

DS-520 User's Guide

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DS-520 User's Guide

Welcome to the DS-520 *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.

[Scanner Parts Locations](#)

[User Replaceable Epson Scanner Parts](#)

[Changing the Power Off and Sleep Timer Settings](#)

Scanner Parts Locations

See these sections to identify the parts on your scanner.

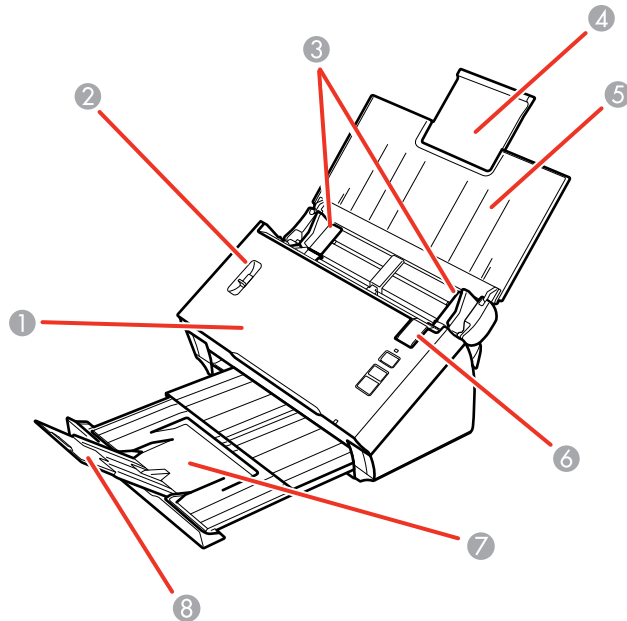
[Scanner Parts](#)

[Scanner Buttons and Lights](#)

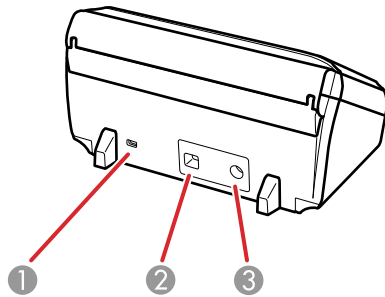
[Page Separation Lever](#)

Parent topic: [Scanner Basics](#)

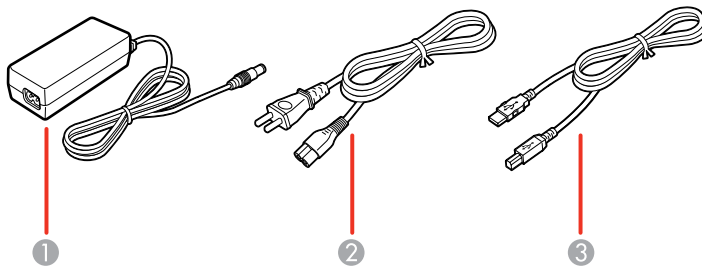
Scanner Parts



- 1 Scanner cover
- 2 Page separation lever
- 3 Edge guides
- 4 Input tray extension
- 5 Input tray
- 6 Cover open lever
- 7 Output tray
- 8 Output tray extension



- 1 Kensington security slot
- 2 USB port
- 3 Power inlet

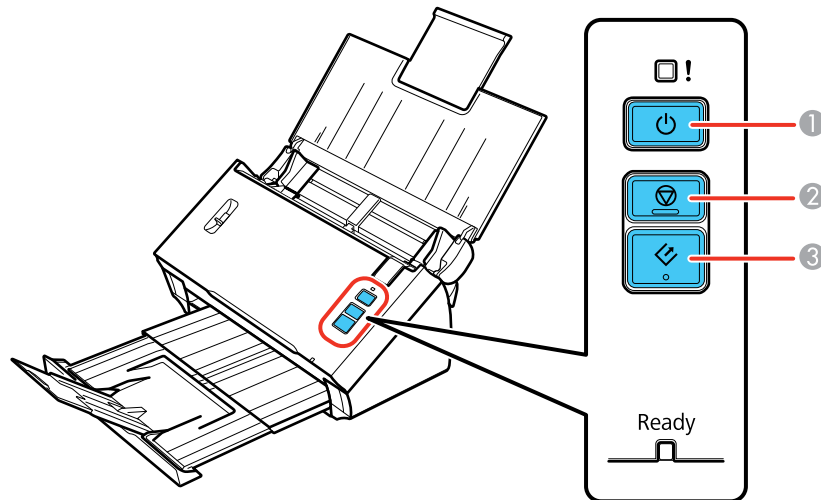


- 1 AC adapter
- 2 Power cord
- 3 USB cable

Parent topic: [Scanner Parts Locations](#)

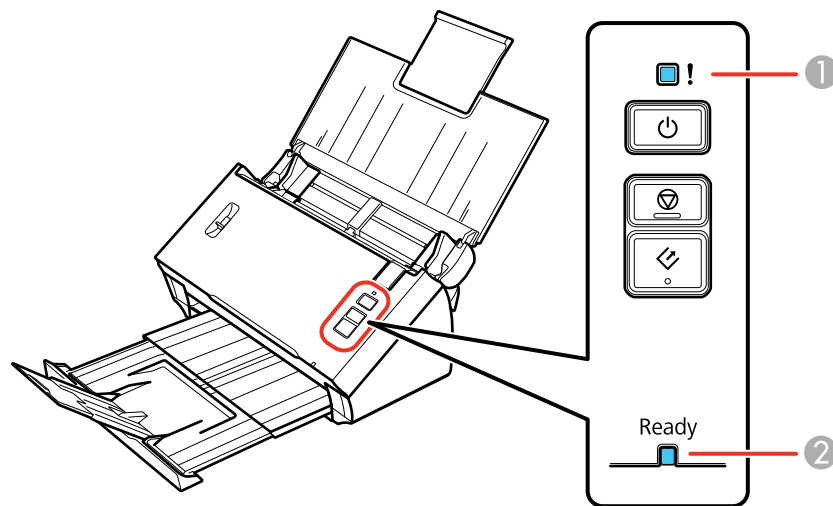
Scanner Buttons and Lights

Buttons



- 1 The  power button
- 2 The  stop button
- 3 The  start button

Lights



- 1 The ! error light
- 2 The **Ready** light

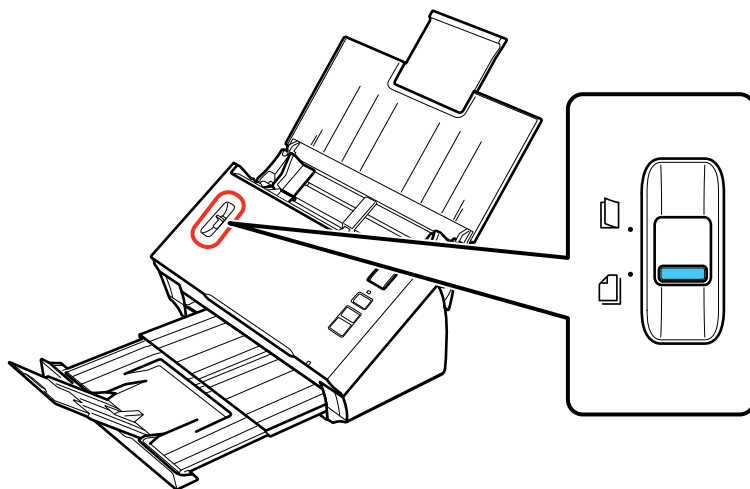
Parent topic: [Scanner Parts Locations](#)

Related references

[Scanner Light Status](#)

Page Separation Lever

You can scan plastic cards, folded documents, envelopes, or any document that requires an optional carrier sheet by adjusting the position of the page separation lever.



-  Move the separation lever to this position only when scanning plastic cards, folded documents, envelopes, or any document that requires an optional carrier sheet.
-  Leave the separation lever in this position when scanning standard single- or multiple-page documents to prevent paper jams.

Parent topic: [Scanner Parts Locations](#)

Related tasks

[Loading Originals in the Input Tray](#)

[Loading Plastic Cards in the Input Tray](#)

[Loading Special Documents](#)

User Replaceable Epson Scanner Parts

You can purchase genuine Epson accessories at epson.com (U.S. sales) or epson.ca (Canadian sales). You can also purchase accessories from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

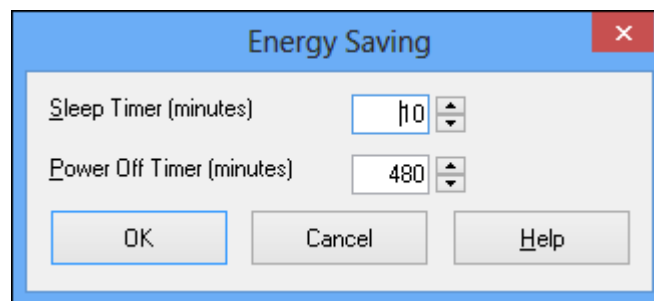
Part	Part number
Network interface unit	B12B808441
Carrier sheet	B12B813431
Roller assembly kit	B12B813561

Parent topic: [Scanner Basics](#)

Changing the Power Off and Sleep Timer Settings

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

- Do one of the following to access the Epson Scan Settings utility:
 - Windows 8.x:** Navigate to the **Apps** screen and select **EPSON Scan Settings**.
 - Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **Epson**, then **EPSON Scan**, then click **EPSON Scan Settings**.
 - OS X:** Open the **Applications** folder, then open the **Epson Software** folder and double-click the **EPSON Scan Settings** icon.
- Click **Energy Saving**.



- Enter the time period you want before the scanner goes to sleep as the **Sleep Timer** setting.
- Enter the time period you want before the scanner turns off automatically as the **Power Off Timer** setting.
- Click **OK**.

Parent topic: [Scanner Basics](#)

Placing Originals on the Scanner

Follow the instructions here to place your originals on the scanner.

Caution: Do not place anything on top of your scanner or use its cover as a writing surface to avoid damaging it.

[Loading Originals in the Input Tray](#)

[Loading Plastic Cards in the Input Tray](#)

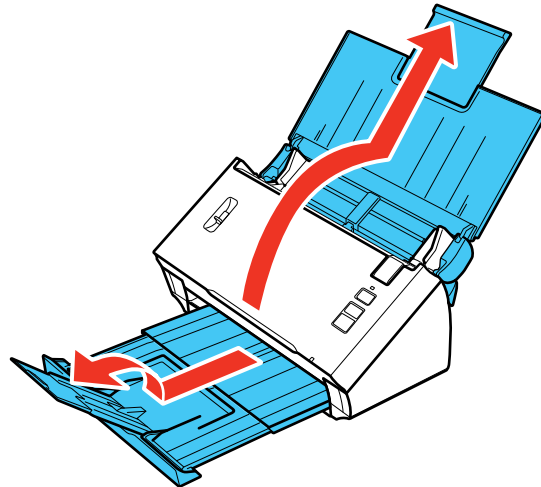
[Loading Special Documents](#)

Loading Originals in the Input Tray

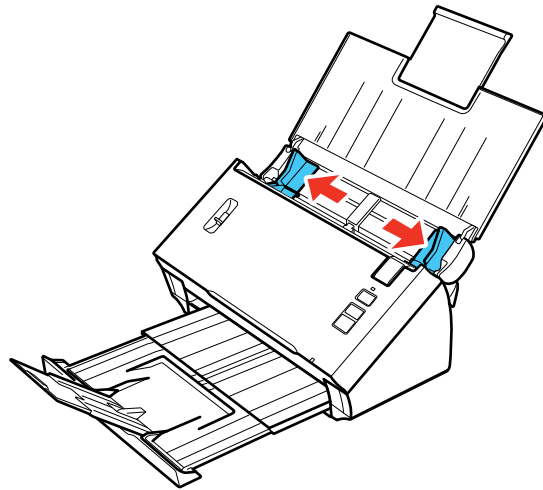
You can load originals that meet the document specifications in the input tray.

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.

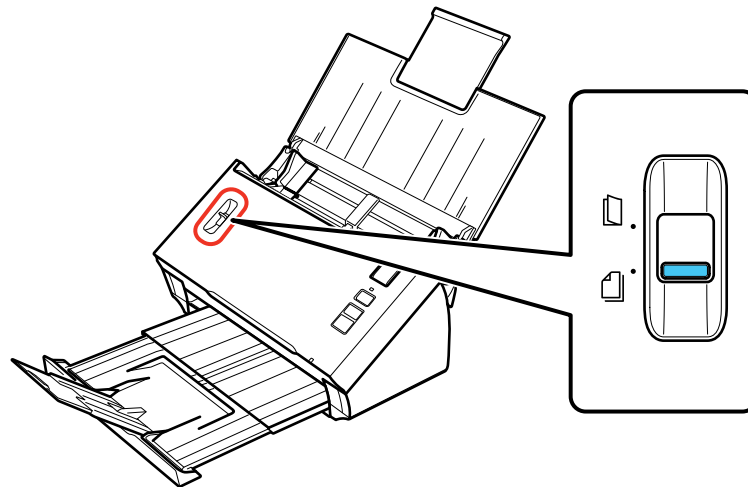
1. Open the input tray and pull up its extension.
2. Pull out the output tray and open its extension.



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

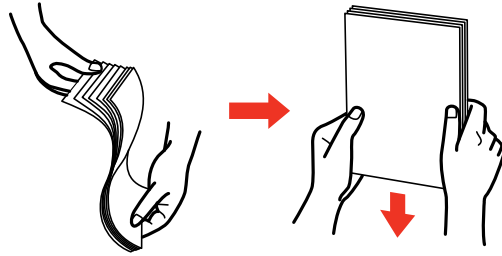


4. Check to make sure that the page separation lever is in the position shown here.

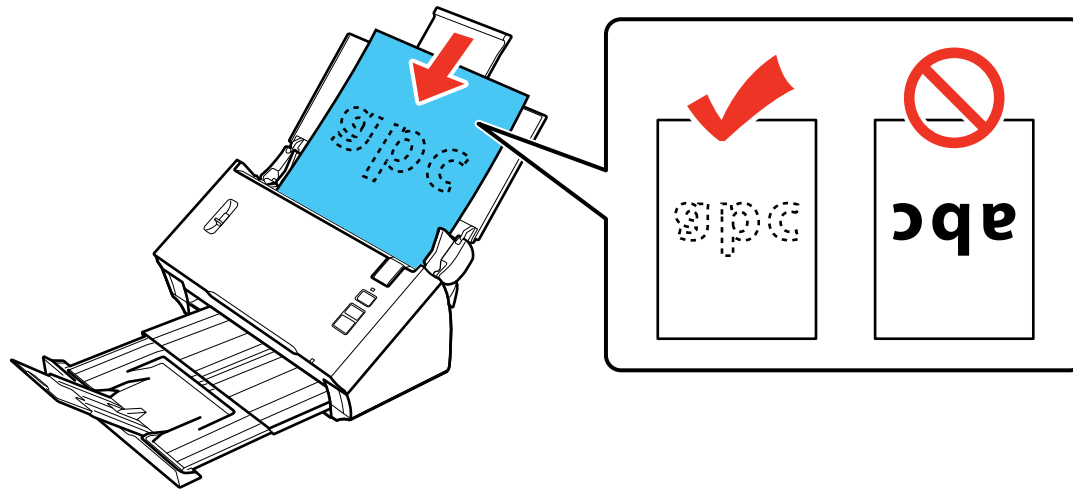


Note: To prevent paper jams, keep the lever in this position for most types of documents.

5. If you are loading a multi-page document, fan your stack of originals and tap them gently on a flat surface to even the edges.

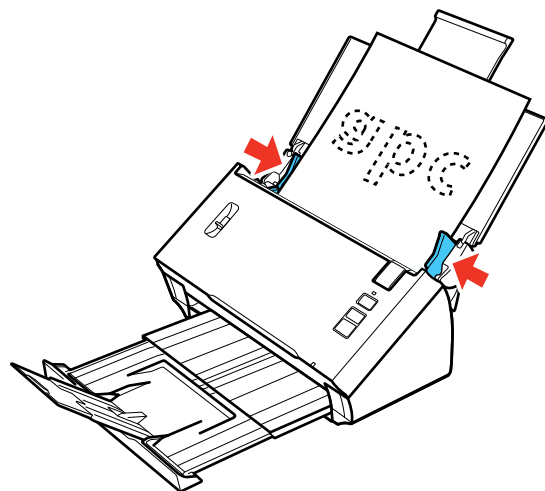


6. Slide your originals into the input tray as shown until they meet resistance. Make sure the printed side is face down and top edge first.



Note: If you are loading a paper business card, load it horizontally.

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



Original Document Loading Capacity

Parent topic: [Placing Originals on the Scanner](#)

Original Document Loading Capacity

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

Paper size	Paper weight*	Paper type	Loading capacity*
Letter (8.5 × 11 inches [216 × 279 mm])	13 to 56 lb (50 to 209 g/m ²)	Plain paper Fine paper Recycled paper	13 lb (50 g/m ²): 70 sheets 21 lb (80 g/m ²): 50 sheets 35 lb (130 g/m ²): 30 sheets 56 lb (209 g/m ²): 15 sheets Loading capacity may vary depending on the paper type.
A4 (8.3 × 11.7 inches [210 × 297 mm])			
Legal (8.5 × 14 inches [216 × 356 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])			
Business cards	Up to 56 lb (209 g/m ²)	Paper business cards	15 cards loaded horizontally

* Paper weights are approximate.

Note: You can load original documents of different sizes, up to this size: Letter (8.5 × 11 inches [216 × 279 mm]). However, do not load different-sized large or thick originals, or valuable original documents or artwork.

Caution: Do not load the following types of originals 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, other than standard hole-punched originals

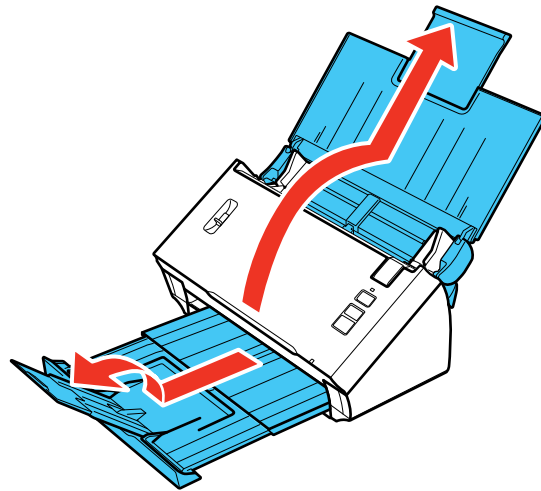
- Originals that are bound
- Originals with carbon paper backing
- Non-paper originals, such as clear sheets
- Transparencies
- Glossy originals
- Carbonless originals
- Perforated originals
- Originals with labels or stickers

Parent topic: [Loading Originals in the Input Tray](#)

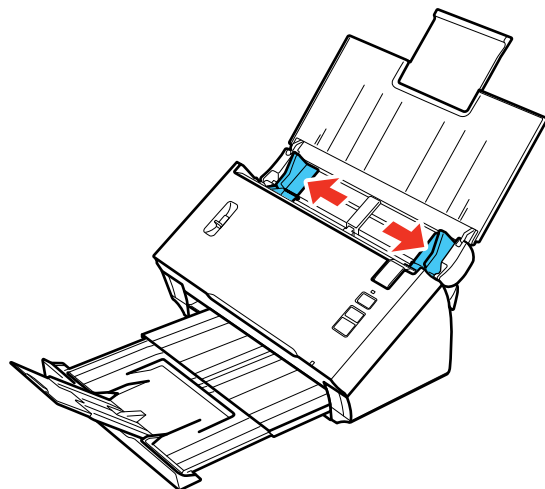
Loading Plastic Cards in the Input Tray

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

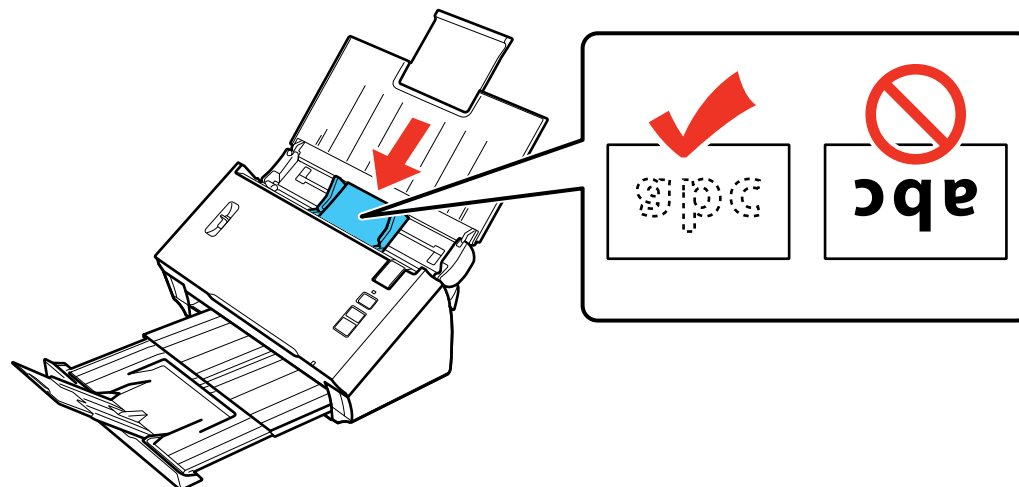
1. Open the input tray and pull up its extension.
2. Pull out the output tray and open its extension.



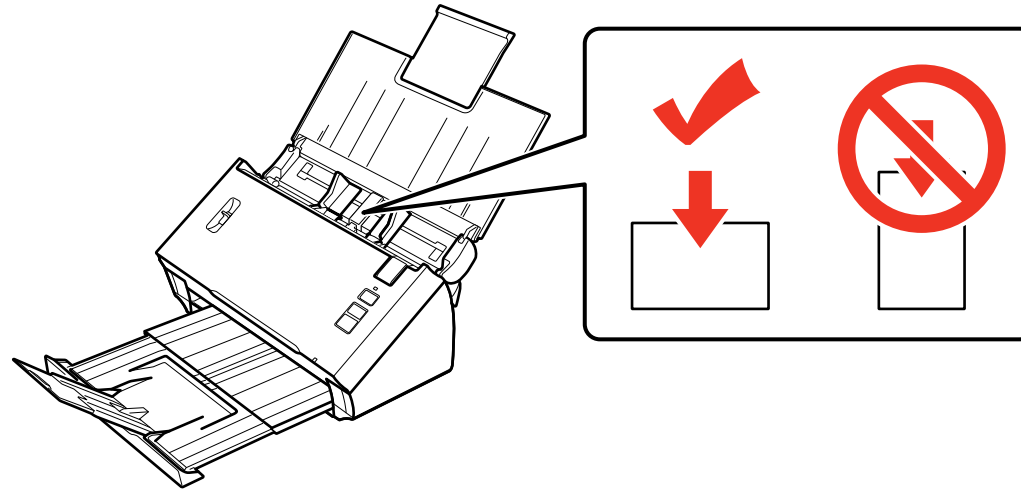
3. Slide the input tray edge guides all the way out.



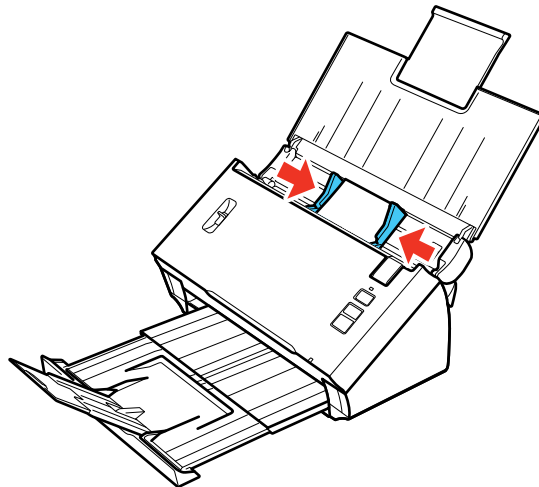
4. Load one plastic card horizontally in the input tray as shown, sliding it in until it meets resistance. Make sure the printed side is facedown and top edge first.



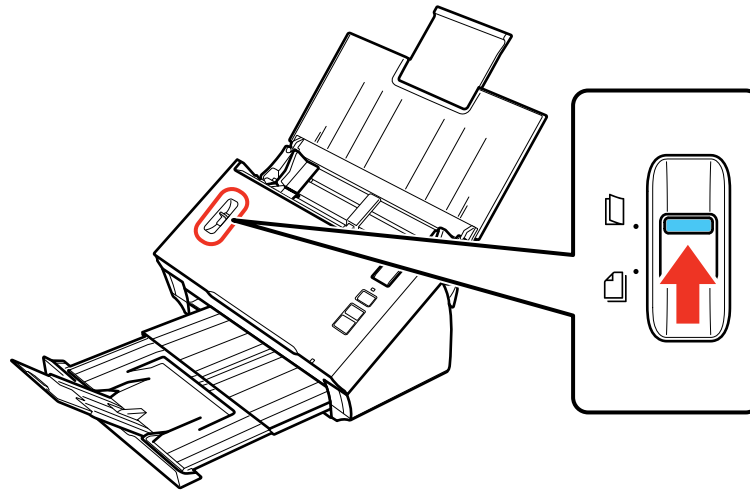
Note: Do not load a plastic card vertically.



5. Slide the edge guides against the edges of the plastic card.



6. Set the page separation lever to the position shown here.



Note: To prevent paper jams, make sure to set the separation lever back to its original position when scanning standard single- or multi-page documents.

[Plastic Card Loading Capacity](#)

Parent topic: [Placing Originals on the Scanner](#)

Related references

[Page Separation Lever](#)

Related topics

[Scanning](#)

Plastic Card Loading Capacity

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

Type	Plastic cards, including embossed cards (ISO7810 compliant)
Size	2.1 × 3.3 inches (56 × 85.6 mm)
Thickness	Up to 0.05 inch (1.24 mm) thick, including any embossing
Loading capacity	1 card at a time

Loading direction

Horizontal

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

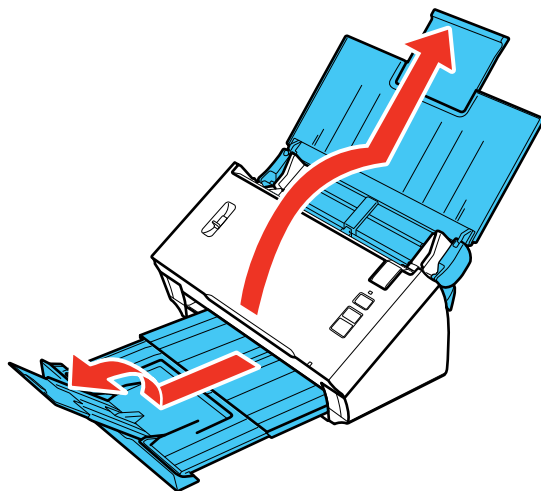
Parent topic: [Loading Plastic Cards in the Input Tray](#)

Loading Special Documents

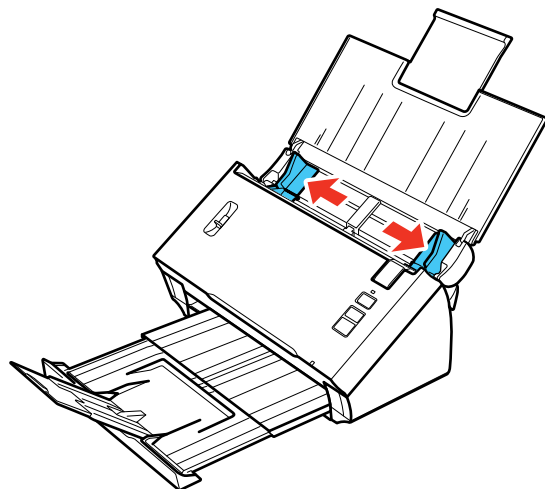
You can load a single envelope or large, thick, or folded original in the input tray. Make sure the original meets the specifications for special originals before loading it.

Note: When scanning special documents, turn off the **Detect Double Feed** setting in Epson Scan. Select **Configuration** to access the setting.

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

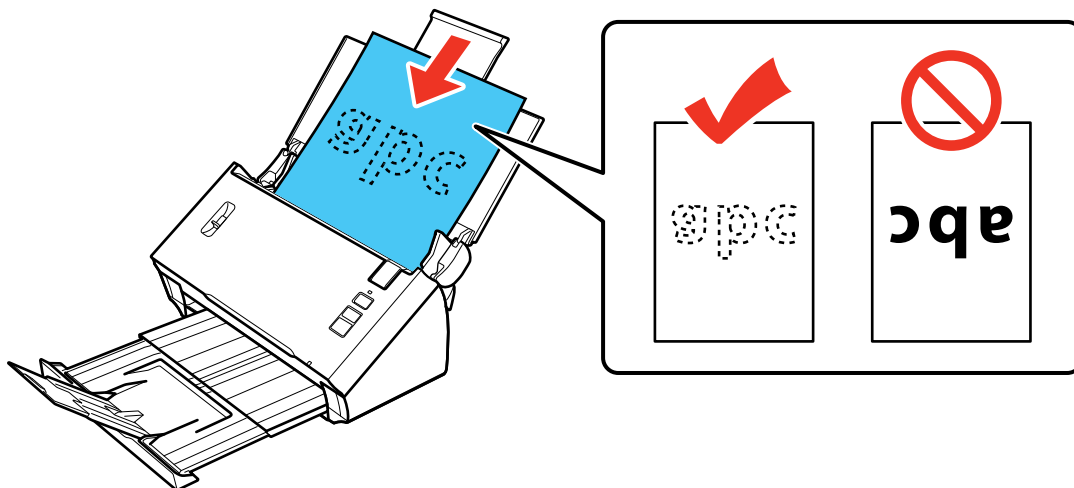


3. Slide the input tray edge guides all the way out.

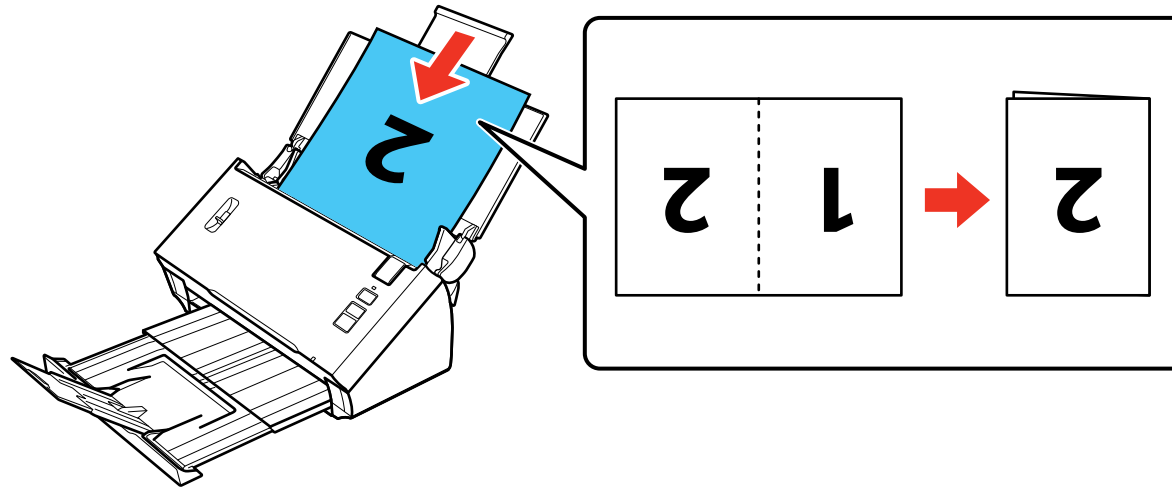


4. Do one of the following to load your original:

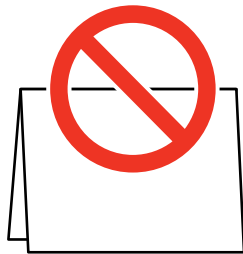
- Load a large or thick original or an envelope in the input tray as shown. Make sure the printed side is facedown and top edge first.



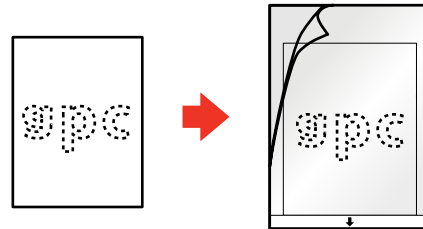
- For a folded original, fold and load the original as shown.



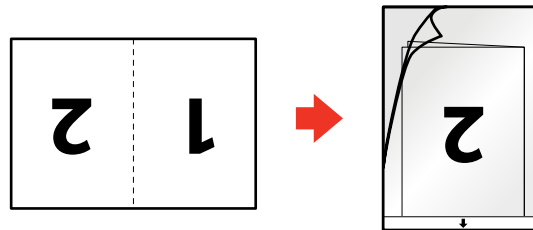
Caution: Do not load the document with the open side facing down.



- For a photo or an irregularly-shaped original, use an optional carrier sheet to load the document. Do the following to load the document into the carrier sheet:
 - If the original is smaller than the carrier sheet, insert it in the center of the sheet with the printed side facedown and the top facing the arrow on the sheet.

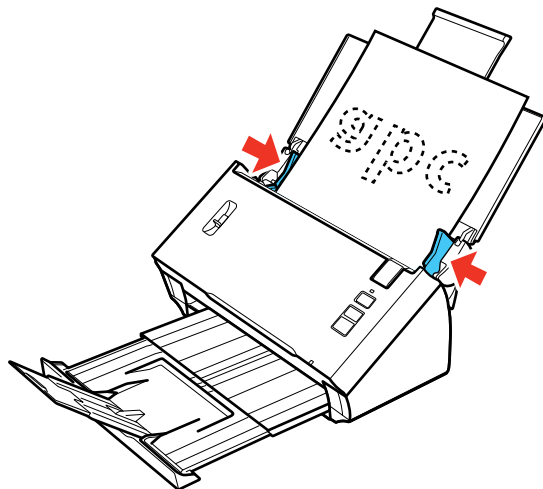


- If the original is larger than the carrier sheet, fold it in half with the sides to be scanned facing out. Position the right side of the original faceup with the top facing the arrow on the sheet.

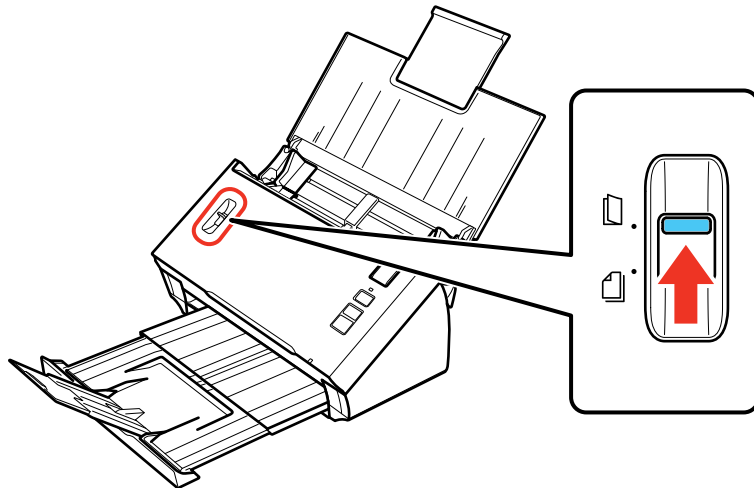


5. Slide the original into the scanner until it meets resistance.

6. Slide the edge guides against the edges of the sheet.



7. Set the page separation lever to the position shown here.



Note: To prevent paper jams, make sure to set the separation lever back to its original position when scanning standard single- or multi-page documents.

[Large or Thick Original Loading Capacity](#)

Parent topic: [Placing Originals on the Scanner](#)

Related references

[Page Separation Lever](#)

Related topics

[Scanning](#)

Large or Thick Original Loading Capacity

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

Note: You can load only one large, thick, or folded original, or envelope at a time.

Paper type	Paper size	Paper weight
Plain paper, fine paper, or recycled paper	Width: 2.05 to 8.5 inches (52 to 215.9 mm) Length: Windows: 14 to 36 inches (356 to 914.4 mm) OS X: 2 to 16.5 inches (50.8 to 420.1 mm)	50 to 130 g/m ²
Folded plain paper, fine paper, or recycled paper	Unfolded minimum size: A6 (4.1 × 5.8 inches [105 × 148 mm]) Unfolded maximum size: Legal (8.5 × 14 inches [216 × 356 mm])	50 to 130 g/m ²
Envelopes	Up to 0.015 inch (0.38 mm) thick	—
Irregularly shaped originals (load only in a carrier sheet)	Up to this size: A4 (8.3 × 11.7 inches [210 × 297 mm])	Up to .012 inch (0.3 mm) thick

Parent topic: [Loading Special Documents](#)

Using the Network Interface Unit

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

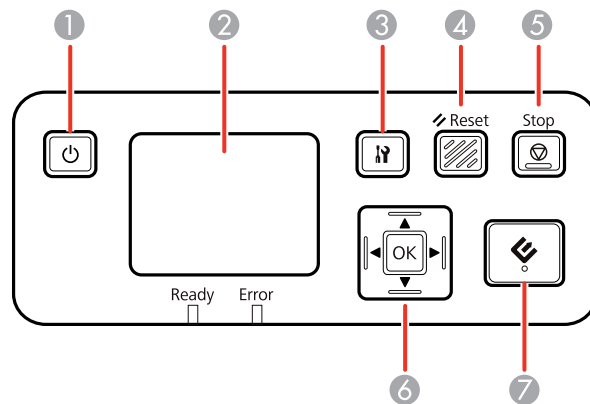
[Network Interface Unit Control Panel](#)

[Connecting the Network Interface Unit](#)

[Setting Up Network Scanning](#)

[Scanning to Network Computers from the Network Interface Unit - Windows](#)

Network Interface Unit Control Panel



- 1 The power button (turns the unit on and off)
- 2 The LCD screen (displays status, operations, and error messages)
- 3 The settings button (selects product settings, network settings, and maintenance options)
- 4 The **Reset** button (returns the LCD to the default screen)
- 5 The **Stop** button (cancels scanning)
- 6 The **OK** button and arrows (use the arrows to highlight an option and the **OK** button to select it)
- 7 The 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 to your scanner through the optional Epson Network Interface Unit. First connect the unit to your scanner and verify that they are working properly. Then follow the instructions here to set up computers for network scanning using the Epson Scan Settings utility.

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

1. Do one of the following to start Epson Scan Settings:
 - **Windows 8.x:** Navigate to the **Apps** screen and select **EPSON Scan Settings**.
 - **Windows (other versions):** Click  or **Start > All Programs** or **Programs > EPSON > EPSON Scan > EPSON Scan Settings**.
 - **OS X:** Open the **Applications** folder, click **Epson Software**, and click **EPSON Scan Settings**.
2. Select your scanner from the Select Scanner list.
3. Select the **Network** setting and click **Add**.

You see a screen like this:

The screenshot shows a dialog box titled "Add". It has a standard Windows-style title bar with a close button (X) in the top right corner. The main content area is light gray. At the top, there is a label "Scanner Name" above a text input field containing "Scanner1". Below this is a horizontal separator line. Underneath, there is a radio button labeled "Search for addresses" which is selected. Below the radio button is a large, empty rectangular text box. Below that are two buttons: "Retry" and "Break". Below these buttons is another rectangular box containing the text "Searching. Please wait." Below this box is another radio button labeled "Enter address", which is not selected. Below the "Enter address" radio button is a line of text: "(Use this option when addresses do not appear above.)". Below this text is an empty rectangular text input field. At the bottom of the dialog are three buttons: "OK", "Cancel", and "Help".

4. Do one of the following:
 - Under **Search for addresses**, select the IP address of your Network Interface Unit, and click **OK**.
 - Select the **Enter address** setting, type in the IP address or host name of your Network Interface Unit, and click **OK**.
5. Click the **Test** button to check the connection.
You see a confirmation message.

6. Click **OK** to save your settings and close Epson Scan Settings.

Parent topic: [Using the Network Interface Unit](#)

Scanning to Network Computers from the Network Interface Unit - Windows

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

1. Start a scan job using Document Capture Pro.
2. Press the **OK** button on the Network Interface Unit.
3. On the LCD screen of the 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 group, make sure to set the computer to the same group or it will not show up on the LCD screen.

4. If you set up a password in Document Capture Pro, enter the password at the prompt.
5. Select a scan job and press the **OK** button.
6. Press the  start button on the scanner.

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

Parent topic: [Using the Network Interface Unit](#)

Scanning

You can scan original documents or photos and save them as digital files.

[Starting a Scan from a Scanner Button](#)

[Scanning with Document Capture Pro and Document Capture](#)

[Scanning with Epson Scan](#)

[Scanning Special Projects](#)

Starting a Scan from a Scanner Button

You can scan using a button on your scanner. This automatically starts the scanning program you have assigned to the button.

Your product automatically selects suitable default scan settings, but you can view or change them as necessary.

1. Make sure you installed the scanner software and connected the scanner to your computer or network.
2. Place an original in your scanner.
3. Press the ↻ start button.

The image is scanned and saved to the folder you have specified.

Note: If your product is connected via USB, you can use Document Capture Pro (Windows) or Document Capture (OS X) to change the default scan settings when you scan using the ↻ start button.

[Assigning Start Button Settings or Scan Jobs](#)

Parent topic: [Scanning](#)

Related tasks

[Loading Originals in the Input Tray](#)

[Loading Plastic Cards in the Input Tray](#)

[Loading Special Documents](#)

Assigning Start Button Settings or Scan Jobs

You can view or change the default scan settings when you scan using the ↻ start button. You do this using the Document Capture Pro (Windows) or Document Capture (OS X) program.

1. Start Document Capture Pro or Document Capture on a computer connected to the scanner.
2. Click the  Manage Job icon from the toolbar at the top of the window.
3. On the Job Management window, click **Add** or the **+** icon.
4. Enter a name for the new job, then select the settings you want to view or change and change the settings as necessary, and click **OK**.

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

5. Do one of the following:
 - **Windows:** On the Job Management window, click **Event Settings**.
 - **OS X:** Click the  icon at the bottom of the window, then click **Event Settings**.
6. Select the job that you want to assign to the  start button from the pull-down menu.
7. Click **OK**.

Parent topic: [Starting a Scan from a Scanner Button](#)

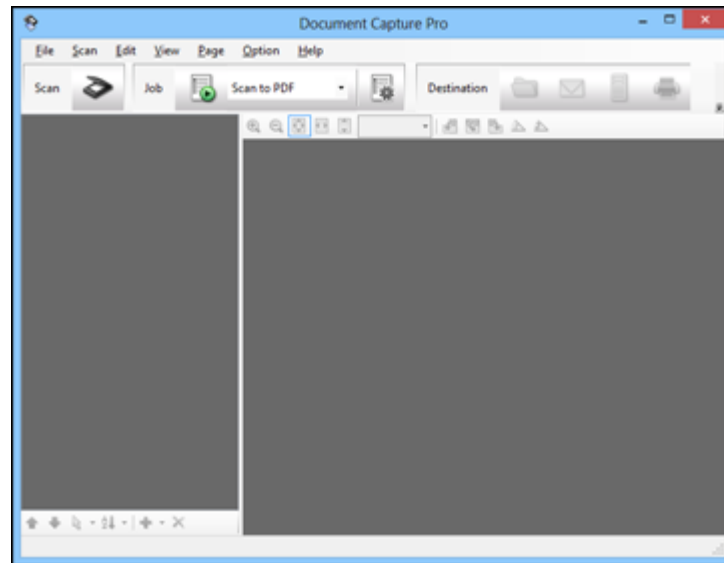
Scanning with Document Capture Pro and Document Capture

When you scan with Document Capture Pro (Windows) or Document Capture (OS X), 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 or Document Capture Pro for details.

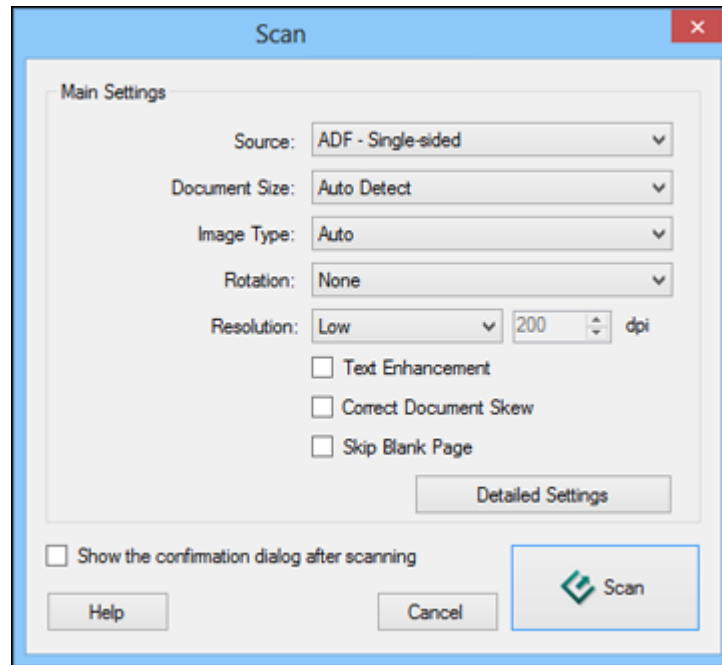
1. Do one of the following to start Document Capture Pro (Windows) or Document Capture (OS X):
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON Software**, then select **Document Capture Pro**.
 - **OS X:** Open the **Applications** folder, select the **Epson Software** folder, and select **Document Capture**.

You see a window like this:



2. 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 Pro or Document Capture window, click the  Start Job button, and skip the rest of these steps.

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

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

4. If you want to select detailed scan settings, do one of the following:
 - **OS X:** Close the Scan window. Open the **Scan** menu at the top of the screen and select **Displays the EPSON Scan Setup Screen**. Click the  Scan icon. Select any displayed scan settings you want to use and click **OK**.
5. Click **Scan**.

You see a preview of your scan in the Document Capture Pro (Windows) or Document Capture (OS X) window.

6. Check the scanned images and edit them as necessary.
7. 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.)



8. 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](#)

[Loading Plastic Cards in the Input Tray](#)

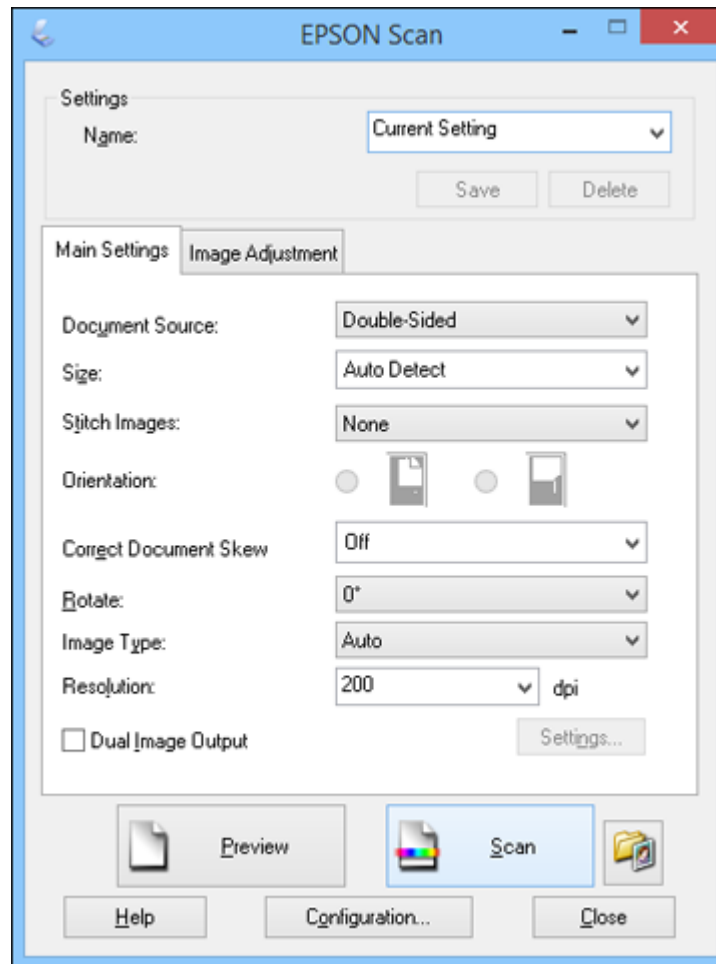
[Loading Special Documents](#)

Scanning with Epson Scan

Epson Scan automatically saves your scanned file on your computer in the format and folder you specify. You can select settings, preview, and change the scanned file settings as necessary.

1. Do one of the following to start Epson Scan:
 - **Windows 8.x:** Navigate to the **Apps** screen and select **EPSON Scan** under **EPSON** or **EPSON Software**.
 - **Windows (other versions):** Click  or **Start**, and select **All Programs** or **Programs**. Select **EPSON** or **EPSON Software** and click **EPSON Scan**.
 - **OS X:** Open the **Applications** folder, open the **Epson Software** folder, and double-click the **EPSON Scan** icon.

You see a window like this:



2. Select options for each of the scan settings on the screen.
3. If necessary, click the **Preview** button.

Epson Scan previews your original, and displays the result in a separate Preview window. The scanner also ejects the page.

4. Reload the page in the scanner.

5. Click the **Image Adjustment** tab and select any of the image adjustment settings you want to use. Before making adjustments, click the image or scan area in the Preview window.

6. Click **Scan**.

You see the File Save Settings window.

7. Change any of the necessary file save settings and click **OK**.

Epson Scan scans your original, and saves the file in the selected folder or opens it in your scanning program. If the file was saved directly to your computer, you see the file in the Windows Explorer or OS X Finder, where you can view and print the image, if desired.

[Available Image Adjustments](#)

Parent topic: [Scanning](#)

Related tasks

[Loading Originals in the Input Tray](#)

[Loading Plastic Cards in the Input Tray](#)

[Loading Special Documents](#)

Available Image Adjustments

You can select these options from the Image Adjustments tab in Epson Scan.

Note: Not all adjustment settings may be available, depending on the Image Type setting.

Select the **Image Option** checkbox to access additional settings.

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.)

Text Enhancement

Sharpens the appearance of letters in text documents.

Auto Area Segmentation

Makes grayscale 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 only available if you select an Image Type of Grayscale or Black & White.

Color Enhance

Enhances the red, green, or blue shades in the scanned image.

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.

Edge Fill

Corrects shadowing around the edges of the image by filling the shadows with the color you select.

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.

Parent topic: [Scanning with Epson Scan](#)

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 \(Stitching Images\)](#)

[Scanning Multi-Page Originals as Separate Files - Windows](#)

[Scanning to a SharePoint Server or Cloud Service](#)

Parent topic: [Scanning](#)

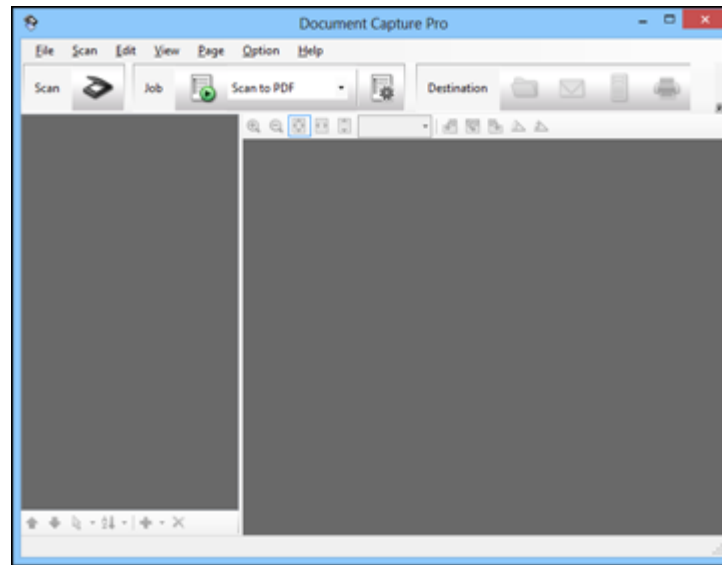
Scanning Two Originals onto One Sheet (Stitching Images)

You can scan both sides of a double-sided or folded original with Epson Scan's Stitch Images settings.

1. Load your original in the scanner.
2. Do one of the following to start Document Capture Pro (Windows) or Document Capture (OS X):
 - **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**, then select **Document Capture Pro**.

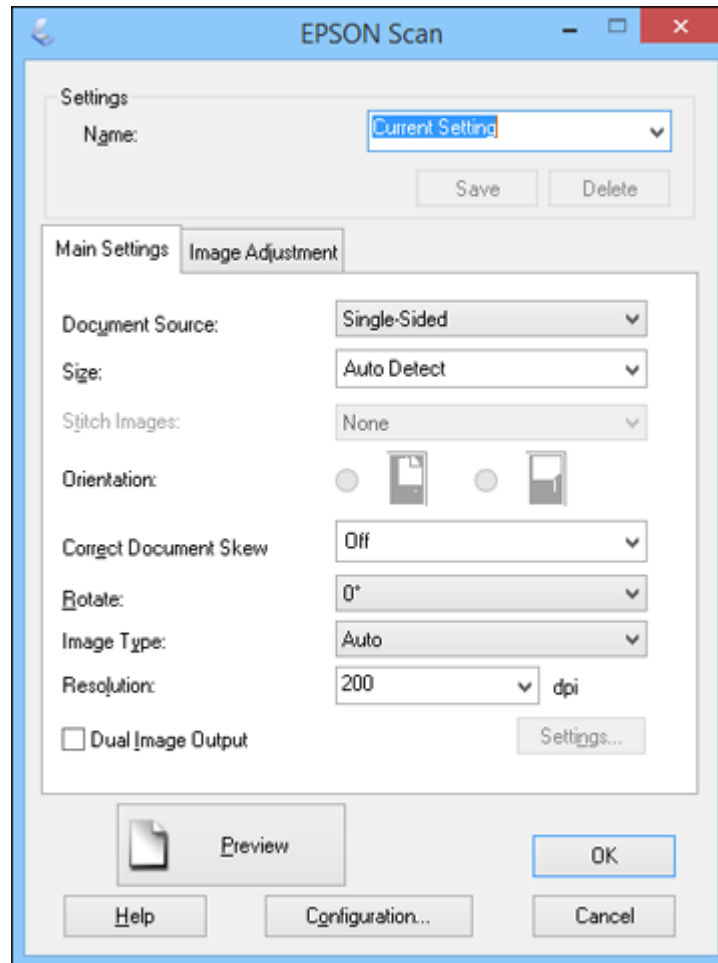
- **OS X:** Open the **Applications** folder, select the **Epson Software** folder, and select **Document Capture**.

You see a window like this:



3. Do one of the following to access the Epson Scan settings:
 - **Windows:** Click the  **Scan** icon, then click **Detailed Settings**.
 - **OS X:** Open the **Scan** menu at the top of the screen and select **Displays the EPSON Scan Setup Screen**. Click the  **Scan** icon.

You see an Epson Scan window like this:



4. Select **Double-Sided** as the Document Source setting.
5. Select the original document size as the Size setting.
6. 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.

7. With Windows, click **OK**.

8. Click **Scan**.

The scanned image is displayed.

Note: If the scanned images are not stitched together correctly, click **Configuration** on the Epson Scan window and select the **Binding Position (for Double-Sided Scanning)** setting on the Document tab.

Parent topic: [Scanning Special Projects](#)

Related tasks

[Loading Originals in the Input Tray](#)

[Loading Plastic Cards in the Input Tray](#)

[Loading Special Documents](#)

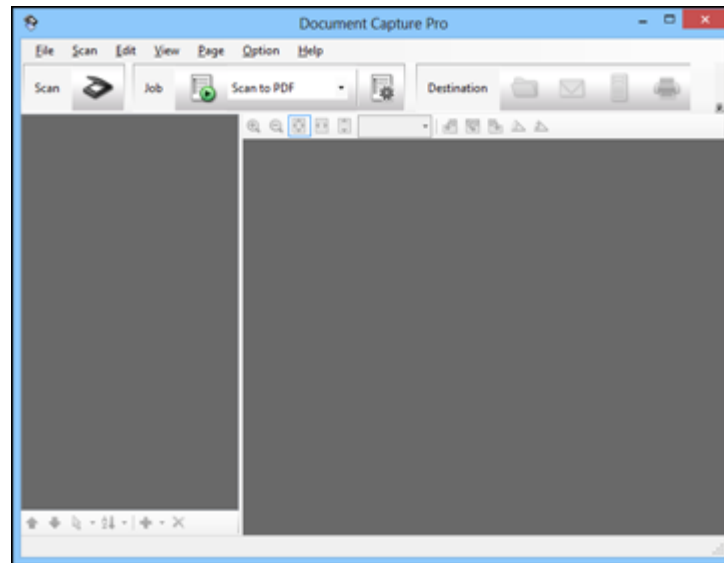
Scanning Multi-Page Originals as Separate Files - Windows

You can use Document Capture Pro (Windows only) to scan multi-page originals as separate scanned files. You indicate where you want the new scanned files to start by inserting a blank page or barcode between the pages of your original.

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 a multi-page original with blank pages or barcodes inserted where you want to start a new scanned file.
2. Do one of the following to start 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**, then select **Document Capture Pro**.

You see this window:



3. Click the  **Scan** icon.
4. Select any displayed scan settings you want to use.

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

5. Click **Scan**.
You see a preview of your scan in the Document Capture Pro window.
6. 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.)



7. Click **File Name & Separation Settings**.
8. Select **Apply job separation** and click **Separation Settings**.

9. Select the method you used to separate the originals, select a folder name specification and click **OK**.
10. Select any additional settings from the File Name Settings dialog and click **OK**.
11. Select any additional settings and click **OK** or **Send**.

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

Parent topic: [Scanning Special Projects](#)

Related tasks

[Loading Originals in the Input Tray](#)

[Loading Plastic Cards in the Input Tray](#)

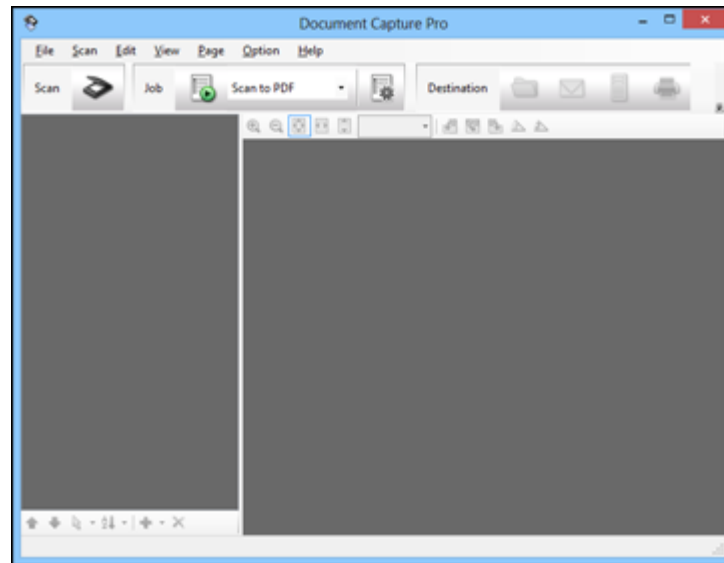
[Loading Special Documents](#)

Scanning to a SharePoint Server or Cloud Service

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

1. Do one of the following to start Document Capture Pro (Windows) or Document Capture (OS X):
 - **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**, then select **Document Capture Pro**.
 - **OS X:** Open the **Applications** folder, select the **Epson Software** folder, and select **Document Capture**.

You see a window like this:



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

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

4. Click **Scan**.
You see a preview of your scan in the Document Capture Pro or 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 below, the service software may not be installed, or you need to click the arrow next to the icons.)
 -  Web Folder (WebDAV)
 -  Microsoft SharePoint server (Windows only)
 -  Evernote

-  Microsoft OneNote
-  Google Drive
-  SugarSync

You see the Transfer Settings window.

6. Enter any required information to set up the destination. 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**, **Send**, or **Print**, depending on the destination.

Your originals are scanned and uploaded to the indicated server.

Parent topic: [Scanning Special Projects](#)

Related tasks

[Loading Originals in the Input Tray](#)

[Loading Plastic Cards in the Input Tray](#)

[Loading Special Documents](#)

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.

Parent topic: [Cleaning and Transporting Your Scanner](#)

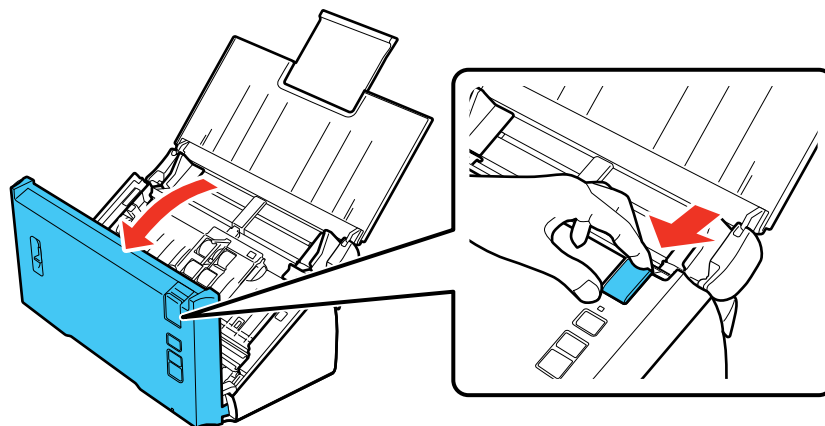
Cleaning Inside Your Scanner

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.

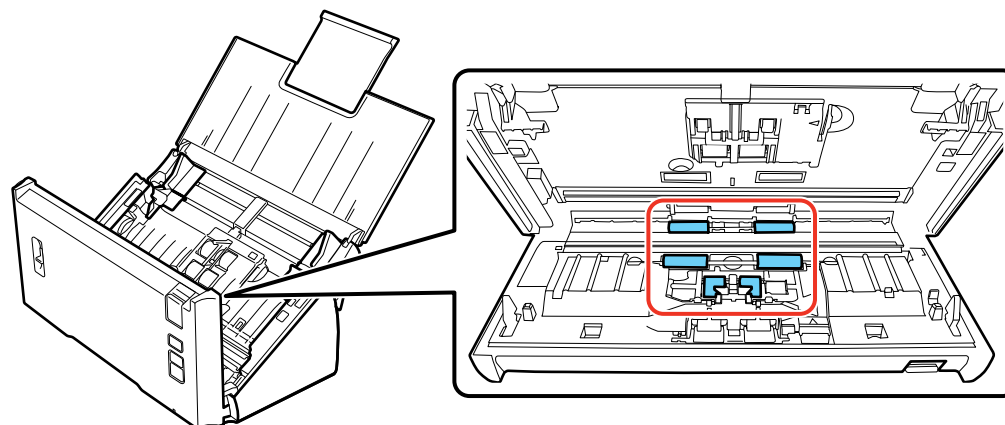
Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it.

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

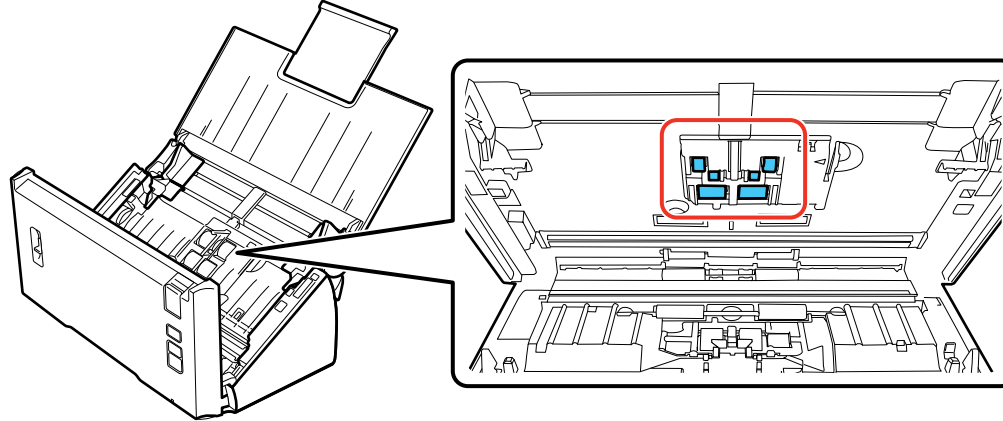
3. Pull down on the cover open lever and open the scanner cover.



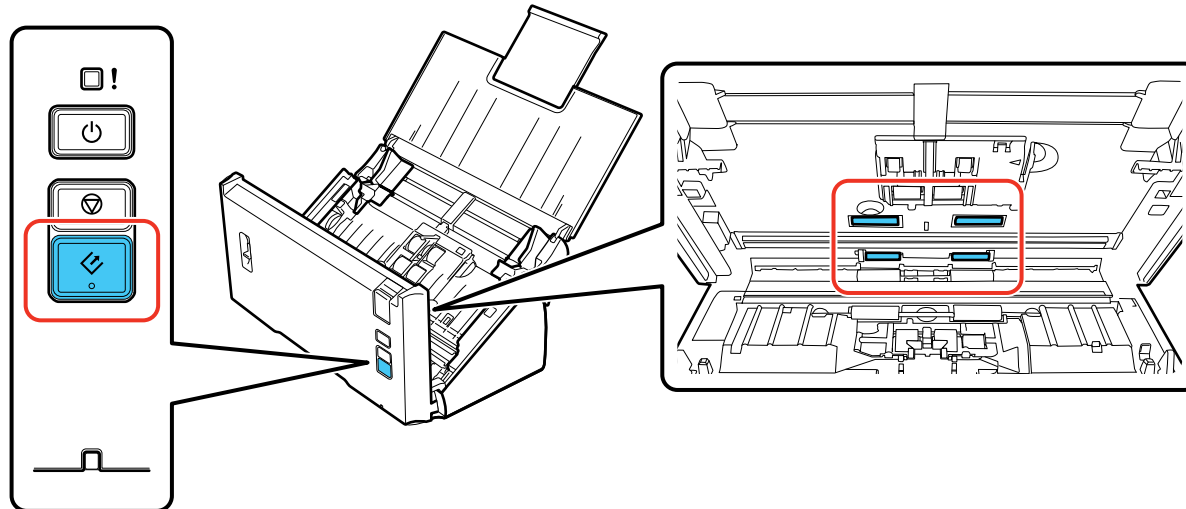
4. Use a soft, dry cloth to wipe off any dust or dirt on the rollers inside the scanner cover.



5. Wipe off any dust or dirt on the pickup rollers.



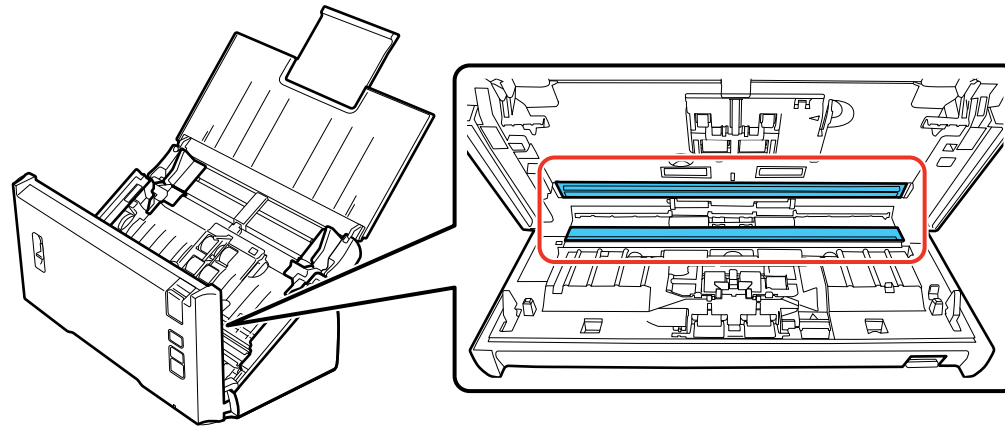
6. Plug in the AC adapter and press the  power button to turn on the scanner.
7. Hold down the  start button for at least two seconds, and press the  start button several times to rotate the rollers shown here. Wipe off any dust or dirt on the rollers as they rotate.



8. Turn off the scanner and unplug the AC adapter.

9. Wipe off any dust or dirt on the glass scanning surfaces using 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 scanning surfaces. Be careful not to place too much force on the glass.



10. Close the scanner cover.
11. Plug in the AC adapter and turn on the scanner.

Parent topic: [Cleaning and Transporting Your Scanner](#)

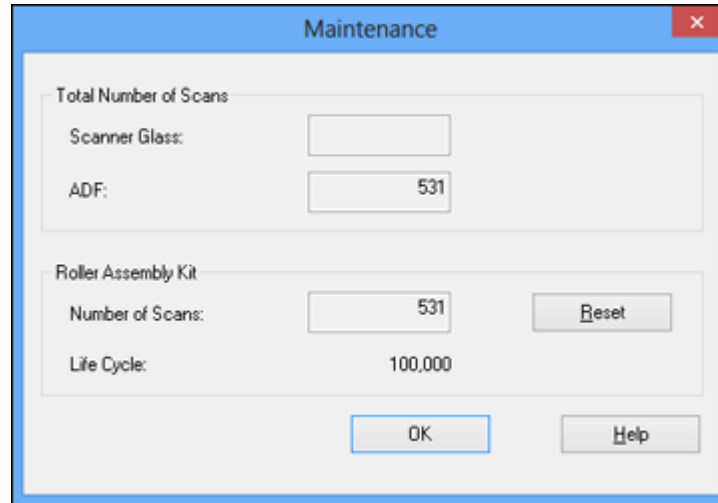
Checking the Scanner Roller Counter

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.

1. Make sure the scanner is turned on and connected to your computer.
2. Do one of the following to open Epson Scan Settings:
 - **Windows 8.x:** Navigate to the **Apps** screen and select **EPSON Scan Settings**.
 - **Windows (other versions):** Click  or **Start > All Programs** or **Programs > EPSON > EPSON Scan > EPSON Scan Settings**.

- **OS X:** Open the **Applications** folder, click **Epson Software**, and click **EPSON Scan Settings**.
3. Click **Maintenance**.

You see a screen like this:



4. You can check the scanner roller counter by reading the number in the **Number of Scans** field. If the number of scans exceeds the Life Cycle of the rollers, it is time to replace the rollers.

5. Click **OK**.

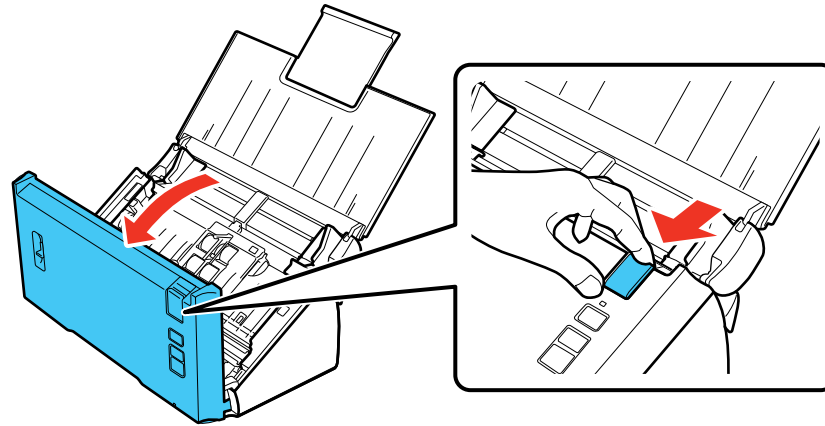
Parent topic: [Cleaning and Transporting Your Scanner](#)

Replacing the Scanner Rollers

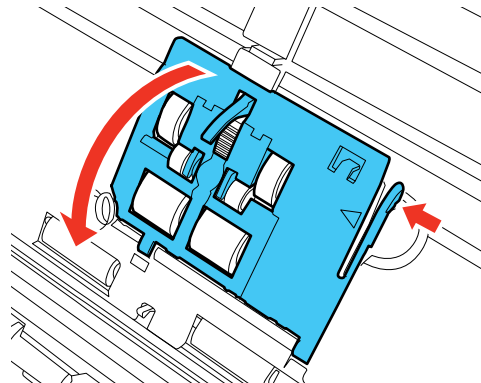
Replace the scanner rollers after you have scanned 100,000 times. Check the scanner roller counter to see when you need to replace the rollers.

1. Turn off the scanner.
2. Unplug the AC adapter.
3. Disconnect any connected cables.

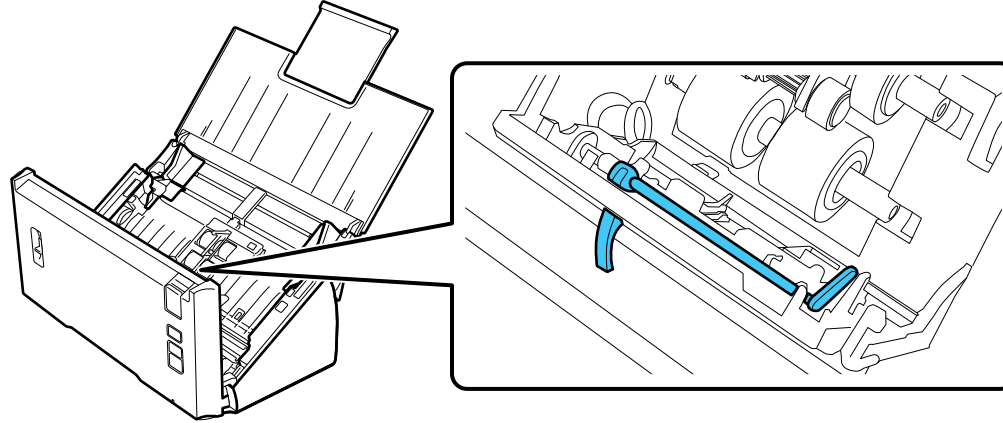
4. Pull down on the cover open lever and open the scanner cover.



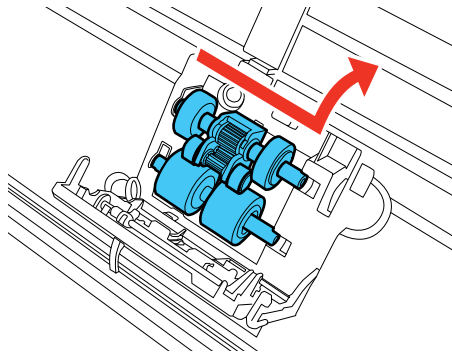
5. Squeeze the tab on the right side of the pickup roller cover and open the cover.



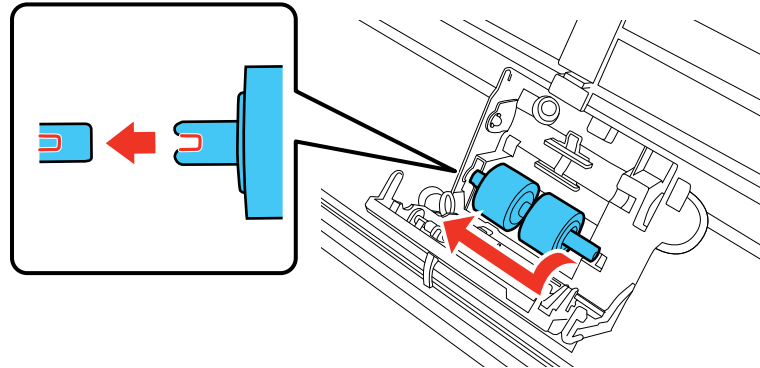
Caution: Do not place too much force on the arm inside the cover when replacing the pickup roller.



6. Slide the pickup rollers to the right and remove them.

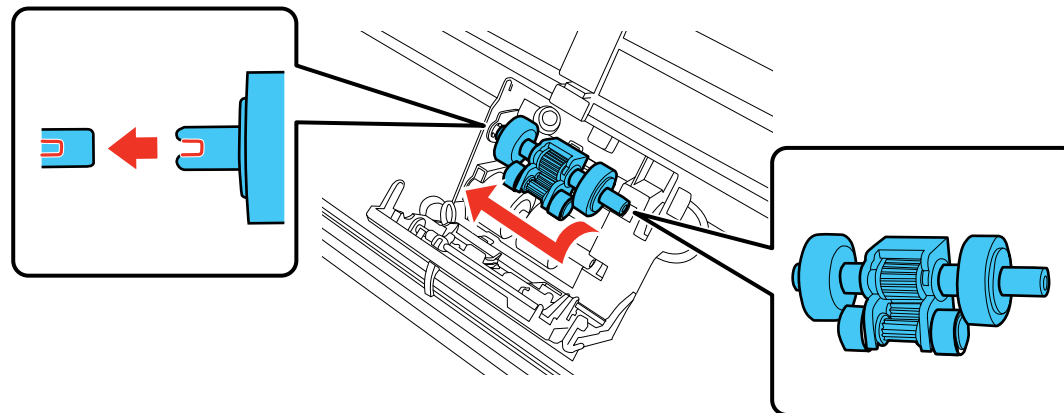


7. To install the new lower pickup roller, align the notches on the roller and slide it to the left.



8. To install the new upper pickup roller, align the notches on the roller and slide it to the left. Make sure the smaller roller is on the bottom.

Caution: Do not touch the surface of the rollers.

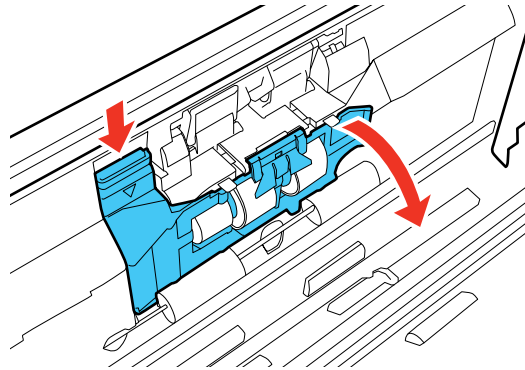


9. Close the pickup roller cover.

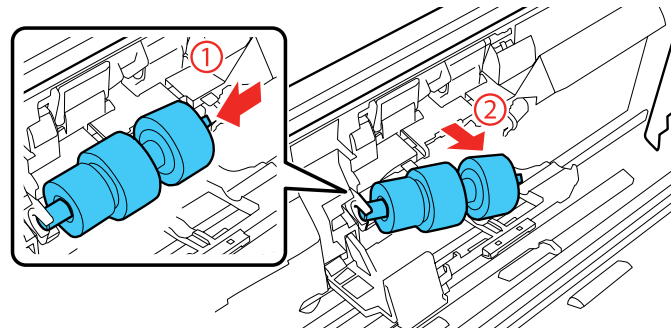
Note: If you are not able to close the cover, the pickup rollers are not installed correctly. Remove the rollers and reinstall them, then try to close the cover again.

10. Press down on the separation roller cover latch inside the scanner cover and pull down the cover to open it.

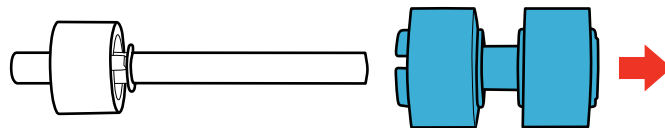
Caution: Be careful not to apply too much force when opening the cover.



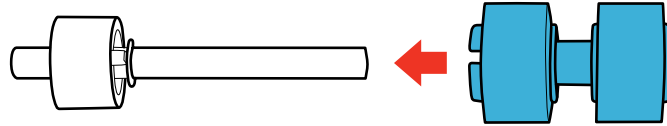
11. Slide the separation roller to the side, then remove it.



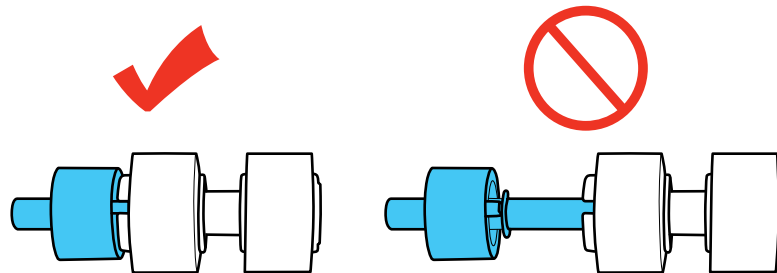
12. Pull the release tab on the separation roller and remove it from the spindle.



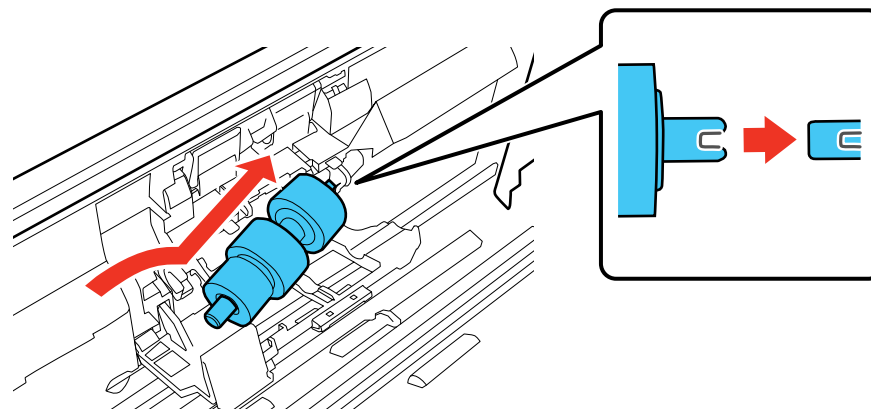
13. Slide the new separation roller onto the spindle as shown. Make sure that the notches on the roller and spindle align properly.



Note: Check that there are no gaps between the roller and spindle. You hear a click when the roller is firmly locked into place.



14. Align the notches on the spindle and the scanner, then slide the separation roller into the scanner and gently push it into place. You hear a click when the roller is correctly aligned and locked into place.



15. While applying gentle pressure on the separation roller, close the separation roller cover.

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.

16. Close the scanner cover.

17. Plug in the AC adapter and turn on the scanner.

Reset the roller counter after replacing the rollers.

[Resetting the Scanner Roller Counter](#)

Parent topic: [Cleaning and Transporting Your Scanner](#)

Related references

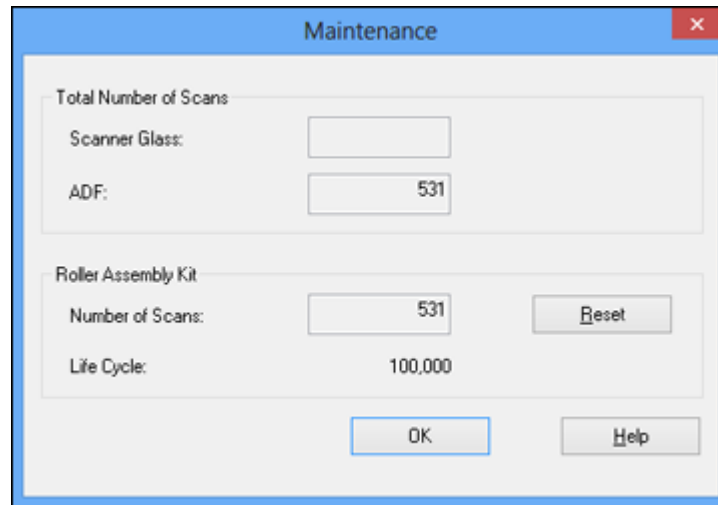
[User Replaceable Epson Scanner Parts](#)

Resetting the Scanner Roller Counter

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

1. Make sure the scanner is turned on and connected to your computer.
2. Do one of the following to open Epson Scan Settings:
 - **Windows 8.x:** Navigate to the **Apps** screen and select **EPSON Scan Settings**.
 - **Windows (other versions):** Click  or **Start > All Programs** or **Programs > EPSON > EPSON Scan > EPSON Scan Settings**.
 - **OS X:** Open the **Applications** folder, click **Epson Software**, and click **EPSON Scan Settings**.
3. Click **Maintenance**.

You see a screen like this:

A screenshot of a 'Maintenance' dialog box. The dialog has a blue title bar with the text 'Maintenance' and a red close button. It contains two sections. The first section, 'Total Number of Scans', has two input fields: 'Scanner Glass:' which is empty, and 'ADF:' which contains the number '531'. The second section, 'Roller Assembly Kit', has two input fields: 'Number of Scans:' which contains '531' and a 'Reset' button to its right, and 'Life Cycle:' which contains '100,000'. At the bottom of the dialog are 'OK' and 'Help' buttons.

Maintenance	
Total Number of Scans	
Scanner Glass:	
ADF:	531
Roller Assembly Kit	
Number of Scans:	531 Reset
Life Cycle:	100,000
OK Help	

4. Click **Reset**.

The number of scans changes to 0 (zero).

5. Click **OK**.

Parent topic: [Replacing the Scanner Rollers](#)

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 and the output tray.

Note: Make sure the output tray is securely closed.

4. 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.

[Scanner Light Status](#)

[Solving Scanning Problems](#)

[Solving Network Interface Unit Problems](#)

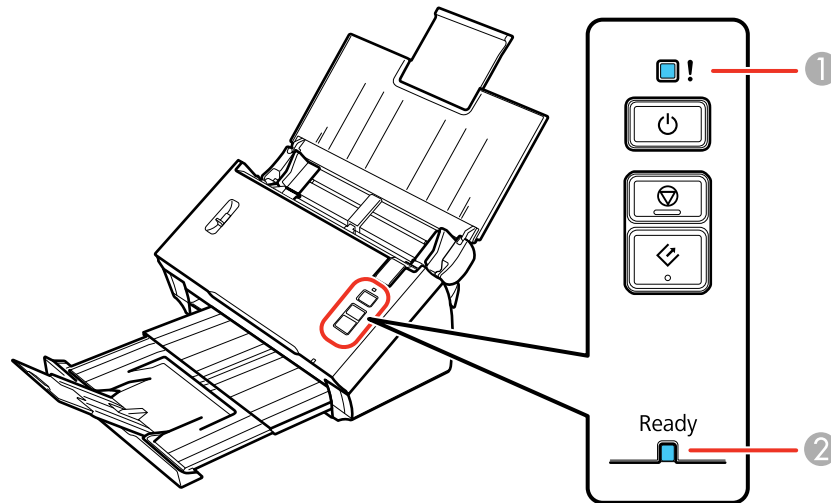
[Solving Scanned Image Quality Problems](#)

[Uninstall Your Scanner Software](#)

[Where to Get Help](#)

Scanner Light Status

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



- 1 The ! error light
- 2 The **Ready** light

Light status	Condition/solution
The Ready light is on	The scanner is turned on and ready to scan.
The Ready light is flashing	The scanner is scanning or initializing. Wait for the Ready light to stop flashing before turning off the scanner.
The ! error light is on	An error has occurred. Try the following: • Check the scanner connection to your computer to make sure it is secure. • Make sure the scanner cover is closed and there is no jammed paper inside. • If the ! error light is still on, turn off the scanner, then turn it on again. If the error continues, the scanner may be malfunctioning. Contact Epson for support.
The ! error light and the Ready light are flashing alternately	The scanner firmware is updating. Do not turn off the scanner or disconnect any cables until the status lights have stopped flashing.
The ! error light and the Ready light are flashing at the same time	A scanner error has occurred. Turn the scanner off and then back on again. If the error continues, contact Epson for support.

Parent topic: [Solving Problems](#)

Related references

[Original Jams in Scanner](#)

[Where to Get Help](#)

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](#)

[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.
- If the scanner turns off unexpectedly, you may need to adjust the Power Off Timer setting.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Changing the Power Off and Sleep 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:

- Make sure Document Capture Pro (Windows) or Document Capture (OS X) 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.
- If you selected **Keep Blocking** in a Windows Security Alert window during or after installation of Document Capture Pro, unblock the EEventManager Application program in the Windows security settings; see Windows help for details.
- Check the status of the lights and make sure the scanner is ready to scan.
- Document Capture Pro (Windows) and Document Capture (OS X) do not support using the button to scan over a wireless connection. Connect the scanner using a USB cable.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Assigning Start Button Settings or Scan Jobs](#)

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.
- If you are scanning using OS X, make sure no other Epson scanner drivers are installed. If other drivers are installed, uninstall them, then reinstall this scanner's software.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.

Parent topic: [Solving Scanning Problems](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Related tasks

[Uninstalling Scanner Software - Windows](#)

[Uninstalling Scanner Software - OS X](#)

Cannot Start Epson Scan

If you cannot start Epson Scan, try these solutions:

- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- Make sure Epson Scan is selected in your scanning program.
- 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.
- If you connected the scanner using a USB cable, make sure it is connected directly to your computer or through only one USB hub.
- Check the connection setting and test the connection using Epson Scan Settings:
 - **Windows 8.x:** Navigate to the **Apps** screen and select **EPSON Scan Settings**. Make sure the correct **Connection** setting is selected, then click the **Test** button.
 - **Windows (other versions):** Click  or **Start > All Programs** or **Programs > EPSON > EPSON Scan > EPSON Scan Settings**. Make sure the correct **Connection** setting is selected, then click the **Test** button.
 - **OS X:** Open the **Applications** folder, click **Epson Software**, and click **EPSON Scan Settings**. Make sure the correct **Connection** setting is selected, then click the **Test** button.
- Make sure you do not have multiple versions of Epson Scan installed. If you do, uninstall both versions and install one version.

- If you upgraded your operating system but did not reinstall Epson Scan, 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.

Parent topic: [Solving Scanning Problems](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Related tasks

[Uninstalling Scanner Software - Windows](#)

[Uninstalling Scanner Software - OS X](#)

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:
 - Make sure the paper separation lever is in the lower position.
 - Remove the originals, fan the edges to separate the sheets, if necessary, and reload them.
 - Load only originals that meets the specifications for your scanner.
 - Clean inside the scanner and replace the roller assembly kit, if necessary.
- If you see a double feed error in the Epson Scan window or the Document Capture Pro window (Windows only), start Epson Scan, select **Configuration**, select the **Detect Double Feed** setting, and select **Standard** as the Paper Thickness setting. If the error persists, deselect the **Detect Double Feed** setting.

Note: For OS X, only Epson Scan displays double feed errors. Document Capture for OS X does not include this setting.

Parent topic: [Solving Scanning Problems](#)

Related references

[Page Separation Lever](#)

Related tasks

[Loading Originals in the Input Tray](#)

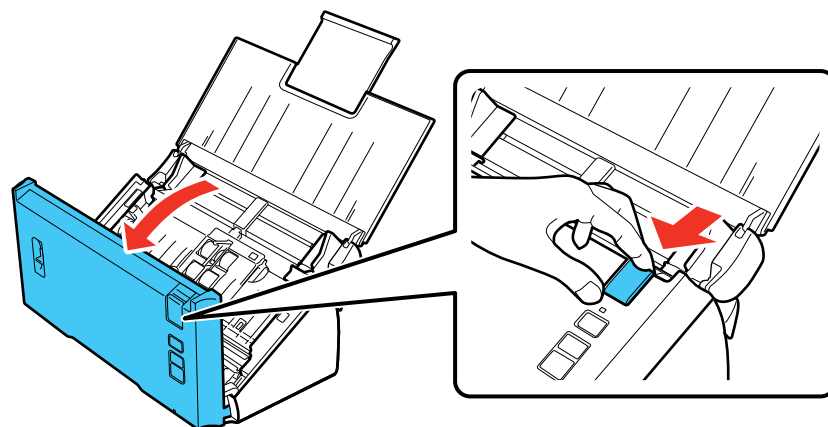
[Loading Plastic Cards in the Input Tray](#)

[Loading Special Documents](#)
[Cleaning Your Scanner](#)
[Replacing the Scanner Rollers](#)
[Scanning with Epson Scan](#)

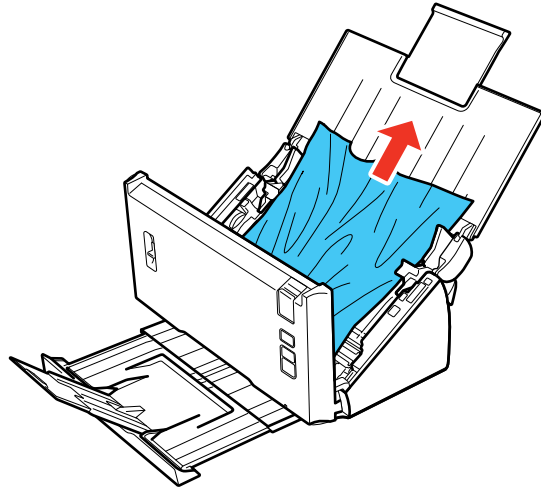
Original Jams in Scanner

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

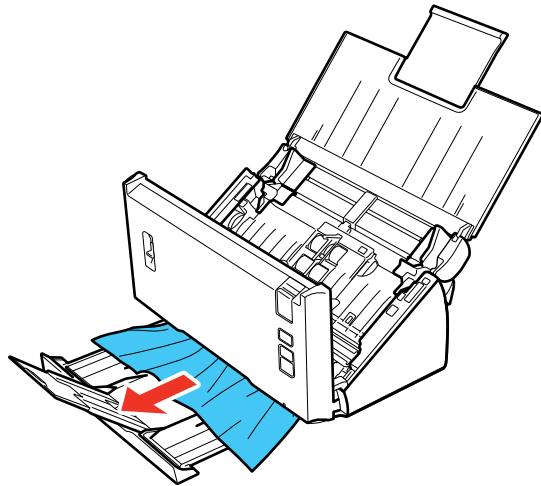
1. Turn off your scanner.
2. Remove all originals from the input tray.
3. Pull down the cover open lever and open the scanner cover.



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.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Loading Originals in the Input Tray](#)

[Loading Plastic Cards in the Input Tray](#)

[Loading Special Documents](#)

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.
- 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 (Windows). See your virus protection or security software instructions for details. The TWAIN.log file is saved in the following locations:
 - **Windows XP:** C:\Documents and Settings\user name\Local Settings\Temp
 - **Windows (other versions):** C:\Users\user name\AppData\Local\Temp

Parent topic: [Solving Scanning Problems](#)

Related references

[Windows System Requirements](#)

[Mac System Requirements](#)

Solving Network Interface Unit Problems

If you have problems scanning using the optional Network Interface Unit, try these solutions:

- Make sure the Network Interface Unit is securely connected to the network or your computer and the scanner with a working cable.
- Make sure your scanning software is installed correctly and that you have selected the correct settings for the program you are using.
- Check that the IP address for the scanner is correct in the Epson Scan Settings utility.

- If you are scanning with Document Capture Pro (Windows) or Document Capture (OS X), check the following:
 - Make sure the Group settings are the same as the Network Interface Unit settings. See the Document Capture Pro or Document Capture Help utility, and the Network Interface Unit *User's Guide* for details.
 - With Windows, make sure the program is not being blocked by a network firewall. If so, you can unblock the EEventManager Application program in the Windows security settings; see Windows help for details.

Parent topic: [Solving Problems](#)

Related tasks

[Setting Up Network Scanning](#)

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 Edges are Cropped](#)

Parent topic: [Solving Problems](#)

Back of Original Image Appears in Scanned Image

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

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Available Image Adjustments](#)

Related tasks

[Scanning with Epson Scan](#)

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.
- Adjust these Epson Scan settings (if available) and try scanning again:
 - Select the **Text Enhancement** setting.
 - Adjust the **Threshold** setting.
 - Increase the **Resolution** setting.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Available Image Adjustments](#)

Related tasks

[Scanning with Epson Scan](#)

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

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

- Make sure your original is straight.
- Adjust these Epson Scan settings (if available) and try scanning again:
 - Select **Text Enhancement**
 - Select the correct **Image Type** setting
 - Adjust the **Threshold** setting
- Set the scanning resolution between 200 and 600 dpi.
- If you are using OCR software, check the manual for any additional adjustments.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related references

[Available Image Adjustments](#)

Related tasks

[Scanning with Epson Scan](#)

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 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

[Available Image Adjustments](#)

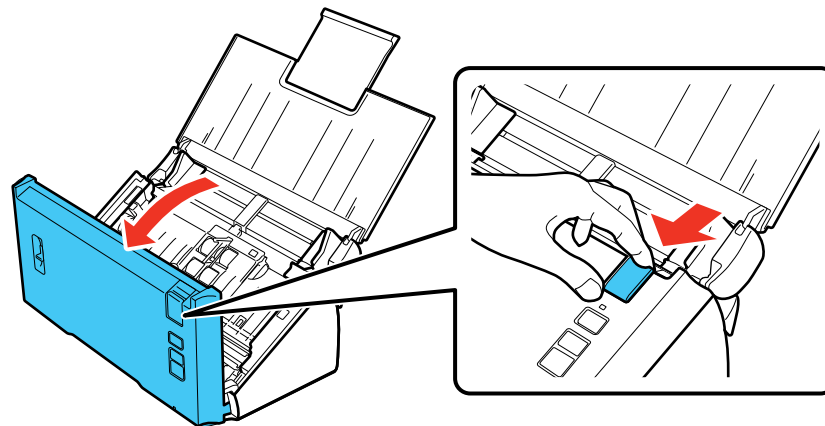
Related tasks

[Scanning with Epson Scan](#)

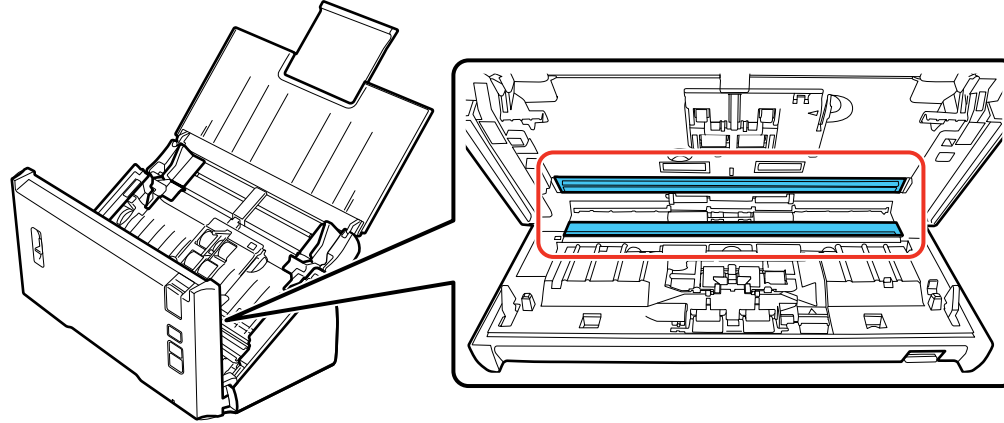
Spots or Lines Appear in All Scanned Images

If spots or lines appear in all your scanned images, follow these steps to clean the scanner glass:

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. Wipe off any stains on the glass scanning surfaces using a soft, dry cloth.



Note: If the glass surfaces are 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 scanning surfaces. Be careful not to place too much force on the glass.

6. Close the scanner cover.

7. Plug in the AC adapter.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Cleaning Inside Your Scanner](#)

Scanned Image Edges are Cropped

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

- Select **Auto Detect** as the Size setting (Epson Scan) or the Document Size setting (Document Capture Pro or Document Capture).

- Adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting in Epson Scan.
- **Document Capture Pro (Windows)**: Select **Detailed Settings** from the Scan window. Click **Configuration** and select the **Document** tab. Adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.
- **Document Capture (OS X)**: Open the **Scan** menu and select **Display the EPSON Scan Setup Screen**. Click the  Scan button. Select **Main Settings** from the Scan window. Click **Configuration** and select the **Document** tab. Adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.

Parent topic: [Solving Scanned Image Quality Problems](#)

Related tasks

[Scanning with Epson Scan](#)

[Scanning with Document Capture Pro and Document Capture](#)

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 - OS X](#)

Parent topic: [Solving Problems](#)

Uninstalling Scanner Software - Windows

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

1. Turn off the scanner.
2. Disconnect any interface cables.
3. Do the following to uninstall each of your scanning software programs, then follow any on-screen instructions:
 - **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 or Windows Vista**: 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**.
 - **Windows XP**: Open the Windows **Control Panel** utility. Double-click **Add or Remove Programs**. Select the scanner software program and click **Change/Remove**.

4. 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 - OS X

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.

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

1. To download the Uninstaller utility, visit the Epson download site ([U.S. downloads](#) or [Canadian downloads](#)).
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.

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.) or epson.ca/support (Canada) for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or email 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) 276-4382, 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) or epson.ca (Canadian sales). You can also purchase accessories from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766).

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 products. Please go to [this site](#) for information on how to return your products for proper disposal.

[Windows System Requirements](#)

[Mac System Requirements](#)

[General Specifications](#)

[Dimension Specifications](#)

[Electrical Specifications](#)

[Environmental Specifications](#)

[USB Interface Specifications](#)

[Safety and Approvals Specifications](#)

Windows System Requirements

Make sure your system meets these requirements before using it with your scanner.

System	Microsoft Windows 8.x, Windows 7, Windows Vista, Windows XP Home Edition, Windows XP Professional Edition, Windows XP Professional x64 Edition
Interface	External USB port (Type A)
Display	Color monitor with 800 × 600 resolution or higher and 24-bit color (Full Color)

Parent topic: [Technical Specifications](#)

Mac System Requirements

Make sure your system meets these requirements before using it with your scanner.

System	OS X 10.9.x, 10.8.x, 10.7.x, 10.6.x (Fast user switching on OS X is not supported.)
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Interface	Macintosh USB
Display	Color monitor with 800 × 600 resolution or higher and millions of colors

Note: Epson Scan does not support the UNIX File System (UFS) for OS X. Install Epson Scan on a disk or in a partition that does not use UFS.

Parent topic: [Technical Specifications](#)

General Specifications

Scanner type	Sheet feed, one pass duplex color scanner
Photoelectric device	1 line CMOS Contact Image Sensor (CIS)
Effective pixels	5,100 × 21,600 pixels at 600 dpi
Document size	Windows maximum: 8.5 × 36.0 inches (215.9 × 914.4 mm) OS X maximum: 8.5 × 16.5 inches (215.9 × 420.1 mm) Minimum: 2.0 × 2 inches (52 × 50.8 mm)
Paper input	Facedown loading
Paper output	Facedown ejection
Paper capacity	50 sheets of paper at 21 lb (80 g/m ²) weight
Scanning resolution	600 dpi (main scan) 600 dpi with Micro Step (sub scan)
Output resolution	50-1200 dpi (in 1 dpi increments)
Image data	16 bits per pixel per color internal 1 to 8 bits per pixel per color external
Interface	One Hi-Speed USB port
Light source	RGB LED

Parent topic: [Technical Specifications](#)

Dimension Specifications

Height	6.1 inches (154.0 mm)
Width	11.7 inches (297.0 mm)
Depth	6.0 inches (152.0 mm)
Weight	Approx. 5.5 lb (2.5 kg)

Note: Dimensions do not include projecting parts.

Parent topic: [Technical Specifications](#)

Electrical Specifications

Scanner

Note: Check the label on the scanner and the AC adapter for voltage information. Power consumption varies depending on operating conditions or whether an option is installed.

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

AC Adapter

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

Rated output voltage	DC 24 V
Rated output current	1.37 A

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 (non-condensing)	Operating: 10 to 80% RH Storage: 10 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](#)

USB Interface Specifications

Interface type	Universal Serial Bus Specification Revision 2.0
Electrical standard	Full Speed mode (12 Mbits per second) and Hi-Speed mode (480 Mbits per second) of Universal Serial Bus Specification Revision 2.0
Connector type	One Type B port

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

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 products. Please go to [this site](#) for information on how to return your products for proper disposal.

[Important Safety Instructions](#)

[Restrictions on Copying](#)

[Default Delay Times for Power Management for Epson Products](#)

[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. The product will not operate properly if it is tilted at an angle.
- 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, scanner, or scanner option 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.

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](#)

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