularly careful to keep the AC power cord straight at the end and the point where it enters the AC adapter.
- Use only the AC adapter that comes with your product. Using any other adapter could cause fire, electrical shock, or injury.
- Use only the power cord that comes with your product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.
- 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.
- 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 by yourself except as specifically explained in the product's guides.
- 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.

USB

- Use only the USB cable supplied with your product. Using any other USB cable could cause fire, electrical shock, or injury.
- The USB cable is designed for use with the product with which it was included. Do not attempt to use it with other electrical devices unless specified.
- The USB cable should be placed to avoid abrasions, cuts, fraying, crimping, and kinking.
- Do not place objects on top of the USB cable and do not allow the cable to be stepped on or run over. Be particularly careful to keep the USB cable straight at the end.
- If you are not going to use the product for a long period, unplug the USB cable from the computer.
- Unplug the product and the USB cable, and refer servicing to qualified service personnel under the following conditions: Liquid has entered the product; the product has been dropped or the case has been damaged; the product does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)

Parent topic: Notices

Restrictions on Copying

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

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.

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.

Parent topic: Notices

Default Delay Times for Power Management for Epson Products

This product will enter sleep mode after a period of nonuse. This is to ensure that the product meets Energy Star standards of energy efficiency. More energy savings can be achieved by setting the time to sleep to a shorter interval.

Parent topic: Notices

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 **Disputes**. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6, that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 **Binding Arbitration**. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED**. Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice**. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3131 Katella Ave., Los Alamitos, CA 90720 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 **Small Claims Court**. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 **WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.**

1.6 **Arbitration Procedure**. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at http://www.jamsadr.com or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the

selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at http://www.jamsadr.com ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks $75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you $1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as

agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 **Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.**

1.8 **Amendments to Section 1**. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 **Severability**. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: Notices

Trademarks

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EPSON®

Parent topic: Notices

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The contents of this manual and the specifications of this product are subject to change without notice.

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A Note Concerning Responsible Use of Copyrighted Materials

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Parent topic: Notices

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Parent topic: Copyright Notice

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Parent topic: Copyright Notice

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