EPSON ®

DS-C480W User's Guide

Contents

DS-C480W User's Guide

Welcome to the DS-C480W *User's Guide*.

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

Note: The illustrations in this guide are for reference only. Although they may differ slightly from the actual product, the operating methods are the same unless otherwise noted.

Product Basics

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

Product Features

Your product includes the following special features.

- **Scanning Passports and Booklets**

  You can scan originals such as passports or booklets using the straight path position.

  Note: Epson Smart Panel does not support booklet scanning.

  With the scanning software, you have the option of saving only the identification pages of your passport (Windows only). See the software help for more information.

  Document Capture Pro software allows you to read the MRZ (Machine Readable Zone) of a passport and convert information such as name, nationality, and passport number into text data, which can then be exported in CSV or XML format (Windows only). See the Document Capture Pro documentation for details.

- **Scanning Directly from the Control Panel**

  You can scan directly from the product's touch screen without having to use a computer. You can send the scanned image to a selected destination (such as a network folder, email, cloud service, or external USB drive) using the Scan to options. The option you use depends on the destination of the scanned image. See the links at the end of the topic for more information.

Destination of Scanned Image	Scan to Option
Save images to a connected computer	**Scan to Computer** Scan from the control panel using the Document Capture Pro software installed on your computer.
Save images to an external USB drive connected to the scanner	**Scan to USB Drive** Send scanned images to a USB device connected to the product's external interface USB port.
Send images directly from the scanner to a cloud service	**Scan to Cloud** Send scanned images to cloud services such as Evernote, Google Drive, and Dropbox, as well as to email addresses using Epson Connect.
Email images directly from the scanner	**Scan to Email** Send scanned images as email attachments either by setting up an email server or by using the Epson Connect cloud service.
Save images to a folder on the network	**Scan to Network Folder/FTP** You need to create a shared folder on the same network as the scanner in advance. As well as Network Folder (SMB), you can also set FTP/FTPS and WebDAV (HTTPS/HTTP) as the destination for scanned images.
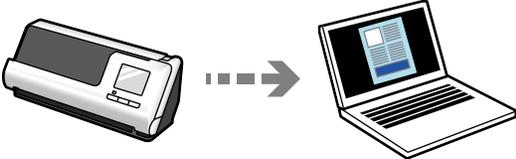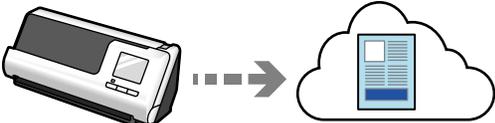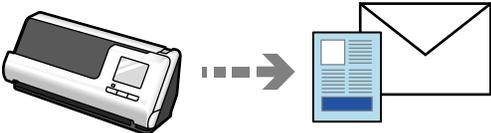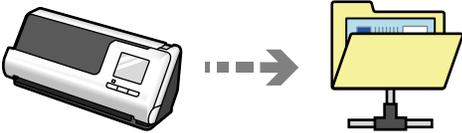
Destination of Scanned Image	Scan to Option
Save images to a computer connected to the scanner	**Scan to WSD** Send scanned images to applications or computers that support Microsoft's Web Services for Devices (WSD). Depending on your environment, you may need to add a WSD scan device on your computer.

- **Glass Surface Stain Detection**

  When the **Detect Glass Dirt** setting is enabled (**Epson Scan 2 Utility** > **Scanner Setting** tab > **Detect Glass Dirt**), the scanner detects any stains on the glass surface inside the scanner and displays a notification on the LCD or your computer screen. When this notification is displayed, clean the glass surface inside the scanner with a genuine Epson cleaning kit or a soft cloth.

  Note: Some stains may not be accurately detected. If detection does not work correctly, try changing the settings. If no stains are detected, select **On-High**. If stains are detected incorrectly, select **On-Low** or **Off**.

- **Text Enhancement**

  You can use Text Enhancement settings (**Epson Scan 2** > **Advanced Settings** tab > **Text Enhancement** > **Settings**) to emphasize light letters and remove dotted patterns in the background of difficult to read originals. You can also correct scanned images when the corners or edges of the original are folded or torn, or when a shadow appears around the scanned image. The missing edges or corners will be automatically filled with the color of the original document.

  Note: When using Document Capture Pro, you can open the Epson Scan 2 screen by clicking the **Detailed Settings** button on the **Scan Settings** screen.

- **Document Protection**

  When the **Paper Protection** setting is enabled (**Epson Scan 2 Utility** > **Scanner Setting** tab > **Paper Protection**), scanning stops immediately when the following conditions are detected:

  - A paper feed error has occurred

  - An original is fed at an angle

  - The combination of the original and the scanner position does not match

Note: Some feed errors may not be accurately detected. If detection does not work correctly, try changing the settings. If no errors are detected, select **On-High** to increase the sensitivity. If errors are detected incorrectly, select **On-Low** to decrease the sensitivity. Select **On-Medium** to detect stapled originals and skewed originals that the lower setting could not detect.

- **Double-feed Detection**

  Set the timing to stop operations when a double feed is detected (**Epson Scan 2 Utility** > **Scanner Setting** tab > **Double Feed Stop Timing**). Select **Immediate** to stop scanning immediately after any double feed is detected. Select **After Eject** to stop scanning the next document.

- **Scan from a mobile device with Epson Smart Panel**

  You can use the Epson Smart Panel app to scan from your iOS or Android device over a direct Wi-Fi connection. You can save the scanned data to your device, upload it to a cloud service, or send it by email. You can also make Wi-Fi settings and troubleshoot errors directly from your smart device.

Parent topic: Product Basics

Related references

Scanner Position

Related tasks

Loading Passports

Loading Booklets

Scanning to a Connected Computer

Scanning to Email

Scanning to the Cloud

Scanning to an External USB Device

Scanning to a Network Folder or FTP Server

Scanning Using WSD - Windows

Scanning in Epson Scan 2

Configuring Email Server Settings

Creating a Shared Network Folder

Setting Up a WSD Port (Windows 7)

Starting a Scan Using the Product Control Panel

Related topics

Scanning with Document Capture Pro or Document Capture

Product Parts Locations

See these sections to identify the parts on your product.

Product Parts - Front
Product Parts - Back
Product Parts - Inside
Optional Accessories and Replacement Parts

Parent topic: Product Basics

Product Parts - Front
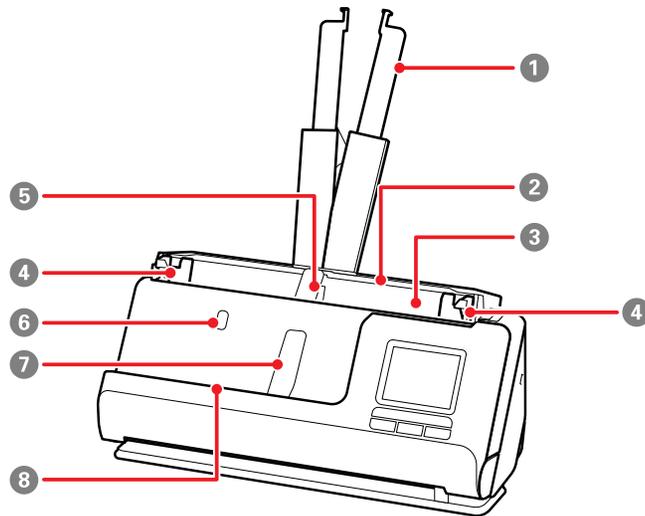
1	Input tray extension
2	Input tray
3	ADF (Automatic Document Feeder)
4	Edge guides

5	Input tray paper support
6	Input tray paper support button
7	Output tray paper support
8	Output tray paper support button
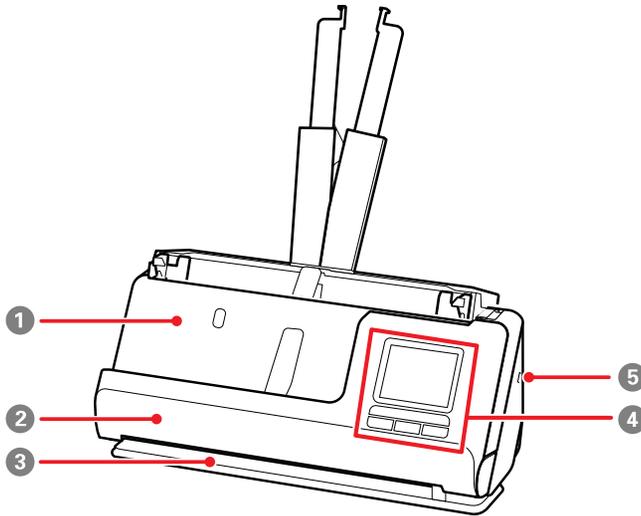
1	Output tray; originals scanned in the vertical path position are ejected here
2	Vertical path cover
3	Output slot; originals scanned in the straight path position are ejected here
4	Control panel
5	Security slot

Parent topic: Product Parts Locations

Product Parts - Back
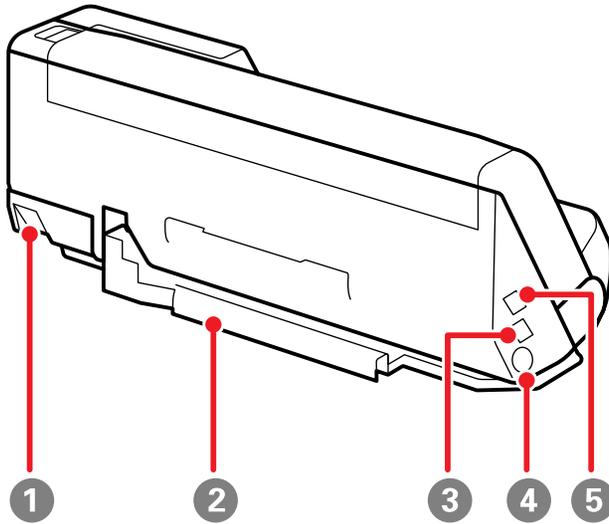
1	Scanner position selector
	Use to change the scanner position between vertical path and straight path.
2	Cable holder (secures the cables neatly to the bottom of the scanner)
	Caution: Do not secure the AC adapter cord and USB cable to the cable holder if the cables are twisted, bent, tangled or otherwise damaged.
3	USB-C port (for connecting to a computer)
4	DC inlet
5	External interface USB port

Parent topic: Product Parts Locations

Product Parts - Inside
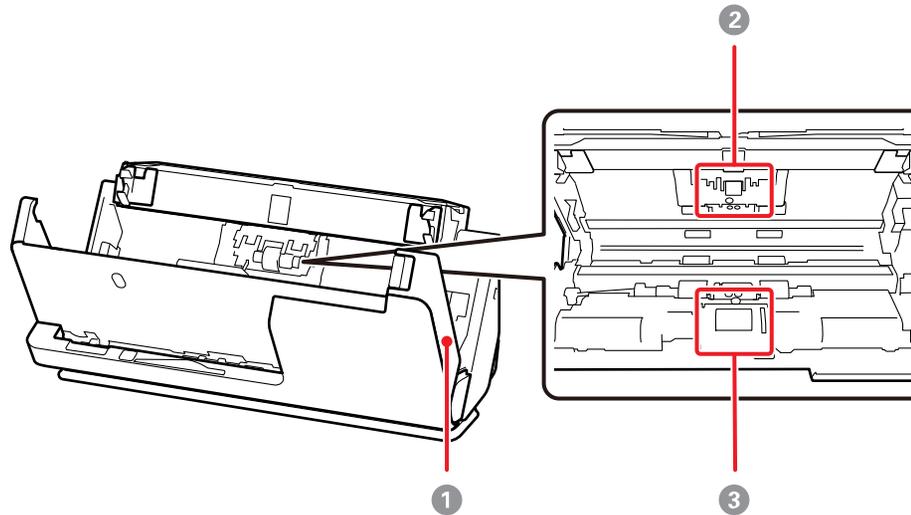
1	Scanner cover
2	Separation roller
3	Pickup roller

Parent topic: Product Parts Locations

Optional Accessories and Replacement Parts

You can purchase optional accessories and replacement parts at epson.com (U.S. sales) or epson.ca (Canadian sales). You can also purchase accessories from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Note: Availability of accessories varies by country.

Part	Part number
Carrier sheet (5)	B12B819051
Passport carrier sheet	B12B819651

Part	Part number
Roller assembly kit	B12B819731
Cleaning kit	B12B819291

You can scan passports as is, but if you want to protect the passport while scanning, use a passport carrier sheet. Using a carrier sheet allows you to scan irregular shaped originals or originals that can easily be scratched. You can only load one carrier sheet in the straight path position.

Note: Use only the carrier sheets specified above. You can only use the carrier sheet or passport carrier sheet when scanning from a computer, or when scanning from the product's control panel using the **Computer** option. You cannot use a carrier sheet or passport carrier sheet when scanning from the product's control panel using the Network Folder, FTP, Email, Cloud, or USB Drive settings.

Parent topic: Product Parts Locations

Scanner Position

You can change the scanner position between vertical path position and straight path position depending on what types of originals you want to scan. See the link at the end of this section for more information on scanner positions used for various types of originals.

Caution: Be careful not to pinch your fingers or any cables when you change the position of the scanner, otherwise injury or damage may occur.

Vertical path position

When scanning multiple sheets of standard-size originals, or thin paper or receipts, pull the scanner position selector on the back of the product and tilt the scanner forward into the vertical path position.
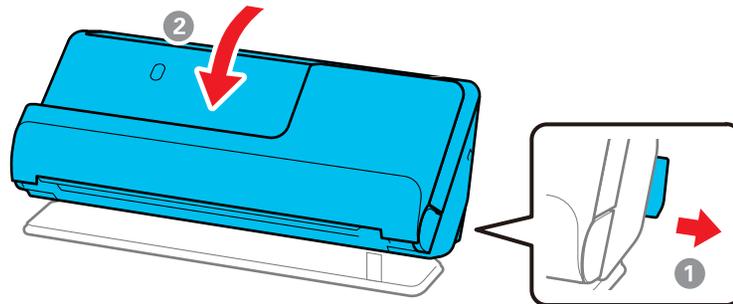
Note: When the scanner is changed to the vertical path position, the vertical path icon appears on the LCD screen.
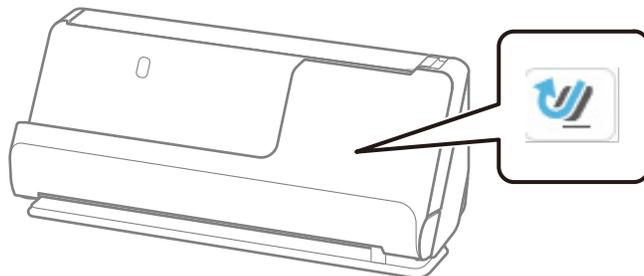
In the vertical path position, originals loaded in the input tray are ejected to the output tray at the top of the scanner.
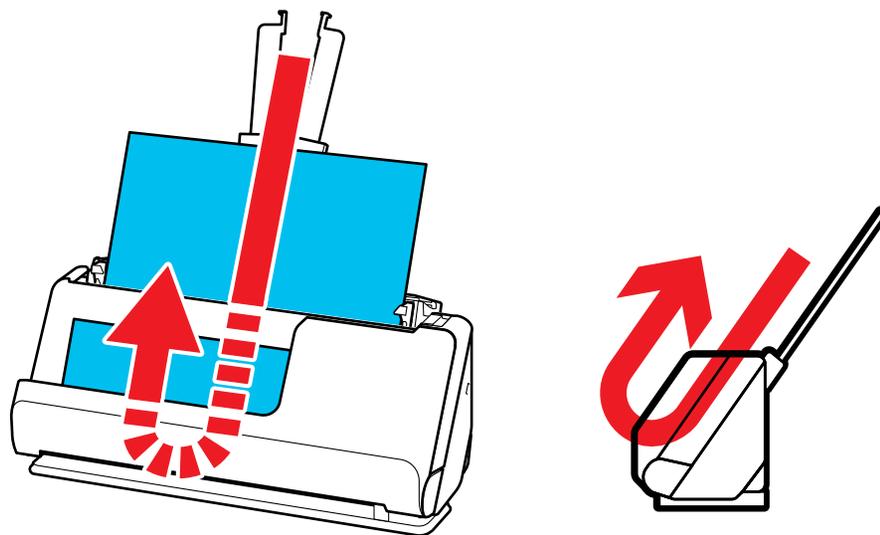
Straight path position

When scanning thick originals such as passports, pull the scanner position selector on the back of the product and tilt the scanner backward into the straight path position.
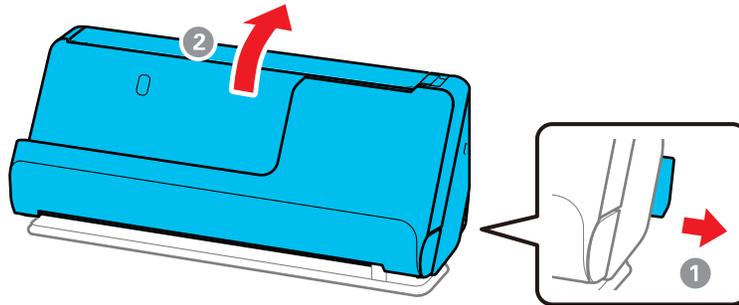
Note: When the scanner is changed to the straight path position, the ⤸ straight path icon appears on the LCD screen.
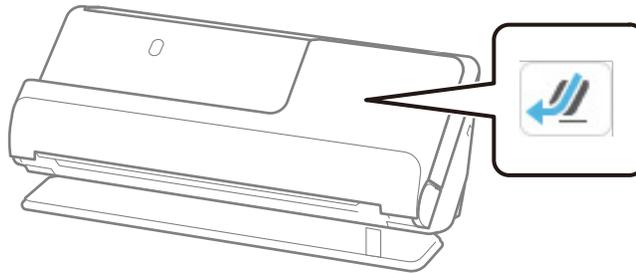
In the straight path position, originals loaded in the input tray are ejected to the output slot at the front of the scanner.
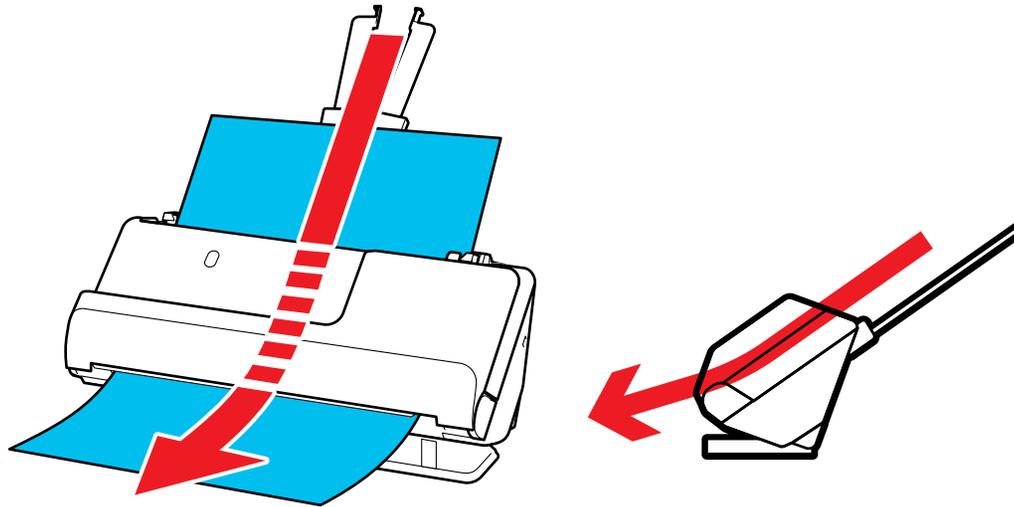
Parent topic: Product Basics

Related references
Scanner Positions

Using the Control Panel

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

Control Panel Buttons and Lights
LCD Screen
Status Icon Information
Navigating the LCD Screen
Entering Characters on the LCD Screen
Viewing Animations
Registering Presets
Adjusting the Screen Brightness
Adjusting Control Panel Sounds
Changing LCD Screen Language

Parent topic: Product Basics

Control Panel Buttons and Lights
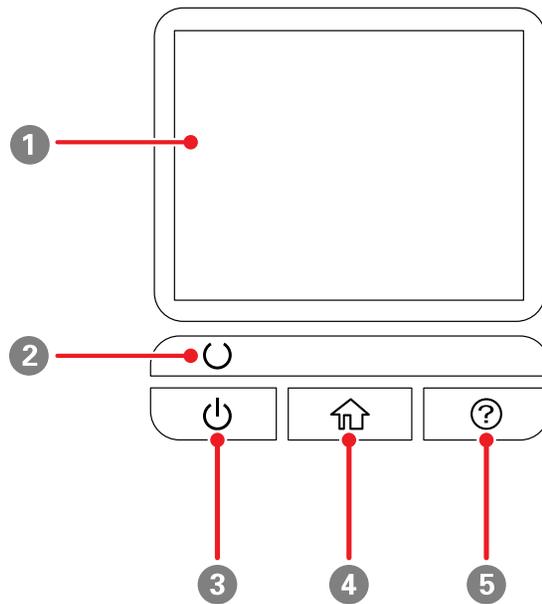
1   LCD screen

2	⏻ ready light; indicates the status of the product
3	⏼ power button; turns the product on and off
4	⌂ home button; displays the home screen
5	❓ help button; displays the help screen

Parent topic: Using the Control Panel

LCD Screen
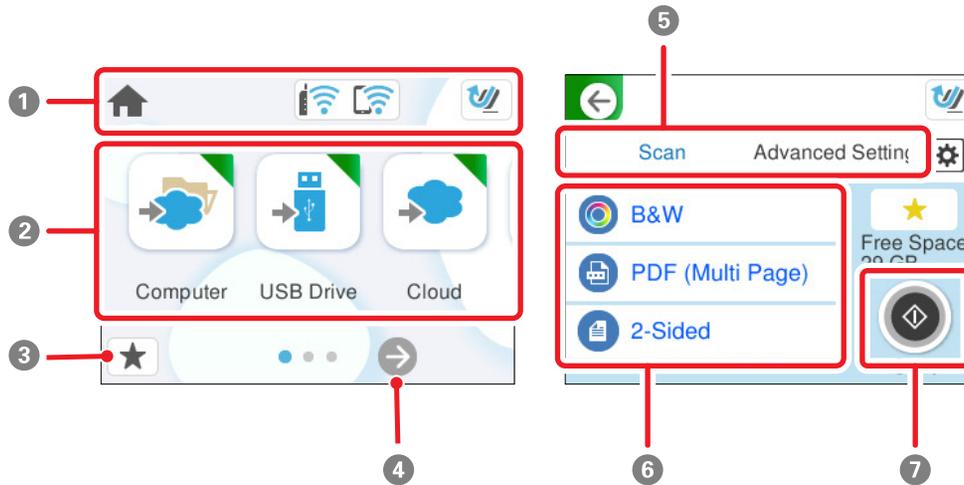
1	Displays status information; select an icon to check its status or adjust its settings
2	Menu options
3	Displays the presets list; load your presets and register new presets
4	Select to view additional menu options
5	Select a tab to view different options and settings
6	Setting options; select an item to change the settings (grayed-out items are not available)
7	Select to start scanning using current settings

Status Icon Information

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

Icons	Description
home	Displays the home screen.
	Displayed when a firmware update is available.
	Displays the network connection status; select the icon to set up or change your network connection. • The product is not connected to a wireless network. • The product is searching for an SSID or experiencing a wireless network connection issue. • The product is connected to a wireless network; the number of bars indicates the connection's signal strength. • Wi-Fi Direct (Simple AP) is not enabled. • Wi-Fi Direct (Simple AP) is enabled.
	Displayed when the scanner is in the vertical path position.
	Displayed when the scanner is in the straight path position.
	Displays the previous screen.
	Displays additional information or instructions; select the icon to display the information.
	There is a problem with the indicated setting; select the icon for information on resolving the problem.

Related tasks

Setting a Password and Locking the Control Panel

Navigating the LCD Screen

Follow these guidelines to navigate and use the menus on the LCD screen.

Tap or press the screen to select an item or icon

Flick the screen to scroll swiftly

Slide your finger across the screen to move items

To change a setting, tap anywhere on the setting.

To enter a value in a field, tap the field to display the on-screen keyboard.

Parent topic: Using the Control Panel

Entering Characters on the LCD Screen

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

On-screen keyboard
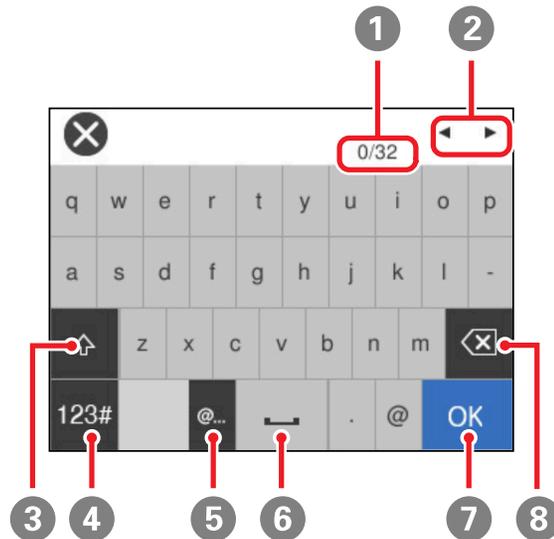
| 1 | Displays the character count |

2	Moves the cursor left or right
3	Switches between uppercase and lowercase characters
4	Switches between characters and numbers or symbols
5	Displays a list of common domain names to choose from
6	Enters a space
7	Select when you are finished
8	Deletes the previous character

Parent topic: Using the Control Panel

Viewing Animations

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

1. Press the ❓ help button on the control panel to display the help screen.

2. Select **How To** to view instructions on common procedures.

3. Select a topic from the list of available topics and follow the on-screen instructions.

   While viewing the topics, you may see screens like this:
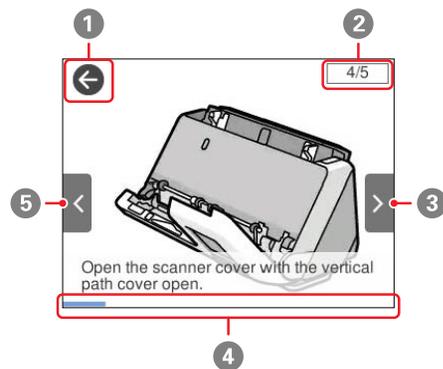
1	Returns to the start of the animation
2	Displays the current step number and the total number of steps
3	Select the right arrow to view the next step
4	Indicates your overall progress through the animation
5	Select the left arrow to view the previous step

Parent topic: Using the Control Panel

Registering Presets

You can register up to 24 frequently used scanning settings as presets.

Note: This setting can be locked by an administrator. If you cannot access or change this setting, contact your administrator for assistance. To register presets using Web Config, select **Presets** on the Scan tab and follow the instructions on the screen. You can register the current scan settings by selecting the ★ presets icon on the start scanning screen.

1. Select the 🏠 home icon, if necessary.
2. Select the ★ Presets icon on the home screen.
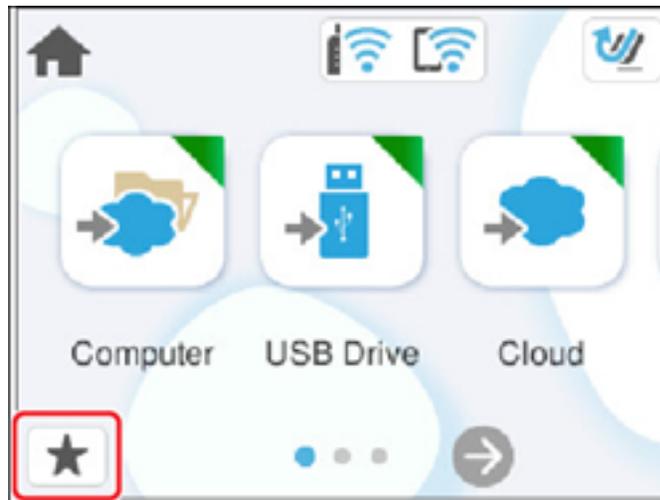
3. Select a ⊕ icon.
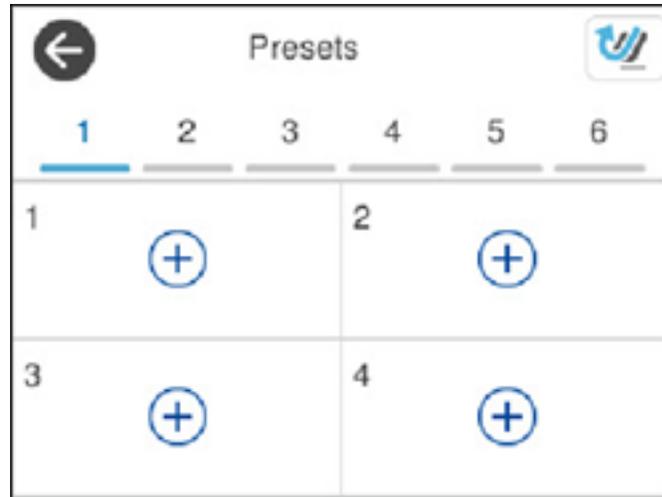
4. Select the scanning option you want to register as a preset.
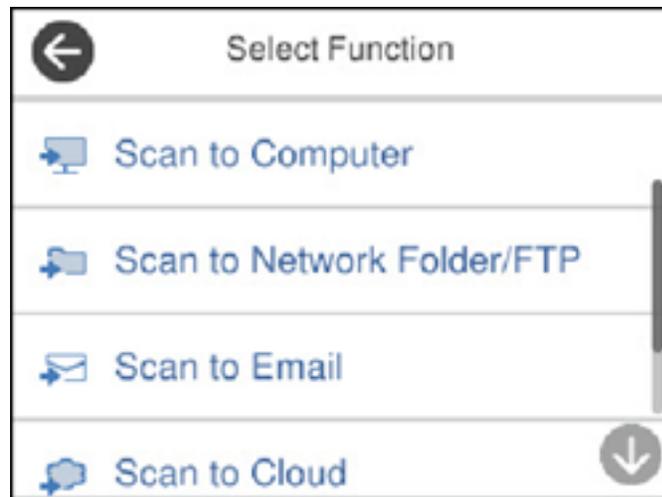
Note: For some scanning options, it is best to configure the destination information (such as email contacts or network folders) before registering the preset. You can still configure the destination information while registering the preset, but if it is configured beforehand, you can simply make your selections from the existing list.

5. Tap the ✦ Register icon to register the preset.

   Note: For the **Scan to Computer** option, select the computer on which Document Capture Pro is installed, and then select a registered job. This option is available only for a computer connected over a network.

6. Enter the following settings:

   - **Name**: Enter a name for the preset.
   - **Set Icon**: Select an icon and background color for the preset.
   - **Quick Send Setting**: Select **On** to start scanning immediately when the preset is selected.

      Note: If you are using Document Capture Pro Server, the Quick Send preset takes priority over other software settings.

   - **Contents**: Change scan settings as necessary.

7. Select **OK** to save the preset settings.

Presets Menu Options

Parent topic: Using the Control Panel

Related tasks
Scanning Using Presets

Presets Menu Options

Select the arrow next to each preset to change the registered contents of the preset, or to display the scan settings.

Change Name
Changes the preset name.

Change Icon
Changes the icon image and color of the preset.

Quick Send Setting
Immediately starts scanning without confirmation when the preset is selected.

Change Position
Changes the display order of the presets.

Delete
Deletes the preset.

Confirm Details
Displays the preset scan settings. You can load the preset by selecting **Use This Setting**.

Parent topic: Registering Presets

Adjusting the Screen Brightness

You can adjust the brightness of the LCD screen.

1. Select the 🏠 home icon, if necessary.

2. Select **Settings** > **Basic Settings**.

3. Select **LCD Brightness**.

4. Select the **–** or **+** icon to decrease or increase the brightness.

5. Select **OK** to exit.

Parent topic: Using the Control Panel

Adjusting Control Panel Sounds

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

1. Select the 🏠 home icon, if necessary.

2. Select **Settings** > **Basic Settings**.

3. Select **Sounds**.

4. Do one of the following:

   • To mute all control panel sounds, turn the **Button Press** setting off.

   • To adjust the sound level for scanner errors, select **Error Tone** and tap the icons to select the desired level.

5. Select **OK** to exit.

Parent topic: Using the Control Panel

Changing LCD Screen Language

You can change the language used on the LCD screen.

1. Select the 🏠 home icon, if necessary.

2. Select **Settings** > **Basic Settings**.

3. Scroll down and select **Language**.

4. Select a language.

Parent topic:

Selecting the Date and Time

Select the current date, time, and daylight saving phase in your area, and choose your preferred date and time format.

1. Select the 🏠 home icon, if necessary.

2. Select **Settings** > **Basic Settings**.

3. Select **Date/Time Settings**.

4. Select **Daylight Saving Time**.

5. Select the setting that applies to your area.

   • **Off**: it is winter or your region does not use Daylight Saving Time (DST)

   • **Summer**: it is spring or summer and your region uses Daylight Saving Time (DST)

   Note: If your region uses Daylight Saving Time (DST), you must change this setting to match the season. When you change from **Off** to **Summer**, your product automatically sets its clock ahead one hour. When you change from **Summer** to **Off**, it sets its clock back one hour.

6. Select **Date/Time**.

7. Select the date format you want to use.

8. Use the numeric keypad to enter the current date, then select **OK**.

9. Select the time format you want to use.

10. Use the numeric keypad to enter the current time, then select **OK**.

11. Select **Time Difference**.

12. Use the **+** and **-** buttons to enter the time difference between your time zone and UTC (Coordinated Universal Time), then select **OK**.

Parent topic:

Changing the Keyboard Layout

You can change the layout of the keyboard on the control panel.

1. Select the 🏠 home icon, if necessary.

2. Select **Settings** > **Basic Settings**.

3. Select **Keyboard**.

4. Select the layout you want to use.

Parent topic:

Adjusting the Operation Time Out Setting

The Operation Time Out setting causes the LCD screen to return to the home screen after a few minutes of inactivity. This feature is enabled by default, but you can turn it off.

1. Select the 🏠 home icon, if necessary.

2. Select **Settings** > **Basic Settings**.

3. Scroll down and select **Operation Time Out**.

4. Tap the setting to toggle it **On** or **Off** (**On** is the default).

5. If you want to increase or decrease the number of minutes, tap the **+** and **–** icons to set the desired number.

6. Select **OK** to exit.

Parent topic:

Preventing PC Connection via USB

You can disable access to your product from a USB-connected computer. This restricts non-network access to the product.

1. Select the 🏠 home icon, if necessary.

2. Select **Settings** > **Basic Settings**.

3. Scroll down and select **PC Connection via USB**.

4. Select **Disable**.

5. Select **Yes** to restart the product.

Parent topic: Using the Control Panel

Setting Direct Power On

You can turn on the product directly when the product is connected to the power source, without pressing the power button.

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

1. Select the ⌂ home icon, if necessary.

2. Select **Settings** > **Basic Settings**.

3. Scroll down and select **Direct Power On**.

4. Select **On**.

Parent topic: Using the Control Panel

Changing Regular Cleaning Alert Settings

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

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

1. Select the ⌂ home icon, if necessary.

2. Select **Settings** > **Regular Cleaning Alert Settings**.

3. Do the following:

   • Set the **Warning Alert Setting** to **On** to receive a notification when it is time to clean inside the scanner.

   • On the **Count Alert Setting** screen, use the **+** and **–** icons to change the number of scans before the notification appears.

4. Select **OK** to exit.

Parent topic: Using the Control Panel

Changing Roller Replacement Alert Settings

You can set an alert to appear to remind you to replace the roller after a certain number of scans.

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

1. Select the 🏠 home icon, if necessary.
2. Select **Settings** > **Roller Replacement Alert Setting**.
3. Select **Count Alert Setting**.
4. Use the **+** and **–** icons to change the number of scans (1,000 to 200,000) before the notification appears.
5. Select **OK** to exit.

Parent topic: Using the Control Panel

Setting a Password and Locking the Control Panel

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

Note: You should set an administrator password and keep it in a safe place. You must know the administrator password in order to change it. If you forget the password or inadvertently set it, contact Epson for assistance.

- Start-up Screen
- Basic Settings
- Scanner Settings
- User Settings
- Network Settings
- Web Service Settings
- Contacts Manager
- System Administration
- Reset the Number of Scans
- Roller Replacement Alert Setting

- Regular Cleaning Alert Settings

You can change the password using the product control panel.

Note: To change the password using Web Config, select **Change Administrator Password** on the Product Security tab and enter the necessary information.

1. Select the 🏠 home icon, if necessary.

2. Select **Settings**.

3. Select **System Administration**.

4. Select **Admin Settings**.

5. Select **Admin Password** > **Change**.

6. Enter your current password.

   Note: The default password is the product's serial number. To locate the serial number, check the label attached to the back of your product. If you restore the product to default settings, the administrator password resets to the product serial number.

7. Enter a new password.

8. Enter the new password again to confirm it.

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

9. Select **Lock Setting** > **On** to enable access restriction.

   Note: To set the lock setting using Web Config, select **Control Panel** on the Device Management tab and select **Panel Lock** > **On**.

When the control panel is locked, you must enter the password to access any of the locked settings. You can reset the administrator password by selecting **Reset** on the Admin Password screen. To disable access restriction, select **Settings** > **System Administration** > **Admin Settings** > **Lock Setting** > **Off**.

Parent topic: Using the Control Panel

Setting Up Epson Connect Services

If you did not activate your product's email address for use with Epson Connect when you set up your product, you can activate it using the product control panel.

1. Select the 🏠 home icon, if necessary.

2. Select **Settings**.

3. Select **Web Service Settings**.

4. Select **Epson Connect Services**.

5. Select **Register**.

6. Follow the instructions on the screen to activate your product's email address.

Parent topic: Using the Control Panel

Using Power Saving Settings

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

Changing the Sleep Timer Settings
Changing the Power Off Timer Settings

Parent topic: Product Basics

Changing the Sleep Timer Settings

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

1. Select the 🏠 home icon, if necessary.

2. Select **Settings** > **Basic Settings**.

3. Select **Sleep Timer**.

4. Select the **+** and **–** icons to increase or decrease the number of minutes.

   Note: You can also press the minutes field and use the displayed numeric keypad to enter the number of minutes.

5. Select **OK** to exit.

Parent topic: Using Power Saving Settings

Changing the Power Off Timer Settings

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

1. Select the 🏠 home icon, if necessary.

2. Select **Settings** > **Basic Settings**.

3. Select **Power Off Timer**.

4. Select a time period between **30minutes** and **12h** (12 hours).

Parent topic: Using Power Saving Settings

Available Software

The table below provides an overview of the software available for your product.

You can download and install the necessary software from the Epson website using the instructions on the *Start Here* sheet.

Note: An internet connection is required to obtain the product software.

Software	Description
Document Capture Pro (Windows) or Document Capture (Mac)	Allows you to easily and efficiently digitize originals if you want to save scanned data to your computer. You can register a set of operations, such as Scan-Save-Send, as a "job" and assign the job to the scanner's control panel so you can perform the operation by simply selecting the job on the LCD screen. See the software help for detailed information on using the application.
Epson Scan 2	Scanner driver that allows you to control the scanner. You can adjust the size, resolution, brightness, contrast, and quality of the scanned image. See the software help for more information on using the application. **Note:** For Windows Server operating systems, make sure the Desktop Experience feature is installed.
Epson Smart Panel	Allows you to scan documents using devices such as smart phones and tablets. You can save the scanned data in smart devices or cloud services, and send by e-mail. Download and install Epson Smart Panel from the App Store or Google Play.

Software	Description
Epson Software Updater	Periodically checks for software updates and then notifies you and installs the software if an update is available. You can select the interval for update checks and make settings for receiving update notifications. In addition to driver updates, also allows you to update product firmware and previously installed applications, and install additional software that is compatible with your product.
Web Config	Pre-installed software that allows you to access your scanner from a web browser via a network, and perform administrative functions such as updating firmware and configuring network and advanced security settings. To use WebConfig, connect the scanner and the computer or device to the same network.
EpsonNet Config	Allows you to set network interface addresses and protocols. See the software help for more information on using the application.
Epson DeviceAdmin	Allows you to monitor and manage your product on a network and perform administrative functions such as updating firmware and running detailed status reports. See the software help for more information on using the application and its functions.

Parent topic: Product Basics

Using the Epson Smart Panel Mobile App

Use this free Apple and Android app to scan with networked Epson products.

1. Connect your product to your wireless network. See the link below.

2. Visit epson.com/connect (U.S.), epson.ca/connect (Canada), or latin.epson.com/connect (Latin America) to learn more about Epson Smart Panel and check the compatibility of your mobile device.

3. Download Epson Smart Panel from the Apple App Store or Google Play.

4. Connect your mobile device to the same wireless network as your product.

5. Open Epson Smart Panel and select your Epson product, if necessary.

Now you are ready to scan with your mobile device and your Epson product.

Parent topic: Product Basics

Related tasks
Setting Up Network Scanning

Loading Originals

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

Note: The illustrations are for reference only. Although they may differ slightly from the actual product, the steps are the same unless otherwise noted.

Scanner Positions
Loading Originals in the Input Tray
Loading Large Originals
Loading Long Paper
Loading Booklets
Loading Passports
Loading Multiple Sizes of Originals in the Input Tray
Loading Plastic and Laminated Cards in the Input Tray
Loading Special Originals

Scanner Positions

Your product uses two different positions for scanning, depending on the type of original being scanned. The table below shows the scanner position used for various types of originals.

For details on how to change the scanner position, see the link at the end of this section.

Scanner Position	Description	Supported Originals
Vertical path position	Use the vertical path position for scanning thin paper, receipts, or multiple sheets of standard-size originals. Scanned originals are ejected from the output tray at the top of the scanner.	• Standard size originals up to this size: Letter (8.5 × 11 inches [216 × 279 mm]) or A4 (8.3 × 11.7 inches [210 × 297 mm]) • Thin paper (40 g/m2) • Receipts less than 15.5 inches (393.7 mm) in length • Business cards • Mixture of originals

Scanner Position	Description	Supported Originals
Straight path position	Use the straight path position for scanning thick or long documents, envelopes, passports, cards, and other irregular size originals. Scanned originals are ejected from the output slot at the front of the scanner. When scanning in the straight path position, make sure there is enough space in front of the scanner for the ejected originals. If the scanned image is affected by the originals ejecting below the product, try placing the product on the edge of a table where the ejected originals can drop freely.	• Large size originals • Long paper • Receipts over 15.5 inches (393.7 mm) in length • Plastic cards • Laminated cards • Booklets • Passports • Picture post cards • Important or essential originals (in a carrier sheet) • Envelopes • Irregular size originals (in a carrier sheet)

Parent topic: Loading Originals

Related references

Scanner Position

Loading Originals in the Input Tray

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

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

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

1. Make sure the ⊍ vertical path position icon is displayed.
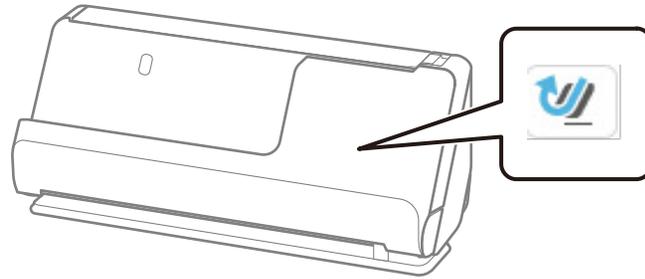
Note: If the ⊿ straight path position icon is displayed, pull the position selector to the right and tilt the scanner forward.
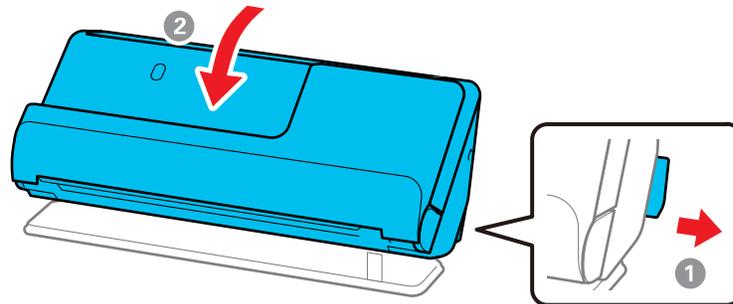
2. Open the input tray.
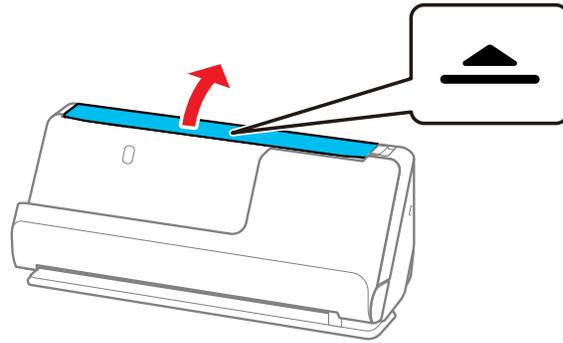
3. Raise the input tray extension.
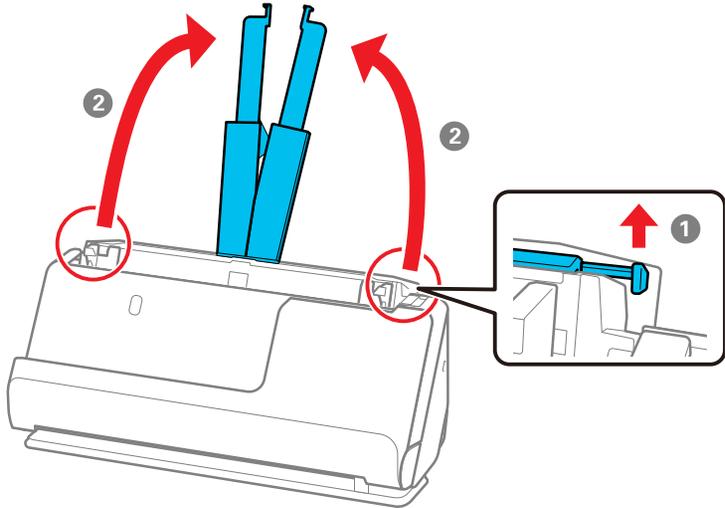
4. Slide the input tray edge guides all the way out.
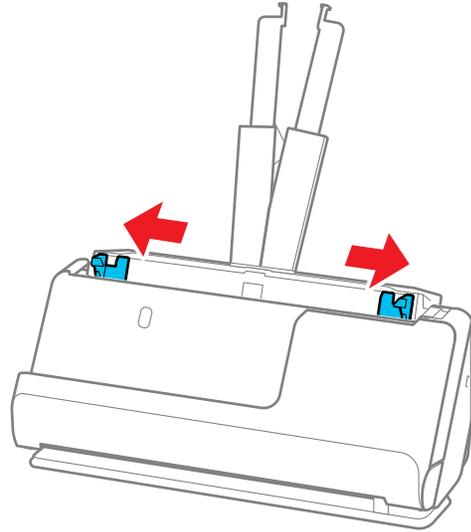
5. If you are loading a multi-page original, fan your stack of originals.

   Note: If you are loading an original that is 15.5 inches (393.8 mm) or longer, load only one sheet at a time.
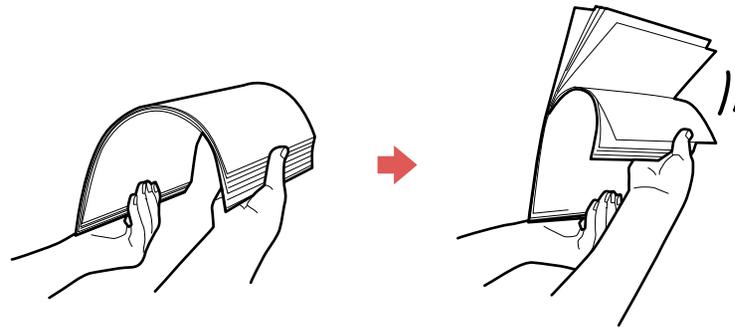
6. Stack the originals with the printed side facing up and slide the stack so the leading edge is at an angle as shown.
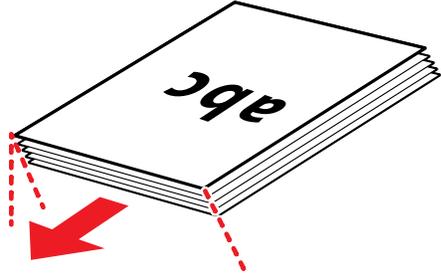
7. Do one of the following to load originals:

- Load standard originals into the input tray printed side up and top edge first, and guide them in until they meet resistance.
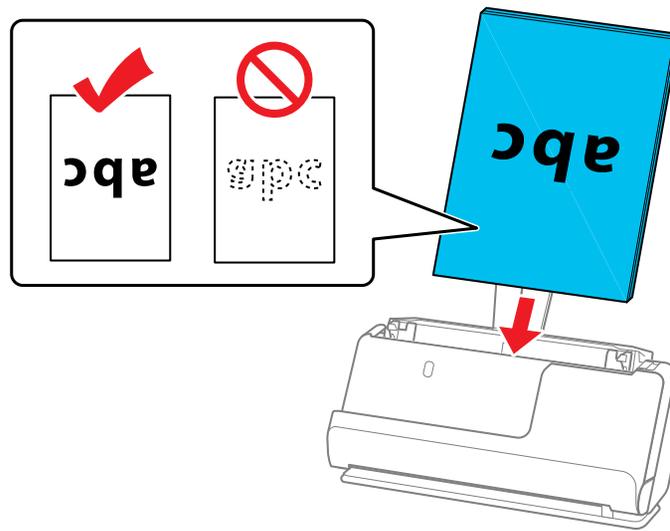
- If you are loading hole-punched originals, load them with the holes facing down or to the side as shown. The holes must be within 1.2 inches (30 mm) of the edge of the originals.
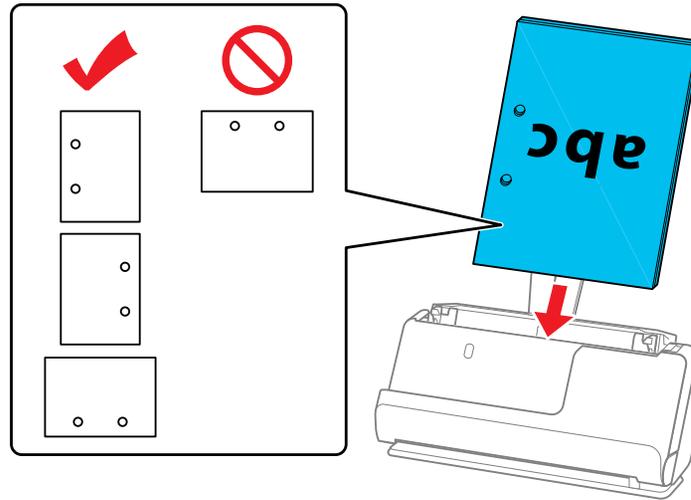
- If you are loading folded originals, load them so that the valley fold (the dotted line) is at the front of the scanner and on the ADF side as shown. You can load up to 10 sheets. Originals with a hard

fold line may not be fed properly. For originals such as these, flatten them so that the height of the fold is 0.2 inches (5 mm) or less before loading it.
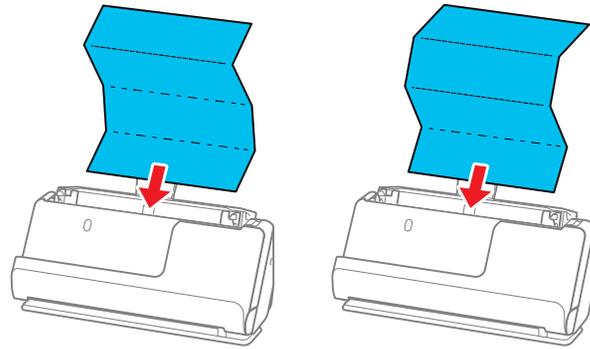
- If you are loading thick originals (127 g/m² or more), switch the scanner to the straight path position and load only one original at a time. If thicker paper does not eject properly, try placing the product on the edge of a table where the ejected originals can drop freely.
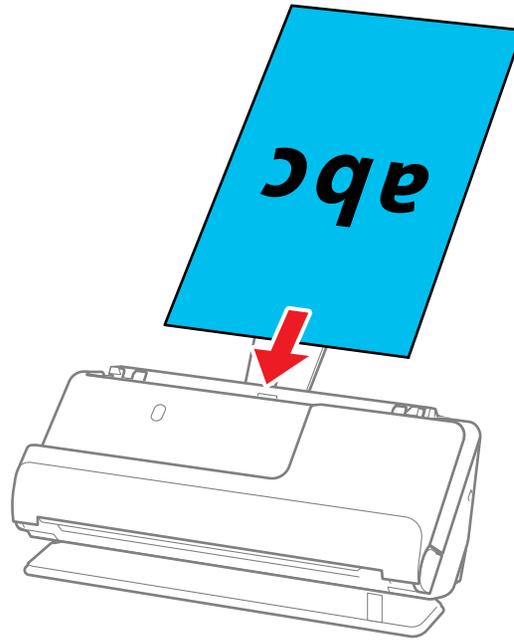
Note: You can check the scanner position on the LCD screen. If the ⬚ straight path icon is displayed, the scanner is in the correct position. If the ⬚ vertical path icon is displayed, pull the lever on the back and tilt the scanner backwards.

- If you are loading irregular shaped originals, switch the scanner to the straight path position and load the original into an optional carrier sheet with the back of the original facing up.
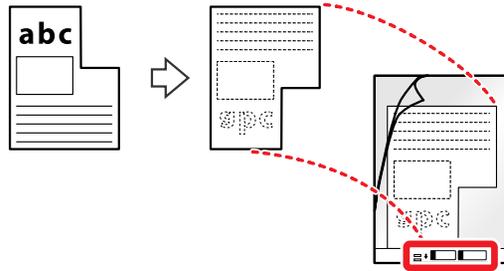
Flip the carrier sheet over before loading it in the input tray.
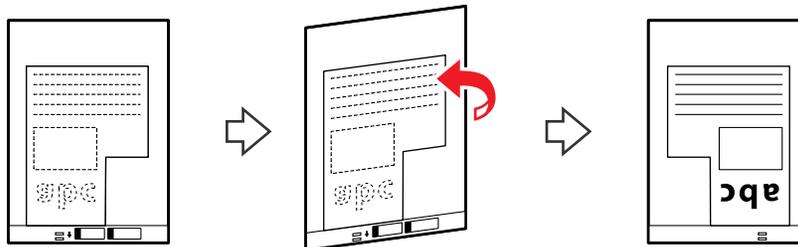
Load the original into the input tray as shown.
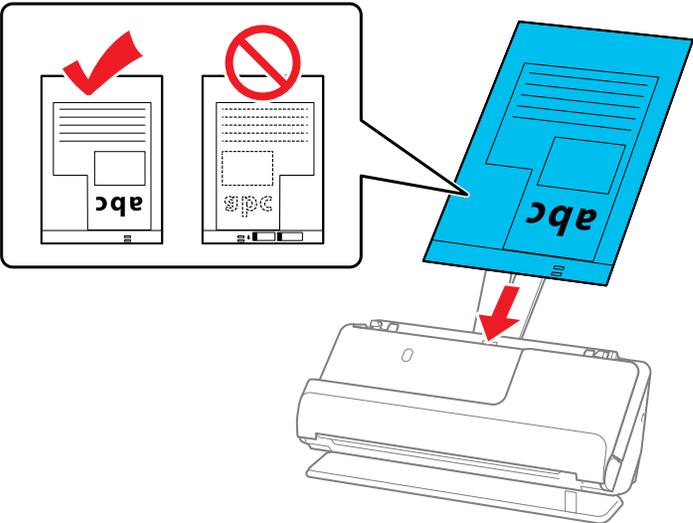
Note: Use only the carrier sheet designed for your product. The carrier sheet is automatically recognized by the product by the two small rectangular holes on the front edge. Keep the holes

clean and not covered. Do not load a carrier sheet that has scratches on it or one that has been scanned more than 3,000 times.
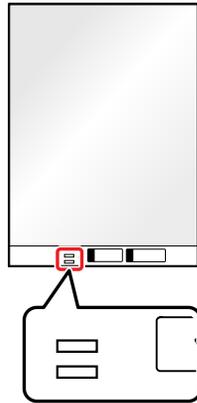
- If you are loading envelopes, switch the scanner to the straight path position and load the envelope short side first with the side to be scanned facing up. For envelopes with the flap side on

the shorter side, you can load the envelope with the flap side facing up. Insert the envelope into the ADF until it meets resistance.
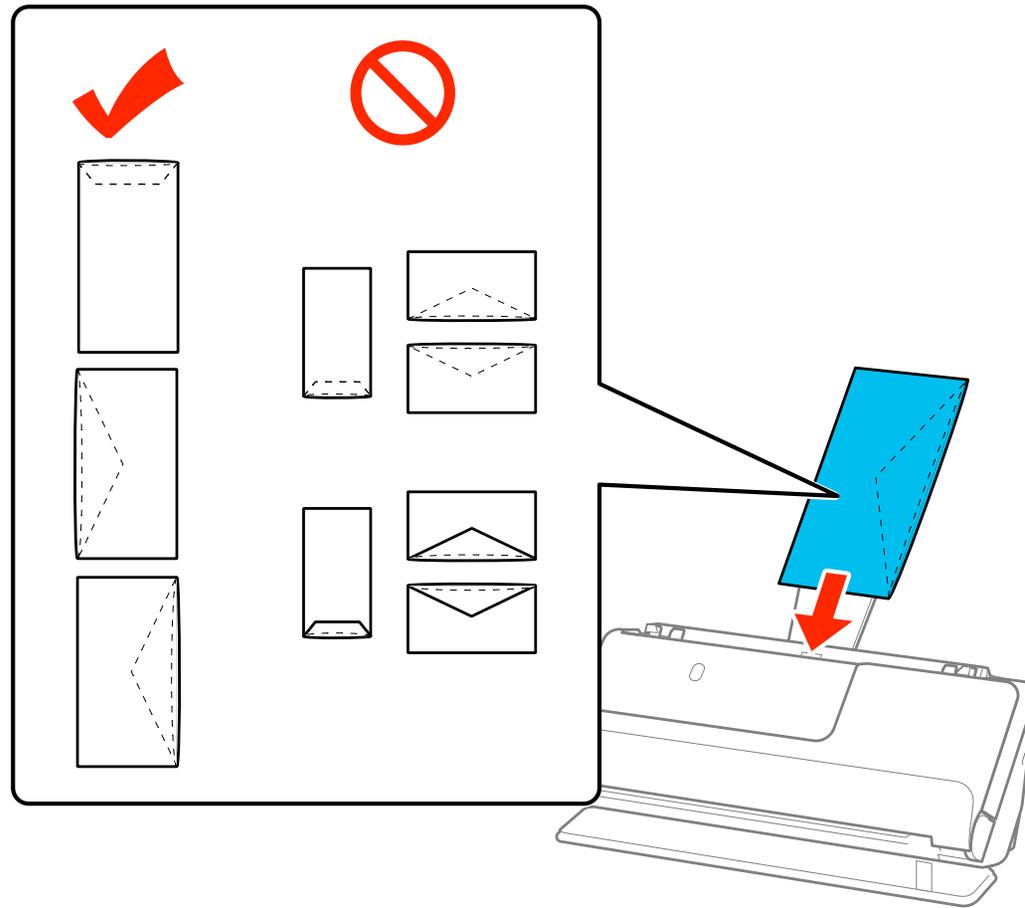
8. Adjust the edge guides to fit the edges of the original so that there are no gaps. Otherwise, the original may skew.
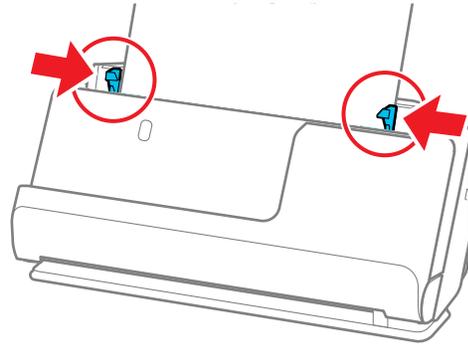
If the document extends beyond the input tray extension, support the original as it enters into and ejects from the product to prevent it from skewing. When scanning thin originals or originals that tend to curl after scanning, we recommend extending the input and output tray paper supports. After loading the original, press both of the buttons to raise the supports.
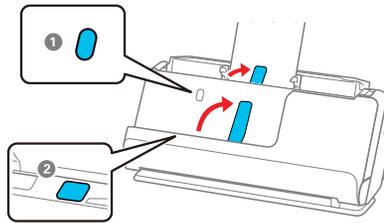
Parent topic: Loading Originals

Related references
Original Document Specifications
Plastic and Laminated Card Specifications
Special Original Specifications

Related tasks

Loading Multiple Sizes of Originals in the Input Tray

Related topics

Scanning

Loading Large Originals

You can load large originals up to A2 (16.5 × 23.4 inches [420 × 594 mm]) size. Make sure the original meets the specifications before loading it. Also make sure there is enough space in front of the scanner for the ejected originals.

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

Note: To combine the scanned images, open Document Capture Pro and click the **Detailed Settings** button on the **Scan Settings** screen. Then, select **Double-Sided** as the **Scanning Side** setting and select **Left & Right** as the **Stitch Images** setting in the Epson Scan 2 window. See the software help for details.

1. Make sure the straight path position icon is displayed.
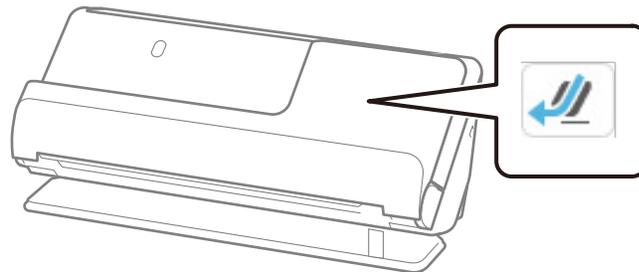
Note: If the [icon] vertical path position icon is displayed, pull the position selector to the right and tilt the scanner backwards.
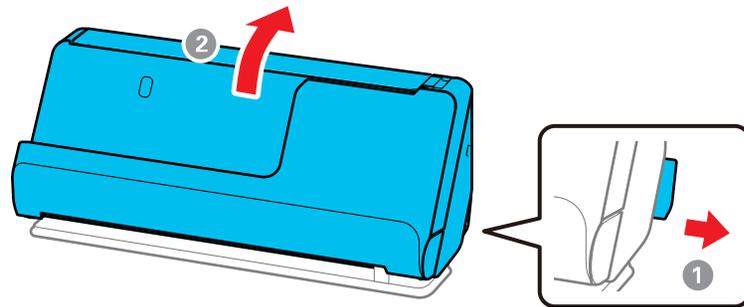
2. Open the input tray.
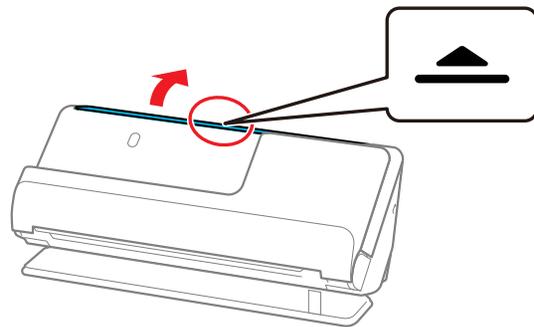
3. Raise the input tray extension.
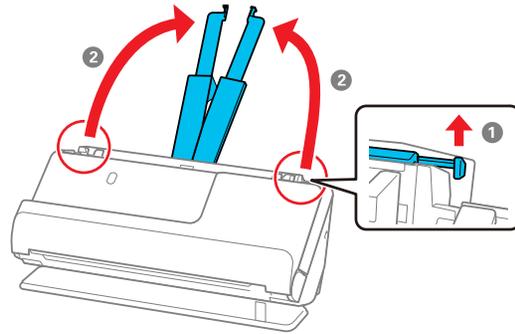
4. Slide the input tray edge guides all the way out.
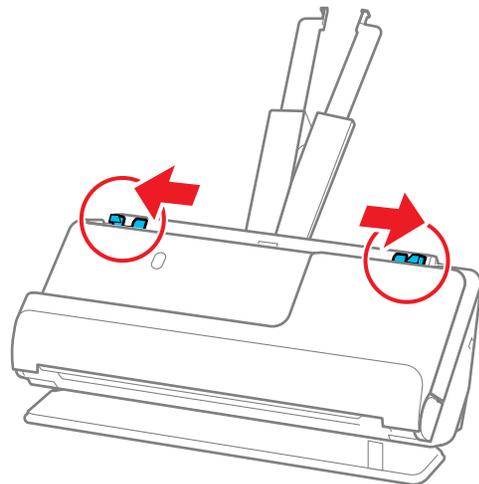
5. Fold the original in half so that the side to be scanned is facing out.
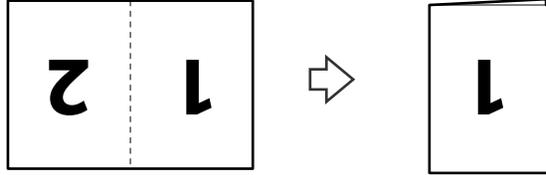
6. Load the folded original in the input tray with page 1 facing up as shown, then guide it in until it meets resistance.
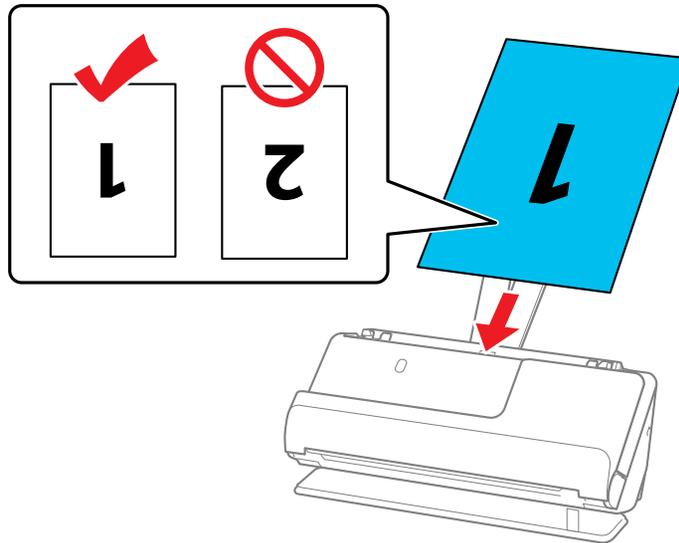
7. Adjust the edge guides to fit the edges of the original so that there are no gaps. Otherwise, the original may skew.
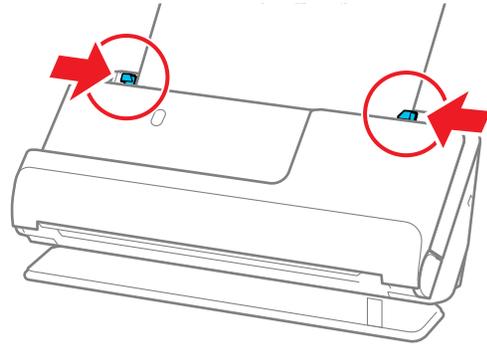
8. Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2.

   Note: When using Document Capture Pro, you can open the Epson Scan 2 screen by clicking the **Detailed Settings** button on the **Scan Settings** screen.

Parent topic: Loading Originals

Loading Long Paper

You can load long paper up to 220 inches (5588 mm) long in the input tray. Make sure the original meets the specifications before loading it.

Note: The scanning speed is slower when scanning long paper. You cannot scan long paper from the product control panel. You cannot scan long paper using Epson Smart Panel.
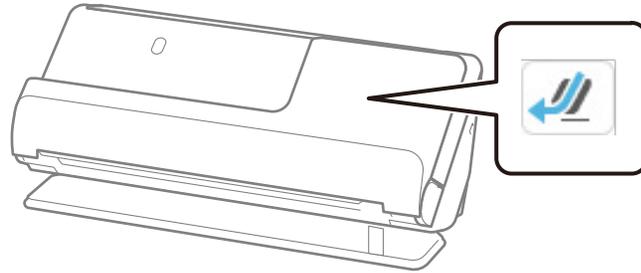
1. Make sure the ![straight path icon] straight path position icon is displayed.

Note: If the ![vertical path icon] vertical path position icon is displayed, pull the position selector to the right and tilt the scanner backwards.
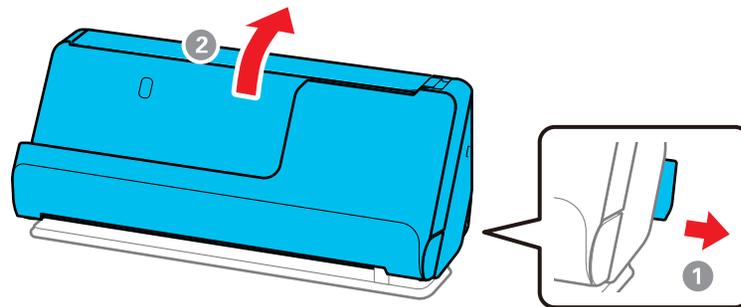
2. Open the input tray.
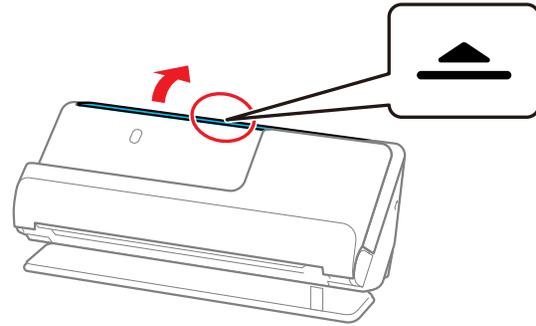
3. Raise the input tray extension.
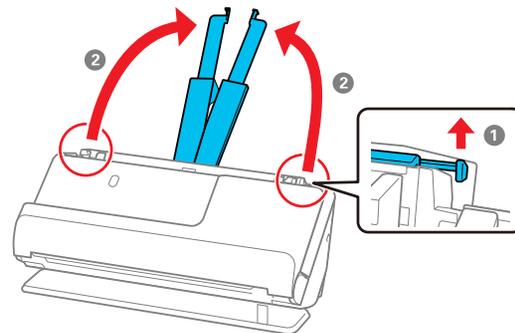
4. Slide the input tray edge guides all the way out.

5. Load the original into the input tray printed side up and top edge first, and guide it in until it meets resistance.
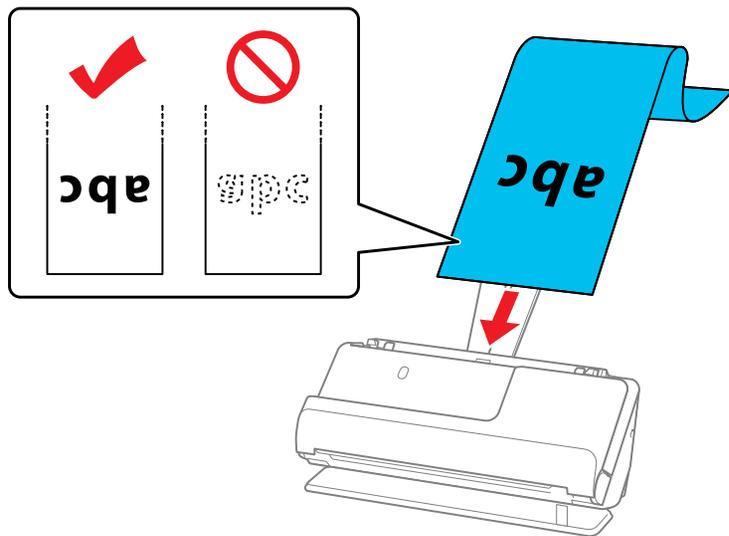
When loading long paper, support it at the input side so that it does not drop out of the ADF, and the output side so that the ejected paper does not get jammed.
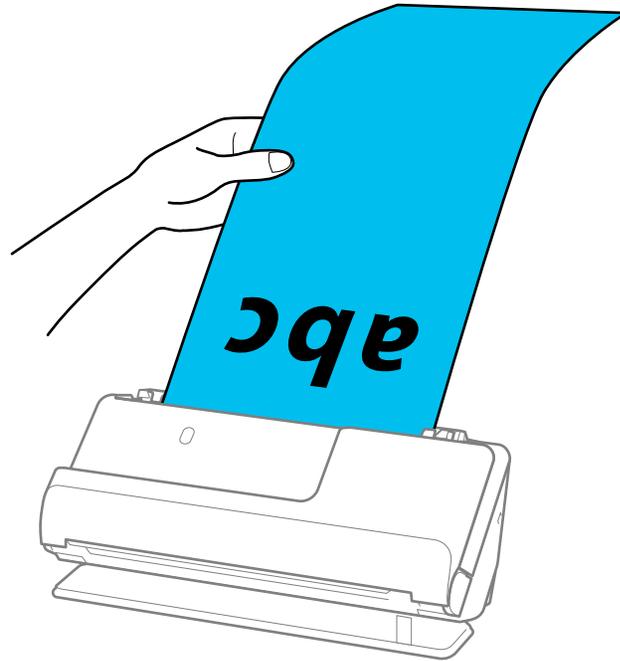
6. Adjust the edge guides to fit the edges of the original so that there are no gaps. Otherwise, the original may skew.
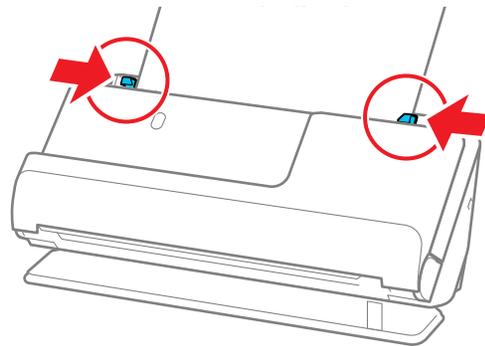
Note: Support the original with both hands to prevent it from skewing while scanning.
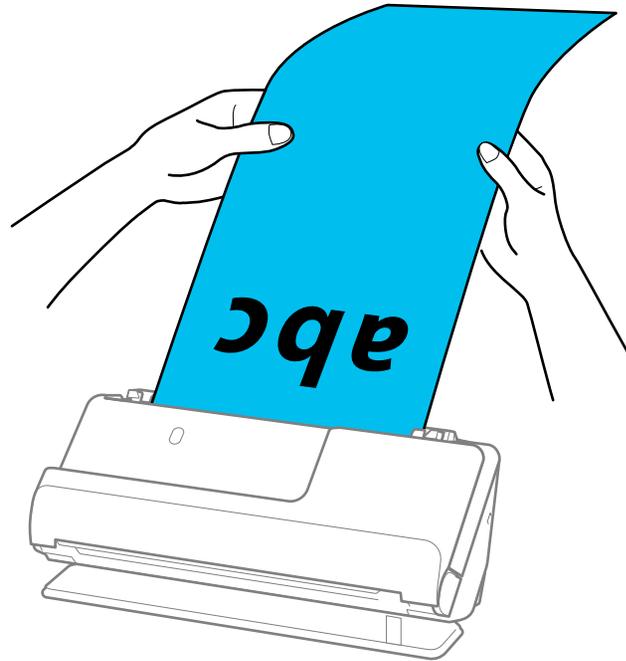
7. Specify the paper size in the Epson Scan 2 window.

   Note: When using Document Capture Pro, you can open the Epson Scan 2 screen by clicking the **Detailed Settings** button on the **Scan Settings** screen.

   The table shows the maximum length according to the scanning resolution and the scanning method.

Scanning Method	Resolution	Maximum Length
Scanning from a computer	50 to 200 dpi	220 inches (5588 mm)
Scanning from the control panel using the **Computer** option	201 to 300 dpi	215 inches (5461 mm)
	301 to 600 dpi	53 inches (1346 mm)

Scanning Method	Resolution	Maximum Length
Scanning from the scanner's control panel using the following options: • Network Folder/FTP • Email • Cloud • USB drive	50 to 300 dpi	36 inches (914.4 mm)
	301 to 600 dpi	15.5 inches (393.7 mm)
Scanning from the scanner's control panel using the WSD option	100 dpi 300 dpi	long paper is not supported
Scan with Epson Smart Panel	200 dpi	
	300 dpi	
	600 dpi	

Parent topic: Loading Originals

Loading Booklets

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

Note: You can scan A5-sized booklets that are less than 0.20 inches (5 mm) thick when closed. You cannot scan booklets using Epson Smart Panel.
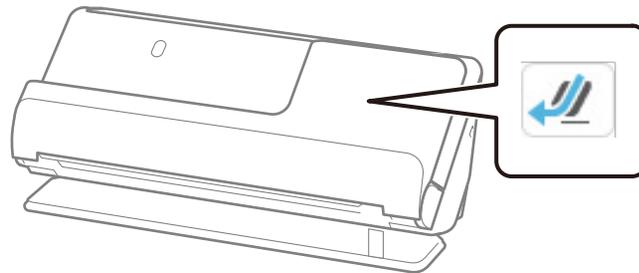
1. Make sure the ⤶ straight path position icon is displayed.

**Note:** If the [icon] vertical path position icon is displayed, pull the position selector to the right and tilt the scanner backwards.
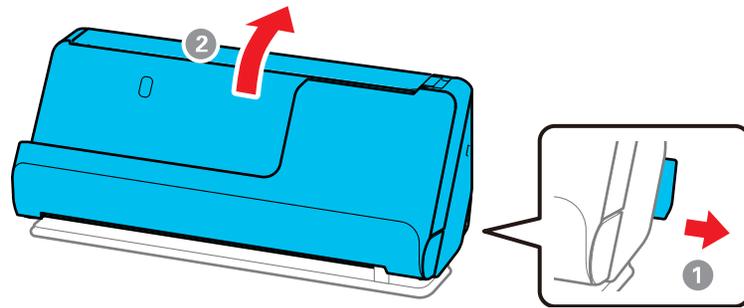
2. Open the input tray.
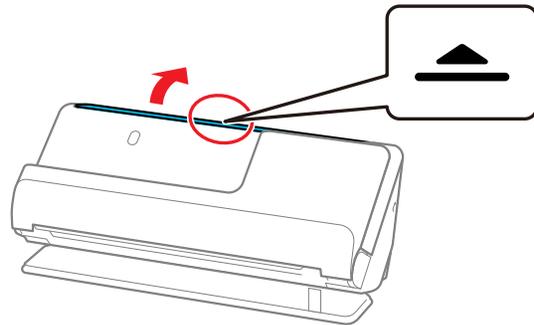
3. Raise the input tray extension.
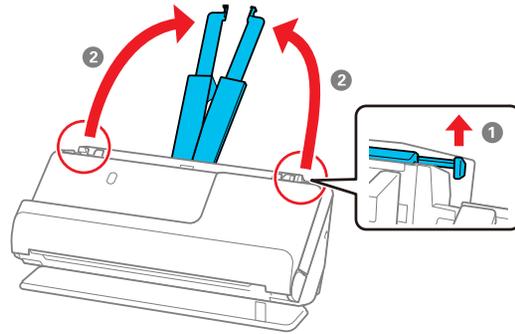
4. Slide the input tray edge guides all the way out.

5. Load the original into the input tray printed side up and with the thicker edge (the side with more pages) facing first, and guide it in until it meets resistance.

6. Adjust the edge guides to fit the edges of the original so that there are no gaps. Otherwise, the original may skew.
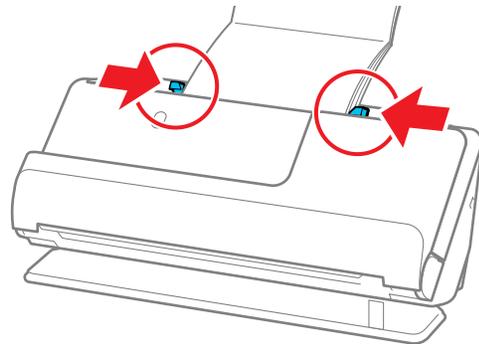
7. Support the top of the booklet with your hand to prevent it from closing or falling out of the ADF. If the scanned images are affected by the originals ejecting below the product, try placing the product on the edge of a table where the ejected originals can drop freely.
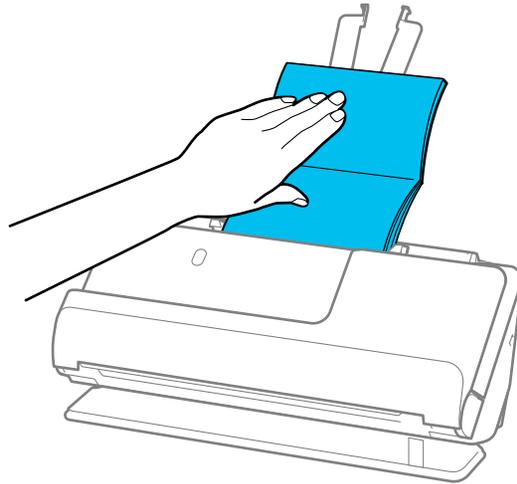
Note: When scanning booklets, select **Booklets** as the **Document Size** and turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2.

Parent topic: Loading Originals

Loading Passports

You can load A5-sized passports that are less than 0.20 inches (5 mm) thick in the input tray. For thicker passports, use an optional passport carrier sheet. Make sure the original meets the specifications before loading it.

1. Make sure the ⬦ straight path position icon is displayed.
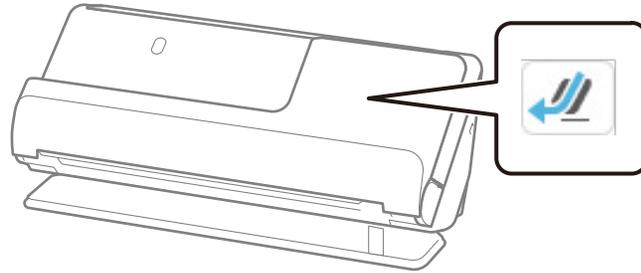
Note: If the ⬦ vertical path position icon is displayed, pull the position selector to the right and tilt the scanner backwards.
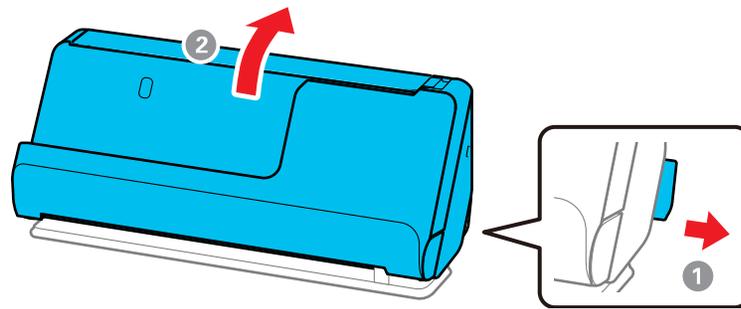
2. Open the input tray.
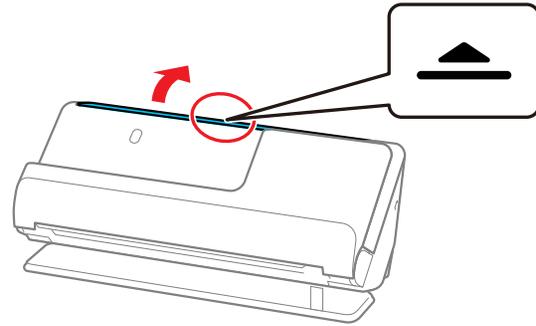
3. Raise the input tray extension.
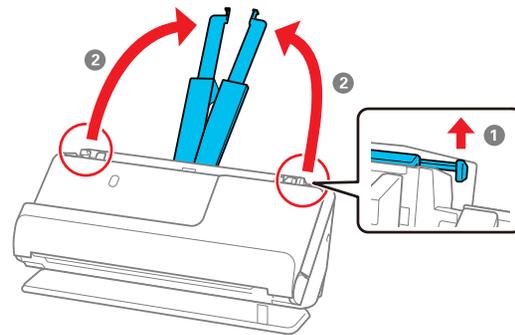
4. Slide the input tray edge guides all the way out.
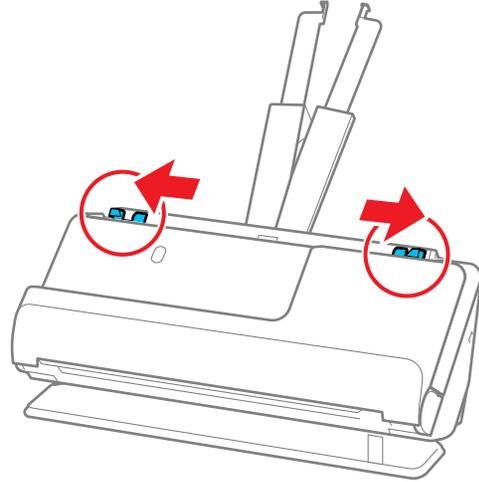
5. Load the passport into the input tray printed side up and with the thicker edge (the side with more pages) facing first, and guide it in until it meets resistance.
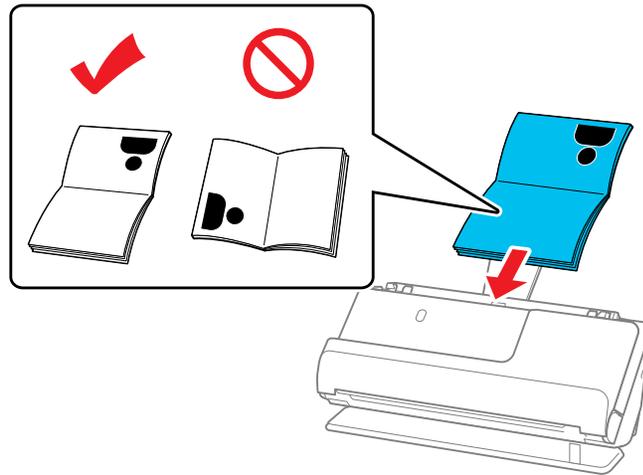
If you are using an optional passport carrier sheet, load the passport into the carrier sheet printed side up and with the thicker edge (the side with more pages) facing first, then place the carrier sheet into the input tray and guide it in until it meets resistance.
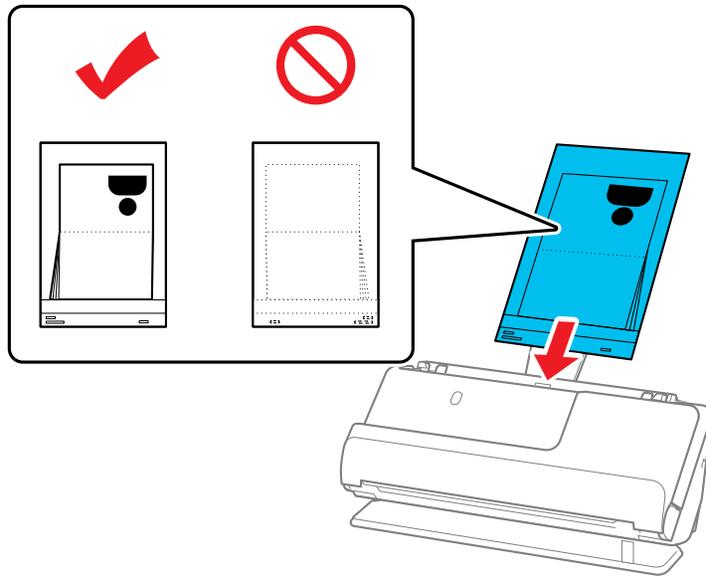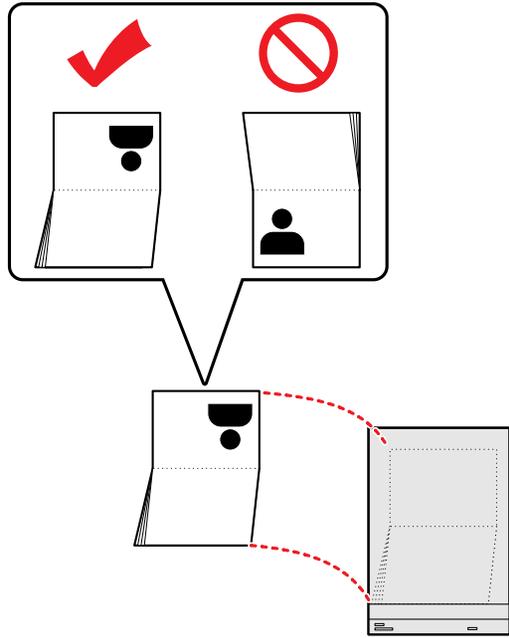
Note: Do not use a passport carrier sheet that is scratched or has been scanned more than 3,000 times. Use only the passport carrier sheet that is designed for your product.

6. Adjust the edge guides to fit the edges of the original so that there are no gaps. Otherwise, the original may skew.
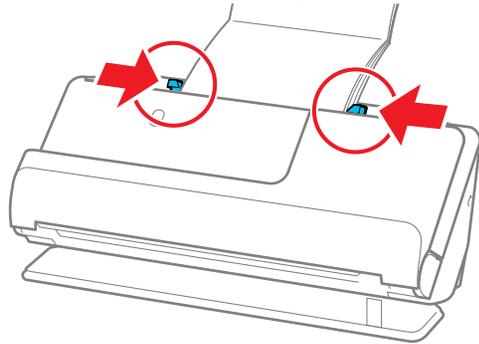
7. Support the top of the passport with your hand to prevent it from closing or falling out of the ADF. If the scanned images are affected by the originals ejecting below the product, try placing the product on the edge of a table where the ejected originals can drop freely.
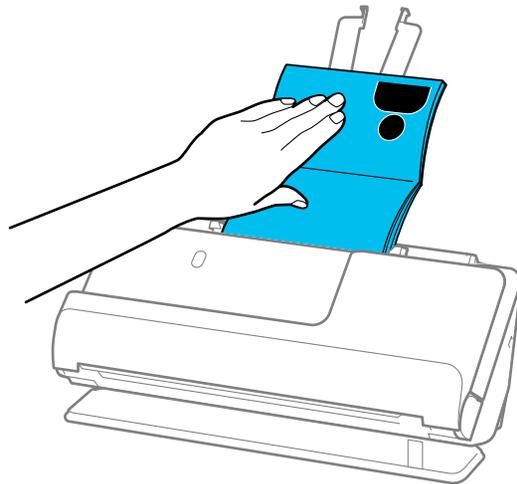
Note: When scanning passports, select **Passport** as the **Document Size** and turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2.

Note: When using Document Capture Pro, you can open the Epson Scan 2 screen by clicking the **Detailed Settings** button on the **Scan Settings** screen.

Parent topic: Loading Originals

Loading Multiple Sizes of Originals in the Input Tray

You can load originals of different sizes, paper types, and thicknesses at one time in the input tray. Just make sure they meet the original document specifications.

Caution: Do not load valuable original documents or artwork directly into the input tray. This may wrinkle or damage the original. Load these originals using an optional carrier sheet. If originals are fed askew, check the scanned images. If the image is skewed, load fewer originals and scan again.

Note: You can also scan originals of different paper types and thickness by loading them one by one and selecting **Automatic Feeding Mode** on the Main Settings screen in Epson Scan 2.

Note: When using Document Capture Pro, you can open the Epson Scan 2 screen by clicking the **Detailed Settings** button on the **Scan Settings** screen.

1. Make sure the ⬇ vertical path position icon is displayed.
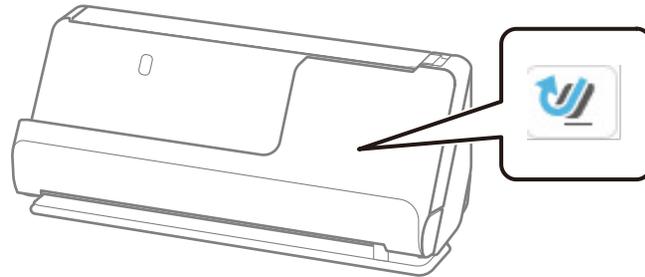
Note: If the ✍ straight path position icon is displayed, pull the position selector to the right and tilt the scanner forward.
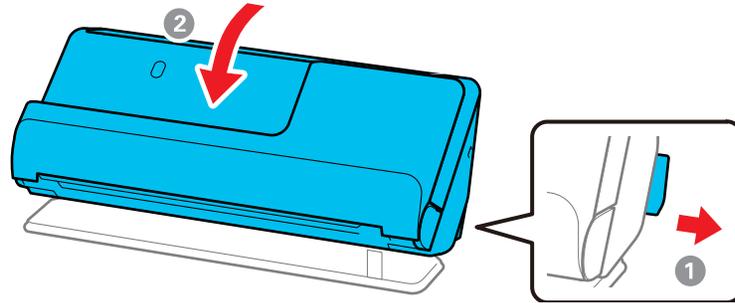
2. Open the input tray.
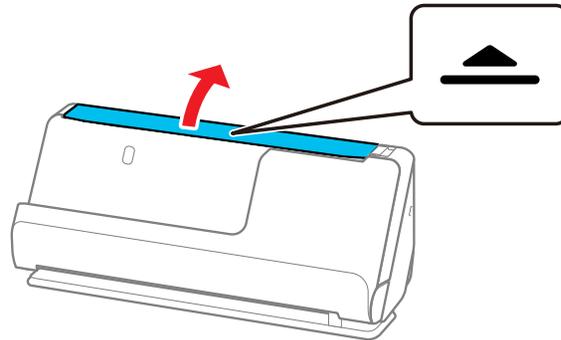
3. Raise the input tray extension.
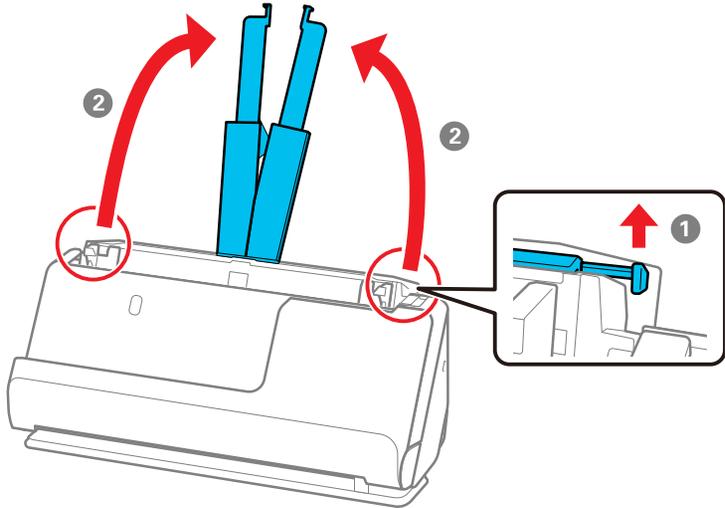
4. Slide the input tray edge guides all the way out.
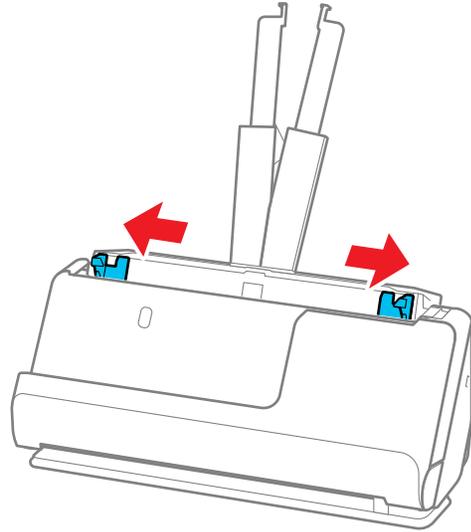
5. Load the originals in the center of the input tray in descending order of paper size with the widest at the back and the narrowest at the front. Slide them in until they meet resistance. Make sure the

printed sides are facing up and the leading edges are aligned in the input tray (refer to the triangle on the scanner as a guide).
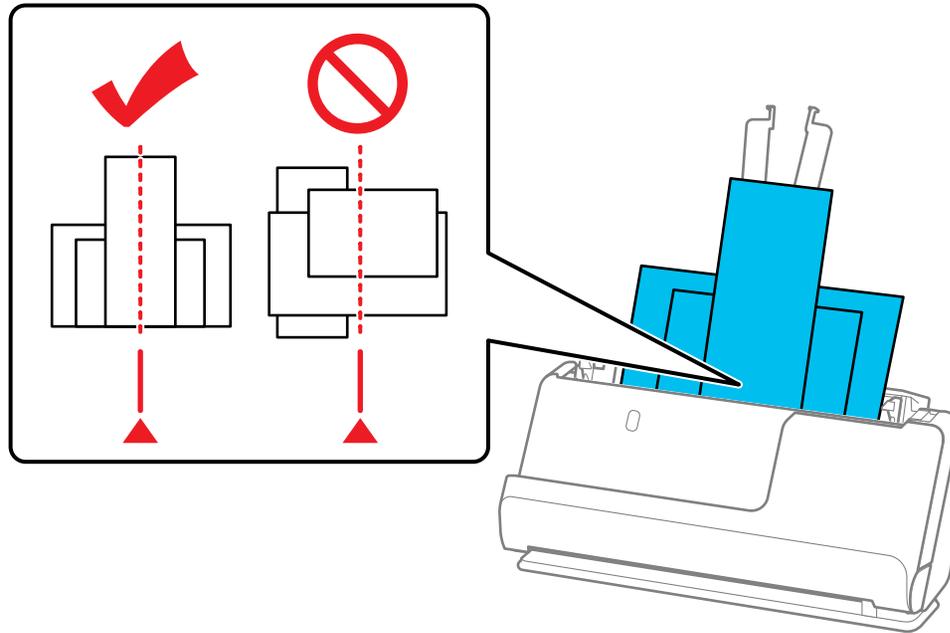
6. Slide the edge guides against the edges of the widest original.
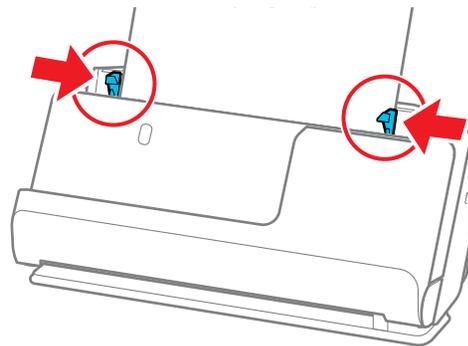
Epson Scan 2 allows you to preview the first side of your original. Load only the first original into the ADF, and then press the **Preview** button. The preview window opens, the previewed image is displayed, and the page is ejected from the scanner. Replace the ejected page together with the rest of the originals.

When loading and previewing multiple originals at once, or if you cancel scanning in the middle of a batch, the next page may already be in position when scanning stops. Open the scanner cover to remove the page, then reload it with the first page and the rest of the originals.

Original Document Specifications

Parent topic: Loading Originals

Related references

Scanner Positions

Related topics

Scanning

Original Document Specifications

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

Paper type	Paper size	Paper weight	Loading capacity
Plain paper Fine paper Recycled paper	Legal (8.5 × 14 inches [216 × 356 mm])	10.5 lb to 34 lb (40 to 127 g/m²) (in the vertical path position) 10.5 to 110 lb (40 to 413 g/m²) (in the straight path position)	In the vertical path position Thickness of stack: under 0.09 inches (2.4 mm) 10.5 lb (40 g/m²): 20 sheets[1] 21 lb (80 g/m²): 20 sheets 24 lb (90 g/m²): 18 sheets 28 lb (104 g/m²): 15 sheets 34 lb (127 g/m²): 12 sheets 1 sheet (in the straight path position)
	Letter (8.5 × 11 inches [216 × 279 mm])		
	A4 (8.3 × 11.7 inches [210 × 297 mm])		
	B5 (7.2 × 10.1 inches [182 × 257 mm])		
	A5 (5.8 × 8.2 inches [148 × 210 mm])		
	B6 (5 × 7.2 inches [128 × 182 mm])		
	A6 (4.1 × 5.8 inches [105 × 148 mm])	10.5 to 55 lb (40 to 209 g/m²) (in the vertical path position) 10.5 to 110 lb (40 to 413 g/m²) (in the straight path position)	Loading capacity varies depending on the paper type.
	A8 (2.1 × 2.9 inches [52 × 74 mm])		
Long paper	Width: up to 8.5 inches (215.9 mm) Length: 15.5 to 220 inches (393.7 to 5588 mm)	13 to 35 lb (50 to 130 g/m²)	1 sheet
Paper business cards	2.1 × 3.4 inches (55 × 89 mm)	Up to 56 lb (210 g/m²)	Vertical path position: 5 cards Thickness of stack: under 0.09 inches (2.4 mm) Straight path position: 1 card

Paper type	Paper size	Paper weight	Loading capacity
Receipts	Width: 2 to 8.5 inches (50.8 to 215.9 mm) Length: 2 to 120 inches (50.8 to 3048 mm)	53 to 77 g/m²	Vertical path position: Thickness of stack: under 0.09 inches (2.4 mm) Straight path position: 1 receipt

[1] For thin originals, extending the input and output tray paper supports is recommended

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

• Photos

• Booklets or passports that are thicker than 0.19 inches (5 mm) when closed

• Fabric or other non-paper originals

• Originals containing staples or paper clips

• Originals with wet ink or glue

• Ripped originals

• Heavily wrinkled or curled originals

• Transparencies

• Originals with carbon paper backing

• Originals with attached sticky notes

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

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

For thick passports and passports with a slightly expanded binding edge, use a passport carrier sheet.

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

• Originals with uneven surfaces, such as embossed documents or letterhead

• Coated paper

• Glossy originals

- Thermal paper

- Ripped, curled, or wrinkled originals

- Originals with tears or fold lines

- Perforated originals

- Originals with labels or stickers

- Carbon-less paper

- Originals that have just been printed

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

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

- When scanning wrinkled originals, smooth out the wrinkles before loading if possible.

- Use the optional carrier sheet to scan originals that are delicate or wrinkled.

- If originals are incorrectly detected as double feeds, set the **DFDS Function** to **Off** on the control panel, or select **Off** as the **Detect Double Feed** setting in Epson Scan 2.

- Labels or stickers must be firmly adhered to the scanned original with no exposed glue.

- When scanning an original with labels or stickers that look like they might come off easily, use a carrier sheet (not included) and scan the original in the straight path position.

- Try to flatten curled originals as much as possible.

- For originals with folds, flatten the original so that the height of the fold is 0.2 inches (5 mm) or less before loading.

Parent topic:

Loading Plastic and Laminated Cards in the Input Tray

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

1. Make sure the ![straight path icon] straight path position icon is displayed.
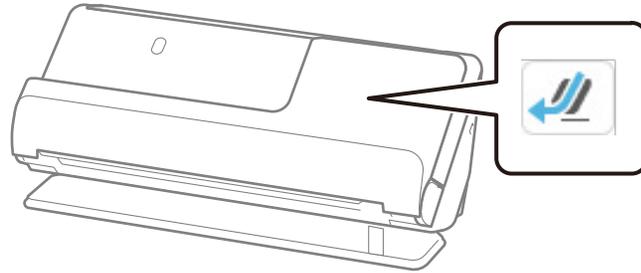
**Note:** If the ![vertical path icon] vertical path position icon is displayed, pull the position selector to the right and tilt the scanner backwards.
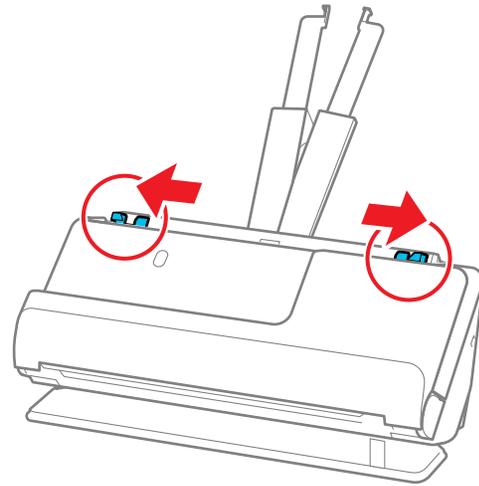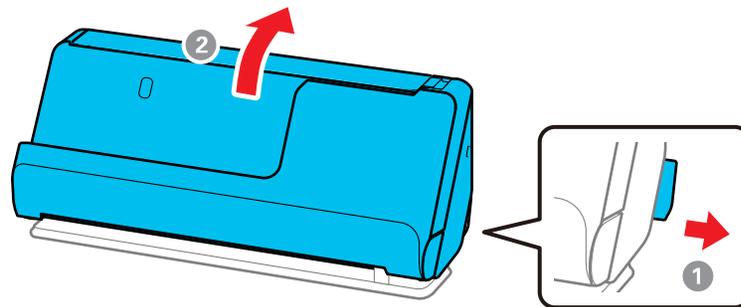
2. Open the input tray.
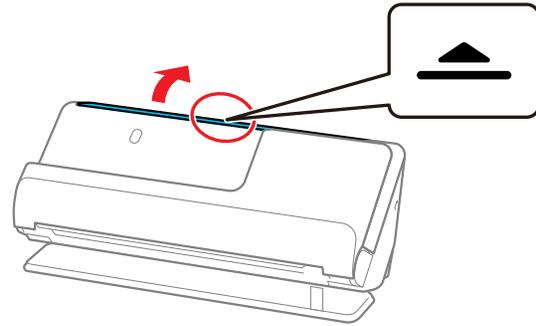
3. Raise the input tray extension.
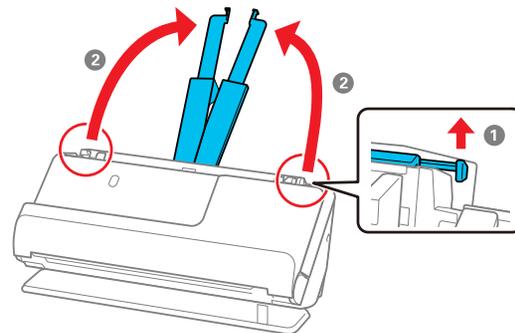
4. Slide the input tray edge guides all the way out.
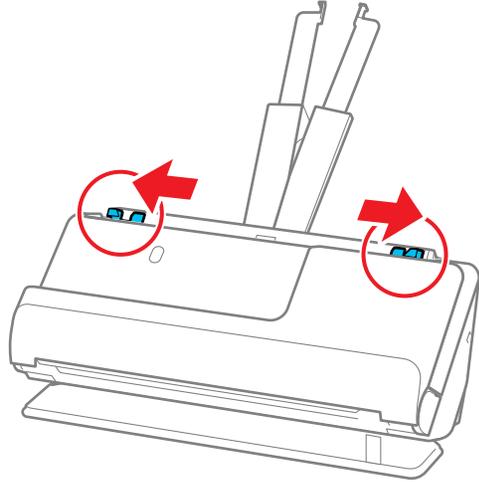
5. Load plastic or laminated cards (printed side up and long edge first) into the input tray horizontally, and slide them in until they meet resistance.
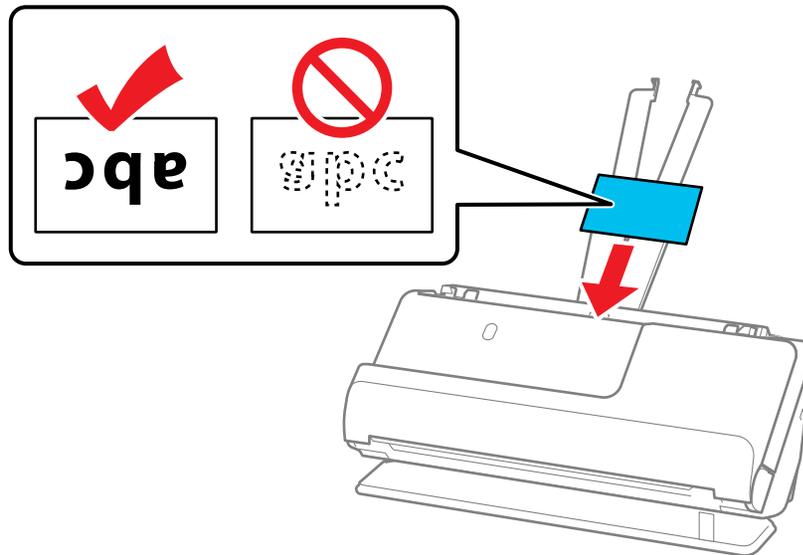
Note: Do not load plastic cards vertically.

6. Adjust the edge guides to fit the edges of the original so that there are no gaps. Otherwise, the original may skew.
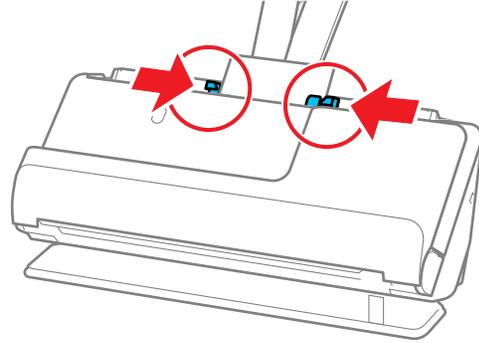
7. Select the card type and turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2. If you do not disable the **Detect Double Feed** setting and a double feed error occurs, remove the plastic or laminated card from the input tray and reload it.

Note: When using Document Capture Pro, you can open the Epson Scan 2 screen by clicking the **Detailed Settings** button on the **Scan Settings** screen.

Plastic and Laminated Card Specifications

Parent topic: Loading Originals

Related references

Scanner Positions

Related topics

Scanning

Plastic and Laminated Card Specifications

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

Paper type	Paper size	Paper thickness	Loading capacity
Plastic cards, embossed (ISO 7810 ID-1 compliant)	2.1 × 3.3 inches (54 × 85.6 mm)	0.05 inch (1.24 mm) maximum	1 card (horizontal)
Plastic cards, standard (ISO 7810 ID-1 compliant)		0.03 inch (0.76 mm) to 0.04 inch (1.1 mm)	
		smaller than 0.03 inch (0.76 mm)	
Laminated cards	4.7 × 5.9 inches (120 × 150 mm) or smaller	0.03 inch (0.76 mm) maximum	1 card

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

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

Loading Special Originals

You can load thick, folded, or irregularly shaped originals in the input tray using an optional carrier sheet. You can also load envelopes. Make sure the originals meet the specifications for special originals before loading them.

**Note:** Make sure there is enough space in front of the scanner for the ejected originals.

1. Make sure the straight path position icon is displayed.
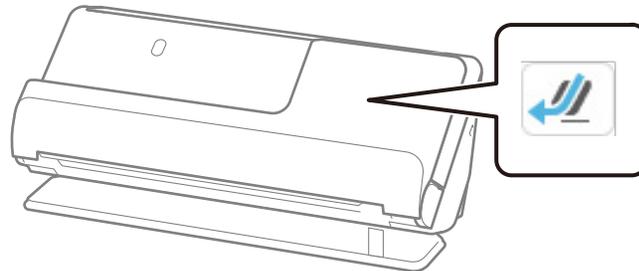
Note: If the ⬚ vertical path position icon is displayed, pull the position selector to the right and tilt the scanner backwards.
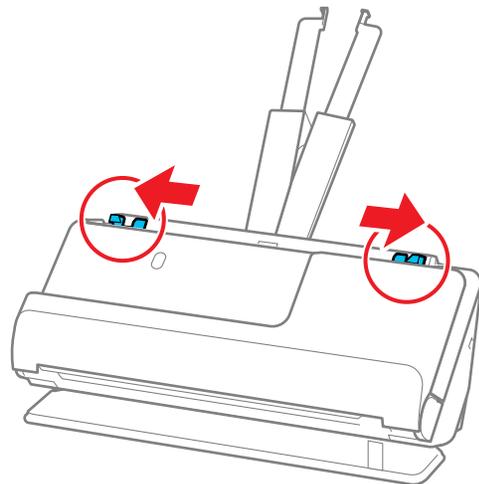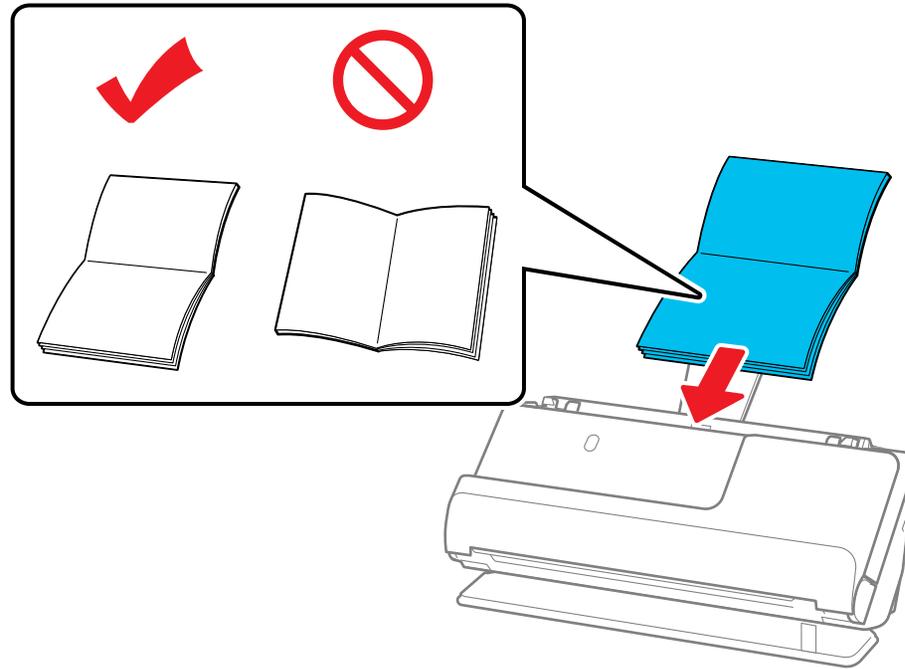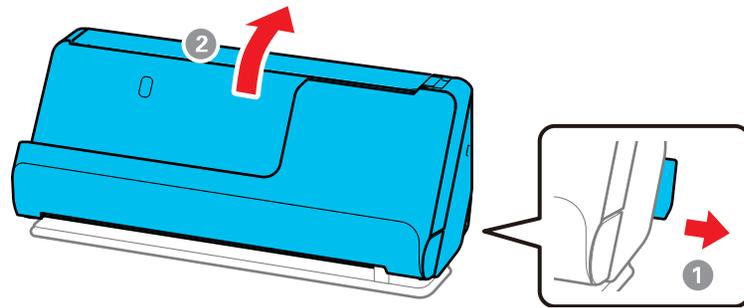

2. Open the input tray.
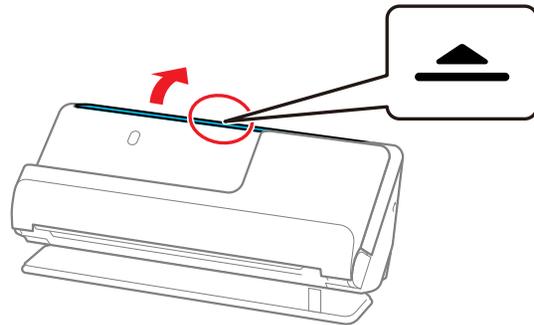
3. Raise the input tray extension.
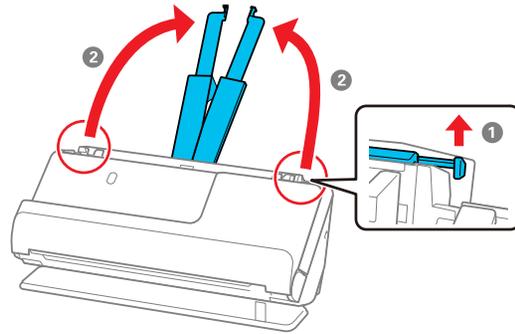

4. Slide the input tray edge guides all the way out.
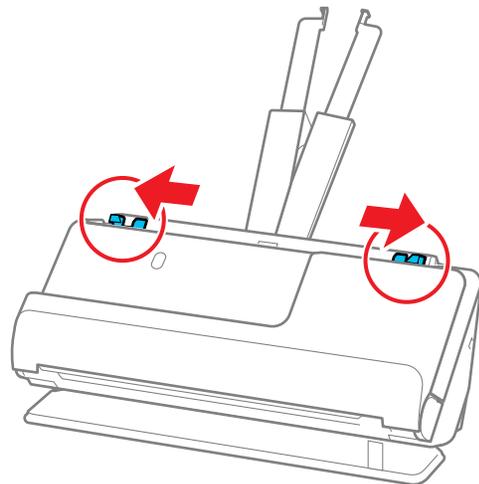
5. Load envelopes vertically in the input tray with the printed side down and the flap facing as shown. Slide in the envelopes until they meet resistance. Skip to step 8.
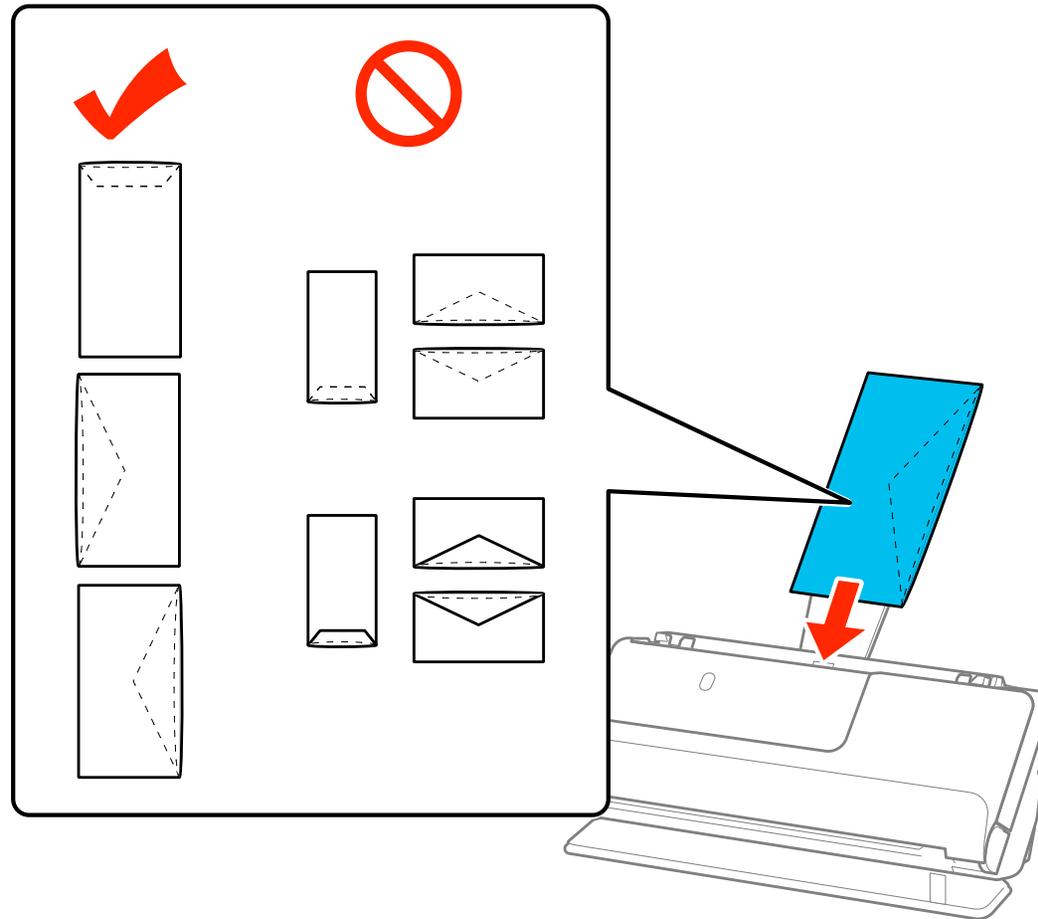
6. Do one of the following to load folded or irregularly shaped originals using a carrier sheet:

Note: Use only the carrier sheet designed for your product. The carrier sheet is automatically recognized by the product by the two small rectangular holes on the front edge. Keep the holes clean and not covered. Do not load a carrier sheet that has scratches on it or one that has been scanned more than 3,000 times.

- For a larger original, fold it as shown and place it in the center of an optional carrier sheet. Make sure the illustration on the front edge of the carrier sheet is facing up. To scan both sides and stitch them together, set the appropriate setting in Epson Scan 2.
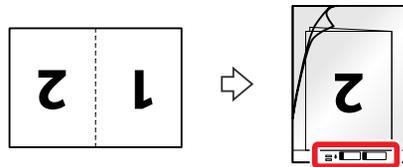
- For an irregularly shaped original, load it in the center of an optional carrier sheet with the printed side face down. Make sure the illustration on the front edge of the carrier sheet is facing up. If you are loading originals that are 11.7 inches (297 mm) or shorter, place the leading edge of the

original against the binding of the carrier sheet, as shown. Otherwise, the product may not detect the correct length of the original.
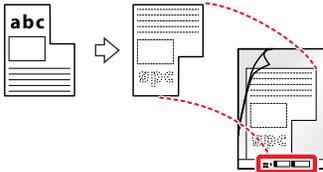
Note: Flip the carrier sheet over before loading it in the input tray.
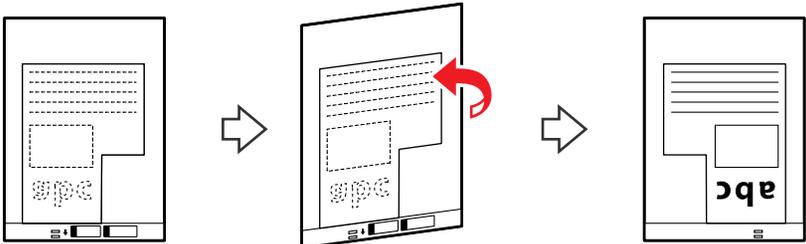
7. Load the carrier sheet in the input tray as shown until it meets resistance.

   Folded original
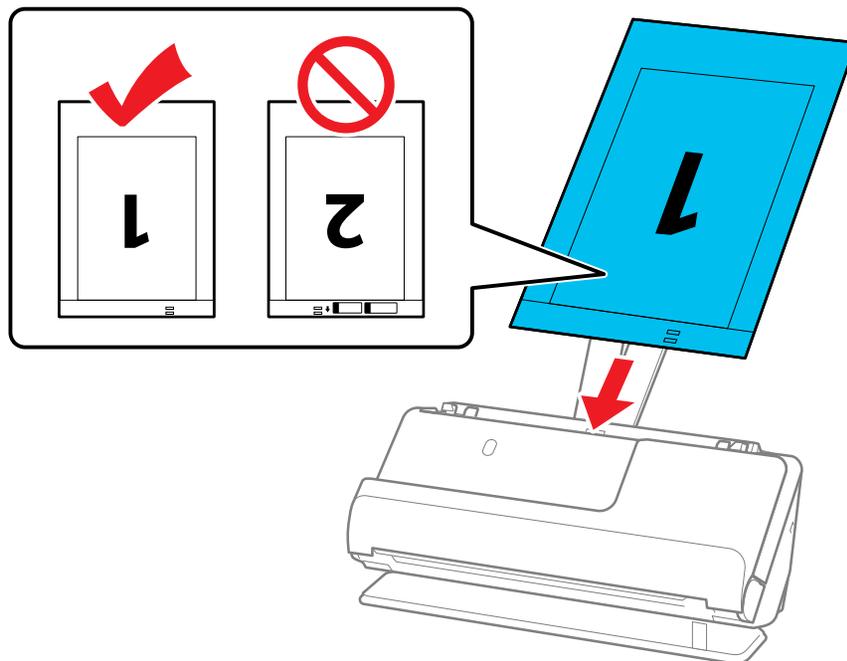
Irregularly shaped original
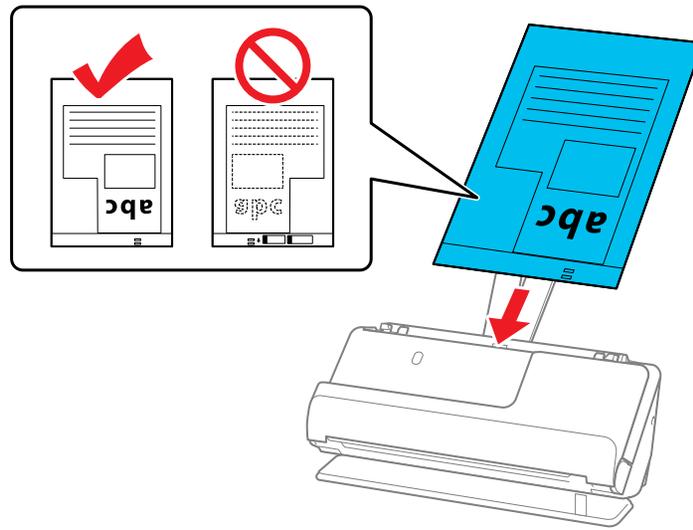
8. Slide the edge guides against the edges of the carrier sheet.
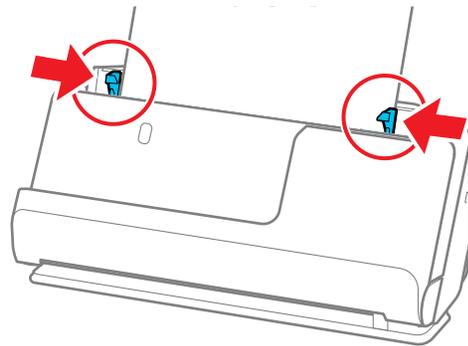
9. Turn off the **Detect Double Feed** setting on the Main Settings tab in Epson Scan 2 when scanning special originals.

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

    Note: When using Document Capture Pro, you can open the Epson Scan 2 screen by clicking the **Detailed Settings** button on the **Scan Settings** screen.

Special Original Specifications

Parent topic: Loading Originals

Related references
Optional Accessories and Replacement Parts
Scanner Positions

Related topics
Scanning

Special Original Specifications

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

Paper type	Paper size	Paper thickness	Loading capacity
Large originals (plain paper, fine paper, or recycled paper)	A3 (11.7 × 16.5 inches [297 × 420 mm]) B4 (13.9 × 9.84 inches [353 × 250 mm])	10.5 to 52 lb (40 to 206 g/m²)	1 sheet
Envelopes	4.49 × 6.38 inches (114 × 162 mm) 4.33 × 8.66 inches (110 × 220 mm)	0.015 inch (0.38 mm) maximum	1 envelope

Paper type	Paper size	Paper thickness	Loading capacity
Irregularly shaped originals (load only in a carrier sheet)	Up to this size: A4 (8.3 × 11.7 inches [210 × 297 mm])	0.012 inch (0.3 mm) maximum (excluding the thickness of the carrier sheet)	1 carrier sheet
Originals that cannot be loaded directly into the scanner (such as paper that is wrinkled, torn, stapled, etc.)	Letter (8.5 × 11 inches [216 × 279 mm]) Legal (8.5 × 14 inches [216 × 356 mm])[1] A2 (16.5 × 23.4 inches [420 × 594 mm])[1] A3 (11.7 × 16.5 inches [297 × 420 mm])[1] A4 (8.3 × 11.7 inches [210 × 297 mm]) B4 (13.9 × 9.84 inches [353 × 250 mm])[1] B5 (7.2 × 10.1 inches [182 × 257 mm]) A5 (5.8 × 8.2 inches [148 × 210 mm]) B6 (5 × 7.2 inches [128 × 182 mm]) A6 (4.1 × 5.8 inches [105 × 148 mm]) A8 (2.1 × 2.9 inches [52 × 74 mm]) Custom sizes up to 17 inches (431.8 mm) wide[2] and 11.7 inches (297 mm) long[3]	0.01 inches (0.3 mm) or less (excluding the thickness of the carrier sheet)	1 carrier sheet

[1] Fold in half to load

[2] Originals that are wider than 8.5 inches (215.9 mm) need to be folded in half

[3] The leading edge of the original must be placed at the binding part of the carrier sheet when scanning originals longer than 11.7 inches (297 mm)

Parent topic: Loading Special Originals

Wi-Fi Networking

See these sections to use your scanner over a Wi-Fi network.

Network Security Recommendations

To help deter unauthorized access to your product over a network, you should protect your network environment using appropriate security measures.

Security measures such as these can help deter threats such as loss of user data, use of telephone and fax lines, and other intrusions:

- **Enable security on your wireless LAN**

  Enable the appropriate security on the wireless LAN you plan to use with your product. Network security such as a network password can deter interception of traffic over the wireless LAN. Your router may already have a default password enabled by your Internet service provider (ISP). See your ISP and router documentation for instructions on how to change the default password and better secure your network.

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

  Connecting your product directly to the Internet may leave it vulnerable to security threats. Instead, connect it to a router or other network connection protected by a firewall. Your router may already have a firewall set up by your Internet service provider; check with your ISP for confirmation. For best results, set up and use a private IP address for your network connection.

- **Change the default administrator password on your product**

  If your product has an option to set an administrator password, change the default administrator password to deter access by unauthorized users to personal data stored on your product, such as IDs, passwords, and contact lists.

Parent topic: Wi-Fi Networking

Connecting to an Existing Wi-Fi Network

You can set up your product to communicate with your computer using a wireless router. The wireless router can be connected to your computer over a wireless or wired network.
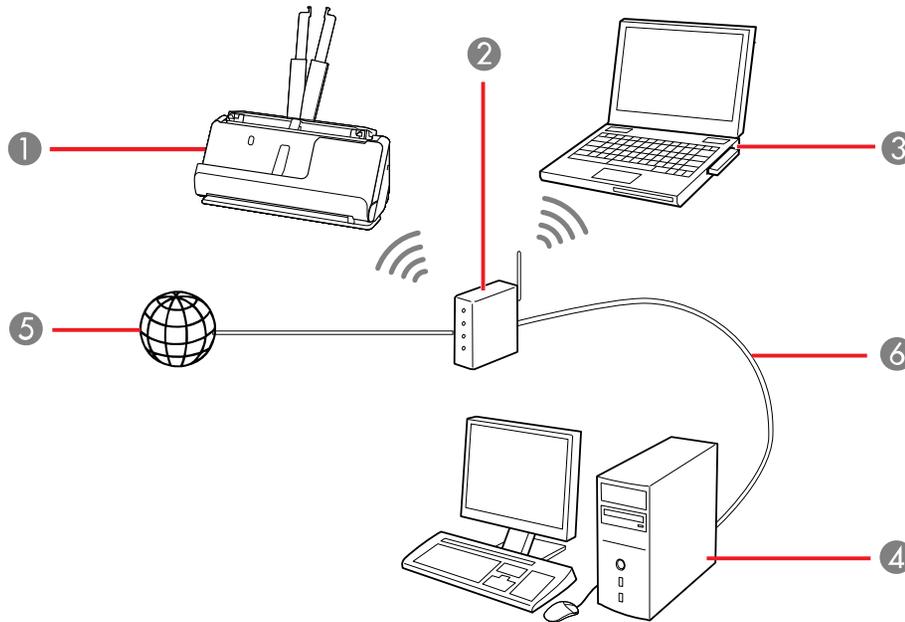
1   Epson product

2   Wireless router

3   Computer with a wireless interface

4   Computer

5   Internet

6   Ethernet cable (used only for wired connection to the wireless router)

Parent topic: Wi-Fi Networking

Selecting Wireless Network Settings from the Control Panel

You can select or change wireless network settings using your product control panel.

To install your product on a wireless network, install the necessary software by downloading it from the Epson website. The installer program guides you through network setup.

1. Select the 🏠 home icon, if necessary.

2. Press the icon.

3. Select **Wi-Fi (Recommended)**.

4. Select **Start Setup** or **Change Settings**.

5. Select **Wi-Fi Setup Wizard**.

6. Select the name of your wireless network or select **Enter Manually** to enter the name manually. Use the displayed keypad to enter your network name.

7. Select the **Password** field and enter your wireless password using the displayed keypad.

    Note: The network name and password are case sensitive. Be sure to correctly enter uppercase and lowercase letters, and numeric or special characters.

8. Select **OK** when you finish entering your password.

9. Confirm the displayed network settings and select **Start Setup** to save them.

10. Select the 🏠 home icon to return to the home screen.

    You see the icon on the LCD screen and should be able to connect to your product directly from your computer or device, and then scan. If you are scanning from a computer, make sure you installed the network software.

Note: If you don't see the 📶 icon, you may have selected the wrong network name or entered the password incorrectly. Repeat these steps to try again.

Parent topic:

Related tasks

Related topics

Wi-Fi Direct (Simple AP) Mode Setup

You can set up your product to communicate directly with your computer or another device without requiring a wireless router. In Wi-Fi Direct (Simple AP) Mode, the product itself acts as a network access point for up to 8 devices.
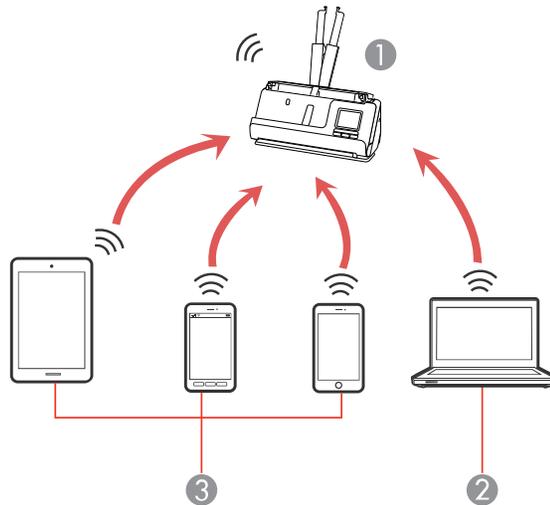
1	Epson product
2	Computer with a wireless interface
3	Other wireless devices

Note: Devices directly connected to the product cannot communicate with each other through the product.

Connecting to a Mobile Device

Modifying the Wi-Fi Direct Network Name or Password

Setting Up Wireless Scanning from a Smart Device Using Epson Smart Panel

Parent topic: Wi-Fi Networking

Related tasks

Selecting Wireless Network Settings from the Control Panel

Connecting to a Mobile Device

You can connect a mobile device directly to the product without a wireless router or access point.

Note: Make sure the Epson Smart Panel app is installed on your mobile device before connecting to the product.

1. Select the 🏠 home icon, if necessary.

2. Press the 📶 icon.

3. Select **Wi-Fi Direct**.

4. Select **Start Setup**.

5. Select your product in the Epson Smart Panel app to complete Wi-Fi Direct setup.

6. Select **Complete**.

Parent topic: Wi-Fi Direct (Simple AP) Mode Setup

Modifying the Wi-Fi Direct Network Name or Password

You can modify the Wi-Fi Direct name and password to create a more descriptive and secure Wi-Fi Direct network.

1. Select the 🏠 home icon, if necessary.

2. Press the 📶 icon.

3. Select **Wi-Fi Direct**.

4. Select **Start Setup**.

5. Select the ▤ menu icon.

6. Select one of the following:

   - To change the Wi-Fi Direct network name (SSID), select **Change Network Name** and select **Yes**.
     Select **Change**, then use the on-screen keyboard to enter the new network name.

     Note: Your network name must be no more than 22 characters long.

   - To change the Wi-Fi Direct password, select **Change Password** and select **Yes**. Use the on-screen keyboard to enter your new Wi-Fi Direct password.

     Note: Your password must be at least 8 and no more than 22 characters long.

     Note: If you have already connected devices or computers to your product via Wi-Fi Direct, they will be disconnected when you change the network name or password.

7. When entering your Wi-Fi Direct network name or password, do the following:

   - To move the cursor, press the left or right arrow.

   - To change the case of letters, select ⬆.

   - To delete the previous character, select ⌫.

   - To enter numbers and symbols, select **123#**.

   - To finish entering your network name or password, select **OK**.

8. Use your computer or wireless device to select the Wi-Fi network name (SSID) displayed on the LCD screen, then enter the password shown.

   Note: Make a note of the SSID and password that appear.

   Computers and wireless devices can now access your scanner using the new network name and password.

   Parent topic: Wi-Fi Direct (Simple AP) Mode Setup

Setting Up Wireless Scanning from a Smart Device Using Epson Smart Panel

You can use the Epson Smart Panel app to connect your Epson product to a wireless network or connect your smart device directly to the product. Epson Smart Panel is available on iOS and Android devices.

Make sure you have the following:

• A device that is connected to a wireless network

• The Epson Smart Panel app installed on the device

• The wireless network name (SSID) and password

1. Make sure the product is turned on and is ready to scan.

    Note: You must perform initial setup before setting up wireless scanning.

2. Open the Epson Smart Panel app on your device.

3. Do one of the following:

    • If the app automatically recognizes the product, follow the on-screen instructions to set up the wireless connection.

    • If the app does not automatically recognize the product, select the **+** icon and continue with the next step.

4. On the next screen, select **Connect to a New Product**.

5. Select your product from the list.

    Note: If your product is not listed, move closer to the product and try again. If the product is still not shown, connect your scanner to the wireless network again and then select **Connect to Existing Product** in the Epson Smart Panel app and follow the on-screen instructions. See the link below for wireless setup instructions.

6. Select **Next** to select the current wireless network.

    Note: If you want to connect the product to a different wireless network, select **Change another Wi-Fi SSID**.

7. Enter the password for the wireless network and select **OK**.

    The app starts configuring the product.

Your product is now connected to a wireless network and set up for use with the Epson Smart Panel app.

Parent topic: Wi-Fi Direct (Simple AP) Mode Setup

Related tasks

Starting a Scan from a Smartphone or Tablet

Wi-Fi Protected Setup (WPS)

If your network uses a WPS-enabled wireless router, you can quickly connect your product to the network using Wi-Fi Protected Setup (WPS).

Note: To check if your router is WPS-enabled, look for a button labeled **WPS** on your router. If there is no hardware button, there may be a WPS setting in the software for the device. Check your network product documentation for details.

Using WPS to Connect to a Network
Using WPS PIN Mode to Connect to a Network

Parent topic: Wi-Fi Networking

Using WPS to Connect to a Network

If you have a WPS-enabled wireless router, you can use Wi-Fi Protected Setup (WPS) to connect your product to the network.

1. Select the 🏠 home icon, if necessary.

2. Press the 📶 icon.

3. Select **Start Setup**.

   If the network connection is already set up, the connection details are displayed. Tap **Change to Wi-Fi connection** or **Change Settings** to change the settings.

4. Select **Push Button Setup (WPS)**.

5. Follow the instructions on the LCD screen to complete WPS setup.

   Note: Make sure you press **Start Setup** within two minutes of activating WPS on your router.

6. Select the 🏠 home icon to return to the home screen.

The 📶 Wi-Fi icon displayed on the LCD screen indicates your wireless connection status. If the product is not connected to the network, repeat these steps to try again.

Parent topic: Wi-Fi Protected Setup (WPS)

Related tasks

Setting Up Network Scanning

Using WPS PIN Mode to Connect to a Network

If you have a WPS-enabled wireless router that supports PIN mode, you can use Wi-Fi Protected Setup (WPS) PIN mode to connect your product to the network.

1. Select the 🏠 home icon, if necessary.

2. Press the 📶 icon.

3. Select **Wi-Fi (Recommended)**.

4. Select **Start Setup** or **Change Settings**.

5. Select **Others**.

6. Select **PIN Code Setup(WPS)**.

7. Follow the instructions on the LCD screen to complete WPS setup.

   Note: Make sure you press **Start Setup** within two minutes of activating WPS on your router.

8. Select the 🏠 home icon to return to the home screen.

The 📶 Wi-Fi icon displayed on the LCD screen indicates your wireless connection status. If the product is not connected to the network, repeat these steps to try again.

Parent topic: Wi-Fi Protected Setup (WPS)

Setting Up Network Scanning

You can set up network scanning to your product through a direct connection to your product.

First, manually configure your product to connect to your network. Then follow the instructions here to set up your computer for network scanning using the Epson Scan 2 Utility. Your product must be turned on and connected to the network.

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

1. Do one of the following to start the Epson Scan 2 Utility:

   • **Windows 11**: Click 🔲, then search for **Epson Scan 2 Utility** and select it.

- **Windows 10**: Click ▦ > **EPSON** > **Epson Scan 2 Utility**.
- **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.
- **Windows 7**: Click ⊕ > **All Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.
- **Mac**: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.

2. Select **Settings** from the Scanner drop-down list.

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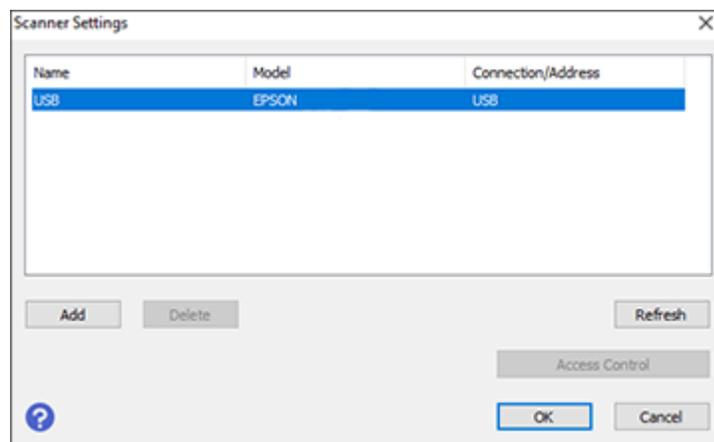
   Note: If you see an **Enable Editing** button (Windows) or the lock icon (Mac), click it so that you can modify the product settings.

3. Select your product and click **Add**.

You see a screen like this:
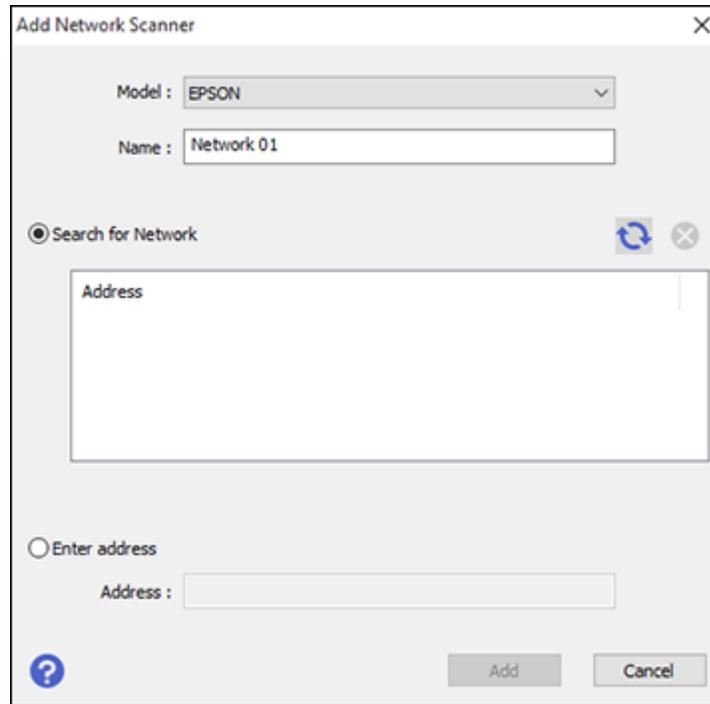
4. Do one of the following:
    *   Under **Search for Network**, select the IP address of your Epson product and click **Add**.
    *   Select the **Enter address** setting, type in the IP address or host name of your Epson product, and click **Add**.
5. Click **OK** to check the connection.

    You see a confirmation message.
6. Click **OK** to save your settings and close the Epson Scan 2 Utility.

Determining the Product's IP Address

Parent topic: Wi-Fi Networking

Related tasks

Selecting Wireless Network Settings from the Control Panel

Determining the Product's IP Address

If you have multiple products on your network, you need to know the IP address of the product when setting up network scanning.

1. Do one of the following to start EpsonNet Config:

   - **Windows 11**: Click ▦, then search for **EpsonNet Config** and select it.

   - **Windows 10**: Click ▦ > **EpsonNet** > **EpsonNet Config**.

   - **Windows 8.x**: Navigate to the **Apps** screen and select **EpsonNet Config**.

   - **Windows 7**: Click ⦿, and select **All Programs**. Select **EpsonNet** > **EpsonNet Config** > **EpsonNet Config**.

   - **Mac**: Open the **Applications** folder and select **Epson Software** > **EpsonNet** > **EpsonNet Config** > **EpsonNet Config**.

2. Locate your product in the list and write down the IP address.

Parent topic: Setting Up Network Scanning

Configuring Email Server Settings

If you want to send a scanned file by email, you need to configure the email server. You can select settings for the email server using the control panel on the product.

1. Select the ⌂ home icon, if necessary.

2. Select **Settings**.

3. Select **Network Settings** > **Advanced** > **Email Server** > **Server Settings**.

4. Select an authentication method, then select the settings you want to use. Contact your internet service provider if necessary to confirm the authentication method for the email server.

5. Select **Proceed** to save your settings.

6. Select **Close** to exit.

7. Select **Connection Check** to verify the connection to the email server.

Email Server Settings

Parent topic: Wi-Fi Networking

Related tasks
Scanning to Email

Email Server Settings

Setting name	Available options	Description
Authentication Method	**Off** **SMTP AUTH** **POP before SMTP**	Selects the authentication method for the scanner to access the mail server. **SMTP AUTH**: Authenticates on the SMTP server (outgoing mail server) when sending the email. The mail server needs to support SMTP authentication. **POP before SMTP** Authenticates on the POP3 server (receiving mail server) before sending the email. When you select this item, set the POP3 server.
Authenticated Account	—	Lets you enter a user name or email address for the mail server. Used with the **POP before SMTP** and **SMTP AUTH** methods.
Authenticated Password	—	Lets you enter a password for the authenticated account. Used with the **POP before SMTP** and **SMTP AUTH** methods.
Sender's Address	—	Lets you enter the email address to be displayed to the sender
SMTP Server Address	—	Lets you enter the address of the SMTP server
SMTP Server Port Number	—	Lets you enter the port number of the SMTP server. The default port is 25.
Secure Connection	**None** **STARTTLS** **SSL/TLS**	Selects the encryption protocol used by the email server. Used with the **SMTP AUTH** or **Off** authentication methods.
Certificate Validation	**Enable** **Disable**	Determines whether the CA Certificate is validated. You must import a CA certificate to use this setting.
POP3 Server Address	—	Lets you enter the address of the POP3 server using IPv4 or FQDN format.
POP3 Server Port Number	—	Lets you enter the port number of the POP3 server. The default port is 25.

Changing or Updating Network Connections

See these sections to change or update how your product connects to a network.

Changing a USB Connection to a Wi-Fi Connection
Connecting to a New Wi-Fi Router

Changing a USB Connection to a Wi-Fi Connection

If you have already connected your product to your computer using a USB connection, you can change to a Wi-Fi connection.

1. Disconnect the USB cable from your product.

2. Uninstall your product software.

3. Download and install your product software from the Epson website.

4. Follow the instructions in the installer to setup a Wi-Fi connection.

Related tasks

Disabling Wi-Fi Features

Connecting to a New Wi-Fi Router

If you change the wireless router you have been using on your network, you need to update your product's Wi-Fi connection to the new router.

Note: If your router uses a single network name (SSID) for both the 2.4 GHz and 5 GHz band, give each band its own network name (SSID) instead, such as Home Network 2.4 GHz and Home Network 5 GHz. See your router documentation for instructions.

1. Do one of the following:

   • **Windows**: Uninstall your product software.

   • **Mac**: Go to the next step.

2. Download and install your product software from the Epson website.

Related tasks

Disabling Wi-Fi Features

You may need to disable your product's Wi-Fi features if you change your network connection type or need to solve a problem with your network connection.

1. Select the 🏠 home icon, if necessary.

2. Press the 📶 icon.

3. Select **Wi-Fi (Recommended)**.

4. Select **Change Settings**.

5. Select **Others**.

6. Select **Disable Wi-Fi**.

7. Select **Start Setup** to disable Wi-Fi.

Parent topic: Wi-Fi Networking

Scanning

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

Starting a Scan

Starting a Scan

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

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

Starting a Scan Using the Product Control Panel
Starting a Scan Using the Epson Scan 2 Icon
Starting a Scan from a Scanning Program
Starting a Scan from a Smartphone or Tablet
Scanning with Document Capture Pro or Document Capture
Scanning in Epson Scan 2
Scan Resolution Guidelines
Scanning Special Projects
Using Mopria Scan
Scanning with AirPrint

Parent topic: Scanning

Starting a Scan Using the Product Control Panel

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

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

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

2. Place your original on the product for scanning.

3. Select the 🏠 home icon, if necessary.

4. Select one of the following options from the home screen:

- **Computer** lets you scan to a connected computer using your saved scan settings.
- **USB Drive** lets you save the scanned file directly to a USB device connected to the product.
- **Cloud** sends your scanned files to a destination that you have registered with Epson Connect.
- **Email** lets you send scanned files through a pre-defined email server.
- **Network Folder/FTP** saves your scanned file to a pre-defined folder on a network computer or FTP server. To use this feature, you must first create a shared network folder or obtain the FTP site address, and optionally register the location to your product's contact list.
- **WSD** lets you manage network scanning in Windows 11, Windows 10, Windows 8.x, or Windows 7. To use this feature on Windows 7, you must first set up a WSD (Web Services for Devices) port on your computer (the port is set up automatically on Windows 11, Windows 10, and Windows 8.x).

5. Follow the instructions in the links below to complete your scan.

Scanning to an External USB Device
Scanning to the Cloud
Scanning to Email
Scanning to a Connected Computer
Control Panel Scanning Options
Setting Up and Scanning to a Network Folder or FTP Server
Creating a Shared Network Folder
Registering Contacts for Email, Network, or FTP Scanning - Control Panel
Registering Contacts for Email, Network, or FTP Scanning - Web Config
Scanning to a Network Folder or FTP Server
Setting Up a WSD Port (Windows 7)
Scanning Using WSD - Windows
Scanning Using Presets
Adding and Assigning Scan Jobs with Document Capture Pro - Windows
Adding and Assigning Scan Jobs with Document Capture - Mac

Parent topic: Starting a Scan

Related topics
Loading Originals

Scanning to an External USB Device

You can scan an original and save the scanned image to an external USB device.

1. Place your original on the product for scanning.

2. Select the 🏠 home icon, if necessary.

3. Insert a USB device into the product's external interface USB port.
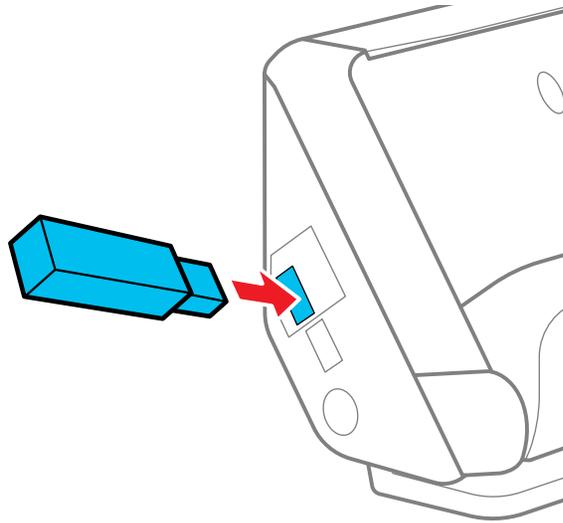
Note: Your USB device must meet the following maximum capacity specification: 2 TB (formatted in FAT, FAT32, or exFAT). Devices with security settings (such as password or encryption), or those requiring a dedicated driver cannot be used.

4. Select **USB Drive**.

5. Change any of the displayed settings on the **Scan** tab as necessary.

6. Select the **Advanced Settings** tab to view and change additional scan settings, if necessary.

7. Tap the ⚙ icon and check the product's settings or make changes, if necessary.

Note: Tap the ★ presets icon if you want to save your settings as a preset.

8. Select the **Scan** tab again, then tap the ⬦ start icon to start scanning.

   Your product scans your original and saves the scanned file to the external USB device.

9. After you finish working with the USB device, pull it out of the external interface USB port.
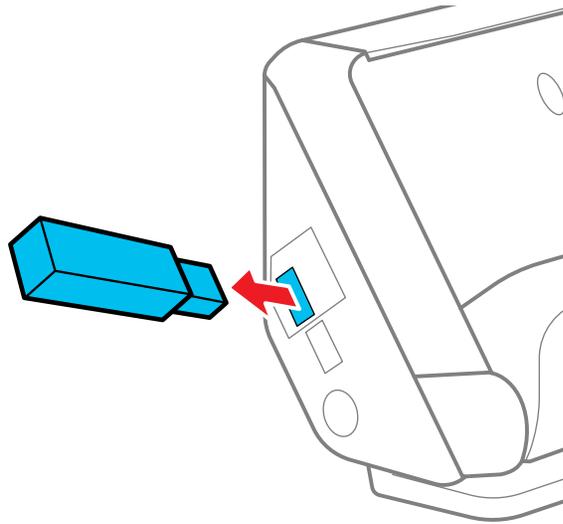
Caution: Check the messages on the LCD screen to make sure the data transfer is complete before removing the USB device. Do not remove the external USB device while data transfer is in progress; otherwise the data on the external USB device may be lost or corrupted.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks
Scanning Using Presets

Related topics
Loading Originals

Scanning to the Cloud

You can use the control panel to send your scanned files to a destination that you have registered with Epson Connect.

Note: Make sure to set up your product using Epson Connect before using this feature.

1. Place your original on the product for scanning.

2. Select the 🏠 home icon, if necessary.

3. Select **Cloud**.

   Note: You must register your product with Epson Connect to select a destination.

4. Tap the ⊕ icon at the top of the screen to select a destination.

5. Change any of the displayed settings on the **Scan** tab as necessary.

6. Select the **Advanced Settings** tab to view and change additional scan settings, if necessary.

7. Tap the ⊞ icon and check the product's settings or make changes, if necessary.

   Note: Tap the ★ presets icon if you want to save your settings as a preset.

8. Select the **Scan** tab again, then tap the ◈ start icon to start scanning.

   Your product scans your original and saves the scanned file to the selected destination.

   Parent topic: Starting a Scan Using the Product Control Panel

   Related tasks
   Scanning Using Presets
   Setting Up Epson Connect Services

   Related topics
   Loading Originals

Scanning to Email

You can scan an original and email the scanned file using your product's control panel. You need to have a preconfigured email server before you can scan to email. You can enter email addresses directly on the product's control panel or select them from the **Contacts** list. Make sure the **Date/Time** and **Time Difference** settings are correct so the time stamps on your emails are accurate.

1. Place your original on the product for scanning.

2. Select the 🏠 home icon, if necessary.

3. Select **Email**.

4. Select a destination on the **Recipient** tab.

5. Do one of the following:

   • To enter the email address directly, select **Keyboard**, enter an email address, and select **OK**.

   • To select a contact from the Contacts list, select **Contacts**, select a contact or group, and then

     select **Done**. You can tap the [icon] icon to create a new contact, or search for a contact in the
     Contacts list. Enter the search keyword into the box at the top of the screen.

   • To select a recently used contact, select **History**, select a contact, and then select **Done**.

   Note: The number of recipients you selected is displayed on the right side of the screen. You can
   send emails to up to 10 contacts and groups. If groups are included in the Contacts list, you can
   select up to 200 individual addresses in total, taking addresses within the groups into account.
   Select the address box at the top of the screen to display the list of selected addresses.

6. Select **Scan Settings** and select the desired settings.

7. Tap the ⚙ icon and check the product's settings or make changes, if necessary.

8. Select the **Recipient** tab again, then tap the ◇ start icon to start scanning.

   Note: Tap the ★ icon to save your scan settings as a preset. Presets can be locked by an
   administrator.

   Your product scans your original and sends the scanned file to the recipient's email address.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks
Entering Characters on the LCD Screen
Registering Contacts for Email, Network, or FTP Scanning - Control Panel
Registering Contacts for Email, Network, or FTP Scanning - Web Config
Scanning Using Presets
Selecting the Date and Time

Related topics
Loading Originals

Scanning to a Connected Computer

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

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

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

2. Place your original on the product for scanning.

3. Select the 🏠 home icon, if necessary.

4. Select **Computer**.

5. Select the computer on which you created the jobs in Document Capture Pro or Document Capture.

   Note: If the product is connected via USB, you do not need to select a computer.

6. On the **Select Job** screen, select the job you want to use.

   Note: If you have only created one job, you do not need to select the job.

7. Confirm the computer and the job you selected.

8. If you want to change the scan settings, tap the ⚙ icon and select from the following options:
   - To stop scanning when a double feed is detected, select **Double Feed Stop Timing** and select a timing option.
   - To stop scanning when an original containing staples is detected, select **Paper Protection** and select the setting you want to use.

     Note: Turning this function on will not always prevent damage to your originals.

   - To detect dirt on the glass surface inside the product, select **Glass Dirt Detection** and select the setting you want to use.

9. Select the 🔄 icon to view the job settings.

   Note: Select the ⭐ presets icon to save your settings as a preset.

10. Select the ◇ start icon to start scanning.

Document Capture Pro opens and your product scans the original and sends the scanned file to the connected computer.

Parent topic:

Related tasks
Scanning Using Presets
Scanning to the Cloud
Entering Characters on the LCD Screen

Related topics
Loading Originals

Control Panel Scanning Options

Select the options you want to use for scanning.

Note: Not all options or settings may be available, depending on the **Scan to** option selected.

Option	Available settings	Description
Image Type	**Color/Grayscale/B&W**	Select to scan images in 24-bit color, 8-bit gray, or monochrome; adjust the sensitivity to determine whether the original is grayscale or monochrome when scanning a non-color original
	Color/Black & White	Select to scan images in 24-bit color or monochrome
	Color/Grayscale	Select to scan images in 24-bit color or 8-bit gray
File Format	**PDF (Single Page)**	Select whether to save all originals as one file (multi-page) or save each original separately (single page) You can also select the **Compression Ratio** and **PDF Settings**.
	PDF (Multi Page)	
	PDF/A (Single Page)	
	PDF/A (Multi Page)	
	TIFF (Single Page)	Select for scanned files that you can print from a device. Multi Page TIFF documents are scanned in black and white.
	TIFF (Multi Page)	

Option	Available settings	Description
Scanning Side	Binding(Original)	Select the binding direction of the original
	Double-Sided	Select when scanning 2-sided originals
Resolution	200dpi	Select if the scanned image will be displayed on the screen or emailed
	300dpi	Select when using Optical Character Recognition (OCR) or creating a text searchable PDF
	600dpi	Select when printing using a printer or sending by fax
Original Size	Crop Margins for Size "Auto"	Adjust the cropping area when selecting **Auto Detect**
	Scan laminated card	Select when scanning laminated originals; transparent areas around the edges are also scanned
Text Enhancement	Emphasize light letters / Remove background	Select to set the level of correction between text and background
	Remove spot noise	Select to remove black dots in the background of the original that cannot be removed by lightening the background
Rotation	Varying degrees	Select the rotation angle depending on the original you want to scan
Density	Varying levels	Adjust the lightness or darkness of scanned images
Remove Background	Varying levels	Select the darkness of the background
Remove Shadow	Off	Erase the shadows that appear in the center of a document when scanning a book (**Center**) or the shadows that appear around a document when scanning thick paper (**Frame**)
	On	
Correct Document Skew	Off	Correct skew in the scanned image
	On	

Option	Available settings	Description
Skip Blank Pages	Off On	Select to skip blank pages when scanning; if the result is not what you expected, adjust detection level **Note:** Some pages may be incorrectly detected as blank pages. This feature is not available when scanning double-sided originals that are stitched.
Automatic Feeding Mode	On (Full-Auto)	Select to start scanning originals automatically when they are loaded in the ADF; you can scan originals continuously by adding documents in the ADF.
	On (Semi-Auto)	Select to start scanning the first original automatically when it is loaded in the ADF; click the **Start Scanning** button to scan the next original.
Detect Double Feed	Various sizes	Select **Length** to detect a double feed by the length; when the length of the next original scanned is different from the first, a double feed is detected
File Name	—	Enter a prefix, the date, and the time to the file name for your scanned file
Clear All Settings	—	Restore scan settings to their factory default

Parent topic: Starting a Scan Using the Product Control Panel

Setting Up and Scanning to a Network Folder or FTP Server

Before you can scan to a network folder on your computer or on an FTP server, you need to create a shared folder and optionally register its location to your product's Contacts list. Select the links below as necessary to create and register the folder, and to scan to it over the network.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks

Creating a Shared Network Folder
Registering Contacts for Email, Network, or FTP Scanning - Control Panel
Registering Contacts for Email, Network, or FTP Scanning - Web Config

Creating a Shared Network Folder

You can create a shared network folder on your computer or an FTP site and register its location to your product's Contacts list.

Note: If you are creating a shared network folder on a Mac, see your Mac documentation for instructions on creating the folder. The instructions here are for Windows.

First make sure you connected your product and computer to the same network.

Note: If you are running a Home version of the Windows operating system, you cannot create a shared folder on your Windows desktop or in the Documents or Pictures folder unless you have created a Home Group Configuration for sharing. You can, however, create a shared folder in the root of the C: drive on your system.

If you want to scan to a folder on an FTP server, contact the FTP server administrator for the server address and authentication access to a shared folder on the server.

1. If you are scanning to a network folder on your computer, do one of the following to check the format of your computer name:

   • **Windows 11, Windows 10, or Windows 8.x**: Hold down the Windows key on your keyboard and press the **X** key. Select **System** from the list that appears. Check the Computer Name or Device Name listed for your computer on the System window.

   • **Windows 7**: Click [icon], right-click **Computer**, and select **Properties**. Check the Computer Name listed for your computer on the System window.

   Note: The settings in these steps may vary, depending on your version of Windows. See Windows Help for details on your operating system.

2. If the computer's name uses any characters that are not alphanumeric (letters or numbers), do one of the following to change the computer's name:

   • **Windows 11, Windows 10, or Windows 8.x**: Select **Rename this PC** and follow the on-screen prompts.

- **Windows 7**: Select **Change Settings**, change the computer's name, and click **OK**. (See Windows Help for instructions, if necessary.)

  Note: You need to be logged into Windows as an administrator to change the computer's name. After changing the name, restart your computer.

3. Start File Explorer or Windows Explorer.

4. Create a folder on the Windows desktop with a folder name of 12 characters or less; otherwise, your product may not be able to access the folder.

   Note: You need to be logged into Windows as an administrator to access the desktop folder and the document folder under each User folder.

5. Right-click the folder you created and select **Properties**.

6. On the **General** tab, deselect the **Read-only** checkbox to allow users to access the folder over the network.

7. Select the **Sharing** tab and click the **Advanced Sharing** button.

   Note: You need to be logged into Windows as an administrator to select the **Advanced Sharing** button.

8. On the Advanced Sharing screen, select the **Share this folder** checkbox.

9. Click the **Permissions** button and select the following on the Share Permissions tab:
   - Select **Everyone** under Group or user names.
   - Select the checkbox in the **Allow** column for the **Change** setting.

10. Click **OK** to save the settings, then click **OK** again to close the Advanced Sharing window.

11. Select the **Security** tab and check that the Group or user names list at the top includes the current computer user and the administrators who can now access the folder.

12. Select the **Sharing** tab again and write down the **Network Path** listed under Network File and Folder Sharing at the top. This is the path you will register to your product's Contacts list so you can select it for network scanning.

13. Click **OK** or **Close**.

Now you can register the folder path to your product's Contacts list.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks

Registering Contacts for Email, Network, or FTP Scanning - Control Panel

You can register a list of contacts for scanning to email or to a network folder or FTP server.

1. Select the home icon, if necessary.

2. Select **Settings**.

3. Select **Contacts Manager**. Enter the administrator password, if necessary.

4. Select **Register/Delete**.

5. Select **Add Entry**.

6. Select **Add Contact**.

7. Do one of the following:

   • To create a contact for scanning to email, select **Email**.

   • To create a location for scanning to a network folder or FTP, select **Network Folder/FTP**.

8. Select the **Registry Number** you want to use for the contact you are adding.

9. Select the **Name** field, use the displayed keyboard to enter the contact name (up to 30 characters), and select **OK**.

10. Select the **Index Word** field, use the displayed keyboard to enter a word to use when searching for an entry (up to 30 characters), and select **OK**. (This field is optional.)

11. Do the following as necessary for your contact:

    • If you want to identify the contact as a frequently used address, select the **Assign to Frequent Use** field and select **On**. This makes it quicker to select the contact when you scan.

    • For an email contact, select the **Email Address (Required)** field, use the displayed keyboard to enter the address, and press **OK**.

    • For a network folder or FTP location, select the **Communication Mode** field and select **Network Folder (SMB)** or **FTP**. Then select the **Location (Required)** field, use the displayed keyboard to enter the network path to the shared folder, and select **OK**.

Enter the folder path name for the **Location** setting in one of the following formats depending on the **Communication Mode** setting you selected:

- **Network Folder (SMB)**: \\host name\folder name

- **FTP**: ftp://host name/folder name

- **FTPS**: ftps://host name/folder name

- **WebDAV (HTTPS)**: https://host name/folder name

- **WebDAV (HTTP)**: http://host name/folder name

- For a network folder or FTP location with a password, select the **User Name** field and use the displayed keyboard to enter the user name. Then select the **Password** field and enter the password.

- For an FTP location, enter the FTP server port number in the **Port Number** field. If there is a firewall between the product and FTP server, select the **Connection Mode** field and select **Passive Mode**.

12. Select **OK**.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks

Registering Contacts for Email, Network, or FTP Scanning - Web Config

Registering Contacts for Email, Network, or FTP Scanning - Web Config

You can register a list of contacts for scanning to email or to a network folder or FTP server using Web Config and your computer's internet browser.

Before you begin, make a note of the IP address or host name of the scanner so you can enter it in these steps. Select **Settings** > **Network Settings** > **Network Status** on the product's control panel, and select **Wi-Fi Status** or **Wi-Fi Direct Status** to confirm the product's IP address.

1. Launch an internet browser on a computer that is using the same network as your product.

2. Type your product's IP address into the address bar and press **Enter**.

3. You may see a warning displayed in your browser when you start Web Config; this is not a problem. Depending on your browser, select the option to view the web page anyway.

4. In the upper right corner of the screen, click **Log in** and enter the Administrator password.

   Note: If this is your first time logging in, use the following default values:

   - **User name**: none (blank)

- **Password**: If there is a "PASSWORD" label attached to the back of your product, enter the 8-digit number shown on the label. If there is no "PASSWORD" label, enter the serial number shown on the label attached to your product.

5. Click **OK**.

6. Click on the **Scan** tab, then click **Contacts**.

7. Select the number you want to use for the contact you are adding and click **Edit**.

8. Do one of the following:

   - To create a contact for scanning to email, select **Email** as the **Type** setting.

   - To create a location for scanning to a network folder or FTP, select **Network Folder (SMB)** or **FTP** as the **Type** setting.

9. Enter the following information as necessary for your contact:

   - **Name**: The name to display in your product's contact list.

   - **Index Word**: Enter a word to identify this entry when searching for it (up to 30 characters). This field is optional.

   - **Assign to Frequent Use**: If you want to identify the contact as a frequently used address, select **On**. This makes it quicker to select the contact when you scan.

   - **Email Address**: For an email contact, the contact's email address.

   - **Save to**: For a network folder or FTP location, the network path to the shared folder.

     Enter the folder path name in one of the following formats depending on the **Type** setting you selected:

     - **Network Folder (SMB)**: \\host name\folder name

     - **FTP**: ftp://host name/folder name

     - **FTPS**: ftps://host name/folder name

     - **WebDAV (HTTPS)**: https://host name/folder name

     - **WebDAV (HTTP)**: http://host name/folder name

   - **User Name** and **Password**: Enter only if you have set up a password on your computer.

   - **Connection Mode**: For FTP locations, select **Passive Mode** if there is a firewall between the product and FTP server.

   - **Port Number**: For FTP locations, enter the port number.

   - **Proxy Server Settings**: Select whether or not to use a proxy server.

10. Click **Apply**.

   After a moment, you see a message telling you that contact registration is complete.

11. Close your web browser.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks
Determining the Product's IP Address
Accessing the Web Config Utility

Scanning to a Network Folder or FTP Server

You can scan an image and save it to a network folder on your computer or on an FTP server using your product's control panel. You can either enter the folder path directly on the product's control panel or select a folder from the Contacts list.

Note: Before scanning, make sure you create a network folder or FTP server, and check that the **Date/Time** and **Time Difference** settings are correct.

1. Place your original on the product for scanning.

2. Select the 🏠 home icon, if necessary.

3. Select **Network Folder/FTP**.

4. On the **Destination** tab, do one of the following to enter a folder location:
   • To select frequently used addresses, tap the icons displayed on the screen.
   • To enter the folder path directly, select **Keyboard** > **Communication Mode**, and enter the folder path in the **Location (Required)** field. Select other options, as necessary.
   • To select a contact from the Contacts list, select **Contacts**, select a contact, and then select **Done**. You can tap the 📇 icon to create a new contact, or search for a folder from the Contacts list. Enter the search keyword into the box at the top of the screen.

5. Select the **Scan Settings** tab, and select the desired settings.

6. Tap the ⚙ icon and check the product's settings or make changes, if necessary.

   Note: Tap the ⭐ presets icon if you want to save your settings as a preset.

7. Select the **Destination** tab again, then tap the ◇ start icon to start scanning.

Your product scans your original and saves the scanned file in the destination network folder.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks

Registering Contacts for Email, Network, or FTP Scanning - Control Panel

Registering Contacts for Email, Network, or FTP Scanning - Web Config

Selecting the Date and Time

Creating a Shared Network Folder

Setting Up a WSD Port (Windows 7)

You can scan to a networked Windows computer using WSD (Web Services for Devices). You must first set up a WSD port on your Windows 7 system (the port is set up automatically on Windows 11, Windows 10, and Windows 8.x).

Before you set up a WSD port, make sure you installed your product software, and connected your product and computer to the same network.

1. Turn on your product.

2. Click   and select **Computer**.

3. On the left side of the window, select **Network**.

4. Locate your product on the Network screen, right-click it, and select **Install**.

5. When you see the User Account Control screen, click **Continue**.

   Note: If you see an Uninstall screen, click **Uninstall** and repeat these steps as necessary.

6. When you see the message **Your device is ready to use** in the Windows taskbar, click the message.

7. On the Driver Software Installation screen, make sure your product is listed as **Ready to use**. Then click **Close**.

8. Click   and select **Devices and Printers**.

9. Make sure that an icon appears for your product's name on the network.

When you use WSD, select your product name to scan over the network.

Parent topic: Starting a Scan Using the Product Control Panel

Scanning Using WSD - Windows

You can scan originals to a computer from the product control panel using WSD (Web Services for Devices) for network scanning in Windows.

Note: To use this feature on Windows 7, you must first set up WSD on the computer. See Windows help for instructions.

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

2. Place your original on the product for scanning.

3. Select the 🏠 home icon, if necessary.

4. Select **WSD**.

5. Select a computer.

6. Select the ◇ start icon to start scanning.

7. When the WSD Scan Device screen is displayed on your computer, follow the on-screen instructions.

Parent topic: Starting a Scan Using the Product Control Panel

Related tasks
Setting Up a WSD Port (Windows 7)

Scanning Using Presets

You can select a registered preset and use it to scan images.

1. Select the 🏠 home icon, if necessary.

2. Do one of the following:

   • Select the ★ presets icon on the home screen, and select a registered preset from the list.

   • Select the ★ presets icon on the Scan menu, select **Load Presets**, and then select a registered preset from the list.

   • If you added the preset icon to the home screen, select the icon.

3. If you see a loading confirmation screen, select **Close**.

   Note: If you enabled the **Quick Send** setting for the selected preset, loading is skipped and scanning starts immediately.

4. Verify the settings for the selected preset and select the ◇ start icon to start scanning.

Parent topic:

Related tasks

Adding and Assigning Scan Jobs with Document Capture Pro - Windows

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

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

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

   • **Windows 11**: Click ▦, then search for **Document Capture Pro** and select it.

   • **Windows 10**: Click ⊞ and select **Epson Software** > **Document Capture Pro**.

   • **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.

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

   You see the Document Capture Pro window.

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

You see a screen like this:
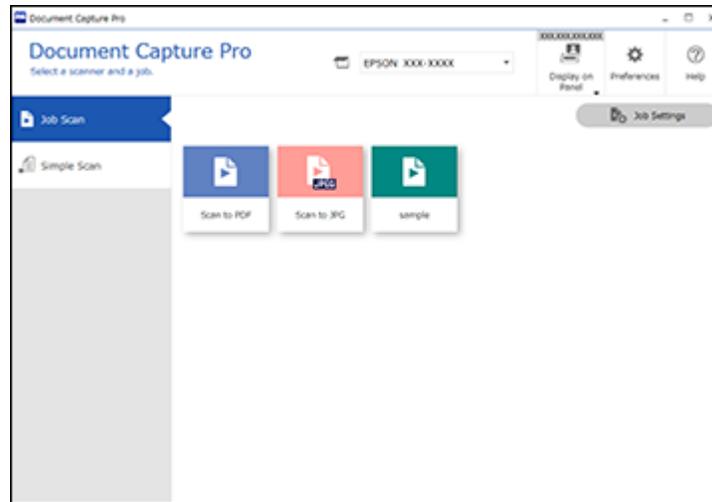
3. Click the **Job Settings** button.

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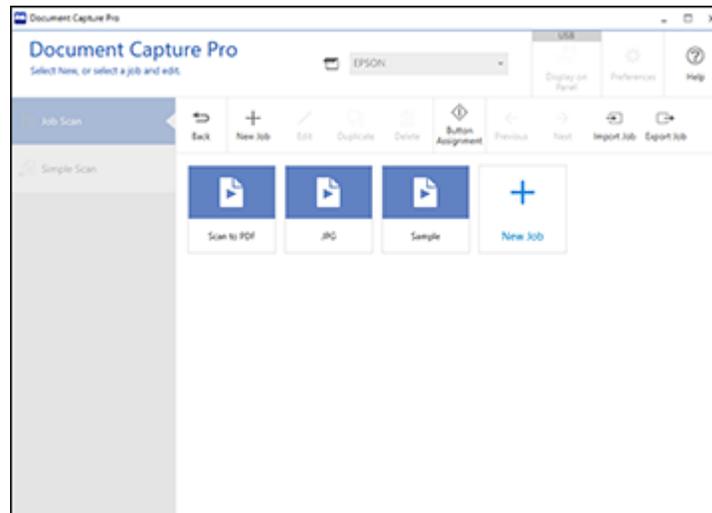
4. To add a scan job, click the **New Job** icon.
5. Enter a name for the new job, and select any settings as necessary from the following options:
   - **Scan**: select the size, color, or resolution
   - **Save**: select the file name, file type, or destination folder
   - **Index**: enable the index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

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

   You see a screen like this:
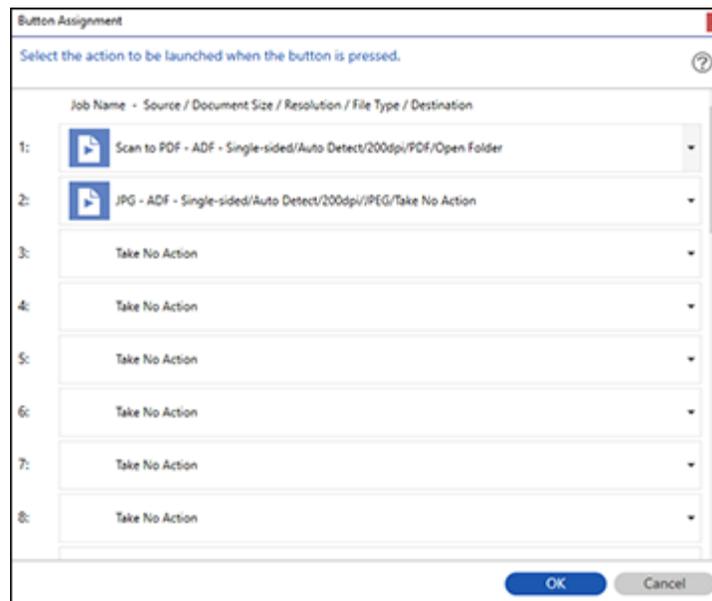
8. Select the jobs that you want to assign to the product control panel using any of the pull-down menus.

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

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

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

   Parent topic: Starting a Scan Using the Product Control Panel

Adding and Assigning Scan Jobs with Document Capture - Mac

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

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

1. Start Document Capture on a computer connected to the product.

2. Click the ⬛ Manage Job icon from the toolbar at the top of the window.

   You see a window showing the current scan job list.

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

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

4. To assign a scan job to the product control panel, click the ⚙ settings icon at the bottom of the window and click **Event Settings**.

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

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

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

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

   Parent topic: Starting a Scan Using the Product Control Panel

Starting a Scan Using the Epson Scan 2 Icon

You can start the Epson Scan 2 program to select scan settings, scan, and save the scanned image to a file.

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

- **Windows 11**: Click [icon], then search for **Epson Scan 2** and select it.
- **Windows 10**: Click [icon] and select **EPSON** > **Epson Scan 2**.
- **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2**.
- **Windows (other versions)**: Click [icon] or **Start**, and select **All Programs** or **Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2**.
- **Mac**: Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2**.

You see an Epson Scan 2 window like this:
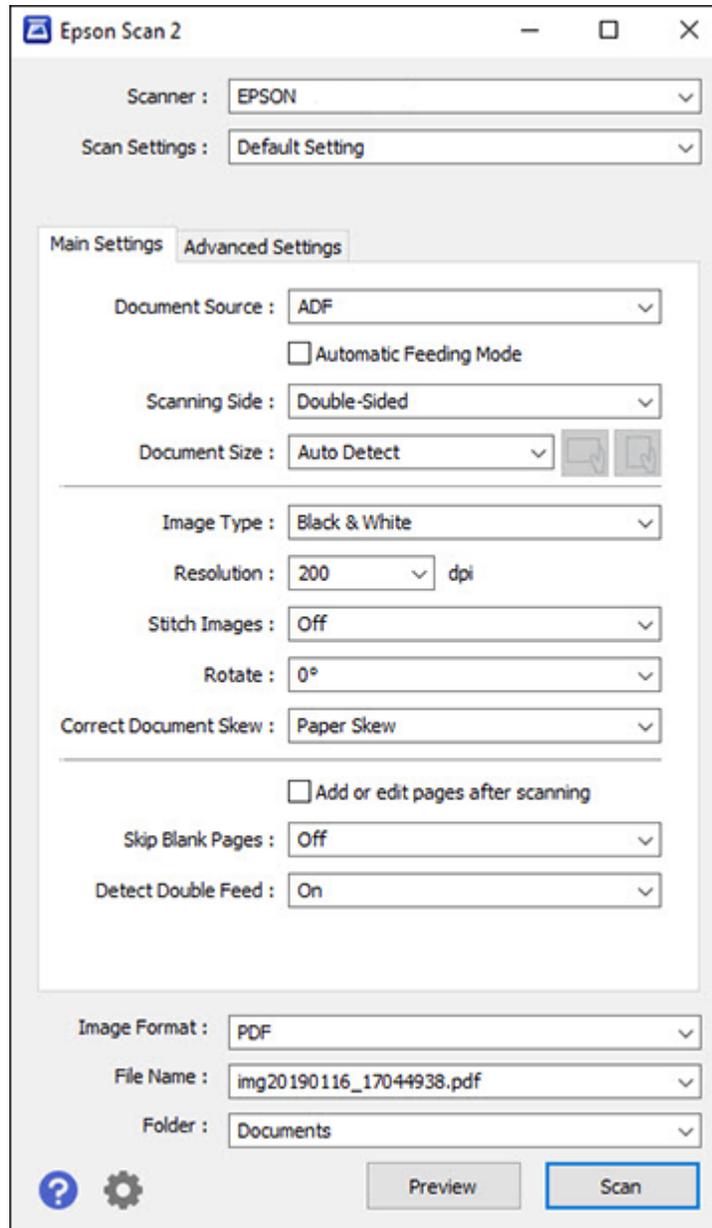
Starting a Scan from a Scanning Program

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

Note: If you are using your Epson product with the Windows 10 S operating system, you cannot use the software described in this section. You also cannot download and install any Epson product software from the Epson website for use with Windows 10 S; you must obtain software only from the Windows Store.

1. Open your scanning program and select its scanning option. (See your scanning program help for instructions.)

2. Select your product.

   Note: In certain programs, you may need to select your product as the "source" first. If you see a **Select Source** option, choose it and select your product. With Windows, do not select a **WIA** option for your product; not all scan functions will be available.

You see an Epson Scan 2 window like this:

| Epson Scan 2 | — □ ✕ |

| Scanner : | EPSON ⌄ |
| Scan Settings : | Default Setting ⌄ |

Main Settings Advanced Settings

Document Source :	ADF ⌄
	☐ Automatic Feeding Mode
Scanning Side :	Double-Sided ⌄
Document Size :	Auto Detect ⌄
Image Type :	Black & White ⌄
Resolution :	200 ⌄ dpi
Stitch Images :	Off ⌄
Rotate :	0° ⌄
Correct Document Skew :	Paper Skew ⌄
	☐ Add or edit pages after scanning
Skip Blank Pages :	Off ⌄
Detect Double Feed :	On ⌄

Image Format :	PDF ⌄
File Name :	img20190116_17044938.pdf ⌄
Folder :	Documents ⌄

? ⚙   Preview   Scan

Starting a Scan from a Smartphone or Tablet

You can use the Epson Smart Panel app to scan from a network scanner to an iOS or Android device over a direct Wi-Fi connection.

Note: Epson Smart Panel does not support scanning with a carrier sheet, or scanning originals longer than 15.5 inches (393.7 mm).

1. Download the Epson Smart Panel app from your device's app store or from Epson's website. See the link below.

2. Place your original on the product for scanning.

3. Open the Epson Smart Panel app and select a scan menu on the home screen.

4. Follow the on-screen instructions to scan and save your original.

   Note: If the size of your original does not appear in the list, select **Auto**.

Related tasks
Using the Epson Smart Panel Mobile App

Scanning with Document Capture Pro or Document Capture

When you scan with Document Capture Pro (Windows) or Document Capture (Mac), the program automatically saves your scanned file on your computer in the folder you specify. You can preview and edit the scanned file, change the scanned file settings, and send to a destination if necessary.

Scanning with Simple Scan in Document Capture Pro - Windows
Scanning with Job Scan in Document Capture Pro - Windows
Scanning with Document Capture - Mac

Scanning with Simple Scan in Document Capture Pro - Windows

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

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

1. Load your original in the product.

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

   - **Windows 11**: Click ![icon], then search for **Document Capture Pro** and select it.

   - **Windows 10**: Click ![icon] and select **Epson Software** > **Document Capture Pro**.

   - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.

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

   You see the Document Capture Pro window.

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

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

   You see a window like this:

4. Select the size of your original from the **Document Size** menu.

5. If you want to change specific settings for the scan, click the **Scan Settings** button. Change any of the settings as necessary and click **OK**. For additional settings, click the **Detailed Settings** button on the Scan Settings screen.

6. Do one of the following:

   • To scan both sides of an original, select **SCAN double-sided**.

   • To scan the front side of an original, select **SCAN single-sided**.

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

7. Review and edit the scanned image as necessary and click **Next** when you are finished.

8. Select a destination for the scanned image, change any settings as necessary, and click **Complete**.

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

Parent topic: Scanning with Document Capture Pro or Document Capture

Scanning with Job Scan in Document Capture Pro - Windows

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

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

1. Load your original in the product.

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

   • **Windows 11**: Click , then search for **Document Capture Pro** and select it.

   • **Windows 10**: Click and select **Epson Software** > **Document Capture Pro**.

   • **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.

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

   You see the Document Capture Pro window.

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

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

   You see a window like this:

4. Select one of the scan jobs (or click **Job Settings** to create a new scan job).

   The product scans the loaded original and saves it according to the job settings.

5. Depending on the settings for the scan job you selected, you may be able to view and edit the pages before saving them. If so, click **Complete** when finished.

   The scanned image is saved according to the job settings.

Parent topic: Scanning with Document Capture Pro or Document Capture

Scanning with Document Capture - Mac

When you scan with Document Capture, the program automatically saves your scanned file on your computer in the folder you specify. You can select settings, preview, and change the scanned file settings as necessary. Document Capture also allows you to send the scanned file directly to an email address or printer, or upload it to a server or cloud destination.

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

1. Load your original in the product.

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

    You see a window like this:
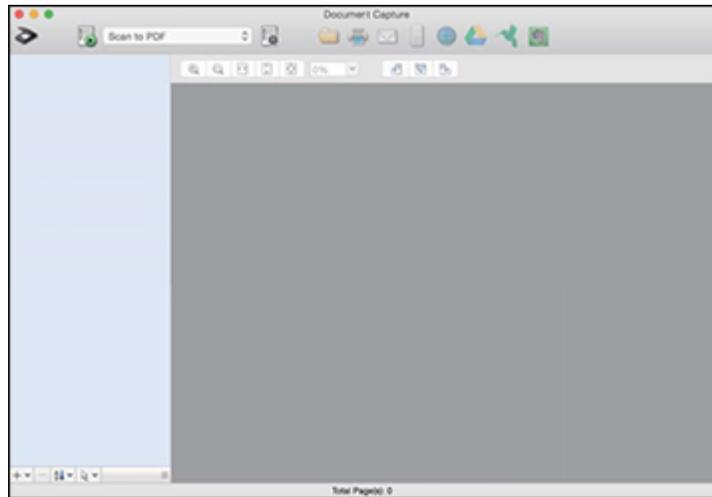
Note: You may need to select your product from the drop-down list.

3. Click the scan icon.
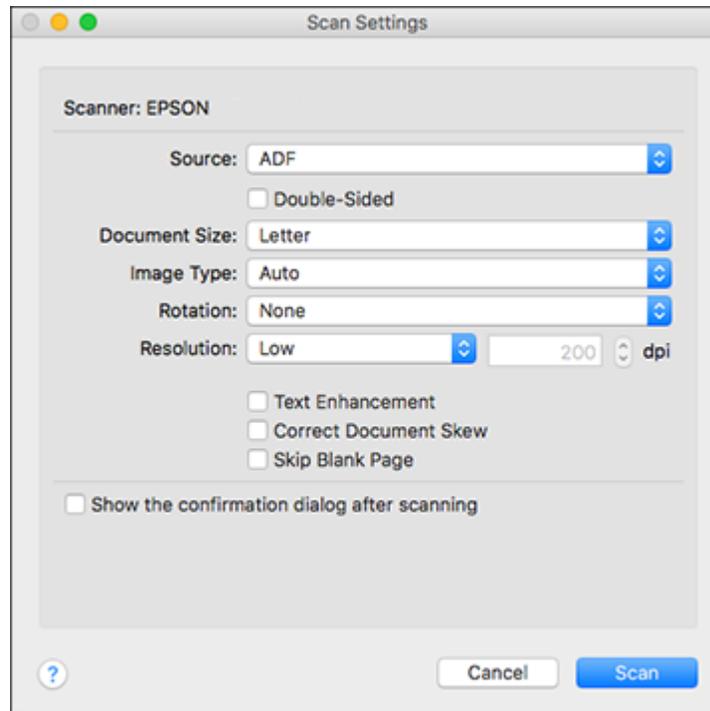
You see a window like this:

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

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

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

5. If you want to select detailed scan settings, close the Scan Settings window, open the **Scan** menu at the top of the Mac desktop, and select **Displays the EPSON Scan Setup Screen**.

6. Click the ▣ Scan icon and select any detailed scan settings you want to use from the Epson Scan 2 window.

7. Click **Scan**.

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

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

8. If you would like to scan additional originals and add them to the current captured images, click the + icon, select **Acquire from Scanner**, and repeat the previous steps.

9. Check the scanned images and edit them as necessary.

10. Click one of the destination icons to choose where to send your scanned files. (If you cannot see all of the icons, click the arrow next to the icons.) Change any settings as necessary.

Note: If you are sending the scanned image to a server or cloud destination, you need to enter your login information. If you want to use Evernote as the destination, download the Evernote application from the Evernote Corporation website and install it before scanning.

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

Parent topic: Scanning with Document Capture Pro or Document Capture

Scanning in Epson Scan 2

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

1. Load your original in the product.

2. Start Epson Scan 2.

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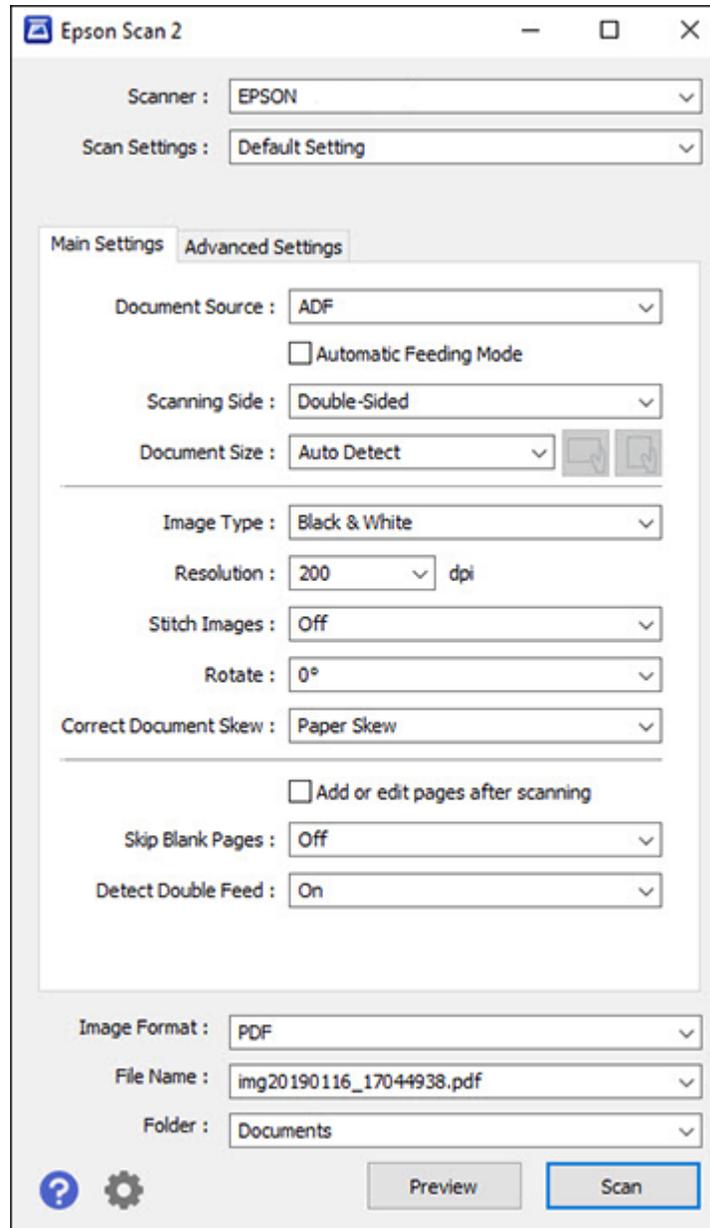
Note: The **Document Source** setting is automatically set to **ADF** for your product.

3. If you want to scan different size originals by loading them into the input slot one by one, check the **Automatic Feeding Mode** checkbox and click **Scan**. Scanning begins as soon as you load each original.

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

4. Select the **Scanning Side** setting that matches the sides of the original that you want to scan.

5. Select the **Document Size** setting that matches the size of your original, or select **Auto Detect** to have Epson Scan 2 automatically detect the size. You can select **Customize** to enter a custom size, if necessary.

6. Click on one of the orientation icons, if applicable.

7. Select your original image type and how you want it scanned as the **Image Type** setting.

8. Select the **Resolution** setting you want to use for your scan.

9. Select any of the additional settings that you want to use on the **Main Settings** tab.

10. Click the **Advanced Settings** tab and select any settings that you want to use.

11. To see a preview of your scan with the settings you selected, click the **Preview** button.

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

12. Reinsert your original into the ADF.

13. If scanning an original in a carrier sheet or other special original, see the link at the end of this section for other setting requirements for special documents.

14. Select the format in which you want to save your scanned file as the **Image Format** setting. If necessary, select **Options** and select any desired format options.

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

16. Select the location in which you want to save your scanned file as the **Folder** setting. If necessary, select **Select** to choose an alternate folder or create a new folder.

17. Make sure the product is in the correct scanning position for the type of original.

- For multiple sheets of standard-size originals, thin paper, or receipts, place the scanner in the vertical path position.
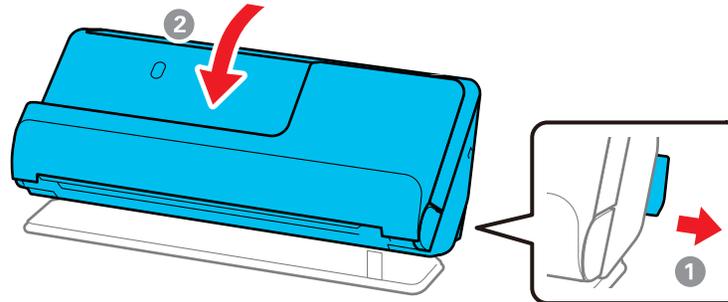
- For special originals such as thick or long documents, passports, or plastic cards, place the scanner in the straight path position.
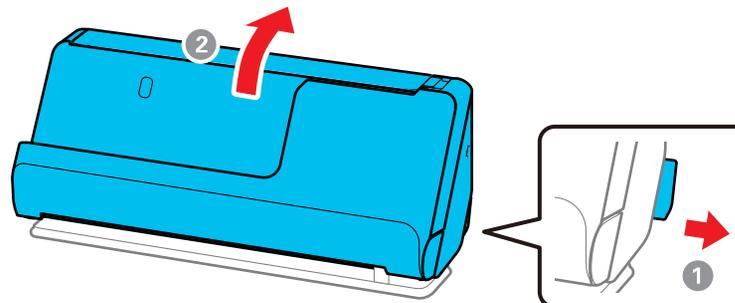
18. Click **Scan**.

   The product scans your original and saves the scanned file in the location you specified.

19. If you selected the **Automatic Feeding Mode** setting, place your next original in the ADF for scanning. When you finish scanning originals, click **Finish**.

Additional Scanning Settings - Main Settings Tab
Additional Scanning Settings - Advanced Settings Tab
Scanning Settings for Special Documents
Image Format Options

Parent topic:

Related references

Related tasks

Additional Scanning Settings - Main Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Main Settings tab.

Stitch Images

When scanning double-sided originals, lets you lay out images from both sides of the original onto one scanned page.

Rotate

Rotates the original image clockwise to the desired angle before scanning it. Select **Auto** to allow your product to automatically rotate the image based on the orientation of the text (may take longer to scan).

Correct Document Skew

Corrects skewed originals, image contents, or both.

Add or edit pages after scanning

Lets you add, remove, or edit the pages in a scan, including rotating pages and changing the page order.

Note: To save multiple pages in a single file, you must select a file format that supports multiple pages such as **PDF** or **Multi-TIFF**. If you select another file format, each scanned image or page is saved as a separate file.

Skip Blank Pages

If the scanner detects marks from the other side of a blank page and adds the marks to the scanned image, adjust this setting to prevent this.

Detect Double Feed

Detects a double-feed paper error in the ADF. If you are scanning an original envelope or plastic card, select **Off**.

Parent topic:

Additional Scanning Settings - Advanced Settings Tab

You can select these additional scanning settings on the Epson Scan 2 Advanced Settings tab. Not all adjustment settings may be available, depending on other settings you have chosen.

Remove Background

Removes the background of the originals.

Text Enhancement

Sharpens the appearance of letters in text documents.

Auto Area Segmentation

Makes black and white images clearer and text recognition more accurate by separating the text from the graphics.

Dropout

The scan will not pick up the color you select. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

Color Enhance

Enhances the shades of the color you select in the scanned image. This setting is available only if you select **Grayscale** or **Black & White** as the Image Type setting.

Brightness

Adjusts the overall lightness and darkness of the scanned image.

Contrast

Adjusts the difference between the light and dark areas of the overall scanned image.

Gamma

Adjusts the midtone density of the scanned image.

Unsharp Mask

Makes the edges of certain image areas clearer. Turn off this option to leave softer edges.

Descreening

Removes the ripple pattern that might appear in subtly shaded image areas, such as skin tones. This option improves results when scanning magazines or newspapers. (The results of descreening do not appear in the preview image, only in your scanned image.)

Threshold

Adjusts the level at which black areas in text and line art are delineated, improving text recognition in OCR (Optical Character Recognition) programs.

Edge Fill

Corrects shadowing around the edges of the image by filling the shadows with black or white.

Remove Punch Holes

Removes the shadows caused by holes on the edges of the original.

Parent topic: Scanning in Epson Scan 2

Scanning Settings for Special Documents

You need to select specific options on the Main Settings tab in Epson Scan 2 when scanning special originals.

Note: When using Document Capture Pro, open the Epson Scan 2 screen by clicking the **Detailed Settings** button on the **Scan Settings** screen.

Note: When using Epson Scan Smart, open the Epson Scan 2 screen by clicking the **Settings** button > **Scanner Settings** tab > **Scan Settings**.

Type of original	Required settings
Envelope	Select **Off** as the **Detect Double Feed** setting.
Plastic card	Select **Plastic Card** as the **Document Size** setting or select **Off** as the **Detect Double Feed** setting.
Carrier sheet	If you select **Auto Detect** as the **Document Size** setting, paper skew is automatically corrected even if the **Correct Document Skew** setting is set to **Off**. If you select a setting other than **Auto Detect** as the **Document Size** setting, you can only use **Contents Skew** as the **Correct Document Skew** setting. As paper skew is not applied in this case, only contents skew is corrected when you select the **Paper and Contents Skew** setting.
Passport/Passport carrier sheet	Select **Auto Detect** as the **Document Size** setting. You need to set this to save only the ID page of your passport. Select **Passport** from the **Scan Settings** menu, and select **Settings** as the **Document Size** setting. Select **Save ID page only when scanning passports** on the **Document Size Settings** screen.
Large originals	If the **Document Size** list does not contain the document size you want to scan, select **Customize** to create a custom size.
Booklets	Select **Booklets** from the **Scan Settings** menu.

Type of original	Required settings
Long paper	If the **Document Size** list does not contain the document size you want to scan, select **Customize** to create a custom size and either select the **Detect paper length** checkbox if the paper length is less than 215 inches (5461 mm), or enter a custom **Width** and **Length** if the paper is 215 inches (5461 mm) or longer.
Laminated cards	To scan any transparent areas around the edges of the card, select **Settings** as the **Document Size** setting and either select the **Scan laminated card** checkbox or create a custom size.

Parent topic:

Image Format Options

You can select different image formats and related options. For details on available options, click the **?** icon on the Epson Scan 2 Image Format Options window. Not all image formats have options.

BITMAP (*.bmp)
A standard image file format for most Windows programs.

JPEG (*.jpg)
An image format that lets you highly compress image data. However, the higher the compression, the lower the image quality. (The TIFF format is recommended when you need to modify or retouch your scanned image.)

PNG (*.png)
An image format that does not lose quality during editing.

TIFF (*.tif)
A file format created for exchanging data between many programs, such as graphic and DTP software.

Multi-TIFF (*.tif)
A TIFF file format when multiple pages are saved to the same file, allowing you to edit the images using a compatible program.

PDF (*.pdf)
A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file.

Searchable PDF (*.pdf)
A document format that is readable by Windows and Mac systems using Adobe Reader, Acrobat, or other programs. You can save multi-page documents in one PDF file. Recognized text in the scanned document can be searched.

Parent topic: Scanning in Epson Scan 2

Scan Resolution Guidelines

The resolution setting in your scanning software, measured in dpi (dots per inch), controls the amount of detail captured in your scans. Increasing the resolution raises the amount of detail captured but comes with the following disadvantages:

- Larger file sizes

- It takes longer to scan your originals, send/receive your scans by email or fax, and to print your scans

- The image may become too large to fit on your display or print on paper

If you plan to enlarge a scanned image so you can print it at a larger size, you may need to increase the resolution from the default resolution set by the software. Follow these guidelines to determine the resolution setting you need:

- You will scan the image at its original size but enlarge it later in an image-editing program.

  Increase the resolution setting in your scanning software. Increase the resolution by the same amount you will increase the image size to retain a high image quality. For example, if the resolution is 300 dpi (dots per inch) and you will double the image size later, change the resolution setting to 600 dpi.

- You will scan the image at 100% or smaller size.

  Select the resolution setting based on how you will use the scanned image:

  - Email/view on a computer screen/post on the web: 96 to 200 dpi

  - Print/fax/convert to editable text (OCR)/create searchable PDF: 200 to 300 dpi

Parent topic: Starting a Scan

Scanning Special Projects

Your product's scanning software offers various options to help you quickly complete special scan projects.

Scanning Two Originals onto One Sheet (Stitching Images) - Windows
Scanning Multi-Page Originals as Separate Files - Windows
Saving Scanned Documents as a Searchable PDF Using Epson Scan 2
Saving a Scan as an Office Format File - Windows

Parent topic: Starting a Scan

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

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

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

1. Load your original in the product.

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

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

    - **Windows 11**: Click ▦, then search for **Document Capture Pro** and select it.

    - **Windows 10**: Click ▦ and select **Epson Software** > **Document Capture Pro**.

    - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.

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

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

You see a window like this:
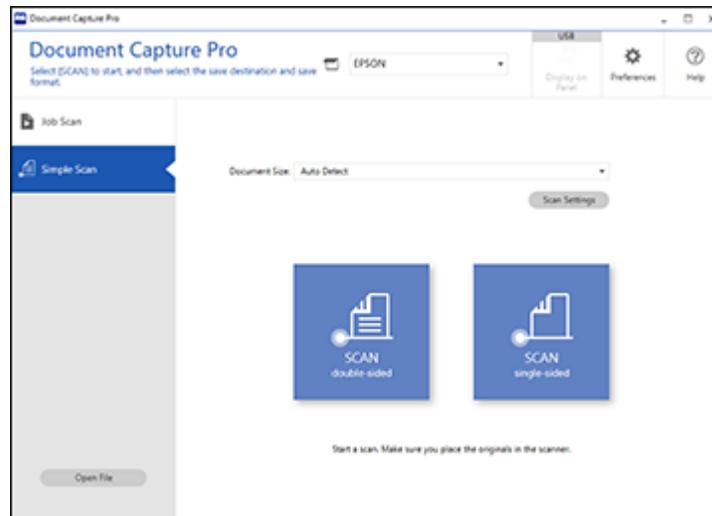
4. Click **Scan Settings** > **Detailed Settings**.

You see an Epson Scan 2 window like this:
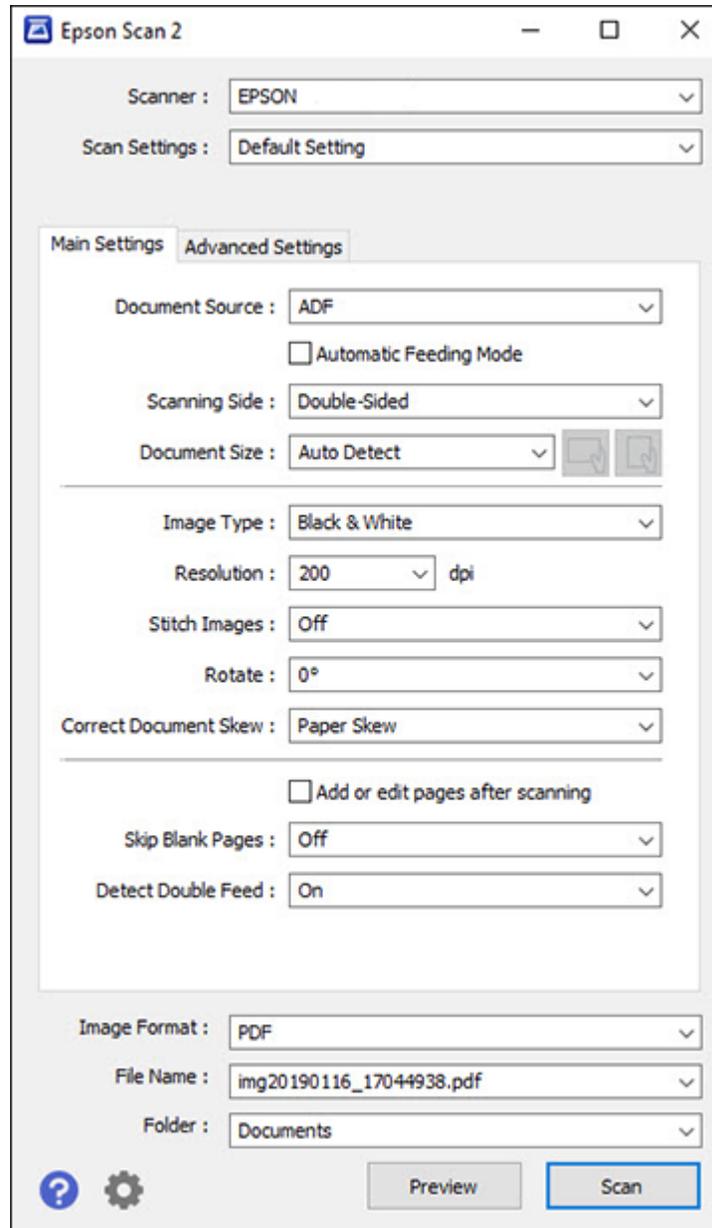
5. Select **Double-Sided** as the **Scanning Side** setting.

6. Select the original document size or **Auto Detect** as the **Document Size** setting.

7. Select one of the following as the **Stitch Images** setting:

   • **Top & Bottom**: Places the scanned images one above the other.

   • **Left & Right**: Places the scanned images side by side.

8. Select the **Advanced Settings** tab and verify that the **Edge Fill** setting is set to **None**.

9. Click **Save**.

10. Click **OK**.

11. Click **SCAN double-sided**.

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

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

12. Review and edit the scanned pages as necessary and click **Next** when you are finished.

13. Select a destination and any settings as necessary and click **Complete**.

    Parent topic: Scanning Special Projects

Scanning Multi-Page Originals as Separate Files - Windows

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

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

1. Load your multi-page original in the product.

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

   • **Windows 11**: Click ▦, then search for **Document Capture Pro** and select it.

   • **Windows 10**: Click ▥ and select **Epson Software** > **Document Capture Pro**.

   • **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.

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

You see the Document Capture Pro window.

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

You see a window like this:
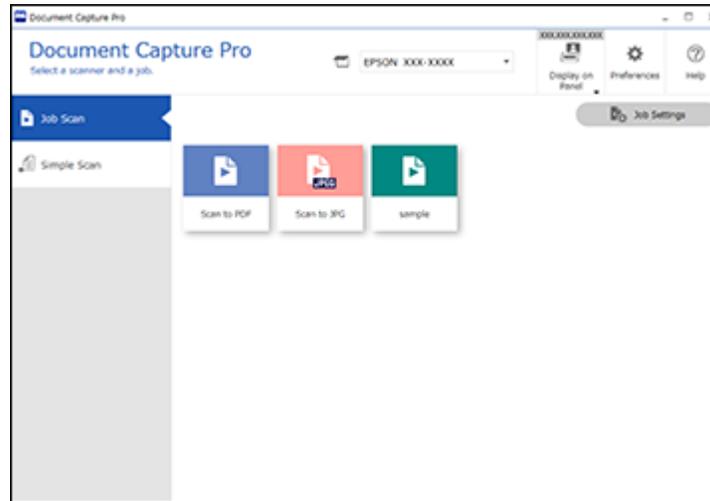
4. Click the **Job Settings** button.

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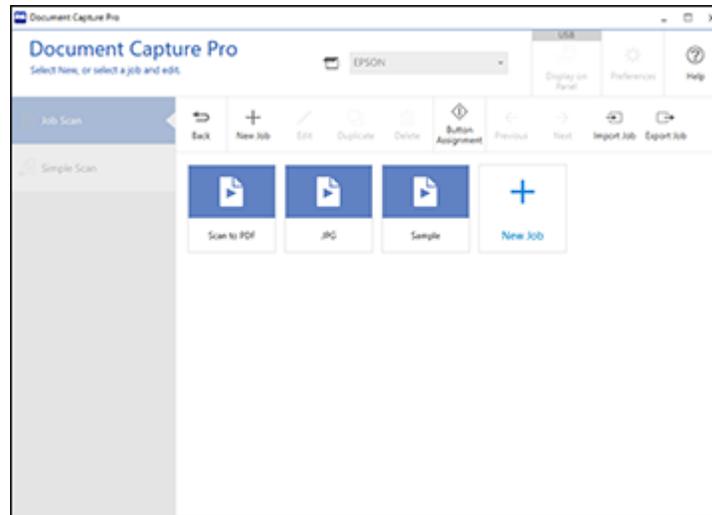
5. Select **New Job** and select the scan settings. Click **Next** when finished.

    You see a window like this:
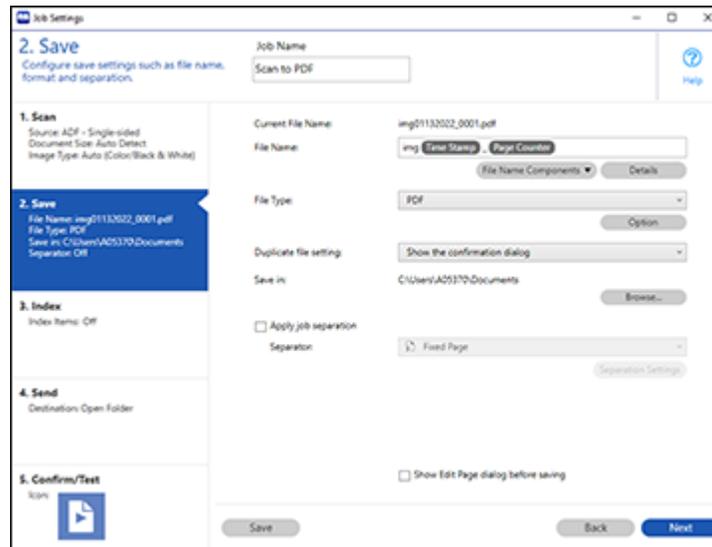
6. Select the **Apply job separation** checkbox.

7. Select the method you want to use to separate the originals as the **Separator** setting. Click **Separation Settings** to specify the settings for the selected option.

8. Finish creating the new scan job and click **Save**.

9. Click **Back** on the Job Settings screen.

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

   Parent topic: Scanning Special Projects

Saving Scanned Documents as a Searchable PDF Using Epson Scan 2

You can scan a document and save the text in a searchable PDF. In a searchable PDF, text is recognized using Optical Character Recognition (OCR) and then embedded in the scanned original.

Note: The required Epson Scan 2 OCR Component is installed automatically when you install your product software. If you install your product software programs individually, be sure to also install this component if you want to perform OCR.

1. Load your original in the product for scanning.

2. Start Epson Scan 2.

3. Select your scan settings.

4. Click **Preview** and adjust the area you want to scan, if necessary.

5. Reload the ejected original in the scanner.

6. Select **Searchable PDF** as the Image Format setting.

7. Select **Options** from the Image Format list.

You see this window:
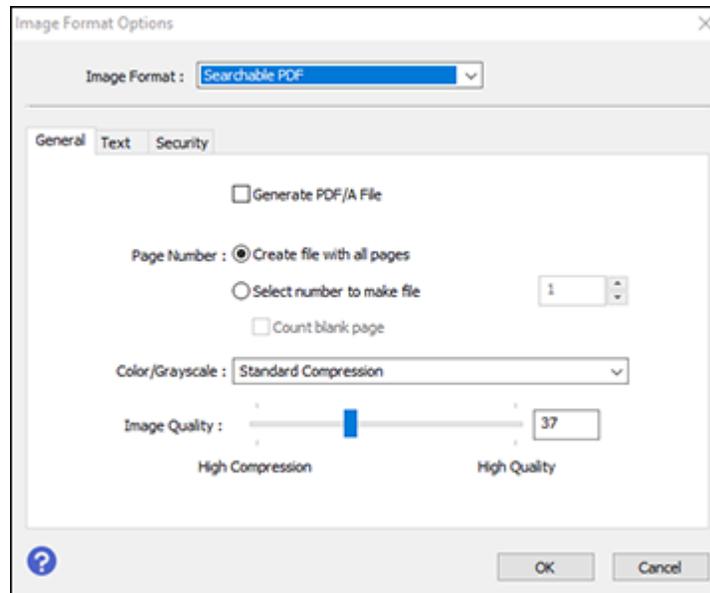
8. Select any of the options on the General tab.

9. Select the **Text** tab.

10. Make sure the language used in the document text is selected as the **Text Language** setting.

11. Select the **Security** tab if you want to add a password to the PDF or protect printing or editing properties.

12. Click **OK**.

13. Confirm the **File Name** setting and select a **Folder** setting for your document.

14. Click **Scan**.

The scanned image is saved as a searchable PDF.

Parent topic: Scanning Special Projects

Saving a Scan as an Office Format File - Windows

You can use Document Capture Pro (Windows) to save your scans in one of the following Microsoft Office file formats: Microsoft Word (.docx), Microsoft Excel (.xlsx), or Microsoft PowerPoint (.pptx).

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

1. Load your original in the product.

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

   • **Windows 11**: Click ▦, then search for **Document Capture Pro** and select it.

   • **Windows 10**: Click ▣ and select **Epson Software** > **Document Capture Pro**.

   • **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.

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

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

   You see a window like this:

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

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

5. Do one of the following:

  - To scan the front side of an original, select **SCAN single-sided**.

  - To scan both sides of an original,select **SCAN double-sided**.

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

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

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

7. Click one of the destination icons (except **Print**) to choose where to send your scanned files. You see the settings window.

8. Select the Office format file you want to use from the **File Type** drop-down list.

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

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

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

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

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

  Parent topic: Scanning Special Projects

Saving a Scan as an Office Format File - Mac

You can use Document Capture (Mac) to save your scans in one of these Microsoft Office file fomats: Microsoft Word (.docx) and Microsoft Excel (.xlsx).

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

1. Load your original in the product for scanning.

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

You see a window like this:
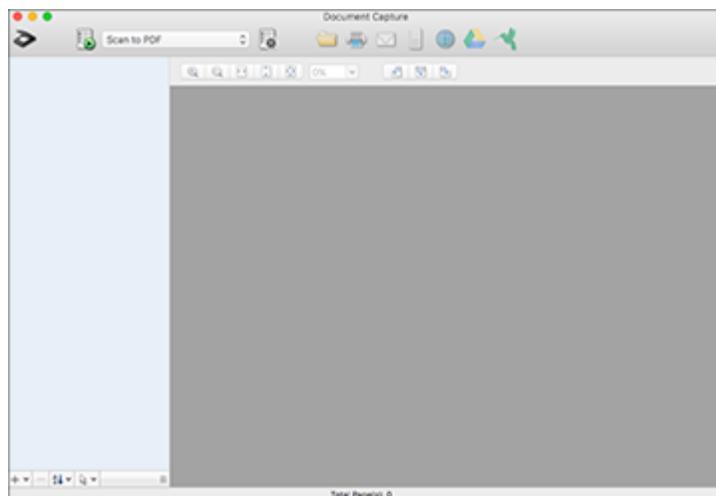
Note: You may need to select your scanner from the scanner list.

3. Click the **Scan** icon.

You see a window like this:

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

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

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

5. If you want to select detailed scan settings, close the Scan Settings window, open the **Scan** menu at the top of the Mac desktop, and select **Displays the EPSON Scan Setup Screen**.

6. Click the Scan icon and select any detailed scan settings you want to use from the Epson Scan 2 window.

7. Click **Scan**.

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

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

8. If you would like to scan additional originals and add them to the current captured images, click the + icon, select **Acquire from Scanner**, and repeat the previous steps.

9. Check the scanned images and edit them as necessary.

10. Open the **File** menu at the top of the Mac desktop and select **Save As**.

11. Select **DOCX** (Word) or **XLSX** (Excel) as the **File Type** setting.

    Note: The first time you select an Office file type setting in Document Capture, you see a prompt to download a necessary plug-in for Microsoft Office files. Select **Yes** and follow the on-screen instructions to download and install the plug-in to continue.

12. Click the **Options** button, select any necessary Office file type options, and click **OK**.

13. Click one of the Destination icons to choose where to send your scanned file. (If you cannot see all of the icons below, click the arrow next to the icons.)

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

Parent topic: Scanning Special Projects

Scanning to a SharePoint Server or Cloud Service - Windows

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

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

1. Load your original in the product.

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

   - **Windows 11**: Click , then search for **Document Capture Pro** and select it.

   - **Windows 10**: Click and select **Epson Software** > **Document Capture Pro**.

   - **Windows 8.x**: Navigate to the **Apps** screen and select **Document Capture Pro**.

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

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

You see a window like this:

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

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

5. Do one of the following:

   • To scan both sides of an original,select **SCAN double-sided**.

   • To scan the front side of an original, select **SCAN single-sided**.

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

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

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

7. Click one of the cloud server or service destination icons. You see the settings window.

8. Enter any required information to set up the destination. You may need to log in to your cloud service to authenticate the connection and allow Document Capture Pro to access the cloud service.

9. Adjust any settings and click **Complete**.

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

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

   Parent topic: Scanning Special Projects

Scanning to a SharePoint Server or Cloud Service - Mac

You can use Document Capture to upload scanned images to a SharePoint server or a cloud service.

Note: The screen shown may vary, depending on your OS version.

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

   You see a window like this:
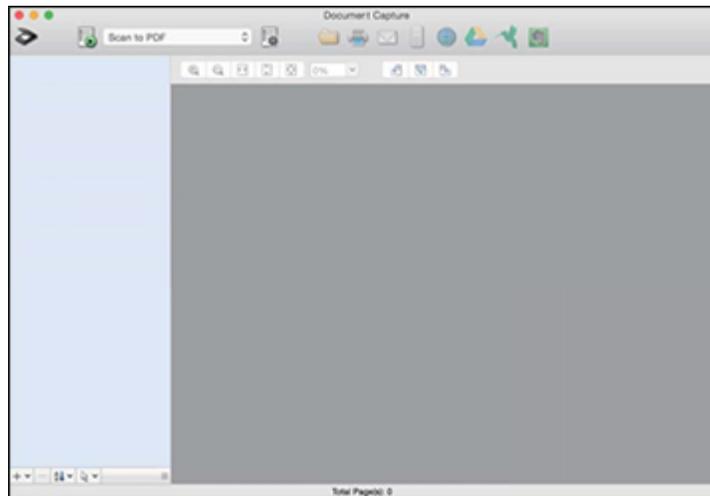
   Note: You may need to select your product from the drop-down list.

2. Click the ⊞ scan icon.

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

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

4. Click **Scan**.

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

5. Click one of the cloud service Destination icons to choose where to save your scanned file. (If you cannot see all of the icons, the service software may not be installed, the service may not be available on your platform, or you need to click the arrow next to the icons.)

   You see the Transfer Settings window.

6. Enter any required information to set up the destination. You may need to log in to your cloud service to authenticate the connection and allow Document Capture to access the cloud service. If you have previously created a saved setting for the destination, select it from the drop-down list.

7. Adjust any save settings, then click **OK** or **Send**, depending on the destination.

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

Parent topic: Scanning Special Projects

Using Mopria Scan

You can use Mopria Scan to scan from your Android phone or tablet (Android v4.4 or later) to your Epson product or any Mopria-certified product from other manufacturers. You can download the Mopria Scan app from Google Play.

Note: For details and support on Mopria Scan, click here. Some Amazon Fire tablets also use Mopria Scan.

1. Connect your Epson product to your wireless network. See the link at the end of this section.

2. On your Android device, download the Mopria Scan app from Google Play.

3. Connect your Android device to the same wireless network as your product.

4. Now you are ready to scan. From an Android application such as Chrome or Gmail, tap **Attach**, **Open**, or **Add**, and then tap **Scan using Mopria**. Select your Epson product, select your scan settings, and tap **Scan**. Tap **Done** to send the scan to your app.

Parent topic: Starting a Scan

Related concepts
Connecting to an Existing Wi-Fi Network

Scanning with AirPrint

AirPrint enables instant scanning from a Mac without the need to install drivers or download software.

Note: You can only scan using AirPrint on a macOS system. The iOS operating system does not support scanning with AirPrint.

1. Load your originals.
2. Connect the product to the same network that your Mac is connected to, or connect the product to your Mac with a USB cable.
3. On the **System Preferences** screen on your Mac, click **Printers & Scanners**.
4. Select your scanner from the list, then click **Open Scanner**.
5. Select scan settings as needed, then start scanning.

Note: For details, see the macOS User Guide.

Parent topic: Starting a Scan

Related topics
Loading Originals

Cleaning and Transporting Your Product

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

Cleaning Your Product

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

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

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

2. Disconnect any connected cables.

3. Clean the outer case with a soft, dry cloth. Do not use liquid or chemical cleansers.

   Note: If the outer case still requires additional cleaning, use a slightly damp cloth to wipe the outer case. Then wipe the case with a soft, dry cloth.

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

Parent topic: Cleaning and Transporting Your Product

Cleaning Inside Your Product

Clean your product regularly to make sure that no dust builds up on the glass scanning surfaces. Dust can cause spots or lines in your scanned images. Clean the inside of the product every 5,000 scans. You can check the latest number of scans and set cleaning time notifications and alerts on the control panel or in the Epson Scan 2 Utility. By default, a notification is sent after every 5,000 scans.

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

Caution: Be careful not to get your hands or hair caught in the gears or rollers when cleaning the inside the scanner. Otherwise, injury could occur.

Note: Clean inside your product while it is turned on.

1. Open the vertical path cover.
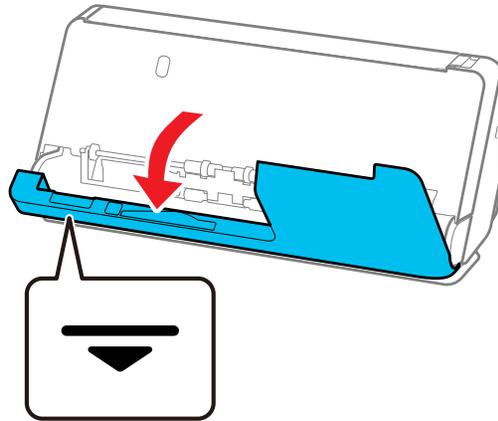
Note: When opening the vertical path cover, hold the area indicated to avoid touching the antistatic brush. If the brush becomes bent it cannot eliminate static electricity, and this may cause the output originals to stick to each other.

2. Wipe the rollers and plastic rollers with a soft, lint-free cloth dampened with a small amount of cleaner or water.
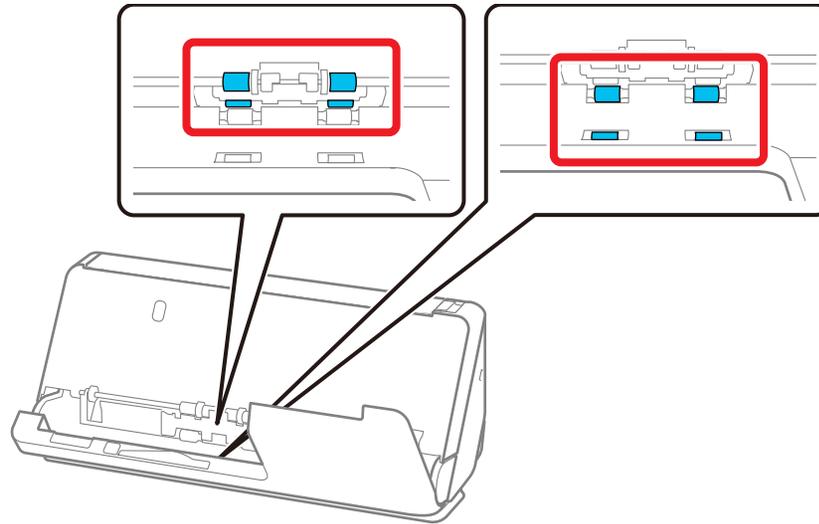
Note: Do not spray liquid directly into the scanner. Be careful not to touch the antistatic brush when wiping the rollers. If the brush becomes bent it cannot eliminate static electricity, and this may cause the output originals to stick to each other.

3. Open the input tray, and pull the lever to open the scanner cover.
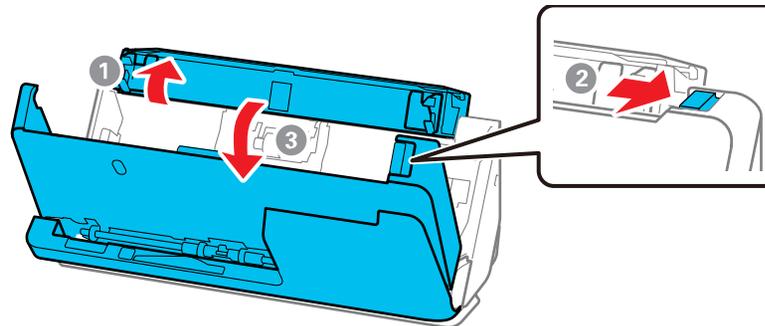
4. Wipe the 8 rollers shown with a soft, lint-free cloth dampened with a small amount of cleaner or water.
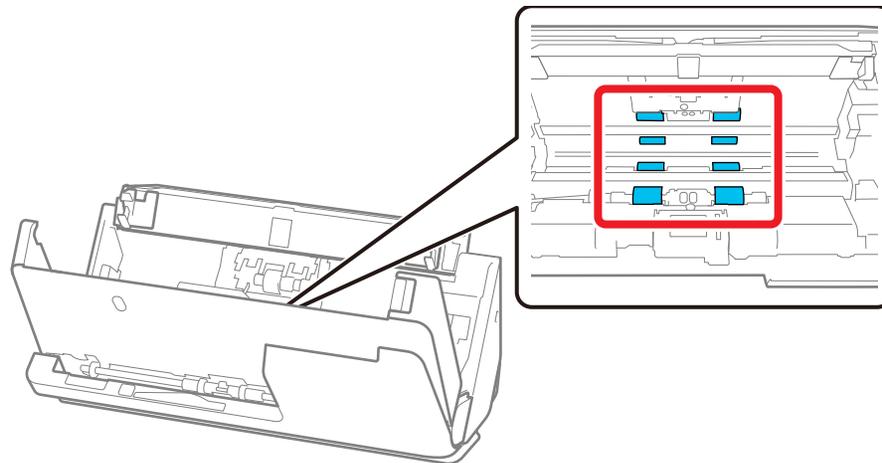
Note: Do not spray liquid directly into the scanner.

5. Close the scanner cover with both hands. Then, close the vertical path cover and then the input tray, in that order.
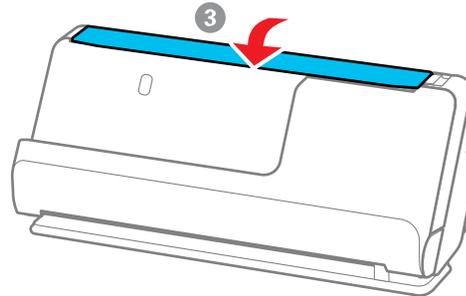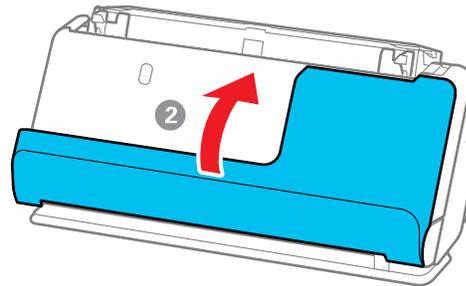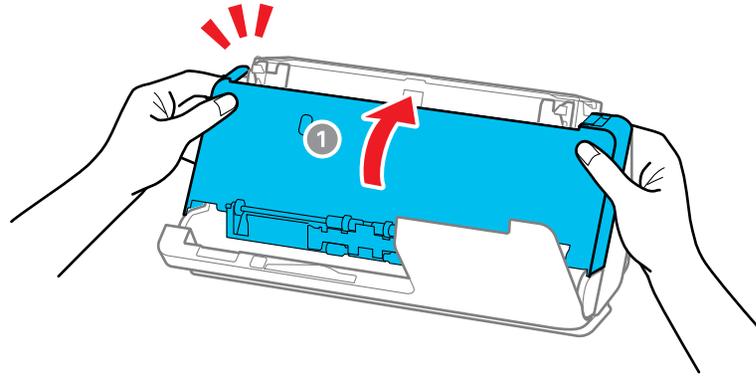
When the **Recovering** message no longer appears on the screen, proceed to the next step.

6. Repeat steps 1 to 5 four times. The internal rollers rotate approximately one-quarter of a turn each time the cover is closed. Repeat this step until the entire roller is clean.

    Note: If paper dust adheres to the inside of the vertical path cover, wipe it off with a soft, lint-free cloth.
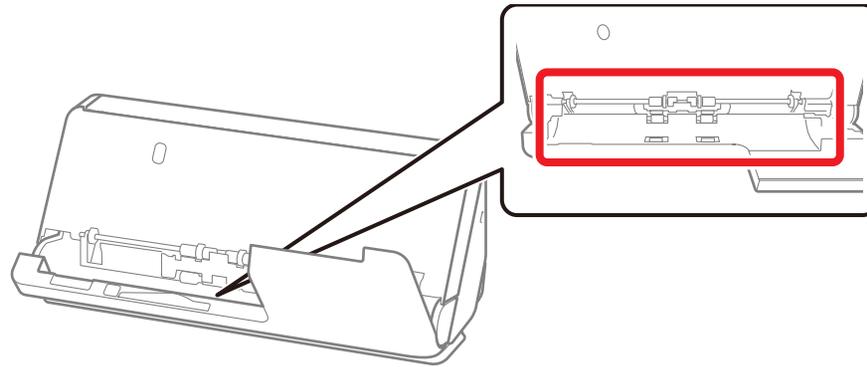
7. Open the input tray, and pull the lever to open the scanner cover.
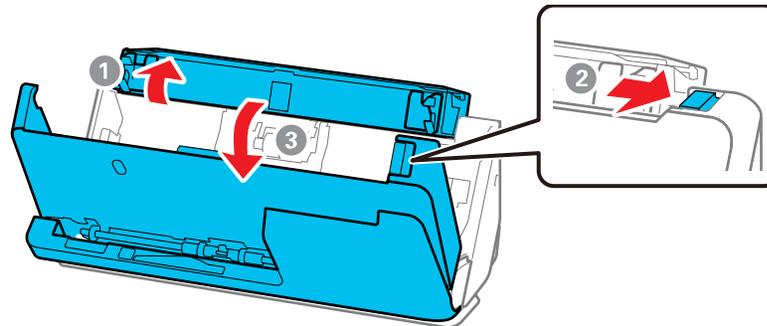
8. Use a genuine Epson cleaning kit or a soft, lint-free cloth to wipe off any dust or dirt on the glass scanning surfaces and the rollers inside the scanner cover. If the glass surface is stained with

grease or some other hard-to-remove material, use a genuine Epson cleaning kit with a small amount of cleaner on the cleaning cloth to remove the stains. Wipe off all remaining liquid.
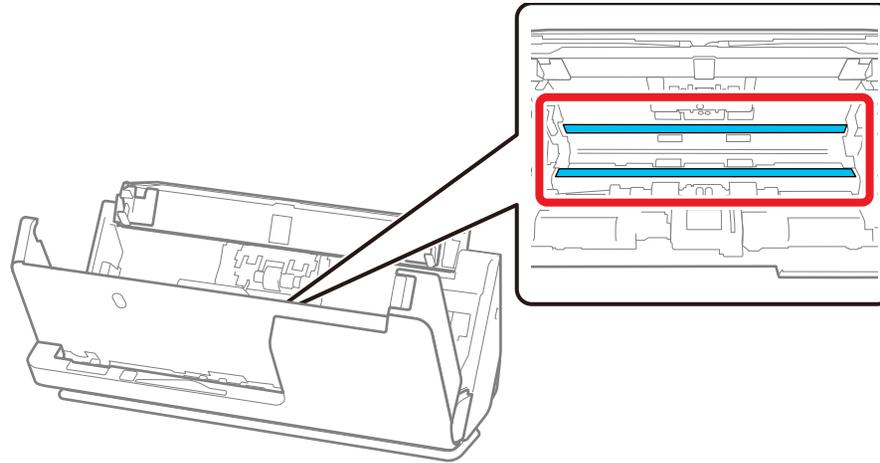
Caution: Do not use brushes or hard tools to clean the scanner glass. Any scratches on the glass may affect the scan quality. Do not spray cleaner directly on the scanning surfaces. Be careful not to place too much force on the glass.

9. Use a cotton swab to wipe off any dust or dirt on the sensors shown here.
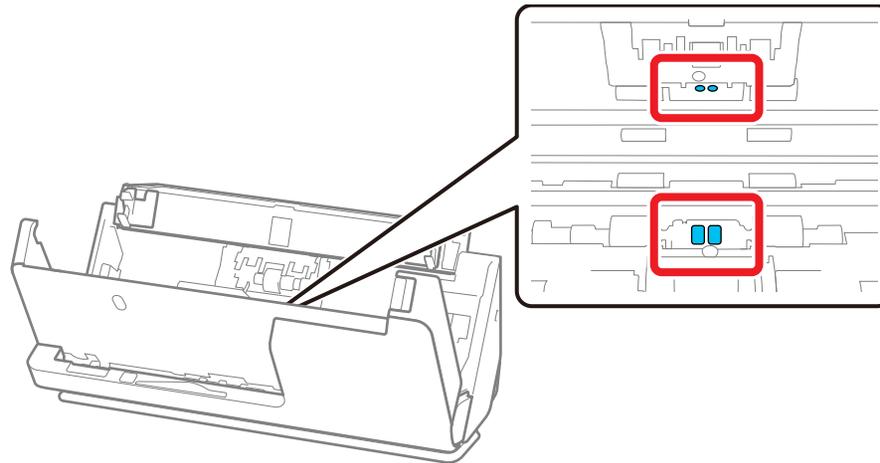
Caution: Do not use liquid or glass cleaner on the cotton swab.

Note: The ultrasonic sensors do not normally require maintenance. However, if multiple feed errors occur frequently, it is possible that dust that has accumulated around the ultrasonic sensors is being mistakenly detected as a multiple feed error. If this is the case, carefully wipe away any dust with a cotton swab. If you have a blower, such as one used to clean cameras, use it to remove the dust.
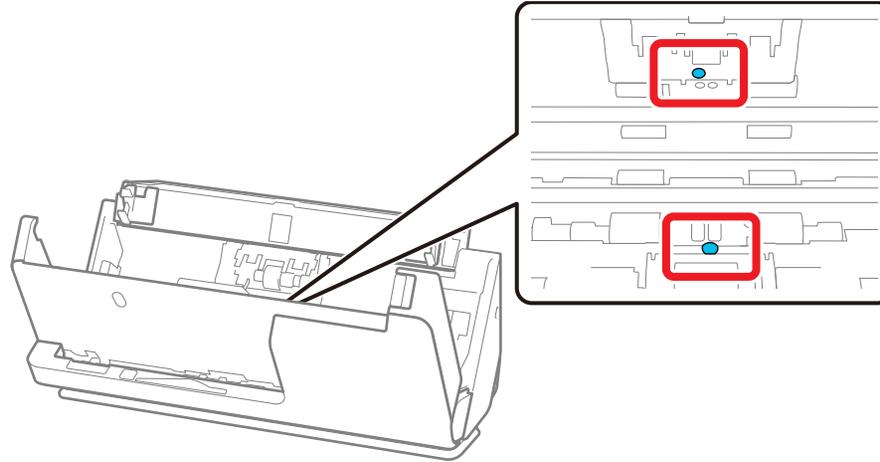
Do not spray cleaner directly onto the ultrasonic sensor. Also, be careful not to insert the cotton swab too far into the sensor and make sure no cotton fibers are left behind.

10. Open the cover and remove the separation roller.
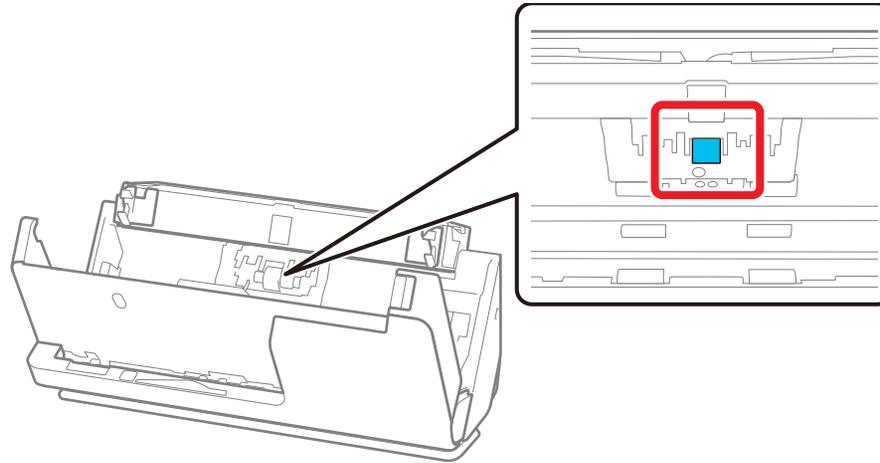
11. Wipe off any dust or dirt on the separation roller using a genuine Epson cleaning kit or a soft, moist cloth.
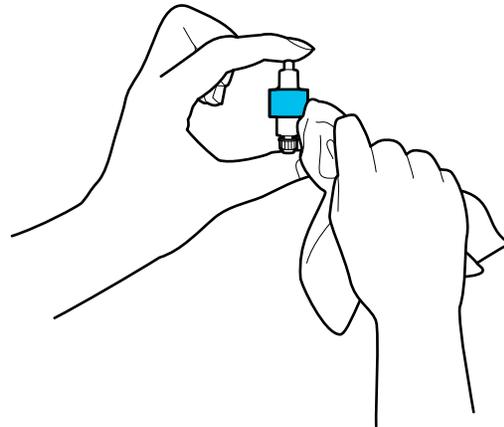
Caution: Use only a genuine Epson cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller. Do not spray cleaners directly inside the product; always spray cleaners on a cleaning cloth to slightly dampen the cloth. Wipe off any excess cleaner with a dry, lint-free cloth.

12. Replace the separation roller.

13. Open the cover, then remove the pickup roller.
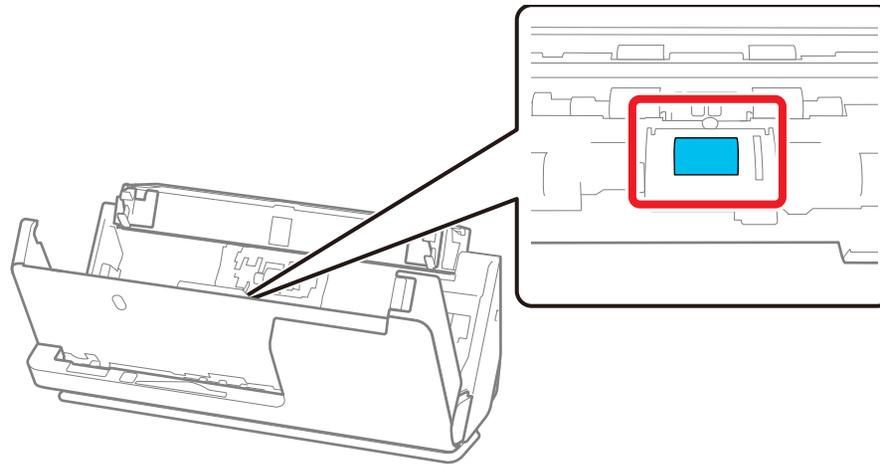
14. Wipe off any dust or dirt on the pickup roller using a genuine Epson cleaning kit or a soft, moist cloth.
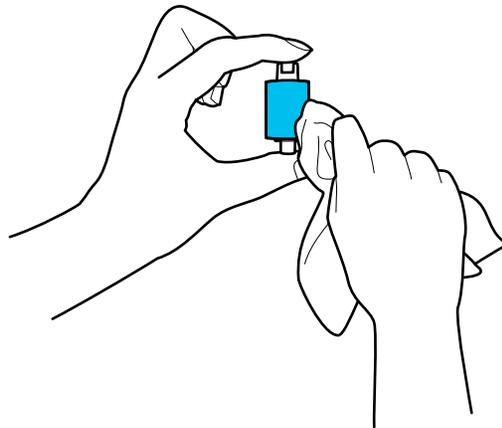
Caution: Use only a genuine Epson cleaning kit or soft, moist cloth to clean the roller; using a dry cloth may damage the surface of the roller.

15. Replace the pickup roller.

16. Close the scanner cover with both hands. Then, close the input tray.
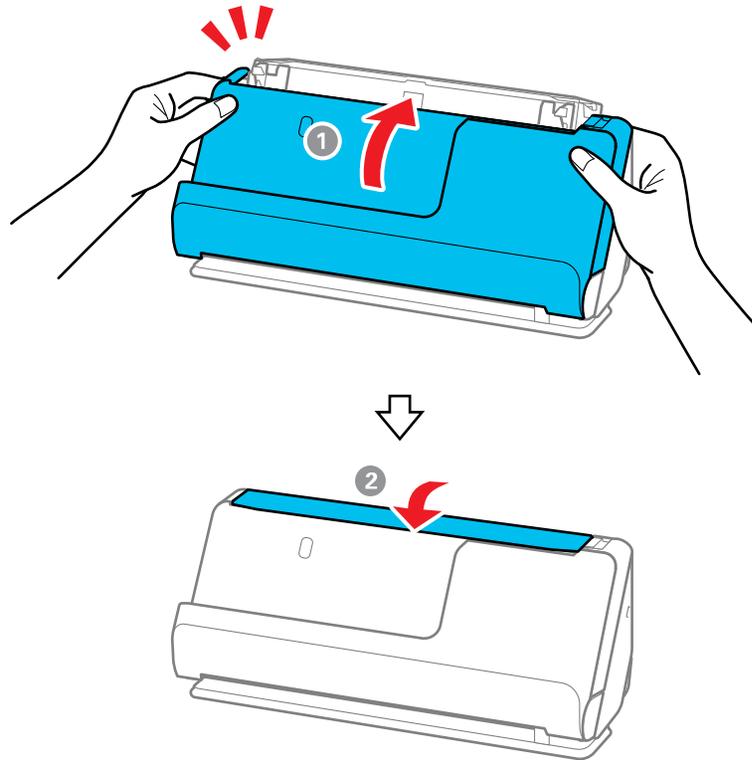
17. Reset the number of scans after cleaning.

Resetting the Number of Scans After Cleaning

Parent topic: Cleaning and Transporting Your Product

Related references
Optional Accessories and Replacement Parts

Related tasks
Replacing the Rollers

Resetting the Number of Scans After Cleaning

Reset the number of scans using the Epson Scan2 Utility after regular cleaning.

Note: To reset the number of scans from the control panel, select the ⌂ home icon and select >
Scanner Maintenance > **Regular Cleaning** > **Reset the Number of Scans** > **Yes**.

1. Make sure the scanner is turned on and connected to your computer.

2. Do one of the following to open the Epson Scan 2 Utility:

    *   **Windows 11**: Click ▦, then search for **Epson Scan 2 Utility** and select it.

    *   **Windows 10**: Click ▦ and select **EPSON** > **Epson Scan 2 Utility**.

    *   **Windows 8.x**: Navigate to the **Apps** screen and select **EPSON** > **Epson Scan 2 Utility**.

    *   **Windows (other versions)**: Click 🏁 or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

    *   **Mac**: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.

3. Click the **Maintenance** tab.

You see a screen like this:
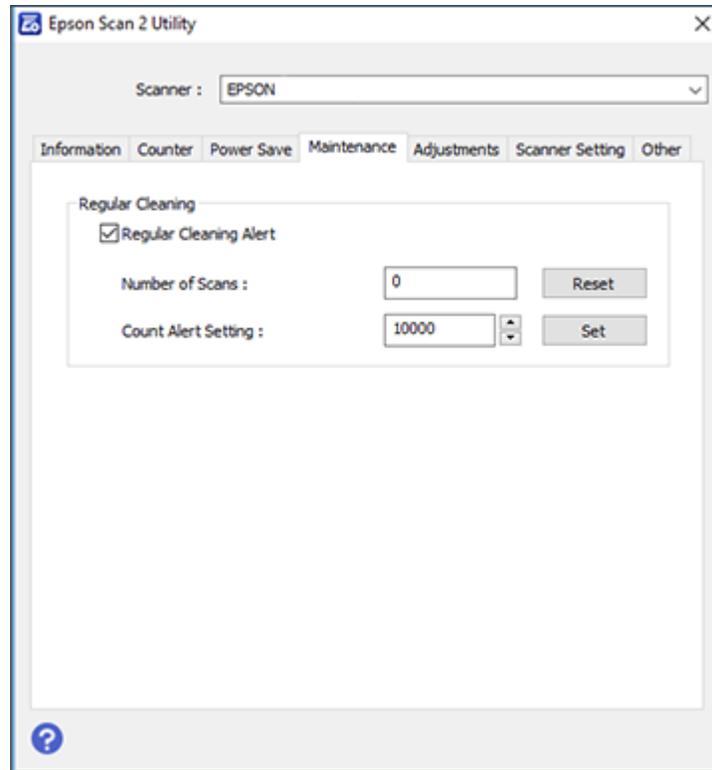
4. Select the **Regular Cleaning Alert** checkbox and click the **Reset** button.

   Note: You cannot reset if **Regular Cleaning Alert** is not selected.

5. Close the Epson Scan 2 Utility.

Parent topic: Cleaning Inside Your Product

Replacing the Rollers

Replace the roller assembly kit (A: separation roller, B: pickup roller) when the number of scans exceeds the life cycle of the rollers. Check the roller counter to see when you need to replace the rollers.
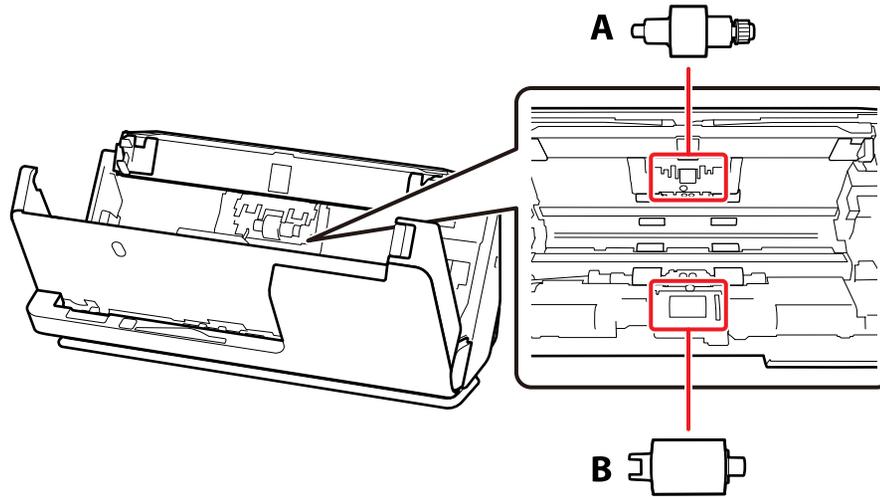
Note: Replace the rollers while the scanner is turned on.

1. Open the input tray, and pull the lever to the right to open the scanner cover.
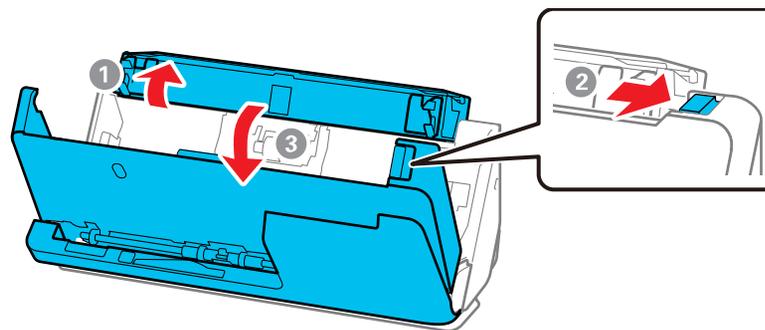
2. Press down on the separation roller cover latch and pull up the cover to remove it.
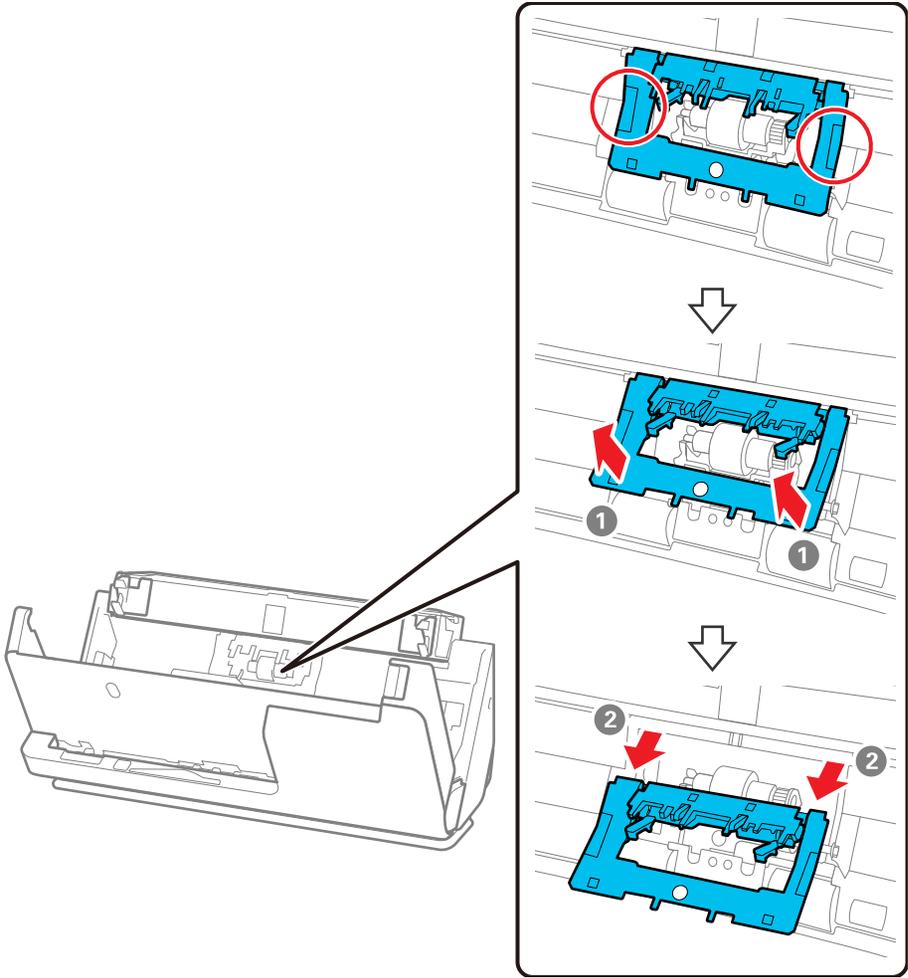
3. Lift up the separation roller and slide it to the left to remove it.
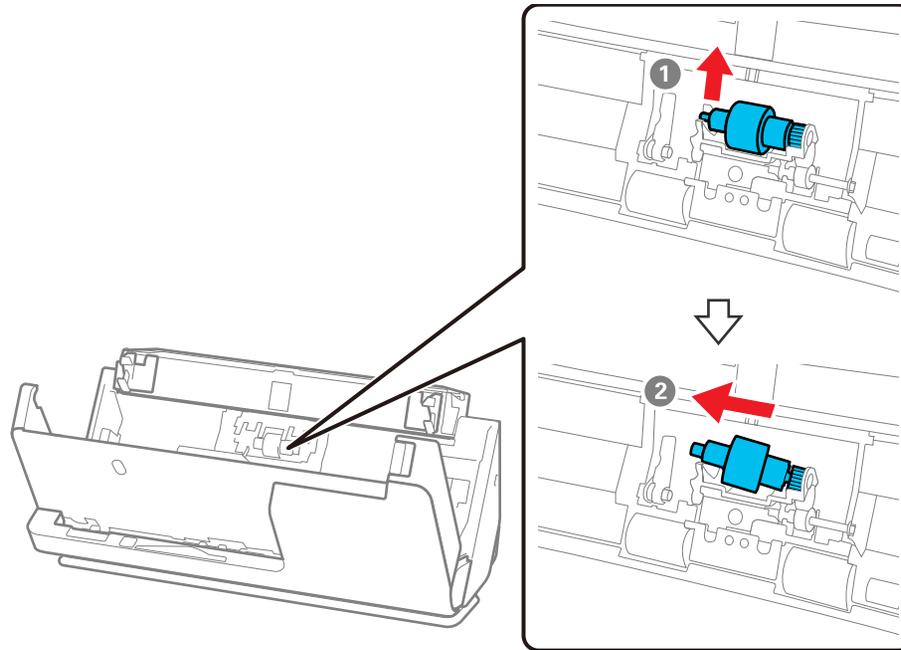
Note: Do not use force to pull out the separation roller; doing so may damage the inside of the product.

4. To install a new separation roller, insert the end of the roller into the hole on the right side and lower the other end of the roller into place.
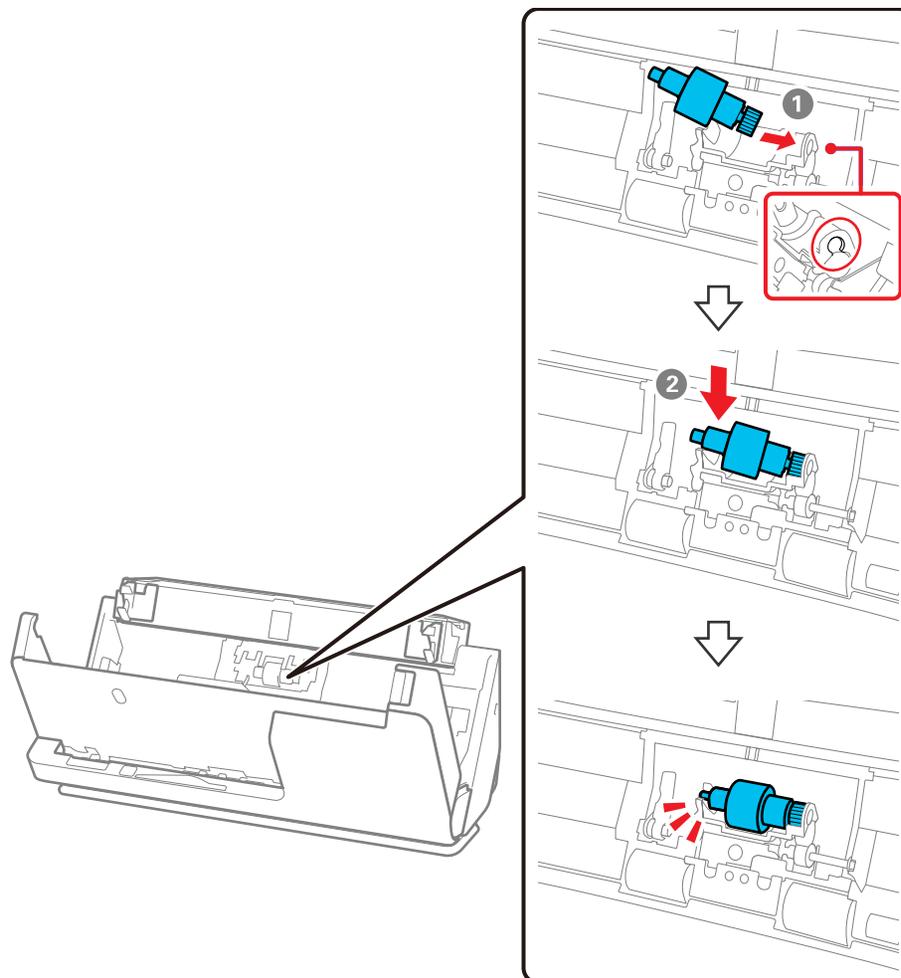
5. Attach the separation roller cover as shown. Insert the axis on the upper side of the cover into the grooves, and then close the cover firmly.
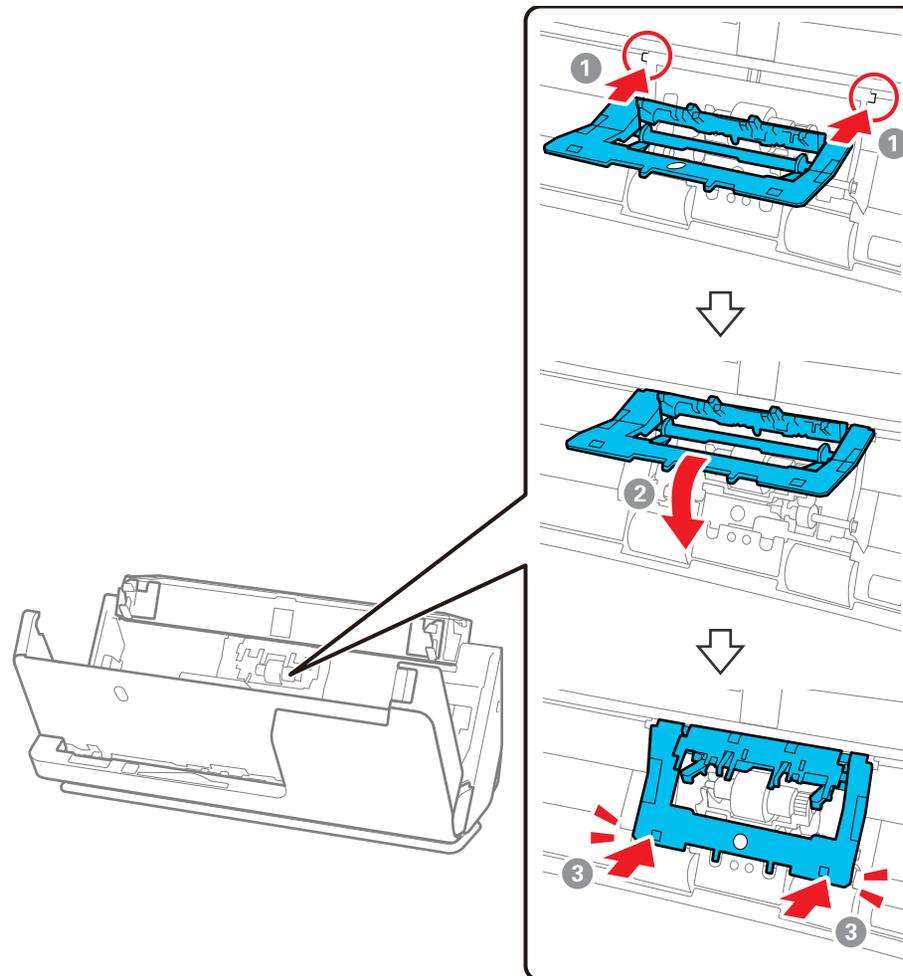
Note: If you are not able to close the cover, the roller is not installed correctly. Remove the roller and reinstall it, then try to close the cover again.
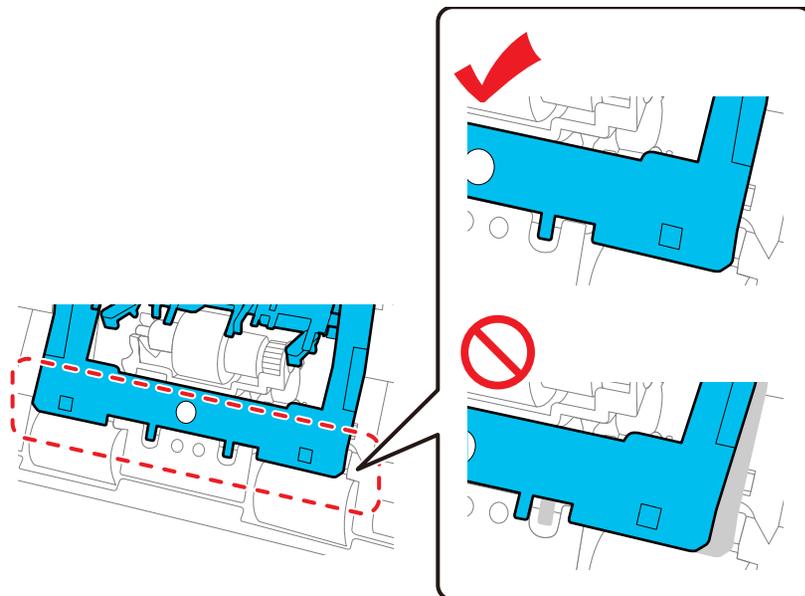
6. Open the cover of the pickup roller.
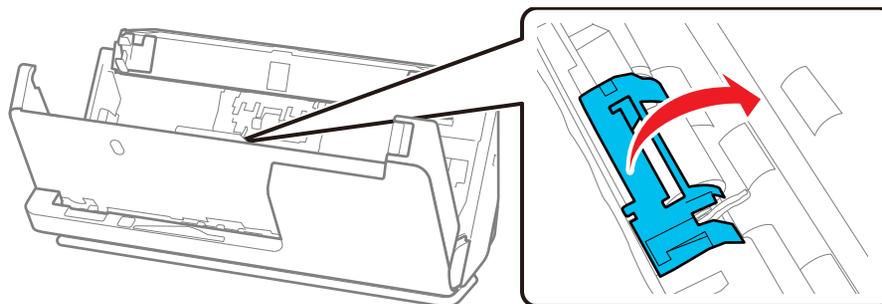
7. Slide the pickup roller to the right and lift up to remove it.
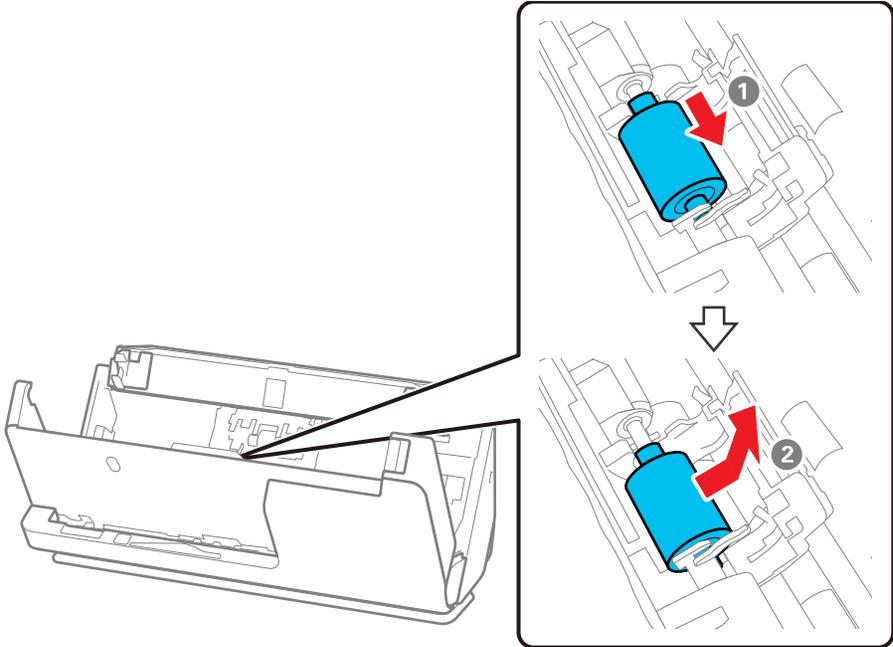
8. To install the new pickup roller, align the notches on the roller unit and slide it to the left. Lower the pickup roller, and then slide it to the back. Make sure the notches are aligned.
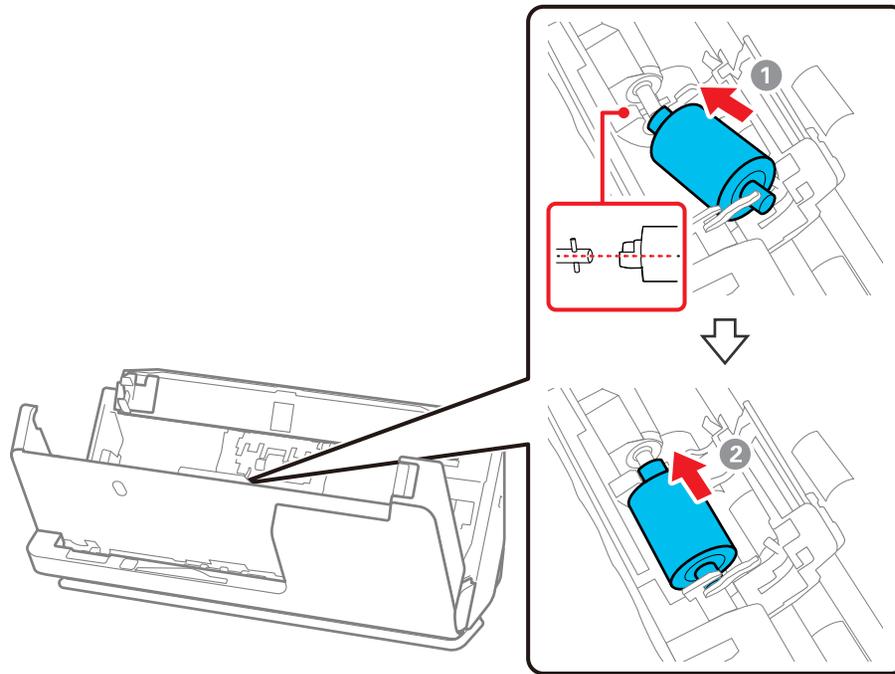
9. Align the bottom edge of the pickup roller cover into the notches as shown and press it down until it clicks into place.
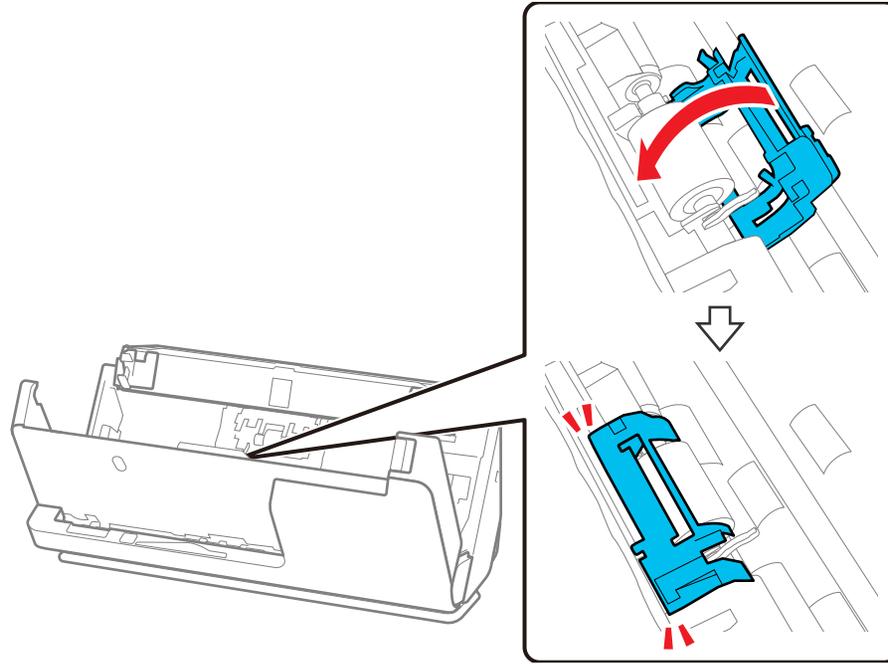
Note: If you are not able to close the cover, the pickup roller is not installed correctly. Remove the roller unit and reinstall it, then try to close the cover again.

10. Close the scanner cover with both hands, then close the input tray.
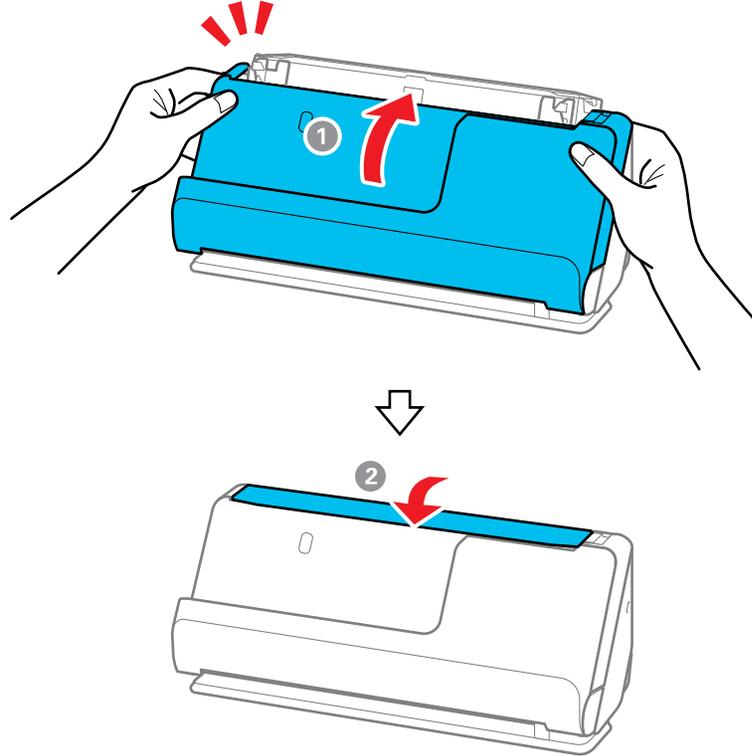
11. Reset the roller counter.

Note: Make sure to dispose of the pickup roller and the separation roller following the rules and regulations of your local authority. Do not disassemble them.

Resetting the Roller Counter

Parent topic: Cleaning and Transporting Your Product

Related references

Optional Accessories and Replacement Parts

Resetting the Roller Counter

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

Note: To reset the roller counter from the control panel, select the 🏠 home icon and select > **Scanner Maintenance** > **Roller Replacement** > **Reset the Number of Scans** > **Yes**.

1. Make sure the scanner is turned on and connected to your computer.
2. Do one of the following to open the Epson Scan 2 Utility:

    • **Windows 11**: Click ▦, then search for **Epson Scan 2 Utility** and select it.

    • **Windows 10**: Click ▧ and select **EPSON** > **Epson Scan 2 Utility**.

    • **Windows 8.x**: Navigate to the **Apps** screen and select **EPSON** > **Epson Scan 2 Utility**.

    • **Windows (other versions)**: Click 🪟 or **Start** > **All Programs** or **Programs** > **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

    • **Mac**: Open the **Applications** folder, click **Epson Software**, and click **Epson Scan 2 Utility**.

3. Click the **Counter** tab.

You see a screen like this:
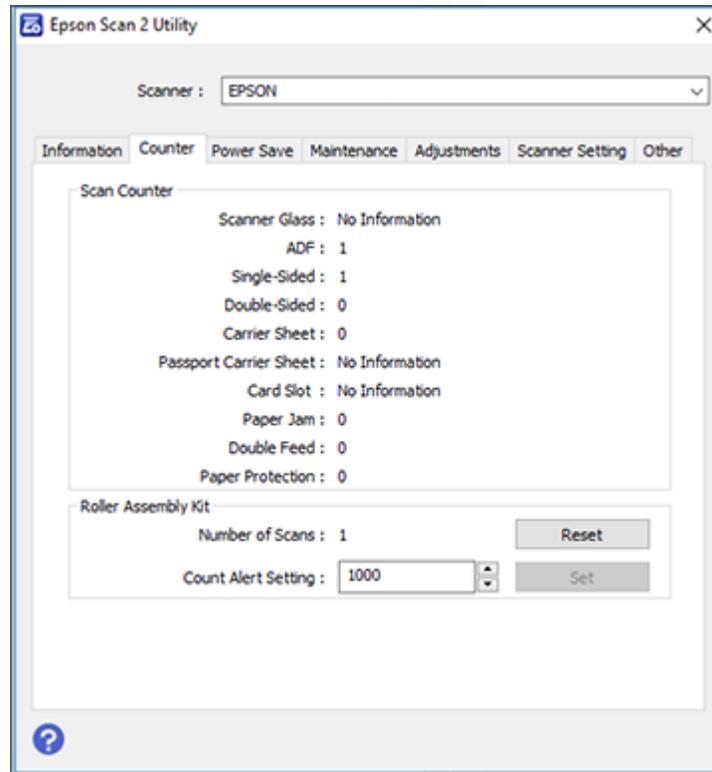
4. Click **Reset** under Roller Assembly Kit.

   The Number of Scans field changes to 0 (zero).

5. Close the Epson Scan 2 Utility.

Parent topic: Replacing the Rollers

Transporting Your Product

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

1. Turn off the product and unplug the AC adapter.

2. Disconnect any connected cables.

3. Close the input tray extension and the input tray.
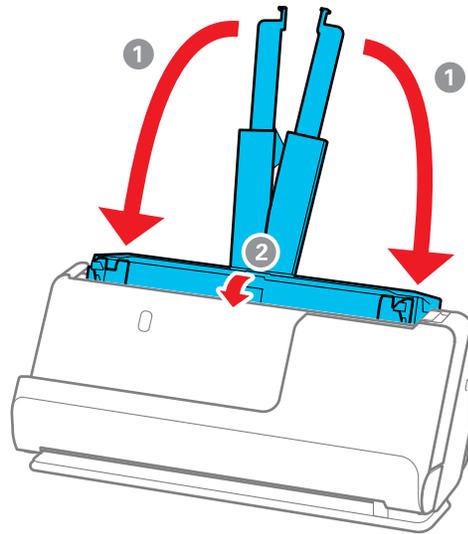
Note: Make sure the output tray paper support is securely closed.

4. Pull the position selector on the back of the product to the right, and tilt the scanner forward into the vertical path position.
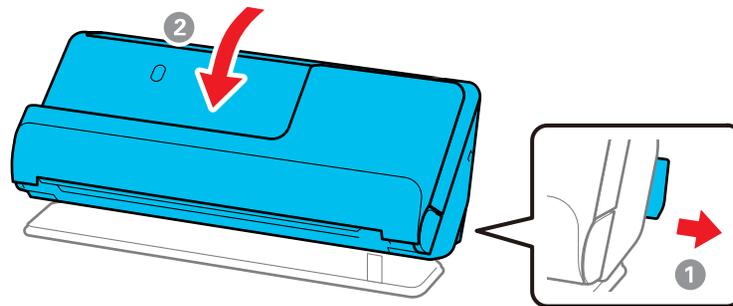
5. Place the product in its original packing materials, if possible, or use equivalent materials with cushioning around the product.

If you need to move the scanner, carry it as shown here.
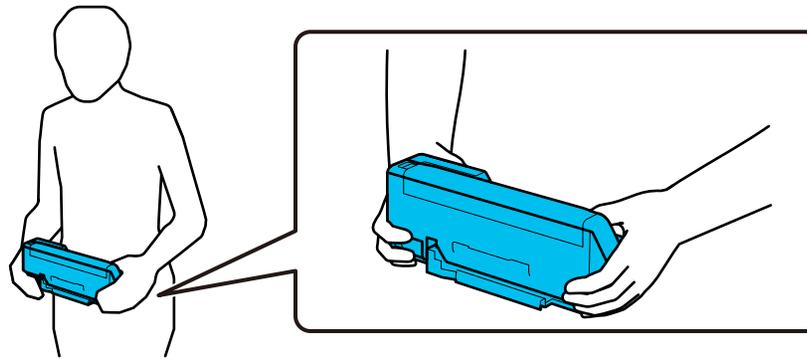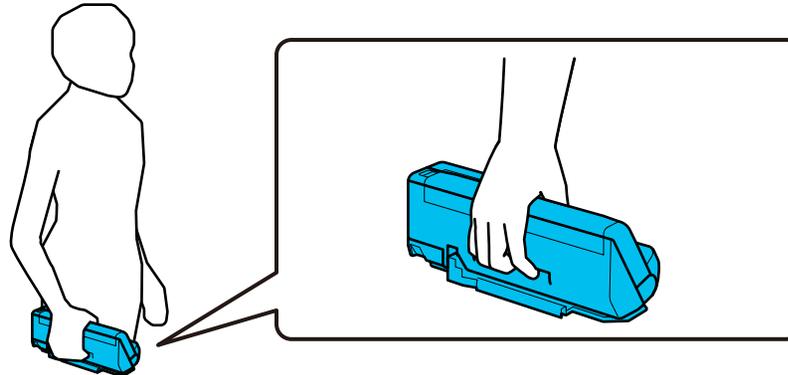
Note: Make sure to disconnect all cables, stow the input and output tray paper supports, and place the scanner in the vertical path position.

Parent topic: Cleaning and Transporting Your Product

Administering Your Product

Follow the instructions in these sections to configure your product's administrator settings using the Web Config software.

Note: Before you can configure system administration settings, you must connect the product to a network.

Accessing the Web Config Utility
Restricting Features Available for Users
Configuring Product Settings
Importing and Exporting Product Settings
Using Your Product on a Secure Network
Related topics
Wi-Fi Networking

Accessing the Web Config Utility

You can select your product's network settings and confirm its operating status using a web browser. You do this by accessing your product's built-in Web Config utility from a computer or other device that is connected to the same network as your product.

Note: You can also access the Web Config utility from the product information area in the Epson Smart Panel app.

1. Check your product's network status on the LCD screen (**Settings** > **Network Settings** > **Network Status**). Then select the active connection method (**Wi-Fi Status** or **Wi-Fi Direct Status**).

2. Determine your product's IP address.

3. Launch an internet browser on a computer that is using the same network as your product.

4. Type your product's IP address into the address bar and press **Enter**.

5. If you see a warning about the self-signed certificate, ignore the warning and continue to the product IP address. See your browser help for details.

6. In the upper right corner of the screen, click **Log in** and enter the Administrator password using the following default values:

   • **User name**: none (blank)

- **Password**: If there is a "Password" label attached to the back of your product, enter the 8-digit number shown on the label. If there is no "Password" label, enter the serial number shown on the label attached to your product.

7. Click **OK**.

    You see the available Web Config utility options.

Parent topic: Administering Your Product

Related tasks
Determining the Product's IP Address
Checking Status Information

Restricting Features Available for Users

Follow the instructions in these sections to restrict users from using certain product features and create an administrator password to lock the restrictions using the Web Config software.

Changing the Administrator Password in Web Config
Locking the Control Panel Using Web Config
Disabling the External Interface
Disabling Network Scanning
Disabling WSD Scan

Parent topic: Administering Your Product

Changing the Administrator Password in Web Config

You can set an administrator password using your product's control panel, Web Config, or EpsonNet Config. You use the same administrator password in all cases.

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

1. Access Web Config and select the **Product Security** tab.

2. Select **Change Administrator Password**.

3. Enter a user name, if necessary.

4. Do one of the following:

    - If you have set an administrator password before, enter the current password, then enter and confirm the new password in the fields provided.

- If you have not set an administrator password before, enter a new password and confirm it in the fields provided.

    Note: Be sure to remember the administrator password you set. If you forget your password, you will not be able to reset it and you will need to contact Epson.

5. Click **OK**.

Note: To restore the administrator password to the default value, select **Restore Default Settings** on the **Change Administrator Password** screen.

Parent topic: Restricting Features Available for Users

Related tasks
Accessing the Web Config Utility
Setting a Password and Locking the Control Panel

Locking the Control Panel Using Web Config

You can lock the control panel to prevent users from changing system settings.

1. Access Web Config and select the **Device Management** tab.
2. Select **Control Panel**.
3. Select **ON** for the **Panel Lock** setting.
4. Click **OK** to save your setting.

Parent topic: Restricting Features Available for Users

Related tasks
Accessing the Web Config Utility

Disabling the External Interface

You can restrict the ability to connect from a computer using a USB connection or accessing a connected USB device.

Note: Depending on your product features, not all of the options listed below may be available.

1. Access Web Config and select the **Product Security** tab.
2. Select **External Interface**.

3. Select the interface you want to disable and do one of the following:

   - Select **Disable** to prevent a connection

   - Select **Enable** to allow a connection

4. Click **OK** to save your setting.

Parent topic:

Related tasks

Disabling Network Scanning

You can make the following settings in Web Config to disable network scanning using Epson Scan 2 from your computer.

1. Access Web Config and select the **Scan** tab.

2. Select **Network Scan**.

3. Under **Epson Scan 2**, deselect the **Enable scanning** check box.

4. Click **Next**.

5. Click **OK** to confirm your setting.

Parent topic:

Related tasks

Disabling WSD Scan

If you do not want your computer to configure the scanner as a WSD scanning device, follow the steps below to disable the WSD settings.

1. Access Web Config and select the **Network Security** tab.

2. Select **Protocol**.

3. Under **WSD Settings**, deselect the **Enable WSD** check box.

4. Click **Next**.

5. Click **OK** to confirm your setting.

Parent topic:

Related tasks

Configuring Product Settings

Follow the instructions in these sections to configure your product's control panel settings using the Web Config software.

Parent topic:

Checking Status Information

You can check information about the scanner using Web Config.

Note: Depending on the features of your product, not all of the options below may be available. Some options are not available unless you are logged in to Web Config.

1. Access Web Config and log in using the administrator name and password.

2. Select the **Status** tab and choose one of the following options:

    • Select **Product Status** to view product information.

    • Select **Network Status** to view network information such as the IP address and network connection status.

    • Select **Usage Status** to view information about the number of scans and historical information about the product.

    • Select **Hardware Status** to view information about the product functions.

    • Select **Panel Snapshot** to view a image of the current LCD screen.

Parent topic:

Configuring Email Notification

You can configure email notifications using Web Config so you can receive alerts by email when certain events occur on the product. You can register up to 5 email addresses and select the events for which you want to be notified.

1. Access Web Config and select the **Device Management** tab.

2. Select **Email Notification**.

   You see a window like this:

3. Select the subject contents from the two drop-down menus.

4. Enter email addresses in the Address fields as necessary, and select a language for each.

5. Select the checkboxes to indicate the events for which you want each address to receive email notifications.

6. Click **OK**.

Parent topic: Configuring Product Settings

Related tasks

Accessing the Web Config Utility
Scanning to Email

Managing the Network Connection

You can check or update the network information for your product using the Web Config interface.

1. Access Web Config and select the **Network** tab.

2. Select **Basic**.

3. Check or update the settings as necessary.

4. Select **Next** to see a summary of the network settings.

5. Select **OK** to accept the changes.

    Note: The network connection will be temporarily interrupted to enable the new settings.

Parent topic: Configuring Product Settings

Related tasks
Accessing the Web Config Utility

Updating Firmware Using Web Config

If your product is connected to the Internet, you can update the product firmware using Web Config.

Note: Make sure the product is not in use and clear any errors on the LCD screen before starting the update.

You can also update the firmware using Epson Device Admin. See the Epson Device Admin help for more details.

1. Access Web Config and select the **Device Management** tab.

2. Select **Firmware Update**.

3. Click **Start** to check for the latest firmware.

4. If there is a firmware update, click **Start** to begin the update.

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

Parent topic: Configuring Product Settings

Related tasks
Accessing the Web Config Utility

Importing and Exporting Product Settings

Follow the instructions in these sections to import and export your product's settings using the Web Config software.

Exporting Settings Using Web Config

Importing Settings Using Web Config

Parent topic: Administering Your Product

Exporting Settings Using Web Config

You can export your product's settings and optionally encrypt the settings file with a password.

1. Access Web Config and select the **Device Management** tab.

2. Under **Export and Import Setting Value**, select **Export**.

3. Select the settings you want to export.

   Note: If you select a parent category, the child categories are also selected. By default, items that are unique on the network, such as IP address, cannot be selected. If you want to export these items, select **Enable to select the individual settings of device**. It is recommended that you export only unique items when replacing a product on the network, otherwise you may encounter conflicts on the network.

4. Enter and confirm an encryption password, if desired.

   Note: You will need the password to import the file. Leave this blank if you do not want to encrypt the file.

5. Click **Export** and save the file.

Parent topic: Importing and Exporting Product Settings

Related tasks

Accessing the Web Config Utility

Changing the Administrator Password in Web Config

Importing Settings Using Web Config

You can import the product settings file that was previously exported. If encryption was used when the settings were exported, obtain the necessary password before you import.

Note: When importing values that include individual information such as a scanner name or IP address, make sure the same IP address does not exist on the same network.

1. Access Web Config and select the **Device Management** tab.

2. Under **Export and Import Setting Value**, select **Import**.

3. Click **Browse** and select the exported settings file.

4. If necessary, enter the decryption password.

5. Click **Next**.

6. Select the settings to import and click **Next**.

7. Click **OK**.

The selected settings are imported to the product.

Parent topic: Importing and Exporting Product Settings

Related tasks
Accessing the Web Config Utility

Using Your Product on a Secure Network

Follow the instructions in these sections to configure security features for your product on the network using the Web Config software.

Configuring Protocols and Services in Web Config
Protocol Settings
Using a Digital Certificate
Configuring SSL/TLS Communication
Configuring IPsec/IP Filtering
Connecting the Product to an IEEE 802.1X Network
Using Epson Device Admin Configuration Software

Parent topic: Administering Your Product

Configuring Protocols and Services in Web Config

You can enable or disable protocols using Web Config.

1. Access Web Config and select the **Network Security** tab.

2. Select **Protocol**.

3. Select or deselect the checkbox next to the service name to enable or disable a protocol.

4. Configure any other available protocol settings.

5. Click **Next**.

6. Click **OK**.

After the protocols restart, the changes are applied.

Parent topic: Using Your Product on a Secure Network

Related tasks
Accessing the Web Config Utility

Protocol Settings

Protocols

Name	Description
Bonjour	Bonjour is used to search for devices and AirPrint
SLP	SLP is used for push-scanning and network searching in EpsonNet Config
WSD	Add WSD devices, or print and scan from the WSD port
LLTD	Displays the product on the Windows network map
LLMNR	Use name resolution without NetBIOS even if you cannot use DNS
SNMPv1/v2c	Remotely set up and monitor your product
SNMPv3	Remotely set up and monitor your product with the SNMPv3 protocol

Bonjour Settings

Setting	Options/Description
Use Bonjour	Search for or use devices through Bonjour
Bonjour Name	Displays the Bonjour name
Bonjour Service Name	Displays the Bonjour service name

Setting	Options/Description
Location	Displays the Bonjour location name
Wide-Area Bonjour	Enables the Wide-Area Bonjour protocol; register all products on the DNS server to locate them over the segment

SLP Settings

Setting	Options/Description
Enable SLP	Enable the SLP function to use the Push Scan function and network searching in EpsonNet Config

WSD Settings

Setting	Options/Description
Enable WSD	Enable adding devices using WSD, and printing and scanning from the WSD port
Scanning Timeout (sec)	Enter the communication timeout value for WSD scanning between 3 and 3,600 seconds
Device Name	Displays the WSD device name
Location	Displays the WSD location name

LLTD Settings

Setting	Options/Description
Enable LLTD	Enable LLTD to display the product in the Windows network map
Device Name	Displays the LLTD device name

LLMNR Settings

Setting	Options/Description
Enable LLMNR	Enable LLMNR to use name resolution without NetBIOS, even if you cannot use DNS

SNMPv1/v2c Settings

Setting	Options/Description
Enable SNMPv1/v2c	Enable SNMPv1/v2c for products that support SNMPv3
Access Authority	Set the access authority when SNMPv1/v2c is enabled to **Read Only or Read/Write**
Community Name (Read Only)	Enter 0 to 32 ASCII characters
Community Name (Read/Write)	Enter 0 to 32 ASCII characters
Allow access from Epson tools	Allow information to be written from Epson tools such as Epson Device Admin

SNMPv3 Settings

Setting	Options/Description
Enable SNMPv3	Enable SNMPv3 for products that support SNMPv3
User Name	Enter 1 to 32 characters
Authentication Settings	Select an algorithm and set a password for authentication
Encryption Settings	Select an algorithm and set a password for encryption
Context Name	Enter 1 to 32 characters in Unicode (UTF-8)

Parent topic: Using Your Product on a Secure Network

Using a Digital Certificate

Follow the instructions in these sections to configure and use digital certificates using Web Config.

About Digital Certification
Obtaining and Importing a CA-signed Certificate
CSR Setup Settings
CSR Import Settings
Deleting a CA-signed Certificate
Updating a Self-signed Certificate
Importing a CA Certificate
Deleting a CA Certificate

Parent topic:

About Digital Certification

You can configure the following digital certificates for your network using Web Config:

CA-signed Certificate
You can ensure secure communications using a CA-signed certificate for each security feature. The certificates must be signed by and obtained from a CA (Certificate Authority).

CA Certificate
A CA certificate indicates that a third party has verified the identity of a server. You need to obtain a CA certificate for server authentication from a CA that issues it.

Self-signed Certificate
A self-signed certificate is issued and signed by the product itself. You can use the certificate for only SSL/TLS communication, however security is unreliable and you may see a security alert in the browser during use.

Parent topic:

Obtaining and Importing a CA-signed Certificate

You can obtain a CA-signed certificate by creating a CSR (Certificate Signing Request) using Web Config and submitting it to a certificate authority. The CSR created in Web Config is in PEM/DER format. You can import one CSR created from Web Config at a time.

1. Access Web Config and select the **Network Security** tab.

2. Select one of the following network security options and corresponding certificates:

   • **SSL/TLS** and select **Certificate**

   • **IPsec/IP Filtering** and select **Client Certificate**

   • **IEEE802.1X** and select **Client Certificate**

3. In the CSR section, select **Generate**.

4. Select the CSR setting options you want to use.

5. Click **OK**.

   You see a completion message.

6. Select the **Network Security** tab and select your network security option and corresponding certificate again.

7. In the CSR section, click the **Download** option that matches the format specified by your certificate authority to download the CSR.

   Caution: Do not generate another CSR or you may not be able to import a CA-signed certificate.

8. Submit the CSR to the certificate authority following the format guidelines provided by that authority.

9. Save the issued CA-signed certificate to a computer connected to the product.

   Before proceeding, make sure the time and date settings are correct on your product.

10. In the CA Certificate section, click **Import**.

11. Select the format of the certificate as the **Server Certificate** setting.

12. Select the certificate import settings as necessary for the format and the source from which you obtained it.

13. Click **OK**.

   You see a confirmation message.

14. Click **Confirm** to verify the certificate information.

Parent topic: Using a Digital Certificate

Related references

CSR Setup Settings

CSR Import Settings

Related tasks

Accessing the Web Config Utility

CSR Setup Settings

You can select these settings when setting up a CSR in Web Config.

Note: The available key length and abbreviations vary by certificate authority, so follow the rules of that authority when entering information in the CSR.

Setting	Options/Description
Key Length	Select a key length for the CSR

Setting	Options/Description
Common Name	Enter a name or static IP address from 1 to 128 characters long.
	The first element is stored to the common name, and other elements are stored to the alias field of the certificate subject. For example:
	Scanner's IP address: 192.0.2.123, Scanner name: EPSONA1B2C3
	Common Name: EPSONA1B2C3,EPSONA1B2C3.local,192.0.2.123
Organization, **Organizational Unit**, **Locality**, **State/Province**	Enter information in each field as necessary, from 0 to 64 characters long in ASCII; separate any multiple names with commas
Country	Enter a two-digit country code number as specified by the ISO-3166 standard
Sender's Email Address	Enter the sender's email address for the mail server setting

Parent topic: Using a Digital Certificate

CSR Import Settings

You can configure these settings when importing a CSR in Web Config.

Note: The import setting requirements vary by certificate format and how you obtained the certificate.

Certificate format	Setting descriptions
PEM/DER format obtained from Web Config	**Private Key**: Do not configure because the product contains a private key
	Password: Do not configure
	CA Certificate 1/CA Certificate 2: Optional

Certificate format	Setting descriptions
PEM/DER format obtained from a computer	**Private Key**: Configure a private key **Password**: Do not configure **CA Certificate 1/CA Certificate 2**: Optional
PKCS#12 format obtained from a computer	**Private Key**: Do not configure **Password**: Optional **CA Certificate 1/CA Certificate 2**: Do not configure

CA-signed Certificate Import Settings

Setting	Description
Server Certificate or **Client Certificate**	Select the certificate format. For an SSL/TLS connection, the Server Certificate is displayed. For an IPsec/IP Filtering, IEEE802.1x, or S/MIME connection, the Client Certificate is displayed. **Note:** Depending on your product, not all connection types may be available.
Private Key	If you obtain a certificate of the PEM/DER format by using a CSR created from a computer, specify a private key file that matches the certificate.
Password	If the file format is **Certificate with Private Key (PKCS#12)**, enter the password for encrypting the private key that is set when you obtain the certificate.
CA Certificate 1	If your certificate's format is **Certificate (PEM/DER)**, import a certificate from a certificate authority that issues a CA-signed Certificate to be used as the server certificate. Specify a file if necessary.

Setting	Description
CA Certificate 2	If your certificate's format is **Certificate (PEM/DER)**, import a certificate from the same certificate authority that issued CA Certificate 1. Specify a file if necessary.

Parent topic: Using a Digital Certificate

Deleting a CA-signed Certificate

You can delete an imported CA-signed certificate with Web Config when the certificate expires or if you have no more need for an encrypted connection.

Note: If you obtained a CA-signed certificate from Web Config, you cannot import a deleted certificate; you must obtain and import a new certificate.

1. Access Web Config and select the **Network Security** tab.

2. Select one of the following network security options and corresponding certificate:

   • **SSL/TLS** and select **Certificate**

   • **IPsec/IP Filtering** and select **Client Certificate**

   • **IEEE802.1X** and select **Client Certificate**

3. Click **Delete**.

   You see a completion message.

4. Click **OK**.

Parent topic: Using a Digital Certificate

Related tasks
Accessing the Web Config Utility

Updating a Self-signed Certificate

If your product supports the HTTPS server feature, you can update a self-signed certificate using Web Config.

1. Access Web Config and select **Network Security**, select **SSL/TLS**, and select **Certificate**.

2. Click **Update**.

3. Enter an identifier for your product from 1 to 128 characters long in the **Common Name** field.

4. Select a validity period for the certificate as the **Certificate Validity (year)** setting.

5. Click **Next**.

   You see a completion message.

6. Click **OK**.

7. Click **Confirm** to verify the certificate information.

Parent topic: Using a Digital Certificate

Related tasks
Accessing the Web Config Utility

Importing a CA Certificate

You can import a CA certificate using Web Config.

1. Access Web Config and select **Network Security**.

2. Select **CA Certificate**.

3. Select **Import**.

4. Select the CA certificate you want to import.

5. Click **OK**.

When you see the **CA Certificate** page and the imported certificate is displayed, the import is finished.

Parent topic: Using a Digital Certificate

Related tasks
Accessing the Web Config Utility

Deleting a CA Certificate

You can delete an imported CA certificate with Web Config when the certificate expires or if you have no more need for an encrypted connection.

1. Access Web Config and select **Network Security**.

2. Select **CA Certificate**.

3. Locate the certificate you want to remove and click the **Delete** button next to it.

4. Click **OK** to confirm the deletion.

5. Click **Reboot Network**, and then check that the deleted CA Certificate is not listed on the updated screen.

Parent topic: Using a Digital Certificate

Configuring SSL/TLS Communication

Follow the instructions in these sections to configure SSL/TLS communication using Web Config.

Configuring SSL/TLS Settings

If your product supports HTTPS, you can configure SSL/TLS to encrypt communications with your product.

1. Access Web Config and select the **Network Security** tab.

2. Select **SSL/TLS** > **Basic**.

3. Select one of the options for the **Encryption Strength** setting.

4. Select **Enable** or **Disable** for the **Redirect HTTP to HTTPS** setting as necessary.

5. Click **Next**.

   You see a confirmation message.

6. Click **OK**.

Configuring a Server Certificate for the Product

You can configure a server certificate for your product.

1. Access Web Config and select the **Network Security** tab.

2. Under **SSL/TLS**, select **Certificate**.

3. Select one of the following options:

   - **CA-signed Certificate**: Select **Import** if you have obtained a CA-signed certificate. Choose the file to import and click **OK**.

   - **Self-signed Certificate**: Select **Update** if you have not obtained a CA (Certificate Authority)-signed certificate and want the product to generate a self-signed certificate.

4. Click **Next**.

    You see a confirmation message.

5. Click **OK**.

Parent topic: Configuring SSL/TLS Communication

Related tasks
Accessing the Web Config Utility

Configuring IPsec/IP Filtering

Follow the instructions in these sections to configure IPsec/IP traffic filtering using Web Config.

About IPsec/IP Filtering
Configuring the Default IPsec/IP Filtering Policy
Configuring the Group IPsec/IP Filtering Policies
IPsec/IP Filtering Policy Settings
IPsec/IP Filtering Configuration Examples
Configuring an IPsec/IP Filtering Certificate

Parent topic: Using Your Product on a Secure Network

About IPsec/IP Filtering

You can filter traffic to the product over the network based on IP address, service, and port by configuring a default policy that applies to every user or group connecting to the product. For control of individual users or user groups, you can configure group policies.

Note: IPsec is supported only by computers running Windows Vista or later, or Windows Server 2008 or later.

Parent topic: Configuring IPsec/IP Filtering

Configuring the Default IPsec/IP Filtering Policy

You can configure the default policy for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.

2. Under **IPsec/IP Filtering**, select **Basic**.

3. Select **Enable** to enable IPsec/IP filtering.

4. Select the filtering options you want to use for the default policy.

5. Click **Next**.

   You see a confirmation message.

6. Click **OK**.

Parent topic: Configuring IPsec/IP Filtering

Related tasks
Accessing the Web Config Utility

Configuring the Group IPsec/IP Filtering Policies

You can configure group policies for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.

2. Under **IPsec/IP Filtering**, select **Basic**.

3. Click a tab number for the policy number you want to configure.

4. Select the **Enable this Group Policy** checkbox.

5. Select the filtering options you want to use for this group policy.

6. Click **Next**.

   You see a confirmation message.

7. Click **OK**.

8. If you want to configure additional group policies, click the next tab number and repeat the
   configuration steps as necessary.

Parent topic: Configuring IPsec/IP Filtering

Related tasks
Accessing the Web Config Utility

IPsec/IP Filtering Policy Settings

Default Policy Settings

Setting	Options/Description
Access Control	**Permit Access** to permit IP packets to pass through
	Refuse Access to prevent IP packets from passing through
	IPsec to permit IPsec packets to pass through

Setting	Options/Description
IKE Version	Select the version of the Internet Key Exchange (IKE) protocol (**IKEv1** or **IKEv2**) that matches your network environment
Authentication Method	Select an authentication method, or select **Certificate** if you have imported a CA-signed certificate
Pre-Shared Key	If necessary, enter a pre-shared key between 1 and 127 characters long
Confirm Pre-Shared Key	Confirm the pre-shared key you entered
ID Type	If you selected **IKEv2** as the **IKE Version** setting, select the ID type from the list.
ID	If you selected **IKEv2** as the **IKE Version** setting, enter the necessary ID information
Encapsulation	If you selected **IPsec** as the **Access Control** option, select one of these encapsulation modes: **Transport Mode**: if you are using the product on the same LAN; IP packets of layer 4 or later are encrypted **Tunnel Mode**: if you are using the product on an Internet-capable network, such as IPsec-VPN; the header and data of IP packets are encrypted
Remote Gateway(Tunnel Mode)	If you selected **Tunnel Mode** as the **Encapsulation** option, enter a gateway address between 1 and 39 characters long
Security Protocol	If you selected **IPsec** as the **Access Control** option, select one of these security protocols: **ESP**: to ensure the integrity of authentication and data, and encrypt data **AH**: to ensure the integrity of authentication and data; if data encryption is prohibited, you can use IPsec
Algorithm Settings	Select the encryption algorithm settings for the security protocol you selected

Group Policy Settings

Setting	Options/Description
Access Control	**Permit Access** to permit IP packets to pass through
	Refuse Access to prevent IP packets from passing through
	IPsec to permit IPsec packets to pass through
Local Address(Scanner)	Select an IPv4 or IPv6 address that matches your network environment; if the IP address is assigned automatically, select **Use auto-obtained IPv4 address**
Remote Address(Host)	Enter the device's IP address (between 0 and 43 characters long) to control access, or leave blank to control all addresses; if the IP address is assigned automatically, such as by DHCP, the connection may be unavailable, so configure a static address instead
Method of Choosing Port	Select the method you want to used for specifying ports
Service Name	If you selected **Service Name** as the **Method of Choosing Port** option, select a service name option here; see the next table for more information
Transport Protocol	If you selected **Port Number** as the **Method of Choosing Port** option, select one of these encapsulation modes:
	Any Protocol
	TCP
	UDP
	ICMPv4
	See the Group Policy Guidelines table for more information.
Local Port	If you selected **Port Number** as the **Method of Choosing Port** option, and **TCP** or **UDP** for the **Transport Protocol** option, enter the port numbers that control receiving packets (up to 10 ports), separated by commas, for example **25,80,143,5220**; leave this setting blank to control all ports; see the next table for more information

Setting	Options/Description
Remote Port	If you selected **Port Number** as the **Method of Choosing Port** option, and **TCP** or **UDP** for the **Transport Protocol** option, enter the port numbers that control sending packets (up to 10 ports), separated by commas, for example **25,80,143,5220**; leave this setting blank to control all ports; see the next table for more information
IKE Version	Select **IKEv1** or **IKEv2** depending on the device that the product is connected to
Authentication Method	If you selected **IPsec** as the **Access Control** option, select an authentication method here
Pre-Shared Key	If you selected **Pre-Shared Key** as the **Authentication Method** option, enter a pre-shared key between 1 and 127 characters long here and in the **Confirm Pre-Shared Key** field
ID Type	If you selected **IKEv2** as the **IKE Version** setting, select the ID type from the list
ID	If you selected **IKEv2** as the **IKE Version** setting, enter the necessary ID information
Encapsulation	If you selected **IPsec** as the **Access Control** option, select one of these encapsulation modes: **Transport Mode**: if you are using the product on the same LAN; IP packets of layer 4 or later are encrypted **Tunnel Mode**: if you are using the product on an Internet-capable network, such as IPsec-VPN; the header and data of IP packets are encrypted
Remote Gateway(Tunnel Mode)	If you selected **Tunnel Mode** as the **Encapsulation** option, enter a gateway address between 1 and 39 characters long

Setting	Options/Description
Security Protocol	If you selected **IPsec** as the **Access Control** option, select one of these security protocols: **ESP**: to ensure the integrity of authentication and data, and encrypt data **AH**: to ensure the integrity of authentication and data; if data encryption is prohibited, you can use IPsec
Algorithm Settings	Select the encryption algorithm settings for the security protocol you selected

Combinations of Local Address (Scanner) and Remote Address (Host) on Group Policy

Setting of Remote Address (Host)	Setting of Local Address (Scanner)		
	IPv4	IPv6[2]	Any addresses[3]
IPv4[1]	Yes	—	Yes
IPv6[1, 2]	—	Yes	Yes
Blank	Yes	Yes	Yes

[1] If you selected **IPsec** as the **Access Control** option, you cannot specify a prefix length

[2] If you selected **IPsec** as the **Access Control** option, you can select a link-local address (fe80::), but the group policy will be disabled.

[3] You cannot use IPv6 link-local addresses.

Group Policy Guidelines

Service name	Protocol type	Local/Remote port number	Controls these operations
Any	—	—	All services
ENPC	UDP	3289/Any port	Searching for a product from applications such as Epson Device Admin and the scanner driver

Service name	Protocol type	Local/Remote port number	Controls these operations
SNMP	UDP	161/Any port	Acquiring and configuring MIB from applications such as Epson Device Admin and the scanner driver
WSD	TCP	Any port/5357	Controlling WSD
WS-Discovery	UDP	3702/Any port	Searching for a product from WSD
Network Scan	TCP	1865/Any port	Forwarding scan data from Document Capture Pro
Network Push Scan	TCP	Any port/2968	Acquiring job information on push scanning from Document Capture Pro
Network Push Scan Discovery	UDP	2968/Any port	Searching for a computer from scanner
HTTP (Local)	TCP	80/Any port	Forwarding Web Config and WSD data to a HTTP or HTTPS server
HTTPS (Local)	TCP	443/Any port	
HTTP (Remote)	TCP	Any port/80	Firmware update and root certificate update on a HTTP or HTTPS client
HTTPS (Remote)	TCP	Any port/443	

Parent topic: Configuring IPsec/IP Filtering

IPsec/IP Filtering Configuration Examples

You can configure IPsec and IP filtering in a variety of ways, as shown in the examples here.

Receiving IPsec Packets Only

Use this example only for configuring a default policy.

- **IPsec/IP Filtering**: **Enable**
- **Access Control**: **IPsec**
- **Authentication Method**: **Pre-Shared Key**
- **Pre-Shared Key**: Enter a key up to 127 characters long

Receiving Scanning Data and Scanner Settings

Use this example to allow communication of printing data and printer settings from specified services.

Default policy:

- **IPsec/IP Filtering**: **Enable**
- **Access Control**: **Refuse Access**

Group policy:

- **Enable this Group Policy**: Select
- **Access Control**: **Permit Access**
- **Remote Address(Host)**: Client IP address
- **Method of Choosing Port**: **Service Name**
- **Service Name**: Select **ENPC**, **SNMP**, **HTTP (Local)**, **HTTPS (Local)**, and **Network Scan**

Receiving Access from a Specified IP Address only

In these examples, the client will be able to access and configure the product in any policy configuration.

Default policy:

- **IPsec/IP Filtering**: **Enable**
- **Access Control**: **Refuse Access**

Group policy:

- **Enable this Group Policy**: Select
- **Access Control**: **Permit Access**
- **Remote Address (Host)**: Administrator's client IP address

Note: Regardless of policy configuration, the client will be able to access and configure the scanner.

Parent topic: Configuring IPsec/IP Filtering

Configuring an IPsec/IP Filtering Certificate

You can configure a certificate for IPsec/IP traffic filtering using Web Config.

1. Access Web Config and select the **Network Security** tab.
2. Under **IPsec/IP Filtering**, select **Client Certificate**.
3. Click **Import** to add a new client certificate and enter any necessary settings.
4. Click **OK**.

Parent topic: Configuring IPsec/IP Filtering

Connecting the Product to an IEEE 802.1X Network

Follow the instructions in these sections to connect the product to an IEEE 802.1X network using Web Config.

Configuring an IEEE 802.1X Network

IEEE 802.1X Network Settings

Configuring a Certificate for an IEEE 802.1X Network

Parent topic: Using Your Product on a Secure Network

Configuring an IEEE 802.1X Network

If your product supports IEEE 802.1X, you can use it on a network with authentication provided by a RADIUS server with a hub as an authenticator using Web Config.

1. Access Web Config and select the **Network Security** tab.

2. Under **IEEE802.1X**, select **Basic**.

3. Select the IEEE 802.1X setting options you want to use. To use the product on a Wi-Fi network, click **Wi-Fi Setup** and select or enter an SSID.

4. Click **Next**.

   You see a confirmation message.

5. Click **OK**.

Parent topic: Connecting the Product to an IEEE 802.1X Network

IEEE 802.1X Network Settings

You can configure these IEEE 802.1X network settings in Web Config.

Setting	Options/Description
IEEE802.1X (Wi-Fi)	Displays the IEEE802.1X (Wi-Fi) connection status
Connection Method	Displays the current network connection method

Setting	Options/Description
EAP Type	Select one of these authentication methods for connections between the product and a RADIUS server: **EAP-TLS** or **PEAP-TLS**: You must obtain and import a CA-signed certificate **PEAP/MSCHAPv2** or **EAP-TTLS**: You must configure a password
User ID	Enter an ID between 1 and 128 ASCII characters for authentication on a RADIUS server
Password	Enter a password between 1 and 128 ASCII characters for authentication of the product. If you are using Windows as a RADIUS server, enter up to 127 ASCII characters.
Confirm Password	Enter the authentication password again
Server ID	Enter a server ID between 1 and 128 ASCII characters for authentication on a specified RADIUS server; server ID is verified in the subject/subjectAltName field of a server certificate sent from the RADIUS server
Certificate Validation	Select a valid certificate regardless of the authentication method; import the certificate using the **CA Certificate** option
Anonymous Name	If you selected **EAP-TTLS**, **PEAP-TLS** or **PEAP/MSCHAPv2** as the **Authentication Method** setting, you can configure an anonymous name between 1 and 128 ASCII characters instead of a user ID for phase 1 of a PEAP authentication
Encryption Strength	Select one of the following encryption strengths: **High** for AES256/3DES **Middle** for AES256/3DES/AES128/RC4

Parent topic:

Configuring a Certificate for an IEEE 802.1X Network

If your product supports IEEE 802.1X, you can configure a certificate for the network using Web Config.

1. Access Web Config and select the **Network Security** tab.

2. Under **IEEE802.1X**, select **Client Certificate**.

3. Click **Import** to add a new client certificate.

   Note: If you have already imported a certificate published by a Certification Authority, you can copy the certificate and use it in IEEE802.1X. To copy, select the certificate from **Copy From**, and then click **Copy**.

4. Click **OK**.

Parent topic: Connecting the Product to an IEEE 802.1X Network

Related tasks
Accessing the Web Config Utility

Using Epson Device Admin Configuration Software

With Windows, you can discover and monitor remote devices, and configure network settings in a batch operation. See the Epson Device Admin help for instructions.

To install Epson Device Admin, download the software from the support page at epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and follow the on-screen instructions.

Parent topic: Using Your Product on a Secure Network

Solving Problems

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

Note: Your product may differ from the images in this guide, but the instructions are the same unless otherwise noted.

Product Status Messages
Solving Scanning Problems
Solving Network Scanning Problems
Solving Scanned Image Quality Problems
Updating Applications and Firmware
Resetting the Epson Scan 2 Settings
Uninstall Your Product Software
Where to Get Help (U.S. and Canada)

Product Status Messages

You can often diagnose problems with your product by checking the messages on its LCD screen. You can also press the ⊘ help button to see help information and how-to instructions on the screen.

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

LCD screen message	Condition/solution
Feeding stopped to protect originals. Open the scanner cover and remove them.	Try the following: • Remove the original from inside the scanner and check the condition of the original. • This product uses two different positions for scanning, depending on the original being scanned. Check the link below to see which position is appropriate for your original.

LCD screen message	Condition/solution
The original jammed. Open the scanner cover to remove the original.	Try the following: • Remove the original from inside the scanner and check the condition of the original. • This product uses two different positions for scanning, depending on the original being scanned. Check the link below to see which position is appropriate for your original.
Check the following if a computer is not found. - Connection between the scanner and the computer (USB or network) - Installation of the necessary software - Power supply to the computer - Firewall and security software settings - Search again. See your documentation for more details.	Try the following: • Make sure the product is connected correctly and the latest versions of Epson Scan 2 and Document Capture Pro (Windows) or Document Capture (Mac) are installed on your computer. • Make sure the AC adapter is securely connected to the product and an electrical outlet. Check that the outlet is working properly by plugging another electrical device into it. • Check the firewall settings for Epson software. • Make sure the Group setting is the same for the computer and the product. • Search for the computer again.
Inside the scanner may have some stains. Please clean the scanner.	See "Cleaning Inside the Scanner" to clean inside the scanner. If the problem continues to occur after you have performed cleaning, contact Epson support.
The original may be smeared or inside the scanner may have some stains. Remove smears on the original, and then clean inside the scanner.	
The combination of the IP address and the subnet mask is invalid. See your documentation for more details.	There is a problem with the network connection to your product. Check the solutions in this guide.
RECOVERY MODE	A firmware update has failed. Connect your product using a USB cable and try updating the firmware again. If you still receive this error message, contact Epson for support.

Parent topic: Solving Problems

Related references

Where to Get Help (U.S. and Canada)

Related tasks

Replacing the Rollers

Setting a Password and Locking the Control Panel

Cleaning Inside Your Product

Accessing the Web Config Utility

Creating a Shared Network Folder

Solving Scanning Problems

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

Product Does Not Turn On or Turns Off Unexpectedly

Forgot the Administrator Password

Scanner Button Does Not Work as Expected

Scanning Software Does Not Operate Correctly

Cannot Start Epson Scan 2

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

Paper Feeding Problems

Paper Jam Problems

Paper Protection Does Not Work Correctly

Scanning is Slow

Cannot Send Scans to a Cloud Service

Cannot Send Scans to an Email

Parent topic: Solving Problems

Product Does Not Turn On or Turns Off Unexpectedly

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

• Make sure the AC adapter is securely connected to the product and to a working electrical outlet.

• If the product turns off unexpectedly, you may need to adjust the **Sleep Timer** and **Power Off Timer** settings on the control panel.

Parent topic: Solving Scanning Problems

Related tasks

Forgot the Administrator Password

If you forget the password or inadvertently set it, contact Epson for assistance.

Note: In most cases, the default password is the product's serial number. If there is a "Password" label attached to the back of the product, enter the 8-digit number shown on the label. If there is no "Password" label attached, enter the serial number on the label attached to the base of the product for the initial administrator password. If you restore the product to default settings, the administrator password resets to the product serial number.

Parent topic:

Related tasks

Scanner Button Does Not Work as Expected

If the scanner button does not start the correct program or perform the correct action, try these solutions:

- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- Check the USB cable connection between the computer and scanner if you are connecting via USB.
- Check that the correct scanner is selected using the Epson Scan 2 Utility.
- In Windows, be sure that the scanner is listed under **Imaging Devices** in the Device Manager.
- Make sure Document Capture Pro (Windows) or Document Capture (Mac) is installed correctly. If necessary, uninstall and reinstall it.
- Make sure you have assigned the correct job to the scanner button and change it, if necessary.
- Check the status of the lights and make sure the scanner is ready to scan.
- If you are connecting your scanner over a network, make sure the Wi-Fi connection is working correctly. Try turning the wireless router off and on again, and make sure the router cable is securely connected.
- If you are connecting your scanner via USB, use only the USB cable that came with the scanner. Make sure it is connected directly to your computer and not to a USB hub.

- If you are connecting your scanner via USB, make sure the USB cable between the computer and scanner is connected in the correct orientation.
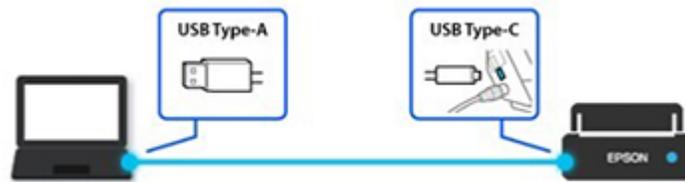
- Make sure your scanner is not connected to another computer via USB. A USB connection takes priority over a Wi-Fi connection.
- Make sure Epson Scan 2 and other applications are installed correctly. If necessary, uninstall and reinstall it.

Parent topic: Solving Scanning Problems

Scanning Software Does Not Operate Correctly

If your scanning software does not operate correctly, try these solutions:

- Make sure your computer has adequate memory and meets the system requirements for your operating system.
- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart your scanning software.
- Make sure the product is turned on.
- Make sure the scanning software is installed.
- Make sure the connection between the product and your computer is secure.
- If you upgraded your operating system but did not reinstall your scanning software, try reinstalling it.
- In Windows, be sure that the product is listed under **Imaging Devices** in the Device Manager.
- Check that the correct product is selected using the Epson Scan 2 Utility.
- Check that the correct setting is assigned to the scanner button in Document Capture Pro (Windows) or Document Capture (Mac).
- Connect the product directly to the computer. The product may not work properly when connected through a USB hub/switch.

- Document Capture Pro (Windows) does not support Windows Vista or Windows Server, so use Epson Scan 2 for scanning instead.

- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.

- Make sure the **PC Connection via USB** setting is not disabled on the control panel.

- Check that the Wi-Fi connection is working correctly. Try turning the wireless router off and on.

- Make sure another computer is not connected to the product using a USB cable. A USB connection takes priority over a Wi-Fi connection. If another computer is connected by USB, disconnect it.

- If you are using a Mac computer, make sure you select the network that has priority on it.

Parent topic: Solving Scanning Problems

Related concepts

Uninstall Your Product Software

Related references

Windows System Requirements

Mac System Requirements

Cannot Start Epson Scan 2

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

- Make sure your scanner appears in the Epson Scan 2 Utility.

- Make sure to use the USB cable that came with the scanner.

- Make sure your scanner is turned on and any interface cables are securely connected at both ends.

- Make sure your computer is not running in a power-saving mode, such as sleep or standby. If so, wake your system and restart Epson Scan 2.

- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.

- If you connected the scanner using a USB cable, make sure it is connected directly to your computer or through only one USB hub.

- If you are connecting your scanner via USB, make sure the USB cable between the computer and scanner is connected in the correct orientation.
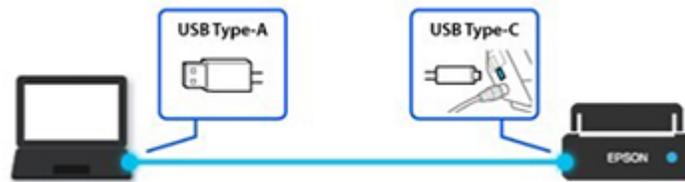
- If you are using the scanner over a network, make sure your scanner is displayed in the Scanner Settings screen. If your scanner is not displayed in the list, click **Enable Editing** and click **Add**. Add your scanner on the Add Network Scanner screen.
- Make sure the **PC Connection via USB** setting is not disabled on the control panel.
- If you upgraded your operating system but did not reinstall Epson Scan 2, try reinstalling it.
- If you are using a TWAIN-compliant program, make sure that the correct product is selected as the **Scanner** or **Source** setting.
- Make sure the ready light stops flashing, indicating that the scanner is ready to scan.

Parent topic: Solving Scanning Problems

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

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

- Make sure Document Capture Pro (Windows) or Document Capture (Mac), Epson Scan 2, and Epson Event Manager are installed.
- Make sure the correct setting is assigned to the scanner button in Document Capture Pro (Windows) or Document Capture (Mac).
- Make sure to use the USB cable that came with the scanner.
- Make sure your scanner is turned on and any interface cables are securely connected at both ends.
- Connect the scanner directly to the computer. The scanner may not work properly when connected through a USB hub.
- If you upgraded your operating system but did not reinstall Document Capture Pro, try reinstalling it.
- Make sure the status light stops flashing, indicating that the scanner is ready to scan.

Parent topic: Solving Scanning Problems

Paper Feeding Problems

If you have problems feeding originals in your product, try these solutions:

- If there is a jammed original inside the scanner, open the scanner cover or vertical path cover and remove the original.

- Make sure the scanner is in the correct position for the type of original being scanned. See the link at the end of this section to see which position is appropriate for your original.

  - When scanning multiple standard-size originals, scan in the vertical path position. If the scanner is in the straight path position, pull the scanner position selector to the right and tilt the scanner forward to place it in the vertical path position.
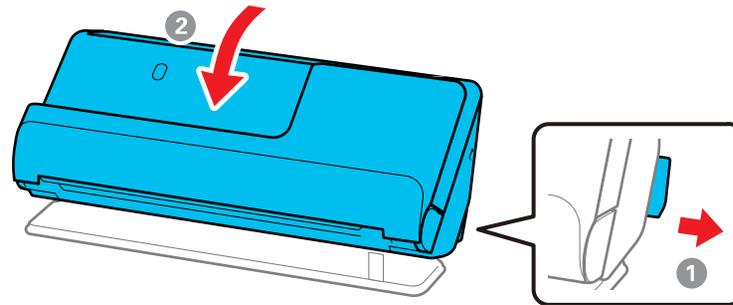
  - When scanning in the straight path position, load only one original at a time. If the scanner is in the vertical path position, pull the scanner position selector to the right and tilt the scanner backward to place it in the straight path position.
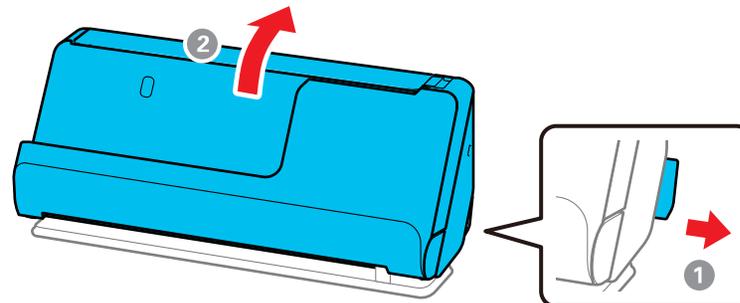
- If multiple pages feed at once, try the following:
  - Remove the originals, fan the edges to separate the sheets, if necessary, and reload them.
  - Load fewer originals at a time.
  - Load only originals that meet the specifications for your product.
  - Clean inside the product and clean the rollers. If the rollers were previously removed for cleaning, make sure they were properly reinstalled.
  - Check the number of sheets scanned by the pickup roller. If the number of scans exceeds the pickup roller's service life (50,000 sheets), replace the roller assembly kit with a new one. Even if the number of scans does not exceed the pickup roller's service life, we recommend replacing the roller assembly kit with a new one if the surface of the roller is worn out.

    Note: You can check the number of sheets scanned by the pickup roller on the control panel or in the Epson Scan 2 Utility. To check from the control panel, select **Scanner Maintenance** > **Roller Replacement** on the home screen, and then check the number of scans displayed under Roller Replacement. To check from the Epson Scan 2 Utility, start the Epson Scan 2 Utility, click the **Counter** tab, and then check the **Number of Scans** under Roller Assembly Kit.

  - If multiple feed errors occur frequently, it is possible that dust or dirt that has accumulated around the ultrasonic sensors is being mistakenly detected as a multiple feed error. If dust has accumulated around the ultrasonic sensors, clean the ultrasonic sensors.
  - Use **Automatic Feeding Mode** in Epson Scan 2 and scan originals one at a time.
  - If you see a double feed error in the Epson Scan 2 window or the Document Capture Pro window (Windows only), start Epson Scan 2, select the **Main Settings** tab, select the **Detect Double Feed** setting, and select **Off**.

    Note: On a Mac, only Epson Scan 2 displays double feed errors. Document Capture for Mac does not include this setting.

Parent topic:

Related references
Optional Accessories and Replacement Parts
Original Document Specifications
Plastic and Laminated Card Specifications
Special Original Specifications
Scanner Positions

Related tasks

Related topics

Paper Jam Problems

If an original is jammed in the scanner, clear the jam according to the procedure for the scanner position.

Note: Do not change the scanner position while scanning, otherwise the original will get jammed.

Note: You cannot scan long paper (15.5 inches (393.7 mm) or more) from the control panel. Epson Smart Panel also does not support scanning originals more than 15.5 inches (393.7 mm) in length.

Vertical Path Position

1. Turn off your product.

2. Remove all originals from the input tray.

3. Open the vertical path cover.
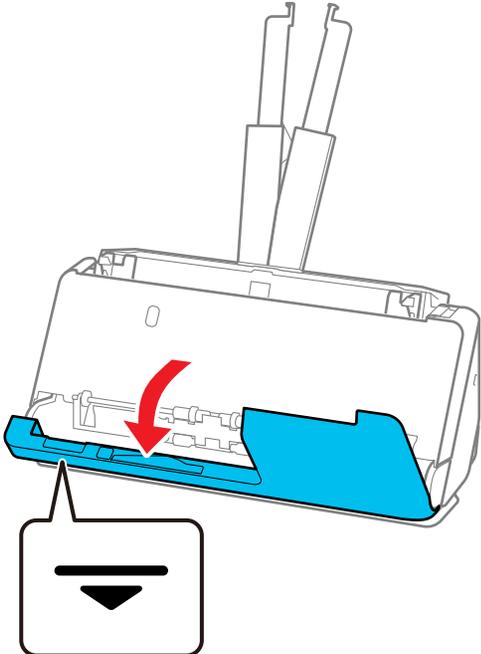
4. Pull down the cover open lever and open the scanner cover.
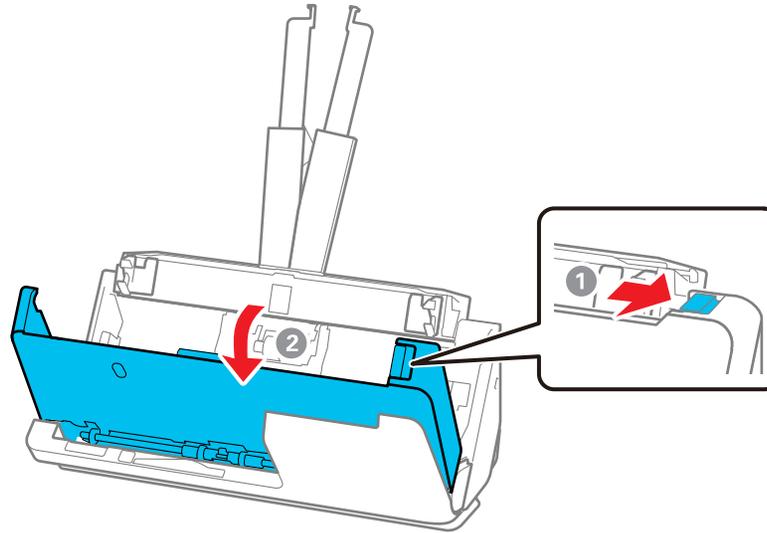
5. Gently pull out any jammed originals from inside the product.
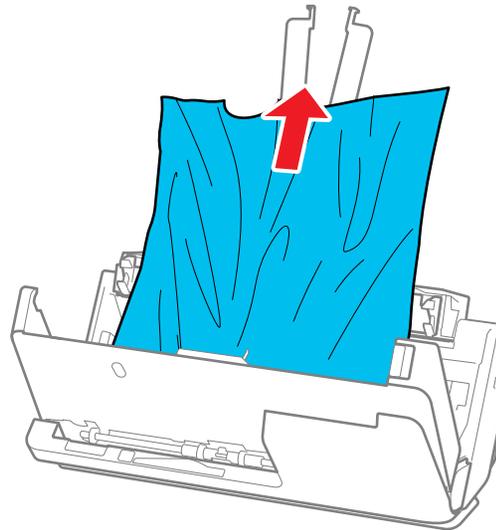
6. If you cannot pull originals straight up, carefully pull out any jammed originals from the output tray in the direction of the arrow.
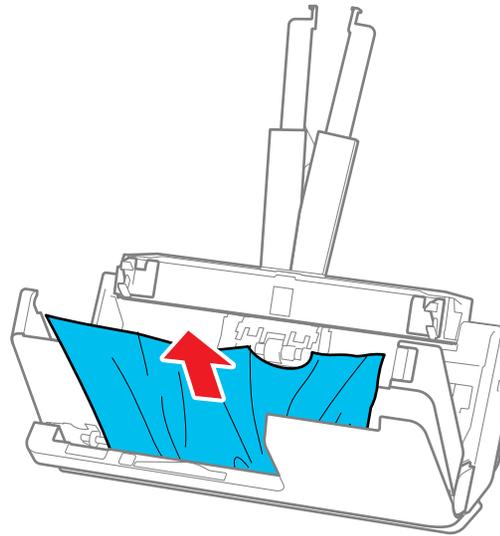
Note: Make sure there is no paper inside the scanner.

7. Close the scanner cover with both hands. Then, close the vertical path cover.
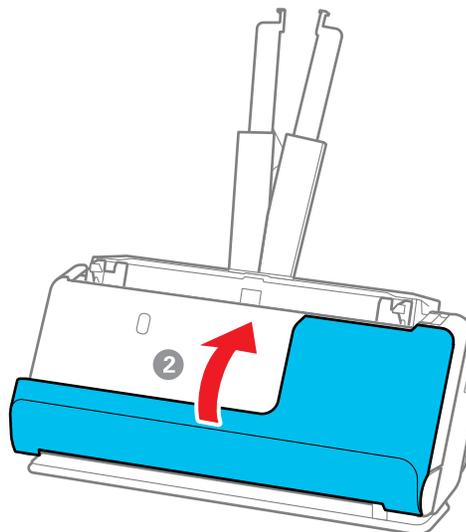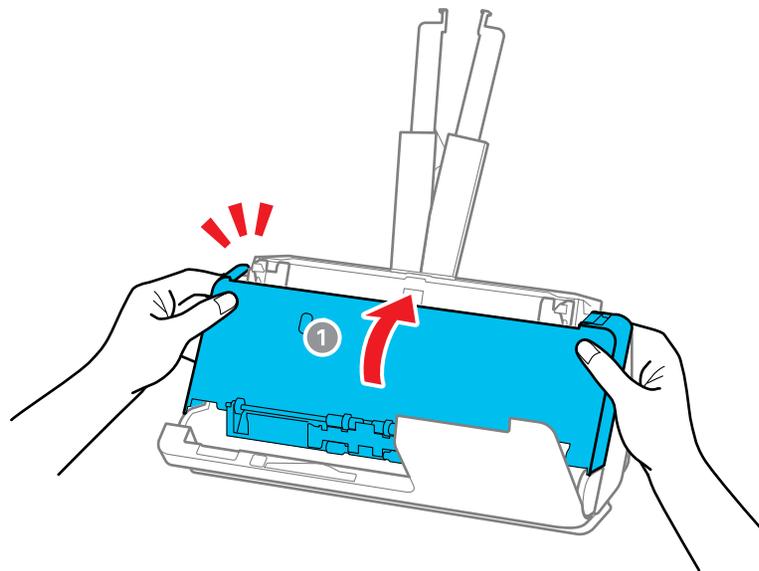
Caution: Before restarting scanning, make sure that the scanner is stationary. If the scanner is not stationary, it could cause the original to jam.

8. Carefully follow all loading instructions when you reload originals.

Straight Path Position

1. Turn off your product.

2. Remove all originals from the input tray.

3. Pull the lever to open the scanner cover.
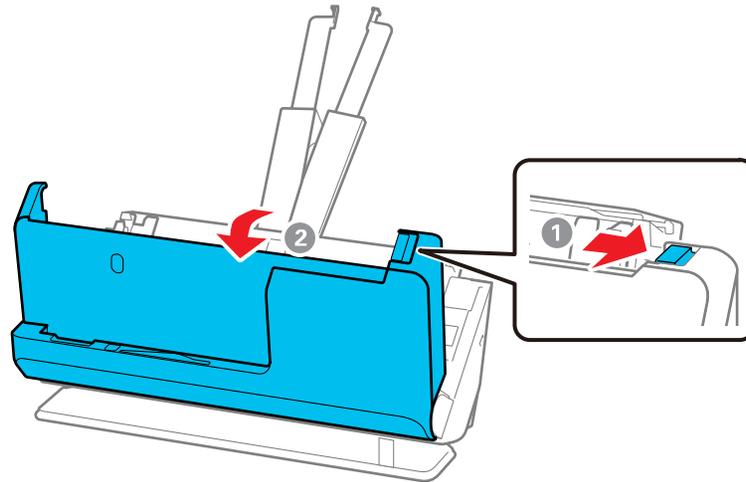
4. Gently pull out any jammed originals from inside the product.
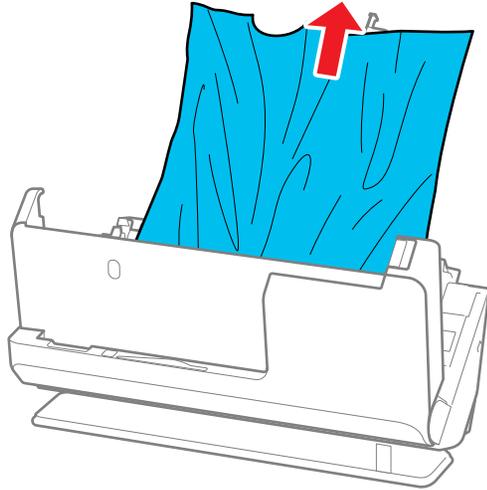
5. If you cannot pull originals straight up, carefully pull out any jammed originals from the output slot in the direction of the arrow.
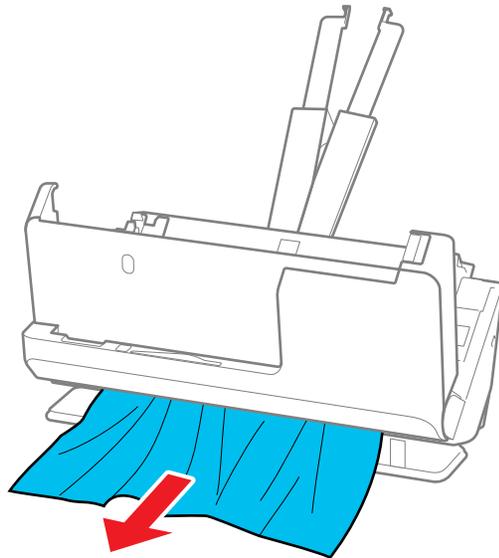
Note: Make sure there is no paper inside the scanner.

6. Close the scanner cover with both hands.
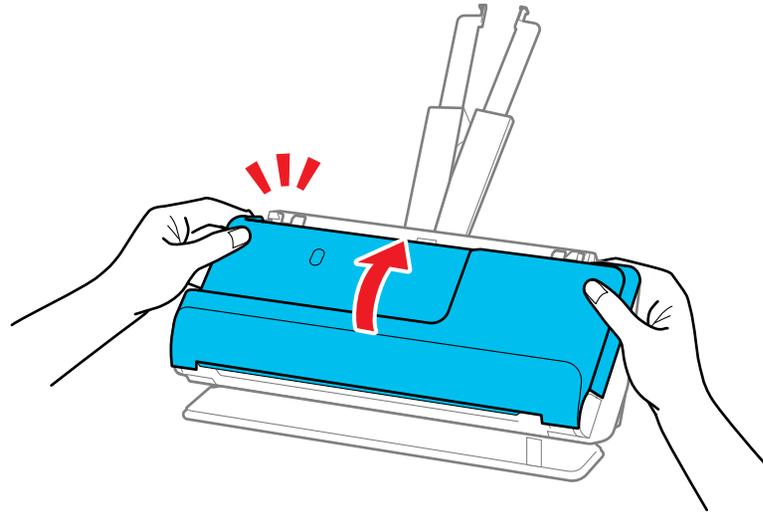
Important: Before restarting scanning, make sure that the scanner is stationary. If the scanner is not stationary, it could cause the original to jam.

7. Carefully follow all loading instructions when you reload originals.

If originals jam in the product frequently, try the following:

• For originals with folds or that are curled, flatten the original before loading.

- When loading originals with a mixture of different sizes, load the originals with the side to be scanned facing up and in descending order of paper size with the widest at the back and the narrowest at the center of the input tray. Next, slide the edge guides to align them with the widest originals.
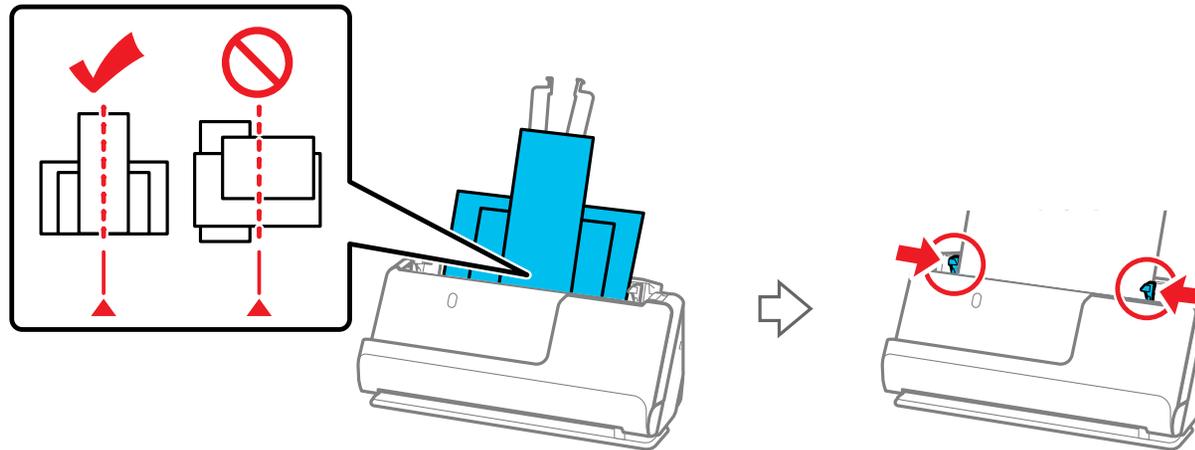
If the problem is not solved, try scanning the originals at each size separately, or scan the originals one by one. Align the edge guides to the width of the originals each time you load them.

- Clean inside the product and clean the rollers. If the rollers were previously removed for cleaning, make sure they were properly reinstalled.
- Check the number of sheets scanned by the pickup roller. If the number of scans exceeds the pickup roller's service life (50,000 sheets), replace the roller assembly kit with a new one. Even if the number of scans does not exceed the pickup roller's service life, we recommend replacing the roller assembly kit with a new one if the surface of the roller is worn out.

   Note: You can check the number of sheets scanned by the pickup roller on the control panel or in the Epson Scan 2 Utility. To check from the control panel, select **Scanner Maintenance** > **Roller Replacement** on the home screen, and then check the number of scans displayed under Roller Replacement. To check from the Epson Scan 2 Utility, start the Epson Scan 2 Utility, click the **Counter** tab, and then check the **Number of Scans** under Roller Assembly Kit.

- After scanning, remove the original from the output tray or the output slot.

Parent topic: Solving Scanning Problems

Related references

Related tasks

Related topics

Paper Protection Does Not Work Correctly

To reduce damage to the original, the Paper Protection feature immediately stops scanning if a paper feed error is detected. If the Paper Protection feature does not work correctly, try these solutions:

- If your scanned original is damaged, make sure that the Paper Protection feature is enabled. Increase the detection level, if necessary.

- If misdetection occurs frequently, lower the Paper Protection detection level in the Epson Scan 2 Utility (**On-Medium** is the default).

- Set the Paper Protection feature to **Off** on the LCD screen (**Settings** > **Scanner Settings** > **Paper Protection** > **Off**) when scanning plastic cards and thick originals.

- Make sure the sensors are clear of paper dust and debris.

- When scanning multiple originals, make sure that the leading edges of the documents are aligned. If the leading edges of the documents are not aligned, they may be mistakenly detected as a paper feed error even if they are scanned correctly.

- Make sure you align the edge guides with the original to avoid scanning at an angle.

Parent topic:

Scanning is Slow

If scanning becomes slow, try these solutions:

- Scan your original at a lower resolution, if possible.

- Make sure your system meets the requirements for your operating system. If you are scanning a high-resolution image, you may need more than the minimum requirements. If necessary, increase your system's memory or reduce the resolution.

- The scanning speed may be reduced depending on the image adjustment features in Epson Scan 2.
- If scanning becomes slower after scanning continuously with the ADF for a long time, the scanner may have automatically slowed down to protect the scanner mechanism from overheating or becoming damaged. Let the scanner rest with the power on for 30 minutes, then try scanning again.
- If you are running virus protection or other security software, exclude the TWAIN.log files from monitoring or set the TWAIN.log file as read only. See your virus protection or security software instructions for details. The TWAIN.log file is saved in C:\Users\(user name)\AppData\Local\Temp.

  Note: You may need to unhide system folders to view files in that location.

- If you are scanning over a network, factors such as interference, network traffic, or weak signal strength may affect your scanning speed.
- Computers with USB 3.0 (SuperSpeed) or USB 2.0 (Hi-Speed) ports can scan faster than those with USB 1.1 ports. If you are using a USB 3.0 or 2.0 port with the scanner, make sure it meets the system requirements.

Parent topic: Solving Scanning Problems

Related references

Windows System Requirements

Mac System Requirements

Cannot Send Scans to a Cloud Service

If you cannot send a scan to a cloud service, try these solutions:

- Make sure your computer is connected to the internet.
- Make sure the login information you entered for the cloud service is correct.
- Make sure the cloud service is not down for system maintenance. Check the cloud service website for more information.

Parent topic: Solving Scanning Problems

Cannot Send Scans to an Email

If you cannot send a scan to an email address, try these solutions:

- Make sure the destination email address is working.
- Make the email server settings are correct.
- Contact the email server administrator to make sure the server is running.

Solving Network Scanning Problems

Check these solutions if you have problems scanning over a network.

Cannot Scan Over a Network

If you have problems scanning over a network, try these solutions:

- Check the scanner's control panel for error messages. If you have the notification email set when the events occur, you can promptly learn the status.

- Make sure the computer and scanner are connected to the same network (or network subnet/VLAN).

- Move the scanner and computer or smart device closer to the access point.

- If you cannot scan from the ◇ start button on the scanner, make sure you restarted your computer after installing the scanning software. Also start Epson Scan 2 before scanning with the ◇ start button.

- Document Capture Pro (Windows) and Document Capture (Mac) do not support starting a scan from the scanner button over a wireless network. Launch Epson Scan 2 before scanning from the scanner button over a network.

- If you are scanning a large original at a high resolution, a network communication error may occur. Try scanning again at a lower resolution.

- If network communication was interrupted while starting Epson Scan 2, exit Epson Scan 2, wait a few seconds, and restart the program. If Epson Scan 2 cannot restart, turn off your scanner, turn it back on, and try starting the program again.

- Check the network connection setting in the Epson Scan 2 Utility.

- You may need to disable the firewall and any anti-virus software on your wireless router or access point.

- If you see the message "Network product is not available: currently being used by user", there may be a communication error between the scanner and computer. Restart the scanner.

- If the Firewall function is active, the scanner may not be discovered by the Epson Scan 2 Utility. Open the Epson Scan 2 Utility, enter the IP address for your scanner, and click **Add**.

- If the scanner and computer cannot communicate and are connected to the same network (subnet or VLAN), check if your router uses the privacy separator and disable it, if necessary. Follow the instructions in your router documentation to disable the privacy separator.

Parent topic: Solving Network Scanning Problems

Related tasks

Starting a Scan Using the Product Control Panel

Starting a Scan from a Smartphone or Tablet

Starting a Scan Using the Epson Scan 2 Icon

Starting a Scan from a Scanning Program

Determining the Product's IP Address

Related topics

Scanning with Document Capture Pro or Document Capture

Product Cannot Connect to a Wireless Router or Access Point

If your product has trouble finding or connecting to a wireless router or access point, try these solutions:

- If you are connecting the product via Wi-Fi Protected Setup (WPS), make sure you activate WPS on your product within 2 minutes of activating WPS discovery mode on the router by pressing the WPS button or enabling the WPS setting in your router firmware.

- Make sure to place your product within contact range of your router or access point. Avoid placing your product near a microwave oven, 2.4 GHz cordless phone, or large metal object, such as a filing cabinet.

- Verify that your router or access point is operating correctly by connecting to it from your computer or another device.

- You may need to temporarily disable your firewall and any anti-virus software on your wireless router or access point. Then try scanning again. You can also unblock your product driver or network address in your firewall or anti-virus software.

- Check to see if access restrictions, such as MAC address filtering, are set on the router or access point. If access restrictions are set, add your product's MAC address to your router's address list. To obtain your product's MAC address, check the label on the back or bottom of your product. Then follow the instructions in your router or access point documentation to add the address to the list.

- If your router or access point does not broadcast its network name (SSID), follow the instructions that came with your product to enter your wireless network name manually.

- If your router or access point has security enabled, determine the kind of security it is using and any required password or passphrase for connection. Then make sure to enter the exact WEP key or WPA passphrase correctly.

- Check if your computer is restricting the available wireless channels. If so, verify that your wireless access point is using one of the usable channels and change to a usable channel, if necessary.

- The product may not be able to communicate with a computer with both Ethernet and Wi-Fi adapters enabled. Disable all network interfaces except for the interface connected to the product.

- Turn off all of the devices you are trying to connect to the network. Wait about 10 seconds, and then turn on the devices in the following order; wireless router, computer or smart device, scanner. Move the scanner and computer or smart device closer to the wireless router, and then try to make network settings again.

- If you are using multiple wireless routers at the same time or the wireless router has multiple SSIDs and devices are connected to different SSIDs, you cannot connect to the wireless router. Connect the computer or smart device to the same SSID as the scanner.

- Enable the DHCP function on the router or access point.

- Check that the product's IP address is set correctly.

- If you cannot start scanning from a smart device, make sure the product and smart device are connected correctly. Use the Epson Smart Panel to check the connection status for the smart device and the product.

Parent topic: Solving Network Scanning Problems

Related concepts

Wi-Fi Direct (Simple AP) Mode Setup

Related tasks

Selecting Wireless Network Settings from the Control Panel

Using the Epson Smart Panel Mobile App

Related topics

Wi-Fi Networking

Cannot Access Web Config

If you cannot access Web Config on your product, try these solutions:

• Make sure your product is turned on and connected to your network using the correct IP address. Verify the connection using your product control panel.

• Make sure your browser supports the Encryption Strength for SSL/TLS. If you selected **High** as the **Encryption Strength** setting in Web Config, your browser must support AES (256-bit) or 3DES (168-bit) encryption. Check your browser's encryption support or select a different **Encryption Strength** option.

• Check to see if your CA-signed Certificate is expired. If there is a problem with the expiration date of the certificate, "The certificate has expired" is displayed when connecting to Web Config with SSL/TLS communication (https). If the message appears before its expiration date, make sure that the scanner's date is configured correctly.

• If the common name of the certificate and the scanner do not match, the message "The name of the security certificate does not match" is displayed when accessing Web Config using SSL/TLS communication (https). For Self-signed Certificate, update the certificate. For CA-signed Certificate, take the certificate again for the scanner.

• If you are using a proxy server with your product, configure the browser's proxy settings as follows:

   • **Windows 11**: Click [ ], then search for **Proxy Settings** and select it. Scroll down and set **Use a proxy server** to **On**.

   • **Windows 10**: Click [ ] > **Settings** > **Network and Internet** > **Proxy**. Scroll down and set **Use a proxy server** to **On**. Select **Don't use proxy server for local (Intranet) addresses**.

   • **Windows 8.x**: Navigate to the **Apps** screen and select **PC Settings** > **Network** > **Proxy**. Scroll down and set **Use a proxy server** to **On**. Select **Don't use proxy server for local (Intranet) addresses**.

   • **Windows (other versions)**: Click [ ] or **Start** and select **Control Panel** > **Network and Internet** > **Internet Options** > **Connections** > **LAN settings** > **Proxy server** > **Bypass proxy server for local addresses**.

   • **Mac**: Select **System Preferences** > **Network** > **Advanced** > **Proxies**. Register the local address under **Bypass proxy settings for these Hosts & Domains**. For example, 192.168.1.*: Local address 192.168.1.XXX, subnet mask 255.255.255.0.

Parent topic: Solving Network Scanning Problems

Network Software Cannot Find Product on a Network

If EpsonNet Setup cannot find your product on a network, try these solutions:

- Make sure your product is turned on and connected to your network. Verify the connection using your product control panel.
- Check if your network name (SSID) contains non-ASCII characters. Your product cannot display non-ASCII characters.
- Make sure your product is not connected to a guest network.
- If necessary, reinstall your software and try running EpsonNet Setup again:
  1. Reset your product's network settings to their factory defaults.
  2. **Windows only:** Uninstall your product software.
  3. Restart your router following the instructions in your router documentation.

     Note: If you are reading these instructions online, you will lose your Internet connection when you restart your router, so note the next step before restarting it.

  4. Download your product software from the Epson website using the instructions on the *Start Here* sheet.
- If you have replaced your router, reinstall your product software to connect to the new router.
- Check to see if your wireless router or access point has an enabled Privacy Separator function that is preventing detection of your device over the network. See your router or access point documentation for instructions on disabling the Privacy Separator function.

Parent topic: Solving Network Scanning Problems

Related concepts

Uninstall Your Product Software
Wi-Fi Direct (Simple AP) Mode Setup

Cannot Save a Scan to a Shared Folder Over a Network

If you cannot save a scan to a shared folder when scanning over a network, or saving takes a very long time, try these solutions:

- Make sure that the computer is turned on and is not running in a power-saving mode, such as sleep or standby.
- Make sure you created a shared folder on your computer (Windows).

- Make sure the network folder does not already contain a file of the same name. If so, rename the file and try again.

- Make sure you added the correct user permissions.

- If you registered the shared folder path to your product's control panel contact list or entered the path manually to scan, make sure you used the correct path.

- Make sure the address in your product's control panel contact list and the address of the shared folder are the same.

- Make sure the user name and password are correct on the computer and product's control panel Contacts list. Also, make sure that the password has not expired.

- If you are using a laptop and the IP address is set to DHCP, the IP address may change when reconnecting to the network. Obtain the IP address again.

- Make sure your network type is not set to **Public network**. You cannot scan to a shared folder when using a public network. Set the forward settings for each port.

- If saving your scan to a shared folder takes a very long time, make sure the DNS setting and the DNS domain name are correct. Contact your network administrator for instructions.

- Temporarily disable the computer's Firewall and security software. If this clears the error, check the settings in the security software.

- Make sure the access rights for the user in the contacts list are added on the Sharing tab and Security tab of the shared folder's properties. Also, the permissions for the user should be set to "allowed".

- Make sure there is enough disk space on the computer. Increase the free space on the computer, if necessary.

Parent topic: Solving Network Scanning Problems

Related tasks

Creating a Shared Network Folder

Registering Contacts for Email, Network, or FTP Scanning - Control Panel

Registering Contacts for Email, Network, or FTP Scanning - Web Config

Solving Scanned Image Quality Problems

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

Note: For solutions when using Document Capture Pro (Windows) or Document Capture (Mac) software, see the Document Capture Pro (Windows) or Document Capture (Mac) help utility.

Parent topic: Solving Problems

Back of Original Image Appears in Scanned Image

If an image from the back of a thin original appears in your scanned image, make sure you selected the correct Image Type setting for your original and select the **Text Enhancement** setting in Epson Scan 2. You can also select the **Remove Background** setting in Epson Scan 2.

Note: If you select **Color** as the Image Type setting, you can change the level from Standard to High to remove more of the background.

If the image is still visible, you can also try setting a lower level for **Edge Enhancement** or a higher level for **Noise Reduction**.

Parent topic: Solving Scanned Image Quality Problems

Related references

Image Format Options

Related tasks

Scanning in Epson Scan 2

Scanned Characters are Blurry

If characters in your scanned images are blurry, try these solutions:

- Make sure you do not move the product or original while scanning.

- Operate the product on a flat, stable surface.

- Make sure the originals are ejecting properly.

- Adjust these Epson Scan 2 settings (if available) and try scanning again:

  - Select the **Text Enhancement** setting.

- If the **Image Type** setting is **Black & White**, adjust the **Threshold** setting or click **Settings** and adjust the slider for **Emphasize light letters / Remove background**, turn off **Remove spot noise**, or set the level to **Low**.

- Increase the **Resolution** setting.

- Set the **Image Type** to **Grayscale**.

- If you are scanning in JPEG format, change the compression level. Click **Options** in the Image Format menu and change the **Image Quality** setting.

Parent topic: Solving Scanned Image Quality Problems

Related references
Image Format Options

Related tasks
Scanning in Epson Scan 2

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

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

- Make sure your original is loaded straight on your product.

- Use an original with clear text.

- Adjust these Epson Scan 2 settings (if available) and try scanning again:

  - Select the correct **Image Type** setting.

  - If the **Image Type** is set to **Black & White**, select **Text Enhancement**. If the Image Type is set to **Color** or **Grayscale**, change the **Text Enhancement** setting to **High**.

  - If the **Image Type** is set to **Black & White**, adjust the **Threshold** setting.

  - Set the **Image Type** to **Grayscale**.

- Set the scanning resolution between 200 and 600 dpi.

- If the original document is in landscape mode, set the **Rotate** setting to **Auto** in Epson Scan 2.

- If you are using OCR software, check the manual for any additional adjustments.

- Scan thermal paper receipts as soon as possible. They may deteriorate due to age or friction.

- When saving to Microsoft Office or Searchable PDF files, check that the correct languages are selected. Check the language in each save setting window.

Parent topic: Solving Scanned Image Quality Problems

Related references

Image Format Options

Related tasks

Scanning in Epson Scan 2

Ripple Patterns Appear in an Image

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

- Select the **Descreening** setting on the Advanced Settings tab.

- Select a lower **Resolution** setting.

Parent topic: Solving Scanned Image Quality Problems

Related references

Image Format Options

Related tasks

Scanning in Epson Scan 2

Uneven Colors Appear in Scanned Image

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

- Change the orientation of the scanner so that strong light is not falling on the front of the scanner.

- Move the scanner to a location where it will not be subjected to strong light.

Parent topic: Solving Scanned Image Quality Problems

Spots or Lines Appear in All Scanned Images

If spots or lines appear in all your scanned images, try the following solutions:

- Clean the rollers and glass scanning surfaces inside your product using a genuine Epson cleaning kit or a soft, moist cloth.

- Remove any dirt from your original.

- Enable the **Detect Glass Dirt** setting in the Epson Scan 2 Utility. You can also enable Glass Dirt Detection on the product's control panel (**Settings** > **Scanner Settings** > **Glass Dirt Detection** > **On-Low** or **On-High**).

Note: If glass dirt detection does not work correctly, adjust the setting. If the glass dirt alert screen appears after cleaning the inside of the product, check the glass surface again (scratches on the glass may be detected as a glass dirt).

Parent topic: Solving Scanned Image Quality Problems

Related tasks

Cleaning Inside Your Product

Scanned Image is Cropped

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

- Select **Auto Detect** or **Auto Detect (Long Paper)** as the Document Size setting in Epson Scan 2, Document Capture Pro, or Document Capture.

  Note: If the paper length is more than 120 inches (3048 mm), select **Customize** to create a custom paper size. If the paper length is 215 inches (5461 mm) or less, select **Detect paper length** instead of entering the paper size. If the paper is longer than 215 inches (5461 mm), enter the paper size.

- In Epson Scan 2, select the **Main Settings** tab. Select **Document Size** > **Settings** and adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting. In Document Capture Pro, select **Detailed Settings** from the Scan window. Click **Configuration** and select the **Document** tab. Adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.

- **Document Capture Pro (Windows)**: Select **Detailed Settings** from the Scan window. Select **Document Size** > **Settings** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.

- **Document Capture (Mac)**: Click the Scan button and select **Main Settings** from the Scan window. Select **Document Size** and then adjust the cropping area shown in the **Crop Margins for Size "Auto"** setting.

Parent topic: Solving Scanned Image Quality Problems

Related tasks

Scanning in Epson Scan 2

Cannot Solve Problems in the Scanned Image

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

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

1. Start Epson Scan 2 Utility

   • **Windows 11**: Click ▦, then search for **Epson Scan 2 Utility** and select it.

   • **Windows 10**: Click ▦, and select **EPSON** > **Epson Scan 2 Utility**.

   • **Windows 8.x**: 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** 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 the scanner driver (Epson Scan 2).

Parent topic:

Updating Applications and Firmware

You may be able to solve certain problems and improve or add functions by updating the applications and firmware to the latest version.

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

1. Make sure that the scanner and the computer are connected, and that the computer is connected to the internet.

2. Start **EPSON Software Updater** and update the applications or firmware.

• **Windows 11**: Click ▦, then search for **EPSON Software Updater** and select it.

• **Windows 10**: Click ▦, then select **Epson Software** > **EPSON Software Updater**.

• **Windows 8.x**: 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** or **Programs** > **Epson Software** > **EPSON Software Updater**.

• **Mac OS**: Select **Finder** > **Go** > **Applications** > **Epson Software** > **EPSON Software Updater**.

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

Updating the Firmware using the Control Panel

If the product can be connected to the Internet, you can also update the product's firmware using the control panel and set the product to regularly check for firmware updates and notify you if any are available.

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

2. Select **System Administration** > **Firmware Update** > **Update**.

   Note: Select **Notification** > **On** to set the scanner to regularly check for available firmware updates.

3. Check the message displayed on the screen and start searching for available updates.

4. If a message is displayed on the LCD screen informing you that a firmware update is available, follow the on-screen instructions to start the update.

   Caution: Do not turn off or unplug the product until the update is complete; otherwise, a malfunction may occur.

Note: If the firmware update is unsuccessful, the product does not start up normally and "Recovery Mode" is displayed on the LCD screen the next time the product is turned on. In this case, you need to update the firmware again using a computer. Connect the product to the computer with a USB cable and download the latest firmware from the Epson website. Then follow the on-screen instructions to update the firmware. (You cannot update the firmware over a network connection if "Recovery Mode" is still displayed on the LCD screen.)

Updating Firmware without Connecting to the Internet

You can download the product's firmware from the Epson website on the computer, and then connect the product and the computer via USB cable to update the firmware. If you cannot update over the network, try this method.

Note: Make sure Epson Scan 2 is installed on your computer. If Epson Scan 2 is not installed, download the software from the Epson website and install it on your computer.

1. Download the latest firmware from the Epson website.

2. Connect your product to the computer using a USB cable.

3. Double-click the downloaded .exe file to start the Epson Firmware Updater.

4. Follow the on-screen instructions to update the firmware.

Updating the Firmware Using Web Config

To update the firmware using Web Config, select the **Device Management** tab > **Firmware Update**, check the displayed message, and then click **Start**.

Parent topic: Solving Problems

Resetting the Epson Scan 2 Settings

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

1. Do one of the following to start the Epson Scan 2 Utility:

   - **Windows 11**: Click , then search for **Epson Scan 2 Utility** and select it.

   - **Windows 10**: Click > **EPSON** > **Epson Scan 2 Utility**.

   - **Windows 8.x**: Navigate to the **Apps** screen and select **Epson Scan 2 Utility**.

   - **Windows 7**: Click , and select **All Programs**. Select **EPSON** > **Epson Scan 2** > **Epson Scan 2 Utility**.

   - **Mac**: Open the **Applications** folder, open the **Epson Software** folder, and select **Epson Scan 2 Utility**.

2. Click the **Other** tab.

3. Click **Reset** and confirm your choice.

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

Parent topic: Solving Problems

Uninstall Your Product Software

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

Uninstalling Product Software - Windows
Uninstalling Product Software - Mac

Uninstalling Product Software - Windows

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

1. Exit all applications currently running on your computer.

2. Turn off the product.

3. Disconnect any interface cables.

4. Do the following to uninstall each of your scanning software programs and follow any on-screen instructions:

   - **Windows 11**: Click ▦, then search for **Settings** and select it. Select **Apps** or **System** > **Apps & features**. Then select the program you want to uninstall and select **Uninstall**.

   - **Windows 10**: Click ▦ and select ⚙ (Settings) > **Apps** > **Apps & features**. Select the product software program and click **Uninstall**.

   - **Windows 8.x**: Navigate to the **Apps** screen and select **Control Panel** > **Programs** > **Programs and Features**. Select the product software program and click **Uninstall/Change**.

   - **Windows 7**: Open the Windows **Control Panel** utility. Select **Programs and Features**. (In Classic view, select **Programs** and click **Uninstall a program**.) Select the product software program and click **Uninstall/Change**.

5. Restart your computer, then see the *Start Here* sheet to re-install your software.

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

Uninstalling Product Software - Mac

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

1. To download the Uninstaller utility, visit epson.com/support (U.S.), epson.ca/support (Canada), or latin.epson.com/support (Latin America) and select your product.

2. Follow the instructions on the screen to install the Uninstaller utility.

3. Quit all applications currently running on your Mac.

4. Double-click the **Uninstaller** icon.

5. In the Epson Uninstaller screen, select the checkbox for each software program you want to uninstall.

6. Click **Uninstall**.

7. Follow the on-screen instructions to uninstall the software.

8. To reinstall your product software, see the *Start Here* sheet for instructions.

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

Parent topic: Uninstall Your Product Software

Where to Get Help (U.S. and Canada)

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

Internet Support

Visit Epson's support website at epson.com/support (U.S.) or epson.ca/support (Canada) and select your product for solutions to common problems with your product. You can download utilities and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Before you call Epson for support, please have the following information ready:

• Product name

• Product serial number (located on a label on the product)

• Proof of purchase (such as a store receipt) and date of purchase

• Computer configuration

• Description of the problem

Then call:

• U.S.: (562) 276-4300, 7 AM to 4 PM, Pacific Time, Monday through Friday

• Canada: (905) 709-3839, 7 AM to 4 PM, Pacific Time, Monday through Friday

Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Note: For help using any other software on your system, see the documentation for that software for technical support.

Purchase Supplies and Accessories

You can purchase genuine Epson accessories at epson.com (U.S. sales) or epson.ca (Canadian sales). You can also purchase accessories from an Epson authorized reseller. To find the nearest one, call 800-GO-EPSON (800-463-7766) in the U.S. or 800-807-7766 in Canada.

Parent topic: Solving Problems

Technical Specifications

These sections list the technical specifications for your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Windows System Requirements

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

• Windows 11

• Windows 10

• Windows 8.x

• Windows 7

• Windows Server 2008 or later

Windows Server does not support Document Capture Pro.

Parent topic: Technical Specifications

Mac System Requirements

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

• macOS 13.x

• macOS 12.x

- macOS 11.x
- macOS 10.15.x
- macOS 10.14.x
- macOS 10.13.x
- macOS 10.12.x
- OS X 10.11.x
- OS X 10.10.x
- OS X 10.9.x

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

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

Parent topic: Technical Specifications

General Specifications

Note: Specifications are subject to change without notice.

Scanner type	Sheet feed, one pass duplex, color
Photoelectric device	CIS
Effective pixels	5100 × 9300 pixels at 600 dpi
	2550 × 64500 pixels at 300 dpi
Document size	Maximum: 8.5 × 220 inches (215.9 × 5588 mm)
	Minimum: 2 × 2 inches (50.8 × 50.8 mm)
	Note: Maximum length may vary depending on the scanning method and resolution.
Paper input	Faceup loading
Paper output	Vertical path position: Facedown ejection
	Straight path position: Faceup ejection

Paper capacity	20 sheets of paper at 21 lb (80 g/m^2) weight
Scanning resolution	600 dpi (main scan)
	600 dpi (sub scan)
Output resolution	50 to 1200 dpi in 1 dpi increments (when scanning with a computer)
	Note: Available resolutions may vary depending on the scanning method.
Color Depth	Color:
	30 bits per pixel internal (10 bits per pixel per color)
	24 bits per pixel external (8 bits per pixel per color)
	Grayscale:
	10 bits per pixel internal
	8 bits per pixel external
	Black-and-white:
	10 bits per pixel internal
	1 bit per pixel external
Interface	Hi-speed USB
Light source	RGB LED

Parent topic: Technical Specifications

Dimension Specifications

Height	Vertical path position: 4.9 inches (125 mm)
	Straight path position: 5 inches (127 mm)
Width	11.7 inches (296 mm)
Depth	Vertical path position: 4.1 inches (104 mm)
	Straight path position: 5 inches (128 mm)
Weight	Approximately 4.2 lb (1.9 kg)

Note: Dimensions do not include projecting parts.

Parent topic:

Electrical Specifications

Scanner

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

Rated DC input power supply voltage	DC 24 V
Rated DC input current	1 A
Power consumption	**USB Connection:**
	Operating: 10 W (approximate)
	Ready mode: 4 W (approximate)
	Sleep mode: 1 W (approximate)
	Power off mode: 0.1 W (approximate)
	Wi-Fi Connection:
	Operating: 11 W (approximate)
	Ready mode: 4.3 W (approximate)
	Sleep mode: 1.4 W (approximate)
	Power off mode: 0.1 W (approximate)

AC Adapter

AC adapter model	100 to 240 V model: A461H
Rated input current	1 A
Rated frequency range	50 to 60 Hz
Rated output power supply voltage	DC 24 V

Rated output current	1 A

Environmental Specifications

Temperature	Operating: 41 to 95 °F (5 to 35 °C)
	Storage: –13 to 140 °F (–25 to 60 °C)
Humidity	Operating: 15 to 80% RH
(non-condensing)	Storage: 15 to 85% RH
Operating conditions	Ordinary office or home conditions

Note: Avoid operating the product in direct sunlight, near a strong light source, or in extremely dusty conditions.

Network Interface Specifications

Wi-Fi

Standards	IEEE802.11a/b/g/n/ac; IEEE802.11n available only on the 20 MHz channel
Frequency ranges	IEEE802.11b/g/n: 2.4 GHz
	IEEE802.11a/n/ac: 5 GHz
Wi-Fi channels	2.4 GHz:
	1/2/3/4/5/6/7/8/9/10/11
	5 GHz:
	W52 (36/40/44/48)
	W53 (52/56/60/64)
	W56 (100/104/108/112/116/132/136/140)
	W58 (149/153/157/161/165)

Connection modes	Infrastructure mode
	Wi-Fi Direct (Simple AP); not supported for IEEE802.11b
	Note: Infrastructure and Wi-Fi Direct modes can be used simultaneously.
Maximum radio frequency power transmitted	2400-2483.5 MHz: 20 dBm (EIRP)
Wireless security protocols	WEP (64/128 bit)
	WPA2-PSK (AES); complies with WPA2 standards with support for WPA/WPA2 Personal
	WPA3-SAE (AES)
	WPA2/WPA3-Enterprise
	Note: Wi-Fi Direct supports only WPA2-PSK (AES).

Security Protocol

IEEE802.1X	Connection device must comply with IEEE802.1X
	IPsec/IP Filtering
SSL/TLS	HTTPS (Server/Client)
	SMTPS (STARTTLS, SSL/TLS)
	SNMPv3

Network Features and IPv4/IPv6 Support

Epson Scan 2	IPv4, IPv6
Document Capture Pro/Document Capture	IPv4
Epson Connect (Scan to Cloud)	IPv4
AirPrint	IPv4, IPv6

Parent topic: Technical Specifications

Safety and Approvals Specifications

Scanner

United States	EMC: FCC part 15 Subpart B class B
Canada	EMC: CAN ICES-3 (B)/NMB-3 (B)

AC Adapter (A461H)

United States	Safety: UL60950-1
	EMC: FCC part 15 Subpart B class B
Canada	Safety: CAN/CSA C22.2 No. 60950-1
	EMC: CAN ICES-3 (B)/NMB-3 (B)

This equipment contains the following wireless module:

- Manufacturer: Seiko Epson Corporation.

- Type: J26H005

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

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

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines in Supplement C to OET65 and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated so that the radiator is kept at least 7.9 inches (20 cm) or more away from a person's body (excluding extremities: hands, wrists, feet and ankles).

Parent topic: Technical Specifications

Notices

Check these sections for important notices about your product.

Note: Epson offers a recycling program for end of life Epson products. Please go to this site (U.S.) or this site (Canada) for information on how to return your Epson products for proper disposal.

Important Safety Instructions
Wireless Connection Safety Instructions
Notes on the Administrator Password
Restrictions on Copying
Default Delay Times for Power Management for Epson Products
Binding Arbitration and Class Waiver
Trademarks
Copyright Notice

Important Safety Instructions

Follow these safety instructions when setting up and using the product.

• Read all these instructions, and follow all warnings and instructions marked on the product.

• Place the product close enough to the computer for the interface cable to reach it easily.

• Do not place or store the product outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.

• Do not use with wet hands.

• When connecting this product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.

• Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.

• Place the product on a flat, stable surface that extends beyond the base of the product in all directions. If you place the product by the wall, leave at least 3.9 inches (10 cm) between the back of the product and the wall.

- After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.

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

AC Adapter

- Do not place or store the AC adapter outdoors, in a car, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, condensation, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.

- Place the product and the AC adapter near an electrical outlet where the adapter can be easily unplugged.

- The AC power cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking.

- Do not place objects on top of the AC power cord and do not allow the AC adapter or the power cord to be stepped on or run over. Be particularly careful to keep the AC power cord straight at the end and the point where it enters the AC adapter.

- Use only the AC adapter that comes with your product. Using any other adapter could cause fire, electrical shock, or injury.

- Use only the power cord that comes with your product. Use of another cord may cause fires or shock. Do not use the cord with any other equipment.

- 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.

- 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 by yourself except as specifically explained in the product's guides.

- If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.

- Unplug the product 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 or the AC adapter; the product or the AC adapter has been dropped or the case has been damaged; the product 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.

- If you are not going to use the product for a long period, be sure to unplug the AC adapter from the electrical outlet.

USB

- Use only the USB cable supplied with your product. Using any other USB cable could cause fire, electrical shock, or injury.

- The USB cable is designed for use with the product with which it was included. Do not attempt to use it with other electrical devices unless specified.

- The USB cable should be placed to avoid abrasions, cuts, fraying, crimping, and kinking.

- Do not place objects on top of the USB cable and do not allow the cable to be stepped on or run over. Be particularly careful to keep the USB cable straight at the end.

- If you are not going to use the product for a long period, unplug the USB cable from the computer.

- Unplug the product and the USB cable, and refer servicing to qualified service personnel under the following conditions: Liquid has entered the product; the product has been dropped or the case has been damaged; the product does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)

LCD Screen

- The LCD screen may have uneven brightness or a few small bright or dark spots. This is normal and does not indicate damage.

- Use only a dry, soft cloth to clean the LCD screen. Do not use liquid or chemical cleansers.

- If the LCD screen is damaged, contact Epson. If the liquid crystal solution gets on your hands, wash them thoroughly with soap and water. If the liquid crystal solution gets into your eyes, flush them immediately with water. If discomfort or vision problems remain after a thorough flushing, see a doctor immediately.

- Do not press too hard on the LCD screen or subject it to heavy impacts.

- Do not use a pointy or sharp object, such as a pen or your fingernail, to operate the LCD screen.

- If the LCD screen chips or cracks, do not touch or attempt to remove the broken pieces; contact Epson for support.

- Do not subject your product to sudden changes in temperature or humidity; this may cause condensation to develop inside the LCD screen and degrade its performance.

Parent topic: Notices

Wireless Connection Safety Instructions

Radio waves from this product may adversely affect the operation of medical equipment or automatically controlled devices, such as pacemakers, automatic doors or fire alarms. When using this product near such devices or inside a medical facility, follow the directions from authorized staff members at the facility, and follow all posted warnings and directions on the device to avoid causing an accident.

Do not connect this product to the internet directly. Connect it to a network protected by a router or firewall.

If you dispose of this product or give it to someone else, make sure to erase all the personal information stored in the product's memory by selecting **Settings** > **System Administration** > **Restore Default Settings** > **All Settings** on the product control panel.

Parent topic: Notices

Notes on the Administrator Password

You can set an administrator password to prevent unauthorized access or changes to general product settings and network settings stored in the product when connecting to a network.

The default value of the administrator password is printed on the product's label. The label is located on the side, the back, or the bottom, depending on the product. If there is no "Password" label attached, enter the serial number from the label attached to the bottom of the product for the default administrator password.

You must enter the administrator password when performing the following operations:

- Accessing the advanced settings in Web Config

- Updating your product's firmware from a computer or smart device

- Using applications that can change the product's settings

- Selecting a menu on the control panel that has been locked by an administrator

- Changing or resetting the administrator password

You can change the administrator password from the product's control panel or Web Config. The new password must be 8 to 20 characters long and only contain single-byte alphanumeric characters and symbols.

You can restore the administrator password to the default setting from the product's control panel (**Settings** > **System Administration** > **Restore Default Settings** > **All Settings**) or Web Config. If you have forgotten the password and cannot restore it to the default settings, contact Epson for help.

Note: Resetting the administrator password also resets the user name.

Parent topic: Notices

Restrictions on Copying

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

Copying of the following items is prohibited by law:

• Bank bills, coins, government-issued marketable securities, government bond securities, and municipal securities

• Unused postage stamps, pre-stamped postcards, and other official postal items bearing valid postage

• Government-issued revenue stamps, and securities issued according to legal procedure

Exercise caution when copying the following items:

• Private marketable securities (stock certificates, negotiable notes, checks, etc.), monthly passes, concession tickets, etc.

• Passports, driver's licenses, warrants of fitness, road passes, food stamps, tickets, etc.

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

Restriction on disassembling and decompiling

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

Parent topic: Notices

Default Delay Times for Power Management for Epson Products

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

Parent topic: Notices

Binding Arbitration and Class Waiver

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

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

1.2 **Binding Arbitration**. You and Epson agree that all Disputes shall be resolved by binding arbitration according to this Agreement. **ARBITRATION MEANS THAT YOU WAIVE YOUR RIGHT TO A JUDGE OR JURY IN A COURT PROCEEDING AND YOUR GROUNDS FOR APPEAL ARE LIMITED**. Pursuant to this Agreement, binding arbitration shall be administered by JAMS, a nationally recognized arbitration authority, pursuant to its code of procedures then in effect for consumer related disputes, but excluding any rules that permit joinder or class actions in arbitration (for more detail on procedure, see Section 1.6 below). You and Epson understand and agree that (a) the Federal Arbitration Act (9 U.S.C. §1, et seq.) governs the interpretation and enforcement of this Section 1, (b) this Agreement memorializes a transaction in interstate commerce, and (c) this Section 1 shall survive termination of this Agreement.

1.3 **Pre-Arbitration Steps and Notice**. Before submitting a claim for arbitration, you and Epson agree to try, for sixty (60) days, to resolve any Dispute informally. If Epson and you do not reach an agreement to resolve the Dispute within the sixty (60) days), you or Epson may commence an arbitration. Notice to Epson must be addressed to: Epson America, Inc., ATTN: Legal Department, 3131 Katella Ave., Los Alamitos, CA 90720 (the "Epson Address"). The Dispute Notice to you will be sent to the most recent address Epson has in its records for you. For this reason, it is important to notify us if your address changes by emailing us at EAILegal@ea.epson.com or writing us at the Epson Address above. Notice of

the Dispute shall include the sender's name, address and contact information, the facts giving rise to the Dispute, and the relief requested (the "Dispute Notice"). Following receipt of the Dispute Notice, Epson and you agree to act in good faith to resolve the Dispute before commencing arbitration.

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

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

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

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

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

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

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

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

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

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

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

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

1.7 **Opt-out. You may elect to opt-out (exclude yourself) from the final, binding, individual arbitration procedure and waiver of class and representative proceedings specified in this Agreement by sending a written letter to the Epson Address within thirty (30) days of your assent to this Agreement (including without limitation the purchase, download, installation of the Software or other applicable use of Epson Hardware, products and services) that specifies (i) your name, (ii) your mailing address, and (iii) your request to be excluded from the final, binding individual arbitration procedure and waiver of class and representative proceedings specified in this Section 1. In the event that you opt-out consistent with the procedure set forth above, all other terms shall continue to apply, including the requirement to provide notice prior to litigation.**

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

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

Parent topic: Notices

Trademarks

EPSON® and Epson Smart Panel® are registered trademarks, the EPSON logo is a registered logomark, and Epson Connect™ is a trademark of Seiko Epson Corporation.

Microsoft and Windows are trademarks of the Microsoft group of companies.

Apple, App Store, Mac, macOS, OS X, and AirPrint are trademarks of Apple Inc., registered in the U.S. and other countries.

Google® is a registered trademark and Android™ and Google Play™ are trademarks of Google LLC.

Wi-Fi Direct® is a registered trademark of Wi-Fi Alliance®.

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EPSON®

Parent topic: Notices

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Seiko Epson Corporation shall not be liable for any damages or problems arising from the use of any options or any consumable products other than those designated as Original Epson Products or Epson Approved Products by Seiko Epson Corporation.

Seiko Epson Corporation shall not be held liable for any damage resulting from electromagnetic interference that occurs from the use of any interface cables other than those designated as Epson approved Products by Seiko Epson Corporation.

This information is subject to change without notice.

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