



DS-40

User's Guide

NPD5021-00 EN

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Introduction

Where to Find Information

The latest version of the following manuals are available on the Epson support website.

➔ [“Technical Support Web Site” on page 51](#)

Setup Guide (paper):

Provides you with an introduction to setting up the product.

User's Guide (PDF):

Provides you with detailed operating, safety, and troubleshooting instructions. See this guide when using this product with a computer, or when using advanced features.

Network Guide (PDF):

Provides instructions on wireless network settings for your computer, smartphone or product, and solving problems.

Operating System Versions

In this manual, the following abbreviations are used.

Windows refers to Windows 8.1, Windows 8, Windows 7, Windows Vista, Windows XP, and Windows XP x64.

- Windows 8.1 refers to Windows 8.1 and Windows 8.1 Pro.
- Windows 8 refers to Windows 8 and Windows 8 Pro.
- Windows 7 refers to Windows 7 Home Basic, Windows 7 Home Premium, Windows 7 Professional, and Windows 7 Ultimate.
- Windows Vista refers to Windows Vista Home Basic Edition, Windows Vista Home Premium Edition, Windows Vista Business Edition, Windows Vista Enterprise Edition, and Windows Vista Ultimate Edition.
- Windows XP refers to Windows XP Home Edition, Windows XP Professional x64 Edition, and Windows XP Professional.

Mac OS X v10.9.x refers to OS X Mavericks and Mac OS X v10.8.x refers to OS X Mountain Lion. Additionally, Mac OS X refers to Mac OS X v10.9.x, Mac OS X v10.8.x, Mac OS X v10.7.x, Mac OS X v10.6.x, and Mac OS X v10.5.8.

iOS refers to iOS 5.x, iOS 6.x, and iOS 7.x.

Android refers to Android 4.0.x, Android 4.1.x, Android 4.2.x, Android 4.3.x, and Android 4.4.x.

Safety Instructions

Important Safety Instructions

In this document, warnings, cautions, important, and notes indicate the following:

**Warnings:**

must be followed to avoid serious bodily injury.

**Cautions:**

must be followed carefully to avoid bodily injury.

**Importants:**

must be observed to avoid damage to your equipment.

Notes:

contain important information and useful tips on the operation of this product.

Read all these instructions, and follow all warnings and instructions marked on the product.

- 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, keep enough distance between the back of the product and the wall so that the document you are scanning can be ejected without hitting the wall. The product will not operate properly if it is at an angle.
- Avoid places subject to dust, shocks, or vibrations.
- 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.
- Never disassemble, modify, or attempt to repair the product, or product option by yourself except as specifically explained in the product's guides.
- Do not insert objects into any opening as they may touch dangerous voltage points or short out parts. Beware of electrical shock hazards.
- After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.
- Keep this product at least 22 cm away from cardiac pacemakers. Radio waves from this product may adversely affect the operation of cardiac pacemakers.
- Do not use this product inside medical facilities or near medical equipment, or on airplanes. Radio waves from this product may adversely affect the operation of electrical equipment.
- Do not use this product near automatically controlled devices such as automatic doors or fire alarms. Radio waves from this product may adversely affect these devices, and could lead to accidents due to malfunction.

Safety Instructions

- Do not subject the product to physical impacts or drop the product.
- If you notice any abnormalities such as noise, overheating, smoke, odor, discoloration, or deformation, immediately turn off the product, unplug the cables if there are any, and stop using the product.
- Unplug any cords or cables from the product before transporting.
- Do not leave the product in a car.
- Avoid subjecting the product to condensation.

When using the battery

- If battery acid gets into your eyes or on your skin, immediately rinse the affected area thoroughly with water and seek medical treatment. If a battery is swallowed, seek medical treatment immediately.
- Use only AA-size batteries according to the directions in the user documentation.
- To protect against short-circuiting, do not remove the outside sleeve of the battery.
- Do not handle the battery with wet hands or use it near water.
- Do not expose the battery to water or high humidity.
- Do not drop, puncture, disassemble, mutilate, or short-circuit the battery.
- Do not use a battery that is leaking or damaged in any way.
- Do not expose batteries to heat or flame.
- Prevent the battery from coming into contact with metal objects that could short-circuit it, such as coins or keys.
- Do not use the battery if its terminals are soiled.
- Do not insert the battery into power outlets or other power sources such as car cigarette lighter sockets.
- Do not solder wires or terminals directly to the battery.
- Do not touch the battery terminals.
- If overheating, discoloration, or distortion occur, remove the battery from this product and do not use it.
- Do not mix different types of batteries; this can cause fire or explosion.
Always use batteries from the same packages as a set. Do not mix old and new batteries.
- Do not install the batteries in the wrong direction.
Do not insert any foreign materials into the battery compartment.

When storing the battery

- When not using this product for a long period, remove the battery from the product and store it separately.
- Do not store the battery where the temperature or humidity is very high.

Safety Instructions

- ❑ Keep batteries out of the reach of children; they are choking hazards and are very dangerous if swallowed.

When disposing of the battery

**Warning:**

- ❑ *Be sure to completely cover the ends of the battery with tape to prevent combustion or explosion when disposing of it.*
- ❑ *Do not dispose of the battery as ordinary refuse. Instead, dispose of it in a collection or recycle box in accordance with local laws.*

When using the optional AC adapter

- ❑ Place the product close enough to the computer for the interface cable to reach it easily. Do not place or store the product or the AC adapter outdoors, near excessive dirt or dust, water, heat sources, or in locations subject to shocks, vibrations, high temperature or humidity, direct sunlight, strong light sources, or rapid changes in temperature or humidity.
- ❑ Do not use with wet hands.
- ❑ Place the product near an electrical outlet where the adapter can be easily unplugged.
- ❑ The AC adapter cord should be placed to avoid abrasions, cuts, fraying, crimping, and kinking. Do not place objects on top of the cord and do not allow the AC adapter or the cord to be stepped on or run over. Be particularly careful to keep the cord straight at the end.
- ❑ Use only the AC adapter model "SYS1319-1005". Using any other adapter could cause fire, electrical shock, or injury.
- ❑ The AC adapter model "SYS1319-1005" is designed for use with the product. 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.
- ❑ 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.

Safety Instructions

- If you are not going to use the product for a long period, be sure to unplug the AC adapter from the electrical outlet.

Restrictions on copying

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

Copying of the following items is prohibited by law:

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

Exercise caution when copying the following items:

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

Note:

Copying these items may also be prohibited by law.

Responsible use of copyrighted materials

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

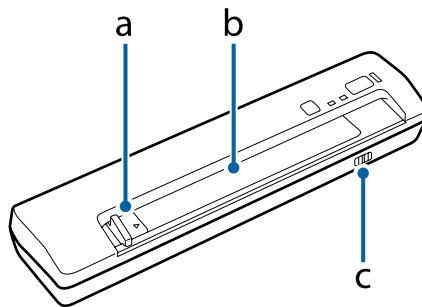
Restriction on disassembling and decompiling

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

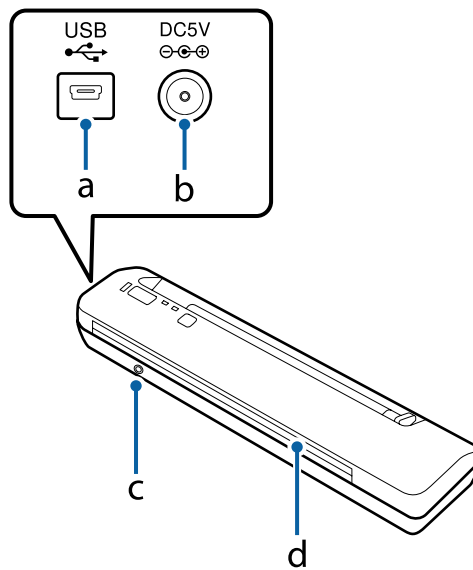
Getting to Know Your Product

Product Parts

Note:
Use all the items that came with your product.

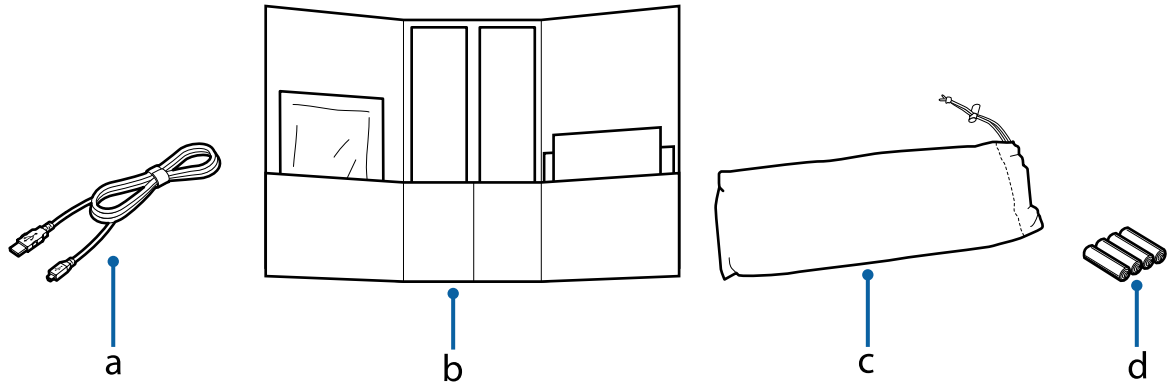


- a. edge guide
- b. input slot
- c. connection mode switch



- a. USB interface connector
- b. DC inlet
- c. **Connect** button
- d. output slot

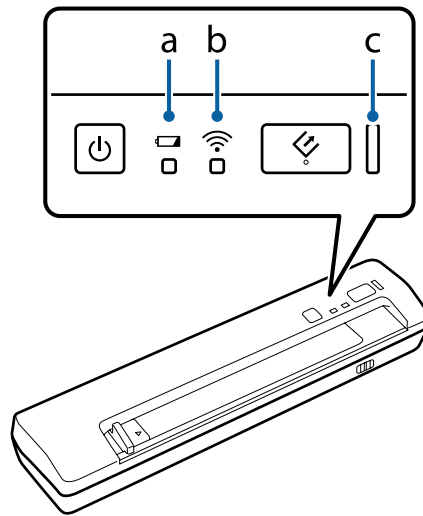
Getting to Know Your Product



- a. USB cable
- b. Accessory Kit
- c. Carrying bag
- d. AA size battery × 4

Status Light

The status light indicates whether the product is operating normally.



- a. Low battery light
- b. Wi-Fi light
- c. Ready light

Indicator status when connecting using a USB cable

Light	Indicator Status	Meaning
Ready (Blue)	On	The product is ready to scan.
	Flashing	<ul style="list-style-type: none"> ❑ The product is initializing or scanning. ❑ The product is being calibrated or cleaned.

Getting to Know Your Product

Light	Indicator Status	Meaning
Ready (Blue) and Wi-Fi (Blue)	Flashing (alternately)	The firmware is being updated.
	Flashing (simultaneously)	A paper jam has occurred. Set the document again. ➔ "Problems Indicated by Status Light" on page 44 If the lights continue to flash, a fatal error may have occurred. Contact your local dealer.
Ready (Blue), Wi-Fi (Blue), and Low battery (Amber)	Off	The product is off.

Note:

Remove the batteries from the product if you are going to use the product in USB mode for an extended period of time.

Indicator status when connecting using a wireless network

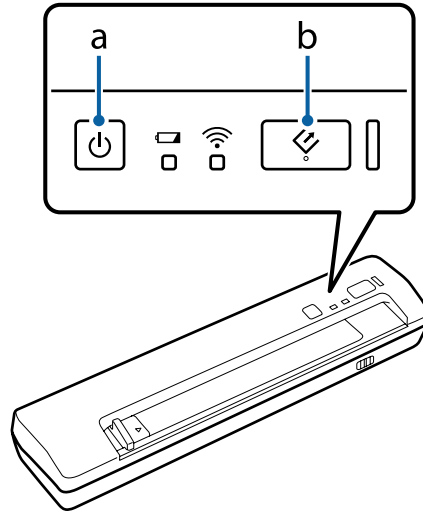
Light	Indicator Status	Meaning
Ready (Blue)	Flashing	<ul style="list-style-type: none"> ❑ The product is initializing. ❑ The product is being calibrated or cleaned.
Ready (Blue) and Wi-Fi (Blue)	On	The product is ready to scan or the product is in direct Wi-Fi connection mode.
	Ready is flashing and Wi-Fi is on	The product is scanning or connecting to a wireless network.
	Ready is on and Wi-Fi is flashing.	A Wi-Fi protected setup (WPS) error or an AOSS error has occurred. See the Troubleshooting section in the Network Guide for details on wireless connection problems.
	Flashing (alternately)	The product is in standby state for Wi-Fi connection or the firmware is being updated.
	Flashing (simultaneously)	A paper jam error has occurred. ➔ "Problems Indicated by Status Light" on page 44 If the lights continue to flash, a fatal error may have occurred. Contact your local dealer.
Wi-Fi (Blue)	Flashing	An AOSS security error has occurred. See the Troubleshooting section in the Network Guide for details on wireless connection problems.
Low battery (Amber)	On	The batteries are running low. Prepare new batteries.
Ready (Blue), Wi-Fi (Blue), and Low battery (Amber)	Off	The product is off.



Getting to Know Your Product



Button

The product has two buttons for scanning operations.

Before using these buttons, make sure you have installed your scanning software.



- a.  Power Button
- b.  Start Button

Button	Function
 Power Button	Turns the product on if held down until the Ready light turns on. Turns the product off if held down until the Ready light turns off.
 Start Button	Starts scanning.

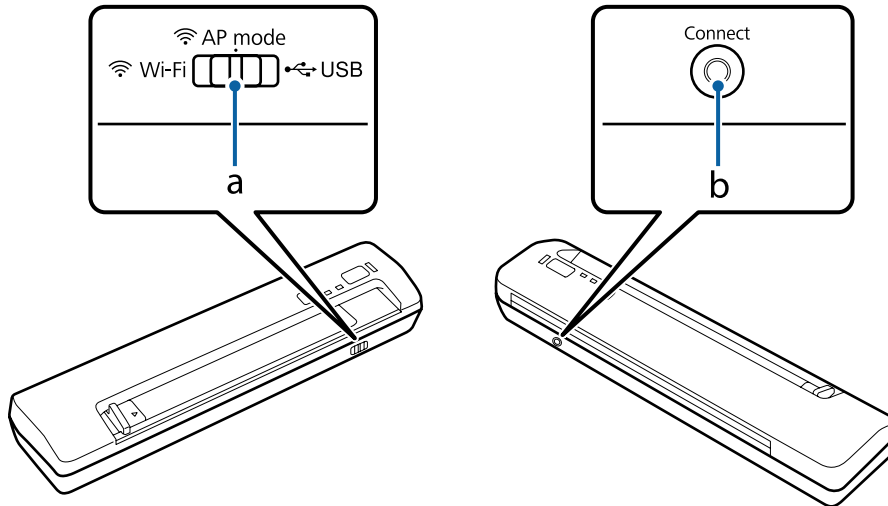
You can customize the Start button using Document Capture Pro/Document Capture.

➔ [“Document Capture Pro \(Windows\)/Document Capture \(Mac OS X\)”](#) on page 30

Getting to Know Your Product

Interface Switches

These switches are used to change the connection interface and the wireless connection setup.



- a. connection mode switch
- b. **Connect** button

Parts	Function	
Connection mode switch	Change the connection interface.	
	USB	Set to USB when connecting with a USB cable.
	AP mode	Set to AP mode when connecting using a direct Wi-Fi connection (access point mode). See Network Guide for more details.
	Wi-Fi	Set to Wi-Fi when connecting using infrastructure mode. See Network Guide for more details.
Connect button	Use this when setting up a wireless connection. See Network Guide for more details on wireless setup.	

Note:

- ❑ Make sure the connection mode switch is set to the correct position before you start scanning.
- ❑ Do not move the connection mode switch when the product is operating. If you move the switch, scanning will be canceled.
- ❑ If you move the connection mode switch when the product is on, turn off the scanner, set the connection mode switch to the correct position, and then turn the scanner back on.
 - ➔ [“Problems Indicated by Status Light” on page 44](#)

Getting to Know Your Product

Power Sources

Combinations of Power Source and Interface Connections

Depending on the interface connection you want to use, you can select from the following power sources.

Interface Connection	Power Source
USB	USB Bus Power
Wi-Fi	Four AA size batteries (Ni-MH, alkaline or lithium) or optional AC adapter (model SYS1319-1005)



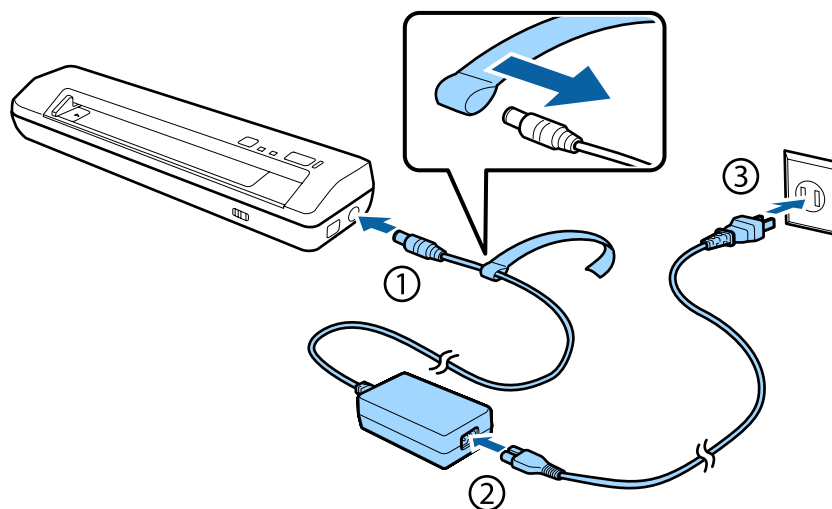
Warning:

- Do not mix different types of batteries.
- Always use batteries from the same package as a set. Do not mix old and new batteries.

Using the Optional AC Adapter

When scanning a lot of documents and sending them wirelessly, use the optional AC adapter so that you do not have to worry about the life of the batteries in the product.

Connect the AC adapter as shown below.



Warning:

Only use AC adapter Model SYS1319-1005 with this product. Do not use the AC adapter with any other electronic devices.

Note:

The AC adapter does not recharge batteries installed in the product.

Loading Document

Loading Document

Document Specifications

The following table provides a list of the paper you can load into the product.

Paper Size	Measurements
A4	210 × 297 mm (8.3 × 11.7 inches)
Letter	215.9 × 279.4 mm (8.5 × 11 inches)
Legal	215.9 × 355.6 mm (8.5 × 14 inches)
B5	182 × 257 mm (7.2 × 10.1 inches)
A5	148.5 × 210 mm (5.8 × 8.3 inches)
B6	128 × 182 mm (5.0 × 7.2 inches)
A6	105 × 148.5 mm (4.1 × 5.8 inches)
A8	52 × 74 mm (2.0 × 2.9 inches)
Business card	-
Plastic card (including emboss card)* (Load it in landscape orientation)	85.6 × 54 mm (3.3 × 2.1 inches) up to 1.24 mm thickness

* For scanning of plastic cards with shiny surfaces, the results are not guaranteed.

Load only document that meet the following specifications.

Size	Width: 52 to 216 mm (2.0 to 8.5 inches) Length: 73.7 to 914.4 mm (2.9 to 36 inches)
Weight	35 to 270 g/m ² (0.1 to 0.6 lb/m ²)
Paper type	Plain paper, fine paper, recycled paper

Note:

- You can scan paper that is longer than 356 mm (14.2 inches) with a resolution of up to 300 dpi.
- The minimum paper size that can be scanned is 52 × 73.7 mm (2.0 × 2.9 inches) for portrait orientation and 85.6 × 54 mm (3.3 × 2.1 inches) for landscape orientation.

You cannot load the following documents:

- Thermal paper
- Coated paper
- Document with an uneven surface

Loading Document

- Photos
- Document with wet ink
- Ripped, wrinkled, or curled document
- Document with staples or paper clips (which may damage the paper source and the product)
- Document with holes (not including punched holes)
- Bound document
- Document with carbon paper on the back
- Non-paper document (such as a clear file)
- Transparent document
- Glossy document
- Carbon-less paper
- Perforated document
- Document with labels or stickers



Important:

Do not feed photos or valuable original artwork into the scanner directly. Misfeeding may wrinkle or damage the original.

Loading document



Caution:

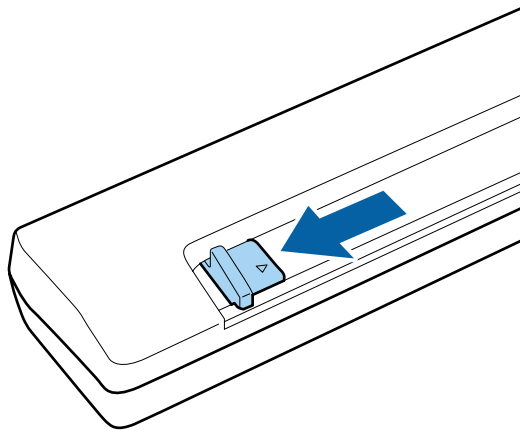
Do not feed valuable original artwork into the scanner. Misfeeding may wrinkle or damage the original.

Note:

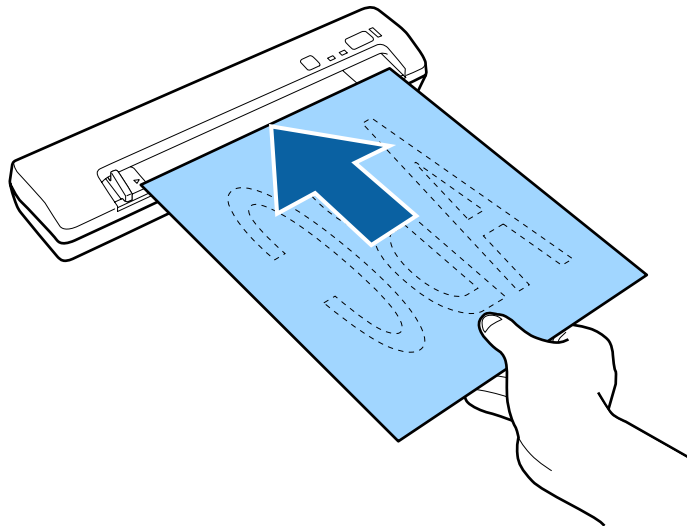
Make sure there is enough space around the scanner, and then load your document into the scanner.

Loading Document

- 1 Slide the edge guide on the input slot all the way to the left.



- 2 Load your document with the printed side face down and the document edge aligned with the right edge of the input slot until the top edge of the document is gripped by the product. If the product does not grip the document, try loading it again.



- 3 Slide the edge guides to fit the edge of the document.

Note:

- You can only load one sheet at a time into the product.
- If your document has punch holes, load it so that the holes are on the left of the Input slot.
- If the paper is not taken in correctly when previewing or scanning, try sliding the paper gently into the scanner.

This completes the procedure for loading document. See the following sections for more information on scanning the document.

- ➔ [“Scanning Using Document Capture Pro/Document Capture” on page 21](#)
- ➔ [“Scanning Using Epson Scan” on page 24](#)


Basic Scanning

This product allows you to start scanning from the product by pressing the button on the product, or from the scanning software on your computer.

Note:

- ❑ If the Connection setting in Epson Scan Settings is not correct, you cannot start scanning.
➔ [“Configuring the scanner driver” on page 31](#)
- ❑ If you are using the product with a direct Wi-Fi connection, your computer's Internet access could be disabled. In this situation, you can only send scanned data on your computer.


Scanning from the Button

You can start scanning by pressing the  Start button on the product using Document Capture Pro, Document Capture, or Epson Scan.

Note:

- ❑ Document Capture Pro and Document Capture do not support scanning from the button over a wireless connection.
- ❑ When using a wireless connection, launch Epson Scan on your computer before scanning.

- 1** Load the document.
➔ [“Loading document” on page 19](#)

- 2** Press the  Start button.

The scanning starts and the scanned image is saved or transferred.

When using Document Capture Pro or Document Capture, the product starts the job that was assigned in the Job Settings window.

- ➔ [“Assigning a Specified Scanning Setting to a Program” on page 27](#)

Scanning Using Document Capture Pro/Document Capture

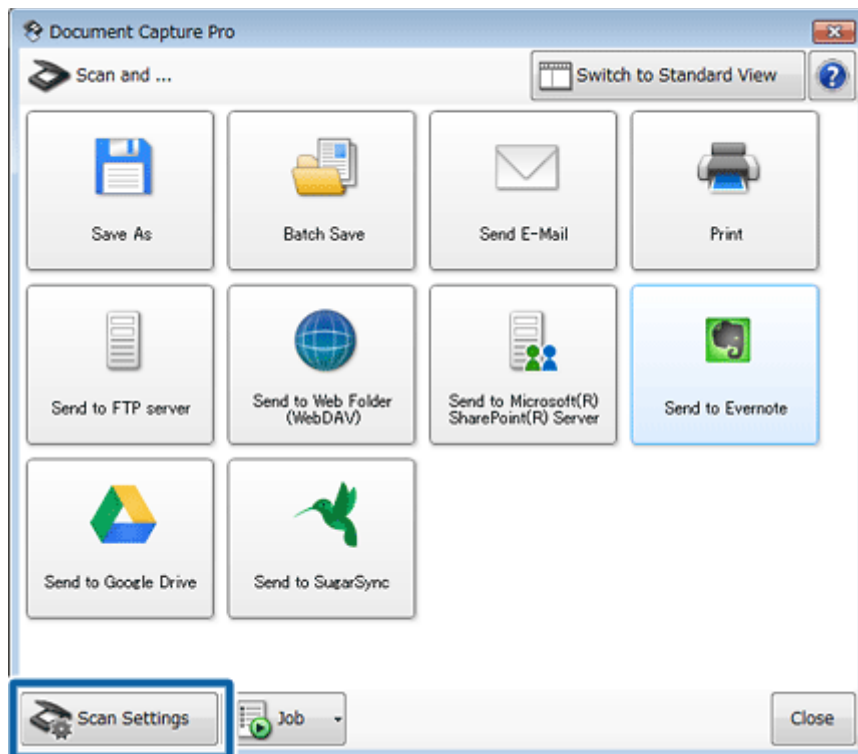
This section explains basic scanning procedures using Document Capture Pro/Document Capture.

See the Help for details on Document Capture Pro/Document Capture.

Basic Scanning

Windows

- 1 Load the document.
➔ [“Loading document” on page 19](#)
- 2 Start Document Capture Pro.
➔ [“Document Capture Pro \(Windows\)/Document Capture \(Mac OS X\)” on page 30](#)
- 3 Click **Scan Settings** on the Document Capture Pro Simple View window.

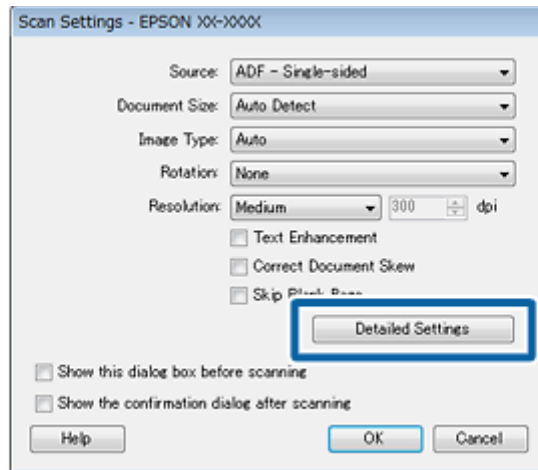


The Scan Settings window is displayed.

Basic Scanning

- 4** Make the necessary settings, and then click **OK**.

Click **Detailed Settings** if you want to make image quality settings and so on. The "EPSON Scan" scanner driver is displayed allowing you to make detailed settings.



- 5** Click one of the task icons for the destination or the operation you want to perform on the window.

The document is scanned and one of the following windows is displayed depending on the icon you selected; File Saving Options, Batch Save, Transfer Settings, or another window.

Note:

On the Batch Save window or the Transfer Settings window, click **File Name & Separation Settings**, and then select **Apply job separation** to sort the documents into separate files by using a variety of detection methods such as barcodes or text in the scanned images.

- 6** Make the necessary settings on the window, and then click **Send** or **OK**.

Follow the on-screen instructions.

The scanned images is saved or transferred, or processed as you wanted.

Mac OS X

Note:

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

- 1** Load the document.

➔ ["Loading document" on page 19](#)

- 2** Start Document Capture.

➔ ["Document Capture Pro \(Windows\)/Document Capture \(Mac OS X\)" on page 30](#)

Basic Scanning

3 Click  (Scan) icon.

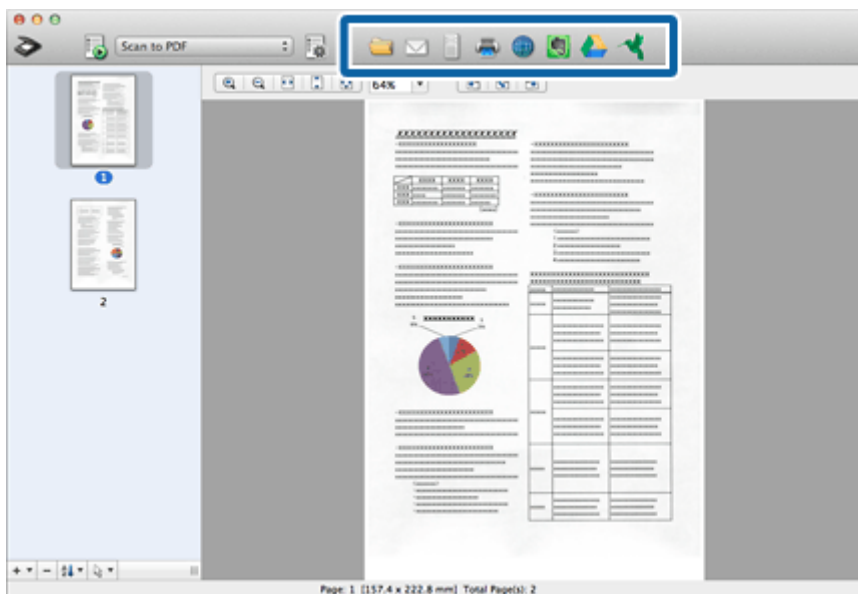
4 Set all of the items, and then click **Scan**.

If you want to make detailed settings such as image quality, select **Displays the EPSON Scan Setup Screen** in Scan from the menu.

The scanned document is displayed in Document Capture.

5 Check the scanned images (pages), and then edit as necessary.

6 When you have finished checking the image, click the destination icon.



7 Make settings for each item, and then click **OK** or **Send**.

The scanned images is saved or transferred, or processed as you wanted.

Scanning Using Epson Scan

This section explains basic scanning procedures using Epson Scan.

See the Help for details on Epson Scan.

Note:

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

1 Load the document.

➔ [“Loading document” on page 19](#)

Basic Scanning

2 Start Epson Scan.

➔ [“How to start” on page 31](#)

3 Make settings for each item in Main Settings.

4 Click **Preview**.

The Preview window displays the scanned image.



Important:

The document is ejected and the scanned image is displayed in the preview window. Reload the ejected document, and then scan again.

5 Click **Image Adjustment** tab, and then make adjustments to the image quality such as the brightness.

See the Help for details on Epson Scan.

6 Click **Scan**.

7 In the File Save Settings window, select the Type setting and click **OK**.

Note:

*If the **Show this dialog box before next scan** check box is cleared, Epson Scan starts scanning immediately without displaying the File Save Settings window.*

The scanned image is saved to the folder you specified.

Various Types of Scanning

Scanning to SharePoint or Cloud Service

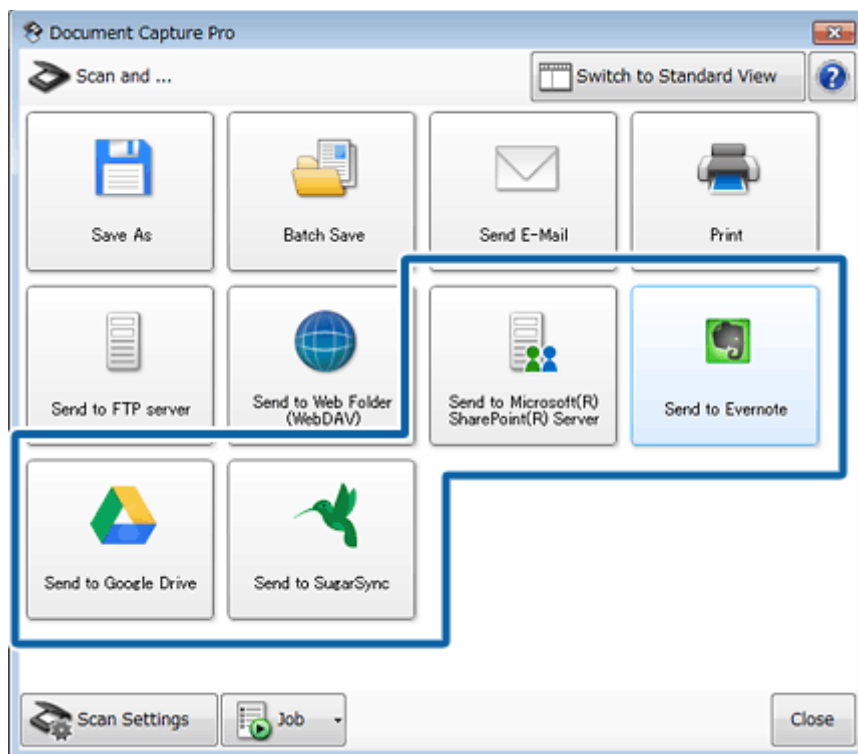
You can upload scanned images to a SharePoint Server or Cloud Service.

Note:

Create a cloud service account before using this function.

Windows

- 1 Start Document Capture Pro.
 - ➔ “Windows” on page 22 steps 1 to 3
- 2 On the Simple View window of Document Capture Pro, click the task icon.
 - See the Help for details on Document Capture Pro.



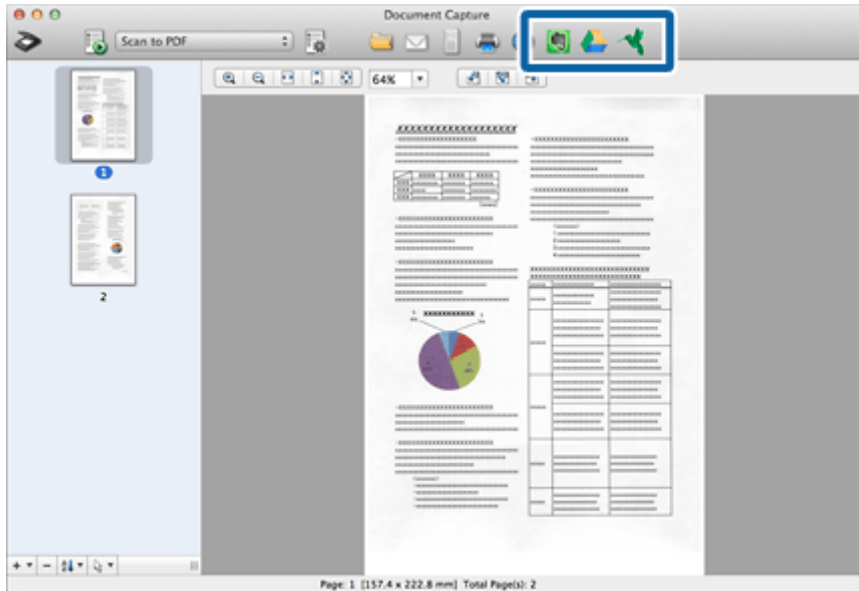
- 3 On the Transfer Settings window, make settings for each item and then click **Send**.

The image is uploaded to the target server.

Mac OS X

Various Types of Scanning

- 1 Start Document Capture and scan your document.
 ➔ “Mac OS X” on page 23 steps 1 to 5
- 2 On the Main window of Document Capture, click the destination icon.
 See the Help for details on Document Capture.






- 3 On the settings window, make settings for each item and then click **Send**.

The image is uploaded to the target server.


Assigning a Specified Scanning Setting to a Program

When using a USB connection, by registering a specific scanning operation to a scanner button, you can perform that operation by simply pressing the scanner button.

You can also register settings, such as separator processing, save format, and save as/destination.

- 1 Start Document Capture Pro/Document Capture.
 ➔ “Document Capture Pro (Windows)/Document Capture (Mac OS X)” on page 30
- 2 Windows
 Click the  (**Job**) button on the Document Capture Pro Simple View window, and then click the  (**Manage Job**) icon from the list.
 Mac OS X
 Click the  (**Manage Job**) icon on the main window of Document Capture.

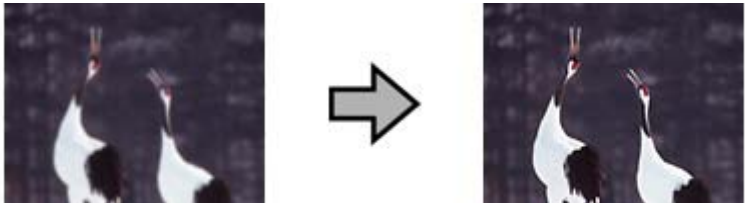
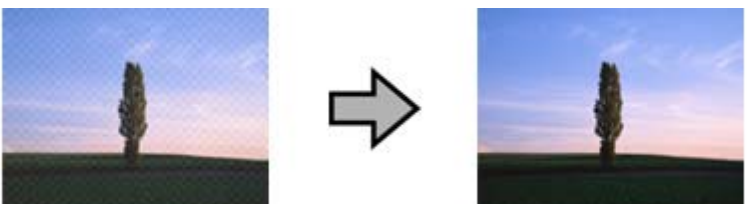
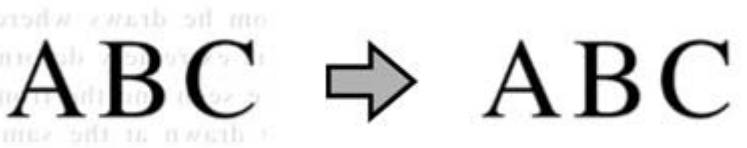
Various Types of Scanning

- 3 On the Job Management window, click **Add** or the + icon.
- 4 Make settings for **Job Name**, **Scan**, **Output**, and **Destination** on the Job Settings window, and then click **OK**.
See the Help for details on Document Capture Pro/Document Capture.
- 5 Click **Event Settings** on the Job Management window.
For Mac OS X, click the  icon at the bottom of the screen.
- 6 Click the job name to select the job you want to assign from the pull-down menu.
- 7 Click **OK** on the Job Management window.

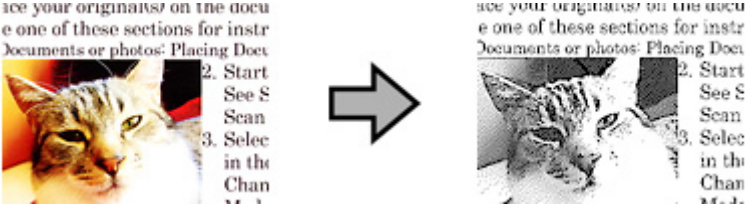
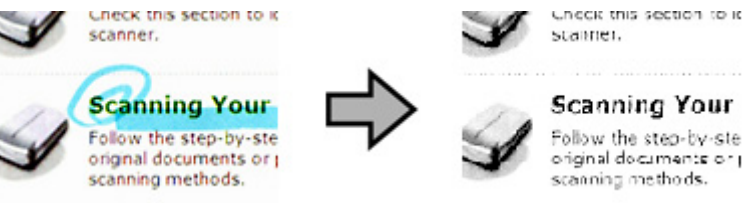

➔ [“Scanning from the Button” on page 21](#)

Adjusting the Scanned Image

Epson Scan offers a variety of settings for improving color, sharpness, and other aspects affecting image quality.

<p>Unsharp Mask</p>	<p>Sharpens the edges of image areas.</p> 
<p>Descreening</p>	<p>A ripple or cross-hatch pattern (known as moiré) may appear in a scanned image of a printed document.</p> 
<p>Text Enhancement</p>	<p>Enhances text recognition when scanning text document.</p> 

Various Types of Scanning

<p>Auto Area Segmentation</p>	<p>Scans text in Black&White and applies grayscale to any images in the document.</p> 
<p>Dropout</p>	<p>Scans without the selected color.</p> 
<p>Color Enhance</p>	<p>Enhances the selected color.</p> 

See the Help for details on Epson Scan.

Software Information

Document Capture Pro (Windows)/Document Capture (Mac OS X)

This software allows you to rearrange pages or correct rotation for image data, and then save the data, send it by e-mail, send it to a server, or send it to a cloud service.

You can also register frequently used scanning settings to simplify scanning operations.

How to start

Windows 8.1/ Windows 8:

Start screen > Apps > Epson Software > Document Capture Pro

Windows 7/ Windows Vista/ Windows XP:

Select Start > All Programs or Programs > Epson Software > Document Capture Pro.

Mac OS X:

Select Applications > Epson Software > Document Capture.

How to access the help

See the software's Help for more information on using the software and its functions.

Windows

To display the Help, click  at the top-right of the Simple View window, or select Help from the menu at the top-right of the Standard View window.

Mac OS X

To display the Help, select **Help** from the menu at the top-right of the software screen.

Epson Scan Driver

This software lets you control all aspects of scanning. You can use this as a standalone scanning program or use it with another TWAIN-compliant scanning program.

Software Information

How to start

Windows 8.1/ Windows 8:

Start screen > Apps > EPSON > EPSON Scan

Windows 7/ Windows Vista/ Windows XP:

Select Start > All Programs or Programs > EPSON > EPSON Scan > EPSON Scan.

Mac OS X:

Select Applications > Epson Software > EPSON Scan.

How to access the help

Click the **Help** button on the Epson Scan driver.

Configuring the scanner driver

If you are setting up the product without the CD installer, or if you want to use the product by switching the connection method between USB and wireless, you need to configure software on your computer.

Check the following items before you start.

- If you want to use the product wirelessly when there are multiple scanners in your network, you need the IP address of the product you want to use. See Network Guide for details.
- Your product is turned on, and if you want to use a wireless connection, your product is connected to a wireless network.

Note for Windows:

Log in as a user with administrator's authority, and then install. If you are asked to enter an administrator's password, enter the password, and then continue with the operations.

Note for Mac OS X:

- Do not use the Fast User Switching function while using your scanner.
- You must log on to a Computer Administrator account.

1

Start Epson Scan Settings.

Windows 8.1/Windows 8:

Start screen > Apps > EPSON > EPSON Scan Settings

Windows 7/Windows Vista/Windows XP:

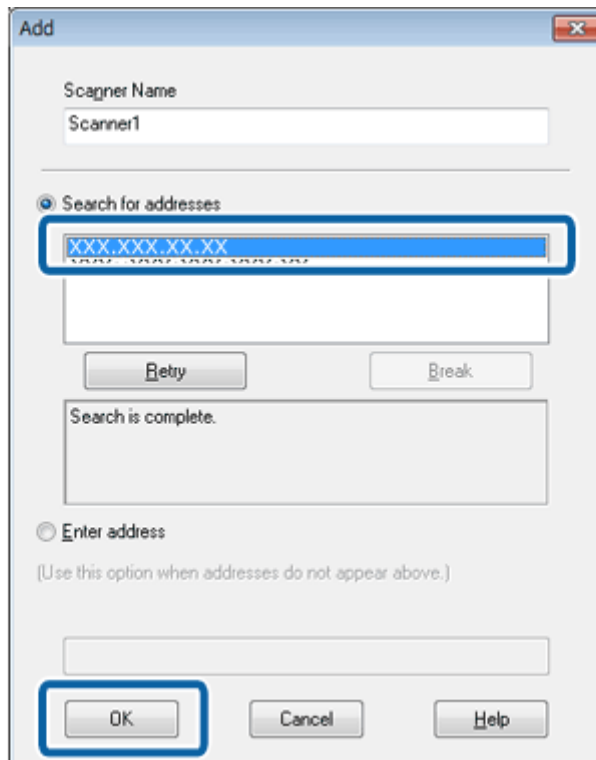
Start > All Programs or Programs > EPSON > EPSON Scan > EPSON Scan Settings

Mac OS X:

Select Applications > Epson Software > EPSON Scan Settings.

Software Information

- 2 Select your scanner from the **Select Scanner** drop-down list.
- 3 If you want to use the product using a wireless connection, select Network and then Add; if you want to use the product using a USB connection, select Local.
If you are using a USB connection, skip step 4 and go to step 5.
- 4 In the Add window, choose the product's IP address under Search for addresses. Then click **OK**.



Note:

You can add the product's IP address manually.
Select **Enter address**, type in the address, and then click **OK**.

- 5 In the Epson Scan Settings window, click **Test** to check the connection. If everything works properly, you see a successful connection message appears.
- 6 Click **OK** to save the settings.

EpsonNet Config

This software allows advanced users to configure the network interface of the Epson product and use it on the network.

Software Information

How to start

Windows 8.1/ Windows 8:

Start screen > Apps > EpsonNet > EpsonNet Config

Windows 7/ Windows Vista/ Windows XP:

Select Start > All Programs or Programs > EpsonNet > EpsonNet Config VX* > EpsonNet Config

Mac OS X:

Select Applications > Epson Software > EpsonNet > EpsonNet Config VX* > EpsonNet Config.

* Where "X" is the software version.

How to access the help

Select **Help** from the menu on the software screen.

Epson DocumentScan

Epson DocumentScan is an application for iOS and Android. Epson DocumentScan allows you to wirelessly scan to your product from your smartphone or tablet.

For more information, search for "Epson DocumentScan" on the App Store or on Google Play and check the application page.

After installing Epson DocumentScan, follow the on-screen instructions to setup your product.

Note:

Epson DocumentScan does not support USB connection.

Another Scanning Software

Presto! BizCard

You can scan business cards and convert them to editable text using the Presto! BizCard software that came with your scanner.

How to start

Windows 8.1/ Windows 8:

Start screen > Apps > NewSoft > Presto! BizCard

Software Information

❑ Windows 7/ Windows Vista/ Windows XP:

Select **Start > All Programs** or **Programs > NewSoft > Presto! BizCard > Presto! BizCard**.

❑ Mac OS X:

Select **Applications > Presto! BizCard > Presto! BizCard**.

How to access the help

See the software's Help for more information on using the software and its functions. To display the Help, select it from the software's Help menu.

Checking and Installing Your Software

Checking the software installed on your computer

To use the functions described in this User's Guide, you need to install the following software.

❑ Epson Driver and Utilities

❑ Document Capture Pro/Document Capture

Follow the steps below to check that the software is installed on your computer.

Windows

1

Do one of the following:

Windows 8.1/ Windows 8:

Select **Desktop**, **Settings** charm, and **Control Panel**.

Windows 7/ Windows Vista/ Windows XP:

Select **Start** and select **Control Panel**.

2

Do one of the following:

Windows 8.1/ Windows 8/ Windows 7/ Windows Vista:

Click **Uninstall a program** from the Programs category.

Windows XP:

Double-click the **Add or Remove Programs** icon.

3

Check the list of currently installed programs.

Mac OS X

1

Double-click **Macintosh HD**.

Software Information

- 2 Double-click the **Epson Software** folder in the Applications folder and check the contents.

Note:

The Applications folder contains software provided by third parties.

Installing the software

Insert the product software disk that came with your product and select the software you want to install on the Software Select screen.

If you are using Mac OS X, or if your computer does not have a CD/DVD drive, go to the following Epson website to download and install the software.

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

Uninstalling Your Software

You may need to uninstall and then reinstall your software to solve certain problems or if you upgrade your operating system.

Windows

Note:

- For Windows 8.1, Windows 8, Windows 7 and Windows Vista, you need an administrator account and password if you log on as a standard user.
- For Windows XP, you must log on to a Computer Administrator account.

- 1 Turn off the product.
- 2 Disconnect the product's interface cable from your computer.
- 3 Display the software list.
Windows 8.1/ Windows 8:
Select **Desktop**, **Settings** charm, and **Control Panel**. Select **Uninstall a program** from the Programs category.
Windows 7/ Windows Vista:
Select **Start** and select **Control Panel**. Click **Uninstall a program** from the Programs category.
Windows XP:
Select **Start** and select **Control Panel**. Double-click the **Add or Remove Programs** icon.
- 4 Select the software you want to uninstall from the list displayed.

Software Information

5 Uninstall the software.

Windows 8.1/ Windows 8/ Windows 7:
Click **Uninstall/Change**.

Windows Vista:

Click **Uninstall/Change**, and then click **Continue** in the User Account Control window.

Windows XP:

Click **Change/Remove**.

6 When the confirmation window appears, click **Yes**.
Follow the on-screen instructions.

A message may appear to prompt you to restart your computer. If so, make sure **I want to restart my computer now** is selected, and then click **Finish**.

Mac OS X

Note:

- To uninstall your software you need to download the Uninstaller.
Access the site at:
<http://www.epson.com>
Next, select the support section of your local Epson Web site.
- To uninstall applications, you must log on to a Computer Administrator account.
You cannot uninstall programs if you log on as a limited account user.
- Depending on the application, the Uninstaller may be separated from the Installer.

1 Quit all running applications.

2 Double-click the **Uninstaller** icon in your Mac OS X hard drive.

3 Select the check boxes for the software you want to uninstall, such as the printer driver and the application, from the list displayed.

4 Click **Uninstall**.

5 Follow the on-screen instructions.

If you cannot find the software you want to uninstall in the Uninstaller window, double-click the **Applications** folder in your Mac OS X hard drive, select the application you want to uninstall, and then drag it to the **Trash** icon.

Note:

If you uninstall the scanner driver but the name of your product still remains in *Printers & Scanners* (for Mac OS X 10.9), *Print & Scan* (for Mac OS X 10.8 or 10.7), or *Print & Fax* (for Mac OS X 10.6 or 10.5), select the name of your product, and then click the - **remove** button.

Maintenance

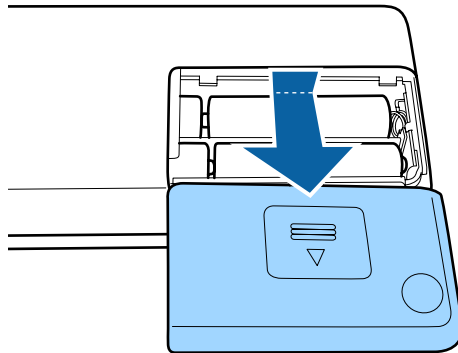
Replacing the Batteries

When the Low battery light turns on, although you may be able to scan a few more pages, you should replace the batteries with new or fully charged ones.

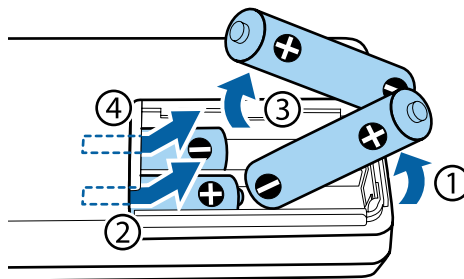
Note:

You can use four AA size Ni-MH, alkaline, or lithium batteries.

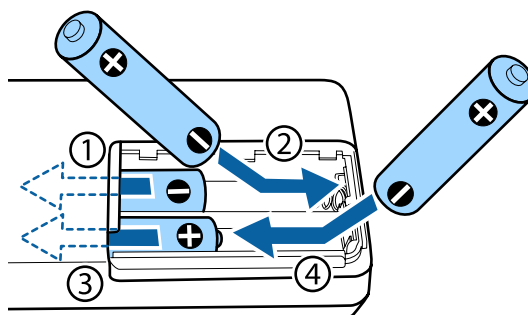
- 1 Slide the battery cover to remove it.



- 2 Remove the batteries from the compartment.

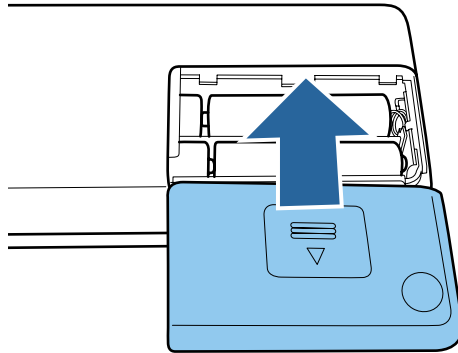


- 3 Insert the batteries matching the positive and negative terminals of the batteries and the marks inside the battery compartment.



Maintenance

- 4** Slide in the battery cover and close it firmly.



Warning:

- Make sure the positive and negative terminals of the batteries are installed in the correct direction.
- When changing the batteries, change all four at the same time and use the same type.
- When disposing of batteries, make sure you completely cover the ends of the batteries with tape to prevent combustion or explosion.
- Do not dispose of batteries as general waste. Dispose of them in a collection or recycle box in accordance with your local laws and regulations.

Cleaning the Product

To keep your product operating at its best, follow the steps below to clean it periodically.



Important:

- Never use thinner or corrosive solvent to clean the product. These chemicals can damage the product components and the case.
- Be careful not to spill liquid into the product mechanism or electronic components. This could permanently damage the mechanism and circuitry.
- Do not spray lubricants to the product.
- Never open the product case.

- 1** Turn off the product.
- 2** Unplug the USB cable from the product and your computer, or AC adapter from the product if you use it.
- 3** Wipe off any dirt on the outer case with a soft cloth.

Note:

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

Maintenance

Cleaning inside the scanner

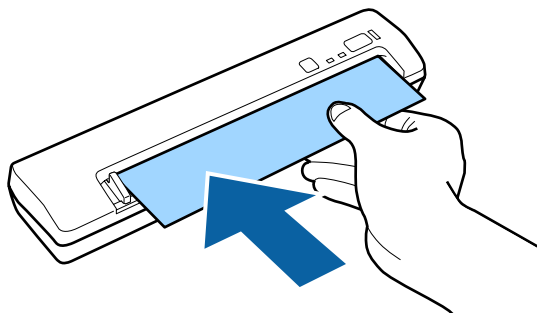
When scanned images have streaks or when scanned documents become dirty, clean inside the scanner.

! Important:

- ❑ Only use the Cleaning sheet (wet) and the Cleaning sheet (dry) supplied with your product, otherwise scanner components could be damaged.
- ❑ Be careful not to spill liquid into the scanner mechanism or electronic components. This could permanently damage the mechanism and circuitry.
- ❑ Do not spray lubricants inside the scanner.

1 Make sure that the product is connected to your computer and turned on.

2 Load the Cleaning sheet (dry) into the product.



3 Start Epson Scan settings.

Windows 8.1/ Windows 8:

Start screen > Apps > EPSON > EPSON Scan Settings

Windows 7/ Windows Vista/ Windows XP:

Start > All Programs or Programs > EPSON > EPSON Scan > EPSON Scan Settings.

Mac OS X:

Select **Applications > Epson Software > EPSON Scan Settings.**

4 Click the **Maintenance** button.

5 Click the **Cleaning** button on the Maintenance window.

Cleaning starts. Wait about 30 seconds.

The Cleaning sheet (dry) is ejected automatically when cleaning is complete. Return the Cleaning sheet (dry) to its storage pouch.

Try repeating this procedure if the scanner is not cleaned at the first attempt.

Maintenance

Note:

- ❑ If dirt still remains, try using the Cleaning sheet (wet) supplied with your product. Remove the Cleaning sheet (wet) from its bag, unfold it, and then follow the same steps as when cleaning the product using the Cleaning sheet (dry). The Cleaning sheet (wet) can only be used once. If you cannot clean the product using the Cleaning sheet (wet), contact your Epson dealer. Do not disassemble your product. The best before date for the Cleaning sheet (wet) is approximately three years from the production date printed on the package.
- ❑ The Cleaning sheet (dry) can be used more than once. However, if it begins to lose its effect, purchase a new Cleaning sheet (dry).
- ❑ The Cleaning sheet (dry), Cleaning sheet (wet), and Calibration sheet are available as a Maintenance Sheet (Model number B12B818291) from your nearest Epson store.
- ❑ Cleaning does not start if the product's batteries are running low.

Scanner Adjustment using the Calibration Sheet

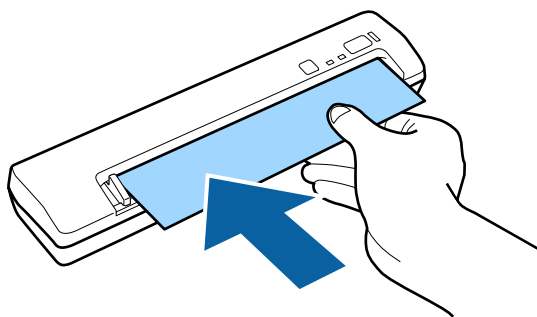
You can adjust the scanned image quality using the Calibration sheet supplied with your product.

Perform Calibration in the following situations.

- ❑ The results are blurred
- ❑ The colors differ from the original
- ❑ The density differs from the original
- ❑ Vertical lines appear in the results

1 Make sure that the product is connected to your computer.

2 Load the Calibration sheet into the product.



Note:

Before loading the Calibration sheet into the scanner, make sure there is no dust and dirt on the Calibration sheet.

3 Start Epson Scan settings.

Windows 8.1/ Windows 8:

Start screen > **Apps** > **EPSON** > **EPSON Scan Settings**

Maintenance

Windows 7/ Windows Vista/ Windows XP:

Start > All Programs or Programs > EPSON > EPSON Scan > EPSON Scan Settings.

Mac OS X:

Select **Applications > Epson Software > EPSON Scan Settings.**

4

Click the **Maintenance** button.

5

Click the **Calibration** button on the Maintenance window.

Calibration starts. Wait about one minute.

The Calibration sheet is ejected automatically when Calibration is complete.

Note:

- If performing Calibration does not improve the image quality, contact your Epson dealer.*
- The Calibration sheet can be used more than once.*
- The Cleaning sheet (dry), Cleaning sheet (wet), and Calibration sheet are available as a Maintenance Sheet (Model number B12B818291) from your nearest Epson store.*
- Calibration does not start if the product's batteries are running low.*

Energy Saving

The product turns off automatically if no operations are performed for the selected period. You can adjust the time before power management is applied. Any increase will affect the product's energy efficiency. Consider the environment before making any changes.

Note:

Even though this function works when using a USB connection or a wireless connection, it can only be set over a USB connection.

Follow the steps below to adjust the time.

1

Start Epson Scan Settings.

Windows 8.1/ Windows 8:

Start screen > Apps > EPSON > EPSON Scan Settings

Windows 7/ Windows Vista/ Windows XP:

Start > All Programs or Programs > EPSON > EPSON Scan > EPSON Scan Settings.

Mac OS X:

Select **Applications > Epson Software > EPSON Scan Settings.**

2

Click **Energy Saving**.

Maintenance

- 3 Set the Power Off Timer, and then click OK.

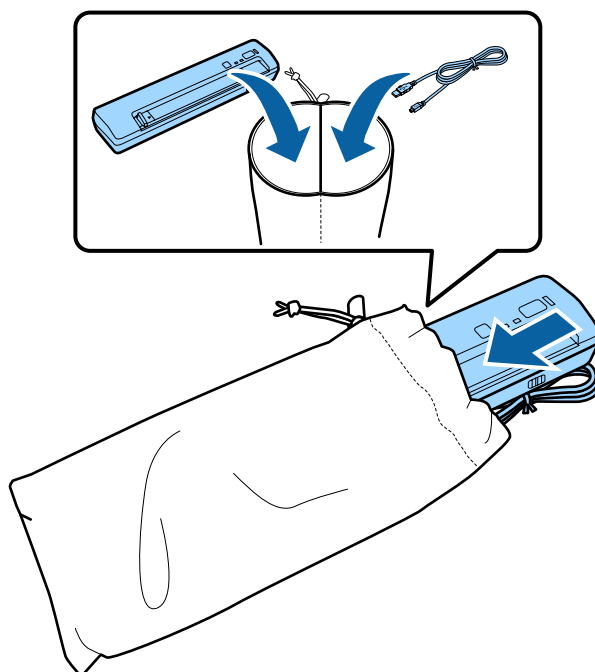
Note:

The Power Off Timer is set for 5 minutes as default. If you want to turn off the Power Off Timer, set it to 0.

Transporting the Product

If you need to transport your scanner some distance, carefully prepare and repack it as described below.

- 1 Turn off the product, and then unplug any cables, such as a USB cable or the optional AC adapter.
- 2 Store the product and the USB cable in the case supplied with the product.



Updating the Firmware

Check the Epson website for the latest firmware update releases. If there is no firmware information on the website, you are already using the latest firmware.

➔ <http://www.epson.com>

**Important:**

Do not turn off the product while the firmware is updating. If the product is turned off, the firmware may not be updated correctly, or your product could be damaged and have to be repaired.

Maintenance

Note:

There are two types of firmware for the product; the scanner's main firmware and the Wi-Fi module firmware. To update your firmware, follow the instructions in the firmware release information.

See the following section to check the firmware version.

➔ [“Checking the scanner's main firmware version” on page 43](#)

➔ [“Checking the Wi-Fi module firmware version” on page 43](#)

Checking the scanner's main firmware version

1 Start Epson Scan Settings.

Windows 8.1/Windows 8:

Start screen > Apps > EPSON > EPSON Scan Settings

Windows 7/Windows Vista/Windows XP:

Start > All Programs or Programs > EPSON > EPSON Scan > EPSON Scan Settings

Mac OS X:

Select Applications > Epson Software > EPSON Scan Settings.

2 Click Test.

Checking the Wi-Fi module firmware version

1 Start EpsonNet Config.

➔ [“How to start” on page 33](#)

2 Select your scanner, and then click **Configuration**.

3 Select **Network Interface - Information - Basic**.

4 Click **Software Information...**

5 Check the version of the Firmware in the Package Category and the version of the NW Kernel FW in the Others Category.

Troubleshooting

Problems Turning on or off the Product

- ❑ If you are using a USB connection, make sure the connection mode switch is set to USB.
➔ [“Interface Switches” on page 16](#)
- ❑ If you are using a wireless connection, make sure the batteries are installed or the optional AC adapter is connected.
➔ [“Power Sources” on page 17](#)
- ❑ The product turns off automatically if no operations are performed for the selected period. You can adjust the time before power management is applied. Press the power button to turn the power on.
➔ [“Energy Saving” on page 41](#)

Problems Indicated by Status Light

- ❑ Make sure the batteries have enough power.
- ❑ Make sure there is no jammed paper.
- ❑ Make sure the product is connected to your computer properly.
Turn off the product, check that the connection mode switch is set to the correct position, and then turn it on again.
➔ [“Interface Switches” on page 16](#)
If this does not solve the problem, see the Network Guide for details on wireless connection problems.
- ❑ Turn off the product and turn it on again. If the problem is not solved, the product may be malfunctioning, or the light source in the scanner unit may need to be replaced. Contact your dealer.
- ❑ Check that the batteries are installed correctly in the product.
- ❑ Contact your dealer if you cannot clear the error.

Problems When Starting a Scan

- ❑ Make sure the connection mode switch is set correctly.
➔ [“Interface Switches” on page 16](#)
- ❑ Make sure the scanning software is fully installed.
See the paper manual for instructions on installing the scanning software.
- ❑ Make sure the correct connection setting is selected in Epson Scan Settings.
If you want to use a USB connection, select Local; if you want to use a wireless connection, select Network.
➔ [“Configuring the scanner driver” on page 31](#)
- ❑ Check the status of the lights and make sure the product is ready to scan.

Troubleshooting

- ❑ If you are using a USB connection, make sure the USB cable is securely connected to the product and your computer.
- ❑ If you are using the optional AC adapter, check that the electrical outlet is working. Plug another device into the electrical outlet and check that you can turn the power on.
- ❑ Make sure you select the correct product if a scanner list is displayed when starting to scan.
- ❑ If you are using a USB connection, connect the product directly to the computer's external USB port or through one USB hub only. The product may not work properly when connected to the computer through more than one USB hub. If the problem persists, try connecting the product directly to the computer.
- ❑ If you are using a USB connection and more than one product is connected to your computer it may not work. Connect only the product you want to use, and then try scanning again.
- ❑ If the Low battery light is on, replace the batteries with new ones.
- ❑ If the scanning software does not work properly, uninstall the software first and then reinstall it as described in the paper manual.
 - ➔ ["Uninstalling Your Software" on page 35](#)
- ❑ Mac OS X:
For Macintosh computers with Intel CPUs, the scanner driver you are using may not operate correctly if other Epson scanner drivers (Rosetta/PPC editions) are installed. Remove the other drivers, and then install the scanner driver you want to use.

Using the button

Depending on the product, the scanning function may not be available when using the button.

- ❑ Check if you have assigned a program to the button.
 - ➔ ["Assigning a Specified Scanning Setting to a Program" on page 27](#)
- ❑ Check that compatible scanning software is installed.
 - ➔ ["Checking the software installed on your computer" on page 34](#)
- ❑ When using a wireless connection, launch Epson Scan on your computer before scanning from the product button. If you want to use Document Capture Pro or Document Capture, you need to use a USB connection.
- ❑ Mac OS X:
Make sure you are logged on as the user who installed the scanning software. Other users must first start Epson Scanner Monitor in the Applications folder and then press a button to scan.

Using a wireless connection

See the Network Guide for details on wireless connection problems.

Troubleshooting

How to unblock Document Capture Pro

1

Display the Control Panel.

Windows 8.1/ Windows 8:

Select **Desktop**, **Settings** charm, and **Control Panel**.

Windows 7/ Windows Vista/ Windows XP:

Select **Start** and select **Control Panel**.

2

Display the Firewall settings window.

Windows 8.1/ Windows 8/ Windows 7:

Select **System and Security**.

Select **Allow a program through Windows Firewall**.

Windows Vista:

Select **Security**.

Select **Allow a program through Windows Firewall**.

Windows XP:

Select **Security Center**.

Select **Windows Firewall**.

3

Select **EEventManager Application** from the list.

Epson Event Manager is installed with Document Capture Pro.

Windows 8.1/ Windows 8/ Windows 7:

Confirm that the check box for **EEventManager Application** is selected in the Allowed programs and features list.

Windows Vista:

Click the **Exceptions** tab, and then confirm that the check box for **EEventManager Application** is selected in the Program or port list.

Windows XP:

Click the **Exceptions** tab, and then confirm that the check box for **EEventManager Application** is selected in the Programs and Services list.

4

Click **OK**.

Using scanning software other than Epson Scan driver

- If you are using any TWAIN-compliant programs, make sure that the correct product is selected as the Scanner or Source setting.
- If you cannot scan using any TWAIN-compliant scanning programs, uninstall the TWAIN-compliant scanning program and then reinstall it.
 - ➔ [“Uninstalling Your Software” on page 35](#)

Problems When Feeding Paper

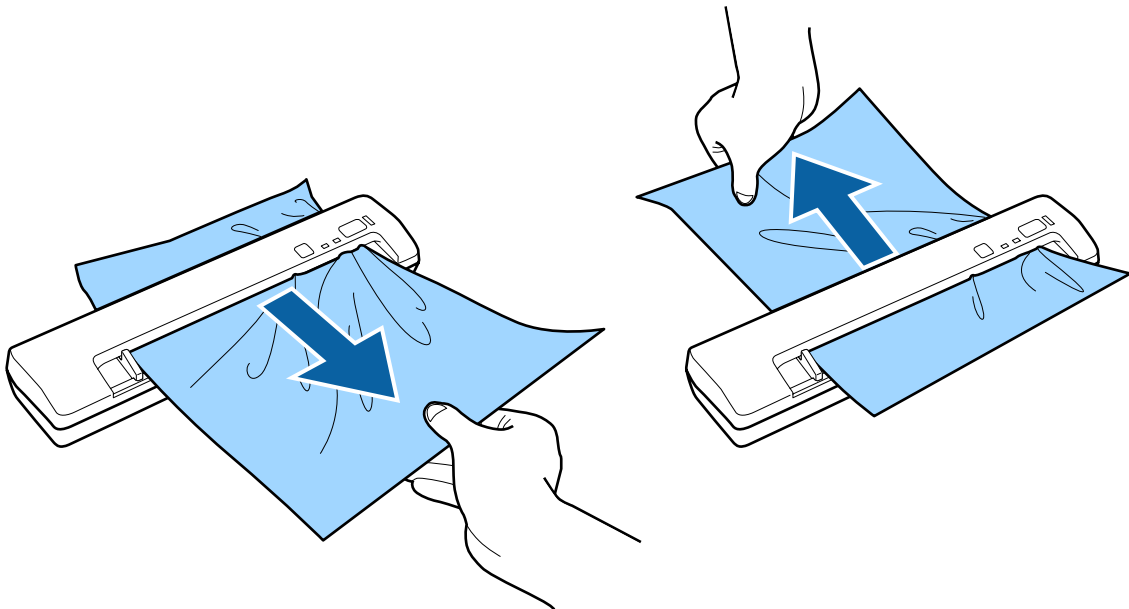
The paper gets dirty

Clean the interior of the product.

➔ [“Cleaning inside the scanner” on page 39](#)

Paper jams in the product

If paper jams inside the product, turn off the product. Next, slowly remove the jammed paper gently pulling it in which ever direction offers the least resistance.



Note:

- If a piece of paper gets stuck in the roller and remains inside the scanner, remove it slowly with a pair of tweezers in the direction of the output slot. If you cannot remove it, contact your local dealer.
- Do not pull the jammed paper too forcefully, otherwise the document may be damaged slightly.

Problems With Scanning Time

- Computers with Hi-Speed external USB ports can scan faster than those with external USB ports. If you are using a Hi-Speed external USB port with your product, make sure it meets the system requirements.
 - ➔ [“System Requirements” on page 60](#)
- Scanning at a high resolution takes a long time.

Troubleshooting

- When using security software, exclude the TWAIN.log file from monitoring, or set the TWAIN.log as a read-only file. For more information on your security software's functions, see the help and so on supplied with the software. The TWAIN.log file is saved in the following locations.

Windows XP:

C:\Documents and Settings*(user name)*\Local Settings\Temp

Windows 8.1/ Windows 8/ Windows 7/ Windows Vista:

C:\Users*(user name)*\AppData\Local\Temp

Problems With Scanned Images

Scan quality is unsatisfactory

Scan quality can be improved by changing the current settings or adjusting the scanned image.

- ➔ [“Adjusting the Scanned Image” on page 28](#)

An image on the back of your original appears in your scanned image

When scanning thin paper, images on the back may be visible to the product and appear in your scanned image.

- Make sure the Document Type and Image Type settings are correct for your original.
- Select **Text Enhancement** as the image quality setting from the scanning software.

Characters are blurred

- Select **Text Enhancement** as the image quality setting from the scanning software.
- When the Image Type is Black&White, select **Threshold** setting as the image quality setting from the scanning software.
- Increase the resolution setting.

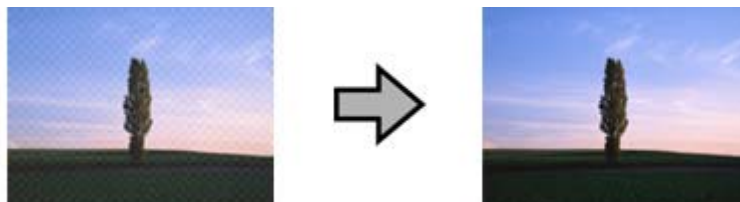
Characters are not recognized when converted into editable text (OCR)

- Make sure the document lies perfectly straight in the input slot.
- Select the **Text Enhancement** check box.
- Adjust the Threshold setting. Select **Black & White** as the Image Type setting. Then try adjusting the Threshold setting.
- Set the scanning resolution within 200 to 600 dpi.
- Check your OCR software manual to see if there are any settings you can adjust in your OCR software.

Troubleshooting

Ripple patterns appear in your scanned image

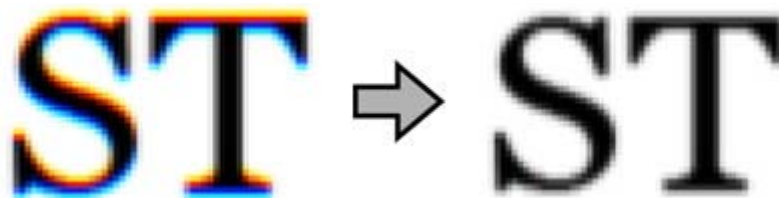
A ripple or cross-hatch pattern (known as moiré) may appear in a scanned image of a printed document.



- Select **Desccreening** on the Image Adjustment tab.
- Try changing the **Resolution** setting.

Color slip appears in your scanned image

Use Color Slip Reduction to improve this problem. This function may not provide perfect results.



See the Help for details on Epson Scan.

Uneven color, smears, dots, or straight lines appear in your image

- Clean the glass surface inside the scanner.
 - ➔ [“Cleaning inside the scanner” on page 39](#)
 If you still have the problem, the glass surface inside the scanner may be scratched. Contact your dealer for assistance.
- Make sure the scanning plastic card does not have shiny surfaces. If you scan plastic cards with shiny surfaces, a line may appear.
- Scanner components may need to be adjusted. Perform calibration.
 - ➔ [“Scanner Adjustment using the Calibration Sheet” on page 40](#)

Straight Lines in Your Image Come Out Crooked

Make sure the document lies perfectly straight in the input slot.

Your Image is Distorted or Blurred

- Make sure you do not move the document, or your scanner while scanning.
- Make sure the scanner is placed on a flat, stable surface.

Troubleshooting

Scanned Colors Differ From the Original Colors

Scanner components may need to be adjusted. Perform calibration.

➔ [“Scanner Adjustment using the Calibration Sheet” on page 40](#)

The scanning area is unsatisfactory

The edges of your original are not scanned

If the edges of your original are not scanned correctly, set the **Size** to **Auto Detect**, click the **Configuration** button, and then adjust the cropping area in **Crop Margins for Size “Auto”**.

Problems Remain After Trying All Solutions

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

Click **Configuration**, select the **Other** tab, and then click **Reset All**.

Where To Get Help

Technical Support Web Site

Epson's Technical Support Web Site provides help with problems that cannot be solved using the troubleshooting information in your product documentation. If you have a Web browser and can connect to the Internet, access the site at:

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

If you need the latest drivers, FAQs, manuals, or other downloadables, access the site at:

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

Then, select the support section of your local Epson Web site.

Contacting Epson Support

Before Contacting Epson

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

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

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

Help for Users in North America

Epson provides the technical support services listed below.

Where To Get Help

Internet Support

Visit Epson's support website at <http://epson.com/support> and select your product for solutions to common problems. You can download drivers and documentation, get FAQs and troubleshooting advice, or e-mail Epson with your questions.

Speak to a Support Representative

Dial: (562) 276-1300 (U.S.), or (905) 709-9475 (Canada), 6 am to 6 pm, Pacific Time, Monday through Friday. Days and hours of support are subject to change without notice. Toll or long distance charges may apply.

Before you call Epson for support, please have the following information ready:

- Product name
- Product serial number
- Proof of purchase (such as a store receipt) and date of purchase
- Computer configuration
- Description of the problem

Note:

For help using any other software on your system, see the documentation for that software for technical support information.

Purchase Supplies and Accessories

You can purchase genuine Epson ink cartridges, ribbon cartridges, paper, and accessories from an Epson authorized reseller. To find the nearest reseller, call 800-GO-EPSON (800-463-7766). Or you can purchase online at <http://www.epsonstore.com> (U.S. sales) or <http://www.epson.ca> (Canadian sales).

Help for Users in Latin America

Electronic support services are available 24 hours a day at the following web sites:

Service	Access
World Wide Web	From the Internet, you can reach Epson's Latin American web site at http://www.latin.epson.com In Brazil, you can reach Epson at http://www.epson.com.br

To speak with a support representative, call one of the numbers below:

Country	Telephone number
Argentina	(54 11) 5167-0300
Brazil	(55 11) 3956-6868
Chile	(56 2) 230-9500

Where To Get Help

Country	Telephone number
Colombia	(571) 523-5000
Costa Rica	(50 6) 2210-9555, (800) 377-6627
Mexico	(52 55) 1323-2052, 01-800-087-1080
Peru	(51 1) 418-0210
Venezuela	(58 212) 240-1111

Help for Users in Europe

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

Help for Users in Taiwan

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.com.tw>)

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

Epson HelpDesk (Phone: +0800212873)

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

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

Repair service center:

Telephone number	Fax number	Address
02-23416969	02-23417070	No.20, Beiping E. Rd., Zhongzheng Dist., Taipei City 100, Taiwan
02-27491234	02-27495955	1F., No.16, Sec. 5, Nanjing E. Rd., Songshan Dist., Taipei City 105, Taiwan
02-32340688	02-32340699	No.1, Ln. 359, Sec. 2, Zhongshan Rd., Zhonghe City, Taipei County 235, Taiwan
039-605007	039-600969	No.342-1, Guangrong Rd., Luodong Township, Yilan County 265, Taiwan
038-312966	038-312977	No.87, Guolian 2nd Rd., Hualien City, Hualien County 970, Taiwan
03-4393119	03-4396589	5F., No.2, Nandong Rd., Pingzhen City, Taoyuan County 32455, Taiwan (R.O.C.)

Where To Get Help

Telephone number	Fax number	Address
03-5325077	03-5320092	1F., No.9, Ln. 379, Sec. 1, Jingguo Rd., North Dist., Hsinchu City 300, Taiwan
04-23011502	04-23011503	3F., No.30, Dahe Rd., West Dist., Taichung City 40341, Taiwan (R.O.C.)
04-23805000	04-23806000	No.530, Sec. 4, Henan Rd., Nantun Dist., Taichung City 408, Taiwan
05-2784222	05-2784555	No.463, Zhongxiao Rd., East Dist., Chiayi City 600, Taiwan
06-2221666	06-2112555	No.141, Gongyuan N. Rd., North Dist., Tainan City 704, Taiwan
07-5520918	07-5540926	1F., No.337, Minghua Rd., Gushan Dist., Kaohsiung City 804, Taiwan
07-3222445	07-3218085	No.51, Shandong St., Sanmin Dist., Kaohsiung City 807, Taiwan
08-7344771	08-7344802	1F., No.113, Shengli Rd., Pingtung City, Pingtung County 900, Taiwan

Help for Users in Australia

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

Your Dealer

Don't forget that your dealer can often help identify and resolve problems. The dealer should always be the first call for advise on problems; they can often solve problems quickly and easily as well as give advise on the next step to take.

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

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

Epson Helpdesk

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

The Helpdesk numbers are:

Phone: 1300 361 054

Fax: (02) 8899 3789

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

Where To Get Help

Help for Users in Singapore

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

World Wide Web (<http://www.epson.com.sg>)

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

Epson HelpDesk (Phone: (65) 6586 3111)

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

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

Help for Users in Thailand

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.co.th>)

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

Epson Hotline (Phone: (66)2685-9899)

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

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

Help for Users in Vietnam

Contacts for information, support, and services are:

Epson Hotline (Phone):84-8-823-9239

Service Center: 80 Truong Dinh Street, District 1, Hochiminh City
Vietnam

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.co.id>)

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

Epson Hotline

- Sales enquiries and product information
- Technical support

Phone (62) 21-572 4350

Fax (62) 21-572 4357

Epson Service Center

Jakarta Mangga Dua Mall 3rd floor No 3A/B
Jl. Arteri Mangga Dua,
Jakarta

Phone/Fax: (62) 21-62301104

Bandung Lippo Center 8th floor
Jl. Gatot Subroto No.2
Bandung

Phone/Fax: (62) 22-7303766

Surabaya Hitech Mall It IIB No. 12
Jl. Kusuma Bangsa 116 – 118
Surabaya

Phone: (62) 31-5355035

Fax: (62)31-5477837

Yogyakarta Hotel Natour Garuda
Jl. Malioboro No. 60
Yogyakarta

Phone: (62) 274-565478

Where To Get Help

Medan	Wisma HSBC 4th floor Jl. Diponegoro No. 11 Medan Phone/Fax: (62) 61-4516173
Makassar	MTC Karebosi Lt. III Kav. P7-8 Jl. Ahmad Yani No.49 Makassar Phone: (62)411-350147/411-350148

Help for Users in Hong Kong

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

Internet Home Page

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

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

Users can access our World Wide Web home page at:

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

Technical Support Hotline

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

Phone: (852) 2827-8911

Fax: (852) 2827-4383

Help for Users in Malaysia

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.com.my>)

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

Where To Get Help

Epson Trading (M) Sdn. Bhd.

Head Office.

Phone: 603-56288288

Fax: 603-56288388/399

Epson Helpdesk

- Sales enquiries and product information (Infoline)

Phone: 603-56288222

- Enquiries on repair services & warranty, product usage and technical support (Techline)

Phone: 603-56288333

Help for Users in India

Contacts for information, support, and services are:

World Wide Web (<http://www.epson.co.in>)

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

Epson India Head Office - Bangalore

Phone: 080-30515000

Fax: 30515005

Epson India Regional Offices:

Location	Telephone number	Fax number
Mumbai	022-28261515 /16/17	022-28257287
Delhi	011-30615000	011-30615005
Chennai	044-30277500	044-30277575
Kolkata	033-22831589 / 90	033-22831591
Hyderabad	040-66331738/ 39	040-66328633
Cochin	0484-2357950	0484-2357950
Coimbatore	0422-2380002	NA
Pune	020-30286000 /30286001/30286002	020-30286000

Where To Get Help

Location	Telephone number	Fax number
Ahmedabad	079-26407176 / 77	079-26407347

Helpline

For Service, Product info or to order a cartridge - 18004250011 (9AM - 9PM) - This is a Toll-free number.

For Service (CDMA & Mobile Users) - 3900 1600 (9AM - 6PM) Prefix local STD code

Help for Users in the Philippines

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

Trunk Line:	(63-2) 706 2609
Fax:	(63-2) 706 2665
Helpdesk Direct Line:	(63-2) 706 2625
E-mail:	epchelpdesk@epc.epson.com.ph

World Wide Web (<http://www.epson.com.ph>)

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

Toll-Free No. 1800-1069-EPSON(37766)

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

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

Technical Specifications

Technical Specifications

System Requirements

Make sure your system meets the requirements in these sections before using it with your product.

For Windows

System	Microsoft Windows 8.1, Windows 8, Windows 7, Windows Vista, Windows XP Home Edition, Windows XP Professional Edition, Windows XP Professional x64 Edition
Interface	external USB port (Type A) built into the main board
Display	Color monitor with 800 × 600 screen resolution or higher, and 24-bit (Full Color) color (Color and tone reproduction are subject to the display capability of your computer system, including the video card, display monitor, and software. See your system documentation for details.)

For Mac OS X

System	Mac OS X v10.5.8, 10.6.x, OS X Lion, Mountain Lion and Mavericks. Fast User Switching on Mac OS X is not supported.
Interface	Macintosh USB
Display	Color monitor with 800 × 600 screen resolution or higher, and millions of colors (Color and tone reproduction are subject to the display capability of your computer system, including the video card, display monitor, and software. See your system documentation for details.)

Note:

Epson Scan does not support the UNIX File System (UFS) for Mac OS X. You must install Epson Scan on a disk or in a partition that does not use UFS.

Product Specifications

Note:

Specifications are subject to change without notice.

General

Scanner type	Sheet fed, Simplex A4 color scanner
--------------	-------------------------------------

Technical Specifications

Photoelectric device	CIS
Effective pixels	5,154 × 8,400 pixels at 600 dpi
Document size	Max: 215.9 × 914.4 mm (8.5 × 36.0 inches)* ¹ Min: 52 × 73.7 mm (2.0 × 2.9 inches) in portrait 85.6 × 54 mm (3.4 × 2.1 inches) in landscape
Paper input	Face-down loading
Paper output	Face-down ejection
Paper capacity	Single sheet of paper of 35 to 270 g/m ²
Scanning resolution	600 dpi (main scan)* ² 600 dpi with Micro Step (sub scan)* ²
Output resolution	50 to 1200 dpi (in increments of 1 dpi)
Image data	16 bits per pixel per color internal 1 to 8 bits per pixel per color external
Interface	One Hi-speed USB port
Light source	RGB LED

*1 To scan documents longer than 355.6 mm (14 inches), you need to scan at a resolution of 300 dpi or lower.

*2 The maximum resolution for long paper is 300 dpi for both main and sub scan.

Mechanical

Dimensions	Width: 296 mm (11.7 inches) Depth: 69 mm (2.7 inches) Height: 43 mm (1.7 inches) * Not including projecting parts
Weight	Approx. 515 g (1.14 lb) without batteries

Electrical

Product

Power supply	AA-size alkaline batteries × 4 AA-size Ni-MH batteries × 4 AA-size lithium batteries × 4
External power supply	USB bus power: DC5V, 0.5A Optional AC adapter model: SYS1319-1005

Technical Specifications

Power consumption	Using a USB connection	Approx. 2.5 W Operating Approx. 1.3 W Ready Mode Approx. 1.3 W Sleep Mode 0.0125 W Power off
	Using a wireless connection	Approx. 5.5 W Operating Approx. 3.5 W Ready Mode Approx. 3.0 W Sleep Mode 0.4 W Power off

Note:
Power consumption varies depending on operating conditions and whether an option is installed.

AC Adapter (Optional)

AC adapter model	SYS1319-1005
Rated input voltage	AC 100 to 240 V
Rated input current	1.0 A
Rated input frequency	50 to 60 Hz
Rated output voltage	DC 5 V
Rated output current	2.0 A

Note:
Check the label on the AC adapter or on the back of the product for voltage information.

Environmental

Temperature	Operating	10 to 35 °C (50 to 95 °F)
	Storage	-25 to 60 °C (-13 to 140 °F)
Humidity	Operating	10 to 80%, without condensation
	Storage	10 to 90%, without condensation
Operating conditions		Ordinary office or home conditions. Avoid operating the product in direct sunlight, near a strong light source, or in extremely dusty conditions.

Technical Specifications

Interfaces

Network interface

Wi-Fi	Standard:	IEEE 802.11b/g/n* ¹
	Security:	WEP (64/128bit) WPA-PSK (TKIP/AES) * ²
	Frequency Band:	2.4 GHz
	Communication Mode:	Infrastructure Direct Wi-Fi connection (access point mode)

*1 Complies with either IEEE 802.11b/g/n or IEEE 802.11b/g depending on location of purchase.

*2 Complies with WPA2 with support for WPA/WPA2 Personal.

USB Interface

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

Note:

The product may not work on the following conditions:

- Connected to the computer through a USB port on a keyboard or a monitor
- Connected to the computer with a long USB cable

Standards and approvals

Product

U.S. model:

EMC	FCC Part 15 Subpart B Class B CAN/CSA-CEI/IEC CISPR22 Class B
-----	--

This equipment contains the following wireless module.

Manufacture: Askey Computer Corporation

Type: WLU6117-D69 (RoHS)

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.

Technical Specifications

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.

Australian model:

EMC	AS/NZS CISPR22 Class B
-----	------------------------

Epson hereby declares that the equipment Models, J361A is in compliance with the essential requirements and other relevant provisions of AS/NZS4268. Epson cannot accept responsibility for any failure to satisfy the protection requirements resulting from a non-recommended modification of the product.

AC adapter (Optional)

U.S. model:

Safety	UL60950-1 CAN/CSA-C22.2 No. 60950-1
EMC	FCC Part 15 Subpart B Class B CAN/CSA-CEI/IEC CISPR22 Class B

Australian model:

Safety	AS/NZS 60950.1
EMC	AS/NZS CISPR22 Class B