EPSON®

DS-870/DS-970 User's Guide

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DS-870/DS-970 User's Guide

Welcome to the DS-870/DS-970 *User's Guide*.

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

Scanner Basics

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

Using the Control Panel
Scanner Parts Locations
Using Power Saving Settings

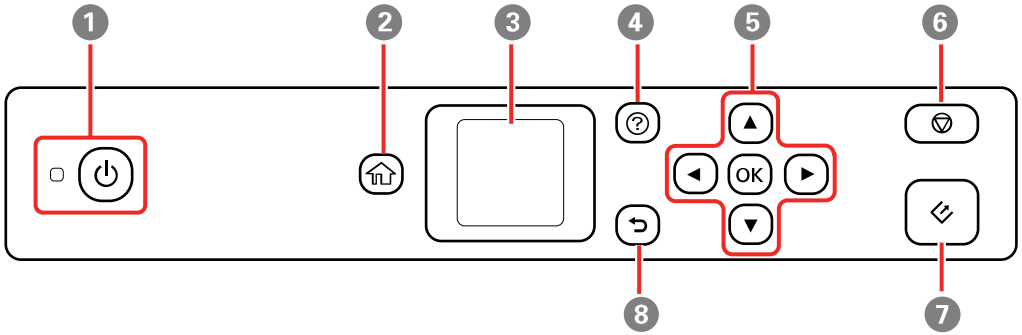
Using the Control Panel

See these sections to learn about the control panel and select control panel settings.

Control Panel Buttons and Lights
Adjusting the Screen Brightness
Changing LCD Screen Language
Changing Regular Cleaning Alert Settings

Parent topic: Scanner Basics

Control Panel Buttons and Lights



1 ⏻ power button and the ⏻ power light
2 ⌂ home button
3 LCD screen
4 ? help button

5 Navigation arrows and the **OK** button

6 stop button

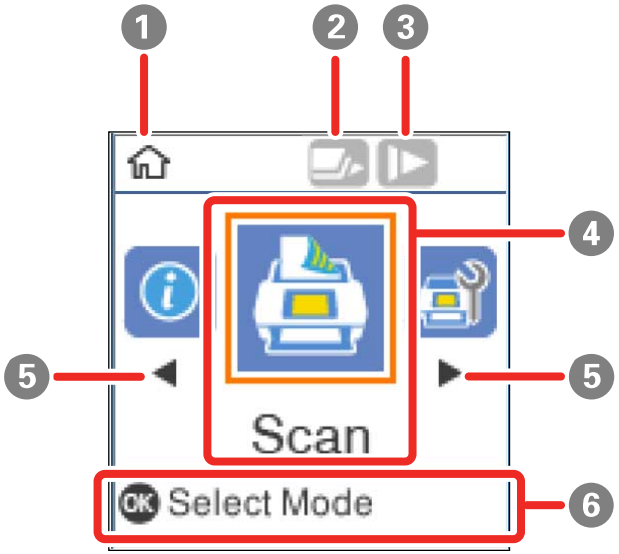
7 start button

8 back button

The LCD Screen
Viewing Animations
Setting User Access Restrictions (Access Control)
Status Icon Information

Parent topic: Using the Control Panel

The LCD Screen



1 Home screen indicator

2 Double Feed Detection Skip (DFDS) is enabled (blue) or disabled. Select the **DFDS Function** option in the Scanner Settings menu to change the setting.

3 Slow mode is enabled (blue) or disabled. Select the **Slow** option in the Scanner Settings menu to change the setting.

4 Displays available menus

5 Press the arrow button to scroll through available menus

6 Displays available button actions

Parent topic: Control Panel Buttons and Lights

Viewing Animations

You can view animations on the LCD screen to help guide you with a procedure or to troubleshoot a problem.

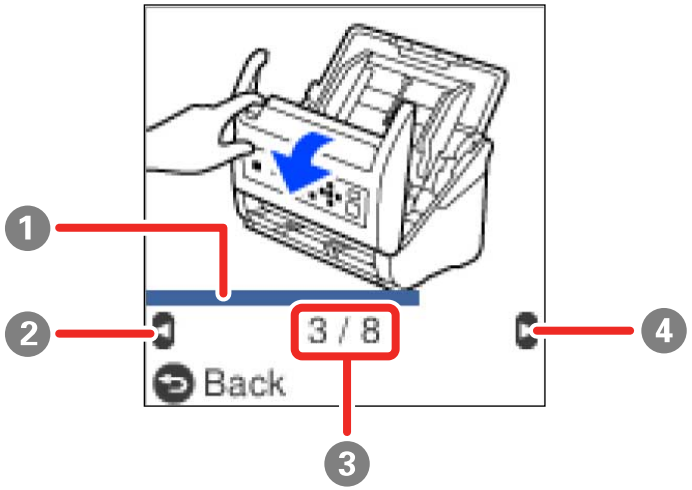
1. Press the ? help button to display the Help screen.

   You see a screen like this:



2. Select **Troubleshooting** if you are experiencing a problem or **How To** to view instructions on common procedures.
3. Select a topic from the list of available topics and follow the on-screen instructions.

While viewing the topics, you may see screens like this:



1 Indicates your overall progress through the animation

2 Press the left arrow button to view the previous step

3 Displays the current step number and the total number of steps

4 Press the right arrow button to view the next step

Parent topic: Control Panel Buttons and Lights

Setting User Access Restrictions (Access Control)

You can restrict user access for the following control panel settings to prevent unauthorized use of the product.

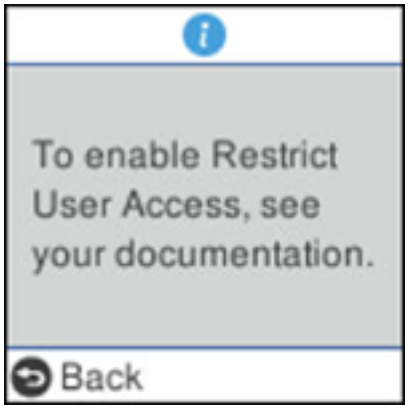
- Number of Scans After Replacing Roller
- Number of Scans After Regular Cleaning
- Paper Protection
- Detect Glass Dirt
- Ultrasonic Double Feed Detection
- Sleep Timer
- Power Off Timer

- Language
- Regular Cleaning Alert Settings
- System Administration

Note: If your system has an administrator, contact your administrator before enabling restricted access.

1. Press the ⌂ home button, if necessary.
2. Select **Settings** and press the **OK** button.
3. Use the arrow buttons to select **System Administration** and press the **OK** button.
4. Press the **OK** button to select **Restrict User Access**.
5. Select **On** and press the **OK** button.

   You see a screen like this:



6. Press and hold the up and down arrow buttons simultaneously.

   You return to the Settings screen.
7. Press the **OK** button to confirm that access restriction is enabled.

To disable access restriction, select **Settings** > **System Administration** and press the **OK** button. When you see the **Restrict User Access is enabled** screen, press and hold the up and down arrow buttons simultaneously. Then press the **OK** button, select **Off**, and press the **OK** button again.

Parent topic: Control Panel Buttons and Lights

Status Icon Information

Your product displays status icons on the LCD screen for certain product status conditions.

Icons	Description
	Indicates that you are on the home screen.
	Slow mode is enabled. Paper feeding speed is reduced during scanning.
	Slow mode is disabled.
	Double Feed Detection Skip (DFDS) is enabled. Double feed detection is skipped once during scanning.
	Double Feed Detection Skip (DFDS) is disabled.
	Displays additional information or instructions.
	There is a problem with the indicated setting. See the **Device Information** menu to resolve the problem.

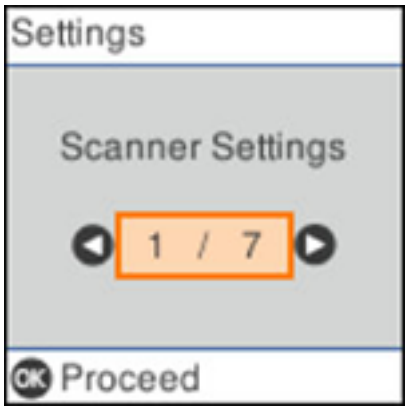
Parent topic: Control Panel Buttons and Lights

Adjusting the Screen Brightness

You can adjust the brightness of the LCD screen.

1. Press the ⌂ home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.

You see a screen like this:



3. Use the arrow buttons to select **LCD Brightness** and press the **OK** button.
4. Use the arrow buttons to decrease or increase the brightness.
5. Press the **OK** button to exit.

Parent topic: Using the Control Panel

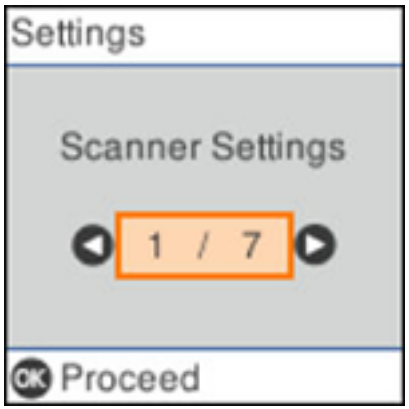
Changing LCD Screen Language

You can change the language used on the LCD screen.

Note: This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

1. Press the ⌂ home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.

You see a screen like this:



3. Use the arrow buttons to select **Language** and press the **OK** button.
4. Select a language and press the **OK** button to exit.

Parent topic: Using the Control Panel

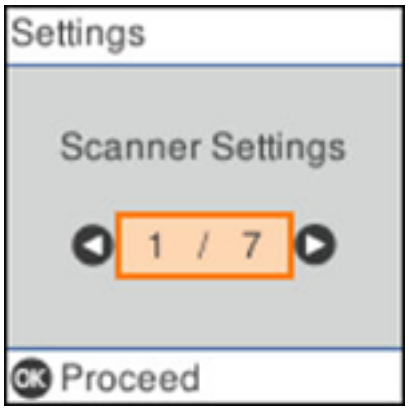
Changing Regular Cleaning Alert Settings

You can set an alert to appear to remind you to perform regular cleaning after a certain number of scans.

Note: This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

1. Press the ⌂ home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.

You see a screen like this:



3. Use the arrow buttons to select **Regular Cleaning Alert Settings** and press the **OK** button.
4. Do the following:
   - Set the **Warning Alert Setting** to **On** to receive a notification when it is time to clean inside the scanner.
   - On the **Count Alert Setting** screen, use the arrow buttons to change the number of scans before the notification appears.
5. Press the **OK** button to exit.

Parent topic: Using the Control Panel

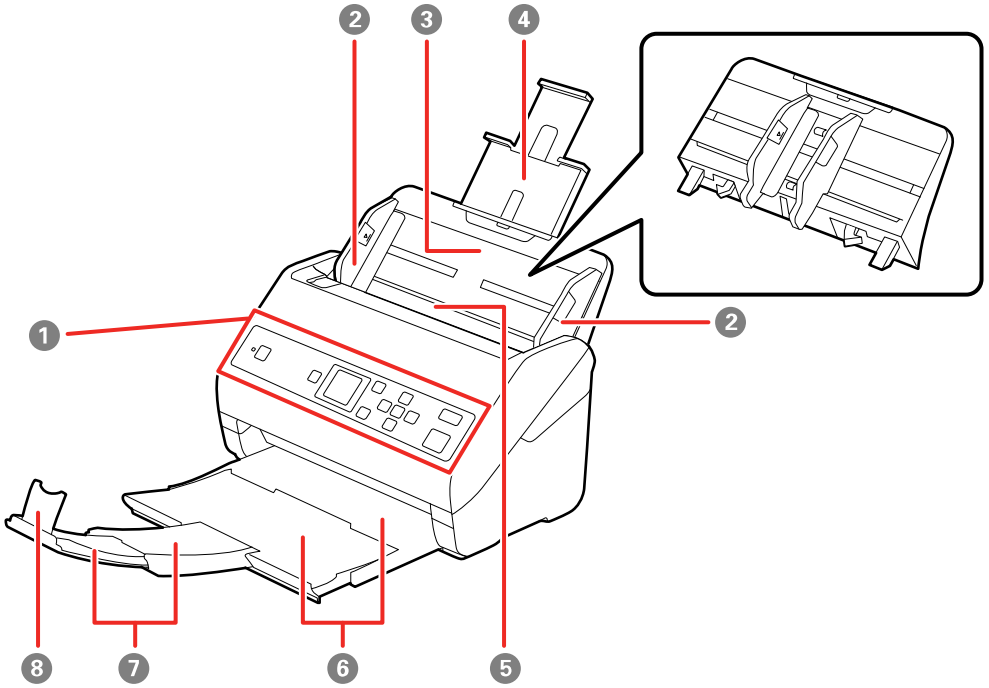
Scanner Parts Locations

See these sections to identify the parts on your scanner.

Scanner Parts
User Replaceable Epson Scanner Parts

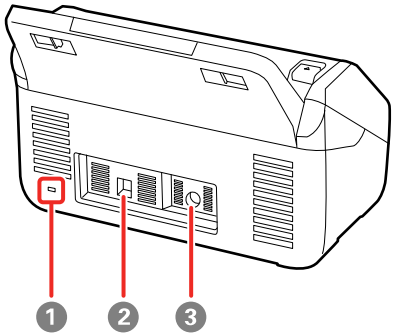
Parent topic: Scanner Basics

Scanner Parts

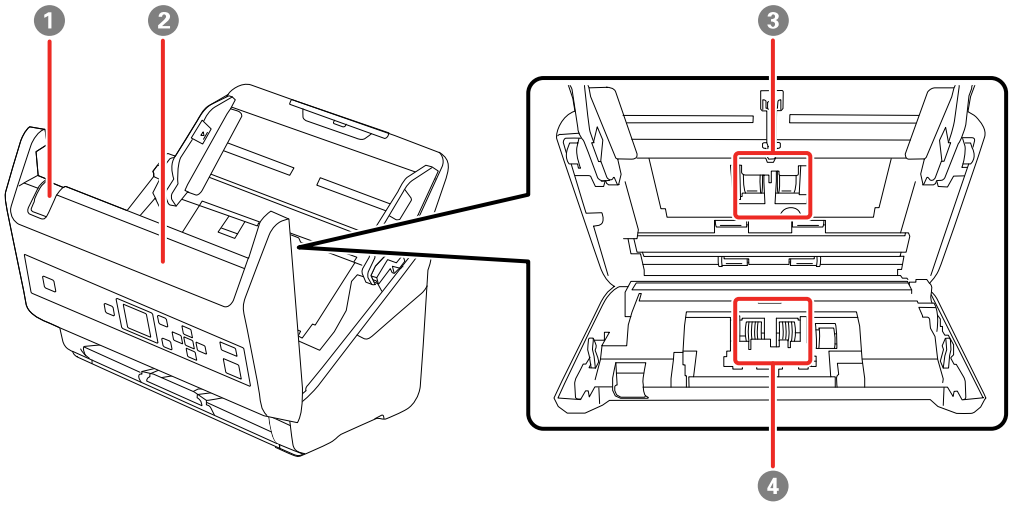


1 Control panel
2 Edge guides
3 Input tray
4 Input tray extension
5 ADF (Automatic Document Feeder)
6 Output tray
7 Output tray extensions

8 Stopper



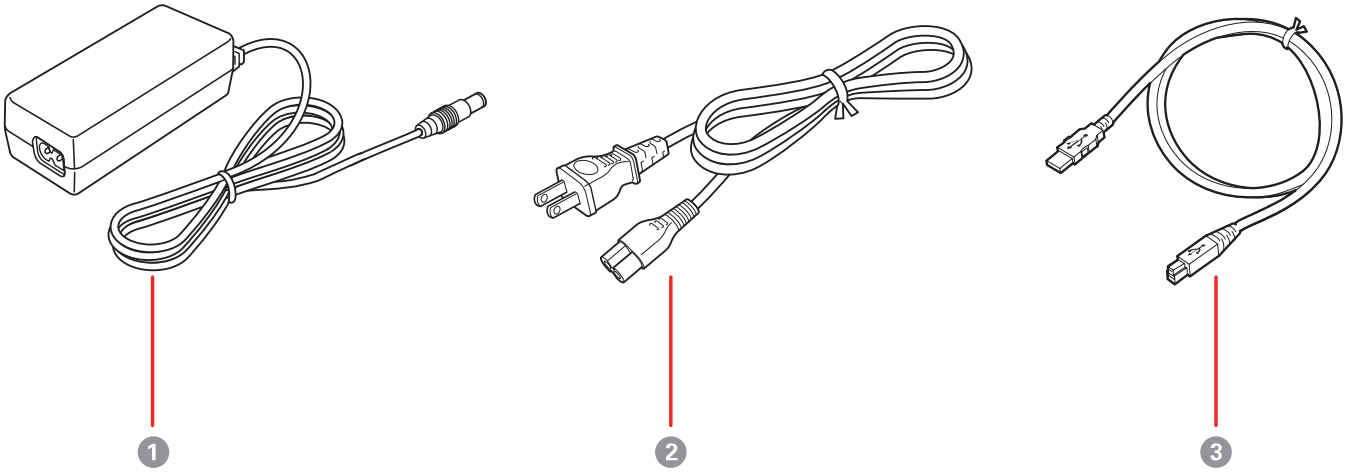
1 Kensington security slot
2 USB port
3 Power inlet



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: Scanner Parts Locations

User Replaceable Epson Scanner Parts

You can purchase genuine Epson accessories at epson.com (U.S. sales), epson.ca (Canadian sales), or epson.com.jm (Caribbean 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.

Part	Part number
Carrier sheet	B12B819051
Roller assembly kit	B12B819031
Cleaning kit	B12B819291
Network Interface Unit*	B12B808441

Part	Part number
Flatbed scanner dock* (Windows only)	B12B819011
Epson Perfection V19 (for use with scanner dock)	B11B231201
Epson Perfection V39 (for use with scanner dock)	B11B232201

* You cannot use the flatbed scanner dock and the Network Interface Unit at the same time.

Parent topic: Scanner Parts Locations

Using Power Saving Settings

Your scanner enters sleep mode automatically and turns off the LCD screen if it is not used for a period of time. You can make the time period shorter to save energy and resources.

Changing the Sleep Timer Settings
Changing the Power Off Timer Settings

Parent topic: Scanner Basics

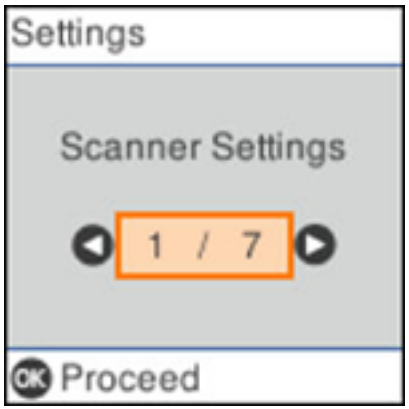
Changing the Sleep Timer Settings

You can adjust the time period before your product enters sleep mode and turns off the LCD screen.

Note: This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

1. Press the ⌂ home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.

You see a screen like this:



3. Use the arrow buttons to select **Sleep Timer** and press the **OK** button.
4. Do one of the following:
   - Press the up or down arrow buttons to decrease or increase the number of minutes.
   - Press the left and right arrow buttons to move to the previous or next character.
5. Press the **OK** button to exit.

Parent topic: Using Power Saving Settings

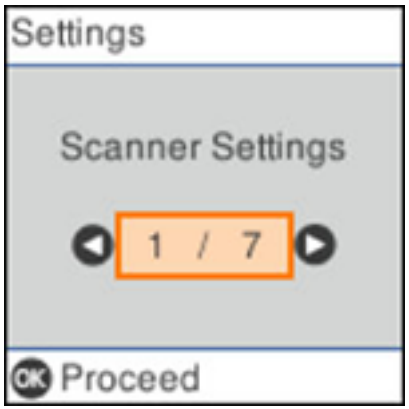
Changing the Power Off Timer Settings

You can have the product turn off automatically if it is not used for a specified period of time.

Note: This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance.

1. Press the ⌂ home button, if necessary.
2. Use the arrow buttons to select **Settings** and press the **OK** button.

You see a screen like this:



3. Use the arrow buttons to select **Power Off Timer** and press the **OK** button.
4. Select **Off** or select a time period between **30minutes** and **12h** (12 hours).
5. Press the **OK** button to exit.

Parent topic: Using Power Saving Settings

Loading Originals

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

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

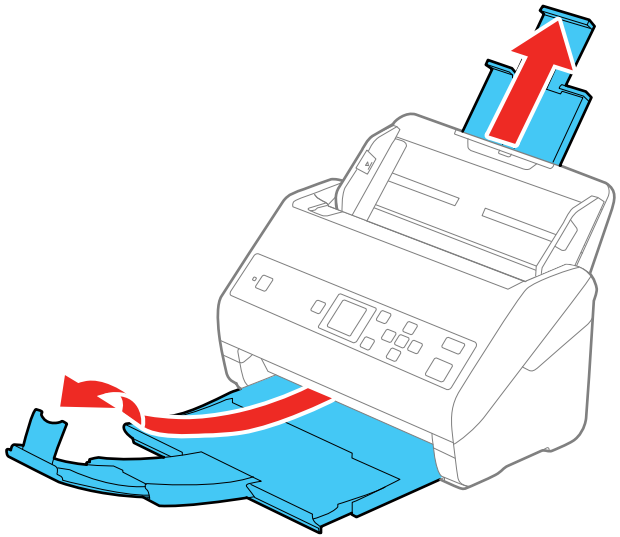
Loading Originals in the Input Tray

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

Caution: Do not load photos, 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.

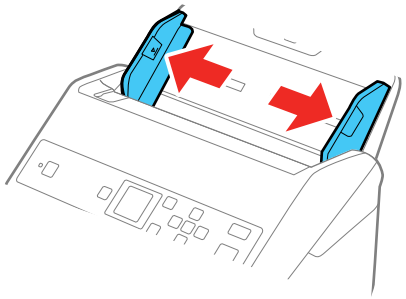
The steps below describe loading originals of the same size. To load originals of multiple sizes at once, see the link at the end of these steps.

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



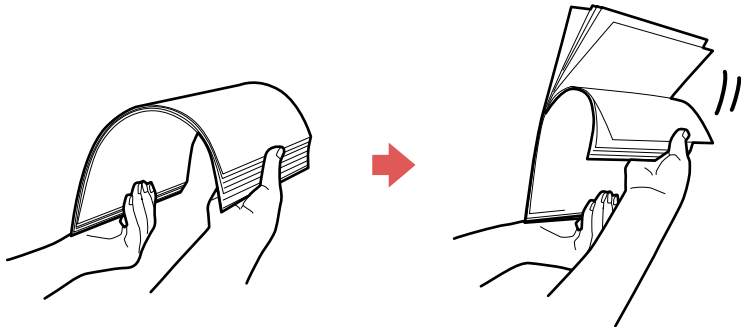
Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

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

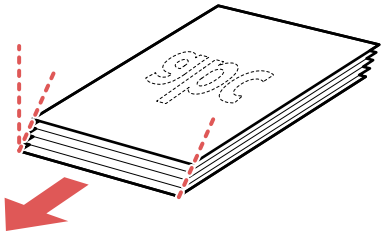


4. If you are loading a multi-page original, fan your stack of originals.

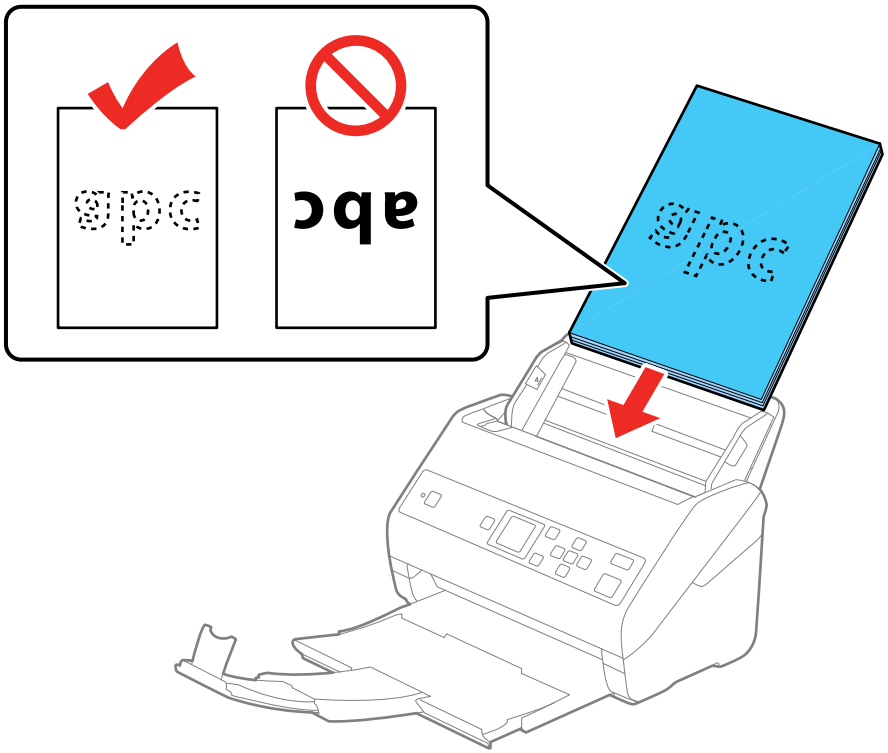
Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, load only one sheet at a time.



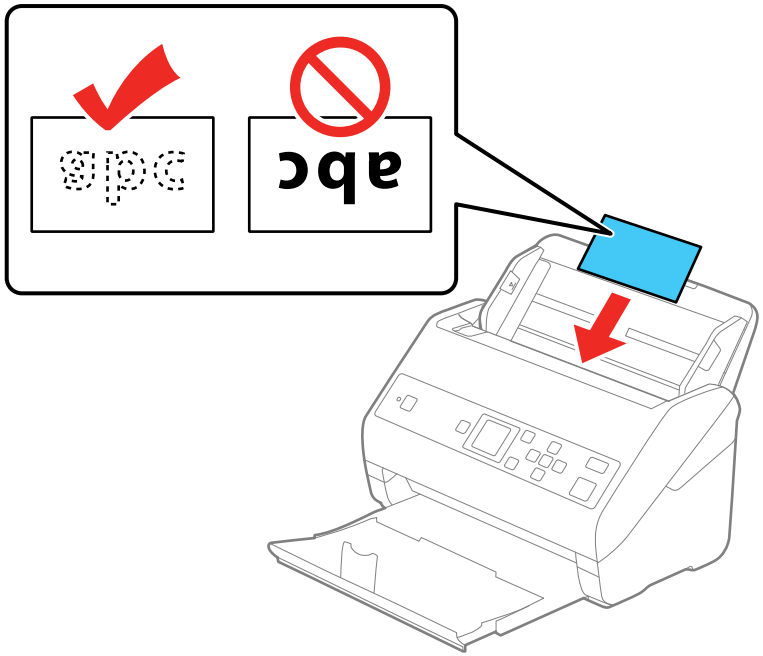
5. Stack the originals with the printed side facing down and slide the stack so the leading edge is at an angle as shown.



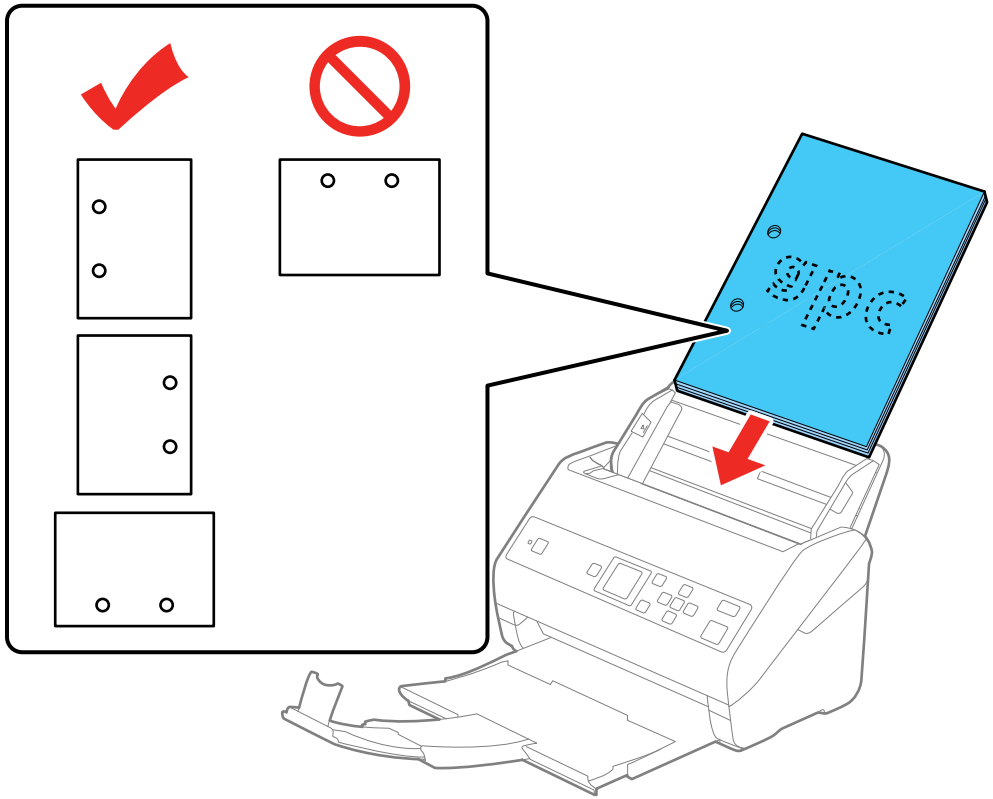
6. Load standard originals into the input tray printed side down and top edge first, and guide them in until they meet resistance.



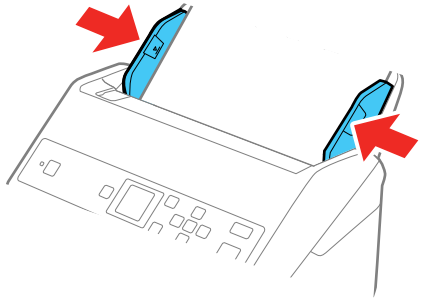
- If you are loading paper business cards, load up to 30 cards (printed side down and long edge first) into the input tray horizontally, and slide them in until they meet resistance.


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.



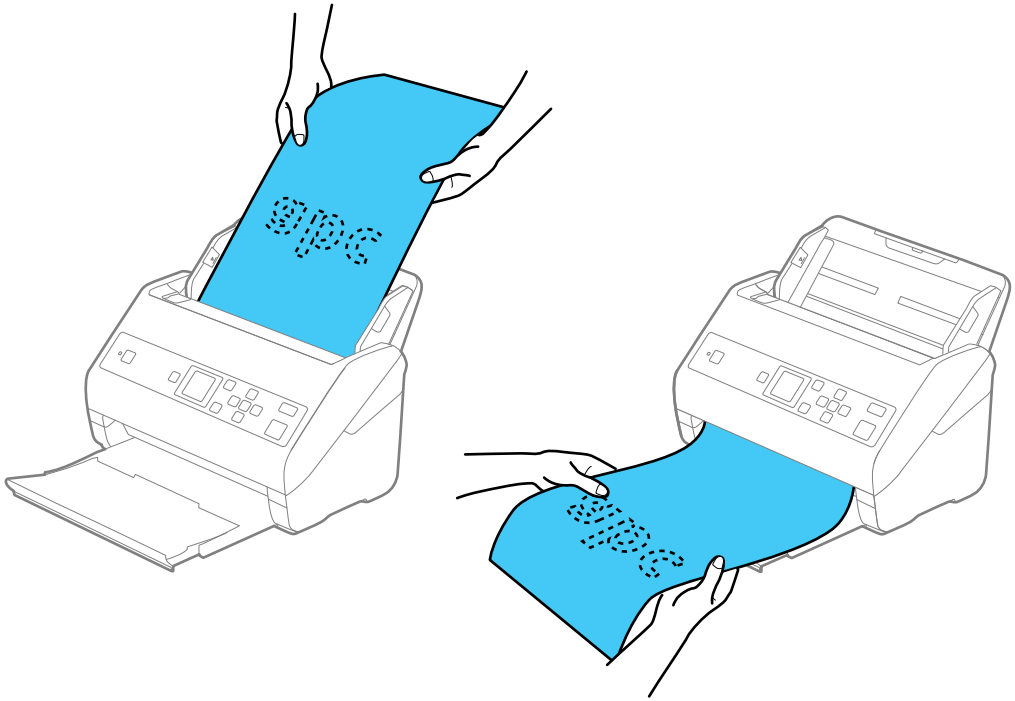
7. Slide the edge guides against the edges of the original.



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 and use the following resolutions:

- 15.5 to 53 inches (393.8 to 1346.2 mm): 600 dpi or less
- 53 to 215 inches (1346.3 to 5461 mm): 300 dpi or less

- 215 to 240 inches (5461.1 to 6096 mm): 200 dpi or less



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, slow down the feeding speed by selecting **Settings** > **Scanner Settings** > **Slow** > **On** on the LCD screen.

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

Parent topic: Loading Originals

Related references

Original Document Specifications

Related topics

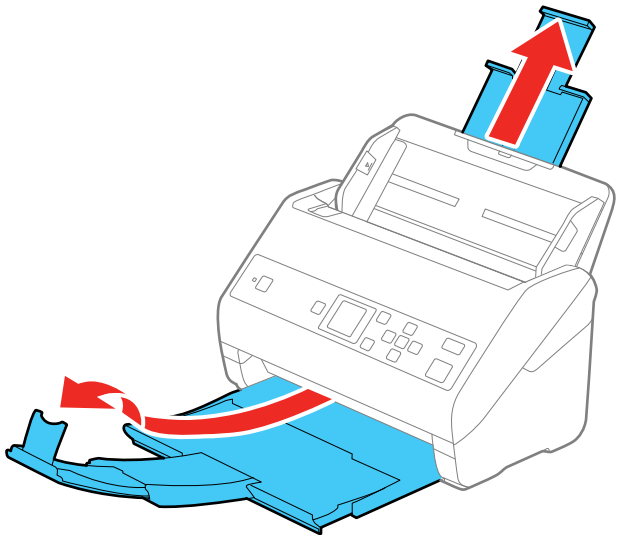
Scanning

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.

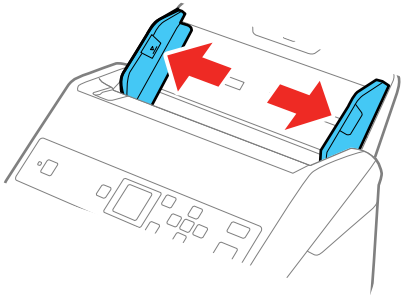
Caution: Do not load photos, or valuable original documents or artwork, directly into the input tray. This may wrinkle or damage the original. Load these originals using an optional carrier sheet.

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

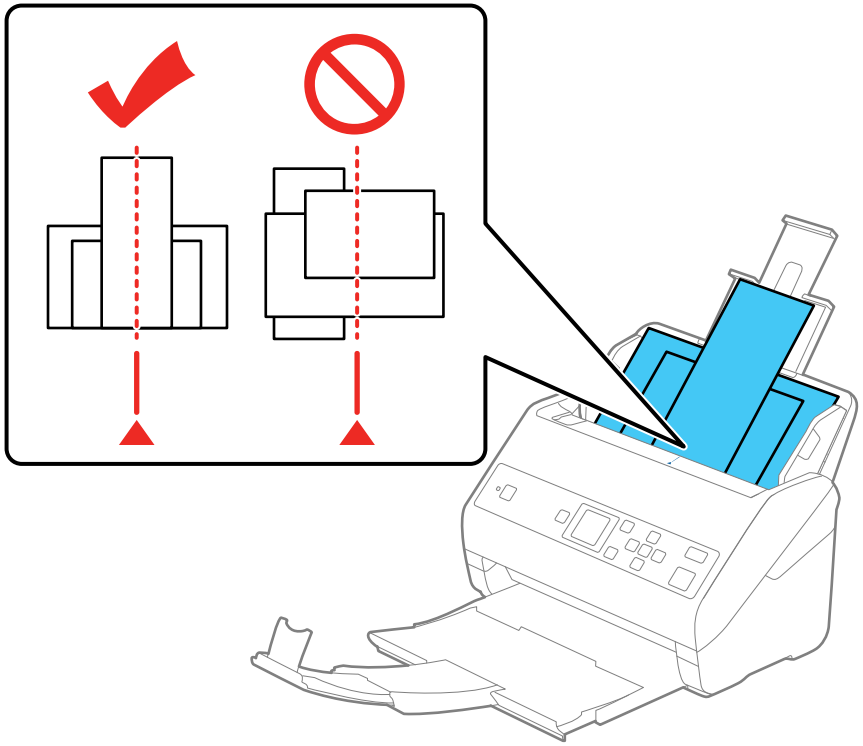


Note: If you are loading originals that are 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

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



4. Load the originals in the center of 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, slow down the feeding speed by selecting **Settings** > **Scanner Settings** > **Slow** > **On** on the LCD screen.

You can also scan originals of multiple sizes by loading them one by one using the **Automatic Feeding Mode** setting in Epson Scan 2.

Parent topic: Loading Originals in the Input Tray

Related tasks

Scanning in Epson Scan 2

Original Document Specifications

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

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)	
	Width: 2.0 to 8.5 inches (50.8 to 215.9 mm) Height: 15.5 to 240 inches (393.8 to 6096 mm)	13 to 35 lb (50 to 130 g/m²)	1 sheet

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 Loading capacity may vary depending on the paper type.
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]).

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

- Thermal paper
- Coated paper
- Originals with uneven surfaces, such as embossed documents
- Photos
- Originals with wet ink
- Ripped, curled, or wrinkled originals

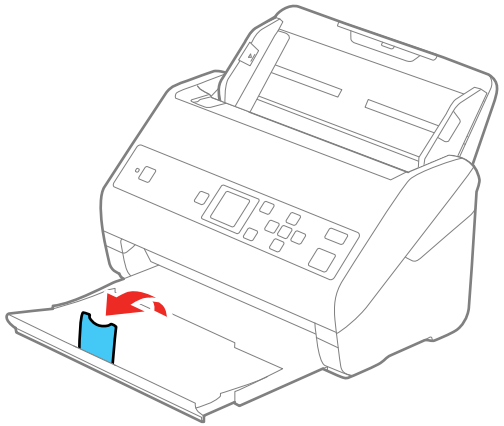
- Originals containing staples or paper clips
- Originals with holes on the bottom of them
- Originals that are bound
- Originals with carbon paper backing
- Transparencies
- Glossy originals
- Carbon-less paper
- Perforated originals
- Originals with labels, stickers, or glue
- Fabric or other non-paper originals

Parent topic: Loading Originals in the Input Tray

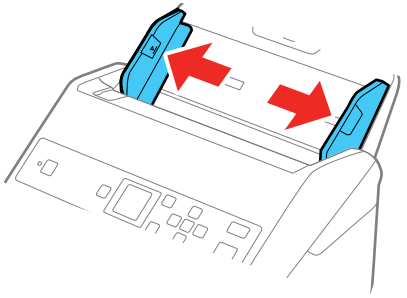
Loading Plastic and Laminated Cards in the Input Tray

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

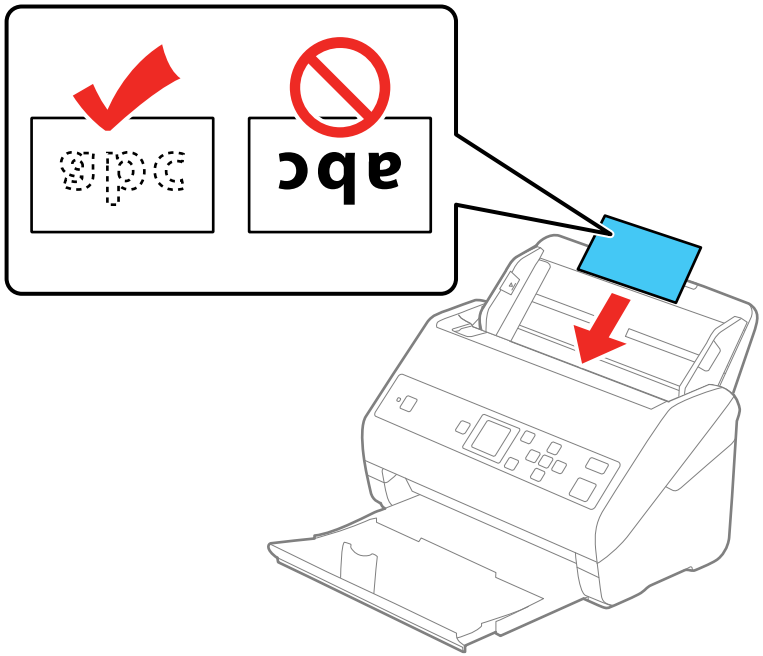
1. Pull out the output tray and open the stopper. Do not pull out the extensions.



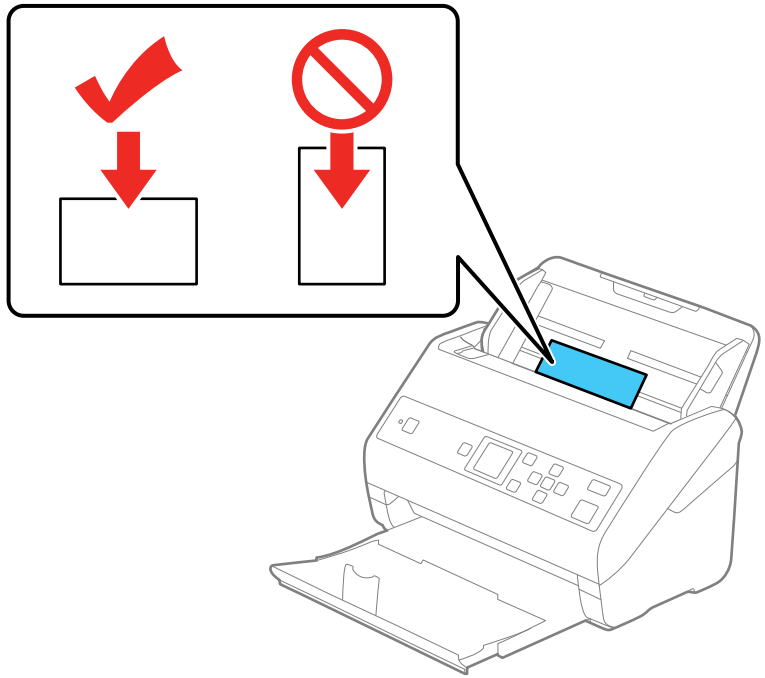
2. Slide the input tray edge guides all the way out.



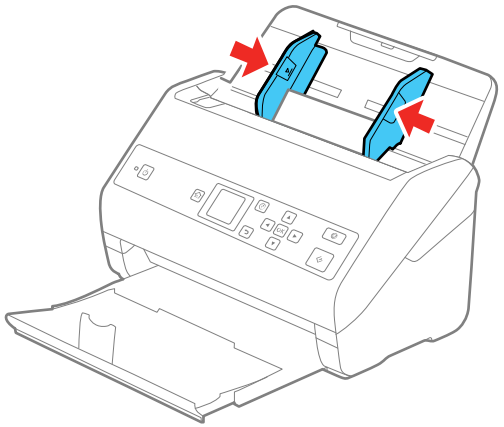
3. Load plastic or laminated cards (printed side down and long edge first) into the input tray horizontally, and slide them in until they meet resistance.



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 down arrow button on the control panel, and select **DFDS Function** > **On** to disable the **Detect Double Feed** setting for the next scan. The DFDS Function setting only disables the **Detect Double Feed** setting for one scan.

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 (ISO7810 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 (ISO7810 ID-1 compliant)		0.04 inch (1.1 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

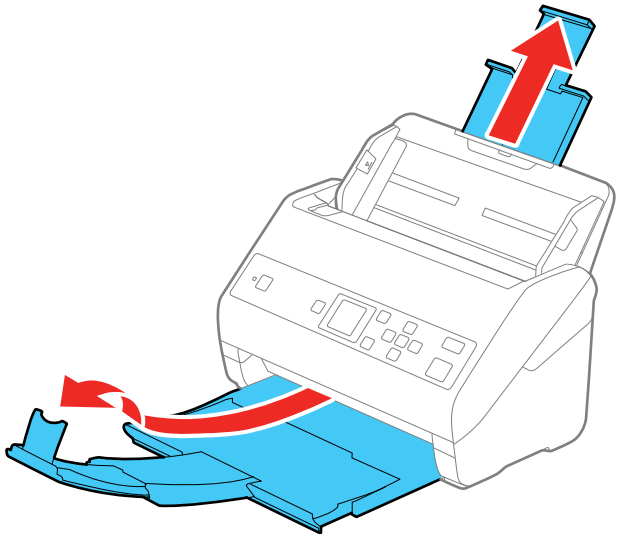
Note: Plastic cards with glossy surfaces may not scan properly.

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

Loading Special Originals

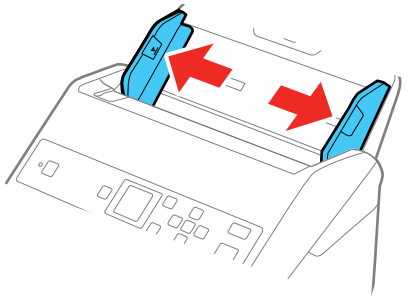
You can load photos or large, thick, or folded originals in the input tray using one or more carrier sheets. You can also load envelopes. Make sure the originals meet the specifications for special originals before loading them.

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

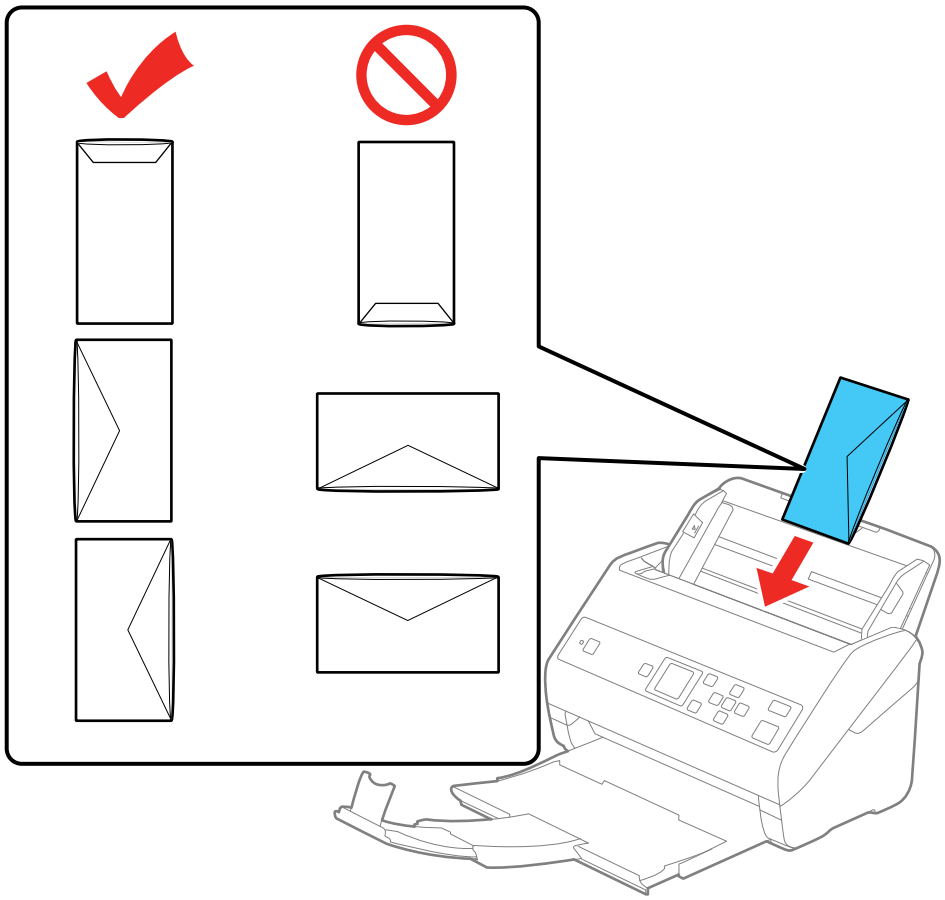


Note: If you are loading originals that are 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

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



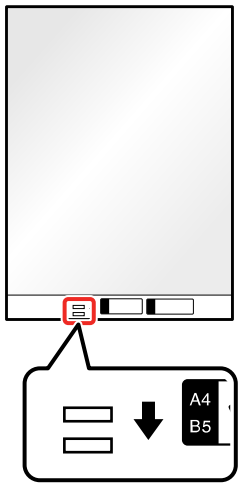
4. Load envelopes vertically in the input tray with the printed side down and the flap facing as shown. Slide in the envelopes until they meet resistance. Skip to step 7.



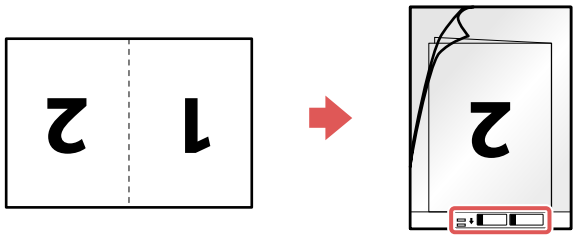
5. Do one of the following to load photos, or folded or irregularly shaped originals using a carrier sheet:

   Note: Use only the carrier sheet designed for your scanner. The carrier sheet is automatically recognized by the scanner by the two small rectangular holes on the front edge, as shown. Keep the

holes clean and not covered. Do not load a carrier sheet that has scratches on it or one that has been scanned more than 3,000 times.



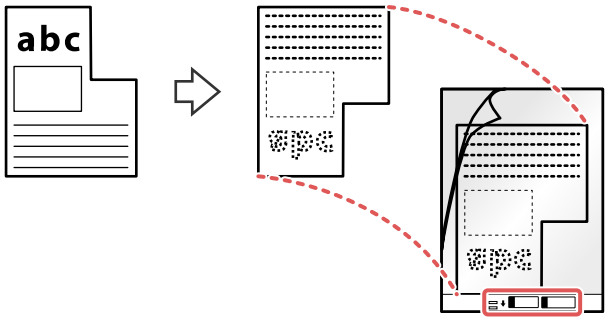
- For a Letter- or A4-size or larger original, fold it as shown and place it in the center of an optional carrier sheet. Make sure the illustration on the front edge of the carrier sheet is facing up.



  To scan both sides and stitch them together, set the appropriate setting in Epson Scan 2 or Document Capture Pro.

- 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. If you are loading originals that are 11.7 inches (297 mm) or shorter, place the leading

edge of the original against the binding of the carrier sheet, as shown. Otherwise, the scanner may not detect the correct length of the original.



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

Folded original

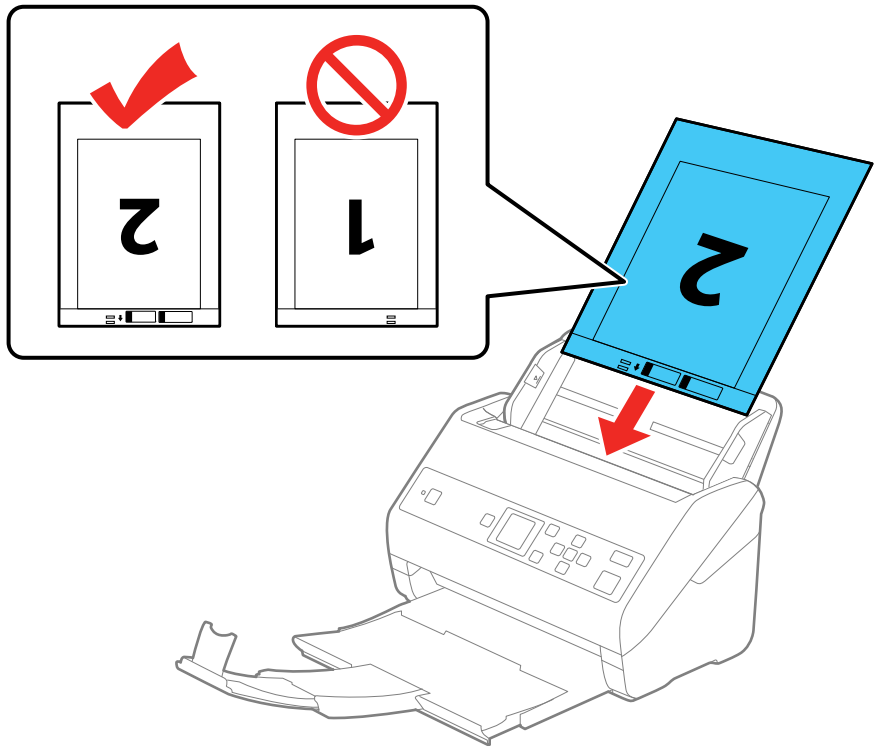
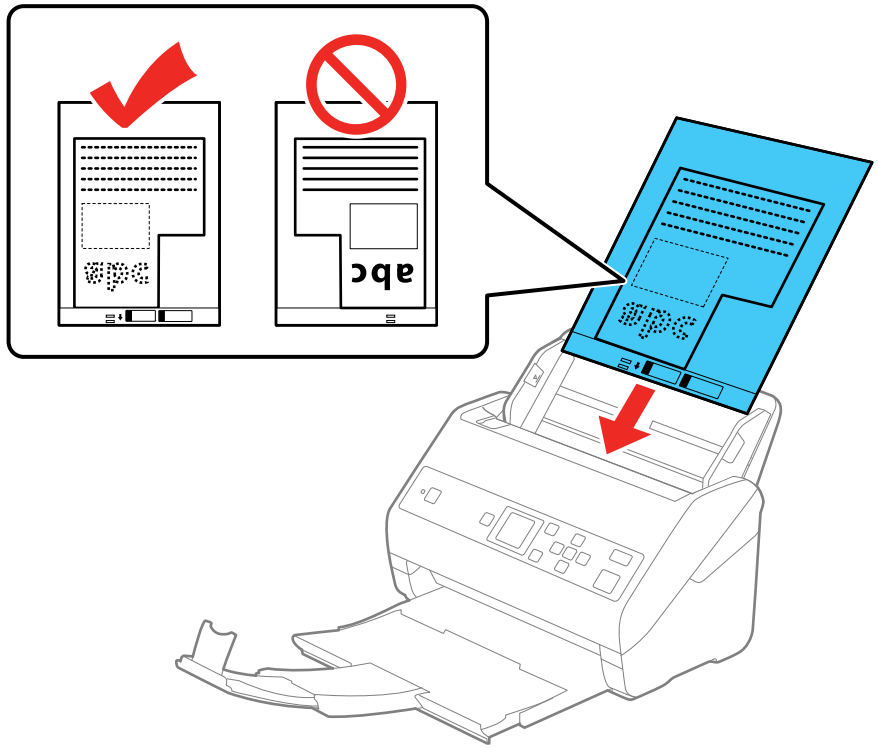
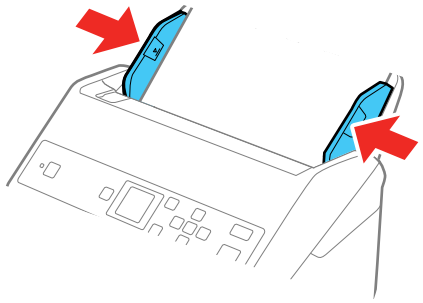


Photo or irregularly shaped original



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



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

   Note: If the **Document Size** setting on the Main Settings tab in Epson Scan 2 is set to **Auto Detect**, **Paper Skew** is automatically selected as the **Correct Document Skew** setting.

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

User Replaceable Epson Scanner Parts

Related tasks

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

Related topics

Scanning

Special Original Specifications

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

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]) B4 (13.9 × 9.84 inches [353 × 250 mm]) Legal (8.5 × 14 inches [216 × 356 mm]); only load above sizes if folded in half Custom sizes up to 17 inches (431.8 mm) wide and 11.7 inches (297 mm) long; originals wider than 8.5 inches (215.9 mm) must be folded in half	0.012 inch (0.3 mm) maximum (excluding the thickness of the carrier sheet)	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)	10 carrier sheets
Envelopes	4.49 × 6.38 inches (114 × 162 mm) 4.33 × 8.66 inches (110 × 220 mm)	0.015 inch (0.38 mm) maximum	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)	10 carrier sheets

Parent topic: Loading Special Originals

Using the Network Interface Unit

See these sections to use the optional Epson Network Interface Unit to scan over a network.

Note: You cannot use the Epson Network Interface Unit and flatbed scanner dock options at the same time.

Network Security Recommendations
Network Interface Unit Control Panel
Connecting the Network Interface Unit
Setting Up Network Scanning
Scanning to Network Computers from the Network Interface Unit

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:

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

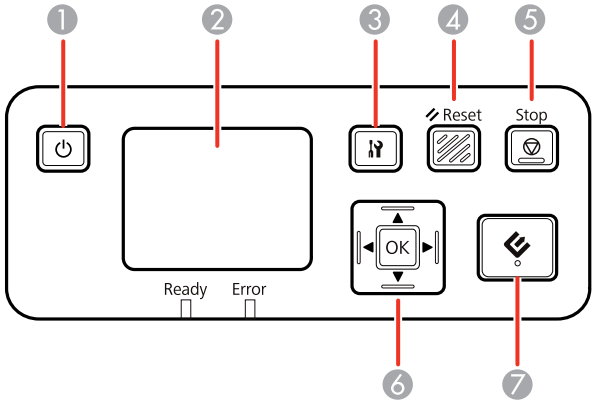
  Connecting your product directly to the Internet may leave it vulnerable to security threats. Instead, connect it to a router or other network connection protected by a firewall. Your router may already have a firewall set up by your Internet service provider; check with your ISP for confirmation. For 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: Using the Network Interface Unit

Network Interface Unit Control Panel



1 power button (turns the unit on and off)

2 LCD screen (displays status, operations, and error messages)

3 settings button (selects product settings, network settings, and maintenance options)

4 **Reset** button (returns the LCD to the default screen)

5 **Stop** button (cancels scanning)

6 **OK** button and arrows (use the arrows to highlight an option and the **OK** button to select it)

7 start button (starts scanning when networking is enabled)

Parent topic: Using the Network Interface Unit

Connecting the Network Interface Unit

See the documentation that came with the optional Epson Network Interface Unit for instructions on connecting it to your scanner.

Parent topic: Using the Network Interface Unit

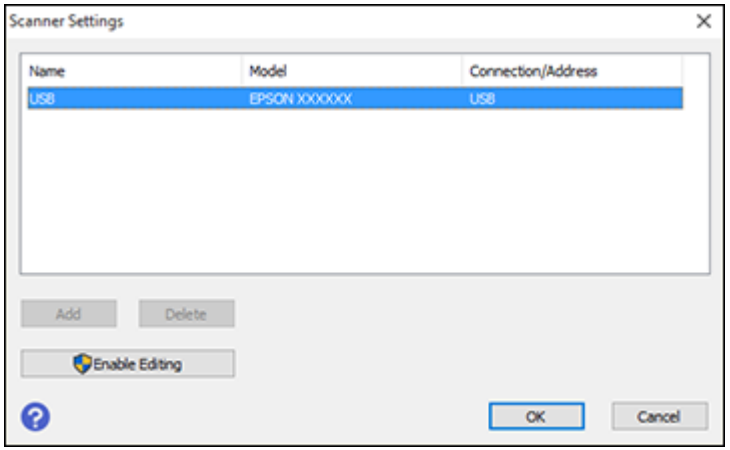
Setting Up Network Scanning

You can set up network scanning through the optional Epson Network Interface Unit. First connect the unit to your scanner and verify that both are working properly. Then follow the instructions here to set up computers for network scanning using the Epson Scan 2 Utility.

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

1. Do one of the following to start the Epson Scan 2 Utility:
   - **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. Select **Settings** from the Scanner drop-down list.

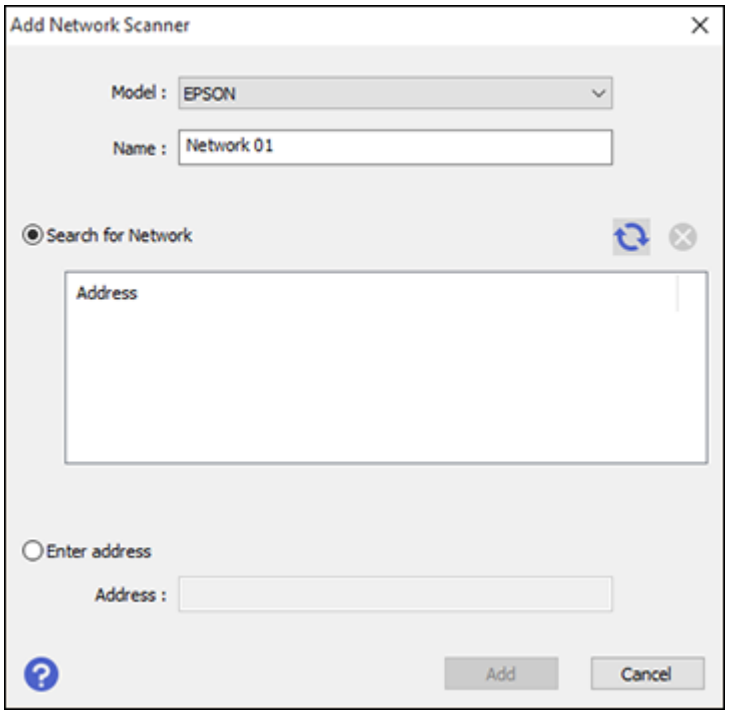
   You see a screen like this:



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

3. Select your scanner 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 Network Interface Unit and click **Add**.
   - Select the **Enter address** setting, type in the IP address or host name of your Epson Network Interface Unit, and click **Add**.
5. Click **OK** to save your settings and then close Epson Scan 2 Utility.

Parent topic: Using the Network Interface Unit

Scanning to Network Computers from the Network Interface Unit

You can scan to a network computer directly from the Epson Network Interface Unit. You first set up a scan job in Document Capture Pro (Windows) or Document Capture (Mac) and then select the computer you want to send the scanned file to.

Note: Make sure your scan job settings are set up correctly in Document Capture Pro (Windows) or Document Capture (Mac) before scanning with the Epson Network Interface Unit.

1. Start a scan job using Document Capture Pro (Windows) or Document Capture (Mac).
2. Press the **OK** button on the Epson Network Interface Unit.
3. On the LCD screen of the Epson Network Interface Unit, select the computer you want to send the scanned file to and press the **OK** button.

   Note: If your scanner is part of a network group, make sure to set the computer to the same network group or it will not appear on the LCD screen.

4. If you set up a password in Document Capture Pro (Windows) or Document Capture (Mac), enter the password at the prompt.
5. Select a scan job and press the **OK** button on the Epson Network Interface Unit.
6. Press the start button on the scanner or Epson Network Interface Unit.

   Your original is scanned and the file is sent to the computer you selected.

Parent topic: Using the Network Interface Unit

Scanning

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

Starting a Scan
Scanning with 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 Using the Product Control Panel
Starting a Scan Using the Epson Scan 2 Icon
Starting a Scan from a Scanning Program

Parent topic: Scanning

Starting a Scan Using the Product Control Panel

You can scan an original from the control panel using jobs created in Document Capture Pro (Windows) or Document Capture (Mac).

Note: To scan an original from the control panel, a USB connection is required.

1. Make sure you installed the product software and connected the product to your computer or network.

   Note: Restart your computer after installing the product software to enable scanning from the control panel.

2. Place your original on the product for scanning.
3. Press the ⌂ home button, if necessary.

4. Use the arrow buttons to select **Scan**, and press the **OK** button.



5. On the **Select Job** screen, use the left and right arrow buttons to select a job.



Note: If you want to start scanning immediately, press the start button on the Select Job screen.

6. If you want to change the scan settings, press the down arrow.

Note: Make sure the **Disable job setting changes on the control panel** setting is not selected in Document Capture Pro or Document Capture.

7. Select from the following options:
   - To slow down the scanning speed, set the **Slow** setting to **On**.
   - To skip double feed detection when scanning originals such as envelopes or plastic cards, set the **DFDS Function** setting to **On**.
   - To stop scanning immediately when a feed error occurs, set the **Paper Protection** setting.
   - To detect dirt on the glass surface inside the scanner, set the **Detect Glass Dirt** setting to **On- Low**, if the alert displays a misdetection, or **On- High** if dirt is not detected.
8. Press the back button to return to the Select Job screen.
9. Press the **OK** button to view the job settings.



10. To edit the job settings, press the **OK** button and use the arrow buttons to change the settings as necessary. Then press the **OK** button to return to the Edit Job screen.
11. Press the start button.

Adding and Assigning Scan Jobs with Document Capture Pro - Windows
Adding and Assigning Scan Jobs with Document Capture - Mac

Parent topic: Starting a Scan

Adding and Assigning Scan Jobs with Document Capture Pro - Windows

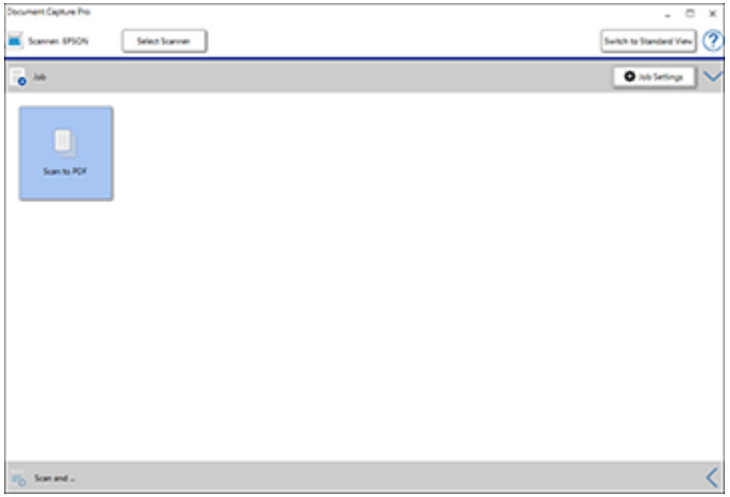
You can view, change, or add scan jobs for use when you scan using your product control panel. You do this by accessing the scan jobs in the Document Capture Pro program.

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 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. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

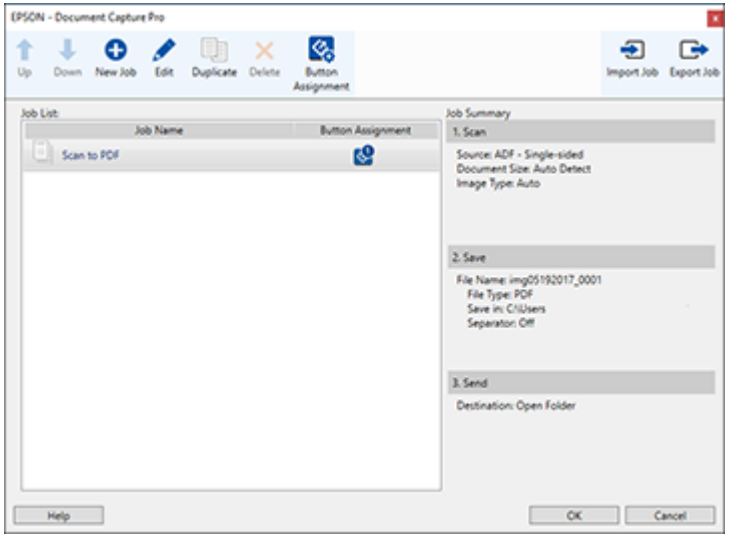
   You see a window like this:



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

   Note: If you do not see the button, click the **<** symbol in the **Job** bar.

You see a window like this:



4. To add a scan job, click the **New Job** icon, enter a name for the new job, select settings as necessary, and click **OK**.

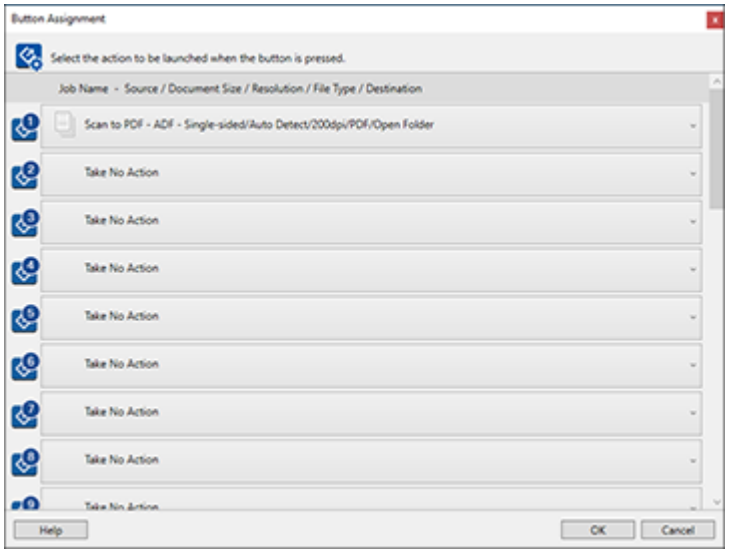
   You can now use the new scan job when you scan with Document Capture Pro.

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

5. To assign a scan job to the product control panel, click the **Button Assignment** icon.

6. Select the jobs that you want to assign 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.



7. Click **OK**, then click **OK** again.

   You can now use the added scan jobs when you scan from the product control panel.

Parent topic: Starting a Scan Using the Product Control Panel

Adding and Assigning Scan Jobs with Document Capture - Mac

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

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. To add a scan job, click 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. To assign scan jobs to the selection list on the product control panel, click the  icon at the bottom of the window and click **Event Settings**.
5. Select the jobs that you want to assign using any of the pull-down menus.

   You can now use the added scan jobs when you scan from the product control panel.
6. Click **OK**, then click **OK** again.

Parent topic: Starting a Scan Using the Product Control Panel

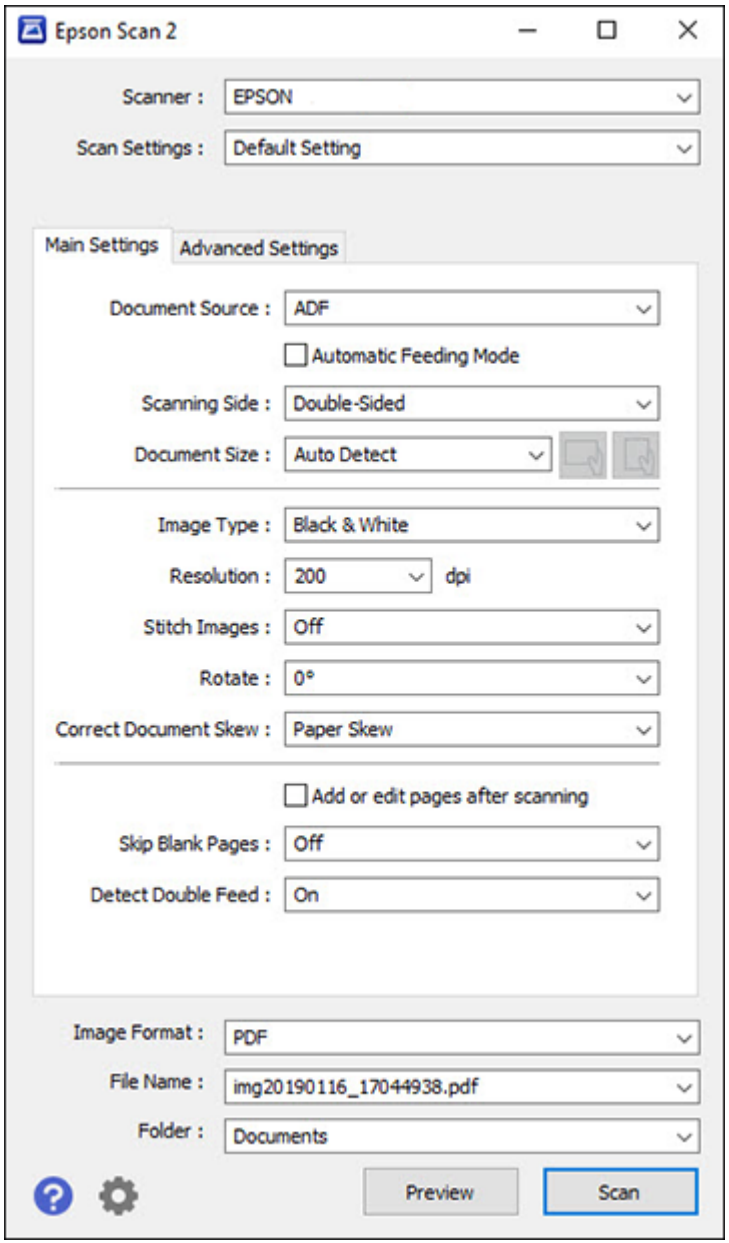
Starting a Scan Using the Epson Scan 2 Icon

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 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

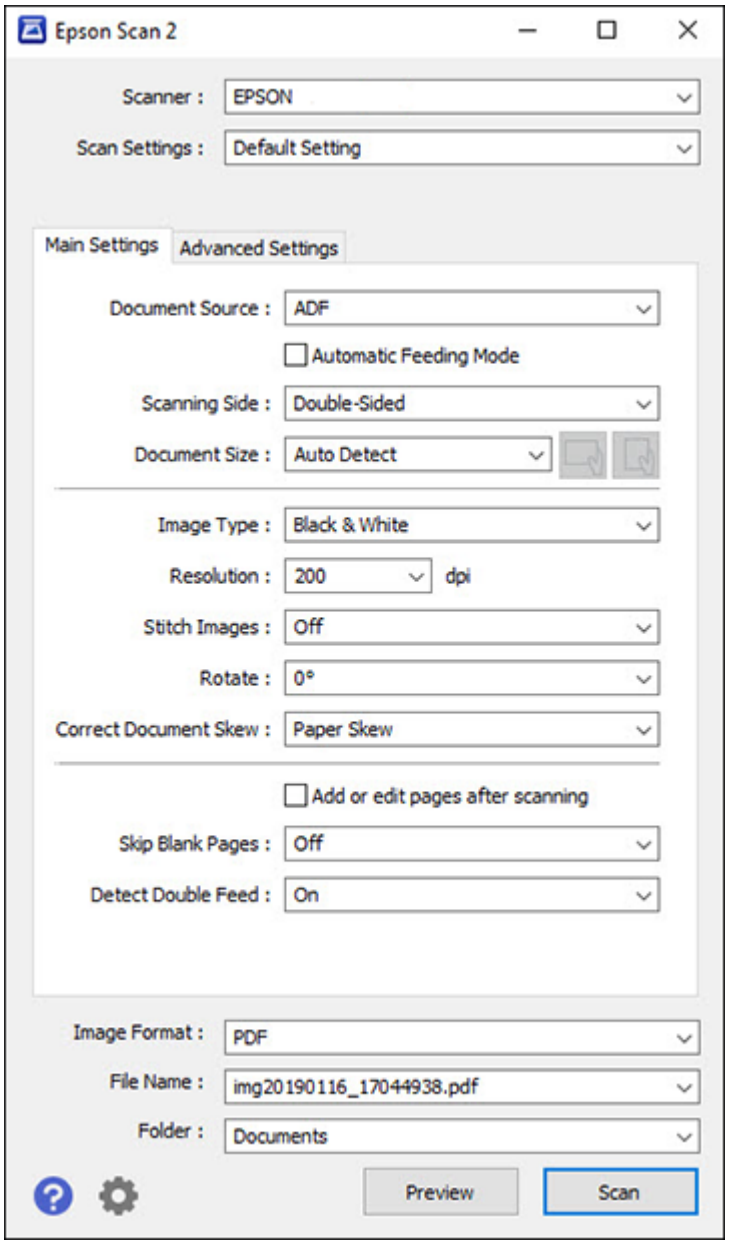
You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

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

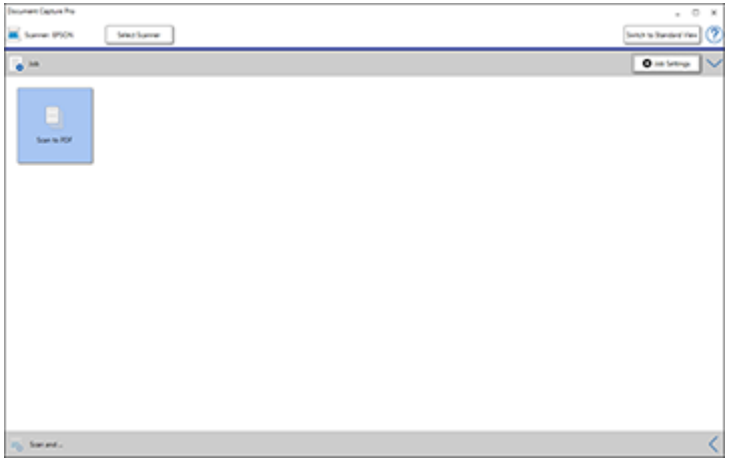
Scanning with Document Capture Pro - Windows

When you scan with Document Capture Pro, 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: 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 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**.

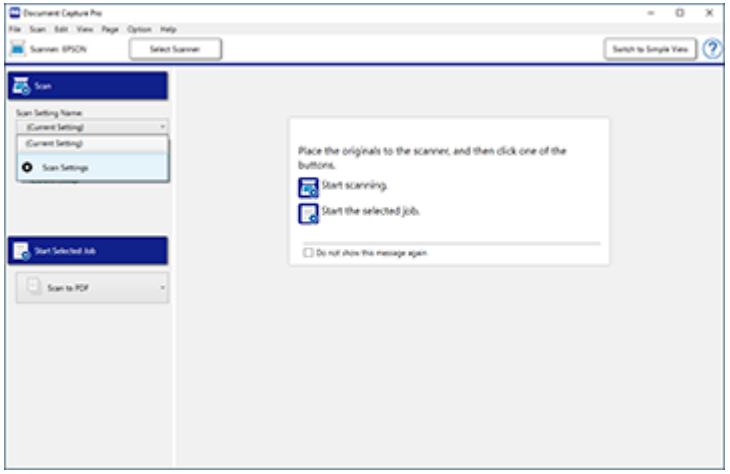
   You see this window:



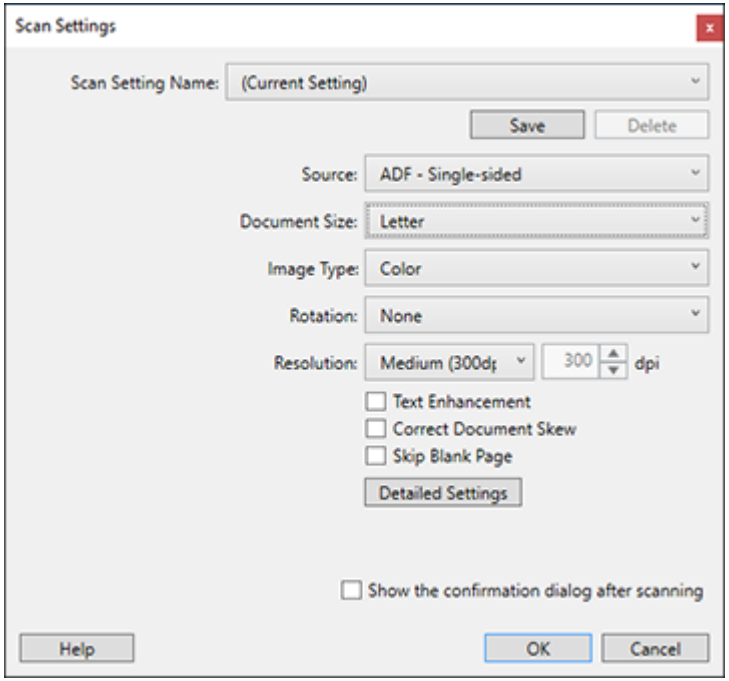
   Note: Click **Switch to Simple View**, if necessary.

2. Click **Select Scanner** and select your scanner from the scanner list, if necessary.

3. Click one of the job icons or click the arrow next to the Job Settings button to select a different format.
4. If you want to select detailed scan settings, click **Switch to Standard View** and select **Scan Settings** from the Scan Setting Name list.

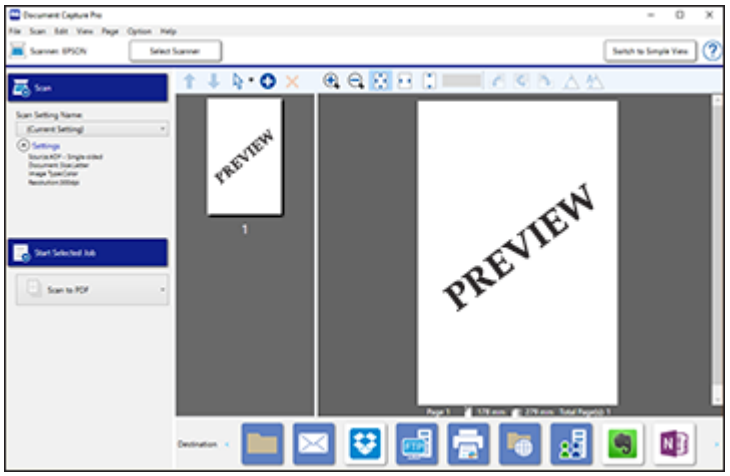


You see a window like this:



5. Select any displayed scan settings you want to use and click **OK**.
6. Click **Scan**.

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



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

7. If you would like to scan additional originals and add them to the current captured images, click the Add Page icon and follow the instructions on the screen.
8. Check the scanned images and edit them as necessary.
9. 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.)



10. Depending on the destination you chose, click **OK** or **Send** to complete the scan.

Parent topic: Scanning

Related tasks

Loading Originals in the Input Tray

Scanning in Epson Scan 2

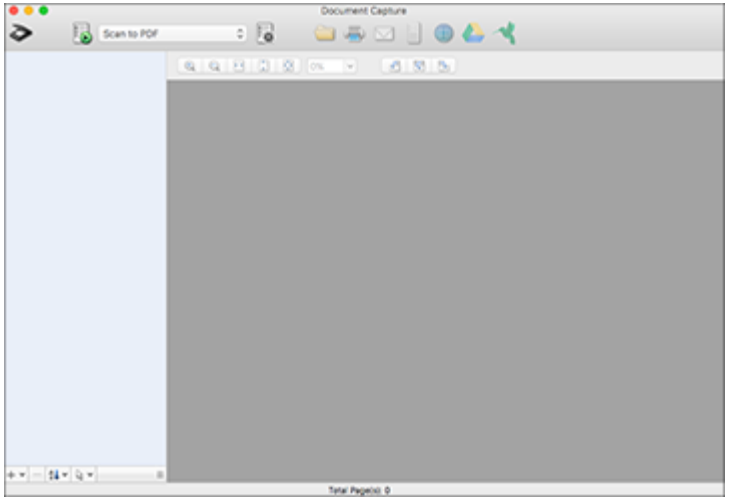
Scanning with Document Capture - Mac

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

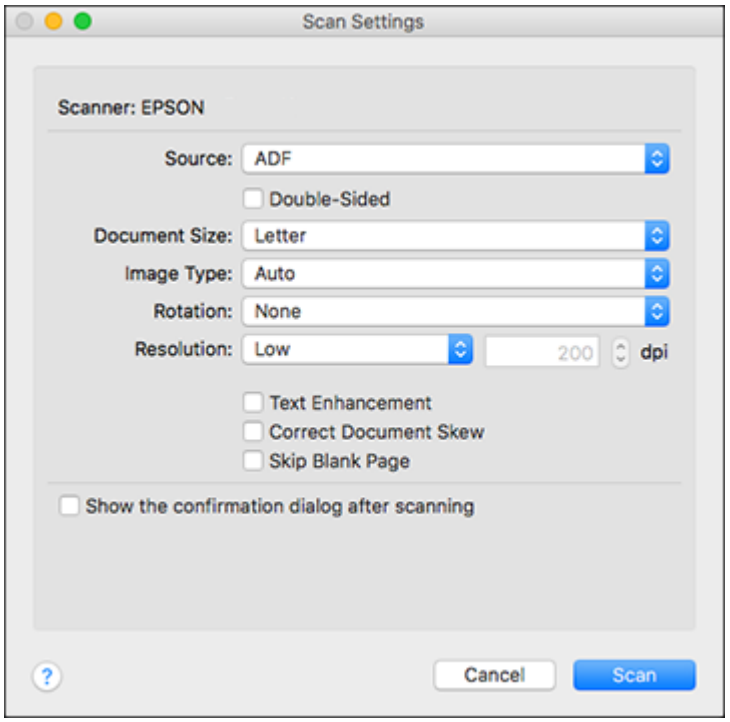
   You see a window like this:



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

3. Click the **Scan** icon.

You see a window like this:



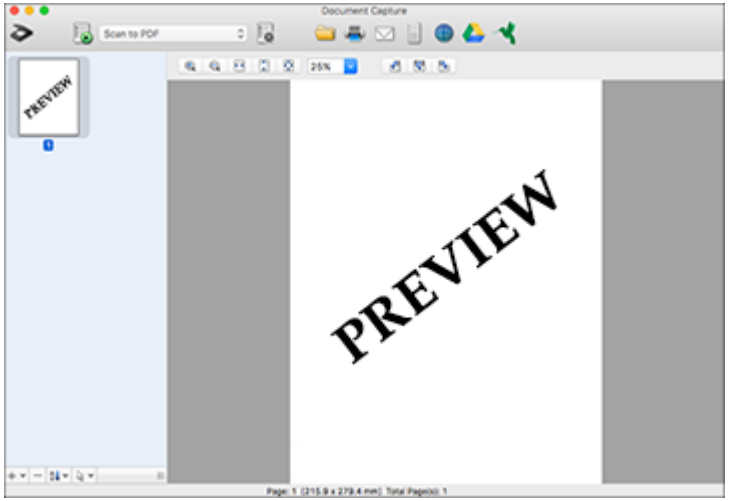
Note: If you want to use a scan job that you created instead, select it from the Job list in the Document Capture window, click the Start Job button, and skip the rest of these steps.

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.)



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

Parent topic: Scanning

Related tasks

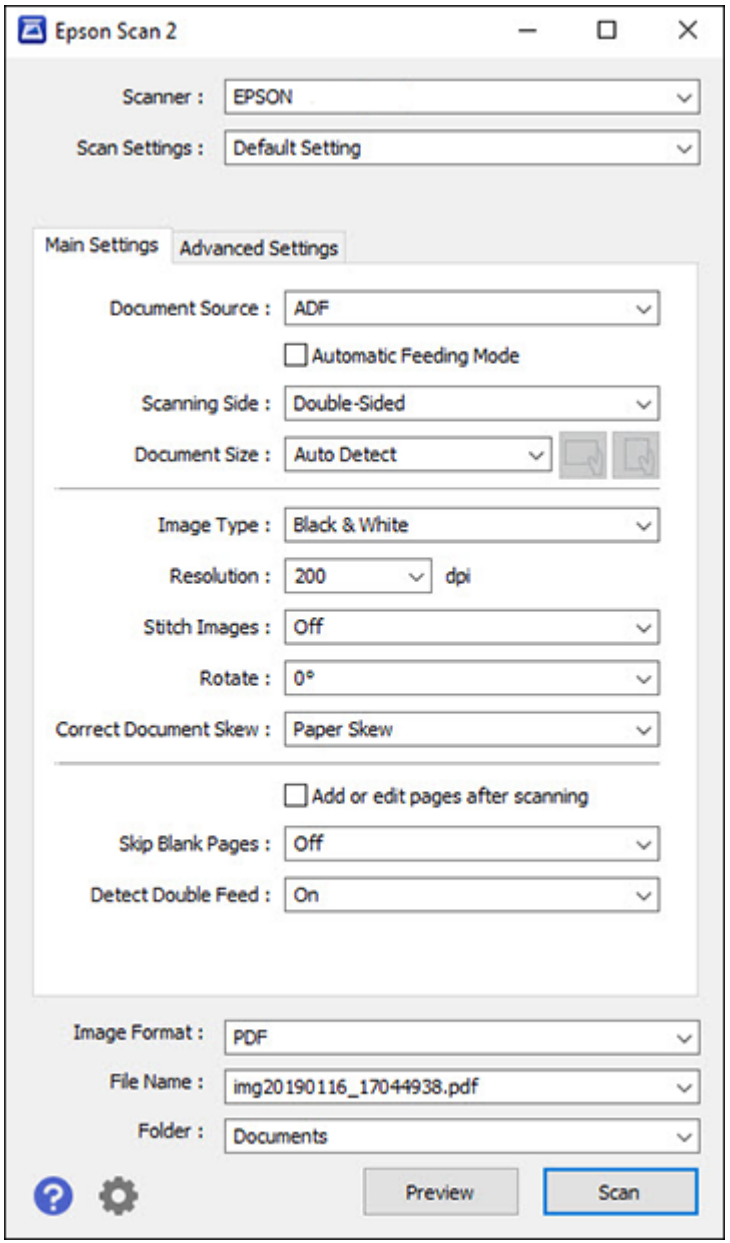
Loading Originals in the Input Tray

Scanning in Epson Scan 2

Epson Scan 2 automatically scans your document and saves the scanned file in PDF format in your operating system's Documents or My Documents folder, or opens it in your scanning program. You can select settings, preview, and change the scanned file settings as necessary.

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

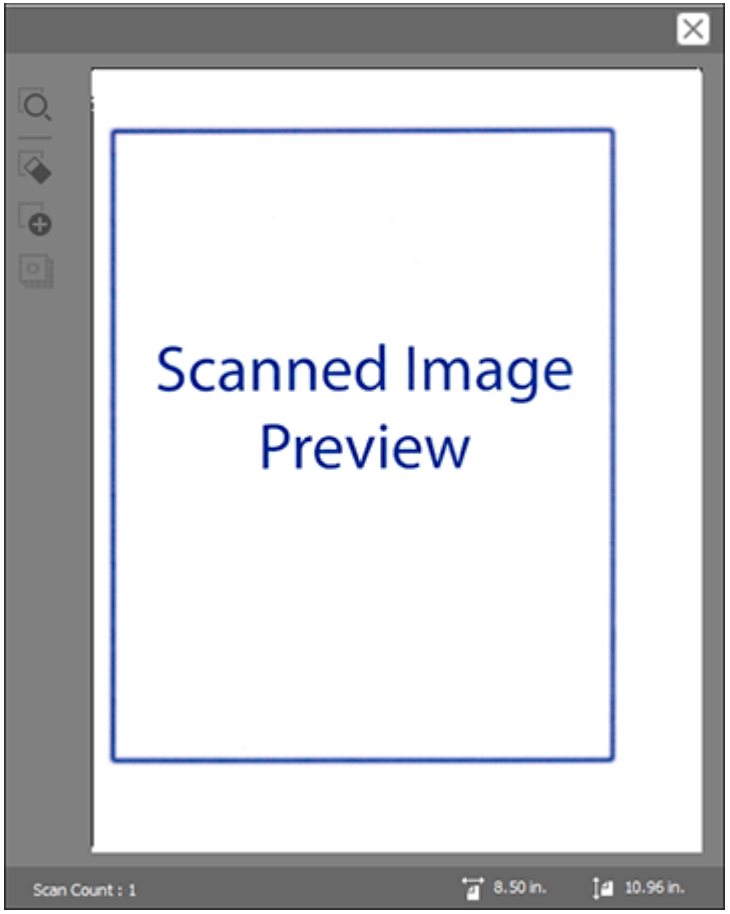
You see this window:



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.
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 below 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. Enter the file name for your scanned file in the **File Name** field. Select **Settings** to modify the file name settings.

16. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to 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 tasks

Loading Originals in the Input Tray

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.

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.)

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.

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.
Large originals	If the **Document Size** list does not contain the document size you want to scan, select **Customize** to create a custom size.

Type of original	Required settings
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.
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.

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

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 a Scan as an Office Format File - Windows
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 and combine them into a single image with the Epson Scan 2 Stitch Images settings (not available for all products).

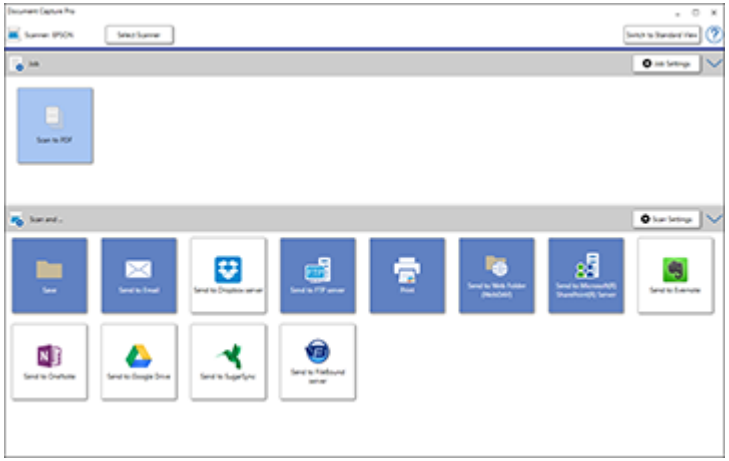
Note: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

1. Load your original in the product.

   Note: When scanning a folded original, you must use the optional carrier sheet or damage to the original may occur. Load the document into the carrier sheet with the folded edge against the right side of the carrier sheet. Make sure to insert the carrier sheet into the scanner with the white edge facing down.

2. Do one of the following to start Document Capture Pro:
   - **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. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

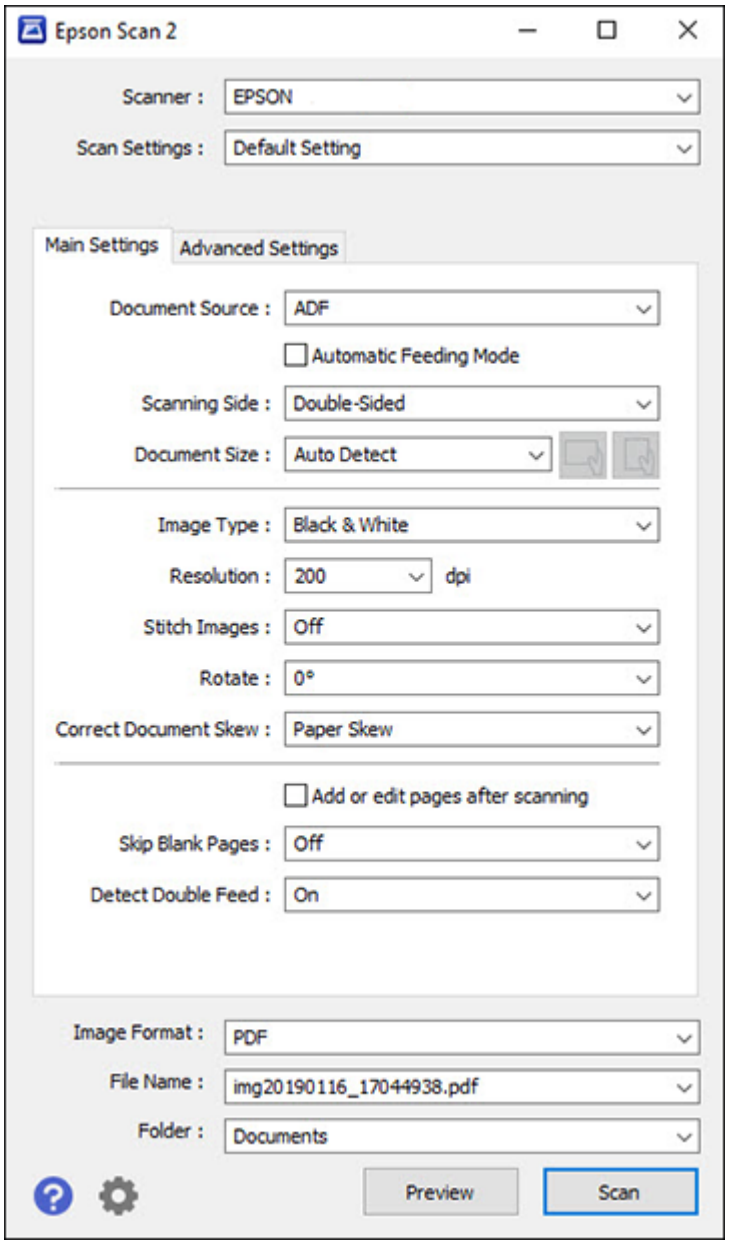
You see a window like this:



4. Click the **Scan Settings** button, then click **Detailed Settings**.

   Note: If you do not see any icons, click the **V** symbol next to the **Job Settings** button.

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 set the **Edge Fill** setting to **None**.
9. Click **Save**.
10. Click **OK**.
11. Click **Scan**.

    The scanned image is displayed.

    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.

Parent topic: Scanning Special Projects

Related references

User Replaceable Epson Scanner Parts

Scanning Multi-Page Originals as Separate Files - Windows

You can use Document Capture Pro (Windows) to scan multi-page originals as separate scanned files. You 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: The settings may vary, depending on the software version you are using. See the help information in Document Capture Pro for details.

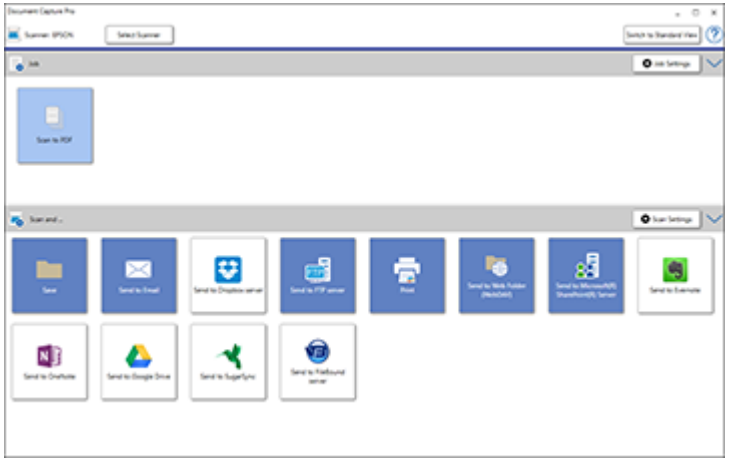
1. Load your multi-page original in the product.
2. Do one of the following to start Document Capture Pro:
   - **Windows 10**: Click and select **Epson Software** > **Document Capture Pro**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.

- **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. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

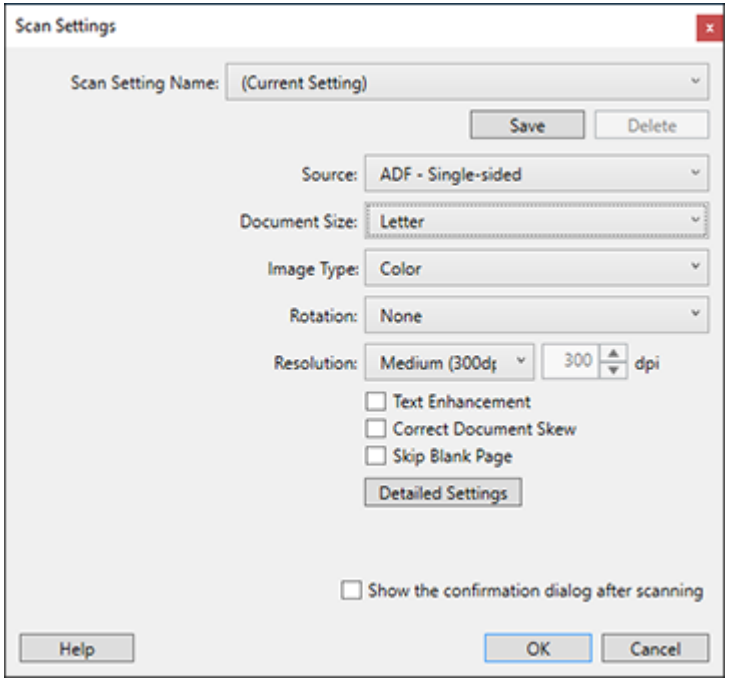
   You see a window like this:



4. Click the **Scan Settings** button.

   Note: If you do not see any icons, click the **V** symbol next to the **Job Settings** button.

You see a window like this:

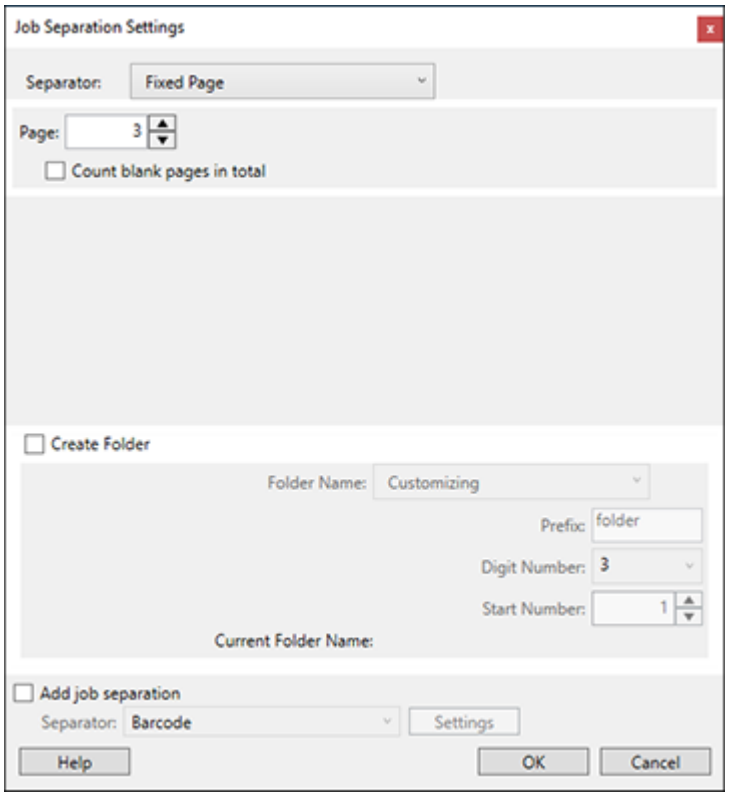


5. Select any displayed settings you want to use and click **OK**.

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

6. Click one of the destination icons (except **Print**) in the **Scan and...** section of the window. Your product starts scanning and you see the settings window.
7. Select the **Apply job separation** checkbox.
8. Click **Separation Settings**.

You see a window like this:



9. Select the method you used to separate the originals as the **Separator** setting.

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

10. If necessary, select **Create Folder** and select a folder name.
11. Select any other folder naming settings you want and click **OK**, then click **OK** again.

    Your originals are saved into separate files and folders as specified.

Parent topic: Scanning Special Projects

Related tasks

Loading Originals in the Input Tray

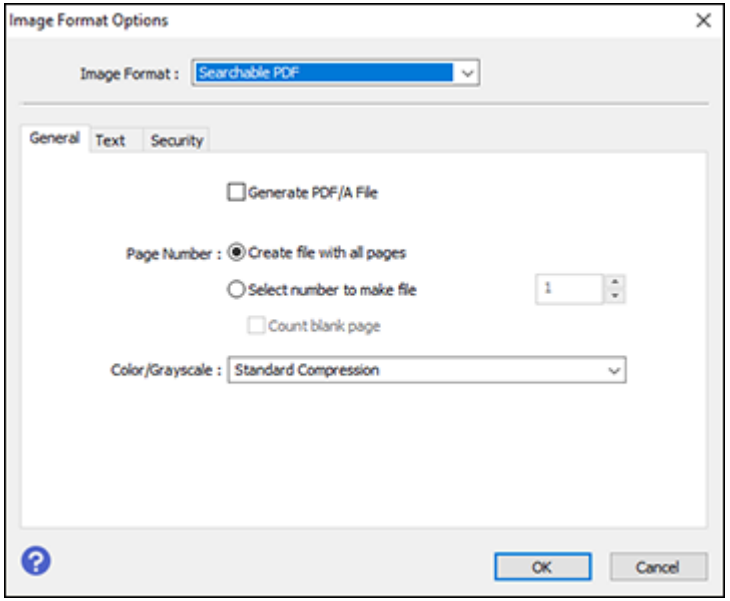
Saving Scanned Documents as a Searchable PDF Using Epson Scan 2

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 as instructed on the *Start Here* sheet. If you install your scanner 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

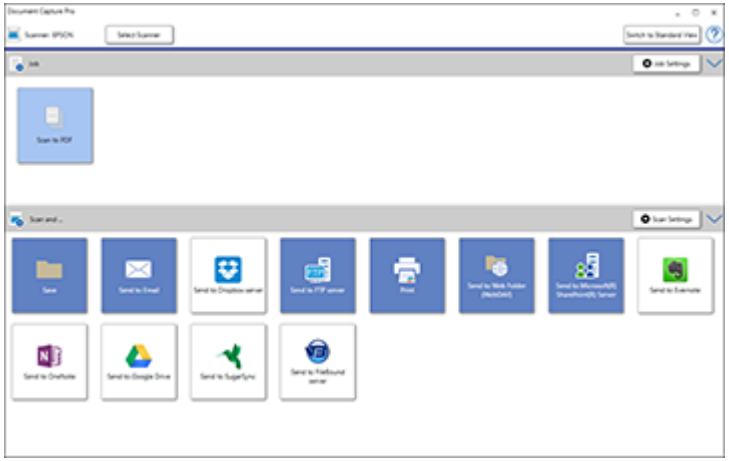
Saving a Scan as an Office Format File - Windows

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 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. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

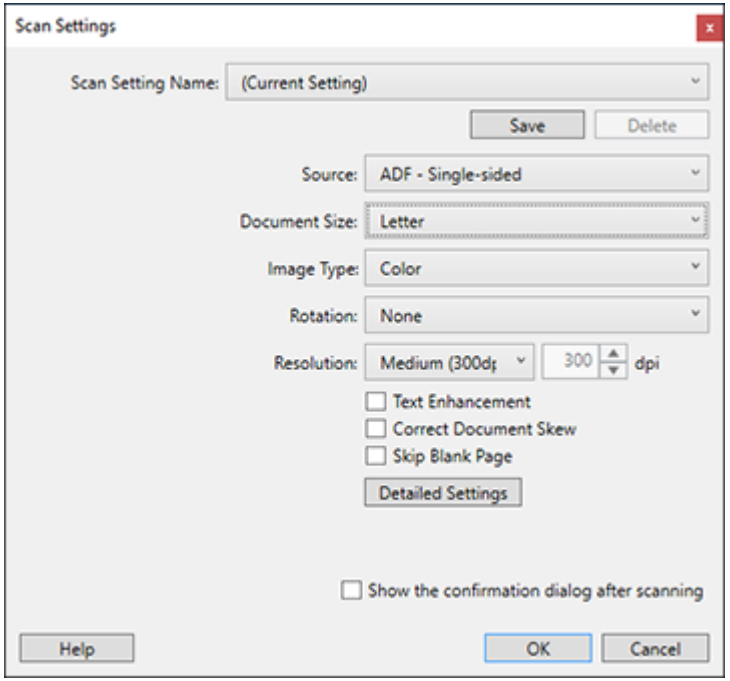
You see a window like this:



4. Click the **Scan Settings** button.

   Note: If you do not see any icons, click the **V** symbol next to the **Job Settings** button.

You see a window like this:



5. Select any displayed settings you want to use and click **OK**.

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

6. Click one of the destination icons (except **Print**) to choose where to send your scanned files. Your product starts scanning and you see the settings window.
7. 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.

8. Click **Option** to display additional settings.

9. Select any additional settings as necessary and click **OK**.

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

10. Confirm your settings and click **OK**.

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

Parent topic: Scanning Special Projects

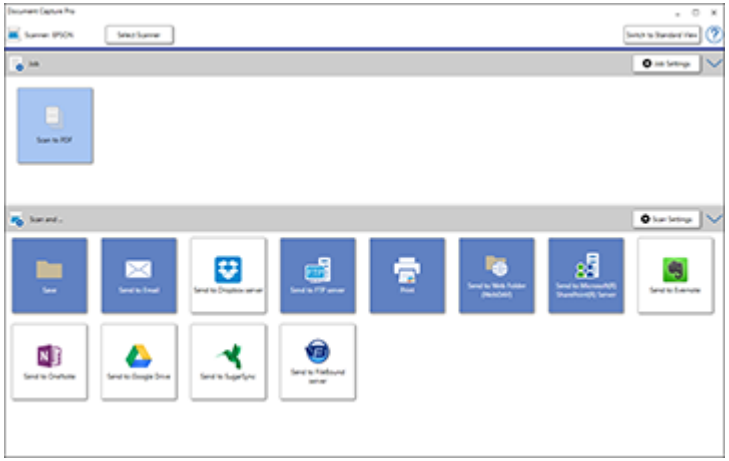
Scanning to a SharePoint Server or Cloud Service - Windows

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 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. If you see a **Switch to Simple View** button in the upper right corner of the window, click it.

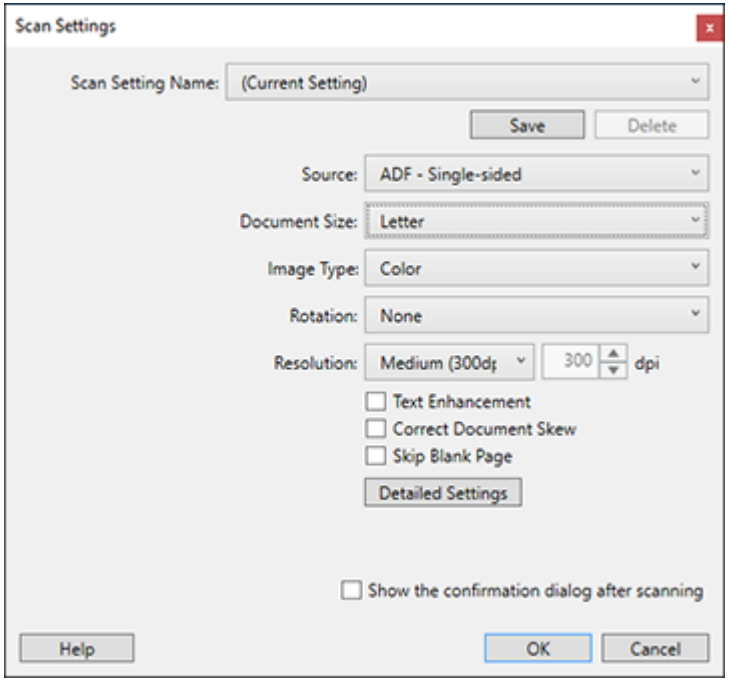
You see a window like this:



4. Click the **Scan Settings** button.

   Note: If you do not see any icons, click the **V** symbol next to the **Job Settings** button.

You see a window like this:



5. Select any displayed settings you want to use and click **OK**.

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

6. Click one of the cloud server or service destination icons in the **Scan and...** section of the window. Your product starts scanning and you see the settings window.

   Note: If you cannot see all of the icons, the service software may not be installed or the service may not be available on your platform.

7. 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. If you have previously created a saved setting for the destination, select it from the drop-down list.

8. Adjust any settings and click **OK**.

   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 tasks

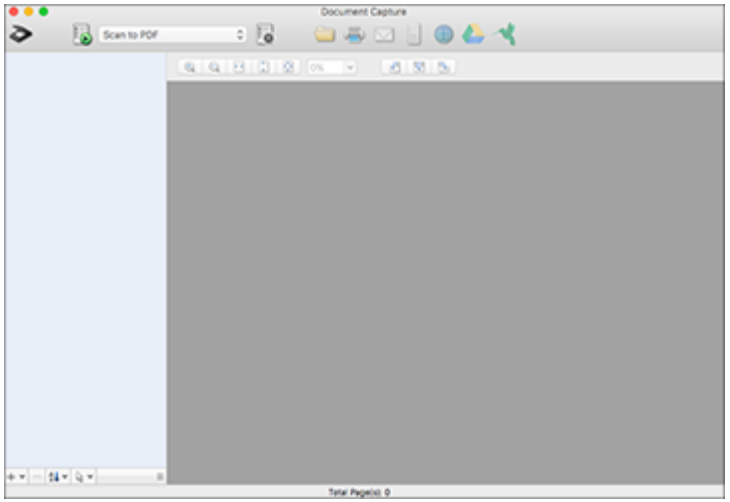
Loading Originals in the Input Tray

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 tasks

Loading Originals in the Input Tray

Using the Optional Flatbed Scanner Dock - Windows

The optional flatbed scanner dock combines your document scanner with a flatbed scanner into a single unit. 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.

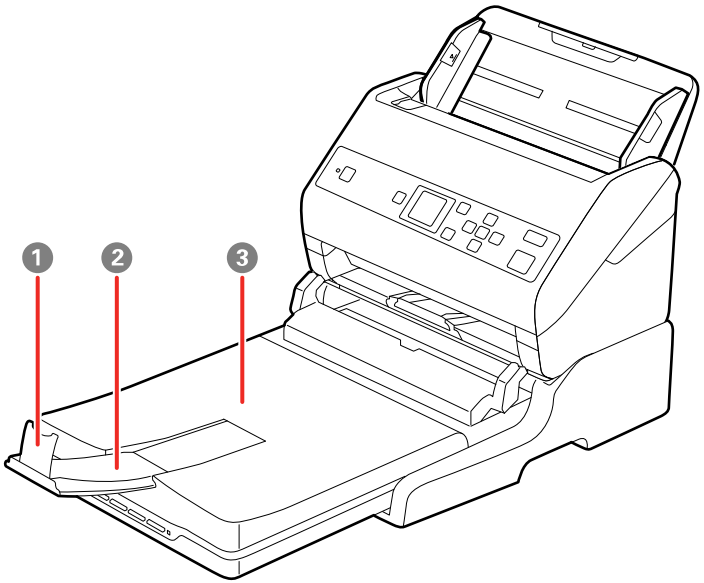
You must purchase a flatbed scanner (Epson Perfection V19/V39) to use the optional flatbed scanner dock. To attach the flatbed scanner and dock to your document scanner, follow the installation instructions that came with your flatbed scanner dock.

Note: You cannot use the flatbed scanner dock and Epson Network Interface Unit options at the same time.

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

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

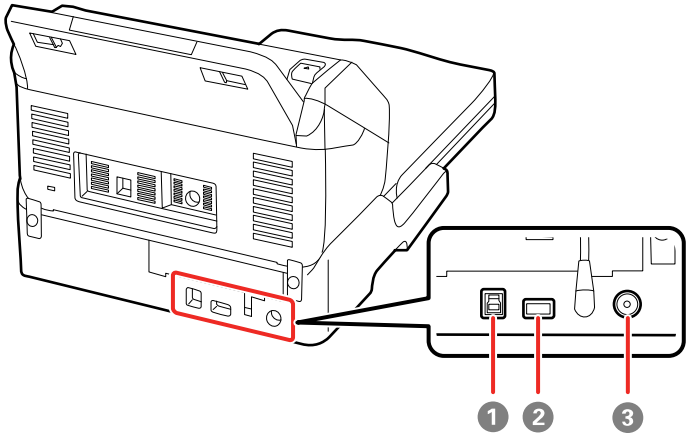
Flatbed Scanner Dock Parts



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

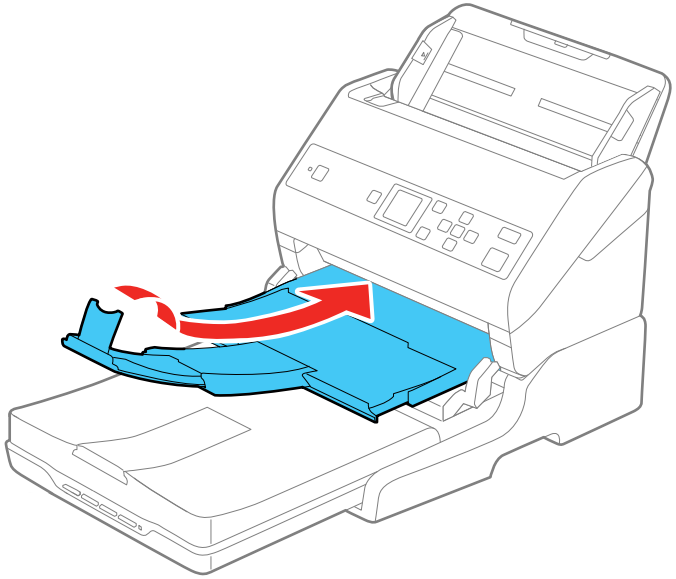
Parent topic: Using the Optional Flatbed Scanner Dock - Windows

Scanning from the Docked Flatbed Scanner

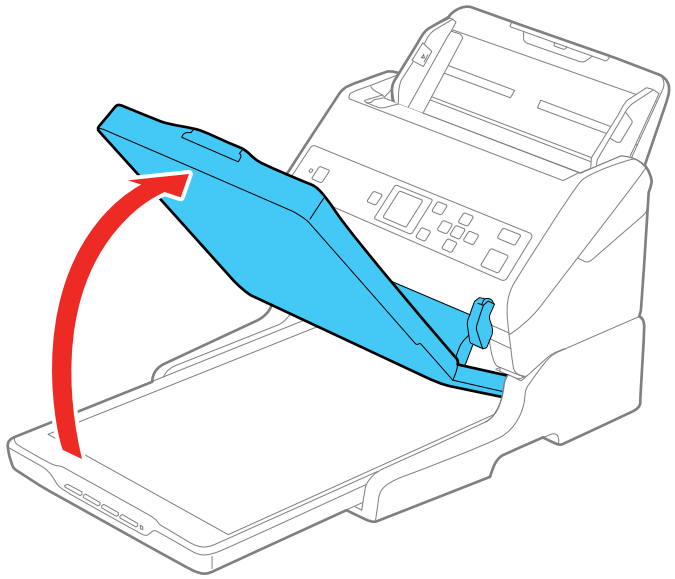
You can place originals directly on the scanner glass of the flatbed scanner attached to the optional flatbed scanner dock.

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.

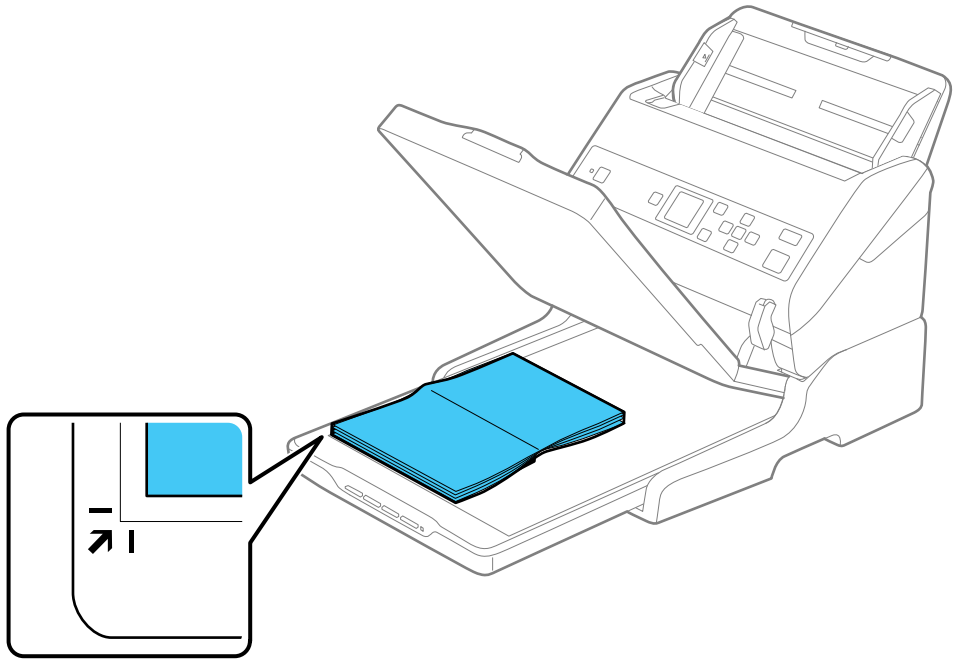
1. Close the document scanner's output tray.



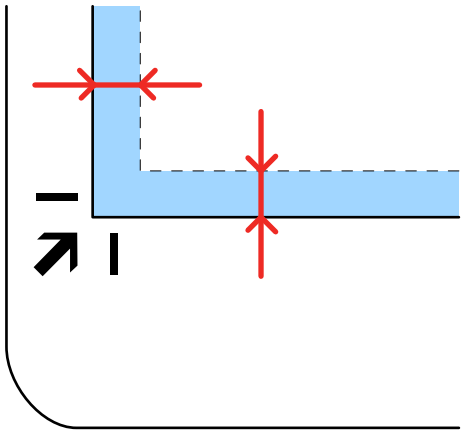
2. Open the flatbed scanner cover.



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

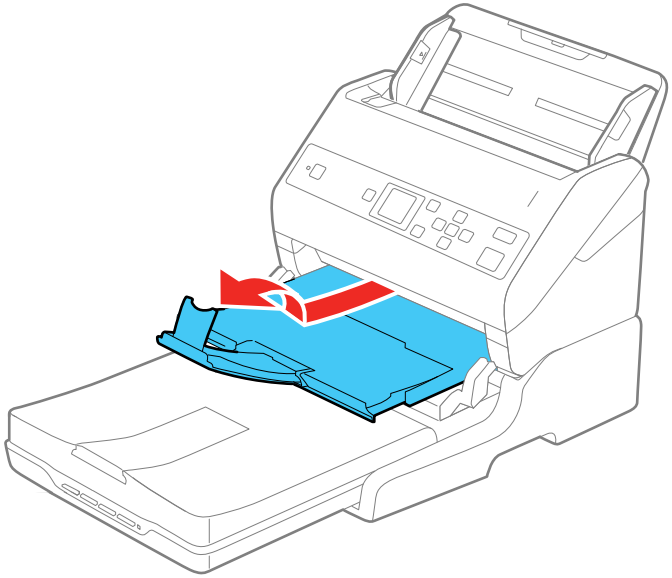
Scanning from the ADF with the Flatbed Scanner Dock Attached

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:

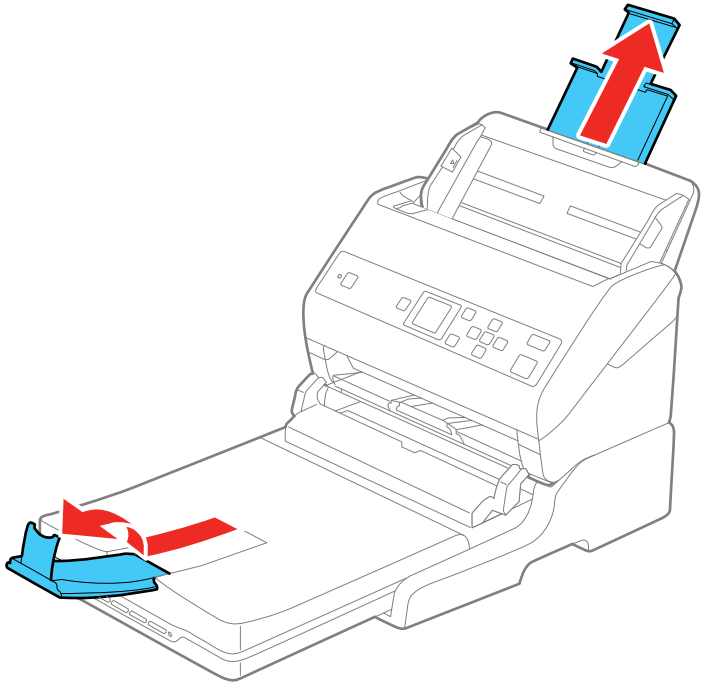
- Pull out the scanner's output tray and output tray extension and open the stopper.

- 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:

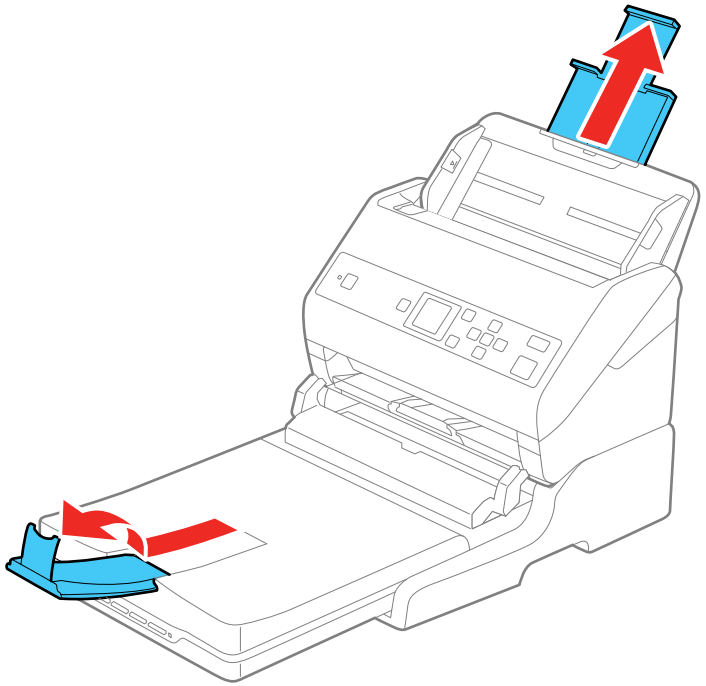
- Extend the document scanner's input tray, open the scanner dock's stopper, and slide the stopper forward or backward so that it is a little longer than the length of the original. (Do not open the output tray on the document scanner.)



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

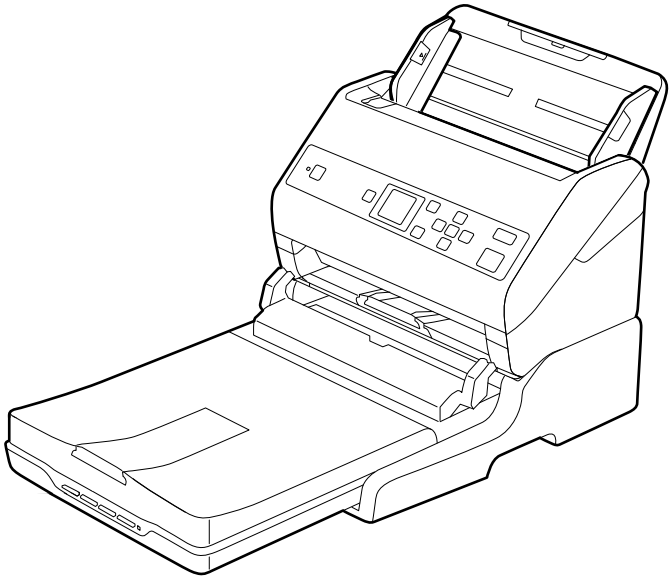
- Extend the document scanner's input tray, pull out the scanner dock's output tray and output tray extension, and open the stopper.

- Extend the output tray a little longer than the length of the original and move the stopper forward or backward as necessary.



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

- Leave the document scanner's output tray closed and close the scanner dock's stopper.



Parent topic: Scanning from the Flatbed Scanner Dock

Cleaning the Flatbed Scanner Dock

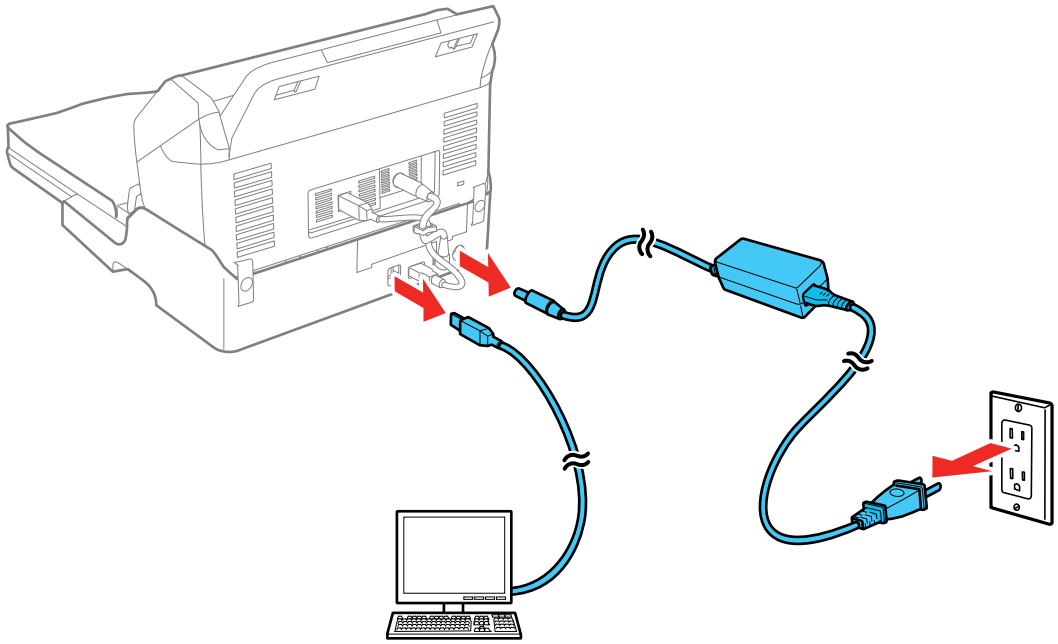
To keep your product working at its best, you should clean it several times a year.

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

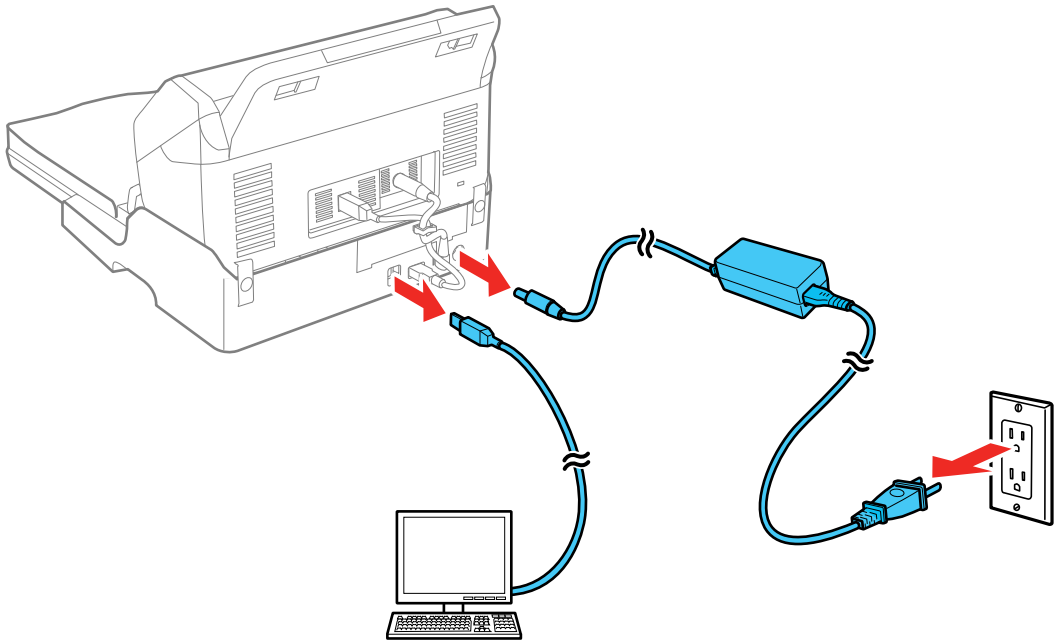
If you need to ship your product, transport it a long distance, or store it for an extended period, prepare it for transportation as described here.

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.

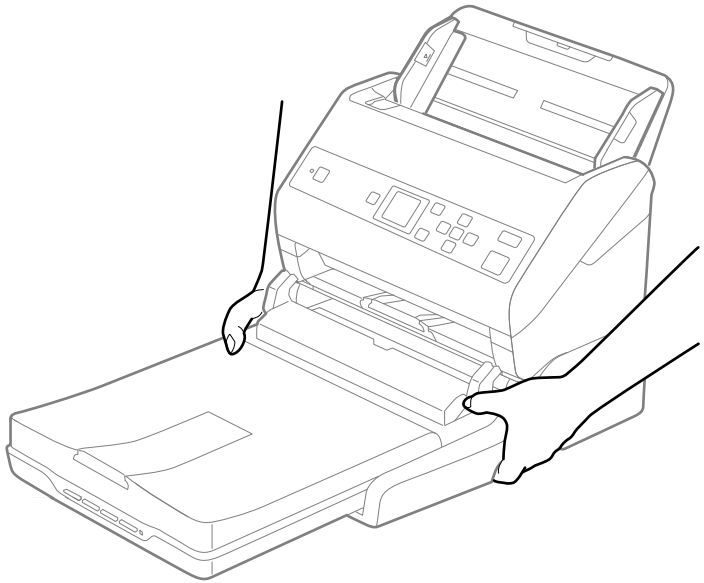
1. Turn off the document scanner using the ⏻ power button.

   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 Scanner

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

Cleaning Your Scanner
Cleaning Inside Your Scanner
Checking the Scanner Roller Counter
Replacing the Scanner Rollers
Transporting Your Scanner

Cleaning Your Scanner

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.

4. Clean the LCD screen with a soft, dry cloth.

Parent topic: Cleaning and Transporting Your Scanner

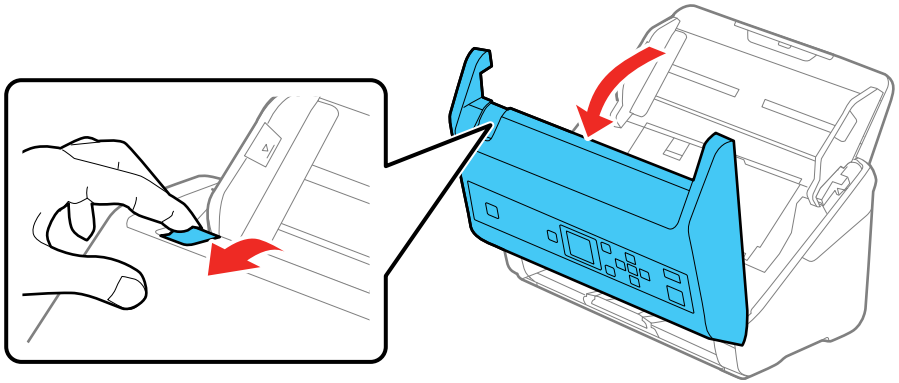
Cleaning Inside Your Scanner

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.

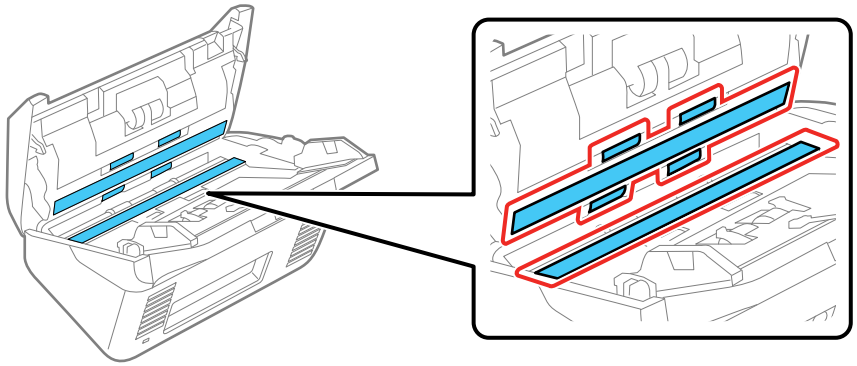
Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it.

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.

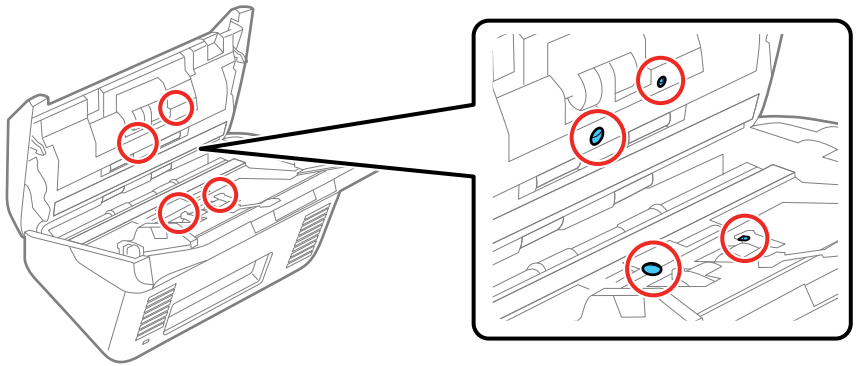


4. Use a genuine Epson cleaning kit or a soft, moist cloth to wipe off any dust or dirt on the glass scanning surfaces and the rollers inside the scanner cover. If the glass surface is stained with grease or some other hard-to-remove material, use a genuine Epson cleaning kit. Use a small amount of cleaner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



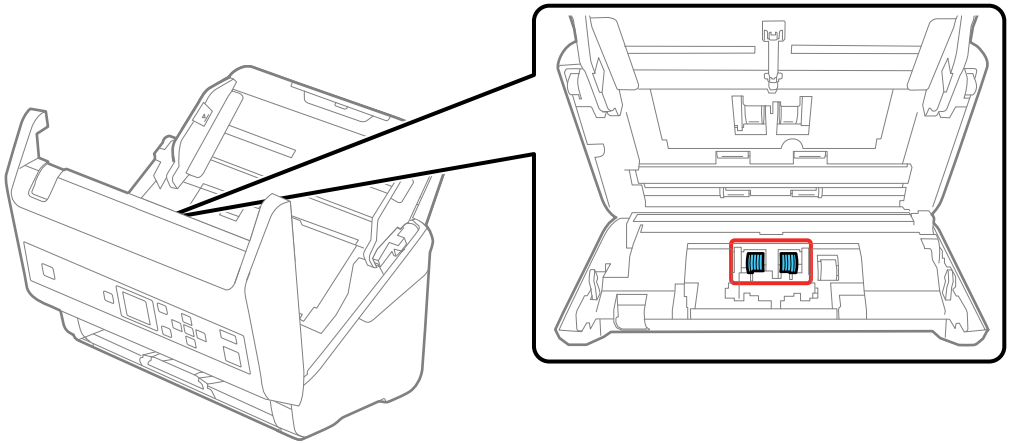
Caution: Do not spray glass cleaner directly on the scanning surfaces. Be careful not to place too much force on the glass.

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



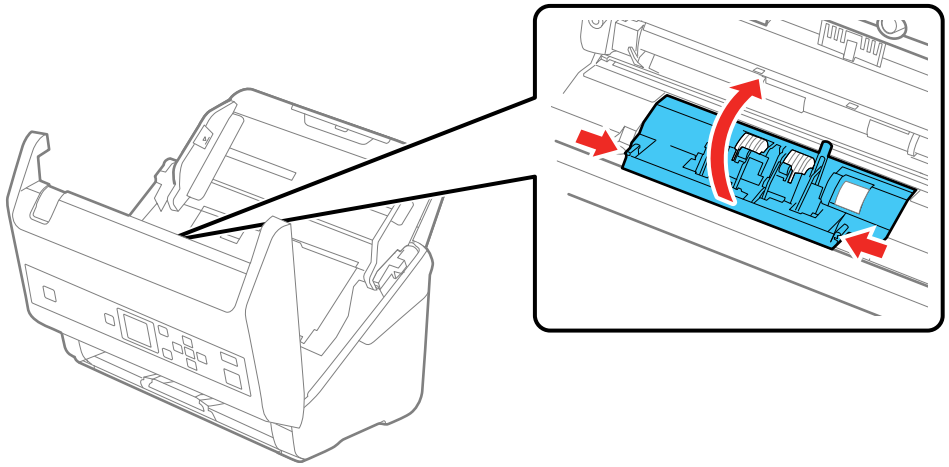
Caution: Do not use liquid or glass cleaner on the cotton swab.

6. Locate the separation roller.

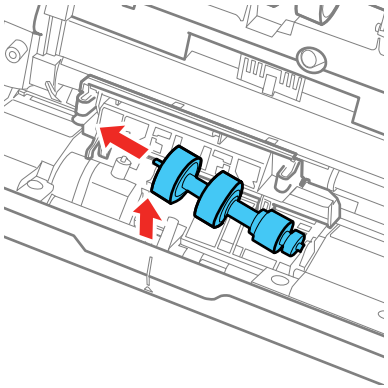


7. Squeeze the tabs on the sides of the separation roller cover and open the cover.

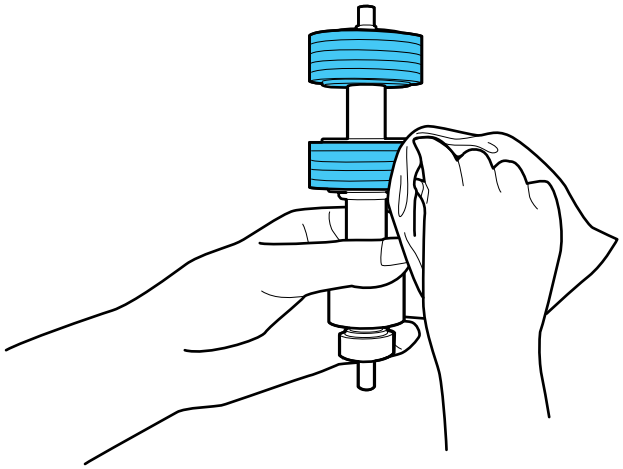
   Caution: Be careful not to apply too much force when opening the cover.



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

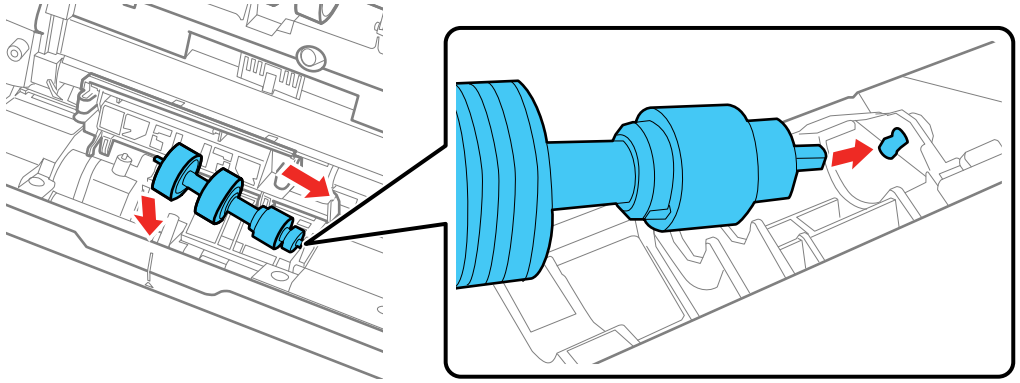


9. Wipe off any dust or dirt on the separation roller using a genuine Epson cleaning kit or a soft, moist cloth.



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.

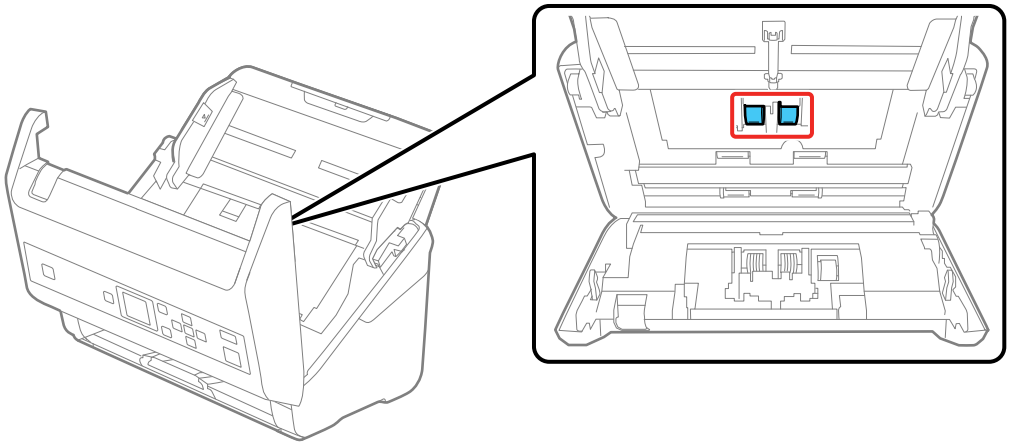
10. To replace the separation roller, insert the end of the roller into the hole on the right side and lower the other end of the roller into place.



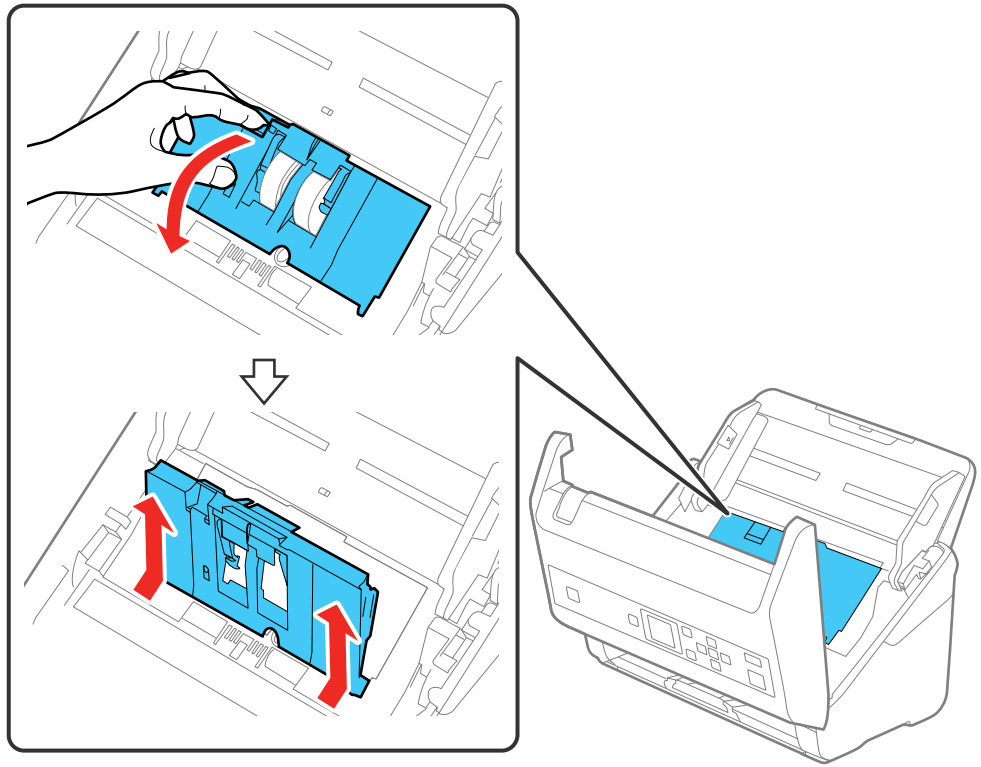
11. Close the separation roller cover until you hear it click into place.

    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.

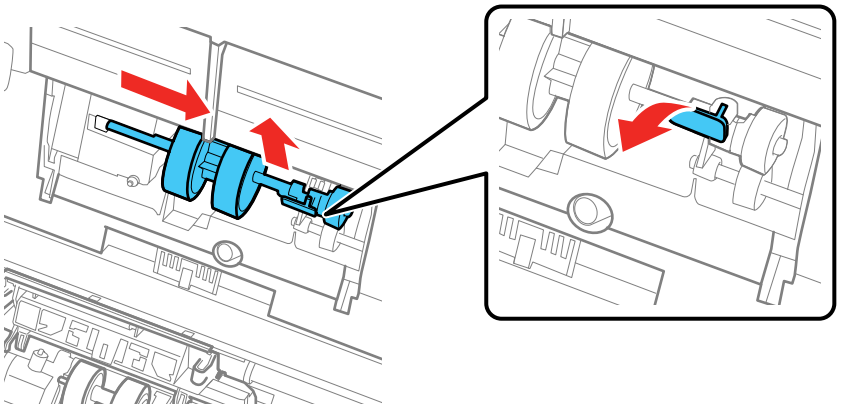
12. Locate the pickup roller.



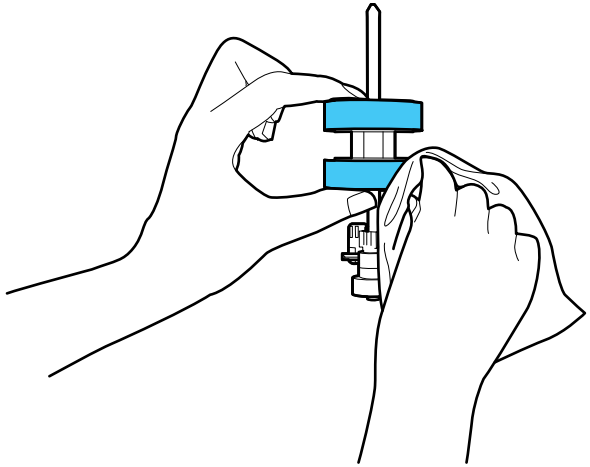
13. Press down on the pickup roller cover latch and pull up the cover to remove it.



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

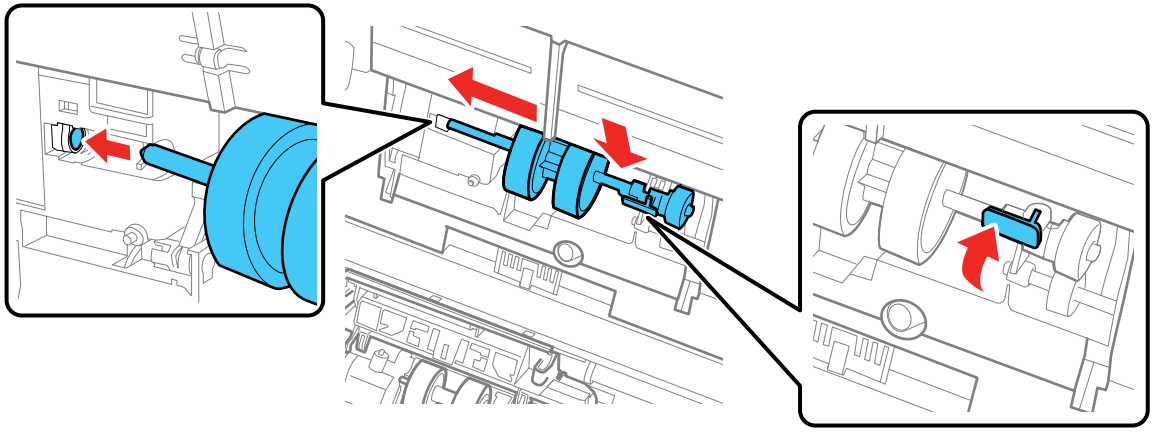


15. Wipe off any dust or dirt on the pickup roller using a genuine Epson cleaning kit or a soft, moist cloth.

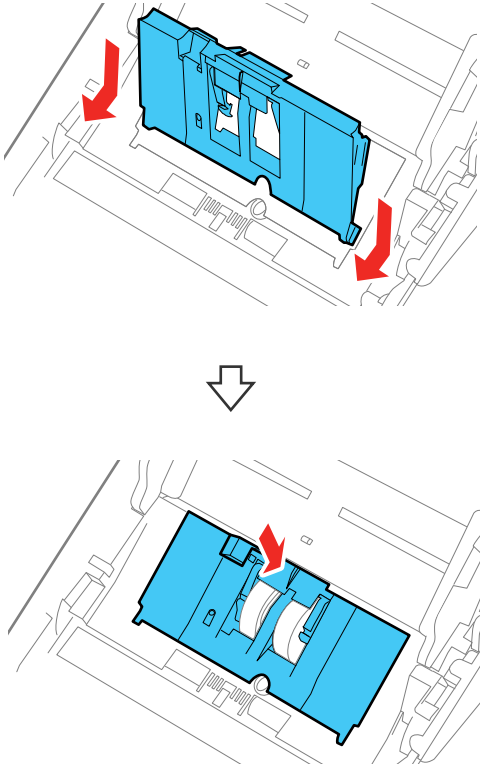


Caution: Use only a genuine Epson cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.

16. To replace the pickup roller, align the notches on the roller unit and slide it to the left. Press up on the tab to secure the roller.



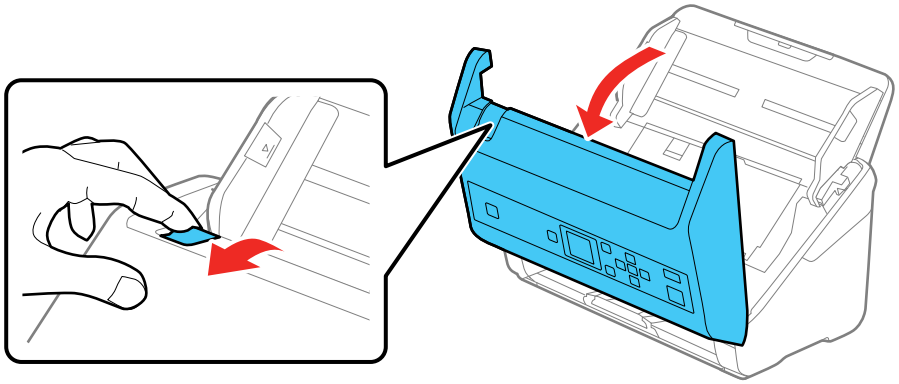
17. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.



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

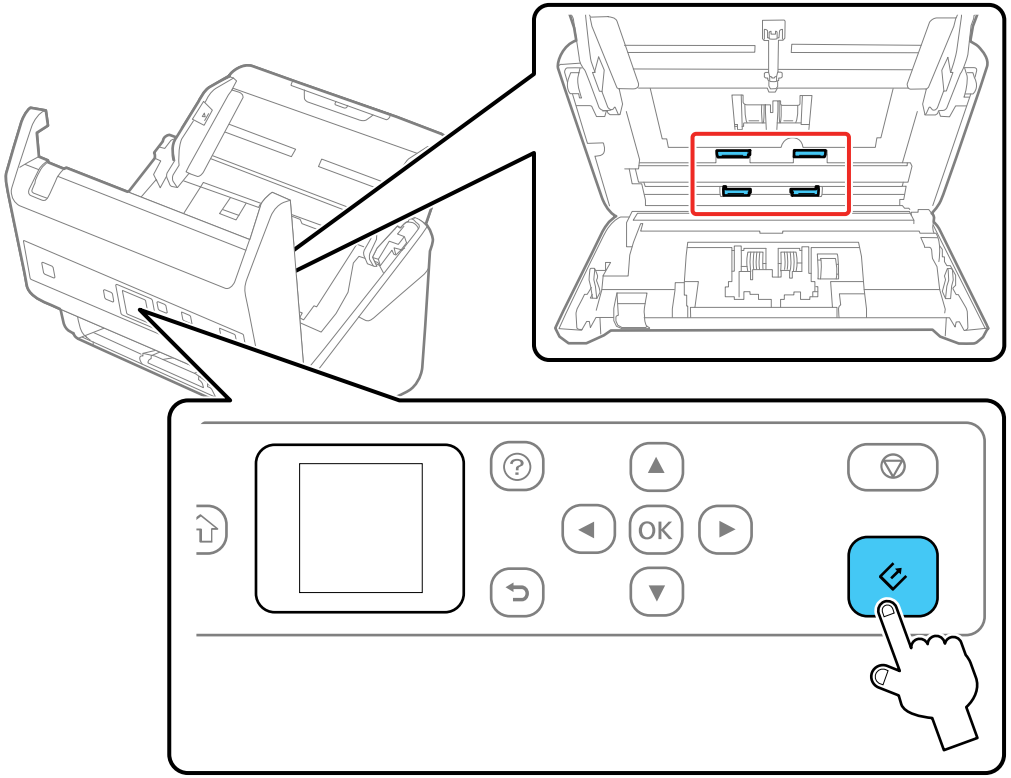
18. Close the scanner cover.
19. Plug in the AC adapter and press the ⏻ power button to turn on the scanner.
20. Press the ⌂ home button, if necessary, select **Scanner Maintenance**, and press the **OK** button.
21. Select **Roller Cleaning** and press the **OK** button.

22. Pull down on the cover open lever and open the scanner cover.



The scanner enters roller cleaning mode.

23. Slowly rotate the rollers shown here by pressing the start button. 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 rollers as they rotate.

24. Close the scanner cover.

Parent topic: Cleaning and Transporting Your Scanner

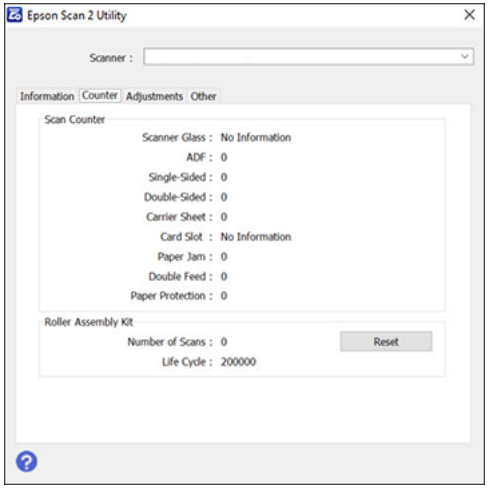
Checking the Scanner Roller Counter

Check the scanner roller counter to determine when your rollers need to be replaced. When you replace the scanner rollers, reset the scanner roller counter so you know when you may need to replace the rollers again.

Note: To check the scanner roller counter from the scanner's control panel, press the home button and select **Scanner Maintenance** > **Roller Replacement** and press the down arrow button.

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 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** > **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:



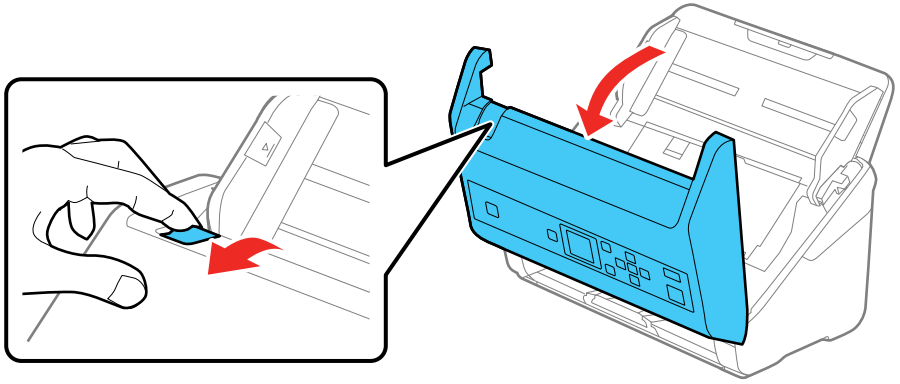
4. If the number in the **Number of Scans** field exceeds the number displayed as the **Life Cycle** of the rollers, it is time to replace the rollers.
5. Close the Epson Scan 2 Utility.

Parent topic: Cleaning and Transporting Your Scanner

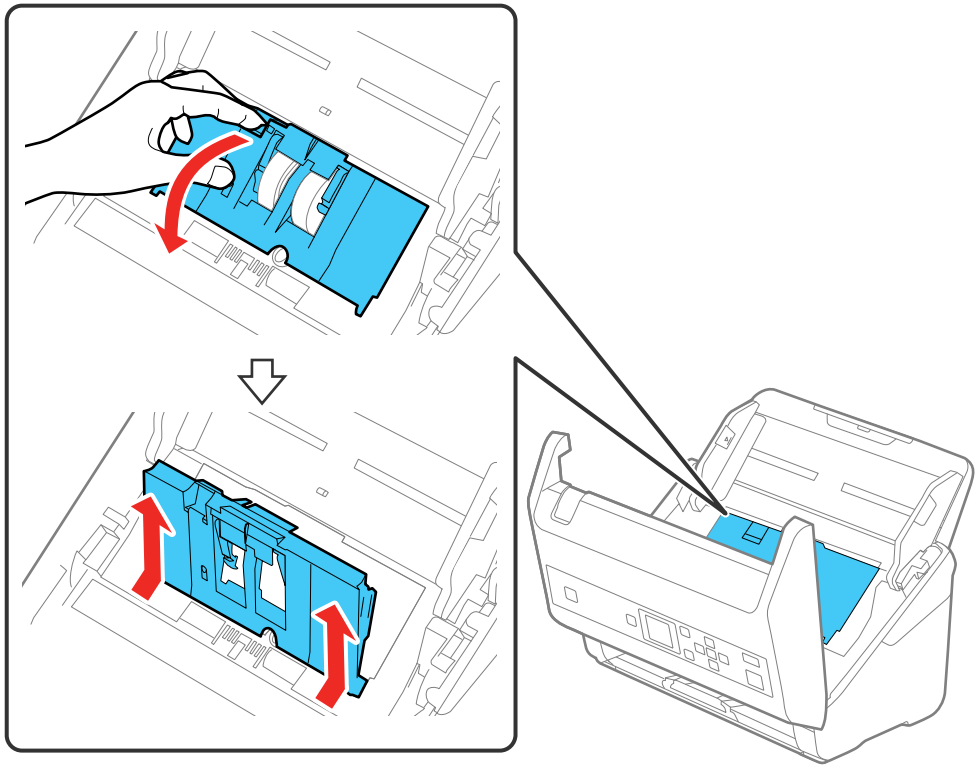
Replacing the Scanner Rollers

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.

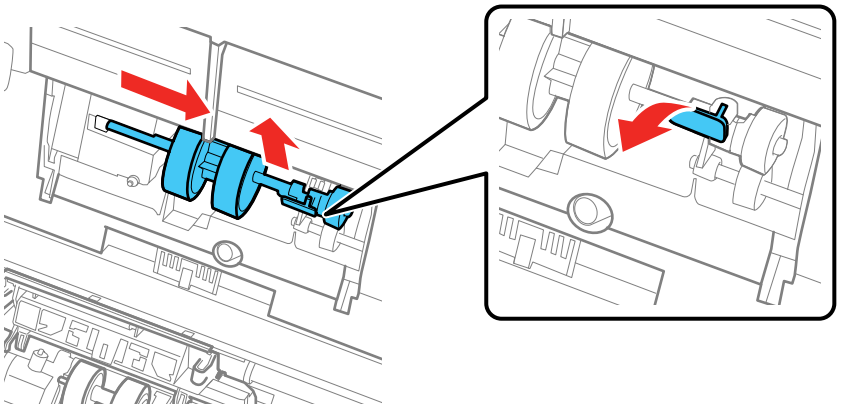
1. Turn off the scanner.
2. Unplug the AC adapter.
3. Disconnect any connected cables.
4. Pull down on the cover open lever and open the scanner cover.



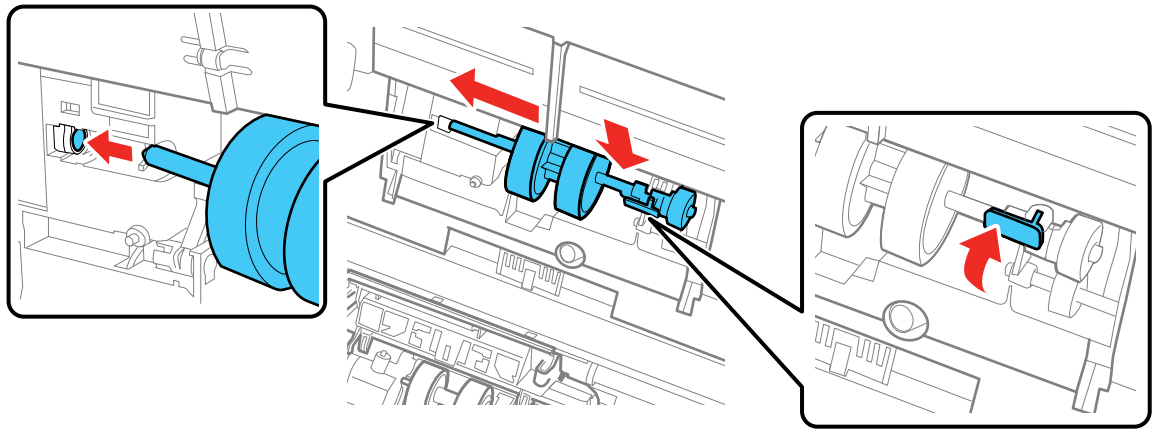
5. Press down on the pickup roller cover latch and pull up the cover to remove it.



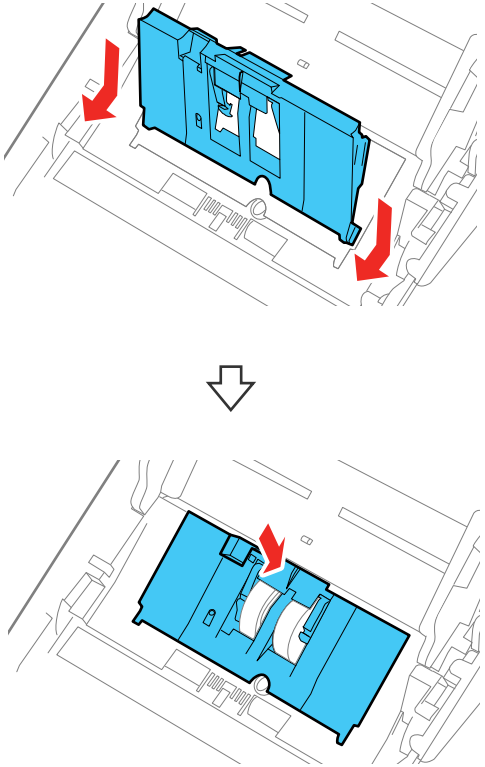
6. Pull down the tab on the pickup roller and slide the roller to the right to remove it.



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.



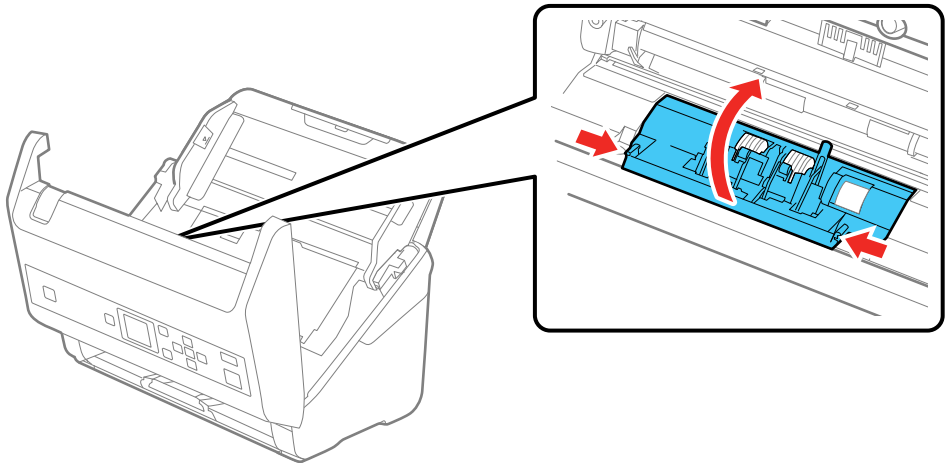
8. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.



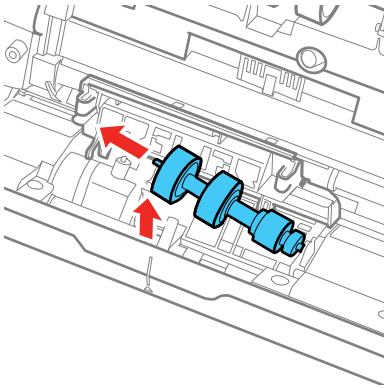
Note: If you are not able to close the cover, the pickup roller is not installed correctly. Remove the pickup roller and reinstall it, then try to close the cover again.

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

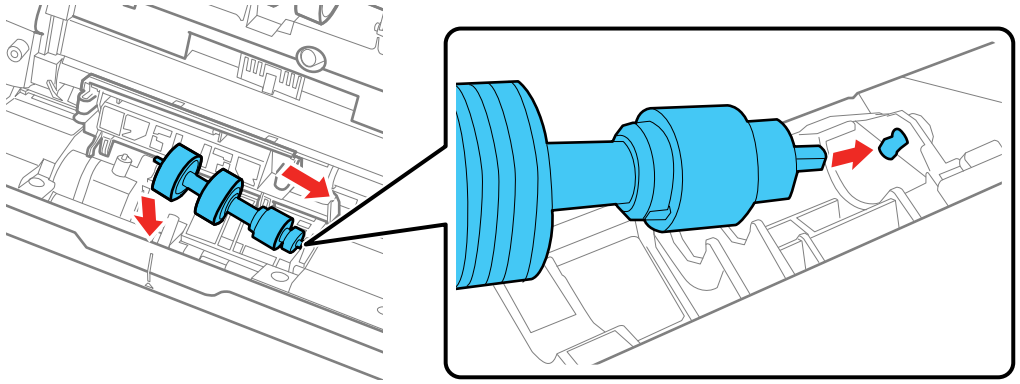
   Caution: Be careful not to apply too much force when opening the cover.



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.

Resetting the Scanner Roller Counter

Parent topic: Cleaning and Transporting Your Scanner

Related references

User Replaceable Epson Scanner Parts

Related tasks

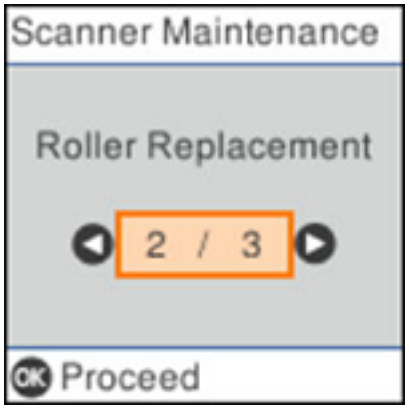
Checking the Scanner Roller Counter

Resetting the Scanner Roller Counter

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. Press the home button, if necessary, select **Scanner Maintenance**, and press the **OK** button.
2. Select **Roller Replacement** and press the **OK** button.



3. Press the down arrow button to select **Reset Counter** and press the **OK** button.
4. Select **Yes**.

Note: You can also reset the roller counter from your computer using the Epson Scan 2 Utility. Select the **Counter** tab and click **Reset**.

Parent topic: Replacing the Scanner Rollers

Related tasks

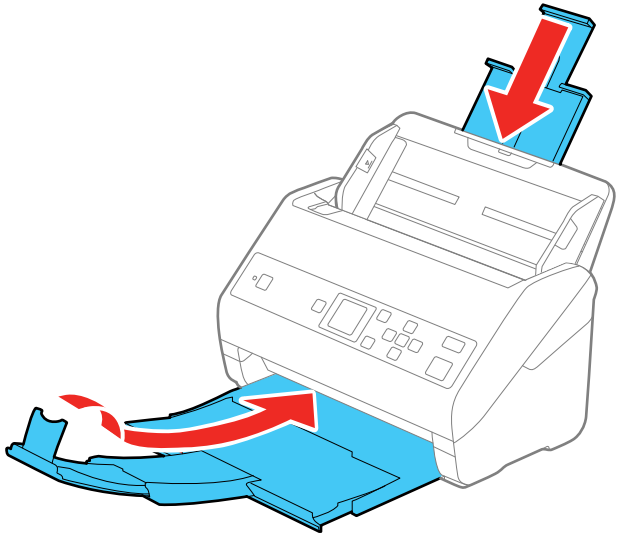
Checking the Scanner Roller Counter

Transporting Your Scanner

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.

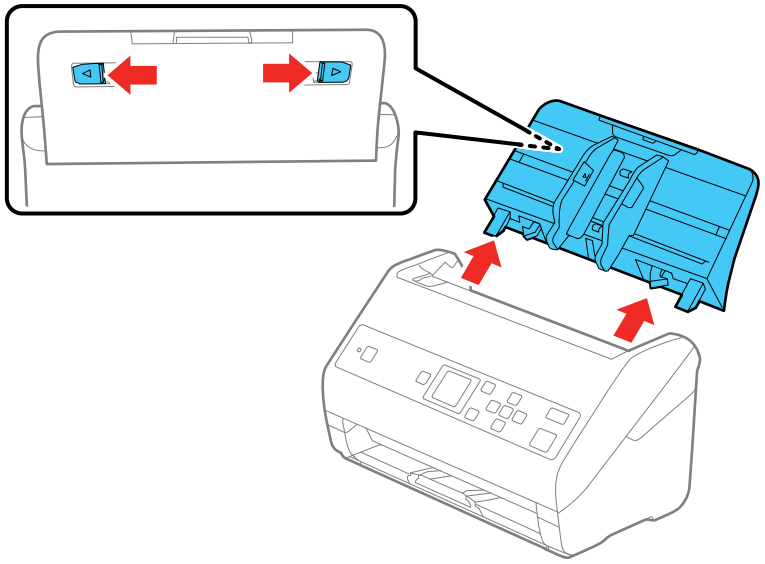
1. Turn off the scanner and unplug the AC adapter.
2. Disconnect any connected cables.

3. Close the input tray extension and the output tray.



Note: Make sure the output tray is securely closed.

4. Push apart the latches on the back on the input tray and lift the input tray off of the scanner.



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

Parent topic: Cleaning and Transporting Your Scanner

Solving Problems

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

Product Status Messages
Solving Scanning Problems
Solving Scanned Image Quality Problems
Solving Flatbed Scanner Dock Problems
Uninstall Your Scanner Software
Where to Get Help

Product Status Messages

You can often diagnose problems with your product by checking the messages and status icons on its LCD screen.

Note: If the LCD screen is dark, press any button to wake the product from sleep mode.

LCD screen message	Condition/solution
Prepare the rollers for a replacement. For details, see your documentation.	You need to replace the roller inside your scanner.
To enable Restrict User Access, see your documentation.	You need to modify the user access restrictions on your scanner control panel.
Restrict User Access is enabled. For more details, see your documentation.	
Clean inside the scanner. For details, see your documentation.	It is time to clean inside your scanner. If you want to change the alerts, modify the **Regular Cleaning Alert** setting on your scanner control panel.
Scanner error. For details, see your documentation.	Turn the scanner off and on again. If the error continues, contact Epson for support.
RECOVERY MODE	An error has occurred during firmware updating. Connect your product using a USB cable and try downloading the Firmware Update from the Epson support site. If you still need help, contact Epson for support.

Parent topic: Solving Problems

Related tasks

Replacing the Scanner Rollers
Setting User Access Restrictions (Access Control)
Cleaning Inside Your Scanner
Changing Regular Cleaning Alert Settings

Solving Scanning Problems

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

Scanner Does Not Turn On or Turns Off Unexpectedly
Scanner Button Does Not Work as Expected
Scanning Software Does Not Operate Correctly
Cannot Start Epson Scan 2
Original Feeds Incorrectly in Scanner
Original Jams in Scanner
Scanning is Slow

Parent topic: Solving Problems

Scanner Does Not Turn On or Turns Off Unexpectedly

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

- Make sure the AC adapter is securely connected to the scanner and to a working electrical outlet.
- You may need to adjust the **Sleep Timer** and **Power Off Timer** settings on the control panel.

Parent topic: Solving Scanning Problems

Related tasks

Changing the Sleep Timer Settings
Changing the Power Off Timer Settings

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:

- Check the USB cable connection between the computer and 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 (Windows) or Document Capture (Mac) 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.
- Make sure Epson Scan 2 and other applications are installed correctly. If necessary, uninstall and reinstall it.

Parent topic: Solving Scanning Problems

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 scanner is turned on.
- Make sure the connection between the scanner 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 scanner is listed under **Imaging Devices** in the Device Manager.
- Check that the correct scanner 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).
- Make sure the scanning software is installed.
- Use the USB cable that came with the scanner.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.
- If you are using the scanner with the optional Network Interface Unit, make sure the network cable is securely connected.
- Make sure the ⏻ power light stops flashing, indicating that the scanner is ready to scan.

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Scanner Software

Related references

Windows System Requirements

Mac System Requirements

Cannot Start Epson Scan 2

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

- Be sure to use the USB cable that came with the scanner.
- 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.
- Make sure that your scanner driver is displayed in the Device Manager screen under **Imaging Devices**.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- Make sure you do not have multiple versions of Epson Scan 2 installed. If you do, uninstall all versions and install one version.
- If you are using the scanner with the optional Epson Network Interface Unit, make sure the network cable is securely connected.
- 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 ⏻ power light stops flashing, indicating that the scanner is ready to scan.

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Scanner Software

Related references

Windows System Requirements

Mac System Requirements

Original Feeds Incorrectly in Scanner

If you have problems feeding originals in your scanner, 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 scanner.
  - Clean inside the scanner and replace the roller assembly kit, if necessary.
  - Select **Slow** on the scanner control panel to slow down the scanning speed.
  - 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 references

User Replaceable Epson Scanner Parts

Related tasks

Cleaning Inside Your Scanner

Related topics

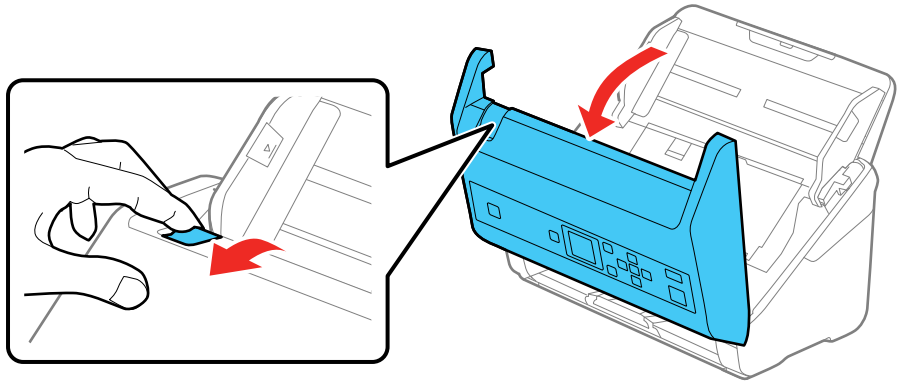
Loading Originals

Original Jams in Scanner

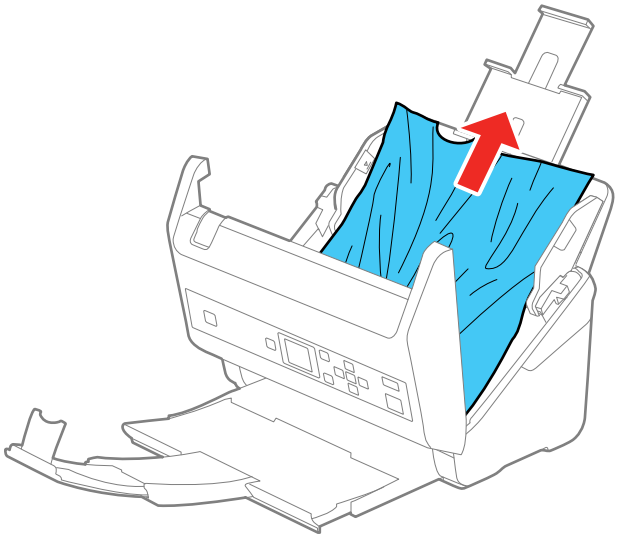
If an original has jammed inside the scanner, follow these steps:

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

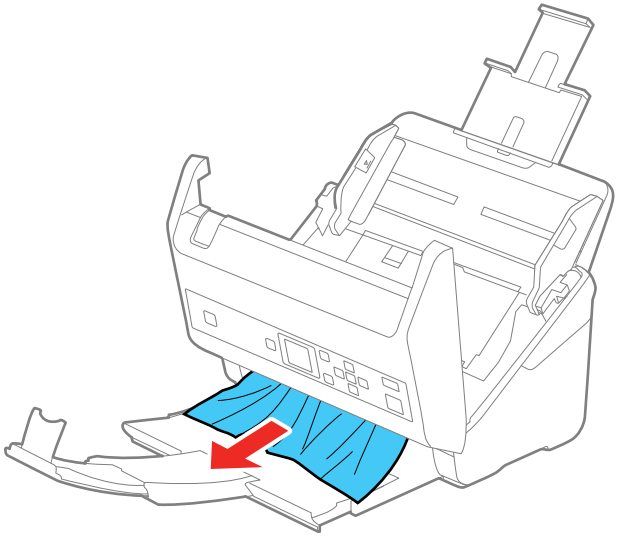
3. Pull down the cover open lever and open the scanner cover.



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



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 scanner frequently, try the following:

- Select **Slow** on the scanner control panel to slow down the scanning speed.
- Turn off the **Detect Double Feed** setting in Epson Scan 2.
- Clean inside the scanner and clean the rollers.
- Close the output tray and let the originals fall freely onto the surface below the scanner.
- 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

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.
- 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** is set to **Off** on the scanner control panel.
- 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.

- 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

Solving Scanned Image Quality Problems

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

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

Resetting the Epson Scan 2 Settings

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 scanner or original while scanning.
- Operate the scanner 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.

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.

- 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 these solutions:

- Make sure the surface of the original clean.
- Make sure there is no debris or dirt inside the ADF.
- Disconnect any connected cables and clean inside the scanner.
- Enable the **Detect Glass Dirt** setting on the control panel. (Press the ⌂ home button, select **Settings** > **Scanner Settings** > **Detect Glass Dirt**, and select **On-Low**, if the alert displays a misdetection, or **On- High** if dirt is not detected.) When an alert displays on the control panel, clean the glass scanning surfaces inside your scanner using a genuine Epson cleaning kit or a soft, moist cloth.

  Note: If there are scratches on the glass surface, the alert screen may continue to appear even after cleaning the glass. Contact Epson for information about replacing the glass.

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. Set the **Edge Fill** setting to **None**.
- **Document Capture Pro (Windows)**: Select **Detailed Settings** from the Scan window. Select **Document Size** > **Settings** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.
- **Document Capture (Mac)**: Click the  Scan button and select **Main Settings** from the Scan window. Select **Document Size** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.

Parent topic: Solving Scanned Image Quality Problems

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 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**.

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

Parent topic: Solving Scanned Image Quality Problems

Solving Flatbed Scanner Dock Problems

Check these solutions if you have problems scanning with the optional flatbed scanner dock.

Scanned Image Edges are Cropped

Line of Dots Appears in All Scanned Images
Binding Margins on a Scanned Booklet are Blurry
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.

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, 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.

Parent topic: Solving Flatbed Scanner Dock Problems

Binding Margins on a Scanned Booklet are Blurry

When scanning a booklet on the scanner glass, characters may appear distorted or blurred on the binding margin. If this occurs, the characters may not be recognized correctly when you save the scanned image as a searchable PDF.

To decrease distortion or blurring, gently press down on the document cover to flatten the booklet while scanning.

Caution: Do not press down on the document cover with too much force, or you may damage the booklet or scanner.

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.
- Select a lower level for **Edge Enhancement** or a higher level for **Noise Reduction Level** in Epson Scan 2.

Parent topic: Solving Flatbed Scanner Dock Problems

Uninstall Your Scanner Software

If you have a problem that requires you to uninstall and re-install your software, follow the instructions for your operating system.

Uninstalling Scanner Software - Windows
Uninstalling Scanner Software - Mac

Parent topic: Solving Problems

Uninstalling Scanner Software - Windows

You can uninstall and then re-install your scanner software to solve certain problems.

1. Exit all applications currently running on your computer.
2. Turn off the scanner.
3. Disconnect any interface cables.
4. Do the following to uninstall each of your scanning software programs and follow any on-screen instructions:
   - **Windows 10**: Click and select (Settings) > **Apps** > **Apps & features**. Select the scanner software program and click **Uninstall**.
   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the scanner 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 scanner 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 scanner software does not solve a problem, contact Epson.

Parent topic: Uninstall Your Scanner Software

Uninstalling Scanner Software - Mac

In most cases, you do not need to uninstall your scanner software before re-installing it. However, you can download the Uninstaller utility from the Epson support website to uninstall your scanner software as described here.

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) 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 scanner software, see the *Start Here* sheet for instructions.

Note: If you find that re-installing your scanner software does not solve a problem, contact Epson.

Parent topic: Uninstall Your Scanner Software

Where to Get Help

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.), epson.ca/support (Canada), or epson.com.jm/support (Caribbean) 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, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday
- Canada: (905) 709-3839, 6 AM to 8 PM, Pacific Time, Monday through Friday, and 7 AM to 4 PM, Pacific Time, Saturday

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), epson.ca (Canadian sales), or epson.com.jm (Caribbean 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

Technical Specifications

These sections list the technical specifications for your scanner.

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
Safety and Approvals Specifications

Windows System Requirements

To use your product and its software, your computer should use one of these Microsoft operating systems:

For Document Capture Pro:

- Windows 10
- Windows 8.x
- Windows 7

For Epson Scan 2 and related software:

- Windows 10
- Windows 8.x
- Windows 7
- Windows Server (2003, 2008, 2012, 2016)

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 epson.com.jm/support (Caribbean), 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 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.x
- OS X 10.6.8

Note: The UNIX File System (UFS) and Fast User Switching for macOS is not supported.

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 epson.com.jm/support (Caribbean), select your product, and select **Downloads**.

Parent topic: Technical Specifications

General Specifications

Scanner type	Sheet feed, one pass duplex, color scanner
Photoelectric device	CIS
Effective pixels	5100 × 9300 pixels at 600 dpi 2550 × 64500 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	100 sheets of paper at 21 lb (80 g/m^2) weight
Light source	RGB LED
Scanning resolution	600 dpi (main scan) 600 dpi (sub scan)
Output resolution	50 to 1200 dpi (in 1 dpi increments) Long paper scanning in the following resolution ranges: • 15.5 to 53 inches (393.8 to 1346.2 mm) long : 50 to 600 dpi • 53 to 215 inches (1346 to 5461 mm) long: 50 to 300 dpi • 215 to 240 inches (5461.1 to 6096 mm) long: 50 to 200 dpi
Image data	**Color**: 30 bits per pixel internal (10 bits per pixel per color internal) 24 bits per pixel external (8 bits per pixel per color external) **Grayscale**: 10 bits per pixel internal 8 bits per pixel external **Black and white**: 10 bits per pixel internal 1 bits per pixel external
Interface	SuperSpeed USB

Parent topic: Technical Specifications

Dimension Specifications

Height	6.6 inches (167 mm)
Width	11.7 inches (296 mm)
Depth	6.7 inches (169 mm)
Weight	7.9 lb (3.6 kg)

Note: Dimensions do not include projecting parts or the input tray.

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 voltage	DC 24V
Rated DC input current	2 A
Power consumption	**DS-870**: Operating: 18 W Ready mode: 8.5 W Sleep mode: 1.4 W Power off mode: 0.1 W **DS-970**: Operating: 20 W Ready mode: 8.5 W Sleep mode: 1.4 W Power off mode: 0.1 W

AC Adapter

AC adapter model	AC 100 to 240 V model: A471H AC 220 to 240 V model: A472E
Rated input current	1.2 A
Rated frequency range	50 to 60 Hz
Rated output power supply voltage	DC 24 V

Rated output current	2 A

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

Interface	Hi-Speed USB
Rated DC input power supply voltage	DC 24 V
Dimensions	Width: 11.8 in (300 mm)
(when assembled with a sheet feed scanner and a flatbed scanner)	Depth: 18.9 in (481 mm)
	Height 9.6 in (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

Safety and Approvals Specifications

Scanner

United States	EMC: FCC part 15 Subpart B class B
Canada	EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

AC Adapter (A471H)

United States	Safety: UL60950-1
	EMC: FCC part 15 Subpart B class B
Canada	Safety: CAN/CSA C22.2 No. 60950-1
	EMC: CAN/CSA-CEI/IEC CISPR 22 Class B

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your scanner.

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 scanner:

- Read all these instructions, and follow all warnings and instructions marked on the scanner.
- Place the scanner close enough to the computer for the interface cable to reach it easily.
- 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.
- Do not place or store the scanner 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.

- Never disassemble, modify, or attempt to repair the scanner or a scanner option by yourself except as specifically explained in this guide.

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 scanner 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 scanner. Using any other adapter could cause fire, electrical shock, or injury.
- The AC adapter is designed for use with the scanner 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 scanner, 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 scanner'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 scanner 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 scanner or the AC adapter; the scanner or the AC adapter has been dropped or the case has been damaged; the scanner 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 scanner 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 scanner for a long period, be sure to unplug the AC adapter from the electrical outlet.

LCD Screen

- If the LCD screen is damaged, contact Epson. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.
- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.

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, 3840 Kilroy Airport Way, Long Beach, CA 90806 (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

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Parent topic: Notices

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Parent topic: Notices

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