



DS-870 DS-970

User's Guide

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About This Manual

Introducing the Manuals

The latest versions of the following manuals are available from the Epson support website.

<http://www.epson.eu/Support> (Europe)

<http://support.epson.net/> (outside Europe)

Setup Guide (paper manual)

Provides you with information on setting up the product and installing the application.

User's Guide (digital manual)

Provides instructions on using the product, maintenance, and solving problems.

As well as the manuals above, see the help included in the various Epson applications.

Marks and Symbols



Caution:

Instructions that must be followed carefully to avoid bodily injury.



Important:

Instructions that must be observed to avoid damage to your equipment.

Note:

Provides complementary and reference information.

Related Information

➔ Links to related sections.

Descriptions Used in this Manual

- Screenshots for the applications are from Windows 10 or macOS High Sierra. The content displayed on the screens varies depending on the model and situation.
- Illustrations used in this manual are for reference only. Although they may differ slightly from the actual product, the operating methods are the same.

Operating System References

Windows

In this manual, terms such as "Windows 10", "Windows 8.1", "Windows 8", "Windows 7", "Windows Vista", "Windows XP", "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003" refer to the following operating systems. Additionally, "Windows" is used to refer to all versions and "Windows Server" is used to refer to "Windows Server 2016", "Windows Server 2012 R2", "Windows Server 2012", "Windows Server 2008 R2", "Windows Server 2008", "Windows Server 2003 R2", and "Windows Server 2003".

- Microsoft® Windows® 10 operating system
- Microsoft® Windows® 8.1 operating system
- Microsoft® Windows® 8 operating system
- Microsoft® Windows® 7 operating system
- Microsoft® Windows Vista® operating system
- Microsoft® Windows® XP operating system Service Pack 3
- Microsoft® Windows® XP Professional x64 Edition operating system Service Pack 2
- Microsoft® Windows Server® 2016 operating system
- Microsoft® Windows Server® 2012 R2 operating system
- Microsoft® Windows Server® 2012 operating system
- Microsoft® Windows Server® 2008 R2 operating system
- Microsoft® Windows Server® 2008 operating system
- Microsoft® Windows Server® 2003 R2 operating system
- Microsoft® Windows Server® 2003 operating system Service Pack 2

Mac OS

In this manual, "Mac OS" is used to refer to macOS High Sierra, macOS Sierra, OS X El Capitan, OS X Yosemite, OS X Mavericks, OS X Mountain Lion, Mac OS X v10.7.x, and Mac OS X v10.6.8.

Important Instructions

Safety Instructions

Read and follow these instructions to ensure safe use of this product and options. Make sure you keep this manual for future reference. Also, be sure to follow all warnings and instructions marked on the product and options.

- ❑ Some of the symbols used on your product and options are to ensure safety and proper use of the product. Visit the following Web site to learn the meaning of the symbols.
<http://support.epson.net/symbols>
- ❑ Place the product and options on a flat, stable surface that extends beyond the base of the product and options in all directions. If you place the product and options by the wall, leave more than 10 cm between the back of the product and options and the wall.
- ❑ Place the product and options close enough to the computer for the interface cable to reach it easily. Do not place or store the product and options or the AC adapter outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.
- ❑ Do not use with wet hands.
- ❑ Place the product and options near an electrical outlet where the adapter can be easily unplugged.
- ❑ The AC adapter cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the cord and do not allow the AC adapter or the cord to be stepped on or run over. Be particularly careful to keep the cord straight at the end.
- ❑ Use only the power cord supplied with the product and do not use the cord with any other equipment. Use of other cords with this product or the use of the supplied power cord with other equipment may result in fire or electric shock.
- ❑ Use only the AC adapter that comes with your product. Using any other adapter could cause fire, electrical shock, or injury.
- ❑ The AC adapter is designed for use with the product with which it was included. Do not attempt to use it with other electronic devices unless specified.
- ❑ Use only the type of power source indicated on the AC adapter's label, and always supply power directly from a standard domestic electrical outlet with the AC adapter that meets the relevant local safety standards.
- ❑ When connecting this product and options to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- ❑ Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.
- ❑ If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❑ Never disassemble, modify, or attempt to repair the AC adapter, product, or product options by yourself except as specifically explained in the product's guides.
- ❑ Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.
- ❑ If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.

Important Instructions

- ❑ Unplug the product, options, and the AC adapter, and refer servicing to qualified service personnel under the following conditions: The AC adapter or plug is damaged; liquid has entered the product, options, or the AC adapter; the product or the AC adapter has been dropped or the case has been damaged; the product, options, or the AC adapter does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)
- ❑ Unplug the product and the AC adapter before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners except as specifically explained in the product's guides.
- ❑ If you are not going to use the product for a long period, be sure to unplug the AC adapter from the electrical outlet.
- ❑ After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.
- ❑ If the LCD screen is damaged, contact your dealer. 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.

Restrictions on Copying

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

Copying of the following items is prohibited by law:

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

Exercise caution when copying the following items:

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

Note:

Copying these items may also be prohibited by law.

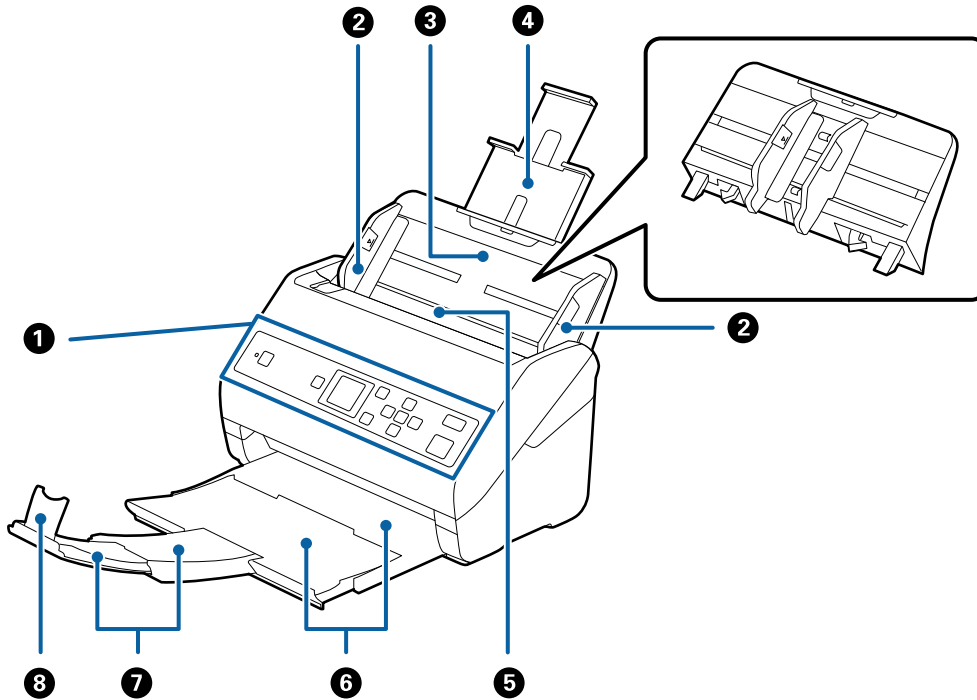
Responsible use of copyrighted materials:

Products can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

Scanner Basics

Part Names and Functions

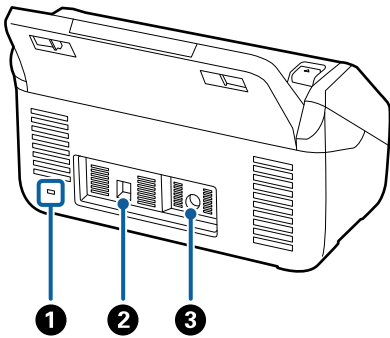
Front



1	Control panel	Indicates the scanner's status and allows you to make scanning settings.
2	Edge guides	Feeds originals straight into the scanner. Slide to the edges of the originals.
3	Input tray	Loads originals. Pull out the tray extension if originals are too big for the input tray. This prevents paper from curling and causing paper jams. When removing the input tray, slide the hooks that are on both ends at the back, and then pull out the input tray.
4	Input tray extension	
5	ADF (Automatic Document Feeder)	Feeds loaded originals automatically.
6	Output tray	Holds originals ejected from the scanner. Pull out the extension tray to the length of the originals.
7	Output tray extension	
8	Stopper	Prevents ejected originals from falling off the extension tray. Adjust it to the length of the originals.

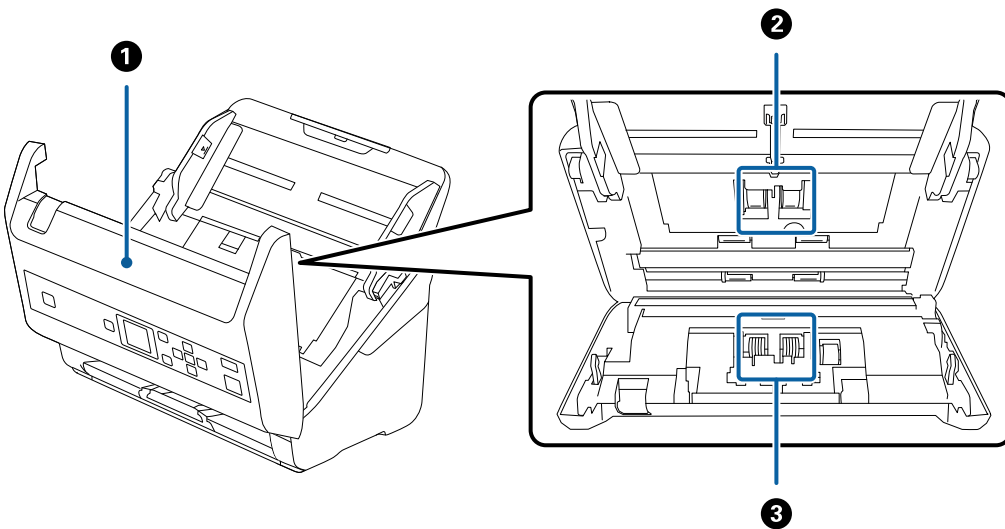
Scanner Basics

Back



1	Security slot	Inserts a security lock for theft prevention.
2	USB port	Connects a USB cable.
3	DC inlet	Connects the AC adapter.

Inside



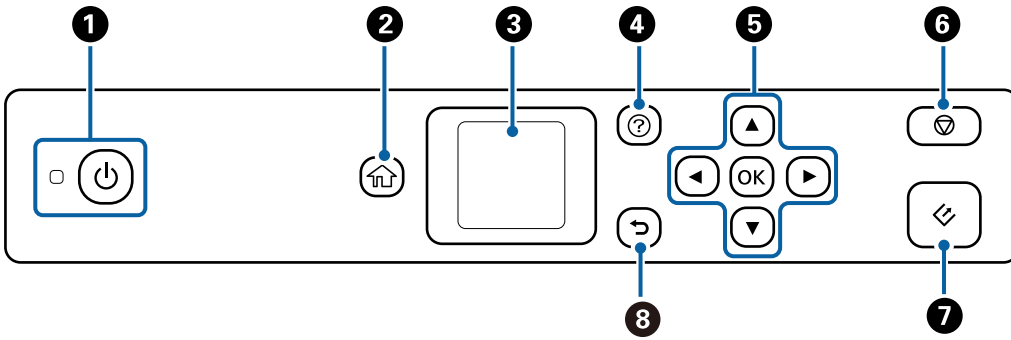
1	Scanner cover	Pull the lever and open the scanner cover when cleaning inside the scanner and removing jammed paper.
2	Pickup roller	Feeds originals. This needs to be replaced when the number of scans exceeds the service number of papers.
3	Separation roller	Feeds originals separately one by one. This needs to be replaced when the number of scans exceeds the service number of papers.

Related Information

- ➔ [“Cleaning Inside the Scanner” on page 102](#)
- ➔ [“Replacing the Roller Assembly Kit” on page 107](#)

Control Panel

Buttons and Light



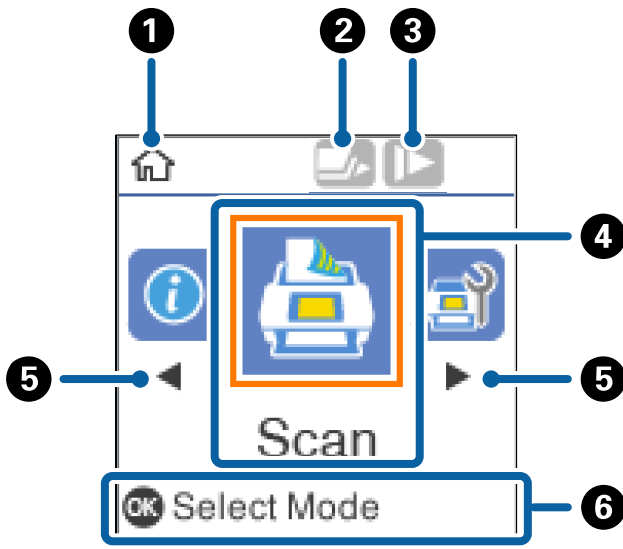
<p>①</p>	<p>Turns the scanner on or off.</p> <p>Do not turn off the scanner while the light is flashing because the scanner is operating or processing a job.</p>
<p>②</p>	<p>Displays the home screen.</p>
<p>③</p>	<p>Displays menus and messages.</p>
<p>④</p>	<p>Displays the help screen.</p> <p>You can check how to solve problems and how to load originals.</p>
<p>⑤</p>	<p>Use the ▲▼◀▶ buttons to highlight an item, and then press the OK button to open the selected menu or to make settings.</p>
<p>⑥</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Cancels scanning or the current operation. <input type="checkbox"/> Exits Automatic Feeding Mode. <input type="checkbox"/> Clears setting changes on the Edit Job screen.
<p>⑦</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Starts scanning. <input type="checkbox"/> Press this when cleaning the inside of the scanner.
<p>⑧</p>	<p>Returns to the previous screen.</p>



Guide to the LCD Screen

Menus and messages are displayed on the LCD screen. Select a menu or setting by pressing the ▲▼◀▶ buttons.

Guide to the Home Screen

The following icons and menus are displayed on the home screen.



1	This icon indicates that you are on the home screen.	
2	This icon indicates whether or not the DFDS Function feature is enabled. When enabled, the icon changes to  . This feature skips double feed detection once and continues scanning. Enable this to scan originals that are detected as double feeds, for example plastic cards or envelopes.	
3	This icon indicates whether or not the Slow feature is enabled. When enabled, the icon changes to  . This feature slows down the scanning speed. Enable this to scan originals that are likely to jam, for example thin paper.	
4	Function icons and names are displayed as menu icons.	
	Scan	Enters the Scan menu. You can scan using jobs on your computer that were created in Document Capture Pro (Windows)/Document Capture (Mac OS).
	Scanner Maintenance	Enters the Scanner Maintenance menu. Displays information on how to maintain the scanner.
	Settings	Enters the Settings menu. You can change the settings of the scanner.
	Device Information	Enters the Device Information menu. Displays information for the scanner.
5	When ◀ and ▶ are displayed, you can use them to scroll right or left.	
6	Displays available buttons. In this example, you can go to the selected menu by pressing the OK button.	

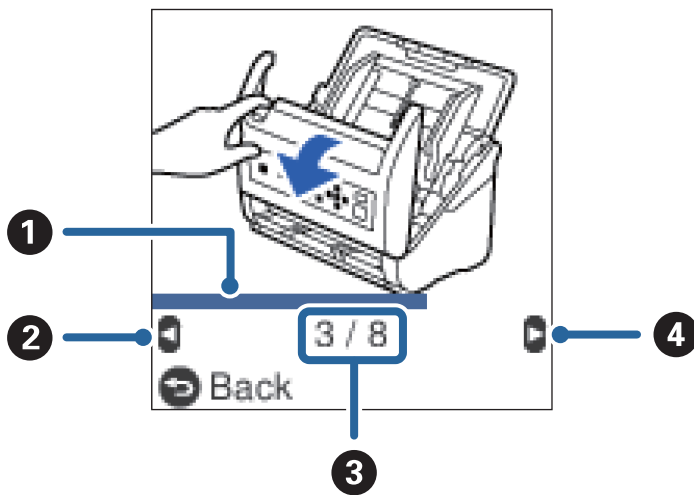
Related Information

- ➔ “Scanning Using the Control Panel” on page 54
- ➔ “Menu Options on the Control Panel” on page 86
- ➔ “Replacing the Roller Assembly Kit” on page 107

Viewing Guidance Animations

You can watch animated guides that explain how to maintain the scanner, replace the rollers, place various kind of originals, and so on.

- Press the **?** button on the scanner to display the help screen. Select **How To**, and then select the items that you want to view.
- Press the **OK** button when **How To** appears at the bottom of the operation screen to display context-sensitive animations.



1	Indicates your progress through the current step. The animation repeats when the progress bar reaches the end.
2	Press the ◀ button to return to the previous step.
3	Indicates the total number of steps and the current step number. The example above shows step 3 of 8.
4	Press the ▶ button to go to the next step.

Restricting User Access for the Control Panel

You can restrict user access for settings on the control panel by using **Restrict User Access**.

Note:

*If the scanner has an administrator, contact your administrator before enabling **Restrict User Access**.*

1. Select **Settings** from the home screen using the ◀ or ▶ button, and then press the **OK** button.
2. Select **System Administration** using the ◀ or ▶ button, and then press the **OK** button.

Scanner Basics

3. Select **Restrict User Access** using the ◀ or ▶ button, and then press the **OK** button.
4. Select **On** using the ▼ or ▲ button, and then press the **OK** button.
5. When the message *To enable Restrict User Access, see your documentation.* is displayed, hold down the ▲ and ▼ buttons simultaneously for more than one second.
After **Restrict User Access** is set, you are returned to the **Settings** screen.
6. Next, check that the **Restrict User Access** is set correctly. Press the **OK** button on the **System Administration** menu.
7. If the message *Restrict User Access is enabled. For more details, see your documentation.* is displayed, **Restrict User Access** is set correctly.

Accessing Restricted Settings on the Control Panel

If **Restrict User Access** is enabled, you can access the settings by using a special key operation.

Note:

If the scanner has an administrator, contact your administrator before accessing restricted settings.

1. When the message *Restrict User Access is enabled. For more details, see your documentation.* is displayed, hold down the ▲ and ▼ buttons simultaneously for more than one second.
The setting screen for the selected menu is displayed, and you can edit the settings.
2. Make the settings, and then press the **OK** button.

Disable User Access Restriction for the Control Panel

Follow the steps below to disable **Restrict User Access**.

Note:

If the scanner has an administrator, contact your administrator before disabling Restrict User Access.

1. Select **Settings** on the home screen using the ◀ or ▶ button, and then press the **OK** button.
2. Select **System Administration** using the ◀ or ▶ button, and then press the **OK** button.
3. When the message *Restrict User Access is enabled. For more details, see your documentation.* is displayed, hold down the ▲ and ▼ buttons simultaneously for more than one second.
The **System Administration** screen is displayed, and you can edit the settings.
4. Select **Restrict User Access** using the ◀ or ▶ button, and then press the **OK** button.
5. Select **Off** using the ▲ or ▼ button, and then press the **OK** button.

Setting Menus that can be Restricted

You can restrict user access for the following menus by enabling **Restrict User Access**.

Scanner Basics

Device Information

- Number of Scans After Replacing Roller**
- Number of Scans After Regular Cleaning**

Settings

- Scanner Settings**
 - Paper Protection
 - Detect Glass Dirt
 - Ultrasonic Double Feed Detection
- Sleep Timer**
- Power Off Timer**
- Language**
- Regular Cleaning Alert Settings**
- System Administration**

Information on Applications

This section introduces the application products available for your scanner. The latest application can be installed at the Epson Web site.

Epson Scan 2

Epson Scan 2 is a driver for controlling your scanner, enabling a variety of scan settings. This also allows you to start either as a standalone application or by using TWAIN-compliant application software.

See the Epson Scan 2 help for details on using the application.

Document Capture Pro / Document Capture

Document Capture Pro is an application that allows you to easily digitize originals such as documents and forms.

You can save scanned images to a specified folder, send by email, and perform copying functions by linking to a printer. You can also split documents by using separation information such as barcodes and automatically process new files. This allows you to streamline the way electronic documents are handled, such as reading large documents and making best use of network capabilities.

Document Capture Pro is for Windows only. For Mac OS, use Document Capture, and for Windows Server, use Document Capture Pro Server.

See the Document Capture Pro help (Windows) or Document Capture (Mac OS) for details on using the application.

Note:

Document Capture Pro does not support Windows Vista/Windows XP.

Job:

When performed in order, the following operations are known as a job: **1. Scan > 2. Save > 3. Send.**

Scanner Basics

By registering a series of operations in advance as a job, you can perform all of the operations by simply selecting the job. By assigning a job to the scanner's control panel, you can start a job from the control panel (Button Assignment).

Separation Function:

You can automatically process complicated sorting or organizing by using a variety of detection methods such as blank pages with/without barcodes which are inserted between the originals, or barcodes on the originals.

You can also sort multiple scanned images as separate files and save each file in specific folders by using these methods or by setting specific pages.

Document Capture Pro Server

Document Capture Pro Server is an application for Windows Server that allows you to manage up to 100 scanners on the network through servers.

By using a web browser, you can register and monitor scanners or register jobs: **1. Scan > 2. Save > 3. Send** and assign them to individual scanners. You can scan by simply selecting a job on a scanner managed by Document Capture Pro Server.

For further information, contact your local Epson office.

Note:

The optional Network Interface Unit is required to use this application.

EPSON Software Updater

EPSON Software Updater is an application that checks for new or updated applications on the internet and installs them.

You can also update the scanner's digital manual.

Note:

Windows Server operating systems are not supported.

Option Items and Consumables Information

Flatbed Scanner Dock Codes

The dock combines the product (the sheet feed scanner) and a flatbed scanner allowing you to use it as a single scanner. This allows you to scan cardboard, booklets, and so on, that you cannot feed using the ADF.

Note:

You cannot use the Network Interface Unit and the Flatbed Scanner Dock at the same time.

Part name	Codes
Flatbed Scanner Dock *	B12B819011 B12B819021 (China only)
Flatbed Scanner	Epson Perfection V19/V39

Scanner Basics

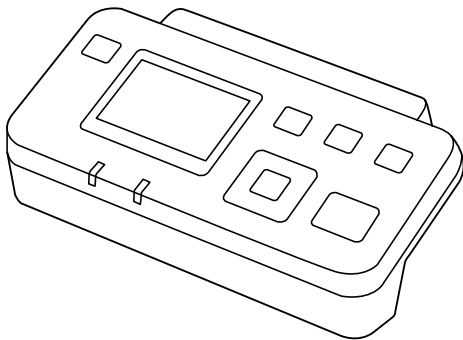
* Windows only

Network Interface Unit Codes

You can scan through a network by using Document Capture Pro (Windows only). By registering frequently used scan process settings such as save, sort, transfer, and so on, with a name such as "job", you can reduce the workload and increase efficiency by simply selecting "job" on the control panel. See the manual for more details.

Note:

You cannot use the Network Interface Unit and the Flatbed Scanner Dock at the same time.



Part name	Codes *2	Specifications
Network Interface Unit *1	B12B808451 (European, Middle East, and African countries) B12B808461 (Asia Pacific countries excluding China and Korea) B12B808464 (China) B12B808466 (Korea)	Available for 1000BASE-T/100BASE-TX/10BASE-T, IPv6, IEEE802.3az

*1 When mounted, you cannot use the scanner or a computer over a USB connection.

*2 Codes may vary by region.

Carrier Sheet Codes

Using a Carrier Sheet allows you to scan irregular shaped originals or photos that can be easily scratched. You can scan originals larger than A4 size with a carrier sheet by folding it in half.

Part name	Codes*
Carrier Sheet	B12B819051

* You can only use the carrier sheet with the code.

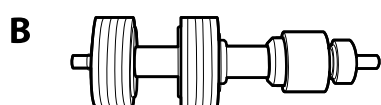
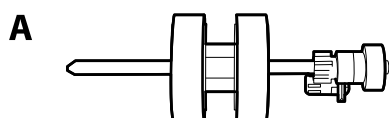
Related Information

- ➔ [“General Specifications for Originals being Scanned” on page 21](#)
- ➔ [“Placing Large Size Originals” on page 39](#)
- ➔ [“Placing Irregular Shaped Originals” on page 42](#)

➔ [“Placing Photographs” on page 45](#)

Roller Assembly Kit Codes

Parts (the pickup roller and separation roller) should be replaced when the number of scans exceeds the service number. You can check the latest number of scans on the control panel or in the Epson Scan 2 Utility.



A: pickup roller, B: separation roller

Part name	Codes	Life cycle
Roller Assembly Kit	B12B819031 B12B819041 (China only)	200,000*

* This number was reached by consecutively scanning using Epson test original papers, and is a guide to the replacement cycle. The replacement cycle may vary depending on different paper types, such as paper that generates a lot of paper dust or paper with a rough surface that may shorten the life cycle.

Related Information

- ➔ [“Replacing the Roller Assembly Kit” on page 107](#)
- ➔ [“Resetting the Number of Scans on the Control Panel” on page 112](#)

Cleaning Kit Codes

Use this when cleaning inside the scanner. This kit is composed of cleaning liquid and a cleaning cloth.

Part name	Codes
Cleaning Kit	B12B819291

Related Information

- ➔ [“Cleaning Inside the Scanner” on page 102](#)

Specifications of Originals and Placing Originals

Specifications of Originals

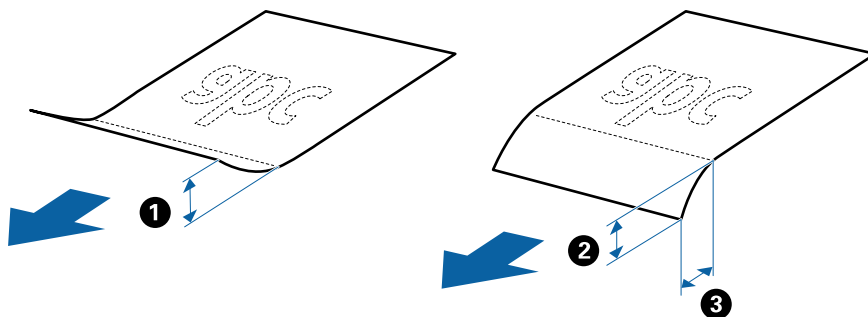
This section explains the specifications and conditions of originals that can be loaded in the ADF.

General Specifications for Originals being Scanned

Type of Original	Thickness	Size
Plain paper	27 to 413 g/m ²	Maximum: 215.9×6,096.0 mm (8.5×240.0 in.)
Fine paper	A8 size or less: 127 to 413 g/m ²	Minimum: 50.8×50.8 mm (2.0×2.0 in.)
Recycled paper	Plastic cards: 1.24 mm (0.05 in.) or less (including emboss)	The loadable size varies depending on the type of originals.
Post card	Laminated Cards: 0.8 mm (0.03 in.) or less	
Business card		
Envelopes		
Plastic cards complying with ISO7810 ID-1 type (with or without emboss)		
Laminated cards		
Thermal paper		

Note:

- ❑ All originals must be flat at the leading edge.
- ❑ Make sure that curls on the leading edge of the originals are kept within the following range.
 - ① must be 3 mm or less.
 - ② must be 1 mm or less while ② is equal to or less than ③. When ③ is equal to or more than 10 times the size of ②, ② can be more than 1 mm.



- ❑ Even when the original meets the specifications for originals that can be placed in the ADF, it may not feed from the ADF or the scan quality may decline depending on the paper properties or quality.

Specifications of Originals and Placing Originals

Specifications of Standard Size Originals

The list of the standard size originals you can load on the scanner.

Size	Measurement	Thickness	Paper Type	Loading Capacity *
Legal	215.9×355.6 mm (8.5×14 in.)	27 to 413 g/m ²	Plain paper Fine paper Recycled paper	Thickness of the originals stack: under 12 mm (0.47 in.) 80 g/m ² : 80 sheets 90 g/m ² : 69 sheets 104 g/m ² : 59 sheets 127 g/m ² : 50 sheets 157 g/m ² : 40 sheets 209 g/m ² : 30 sheets 256 g/m ² : 24 sheets 413 g/m ² : 14 sheets The loading capacity varies depending on the paper type.
Letter	215.9×279.4 mm (8.5×11 in.)			Thickness of the originals stack: under 12 mm (0.47 in.)
A4	210×297 mm (8.3×11.7 in.)			80 g/m ² : 100 sheets
B5	182×257 mm (7.2×10.1 in.)			90 g/m ² : 86 sheets
A5	148×210 mm (5.8×8.3 in.)			104 g/m ² : 74 sheets
B6	128×182 mm (5.0×7.2 in.)			127 g/m ² : 62 sheets
A6	105×148 mm (4.1×5.8 in.)			157 g/m ² : 50 sheets
A8	52×74 mm (2.1×2.9 in.)	127 to 413 g/m ²		209 g/m ² : 38 sheets
				256 g/m ² : 30 sheets
Business Card	55×89 mm (2.1×3.4 in.)	210 g/m ²		413 g/m ² : 18 sheets The loading capacity varies depending on the paper type.
			Thickness of the originals stack: under 12 mm (0.47 in.) 30 sheets	

* You can refill the originals up to the maximum capacity during scanning.

Specifications of Long Paper

The specification of long paper you can load into the scanner.

Specifications of Originals and Placing Originals

Size	Thickness	Paper Type	Loading Capacity
Width: 50.8 to 215.9 mm (2.0 to 8.5 in.) Length: 393.8 to 6,096.0 mm (15.5 to 240.0 in.)	50 to 130 g/m ²	Plain paper Fine paper Recycled paper	1 sheet

Specifications of Plastic Cards

The specification of plastic card you can load into the scanner.

Size	Card Type	Thickness	Loading Capacity	Loading Direction
ISO7810 ID-1 Type 54.0×85.6 mm (2.1×3.3 in.)	With embossing	1.24 mm (0.05 in.) or less	1 card	Horizontal (Landscape)
	Without embossing	1.1 mm (0.04 in.) or less	5 cards	

Specifications of Laminated Cards

The specification of laminated cards you can load into the scanner.

Size	Thickness	Loading Capacity
120.0×150.0 mm (4.7×5.9 in.) or less	0.8 mm (0.03 in.) or less	1 card

Specifications for Originals Using the Carrier Sheet

The optional Carrier Sheet is a sheet designed to transport originals through the scanner. You can scan originals that are larger than A4/Letter size, important documents or photos which must not be damaged, thin paper, irregular shaped originals, and so on.

The following table provides the conditions for using the Carrier Sheet.

Specifications of Originals and Placing Originals

Type	Size	Thickness	Loading Capacity of the Carrier Sheet
Originals that cannot be loaded directly into the scanner	A3* ¹ A4 B4* ¹ Letter Legal* ¹ B5 A5 B6 A6 A8 Custom size: <input type="checkbox"/> Width: up to 431.8 mm (17 in.) * ² <input type="checkbox"/> Length: up to 297 mm (11.7 in.) * ³	0.3 mm (0.012 in.) or less (excluding the thickness of the Carrier Sheet)	10 sheets

*1 Fold in half to set.

*2 Originals that are wider than 215.9 mm (8.5 in.) need to be folded in half.

*3 The leading edge of the original must be placed at the binding part of the Carrier Sheet when scanning an original approximately 297 mm (11.7 in.) long. Otherwise, the length of the scanned image may be longer than intended as the scanner scans to the end of the Carrier Sheet when you select **Auto Detect** as the **Document Size** setting in the application.

Related Information

➔ [“Carrier Sheet Codes” on page 19](#)

Specifications of Envelopes

The specification of envelopes you can load into the scanner.

Size	Measurement	Thickness	Loading Capacity
C6	114×162 mm (4.49×6.38 in.) (standard size)	0.38 mm (0.015 in.) or less	10 envelopes
DL	110×220 mm (4.33×8.66 in.) (standard size)		

Types of Originals that Require Attention

The following types of originals may not be successfully scanned.

- Originals with an uneven surface such as letter head paper.
- Originals with crinkles or fold lines

Specifications of Originals and Placing Originals

- Perforated originals
- Original with labels or stickers
- Carbon-less paper
- Curled originals
- Coated paper

 **Important:**

Carbon-less paper contains chemical substances that may harm the rollers. If you scan carbon-less paper, clean the pickup roller and the separation roller regularly. Also, scanning carbon-less paper may shorten the life cycle of the rollers faster than scanning plain paper.

Note:

- Crinkled originals may scan better if you slow down the feeding speed during scanning or smooth out the crinkles before loading.*
- To scan delicate originals or originals that are easily crinkled, use the Carrier Sheet (sold separately).*
- To scan originals that are incorrectly detected as double feeds, set the **DFDS Function** to **On** on the control panel before you resume scanning, or select **Off** in **Detect Double Feed** on the **Main Settings** tab in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen.*
- Labels or stickers must be firmly stuck to the originals with no glue protruding.*
- Try to flatten the curled originals before scanning.*

Related Information

- ➔ [“Scanner Basics” on page 11](#)
- ➔ [“Maintenance” on page 102](#)

Types of Originals that Must Not be Scanned

The following types of originals must not be scanned.

- Photos
- Booklets
- Non-paper original (such as clear files, fabric, and metal foil)
- Originals with staples or paper clips
- Originals with glue attached
- Ripped originals
- Heavily wrinkled or curled originals
- Transparent originals such as OHP film
- Originals with carbon paper on the back
- Originals with wet ink
- Originals with sticky notes attached

Specifications of Originals and Placing Originals

Note:

- Do not feed photos, valuable original artwork, or important documents which you do not want to damage or deface into the scanner directly. Misfeeding may wrinkle or damage the original. When scanning such originals, make sure you use the Carrier Sheet (sold separately).
- Rippled, wrinkled, or curled originals can also be scanned if you use the Carrier Sheet (sold separately).

Related Information

- ➔ [“Photographs” on page 44](#)

Placing Originals

Standard Size Originals

Specifications of Standard Size Originals

The list of the standard size originals you can load on the scanner.

Specifications of Originals and Placing Originals

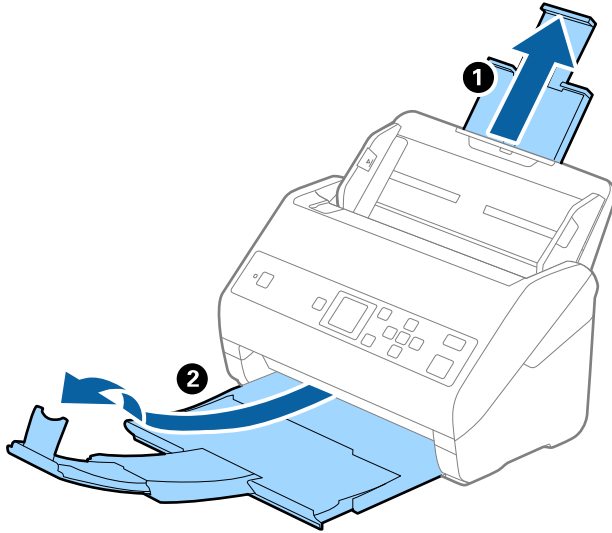
Size	Measurement	Thickness	Paper Type	Loading Capacity *
Legal	215.9×355.6 mm (8.5×14 in.)	27 to 413 g/m ²	Plain paper Fine paper Recycled paper	Thickness of the originals stack: under 12 mm (0.47 in.) 80 g/m ² : 80 sheets 90 g/m ² : 69 sheets 104 g/m ² : 59 sheets 127 g/m ² : 50 sheets 157 g/m ² : 40 sheets 209 g/m ² : 30 sheets 256 g/m ² : 24 sheets 413 g/m ² : 14 sheets The loading capacity varies depending on the paper type.
Letter	215.9×279.4 mm (8.5×11 in.)			Thickness of the originals stack: under 12 mm (0.47 in.)
A4	210×297 mm (8.3×11.7 in.)			80 g/m ² : 100 sheets 90 g/m ² : 86 sheets 104 g/m ² : 74 sheets
B5	182×257 mm (7.2×10.1 in.)			127 g/m ² : 62 sheets 157 g/m ² : 50 sheets
A5	148×210 mm (5.8×8.3 in.)			209 g/m ² : 38 sheets 256 g/m ² : 30 sheets
B6	128×182 mm (5.0×7.2 in.)			413 g/m ² : 18 sheets The loading capacity varies depending on the paper type.
A6	105×148 mm (4.1×5.8 in.)			
A8	52×74 mm (2.1×2.9 in.)	127 to 413 g/m ²		
Business Card	55×89 mm (2.1×3.4 in.)	210 g/m ²		Thickness of the originals stack: under 12 mm (0.47 in.) 30 sheets

* You can refill the originals up to the maximum capacity during scanning.

Specifications of Originals and Placing Originals

Placing Standard Size Originals

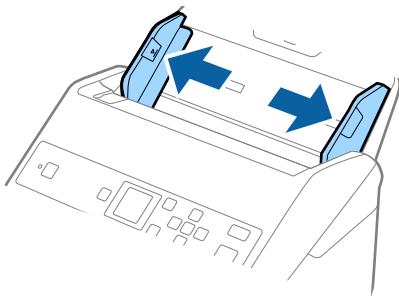
1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.



Note:

- ❑ For A4 size or larger originals, make sure you pull out and extend the input tray extension.
- ❑ Make sure you pull out and extend the output tray extensions so that they are a little bit longer than the length of the original, and raise the stopper so that the ejected originals can be stacked comfortably on the output tray.
- ❑ The stopper can move forward and backward on the output tray extension so that you can easily adjust the stopper position to the best position for the originals being scanned.
- ❑ If thick originals bump into the output tray and fall from it, store the output tray and do not use it to stack the ejected originals.
- ❑ If scanned images are still affected by ejected originals hitting the surface below the scanner, we recommend placing the scanner on the edge of a table where the ejected originals can drop freely and you can catch them.

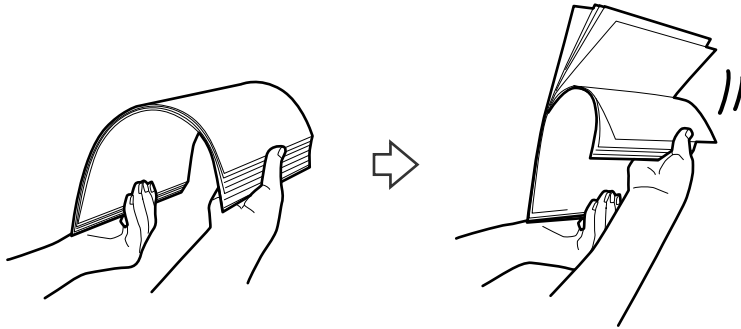
2. Slide the edge guides on the input tray all the way out.



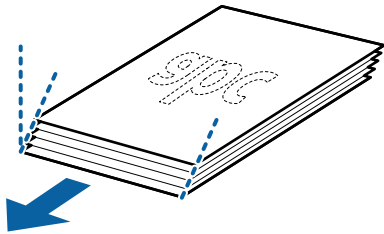
Specifications of Originals and Placing Originals

3. Fan the originals.

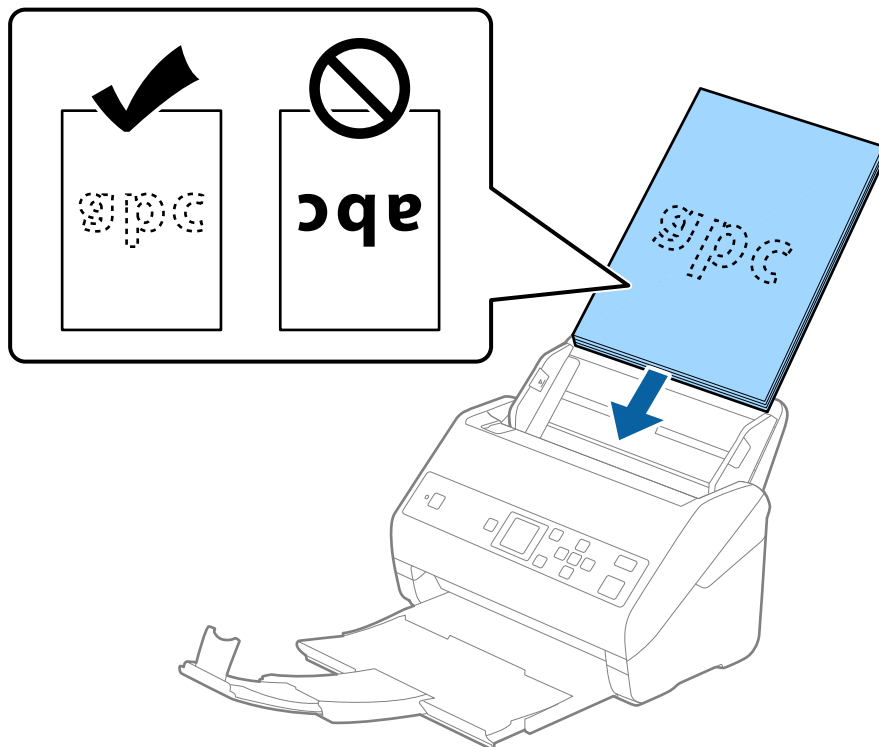
Hold both ends of the originals and fan them a few times.



4. Align the edges of the originals with the printed side facing down and slide the leading edge into a wedge shape.

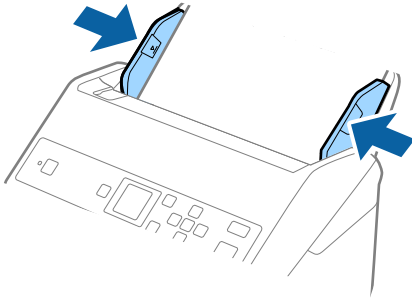


5. Load the originals into the input tray facing down with the top edge facing into the ADF. Slide the originals into the ADF until they meet resistance.



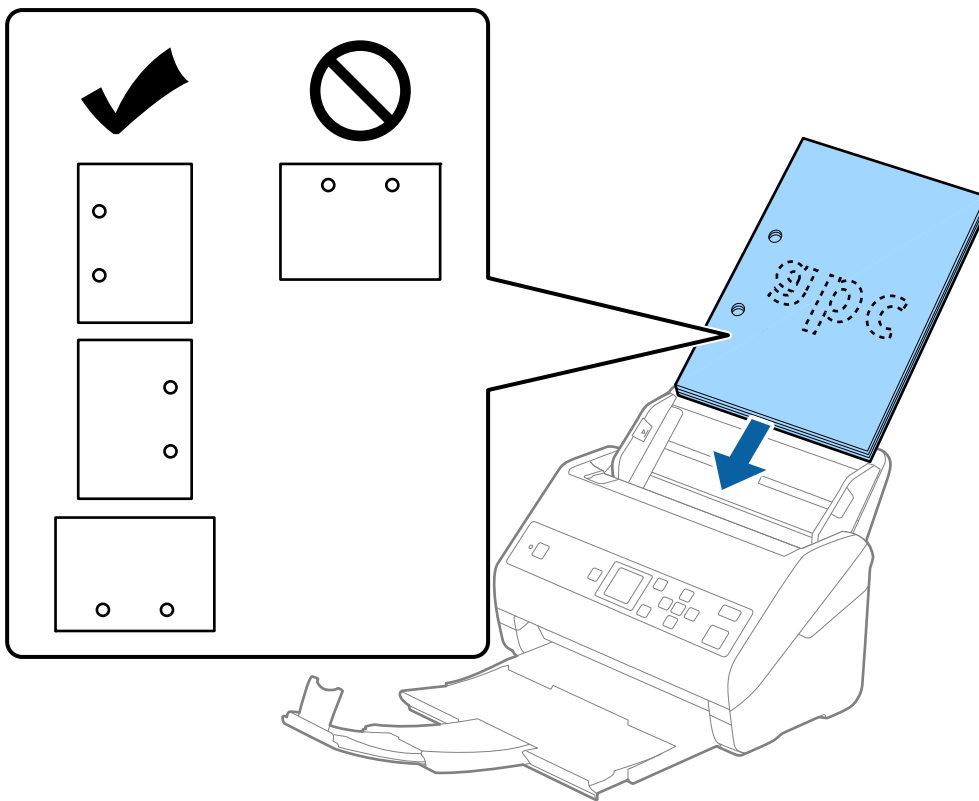
Specifications of Originals and Placing Originals

- Slide the edge guides to fit the edge of the originals making sure there are no gaps between the originals and the edge guides. Otherwise, the originals may be fed skewed.



Note:

- When scanning originals with punch holes such as loose leaf paper, load the originals with the holes facing to the side or facing down. There must not be any holes within a 30 mm (1.2 inches) strip at the center of the originals. However, there can be holes within 30 mm (1.2 inches) from the leading edge of the originals. Make sure that the edges of the punch holes do not have burrs or curls.



- When scanning thin paper with crinkles that are causing paper jams or double feeds, you may be able to improve the situation by enabling **Slow**. To do this, select **Settings > Scanner Settings > Slow** on the control panel and set it to **On** to slow down the feeding speed.

Specifications of Originals and Placing Originals

Long Paper

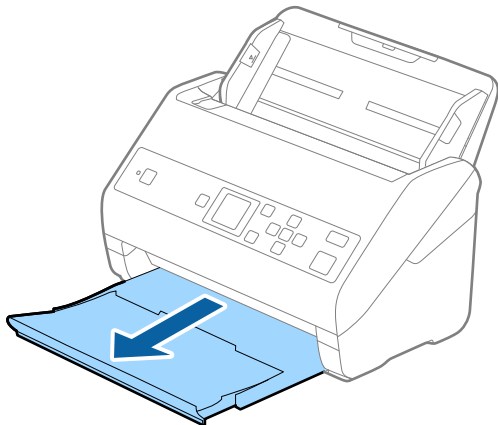
Specifications of Long Paper

The specification of long paper you can load into the scanner.

Size	Thickness	Paper Type	Loading Capacity
Width: 50.8 to 215.9 mm (2.0 to 8.5 in.) Length: 393.8 to 6,096.0 mm (15.5 to 240.0 in.)	50 to 130 g/m ²	Plain paper Fine paper Recycled paper	1 sheet

Placing Long Paper

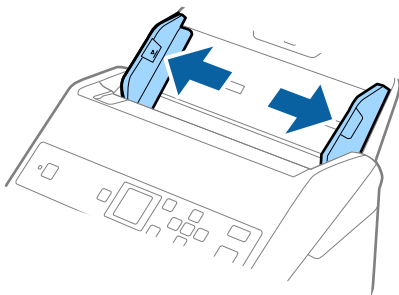
1. Slide out the output tray.



Note:

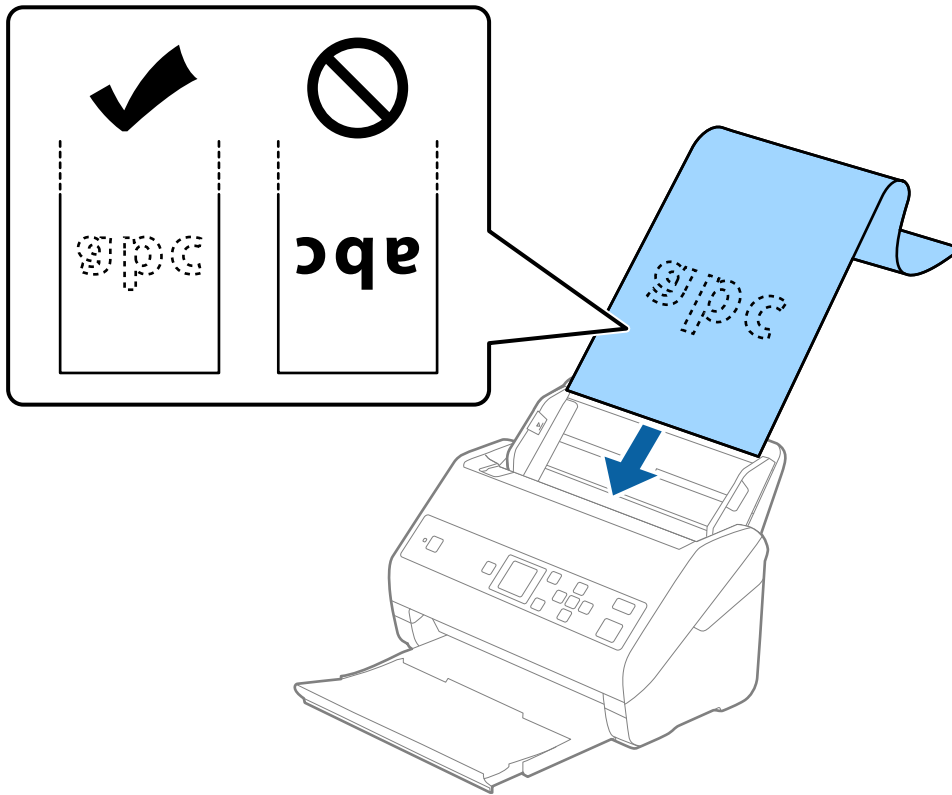
Do not extend the input tray extension and output tray extensions and do not raise the stopper.

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

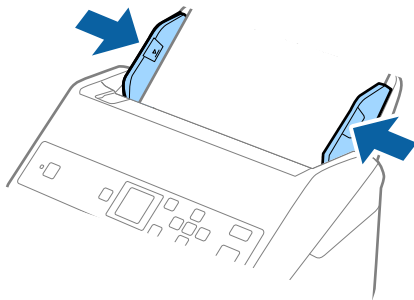


Specifications of Originals and Placing Originals

3. Load the original straight into the input tray, facing down with the top edge facing into the ADF. Slide the original into the ADF until it meets resistance.



4. Adjust the edge guides to fit the edge of the long paper making sure there are no gaps between the edge of the paper and the edge guides. Otherwise, the originals may be fed skewed.



Specifications of Originals and Placing Originals

Note:

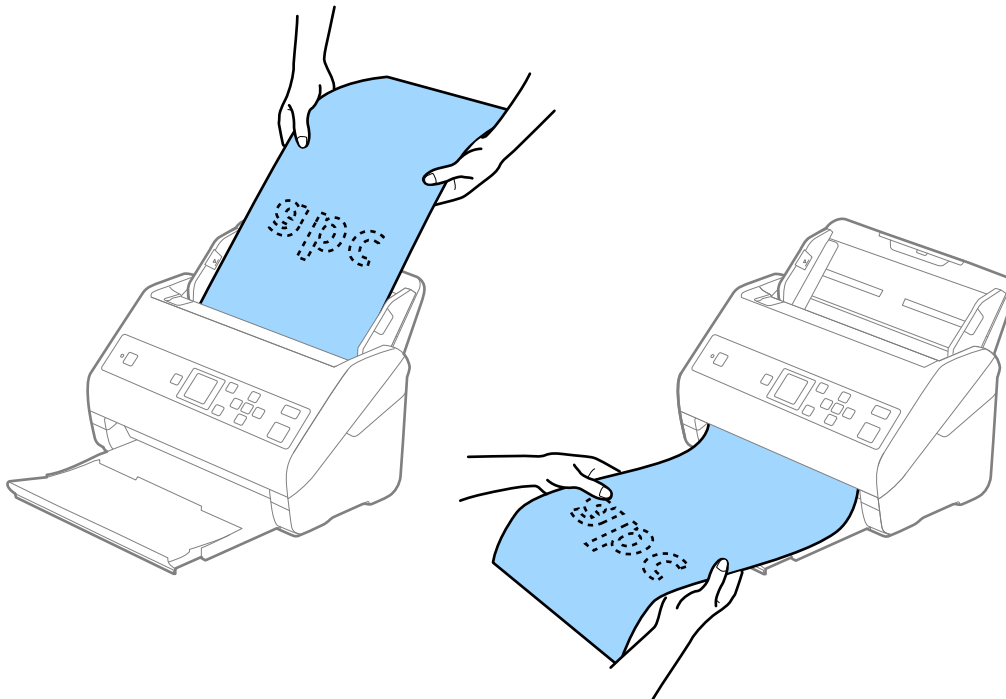
- ❑ You can scan long paper in the following resolutions.
 - 393.8 to 1346.2 mm (15.5 to 53 in.) in length: 600 dpi or less
 - 1346.3 to 5,461.0 mm (53 to 215 in.) in length: 300 dpi or less
 - 5,461.1 to 6,096.0 mm (215 to 240 in.) in length: 200 dpi or less
- ❑ You need to specify the paper size in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen.

There are three ways to specify the paper size in the Epson Scan 2 window.

If the paper length is 3,048 mm (120 inches) or less, you can select **Auto Detect (Long Paper)** to detect the size automatically.

If the paper length is more than 3,048 mm (120 inches), you need to select **Customize** and enter the size of the paper.

If the paper length is 5,461 mm (215 inches) or less, you can use **Detect paper length** instead of entering the paper height. If the paper is longer than 5,461 mm (215 inches), you need to enter the width and height of the paper.
- ❑ Support long paper at the input side so that it does not drop out of the ADF, and on the output side so that the ejected paper does not fall from the output tray.



Related Information

➔ [“Required Settings for Special Originals in Epson Scan 2” on page 71](#)

Plastic Cards

Specifications of Plastic Cards

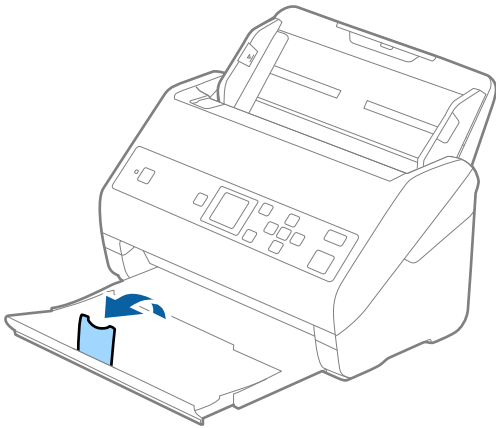
The specification of plastic card you can load into the scanner.

Specifications of Originals and Placing Originals

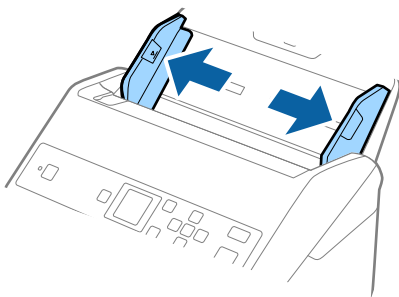
Size	Card Type	Thickness	Loading Capacity	Loading Direction
ISO7810 ID-1 Type 54.0×85.6 mm (2.1×3.3 in.)	With embossing	1.24 mm (0.05 in.) or less	1 card	Horizontal (Landscape)
	Without embossing	1.1 mm (0.04 in.) or less	5 cards	

Placing Plastic Cards

1. Slide out the output tray and raise the stopper.

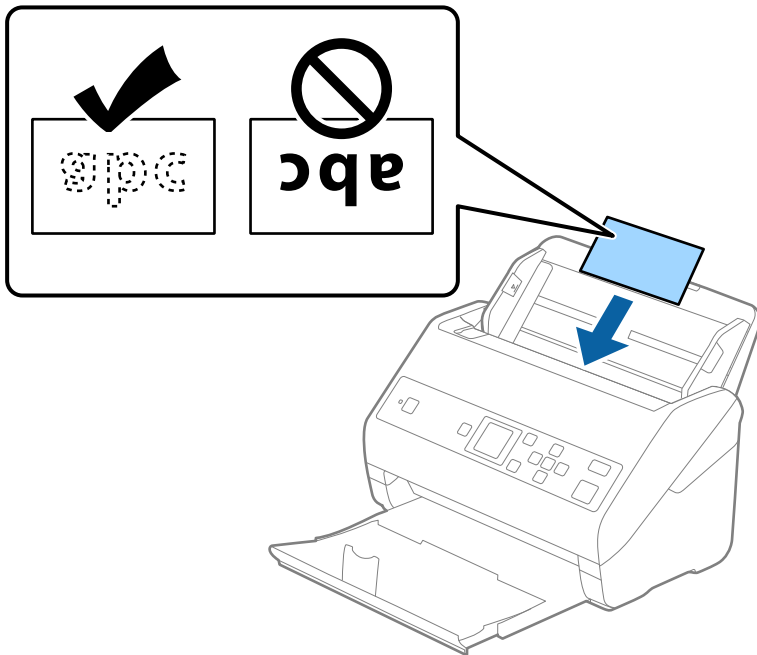


2. Slide the edge guides on the input tray all the way out.



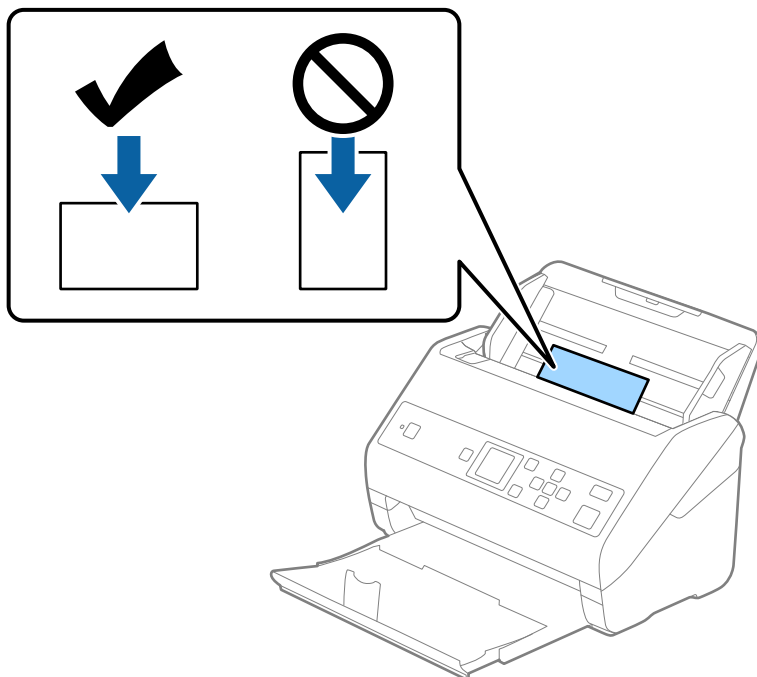
Specifications of Originals and Placing Originals

3. Load the plastic cards into the input tray facing down with the top edge facing into the ADF.
Slide the plastic cards into the ADF until they meet resistance.



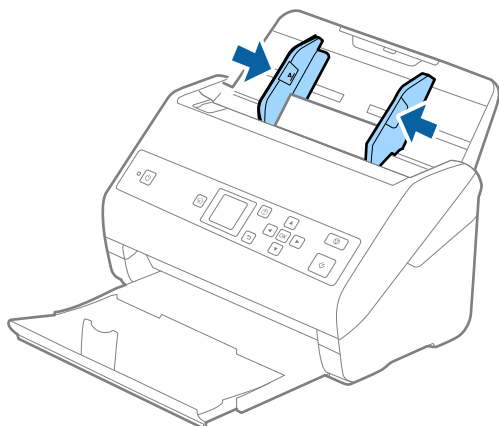
! *Important:*

Do not load plastic cards vertically.



Specifications of Originals and Placing Originals

- Slide the edge guides to fit the edge of the plastic cards.



Note:

To scan plastic cards, set the appropriate setting in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen.

Select **Plastic Card (Landscape)** in **Document Size** or select **Off** in **Detect Double Feed** on the **Main Settings** tab in Epson Scan 2. See the Epson Scan 2 help for details.

If **Detect Double Feed** in the Epson Scan 2 window is enabled and a double feed error occurs, remove the card from the ADF, reload it, press the ▼ button, and then select **DFDS Function** (Double Feed Detection Skip function) on the control panel to set it to **On**. This disables **Detect Double Feed** for the next scan, and you can scan again. The **DFDS Function** only disables **Detect Double Feed** for one sheet.

Related Information

➔ [“Required Settings for Special Originals in Epson Scan 2” on page 71](#)

Laminated Cards

Specifications of Laminated Cards

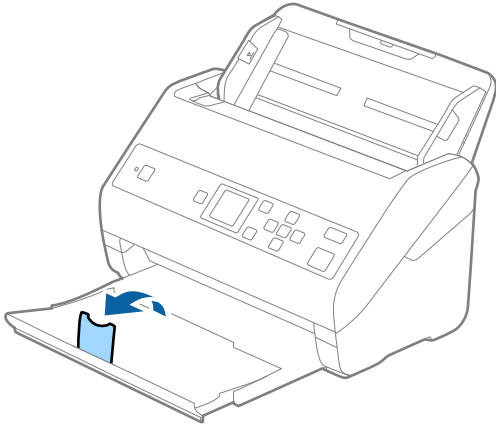
The specification of laminated cards you can load into the scanner.

Size	Thickness	Loading Capacity
120.0×150.0 mm (4.7×5.9 in.) or less	0.8 mm (0.03 in.) or less	1 card

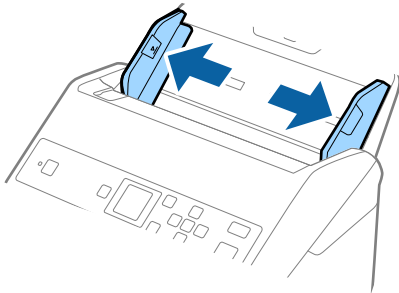
Specifications of Originals and Placing Originals

Placing Laminated Cards

1. Slide out the output tray and raise the stopper.

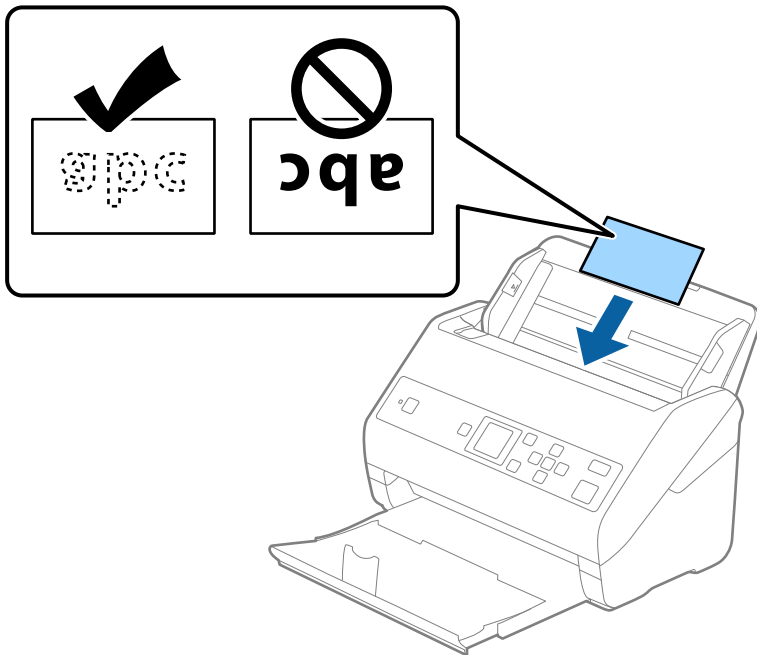


2. Slide the edge guides on the input tray all the way out.

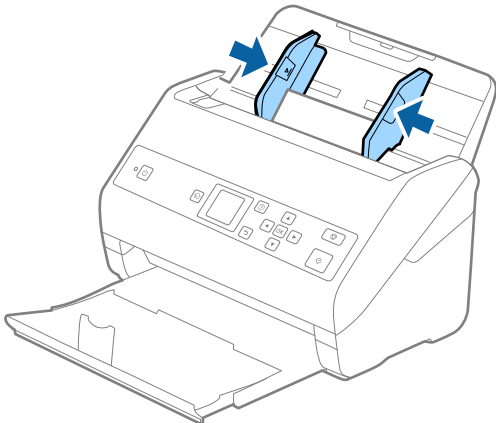


Specifications of Originals and Placing Originals

- Load the laminated cards into the input tray facing down with the top edge facing into the ADF. Slide the laminated cards into the ADF until they meet resistance.



- Slide the edge guides to fit the edge of the laminated cards.



Note:

To scan laminated cards, set the appropriate setting in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen.

- ❑ To increase the accuracy of auto size detection, select the **Main Settings** tab > **Document Size** > **Settings** > **Scan laminated card**. See the Epson Scan 2 help for details.
- ❑ Select the **Main Settings** tab > **Detect Double Feed** > **Off**. See the Epson Scan 2 help for details.

If **Detect Double Feed** is enabled in the Epson Scan 2 window and a double feed error occurs, remove the card from the ADF, reload it, press the ▼ button, and then select **DFDS Function** (Double Feed Detection Skip function) on the control panel to set it to **On**. This disables **Detect Double Feed** for the next scan, and you can scan again. The **DFDS Function** only disables **Detect Double Feed** for one sheet.

Specifications of Originals and Placing Originals

Related Information

➔ [“Required Settings for Special Originals in Epson Scan 2” on page 71](#)

Large Size Originals

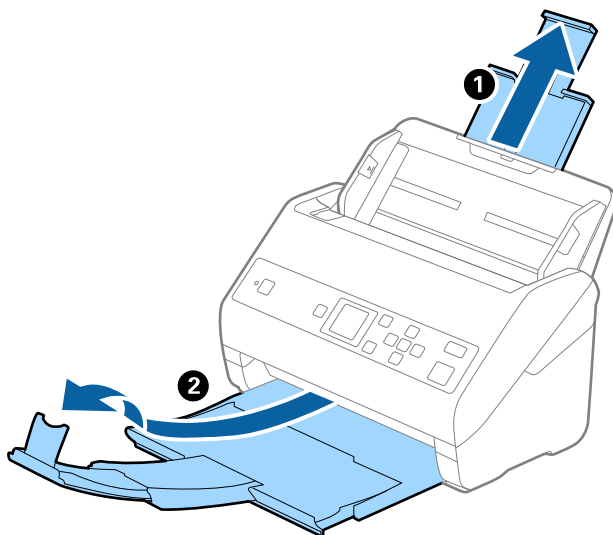
Specifications of Large Size Originals

By using the Carrier Sheet sold separately and folding the originals in half, you can scan originals larger than A4 size, such as A3 or B4 sizes.

Size	Thickness	Paper Type	Loading Capacity of the Carrier Sheet
Up to A3	0.3 mm (0.012 in.) or less (excluding the thickness of the Carrier Sheet)	Plain paper Fine paper Recycled paper	10 carrier sheets

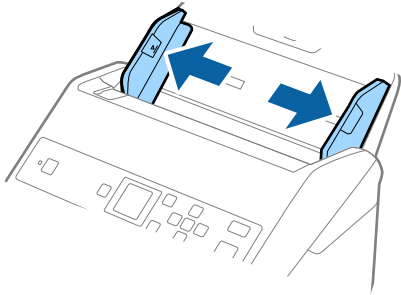
Placing Large Size Originals

1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.

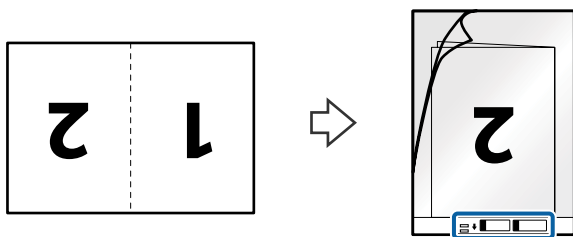


Specifications of Originals and Placing Originals

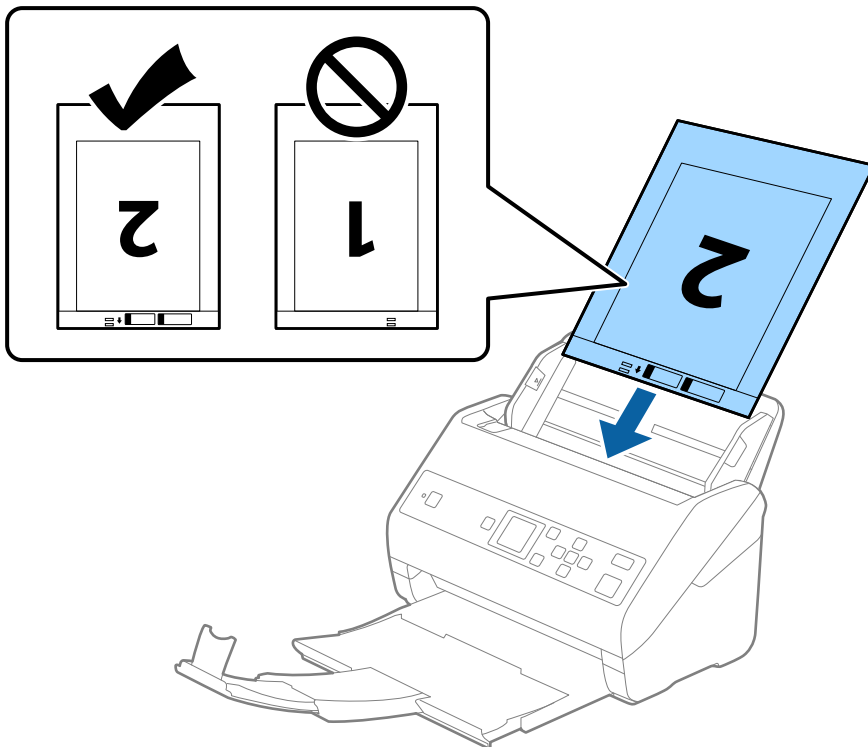
- Slide the edge guides on the input tray all the way out.



- Place the Carrier Sheet with the illustration on the front edge facing up and place the original in the carrier sheet by folding it in half so that the side to be scanned is facing out, with the right side at the front.

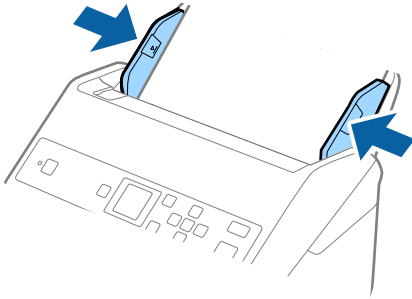


- Load the Carrier Sheet into the input tray with the top edge facing into the ADF. Slide the Carrier Sheet into the ADF until it meets resistance.



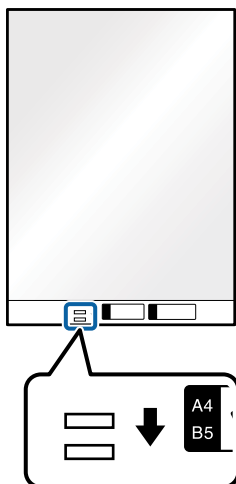
Specifications of Originals and Placing Originals

- Slide the edge guides to fit the edge of the Carrier Sheet making sure there are no gaps between the Carrier Sheet and the edge guides. Otherwise, the carrier sheet may be fed skewed.



Note:

- ❑ You may need to stop using a Carrier Sheet that is scratched or has been scanned more than 3,000 times.
- ❑ To scan both sides and stitch them together, set the appropriate setting in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen.
Select **Double-Sided** from **Scanning Side** and select **Left & Right** from **Stitch Images** in the Epson Scan 2 window. See the Epson Scan 2 help for details.
- ❑ When scanning a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting, the image is automatically scanned by applying **Paper Skew** in the **Correct Document Skew** setting.
- ❑ The leading edge of the original must be placed at the binding part of the Carrier Sheet when scanning an original approximately 297 mm long. Otherwise, the length of the scanned image may be longer than intended as the scanner scans to the end of the Carrier Sheet when you select **Auto Detect** as the **Document Size** setting in the Epson Scan 2 window.
- ❑ Only use the Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the front edge. Keep the holes clean and not covered.



Related Information

- ➔ [“Carrier Sheet Codes” on page 19](#)
- ➔ [“Required Settings for Special Originals in Epson Scan 2” on page 71](#)

Specifications of Originals and Placing Originals

Irregular Shaped Originals

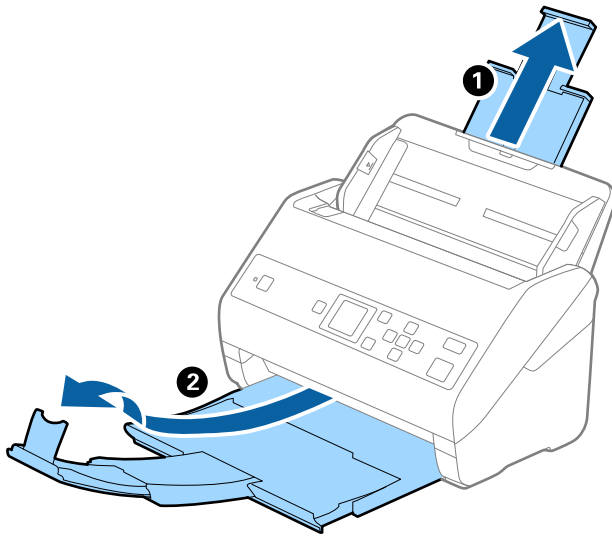
Specifications of Irregular Shaped Originals

By using the Carrier Sheet sold separately, you can scan originals that are wrinkled, curled, very thin, or irregularly shaped.

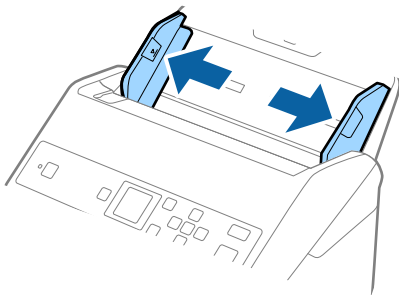
Size	Thickness	Loading Capacity of the Carrier Sheet
Up to A4	0.3 mm (0.012 in.) or less (excluding the thickness of the Carrier Sheet)	10 sheets

Placing Irregular Shaped Originals

1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.

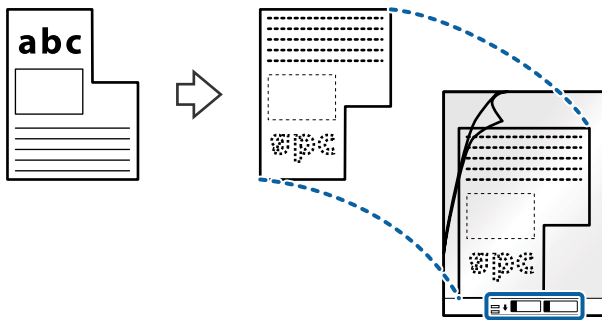


2. Slide the edge guides on the input tray all the way out.

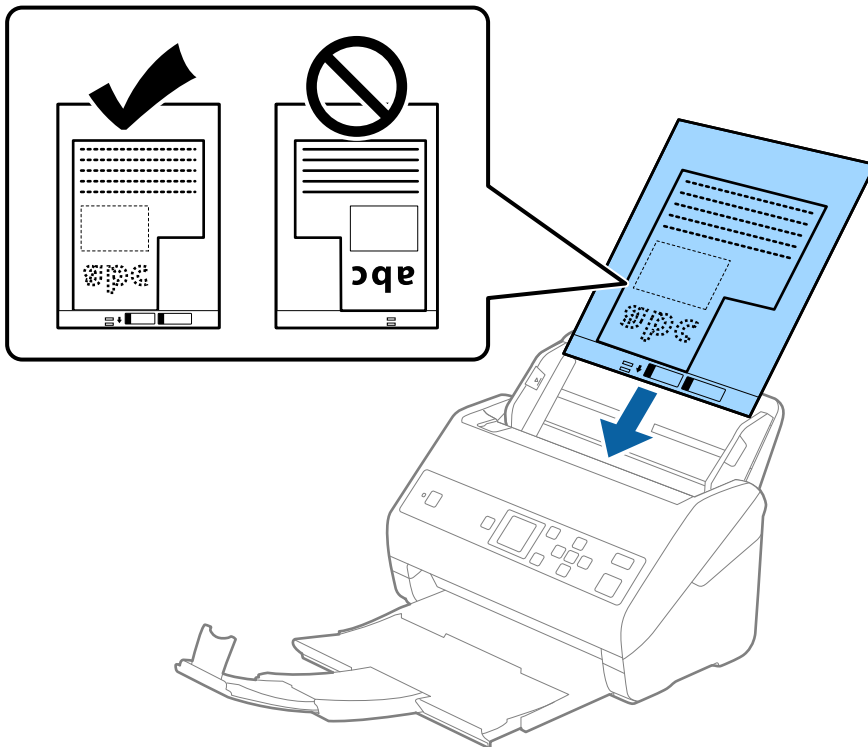


Specifications of Originals and Placing Originals

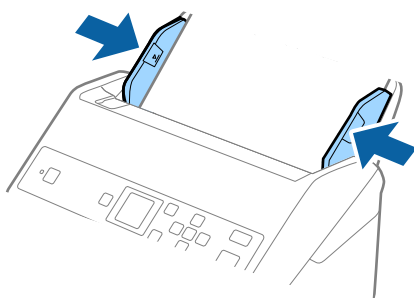
3. Place the Carrier Sheet with the illustration on the front edge facing up and place the original in the center of the Carrier Sheet with the side to be scanned facing down.



4. Load the Carrier Sheet into the input tray with the top edge facing into the ADF. Slide the Carrier Sheet into the ADF until it meets resistance.



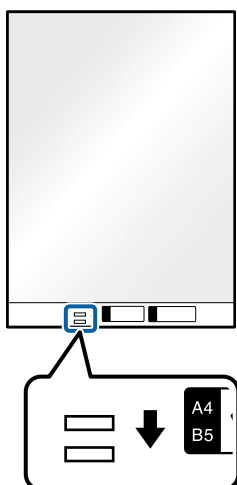
5. Slide the edge guides to fit the edge of the Carrier Sheet making sure there are no gaps between the Carrier Sheet and the edge guides. Otherwise, the carrier sheet may be fed skewed.



Specifications of Originals and Placing Originals

Note:

- ❑ You may need to stop using a Carrier Sheet that is scratched or has been scanned more than 3,000 times.
- ❑ If you cannot find an appropriate size for the original you want to scan in the **Document Size** list, select **Auto Detect**.
When using Epson Scan 2, you can also select **Customize** to create a custom document size.
- ❑ When scanning a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting, the image is automatically scanned by applying **Paper Skew** in the **Correct Document Skew** setting.
- ❑ Only use the Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the front edge. Keep the holes clean and not covered.



Related Information

- ➔ [“Carrier Sheet Codes” on page 19](#)
- ➔ [“Required Settings for Special Originals in Epson Scan 2” on page 71](#)

Photographs

Specifications of Photographs

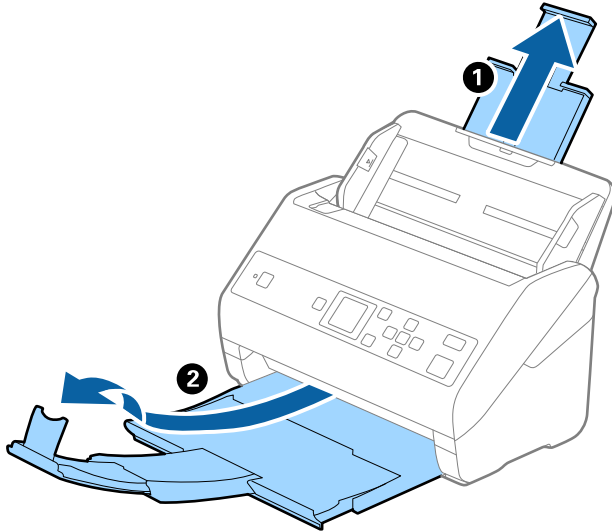
By using the Carrier Sheet sold separately, you can scan photographs without worrying about them being damaged.

Size	Thickness	Loading Capacity of the Carrier Sheet
Up to A4	0.3 mm (0.012 in.) or less (excluding the thickness of the Carrier Sheet)	10 sheets

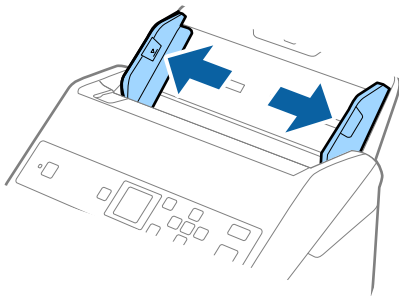
Specifications of Originals and Placing Originals

Placing Photographs

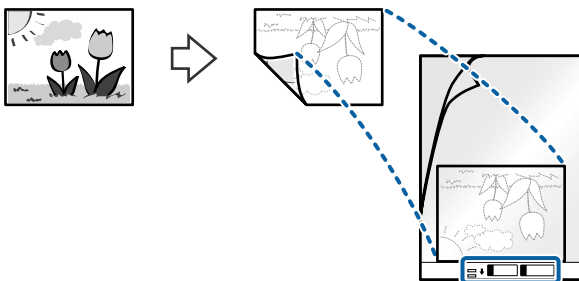
1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.



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

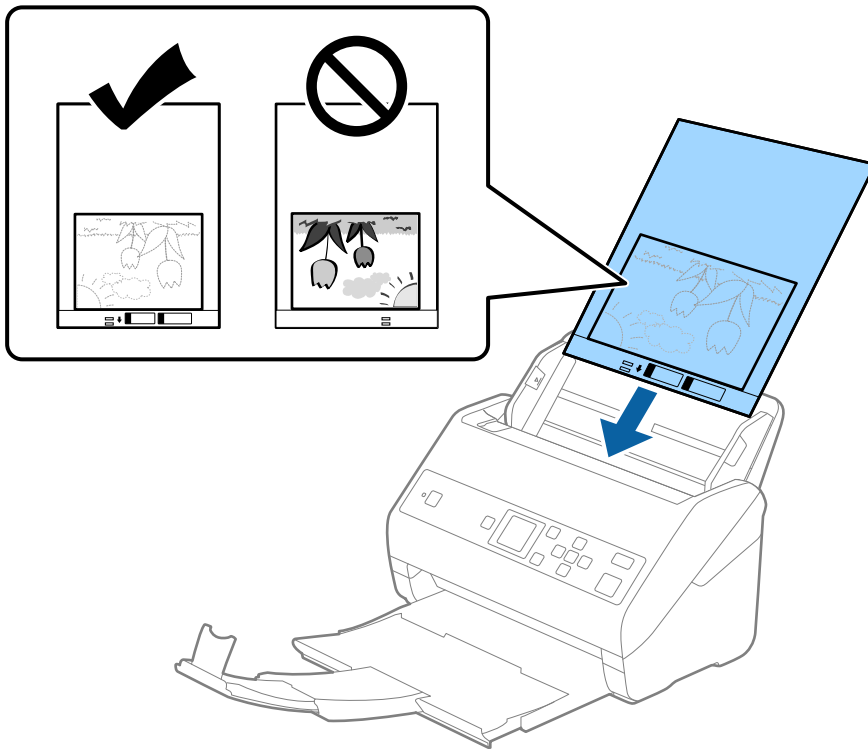


3. Place the Carrier Sheet with the illustration on the front edge facing up and place the photo in the center of the Carrier Sheet with the side to be scanned facing down.

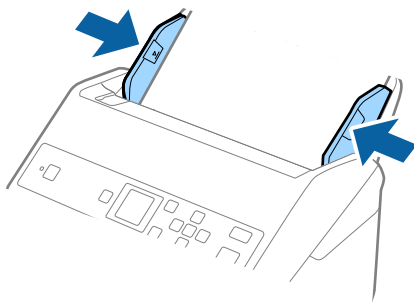


Specifications of Originals and Placing Originals

4. Load the Carrier Sheet into the input tray with the top edge facing into the ADF.
Slide the Carrier Sheet into the ADF until it meets resistance.



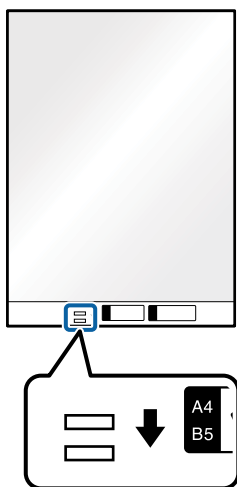
5. Slide the edge guides to fit the edge of the Carrier Sheet making sure there are no gaps between the Carrier Sheet and the edge guides. Otherwise, the carrier sheet may be fed skewed.



Specifications of Originals and Placing Originals

Note:

- ❑ You may need to stop using a Carrier Sheet that is scratched or has been scanned more than 3,000 times.
- ❑ If you cannot find an appropriate size for the original you want to scan in the **Document Size** list, select **Auto Detect**.
When using Epson Scan 2, you can also select **Customize** to create a custom document size.
- ❑ When scanning a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting, the image is automatically scanned by applying **Paper Skew** in the **Correct Document Skew** setting.
- ❑ Do not leave photos inside the Carrier Sheet for a long time.
- ❑ Only use the Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the front edge. Keep the holes clean and not covered.



Related Information

- ➔ [“Carrier Sheet Codes” on page 19](#)
- ➔ [“Required Settings for Special Originals in Epson Scan 2” on page 71](#)

Envelopes

Specifications of Envelopes

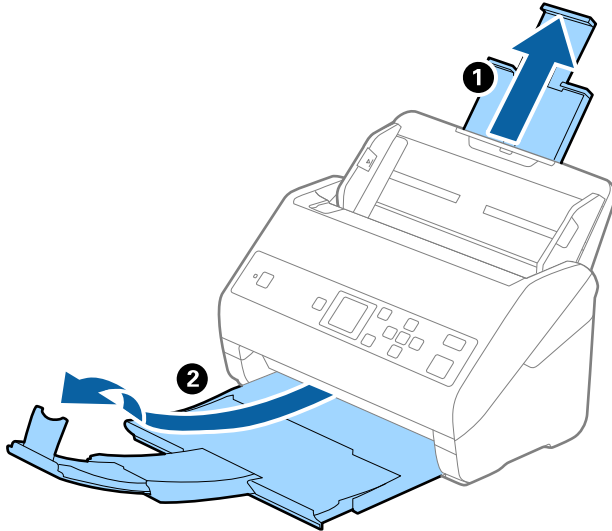
The specification of envelopes you can load into the scanner.

Size	Measurement	Thickness	Loading Capacity
C6	114×162 mm (4.49×6.38 in.) (standard size)	0.38 mm (0.015 in.) or less	10 envelopes
DL	110×220 mm (4.33×8.66 in.) (standard size)		

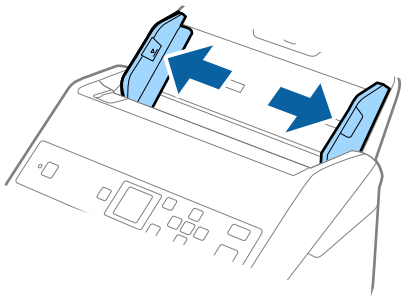
Specifications of Originals and Placing Originals

Placing Envelopes

1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.



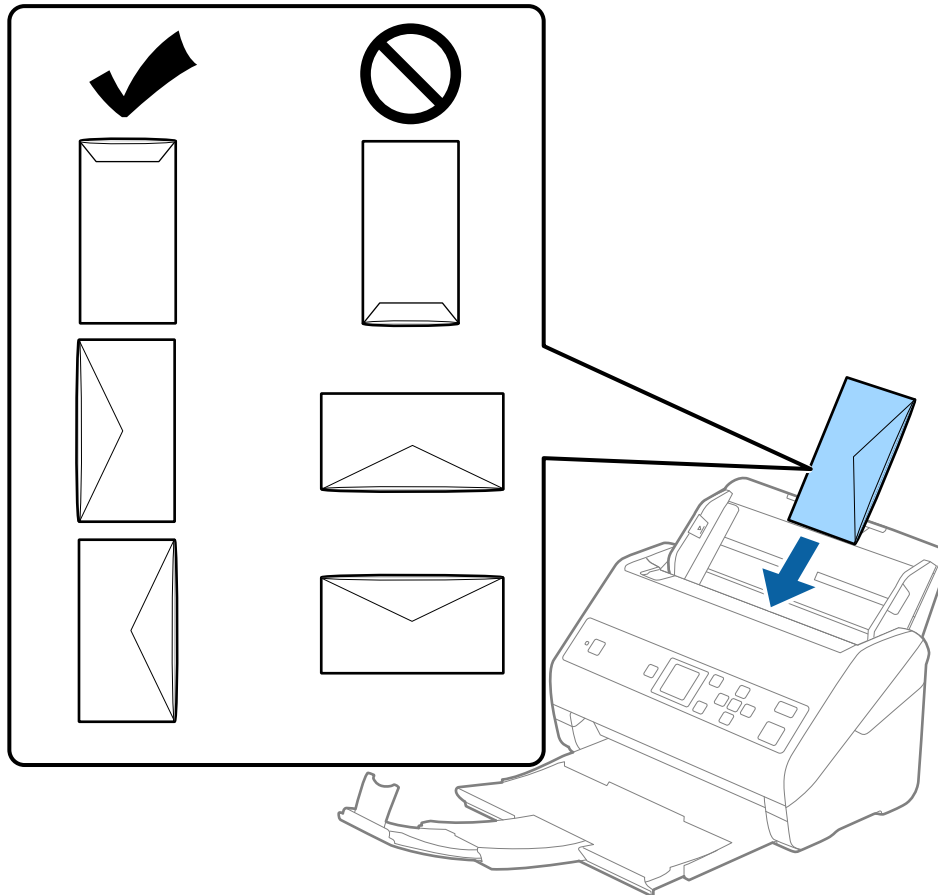
2. Slide the edge guides on the input tray all the way out.



Specifications of Originals and Placing Originals

- Load the envelopes into the input tray facing down making sure that the opened edge (flap side) of the envelope is facing to the side. For envelopes with the opened edge (flap side) on the shorter side, you can load the envelope with the opened edge (flap side) facing up.

Slide the envelopes into the ADF until they meet resistance.



! *Important:*

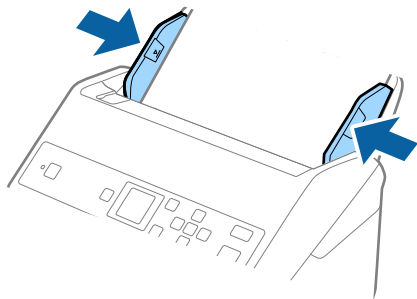
Do not load envelopes with adhesives on them.

Note:

- Envelopes that are not opened by cutting sharply at the flap edge may not be scanned correctly.*
- Envelopes that have not yet been sealed can be loaded with the flap open and facing up.*

Specifications of Originals and Placing Originals

- Slide the edge guides to fit the edge of the envelopes making sure there are no gaps between the envelopes and the edge guides. Otherwise, the envelopes may be fed skewed.



Note:

- ❑ We recommend selecting the appropriate rotation angle or **Auto** as the **Rotate** setting in the application.
- ❑ To scan envelopes, set the appropriate setting in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen.

Select **Main Settings** tab > **Detect Double Feed** > **Off**. See the Epson Scan 2 help for details.

If **Detect Double Feed** is enabled in the Epson Scan 2 window and a double feed error occurs, remove the envelope from the ADF, reload it, press the ▼ button, and then select **DFDS Function** (Double Feed Detection Skip function) on the control panel to set it to **On**. This disables **Detect Double Feed** for the next scan, and you can scan again. The **DFDS Function** only disables **Detect Double Feed** for one sheet.

Related Information

- ➔ [“Required Settings for Special Originals in Epson Scan 2” on page 71](#)

Mixture of Originals

Specifications of Originals that are a Mixture of Different Sizes

You can load a mixture of originals from 50.8×50.8 mm (2.0×2.0 in.) to A4 (or Letter) size. You can also load a mixture of paper types or thickness.

! Important:

- ❑ When placing and scanning originals that are a mixture of different sizes, originals may be fed askew because not all of the originals are supported by edge guides.
- ❑ Originals may be jammed or fed askew if you set different types or very different sizes of originals, such as in the following cases.
 - Thin paper and Thick paper
 - A4 size paper and card size paper
 If originals are fed askew, check whether or not the scanned image is available.

Note:

- ❑ If originals are jammed or are not fed correctly, enabling **Slow** mode may improve feeding.
- ❑ Alternatively, you can scan originals of different paper sizes and types by loading them one by one using **Automatic Feeding Mode**.

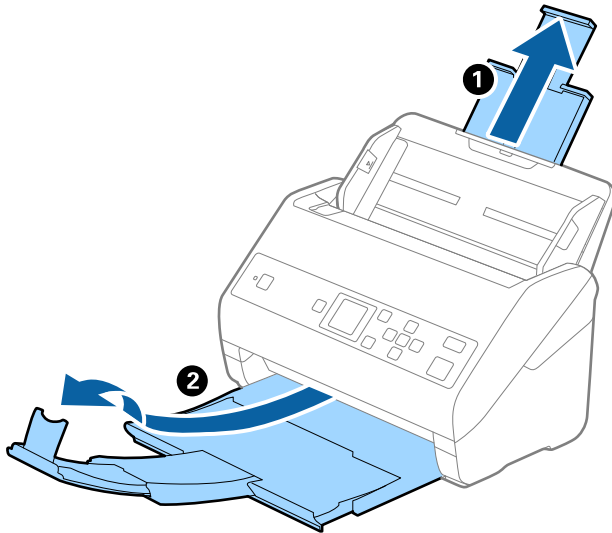
Specifications of Originals and Placing Originals

Placing a Mixture of Originals at Different Sizes

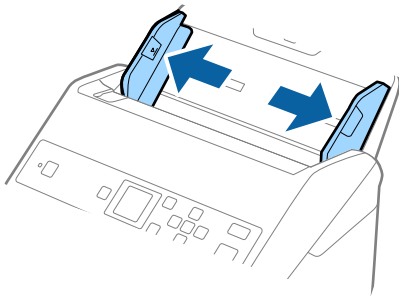
1. Extend the input tray extension. Slide out the output tray, extend the output tray extension, and then raise the stopper.

Note:

If there are any thick originals, to stop them from bumping into the output tray and falling out, store the output tray and do not use it to stack the ejected originals.



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



Specifications of Originals and Placing Originals

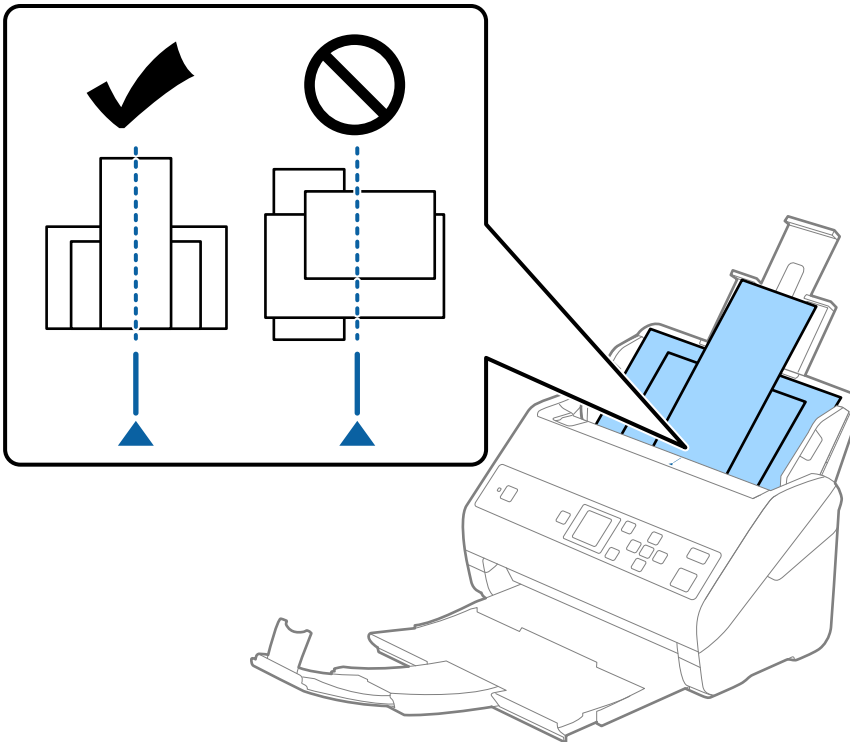
3. Load the originals at the center of the input tray in descending order of paper size with the widest at the back and the narrowest at the front.

! *Important:*

Check the following points when setting different sizes of originals.

- Slide the originals with their leading edges aligned, until they meet resistance in the ADF.*
- Set the originals at the center of the input tray. Refer to the ▲ mark on the scanner as your guide.*
- Set the originals straight.*

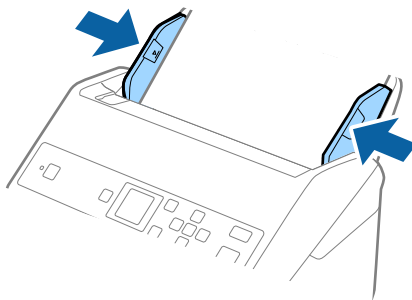
If not, originals may be fed askew or jammed.



Note:

Load the originals into the input tray facing down and slightly displace the top edges at an angle facing into the ADF.

4. Slide the edge guides to fit the edges of the widest original.



Specifications of Originals and Placing Originals

Related Information

- ➔ [“Scanning Different Sizes or Types of Originals One by One \(Automatic Feeding Mode\)”](#) on page 75

Basic Scanning

Scanning Using the Control Panel

You can scan originals from the control panel by using jobs created in Document Capture Pro (Windows)/ Document Capture (Mac OS).

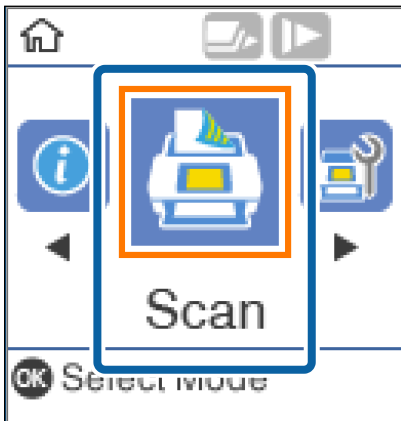
Note:

- ❑ Before scanning, install Document Capture Pro/Document Capture on your computer and create the job. There is a preset job that saves scanned images as PDFs.
- ❑ Document Capture Pro does not support Windows Vista/Windows XP.
- ❑ Make sure that the scanner and the computer are correctly connected.

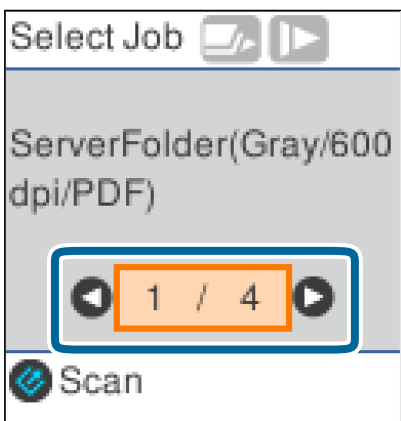
1. Place the originals.
2. Select **Scan** from the home screen using the ◀ or ▶ button, and then press the **OK** button.

Note:

If the **Select Job** screen is already displayed on the control panel, go to the next step.





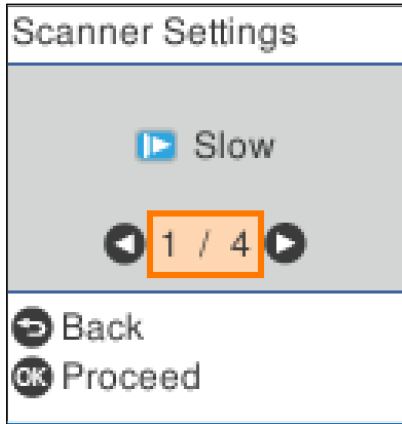
3. On the **Select Job** screen, select the job using the ◀ or ▶ button.




Basic Scanning



Note:

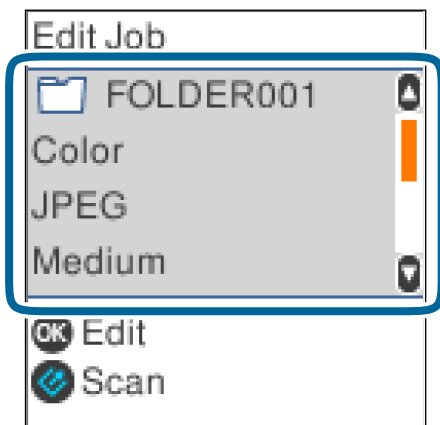
- ❑ You can start scanning immediately on the **Select Job** screen by pressing the  button.
- ❑ Press the  button to make **Scanner Settings**.



- **Slow:** Slows down the scanning speed. Use this to scan originals that are likely to jam, for example thin paper.
 - **DFDS Function:** Skips double feed detection once and continues scanning. Use this to scan originals that are detected as double feeds, for example plastic cards or envelopes.
 - **Paper Protection:** Reduces damage to the originals by stopping scanning immediately when a feeding error occurs.
 - **Detect Glass Dirt:** Detects dirt on the glass surface inside the scanner.
- After making **Scanner Settings**, press  to return to the **Select Job** screen.

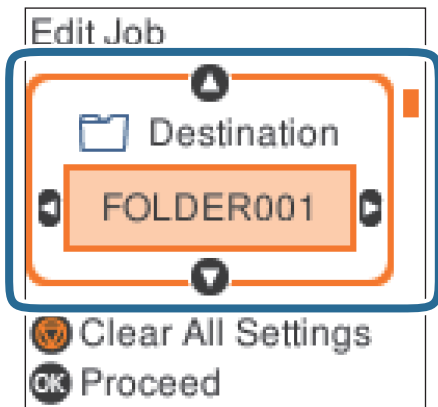
4. Press the **OK** button to view the job settings.
5. Check the job settings.

You can scroll the screen using the  or  button.




Basic Scanning

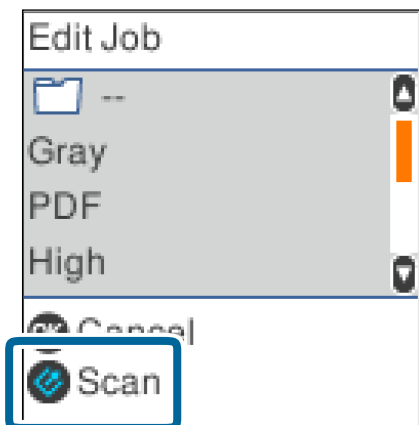
If you want to edit the scan settings, press the **OK** button. Select the item using the ▲ or ▼ button, and then edit the setting using ◀ or ▶ button. When you have finished editing the job, press the **OK** button.



Note:

If you set **Disable job setting changes on control panel** in Document Capture Pro/Document Capture, you cannot change the settings.

6. Press the  button to start scanning.



Related Information

- ➔ [“Placing Originals” on page 26](#)
- ➔ [“Setting a Job \(Scan, Save, and Send\)” on page 73](#)
- ➔ [“Enabling a Job to Run from the Control Panel \(Button Assignment\)” on page 74](#)

Scanning Using Document Capture Pro (Windows)

This application allows you to perform various tasks such as saving the image to your computer, sending it by email, printing, and uploading to a server or a cloud service. You can also use a variety of methods to sort the documents into separate files, such as detecting barcodes or characters on the pages. You can also register scanning settings for a job to simplify scanning operations.

See the Document Capture Pro help for details on the features.

Basic Scanning

Note:

Document Capture Pro does not support Windows Vista, Windows XP, and Windows Server.

1. Start Document Capture Pro.

 Windows 10

Click the start button, and then select **Epson Software > Document Capture Pro**.

 Windows 8.1/Windows 8

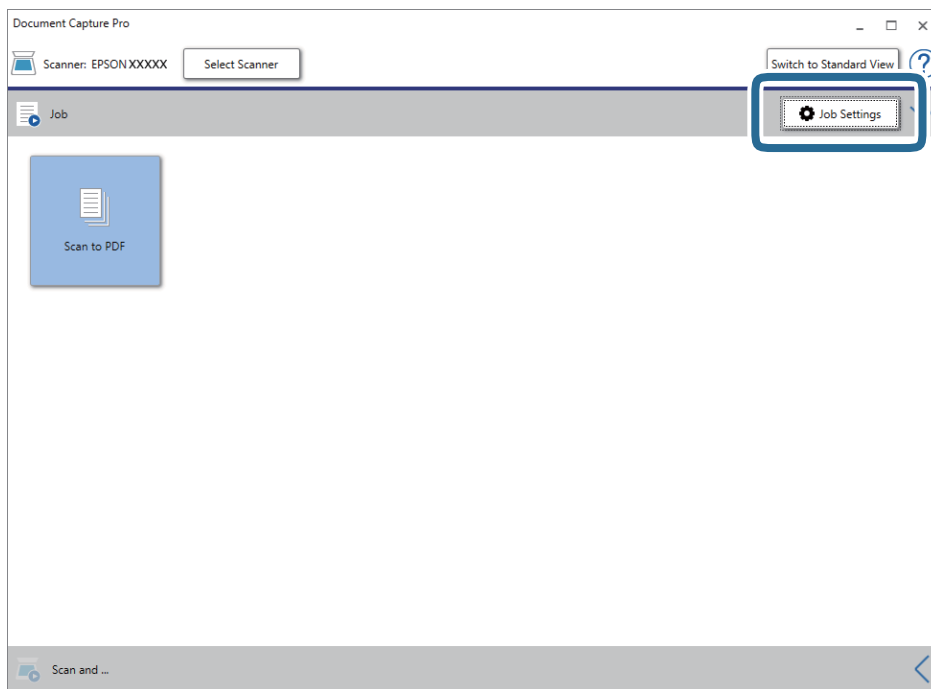
Enter the application name in the search charm, and then select the displayed icon.

 Windows 7

Click the start button, and then select **All Programs > Epson Software > Document Capture Pro**.

Note:

You may need to select the scanner you want to use from the scanners list.

2. Click **Job Settings**.

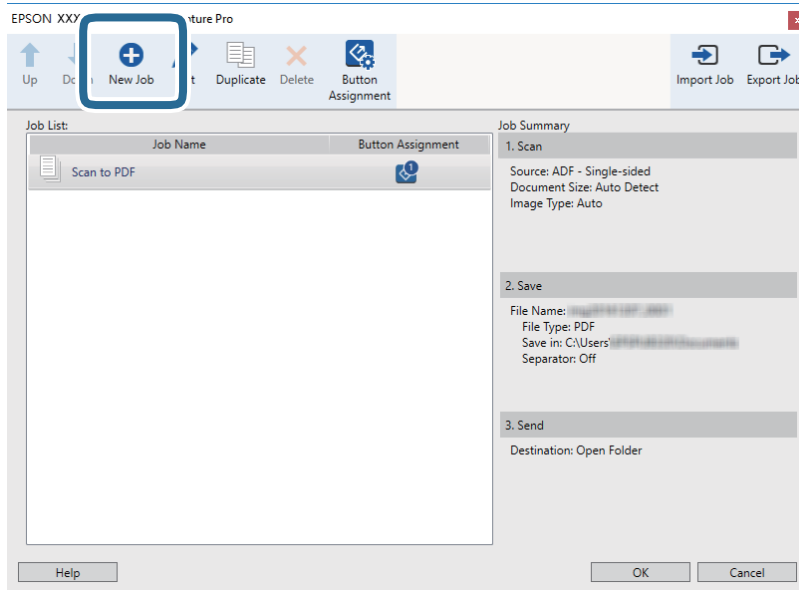
The job list screen is displayed.

Note:

A preset job is available that allows you to save scanned images as a PDF. When using this job, skip this procedure and go to procedure 10.

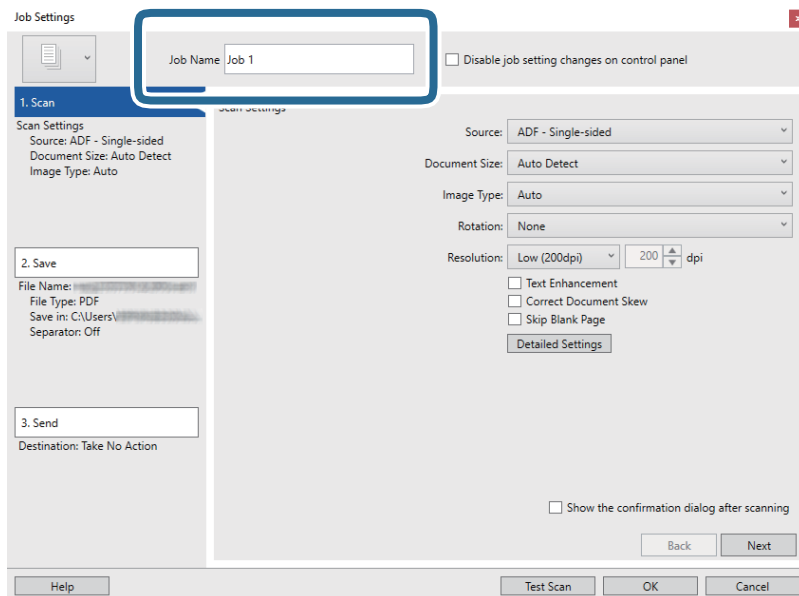
Basic Scanning

3. Click **New Job**.



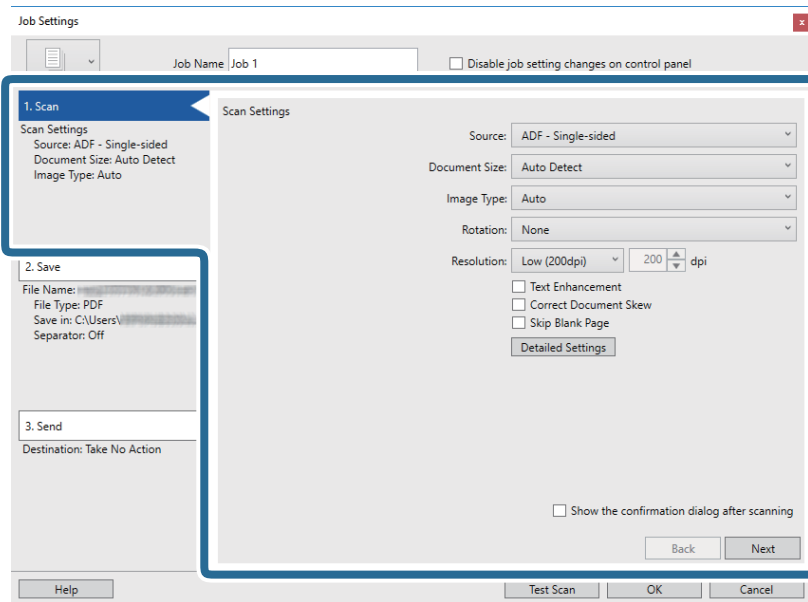
The **Job Settings** screen is displayed.

4. Set the **Job Name**.



Basic Scanning

5. Make scanning settings on the **1. Scan** tab.



- Source:** Select the source where the original is placed. Select double-sided to scan both sides of the originals.
- Document Size:** Select the size of the original you placed.
- Image Type:** Select the color you want to use to save the scanned image.
- Rotation:** Select the rotation angle depending on the original you want to scan.
- Resolution:** Select the resolution.

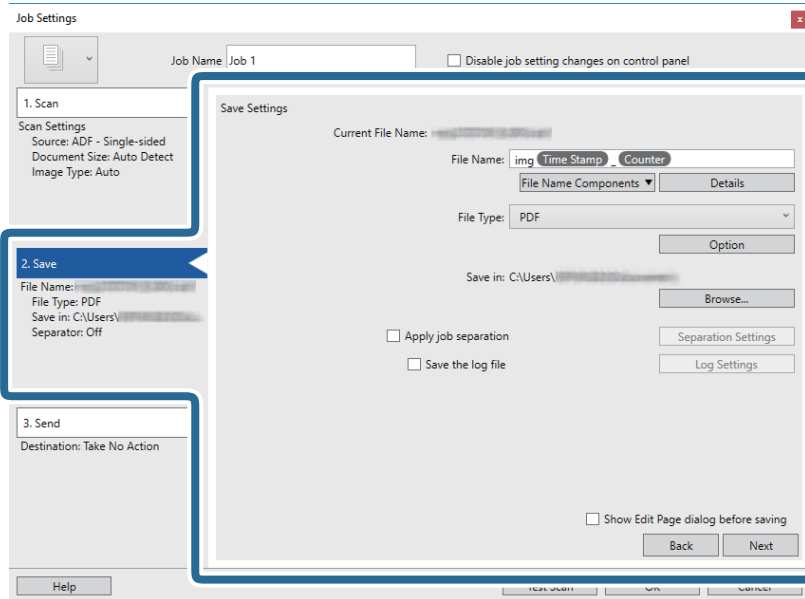
Note:

You can also adjust the image using following items.

- Text Enhancement:** Select to make blurred letters in the original clear and sharp.
- Correct Document Skew:** Select to correct the slant of the original.
- Skip Blank Page:** Select to skip blank pages if there are any in the originals.
- Detailed Settings** button: Select to use Epson Scan 2 features to adjust scanned images.

Basic Scanning

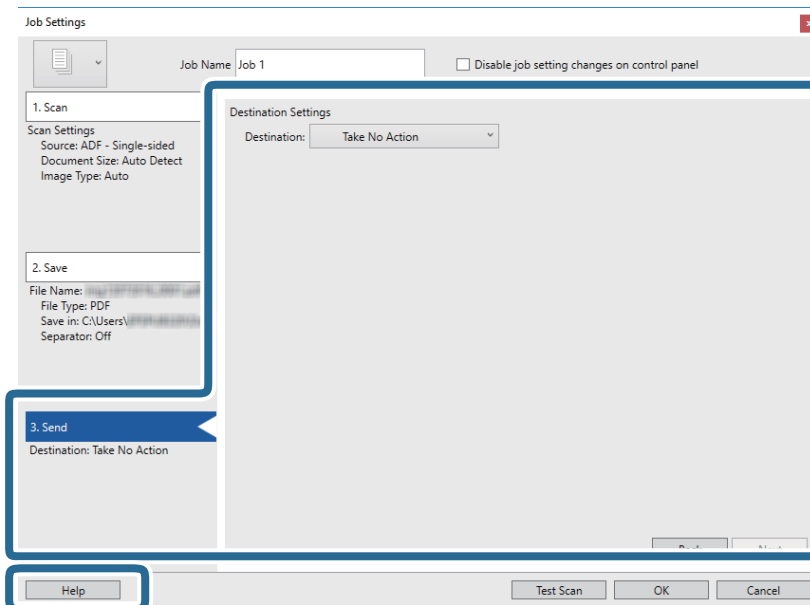
6. Click **2. Save**, and then make the save settings.



- File Name:** Set the file name you want to use when saving the scanned image. Click **Details** to change the settings for component items for the file name, and then click **File Name Components** to add the items.
- File Type:** Select the save format from the list. Click **Option** to make detailed settings for the file.
- Browse:** Select the save folder for the scanned image.
- Apply job separation:** Select to make separation settings.

7. Click **3. Send**, and then select the **Destination**.

Destination setting items are displayed according to the destination you selected. Make detailed settings as necessary. Click **Help** for details on each item.

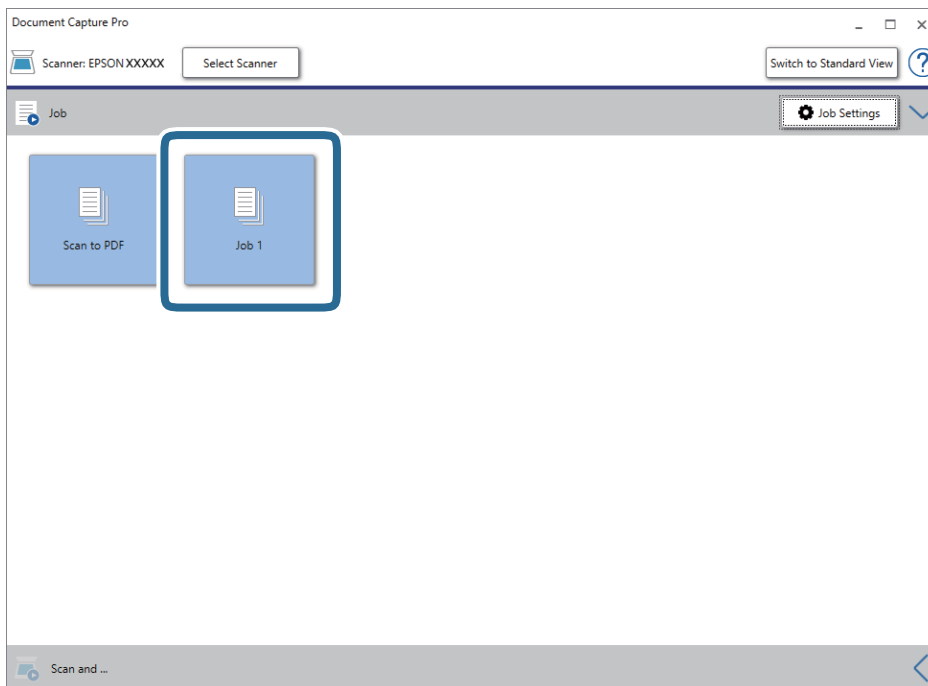


Basic Scanning

Note:

- ❑ If you want to upload to a cloud service, you need to set up your account with the cloud service in advance.
- ❑ If you want to use Evernote as the destination, download the Evernote application from the Evernote Corporation Website and install it before using this feature.

8. Click **OK** to close the **Job Settings** screen.
9. Click **OK** to close the job list screen.
10. Place the original.
11. Click the job icon.




The selected job is performed.

12. Follow the on-screen instructions.

The scanned image is saved using the settings you made for the job.

Note:

You can scan the originals and send the scanned image without using the job. Click  on the **Scan and** bar, and then click the destination to which you want to send the scanned image.

Related Information

- ➔ [“Placing Originals” on page 26](#)
- ➔ [“Document Capture Pro / Document Capture” on page 17](#)
- ➔ [“Setting a Job \(Scan, Save, and Send\)” on page 73](#)
- ➔ [“Setting a Resolution That Suits the Scanning Purpose” on page 71](#)

Scanning Using Document Capture (Mac OS)

This application allows you to perform various tasks such as saving the image to your computer, sending it by email, printing, and uploading to a server or a cloud service. You can also register scanning settings for a job to simplify scanning operations.

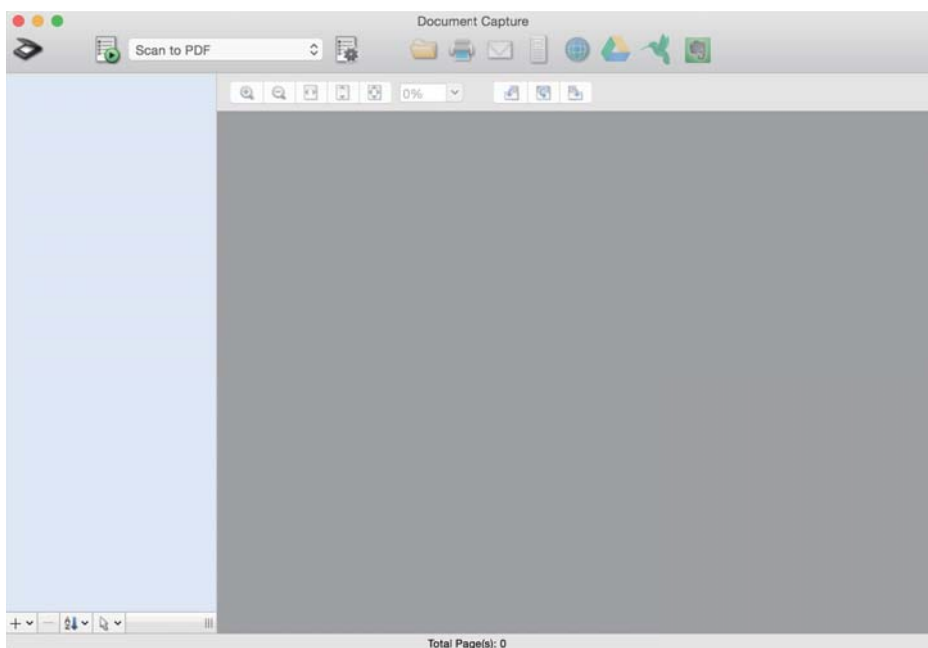
See the Document Capture help for details on the features.

Note:

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

1. Start Document Capture.

Select **Finder > Go > Applications > Epson Software > Document Capture**.

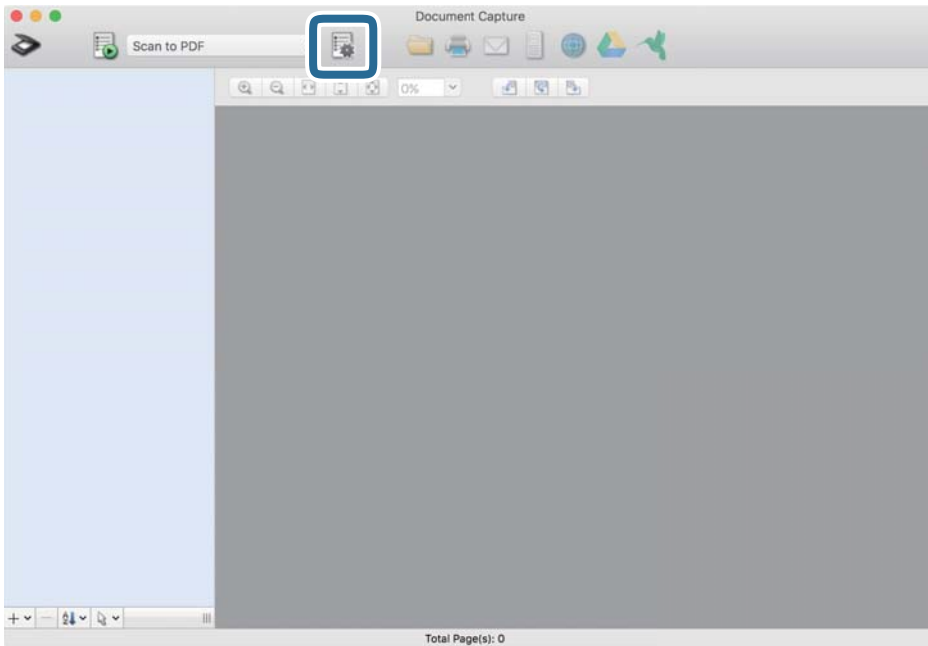


Note:

You may need to select the scanner you want to use from the scanners list.

Basic Scanning

2. Click .

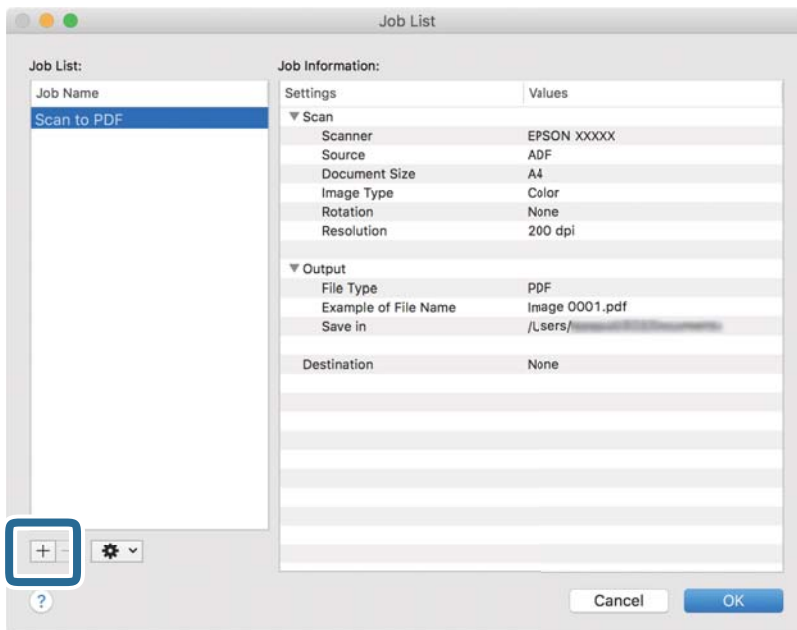


The **Job List** screen is displayed.

Note:

A preset job is available that allows you to save scanned images as a PDF. When using this job, skip this procedure and go to procedure 10.

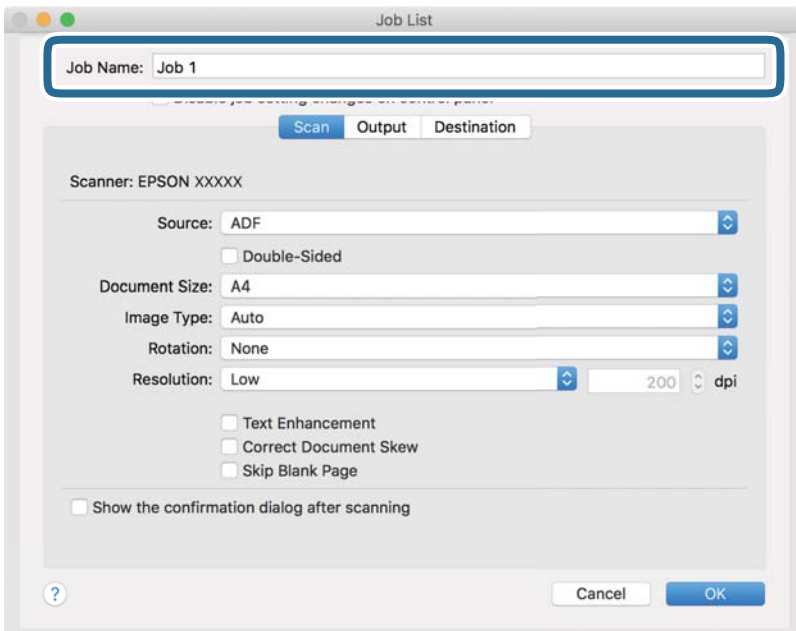
3. Click the + icon.



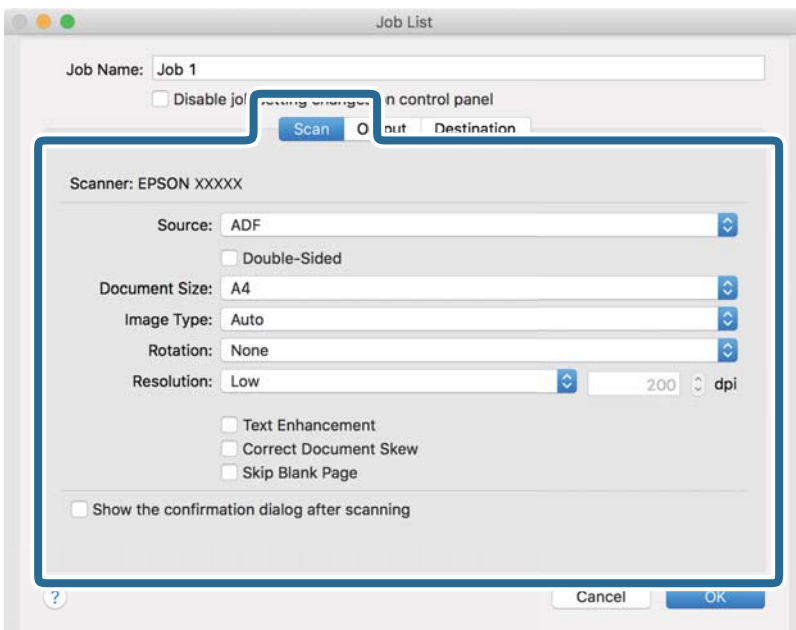
The job setting screen is displayed.

Basic Scanning

4. Set the **Job Name**.



5. Make scanning settings on the **Scan** tab.



- Source:** Select the source where the original is placed. Select double-sided to scan both sides of the originals.
- Document Size:** Select the size of the original you placed.
- Image Type:** Select the color you want to use to save the scanned image.
- Rotation:** Select the rotation angle depending on the original you want to scan.
- Resolution:** Select the resolution.

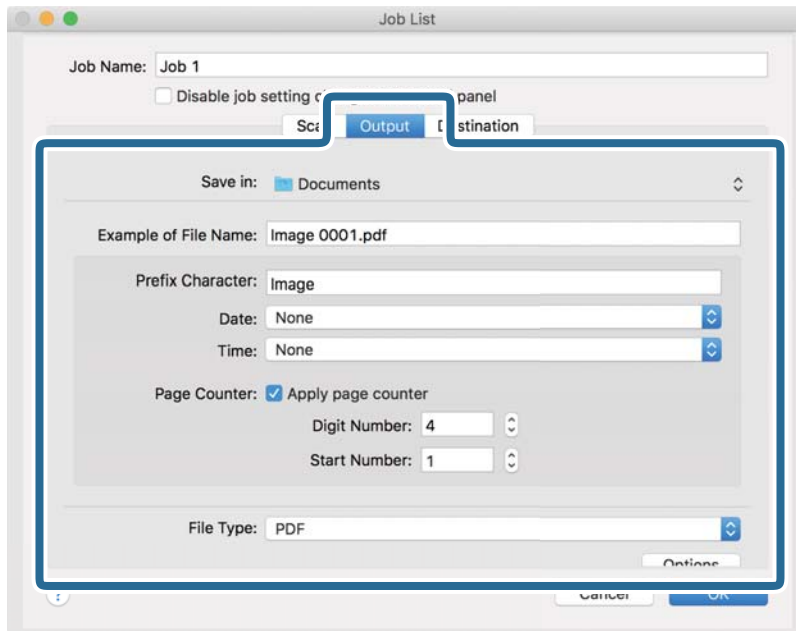
Basic Scanning

Note:

You can also adjust the image using following items.

- Text Enhancement:** Select to make blurred letters in the original clear and sharp.
- Correct Document Skew:** Select to correct the slant of the original.
- Skip Blank Page:** Select to skip blank pages if there are any in the originals.

6. Click **Output**, and then make the output settings.

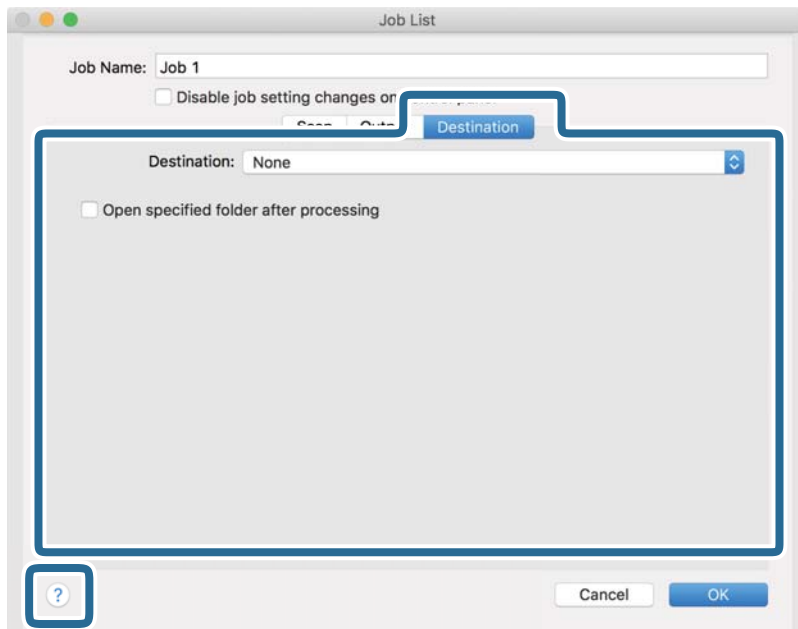


- Save in:** Select the save folder for the scanned image.
- Example of File Name:** Display an example of the file name for the current settings.
- Prefix Character:** Set a prefix for the file name.
- Date:** Add the date to the file name.
- Time:** Add the time to the file name.
- Page Counter:** Add the page counter to the file name.
- File Type:** Select the save format from the list. Click **Options** to make detailed settings for the file.

Basic Scanning

7. Click **Destination**, and then select the **Destination**.

Destination setting items are displayed according to the destination you selected. Make detailed settings as necessary. Click the ? (Help) icon for details on each item.




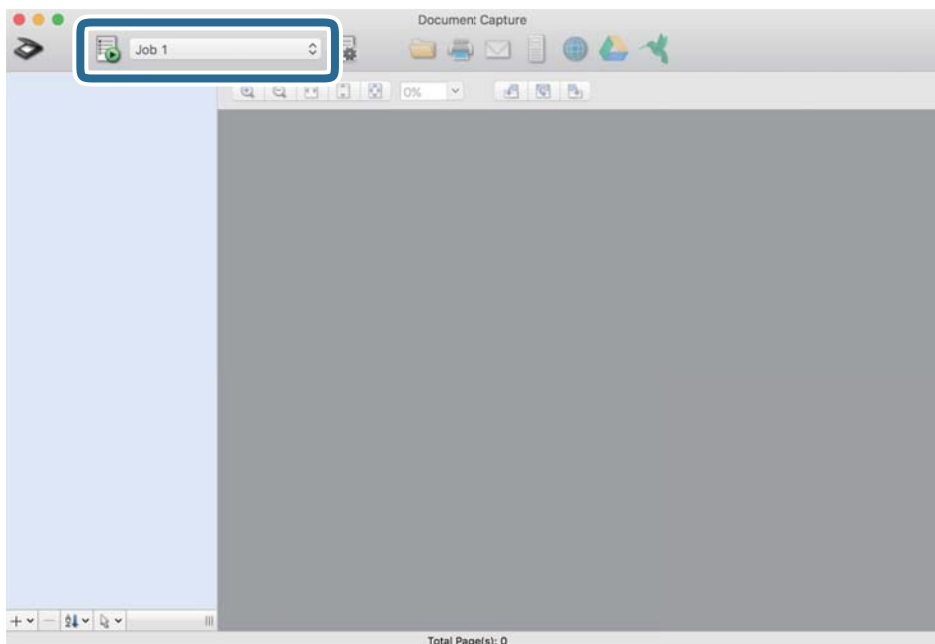
Note:

- If you want to upload to a cloud service, you need to set up your account with the cloud service in advance.
- If you want to use Evernote as the destination, download the Evernote application from the Evernote Corporation Website and install it before using this feature.

8. Click **OK** to close the job settings screen.
9. Click **OK** to close the **Job List** screen.
10. Place the original.

Basic Scanning

11. Select the job from the pull down list, and then click the  icon.




The selected job is performed.

12. Follow the on-screen instructions.

The scanned image is saved using the settings you made for the job.

Note:

You can scan the originals and send the scanned image without using the job. Click  and make scanning settings, and then click **Preview Scan**. Next, click the destination to which you want to send the scanned image.

Related Information

- ➔ [“Placing Originals” on page 26](#)
- ➔ [“Document Capture Pro / Document Capture” on page 17](#)
- ➔ [“Setting a Resolution That Suits the Scanning Purpose” on page 71](#)

Scanning Using Epson Scan 2

You can scan the originals using detailed settings that are suitable for text documents.

1. Place the original.
2. Start Epson Scan 2.
 - Windows 10/Windows Server 2016
Click the start button, and then select **EPSON > Epson Scan 2**.
 - Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Enter the application name in the search charm, and then select the displayed icon.

Basic Scanning

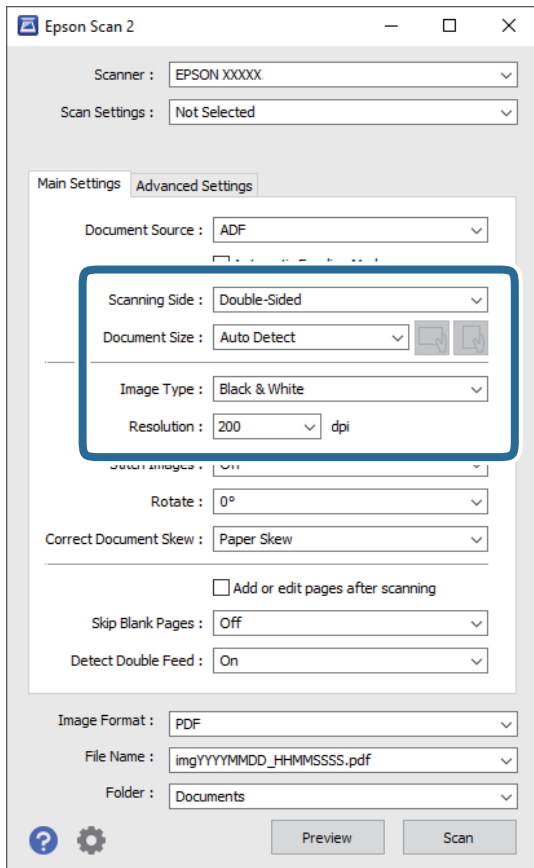
- ❑ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

Click the start button, and then select **All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2**.

- ❑ Mac OS

Select **Go > Applications > Epson Software > Epson Scan 2**.

3. Make the following settings on the **Main Settings** tab.



- ❑ **Scanning Side:** Select the side of the original you want to scan. Select **Double-Sided** to scan both sides of the originals.

- ❑ **Document Size:** Select the size of the original you placed.



- ❑ (Original orientation) buttons: Select the set orientation of the original you placed. Depending on the size of the original, this item may be set automatically and cannot be changed.

- ❑ **Image Type:** Select the color for saving the scanned image.

- ❑ **Resolution:** Select the resolution.

Basic Scanning

Note:

- ADF** is set as the **Document Source** automatically.
- On the **Main Settings** tab, you can also make the following settings.
 - Stitch Images:** Select to stitch the images on the front and rear when scanning both sides of the original.
 - Rotate:** Select to rotate the original clockwise and scan it.
 - Correct Document Skew:** Select to correct the slant of the original.
 - Add or edit pages after scanning:** Select to add different originals or edit (rotate, move, and delete) the scanned pages after scanning.
 - Skip Blank Pages:** Select to skip blank pages if there are any in the originals.
 - Detect Double Feed:** Select to display a warning when multiple originals are fed at the same time.

4. Make other scan settings if necessary.

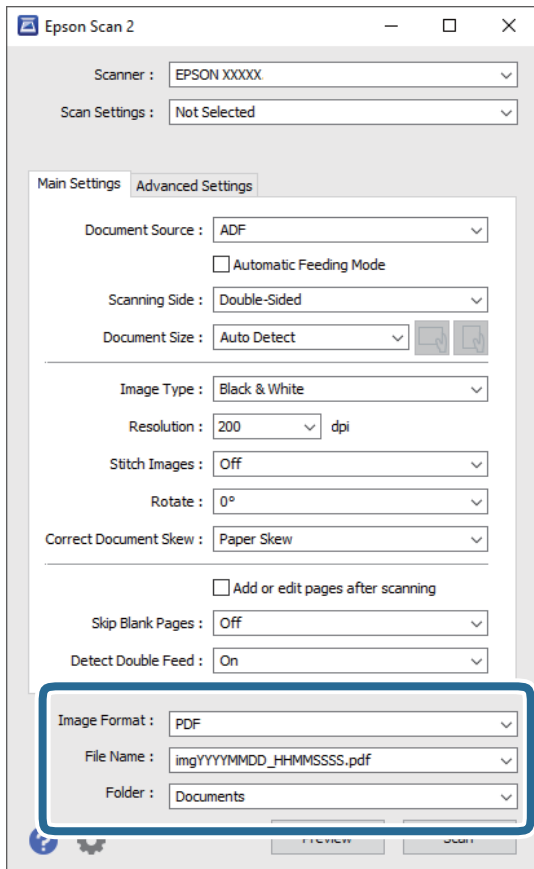
- You can preview the scanned image of the first side of the first page of the originals. Load only the first page of your originals into the input tray and click the **Preview** button. The preview window opens, the previewed image is displayed, and the page is ejected from the scanner.
Replace the ejected page together with the rest of the originals.
- On the **Advanced Settings** tab, you can make image adjustments using detailed settings which are suitable for text documents, such as the following.
 - Remove Background:** Select to remove the background from the originals.
 - Text Enhancement:** Select to make blurred letters in the original clear and sharp.
 - Auto Area Segmentation:** Select to make letters clear and images smooth when performing black and white scanning for a document that contains images.
 - Dropout:** Select to remove the color specified from the scanned image, and then save it in grayscale or black and white. For example, you can erase marks or notes you wrote in the margins with color pen when scanning.
 - Color Enhance:** Select to enhance the color specified for the scanned image, and then save it in grayscale or black and white. For example, you can enhance letters or lines that are in light colors.

Note:

Some items may not be available depending on other settings you made.

Basic Scanning

5. Set the file saving settings.



- Image Format:** Select the save format from the list.

You can make detailed settings for each save format except BITMAP and PNG. After selecting the save format, select **Options** from the list.

- File Name:** Check the save file name displayed.


You can change settings for file name by selecting **Settings** from the list.

- Folder:** Select the save folder for the scanned image from the list.

You can select other folder or create a new folder by selecting **Select** from the list.

6. Click **Scan**.

Note:

- You can also start scanning by pressing  button on the scanner.

- To scan originals that are likely to jam, for example thin paper, enable **Slow** on the control panel to slow down the scanning speed.

Press the ▼ button, and then select **Scanner Settings > Slow**.

The scanned image is saved to the folder you specified.

Related Information

- ➔ [“Placing Originals” on page 26](#)
- ➔ [“Epson Scan 2” on page 17](#)

Basic Scanning

➔ [“Setting a Resolution That Suits the Scanning Purpose” on page 71](#)

Required Settings for Special Originals in Epson Scan 2

You need to set certain items on the **Main Settings** tab in Epson Scan 2 when scanning special originals.

Type of Original	Required Settings
Envelopes	Select Off in Detect Double Feed .
Plastic cards	Select Plastic Card (Landscape) on the Document Size list, or select Off in Detect Double Feed .
Carrier Sheet	<input type="checkbox"/> If you select Auto Detect from the Document Size list, paper skew in the original is automatically corrected even if you select Off in Correct Document Skew . <input type="checkbox"/> If you select a other size than Auto Detect from the Document Size list, you can only use Contents Skew when using Correct Document Skew . Paper Skew is not applied when this is selected. When you select Paper and Contents Skew , only contents skew is corrected.
Large size originals	If the size of the original you want to scan is not on the Document Size list, select Customize to open the Document Size Settings window. Next, create the size manually on the window.
Long paper	If the size is not listed on the Document Size list, select Auto Detect (Long Paper) or select Customize to create a custom document size.
Laminated cards	To scan transparent areas around the edges, select Customize on the Document Size list to open the Document Size Settings window. Next, select Scan laminated card in the window. Note: <i>The appropriate effect may not be achieved depending on the original. If transparent areas around the edges are not scanned, select Customize from the Document Size list, and then create the size manually.</i>

Related Information

➔ [“Placing Originals” on page 26](#)

Setting a Resolution That Suits the Scanning Purpose

Advantages and Disadvantages of Increasing the Resolution

Resolution indicates the number of pixels (smallest area of an image) for each inch (25.4 mm), and is measured in dpi (dots per inch). The advantage of increasing the resolution is that the details in the image become fine. The disadvantage is that the file size becomes large.

- File size becomes large
(When you double the resolution, the file size becomes about four times larger.)
- Scanning, saving, and reading the image takes a long time
- Sending and receiving emails or faxes takes a long time
- The image becomes too large to fit the display or print on the paper

Basic Scanning**List of Recommended Resolutions to Suit Your Purpose**

See the table and set the appropriate resolution for the purpose of your scanned image.

Purpose	Resolution (Reference)
Displaying on a screen Sending by email	Up to 200 dpi
Using Optical Character Recognition (OCR) Creating a text searchable PDF	200 to 300 dpi
Printing using a printer Sending by fax	200 to 300 dpi

Advanced Scanning

Setting a Job (Scan, Save, and Send)

When performed in order, the following operations are known as a job: **1. Scan > 2. Save > 3. Send.**

By registering a series of operations in advance as a job using Document Capture Pro (Windows), Document Capture (Mac OS) or Document Capture Pro Server (Windows Server), you can perform all of the operations by simply selecting the job.

Note:

Document Capture Pro does not support Windows Vista/Windows XP.

Creating and Registering a Job (Windows)

Explains how to set a job in Document Capture Pro. See the Document Capture Pro help for details on the features.


1. Start Document Capture Pro.
2. Click **Job Settings** on the top screen.
The **Job List** is displayed.
3. Click **New Job**.
The **Job Settings** screen is displayed.
4. Make job settings on the **Job Settings** screen.
 - Job Name:** Enter the name of the job you want to register.
 - 1. Scan (Scan Settings):** Make scan settings such as the size of the originals or the resolution.
 - 2. Save (Save Settings):** Set the saving destination, the saving format, the naming rules of the files, and so on. You can sort and save continued scanned images automatically by using detection methods such as blank pages inserted between the originals or barcodes on the originals.
 - 3. Send (Destination Settings):** Select the destination of the scanned images. You can send them by email or forward them to an FTP server or Web server.
5. Click **OK** to return to the **Job List** screen.
The created job is registered in the **Job List**.
6. Click **OK** to return to the top screen.

Related Information

- ➔ [“Document Capture Pro / Document Capture” on page 17](#)
- ➔ [“Scanning Using Document Capture Pro \(Windows\)” on page 56](#)

Creating and Registering a Job (Mac OS)

Explains how to set a job in Document Capture. See the Document Capture help for details on the features.

1. Start Document Capture.
2. Click the  icon on the main window.
The **Job List** window is displayed.
3. Click the + icon.
The **Job Settings** window is displayed.
4. Make the job settings on the **Job Settings** window.
 - Job Name:** Enter the name of the job you want to register.
 - Scan:** Make scan settings such as the size of the originals or the resolution.
 - Output:** Set the saving destination, the saving format, the naming rules of the files, and so on.
 - Destination:** Select the destination of the scanned images. You can send them by email or forward them to an FTP server or Web server.
5. Click **OK** to return to the **Job List** window.
The created job is registered in the **Job List**.
6. Click **OK** to return to the main window.

Related Information

- ➔ [“Document Capture Pro / Document Capture” on page 17](#)
- ➔ [“Scanning Using Document Capture \(Mac OS\)” on page 62](#)

Enabling a Job to Run from the Control Panel (Button Assignment)

By assigning a job to the scanner's control panel in advance using Document Capture Pro (Windows), Document Capture (Mac OS) or Document Capture Pro Server (Windows Server), you can run jobs from the control panel.

Note:

Document Capture Pro does not support Windows Vista/Windows XP.

Assigning a Job to the Control Panel (Windows)

Explains how to assign a job to the scanner's control panel in Document Capture Pro. See the Document Capture Pro help for details on the features.

1. Start Document Capture Pro.

Advanced Scanning



2. Click **Job Settings** on the top screen.
The **Job List** is displayed.
3. Click **Button Assignment**.
The **Button Assignment** screen is displayed.
4. Select the job you want to run on the control panel from the pull-down menu.
5. Click **OK** to return to the **Job List** screen.
The job is assigned to the scanner's control panel.
6. Click **OK** to return to the top screen.

Related Information

- ➔ [“Document Capture Pro / Document Capture” on page 17](#)
- ➔ [“Scanning Using the Control Panel” on page 54](#)

Assigning a Job to the Control Panel (Mac OS)

Explains how to assign a job to the scanner's control panel in Document Capture. See the Document Capture help for details on the features.

1. Start Document Capture.
2. Click the  icon on the main window.
The **Job List** window is displayed.
3. Click the  icon and select **Event Settings**.
4. Select the job you want to run on the control panel from the pull-down menu.
5. Click **OK** to return to the **Job List** window.
The job is assigned to the scanner's control panel.
6. Click **OK** to return to the main window.

Related Information

- ➔ [“Document Capture Pro / Document Capture” on page 17](#)
- ➔ [“Scanning Using the Control Panel” on page 54](#)

Scanning Different Sizes or Types of Originals One by One (Automatic Feeding Mode)

You can scan different sizes or types of originals one by one using Automatic Feeding Mode. In this mode, the scanner starts scanning automatically when originals are loaded in the ADF.

Advanced Scanning

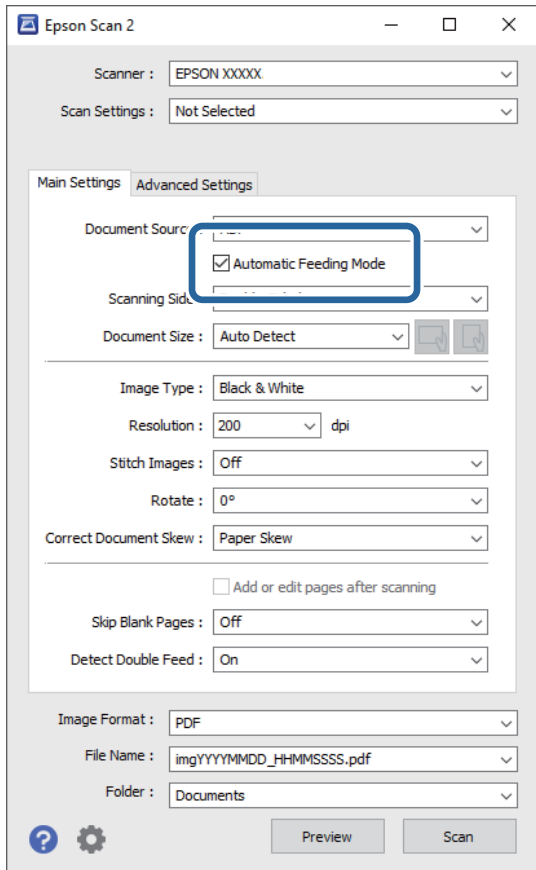
When you are using **Document Capture Pro**, you can also use Automatic Feeding Mode.

1. Start Epson Scan 2.

Note:

When you are using *Document Capture Pro*, you can open the *Epson Scan 2* window by pressing the **Detailed Settings** button on the **Scan Settings** screen.

2. Select **Automatic Feeding Mode** on the **Main Settings** tab.



3. Make other settings for scanning in the Epson Scan 2 main window.

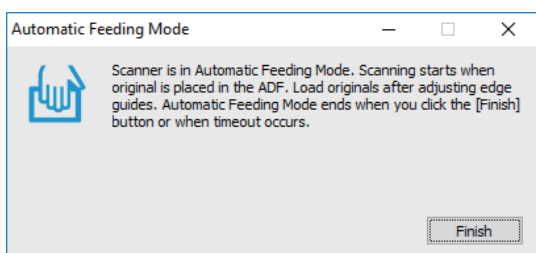
4. Click **Scan**.

Note:

When you are using *Document Capture Pro*, click **Save** to save the scan settings. When you start scanning, *Automatic Feeding Mode* starts.

Automatic Feeding Mode starts.

The **Automatic Feeding Mode** window is displayed on your computer and the scanner.



Advanced Scanning

- Adjust the edge guides, and then place the original in the ADF.

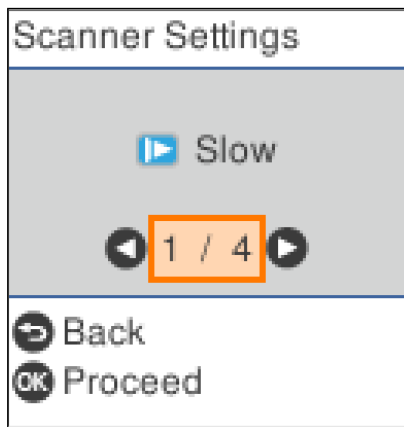
Scanning starts automatically.

- After scanning stops, place the next original in the ADF.

Repeat this procedure until you have scanned all originals.

Note:

Press the ▼ button to make **Scanner Settings**.



- **Slow:** Slows down the scanning speed. Use this to scan originals that are likely to jam, for example thin paper.
- **DFDS Function:** Skips double feed detection once and continues scanning. Use this to scan originals that are detected as double feeds, for example plastic cards or envelopes.
- **Paper Protection:** Reduces damage to the originals by stopping scanning immediately when a feeding error occurs.
- **Detect Glass Dirt:** Detects dirt on the glass surface inside the scanner.

- After you have scanned all originals, close Automatic Feeding Mode.

Press the ⓪ button on the scanner or press **Finish** on the **Automatic Feeding Mode** screen displayed on your computer.

Note:

You can make timeout settings to exit **Automatic Feeding Mode**.

Select **Settings** on the **Document Source** list to open the **Document Source Settings** screen. Set **Automatic Feeding Mode Timeout (minutes)** on the screen displayed.

The scanned image is saved to the folder you specified.

Related Information

➔ [“Placing Originals” on page 26](#)

Separation Feature (for Windows Only)

You can use the separation feature when using Document Capture Pro.

By entering barcode or text information, you can automatically identify and separate or sort complicated documents using the barcode information on the document, or by inserting blank pages in between pages in a document.

Advanced Scanning

When scanning multiple documents and using separator information or a specified number of pages to separate the document into multiple files, each separated file can be saved to a specific folder.

For example, you can make separation settings such as the following.

Note:

Document Capture Pro does not support Windows Vista, Windows XP, and Windows Server.

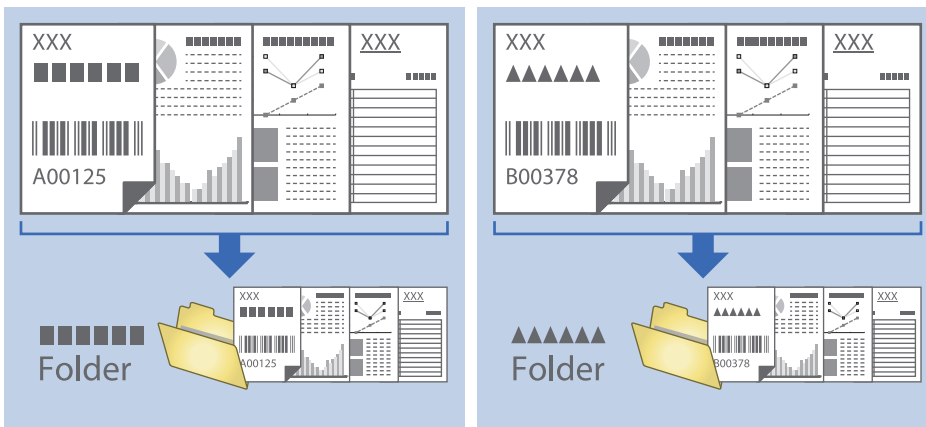
Split the data every three pages and save as multi-page PDFs (fixed pages)



Enter barcode information and save as multi-page PDFs



Enter barcode information and separate into folders



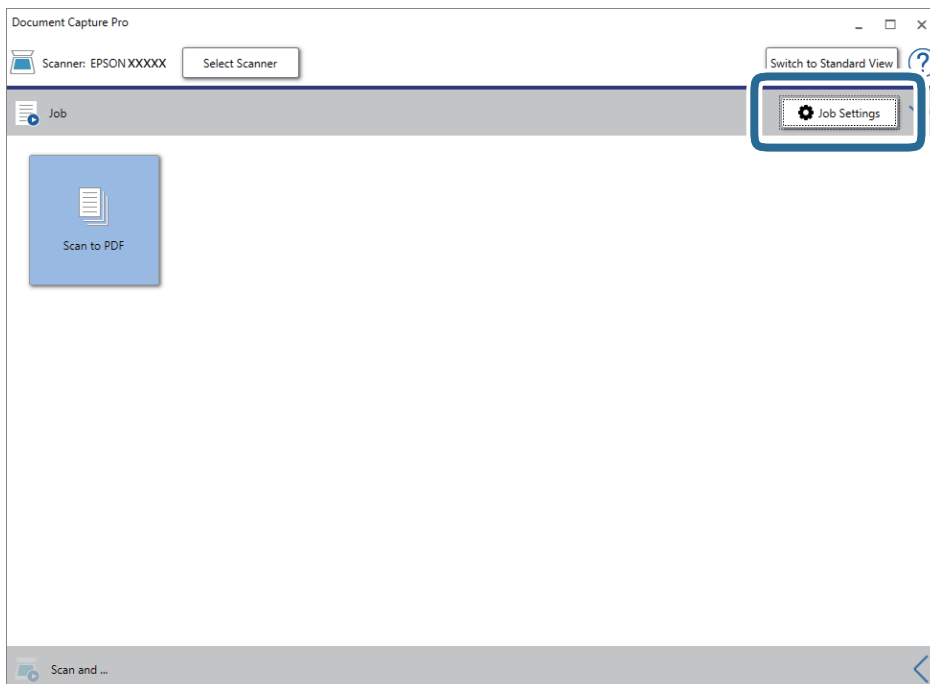
Advanced Scanning

Sorting and Saving Scanned Images into a Separate Folder

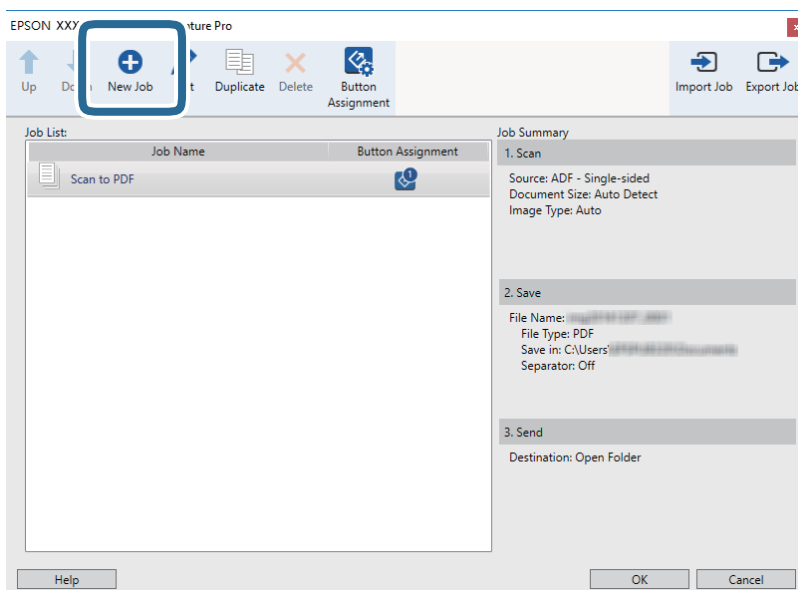
You can sort scanned images automatically and save them to a separate folder using Document Capture Pro.

To sort scanned images, you can use a variety of detection methods such as blank pages inserted between the originals or barcodes on the originals.

1. Place the originals including indicators, such as blank pages, between the pages where you want to separate the scanned images.
2. Start Document Capture Pro.
3. Click **Job Settings**.

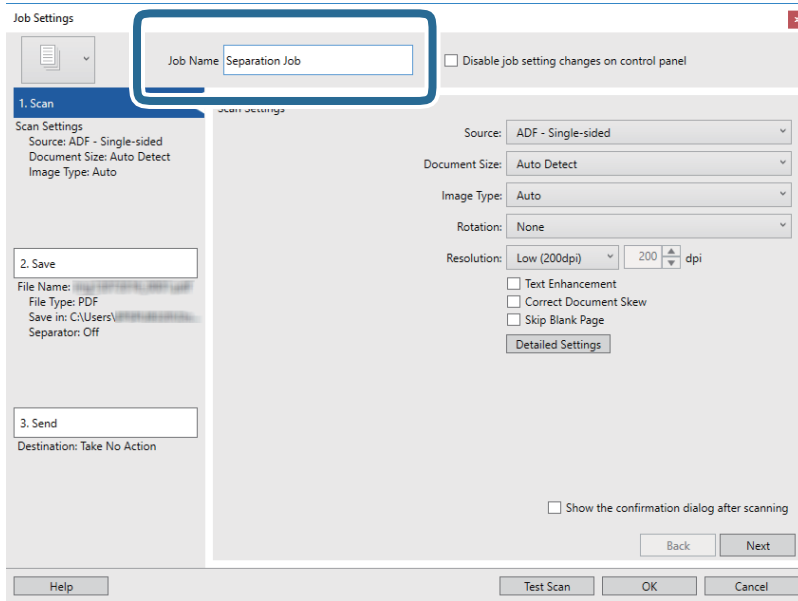


4. Click **New Job**.

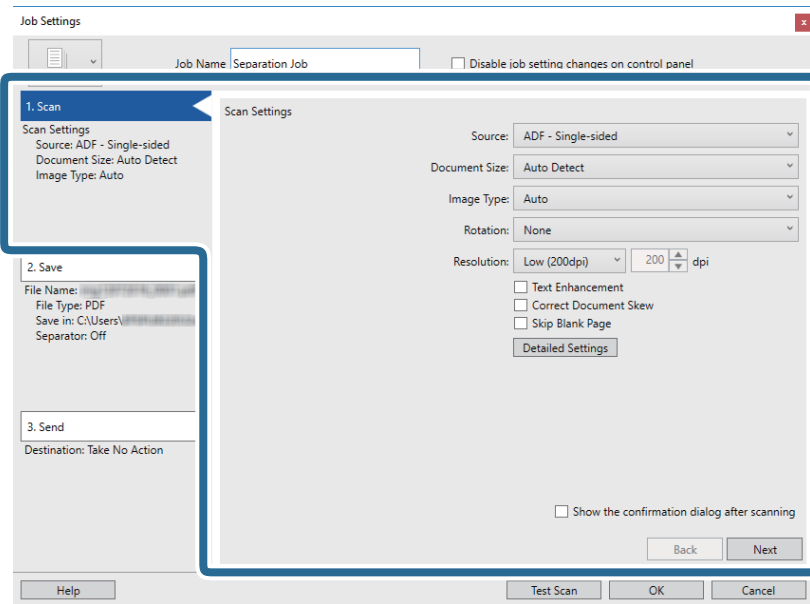


Advanced Scanning

5. Set the Job Name.

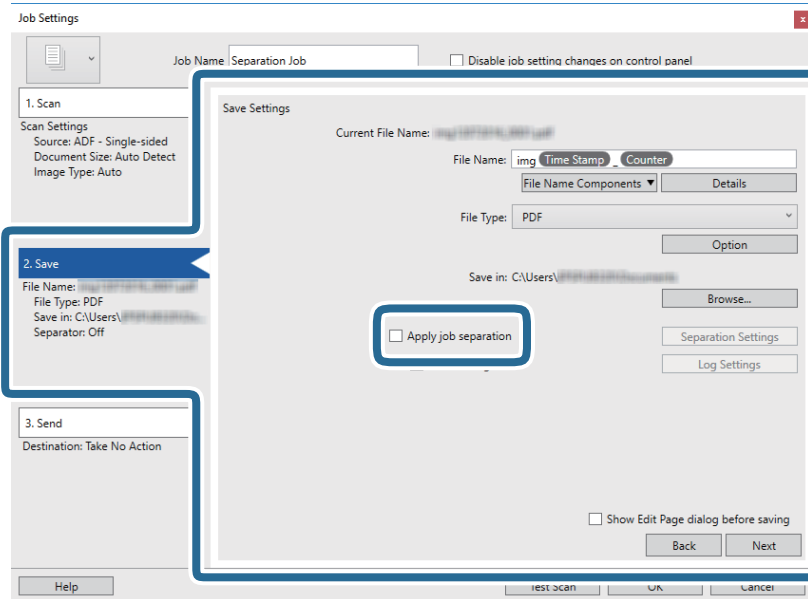


6. Make scanning settings on the 1. Scan tab.

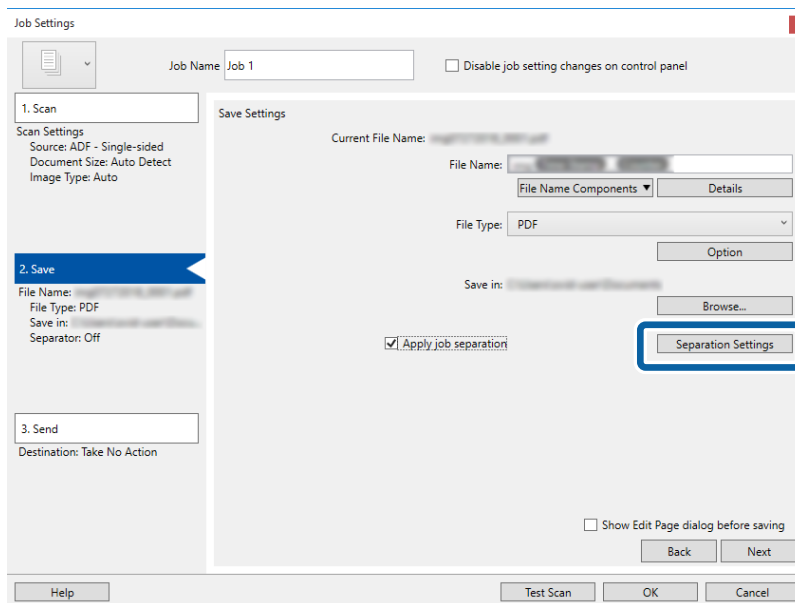


Advanced Scanning

- Click **2. Save**, make the save settings, and then select **Apply job separation**.



- Click **Separation Settings**.



Advanced Scanning

9. Select **Separator** on the **Job Separation Settings** screen.

Job Separation Settings

Separator: Fixed Page

Page: 3

Count blank pages in total

Create Folder

Folder Name: folder Counter

Folder Name Components

Current Folder Name:

Add job separation

Separator: Barcode

Settings

Help OK Cancel

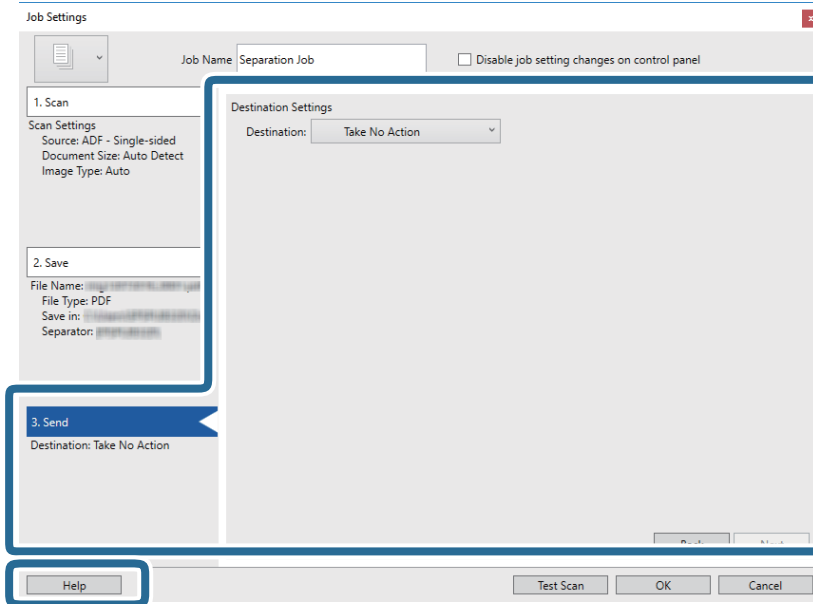
- Fixed Page:** Select to separate by each specified page and split into files.
 - Blank Page:** Select to separate by detecting blank pages.
 - Barcode:** Select to separate by detecting barcodes.
 - OCR:** Select to detect characters using OCR (Optical Character Recognition) and separate accordingly.
 - Form:** Select to separate by detecting the type of **Form**.
 - File Size:** Select to separate by detecting the file size of scanned images.
 - Patch Code:** Select to separate by detecting the **Patch Code**.
10. Set detailed settings for separation, and then click **OK**.

Settings for separation vary depending on the **Separator** you selected. For details on the settings for separation, click **Help** on the window and see the help for Document Capture Pro.

Advanced Scanning

- Click **3. Send**, and then select the **Destination**.

Destination setting items are displayed according to the destination you selected. Make detailed settings as necessary. Click **Help** for details on each item.

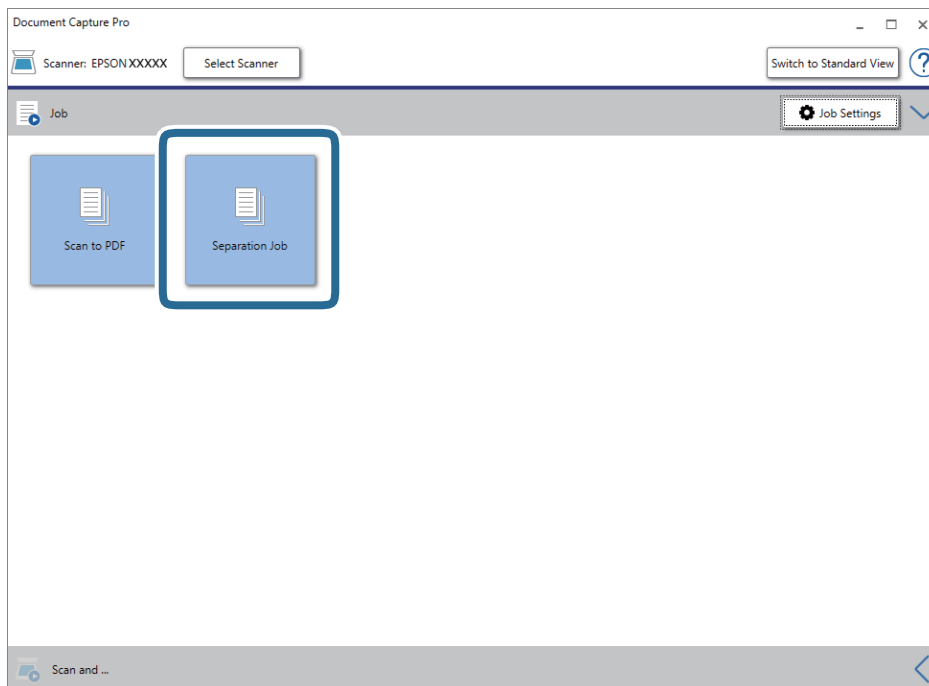


- Click **OK** to close the **Job Settings** screen.

- Click **OK** to close the job list screen.

The separation job is created.

- Click the job icon.



The separation job is performed.

Advanced Scanning

15. Follow the on-screen instructions.

The scanned image is separated and saved using the settings you made for the job.

Related Information

- ➔ [“Scanning Using Document Capture Pro \(Windows\)” on page 56](#)
- ➔ [“Placing Originals” on page 26](#)

Saving as an Office Format File (for Windows Only)


You can save the scanned image as a Microsoft® Office format file using Document Capture Pro.

You can select the following formats.

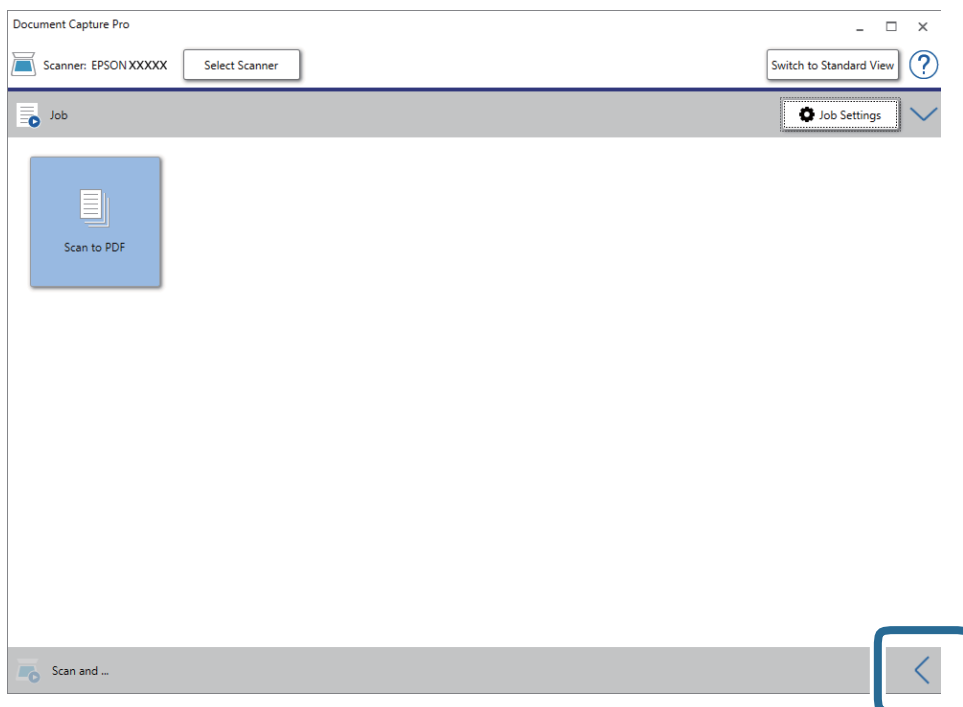
- Microsoft® Word (.docx)
- Microsoft® Excel® (.xlsx)
- Microsoft® PowerPoint® (.pptx)

Note:

- Document Capture Pro does not support Windows Vista, Windows XP, and Windows Server.*
- This feature is only available when the EPSON Scan OCR component is installed.*

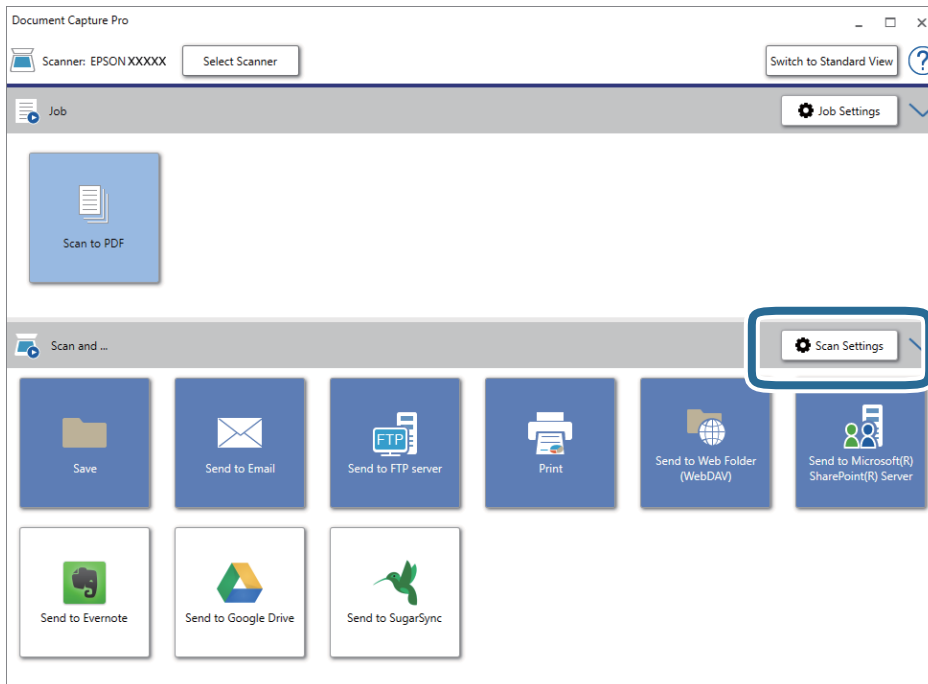
1. Place the original.
2. Start Document Capture Pro.
3. Click  on the **Scan and** bar to display the destination screen.

If you have already displayed the destination screen, skip this procedure.



Advanced Scanning

- Click **Scan Settings** to display the **Scan Settings** screen.



- Make the scanning settings, and then click **OK**.
- Click one of the destination icons.
Scanning starts. After scanning, the **Save Settings** window or **Transfer Settings** window is displayed.
- Select the Office format file you want to save as from the **File Type** list.
- Click **Option** to display the optional settings window.
- Make settings for each item in the window, and then click **OK**.
- Make other settings on the **Save Settings** window or the **Transfer Settings** window, and then click **OK**.
The scanned image is saved as an Office format file.

Related Information

- ➔ [“Scanning Using Document Capture Pro \(Windows\)” on page 56](#)
- ➔ [“Placing Originals” on page 26](#)

Menu Options on the Control Panel

You can start scanning, perform maintenance, make scanner settings, and view scanner information from the control panel.


Scan

You can start jobs on your computer that were created in Document Capture Pro (Windows)/Document Capture (Mac OS).

Scanner Settings

You can display the **Scanner Settings** screen by pressing the ▼ button on the **Select Job** screen.

Slow

Slows down the feeding speed whenever scanning. When set to **On**, the  icon is displayed.

Enable this in the following situations:

- When originals jam frequently
- When loading thin originals
- When scanning different types or sizes of originals at once
- If you feel that the scanner is noisy

DFDS Function

Skips double feed detection once and continues scanning. When set to **On**, the  icon is displayed.

Enable this to scan originals that are detected as double feeds, for example plastic cards or envelopes.

Paper Protection

Reduces damage to the originals by stopping scanning immediately when the following status is detected.

- A feeding error for the originals occurs
- Originals are fed askew

Select the detection level to enable this feature. See the table below for details on each level.

Level	Examples of Protectable Paper	Detection Sensitivity for Feeding Skew
On-Lowest	Plain paper	Low
On-Low	Plain paper/Thin paper	
On-High	Thin paper(Horizontal), such as vouchers	Middle

Menu Options on the Control Panel

Level	Examples of Protectable Paper	Detection Sensitivity for Feeding Skew
On-Highest	Thin paper(Vertical), such as application forms	High

Important:

- This feature does not reduce damage to all jammed originals.
- Depending on the condition of the originals being fed, you cannot detect feeding errors.

Note:

Depending on the original, the condition of the originals being fed, and the level you set, this feature may not work correctly.

- Select **Off** to disable the feature when scanning plastic cards or thick paper.
- If misdetections occur frequently, lower the level of this feature.
- Some originals may be misdetected as feeding errors, such as irregular shaped originals or originals scanned askew.
- When scanning multiple originals, make sure that the edges of the originals are aligned. Originals may be misdetected as feeding errors if the edges of the originals are not aligned, even if they are scanned correctly.
- To scan the originals without skewing, adjust the edge guides to fit the edge of the originals before scanning.


Detect Glass Dirt

Detects dirt on the glass surface inside the scanner. You can select the level of the detection.

Depending on the dirt, this feature may not work correctly.

Edit Job

You can display the **Edit Job** screen by pressing the **OK** button on the **Select Job** screen. You can edit the job settings by pressing **OK** button again.

You can clear all settings you have changed by pressing the  button.

Destination

Select the destination where you want to save the scanned image.

File Type

Select the save format for the scanned image.

Image Type

Select the color of the output image.

Resolution

Select the resolution to scan.

- High:** Resolution is set to 600 dpi.
- Medium:** Resolution is set to 300 dpi.
- Low:** Resolution is set to 200 dpi.

Menu Options on the Control Panel

Original Size

Select the size of the original you placed on the scanner.

Source

Select the side of the original you want to scan.

- 2-Sided:** Scans both sides of the original.
- 1-Sided:** Scans only the front side of the original.

Copies

Set the copy number when printing the scanned image using the printer.

Scanner Maintenance

Roller Cleaning

Displays how to clean the roller inside the scanner.

Roller Replacement

Displays how to replace the roller assembly kit. You can also reset the number after replacing the roller assembly kit.


Regular Cleaning

Displays how to perform regular cleaning of the inside of the scanner. You can also reset the number after performing regular cleaning.

Settings

Scanner Settings


Slow

Slows down the feeding speed whenever scanning. When set to **On**, the  icon is displayed.

Enable this in the following situations:

- When originals jam frequently
- When loading thin originals
- When scanning different types or sizes of originals at once
- If you feel that the scanner is noisy

DFDS Function

Skips double feed detection once and continues scanning. When set to **On**, the  icon is displayed.

Enable this to scan originals that are detected as double feeds, for example plastic cards or envelopes.

Menu Options on the Control Panel

Paper Protection

Reduces damage to the originals by stopping scanning immediately when the following status is detected.

- A feeding error for the originals occurs
- Originals are fed askew

Select the detection level to enable this feature. See the table below for details on each level.

Level	Examples of Protectable Paper	Detection Sensitivity for Feeding Skew
On-Lowest	Plain paper	Low
On-Low	Plain paper/Thin paper	
On-High	Thin paper(Horizontal), such as vouchers	Middle
On-Highest	Thin paper(Vertical), such as application forms	High

Important:

- This feature does not reduce damage to all jammed originals.
- Depending on the condition of the originals being fed, you cannot detect feeding errors.

Note:

Depending on the original, the condition of the originals being fed, and the level you set, this feature may not work correctly.

- Select **Off** to disable the feature when scanning plastic cards or thick paper.
- If misdetections occur frequently, lower the level of this feature.
- Some originals may be misdetected as feeding errors, such as irregular shaped originals or originals scanned askew.
- When scanning multiple originals, make sure that the edges of the originals are aligned. Originals may be misdetected as feeding errors if the edges of the originals are not aligned, even if they are scanned correctly.
- To scan the originals without skewing, adjust the edge guides to fit the edge of the originals before scanning.

Detect Glass Dirt

Detects dirt on the glass surface inside the scanner. You can select the level of the detection.

Depending on the dirt, this feature may not work correctly.

Ultrasonic Double Feed Detection

Detects a double feed error when multiple originals are fed and stops scanning.

Depending on the original, such as envelopes, plastic cards, originals with labels or stickers, and so on, this feature may not work correctly.

LCD Brightness

Adjust the brightness of the LCD screen.

Menu Options on the Control Panel

Sleep Timer

Adjust the time period for entering sleep mode (energy saving mode) when the scanner has not performed any operations. The LCD screen turns black when the set time has passed.

Related Information

➔ [“Energy Saving” on page 113](#)

Power Off Timer

Turn the scanner off automatically when no operations have been performed for the specified time. Set the time period before the scanner turns off.

Any increase will affect the product's energy efficiency. Consider the environment before making any changes.

Related Information

➔ [“Energy Saving” on page 113](#)

Language

Select the country or region in which you are using your scanner.

Regular Cleaning Alert Settings

Warning Alert Setting

Notifies you when it is time to clean the inside the scanner.

Count Alert Setting

Changes the scanning number when the cleaning notification will be displayed.

System Administration

Restrict User Access

Locks the settings to protect them from being changed by other users.

Restore Default Settings

Restores all settings to their initial status when purchased.

Related Information

➔ [“Restricting User Access for the Control Panel” on page 15](#)


➔ [“Disable User Access Restriction for the Control Panel” on page 16](#)

Device Information

Status

This menu is only available when the  icon is displayed on the home screen.

Indicates the following status. Press the **OK** button to see more detailed information.

- Roller Replacement Soon:** The number of scans is close to the life cycle of the rollers. Prepare replacement rollers.
[“Roller Assembly Kit Codes” on page 20](#)
- Roller Replacement:** The number of scans exceeds the life cycle of the rollers. Replace the rollers.
[“Replacing the Roller Assembly Kit” on page 107](#)
- Glass Cleaning:** Dirt has been detected on the glass surface inside the scanner. Clean the inside of the scanner. You can continue scanning by pressing the  button.
[“Cleaning Inside the Scanner” on page 102](#)
- Regular Cleaning:** It is time to clean inside the scanner.
[“Cleaning Inside the Scanner” on page 102](#)

Serial Number

Displays the serial number of the scanner.

Current Version

Displays the current firmware version.

Total Number of Scans

Displays the total number of scans.

Number of 1-Sided Scans

Displays the number of single-sided scans.

Number of 2-Sided Scans

Displays the number of double-sided scans.

Number of Scans of Carrier Sheet

Displays the number of scans using a Carrier Sheet.

Number of Scans After Replacing Roller

Displays the number of scans after replacing the roller assembly kit.

Press the **OK** button to reset the number after replacing the roller assembly kit.

Number of Scans After Regular Cleaning

Displays the number of scans after performing regular cleaning.

Press the **OK** button to reset the number after performing regular cleaning.

Using the Flatbed Scanner Dock

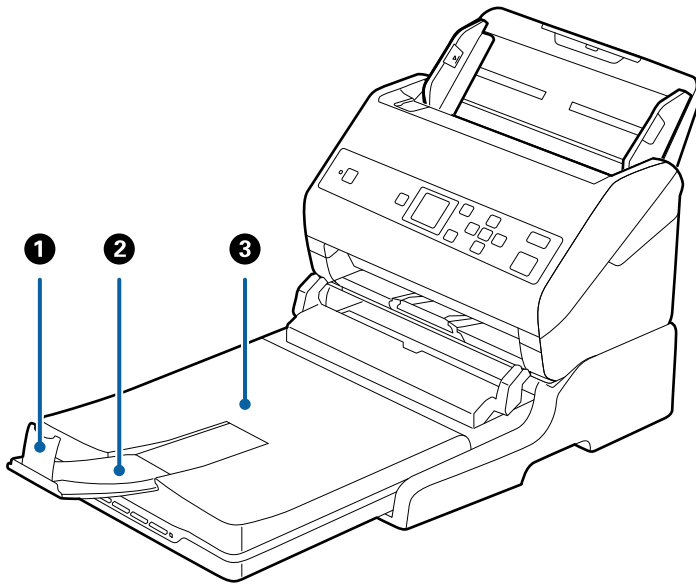
The optional Flatbed Scanner Dock allows you to scan from the scanner glass.

Note:

- ❑ You need the applicable flatbed scanner to use the Flatbed Scanner Dock.
- ❑ You cannot use the Flatbed Scanner Dock and the Network Interface Unit at the same time.

Part Names and Functions of the Flatbed Scanner Dock

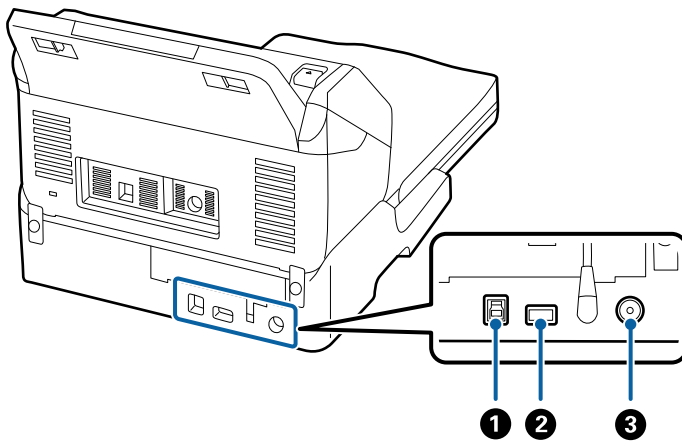
Front



1	Stopper	Prevents ejected originals from falling off the output tray extension. Adjust it to the length of the originals.
2	Output tray extension	Holds originals ejected from the sheet feed scanner. Pull out the output tray extension to the length of the originals.
3	Document cover/Output tray	Blocks external light while scanning with the flatbed scanner. Holds originals ejected from the sheet feed scanner.

Using the Flatbed Scanner Dock

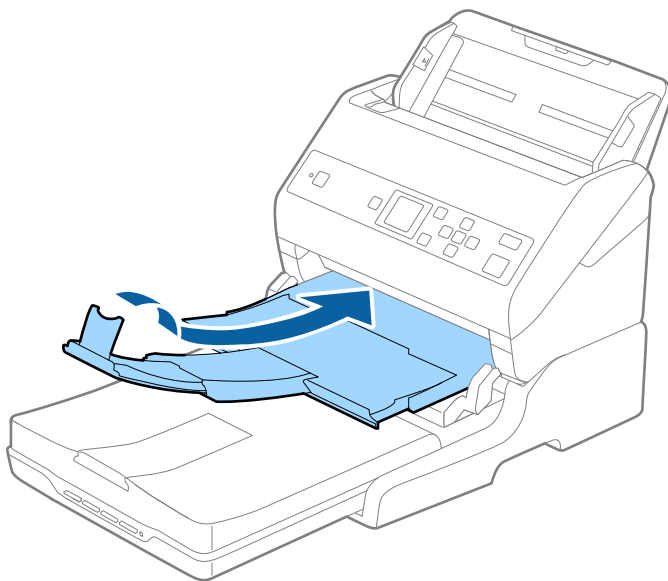
Back



1	USB port 1	Connects a USB cable to connect to a computer.
2	USB port 2	Connects a USB cable to connect to the sheet feed scanner.
3	DC inlet	Connects the AC adapter.

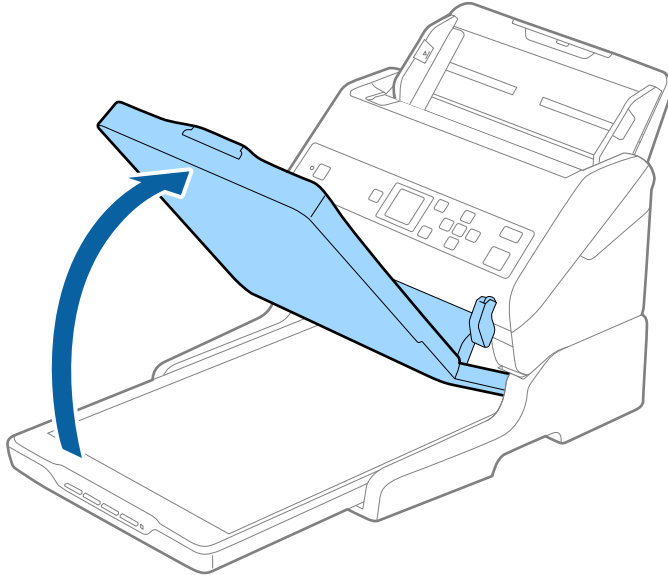
Scanning from the Scanner Glass

1. Close the output tray.

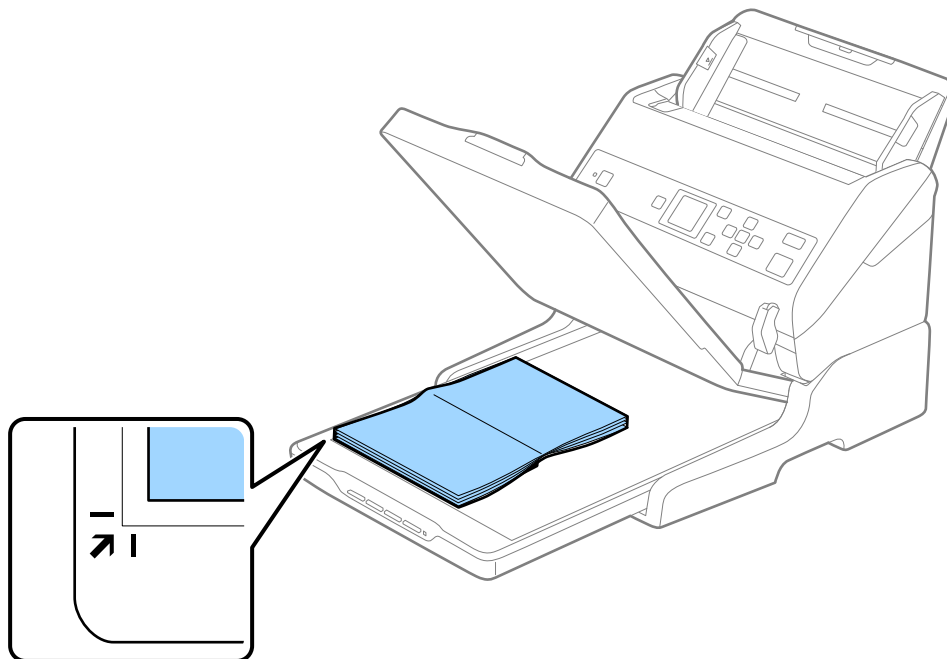


Using the Flatbed Scanner Dock

2. Open the document cover.



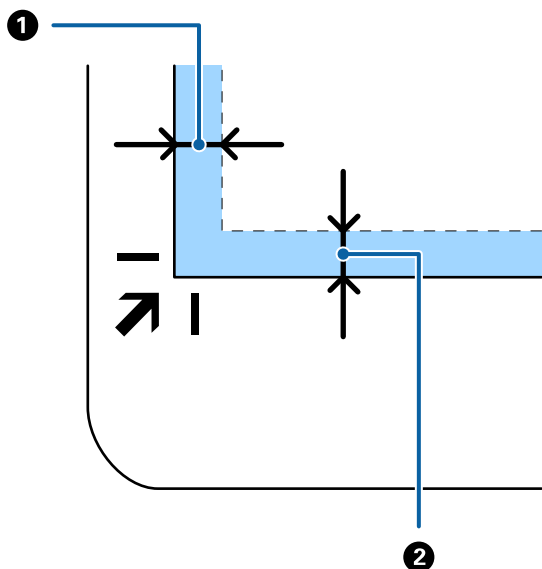
3. Place your document or photo face down on the scanner glass making sure the upper corner of the side you want to scan is against the corner of the scanner next to the arrow mark.



Using the Flatbed Scanner Dock

Note:

You can avoid cropping by moving the document about 2.5 mm (0.1 inch) away from the top and side edges indicated by ① and ② in the following figure.



- Close the document cover gently so that your original does not move.

Note:

Always keep the scanner glass clean.

Do not leave originals on the scanner glass for an extended period of time as they may stick.

- Start Document Capture Pro (Windows), Document Capture (Mac OS), or Epson Scan 2.
- Select **Scanner Glass** from the **Document Source** list on the scan setting screen.
- Set the other items as necessary and then start scanning.

Notes on Using the Flatbed Scanner Dock

Place the Flatbed Scanner Dock on a horizontal and stable surface.

Notes on Scanning from the ADF

Depending on the length of the originals, operations for the input tray, the output tray, and the stopper vary when scanning from the ADF using the Flatbed Scanner Dock. Do one of the following.

Note:

See the explanation for placing originals regarding other operations except for the input tray, the output tray, and the stopper.

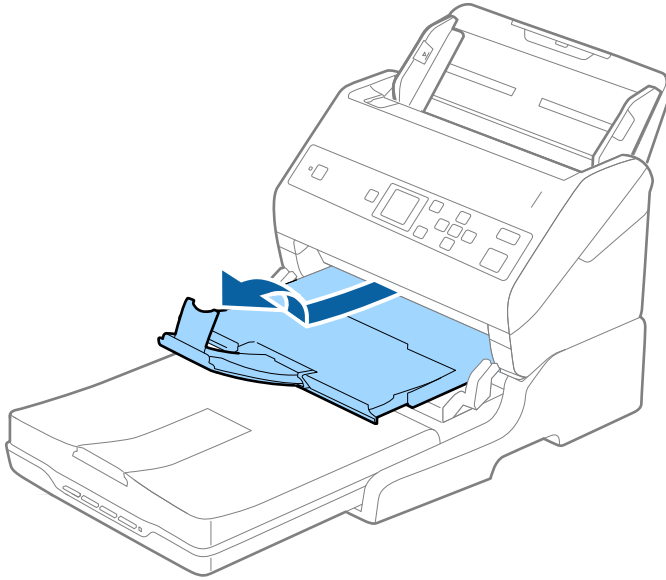
Originals shorter than A5 (210 mm)

Slide out the output tray, extend the output tray extension, and then raise the stopper.

Using the Flatbed Scanner Dock

Note:

- ❑ Make sure you pull out and extend the output tray extensions so that they are a little bit longer than the length of the original, and raise the stopper so that the ejected originals can be stacked comfortably on the output tray.
- ❑ The stopper can move forward and backward on the central output extension so that you can easily adjust the stopper position to the best position for the originals being scanned.

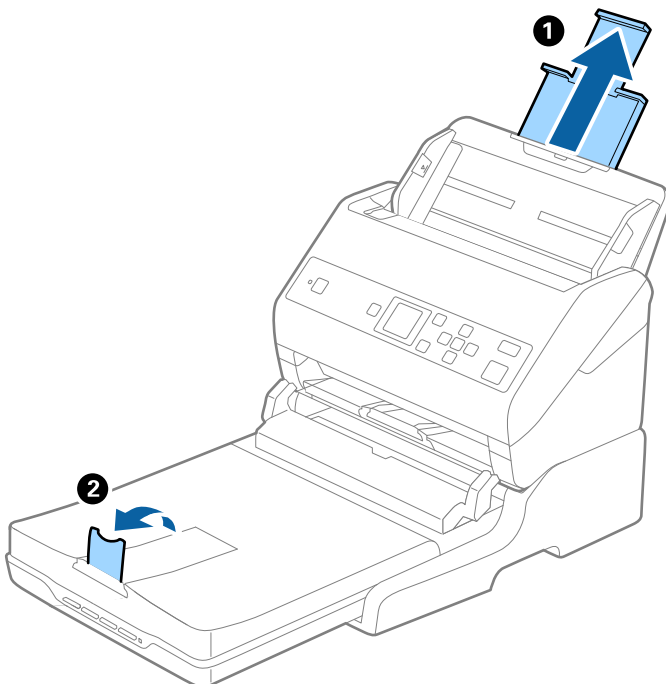


Originals of A5 (210 mm) or longer up to A4 (297 mm)

Extend the input tray, and then raise the stopper of the Flatbed Scanner Dock.

Note:

- ❑ Make sure you raise and slide the stopper so that it is a little bit longer than the length of the original. This allows the ejected originals to be stacked comfortably on the output tray.
- ❑ The stopper can move forward and backward on the central output extension so that you can easily adjust the stopper position to the best position for the originals being scanned.



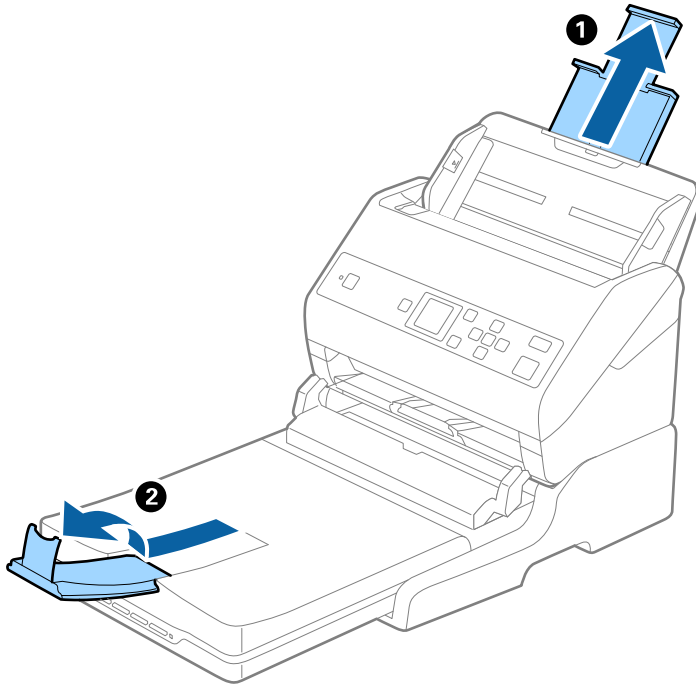
Using the Flatbed Scanner Dock

Originals longer than A4 (297 mm) to Legal (355.6 mm)

Extend the input tray, slide out the output tray extension of the Flatbed Scanner Dock, and then raise the stopper.

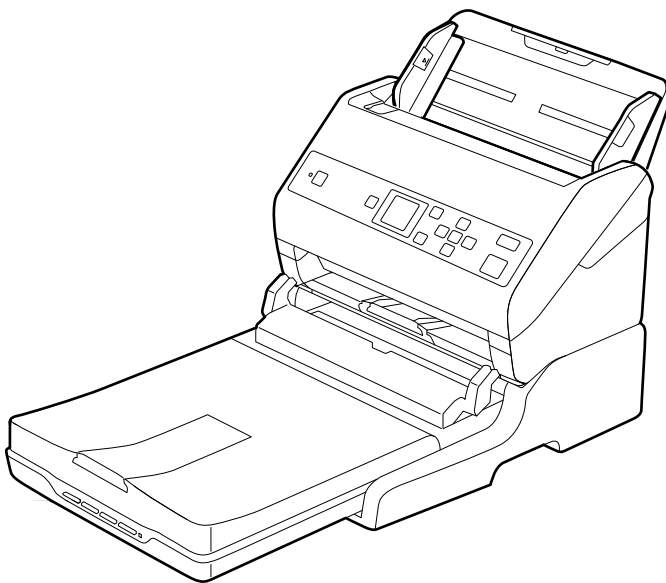
Note:

- ❑ *Make sure you pull out and extend the output tray extensions so that they are a little bit longer than the length of the original, and raise the stopper so that the ejected originals can be stacked comfortably on the output tray.*
- ❑ *The stopper can move forward and backward on the central output extension so that you can easily adjust the stopper position to the best position for the originals being scanned.*



Originals longer than Legal (355.6 mm)

Do not extend the input tray extension and output tray extensions, and do not raise the stopper.



Using the Flatbed Scanner Dock

Related Information

➔ [“Placing Originals” on page 26](#)


Maintenance

Cleaning the Flatbed Scanner Dock

To keep your Flatbed Scanner Dock in optimum condition, follow the steps below to clean it periodically.

! Important:

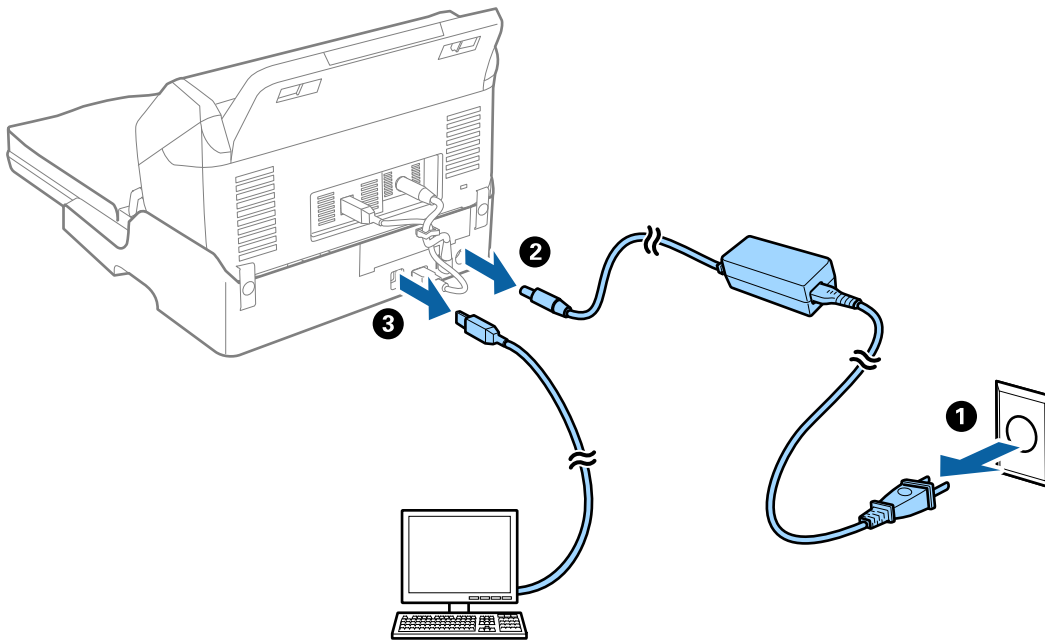
- ❑ Never use alcohol, thinner, or corrosive solvent to clean the Flatbed Scanner Dock. These chemicals can damage the Flatbed Scanner Dock components and the case.
- ❑ Be careful not to spill liquid into the scanner mechanism or electronic components. This could permanently damage the mechanism and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

1. Press the  button to turn off the sheet feed scanner.

Note:

There is no power button on the flatbed scanner.

2. Unplug the AC adapter, and then disconnect the USB cable that is connected to the computer from the Flatbed Scanner Dock.



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

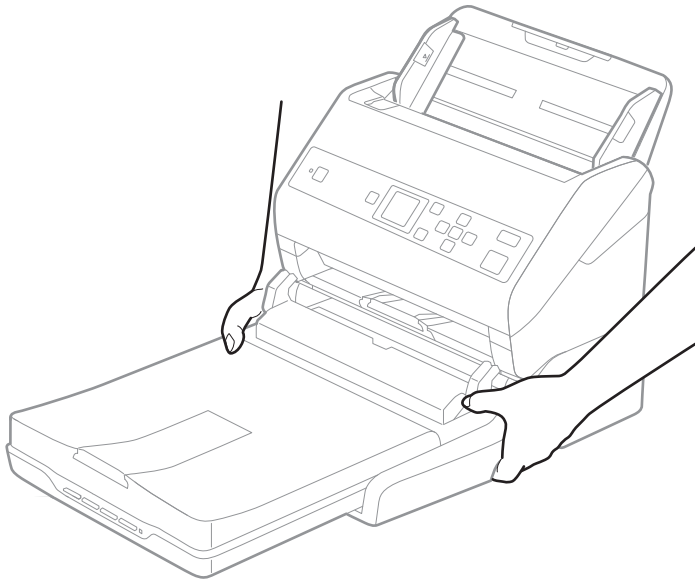
If the case is very dirty, dampen a soft cloth with water and wring it out thoroughly, and then wipe off any remaining stains. Next, use a soft dry cloth to wipe the case.

Using the Flatbed Scanner Dock


Transferring and Transporting the Flatbed Scanner Dock

Caution:

When lifting the Flatbed Scanner Dock, place your hands in the positions shown below. If you lift the Flatbed Scanner Dock by holding it in other positions, the Flatbed Scanner Dock may fall or you may trap your fingers when placing the Flatbed Scanner Dock.



Transporting the Flatbed Scanner Dock a Short Distance

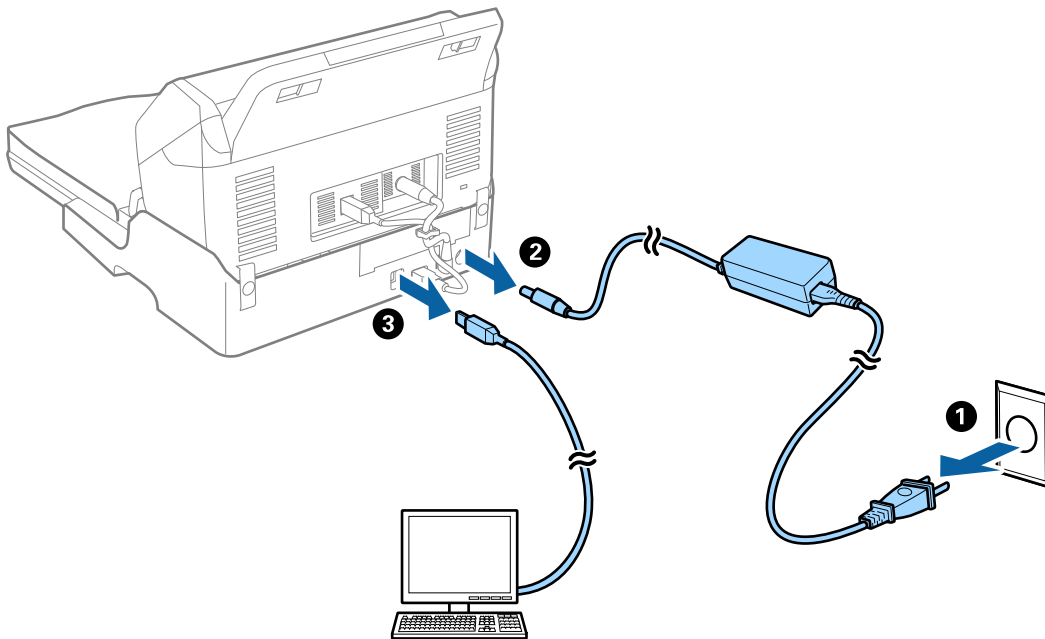
1. Press the  button to turn off the sheet feed scanner.

Note:

There is no power button on the flatbed scanner.

Using the Flatbed Scanner Dock


- Unplug the AC adapter, and then disconnect the USB cable that is connected to the computer from the Flatbed Scanner Dock.



- Do not subject the Flatbed Scanner Dock to vibrations and keep it level while carrying.

Transporting the Flatbed Scanner Dock

Make sure you have the Setup guide with you before you begin the following procedure.

- Press the  button to turn off the sheet feed scanner.

Note:
There is no power button on the flatbed scanner.
- Perform the setup procedure by reversing the procedure described in the setup guide supplied with the Flatbed Scanner Dock to separate the sheet feed scanner, the flatbed scanner, and the Flatbed Scanner Dock.
- Attach the packing materials that came with the Flatbed Scanner Dock, and then repack it in its original box or a similar box that fits the Flatbed Scanner Dock snugly.

Troubleshooting for the Flatbed Scanner Dock

Uneven Colors, Dirt, Spots, and so on Appear when Scanning from the Scanner Glass

- Clean the scanner glass.
- Remove any trash or dirt that adheres to the original.
- Do not press with too much force on the original or the document cover. If you press with too much force, blurring, smudges, and spots may occur.

Using the Flatbed Scanner Dock

Related Information

- ➔ [“Cleaning the Flatbed Scanner Dock” on page 98](#)

Cannot Scan the Correct Area on the Scanner Glass

- Make sure the original is placed correctly against the alignment marks.
- If the edge of the scanned image is missing, move the original slightly away from the edge of the scanner glass.

Binding Margins of a Booklet are Distorted or Blurred

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

To decrease distortion or blurring on the binding margin, gently press down the document cover and hold it down while scanning to flatten the booklet. Make sure you do not move the booklet while scanning.



Important:

Do not press the document cover with too much force. Otherwise, the booklet or the scanner may be damaged.

Offset Appears in the Background of Images

Images on the back of the original may appear in the scanned image.

- When **Auto**, **Color**, or **Grayscale** is selected as the **Image Type**:
 - Check that **Remove Background** is selected in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen.
Click the **Advanced Settings** tab > **Remove Background**.
 - Check that **Text Enhancement** is selected.
Document Capture Pro (Windows)/Document Capture (Mac OS X): Click **Scan Settings** > **Text Enhancement**.
Epson Scan 2: Click the **Advanced Settings** tab > **Text Enhancement**.
- When **Black & White** is selected as the **Image Type**:
 - Check that **Text Enhancement** is selected.
Document Capture Pro (Windows)/Document Capture (Mac OS X): Click **Scan Settings** > **Text Enhancement**.
Epson Scan 2: Click the **Advanced Settings** tab > **Text Enhancement**.
 - Depending on the condition of your scanned image, click **Settings** in the Epson Scan 2 window and try setting a lower level for **Edge Enhancement** or a higher level for **Noise Reduction Level**.


Maintenance

Cleaning Outside the Scanner

Wipe off any stains on the outer case with a dry cloth or a cloth dampened with mild detergent and water.

 **Important:**

- Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Deformation or discoloration may occur.*
- Do not let water get inside the product. This could cause a malfunction to occur.*
- Never open the scanner case.*

1. Press the  button to turn off the scanner.
2. Unplug the AC adapter from the scanner.
3. Clean the outer case with a cloth dampened with mild detergent and water.
Wipe the LCD screen by using a soft, dry cloth.


Cleaning Inside the Scanner

After using the scanner for a while, paper and room dust on the roller or the glass part inside the scanner may cause paper feed or scanned image quality problems. Clean the inside of the scanner every 5,000 scans. You can check the latest number of scans on the control panel or in the Epson Scan 2 Utility.

If a surface is stained with a hard-to-remove material, use a genuine Epson cleaning kit to remove the stains. Use a small amount of cleaner on the cleaning cloth to remove the stains.

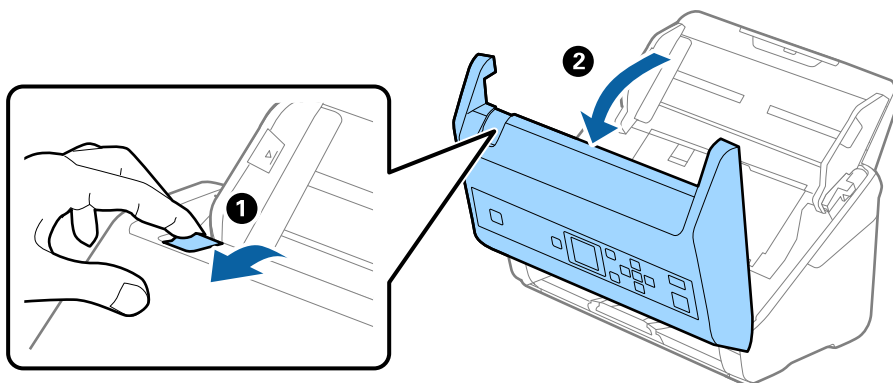
 **Important:**

- Never use alcohol, thinner, or any corrosive solvent to clean the scanner. Deformation or discoloration may occur.*
- Never spray any liquid or lubricant on the scanner. Damage to equipment or circuits may cause abnormal operations.*
- Never open the scanner case.*

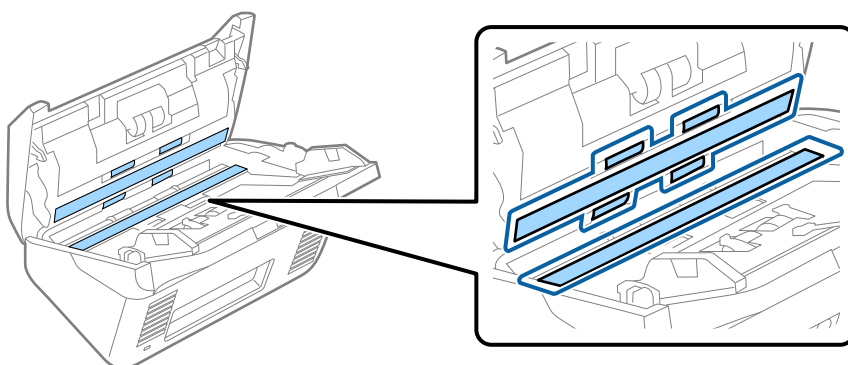
1. Press the  button to turn off the scanner.
2. Unplug the AC adapter from the scanner.

Maintenance

3. Pull the lever and open the scanner cover.



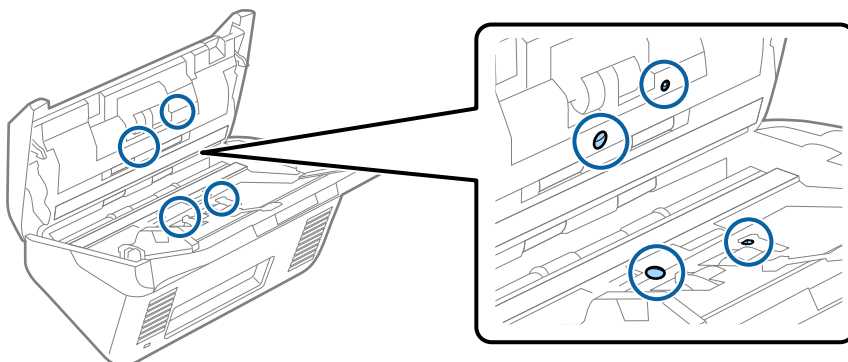
4. Wipe off any stains on the plastic roller and glass surface at the bottom inside of the scanner cover using a soft cloth or a genuine Epson cleaning kit.



! **Important:**

- Do not place too much force on the glass surface.
- Do not use a brush or a hard tool. Any scratches on the glass may affect the scan quality.
- Do not spray cleaner directly onto the glass surface.

5. Wipe off any stains on the sensors with a cotton swab.

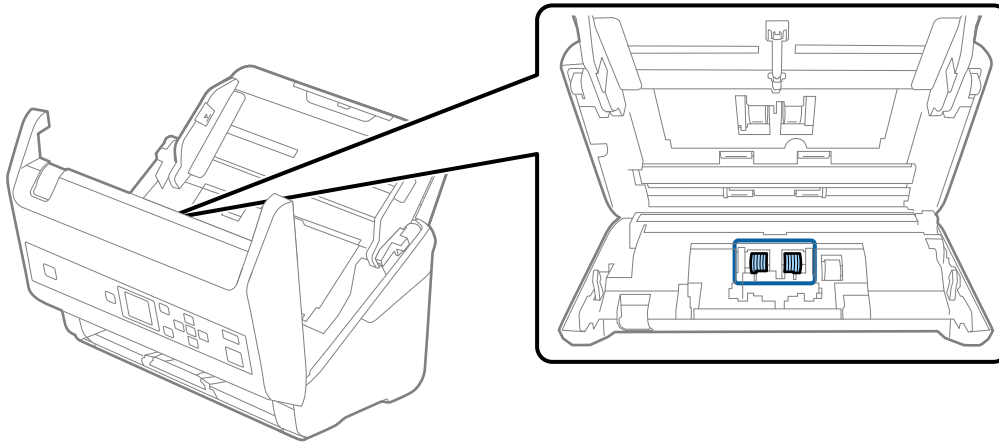


! **Important:**

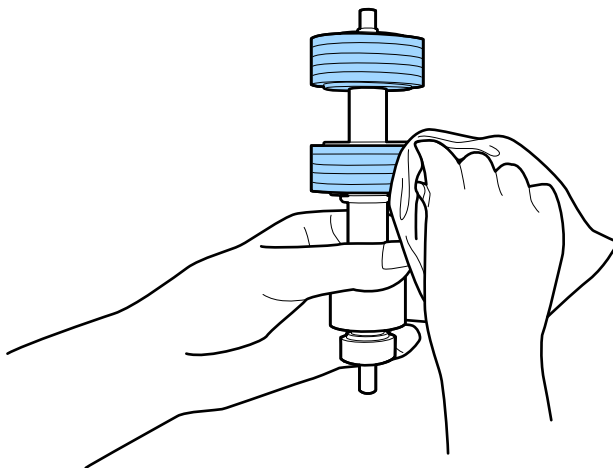
- Do not use liquid such as a cleaner on a cotton swab.

Maintenance

6. Open the cover, and then remove the separation roller.
See “Replacing the Roller Assembly Kit” for more details.



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

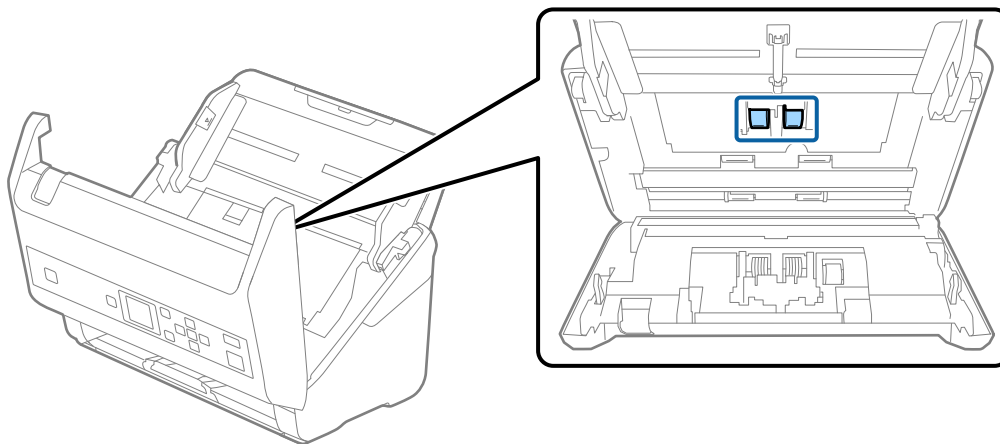


Important:

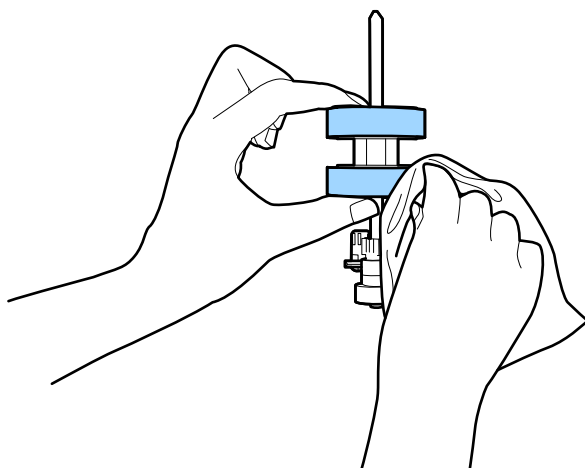
Use only a genuine Epson cleaning kit or a soft, moist cloth to clean the roller. Using a dry cloth may damage the surface of the roller.

Maintenance

8. Open the cover, and then remove the pickup roller.
See “Replacing the Roller Assembly Kit” for more details.



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




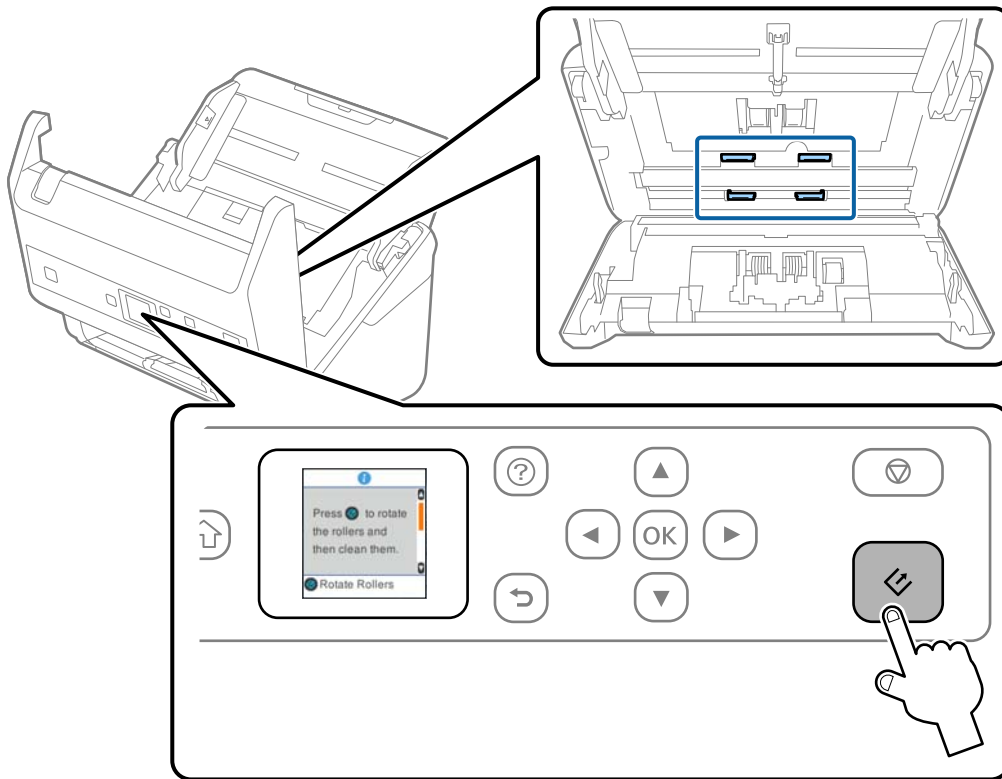
! **Important:**

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

10. Close the scanner cover.
11. Plug in the AC adapter, and then turn on the scanner.
12. Select **Scanner Maintenance** from the home screen using the ◀ or ▶ button, and then press the **OK** button.
13. On the **Scanner Maintenance** screen, select **Roller Cleaning** using the ◀ or ▶ button, and then press the **OK** button.
14. Pull the lever to open the scanner cover.
The scanner enters roller cleaning mode.

Maintenance

15. Slowly rotate the rollers at the bottom by pressing  button. Wipe the surface of the rollers using a genuine Epson cleaning kit or a soft cloth dampened with water. Repeat this until the rollers are clean.



 **Caution:**

Be careful not to get your hands or hair caught in the mechanism when operating the roller. This could cause an injury.

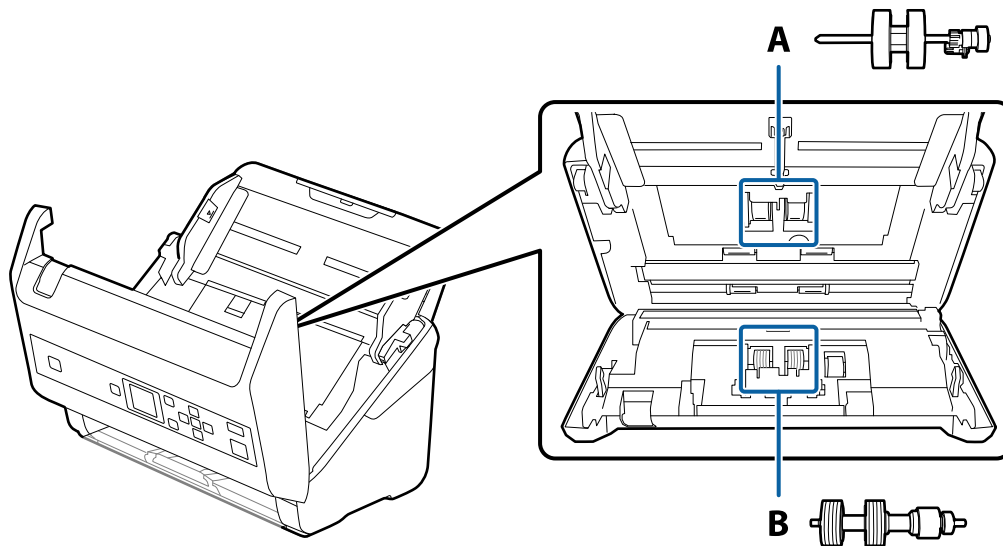
16. Close the scanner cover.
The scanner exits roller cleaning mode.

Related Information


- ➔ [“Cleaning Kit Codes” on page 20](#)
- ➔ [“Replacing the Roller Assembly Kit” on page 107](#)

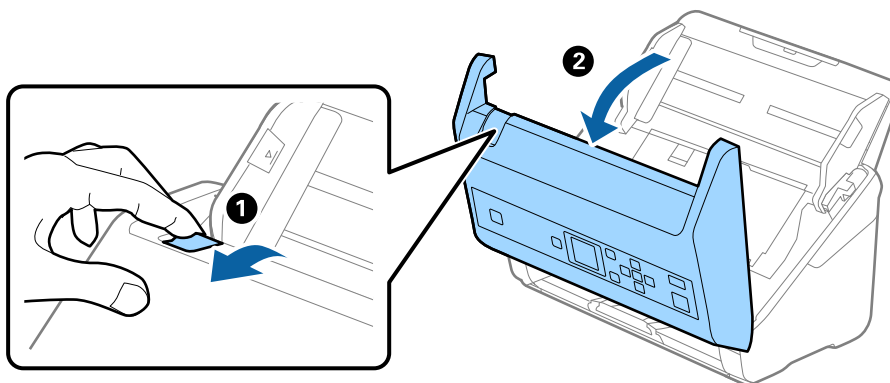
Replacing the Roller Assembly Kit

The roller assembly kit (the pickup roller and the separation roller) needs to be replaced when the number of scans exceeds the life cycle of the rollers. When a replacement message is displayed on the control panel or your computer screen, follow the steps below to replace it.



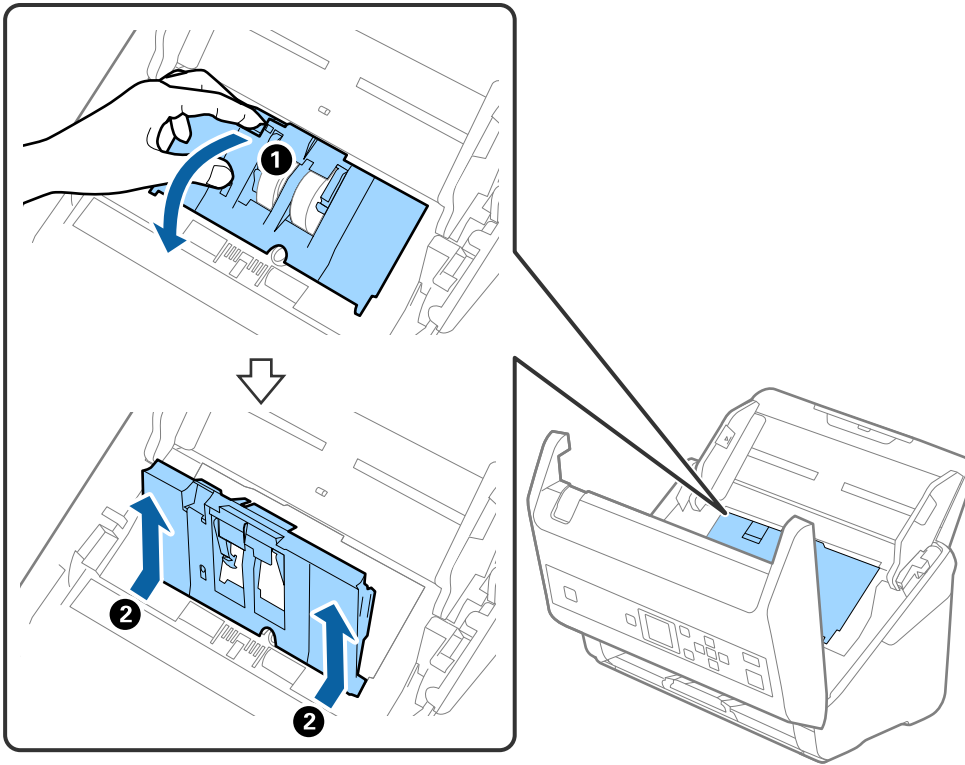
A: pickup roller, B: separation roller

1. Press the  button to turn off the scanner.
2. Unplug the AC adapter from the scanner.
3. Pull the lever and open the scanner cover.

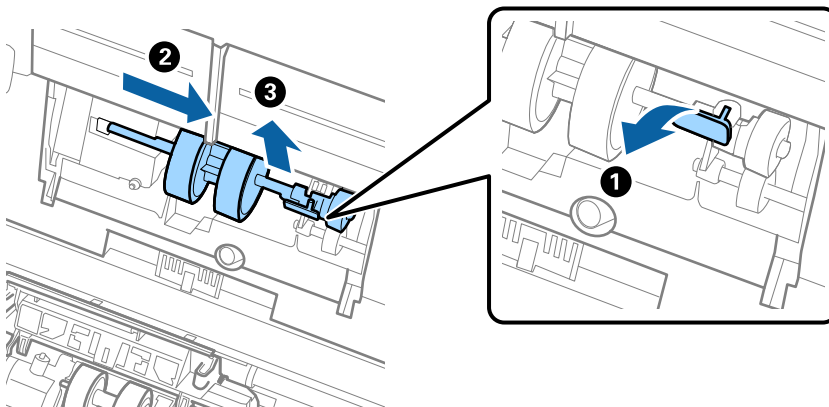


Maintenance

4. Open the cover of the pickup roller, and then slide and remove it.



5. Pull down the fixture of the roller axis, and then slide and remove the installed pickup rollers.

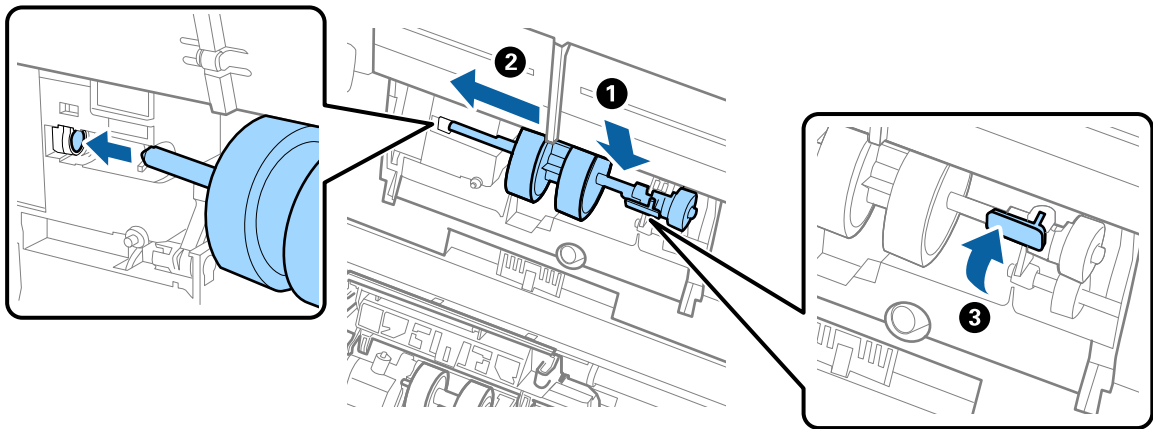


Important:

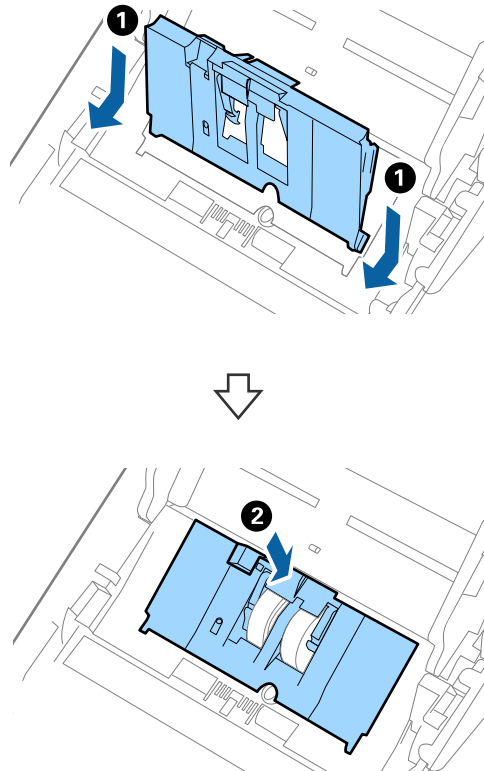
Do not pull out the pickup roller forcibly. This could damage the inside of the scanner.

Maintenance

6. While holding down the fixture, slide the new pickup roller to the left and insert it into the hole in the scanner. Press the fixture to secure it.



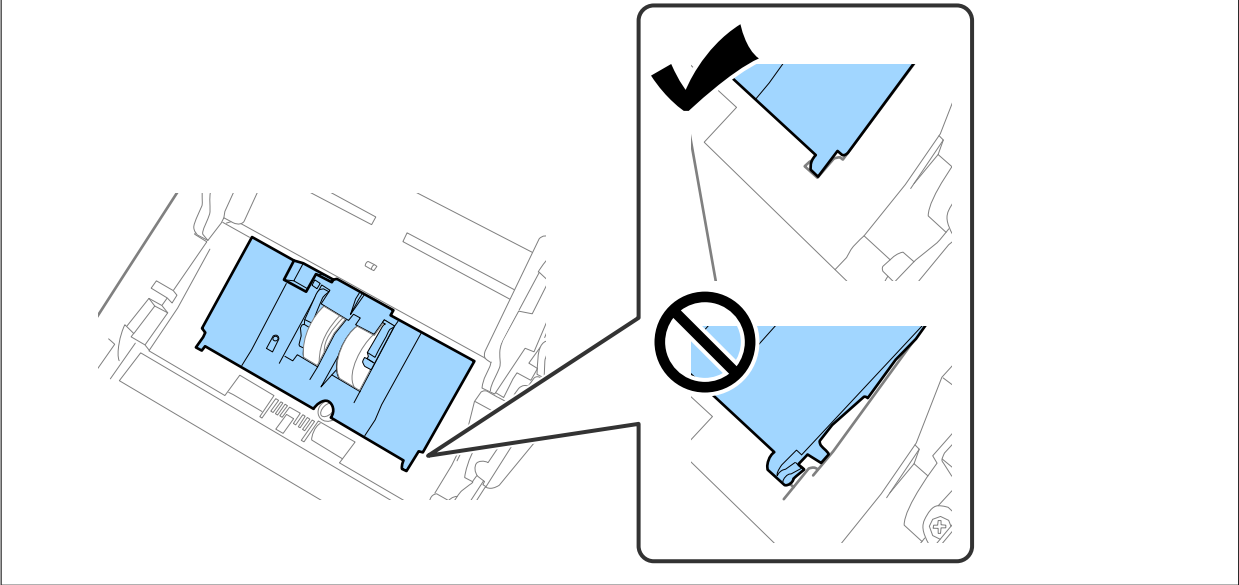
7. Put the edge of the cover of the pickup roller into the groove and slide it. Close the cover firmly.



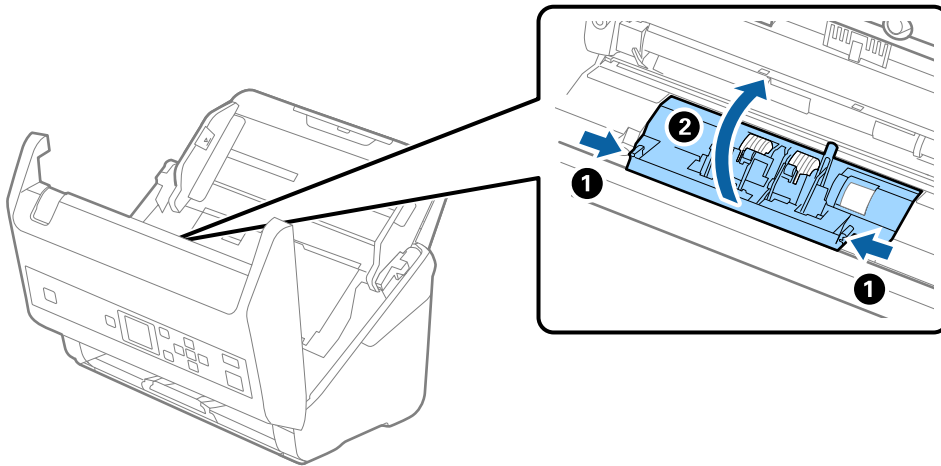
Maintenance

! *Important:*

- Make sure the pick up cover is closed correctly.*
- Make sure the pickup rollers are installed correctly if the cover is hard to close.*
- Do not install the cover while it is raised.*

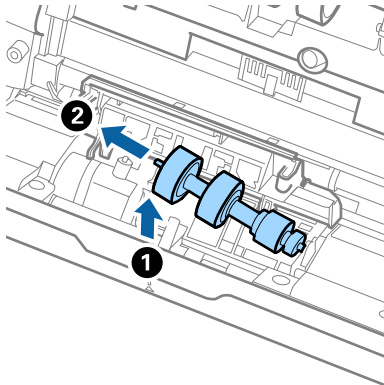


8. Push the hooks on both ends of the separation roller cover to open the cover.

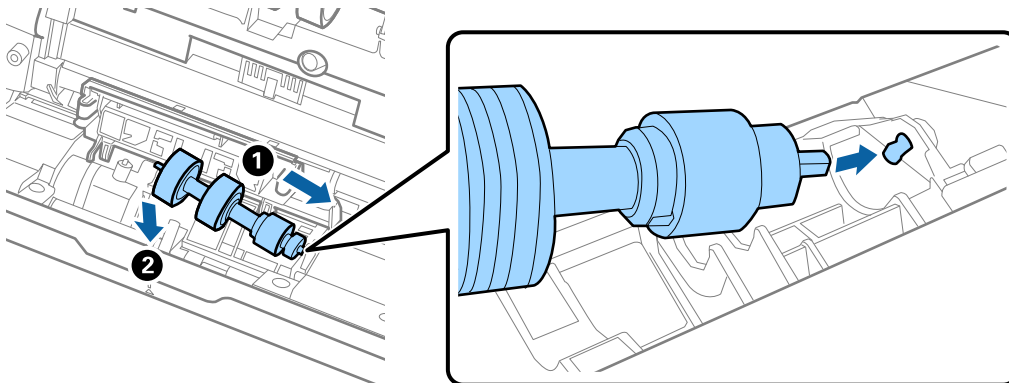


Maintenance

9. Lift the left side of the separation roller, and then slide and remove the installed separation rollers.



10. Insert the new separation roller axis into the hole on the right side, and then lower the roller.



11. Close the separation roller cover.



Important:

If the cover is hard to close, make sure the separation rollers are installed correctly.

12. Close the scanner cover.
13. Plug in the AC adapter, and then turn on the scanner.
14. Reset the scan number on the control panel or by using Epson Scan 2 Utility.

Note:

Dispose of the pickup roller and the separation roller following the rules and regulations of your local authority. Do not disassemble them.

Related Information

➔ [“Roller Assembly Kit Codes” on page 20](#)

Resetting the Number of Scans

Reset the number of scans using the control panel or Epson Scan 2 Utility after replacing the Roller Assembly Kit.

Related Information

➔ [“Replacing the Roller Assembly Kit” on page 107](#)

Resetting the Number of Scans on the Control Panel

1. Select **Scanner Maintenance** from the home screen using the ◀ or ▶ button, and then press the **OK** button.
2. Select **Roller Replacement** using the ◀ or ▶ button, and then press the **OK** button.
3. Press the ▼ button.
4. Press the **OK** button to reset the number of scans.

Note:

You can also reset the number of scans by using the following menu.

*Select **Device Information** from the home screen > **Number of Scans After Replacing Roller**, and then press the **OK** button to reset the number.*

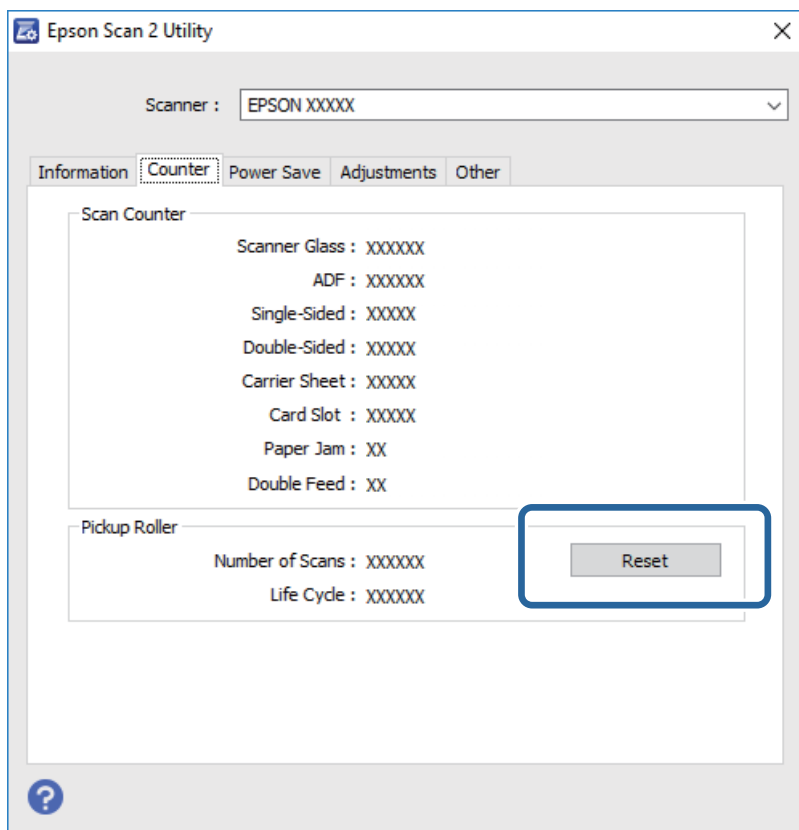
Resetting the Number of Scans in Epson Scan 2 Utility

Reset the number of scans using Epson Scan 2 Utility after replacing the Roller Assembly Kit.

1. Turn on the scanner.
2. Start Epson Scan 2 Utility.
 - ❑ Windows 10/Windows Server 2016
Click the start button, and then select **EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - ❑ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Start screen > **Apps** > **Epson** > **Epson Scan 2 Utility**.
 - ❑ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
Click the start button, and then select **All Programs** (or **Programs**) > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
 - ❑ Mac OS
Select **Go** > **Applications** > **EPSON Software** > **Epson Scan 2 Utility**.
3. Click the **Counter** tab.

Maintenance

- Click **Reset** for the roller assembly kit.




Energy Saving

You can save energy by using sleep mode or auto power off mode when no operations are performed by the scanner. You can set the time period before the scanner enters sleep mode and turns off automatically. Any increase will affect the product's energy efficiency. Consider the environment before making any changes.

- Select **Settings** from the home screen using the ◀ or ▶ button, and then press the **OK** button.
- Select **Sleep Timer** or **Power Off Timer** using the ◀ or ▶ button, and then press the **OK** button.
- Check the settings, and then change the timer settings as necessary.
- Press the **OK** button to set the timer.

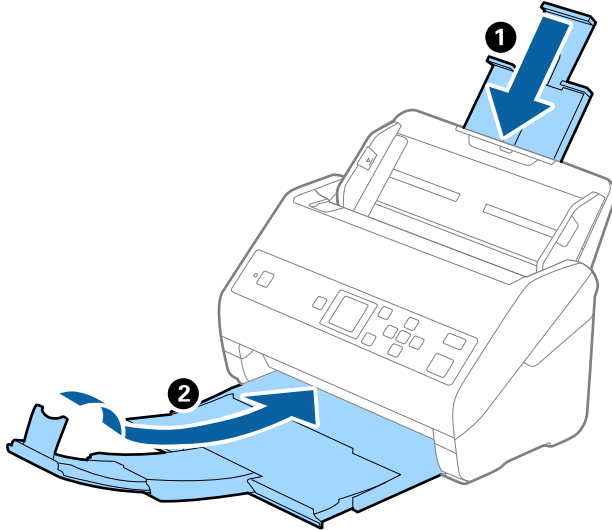
Transporting the Scanner

When you need to transport the scanner to move or for repairs, follow the steps below to pack the scanner.

- Press the  button to turn off the scanner.
- Unplug the AC adapter.

Maintenance

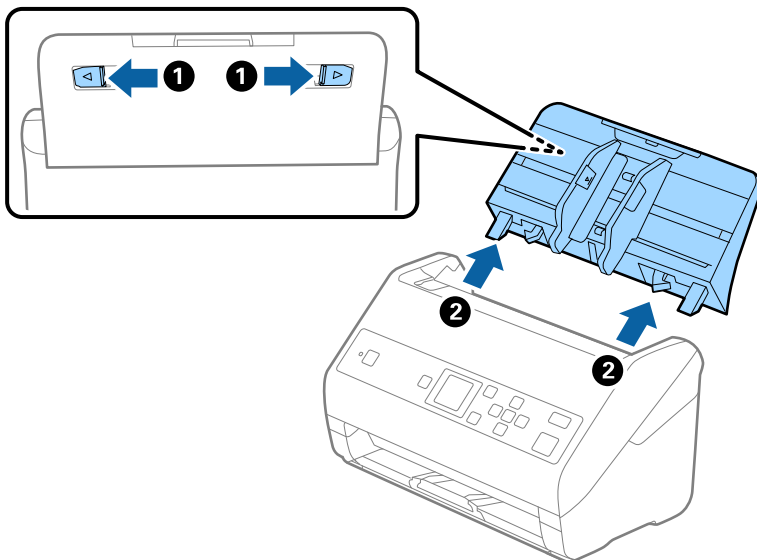
3. Remove the cables and the devices.
4. Close the input tray extension and output tray.



Important:

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

5. Remove the input tray.




6. Attach the packing materials that came with the scanner, and then repack the scanner in its original box or a sturdy box.

Updating Applications and Firmware

You may be able to clear certain problems and improve or add functions by updating the applications and the firmware. Make sure you use the latest version of the applications and firmware.

Maintenance

 **Important:**

- Do not turn off the computer or the scanner while updating.

1. Make sure that the scanner and the computer are connected, and the computer is connected to the internet.
2. Start EPSON Software Updater, and update the applications or the firmware.

Note:

Windows Server operating systems are not supported.

- Windows 10

Click the start button, and then select **Epson Software > EPSON Software Updater**.

- Windows 8.1/Windows 8

Enter the application name in the search charm, and then select the displayed icon.

- Windows 7/Windows Vista/Windows XP

Click the start button, and then select **All Programs** or **Programs > Epson Software > EPSON Software Updater**.

- Mac OS

Select **Go > Applications > Epson Software > EPSON Software Updater**.

Note:

If you cannot find the application you want to update in the list, you cannot update using the EPSON Software Updater. Check for the latest versions of the applications on your local Epson website.

<http://www.epson.com>

Solving Problems

Scanner Problems

Checking Messages on the Control Panel

If an error message is displayed on the control panel, follow the on-screen instructions or the solutions below to solve the problem.

Messages	Solutions
Prepare the rollers for a replacement. For details, see your documentation.	See the following section to find roller assembly kit codes and information on how to replace them. "Roller Assembly Kit Codes" on page 20 "Replacing the Roller Assembly Kit" on page 107
To enable Restrict User Access, see your documentation.	See the following section to enable Restrict User Access . "Restricting User Access for the Control Panel" on page 15
Restrict User Access is enabled. For more details, see your documentation.	See the following section to access restricted menus. "Accessing Restricted Settings on the Control Panel" on page 16
Clean inside the scanner. For details, see your documentation.	See the following section to clean inside the scanner. "Cleaning Inside the Scanner" on page 102
Scanner error. For details, see your documentation.	Turn the power off and on again. If the error continues to occur, contact your local dealer.
RECOVERY MODE	The scanner has started in recovery mode because the firmware update failed. Follow the steps below to try to update the firmware again. <ol style="list-style-type: none">1. Connect the computer and the scanner with a USB cable.2. Visit your local Epson website for further instructions.

Related Information

- ➔ ["Updating Applications and Firmware" on page 114](#)
- ➔ ["Installing Your Applications" on page 127](#)

The Scanner Does Not Turn On

- Make sure the AC adapter is securely connected to the scanner and an electrical outlet.
- Check that the electrical outlet is working. Plug another device into the electrical outlet and check that you can turn the power on.

Problems Starting Scanning

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

- Make sure the following applications are installed:
 - Document Capture Pro (Windows) or Document Capture (Mac OS)
 - Epson Scan 2
 - Epson Event Manager
- If the applications are not installed, install them again.
- Document Capture Pro does not support Windows Vista, Windows XP, and Windows Server. Use Epson Scan 2 instead.
- Check the correct setting is assigned to the scanner button in Document Capture Pro (Windows) or Document Capture (Mac OS).
- Check the USB cable connection.
 - Make sure the USB cable is securely connected to the scanner and the computer.
 - Use the USB cable that came with the scanner.
 - Connect the scanner directly to the computer's USB port. The scanner may not work properly when connected to the computer through one or more USB hubs.
- Make sure the scanner is turned on.
- Wait until the status light stops flashing indicating that the scanner is ready to scan.
- If you are using any TWAIN-compliant applications, make sure that the correct scanner is selected as the scanner or source setting.

Cannot Start Epson Scan 2

Make sure the scanner is connected to your computer properly.

- Check the USB cable connection.
 - Make sure the USB cable is securely connected to the scanner and the computer.
 - Use the USB cable that came with the scanner.
 - Connect the scanner directly to the computer's USB port. The scanner may not work properly when connected to the computer through one or more USB hubs.
- Make sure the scanner is turned on.
- Wait until the status light stops flashing indicating that the scanner is ready to scan.
- If you are using any TWAIN-compliant applications, make sure that the correct scanner is selected as the scanner or source setting.

Paper Feeding Problems

Multiple Originals Are Fed

If multiple originals are fed, open the scanner cover and remove the originals. Next, close the scanner cover.

If multiple originals are fed frequently, try the following.

- ❑ If you load unsupported originals, the scanner may feed multiple originals at a time.
- ❑ Clean the rollers inside the scanner.
- ❑ Reduce the number of originals being placed at a time.
- ❑ Select **Slow** on the control panel to slow down the scanning speed.
Select **Settings** from the home screen > **Scanner Settings** > **Slow**, and then set it to **On**.
- ❑ Use **Automatic Feeding Mode** in Epson Scan 2, and scan originals one by one.
When you are using Document Capture Pro, you can open the Epson Scan 2 window by pressing the **Detailed Settings** button on the **Scan Settings** screen.

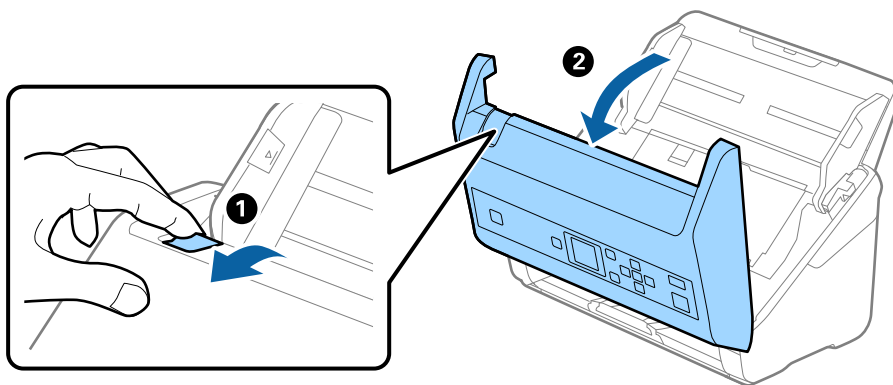
Related Information

- ➔ [“Cleaning Inside the Scanner” on page 102](#)
- ➔ [“Scanning Different Sizes or Types of Originals One by One \(Automatic Feeding Mode\)” on page 75](#)

Removing Jammed Originals from the Scanner

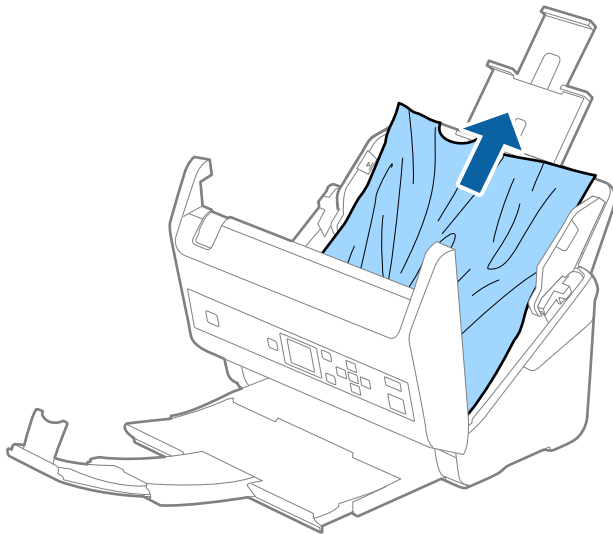
If an original has jammed inside the scanner, follow these steps to remove it.

1. Remove all originals remaining in the input tray.
2. Pull the lever and open the scanner cover.

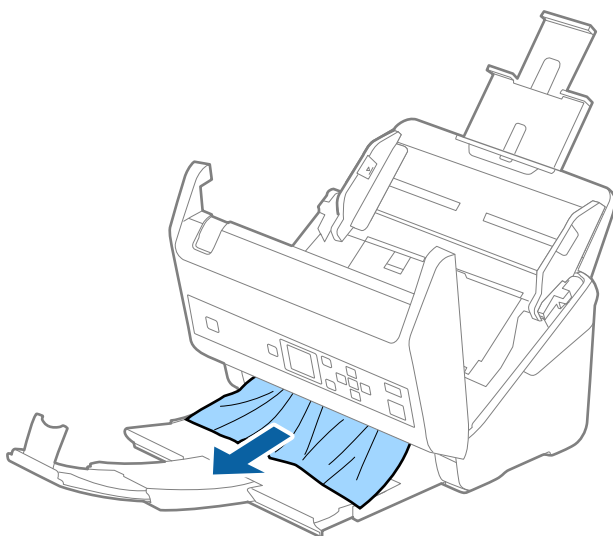


Solving Problems

- Carefully remove any originals remaining inside the scanner.



- If you cannot pull originals straight up, carefully pull out any jammed originals from the output tray in the direction of the arrow.

**Important:**

Make sure there is no paper inside the scanner.

- Close the scanner cover.

The Original Jams in the Scanner Frequently

If the original jams in the scanner frequently, try the following.

- Select **Slow** on the control panel to slow down the scanning speed.
Select **Settings** from the home screen > **Scanner Settings** > **Slow**, and then set it to **On**.
- Clean the rollers inside the scanner.

Solving Problems

- If the ejected originals get stuck in the output tray, store the output tray and do not use it.

Related Information

- ➔ [“Cleaning Inside the Scanner” on page 102](#)

Paper Protection Does not Work Correctly

Depending on the original and the level you set, this feature may not work correctly.

- Select **Off** to disable the feature when scanning plastic cards or thick paper.
- When misdetection occurs frequently, lower the level of this feature.

The Originals Get Dirty

Clean the inside of the scanner.

Related Information

- ➔ [“Cleaning Inside the Scanner” on page 102](#)

Scanning Speed Slows Down when Scanning Continuously

When scanning continuously using the ADF, scanning slows down to prevent the scanner mechanism from overheating and being damaged. However, you can continue scanning.

To regain normal scanning speed, leave the scanner idle for at least 30 minutes. Scanning speed does not recover even if the power is off.

Scanning Takes a Long Time

- Scanning may take some time depending on the resolution setting, file type setting, or other scan settings you set in the scanning application.
- 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 USB 2.0 port with the scanner, make sure it meets the system requirements.
- When using security software, exclude the TWAIN.log file from monitoring, or set the TWAIN.log as a read-only file. For more information on your security software's functions, see the help and so on supplied with the software. The TWAIN.log file is saved in the following locations.
 - Windows 10/Windows 8.1/ Windows 8/ Windows 7/ Windows Vista:
C:\Users*(user name)*\AppData\Local\Temp
 - Windows XP:
C:\Documents and Settings*(user name)*\Local Settings\Temp

Scanned Image Problems

Straight Lines Appear when Scanning from ADF

- Clean the ADF.

Straight lines may appear in the image when trash or dirt gets into the ADF.

- Remove any trash or dirt that adheres to the original.
- Using **Detect Glass Dirt** feature, alert message appears when dirt is detected on the scanner glass.
Select **Settings** on the home screen > **Scanner Settings** > **Detect Glass Dirt**, and then select **On-Low** or **On-High**.

When an alert is displayed, clean the glass surfaces inside your scanner using a genuine Epson cleaning kit or a soft cloth.

Note:

- Depending on the dirt, it may not be detected correctly.
- If the detection does not work correctly, change the setting.
Select **On-High** if the dirt is not detected. Select **On-Low** or **Off** if the alert is displayed by a misdetection.

Related Information

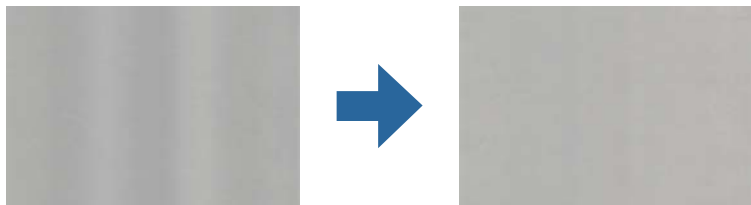
➔ [“Cleaning Inside the Scanner” on page 102](#)

Glass Dirt Alert Does Not Disappear

If the glass dirt alert screen appears after cleaning the inside of the scanner, check the glass surface again. If there are scratches on the glass, they will be detected as a glass dirt.

Glass part will be required to replace. Contact your local dealer to repair.

Colors Are Uneven in the Scanned Image



If the scanner is subject to strong light such as direct sunlight, the sensor inside the scanner misdetects the light and colors in the scanned image become uneven.

- Change the orientation of the scanner so that no strong light is falling on the front of the scanner.
- Move the scanner to a location where it will not be subjected to strong light.

Solving Problems

Expanding or Contracting the Scanned Image

When expanding or contracting the scanned image, you can adjust the expansion ratio by using the **Adjustments** feature in Epson Scan 2 Utility. This feature is only available for Windows.

Note:

Epson Scan 2 Utility is one of the applications supplied with the scanner software.

1. Start Epson Scan 2 Utility.
 - Windows 10/Windows Server 2016
Click the start button, and then select **EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Enter the application name in the search charm, and then select the displayed icon.
 - Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
Click the start button, and then select **All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
2. Select the **Adjustments** tab.
3. Use **Expansion/Contraction** to adjust the expansion ratio for scanned images.
4. Click **Set** to apply the settings to the scanner.

Offset Appears in the Background of Images

Images on the back of the original may appear in the scanned image.

- When **Auto**, **Color**, or **Grayscale** is selected as the **Image Type**:
 - Check that **Remove Background** is selected in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen.
Click the **Advanced Settings** tab > **Remove Background**.
 - Check that **Text Enhancement** is selected.
Document Capture Pro (Windows)/Document Capture (Mac OS X): Click **Scan Settings > Text Enhancement**.
Epson Scan 2: Click the **Advanced Settings** tab > **Text Enhancement**.
- When **Black & White** is selected as the **Image Type**:
 - Check that **Text Enhancement** is selected.
Document Capture Pro (Windows)/Document Capture (Mac OS X): Click **Scan Settings > Text Enhancement**.
Epson Scan 2: Click the **Advanced Settings** tab > **Text Enhancement**.

Depending on the condition of your scanned image, click **Settings** in the Epson Scan 2 window and try setting a lower level for **Edge Enhancement** or a higher level for **Noise Reduction Level**.

Solving Problems

Scanned Image or Text is Blurred

You can adjust the appearance of the scanned image or text by increasing the resolution or adjusting the image quality.

- Change the resolution, and then scan again.

Set the appropriate resolution for the purpose of your scanned image.

- Check that **Text Enhancement** is selected.

Document Capture Pro (Windows)/Document Capture (Mac OS X): Click **Scan Settings** > **Text Enhancement**.

Epson Scan 2: Click the **Advanced Settings** tab > **Text Enhancement**.

- When **Black & White** is selected as the **Image Type**:

Depending on the condition of your scanned image, click **Settings** in the Epson Scan 2 window and try setting a lower level for **Edge Enhancement** or a higher level for **Noise Reduction Level**.

- If you are scanning in JPEG format, try changing the compression level.

Document Capture Pro (Windows)/Document Capture (Mac OS X): Click **Option** on the **Save Settings** screen, and then change the image quality for JPEG.

Epson Scan 2: Click **Image Format** > **Options**, and then change the **Image Quality**.

List of Recommended Resolutions to Suit Your Purpose

See the table and set the appropriate resolution for the purpose of your scanned image.

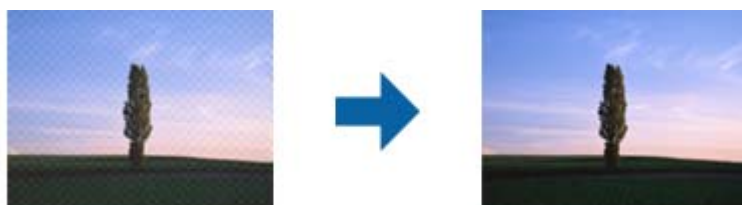
Purpose	Resolution (Reference)
Displaying on a screen Sending by email	Up to 200 dpi
Using Optical Character Recognition (OCR) Creating a text searchable PDF	200 to 300 dpi
Printing using a printer Sending by fax	200 to 300 dpi

Moiré Patterns (Web-Like Shadows) Appear

If the original is a printed document, moiré patterns (web-like shadows) may appear in the scanned image.

- Check that **Descreening** is selected in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen.

Click the **Advanced Settings** tab > **Descreening**.



Solving Problems

- Change the resolution, and then scan again.

The Edge of the Original is Not Scanned when Automatically Detecting the Size of the Original

Depending on the original, the edge of the original may not be scanned when automatically detecting the size of the original.

- Adjust **Crop Margins for Size "Auto"** in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen. Click the **Main Settings** tab > **Document Size** > **Settings**. On the **Document Size Settings** screen, adjust **Crop Margins for Size "Auto"**.
- Depending on the original, the area of the original may not be detected correctly when using the **Auto Detect** feature. Select the appropriate size of the original from the **Document Size** list.

Note:

*If the size of the original you want to scan is not on the list, create the size manually in the Epson Scan 2 window. When you are using Document Capture Pro, you can open the window by pressing the **Detailed Settings** button on the **Scan Settings** screen.*

*Click the **Main Settings** tab > **Document Size**, and then select **Customize**.*

Character is not Recognized Correctly

Check the following to increase the recognition rate of OCR (Optical Character Recognition).

- Check that the original is placed straight.
- Use an original with clear text. Text recognition may decline for the following types of originals.
 - Originals that have been copied a number of times
 - Originals received by fax (at low resolutions)
 - Originals on which the letter spacing or line spacing is too small
 - Originals with ruled lines or underlining over the text
 - Originals with hand-written text
 - Originals with creases or wrinkles
- Paper type made of thermal paper such as receipts may deteriorate due to age or friction. Scan them as soon as possible.
- When saving to Microsoft® Office or **Searchable PDF** files, check that the correct languages are selected.

Cannot Solve Problems in the Scanned Image

If you have tried all of the solutions and have not solved the problem, initialize the Epson Scan 2 settings using Epson Scan 2 Utility.

Note:

Epson Scan 2 Utility is an application that comes with Epson Scan 2.

Solving Problems

1. Start Epson Scan 2 Utility.
 - Windows 10/Windows Server 2016
Click the start button, and then select **EPSON > Epson Scan 2 Utility**.
 - Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Enter the application name in the search charm, and then select the displayed icon.
 - Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
Click the start button, and then select **All Programs** or **Programs > EPSON > Epson Scan 2 > Epson Scan 2 Utility**.
 - Mac OS
Select **Go > Applications > Epson Software > Epson Scan 2 Utility**.
2. Select the **Other** tab.
3. Click **Reset**.

Note:

If initialization does not solve the problem, uninstall and re-install Epson Scan 2.

Uninstalling and Installing Applications

Uninstalling Your Applications

You may need to uninstall and then reinstall your applications to solve certain problems or if you upgrade your operating system. Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.

Uninstalling Your Applications for Windows

1. Quit all running applications.
2. Disconnect the scanner from your computer.
3. Open the Control Panel:
 - Windows 10/Windows Server 2016
Click on the start button, and then select **Windows System > Control Panel**.
 - Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Select **Desktop > Settings > Control Panel**.
 - Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003
Click the start button and select **Control Panel**.

Solving Problems

4. Open **Uninstall a program** (or **Add or Remove Programs**):

- Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008

Select **Uninstall a program** in **Programs**.

- Windows XP/Windows Server 2003 R2/Windows Server 2003

Click **Add or Remove Programs**.

5. Select the application you want to uninstall.

6. Uninstall the applications:

- Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2016/Windows Server 2012 R2/Windows Server 2012/Windows Server 2008 R2/Windows Server 2008

Click **Uninstall/Change** or **Uninstall**.

- Windows XP/Windows Server 2003 R2/Windows Server 2003

Click **Change/Remove** or **Remove**.

Note:

If the User Account Control window is displayed, click Continue.

7. Follow the on-screen instructions.

Note:

*A message may be displayed prompting you to restart your computer. If it is displayed, make sure **I want to restart my computer now** is selected, and then click **Finish**.*

Uninstalling Your Applications for Mac OS

Note:

Make sure you installed EPSON Software Updater.

1. Download the Uninstaller using EPSON Software Updater.

Once you have downloaded the Uninstaller, you do not need to download it again each time you uninstall the application.


2. Disconnect the scanner from your computer.

3. To uninstall the scanner driver, select **System Preferences** from the menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then remove the scanner from the enabled scanner list.

4. Quit all running applications.

5. Select **Go > Applications > Epson Software > Uninstaller**.

6. Select the application you want to uninstall, and then click Uninstall.

 **Important:**

The Uninstaller removes all drivers for Epson scanners on the computer. If you use multiple Epson scanners and you only want to delete some of the drivers, delete all of them first, and then install the necessary scanner drivers again.

Solving Problems

Note:

If you cannot find the application you want to uninstall in the application list, you cannot uninstall using the Uninstaller. In this situation, select **Go > Applications > Epson Software**, select the application you want to uninstall, and then drag it to the trash icon.

Installing Your Applications

Follow the steps below to install the necessary applications.

Note:

- Log on to your computer as an administrator. Enter the administrator password if the computer prompts you.
- When reinstalling applications, you need to uninstall them first.

1. Quit all running applications.
2. When installing Epson Scan 2, disconnect the scanner and the computer temporarily.

Note:

Do not connect the scanner and the computer until you are instructed to do so.

3. Install the application by following the instructions on the Website below.

<http://epson.sn>

Note:

For Windows, you can also use the software disc that came with the scanner.

Technical Specifications

General Scanner Specifications

Note:

Specifications are subject to change without notice.

Scanner type	Sheet Feed, one pass duplex color scanner
Photoelectric device	CIS
Effective pixels	5,100×9,300 at 600 dpi 2,550×64,500 at 300 dpi
Light source	RGB LED
Scanning resolution	600 dpi (main scan) 600 dpi (sub scan)
Output resolution	50 to 1200 dpi (in 1 dpi increments) *
Document Size	Max: 215.9×6,096 mm (8.5×240 inches) Min: 50.8×50.8 mm (2×2 inches)
Paper input	Face-down loading
Paper output	Face-down ejection
Paper capacity	100 sheets of paper at 80 g/m ²
Color Depth	<p>Color</p> <ul style="list-style-type: none"> <input type="checkbox"/> 30 bits per pixel internal (10 bits per pixel per color internal) <input type="checkbox"/> 24 bits per pixel external (8 bits per pixel per color external) <p>Grayscale</p> <ul style="list-style-type: none"> <input type="checkbox"/> 10 bits per pixel internal <input type="checkbox"/> 8 bits per pixel external <p>Black and white</p> <ul style="list-style-type: none"> <input type="checkbox"/> 10 bits per pixel internal <input type="checkbox"/> 1 bit per pixel external
Interface	SuperSpeed USB

* You can scan long paper in the following resolutions.

- 50 to 600 dpi: 393.8 to 1346.2 mm (15.5 to 53 in.) in length
- 50 to 300 dpi: 1346.3 to 5,461.0 mm (53 to 215 in.) in length
- 50 to 200 dpi: 5,461.1 to 6,096.0 mm (215 to 240 in.) in length

Dimensions and Weight Specifications

Dimensions *	Width: 296 mm (11.7 inches) Depth: 169 mm (6.7 inches) Height: 167 mm (6.6 inches)
Weight	Approx. 3.6 kg (7.9 lb)

* Without protruding parts and the input tray.

Electrical Specifications

Scanner Electrical Specifications

Rated DC Input Power Supply Voltage	DC 24 V
Rated DC Input Current	2 A
Power Consumption	DS-870: <input type="checkbox"/> Operating: Approx. 18 W <input type="checkbox"/> Ready mode: Approx. 8.5 W <input type="checkbox"/> Sleep mode: Approx. 1.4 W <input type="checkbox"/> Power off: Approx. 0.1 W
	DS-970: <input type="checkbox"/> Operating: Approx. 20 W <input type="checkbox"/> Ready mode: Approx. 8.5 W <input type="checkbox"/> Sleep mode: Approx. 1.4 W <input type="checkbox"/> Power off: Approx. 0.1 W

Note:

For European users, see the following Website for details on power consumption.

<http://www.epson.eu/energy-consumption>

AC Adapter Electrical Specifications

Model	A471H (AC 100-240 V) A472E (AC 220-240 V)
Rated Input Current	1.2 A
Rated Frequency Range	50-60 Hz
Rated Output Power Supply Voltage	DC 24 V

Technical Specifications

Rated Output Current	2 A
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Environmental Specifications

Temperature	When operating	5 to 35 °C (41 to 95 °F)
	When stored	-25 to 60 °C (-13 to 140 °F)
Humidity	When operating	15 to 80% (without condensation)
	When stored	15 to 85% (without condensation)
Operating conditions		Ordinary office or home conditions. Avoid operating the scanner in direct sunlight, near a strong light source, or in extremely dusty conditions.

System Requirements

Windows*1	<ul style="list-style-type: none"> Windows 10 (32-bit, 64-bit) Windows 8.1 (32-bit, 64-bit) Windows 8 (32-bit, 64-bit) Windows 7 (32-bit, 64-bit) Windows Vista (32-bit, 64-bit) Windows XP Professional x64 Edition Service Pack 2 Windows XP (32-bit) Service Pack 3 Windows Server 2016 Windows Server 2012 R2 Windows Server 2012 Windows Server 2008 R2 Windows Server 2008 (32-bit, 64-bit) Windows Server 2003 R2 (32-bit, 64-bit) Windows Server 2003 (32-bit, 64-bit) Service Pack 2
Mac OS*2 *3	<ul style="list-style-type: none"> macOS High Sierra macOS Sierra OS X El Capitan OS X Yosemite OS X Mavericks OS X Mountain Lion Mac OS X v10.7.x Mac OS X v10.6.8

*1 Document Capture Pro does not support Windows Vista/Windows XP.

Technical Specifications

- *2 Fast User Switching on Mac OS or later is not supported.
- *3 The UNIX File System (UFS) for Mac OS is not supported.

Standards and Approvals

Standards and Approvals for European Models

Product and AC adapter

The following models are CE marked and in compliance with all the applicable EU Directives. For further details, visit the following website to access the full declaration of conformities containing reference to the Directives and harmonized standards used to declare conformity.

<http://www.epson.eu/conformity>

J381D

A471H, A472E

Flatbed Scanner Dock option

The following model is CE marked and in compliance with all the applicable EU Directives. For further details, visit the following website to access the full declaration of conformities containing reference to the Directives and harmonized standards used to declare conformity.

<http://www.epson.eu/conformity>

J381FBSD

Standards and Approvals for Australian Models

Product

EMC	AS/NZS CISPR32 Class B
-----	------------------------

AC adapter (A471H)

EMC	AS/NZS CISPR32 Class B
-----	------------------------

Flatbed Scanner Dock option

EMC	AS/NZS CISPR32 Class B
-----	------------------------

Where to Get Help

Technical Support Web Site

If you need further help, visit the Epson support website shown below. Select your country or region and go to the support section of your local Epson website. The latest drivers, FAQs, manuals, or other downloadables are also available from the site.

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

<http://www.epson.eu/Support> (Europe)

If your Epson product is not operating properly and you cannot solve the problem, contact Epson support services for assistance.

Contacting Epson Support

Before Contacting Epson

If your Epson product is not operating properly and you cannot solve the problem using the troubleshooting information in your product manuals, contact Epson support services for assistance. If Epson support for your area is not listed below, contact the dealer where you purchased your product.

Epson support will be able to help you much more quickly if you give them the following information:

- Product serial number
(The serial number label is usually on the back of the product.)
- Product model
- Product software version
(Click **About**, **Version Info**, or a similar button in the product software.)
- Brand and model of your computer
- Your computer operating system name and version
- Names and versions of the software applications you normally use with your product

Note:

Depending on the product, the dial list data for fax and/or network settings may be stored in the product's memory. Due to breakdown or repair of a product, data and/or settings may be lost. Epson shall not be responsible for the loss of any data, for backing up or recovering data and/or settings even during a warranty period. We recommend that you make your own backup data or take notes.

Help for Users in Europe

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

Where to Get Help

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web

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

Information on product specifications, drivers for download, and products enquiry are available.

Epson HelpDesk

Phone: +886-2-80242008

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Repair service center:

<http://www.tekcare.com.tw/branchMap.page>

TekCare corporation is an authorized service center for Epson Taiwan Technology & Trading Ltd.

Help for Users in Australia

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

Internet URL

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

Access the Epson Australia World Wide Web pages. Worth taking your modem here for the occasional surf! The site provides a download area for drivers, Epson contact points, new product information and technical support (e-mail).

Epson Helpdesk

Phone: 1300-361-054

Epson Helpdesk is provided as a final backup to make sure our clients have access to advice. Operators on the Helpdesk can aid you in installing, configuring and operating your Epson product. Our Pre-sales Helpdesk staff can provide literature on new Epson products and advise where the nearest dealer or service agent is located. Many types of queries are answered here.

We encourage you to have all the relevant information on hand when you ring. The more information you prepare, the faster we can help solve the problem. This information includes your Epson product manuals, type of computer, operating system, application programs, and any information you feel is required.

Transportation of Product

Epson recommends retaining product packaging for future transportation.

Where to Get Help

Help for Users in Singapore

Sources of information, support, and services available from Epson Singapore are:

World Wide Web

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

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), Sales Enquiries, and Technical Support via e-mail are available.

Epson HelpDesk

Toll Free: 800-120-5564

Our HelpDesk team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problem troubleshooting
- Enquiries on repair service and warranty

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.th>

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and e-mail are available.

Epson Call Centre

Phone: 66-2685-9899

Email: support@eth.epson.co.th

Our Call Centre team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Service Center

65 Truong Dinh Street, District 1, Hochiminh City, Vietnam.

Phone(Ho Chi Minh City): 84-8-3823-9239, 84-8-3825-6234

29 Tue Tinh, Quan Hai Ba Trung, Hanoi City, Vietnam

Where to Get Help

Phone(Hanoi City): 84-4-3978-4785, 84-4-3978-4775

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.id>

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Hotline

Phone: +62-1500-766

Fax: +62-21-808-66-799

Our Hotline team can help you with the following over the phone or fax:

- Sales enquiries and product information
- Technical support

Epson Service Center

Province	Company Name	Address	Phone E-mail
DKI JAKARTA	ESS JAKARTA MANGGADUA	Ruko Mall Mangga Dua No. 48 Jl. Arteri Mangga Dua, Jakarta Utara - DKI JAKARTA	(+6221) 62301104 jkt-admin@epson-indonesia.co.id
NORTH SUMATERA	ESC MEDAN	Jl. Bambu 2 Komplek Graha Niaga Nomor A-4, Medan - North Sumatera	(+6261) 42066090 / 42066091 mdn-adm@epson-indonesia.co.id
WEST JAWA	ESC BANDUNG	Jl. Cihampelas No. 48 A Bandung Jawa Barat 40116	(+6222) 4207033 bdg-admin@epson- indonesia.co.id
DI YOGYAKARTA	ESC YOGYAKARTA	YAP Square, Block A No. 6 Jl. C Simanjutak Yogyakarta - DIY	(+62274) 581065 ygy-admin@epson-indonesia.co.id
EAST JAWA	ESC SURABAYA	Hitech Mall Lt. 2 Block A No. 24 Jl. Kusuma Bangsa No. 116 - 118 Surabaya - JATIM	(+6231) 5355035 sby-admin@epson-indonesia.co.id
SOUTH SULAWESI	ESC MAKASSAR	Jl. Cendrawasih NO. 3A, kunjung mae, mariso, MAKASSAR - SULSEL 90125	(+62411) 8911071 mksr-admin@epson- indonesia.co.id
WEST KALIMANTAN	ESC PONTIANAK	Komp. A yani Sentra Bisnis G33, Jl. Ahmad Yani - Pontianak Kalimantan Barat	(+62561) 735507 / 767049 pontianak-admin@epson- indonesia.co.id

Where to Get Help

Province	Company Name	Address	Phone E-mail
RIAU	ESC PEKANBARU	Jl. Tuanku Tambusai No.459A Pekanbaru Riau	(+62761) 8524695 pkb-admin@epson-indonesia.co.id
DKI JAKARTA	ESS JAKARTA SUDIRMAN	Wisma Keiai Lt. 1 Jl. Jenderal Sudirman Kav. 3 Jakarta Pusat - DKI JAKARTA 10220	(+6221) 5724335 ess@epson-indonesia.co.id
EAST JAVA	ESS SURABAYA	Ruko Surya Inti Jl. Jawa No 2-4 Kav. 29 Surabaya - Jawa Timur	(+6231) 5014949 esssby@epson-indonesia.co.id
BANTEN	ESS SERPONG	Ruko Mall WTC Matahari No. 953, Serpong-Banten	(+6221) 53167051 / 53167052 esstag@epson-indonesia.co.id
CENTRAL JAWA	ESS SEMARANG	Komplek Ruko Metro Plaza Block C20 Jl. MT Haryono No 970 Semarang - JAWA TENGAH	(+6224) 8313807 / 8417935 esssmg@epson-indonesia.co.id
EAST KALIMANTAN	ESC SAMARINDA	Jl. KH. Wahid Hasyim (M. Yamin) Kelurahan Sempaja Selatan Kecamatan Samarinda UTARA - SAMARINDA - KALTIM	(+62541) 7272904 escsmd@epson-indonesia.co.id
SOUTH SUMATERA	ESC PALEMBANG	Jl. H.M Rasyid Nawawi No. 249 Kelurahan 9 Ilir Palembang Sumatera Selatan	(+62711) 311330 escplg@epson-indonesia.co.id
EAST JAVA	ESC JEMBER	JL. Panglima Besar Sudirman Ruko no.1D Jember-Jawa Timur (Depan Balai Penelitian & Pengolahan Kakao)	(+62331) 488373 / 486468 jmr-admin@epson-indonesia.co.id
NORTH SULAWESI	ESC MANADO	Tekno Megamall Lt LG 11 TK 21, Kawasan Megamas Boulevard, Jl Piere Tendean, Manado - SULUT 95111	(+62431) 8890996 MND-ADMIN@EPSON-INDONESIA.CO.ID

For other cities not listed here, call the Hot Line: 08071137766.

Help for Users in Hong Kong

To obtain technical support as well as other after-sales services, users are welcome to contact Epson Hong Kong Limited.

Internet Home Page

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

Epson Hong Kong has established a local home page in both Chinese and English on the Internet to provide users with the following information:

- Product information
- Answers to Frequently Asked Questions (FAQs)
- Latest versions of Epson product drivers

Where to Get Help

Technical Support Hotline

You can also contact our technical staff at the following telephone and fax numbers:

Phone: 852-2827-8911

Fax: 852-2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web

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

- Information on product specifications, drivers for download
- Frequently Asked Questions (FAQ), Sales Enquiries, questions through e-mail

Epson Call Centre

Phone: +60 1800-8-17349

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair services and warranty

Head Office

Phone: 603-56288288

Fax: 603-5628 8388/603-5621 2088

Help for Users in India

Contacts for information, support, and services are:

World Wide Web

<http://www.epson.co.in>

Information on product specifications, drivers for download, and products enquiry are available.

Helpline

- Service, product information, and ordering consumables (BSNL Lines)
 - Toll-free number: 18004250011
 - Accessible 9am to 6pm, Monday through Saturday (Except public holidays)
- Service (CDMA & Mobile Users)
 - Toll-free number: 186030001600
 - Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Where to Get Help

Help for Users in the Philippines

To obtain technical support as well as other after sales services, users are welcome to contact the Epson Philippines Corporation at the telephone, fax numbers and e-mail address below:

World Wide Web

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

Information on product specifications, drivers for download, Frequently Asked Questions (FAQ), and E-mail Enquiries are available.

Epson Philippines Customer Care

Toll Free: (PLDT) 1-800-1069-37766

Toll Free: (Digital) 1-800-3-0037766

Metro Manila: (+632)441-9030

Web Site: <https://www.epson.com.ph/contact>

E-mail: customercare@epc.epson.com.ph

Accessible 9am to 6pm, Monday through Saturday (Except public holidays)

Our Customer Care team can help you with the following over the phone:

- Sales enquiries and product information
- Product usage questions or problems
- Enquiries on repair service and warranty

Epson Philippines Corporation

Trunk Line: +632-706-2609

Fax: +632-706-2663