

DS-32000

User's Guide

Scanner Basics

Specifications and Capacity for Originals

Placing Originals

Scanning

Maintenance

Solving Problems

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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)

☐ Start Here (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 2019", "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® 2019 operating system
- ☐ 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 Catalina, macOS Mojave, 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.



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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.
- ❑ 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:

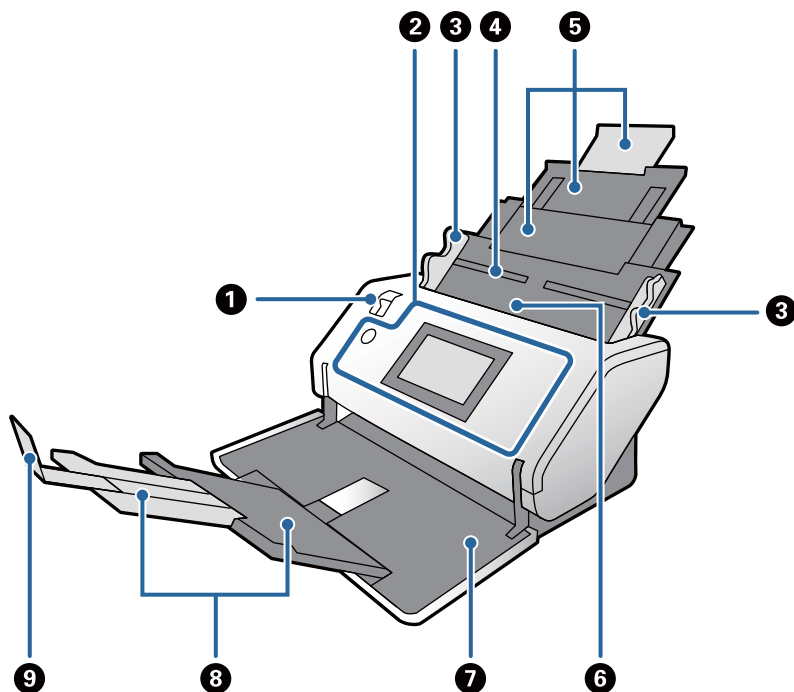
Products can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

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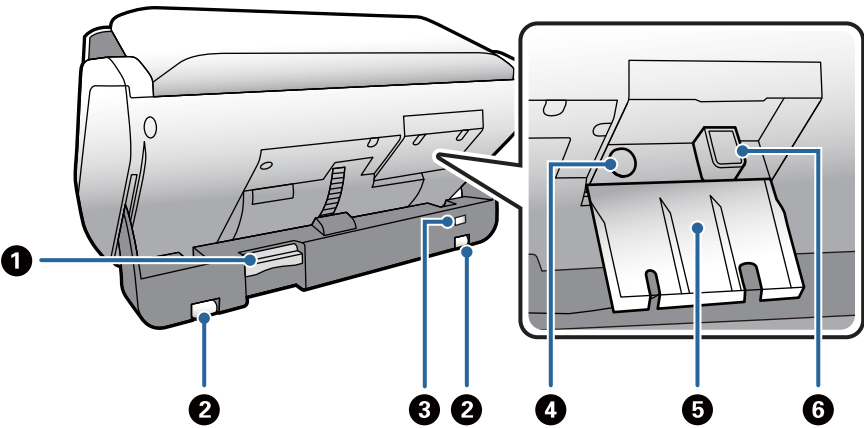
Part Names and Functions

Front



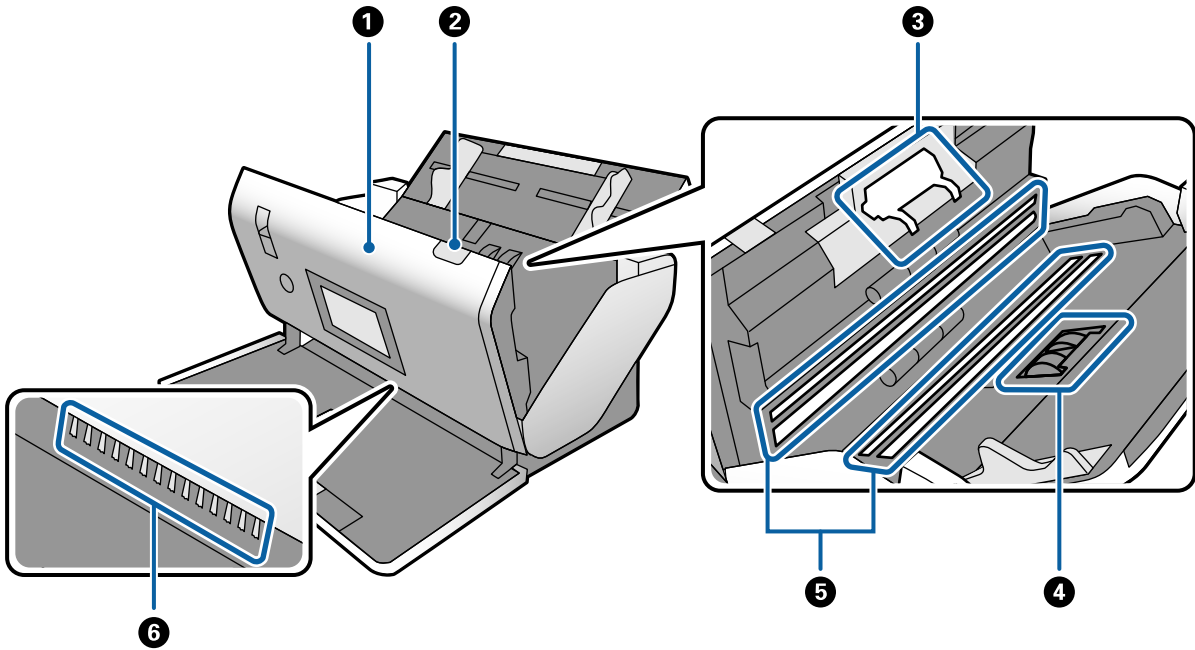
①	Feed selector	The selector to change the feeding method of originals. Change the position of the feed selector according to the type of originals to be scanned.
②	Control Panel	Indicates the scanner's status and allows you to specify scanning settings.
③	Edge guides	Feeds originals straight into the scanner. While holding the tab, slide the edge guides to fit both ends of the originals.
④	Input tray	Place to load originals. Pull out the input tray extension according to the length of the originals.
⑤	Input tray extension	
⑥	ADF (Automatic Document Feeder)	Feeds loaded originals automatically.
⑦	Output tray	Holds originals ejected from the scanner. Pull out the output tray extension according to the length of the originals. ⚠ Caution: <i>Do not open the tray in the Storage Position. Otherwise, the tray may be damaged.</i>
⑧	Output tray extension	
⑨	Stopper	Prevents ejected originals from falling off the tray extension. Adjust the position of it according to the length of the originals.

Back



1	Position selector	Used to change the position of the scanner. If you move this selector during scanning, the scanner stops.
2	Caster	Used to move the scanner on a flat surface.
3	Security slot	Inserts a security lock for theft prevention.
4	AC inlet	Connects the AC adapter.
5	Cable cover	The cover to protect connected portions of cables.
6	USB port	Connects a USB cable.

Inside



1	Scanner cover	Pull the lever and open the scanner cover when cleaning inside the scanner and removing jammed paper.
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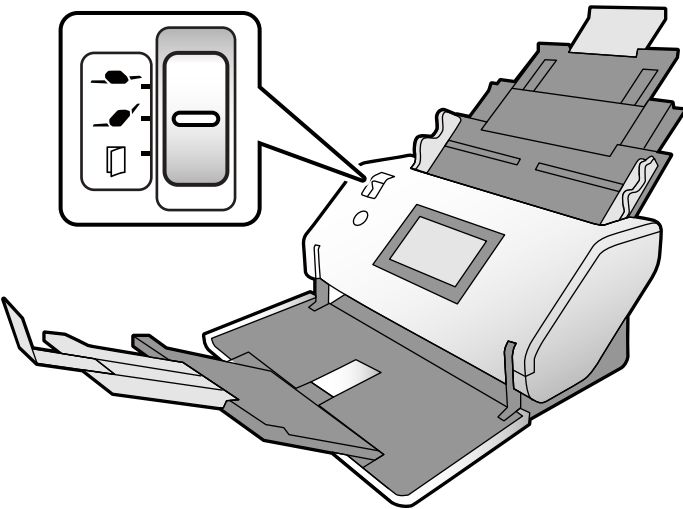
2	Cover open lever	Pull the lever and open the scanner cover.
3	Separation Roller	Feeds originals separately one by one. This needs to be replaced when the number of scans exceeds the service life capacity.
4	Pickup Roller	Feeds originals. This needs to be replaced when the number of scans exceeds the service life capacity.
5	Photoelectric device (glass surface)	This sensor reads originals. Be careful to keep it clean.
6	Antistatic brush	Brush that eliminates static electricity from originals. Be careful not to touch it. If the brush becomes bent, it cannot eliminate static electricity, and this may cause the ejected originals to stick to each other.

Related Information

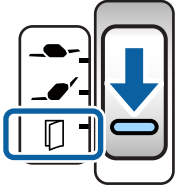
- ➔ [“Cleaning Inside the Scanner” on page 119](#)
- ➔ [“Replacing the Roller” on page 124](#)

Feed selector

Changes the position of the feed selector according to the type of the originals to be scanned.



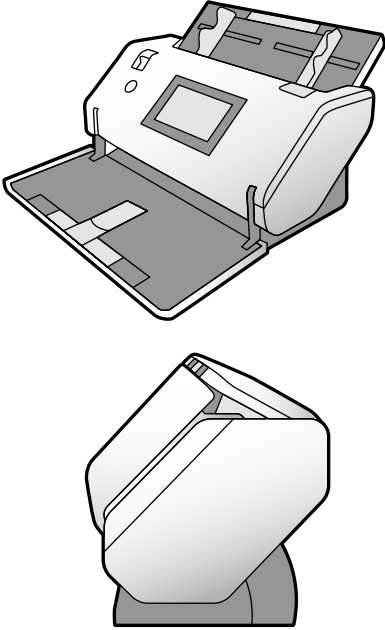
	Delicate Feed	Feeds while adjusting the force to more carefully separate multiple sheets of originals. Allows scanning delicate originals such as thin paper (extremely thin paper) by batch.
	Normal Feed	Normally set the selector to this position. Plain papers, Envelopes, plastic cards (without embossing), and Carrier Sheet can be fed.

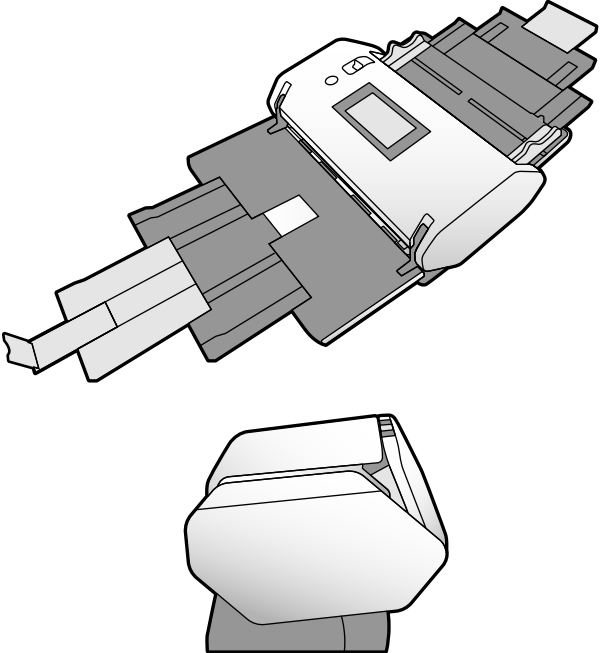
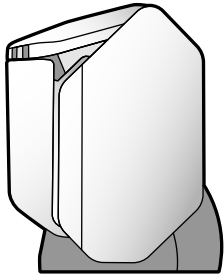
	Manual Feed	Feeds the originals one by one by manual insertion. Used to scan special originals such as an original folded in half, plastic card (embossed card), passport carrier sheet, or booklet, You can use the Carrier Sheet for scanning these special originals in the Delicate Feed Position. If multiple sheets of originals are loaded, a double feed (feeding multiple sheets at a time) occurs. Note: <i>In the Manual Feed, the double feed detection function is disabled.</i>
---	--------------------	---

Note:
Some combinations of the positions of the scanner and the feed selector do not allow scanning.
For more details, refer to the related information.

Position of Scanner

You can change the position of the scanner according to the usage.
In the Normal Feed Position and the Storage Position, the power turns on or off for each change of the position.

Normal Feed Position	❑ Suitable for scanning a large volume of originals at a high speed. ❑ After changing the scanner from the Storage Position to the Normal Feed Position, the power turns on automatically.	
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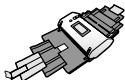
Delicate Feed Position	❑ Used in the following situations. - Scanning delicate originals such as thin paper (extremely thin paper) by batch - Using the Automatic Feeding Mode(Continuous) ❑ The control panel display is landscape (horizontal) which provides easy operation from the front of the scanner. ❑ In this position, the capacity for the input tray is reduced.	
Storage Position	❑ Moves the scanner to a format suitable for storage. The depth is reduced, reducing the space for storage. ❑ You cannot scan in this position. ❑ After changing the scanner to this position, the power turns off automatically. ! Important: <i>Do not open the output tray in this position. Otherwise, it may be damaged.</i>	

Combinations of the Positions of the Scanner and Feed Selector

Available scanning methods vary depending on the combinations of the positions of the scanner and feed selector.

✓: Supported

-: Unsupported

Position of Scanner	Position of Feed Selector	Scanning Methods		
		Basic Scanning *	Scanning in Automatic Feeding Mode.	Scanning in Automatic Feeding Mode(Continuous)
 Normal Feed Position	 Delicate Feed	-	-	-
	 Normal Feed	✓ (default setting)	✓	-
	 Manual Feed	✓ (default setting)	✓	-
 Delicate Feed Position	 Delicate Feed	✓ (default setting)	✓	-
	 Normal Feed	-	-	-
	 Manual Feed	✓	✓	✓ (default setting)

* Scanning without Automatic Feeding Mode



Caution:

The supported combinations vary depending on the types of originals.
For more details, refer to the related information.

Related Information

- ➔ [“Specifications and Capacity for Originals being Scanned” on page 30](#)
This section explains the specifications and capacity for originals

Changing the Position of the Scanner

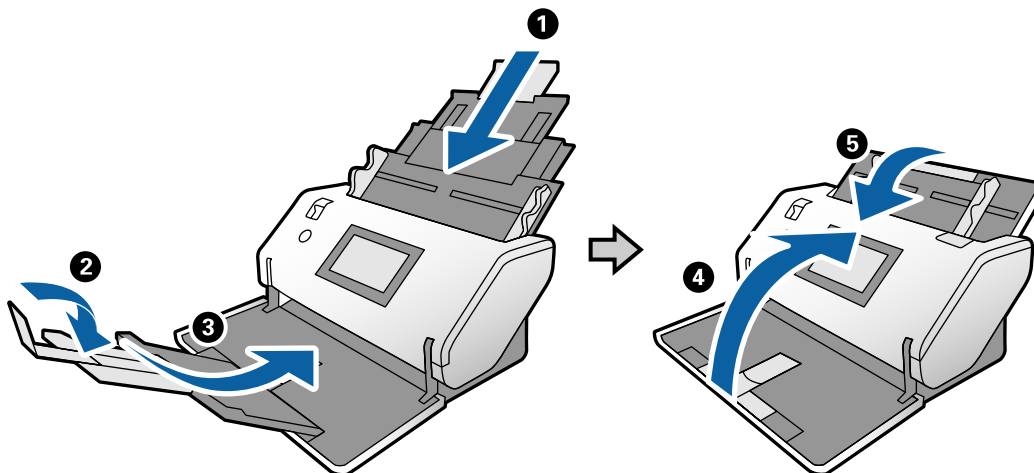
Follow the steps below to change the position of the scanner.



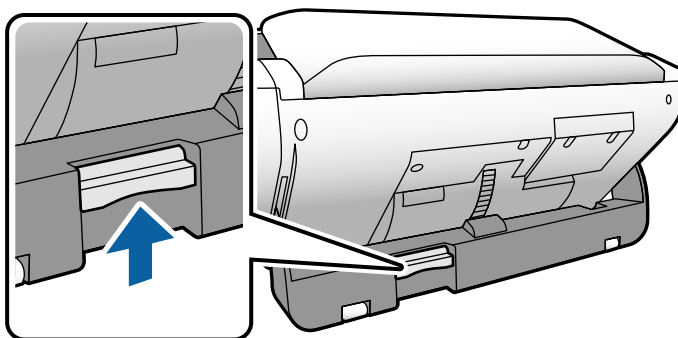
Caution:

- ❑ Do not move the position selector during scanning. Otherwise, an error occurs and scanning stops.
- ❑ Be careful not to pinch your fingers or any cables when you change the position of the scanner. Injury or damage may occur.

1. Fold and close the input and output trays if open.



2. Move the position selector on the rear face of the scanner upward.

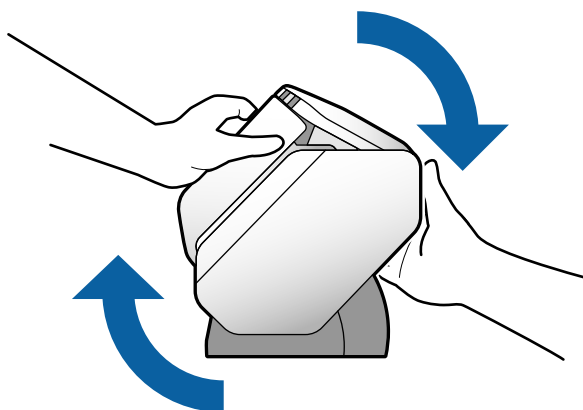


3. While keeping the position selector raised, slowly rotate the body of the scanner.



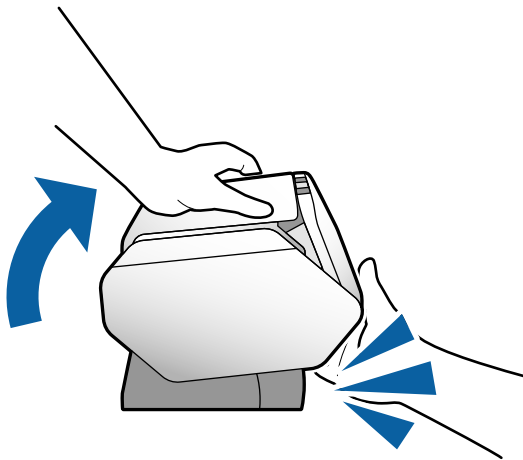
Caution:

Be careful not to touch the antistatic brush. If the brush becomes bent, it cannot eliminate static electricity, and this may cause the ejected originals to stick to each other.

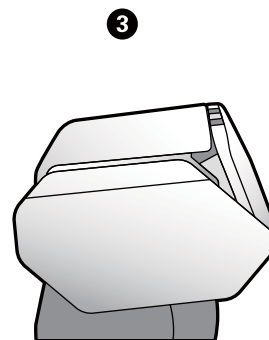
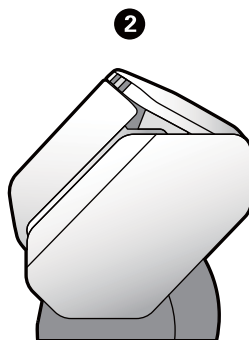
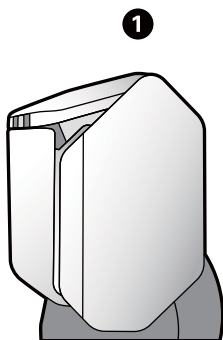


4. Set the scanner to the desired position.

Make sure that it is locked.

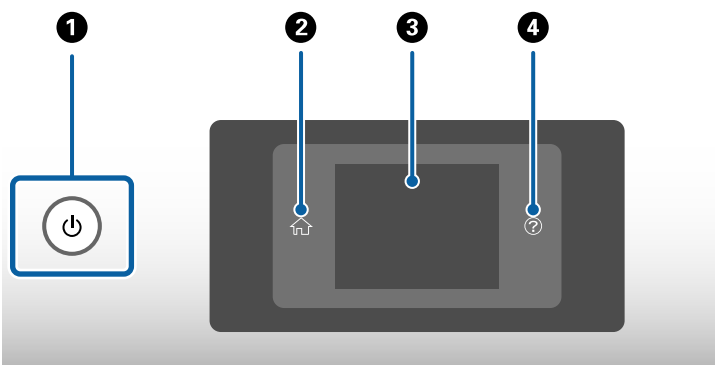


- ☐ ❶: Storage Position
- ☐ ❷: Normal Feed Position
- ☐ ❸: Delicate Feed Position



Control Panel

Buttons and Lights



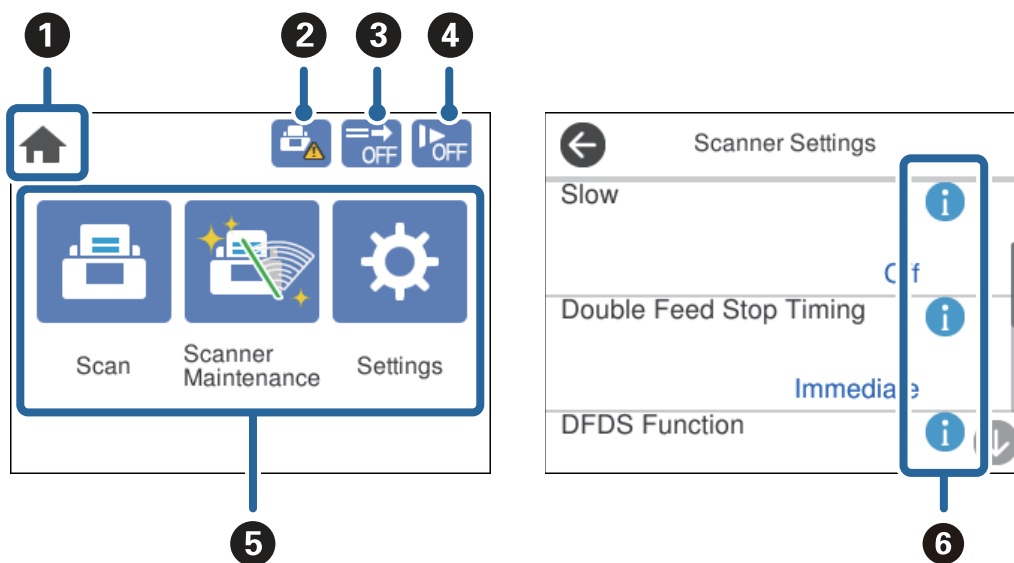
①	Turns the scanner on or off. Do not turn off the scanner while the light surrounding the button is flashing because the scanner is operating or processing a job.
②	Used to display the home screen.
③	Displays menus and messages.
④	Used to display the help screen. You can check how to solve problems and how to load originals.

Guide to the Screen

The screen on the scanner displays various items and messages.

Icons displayed in the LCD Screen

The following icons are displayed on the LCD screen depending on the scanner's status.

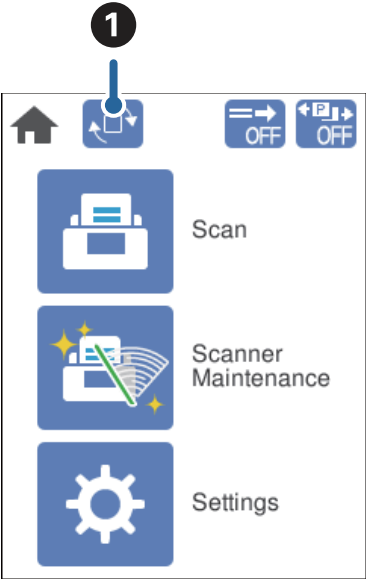


①	This icon indicates that you are on the home screen.
②	Informs you when to replace the Pickup Roller and the Separation Roller. A message is displayed on the screen when you tap the icon.
③	This icon indicates whether or not the DFDS Function is enabled. If enabled, the function skips double feed detection only once and continues scanning. Enable this to scan originals that are detected as double feeds, such as plastic cards and envelopes.

5	Function icons and names are displayed as menu icons.	
	Scan	Opens the Scan menu. You can scan originals using a job created in Document Capture Pro.
	Scanner Maintenance	Opens the Scanner Maintenance menu. Displays information on how to maintain the scanner.
	Settings	Opens the Settings menu. You can change the settings of the scanner.
6	Indicates that detailed information is available. ⚠ indicates that caution is required. Select the icon to display relevant information.	

The screen in the Delicate Feed Position (Changing panel display orientation)

When the scanner is in the Delicate Feed Position, you can change the Screen Orientation.
When operating the scanner with the side facing you, it is useful to change the screen to a portrait display.



1	Allows you to change Screen Orientation . Touch this to rotate the display, and touch OK when the desired orientation is displayed.
---	---

Note:

Some setting menus are not available in portrait display.

For more details, refer to the related information.

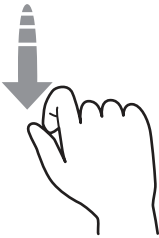
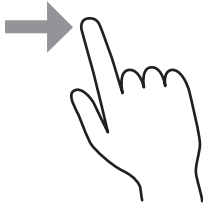
Related Information

➡ [“Items Not Available in Portrait Display” on page 116](#)

This section lists the items that are not available in portrait display.

Touch Screen Operations

The touchscreen is compatible with the following operations.

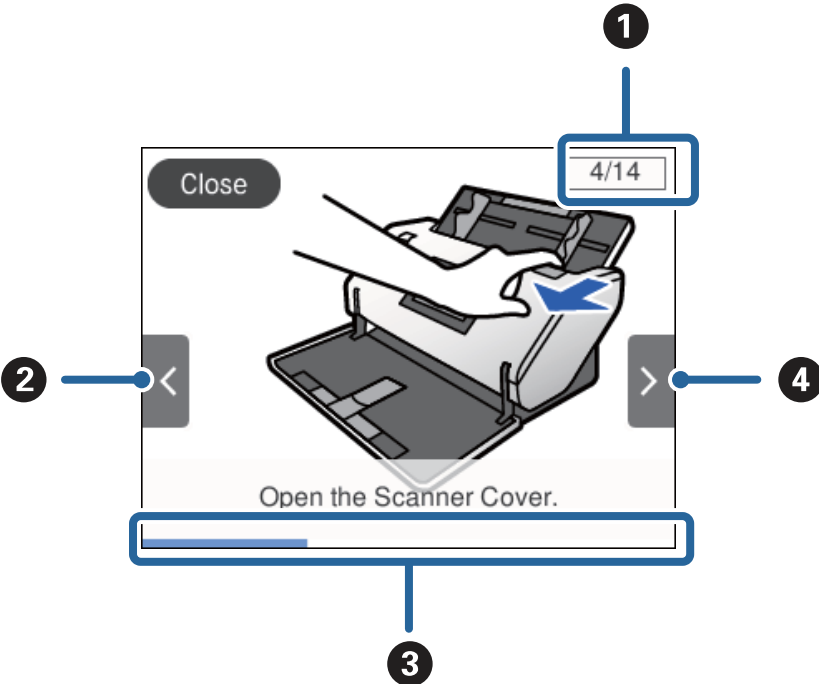
Tap		Press or select the items or the icons.
Flick		Scroll the screen swiftly.
Slide		Hold and move the items around.

Viewing Guidance Animations

You can load various kinds of originals by viewing guidance animations on the control panel.

- ❑ Tap  on the control panel: Displays the help screen. Tap **How To** to display animations, and then select the items that you want to see.

❑ Tap **How To** at the bottom of the operation screen: Displays context-sensitive animations.



❶	Indicates the total number of steps and the current step number. The example above shows step 4 of 14 steps.
❷	Back to the previous step.
❸	Indicates your progress through the current step. The animation repeats from the beginning of the step when the progress bar reaches the end.
❹	Moves to next step.

Information on Applications

This section introduces the application products available for your scanner. The latest applications can be installed from the Epson website.

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.

If Document Capture Pro is not installed, install the latest software from EPSON Software Updater.

Note:

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

Job:

When a scan, save, and send are performed in that order, these operations are known as a job.

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.

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.

Related Information

➡ [“Installing the Latest Applications” on page 26](#)

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.

Installing the Latest Applications

Make sure you use the latest version of the applications.

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.
 - ❑ Windows 8.1/Windows 8
Enter the application name in the search charm, and then select the displayed icon.

- ☐ Except for Windows 8.1/Windows 8

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

- ☐ Mac OS

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



Important:

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

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>

Option Items and Consumables Information

Carrier Sheet Codes

Using a Carrier Sheet allows you to scan irregular shaped originals or photos that can be easily scratched. You can scan an original larger than A4 size by folding it in half and inserting it into a Carrier Sheet. This is useful for scanning multiple originals because up to 10 sheets of Carrier Sheet can be loaded on the scanner.

A Passport Carrier Sheet for a small booklet such as a passport is also available.

Part Name	Codes*
Carrier Sheet	B12B819051
Passport Carrier Sheet	B12B819651 B12B819661 (for India)

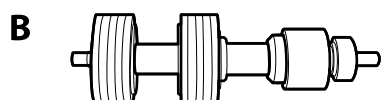
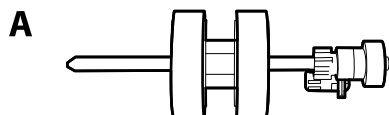
* You can only use the Carrier Sheet with the code.

Related Information

- ➡ [“Specifications for Originals Using the Carrier Sheet” on page 41](#)
- ➡ [“Placing Large Size Originals” on page 61](#)
- ➡ [“Placing a Passport” on page 73](#)
- ➡ [“Placing Irregular Shaped Originals” on page 76](#)
- ➡ [“Placing Photographs” on page 78](#)

Roller 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.



Part name	Codes	Life cycle
A: Pickup Roller	B12B819611 B12B819621 (India only)	300,000*
B: Separation Roller	B12B819631 B12B819641 (India only)	300,000*

* 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” on page 124](#)
- ➡ [“Resetting the Number of Scans After Replacing the Rollers” on page 129](#)

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 119](#)



Specifications and Capacity for Originals

Specifications and Capacity for Originals being Scanned.	30
This section explains the specifications and capacity for originals	
Types of Originals that Require Attention.	43
The following types of originals may not be successfully scanned.	
Types of Originals that Must Not be Scanned.	44
This section lists the types of originals that must not be scanned	

Specifications and Capacity for Originals being Scanned

This section explains the specifications and capacity for originals

Related Information

- ➔ [“Specifications of Standard Size Paper” on page 31](#)
- ➔ [“Specifications of Thin Paper” on page 34](#)
- ➔ [“Specifications of Long Paper” on page 35](#)
- ➔ [“Specifications of Envelopes” on page 36](#)
- ➔ [“Specifications of Plastic Cards” on page 37](#)
- ➔ [“Specifications of Laminated Cards” on page 39](#)
- ➔ [“Specifications of Booklets” on page 40](#)
- ➔ [“Specifications for Passports” on page 40](#)
- ➔ [“Specifications for Originals Using the Carrier Sheet” on page 41](#)

Specifications of Standard Size Paper

Standard	Size	Thickness	Paper Type
RA-3	304.8 x 431.8 mm (12 x 17 in.)	27 to 256 g/m ²	Plain paper Fine paper Recycled paper
Ledger	279.4 x 431.8 mm (11 x 17 in.)		
A3	297 x 420 mm (11.7 x 16.5 in.)		
B4	257 x 364 mm (10.1 x 14.3 in.)		
Legal	215.9 x 355.6 mm (8.5 x 14 in.)		
Letter	215.9 x 279.4 mm (8.5 x 11 in.)	27* ² to 413 g/m ²	
A4	210 x 297 mm (8.3 x 11.7 in.)		
B5	182 x 257 mm (7.2 x 10.1 in.)		
A5	148 x 210 mm (5.8 x 8.3 in.)		
B6	128 x 182 mm (5.0 x 7.2 in.)		
A6	105 x 148 mm (4.1 x 5.8 in.)		
A8* ¹	52 x 74 mm (2.1 x 2.9 in.)	127 to 413 g/m ²	
Business Card* ¹	55 x 89 mm (2.1 x 3.4 in.)	210 g/m ²	

*1 For A8 and business cards, the only available feeding direction is vertical. The minimum height is 69 mm (2.7 in.).

*2 For thin paper (the thickness is from 20 g/m² to less than 27 g/m), available standard sizes differ.

Note:

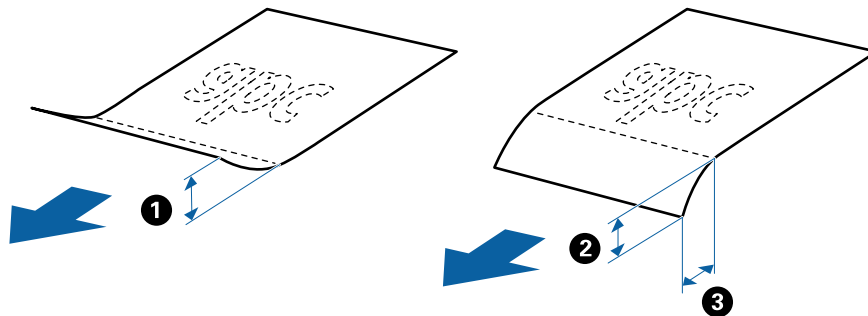
❑ The originals larger than A3 size (large originals, up to A2 size) can be set by folding in half. Scan such originals one by one by  (Manual Feed).

❑ Keep all originals flat at the leading edge.

❑ Make sure that curls on the leading edge of the originals are kept within the following range.

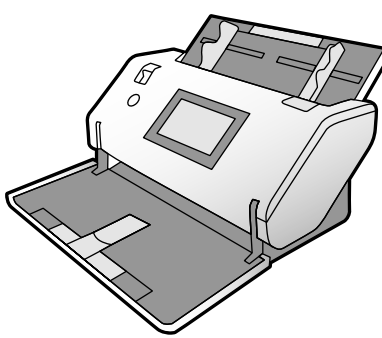
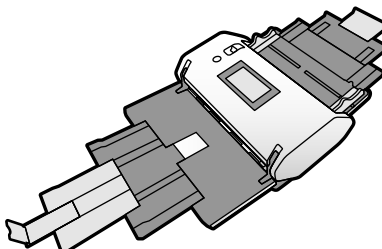
❶ must be 3 mm or less.

When ❷ is equal to or less than ❸, ❷ must be 1mm or less. When ❷ is more than 1mm, ❸ must be equal to or more than 10 times the size of ❷.



❑ Even when the original meets the specifications, it may not be fed depending on the paper properties or quality. Additionally, some originals may decrease the scan quality.

Paper feed method for standard size paper

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
Normal Feed Position 		Delicate Feed	-
		Normal Feed	✓
		Manual Feed	✓
Delicate Feed Position 		Delicate Feed	✓
		Normal Feed	-
		Manual Feed	✓

Guideline on the capacity for originals

Normal Feed Position

Note:

❑ This refers to the number of originals when the paper feeding mode is in  (Normal Feed).

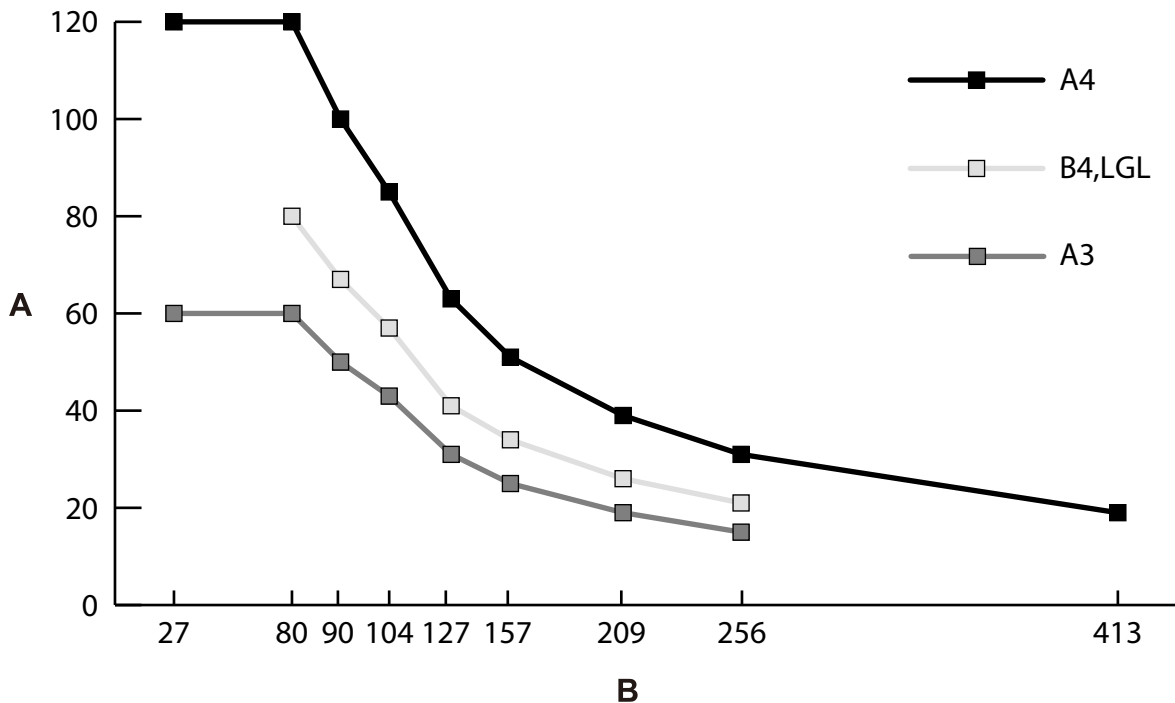
With  (Manual Feed), you can only scan originals one by one.

❑ The total thickness of the originals that can be set is 14 mm.

❑ Up to 36 business cards (210 g/m²) and up to 39 post cards (190 g/m²) can be set.

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

Paper Size	Paper Thickness								
	27 g/m ²	80 g/m ²	90 g/m ²	104 g/m ²	127 g/m ²	157 g/m ²	209 g/m ²	256 g/m ²	413 g/m ²
A4	120 sheets	120 sheets	100 sheets	85 sheets	63 sheets	51 sheets	39 sheets	31 sheets	19 sheets
B4, LGL	-	80 sheets	67 sheets	57 sheets	41 sheets	34 sheets	26 sheets	21 sheets	-
A3	60 sheets	60 sheets	50 sheets	43 sheets	31 sheets	25 sheets	19 sheets	15 sheets	-



A: Number of sheets

B: Paper thickness (g/m²)

Guideline on the capacity for originals - Delicate Feed Position

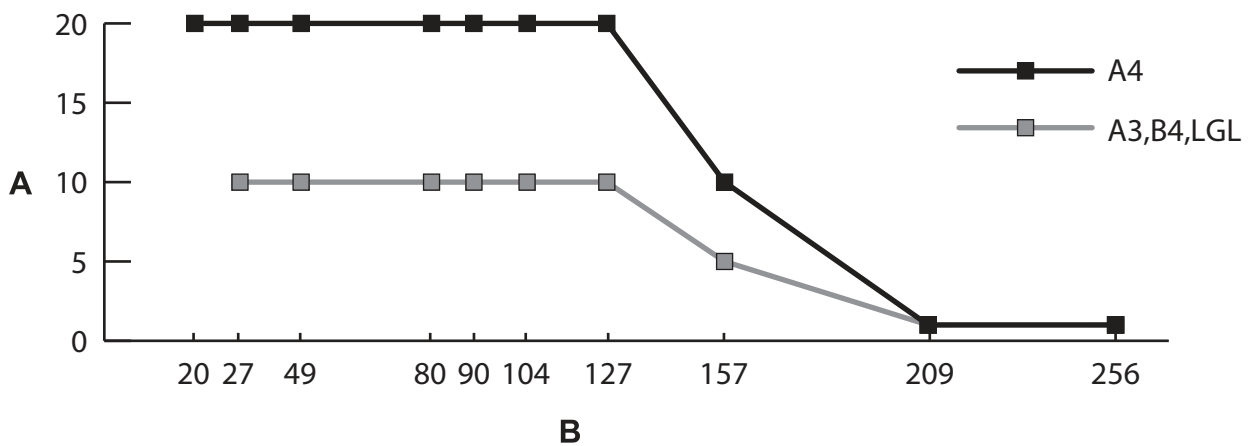
Note:

❑ This refers to the number of originals when the paper feeding mode is in  (Delicate Feed).

With , you can only scan originals one by one.

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

Paper Size	Paper Thickness								
	20 g/m ²	27 g/m ²	49 g/m ²	80 g/m ²	90 g/m ²	127 g/m ²	157 g/m ²	209 g/m ²	256 g/m ²
A4	20 sheets	20 sheets	20 sheets	20 sheets	20 sheets	20 sheets	10 sheets	1 sheet	1 sheet
A3, B4, LGL	-	10 sheets	10 sheets	10 sheets	10 sheets	10 sheets	5 sheets	1 sheet	1 sheet



A: Number of sheets

B: Paper thickness (g/m²)

Related Information

➡ [“Placing Standard Size Originals” on page 49](#)

➡ [“Placing Large Size Originals” on page 61](#)

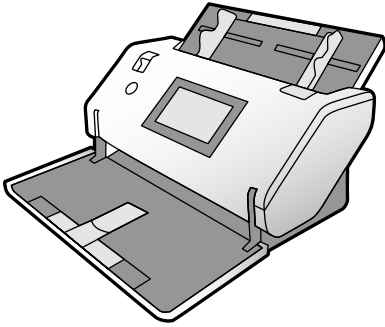
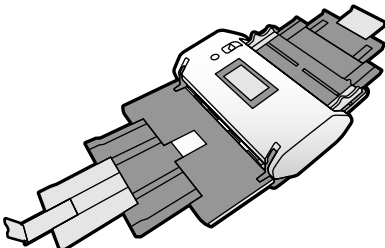
Specifications of Thin Paper

Size	Thickness	Paper Type	Loading Capacity*
Max.: A4 size	From 20 g/m ² to less than 27 g/m ²	Plain paper Fine paper Recycled paper	A4: 20 sheets

* With Manual Feed , you can only scan originals one by one.

Thin paper refers to delicate originals such as extremely thin paper.

Paper feed method for thin paper

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
Normal Feed Position 		Delicate Feed	-
		Normal Feed	-
		Manual Feed	-
Delicate Feed Position 		Delicate Feed	✓
		Normal Feed	-
		Manual Feed	✓

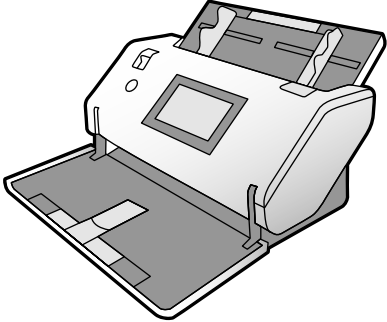
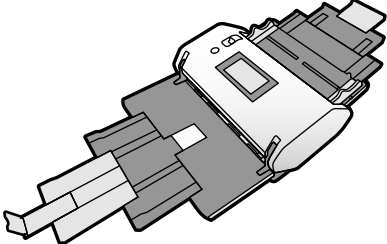
Related Information

➡ [“Placing Thin Paper” on page 56](#)

Specifications of Long Paper

Size	Thickness	Paper Type	Loading Capacity
Width: 50.8 to 304.8 mm (2.0 to 12.0 in.) Length: 431.8 to 5588.0 mm (17.0 to 220.0 in.)	50 to 130 g/m ²	Plain paper Fine paper Recycled paper	1 sheet

Paper feed method for long paper

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
Normal Feed Position 		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓
Delicate Feed Position 		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓

Related Information

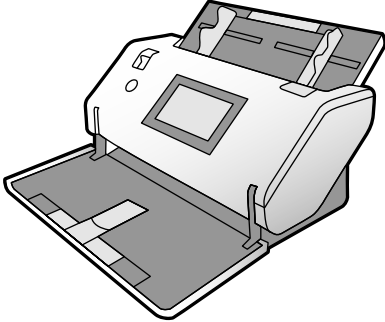
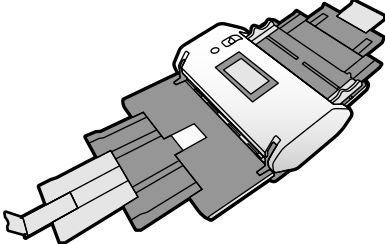
➔ [“Placing Long Paper” on page 58](#)

Specifications of Envelopes

Standard	Size	Thickness	Loading Capacity
C6	114 x 162 mm (4.49 x 6.38 in.) (standard size)	0.38 mm (0.015 in.) or less	10 sheets*
DL	110 x 220 mm (4.33 x 8.66 in.) (standard size)		

* With Manual Feed () , you can only scan originals one by one.

Paper feed method for envelopes

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
Normal Feed Position 		Delicate Feed	-
		Normal Feed	✓
		Manual Feed	✓
Delicate Feed Position 		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓

Related Information

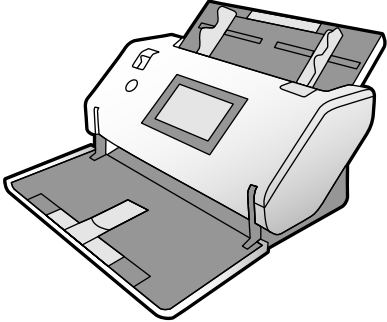
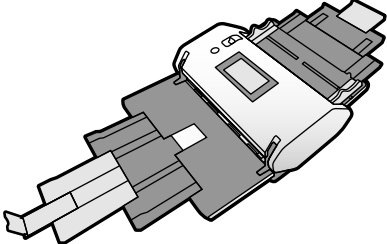
➔ [“Placing Envelopes” on page 64](#)

Specifications of Plastic Cards

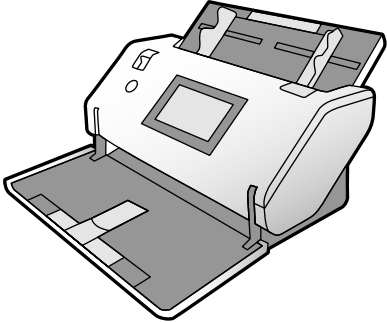
Size	With embossing	Thickness	Loading Capacity	Loading Direction
ISO7810 ID-1 Type 54.0 x 85.6 mm (2.1 x 3.3 in.)	With embossing	1.24 mm (0.05 in.) or less	1 sheet	Vertical (Portrait)
	Without embossing	1.1 mm (0.04 in.) or less	5 sheets*	

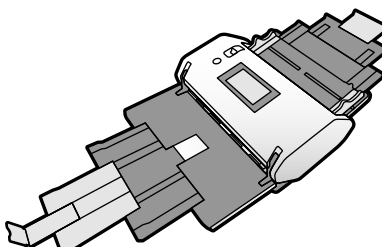
* With Manual Feed () , you can only scan originals one by one.

Paper feed method for plastic cards (with embossing)

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
Normal Feed Position 		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓
Delicate Feed Position 		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓

Paper feed method for plastic cards (without embossing)

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
Normal Feed Position 		Delicate Feed	-
		Normal Feed	✓
		Manual Feed	✓

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓

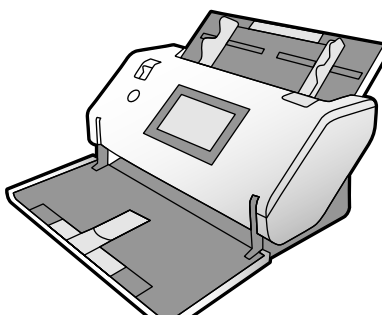
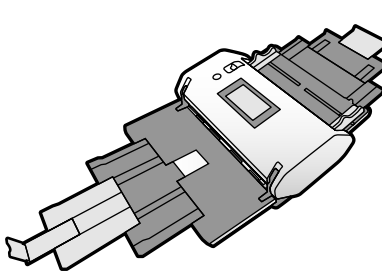
Related Information

➔ [“Placing Plastic Cards” on page 66](#)

Specifications of Laminated Cards

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

Paper feed method for laminated cards

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓
		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓

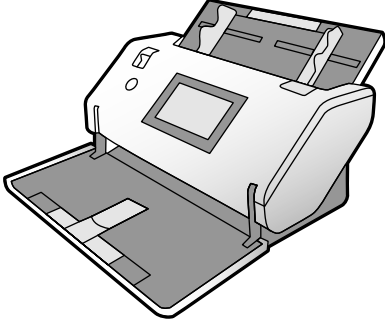
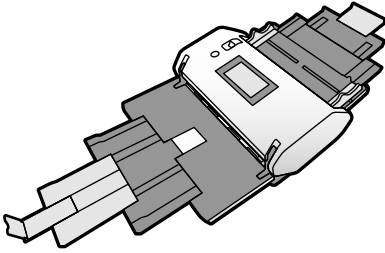
Related Information

➡ [“Placing Laminated Cards” on page 68](#)

Specifications of Booklets

Size	Thickness	Type	Loading Capacity
Max. size: A5 size (A4 in a two-page spread)	2 mm (0.08 in.) (The total thickness of the closed booklet)	Passbooks or similar documents	One

Paper feed method for booklets

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
Normal Feed Position 		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓
Delicate Feed Position 		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓

Related Information

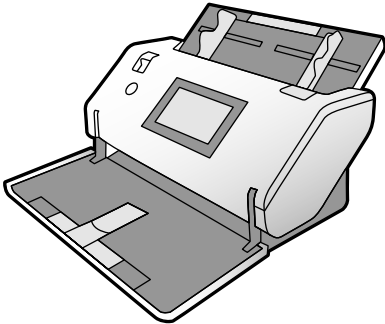
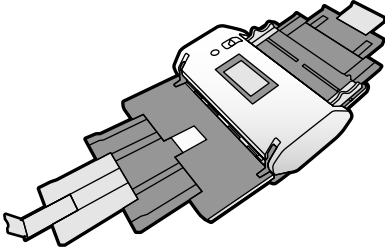
➡ [“Placing a Booklet” on page 71](#)

Specifications for Passports

You can scan a passport by using a separately sold passport carrier sheet.

Thickness	Loading Capacity
5 mm (0.20 in.) or less (The total thickness of the closed passport placed in the passport carrier sheet)	One

Paper feed method for passport carrier sheets

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
Normal Feed Position 		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓
Delicate Feed Position 		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓

Related Information

- ➔ [“Carrier Sheet Codes” on page 27](#)
- ➔ [“Placing a Passport” on page 73](#)

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 important documents or photos which must not be damaged, thin paper, or irregular shaped originals with this sheet.

Type of Original	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: ☐ Width: up to 431.8 mm (17 in.) * ² ☐ Length: up to 297 mm (11.7 in.) * ³	0.3 mm (0.01 in.) or less (excluding Carrier Sheet)	10 sheets * ⁴

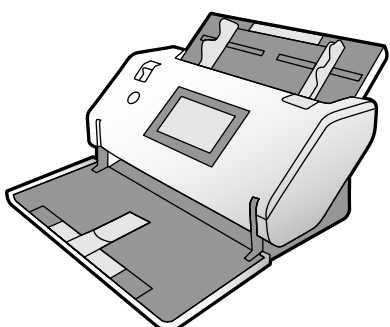
*¹ Fold in half to set.

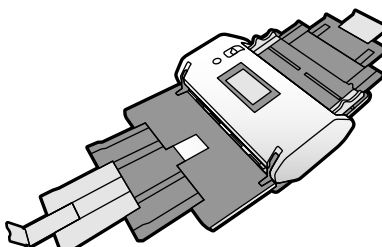
*² Originals that are wider than 215.9 mm (8.5 in.) need to be folded in half.

*³ To scan an original of about 297 mm long, securely insert the leading edge of the original into the full depth of the Carrier Sheet. When you select **Auto Detect** as the **Document Size** setting in the application, the full length of the Carrier Sheet may be scanned.

*⁴ With Manual Feed () , you can only scan originals one by one.

Paper feed method for Carrier Sheet

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
		Delicate Feed	-
		Normal Feed	✓
		Manual Feed	-

Position of Scanner	Position of Feed Selector		✓: Supported -: Unsupported
		Delicate Feed	-
		Normal Feed	-
		Manual Feed	✓

Related Information

➔ [“Carrier Sheet Codes” on page 27](#)

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 wrinkles or fold lines
- ☐ Perforated originals
- ☐ Original with labels or stickers (including a glued small piece of paper)
- ☐ Carbonless paper
- ☐ Curled originals
- ☐ Coated paper

Important:

Carbonless paper contains chemical substances that may damage the rollers inside the scanner. Check the following points when scanning originals of carbonless paper.

- ☐ Clean the Pickup Roller and the Separation Roller regularly.
- ☐ Scanning carbonless paper may reduce the service life of the rollers compared with scanning plain paper.

Note:

- ☐ Wrinkled originals may be scanned better if you slow down the feeding speed during scanning or smooth out the wrinkles before loading.
- ☐ To scan originals that are easily damaged or wrinkled, 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. See Document Capture Pro help on how to specify the settings of Epson Scan 2 from Document Capture Pro.
- ☐ Labels or stickers must be firmly stuck to the originals with no glue protruding.
- ☐ Try to flatten the curled originals before scanning.

Types of Originals that Must Not be Scanned

This section lists the types of originals that must not be scanned

- ☐ Photos
- ☐ Bound originals* (thicker than 2 mm (0.08 in.) when closed)
- ☐ 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
- ☐ Originals such as OHP film
- ☐ Originals with carbon paper on the back
- ☐ Originals with wet ink
- ☐ Originals with sticky notes attached

Note:

- ☐ **You can scan bound originals having a total thickness of 2 mm (0.08 in.) or less in A5 size (A4 in a two-page spread).*
- ☐ *Do not feed valuable photos, 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 to use the Carrier Sheet (sold separately).*
- ☐ *Ripped, wrinkled, or curled originals can also be scanned if you use the Carrier Sheet (sold separately).*

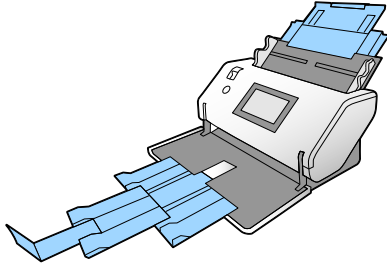
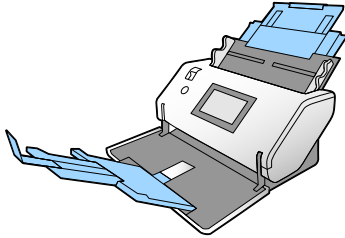
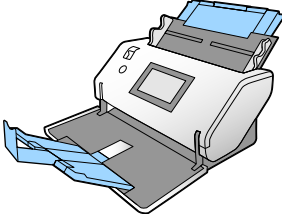
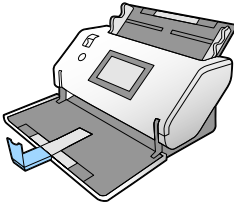
Placing Originals

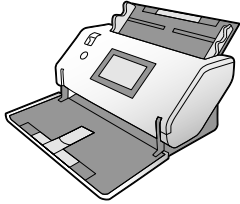
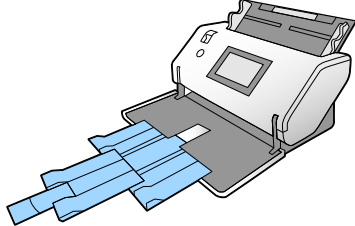
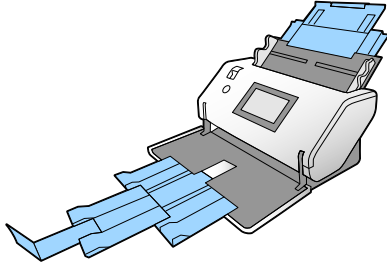
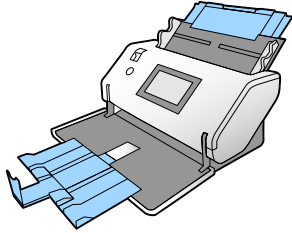
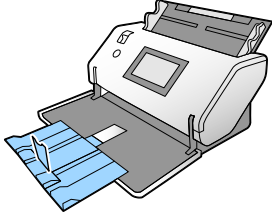
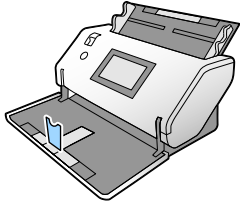
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Combination of Input Tray and Output Tray

Extend the input tray and output tray according to the length of the originals.
See the following table for details.

Normal Feed Position

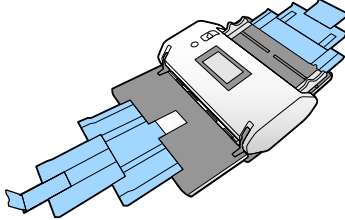
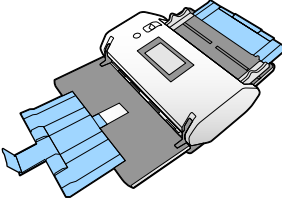
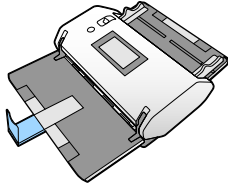
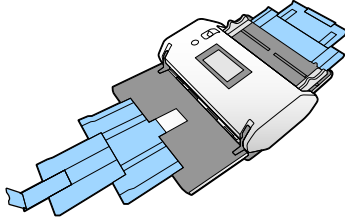
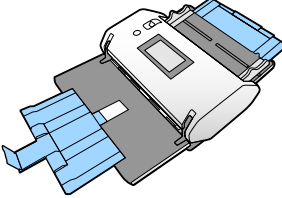
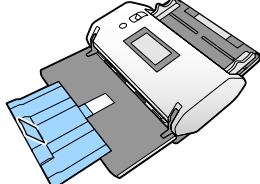
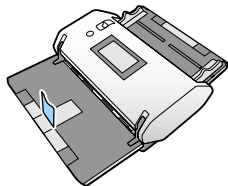
Originals	Positions
A3 original with fold lines	
☐ Legal to A3 ☐ A3 to RA3	
Letter to A4 (Portrait)	
Letter to A4 (Landscape)	

Originals	Positions
Long paper	 
☐ A3 thin paper ☐ A2 original with fold lines ☐ Envelope ☐ A4 carrier sheet	
☐ Thin paper ☐ Thick paper ☐ Booklet	
Passport (Passport carrier sheet)	
☐ Card (Laminated card) ☐ Vouchers and small originals	

Note:

- ☐ Raise the stopper if the originals fall from the tray.
- ☐ Adjust the position of the stopper according to the length of the originals.

Delicate Feed Position

Originals	Positions
☐ A3 original with fold lines ☐ Legal to A3 ☐ A3 to RA3 ☐ A3 thin paper ☐ A2 original with fold lines	
Letter to A4 (Portrait)	
Letter to A4 (Landscape)	
☐ Envelope ☐ A4 carrier sheet	
☐ Thin paper ☐ Thick paper ☐ Booklet	
Passport (Passport carrier sheet)	
☐ Card (Laminated card) ☐ Vouchers and small originals	

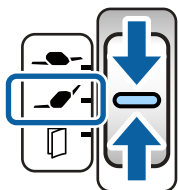
Note:

- ☐ Raise the stopper if the originals fall from the tray.
- ☐ Adjust the position of the stopper according to the length of the originals.

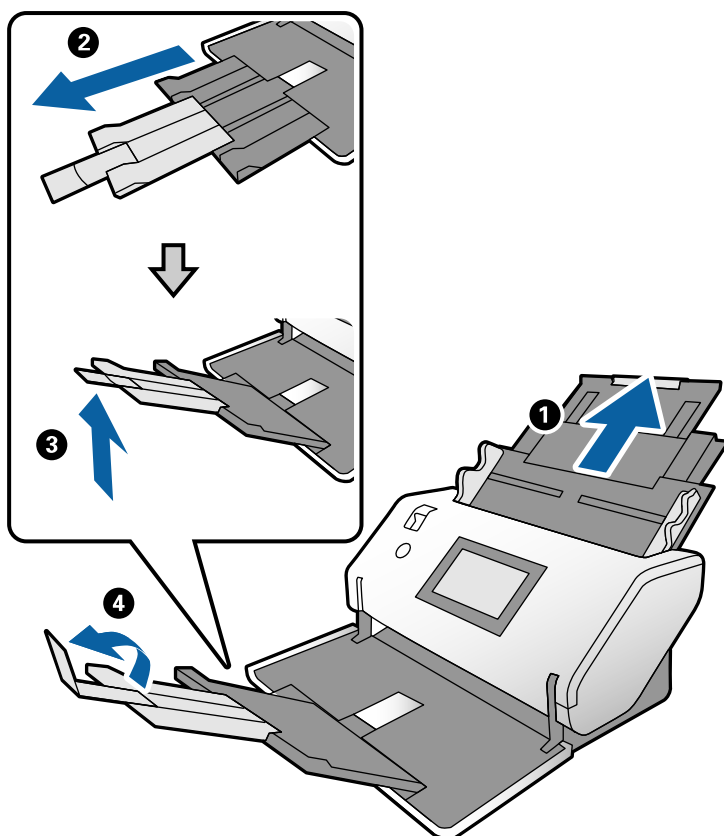
Placing Standard Size Originals

This section explains how to place the originals when the paper feeding mode is in Normal Feed as an example.

1. Set the feed selector to  (Normal Feed).



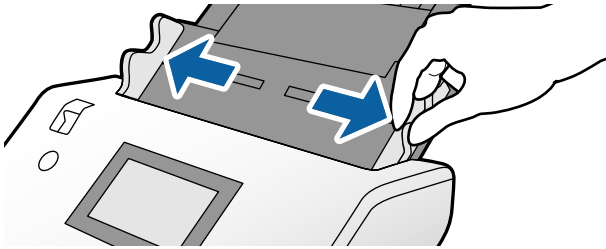
2. Extend the input tray extension. Pull out the output tray extension to the length of the original. Raise the stopper if necessary.



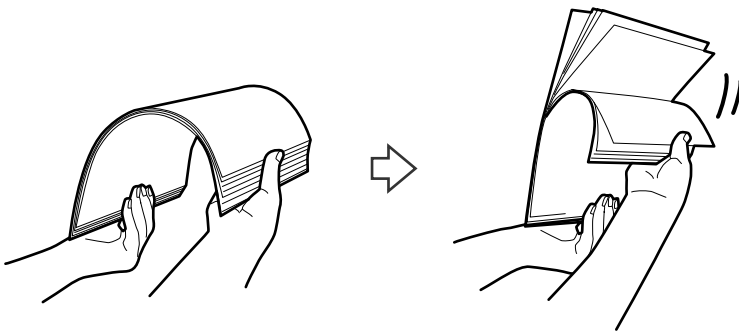
Note:

- ☐ To stack the original properly, pull out the output tray and output tray extension so that it is slightly longer than the length of the original.
- ☐ For warped originals, do not pull up the output tray.
- ☐ If thick originals bump into the output tray and fall from it, store the output tray and do not use it. Let the ejected originals stack directly onto the table where the scanner is placed.
- ☐ If scanned images are still affected by ejected originals hitting the table surface the scanner is placed on, move the scanner to the edge of the table where the ejected originals can drop freely, and catch them directly.

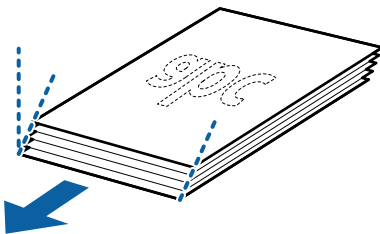
3. While holding the tab, slide the edge guides all the way out.



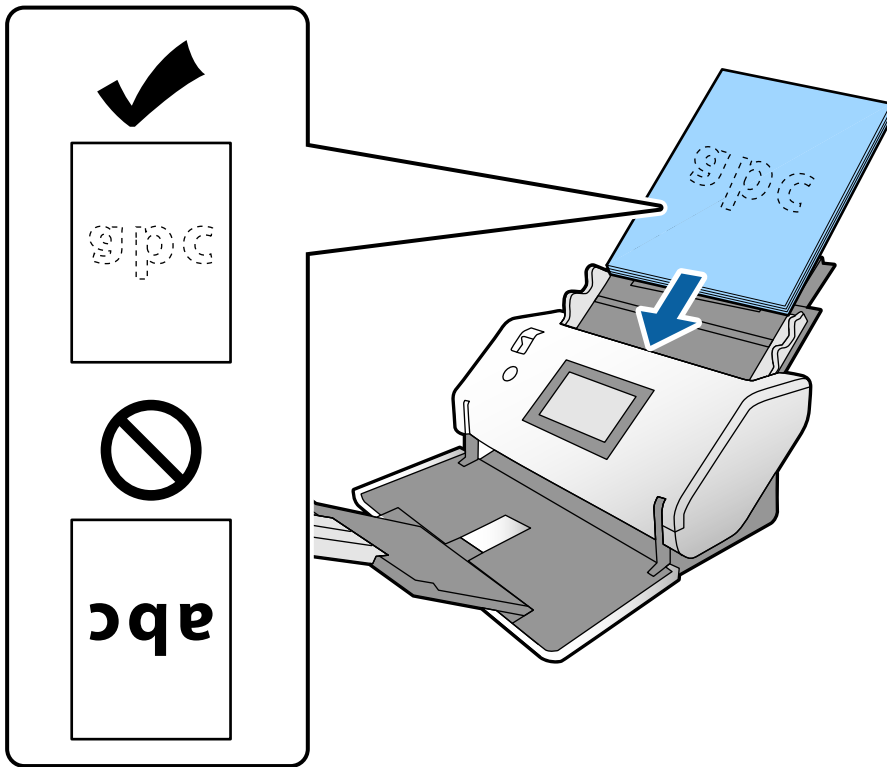
4. Fan the originals.
Hold both ends of the originals and fan them a few times.



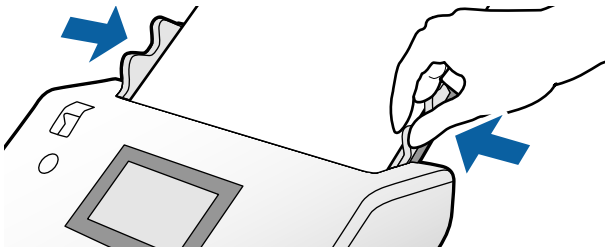
5. Align the edges of the originals with the side to be scanned facing down and slide the leading edge into a wedge shape.



6. Load the originals with the side to be scanned facing down and the leading edge directed to the ADF. Insert the originals into the ADF until they meet resistance.

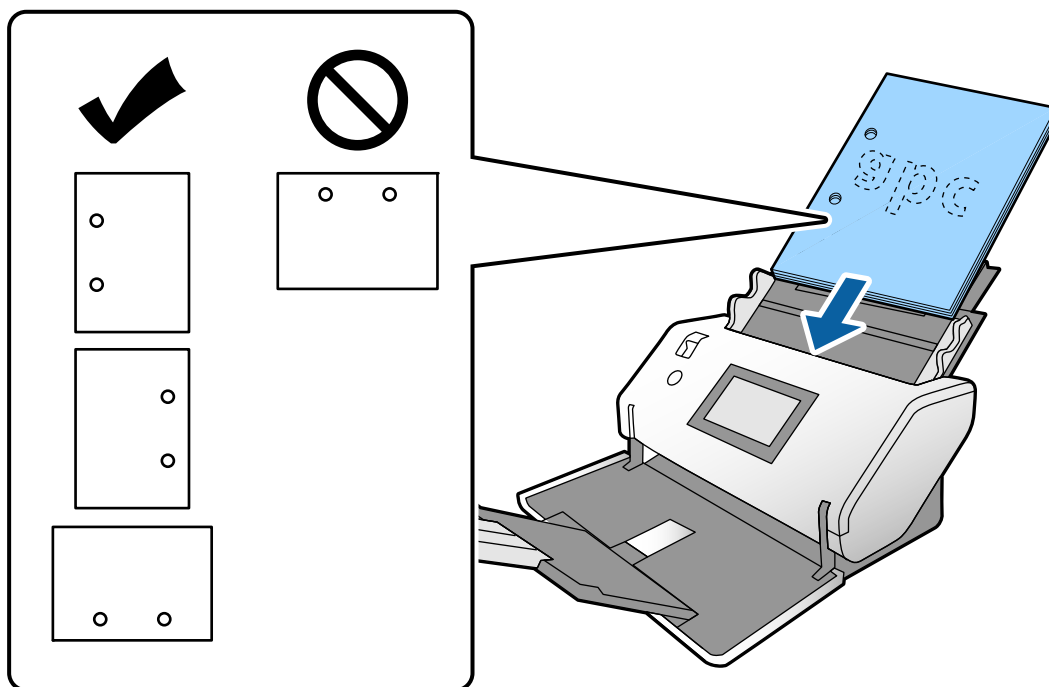


7. Adjust the edge guides to fit the originals without any gap. Otherwise, the originals may be fed skewed.



Note:

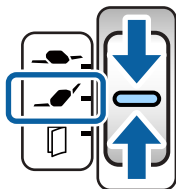
- ❑ To scan originals with punch holes such as loose-leaf paper, load the originals with the holes on the left side, right side, or bottom. There must not be any holes within a 30 mm (1.2 in.) strip at the center of the originals. However, there can be holes within 30 mm (1.2 in.) from the leading edge of the originals. Make sure that the edges of the punch holes do not have burrs or curls.



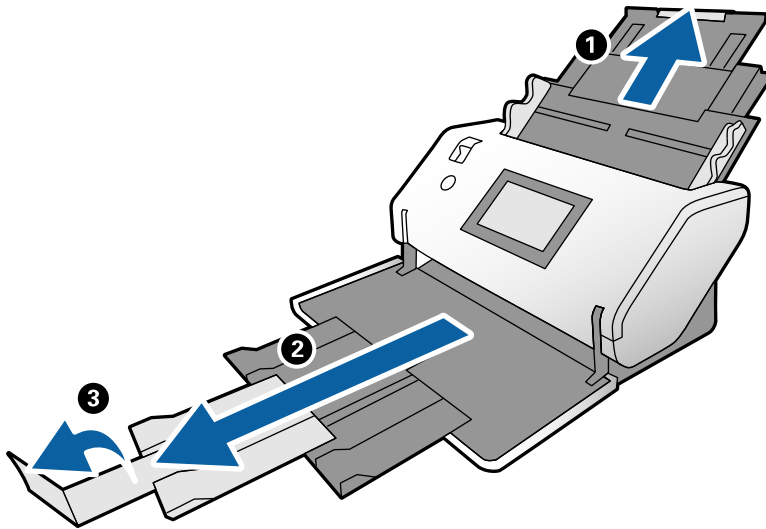
- ❑ If paper jams or double feeds frequently occur when scanning wrinkled paper, try to enable **Slow** to solve this problem. To do this, on the control panel, tap **Settings** > **Scanner Settings** > **Slow** and set it to **On** to slow down the feeding speed.

Placing A3 Size Originals with Fold Lines

1. Set the feed selector to  (Normal Feed).



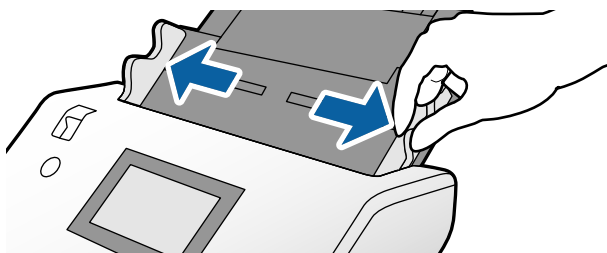
2. Extend the input tray extension. Pull out the output tray extension to the length of the original. Raise the stopper if necessary.



Note:

- ❑ To stack the original properly, pull out the output tray and output tray extension so that it is slightly longer than the length of the original.
- ❑ If thick originals bump into the output tray and fall from it, store the output tray and do not use it. Let the ejected originals stack directly onto the table where the scanner is placed.
- ❑ If scanned images are still affected by ejected originals hitting the table surface the scanner is placed on, move the scanner to the edge of the table where the ejected originals can drop freely, and catch them directly.

3. While holding the tab, slide the edge guides all the way out.

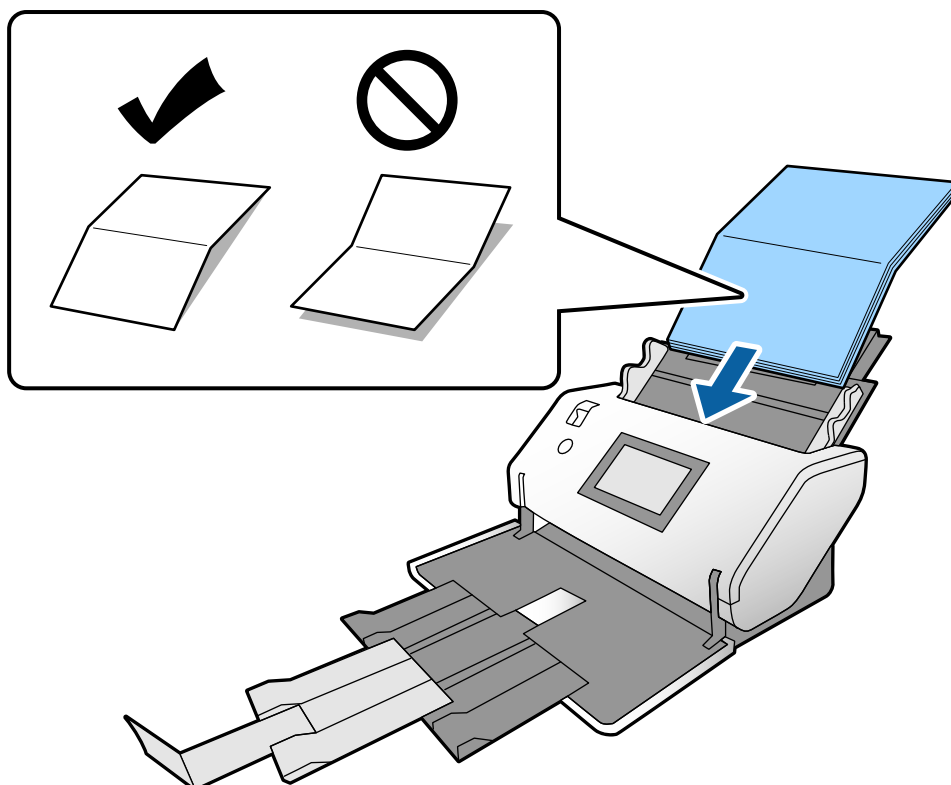


4. Follow the instructions below to load originals with a fold.

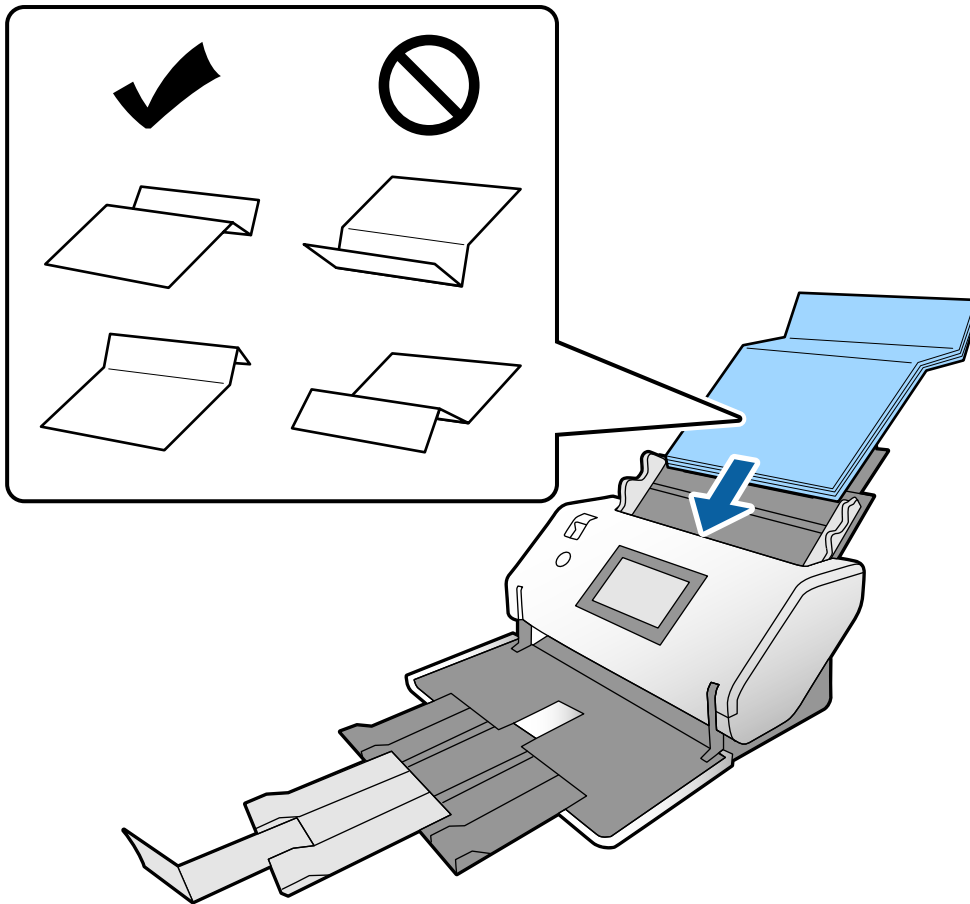
Note:

Depending on the folded state of the original, it may not be fed correctly. In this case, support both ends of the originals with your hands.

- ❑ Originals creased in the middle

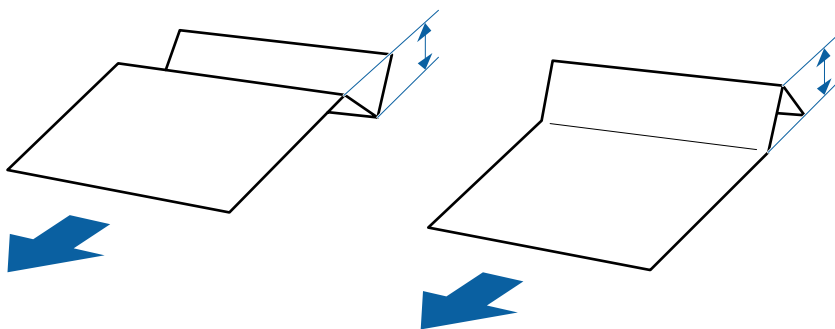


❑ Originals with a bound fold



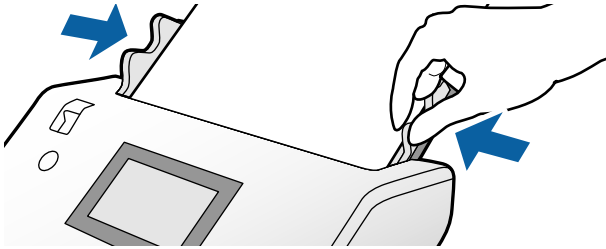
Note:

Originals with a hard fold line may not be fed properly. Spread such originals in advance so that the height of the fold is 15 mm or less.



Insert the paper into the ADF until it meets resistance.

5. Adjust the edge guides to fit the originals without any gap. Otherwise, the originals may be fed skewed.



Placing Thin Paper

This section describes how to load multiple pieces of thin paper at a time.

Thin paper refers to delicate originals such as extremely thin paper.

Note:

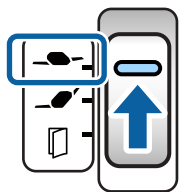
- ❑ To scan one by one with manual insertion, we recommend that you use **Automatic Feeding Mode(Continuous)**.
- ❑ To scan thin paper, make the necessary settings in Epson Scan 2.

Open Epson Scan 2. On the Main Settings tab, select **White** as the **Background Color**.

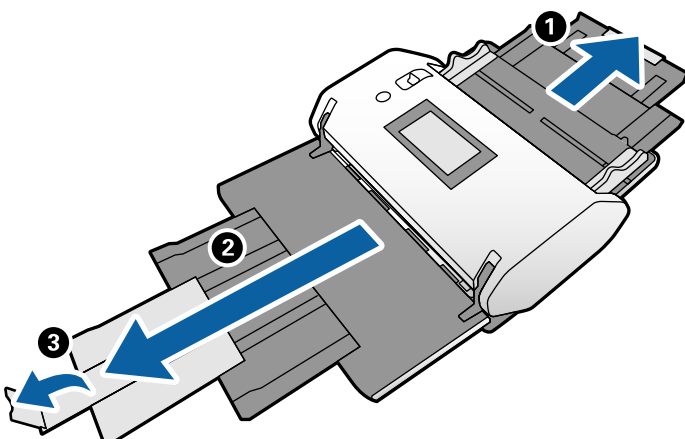
When **Auto Detect** or **Passport** is selected as the **Document Size**, and **Paper Skew** is selected as the **Correct Document Skew** you cannot select **White** as the **Background Color**.

This section explains how to place the originals when the paper feeding mode is in Delicate Feed as an example.

1. Set the scanner in the Delicate Feed Position.
2. Set the feed selector to  (Delicate Feed).



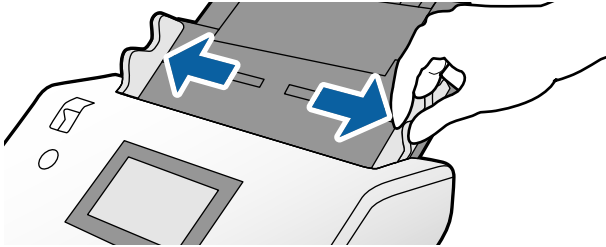
3. Extend the input tray extension. Pull out the output tray extension to the length of the original. Raise the stopper if necessary.



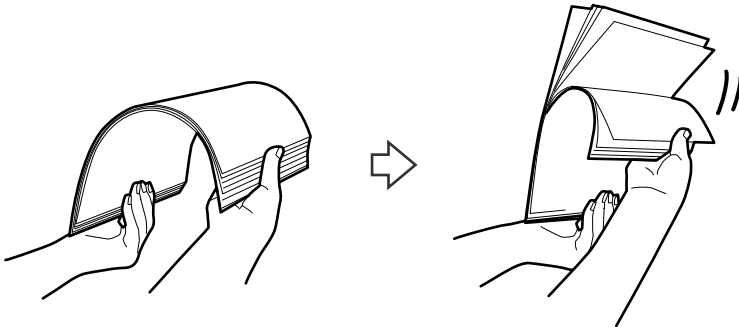
Note:

To stack the original properly, pull out the output tray and output tray extension so that it is slightly longer than the length of the original.

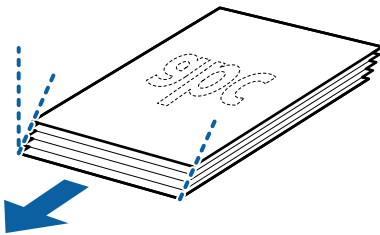
4. While holding the tab, slide the edge guides all the way out.



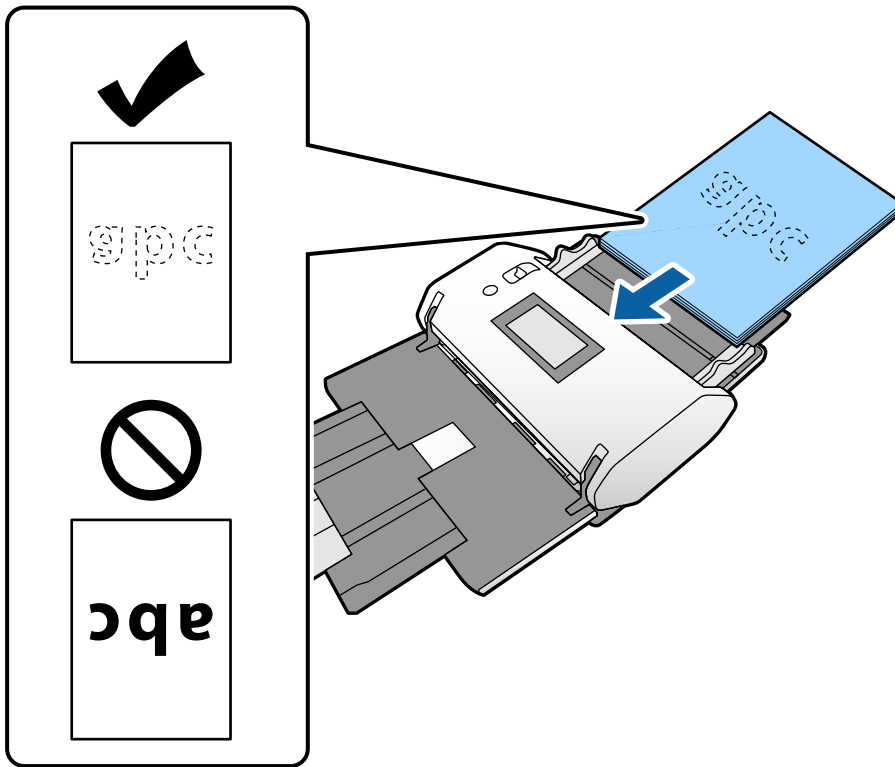
5. Fan the originals.
Hold both ends of the originals and fan them a few times.



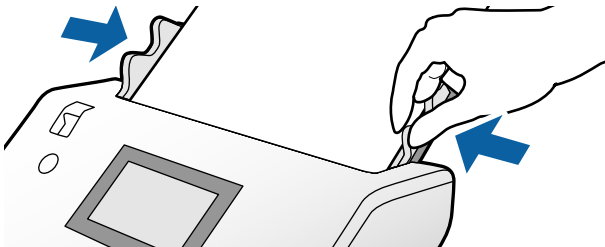
6. Align the edges of the originals with the side to be scanned facing down and slide the leading edge into a wedge shape.



7. Load the originals with the side to be scanned facing down and the leading edge directed to the ADF. Insert the paper into the ADF until it meets resistance.



8. Adjust the edge guides to fit the original without any gap. Otherwise, the original may be fed skewed.

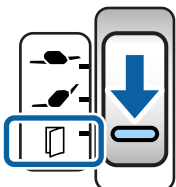


Related Information

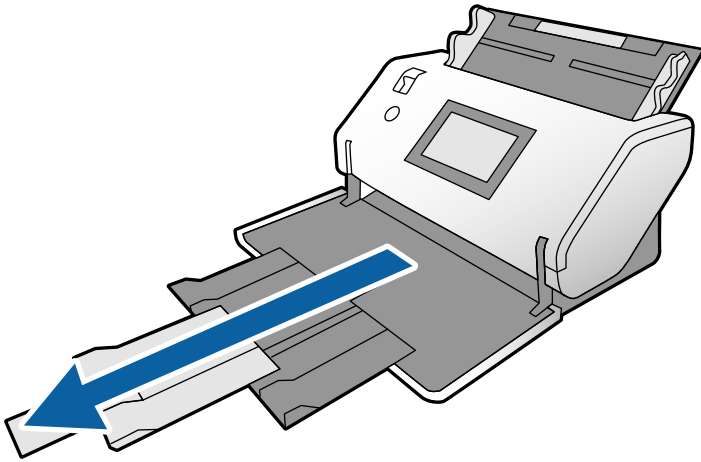
➡ [“Scanning by Manual Feed in Automatic Feeding Mode\(Continuous\)” on page 102](#)

Placing Long Paper

1. Set the feed selector to  (Manual Feed).



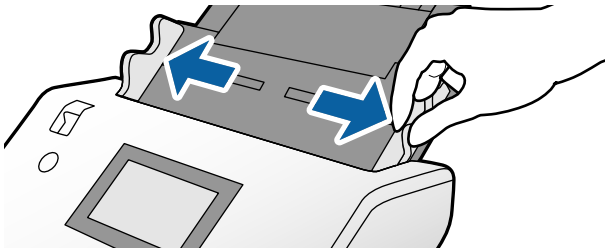
2. Pull out the output tray extension to the length of the original.



Caution:

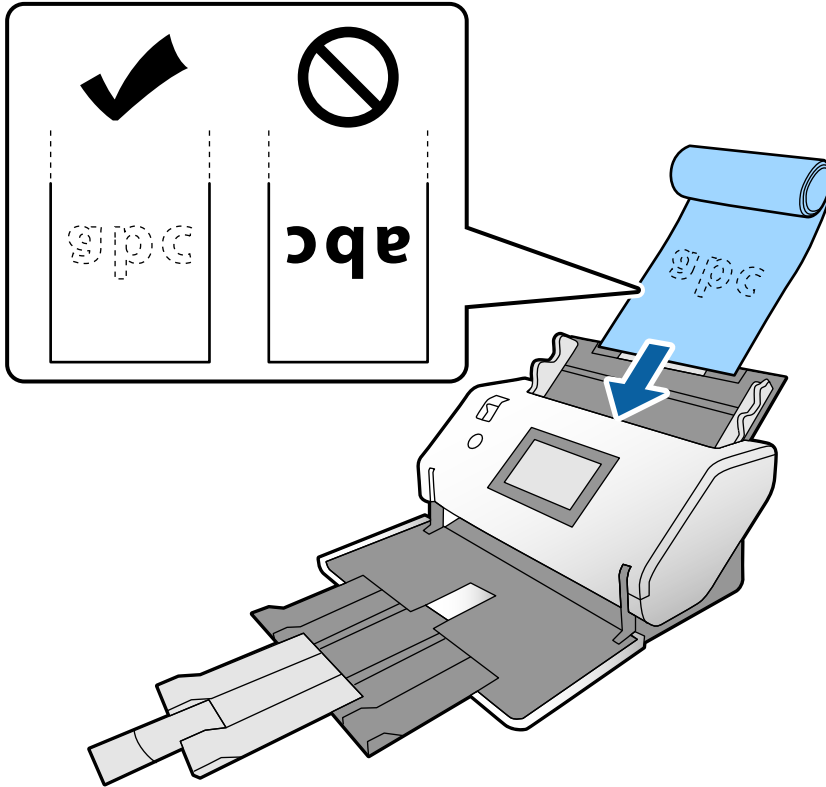
Do not raise the stopper.

3. While holding the tab, slide the edge guides all the way out.

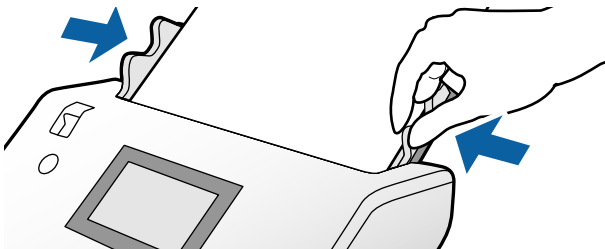


4. Load the original straight into the input tray with the side to be scanned facing down and its leading edge directed to the ADF.

Insert the original into the ADF until it meets resistance.



5. Adjust the edge guides to fit the original without any gap. Otherwise, the original may be fed skewed.



Note:

- ❑ You can scan various long paper in the following resolutions.

Approx. 1346 mm (53 in.) or less: up to 600 dpi

Approx. 5461 mm (215 in.) or less: up to 300 dpi

Approx. 5588 mm (220 in.) or less: up to 200 dpi

- ❑ You need to specify the size of the long paper original in Epson Scan 2. Open the Epson Scan 2 window.

You can specify the paper size of the long paper in the following three ways:

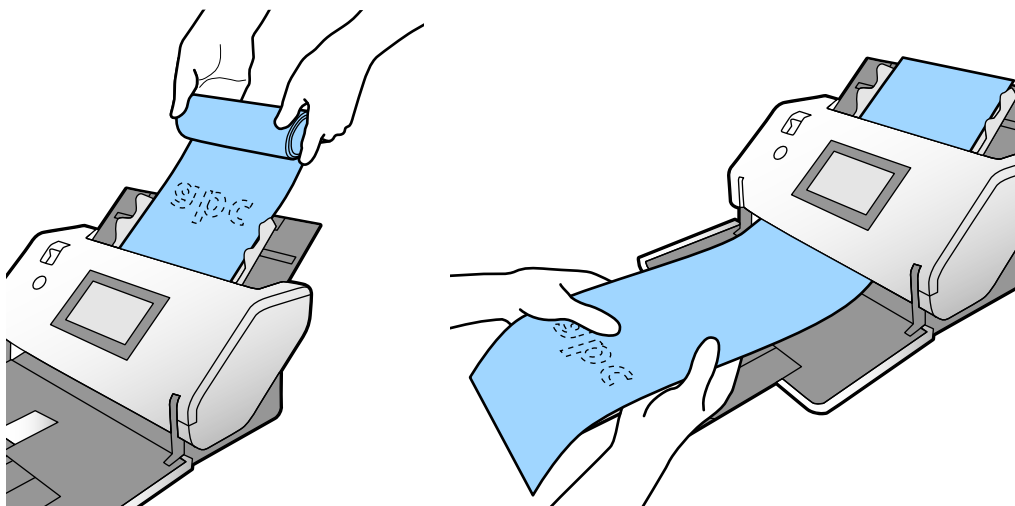
- If the paper length is 3,048 mm (120 in.) or less, you can select **Auto Detect (Long Paper)** to detect the size automatically.

- If the paper length exceeds 3,048 mm (120 in.), select **Customize** and specify the length and the width.

- If the paper length is 5,461 mm (215 in.) or less, you can select **Detect paper length** to detect only the length automatically. If the paper is longer than 5,461 mm (215 in.), specify both the length and the width of the paper.

See Document Capture Pro help on how to specify the settings of Epson Scan 2 from Document Capture Pro.

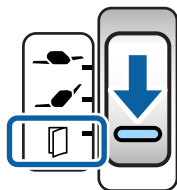
- ❑ Support the long paper at both ends with your hands to prevent it from falling off the ADF or being stacked and jammed or dropped from the output tray.



Placing Large Size Originals

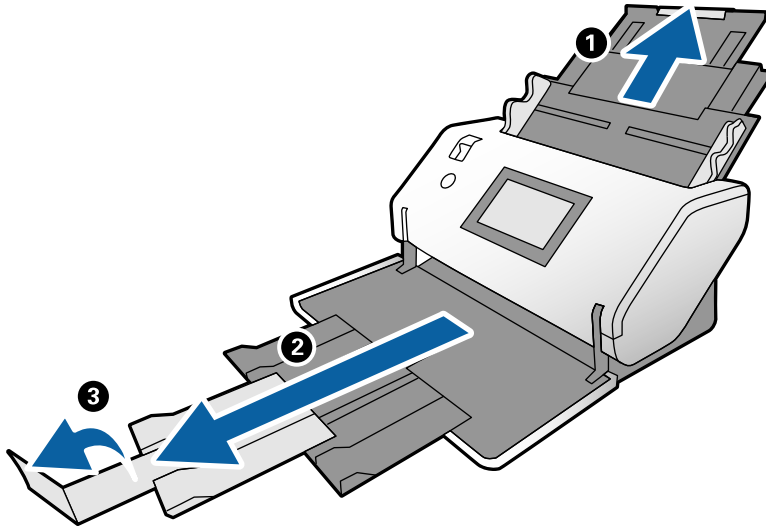
Large size originals refer to originals of a size larger than A3 and equal to or smaller than A2.

1. Set the feed selector to  (Manual Feed).

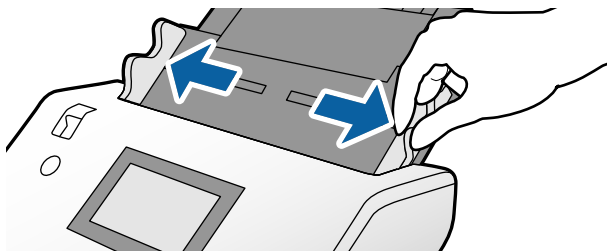


If you set it to  (Delicate Feed), you can scan the Carrier Sheet in the Delicate Feed Position.

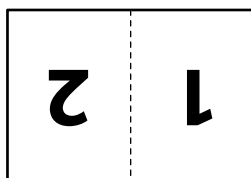
2. Extend the input tray extension. Pull out the output tray extension to the length of the original. Raise the stopper if necessary.



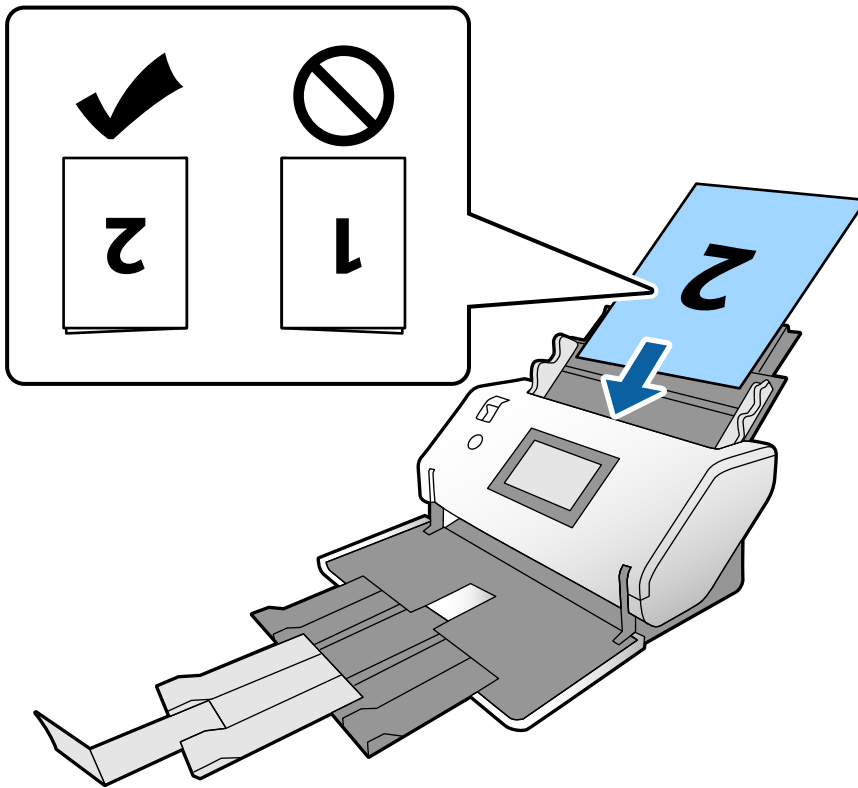
3. While holding the tab, slide the edge guides all the way out.



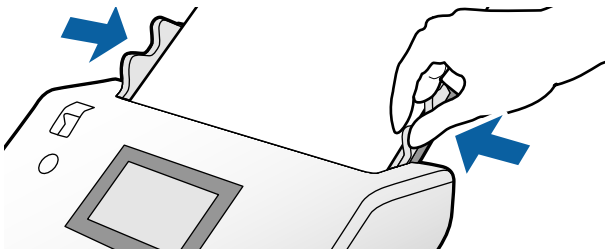
4. Firmly fold the original in half so that the side to be scanned is facing out.



5. Load the original in the input tray with the second page facing up and the leading edge directed to the ADF. Insert it into the ADF until it meets resistance.



6. Adjust the edge guides to fit the originals without any gap. Otherwise, the originals may be fed skewed.



Note:

- ❑ When using the Carrier Sheet, align the edge guides with the Carrier Sheet without any gap. Otherwise, the Carrier Sheet cannot be recognized correctly.
- ❑ To scan both sizes of the original and combine the scanned images, specify the necessary settings in Epson Scan 2 window.

Open the Epson Scan 2 window. Select **Double-Sided** from **Scanning Side**, and select **Left & Right** from **Stitch Images**. See the Epson Scan 2 help for details. See Document Capture Pro help on how to specify the settings of Epson Scan 2 from Document Capture Pro.

- ❑ Select **Large Originals** from **Scan Settings** in Epson Scan 2.

Placing Envelopes

Note:

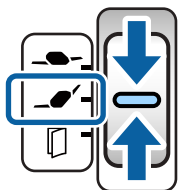
- ❑ Select the appropriate rotation angle in the **Rotate** setting, or select **Auto Rotation** (or **Auto**) in the application for scanning.
- ❑ To scan envelopes, specify the necessary settings in the Epson Scan 2 window.

Open the Epson Scan 2 window. Select the **Main Settings** tab > **Detect Double Feed** > **Off** in this order. See the Epson Scan 2 help for details.

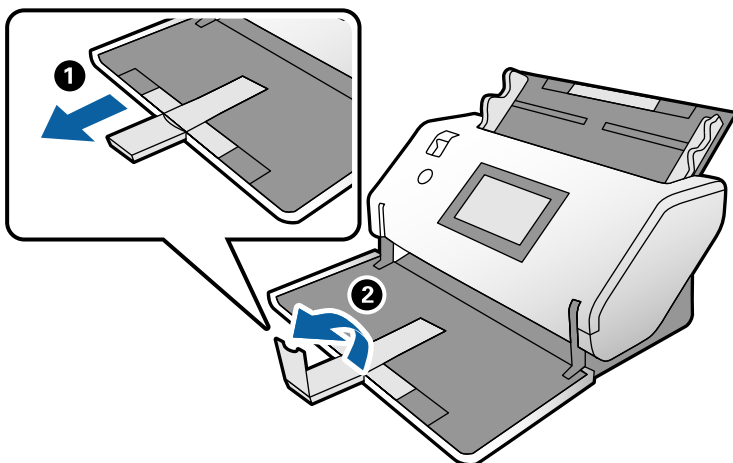
When **Detect Double Feed** in the Epson Scan 2 window is enabled and a double feed error occurs, remove the envelope from the ADF and reload it. On the control panel, set **DFDS Function** to **On** to disable **Detect Double Feed** for only the next scan, and then scan again. **DFDS Function** disables **Detect Double Feed** for only one envelope. See Document Capture Pro help on how to specify the settings of Epson Scan 2 from Document Capture Pro.

This section explains how to place the originals when the paper feeding mode is in Normal Feed as an example.

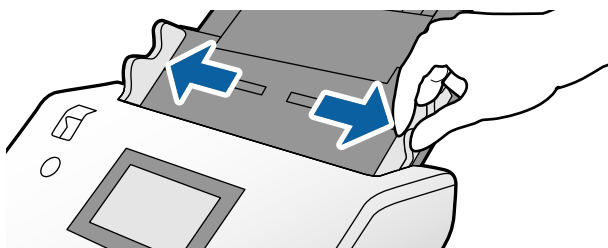
1. Set the feed selector to  (Normal Feed).



2. Pull out the output tray extension and raise the stopper.

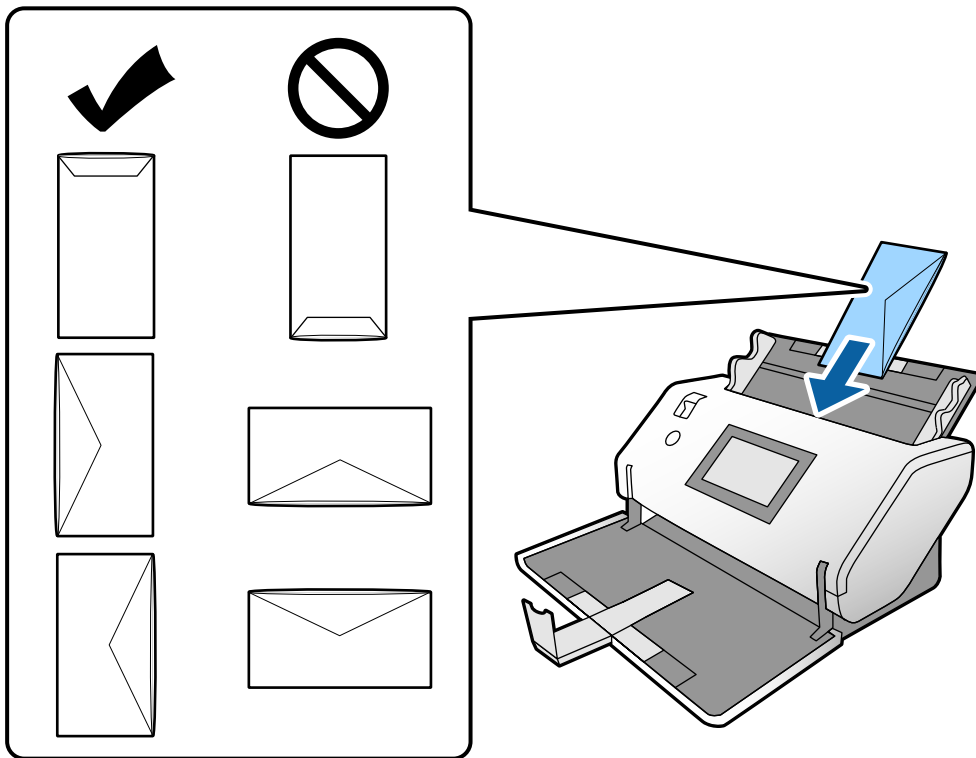


3. While holding the tab, slide the edge guides all the way out.



4. Load the envelopes longitudinally with the side to be scanned facing down into the input tray. For envelopes with an open end (flap portion) on the shorter side, load the envelope with the open end (flap side) placed at the top.

Insert the envelope into the ADF until it meets resistance.



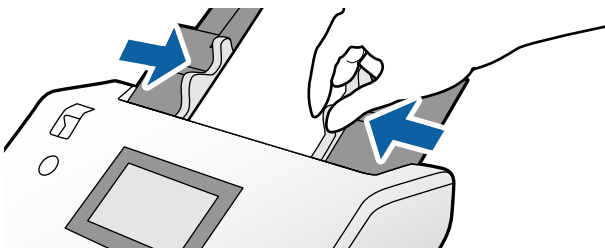
Important:

Do not load envelopes with adhesives on them.

Note:

- ☐ Envelopes that are not cut cleanly at the flap edge when opened may not be scanned correctly.
- ☐ Envelopes that have not yet been sealed can be loaded with the flap open and facing up.

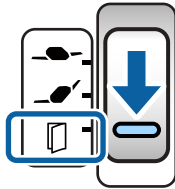
5. Align the edge guides with the envelopes. Otherwise, the envelopes may be fed skewed.



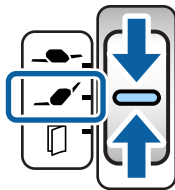
Placing Plastic Cards

1. Set the feed selector as following:

☐ With embossing:  (Manual Feed)



☐ Without embossing:  (Normal Feed)



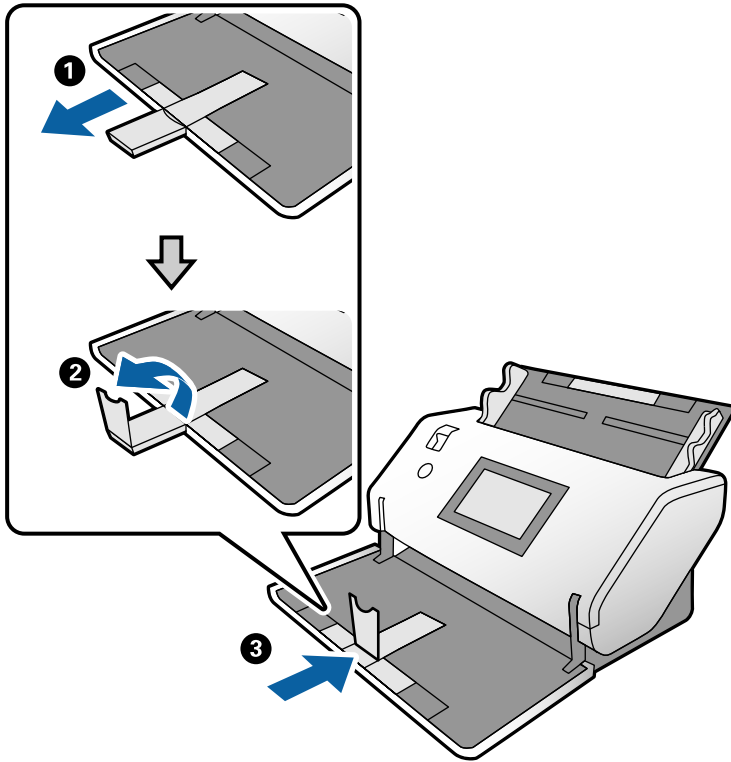
Note:

To scan plastic cards without embossing, specify the necessary settings in the Epson Scan 2 window.

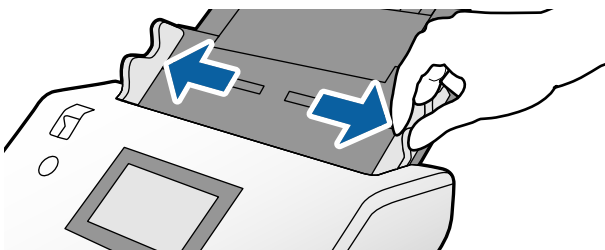
On the **Main Settings** tab in Epson Scan 2, select **Plastic Card** in **Document Size**, or select **Off** for **Detect Double Feed**. See the Epson Scan 2 help for details.

When **Detect Double Feed** in the Epson Scan 2 is enabled and a double feed error occurs, remove the card from the ADF and reload it. Set **DFDS Function** on the control panel to **On** to disable **Detect Double Feed** for only the next scan, and then scan again. **DFDS Function** disables **Detect Double Feed** for only one sheet.

2. Pull out the output tray extension and raise the stopper. Then, push back the output tray extension.

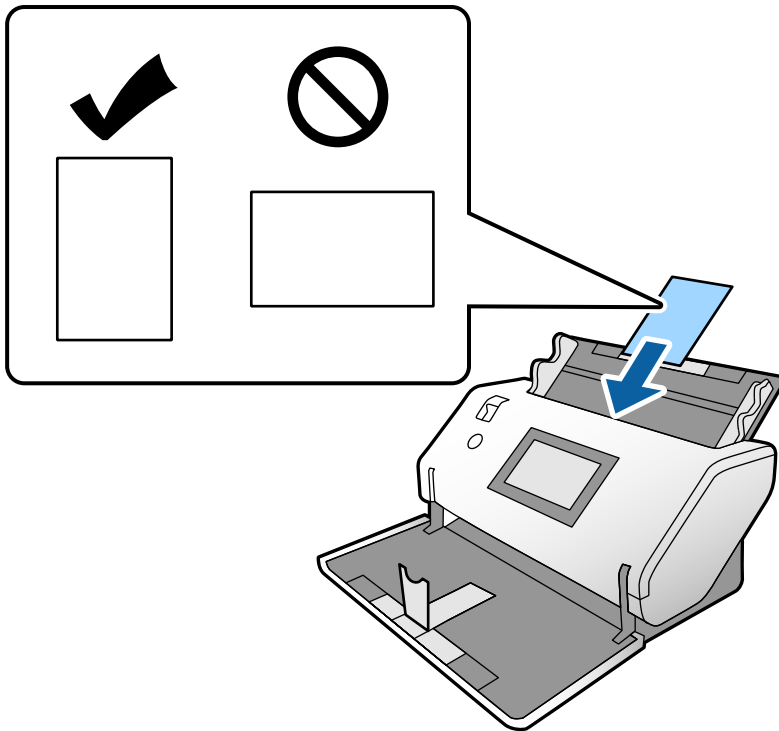


3. While holding the tab, slide the edge guides all the way out.



4. Load the cards with the side to be scanned facing down and their leading edge directed to the ADF. Insert the cards into the ADF until they meet resistance.

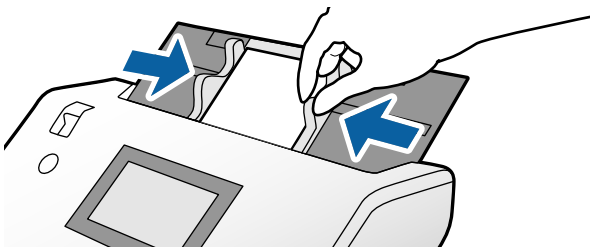
For embossed cards, load them with the emboss surface facing down.



Important:

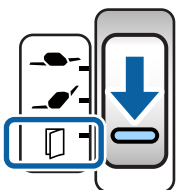
Do not load plastic cards laterally.

5. Align the edge guides with the cards.

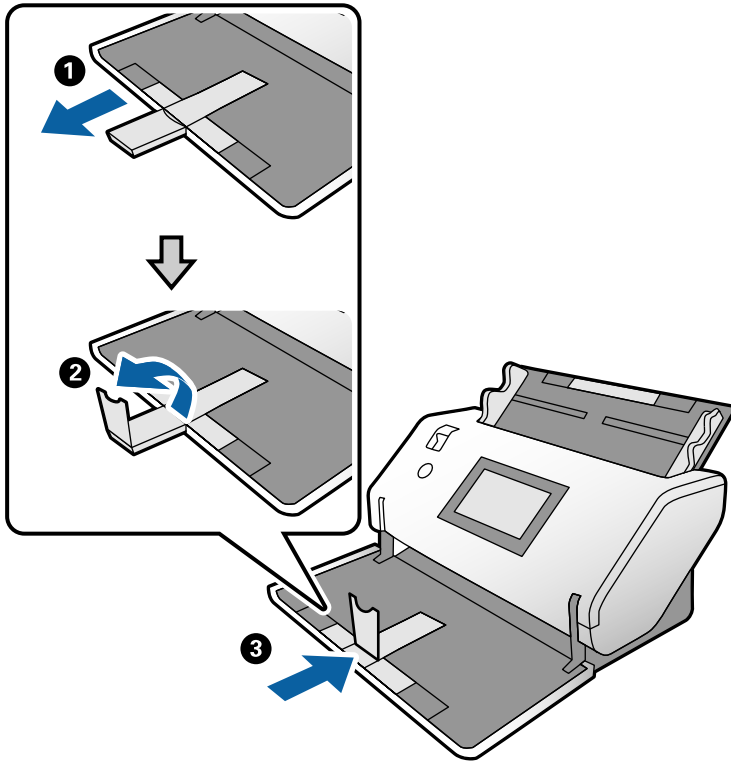


Placing Laminated Cards

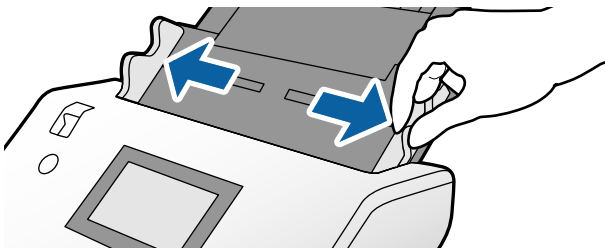
1. Set the feed selector to  (Manual Feed).



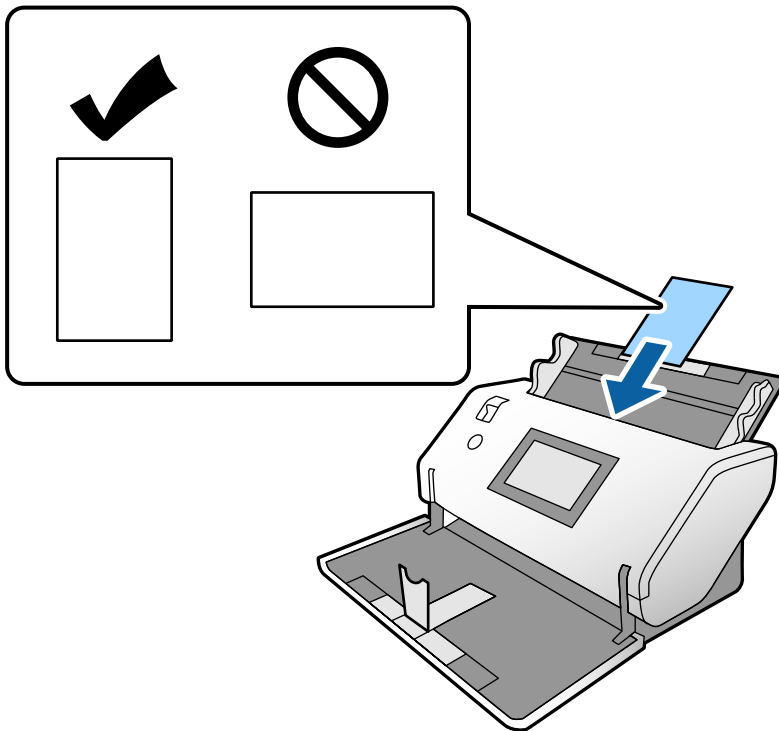
2. Pull out the output tray extension and raise the stopper. Then, push back the output tray extension.



3. While holding the tab, slide the edge guides all the way out.



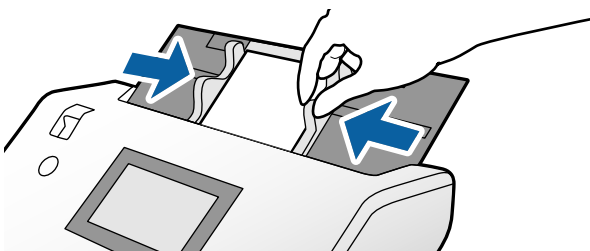
4. Load the cards with the side to be scanned facing down and their leading edge directed to the ADF. Insert the cards into the ADF until they meet resistance.



Important:

Do not load the cards laterally.

5. Align the edge guides with the cards.



Note:

To scan laminated cards, specify the necessary settings in the Epson Scan 2 window. In the **Scan Settings** window, press the **Detailed Settings** button to open the Epson Scan 2 window.

- ❑ 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.

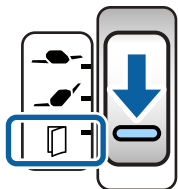
- ❑ In the **Main Settings** tab, select **Off** in **Detect Double Feed**. See the Epson Scan 2 help for details.

When **Detect Double Feed** in the Epson Scan 2 window is enabled and a double feed error occurs, remove the card from the ADF and reload it. On the control panel, set **DFDS Function** to **On** to disable **Detect Double Feed** for only the next scan, and then scan again. **DFDS Function** disables **Detect Double Feed** for only one sheet.

- ❑ See Document Capture Pro help on how to specify the settings of Epson Scan 2 from Document Capture Pro.

Placing a Booklet

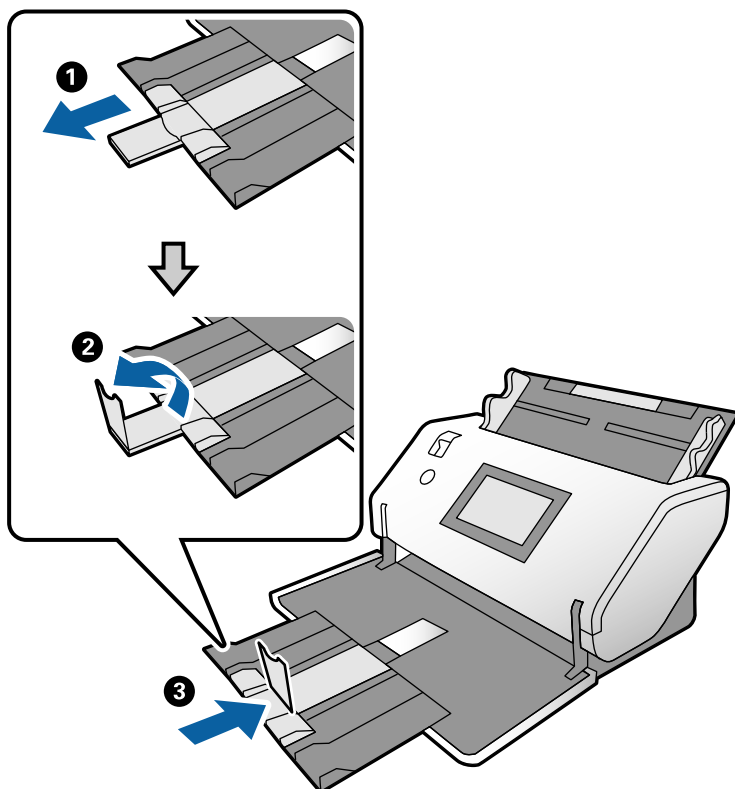
1. Set the feed selector to  (Manual Feed).



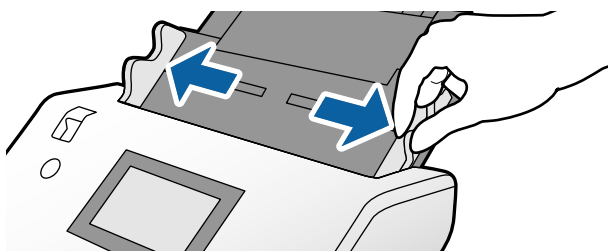
2. Pull out the output tray extension and raise the stopper. Push back the output tray extension so as to fit the size of the booklet.

Note:

To scan an A5 size booklet, make sure to pull out the output tray extension before scanning.

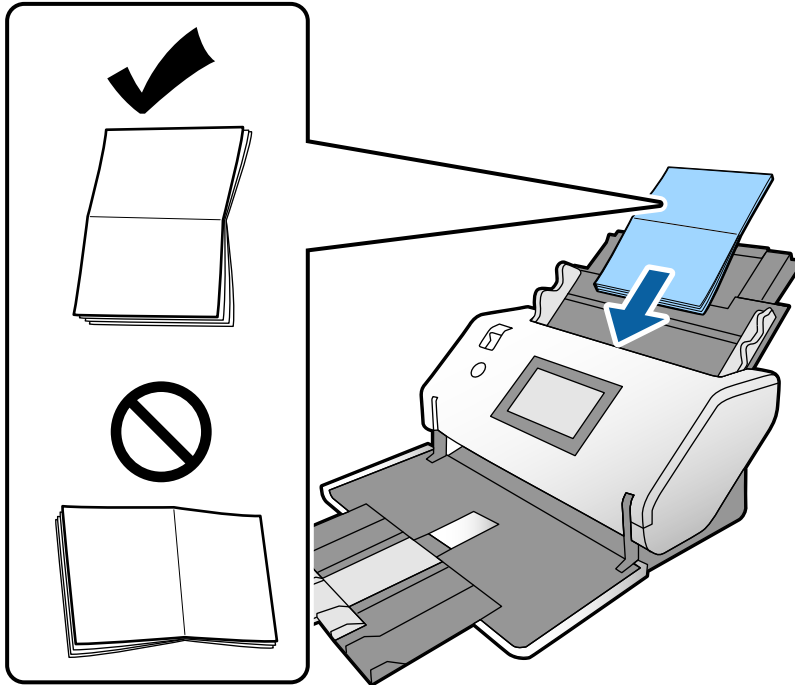


3. While holding the tab, slide the edge guides all the way out.



4. Load the booklet into the input tray with the printed surface facing down, and the thicker side pointing down, as shown in the diagram.

Insert the booklet into the ADF until it meets resistance.



5. Align the edge guides with the booklet.



Note:

To scan a booklet, specify the necessary settings in the Epson Scan 2 window.

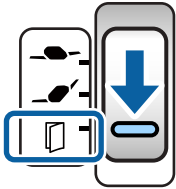
Open the Epson Scan 2 window. In the **Main Settings** tab, select **Off** for **Detect Double Feed**. See the Epson Scan 2 help for details.

Select **Booklet** from **Scan Settings** in Epson Scan 2.

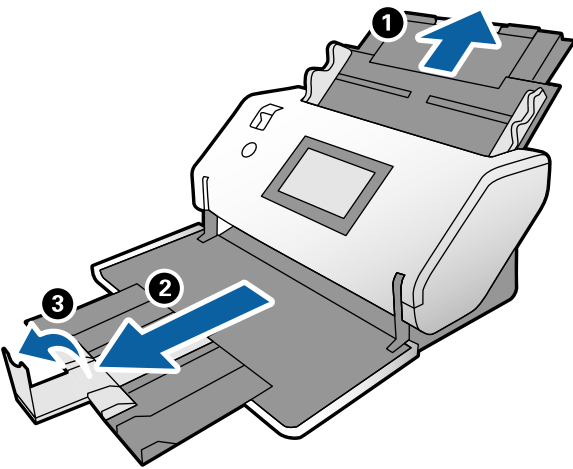
See Document Capture Pro help on how to specify the settings of Epson Scan 2 from Document Capture Pro.

Placing a Passport

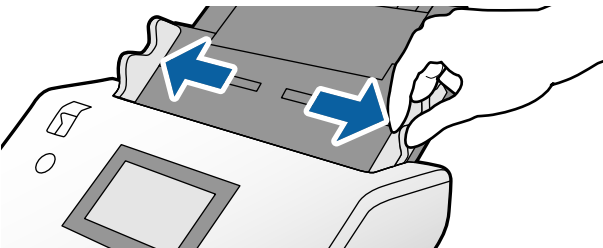
1. Set the feed selector to  (Manual Feed).



2. Extend the input tray extension. Pull out the output tray and output tray extension, and then raise the stopper.

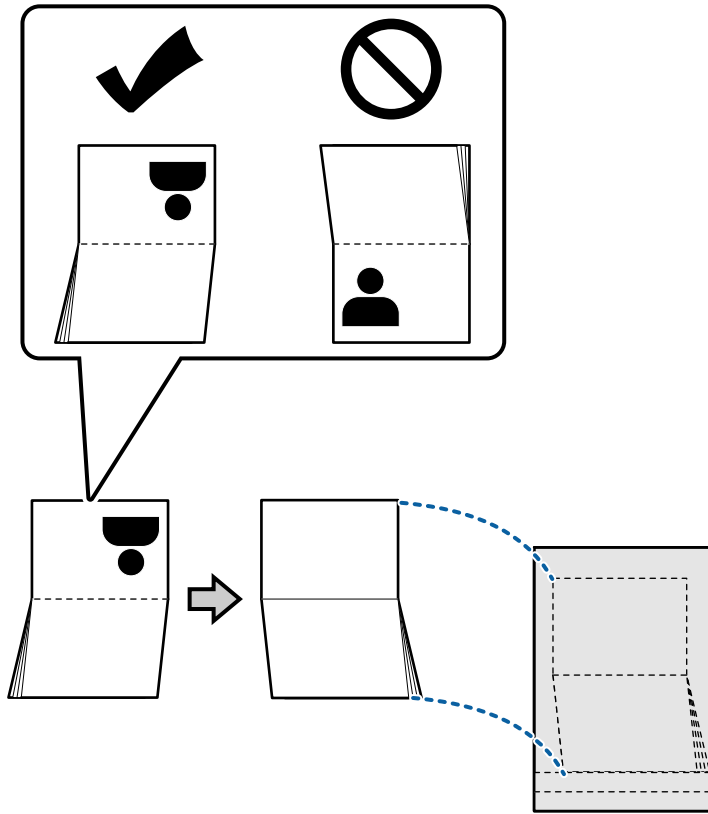


3. While holding the tab, slide the edge guides all the way out.



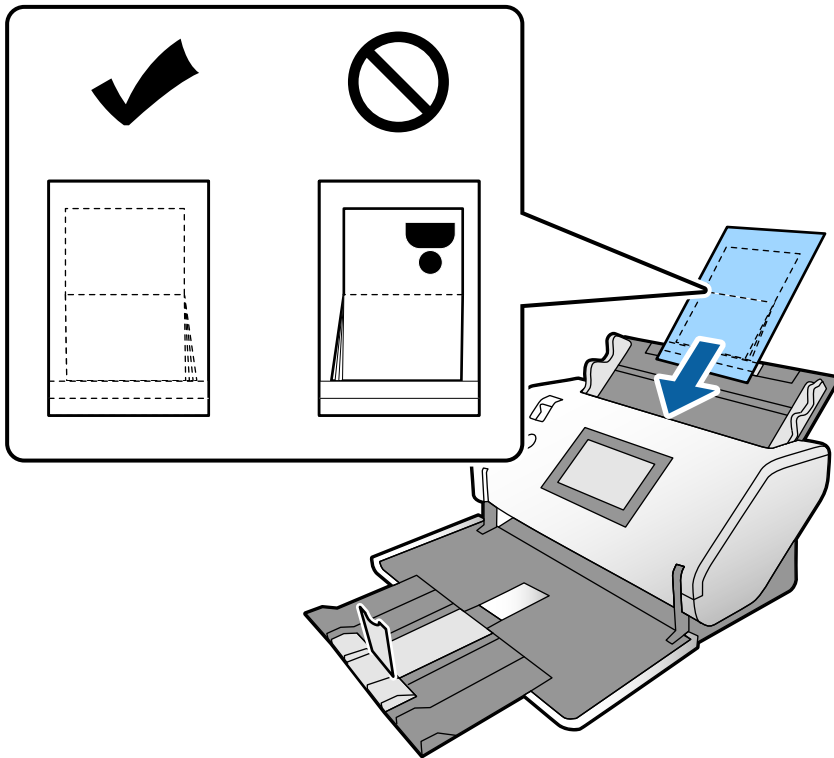
4. Load the passport with the thicker side aligned with the leading edge so that the side with the larger number of pages is pointing towards the leading edge.

As shown in the diagram below, insert the passport into the Passport Carrier Sheet with the side to be scanned facing down.

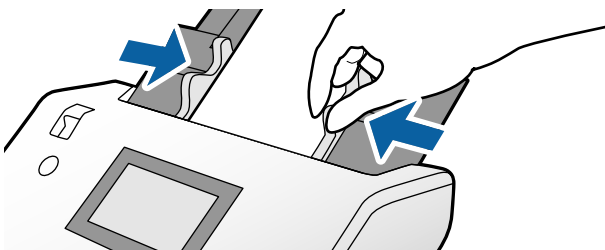


5. Load it into the input tray with the side to be scanned facing down and the side having a larger number of pages directed to the leading edge.

Insert the Passport Carrier Sheet into the ADF until it meets resistance.



6. Adjust the edge guides to fit the Passport Carrier Sheet without any gap.



Note:

To scan the Passport Carrier Sheet, specify the appropriate setting in the Epson Scan 2

Open the Epson Scan 2. On the Main Settings tab, select **Single-Sided** as the **Scanning Side** and **Passport** as the **Document Size**. See the Epson Scan 2 help for details.

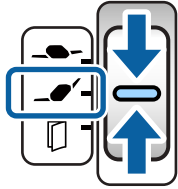
Select **Passport** from **Scan Settings** in Epson Scan 2.

See Document Capture Pro help on how to specify the settings of Epson Scan 2 from Document Capture Pro.

Do not use a Passport Carrier Sheet that is scratched or has been scanned more than 3,000 times.

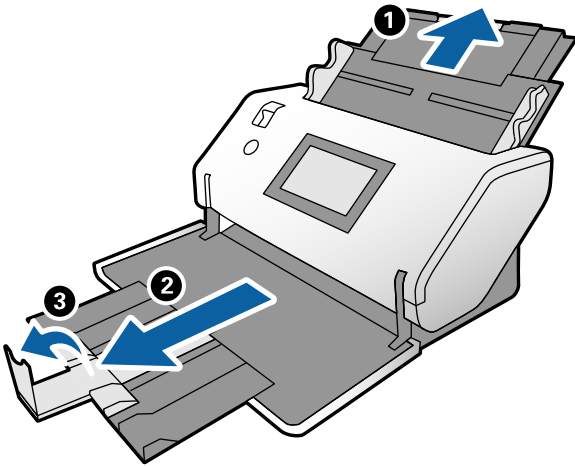
Placing Irregular Shaped Originals

1. Set the feed selector to  (Normal Feed).

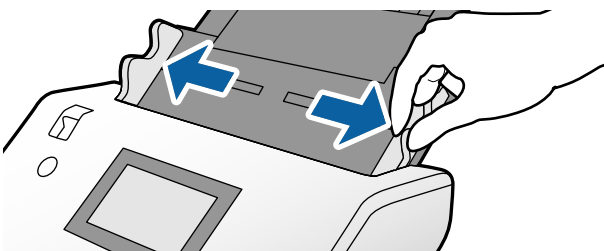


If you set it to  (Delicate Feed), you can scan the Carrier Sheet in the Delicate Feed Position.

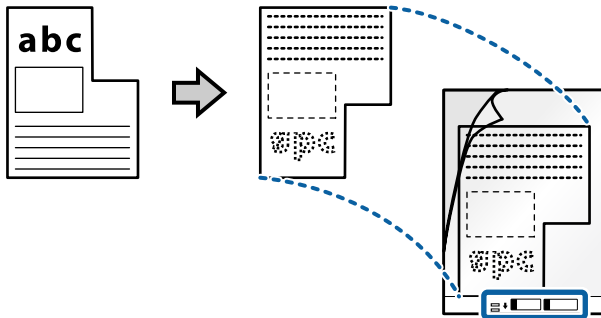
2. Extend the input tray extension. Pull out the output tray and output tray extension, and then raise the stopper.



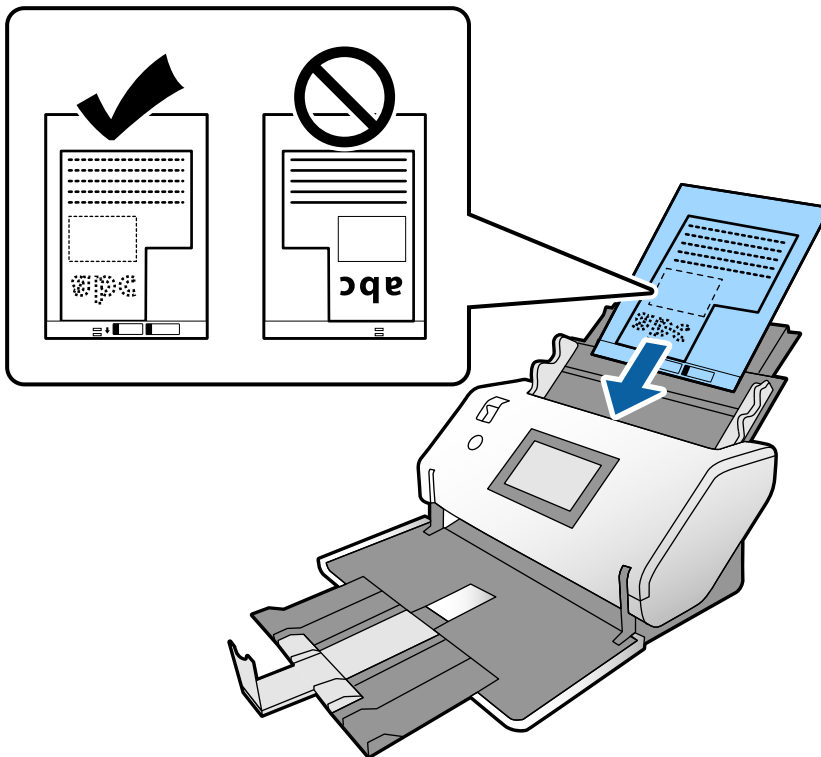
3. While holding the tab, slide the edge guides all the way out.



4. Make sure that the illustration at the edge of the Carrier Sheet is facing the front, and the original is facing the back when you insert the original into the Carrier Sheet.



5. Load the Carrier Sheet with its leading edge directed to the ADF. Insert it into the ADF until it meets resistance.

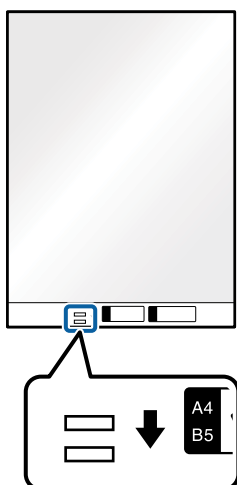


6. Align the edge guides with the Carrier Sheet without any gap. Otherwise, the Carrier Sheet may be fed skewed.



Note:

- ❑ Do not use 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 with a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting in Epson Scan 2, the image is automatically scanned by applying **Paper Skew** in the **Correct Document Skew** setting.
- ❑ Only use a Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the leading edge. Keep the holes clean and not covered.

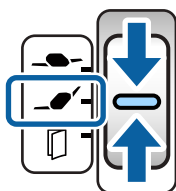


Related Information

➔ [“Carrier Sheet Codes” on page 27](#)

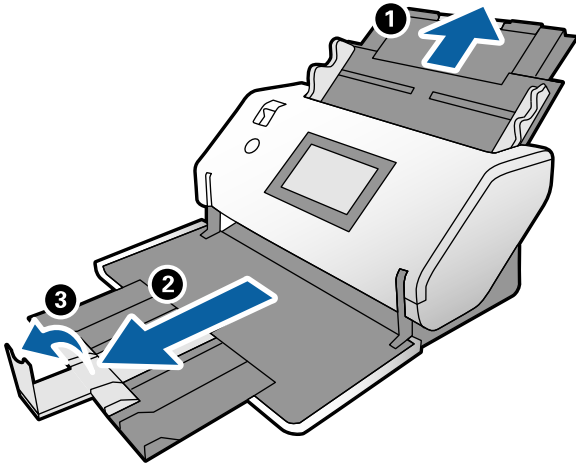
Placing Photographs

1. Set the feed selector to  (Normal Feed).

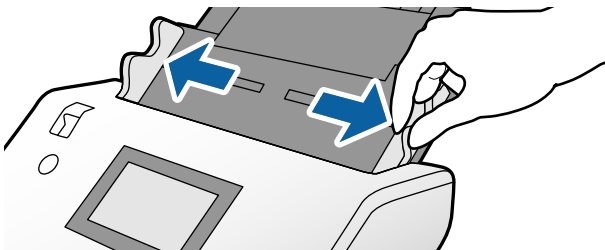


If you set it to  (Delicate Feed), you can scan the Carrier Sheet in the Delicate Feed Position.

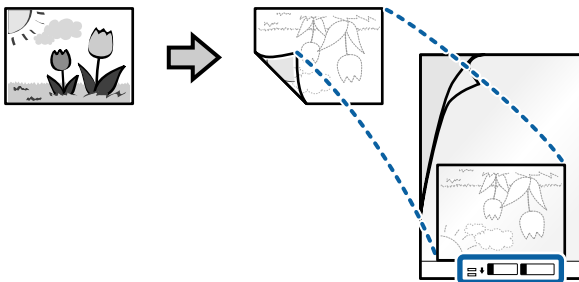
2. Extend the input tray extension. Pull out the output tray and output tray extension, and then raise the stopper.



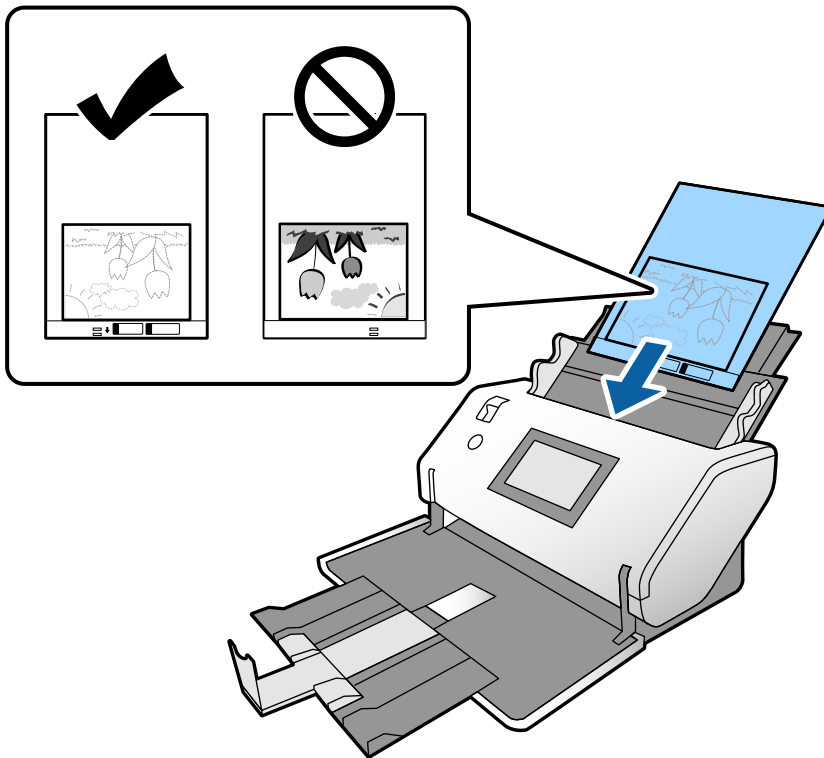
3. While holding the tab, slide the edge guides all the way out.



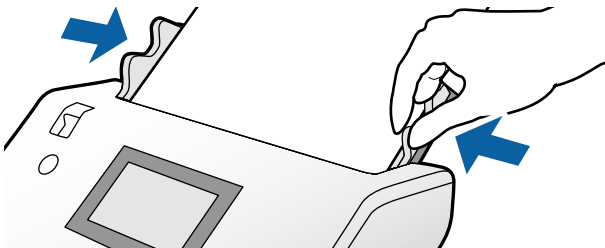
4. Make sure that the illustration at the edge of the Carrier Sheet is facing the front, and the original is facing the back when you insert the original into the Carrier Sheet.



5. Load the Carrier Sheet with its leading edge directed to the ADF.
Insert the sheet into the ADF until it meets resistance.

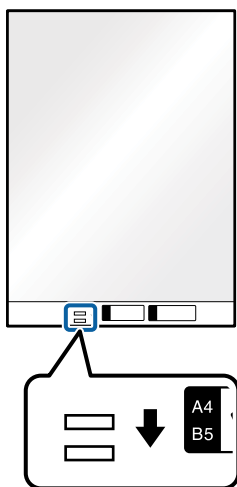


6. Align the edge guides with the Carrier Sheet without any gap. Otherwise, the Carrier Sheet may be fed skewed.



Note:

- ☐ Do not use 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 with a Carrier Sheet by selecting **Auto Detect** as the **Document Size** setting in Epson Scan 2, 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 a Carrier Sheet designed for your scanner. The Carrier Sheet is automatically recognized by the scanner by detecting two small rectangular holes on the leading edge. Keep the holes clean and not covered.



Related Information

➔ [“Carrier Sheet Codes” on page 27](#)

Placing a Mixture of Originals at Different Sizes

You can load mixed-sized originals at a time to scan. You can also load a mixture of paper types and thickness.



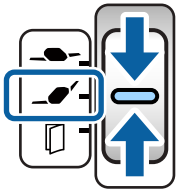
Important:

- ☐ 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 the 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
 - A3 or A4 size paper and card size paper
 - Thin paper and plastic cardsIf originals are fed askew, check any problem in the scanned images.

Note:

- ☐ If originals are jammed or not fed correctly, try to enable **Slow** to solve this problem.
- ☐ Alternatively, you can scan originals of different paper sizes and types by loading them one by one using **Automatic Feeding Mode**.

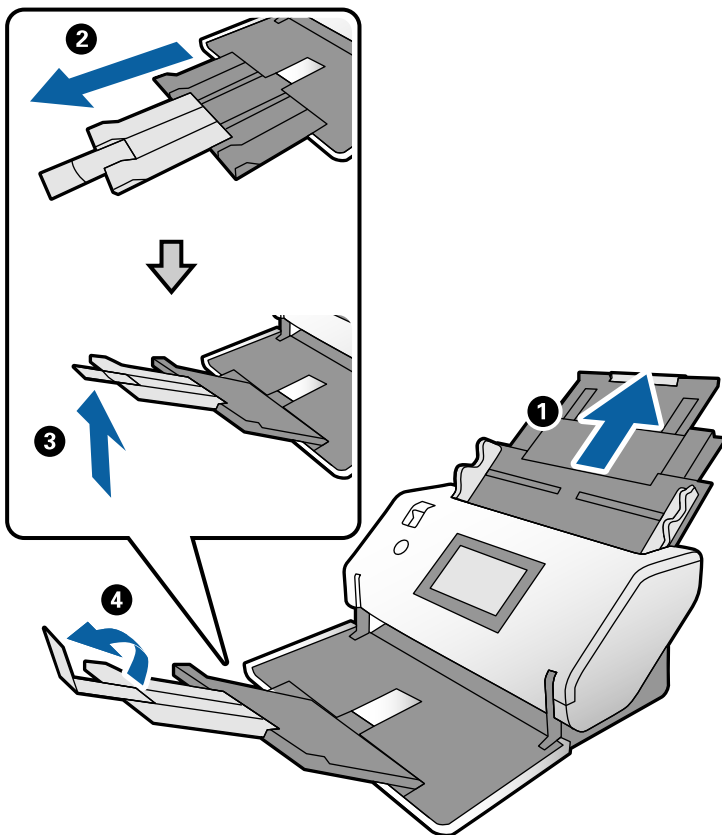
1. Set the feed selector to  (Normal Feed).



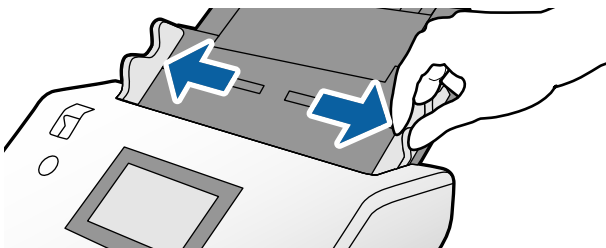
2. Extend the input tray extension. Pull out the output tray and output tray extension, and then raise the stopper.

Note:

If any thick originals are contained, store the output tray and do not use it. Let the ejected originals to stack directly onto the table where the scanner is placed. This prevents the originals from bumping into the output tray and falling down.



3. While holding the tab, slide the edge guides all the way out.



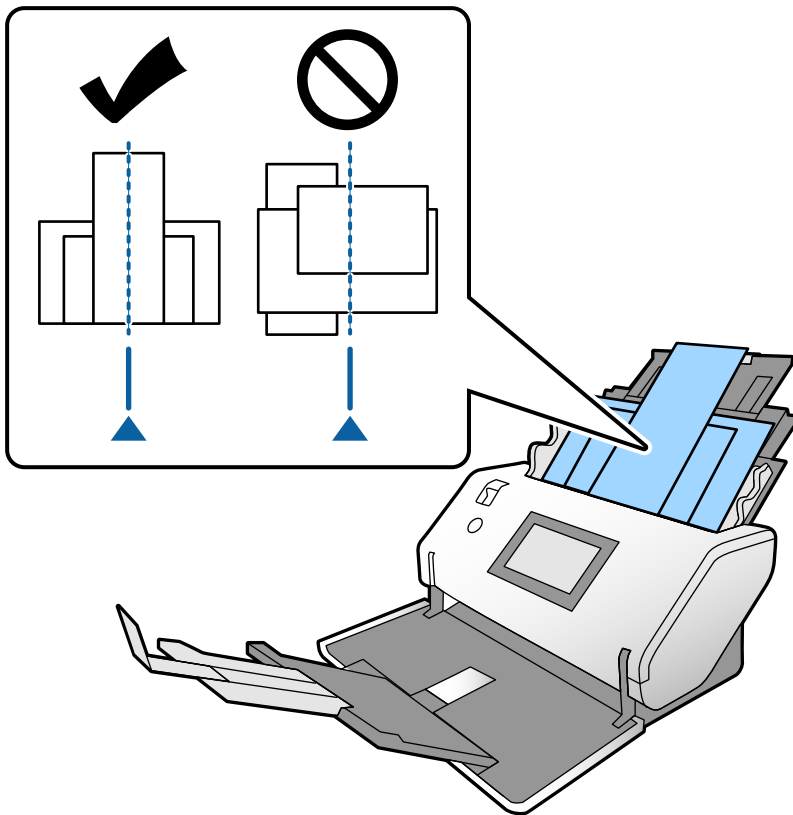
4. Load the originals at the center of the input tray in descending order of paper size with the widest at the back and the narrowest at the front.

**Important:**

Check the following points when setting different sizes of originals.

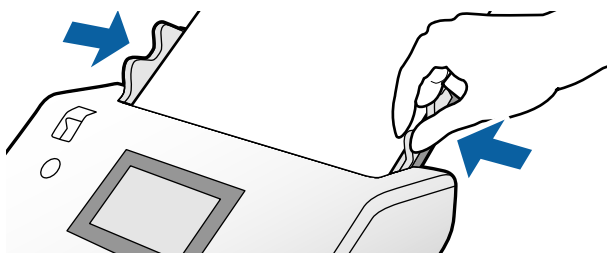
- ☐ Insert the originals into the ADF with their leading edges aligned securely until they meet resistance.
- ☐ Set the originals at the center of the input tray. Refer to the ▲ mark on the scanner as your guide.
- ☐ Set the originals straight.

If not, originals may be fed askew or jammed.

**Note:**

Load the originals into the ADF with the side to be scanned facing down and the leading edges slightly displaced at an angle.

5. Align the edge guides with the widest original.



Related Information

➡ [“Scanning with Manual Feed in Automatic Feeding Mode” on page 105](#)

Scanning

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Required Settings for Scanning

From the control panel on the scanner, any job for scan created in Document Capture Pro or Document Capture on the computer can be performed.

Job refers to a registration of a series of operations such as scan settings, save settings, and destination settings. Registering a series of operations as a job eliminates the need of setting such operations for each scan.

To perform a job from the control panel, the settings below are required.

- ☐ 1. Create a job in Document Capture Pro or Document Capture.
- ☐ 2. Register the created job to be performed from the control panel.

See Document Capture Pro help on how to specify settings of Epson Scan 2 from Document Capture Pro

For information on Document Capture Pro or Document Capture, refer to the descriptions below.

Note:

Any created job can also be performed from the computer.

Creating a Job in Document Capture Pro (Windows)

See the following URL for the procedures to set a job in Document Capture Pro and register the job so that it can be executed from the control panel.

<https://support.epson.net/dcp/>

Related Information

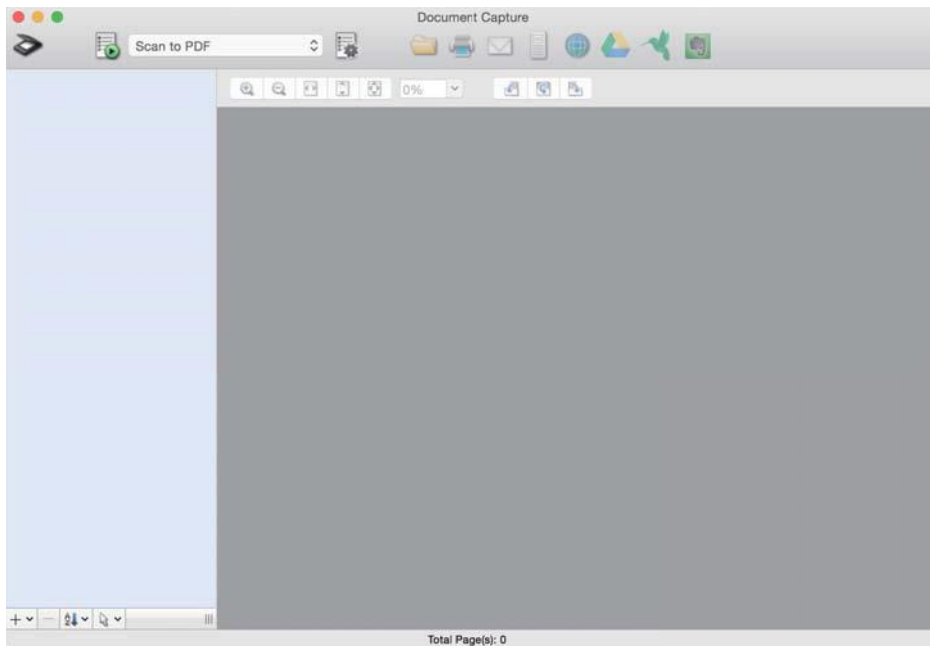
➡ [“Scanning Using the Control Panel” on page 92](#)

Creating a Job in Document Capture (Mac OS)

This section explains how to set a Job with Document Capture. See the Document Capture help for details.

1. Start Document Capture.

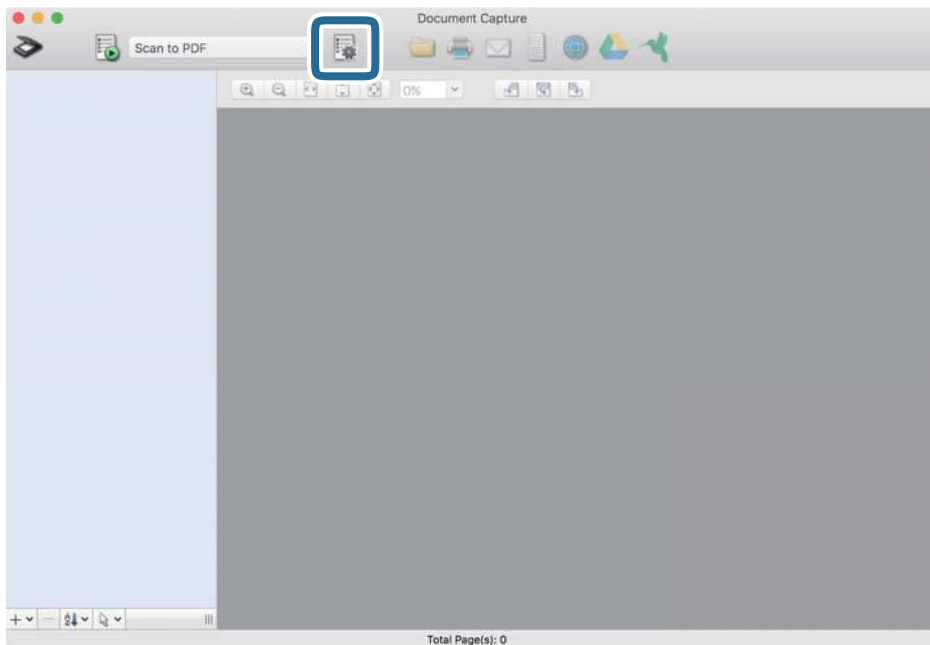
Select **Go > Applications > Epson Software > Document Capture**.



Note:

Select the scanner you want to use from the scanners list.

2. Click .

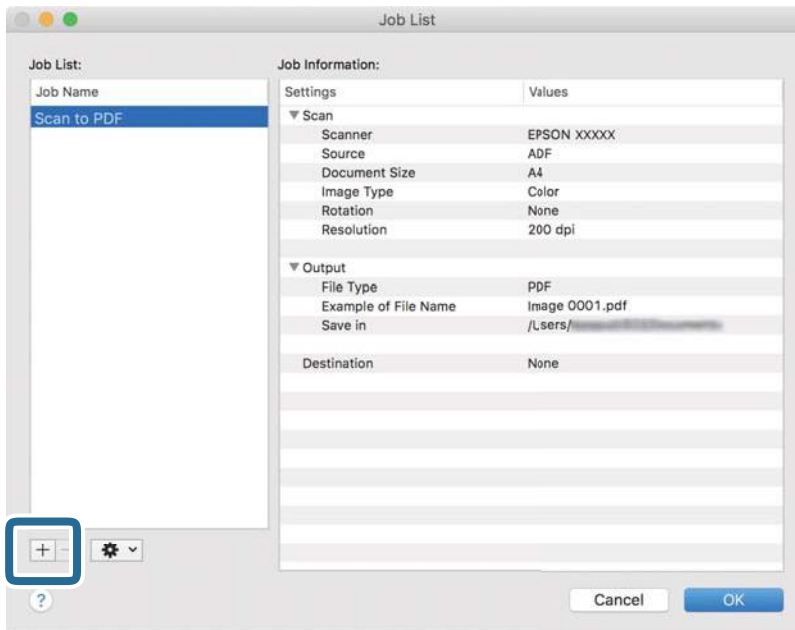


The job list window is displayed.

Note:

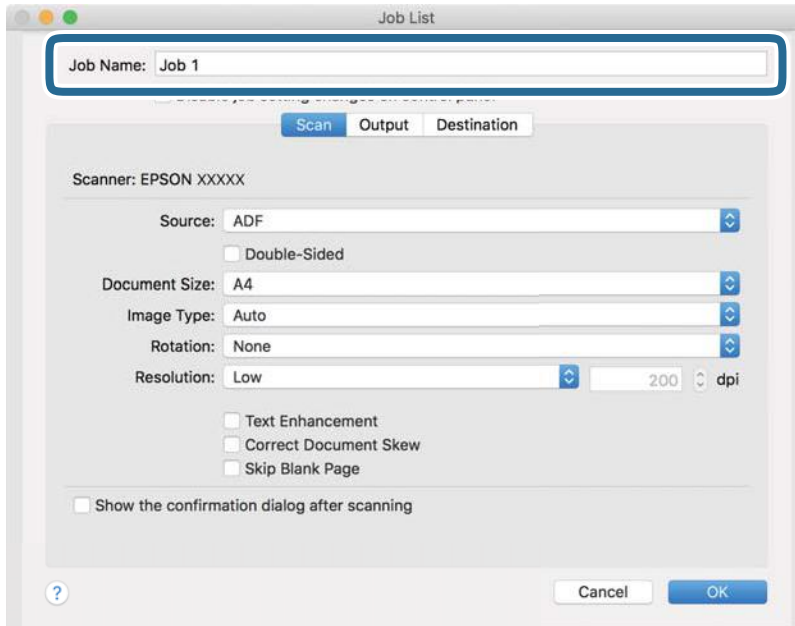
There is a preset job that saves scanned images in PDF format.

3. Click the + icon.

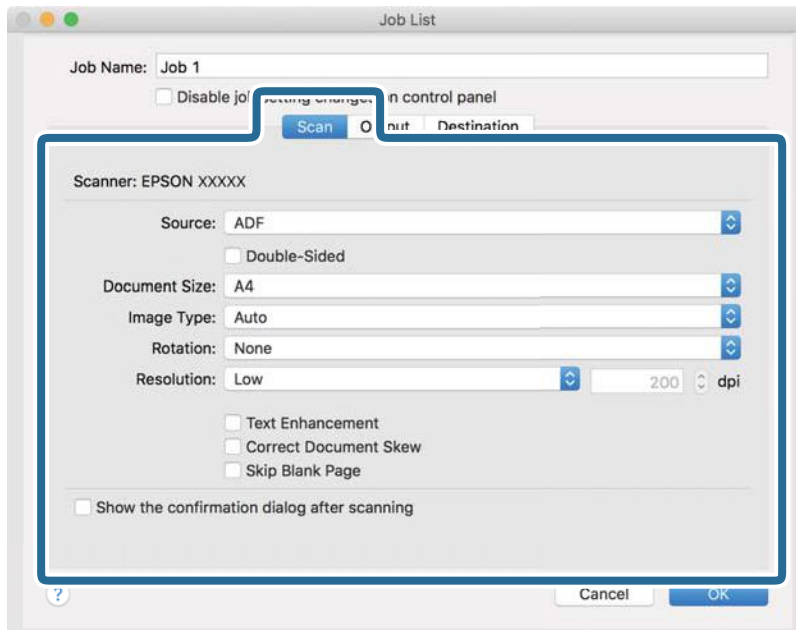


The job settings window is displayed.

4. Enter a name for the job in **Job Name**.



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



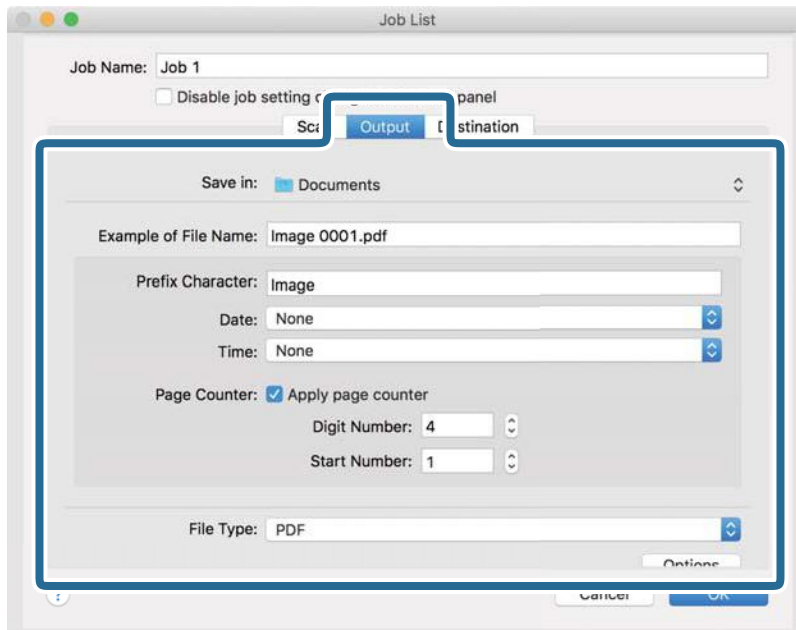
- ☐ **Source:** Select the source where the original is placed. When scanning 2-sided originals, select Double-Sided.
- ☐ **Document Size:** Select the size of the original you placed.
- ☐ **Image Type:** Select the color type for saving the scanned image.
- ☐ **Rotation:** Select the rotation angle according to the original you want to scan.
- ☐ **Resolution:** Set the resolution.

Note:

You can also adjust the image using following items.

- ☐ **Text Enhancement:** You can 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 any in the originals.

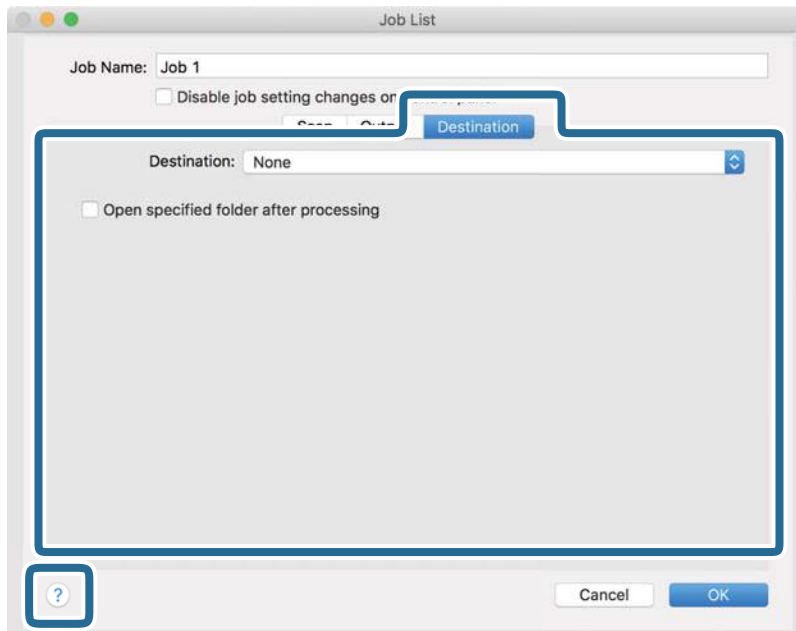
6. Click **Output**, and then specify the save settings.



- ❑ **Save in:** Select the save folder for the scanned image from the list.
- ❑ **Example of File Name:** Displays file name examples with the current settings.
- ❑ **Prefix Character:** Set a prefix for the name of the file.
- ❑ **Date:** Adds the date to the file name.
- ❑ **Time:** Adds the time to the file name.
- ❑ **Page Counter:** Adds the number of pages to the file name.
- ❑ **File Type:** Select the file format for saving the scanned image from the list. Click **Option** to specify detailed settings for the file.

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

Setting items according to the destination are displayed. Specify the necessary settings. 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.

8. Click **OK** to close the job settings window.
9. Click **OK** to close the job list window.

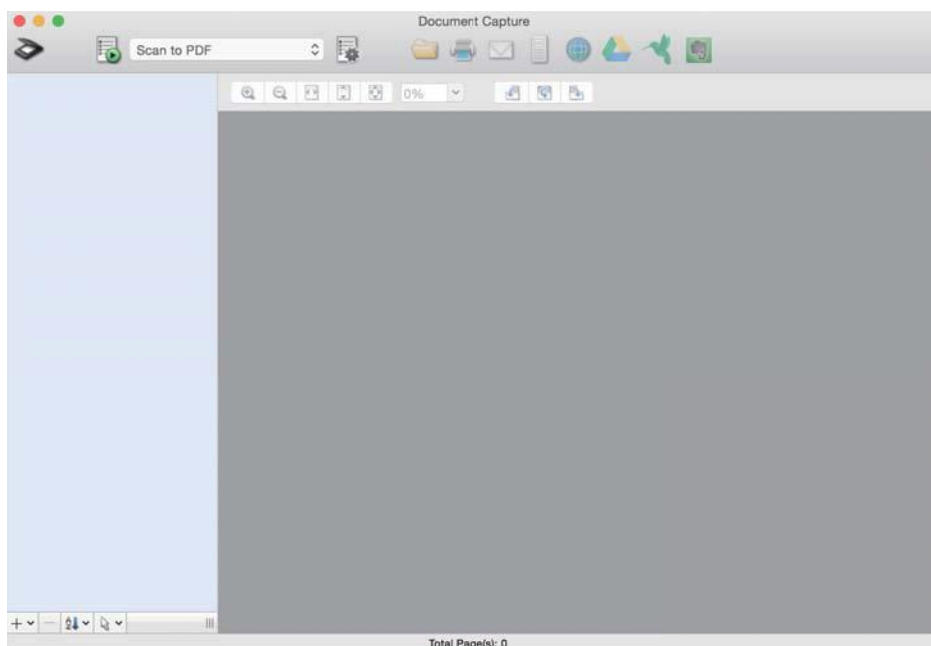
The created job is saved.

Enabling a Job to Run from the Control Panel (Mac OS)

This section explains how to assign a job (action) to the scanner's control panel in Document Capture. See the Document Capture help for details.

1. Start Document Capture.

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



Note:

Select the scanner you want to use from the scanners list displayed.

2. Click the  icon on the main window.
The **Job List** window is displayed.
3. Select **Event Settings** from the  icon.
4. From the pull down menu, select the job you want to perform from the control panel on the scanner.
5. Click **OK** to return to the **Job List** window.
The job is assigned to the scanner control panel.
6. Click **OK** to return to the main screen.

Scanning Using the Control Panel

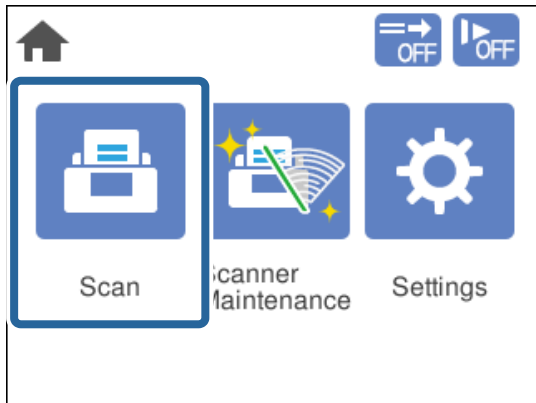
You can scan originals from the control panel by using jobs created in Document Capture Pro/Document Capture.

Note:

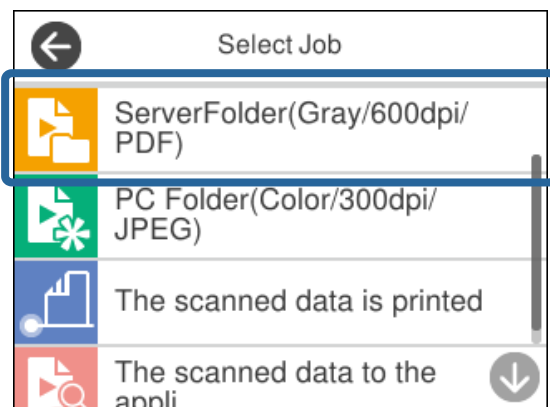
- ☐ Before scanning, install Document Capture Pro/Document Capture on your computer and create the necessary job. There is a preset job that saves scanned images as PDFs.
- ☐ Before scanning, make sure that the scanner and the computer are connected properly.
- ☐ Before scanning, assign the job to the control panel by using Document Capture Pro/Document Capture.

1. Place the original.

2. Make sure that the feed selector on the scanner is set to the appropriate position.
 - ☐ : Standard size originals such as A4 paper
 - ☐ : Special originals such as folded documents and plastic cards
 - ☐ : Delicate originals such as thin paper (loadable only in the Delicate Feed Position)
3. Select **Scan** from the home screen.

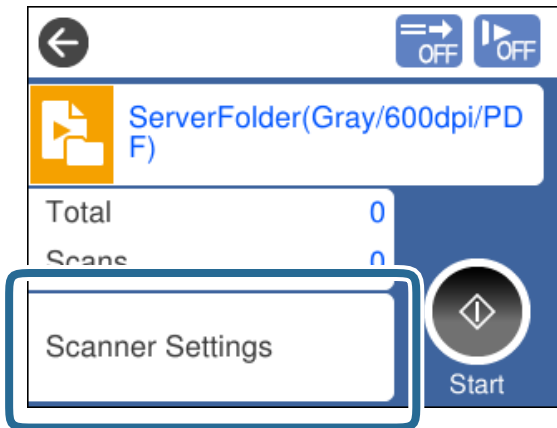


4. Select a job in the **Select Job** window.

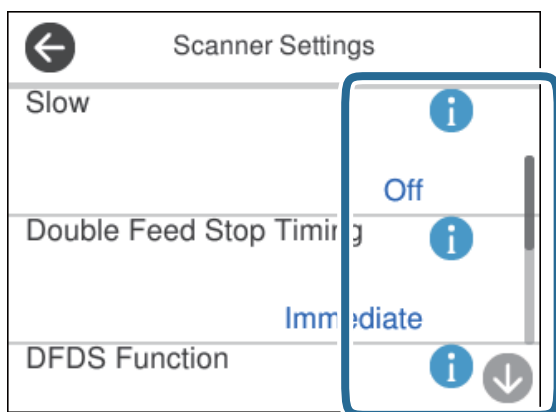


The selected job is displayed.

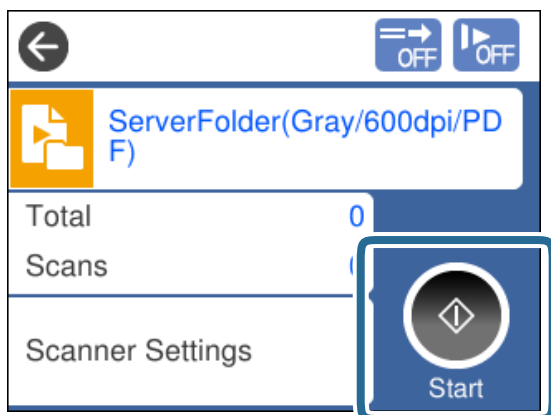
5. To change the scan settings, tap **Scanner Settings**.



- ☐ If you set **Disable job setting changes on control panel**, you cannot change the settings.
- ☐ To scan originals that are detected as double feeds, such as plastic cards and envelopes, enable **DFDS Function** to skip double feed detection.
- ☐ To scan originals that are likely to jam, such as thin paper, enable **Slow** to reduce the feeding speed.



6. Press the  button to start scanning.



Related Information

➔ [“Placing Originals” on page 45](#)

Scanning with Document Capture Pro (Windows)

Any job created in Document Capture Pro can also be performed from the computer.

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:

Select the scanner you want to use from the scanners list displayed.

2. Place the original.

3. Make sure that the feed selector on the scanner is set to the appropriate position.

- ☐ : Standard size originals such as A4 paper

- ☐ : Special originals such as folded documents and plastic cards

- ☐ : Delicate originals such as thin paper (loadable only in the Delicate Feed Position)

4. Click the icon of the job you want to perform.

The selected job is performed.

5. Follow the instructions on each window.

The scanned image is saved according to the job settings.

Note:

For detailed information on how to use Document Capture Pro, refer to the following URL:

<https://support.epson.net/dcp/>

Related Information

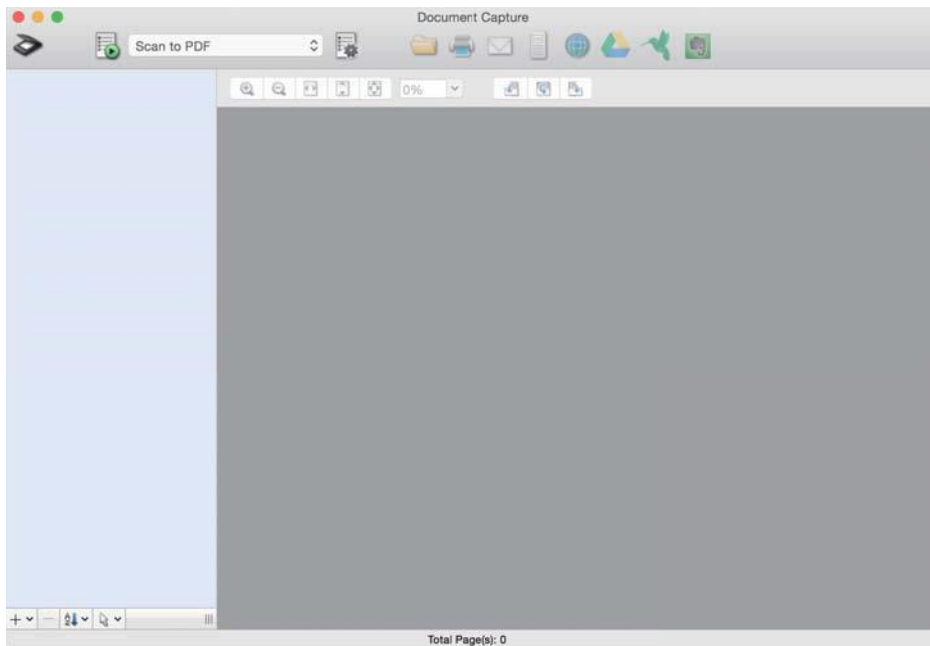
- ➔ [“Creating a Job in Document Capture Pro \(Windows\)” on page 86](#)

Scanning with Document Capture (Mac OS)

Any job created in Document Capture can also be performed from the computer.

1. Start Document Capture.

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

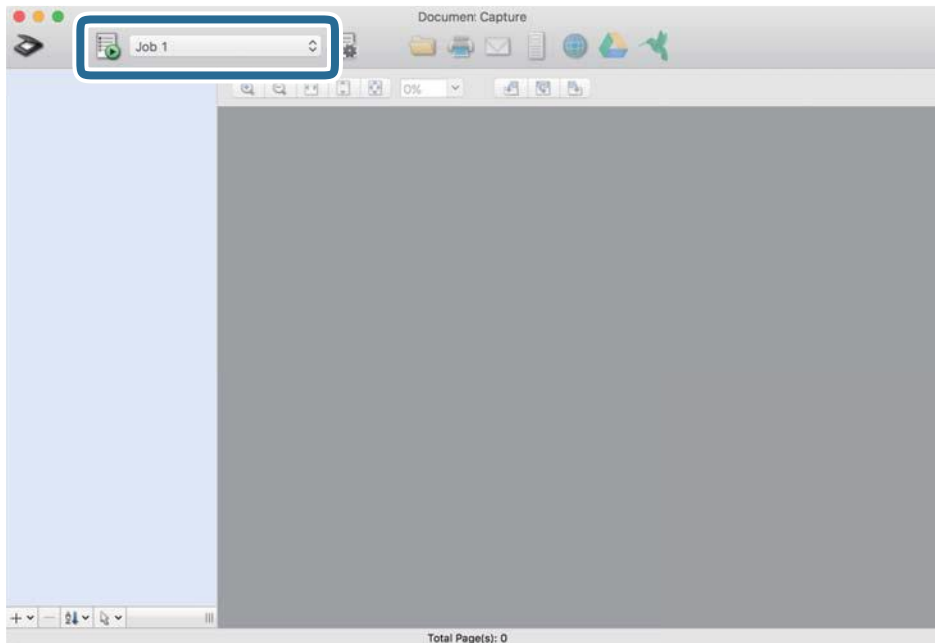


Note:

Select the scanner you want to use from the scanners list displayed.

2. Place the original.
3. Make sure that the feed selector on the scanner is set to the appropriate position.
 - ☐  : Standard size originals such as A4 paper
 - ☐  : Special originals such as folded documents and plastic cards
 - ☐  : Delicate originals such as thin paper (loadable only in the Delicate Feed Position)

4. Select the job from the list, and then click the  icon.



The selected job is performed.

5. Follow the instructions on each window.

The scanned image is saved according to the job settings.

Note:

Without using a job, originals can be scanned and sent. Click  and specify scanning settings, and then click **Preview Scan**. Then, click the destination icon for the scanned image.

Related Information

➔ [“Creating a Job in Document Capture \(Mac OS\)” on page 86](#)

Scanning with Epson Scan 2

You can scan the originals using image adjustment functions 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.

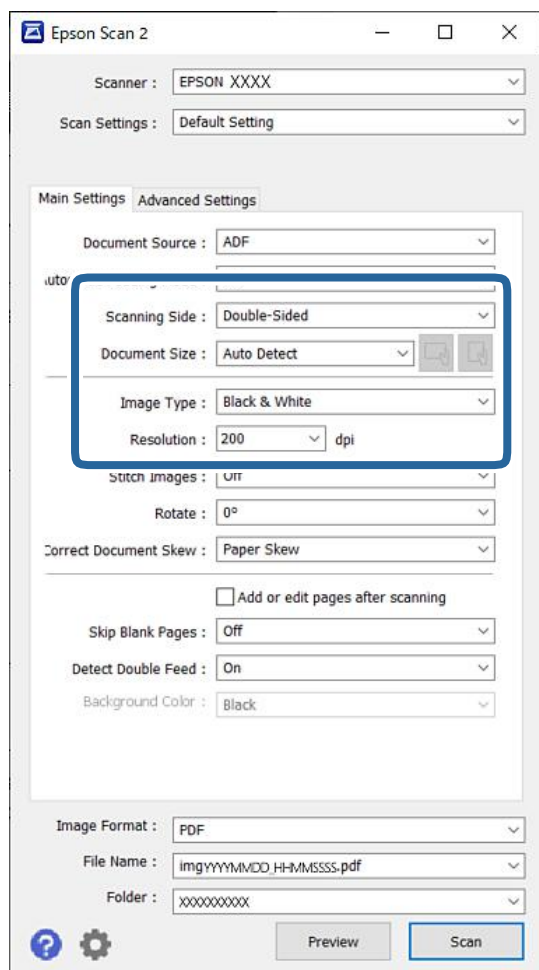
- ❑ Windows 7/Windows Vista/Windows XP/Windows Server 2008 R2/Windows Server 2008/Windows Server 2003 R2/Windows Server 2003

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. Specify the following settings on the **Main Settings** tab.



- ❑ **Scanning Side:** Select the side of the original you want to scan. When scanning 2-sided originals, select **Double-Sided**.
- ❑ **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 type for saving the scanned image.
- ❑ **Resolution:** Set the resolution.

Note:

- ☐ **Document Source** is set to the **ADF** automatically.
- ☐ On the **Main Settings** tab, you can specify the following settings:
 - ☐ **Stitch Images:** Select to stitch the images on the front and back 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 any in the originals.
 - ☐ **Detect Double Feed:** Select to display a warning when multiple originals are fed at a time.
 - ☐ **Background Color:** If text is blurry when scanning thin paper, set this to **White**. This may allow clear or distinct scanning. If images on the back of the original for thin paper appear in the scanned image, set this to **Black**. This may reduce offset in the background.

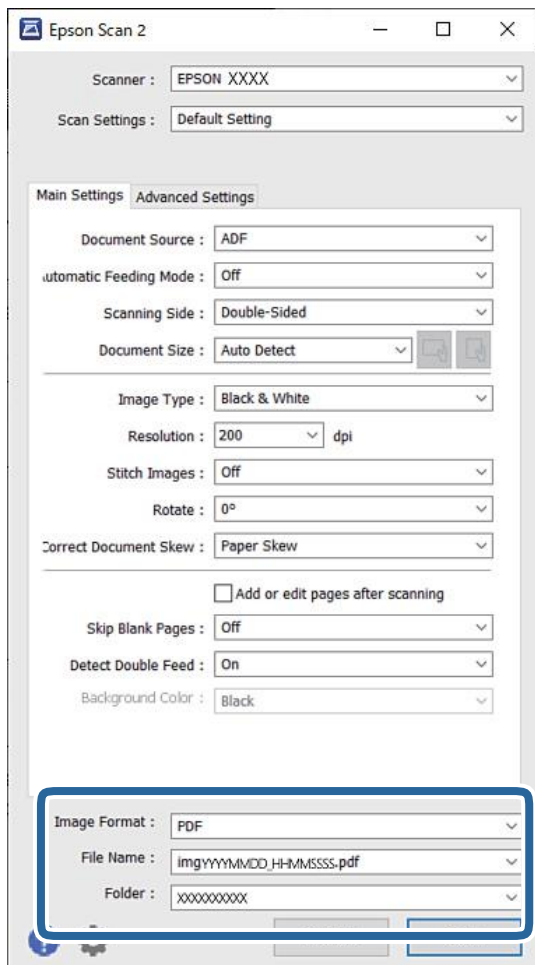
4. Specify other scan settings if necessary.

- ☐ You can preview the front face of the first original. Load only the first original into the ADF, and press the **Preview** button. The scanned original is ejected and the previewed image is displayed.
Load the ejected page again together with the rest of the originals.
- ☐ On the **Advanced Settings** tab, you can specify detailed image adjustment settings that are suitable for text documents, such as the following:
 - ☐ **Remove Background:** Removes the background of the originals.
 - ☐ **Text Enhancement:** You can make blurred letters in the original clear and sharp.
 - ☐ **Auto Area Segmentation:** You can make letters clear and images smooth when performing black and white scanning for a document that contains images.
 - ☐ **Dropout:** You can remove the color specified for the scanned image, and then save it in grayscale or black and white. For example, you can remove the color of markers or characters written with a color pen on a blank space.
 - ☐ **Color Enhance:** You can enhance the color specified for the scanned image, and then save it in grayscale or black and white. For example, you can clear any characters or ruled lines in a light color.

Note:

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

5. Set the file saving settings.



- ❑ **Image Format:** Select the file format for saving the scanned image from the list.

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

- ❑ **File Name:** Confirm the displayed file name.

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

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

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

6. Make sure that the feed selector on the scanner is set to the appropriate position.

- ❑ : Standard size originals such as A4 paper
- ❑ : Special originals such as folded documents and plastic cards
- ❑ : Delicate originals such as thin paper (loadable only in the Delicate Feed Position)

7. Then click **Scan**.

Note:

- ☐ You can also start scanning by pressing the  button on the scanner's control panel.
- ☐ To scan originals that are likely to jam, such as thin paper, tap **Settings > Slow** in this order to reduce the feeding speed.

The scanned image is saved to the folder you specified.

Related Information

➔ [“Placing Originals” on page 45](#)

Required Settings for Special Originals

To scan special originals, specify the necessary settings according to the originals in the Epson Scan 2 window.

You can also specify settings from Document Capture Pro. For detailed information, refer to the following URL:

<https://support.epson.net/dcp/>

Type of Original	Required Settings
Envelopes	Select Off in Detect Double Feed .
Plastic cards	Select Plastic Card in the Document Size list, or select Off in Detect Double Feed .
Carrier Sheet	☐ If you select Auto Detect from the Document Size list, skewing of the original is automatically corrected even if you select Off in Correct Document Skew . ☐ If you select any 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 even if this is selected. When you select Paper and Contents Skew , only skewing of the contents is corrected.
Passport	Select Passport from the Document Size list. Also select Single-Sided in Scanning Side . When you select any other option than Passport in Document Size , it cannot be scanned properly.
Large size originals	If the size of the original you want to scan is not listed in Document Size , select Customize to open the Document Size Settings window. Next, create the size manually on the window.
Thin paper	If text is blurry when scanning thin paper, set this to White . This may allow clear or distinct scanning. Make the following settings when you cannot select White as the Background Color . ☐ Select anything except for Auto Detect or Passport as the Document Size . ☐ Select anything except for Paper Skew as the Correct Document Skew . ☐ If images on the back of the original for thin paper appear in the scanned image, set this to Black . This may reduce offset in the background.
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.

Type of Original	Required Settings
Laminated cards	To scan transparent areas around the document, select Customize in the Document Size list to open the Document Size Settings window. Next, select Scan laminated card in the displayed window. Note: Some originals cannot provide the appropriate effect as expected. If transparent areas around the document cannot be scanned, select Customize from the Document Size list, and then create the size manually.

Scanning by Manual Feed in Automatic Feeding Mode(Continuous)

Automatic Feeding Mode(Continuous)) enables you to scan originals one by one by Manual Feed. In this mode, the scanner's Pickup Roller continuously rotates and the scanner starts scanning once an original is loaded into the ADF. This is useful in the following situations:

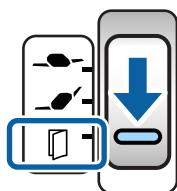
- ☐ You want to check and scan originals one by one
- ☐ You want to scan different sizes of originals one by one

Change the scanner to the Delicate Feed Position in advance.

Note:

Automatic Feeding Mode(Continuous)) may reduce the service life of the rollers (the Pickup Roller and the Separation Roller) and shorten their replacement cycle.

1. Set the feed selector on the scanner to  (Manual Feed).



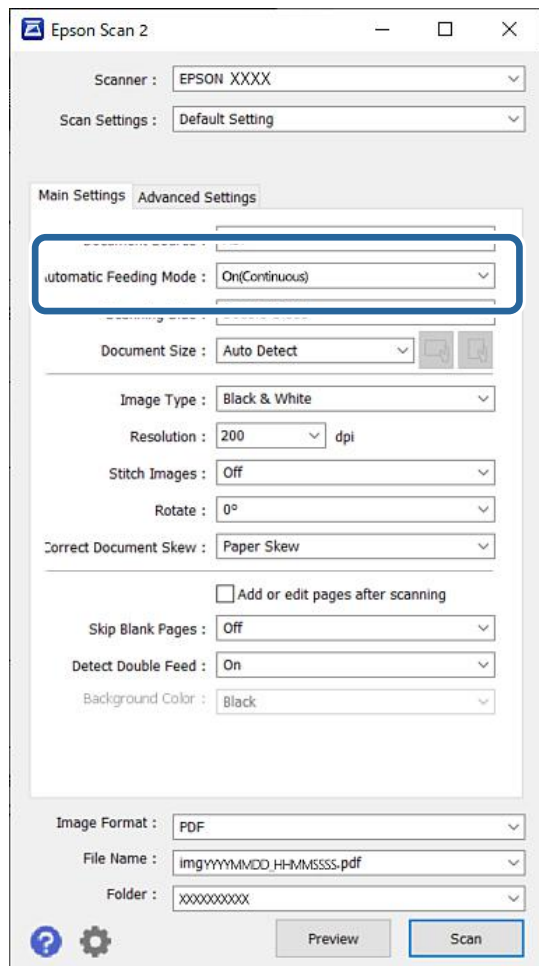
2. Start Epson Scan 2.
 - ☐ Windows 10/Windows Server 2016
Click the start button, and then select **EPSON > Epson Scan 2**.
 - ☐ Windows 8.1/Windows 8/Windows Server 2012 R2/Windows Server 2012
Enter the application name in the search charm, and then select the displayed icon.
 - ☐ Windows 7/Windows 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**.

Note:

You can also start **Epson Scan 2** from **Document Capture Pro**. For detailed information on how to use **Document Capture Pro**, refer to the following URL:

<https://support.epson.net/dcp/>

3. On the **Main Settings** tab, select **On(Continuous)** in **Automatic Feeding Mode**.



Note:

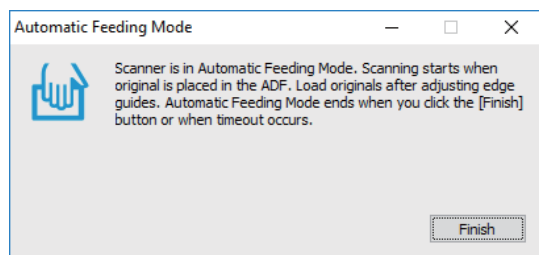
You can specify timeout settings to exit Automatic Feeding Mode(Continuous).

Select **Settings** in the **Document Source** list to open the **Document Source Settings** window. On the displayed window, set the **Automatic Feeding Mode Timeout (minutes)**.

4. Specify other settings for scanning in the Epson Scan 2 main window.
5. Then click **Scan**.

Automatic Feeding Mode starts.

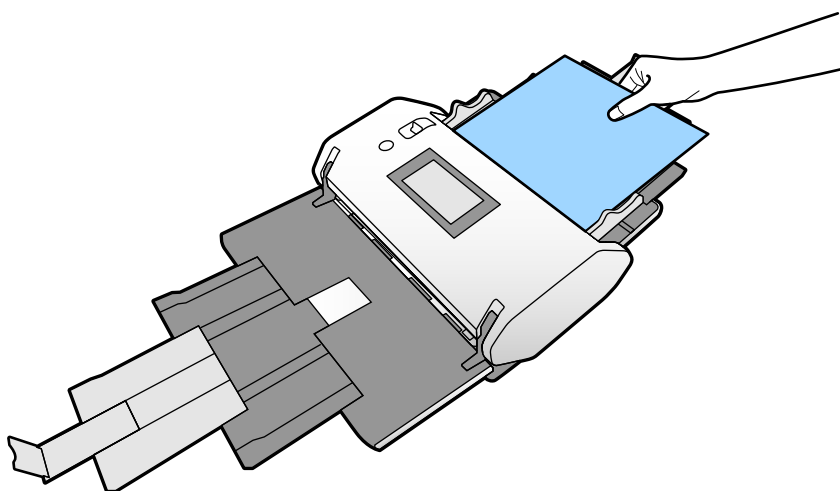
The **Automatic Feeding Mode** window is displayed on your computer and the scanner.



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

Note:

- ☐ Be careful not to load the originals skewed; otherwise, the originals may be fed skewed and damaged.
- ☐ Be careful not to push the originals in too forcefully; otherwise, the originals could get jammed.



Scanning starts automatically.

7. After scanning ends, place the next original in the ADF.
Repeat this procedure until you have scanned all originals.
8. After you have scanned all originals, exit Automatic Feeding Mode.

The scanned image is saved to the folder you specified.

Note:

- ☐ If the timeout is reached, Automatic Feeding Mode ends and the scanned image is saved to the folder you specified.
- ☐ When **Glass surface dirt alert** is enabled, **Glass surface dirt alert** operates after **Automatic Feeding Mode** ends. If dirt on the glass is detected, check any problem on the image scanned in **Automatic Feeding Mode**.

Related Information

- ➡ [“Items Not Available in Portrait Display” on page 116](#)
This section lists the items that are not available in portrait display.
- ➡ [“Screen Orientation” on page 115](#)

Scanning with Manual Feed in Automatic Feeding Mode

Automatic Feeding Mode enables you to scan originals by Manual Feed. In this mode, scanning starts automatically when originals are loaded into the ADF. This is useful in the following situations:

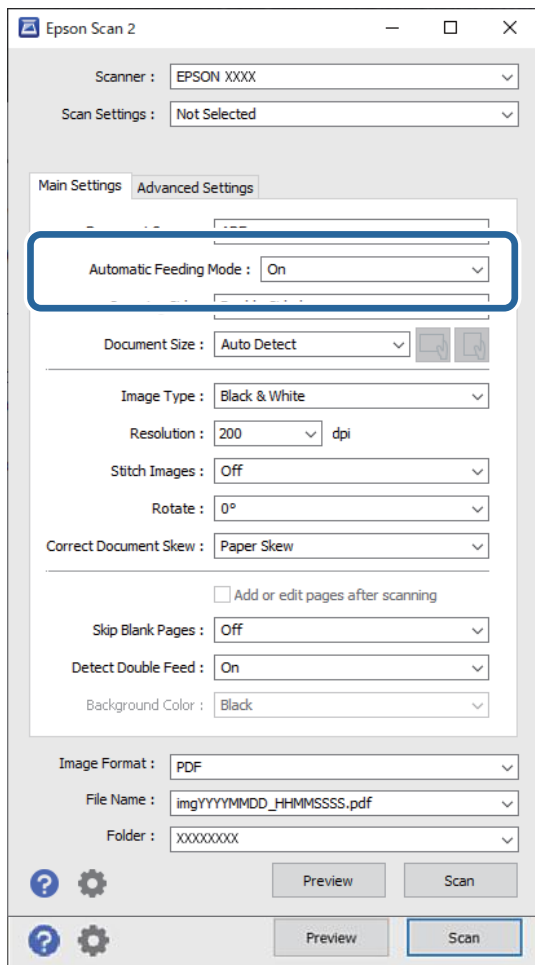
- ☐ You want to check and scan originals one by one
 - ☐ You want to scan different sizes of originals one by one
1. Make sure that the feed selector on the scanner is set correctly before loading originals.
 - ☐ : Standard size originals such as A4 paper
 - ☐ : Special originals such as folded documents and plastic cards
 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.
 - ☐ 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**.

Note:

You can also start **Epson Scan 2** from **Document Capture Pro**. For detailed information on how to use **Document Capture Pro**, refer to the following URL:

<https://support.epson.net/dcp/>

3. On the **Main Settings** tab, select **On** in **Automatic Feeding Mode**.



Note:

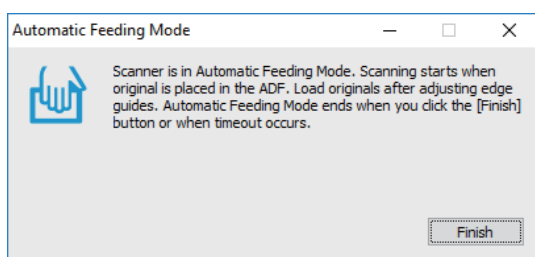
You can specify timeout settings to exit **Automatic Feeding Mode**.

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

4. Specify other settings for scanning in the Epson Scan 2 main window.
5. Then click **Scan**.

Automatic Feeding Mode starts.

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



6. Adjust the edge guides, and then place the original in the ADF.
Scanning starts automatically.

7. After scanning ends, place the next original in the ADF.
Repeat this procedure until you have scanned all originals.

Note:

*If you want to scan originals that are detected as double feeds, such as plastic cards and envelopes, enable **DFDS Function** to skip double feed detection.*

*To scan originals that are likely to jam, such as thin paper, enable **Slow** to slow down the feeding speed.*

8. After you have scanned all originals, exit Automatic Feeding Mode.
Select the **Save and Finish** on the scanner control panel, or click **Finish** on the **Automatic Feeding Mode** window displayed on your computer.
The scanned image is saved to the folder you specified.

Related Information

➡ [“Placing Originals” on page 45](#)

Menu Options on the Control Panel

Scan.	109
Scanner Maintenance.	111
Status.	112
Settings.	112
Items Not Available in Portrait Display.	116

 This section lists the items that are not available in portrait display.

Scan

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

Edit Job

Select a job in the **Select Job** window. Then, in the displayed window, tap the job name to display the Job Edit window. You can edit job settings.

Destination Name

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

File Type

Select the file format for saving the scanned image from the list.

Image Type

Select the color type for saving the scanned 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.

Original Size

Select the size of the original you placed.

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 number of copies when printing the scanned image using the printer.

Reset

You can clear all settings you have changed.

Scanner Settings

Select a job in the **Select Job** window. Then, in the displayed window, tap **Scanner Settings** to display the Scanner Settings window.

Power Separation Mode

Increases the force used to separate multiple originals in the **Delicate Feed Position** while  (Delicate Feed) is selected.

Enable this to scan originals that are fluffy or stuck together.

Do not use **Power Separation Mode** for thin originals. The originals may be damaged.

Slow

Slows down the feeding speed whenever scanning. Switching **On** and **Off** also switches the icon displayed at the top of the screen.

Enable this in the following situations:

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

Double Feed Stop Timing

Set the operation when any double feed is detected.

- ☐ Immediate: Stops feeding immediately after any double feed is detected.
- ☐ After Eject: Originals detected as double feed are scanned as is, and the subsequent feed of originals is temporarily stopped.

If the scanned image has no problem, you can resume scanning as is.

DFDS Function

Skips double feed detection only once and continues scanning. Switching **On** and **Off** also switches the icon displayed at the top of the screen.

Enable this to scan originals that are detected as double feeds, such as plastic cards and 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-Low	Plain paper	Low
On-Medium	Plain paper, Thin paper	
On-High	Thin paper (portrait), such as application forms	High

Important:

- ☐ This function does not always prevent damage of originals.
- ☐ Depending on the condition of the originals being fed, feeding errors cannot be detected.

Note:

Depending on the original, the condition of feeding, or 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.
- ☐ Some originals may be misdetected as feeding errors, such as irregular shaped originals or originals scanned askew.
- ☐ When loading multiple originals, make sure to align the leading edge of the originals. 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 originals before scanning.

Detect Glass Dirt

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

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

Ultrasonic Double Feed Detection

Sets to detect double feed using ultrasonic sensor. Use this when you cannot set double feed detection from the external software.

For some originals such as envelopes, plastic cards, and originals with labels and stickers, this feature may not work correctly.

Roller Timeout

Sets the time to automatically stop the rotation of the roller when Automatic Feeding Mode(Continuous) is used.

Scanner Maintenance

Roller Cleaning

Displays how to clean the roller inside the scanner.

Pickup Roller Replacement/Separation Roller Replacement

Displays how to replace the Pickup Roller and Separation Roller. You can reset the number of scans after replacing the rollers.

Regular Cleaning

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

Glass Cleaning

Displays how to clean the glass surface inside the scanner.

Status

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

Pickup Roller Replacement/Separation Roller Replacement

Displays how to replace the Pickup Roller and Separation Roller. You can reset the number of scans after replacing the rollers.

Regular Cleaning

It is time to clean inside the scanner.

Detect Glass Dirt

Dirt has been detected on the glass surface inside the scanner. Clean inside the scanner.

Settings

Device Information

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 Passport Carrier Sheet

Displays the number of scans using a passport carrier sheet.

Number of Scans After Replacing Pickup Roller/Number of Scans After Replacing Separation Roller

Displays the number of scans after replacing the Pickup Roller or Separation Roller.

Reset the number of scans after replacing the roller.

Number of Scans After Regular Cleaning

Displays the number of scans after performing regular cleaning.

Reset the number of scans after performing regular cleaning.

Scanner Settings

Power Separation Mode

Increases the force used to separate multiple originals in the **Delicate Feed Position** while  (Delicate Feed) is selected.

Enable this to scan originals that are fluffy or stuck together.

Do not use **Power Separation Mode** for thin originals. The originals may be damaged.

Slow

Slows down the feeding speed whenever scanning. Switching **On** and **Off** also switches the icon displayed at the top of the screen.

Enable this in the following situations:

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

Double Feed Stop Timing

Set the timing to stop operations when any double feed of originals is detected.

- ☐ Immediate: Stops immediately after any double feed is detected.
- ☐ After Eject: Stops after the originals being scanned are ejected.

DFDS Function

Skips double feed detection only once and continues scanning. Switching on and off also switches the icon displayed at the top of the screen.

Enable this to scan originals that are detected as double feeds, such as plastic cards and 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-Low	Plain paper	Low
On-Medium	Plain paper, Thin paper	

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

**Important:**

- ☐ This function does not always prevent damage of originals.
- ☐ Depending on the condition of the originals being fed, feeding errors cannot be detected.

Note:

Depending on the original, the condition of feeding, or 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.
- ☐ Some originals may be misdetected as feeding errors, such as irregular shaped originals or originals scanned askew.
- ☐ When loading multiple originals, make sure to align the leading edge of the originals. 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 originals before scanning.

Detect Glass Dirt

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

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

Ultrasonic Double Feed Detection

Sets to detect double feed using ultrasonic sensor. Use this when you cannot set double feed detection from the external software.

For some originals such as envelopes, plastic cards, and originals with labels and stickers, this feature may not work correctly.

Roller Timeout

Sets the time to automatically stop the rotation of the roller when Automatic Feeding Mode(Continuous) is used.

Common Settings

LCD Brightness

Adjust the brightness of the LCD screen.

Sound

- ☐ Button Press: Set the volume for tapping sounds on the control panel.
- ☐ Error Notice: Set the volume for when an error occurs.

Note:

You can turn off the sounds of Button Press and Error Notice, but cannot turn off the sounds when turning the power on and off.

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 129](#)

Power Off Settings

Your product may have **Power Off If Disconnected** feature depending on the location of purchase.

Power Off If Inactive

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.

Power Off If Disconnected

Turn the scanner off automatically when no connections via USB have been detected for 30 minutes.

This feature may not be available depending on your region.

Related Information

➡ [“Energy Saving” on page 129](#)

Language

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

Screen Orientation

Set the display orientation of the screen when the scanner is in **Delicate Feed Position**.

Roller Replacement Alert Setting

Pickup Roller

Informs you when to replace the Pickup Roller.

Separation Roller

Informs you when to replace the Separation Roller.

Regular Cleaning Alert Settings

Warning Alert Setting

Notifies you when to clean inside of the scanner.

Count Alert Setting

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

System Administration

Admin Settings

Sets a password for an administrator or locks administrator settings.

Password Encryption

Encrypts the password for administrators.

Restore Default Settings

Restores all settings to their initial status when purchased.

Items Not Available in Portrait Display

This section lists the items that are not available in portrait display.

② Button

- ☐ Troubleshooting
- ☐ How To

Settings - Device Information

- ☐ Serial Number
- ☐ Current Version
- ☐ Total Number of Scans
- ☐ Number of 1-Sided Scans
- ☐ Number of 2-Sided Scans
- ☐ Number of Scans of Carrier Sheet
- ☐ Number of Passport Carrier Sheet
- ☐ Number of Scans After Replacing
- ☐ Number of Scans After Replacing
- ☐ Number of Scans After Regular Cleaning

Settings - Common Settings

- ☐ Sleep Timer
- ☐ Power Off Settings
- ☐ Language
- ☐ Keyboard

Settings - Roller Replacement Alert Setting

- ☐ Pickup Roller
- ☐ Separation Roller

Settings - Regular Cleaning Alert Settings

- ☐ Warning Alert Setting
- ☐ Count Alert Setting

Settings - System Administration

- ☐ Admin Settings
- ☐ Password Encryption
- ☐ Restore Default Settings

Scanner Maintenance

- ☐ Roller Replacement
- ☐ Regular Cleaning
- ☐ Glass Cleaning

Maintenance

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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 touchscreen 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 10,000 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. Make sure the scanner is in **Normal Feed Position**.

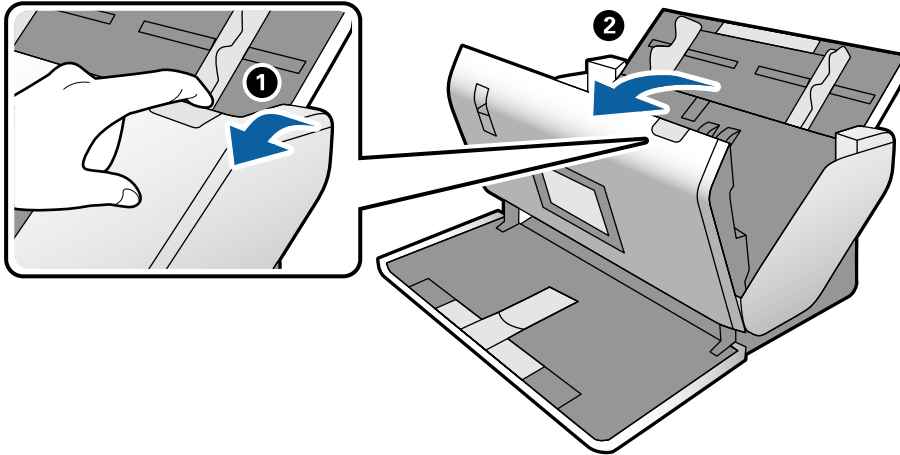


Caution:

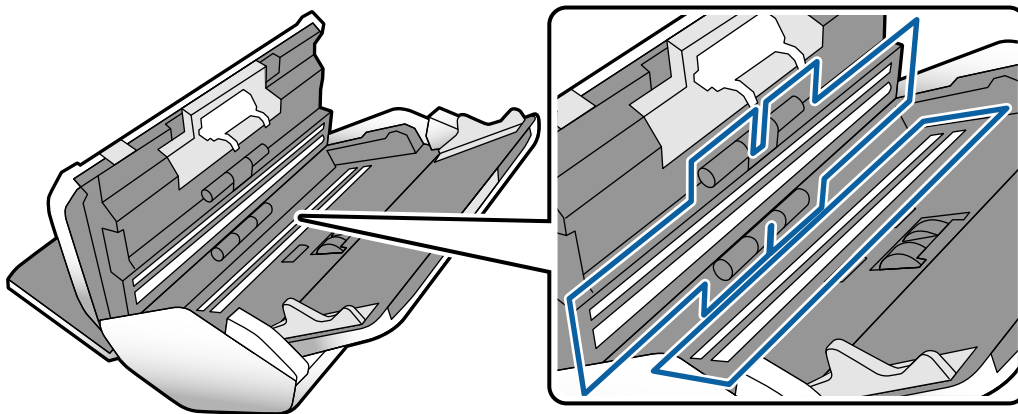
If you try to open the scanner cover in another position, it may cause an injury.

3. Unplug the AC adapter from the scanner.

4. Pull the lever and open the scanner cover.



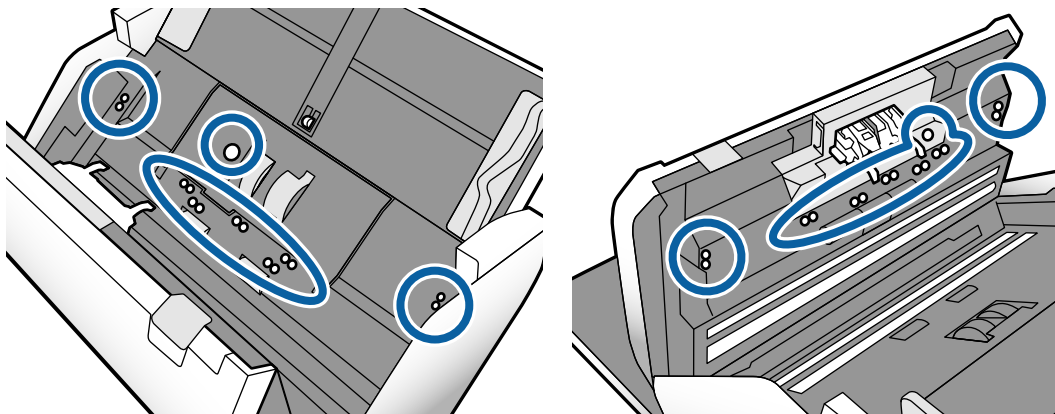
5. Wipe off any stains on the plastic roller and glass surface at the bottom inside of the scanner cover using a soft cloth or a genuine Epson cleaning kit.



! 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.

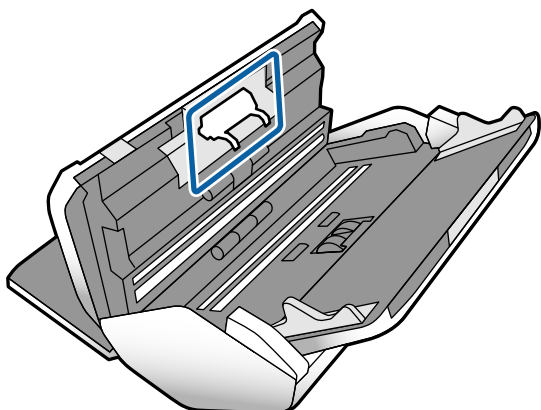
6. Wipe off any stains on the sensors with a cotton swab.



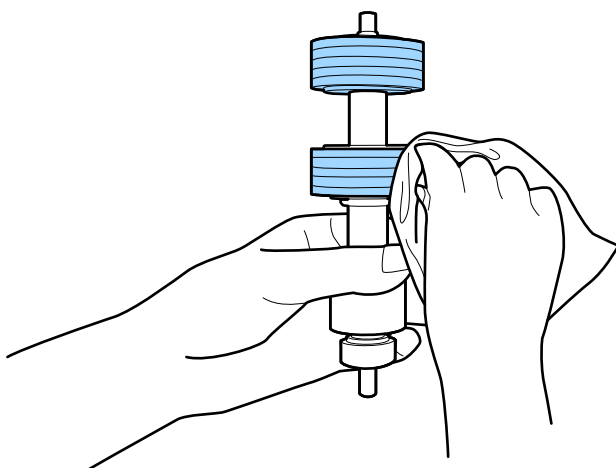
Important:

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

7. Open the cover, and then remove the Separation Roller.
See the steps for “Replacing the Roller” for more details.



8. Wipe off any dust or dirt on the Separation Roller using a genuine Epson cleaning kit or a soft, moist cloth.

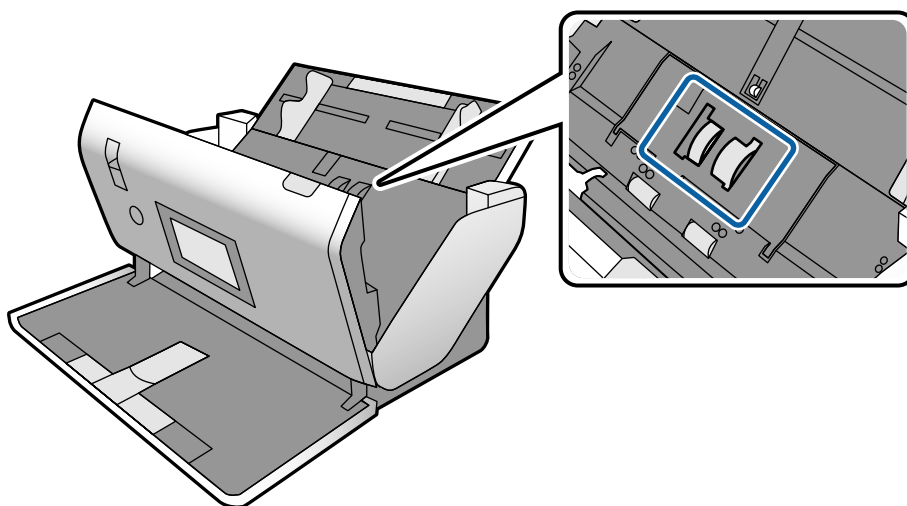


! Important:

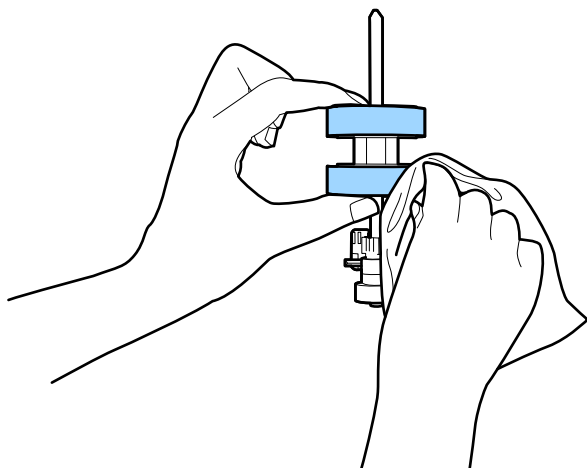
Use only a genuine Epson cleaning kit or a soft, moist cloth to clean the roller. Using a dry cloth may damage the surface of the roller.

9. Open the cover, and then remove the Pickup Roller.

See “Replacing the Roller” for more details.



10. Wipe off any dust or dirt on the Pickup Roller using a genuine Epson cleaning kit or a soft, moist cloth.

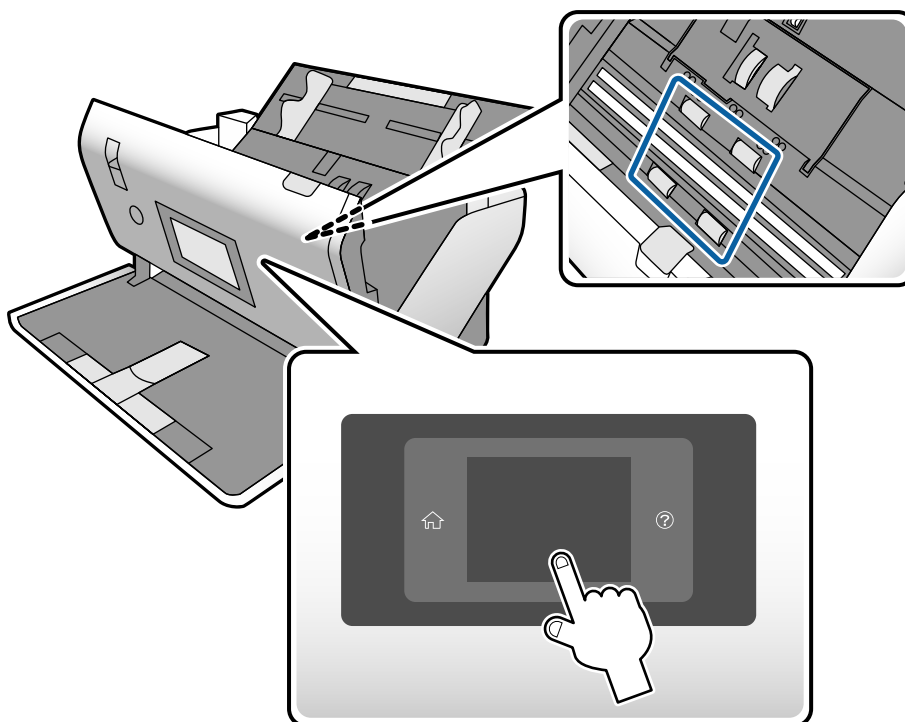


! Important:

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.

11. Close the scanner cover.
12. Plug in the AC adapter, and then turn on the scanner.
13. Select **Scanner Maintenance** from the home screen.

14. On the **Scanner Maintenance** screen, select **Roller Cleaning**.
15. Pull the lever to open the scanner cover.
The scanner enters roller cleaning mode.
16. Slowly rotate the rollers at the bottom by tapping anywhere on the LCD. 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.

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

Related Information

- ➔ [“Cleaning Kit Codes” on page 28](#)
- ➔ [“Roller Codes” on page 28](#)

Resetting the Number of Scans After Regular Cleaning

Reset the number of scans using the control panel after regular cleaning.

1. Select **Scanner Maintenance** from the home screen.

2. On the **Scanner Maintenance** screen, select **Regular Cleaning**.
3. Tap **Reset the Number of Scans**.
4. Tap **Yes**.

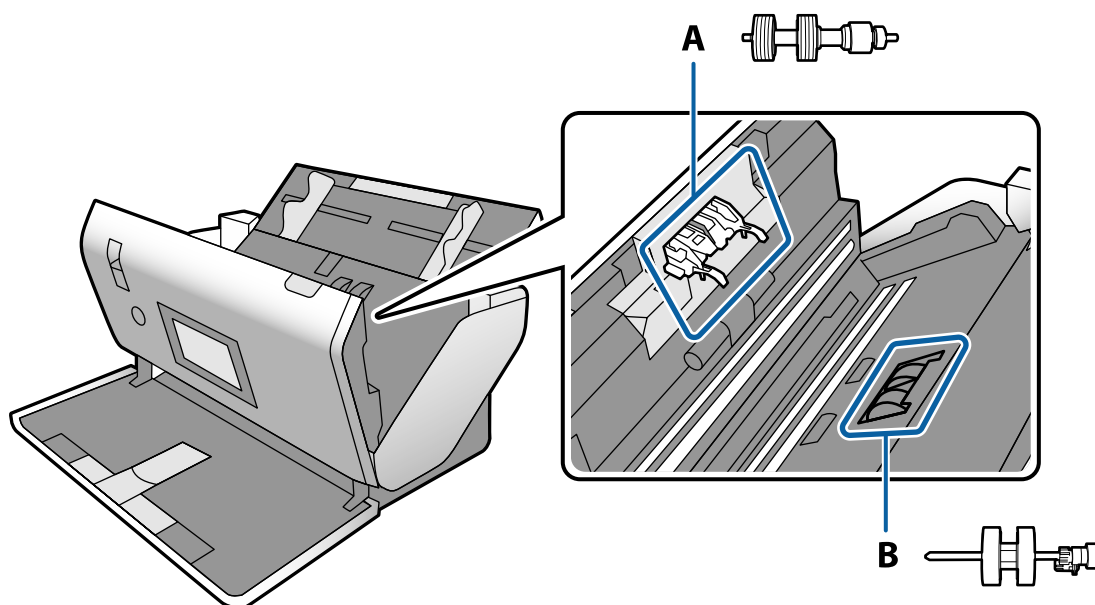
Note:

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

Select **Settings** and then **Device Information**. Tap the  icon and tap **Number of Scans After Regular Cleaning**.

Replacing the Roller

The Pickup Roller and the Separation Roller need 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: Separation Roller, B: Pickup Roller

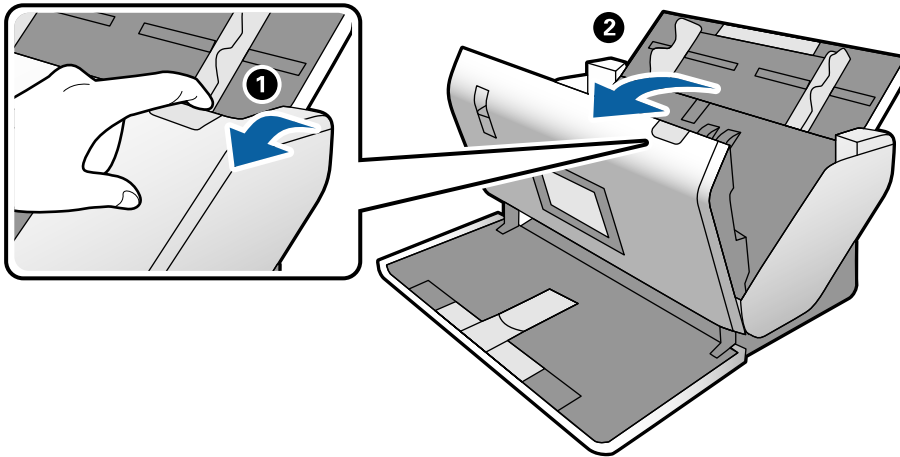
1. Press the  button to turn off the scanner.
2. Make sure the scanner is in **Normal Feed Position**.

**Caution:**

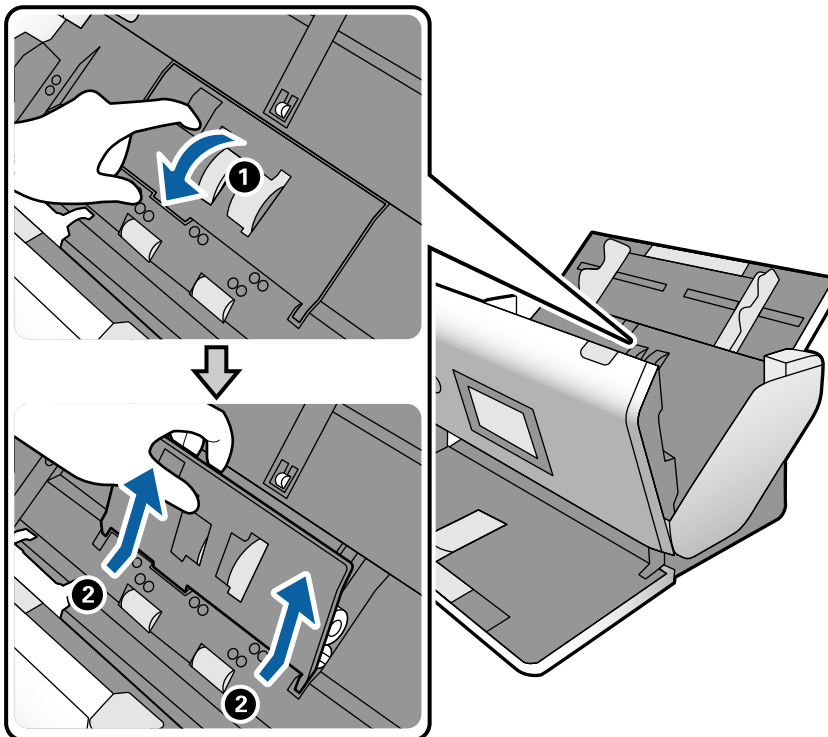
If you try to open the scanner cover in another position, it may cause an injury.

3. Unplug the AC adapter from the scanner.

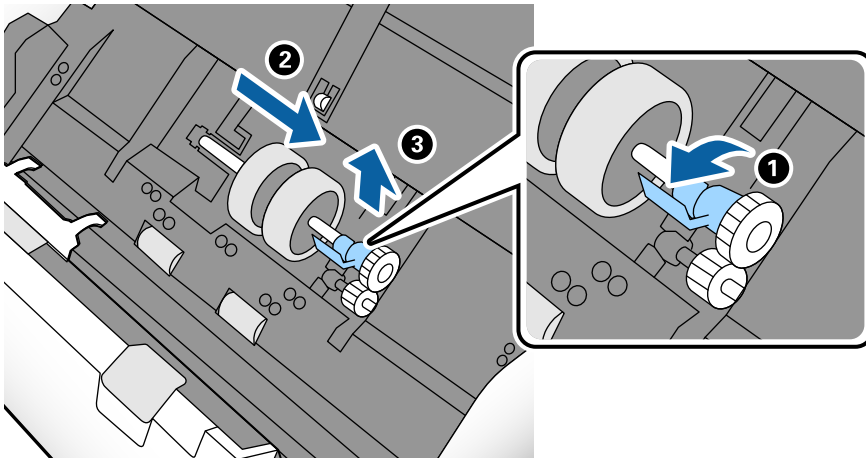
4. Pull the lever and open the scanner cover.



5. Open the cover of the Pickup Roller, and then slide and remove it.



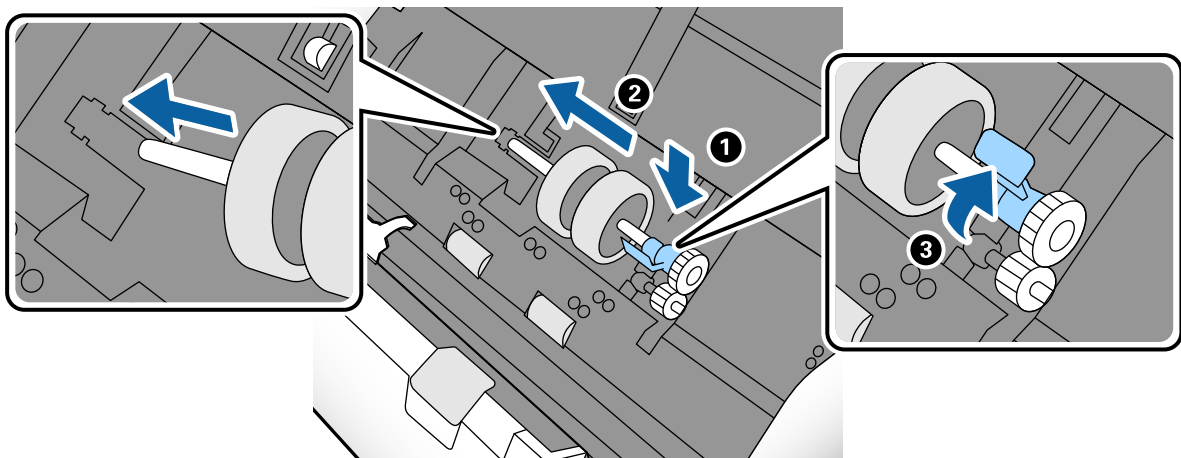
6. Pull down the fixture of the roller axis, and then slide and remove the installed Pickup Roller.



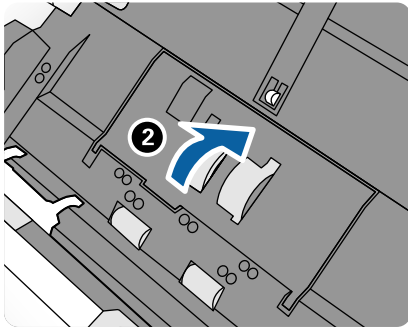
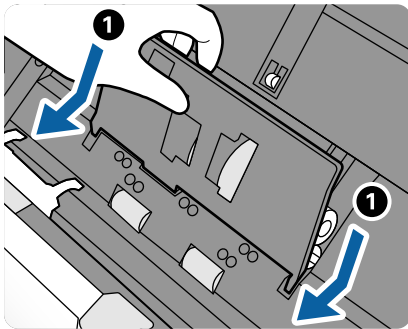
Important:

Do not pull out the Pickup Roller forcibly. This could damage the inside of the scanner.

7. 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.

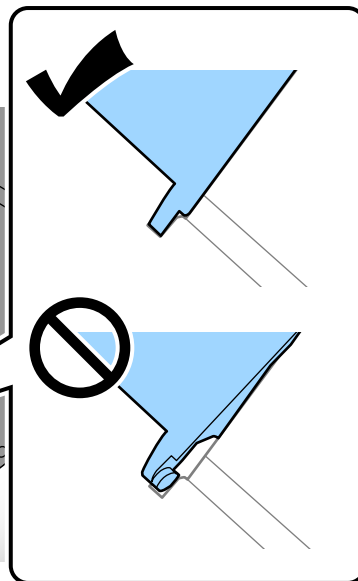
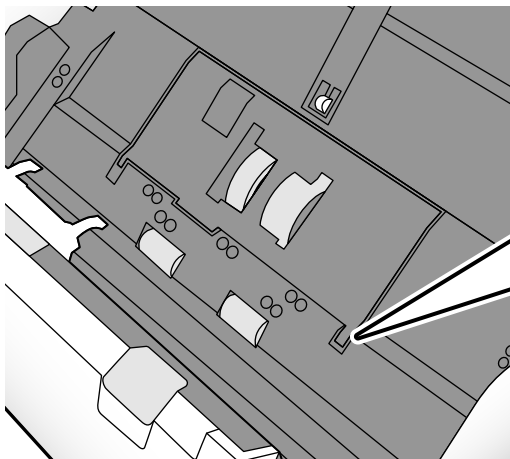


8. Put the edge of the cover of the Pickup Roller into the groove and slide it. Close the cover firmly.

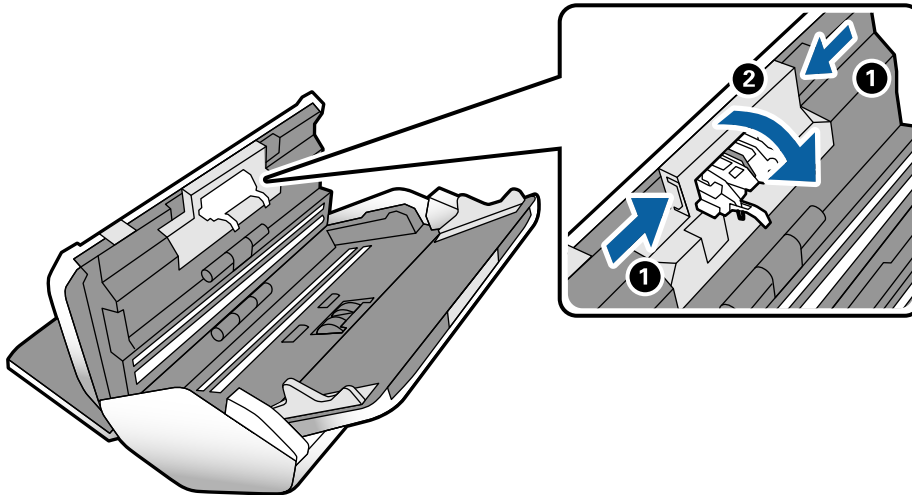


! Important:

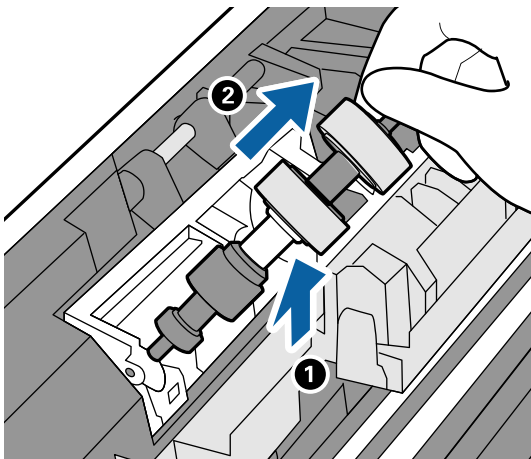
- ☐ Make sure the pick up cover is closed correctly.
- ☐ Make sure the Pickup Roller are installed correctly if the cover is hard to close.
- ☐ Do not install the cover while it is raised.



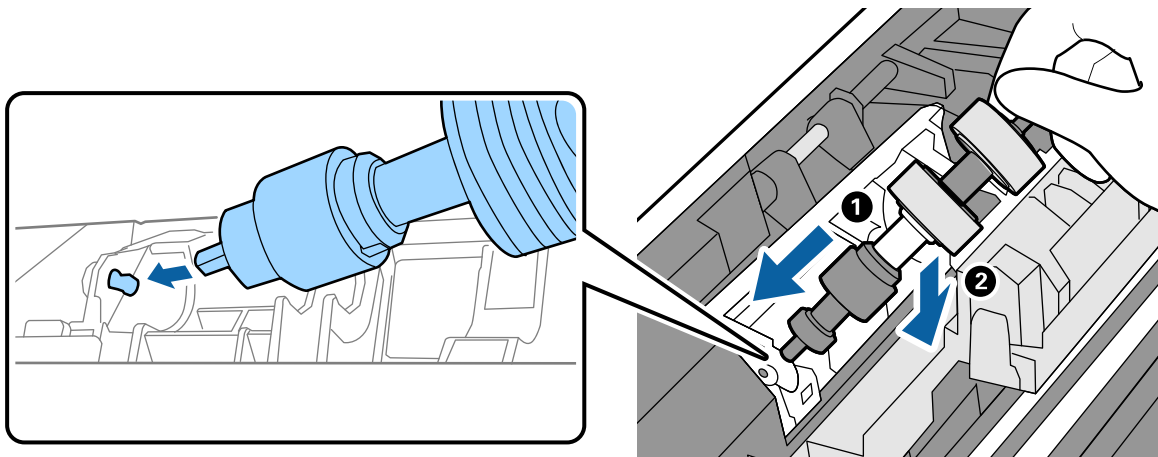
9. Push the hooks on both ends of the Separation Roller cover to open the cover.



10. Lift the left side of the Separation Roller, and then slide and remove the installed Separation Roller.



11. Insert the new separation roller axis into the hole, and then lower the roller.



12. Close the separation roller cover.



Important:

If the cover is hard to close, make sure the Separation Roller is installed correctly.

13. Close the scanner cover.
14. Plug in the AC adapter, and then turn on the scanner.
15. Reset the scan number on the control panel.

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 Codes” on page 28](#)

Resetting the Number of Scans After Replacing the Rollers

Reset the number of scans using the control panel after replacing the Pickup Roller or the Separation Roller.

1. Select **Scanner Maintenance** from the home screen.
2. On the **Scanner Maintenance** screen, select **Pickup Roller Replacement** or **Separation Roller Replacement**
3. Tap **Reset the Number of Scans**.
4. Tap **Yes**.

Note:

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

*Select **Settings** and then **Device Information**. Tap the  icon and tap **Number of Scans After Replacing Pickup Roller** or **Number of Scans After Replacing Separation Roller**.*

Related Information

➔ [“Replacing the Roller” on page 124](#)

Energy Saving

You can save energy by setting the sleep mode or the 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.

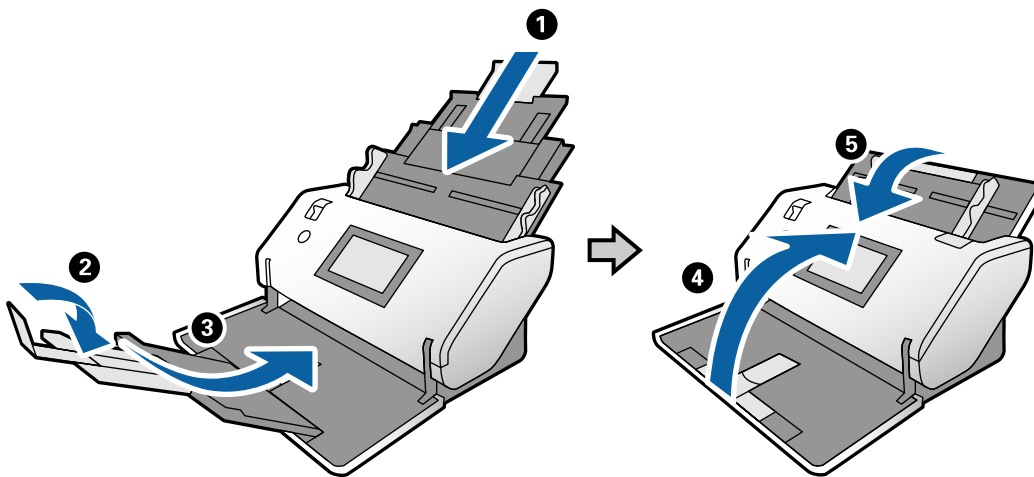
1. Tap **Settings** on the home screen.

2. Tap **Common Settings**.
3. Tap **Sleep Timer** or **Power Off Settings** to check the settings.

Moving the Scanner

Moving the Scanner on the Desk

1. Press the  button to turn off the scanner.
2. Unplug the AC adapter.
3. Remove the cables and the devices.
4. Fold and close the input and output trays if open.



Important:

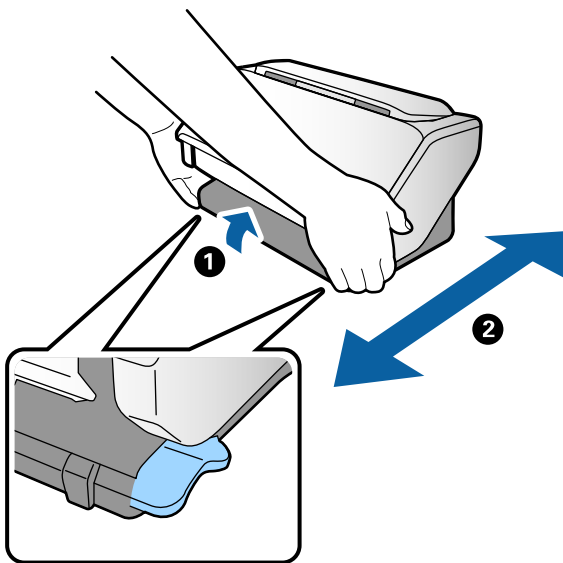
Make sure to close the output tray securely; otherwise it may be damaged during transport.

5. As shown in the diagram below, slightly lift the front part of the scanner and slowly move the scanner by using the rollers on the rear face.



Important:

- ❑ Do not tilt the scanner over the position of the roller stopper. The stopper may come into contact with the desk and damage the desk.
- ❑ Be careful not to let the scanner fall off of the desk.
- ❑ Be careful not to touch the antistatic brush. If the brush becomes bent, it cannot eliminate static electricity, and this may cause the ejected originals to stick to each other.

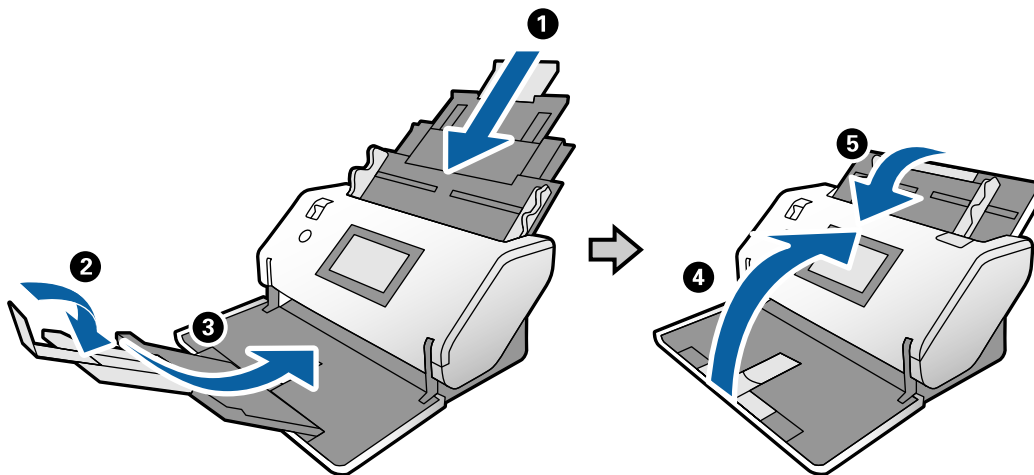


Transporting over a Long Distance

When you need to transport the scanner due to moving or repairs, follow the steps below to pack the scanner.

1. Press the  button to turn off the scanner.
2. Unplug the AC adapter.
3. Remove the cables and the devices.

4. Fold and close the input and output trays if open.



Important:

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

5. While keeping the position selector raised, slowly rotate the scanner to be in the Storage Position.
6. Attach the protective materials that came with the scanner, and then repack it in its original box or a similar sturdy box.



Important:

To lift the scanner for repacking, hold at the positions shown in the diagram below.



Related Information

➡ [“Changing the Position of the Scanner” on page 19](#)

Solving Problems

Scanner Problems.	134
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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.

Error Messages	Solutions
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. 1. Connect the computer and the scanner with a USB cable. (During recovery mode, you cannot update the firmware over a network connection.) 2. Visit your local Epson website for further instructions.

Related Information

➔ [“Installing the Latest Applications” on page 26](#)

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.

The Scanner Turns Off Unexpectedly

- ☐ After setting the scanner to the Storage Position, the power turns off automatically.
- ☐ Check if Power Off Settings is not set on the scanner.

Problems Starting Scanning

Document Capture Pro (Windows) Is Not Installed

If Document Capture Pro is not installed, use EPSON Software Updater to install with the latest version.

Related Information

➔ [“Installing the Latest Applications” on page 26](#)

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.
- ☐ Make sure the feed selector is correctly selected.
- ☐ Clean the rollers inside the scanner.
- ☐ Use **Power Separation Mode** when scanning originals that are stuck together.
You can use **Power Separation Mode** in the **Delicate Feed Position** while  (Delicate Feed) is selected. Do not use **Power Separation Mode** for thin originals. The originals may be damaged.
- ☐ Reduce the number of originals being placed at a time.
- ☐ Select **Slow** on the control panel to slow down the scanning speed.
- ☐ Use **Automatic Feeding Mode** in Epson Scan 2, and scan originals one by one.
- ☐ When you are using Document Capture Pro, see the Document Capture Pro help for details.

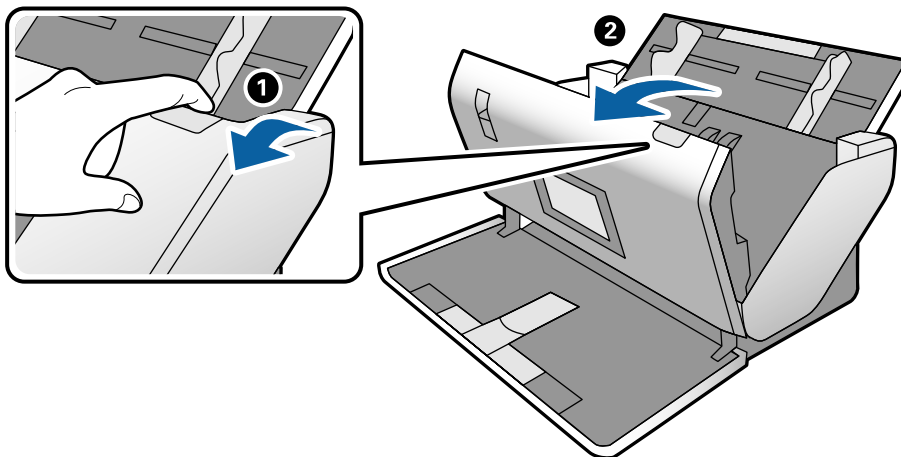
Related Information

- ➔ [“Cleaning Inside the Scanner” on page 119](#)
- ➔ [“Scanning with Manual Feed in Automatic Feeding Mode” on page 105](#)

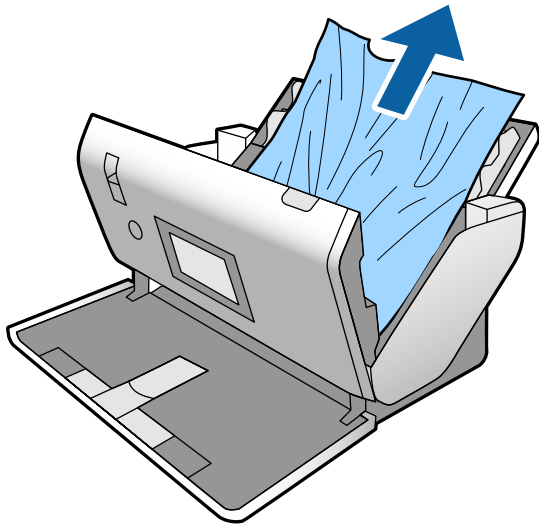
Removing Jammed Originals from the Scanner

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

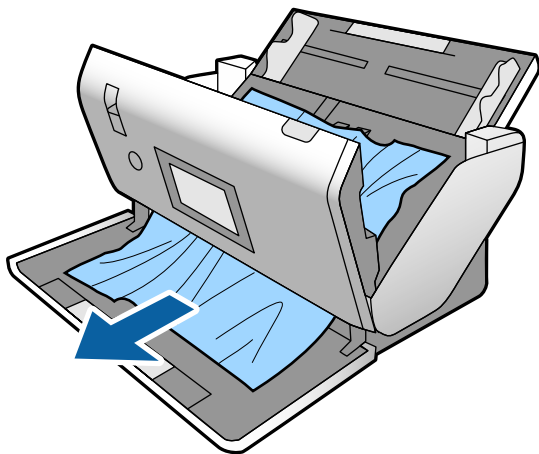
1. Remove all originals remaining in the input tray.
2. Pull the lever and open the scanner cover.



3. Carefully remove any originals remaining inside the scanner.



4. 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.

5. 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.
- ☐ Clean the rollers inside the scanner.
- ☐ 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 119](#)

The Special Original Jams in the Scanner Frequently

If the Carrier Sheet, passport carrier sheet, plastic card (with or without embossing), or laminated card jams frequently, clean the front face of such originals.

If the jam still occurs after the cleaning, scan about 20 sheets of plain paper continuously, and then scan the original again.

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 119](#)

The Originals Get Wrinkled

Set the feed selector to  (Delicate Feed) to scan.

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

The Card Is Not Loaded

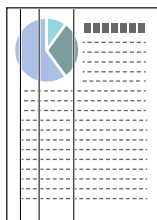
Check that the card is set to portrait.

Related Information

- ➡ [“Placing Plastic Cards” on page 66](#)
- ➡ [“Placing Laminated Cards” on page 68](#)

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 119](#)

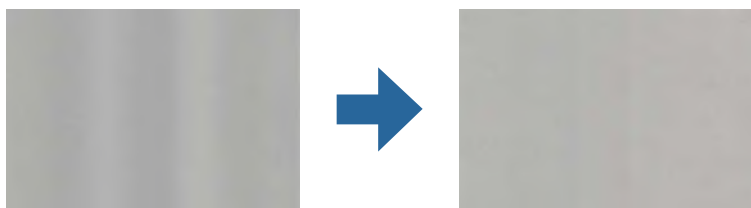
Glass Dirt Alert and Sensor Dirt Alert Do Not Disappear

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.

When using the scanner where there is a large difference in temperature, there may be condensation on the sensor or the glass. Please wait and try again later.

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.

Expanding or Contracting the Scanned Image

When expanding the scanned image of a carrier sheet, passport carrier sheet, plastic card (embossed or not-embossed), or laminated card, clean the surface of the original. If the scanned image is not improved after cleaning, scan 20 sheets of plain paper continuously and then scan the original again.

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.

Change **Background Color** function to **Black** and scan again.

- ☐ 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, see the Document Capture Pro help for details.

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

Document Capture (Mac OS): Click **Scan Settings** > **Text Enhancement**.

Epson Scan 2: Click the **Advanced Settings** tab > **Text Enhancement**. When you are using Document Capture Pro, see the Document Capture Pro help for details.

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

Check that **Text Enhancement** is selected.

Document Capture (Mac OS): 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**. When you are using Document Capture Pro, see the Document Capture Pro help for details.

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.

Note:

If you are scanning a booklet or passport, the binding margin may be blurred and not scanned correctly.

- ☐ 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 (Mac OS): Click **Scan Settings** > **Text Enhancement**.

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

When you are using Document Capture Pro, see the Document Capture Pro help for details.

- ☐ 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 (Mac OS): 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**.

When you are using Document Capture Pro, see the Document Capture Pro help for details.

- ☐ When thin paper is scanned, change **Background Color** function to **White** and scan again.

Make the following settings when you cannot select **White** as the **Background Color**.

- ☐ Select anything except for **Auto Detect** or **Passport** as the **Document Size** setting.

- ☐ Select anything except for **Paper Skew** as the **Correct Document Skew** setting.

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 the **Descreeing** function is enable and **Low**, **Middle**, or **High** is selected in the Epson Scan 2 window. To configure Epson Scan 2 from Document Capture Pro, see the Document Capture Pro help.



- ☐ 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 scanned when automatically detecting the size of the original.

- ☐ Adjust **Crop Margins for Size "Auto"** in the Epson Scan 2 window. To set Epson Scan 2 from Document Capture Pro, see the Document Capture Pro help.

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. To configure Epson Scan 2 from Document Capture Pro, see the Document Capture Pro help.

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.

Carrier Sheet And Passport Carrier Sheet Are Not Recognized Correctly

- ☐ Check if the Carrier Sheet or passport carrier sheet is set properly.
- ☐ While holding the tab, slide the edge guides to fit both ends of the originals correctly.
- ☐ When scanning the passport carrier sheet, check if **Passport** is selected in **Document Size**.

Related Information

- ➔ [“Placing Irregular Shaped Originals” on page 76](#)
- ➔ [“Placing a Passport” on page 73](#)
- ➔ [“Placing Photographs” on page 78](#)

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.

1. Start Epson Scan 2 Utility.
 - ☐ Windows 10/Windows Server 2019/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 2019/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**.

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

- ☐ Windows 10/Windows 8.1/Windows 8/Windows 7/Windows Vista/Windows Server 2019/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 2019/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 Apple 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.

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

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General Scanner Specifications

Note:

Specifications are subject to change without notice.

Scanner type	Sheet Feed, one pass duplex color scanner
Photoelectric device	Color CIS x 2 (front face x 1, rear face x 1)
Effective pixels	7,200×10,200 at 600 dpi 3,600×64,500 at 300 dpi
Light source	White LED x 4 (front face x 2, rear face x 2)
Scanning resolution	600 dpi (main scan) 600 dpi (sub scan)
Output resolution	50 to 1200 dpi (in 1 dpi increments) *
Size of originals	Max 304.8×5,588 mm Min 50.8×69.0 mm
Paper input	Face-down loading
Paper output	Face-down ejection
Paper capacity	Normal Feed Position A4: 120 sheets (80 g/m ²) A3: 60 sheets (80 g/m ²) Delicate Feed Position A4: 20 sheets (80 g/m ²) A3: 10 sheets (80 g/m ²)
Color depth	Color ☐ 30 bits per pixel internal (10 bits per pixel per color internal) ☐ 24 bits per pixel external (8 bits per pixel per color external) Grayscale ☐ 10 bits per pixel internal ☐ 8 bits per pixel external Black and white ☐ 10 bits per pixel internal ☐ 1 bits per pixel external
Interface	SuperSpeed USB

* You can scan various long paper in the following resolutions.

- ☐ Approx. 1346 mm (53 in.) or less: up to 600 dpi
- ☐ Approx. 5461 mm (215 in.) or less: up to 300 dpi
- ☐ Approx. 5588 mm (220 in.) or less: up to 200 dpi

Dimensions and Weight Specifications

Dimensions *	Normal Feed Position Width: 371 mm (14.6 inches) Depth: 208 mm (8.1 inches) Height: 219 mm (8.6 inches) Storage Position Width: 371 mm (14.6 inches) Depth: 167 mm (6.5 inches) Height: 245 mm (9.6 inches)
Weight	Approx. 6.9 kg (15.2 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	☐ Operating: Approx. 20 W ☐ Ready mode: Approx. 9.5 W ☐ Sleep mode: Approx. 1.4 W ☐ 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
Rated Output Current	2 A

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}	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 2019 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}	macOS Catalina macOS Mojave 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, and Windows Server.

- *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

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Standards and Approvals for Australian Models. 153

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>

J432A

A471H, A472E

Standards and Approvals for Australian Models

Product

EMC	AS/NZS CISPR32 Class B
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AC adapter (A471H)

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



Where to Get Help

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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.

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.

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

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
RIAU	ESC PEKANBARU	Jl. Tuanku Tambusai No.459A Pekanbaru Riau	(+62761) 8524695 pkb-admin@epson- indonesia.co.id

Province	Company Name	Address	Phone E-mail
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 JAWA	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

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)

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.som.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