

DS-30000/DS-32000 User's Guide

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DS-30000/DS-32000 User's Guide

Welcome to the DS-30000/DS-32000 *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](#)

[Scanner Position \(DS-32000\)](#)

[Feed Selector Lever](#)

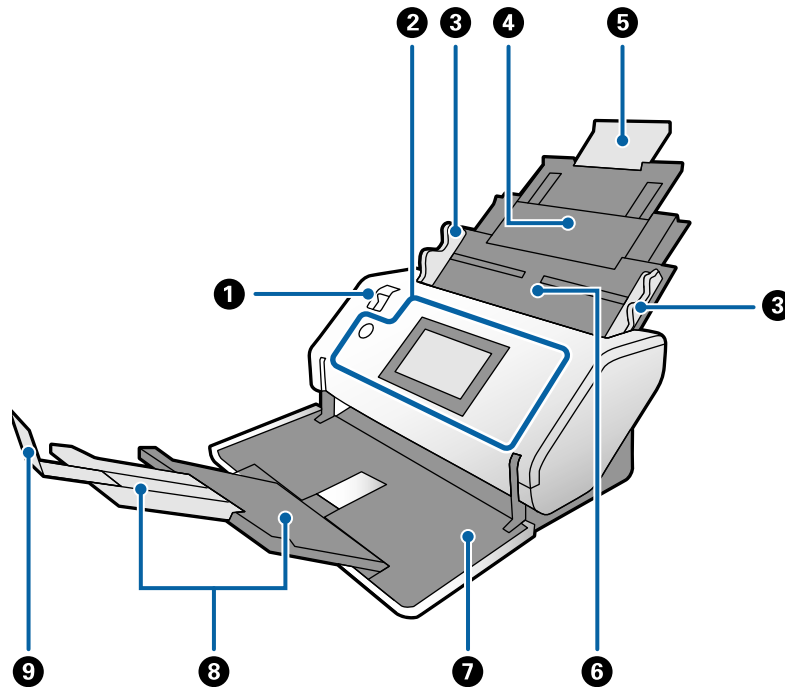
[Moving the Scanner](#)

[Using the Control Panel](#)

[User Replaceable Epson Scanner Parts and Accessories](#)

[Using Power Saving Settings](#)

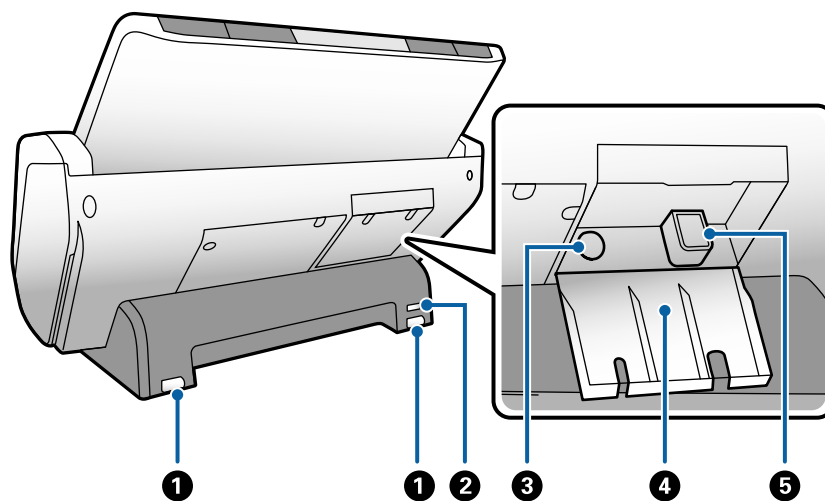
Scanner Parts



1 Feed selector lever

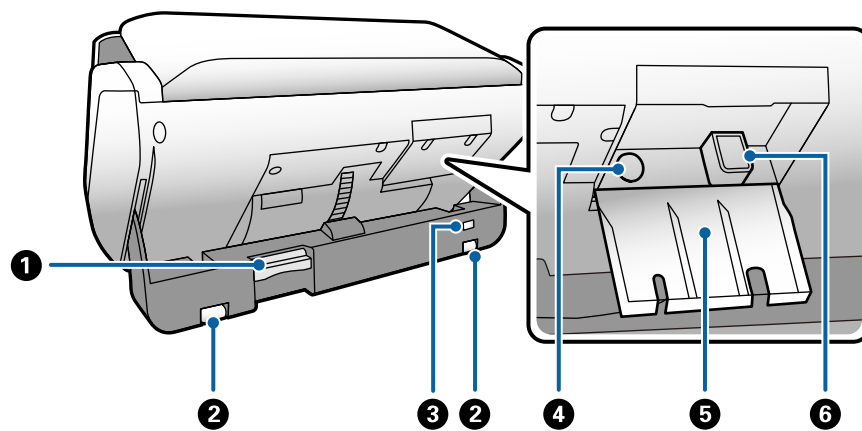
- 2 Control panel
- 3 Edge guides
- 4 Input tray
- 5 Input tray extension
- 6 ADF (Automatic Document Feeder)
- 7 Output tray
- 8 Output tray extensions
- 9 Stopper

DS-30000

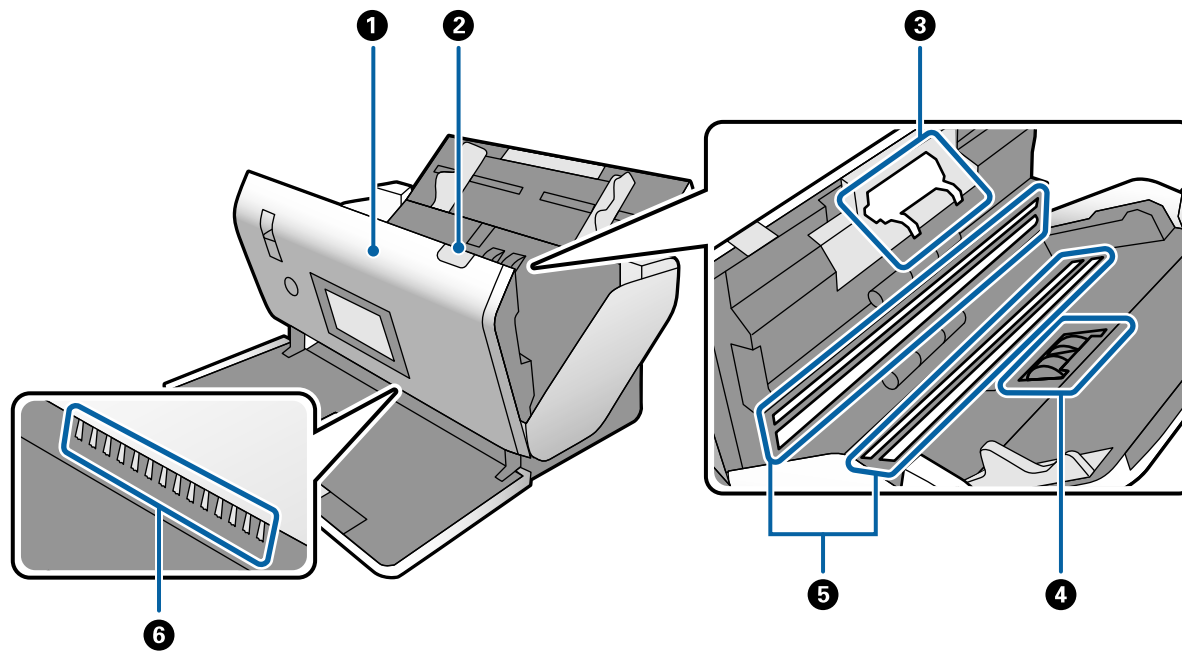


- 1 Rollers
- 2 Kensington security slot
- 3 Power inlet
- 4 Cable cover
- 5 USB port

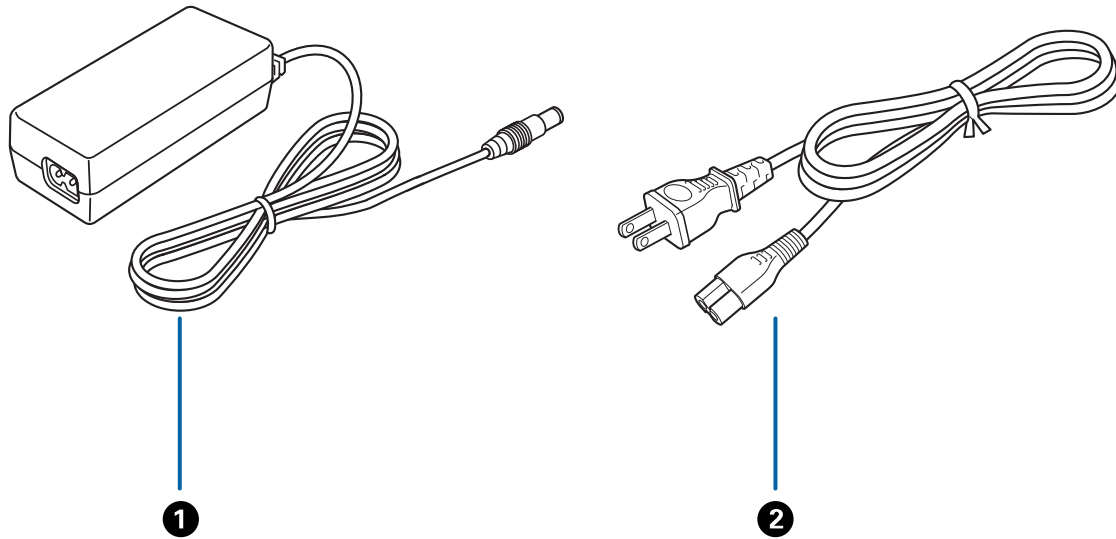
DS-32000



- 1 Position release lever
- 2 Rollers
- 3 Kensington security slot
- 4 Power inlet
- 5 Cable cover
- 6 USB port



- 1 Scanner cover
- 2 Cover open lever
- 3 Separation rollers
- 4 Pickup rollers
- 5 Photo sensor (glass)
- 6 Anti-static brush



- 1 AC adapter
- 2 Power cord

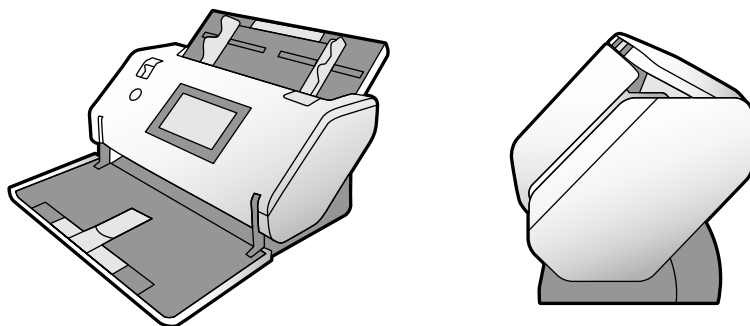
Parent topic: [Scanner Basics](#)

Scanner Position (DS-32000)

The scanner has multiple scanning positions, depending on the amount and type of scanning you are doing. You can place the scanner in Normal Mode to scan regular documents or Delicate Mode to either scan fragile documents or use automatic scanning. The scanner can also be put in Storage Mode when not in use.

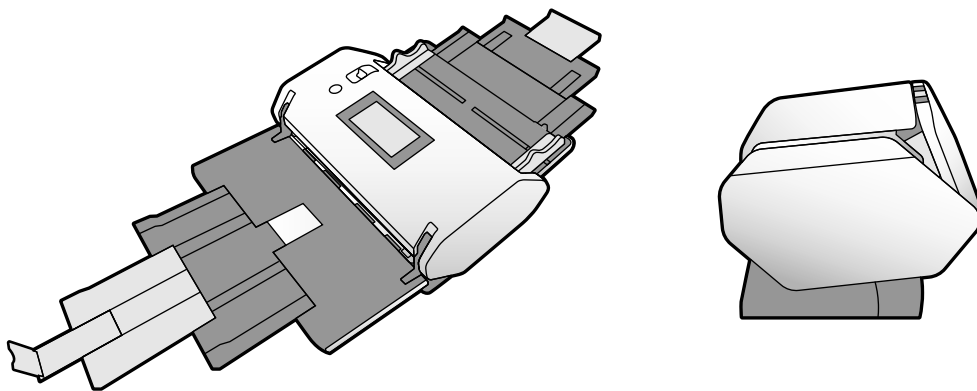
Normal Mode

When the scanner is in Normal Mode, you can scan a large amount of documents at high speed.



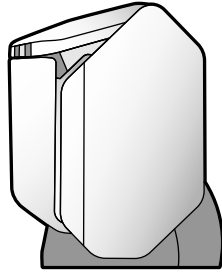
Delicate Mode

When the scanner is in Delicate Mode, the input tray capacity is reduced, and you can scan delicate or fragile documents. Scanning in automatic mode is also possible in this position.



Storage Mode

When the scanner is in Storage Mode, the output tray is locked into position and the scanner is as compact as possible.



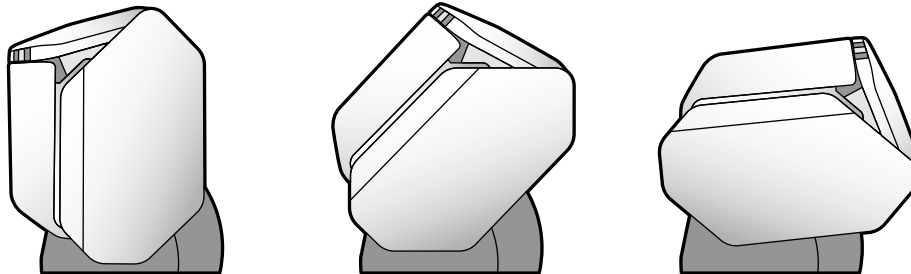
Changing the Scanner Position (DS-32000)

Parent topic: [Scanner Basics](#)

Changing the Scanner Position (DS-32000)

You can change the scanner position between Storage Mode, Normal Mode, and Delicate Mode depending on what types of originals you want to scan.

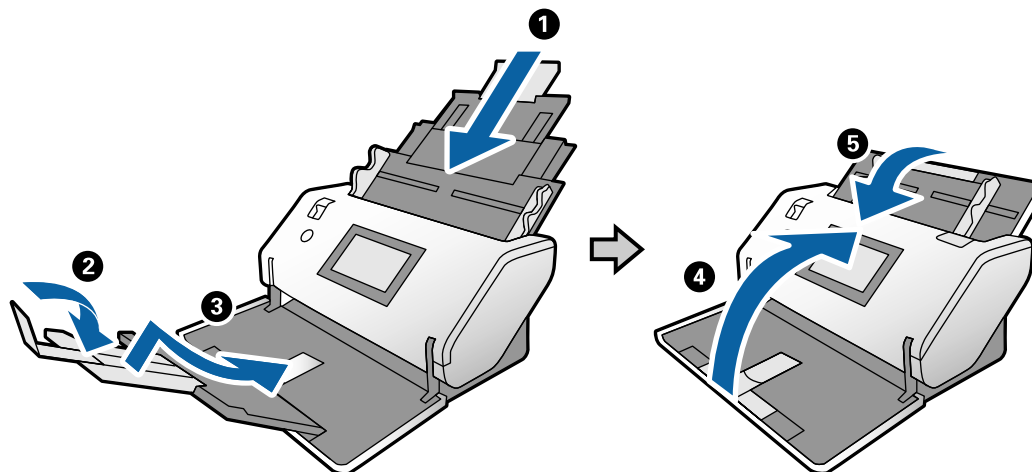
Changing the scanner position from Normal Mode to Storage Mode turns off the power and locks the output tray. Changing from Storage Mode to Normal Mode turns on the power and unlocks the output tray.



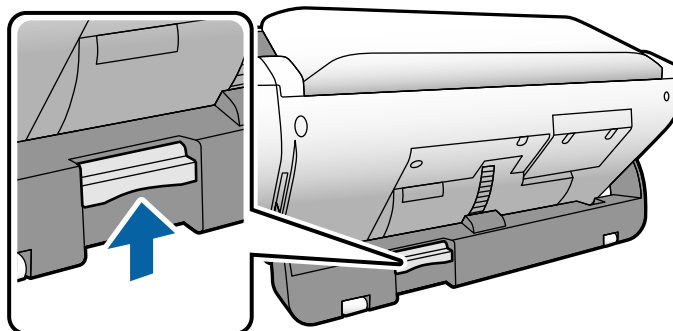
- 1 Storage Mode (power off and output tray locked)
- 2 Normal Mode (power on and output tray unlocked)
- 3 Delicate Mode (for scanning thin paper; reduced input tray capacity)

Note: When the scanner is in Storage Mode, the power turns off and the output tray is locked in position.

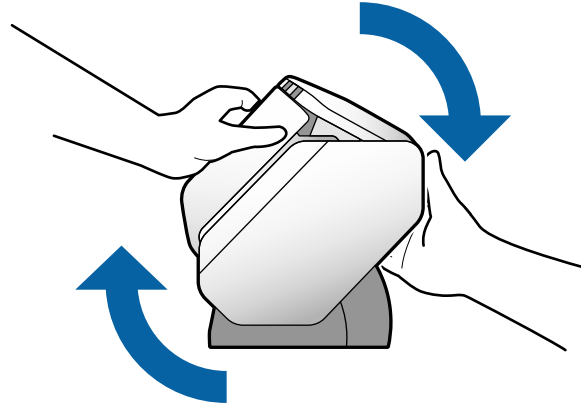
1. Close the input and output trays.



2. Lift the position selector lever on the back of the scanner.

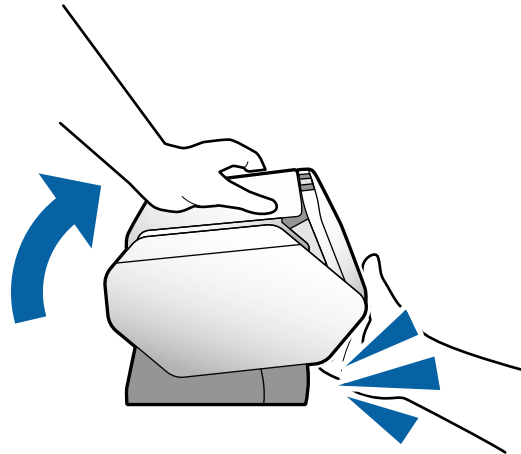


3. Rotate the scanner to the new position.



Note: Do not touch the antistatic brush underneath the output tray.

4. Release the lever and make sure the scanner locks into place.



5. Depending on the position of the feed selector lever, the LCD screen may prompt you to move the lever to the correct position. In Delicate Mode, you can also use the  icon to rotate the LCD screen.

Parent topic: [Scanner Position \(DS-32000\)](#)

Related references

[Feed Selector Lever](#)

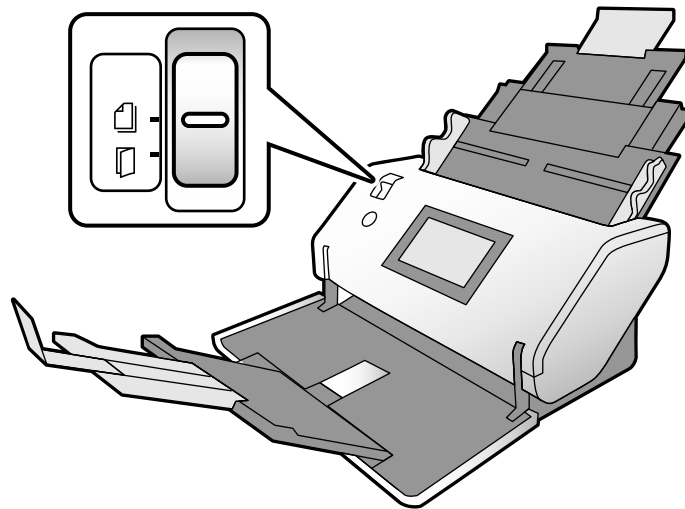
Related tasks

[Rotating the Control Panel \(DS-32000\)](#)

Feed Selector Lever

The feed selector lever adjusts the width of the scanner's document path to accommodate different types of originals.

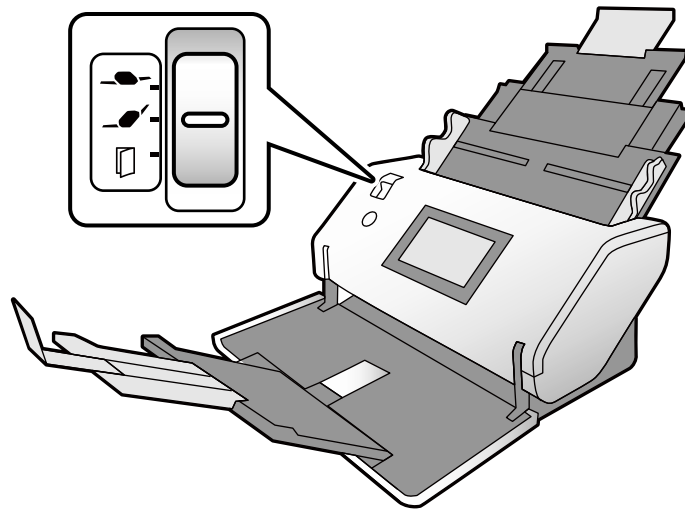
DS-30000



-  **Normal Feed:** Use this position when batch scanning plain paper, envelopes, plastic cards (without embossing) and the carrier sheet.
-  **Manual Feed:** Use when feeding originals one at a time, or when scanning large originals, plastic cards with embossing, passport carrier sheets, or booklets.

Note: In the Manual Feed position, the double feed detection function is disabled. If more than one original is loaded, the product will feed multiple originals at the same time, and may not scan all content. Use the Normal Feed position to scan a stack of originals.

DS-32000



-  **Delicate Feed:** Use this position with the scanner in Delicate Mode to feed multiple delicate or fragile items with less force.
-  **Normal Feed:** Use this position when scanning plain paper, envelopes, plastic cards (without embossing) and the carrier sheet.
-  **Manual Feed:** Use when feeding originals one at a time, or when scanning special originals such as originals folded in half, plastic cards with embossing, passport carrier sheets, or booklets.
When used with the scanner in Delicate Mode, you can use the carrier sheet to scan the special originals listed above.

Note: In the Manual Feed position, the double feed detection function is disabled.

Parent topic: [Scanner Basics](#)

Related tasks

[Changing the Scanner Position \(DS-32000\)](#)

[Loading Originals in the Input Tray](#)

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

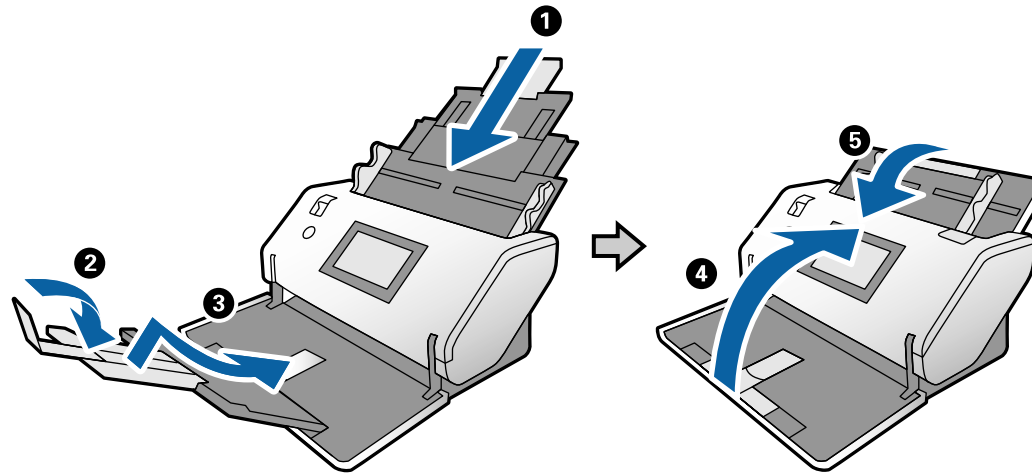
[Loading Special Originals](#)

Moving the Scanner

You can use the rollers underneath the scanner to easily move the scanner on a surface.

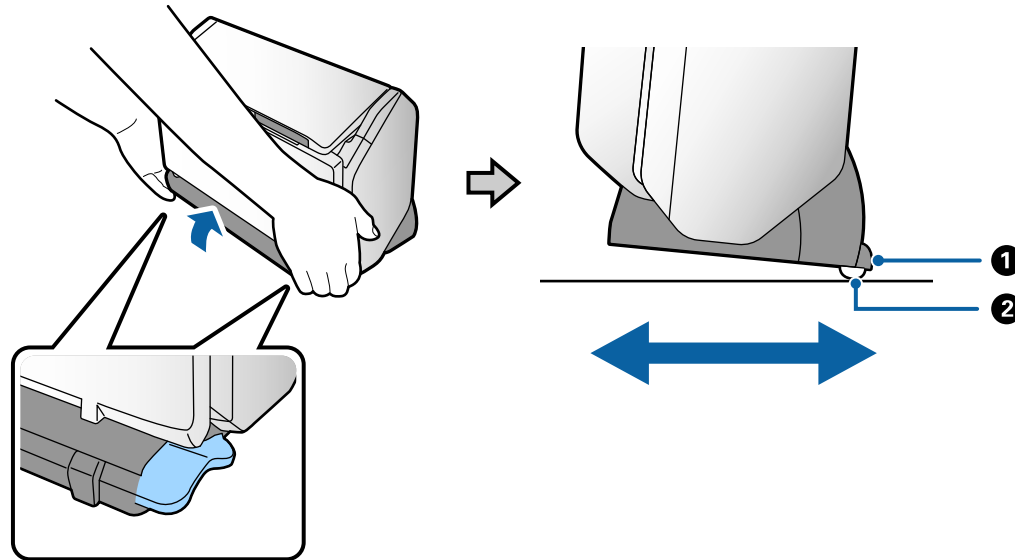
Note: When the scanner is in Storage Mode, the power turns off and the output tray is locked in position.

1. Turn off the scanner and remove all cables.
2. Close the input and output trays.



Note: Make sure you close the output tray securely.

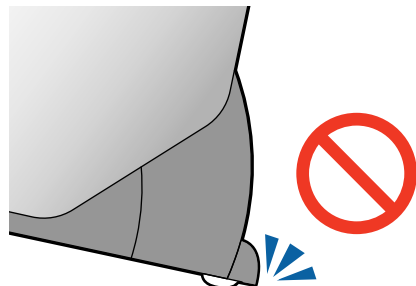
3. Lift the scanner slightly from the front as shown below and roll it to the new location. Hold the scanner by the designated positions and do not let the scanner fall off the desk.



- 1 Roller cover
2 Roller

Note: Do not touch the antistatic brush underneath the output tray.

Note: Do not lift too far or the rear of the scanner may scrape the surface.



Parent topic: [Scanner Basics](#)

Using the Control Panel

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

[Control Panel Buttons and Lights](#)

[Changing LCD Screen Language](#)

[Adjusting Control Panel Sounds](#)

[Adjusting the Screen Brightness](#)

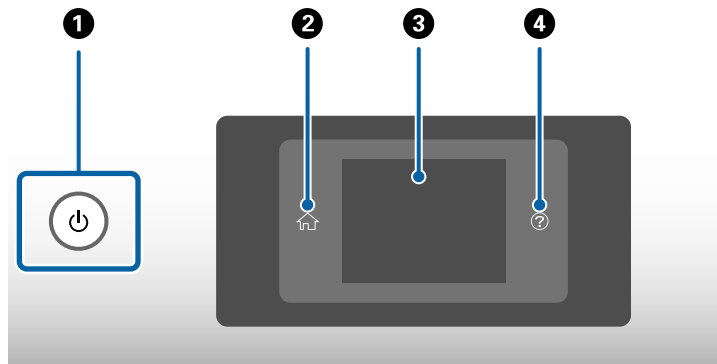
[Entering Characters on the LCD Screen](#)

[Setting a Password and Locking the Control Panel](#)

[Rotating the Control Panel \(DS-32000\)](#)

Parent topic: [Scanner Basics](#)

Control Panel Buttons and Lights



- 1 The  power button and the  power light
- 2 The  home button
- 3 The LCD screen
- 4 The  help button

[Status Icon Information](#)

Parent topic: [Using the Control Panel](#)

Status Icon Information

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

Note: Access to the grayed-out functions is restricted to authorized users. Contact your administrator for more information.

Icons	Description
	Displays the Home screen.
	Indicates whether the Double Feed Detection Skip (DFDS) function is enabled. Press the icon to switch the setting on or off.
	Indicates whether slow mode is enabled. Paper feeding speed is reduced during scanning. Press the icon to switch the setting on or off.
	Indicates that the roller assembly kit needs to be replaced. Press the icon to display the message.
	(DS-32000) Rotates the screen when the scanner is in Delicate Mode. Press the icon to display the Screen Orientation screen.
	Displays additional information or instructions.
	There is a problem with the indicated setting. Press the icon to resolve the problem.

Parent topic: [Control Panel Buttons and Lights](#)

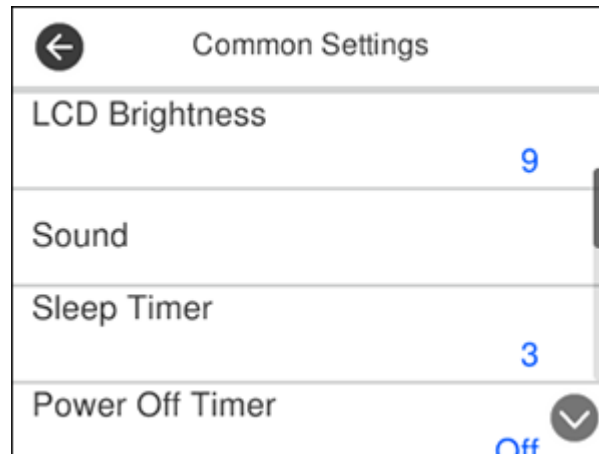
Changing LCD Screen Language

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. Select **Settings**.
3. Select **Common Settings**.

You see a screen like this:



4. Scroll down and select **Language**.
5. Select a language.

Parent topic: [Using the Control Panel](#)

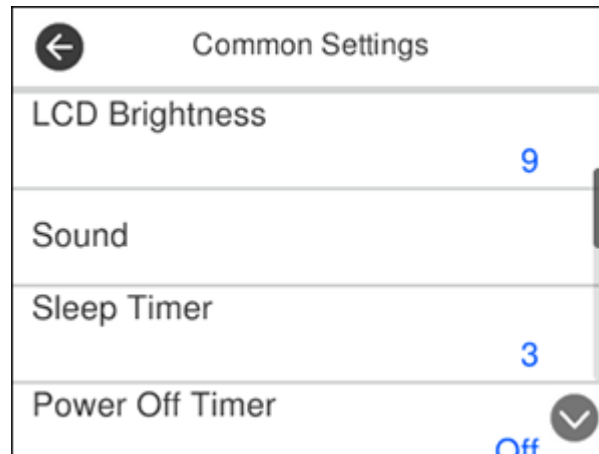
Adjusting Control Panel Sounds

You can adjust the sound level heard when you press buttons on the control panel.

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. Select **Settings**.
3. Select **Common Settings**.

You see a screen like this:



4. Select **Sound**.
5. Select **Button Press**.
6. Press the – or + icons to decrease or increase the sound.
7. Select **OK** to exit.

Note: You can also adjust the sound level for the **Error Notice** function. You cannot adjust the power on or power off sounds.

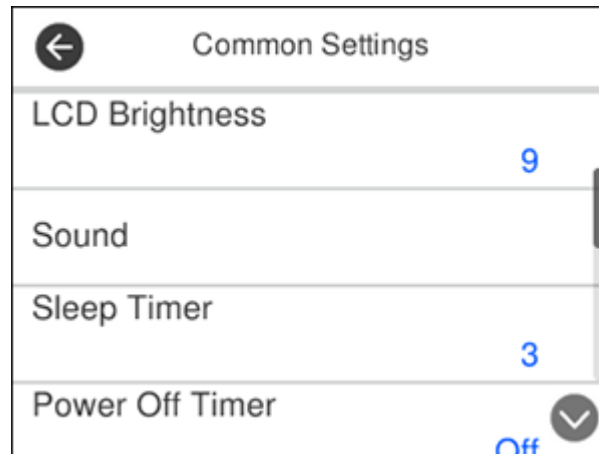
Parent topic: [Using the Control Panel](#)

Adjusting the Screen Brightness

You can adjust the brightness of the LCD screen.

1. Press the  home button, if necessary.
2. Select **Settings**.
3. Select **Common Settings**.

You see a screen like this:



4. Select **LCD Brightness**.
5. Press the – or + icons to decrease or increase the brightness.
6. Select **OK** to exit.

Parent topic: [Using the Control Panel](#)

Entering Characters on the LCD Screen

Follow these guidelines to enter characters for passwords and other settings.



- To move the cursor, select the left or right arrows.
- To change the case of letters, select .
- To enter numbers or symbols, select .
- To change the keyboard layout, select .
- To enter a frequently used domain address or URL, select .
- To delete the previous character, select .
- To enter a space, select .

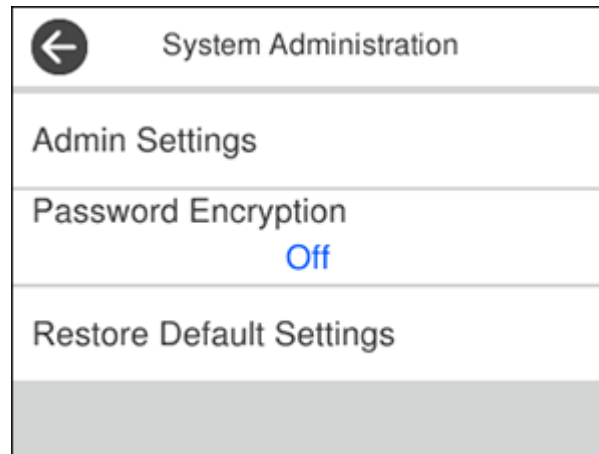
Parent topic: [Using the Control Panel](#)

Setting a Password and Locking the Control Panel

You can set an administrator password to lock the following settings and prevent them from being changed:

- Scan settings
 - System Administration settings
1. Press the  home button, if necessary.
 2. Select **Settings**.
 3. Scroll down and select **System Administration**.

You see a screen like this:



4. Select **Admin Settings**.
5. Select **Admin Password**.
6. Select **Register**.

You see a screen like this:



7. Use the displayed keyboard to enter a password and select **OK**.
8. Enter your password again to confirm.

Note: Keep a copy of your password in a safe place.

9. Select **OK**.
10. Turn **Lock Setting** on.

When the control panel is locked, you must enter the password to access any of the locked settings.

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

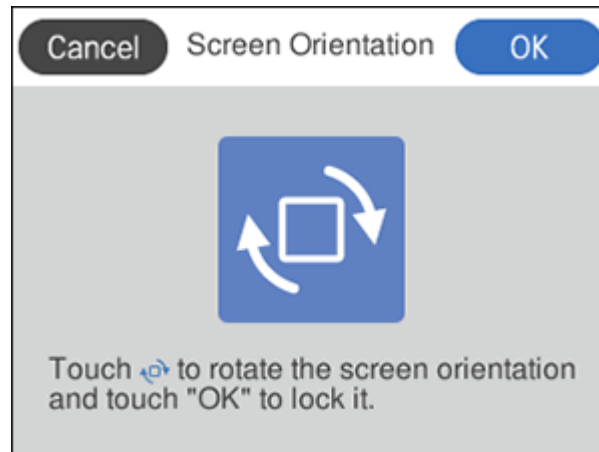
Parent topic: [Using the Control Panel](#)

Rotating the Control Panel (DS-32000)

When the scanner is in Delicate Mode, you can use the  icon to rotate the LCD screen so the scanner can be used in a sideways orientation.

1. With the scanner in Delicate Mode, press the  home button, if necessary.
2. Press the  icon.

You see a screen like this:



3. Press the  icon to rotate the screen.
4. Select **OK** to exit.

Parent topic: [Using the Control Panel](#)

Related tasks

[Changing the Scanner Position \(DS-32000\)](#)

User Replaceable Epson Scanner Parts and Accessories

You can purchase genuine Epson accessories at epson.com (U.S. sales), epson.ca (Canadian sales), or latin.epson.com (Latin American 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
Cleaning kit	B12B819291
Passport carrier sheet	B12B819651
Replacement separation roller	B12B819631
Replacement pickup roller	B12B819611

Parent topic: [Scanner Basics](#)

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 Settings](#)

Parent topic: [Scanner Basics](#)

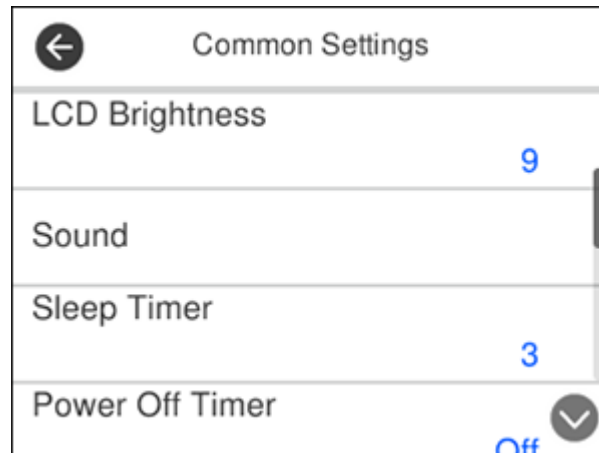
Changing the Sleep Timer Settings

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.

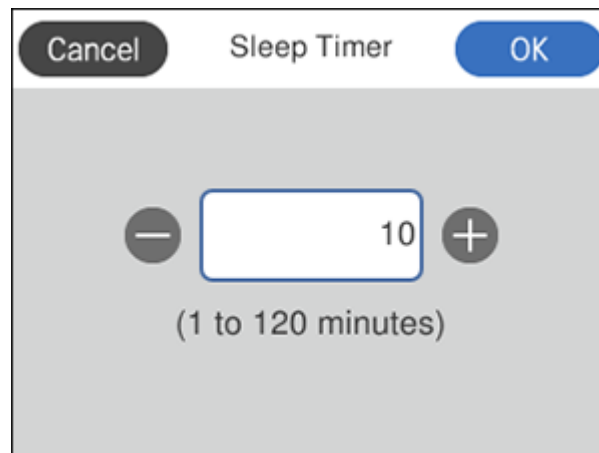
1. Press the  home button, if necessary.
2. Select **Settings**.
3. Select **Common Settings**.

You see a screen like this:



4. Select **Sleep Timer**.

You see a screen like this:



5. Do one of the following:
 - Press the – or + icon to decrease or increase the number of minutes.
 - Press the number of minutes on the LCD screen, select the number of minutes from the on-screen keypad, and select **OK**.
6. Select **OK**.

Parent topic: [Using Power Saving Settings](#)

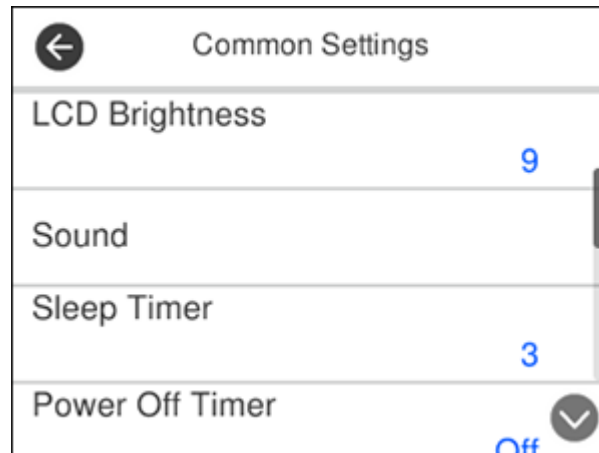
Changing the Power Off Settings

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. Select **Settings**.
3. Select **Common Settings**.

You see a screen like this:



4. Select **Power Off Settings**.

5. To set the amount of time before the scanner turns off when it is inactive, select **Power Off If Inactive** and select a value.
6. To turn the scanner off automatically if the USB connection is disconnected, set **Power Off If Disconnected** to **On**.
7. Press the  home button or select **Close** to exit.

Parent topic: [Using Power Saving Settings](#)

Loading Originals

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

[Input and Output Tray Positions](#)

[Loading Originals in the Input Tray](#)

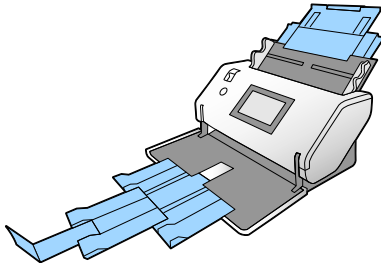
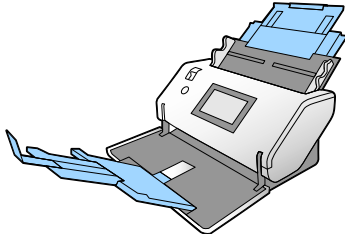
[Loading Plastic and Laminated Cards in the Input Tray](#)

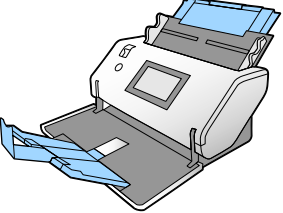
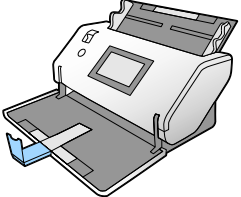
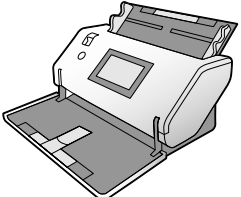
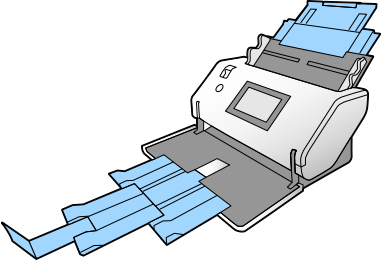
[Loading Special Originals](#)

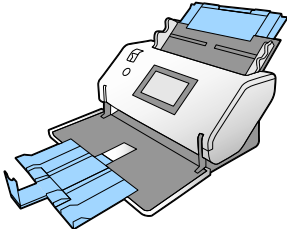
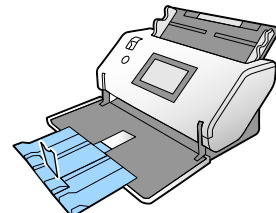
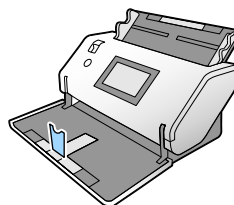
Input and Output Tray Positions

Based on the type and size of the scanned originals, extend the input and output trays to the suggested position shown in the tables below. If the originals fall from the tray, raise the stopper. Depending on the length of the originals, adjust the position of the stopper as necessary.

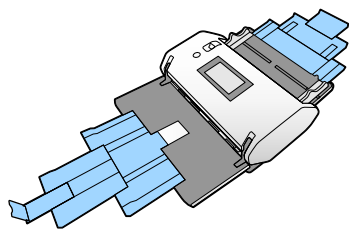
Normal Mode

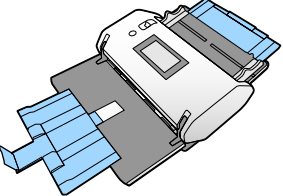
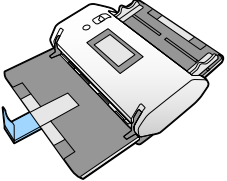
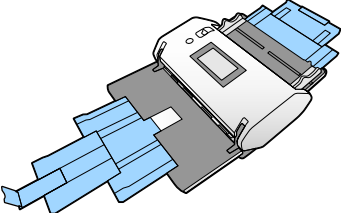
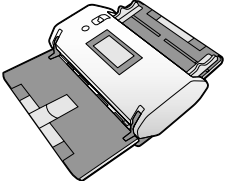
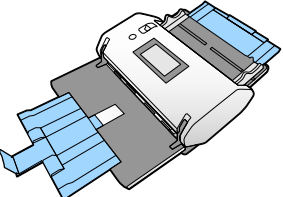
Type of Original	Tray Position
A3 (11.7 × 16.5 inches [297 × 420 mm]) with fold lines (Originals with a crease in the middle or binding fold)	
Legal (8.5 × 14 inches [216 × 356 mm]) to A3 (11.7 × 16.5 inches [297 × 420 mm])	

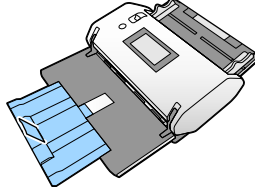
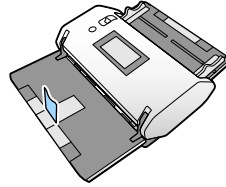
Type of Original	Tray Position
Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) (portrait orientation)	
Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) (landscape orientation)	
Long paper	
Large size original (A2 (16.5 × 23.4 inches [420 × 594 mm]) folded in the center) A4 (8.3 × 11.7 inches [210 × 297 mm])-sized carrier sheet	

Type of Original	Tray Position
Booklets (A4-size in a two-page spread)	
Passports (in a passport carrier sheet)	
Laminated card Plastic card	

Delicate Mode (DS-32000)

Type of Original	Tray Position
A3 (11.7 × 16.5 inches [297 × 420 mm]) with fold lines Legal (8.5 × 14 inches [216 × 356 mm]) to A3 (11.7 × 16.5 inches [297 × 420 mm]) A3 (11.7 × 16.5 inches [297 × 420 mm]) (thin paper) Large size original (A2 (16.5 × 23.4 inches [420 × 594 mm]) folded in the center)	

Type of Original	Tray Position
Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) (portrait orientation)	
Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) (landscape orientation)	
A4 (8.3 × 11.7 inches [210 × 297 mm]) carrier sheet	
Long paper	
Booklets (A4-size in a two-page spread)	

Type of Original	Tray Position
Passports (in a passport carrier sheet)	
Laminated card Plastic card	

Parent topic: [Loading Originals](#)

Loading Originals in the Input Tray

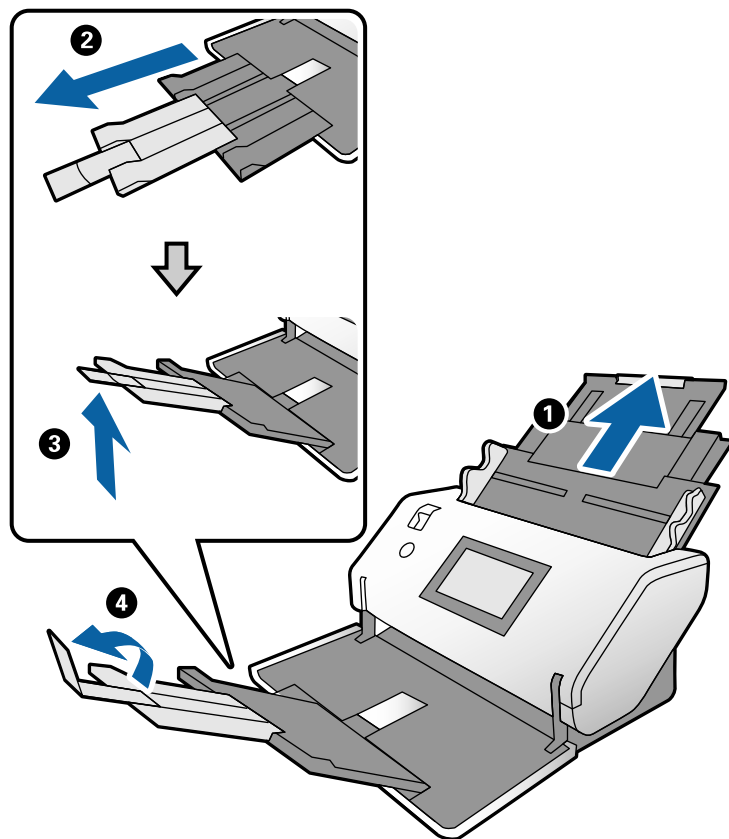
You can load originals that meet the document specifications in the input tray.

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

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.

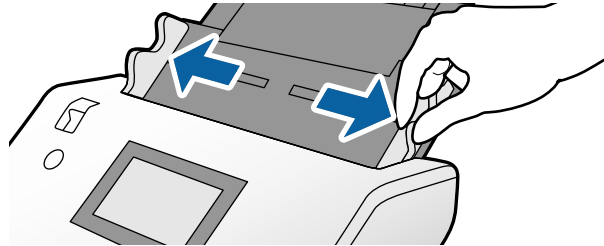
1. Set the feed selector lever to  (DS-30000) or  (DS-32000).
2. Open the input tray and pull up its extension.

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



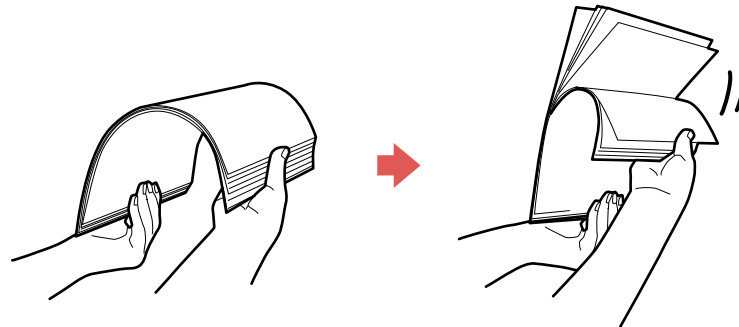
Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

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

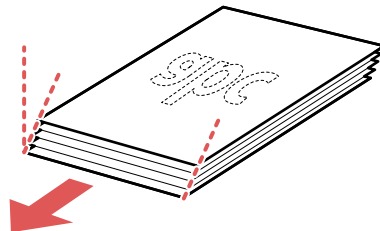


5. If you are loading a multi-page original, fan your stack of originals.

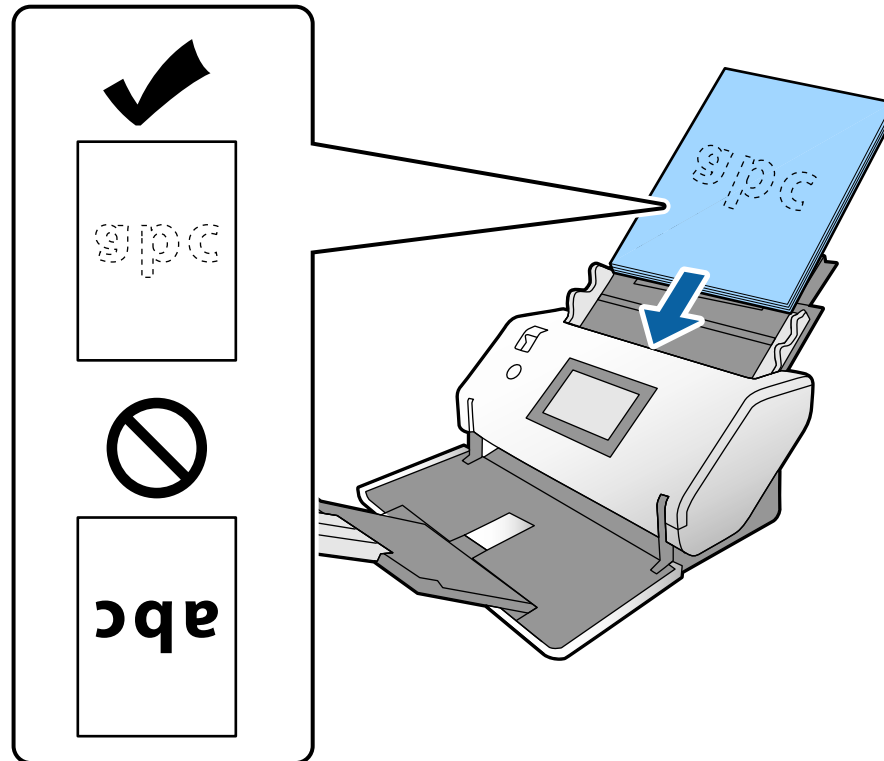
Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, load only one sheet at a time.



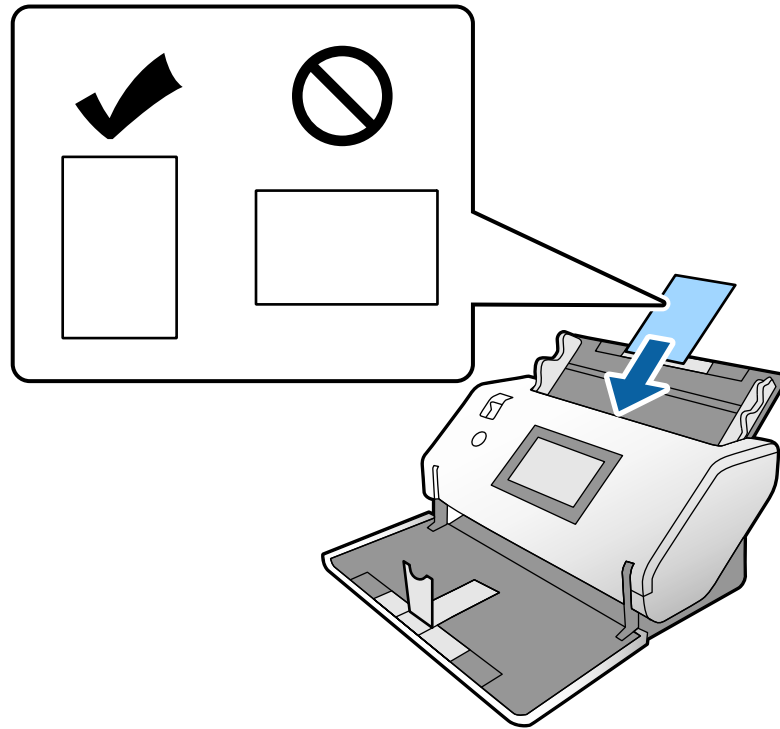
6. Stack the originals with the printed side facing down and slide the stack so the leading edge is at an angle as shown.



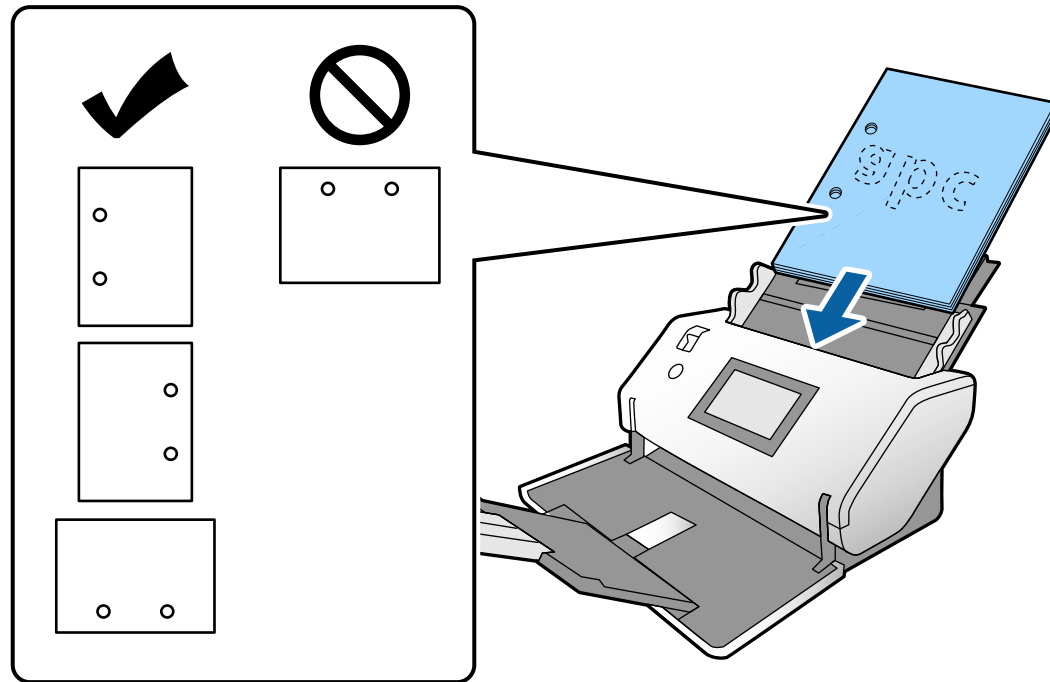
7. Load standard originals into the input tray printed side down and top edge first, and guide them in until they meet resistance.



- If you are loading paper business cards, load up to 36 cards printed side down and short edge first into the input tray vertically, and slide them in until they meet resistance.



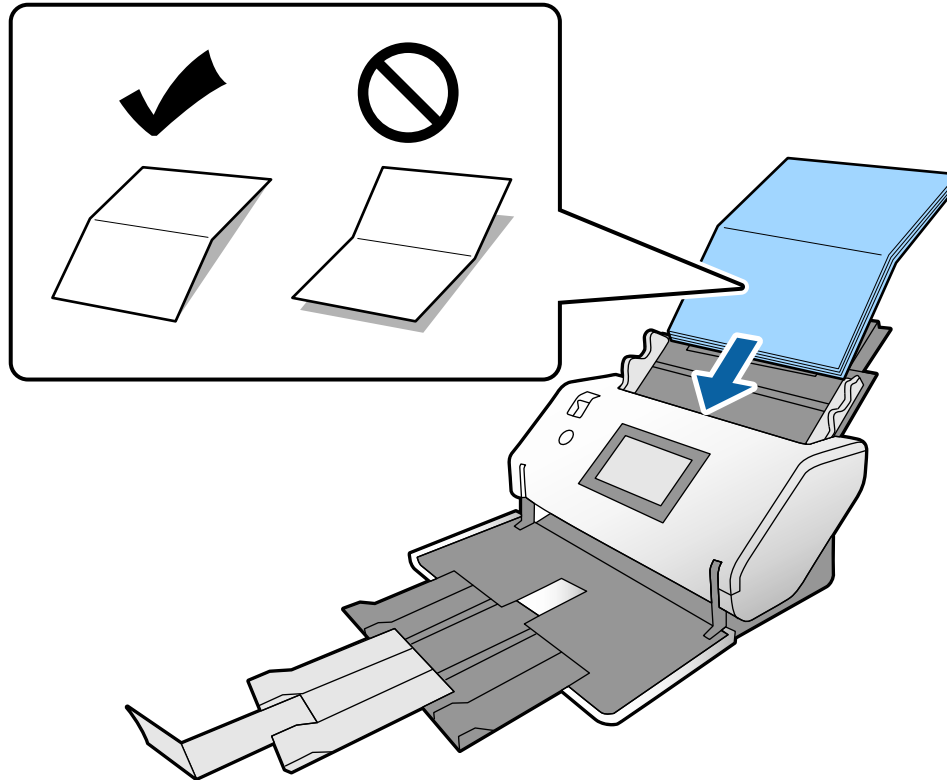
- If you are loading hole-punched originals, load them with the holes facing down or to the side as shown. The holes must be within 1.2 inches (30 mm) of the edge of the originals.



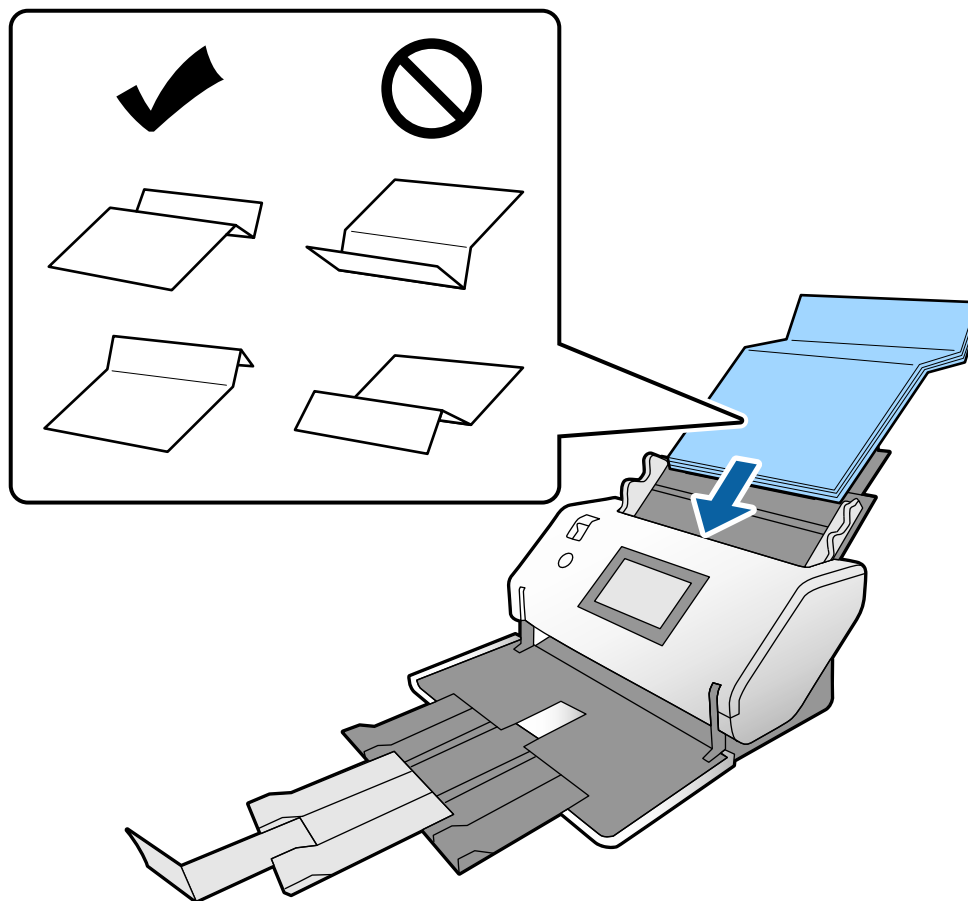
- If you are loading A3 (11.7 × 16.5 inches [297 × 420 mm]) originals with fold lines, load them as shown below.

Note: Depending on the paper type and fold, you may need to lightly press down on the sides of the paper to keep the paper from rising. Do not prevent the paper from being fed into the scanner.

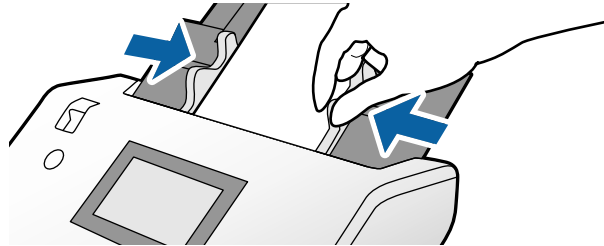
Originals folded in the middle:



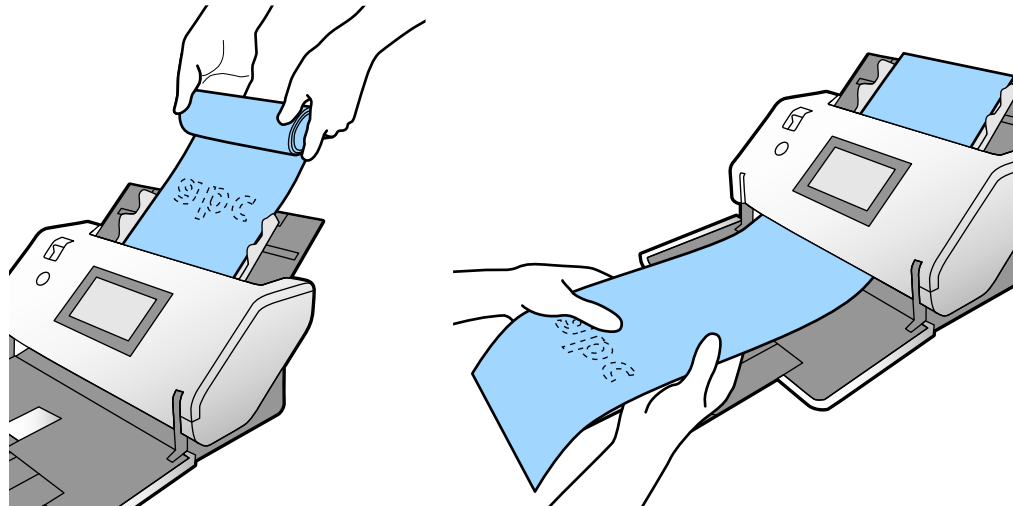
Originals with a binding fold:



8. 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.



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.

If scanning thin or wrinkled paper causes paper jams, slow down the feeding speed by selecting the  icon or **Settings** > **Scanner Settings** > **Slow** > **On** on the LCD screen.

[Loading Thin Paper \(DS-32000\)](#)

[Loading Long Paper](#)

[Loading Large Originals](#)

[Loading Multiple Sizes of Originals in the Input Tray](#)

[Original Document Specifications](#)

Parent topic: [Loading Originals](#)

Related references

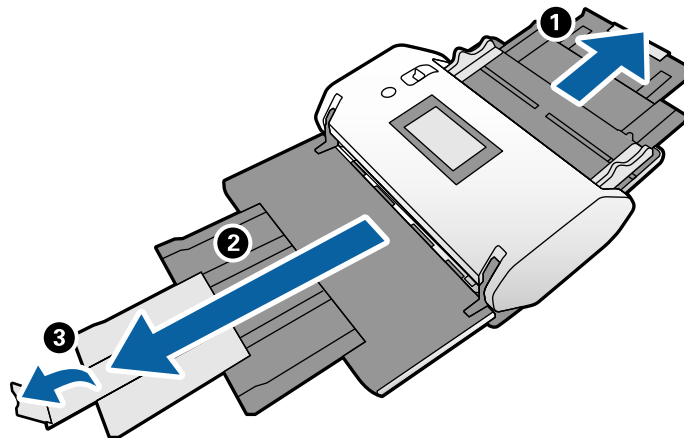
[Input and Output Tray Positions](#)

[Feed Selector Lever](#)

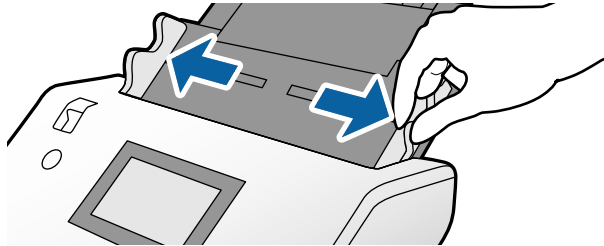
Loading Thin Paper (DS-32000)

You can load thin originals with the scanner in Delicate Mode. Some items may require a carrier sheet. Make sure the original meets the document specifications before loading it.

1. Place the scanner in Delicate Mode.
2. Set the feed selector lever to .
3. Open the input tray and pull up its extension.
4. Pull out the output tray and its extension to the length of the original, and open the stopper if necessary.

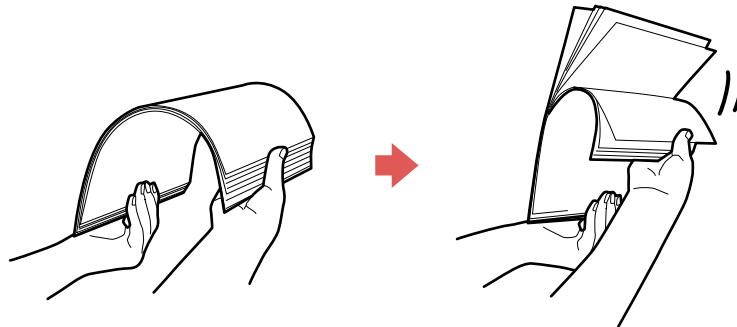


5. Slide the input tray edge guides all the way out.



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

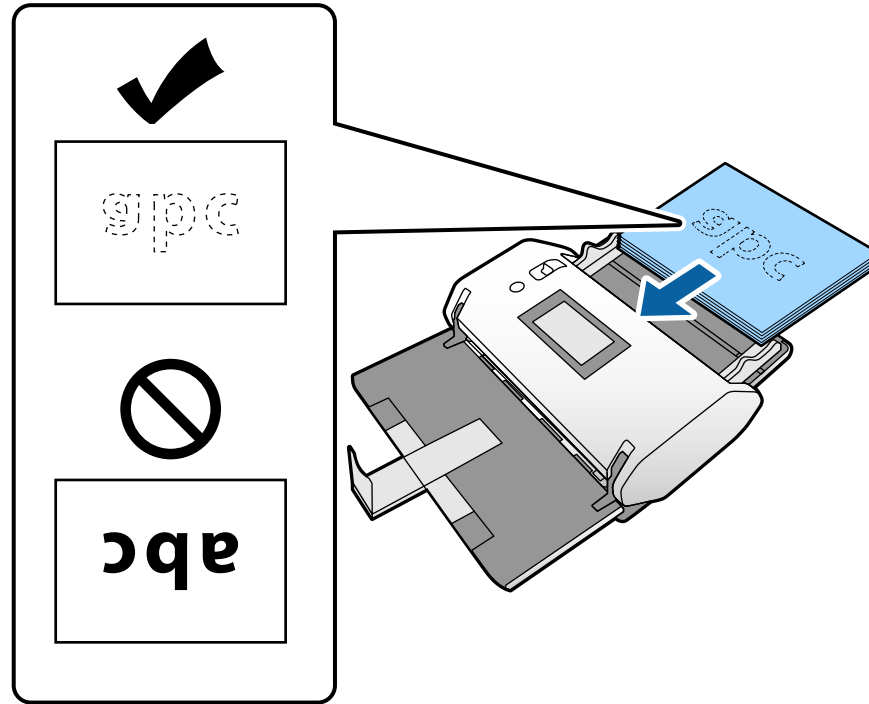
Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, load only one sheet at a time.



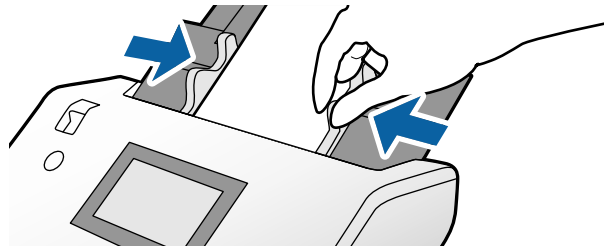
7. Stack the originals with the printed side facing down and slide the stack so the leading edge is at an angle as shown.



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



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



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

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

Related references

[Feed Selector Lever](#)

Related tasks

[Changing the Scanner Position \(DS-32000\)](#)

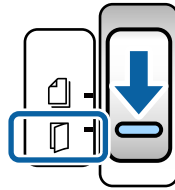
Loading Long Paper

You can load long paper up to 220 inches (5588 mm) long in the input tray. Some items may require a carrier sheet. Make sure the original meets the specifications before loading it.

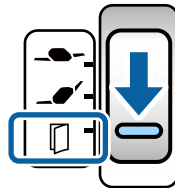
Note: The scanning speed is slower when scanning long paper.

1. Check to make sure that the feed selector lever is in the position shown here.

DS-30000



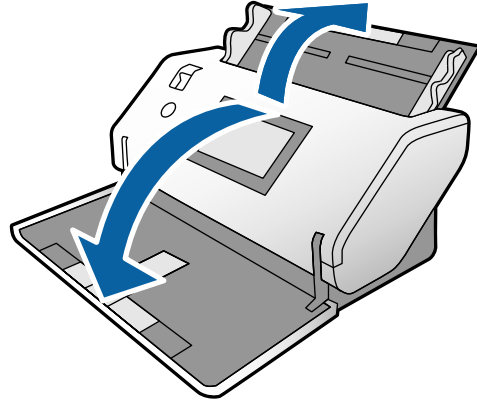
DS-32000



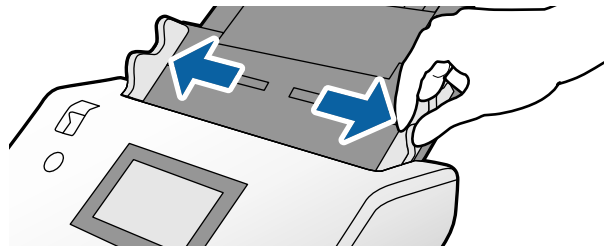
Note: To prevent paper jams, make sure to set the lever back to its original position when scanning standard single- or multi-page originals.

2. Open the input tray.

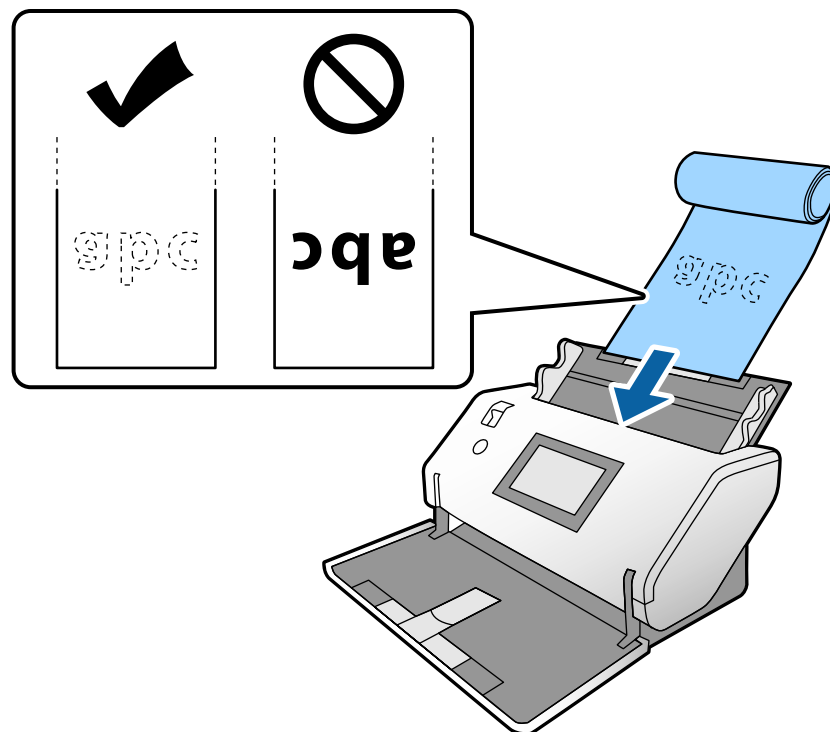
3. Pull out the output tray and its extension, but do not raise the stopper.



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



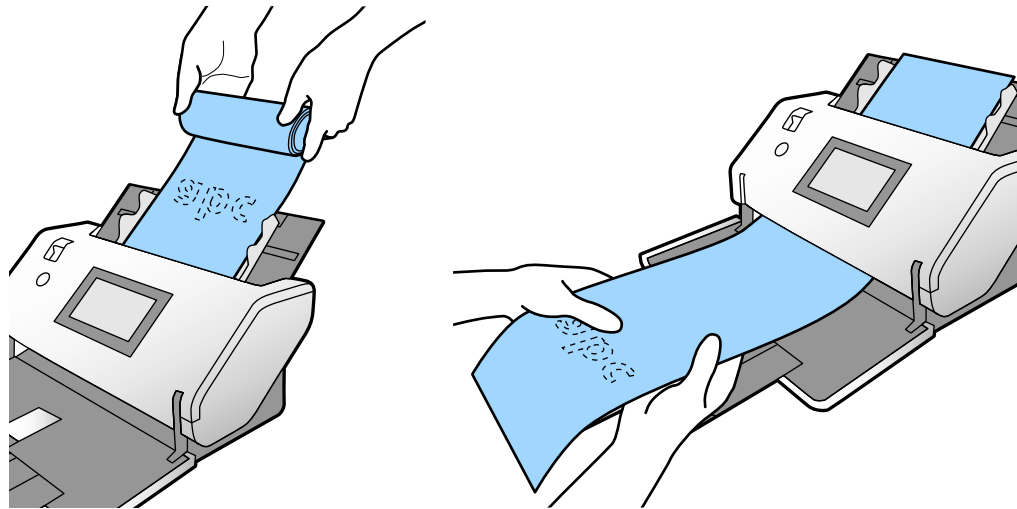
5. Load the original in the input tray as shown until it meets resistance.



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



7. Support the paper at both ends with your hands to prevent it from falling off the ADF, getting jammed, or dropping off the output tray.



Note: You can scan long paper in the following resolutions:

- Approximately 53 inches (1346 mm) or less: up to 600 dpi
- Approximately 215 inches (5461 mm) or less: up to 300 dpi
- Approximately 220 inches (5588 mm) or less: up to 200 dpi

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

Related references

[Input and Output Tray Positions](#)

[Feed Selector Lever](#)

[Original Document Specifications](#)

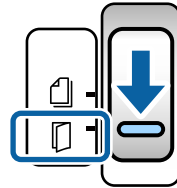
Loading Large Originals

You can load large originals up to A2 (16.5 × 23.4 inches [420 × 594 mm]) size. Make sure the original meets the specifications before loading it.

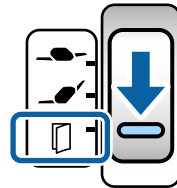
Note: Originals larger than A3 (11.7 × 16.5 inches [297 × 420 mm]) must be folded in half. You can scan both sides of the original and stitch the images together using Document Capture Pro or Epson Scan 2.

1. Check to make sure that the feed selector lever is in the position shown here.

DS-30000



DS-32000

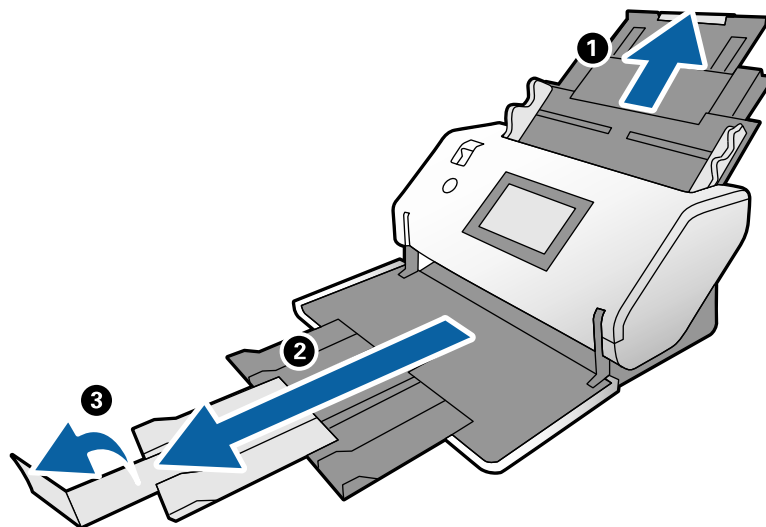


Note: To prevent paper jams, make sure to set the lever back to its original position when scanning standard single- or multi-page originals.

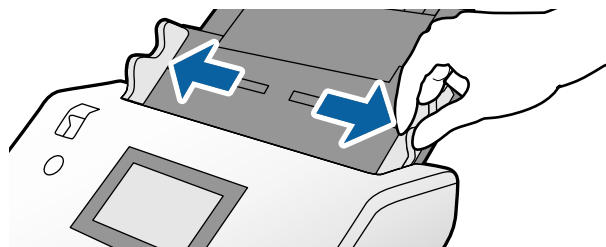
Note: If you shift the scanner to Delicate Mode and use a carrier sheet, you can put the feed selector lever in the  position (DS-32000).

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

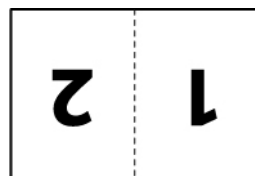
3. Pull out the output tray and its extension, and open the stopper.



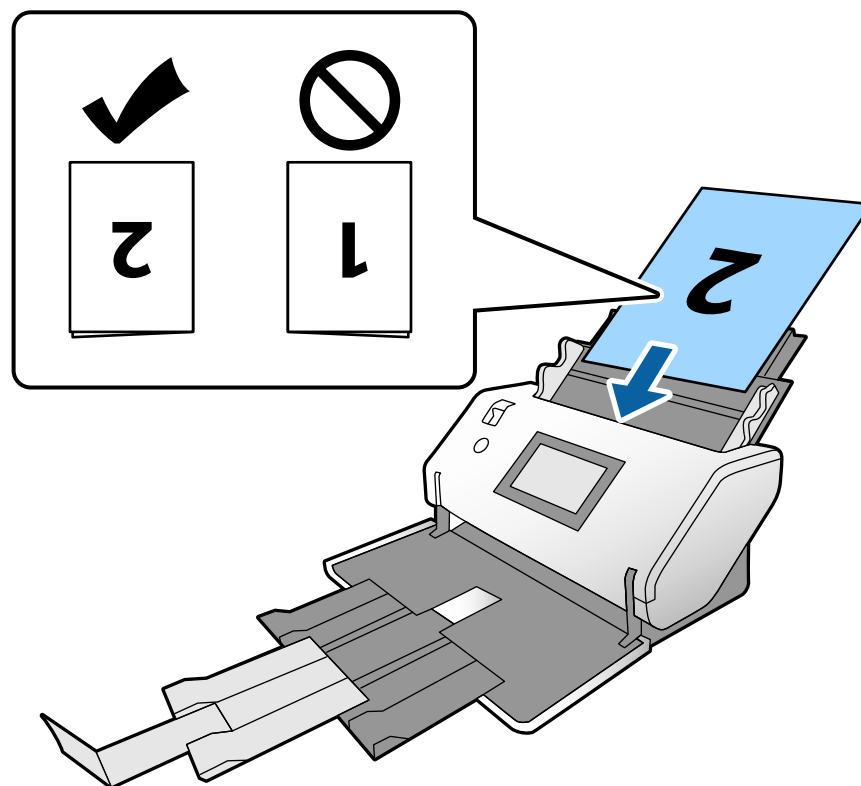
4. Slide the input tray edge guides all the way out.



5. Fold the original in half so that the side to be scanned is facing out.



6. Load the folded original in the input tray with the second page facing up as shown.



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



Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2 when scanning folded originals. To combine the scanned images, you will have to specify **Double-Sided** as the **Scanning Side** setting and select **Left & Right** as the **Stitch Images** setting in Epson Scan 2.

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

Related references

[Input and Output Tray Positions](#)

[Feed Selector Lever](#)

[Original Document Specifications](#)

[Additional Scanning Settings - Main Settings Tab](#)

Related tasks

[Scanning Two Originals onto One Sheet \(Stitching Images\) - Windows](#)

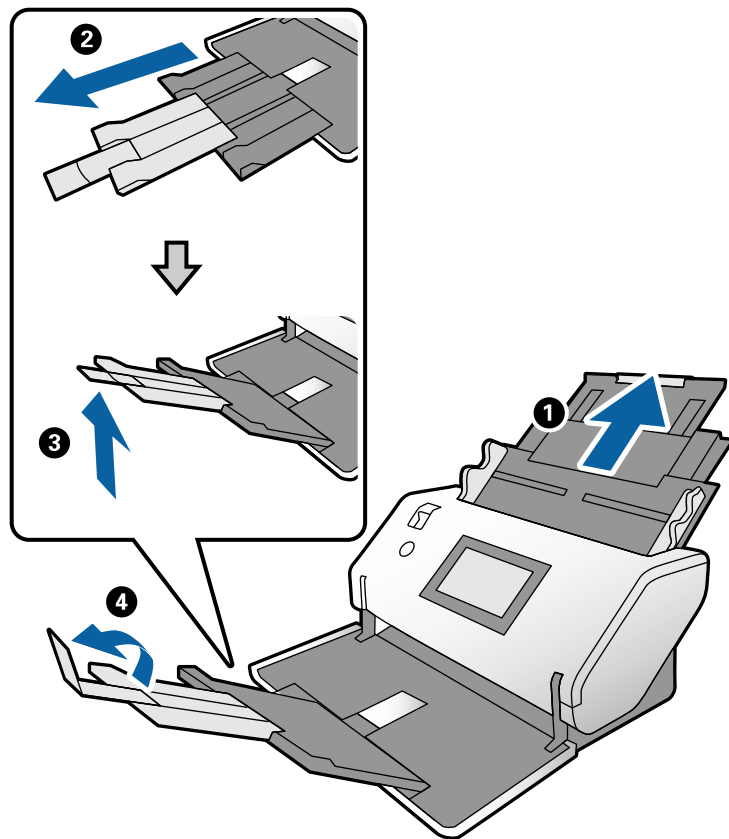
Loading Multiple Sizes of Originals in the Input Tray

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.

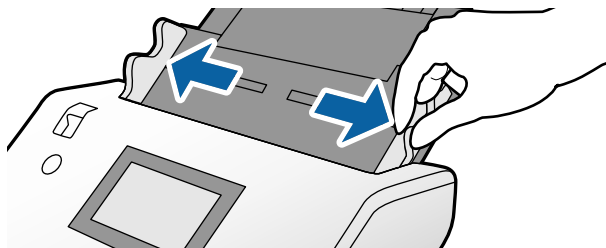
1. Set the feed selector lever to  (DS-30000) or  (DS-32000).
2. Open the input tray and pull up its extension.

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

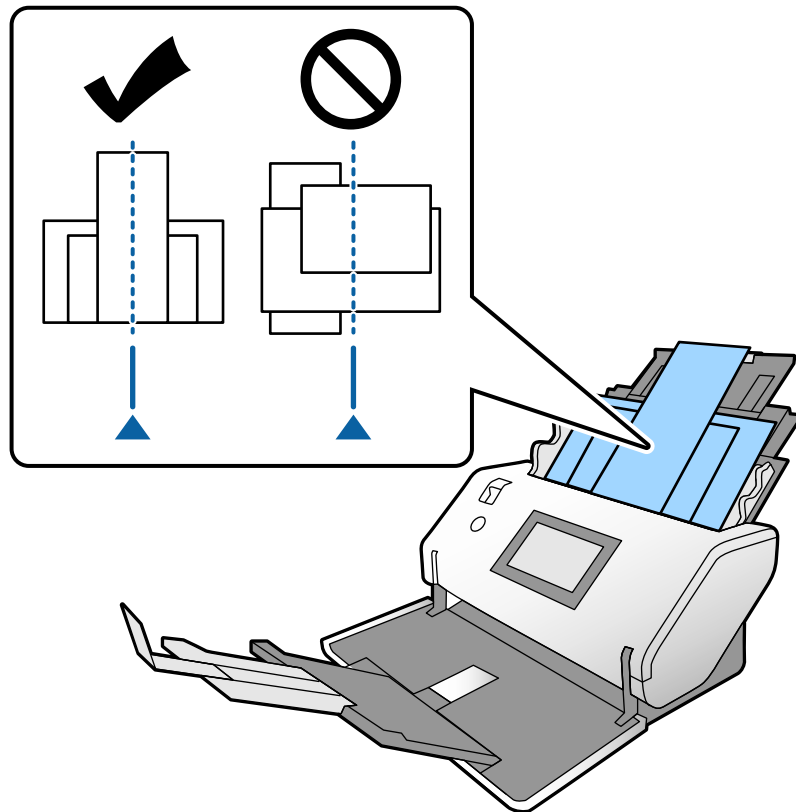


Note: If you are loading originals that are 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

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



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



6. Slide the edge guides against the edges of the widest original.
7. 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 the  icon or **Settings > Scanner Settings > Slow > On** on the LCD screen.

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

Related references

[Input and Output Tray Positions](#)

[Feed Selector Lever](#)

[Original Document Specifications](#)

Original Document Specifications

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

DS-30000/DS-32000 (Normal Mode)

Note: The following table lists the capacity when the scanner is in Normal Mode and the feed selector position is in the  (DS-30000) or  (DS-32000) position. If the feed selector is in the  position, originals should be manually fed one at a time.

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/m ²)	7 lb (27 g/m ²): 120 sheets
	A4 (8.3 × 11.7 inches [210 × 297 mm])		21 lb (80 g/m ²): 120 sheets
	A5 (5.8 × 8.2 inches [148 × 210 mm])		24 lb (90 g/m ²): 100 sheets
	A6 (4.1 × 5.8 inches [105 × 148 mm])		28 lb (104 g/m ²): 85 sheets
	B5 (7.2 × 10.1 inches [182 × 257 mm])		34 lb (127 g/m ²): 63 sheets
	B6 (5 × 7.2 inches [128 × 182 mm])		42 lb (157 g/m ²): 51 sheets
	A8 (2.1 × 2.9 inches [52 × 74 mm])*	34 to 110 lb (127 to 413 g/m ²)	56 lb (209 g/m ²): 39 sheets
			68 lb (256 g/m ²): 31 sheets
			110 lb (413 g/m ²): 19 sheets
			Loading capacity may vary depending on the paper type.
	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/m ²)	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 68 lb (27 to 256 g/m ²)	21 lb (80 g/m ²): 80 sheets 24 lb (90 g/m ²): 67 sheets 28 lb (104 g/m ²): 57 sheets 34 lb (127 g/m ²): 41 sheets 42 lb (157 g/m ²): 34 sheets 56 lb (209 g/m ²): 26 sheets 68 lb (256 g/m ²): 21 sheets Loading capacity may vary depending on the paper type.
Plain paper Fine paper Recycled paper	A3 (11.7 × 16.5 inches [297 × 420 mm])	7 to 68 lb (27 to 256 g/m ²)	7 lb (27 g/m ²): 60 sheets 21 lb (80 g/m ²): 60 sheets 24 lb (90 g/m ²): 50 sheets 28 lb (104 g/m ²): 43 sheets 34 lb (127 g/m ²): 31 sheets 42 lb (157 g/m ²): 25 sheets 56 lb (209 g/m ²): 19 sheets 68 lb (256 g/m ²): 15 sheets Loading capacity may vary depending on the paper type.

Paper type	Paper size	Paper weight	Loading capacity
Long paper	Width: 2 to 12 inches (50.8 to 304.8 mm) Length: 17 to 220 inches (431.8 to 5588 mm)	13 lb (50 g/m ²) to 35 lb (130 g/m ²)	1 sheet (with feed selector in the  position)
Paper business cards	Business cards (2.16 × 3.15 inches [55 × 80 mm])*	Up to 56 lb (210 g/m ²)	36 cards loaded vertically

* A8-size paper and business cards must be loaded vertically. The minimum length is 2.7 inches (69 mm).

DS-32000 (Delicate Mode)

Note: The following table lists the capacity when the feed selector position is in the  position. If the feed selector is in the  position, originals should be manually fed one at a time.

Note: You can load originals of different sizes, paper types, and thicknesses up to this size: A3 (11.7 × 16.5 inches [297 × 420 mm]).

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/m ²)	7 lb (27 g/m ²): 20 sheets
	A4 (8.3 × 11.7 inches [210 × 297 mm])		21 lb (80 g/m ²): 20 sheets
	A5 (5.8 × 8.2 inches [148 × 210 mm])		24 lb (90 g/m ²): 20 sheets
	A6 (4.1 × 5.8 inches [105 × 148 mm])		28 lb (104 g/m ²): 20 sheets
	B5 (7.2 × 10.1 inches [182 × 257 mm])		34 lb (127 g/m ²): 20 sheets
	B6 (5 × 7.2 inches [128 × 182 mm])		42 lb (157 g/m ²): 10 sheets
	A8 (2.1 × 2.9 inches [52 × 74 mm])*	34 to 110 lb (127 to 413 g/m ²)	56 lb (209 g/m ²): 1 sheet
			68 lb (256 g/m ²): 1 sheet
			Loading capacity may vary depending on the paper type.
	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/m ²)	1 sheet
Plain paper Fine paper Recycled paper	Legal (8.5 × 14 inches [216 × 356 mm])	7 to 68 lb (27 to 256 g/m ²)	21 lb (80 g/m ²): 10 sheets
	A3 (11.7 × 16.5 inches [297 × 420 mm])		24 lb (90 g/m ²): 10 sheets
			28 lb (104 g/m ²): 10 sheets
			34 lb (127 g/m ²): 10 sheets
			42 lb (157 g/m ²): 5 sheets
			56 lb (209 g/m ²): 1 sheet
			68 lb (256 g/m ²): 1 sheet
			Loading capacity may vary depending on the paper type.

Paper type	Paper size	Paper weight	Loading capacity
Thin paper	Up to Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm])	5 lb (20 g/m ²) to 7 lb (27 g/m ²)	20 sheets
Long paper	Width: 2 to 12 inches (50.8 to 304.8 mm) Length: 17 to 220 inches (431.8 to 5588 mm)	13 lb (50 g/m ²) to 35 lb (130 g/m ²)	1 sheet (with feed selector in the  position)
Paper business cards	Business cards (2.16 × 3.15 inches [55 × 80 mm])*	Up to 56 lb (210 g/m ²)	36 cards loaded vertically

* A8-size paper and business cards must be loaded vertically. The minimum length is 2.7 inches (69 mm).

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

- Photos
- Booklets that are thicker than 0.08 inch (2 mm) when closed
- Fabric or other non-paper originals
- Originals containing staples or paper clips
- Originals with glue attached
- Ripped originals
- Heavily wrinkled or curled originals
- Transparencies
- Originals with carbon paper backing
- Originals with wet ink
- Originals with attached sticky notes

You can scan A5-sized bound originals that are less than 0.08 inch (2 mm) when closed using manual feed.

You can scan ripped, wrinkled, or curled originals using a carrier sheet (not included).

Do not feed valuable photos, artwork, or important documents into the scanner directly. Misfeeding may wrinkle or damage the original. When scanning these types of originals, use a carrier sheet (not included).

Caution: Be careful when loading the following types of originals, or they may be damaged or may not scan successfully:

- Originals with uneven surfaces, such as embossed documents
- Curled or wrinkled originals
- Perforated originals
- Originals with labels or stickers
- Carbon-less paper
- Ripped, curled, or wrinkled originals
- Coated paper

Warning: Carbon-less paper contains chemical substances that may damage the rollers inside the scanner. Make sure you clean the pickup roller and the separation rollers regularly. Scanning carbon-less paper may reduce the service life of the rollers compared with scanning plain paper.

Note: When attempting to scan these types of originals, note the following:

- Slow down the feeding speed when scanning wrinkled originals, and smooth out the wrinkles if possible
- Use the optional carrier sheet to scan originals that are delicate or wrinkled
- If originals are incorrectly detected as double feeds, set the **DFDS Function** to **On** on the control panel, or select **Off** as the **Detect Double Feed** setting in Epson Scan 2
- Labels or stickers must be firmly adhered to the scanned original with no exposed glue
- Try to flatten curled originals as much as possible

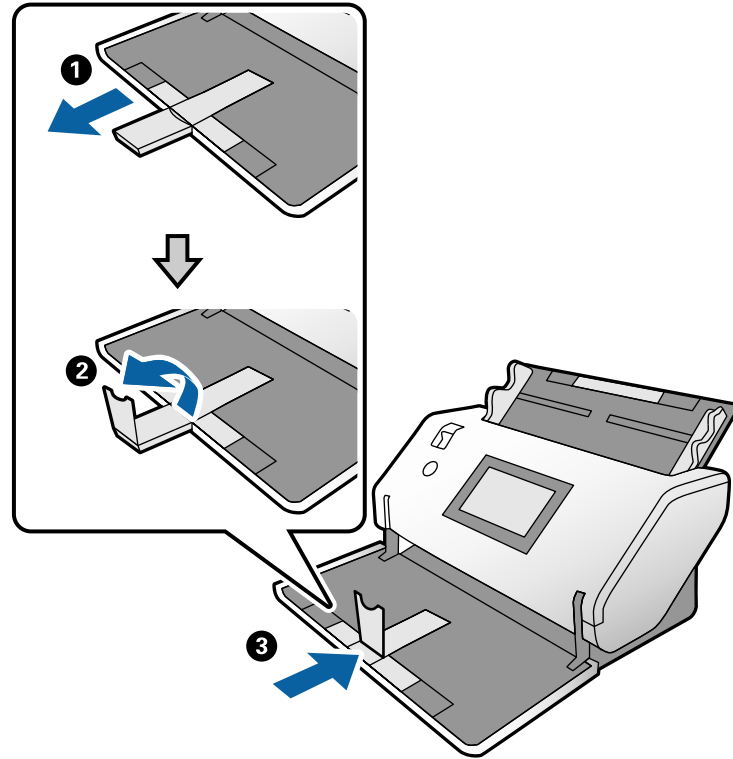
Parent topic: [Loading Originals in the Input Tray](#)

Loading Plastic and Laminated Cards in the Input Tray

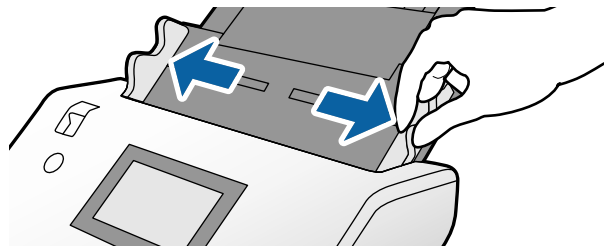
You can load plastic and laminated cards that meet the card specifications in the input tray.

Note: To increase the accuracy of auto size detection when scanning laminated cards, select the **Document Size > Settings > Scan laminated card** setting in Epson Scan 2.

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

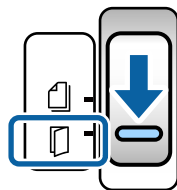


2. Slide the input tray edge guides all the way out.

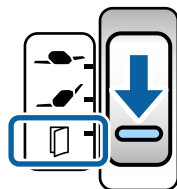


3. Check to make sure that the feed selector lever is in the position shown here.

DS-30000

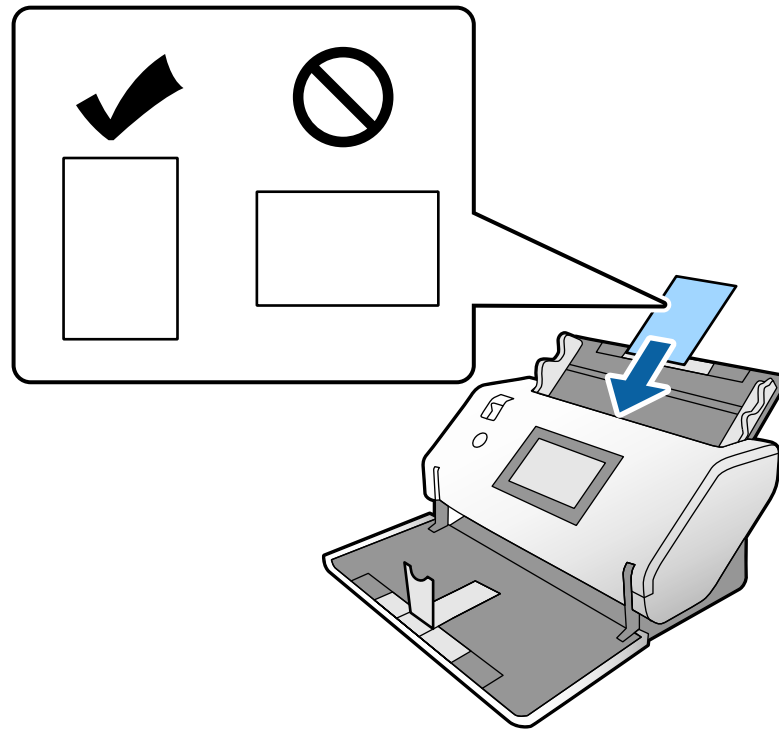


DS-32000



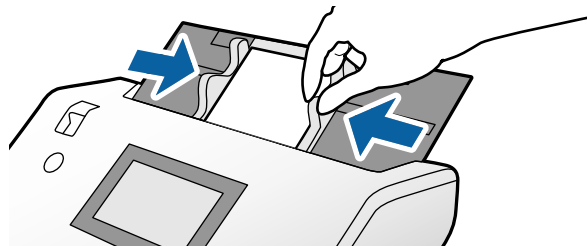
Note: To prevent paper jams, make sure to set the lever back to its original position when scanning standard single- or multi-page originals.

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



Note: Do not load the cards horizontally.

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



6. 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  icon on the main screen to disable the Detect Double Feed feature and scan again. You will need to disable Detect Double Feed for each scan.

Plastic and Laminated Card Specifications

Parent topic: [Loading Originals](#)

Related references

[Input and Output Tray Positions](#)

[Feed Selector Lever](#)

Plastic and Laminated Card Specifications

You can load original plastic and laminated cards that meet these specifications in your scanner. The feed selector lever must be in the  position to scan embossed plastic cards or laminated cards.

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 (vertical)
Plastic cards, standard (ISO7810 ID-1 compliant)		0.03 inch (0.76 mm) maximum	5 cards (vertical) (in Normal Mode with the feed selector lever in the  [DS-30000] or  [DS-32000] position)
Laminated cards	4.7 × 5.9 inches (120 × 150 mm) or smaller	0.03 inch (0.8 mm) maximum	1 card

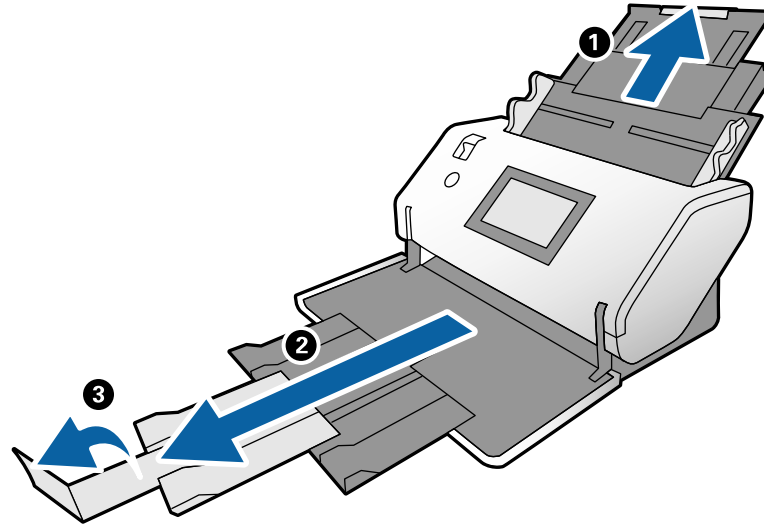
Note: Plastic cards with glossy surfaces may not scan properly.

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

Loading Special Originals

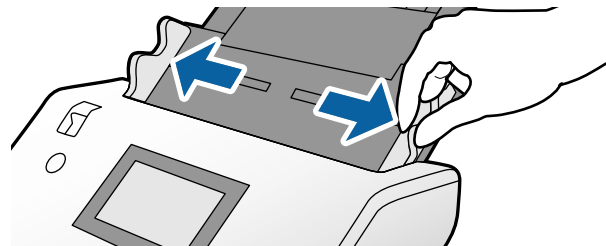
You can load envelopes, passports, booklets, photos, or large, thick, or folded originals in the input tray. Some items may require a carrier sheet. Make sure the original meets the specifications for special originals before loading it.

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



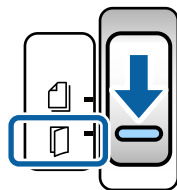
Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, do not pull out the input or output tray extensions and do not open the stopper.

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

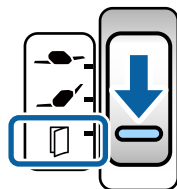


4. Check to make sure that the feed selector lever is in the position shown here.

DS-30000

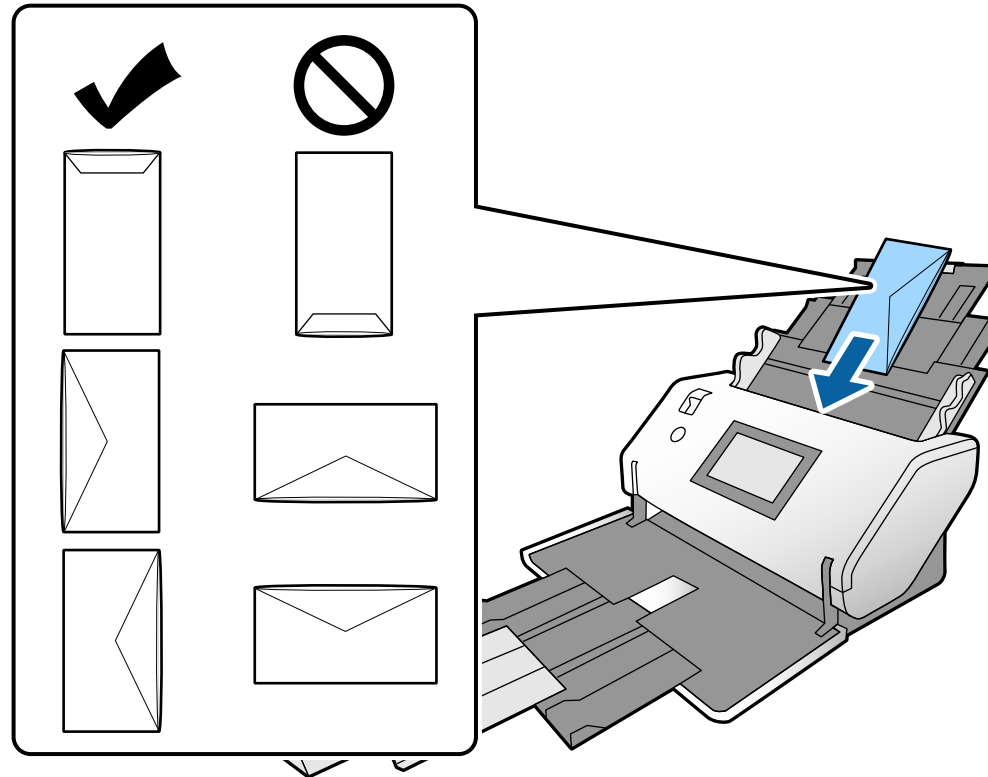


DS-32000



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

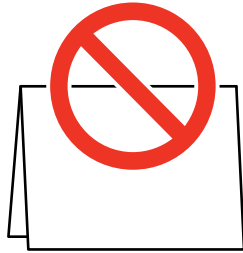
5. Load an envelope vertically in the input tray with the printable side down and the flap facing as shown. Slide in the envelope until it meets resistance.



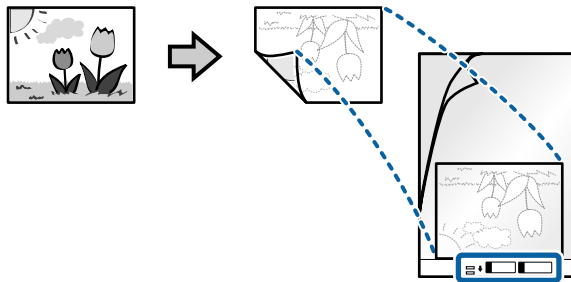
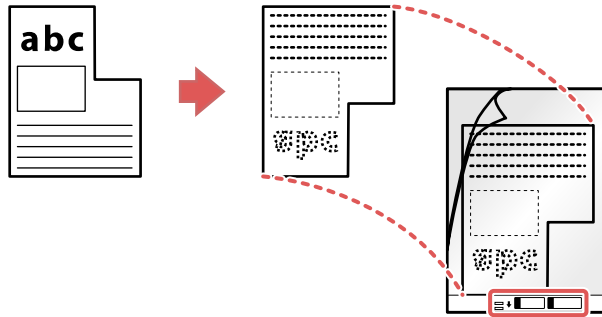
Note: Do not load envelopes with adhesive on them. Envelopes that are not cut cleanly at the flap edge may not scan correctly. Envelopes that have not been sealed can be loaded with the flap open and facing up.

6. Do one of the following to load a photo, or folded or irregularly shaped originals:
 - For a folded original, fold and load the original as shown.

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



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



7. Load the original in the input tray as shown until it meets resistance.

Folded original

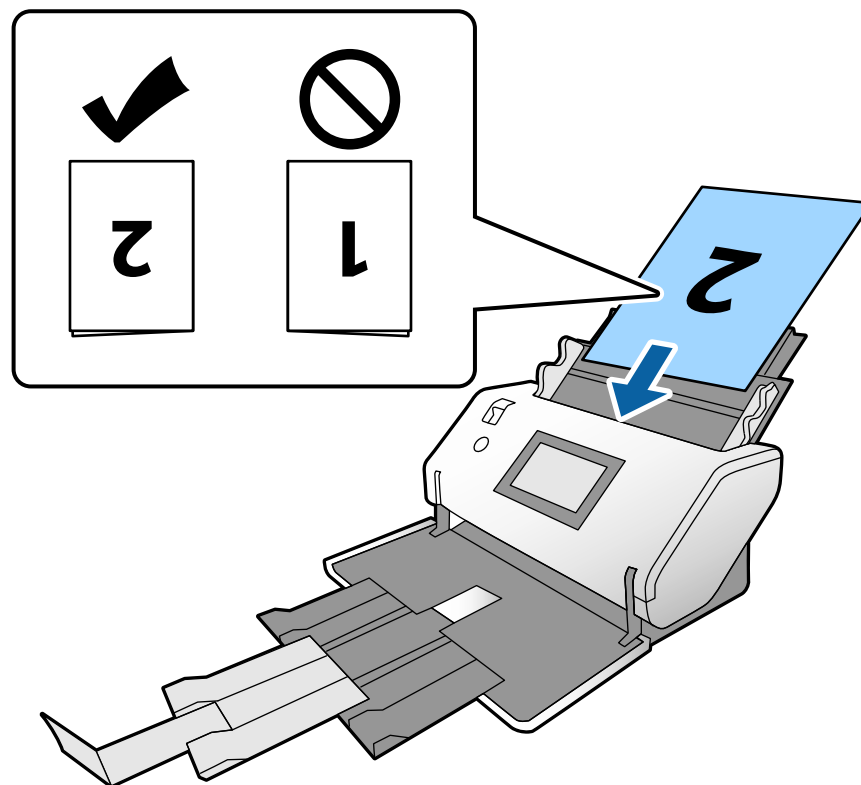
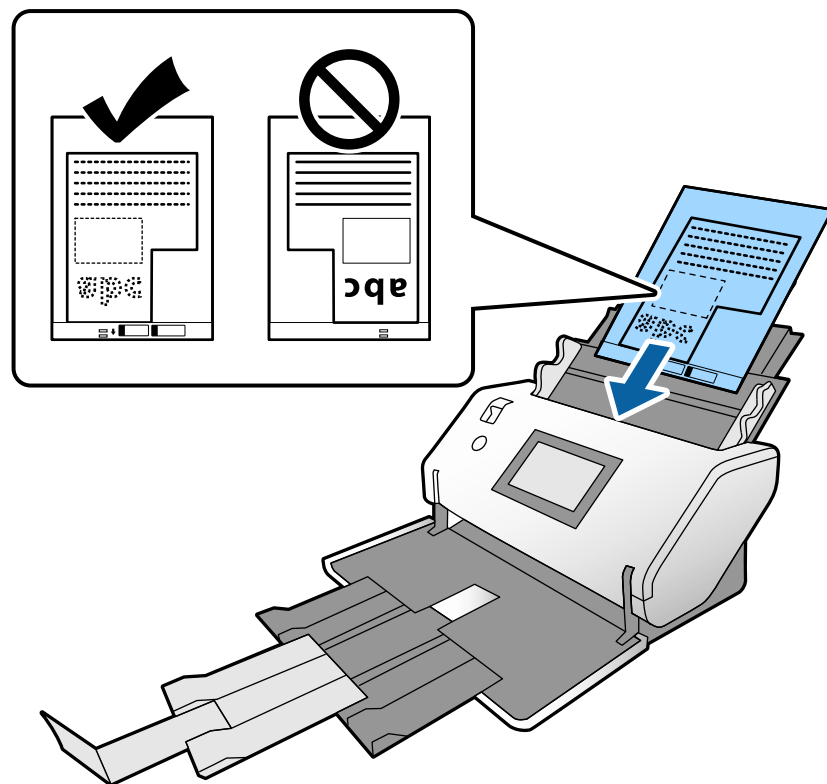


Photo or irregularly shaped original



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



9. Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2 when scanning special originals.
10. 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.

When using a carrier sheet, do the following:

- Do not use a carrier sheet that is scratched or has been scanned more than 3,000 times.
- When a carrier sheet is detected and you select **Auto Detect** as the **Document Size** setting, the **Paper Skew** setting will automatically be applied to the scanned document.
- Only use a carrier sheet designed for your scanner. The carrier sheet is automatically recognized by detecting two small holes on the leading edge. Keep the holes clean and do not block them.

[Loading Booklets](#)

[Loading Passports](#)

[Special Original Specifications](#)

Parent topic: [Loading Originals](#)

Related references

[Input and Output Tray Positions](#)

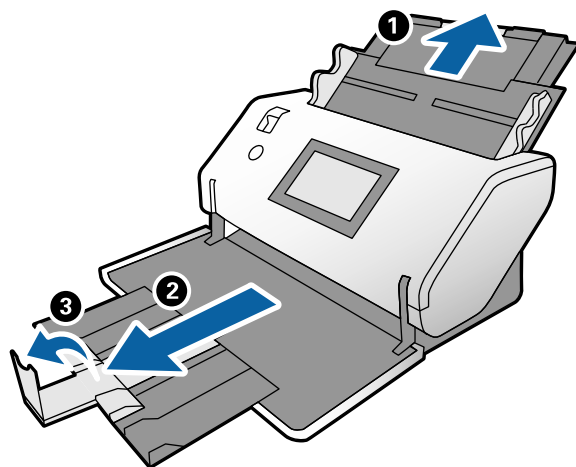
[Feed Selector Lever](#)

Loading Booklets

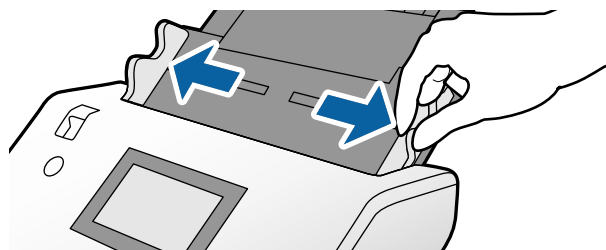
You can load small booklets into the scanner. Make sure the booklet meets the specifications before loading it.

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

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

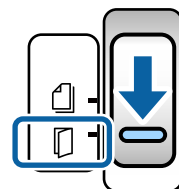


3. Slide the input tray edge guides all the way out.

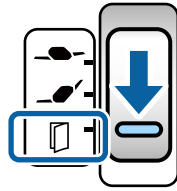


4. Check to make sure that the feed selector lever is in the position shown here.

DS-30000

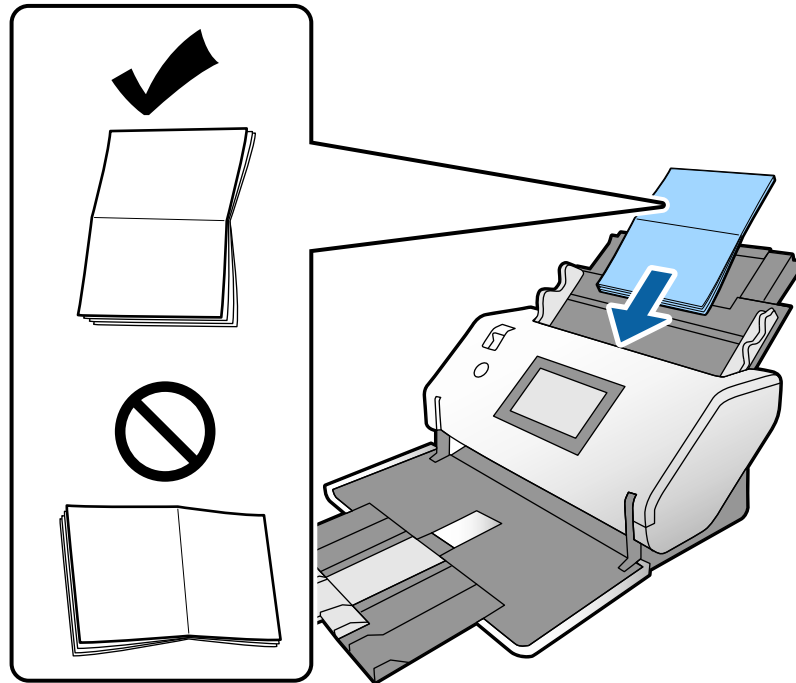


DS-32000

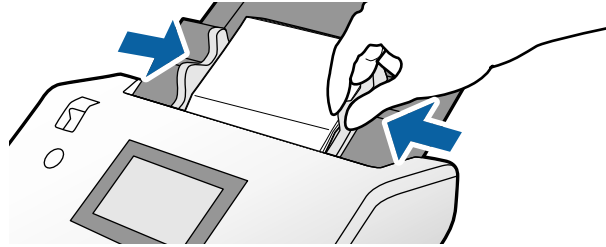


Note: To prevent paper jams, make sure to set the lever back to its original position when scanning standard single- or multi-page originals.

5. Load the original in the input tray as shown until it meets resistance.



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



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

Parent topic: [Loading Special Originals](#)

Related references

[Input and Output Tray Positions](#)

[Feed Selector Lever](#)

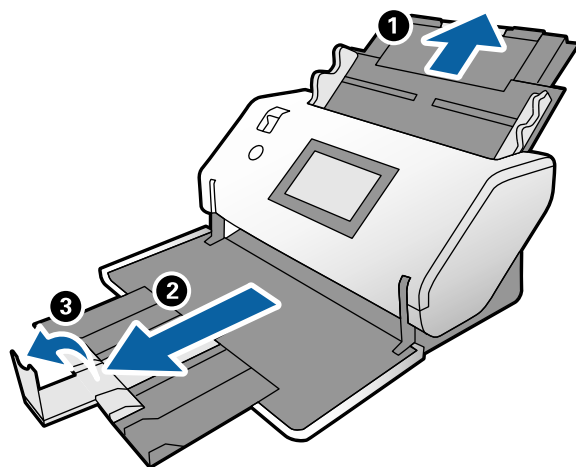
[Special Original Specifications](#)

Loading Passports

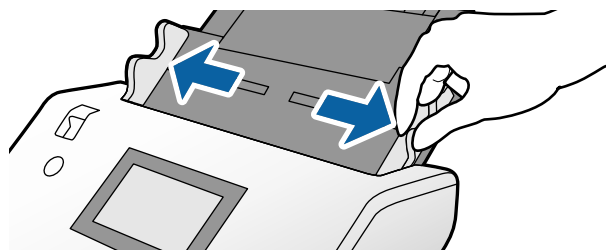
You can load passports in the input tray using the passport carrier sheet. Make sure the original meets the specifications before loading it.

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

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

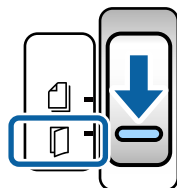


3. Slide the input tray edge guides all the way out.

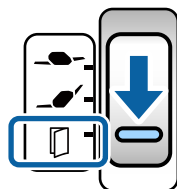


4. Check to make sure that the feed selector lever is in the position shown here.

DS-30000

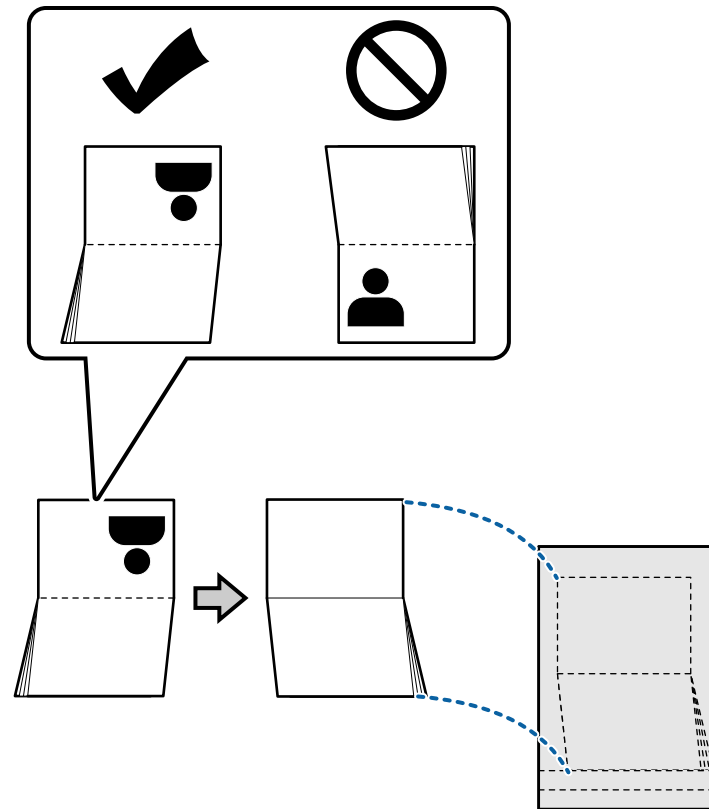


DS-32000

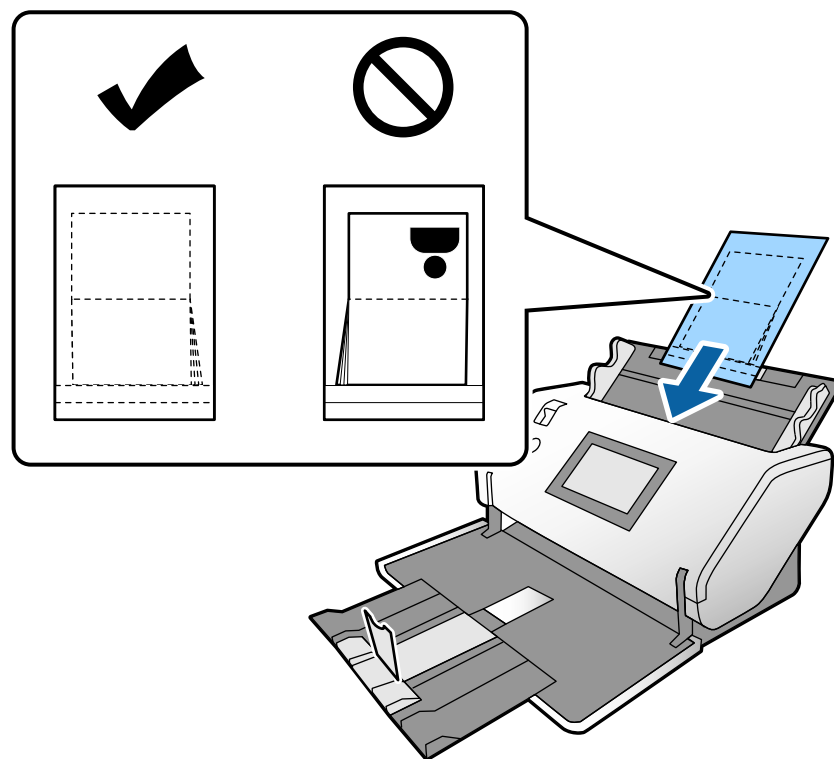


Note: To prevent paper jams, make sure to set the lever back to its original position when scanning standard single- or multi-page originals.

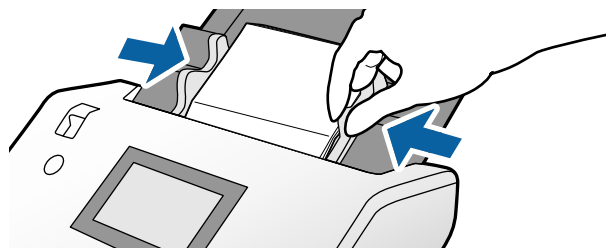
5. Load the passport into the passport carrier sheet with the side to be scanned face down, and with the thicker edge (the side with more pages) aligned with the leading edge of the carrier sheet.



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



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



8. Select **Passport** as the **Document Size** and turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2 when scanning passports.

Note: Do not use a carrier sheet that is scratched or has been scanned more than 3,000 times.

Parent topic: [Loading Special Originals](#)

Related references

[Input and Output Tray Positions](#)

[Feed Selector Lever](#)

[Special Original Specifications](#)

Special Original Specifications

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

The following table lists the capacity when the scanner is in Normal Mode and the feed selector position is in the  (DS-30000) or  (DS-32000) position. If the feed selector lever is in the  position, originals should be manually fed one at a time.

Caution: If the DS-32000 is in Delicate Mode when scanning these types of originals, the feed selector lever must be in the  position and originals should be manually fed one at a time.

Paper type	Paper size	Paper thickness	Loading capacity
Large originals (plain paper, fine paper, or recycled paper) (folded in half and loaded in a carrier sheet)	Up to this size: A3 (11.7 × 16.5 inches [297 × 420 mm])	0.012 inch (0.3 mm) maximum (excluding the thickness of the carrier sheet)	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

Paper type	Paper size	Paper thickness	Loading capacity
Envelopes	4.49 × 6.38 inches (114 × 162 mm) 4.33 × 8.66 inches (110 × 220 mm)	0.015 inch (0.38 mm) maximum	10 envelopes
Passports (load only in passport carrier sheet)	--	0.2 inch (5 mm) maximum (total thickness of closed passport)	1 passport
Booklets	Up to this size: A5 (5.8 × 8.2 inches [148 × 210 mm]) (A4 when two pages are spread open)	0.08 inch (2 mm) maximum (total thickness of closed booklet)	1 booklet
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](#)

Scanning

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

[Starting a Scan](#)

[Scanning with Simple Scan in Document Capture Pro - Windows](#)

[Scanning with Job Scan in Document Capture Pro - Windows](#)

[Scanning with Document Capture - Mac](#)

[Scanning in Epson Scan 2](#)

[Scan Resolution Guidelines](#)

[Scanning Special Projects](#)

Starting a Scan

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

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

[Starting a Scan Using the Product Control Panel](#)

[Starting a Scan Using the Epson Scan 2 Icon](#)

[Starting a Scan from a Scanning Program](#)

Parent topic: [Scanning](#)

Related tasks

[Scanning with Simple Scan in Document Capture Pro - Windows](#)

[Scanning with Job Scan in Document Capture Pro - Windows](#)

[Scanning with Document Capture - Mac](#)

Starting a Scan Using the Product Control Panel

You can scan an original from the control panel using jobs created in Document Capture Pro or Document Capture. Set the operation mode on the control panel before scanning.

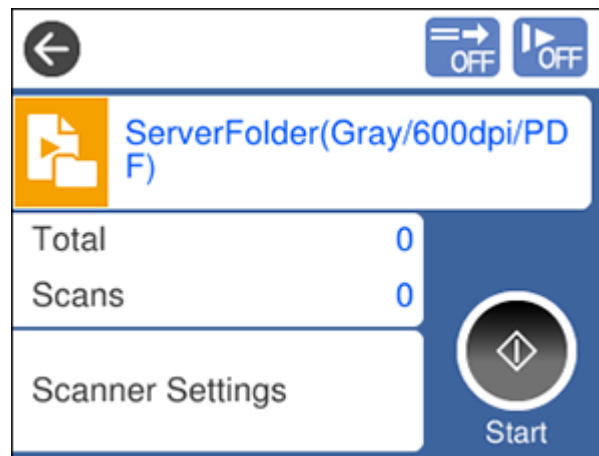
1. Make sure you installed the product software and connected the product to your computer or network.

Note: You may need to restart your computer after installing the product software to enable scanning from the control panel.

2. Place your original on the product for scanning. Make sure the feed selector on the scanner is in the correct position.
3. Press the  home button, if necessary.
4. Select **Scan**.
You see a list of available scanning jobs. Each job represents a pre-defined set of scan settings.
5. Select a job.

Note: If you don't see an appropriate job, you will have to edit an existing job or add a new job using the Document Capture (Mac) or Document Capture Pro (Windows) application. See the link below.

You see a screen like this:



6. If you want to change the job settings for the current job, select the job name.
Any changes you make will only apply until you exit the Scan screen. If you select **Scan** again from the main menu, the job is reloaded from the computer and your changes are lost. To permanently modify a job, change the settings in Document Capture or Document Capture Pro.

Note: If you cannot modify the settings, open Document Capture (Mac) or Document Capture Pro (Windows) and make sure the **Disable job setting changes on control panel** setting is not selected in the **Confirm/Test** tab in the job settings.

7. Select from the following options:
 - To change the saved file type, select **File Type** and select a file type.
 - To change the color type of the scanned image, select **Image Type** and select an option.
 - To change the resolution, select **Resolution** and select an option from either **Low** (200 dpi), **Medium** (300 dpi), or **High** (600 dpi).
 - To change the size of the scanned original, select **Original Size** and select an option.
 - To scan both sides of the original, select **Source** and select **2-Sided**.
 - To change the number of copies to print when a printer is selected as the destination, select **Copies** and enter a number.
8. If you want to change the scanner settings for the current job, select **Scanner Settings** on the control panel.

Note: If an administrator has locked the settings, you may need to enter the administrator password to change certain scanner settings.

9. Select from the following options:
 - To increase the force used to separate originals in Delicate Mode, enable **Power Separation Mode** (DS-32000).

Caution: Do not use **Power Separation Mode** with thin originals, or you may damage them.

- To slow down the scanning speed, set the **Slow** setting to **On**.
- To stop scanning immediately when a double feed is detected, set the **Double Feed Stop Timing** setting to **Immediate**. When set to **After Eject**, the double feed is scanned and ejected before scanning ends.
- 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 skewed original or feeding error is detected, enable the **Paper Protection** setting. When set to higher levels, the setting reduces the amount of skew required to trigger a stop. Select higher settings when scanning thin papers. Select **Off** when scanning plastic cards or thick paper. Lower the setting level if the scanner is too sensitive to paper skew.
- To detect dirt on the scanner glass, enable the **Detect Glass Dirt** setting.

- To use the ultrasonic sensor to detect double feed errors, enable the **Ultrasonic Double Feed Detection** setting. Enable this setting if you cannot enable double feed detection in your scanning software. This setting may not work with envelopes, plastic cards, or originals with labels or stickers.

10. Select the  **Start** icon.

[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 add scan jobs that contain specific scan settings and use the jobs when you scan from your product control panel or the Job Scan option in Document Capture Pro. You can save up to 30 scan jobs.

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

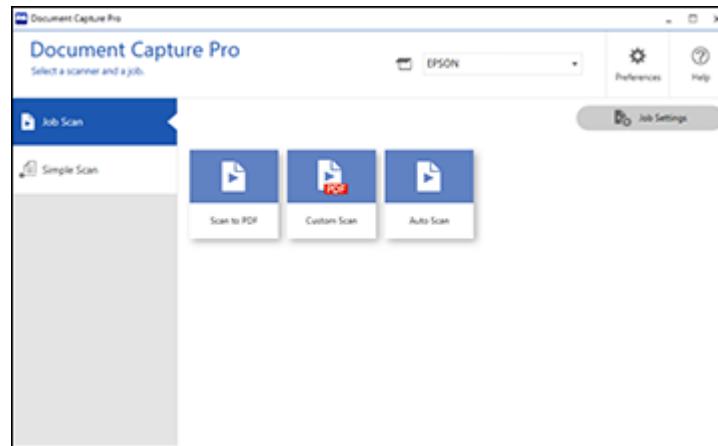
1. Do one of the following to start Document Capture Pro:

- **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.

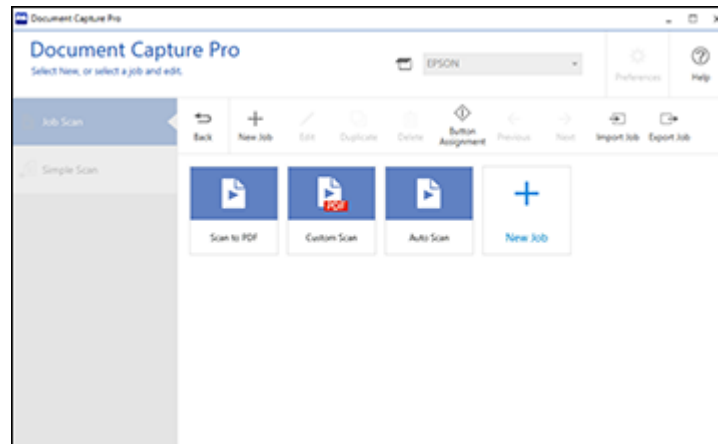
2. Select the **Job Scan** tab.

You see a window like this:



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

You see a window like this:

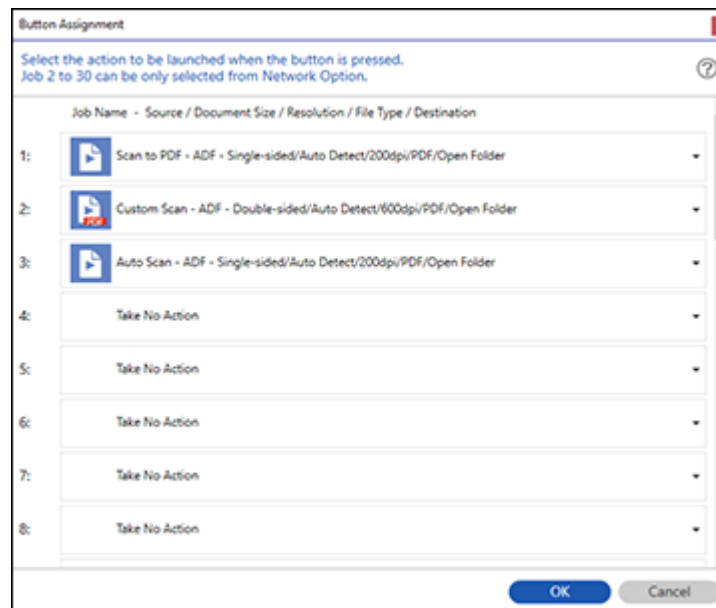


4. To add a scan job, click the **New Job** icon.

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

The new job appears in the Job Scan window.
7. To assign a scan job to the product control panel, click the **Button Assignment** icon.

You see a screen like this:



8. Select the jobs that you want to assign to the product control panel using any of the pull-down menus.

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

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

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

Parent topic: [Starting a Scan Using the Product Control Panel](#)

Adding and Assigning Scan Jobs with Document Capture - Mac

You can add scan jobs that contain specific scan settings and use the jobs when you scan from your product control panel or Document Capture. You can save up to 30 scan jobs.

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

1. 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.
4. To assign a scan job to the product control panel, click the  settings icon at the bottom of the window and click **Event Settings**.
5. Select the jobs that you want to assign to the product control panel 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.

6. 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](#)

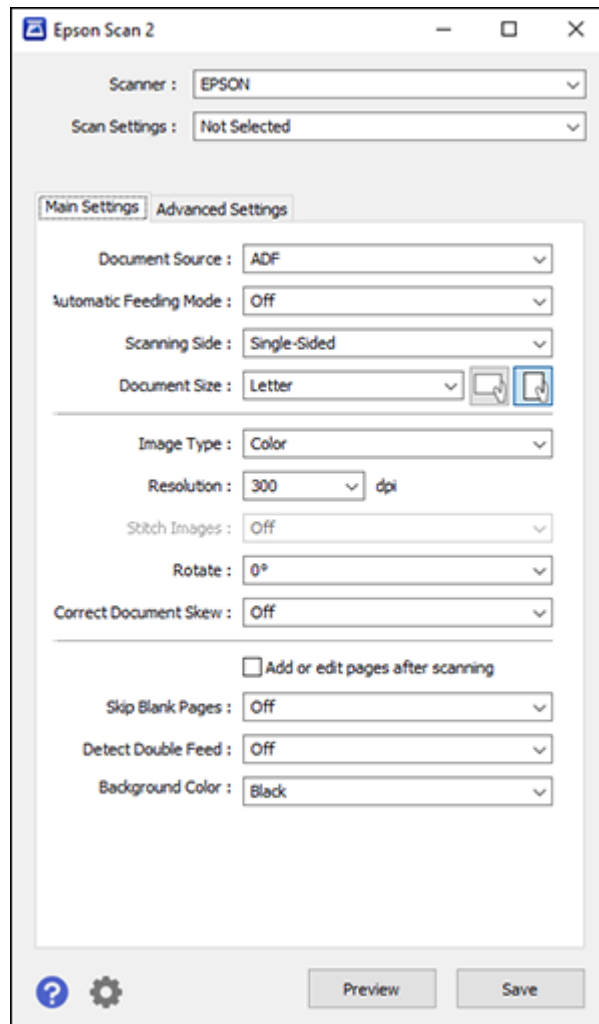
Starting a Scan Using the Epson Scan 2 Icon

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

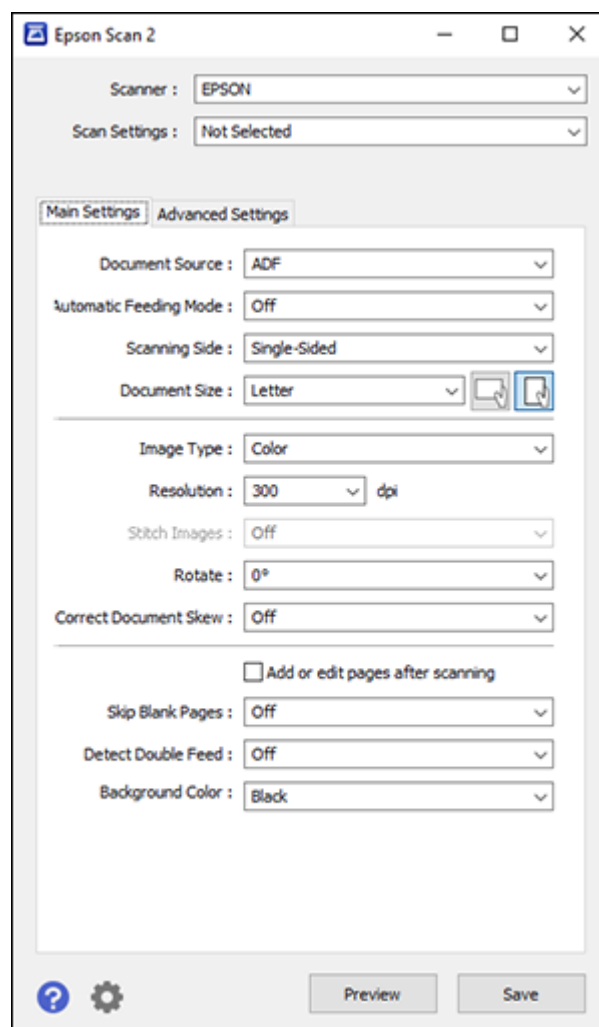
You can start Epson Scan 2 from a TWAIN-compliant scanning program to select scan settings, scan, and open the scanned image in the program.

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 Simple Scan in Document Capture Pro - Windows

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

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

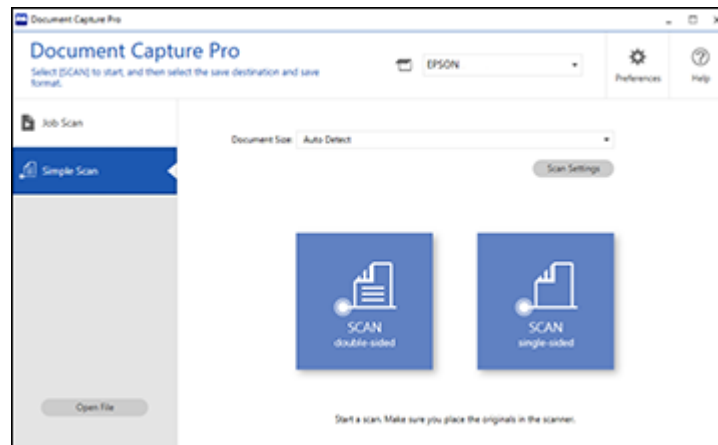
1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click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

You see the Document Capture Pro window.

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

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

You see a window like this:



4. Select the size of your original from the **Document Size** menu.
5. If you want to change specific settings for the scan, click the **Scan Settings** button. Change any of the settings as necessary and click **OK**. For additional settings, click the **Detailed Settings** button on the Scan Settings screen.

6. Do one of the following:
 - To scan the front side of an original, select **SCAN single-sided**.
 - To scan both sides of an original, select **SCAN double-sided**.Your product scans the original and the image appears in the Edit Scanned Results window.
7. Review and edit the scanned image as necessary and click **Next** when you are finished.
8. Select a destination for the scanned image, change any settings as necessary, and click **Complete**.

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

Parent topic: [Scanning](#)

Scanning with Job Scan in Document Capture Pro - Windows

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

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

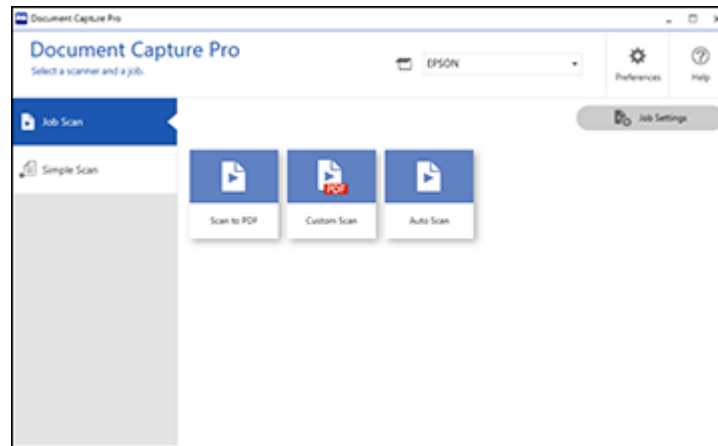
1. Load your original in the product.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
 - **Windows (other versions):** Click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

You see the Document Capture Pro window.

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

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

You see a window like this:



4. Select one of the scan jobs (or click **Job Settings** to create a new scan job).
The product scans the loaded original and saves it according to the job settings.
5. Depending on the settings for the scan job you selected, you may be able to view and edit the pages before saving them. If so, click **Complete** when finished.
The scanned image is saved according to the job settings.

Parent topic: [Scanning](#)

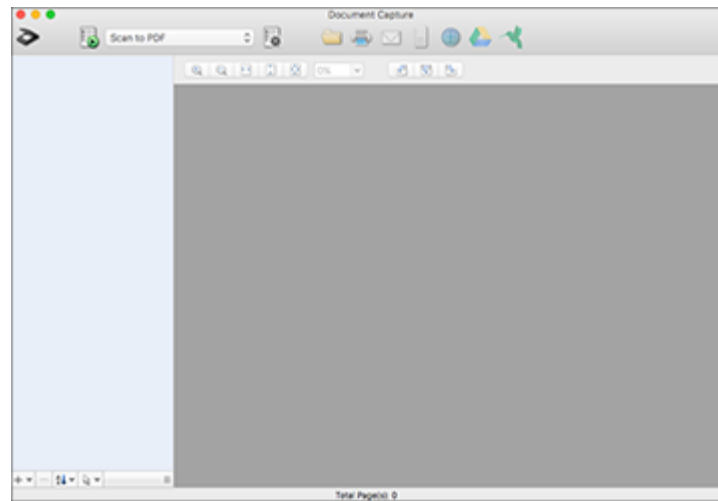
Scanning with Document Capture - Mac

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

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

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

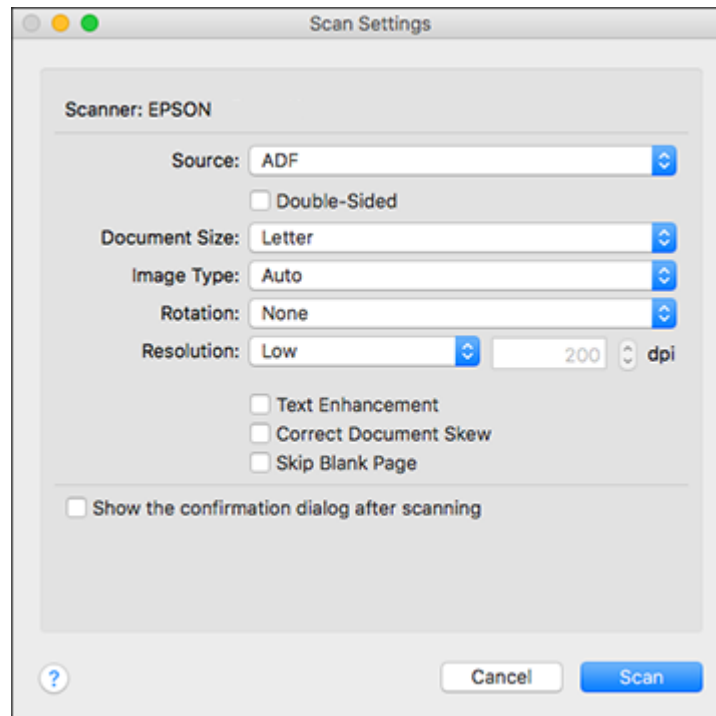
You see a window like this:



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

3. Click the  scan icon.

You see a window like this:



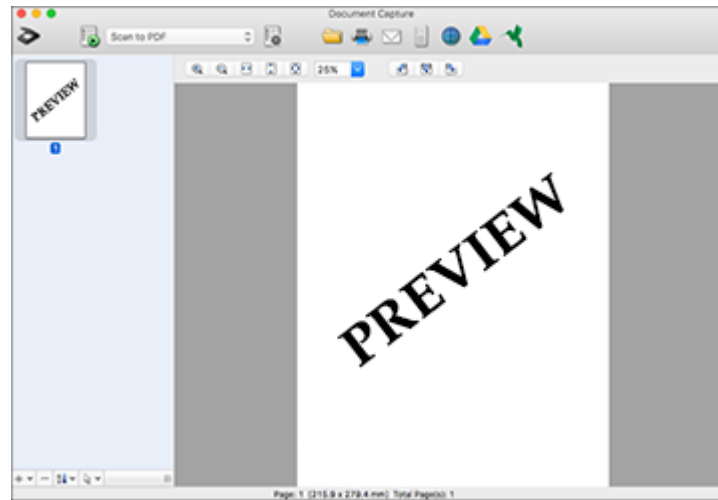
Note: If you want to use a scan job that you created instead, select it from the Job list in the Document Capture window, click the  Start Job button, and skip the rest of these steps.

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

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

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

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



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

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



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

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

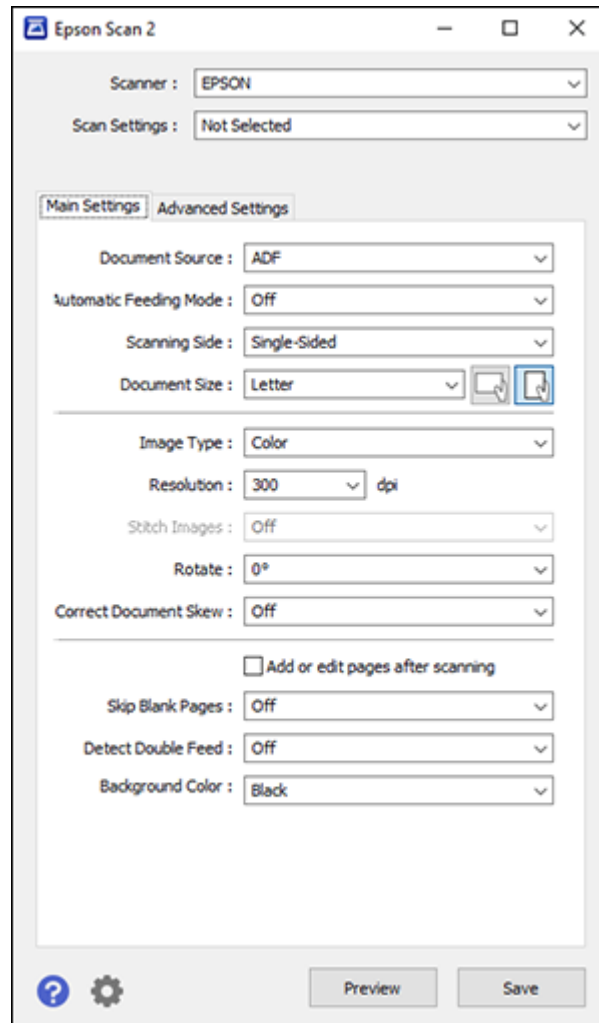
Parent topic: [Scanning](#)

Scanning in Epson Scan 2

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

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

You see this window:



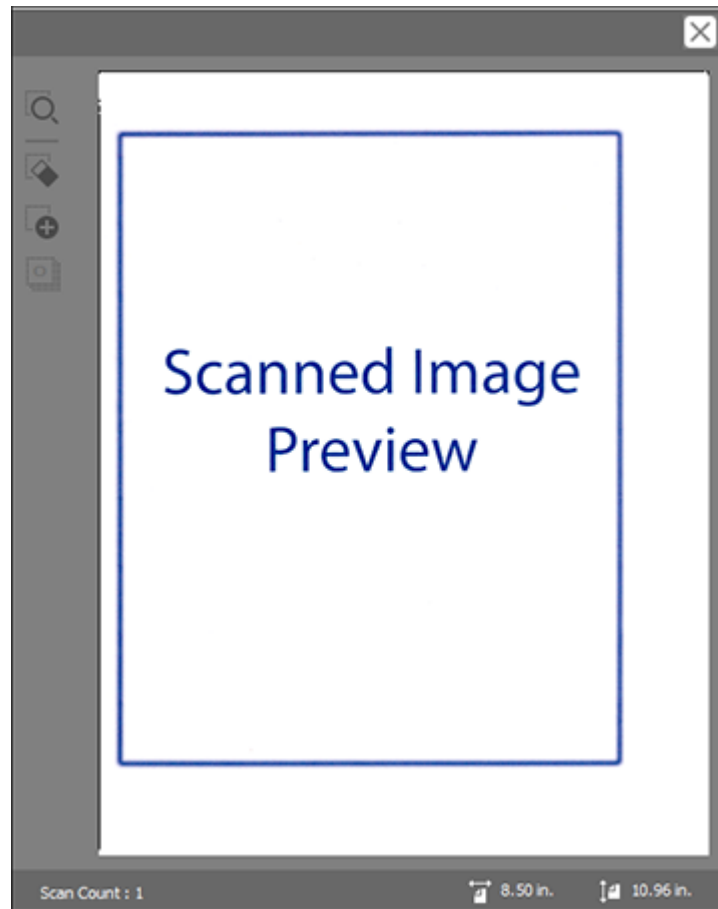
Note: The **Document Source** setting is automatically set to **ADF** for your product.

3. If you want to scan different size originals by loading them into the ADF one by one, select **On** as the **Automatic Feeding Mode** setting. Scanning begins as soon as you load each original. Select **On (Continuous)** to continuously rotate the rollers in Delicate Mode (DS-32000).

Note: Select **Settings > Document Source Settings > Automatic Feeding Mode Timeout (minutes)** and enter a value to set the number of minutes before the scanner exits Automatic Feeding Mode.

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

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



12. Reinsert your original into the ADF.
13. If scanning an original in a carrier sheet or other special original, see the link 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. Select **Settings** to modify the file name settings. Enter the file name for your scanned file in the **File Name** field.

16. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to choose an alternate folder or create a new folder.
17. Make sure the feed selector lever on the scanner is set to the correct position for the type of original:
 - Select  (DS-30000) or  (DS-32000) for standard-size originals.
 - Select  for special originals such as folded documents or plastic cards.
 - Select  for thin originals when the scanner is in Delicate Mode (DS-32000).
18. Click **Scan**.

The product scans your original and saves the scanned file in the location you specified.
19. 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](#)

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**.

Background Color

Select a background color to improve results when scanning thin originals.

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 as the Document Size setting and Off as the Detect Double Feed setting.

Type of original	Required settings
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.
Passport	Select Passport as the Document Size setting and Single-Sided as the Scanning Side 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.
Thin paper	If text is blurry, set White as the Background Color setting. If you cannot select White, make sure the Document Size setting is not set to Auto Detect or Passport and the Correct Document Skew setting is not set to Paper Skew.
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. Depending on the length of the paper, do one of the following: • If the paper is less than 120 inches (3048 mm), select Auto Detect (Long Paper). • If the paper length is more than 120 inches (3048 mm), select Customize and specify the length and width of the paper. • If the paper length is less than 215 inches (5461 mm), select Detect paper length to detect the length automatically. • If the paper length is more than 215 inches (5461 mm), specify the length and the width of the paper.

Type of original	Required settings
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

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](#)

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

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

Parent topic: [Scanning](#)

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

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

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

1. Load your original in the product.

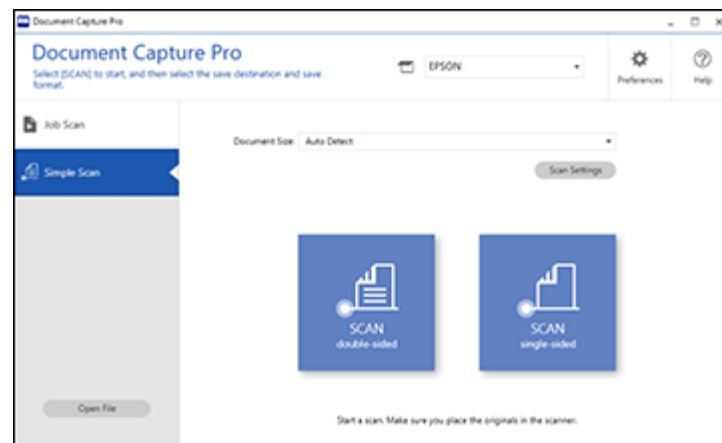
Note: If an optional carrier sheet is included with your product, use it when scanning a folded original or damage to the original may occur. Place the original into the carrier sheet with the folded edge against the right side of the carrier sheet. Make sure to insert the carrier sheet into your product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

2. Do one of the following to start Document Capture Pro:

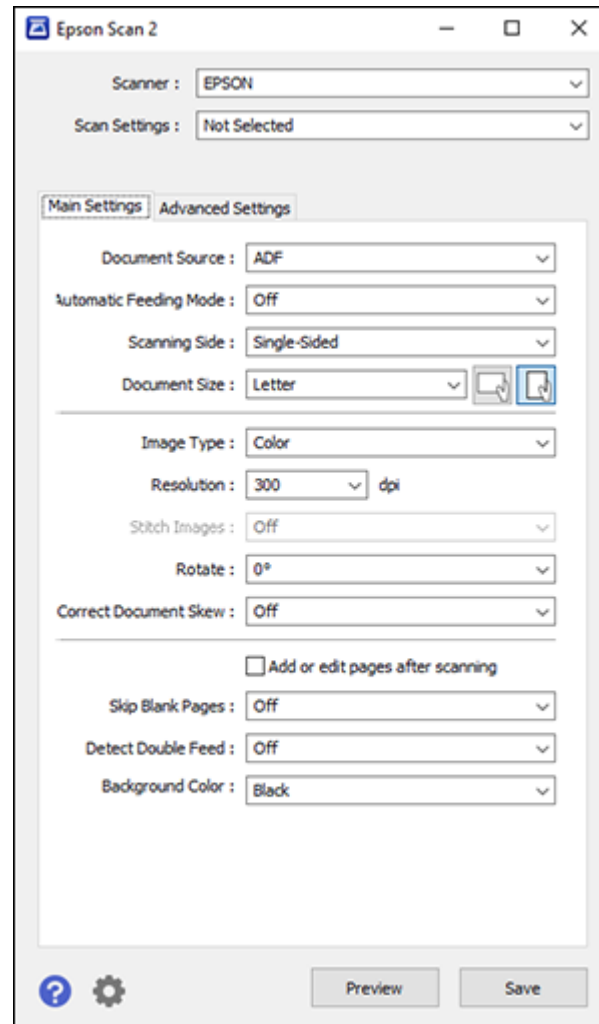
- **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
- **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.
- **Windows (other versions):** Click  or **Start** and select **All Programs** or **Programs**. Select **Epson Software > Document Capture Pro**.

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

You see a window like this:



4. Click **Scan Settings > Detailed Settings**.
You see an Epson Scan 2 window like this:



5. Select **Double-Sided** as the **Scanning Side** setting.
6. Select the original document size or **Auto Detect** as the **Document Size** setting.

7. Select one of the following as the **Stitch Images** setting:
 - **Top & Bottom**: Places the scanned images one above the other.
 - **Left & Right**: Places the scanned images side by side.
8. Select the **Advanced Settings** tab and verify that the **Edge Fill** setting is set to **None**.
9. Click **Save**.
10. Click **OK**.
11. Click **SCAN double-sided**.

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

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

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

Parent topic: [Scanning Special Projects](#)

Related tasks

[Loading Originals in the Input Tray](#)

Scanning Multi-Page Originals as Separate Files - Windows

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

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

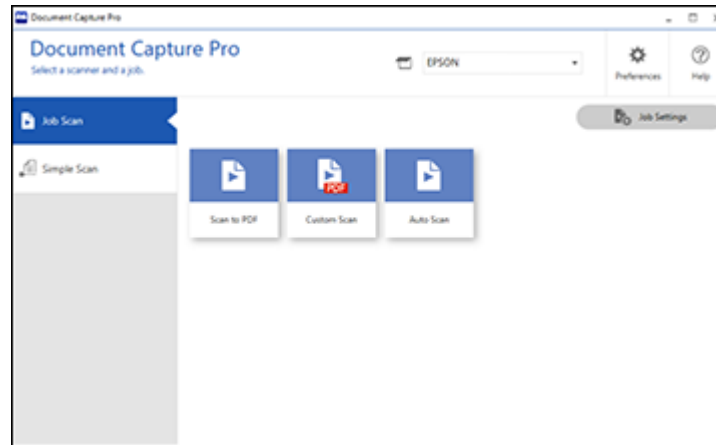
1. Load your multi-page original in the product.
2. Do one of the following to start Document Capture Pro:
 - **Windows 10:** Click  and select **Epson Software > Document Capture Pro**.
 - **Windows 8.x:** Navigate to the **Apps** screen and select **Document Capture Pro**.

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

You see the Document Capture Pro window.

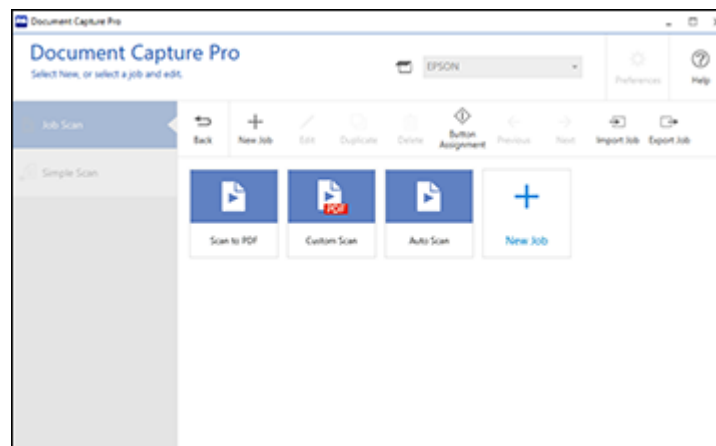
3. Select the **Job Scan** tab.

You see a window like this:



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

You see a window like this:



5. Select **New Job** and select the scan settings. Click **Next** when finished.
You see a window like this:

Job Settings

2. Save
Configure save settings such as file name, format and separation.

1. Scan
Source: ADF - Single-sided
Document Size: Auto Detect
Image Type: Auto

2. Save
File Name: img12172019_0001.pdf
File Type: PDF
Save in: C:\Users\johnni\Documents
Separator: Off

3. Index
Index Items: 0

4. Send
Destination: Open Folder

5. Confirm/Test
Icons:

Job Name
Scan to PDF

Current File Name: img12172019_0001.pdf

File Name: img Time Stamp Page Counter
File Name Components Details

File Type: PDF
Option

Save in: C:\Users\johnni\Documents
Browse...

☐ Apply job separation
Separator: Fixed Page
Separation Settings

☐ Show Edit Page dialog before saving

Save Back Next

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

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

Parent topic: [Scanning Special Projects](#)

Related tasks

[Loading Originals in the Input Tray](#)

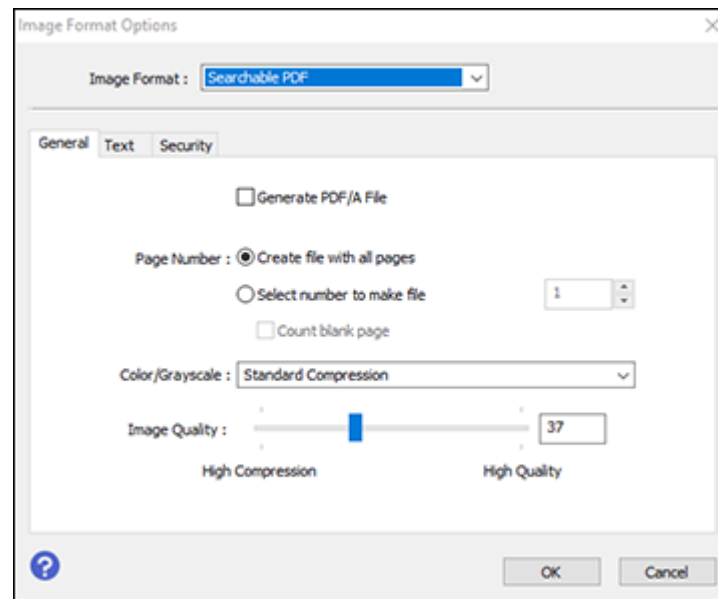
Saving Scanned Documents as a Searchable PDF Using Epson Scan 2

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 Pro 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 using the Epson Software Updater if you want to perform OCR.

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

You see this window:



8. Select any of the options on the **General** tab.
9. Select the **Text** tab.

10. Make sure the language used in the document text is selected as the **Text Language** setting.
11. Select the **Security** tab if you want to add a password to the PDF or protect printing or editing properties.
12. Click **OK**.
13. Confirm the **File Name** setting and select a **Folder** setting for your document.
14. Click **Scan**.

The scanned image is saved as a searchable PDF.

Parent topic: [Scanning Special Projects](#)

Related tasks

[Loading Originals in the Input Tray](#)

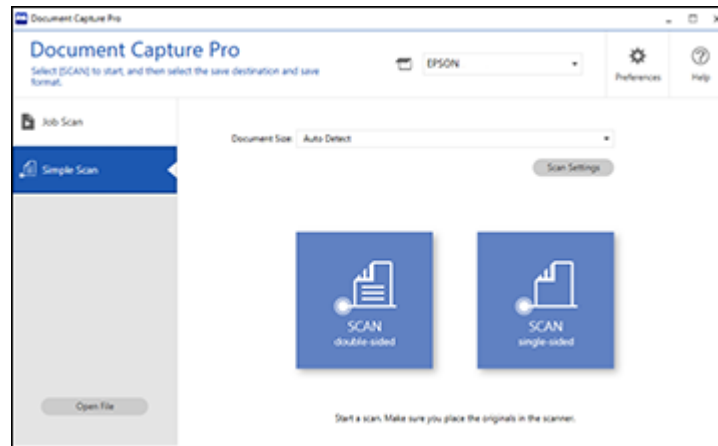
Saving a Scan as an Office Format File

You can use Document Capture Pro 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. Select the **Simple Scan** tab.

You see a window like this:



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

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

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

Your product starts scanning and you see the Edit Scanned Results window.

6. View and edit the scanned pages as necessary and click **Next** when you are finished.

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

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

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

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

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

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

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

Parent topic: [Scanning Special Projects](#)

Related tasks

[Loading Originals in the Input Tray](#)

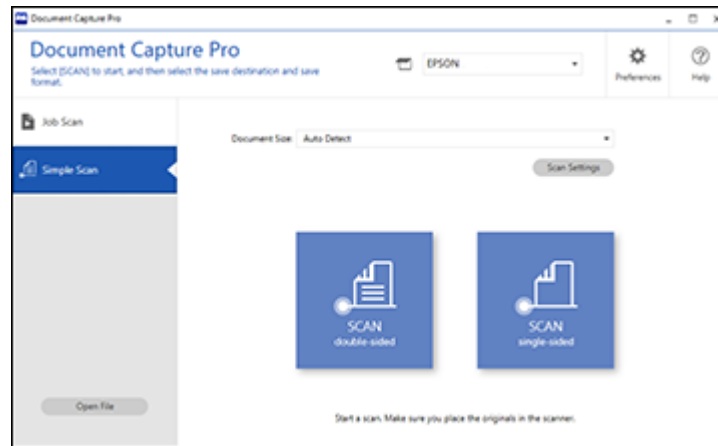
Scanning to a SharePoint Server or Cloud Service - Windows

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. Select the **Simple Scan** tab.

You see a window like this:



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

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

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

Your product starts scanning and you see the Edit Scanned Results window.

6. View and edit the scanned pages as necessary and click **Complete** when you are finished.

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

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

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

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

Parent topic: [Scanning Special Projects](#)

Related tasks

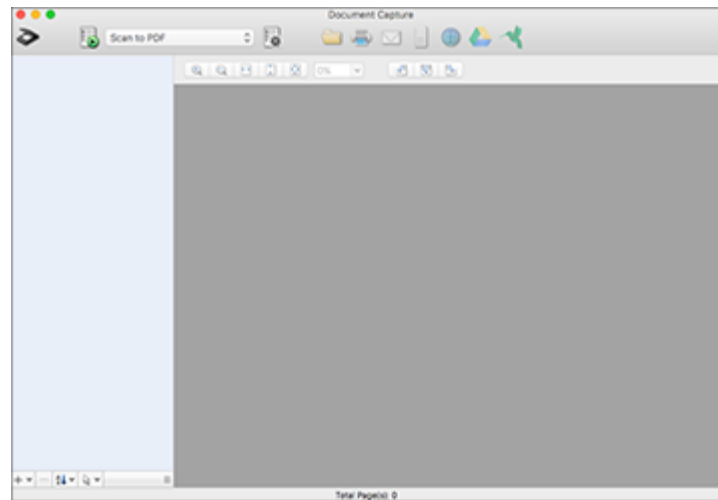
[Loading Originals in the Input Tray](#)

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](#)

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](#)

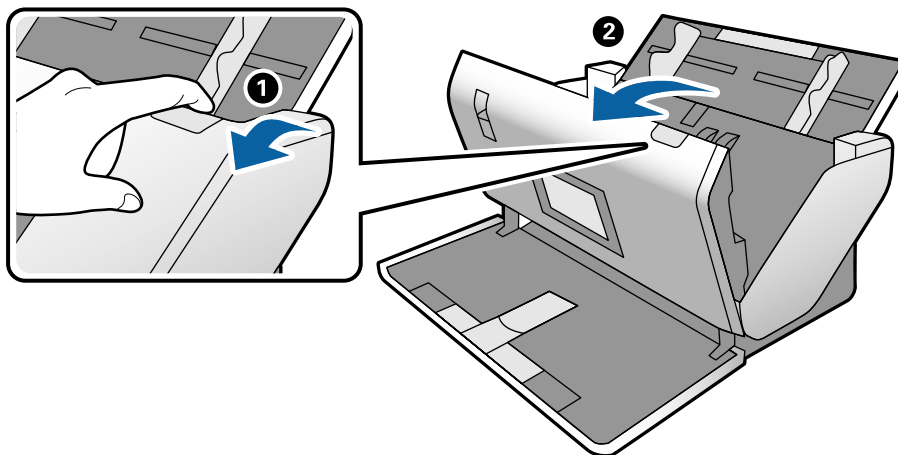
Cleaning Inside Your Scanner

Clean inside 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.

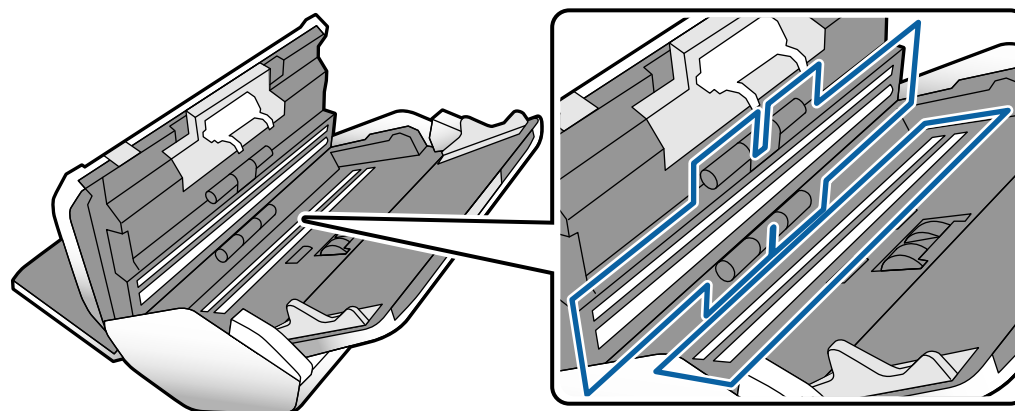
Caution: Do not use a hard brush, alcohol, or paint thinner to clean the product or you may damage it. Do not use oil or other lubricants inside the product or let water get inside it.

1. Make sure the scanner is in Normal Mode (DS-32000).

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

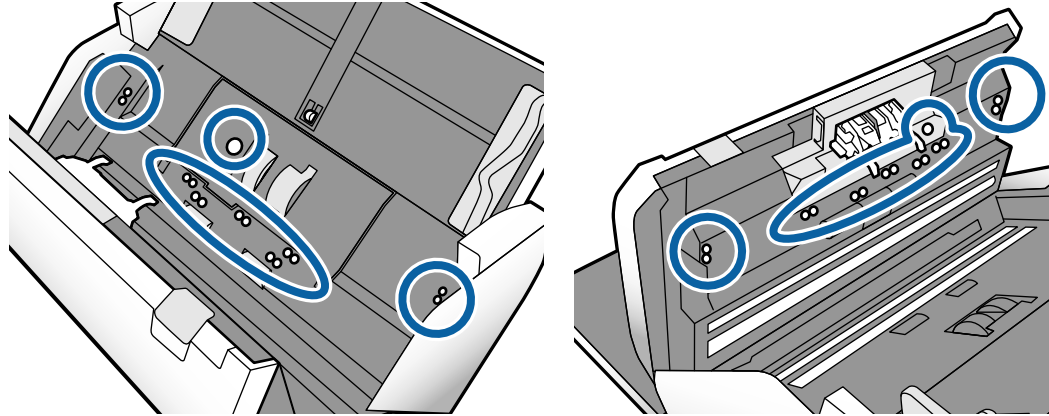


5. Use a genuine Epson cleaning kit or a soft, moist cloth to wipe off any dust or dirt on the glass scanning surfaces and the rollers inside the scanner cover. If the glass surface is stained with grease or some other hard-to-remove material, use a genuine Epson cleaning kit. Use a small amount of cleaner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

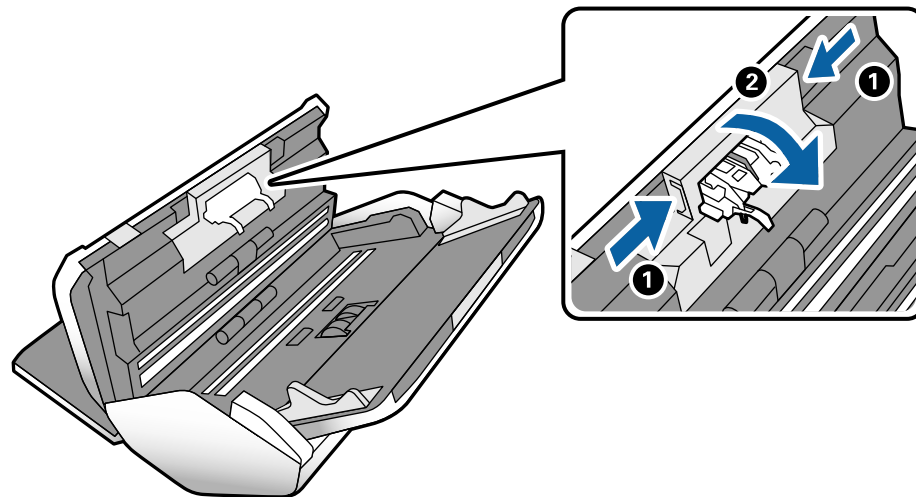
6. Use a cotton swab to wipe off any dust or dirt on the sensors shown here.



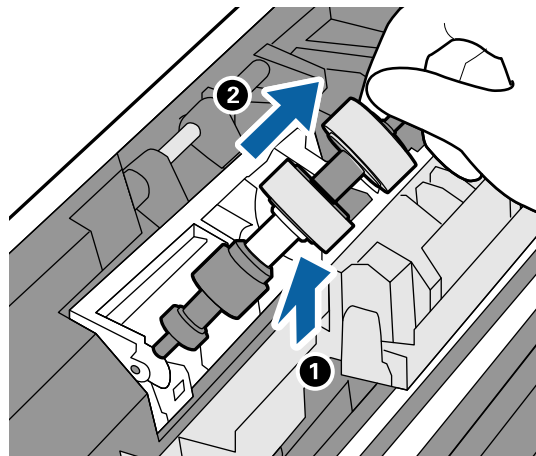
Caution: Do not use liquid or glass cleaner on the cotton swab. Do not leave cotton fibers on the sensors.

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

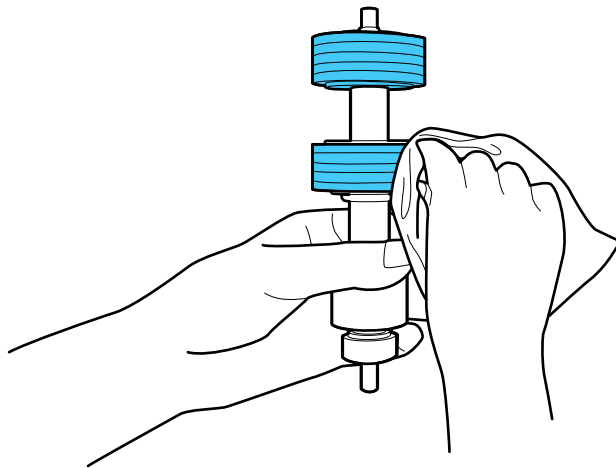
Caution: Be careful not to apply too much force when opening the cover.



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

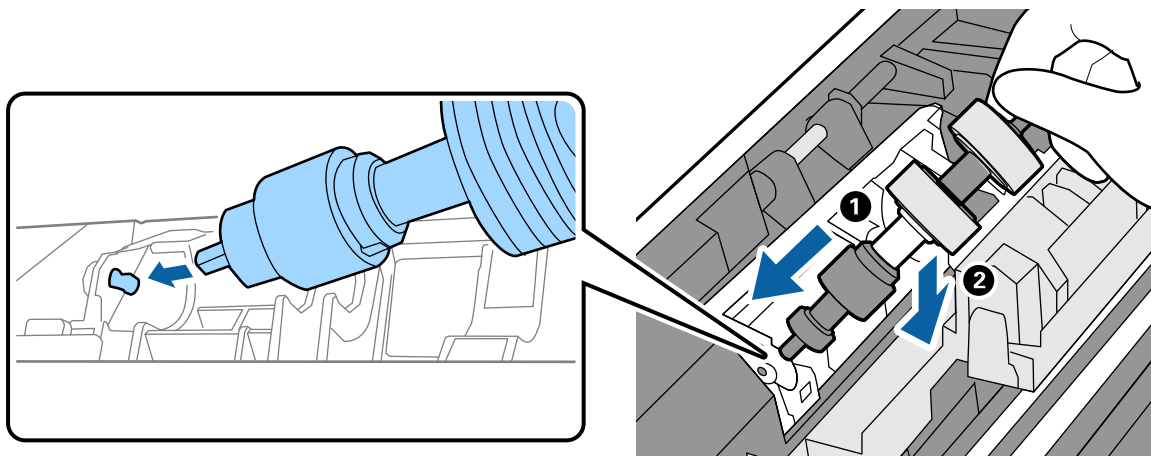


9. Wipe off any dust or dirt on the separation roller using a genuine Epson cleaning kit or a soft, moist cloth.



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.

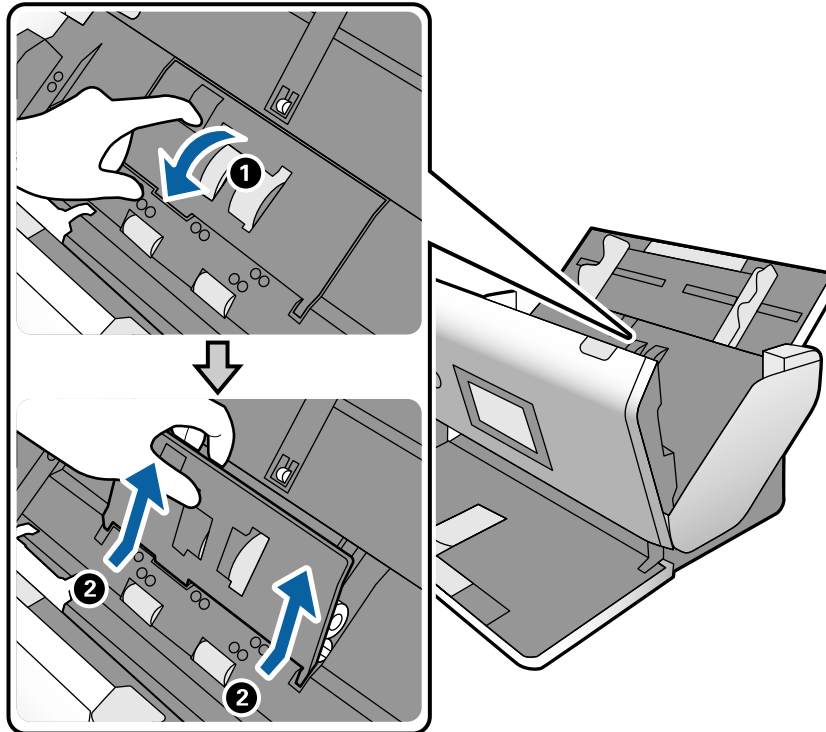
10. To replace the separation roller, insert the end of the roller into the hole on the left side and lower the other end of the roller into place.



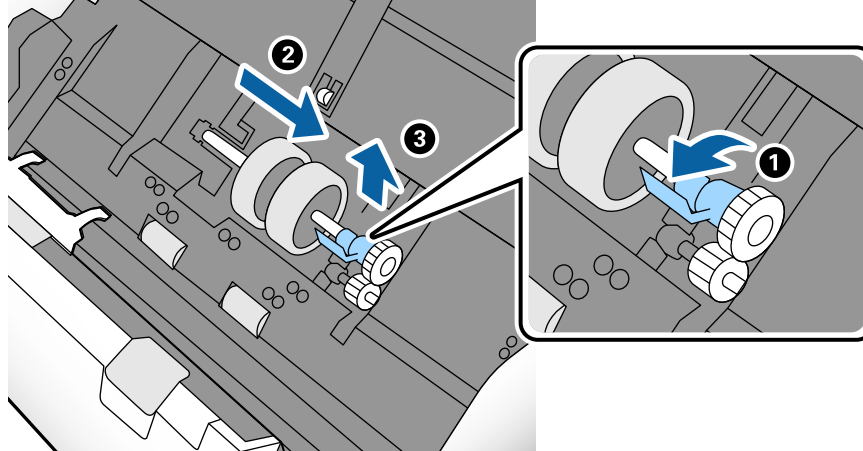
11. Close the separation roller cover until you hear it click into place.

Caution: 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. Do not force the roller or cover into place or you may damage your scanner.

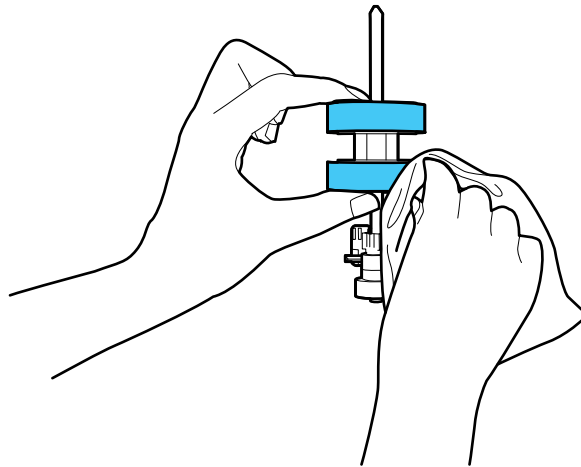
12. Press down on the pickup roller cover latch and pull up the cover to remove it.



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

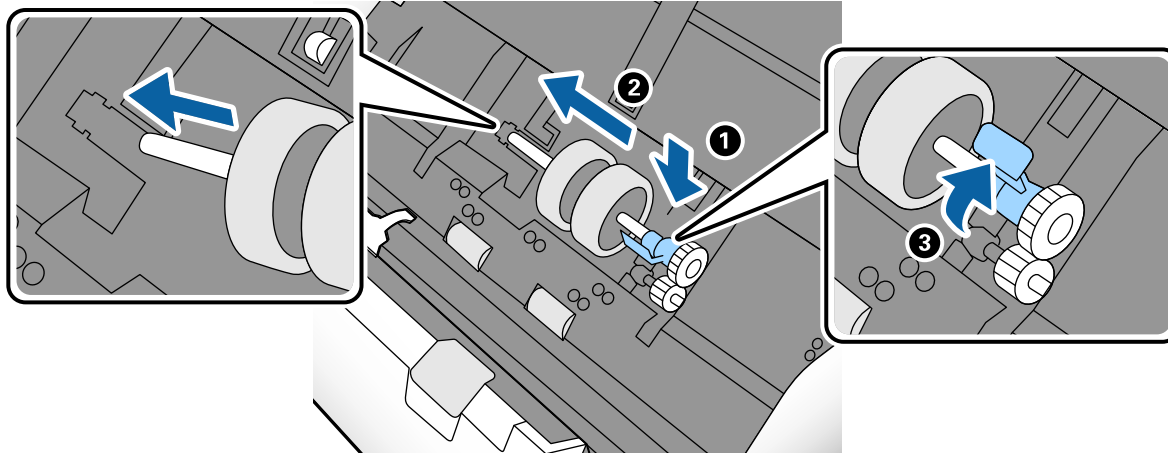


14. Wipe off any dust or dirt on the pickup roller using a genuine Epson cleaning kit or a soft, moist cloth.

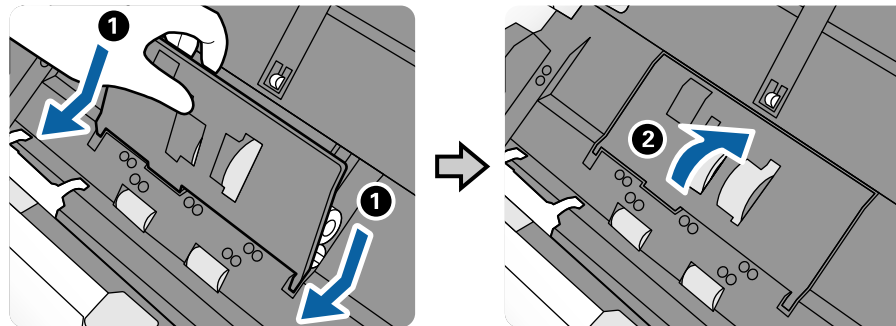


Caution: Use only a genuine Epson cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.

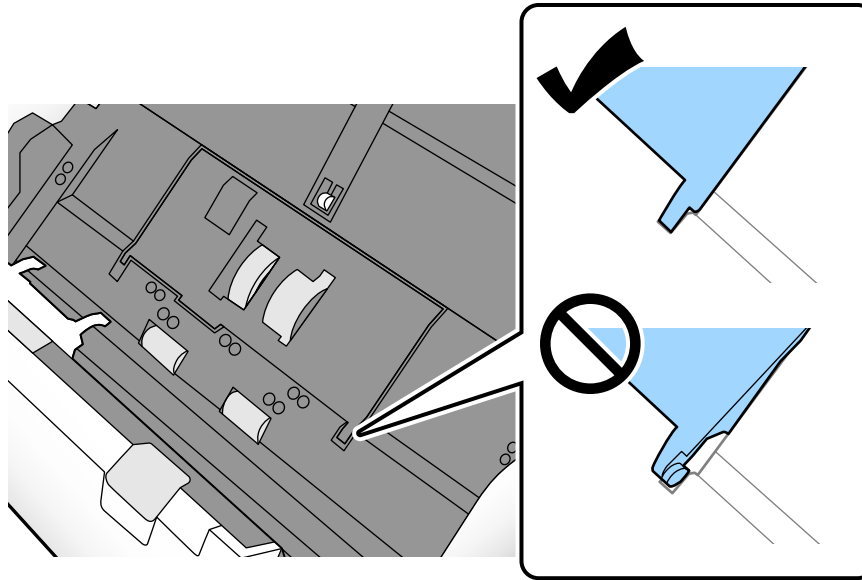
15. To replace the pickup roller, align the notches on the roller unit and slide it to the left. Press up on the tab to secure the roller.



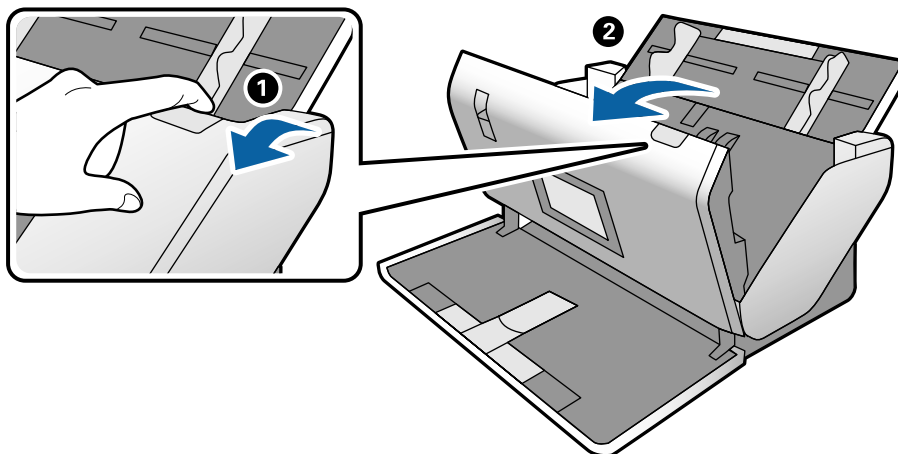
16. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.



Caution: 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. Do not force the roller or cover into place or you may damage your scanner.

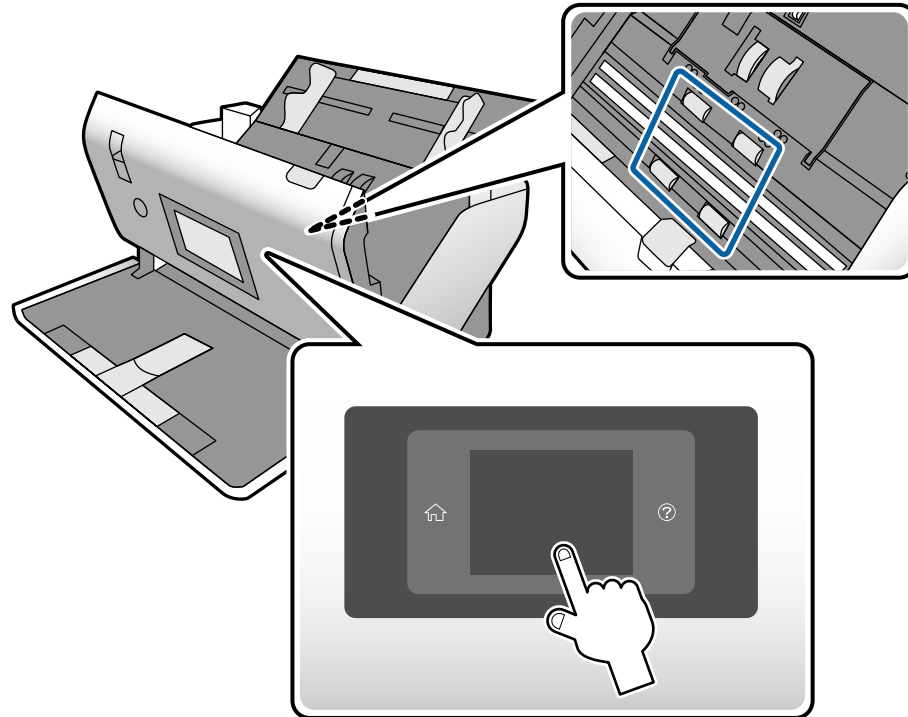


17. Close the scanner cover.
18. Plug in the AC adapter and press the  power button to turn on the scanner.
19. Press the  home button, if necessary, and select **Scanner Maintenance**.
20. Select **Roller Cleaning**.
21. Pull down on the cover open lever and open the scanner cover.



The scanner enters roller cleaning mode.

22. Slowly rotate the rollers shown here by tapping anywhere on the LCD screen. 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.

23. Close the scanner cover.

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

Checking the Scanner Roller Counter

The scanner will display a message when it is time to replace the rollers. You can 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. Press the  home button, if necessary.

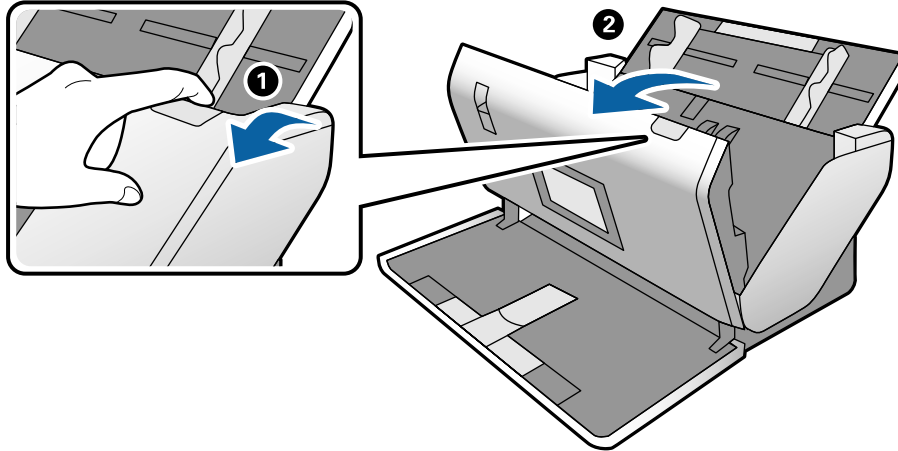
2. Select **Scanner Maintenance**.
3. Select either **Pickup Roller Replacement** or **Separation Roller Replacement**.
4. A message on the screen shows the number of sheets scanned since the rollers were replaced and tells you if the rollers need replacement.
5. Select **Continue** to return to the previous menu.

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

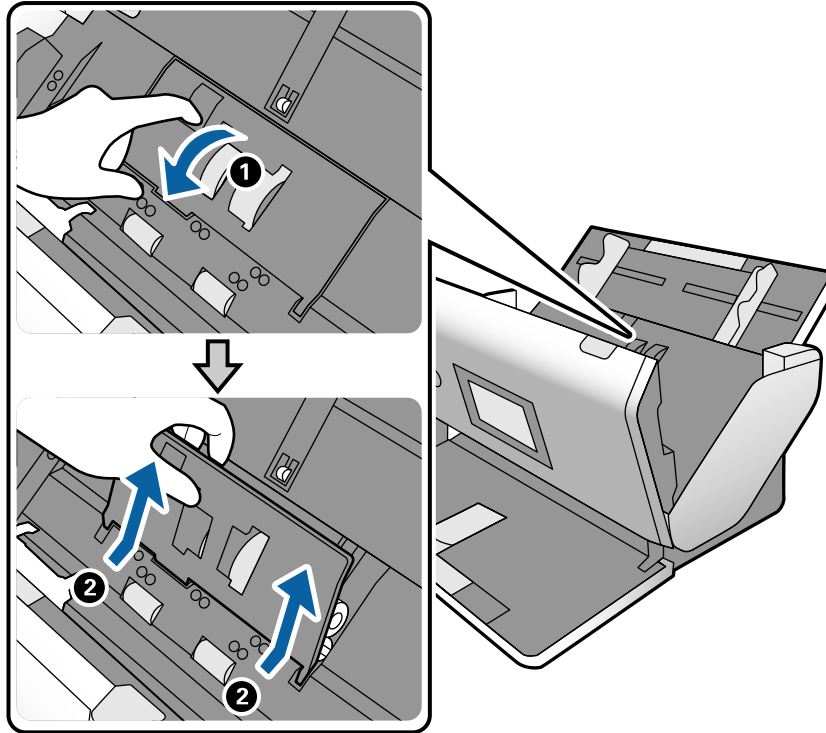
Replacing the Scanner Rollers

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.

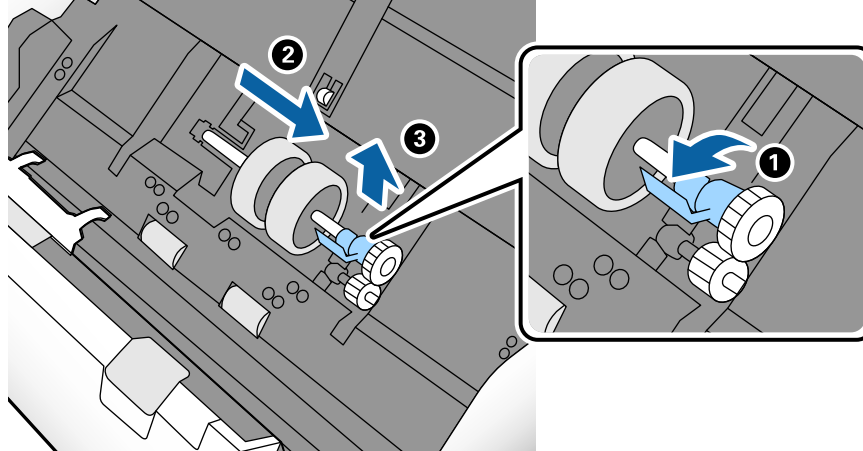
1. Turn off the scanner.
2. Make sure the scanner is in Normal Mode (DS-32000).
3. Unplug the AC adapter.
4. Disconnect any connected cables.
5. Pull down on the cover open lever and open the scanner cover.



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

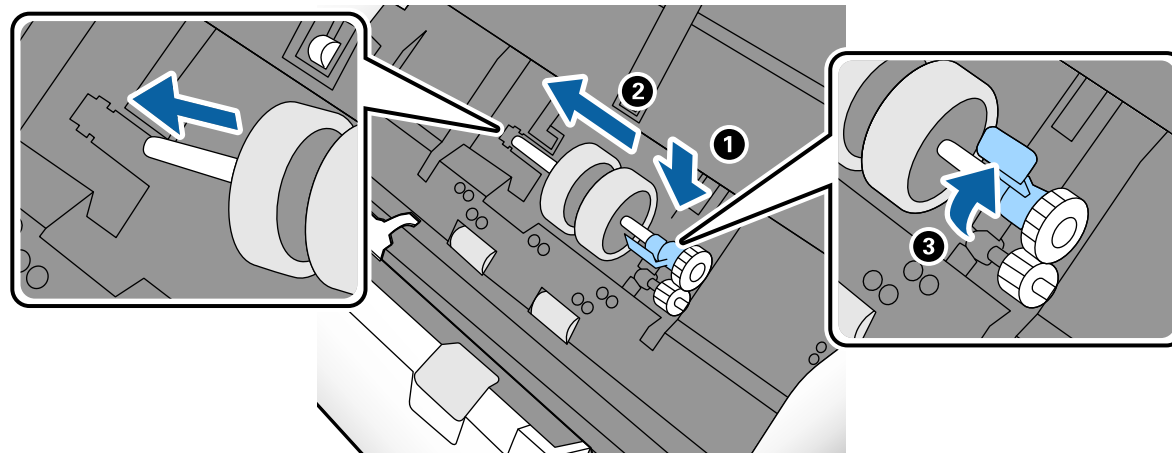


7. Pull down the tab on the pickup roller and slide the roller to the right to remove it.

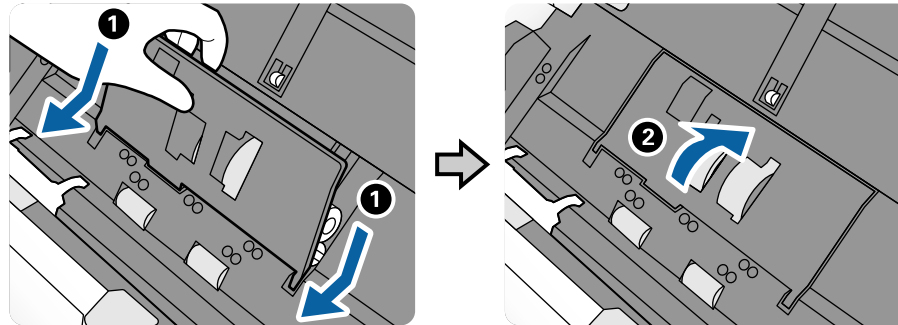


Caution: Do not use excessive force when removing the pickup roller or you could damage the scanner.

8. 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.



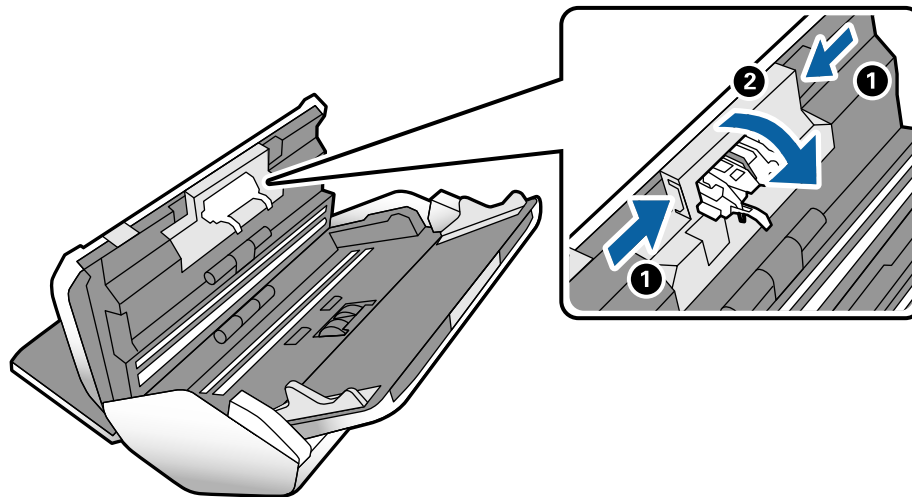
9. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.



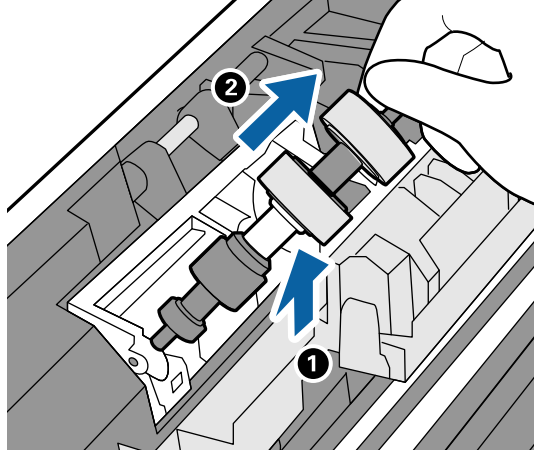
Note: If you are not able to close the cover, the pickup roller is not installed correctly. Remove the pickup roller and reinstall it, then try to close the cover again.

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

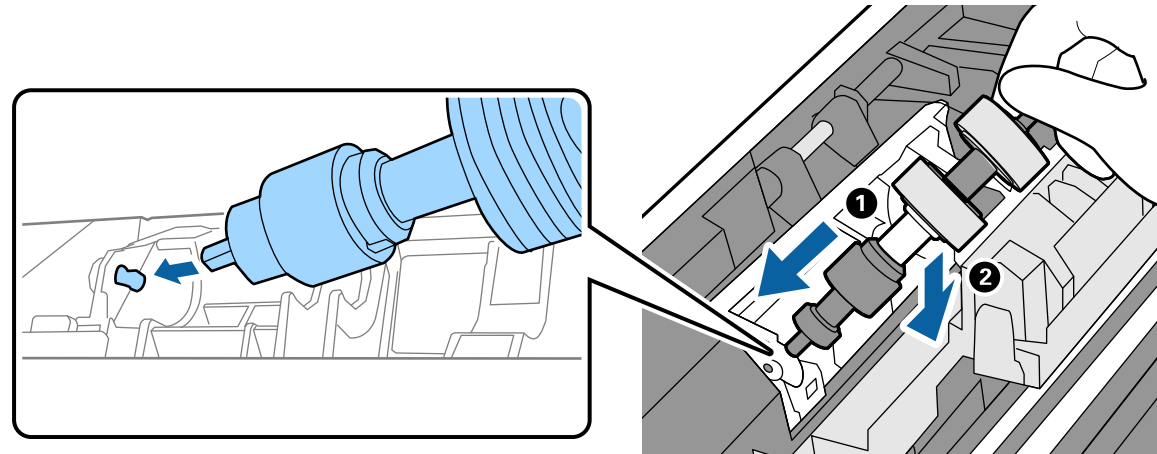
Caution: Be careful not to apply too much force when opening the cover.



11. Lift the left side of the separation roller and remove it.



12. 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.



13. 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.

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

[Resetting the Scanner Roller Counter](#)

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

Related tasks

[Changing the Scanner Position \(DS-32000\)](#)

Resetting the Scanner Roller Counter

When you replace the scanner rollers or perform regular cleaning, reset the scanner roller counter so you know when you may need to perform maintenance again.

1. Press the  home button, if necessary, and select **Scanner Maintenance**.
2. Select a maintenance task:
 - If you replaced the pickup rollers, select **Pickup Roller Replacement**.
 - If you replaced the separation rollers, select **Separation Roller Replacement**.
 - If you cleaned the interior of the scanner, select **Regular Cleaning**.
3. Select **Reset the Number of Scans**.

Note: If the administrator has set an administrator password and locked the settings, you will need to enter the password.

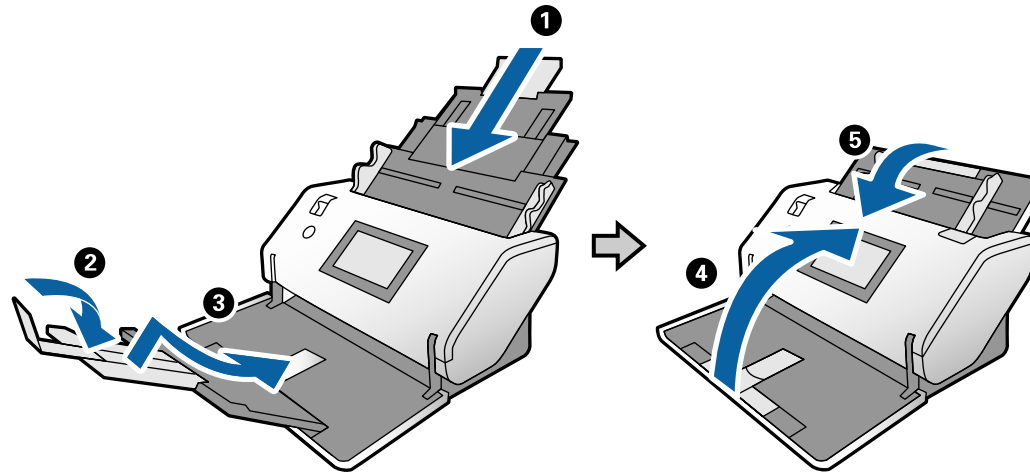
4. Select **Yes** to reset the roller counter.

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

Transporting Your Scanner

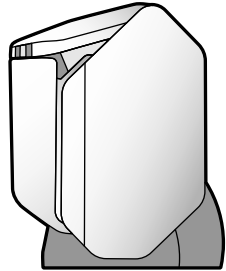
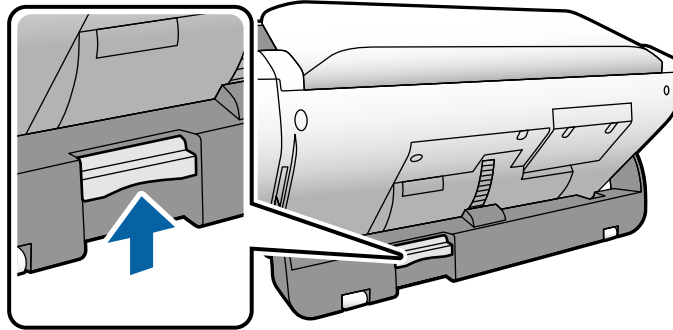
If you need to ship your product, transport it a long distance, or store it for an extended period, prepare it for transportation as described here.

1. Make sure the scanner is in Normal Mode (DS-32000).
2. Turn off the scanner and unplug the AC adapter.
3. Disconnect any connected cables.
4. Close the input tray and the output tray.



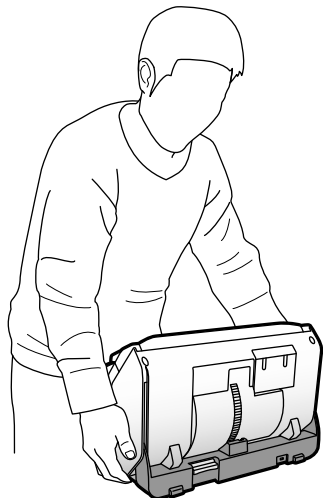
Note: Make sure the output tray is securely closed.

5. Raise the position selector and slowly rotate the scanner into the storage position (DS-32000).



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

Note: When lifting the scanner, hold it using the positions shown below.



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

Related tasks

[Changing the Scanner Position \(DS-32000\)](#)

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](#)

[Uninstall Your Scanner Software](#)

[Where to Get Help - U.S. and Canada](#)

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 the screen to wake the product from sleep mode.

LCD screen message	Condition/solution
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](#)

Solving Scanning Problems

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

[Scanner Does Not Turn On or Turns Off Unexpectedly](#)

[Scanning Software Does Not Operate Correctly](#)

[Cannot Start Epson Scan 2](#)

[Cannot Start Document Capture Pro \(Windows\) or Document Capture \(Mac\)](#)

[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:

- When you rotate the scanner to the storage position, the power turns off automatically.
- Make sure the power cord is securely connected to the scanner and to a working electrical outlet.
- You may need to adjust the **Power Off Settings** settings on the control panel.
- Try pressing the ⏻ power button for approximately one second.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Changing the Scanner Position \(DS-32000\)](#)

[Changing the Power Off Settings](#)

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.

- Make sure the ⏻ power light stops flashing, indicating that the scanner is ready to scan.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Adding and Assigning Scan Jobs with Document Capture Pro - Windows](#)

[Adding and Assigning Scan Jobs with Document Capture - Mac](#)

[Starting a Scan from a Scanning Program](#)

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.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.
- Make sure the ⏻ power light stops flashing, indicating that the scanner is ready to scan.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Starting a Scan from a Scanning Program](#)

Cannot Start Document Capture Pro (Windows) or Document Capture (Mac)

If you cannot start Document Capture Pro (Windows) or Document Capture (Mac), try these solutions:

- Make sure Document Capture Pro (Windows) or Document Capture (Mac), Epson Scan 2, and Epson Event Manager is installed.
- Make sure the correct setting is assigned to the scanner button in Document Capture Pro (Windows) or Document Capture (Mac).
- 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.

- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you upgraded your operating system but did not reinstall Document Capture Pro, 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 status light stops flashing, indicating that the scanner is ready to scan.

Parent topic: [Solving Scanning Problems](#)

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 correct position.
 - 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  on the scanner control panel to slow down the scanning speed.
 - Use **Automatic Feeding Mode** in Epson Scan 2 and scan originals one at a time.
 - Use the optional carrier sheet for thin, folded, or irregularly shaped originals.
- If you see a double feed error in the Epson Scan 2 window or the Document Capture Pro window, start Epson Scan 2, select the **Main Settings** tab, select the **Detect Double Feed** setting, and select **Off**.

Parent topic: [Solving Scanning Problems](#)

Related references

[Original Document Specifications](#)

[Special Original Specifications](#)

[Plastic and Laminated Card Specifications](#)

[Feed Selector Lever](#)

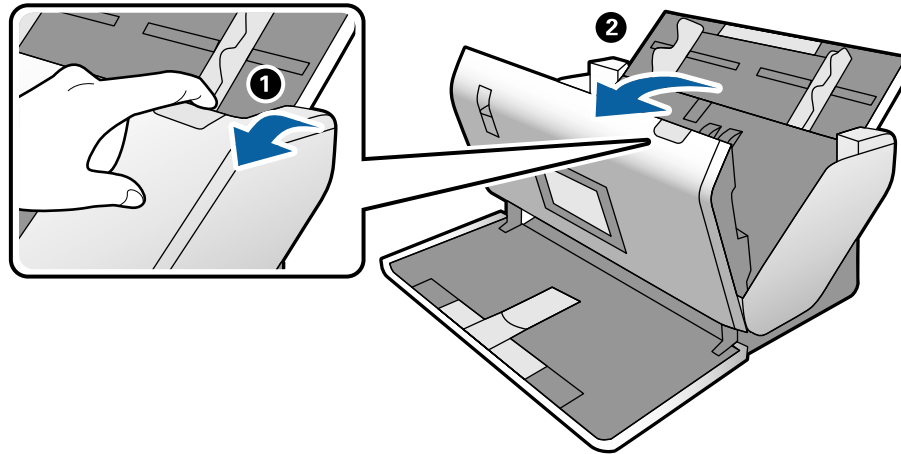
Related tasks

[Loading Originals in the Input Tray](#)

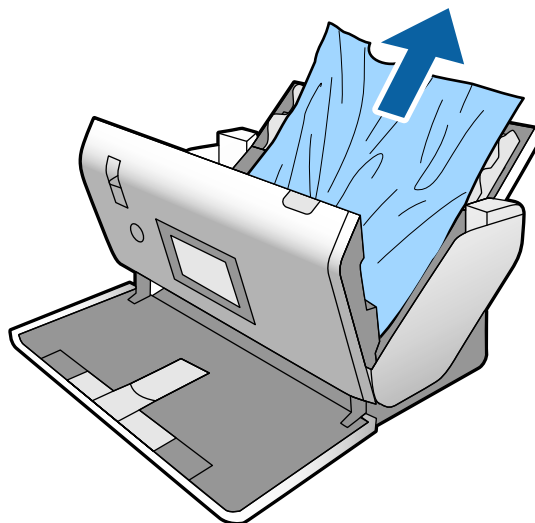
Original Jams in Scanner

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

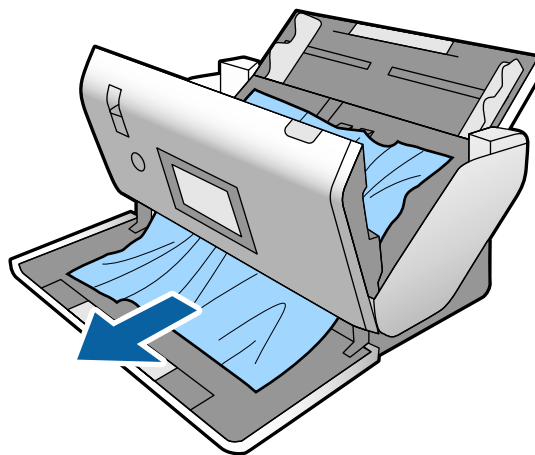
1. Turn off your scanner.
2. Remove all originals from the input tray.
3. Pull down the cover open lever and open the scanner cover.



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  on the scanner control panel to slow down the scanning speed.
- 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 special originals such as carrier sheets, passports, or plastic or laminated cards jam frequently, clean the front face of the originals. If jams still occur, scan 20 sheets of plain paper and then scan the original again.

Parent topic: [Solving Scanning Problems](#)

Related tasks

[Loading Originals in the Input Tray](#)

[Cleaning Inside Your Scanner](#)

[Replacing the Scanner Rollers](#)

Scanning is Slow

If scanning becomes slow, try these solutions:

- Scan your original at a lower resolution, if possible.
- Make sure your system meets the requirements for your operating system. If you are scanning a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory or reduce the resolution.
- Make sure you did not press the  slow mode button to slow down the scanning speed.
- The scanning speed may be reduced depending on the image adjustment features in Epson Scan 2.
- If scanning becomes slower after scanning continuously with the ADF for a long time, the scanner may have automatically slowed down to protect the scanner mechanism from overheating or becoming damaged. Let the scanner rest with the power on for 30 minutes, then try scanning again.
- 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

[Additional Scanning Settings - Main Settings Tab](#)

[Additional Scanning Settings - Advanced Settings Tab](#)

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.

If the image is still visible, you can also select **Black** as the **Background Color** setting in Epson Scan 2.

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

Related references

[Additional Scanning Settings - Main Settings Tab](#)

[Additional Scanning Settings - Advanced Settings Tab](#)

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 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.
- When scanning thin paper, select **White** as the **Background Color** setting. If you cannot select **White**, select any size except **Auto Detect** or **Passport** as the **Document Size** setting, and select any setting except **Paper Skew** as the **Correct Document Skew** setting.

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

Related references

[Additional Scanning Settings - Main Settings Tab](#)

[Additional Scanning Settings - Advanced Settings Tab](#)

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

[Additional Scanning Settings - Main Settings Tab](#)

[Additional Scanning Settings - Advanced Settings Tab](#)

Related tasks

[Saving a Scan as an Office Format File](#)

[Saving Scanned Documents as a Searchable PDF Using Epson Scan 2](#)

Ripple Patterns Appear in an Image

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

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

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

Related references

[Additional Scanning Settings - Main Settings Tab](#)

[Additional Scanning Settings - Advanced Settings Tab](#)

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 your original is 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.

- Avoid scanning in direct sunlight.

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

Scanned Image is Cropped

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

- If the document size is not detected correctly using the **Auto Detect** setting, select the size of your original from the **Document Size** list.

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

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

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

Related references

[Additional Scanning Settings - Main Settings Tab](#)

[Additional Scanning Settings - Advanced Settings Tab](#)

Resetting the Epson Scan 2 Settings

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

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

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

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

Related references

[Additional Scanning Settings - Main Settings Tab](#)

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 latin.epson.com/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 - U.S. and Canada

If you need to contact Epson for technical support services, use the following support options.

Internet Support

Visit Epson's support website at epson.com/support (U.S.), 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 latin.epson.com (Latin American 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](#)

[Safety and Approvals Specifications](#)

Windows System Requirements

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

System

- Windows 10
- Windows 8.x
- Windows 7

Interface

SuperSpeed USB

Note: For the latest product software available for your operating system, visit the Epson support site at [epson.com/support](#) (U.S.), [epson.ca/support](#) (Canada), or [latin.epson.com/support](#) (Latin America), select your product, and select **Downloads**.

Parent topic: [Technical Specifications](#)

Mac System Requirements

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

System

- macOS 10.15.x
- macOS 10.14.x
- macOS 10.13.x
- macOS 10.12.x

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

Interface

Macintosh USB

Note: For the latest product software available for your operating system, visit the Epson support site at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America), select your product, and select **Downloads**.

Parent topic: [Technical Specifications](#)

General Specifications

Scanner type	Sheet feed, one pass duplex, color
Photoelectric device	Color CIS x 2
Effective pixels	7200 × 10200 pixels at 600 dpi 3600 × 64500 pixels at 300 dpi
Document size	Maximum: 12 × 220 inches (304.8 × 5588 mm) (at 200 dpi or less) Minimum: 2 × 2.7 inches (50.8 × 69 mm)
Paper input	Facedown loading
Paper output	Facedown ejection
Paper capacity	DS-30000 and DS-32000 in Normal Mode: A4/Letter: 120 sheets of paper at 80 g/m ² weight A3: 60 sheets at 80 g/m ² weight DS-32000 in Delicate Mode: A4/Letter: 20 sheets of paper at 80 g/m ² weight A3: 10 sheets at 80 g/m ² weight

Scanning resolution	600 dpi (main and sub scan)
Output resolution	50 to 1200 dpi in 1 dpi increments
	Long paper:
	• Approximately 53 inches (1346 mm) or less: up to 600 dpi • Approximately 215 inches (5461 mm) or less: up to 300 dpi • Approximately 220 inches (5588 mm) or less: up 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 port
Light source	White LED x 4 (2 front face; 2 rear face)

Parent topic: [Technical Specifications](#)

Dimension Specifications

Normal Feed position (with input and output trays extended):

Height	13.0 inches (322 mm)
Width	14.6 inches (371 mm)
Depth	26.1 inches (665 mm)
Weight	DS-30000: Approximately 13.4 lb (6.1 kg) DS-32000: Approximately 15.2 lb (6.9 kg)

DS-32000 in Storage position:

Height	9.6 inches (245 mm)
Width	14.6 inches (371 mm)
Depth	6.5 inches (167 mm)

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	2 A
Rated input frequency	50 to 60 Hz
Power consumption	DS-30000: Operating: 20 W (approximately) Ready mode: 11 W (approximately) Sleep mode: 1.4 W (approximately) Power off mode: 0.1 W (approximately) DS-32000: Operating: 23 W (approximately) Ready mode: 11 W (approximately) Sleep mode: 1.4 W (approximately) Power off mode: 0.1 W (approximately)

AC Adapter

AC adapter model	A471H
Rated input voltage	100 to 240 V

Rated input current	1.2 A
Rated input frequency	50 to 60 Hz
Rated output 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 (non-condensing)	Operating: 15 to 80% RH 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](#)

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

This product conforms to Part 15 of FCC Rules and RSS-210 of the IC Rules. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation of the device.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

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.

LCD Screen

- The LCD screen may have uneven brightness or a few small bright or dark spots. This is normal and does not indicate damage.
- Use only a dry, soft cloth to clean the LCD screen. Do not use liquid or chemical cleansers.
- 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 press too hard on the LCD screen or subject it to heavy impacts.
- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.
- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.
- Do not subject your product to sudden changes in temperature or humidity; this may cause condensation to develop inside the LCD screen and degrade its performance.

Parent topic: [Notices](#)

Restrictions on Copying

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

Copying of the following items is prohibited by law:

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

Exercise caution when copying the following items:

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

Note: Copying these items may also be prohibited by law.

Restriction on disassembling and decompiling

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

Parent topic: [Notices](#)

Default Delay Times for Power Management for Epson Products

This product will enter sleep mode after a period of nonuse. This is to ensure that the product meets Energy Star standards of energy efficiency. More energy savings can be achieved by setting the time to sleep to a shorter interval.

Parent topic: [Notices](#)

Binding Arbitration and Class Waiver

1. DISPUTES, BINDING INDIVIDUAL ARBITRATION, AND WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS

1.1 Disputes. The terms of this Section 1 shall apply to all Disputes between you and Epson. The term "Dispute" is meant to have the broadest meaning permissible under law and includes any dispute, claim, controversy or action between you and Epson arising out of or relating to this Agreement, Epson branded products (hardware and including any related software), or other transaction involving you and Epson, whether in contract, warranty, misrepresentation, fraud, tort, intentional tort, statute, regulation, ordinance, or any other legal or equitable basis. "DISPUTE" DOES NOT INCLUDE IP CLAIMS, or more specifically, a claim or cause of action for (a) trademark infringement or dilution, (b) patent infringement, (c) copyright infringement or misuse, or (d) trade secret misappropriation (an "IP Claim"). You and Epson also agree, notwithstanding Section 1.6, that a court, not an arbitrator, may decide if a claim or cause of action is for an IP Claim.

1.2 Binding Arbitration. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED.**

Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 Pre-Arbitration Steps and Notice. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to

resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3131 Katella Ave., Los Alamitos, CA 90720 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EALegal@ea.epson.com or writing us at the Epson Address above. Notice of the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

1.4 Small Claims Court. Notwithstanding the foregoing, you may bring an individual action in the small claims court of your state or municipality if the action is within that court's jurisdiction and is pending only in that court.

1.5 WAIVER OF CLASS ACTIONS AND CLASS ARBITRATIONS. YOU AND EPSON AGREE THAT EACH PARTY MAY BRING DISPUTES AGAINST THE OTHER PARTY ONLY IN AN INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY CLASS OR REPRESENTATIVE PROCEEDING, INCLUDING WITHOUT LIMITATION FEDERAL OR STATE CLASS ACTIONS, OR CLASS ARBITRATIONS. CLASS ACTION LAWSUITS, CLASS-WIDE ARBITRATIONS, PRIVATE ATTORNEY-GENERAL ACTIONS, AND ANY OTHER PROCEEDING WHERE SOMEONE ACTS IN A REPRESENTATIVE CAPACITY ARE NOT ALLOWED. ACCORDINGLY, UNDER THE ARBITRATION PROCEDURES OUTLINED IN THIS SECTION, AN ARBITRATOR SHALL NOT COMBINE OR CONSOLIDATE MORE THAN ONE PARTY'S CLAIMS WITHOUT THE WRITTEN CONSENT OF ALL AFFECTED PARTIES TO AN ARBITRATION PROCEEDING.

1.6 Arbitration Procedure. If you or Epson commences arbitration, the arbitration shall be governed by the rules of JAMS that are in effect when the arbitration is filed, excluding any rules that permit arbitration on a class or representative basis (the "JAMS Rules"), available at <http://www.jamsadr.com> or by calling 1-800-352-5267, and under the rules set forth in this Agreement. All Disputes shall be resolved by a single neutral arbitrator, and both parties shall have a reasonable opportunity to participate in the selection of the arbitrator. The arbitrator is bound by the terms of this Agreement. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve all disputes arising out of or relating to the interpretation, applicability, enforceability or formation of this Agreement, including any claim that all or any part of this Agreement is void or voidable. Notwithstanding this broad delegation of authority to the arbitrator, a court may determine the limited question of whether a claim or cause of action is for an IP Claim, which is excluded from the definition of "Disputes" in Section 1.1 above. The arbitrator shall be empowered to grant whatever relief would be available in a court under law or in equity. The arbitrator may award you the same damages as a court could, and may award declaratory or injunctive relief only in favor of the individual party seeking relief and only to the extent necessary to provide relief warranted by that party's individual claim. In some instances, the costs of arbitration can exceed the costs of litigation and the right to discovery may be more limited in arbitration

than in court. The arbitrator's award is binding and may be entered as a judgment in any court of competent jurisdiction.

You may choose to engage in arbitration hearings by telephone. Arbitration hearings not conducted by telephone shall take place in a location reasonably accessible from your primary residence, or in Orange County, California, at your option.

a) Initiation of Arbitration Proceeding. If either you or Epson decides to arbitrate a Dispute, both parties agree to the following procedure:

(i) Write a Demand for Arbitration. The demand must include a description of the Dispute and the amount of damages sought to be recovered. You can find a copy of a Demand for Arbitration at <http://www.jamsadr.com> ("Demand for Arbitration").

(ii) Send three copies of the Demand for Arbitration, plus the appropriate filing fee, to: JAMS, 500 North State College Blvd., Suite 600 Orange, CA 92868, U.S.A.

(iii) Send one copy of the Demand for Arbitration to the other party (same address as the Dispute Notice), or as otherwise agreed by the parties.

b) Hearing Format. During the arbitration, the amount of any settlement offer made shall not be disclosed to the arbitrator until after the arbitrator determines the amount, if any, to which you or Epson is entitled. The discovery or exchange of non-privileged information relevant to the Dispute may be allowed during the arbitration.

c) Arbitration Fees. Epson shall pay, or (if applicable) reimburse you for, all JAMS filings and arbitrator fees for any arbitration commenced (by you or Epson) pursuant to provisions of this Agreement.

d) Award in Your Favor. For Disputes in which you or Epson seeks \$75,000 or less in damages exclusive of attorney's fees and costs, if the arbitrator's decision results in an award to you in an amount greater than Epson's last written offer, if any, to settle the Dispute, Epson will: (i) pay you \$1,000 or the amount of the award, whichever is greater; (ii) pay you twice the amount of your reasonable attorney's fees, if any; and (iii) reimburse you for any expenses (including expert witness fees and costs) that your attorney reasonably accrues for investigating, preparing, and pursuing the Dispute in arbitration. Except as agreed upon by you and Epson in writing, the arbitrator shall determine the amount of fees, costs, and expenses to be paid by Epson pursuant to this Section 1.6d).

e) Attorney's Fees. Epson will not seek its attorney's fees and expenses for any arbitration commenced involving a Dispute under this Agreement. Your right to attorney's fees and expenses under Section 1.6d) above does not limit your rights to attorney's fees and expenses under applicable law; notwithstanding the foregoing, the arbitrator may not award duplicative awards of attorney's fees and expenses.

1.7 Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent

to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.

1.8 Amendments to Section 1. Notwithstanding any provision in this Agreement to the contrary, you and Epson agree that if Epson makes any future amendments to the dispute resolution procedure and class action waiver provisions (other than a change to Epson's address) in this Agreement, Epson will obtain your affirmative assent to the applicable amendment. If you do not affirmatively assent to the applicable amendment, you are agreeing that you will arbitrate any Dispute between the parties in accordance with the language of this Section 1 (or resolve disputes as provided for in Section 1.7, if you timely elected to opt-out when you first assented to this Agreement).

1.9 Severability. If any provision in this Section 1 is found to be unenforceable, that provision shall be severed with the remainder of this Agreement remaining in full force and effect. **The foregoing shall not apply to the prohibition against class or representative actions as provided in Section 1.5. This means that if Section 1.5 is found to be unenforceable, the entire Section 1 (but only Section 1) shall be null and void.**

Parent topic: [Notices](#)

Trademarks

EPSON® is a registered trademark and EPSON Exceed Your Vision is a registered logomark of Seiko Epson Corporation.

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Parent topic: [Notices](#)

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