



# DS-560

# Network Guide

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NPD4947-00 EN

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# Introduction

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## Notices

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### About this manual

This Network Guide provides instructions on wireless network settings for your computer, smartphone, or product, as well as how to solve problems.

The contents of this manual and the product's specifications are subject to change without notice.

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### Caution, Important and Note

Caution, Important, and Note in this manual are indicated as below and have the following meaning.

**Caution**

*must be followed carefully to avoid bodily injury.*

**Important**

*must be observed to avoid damage to your equipment.*

**Note**

*contain useful tips and restrictions on product operation.*

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### Operating System Versions

In this manual, the following abbreviations are used.

- 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 refers to Mac OS X 10.5.8, 10.6.x, 10.7.x, 10.8.x.

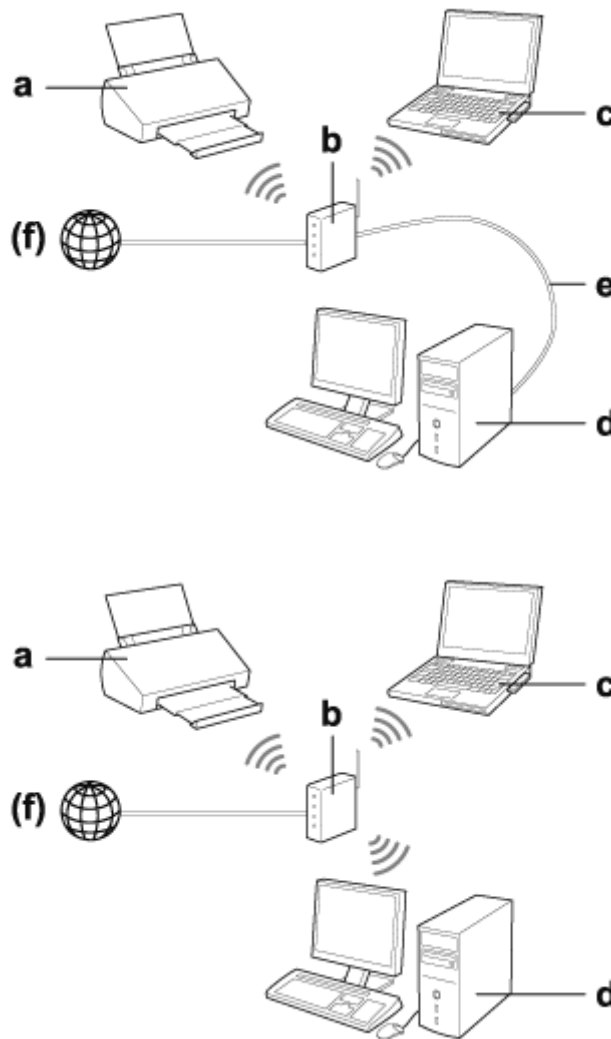
## Wi-Fi (Wireless) Network Basics

There are two types of Wi-Fi connection; Infrastructure mode (to communicate through the access point) and direct Wi-Fi connection (to communicate directly with devices without using an access point).

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### Infrastructure mode (To communicate through the access point)

In the Infrastructure mode, both wireless and wired computers can communicate through an access point (such as wireless router) to send data to the network interface.



a. product

b. Wireless router (or access point)

c. Computer with Wi-Fi interface (built-in or added via USB/PC card and so on)

d. Computer with LAN port or Wi-Fi interface

e. Ethernet cable (if you connect the computer and the wireless router directly)

## Introduction

(f. Internet access)

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### Direct connection (To communicate without using an access point)

To use the product in a wireless environment without an access point is to use a direct Wi-Fi connection.

You can connect the product wirelessly without using an access point.

For more details, see [“Direct Wi-Fi Connection” on page 16](#).



a. product

b. Computer (with a Wi-Fi interface) or a Wi-Fi device

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# Using Product via Network

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## Setup the Product from Network Devices

This section describes how to operate your product from network devices running Windows, Mac OS X, iOS, and Android. The following outlines the recommended network settings for each device.

- ❑ Windows: Using the software disc or installer from the Epson Web site.
- ❑ Mac OS X: Using EpsonNet Setup from the Epson Web site.
- ❑ iOS and Android: Using the Epson DocumentScan application.

See the following sections for more details on each operating system.

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## Windows

### Setting up using the product's software disc

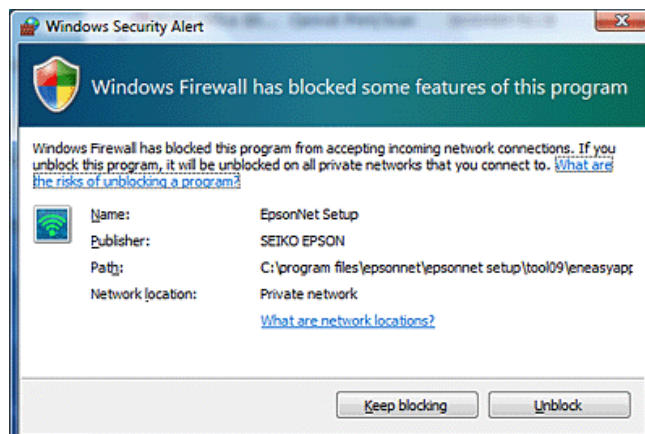
To use your product from a Windows computer, set up using the product's software disc. You can also use the software disc if you want to use the product from a second computer or change the product from a USB connection to a network connection.

If your computer does not have a CD/DVD drive, you can download the installer from the following Epson web site.

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

**Note:**

- ❑ Before beginning setup for a computer, check that your network devices such as the router, wireless adapter, or hub are working properly.
- ❑ If the security alert screen for your OS or the application appears, click **Unblock** or **Allow** to create a Firewall exception. Do not click **Keep Blocking**, **Block**, or similar command on commercially available security software screen. Depending on the commercially available security software used, the above procedure may not establish a connection. In this case, temporarily exit the security software and then use the product's software.



## Using Product via Network

- 1 Insert the software disc into the CD-ROM/DVD drive.

**Note:**

If the installation screen does not automatically appear in Windows, double-click the Disk icon in **Computer** (or **My Computer**).

- 2 Follow the on-screen instructions.

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## Mac OS X

For Mac OS X, download the software from the Epson Web site.

**Note:**

Check that your network devices, such as the router or wireless adapter, are working properly before starting computer setup.

Go to the following Epson web site and follow the on-screen instructions to set up the product and a network connection.

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

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## Smartphone or tablet

For iOS or Android smartphones or tablets, use the Epson DocumentScan application.

Epson DocumentScan allows you to wirelessly scan to your product from your smartphone or tablet.

For more information, search for **Epson DocumentScan** in the App Store or in Google Play to find the application.

## Setting up the Infrastructure Connection Manually

Follow the steps below to manually setup the product's infrastructure Wi-Fi connection.

**Note:**

Check that your Wi-Fi network is enabled before connecting to the product.

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## Wi-Fi Protected Setup (WPS)

There are two types of Wi-Fi Protected Setup (WPS); the WPS push button method, and the WPS PIN code method.

**Note:**

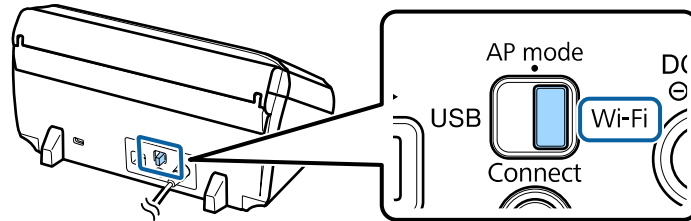
- Before connecting the product to the network, check that the access point supports the WPS function.
- For details on the access point WPS function or troubleshooting, see the access point's user's guide.

## Using Product via Network

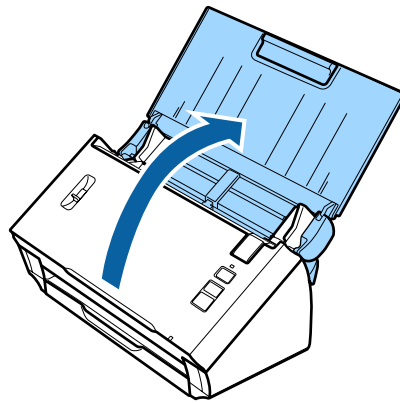
### WPS push button

You can setup by pushing the WPS button on a wireless router (access point). Use this method if you have already connected other Wi-Fi enabled devices using WPS.

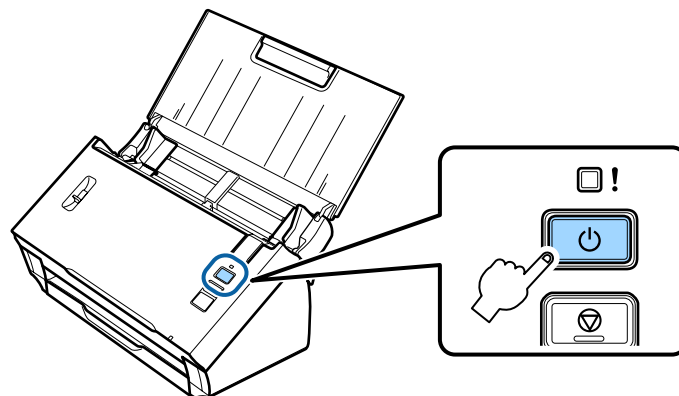
- 1 Set the connection mode switch on the product to **Wi-Fi**.



- 2 Open the input tray.



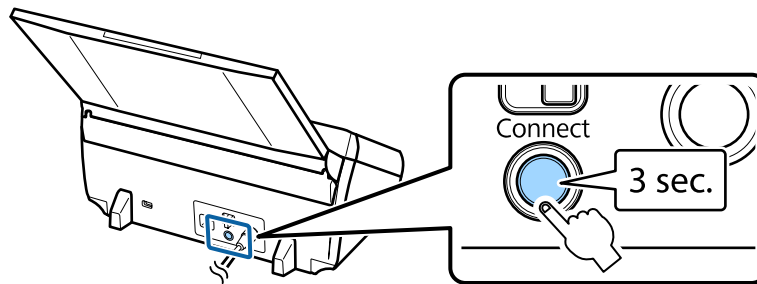
- 3 Turn on the product.





## Using Product via Network

- 4** Hold down the **Connect** button on the product for at least three seconds, until the **Status** and Error lights on the product flash alternately.



- 5** Press the Wi-Fi Protected Setup (WPS) button on the wireless router (access point).

**Note:**

If the wireless router (access point) does not have a WPS button, you can enable WPS using the software supplied with your wireless router (access point). For more details, see the documentation supplied with the wireless router (access point).

When the **Status** light on the product stays on, the connection has been established.

To scan you need to configure the scanning software on your computer.

➔ [“Configuring Scanning Software on Your Computer” on page 19](#)

**Note:**

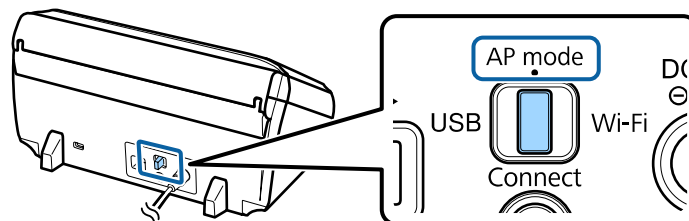
See the following section if Wi-Fi setup fails.

➔ [“Cannot connect to access point” on page 25](#)

## WPS PIN code

To perform the setup, enter eight numbers (PIN code) into the wireless router (access point). The PIN code for the product is **01234565**.

- 1** Set the connection mode switch on the product to **AP mode**.

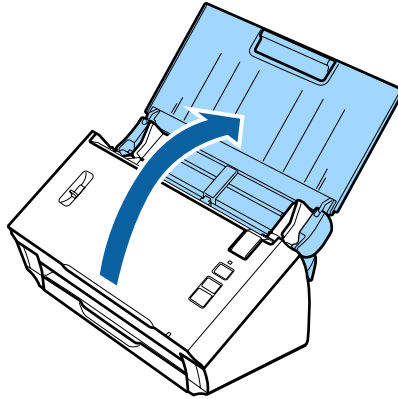


**Note:**

Even though the WPS PIN code method sets up the product for an infrastructure network, you need to set the connection mode switch to **AP mode** in this step.

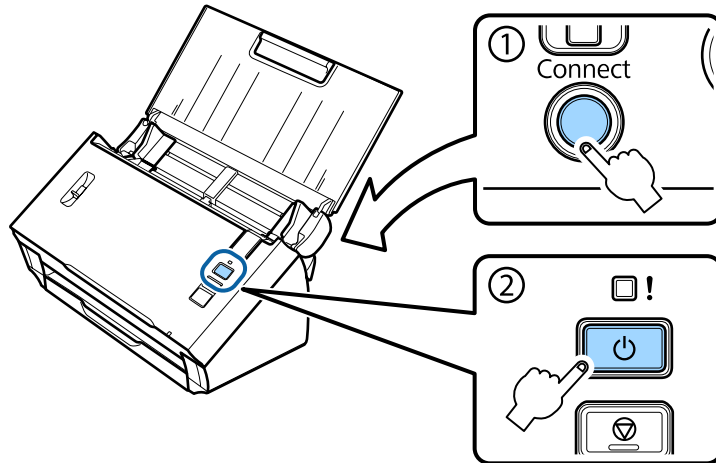
## Using Product via Network

- 2** Open the input tray.



- 3** Hold down the **Connect** button on the product and turn it on.

Continue holding down the **Connect** button until the **Status** and Error lights on the product flash alternately.



- 4** Enter the PIN code (**01234565**) into the wireless router (access point).

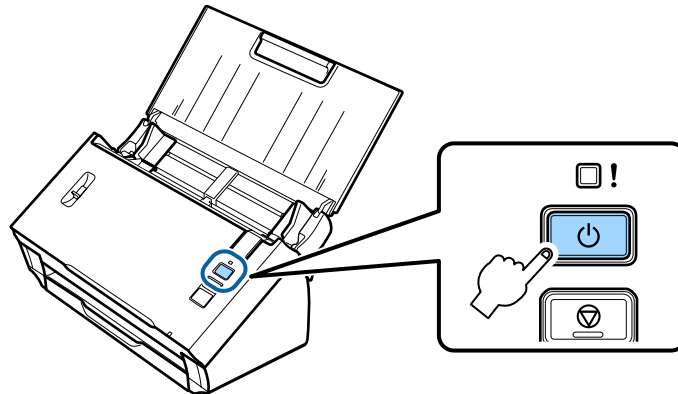
**Note:**

See the documentation supplied with the wireless router (access point) for more information on entering the PIN code.

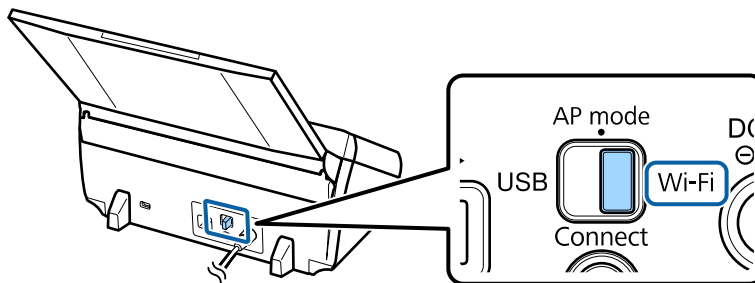
When the **Status** light on the product stays on, Wi-Fi setup for the product is complete.

### Using Product via Network

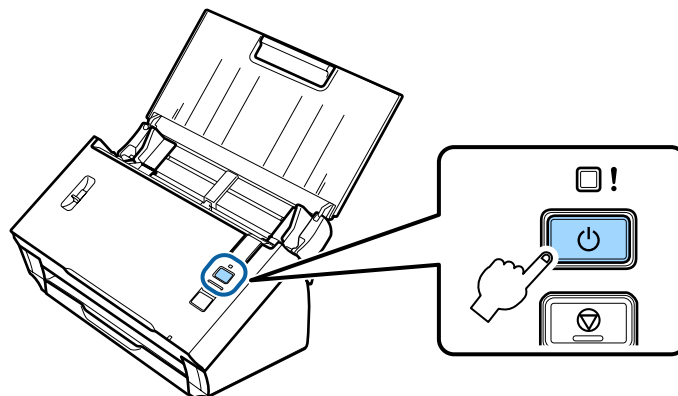
**5** Turn off the product.



**6** Set the connection mode switch on the product to Wi-Fi.



**7** Turn on the product.



When the **Status** light on the product stays on, the connection has been established.

To scan you need to configure the scanning software on your computer.

➔ [“Configuring Scanning Software on Your Computer” on page 19](#)

**Note:**

See the following section if Wi-Fi setup fails.

➔ [“Cannot connect to access point” on page 25](#)

## Using Product via Network

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### Using EpsonNet Config

You can use EpsonNet Config to connect the product to a Wi-Fi network using infrastructure mode.

Connect the product to your computer using a direct Wi-Fi connection to register the infrastructure network settings on the scanner. Next, reboot the scanner in infrastructure connection mode to connect it to your infrastructure network.

**Note:**

*If you are using iOS or Android devices, you can use Epson DocumentScan to connect the product using infrastructure mode. See the following section for more information on Epson DocumentScan.*

➔ *“Smartphone or tablet” on page 7*

Check the following settings before you start.

- EpsonNet Config is installed on your computer.  
If it is not installed, install it from the software disc or download it from the following web site.  
<http://support.epson.net/setupnavi/>
- The product and your computer are turned on and connected with a direct Wi-Fi connection.  
➔ *“Direct Wi-Fi Connection” on page 16*

**1**

Start EpsonNet Config on your computer.

**Windows 8.1/Windows 8:**

**Start** screen > **Apps** > **EpsonNet** > **EpsonNet Config**

**Windows 7/Windows Vista/Windows XP:**

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

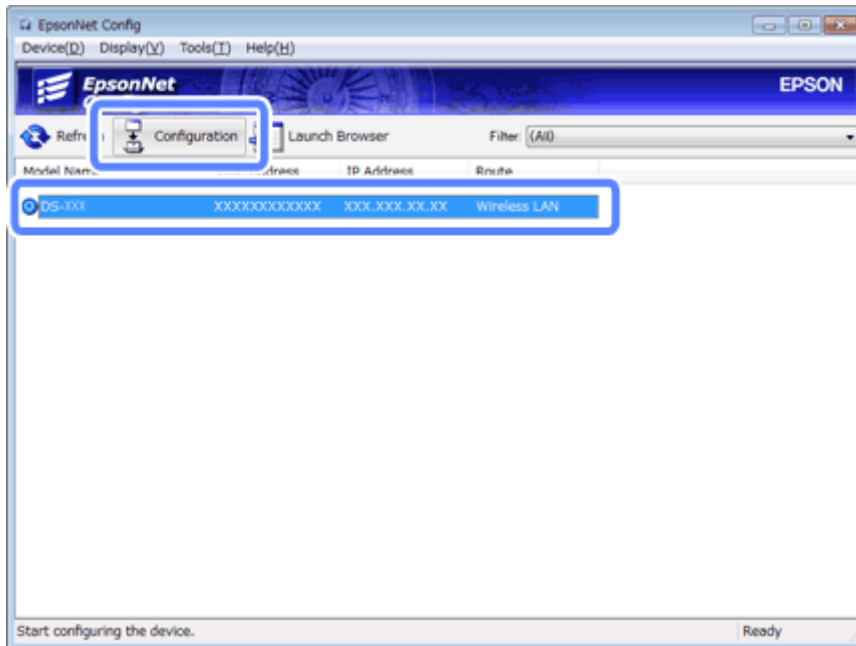
**Mac OS X:**

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

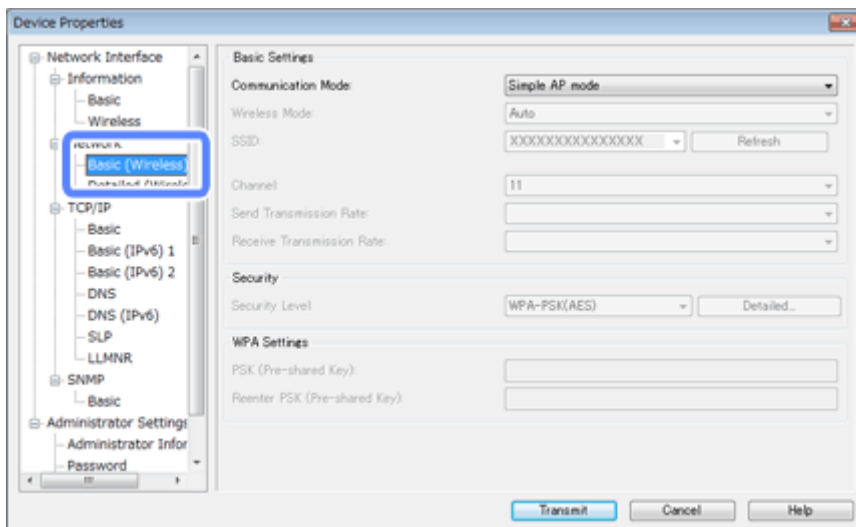
\* Where "X" is the software version.

## Using Product via Network

- 2 Select your product from the list, and then click **Configuration**.

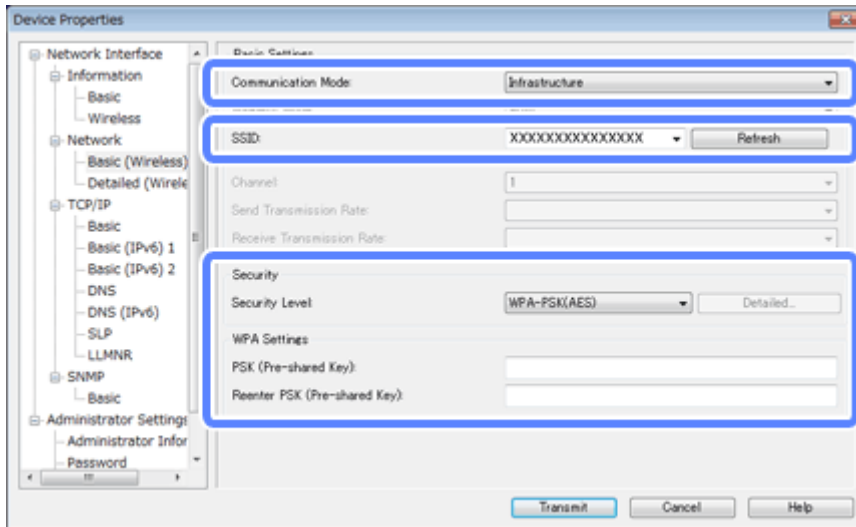


- 3 Select **Network Interface - Network - Basic (Wireless)**.



## Using Product via Network

- 4 Make the necessary settings for your infrastructure connection.



Item	Setting
<b>Communication mode</b>	Set to <b>Infrastructure</b> .
<b>SSID</b>	Set the SSID of the wireless router (access point) you want to connect to.
<b>Security level</b>	Set the security level of your wireless connection.
<b>WEP Settings</b> <b>WPA Settings</b>	Set the security key of your wireless connection.

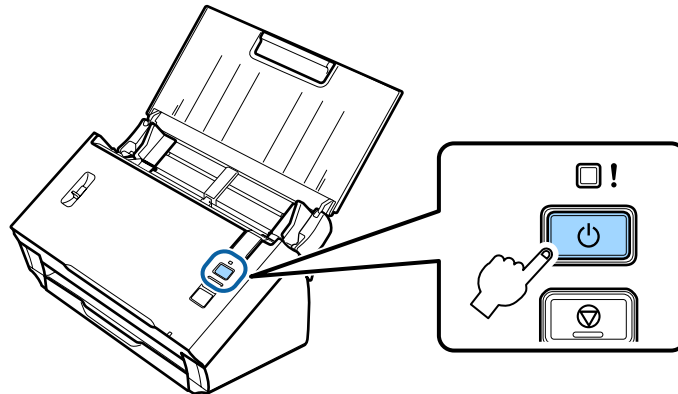
Make additional settings if necessary.

**Note:**  
 If you do not know the security settings for the wireless router (access point), see the documentation supplied with the wireless router (access point) or contact your network administrator.

- 5 Click **Transmit**.
- 6 Quit EpsonNet Config.  
 Click **Device**, and then click **Quit**.

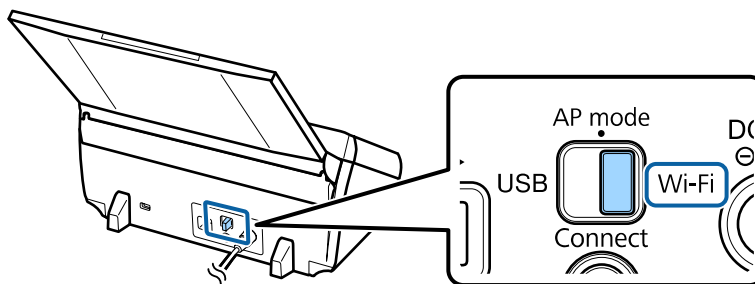
### Using Product via Network

**7** Turn off the product.

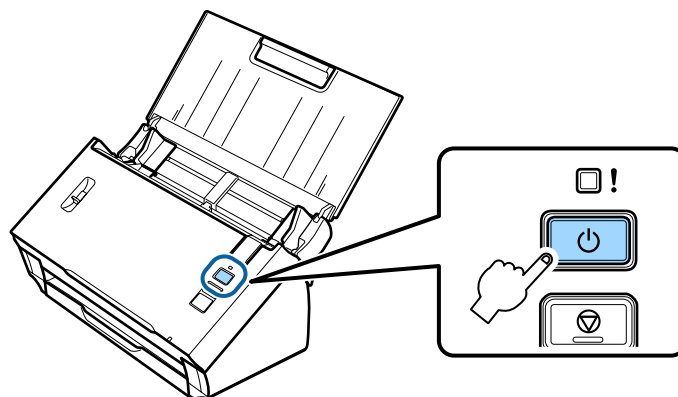


**8** Disconnect direct Wi-Fi connection, and then connect your computer to your infrastructure network.

**9** Set the connection mode switch on the product to **Wi-Fi**.



**10** Turn on the product.



When the **Status** light on the product stays on, the connection has been established.

To scan you need to configure the scanning software on your computer.

➔ [“Configuring Scanning Software on Your Computer” on page 19](#)

**Note:**

See the following section if Wi-Fi setup fails.

➔ [“Cannot connect to access point” on page 25](#)

## Using Product via Network

## Direct Wi-Fi Connection

You can connect the product directly to devices that have a Wi-Fi function without using a wireless router (access point). The product acts as an access point; this connection method is known as "access point mode".

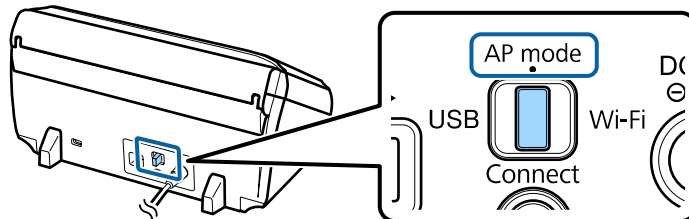
**Note:**

- ❑ This connection mode does not support Windows 8.1/Windows 8.
- ❑ When using a direct Wi-Fi connection, your computer's Internet access is disabled.  
If you want to scan without using a CD drive or Mac OS X computer with a direct Wi-Fi connection, download scanning software before you connect.  
<http://support.epson.net/setupnavi/>

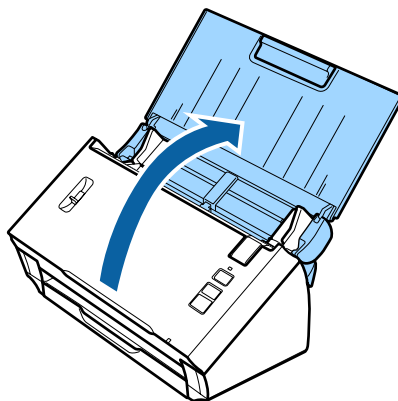
The connection specifications are as follows:

- ❑ Number of concurrent connections: 4
- ❑ Security: WPA2-PSK (AES)
- ❑ Standard: 802.11b/g

- 1 Set the connection mode switch on the product to **AP mode**.



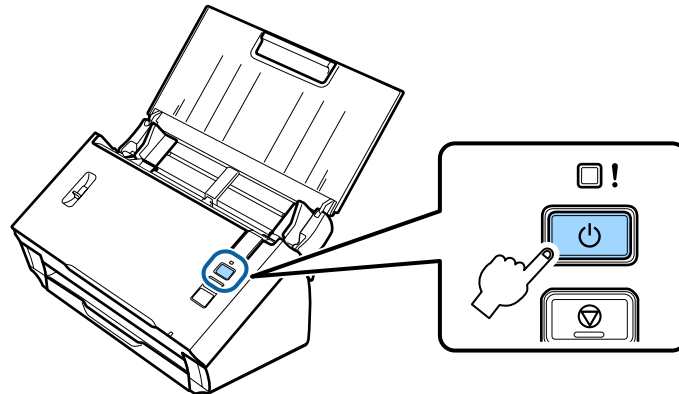
- 2 Open the input tray.





## Using Product via Network

- 3** Turn on the product.



- 4** From your computer or device, search for and select the SSID shown on the label on the rear of the product.

- 5** Enter the password shown on the label on the rear of the product into the Wi-Fi settings on your computer or device.

When the **Status** light on the product stays on, check whether or not the connection has been established correctly on your computer or device.

To scan you need to configure the scanning software on your computer.

➔ [“Configuring Scanning Software on Your Computer” on page 19](#)

**Note:**

See the following section if Wi-Fi setup fails.

➔ [“Cannot connect to access point” on page 25](#)

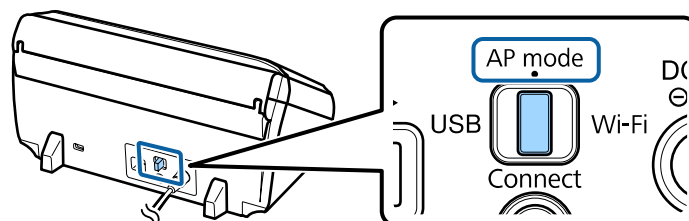
## Using WPS push button for direct Wi-Fi connection

You can setup a direct connection by pushing the WPS push button or by using the WPS function if your device supports this method.

**Note:**

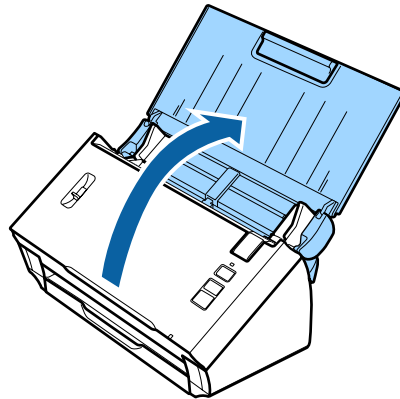
- Before connecting the product to the network, check that your device supports the WPS function.
- See the documentation supplied with your device for more information on the access point WPS function or troubleshooting.

- 1** Set the connection mode switch on the product to **AP mode**.

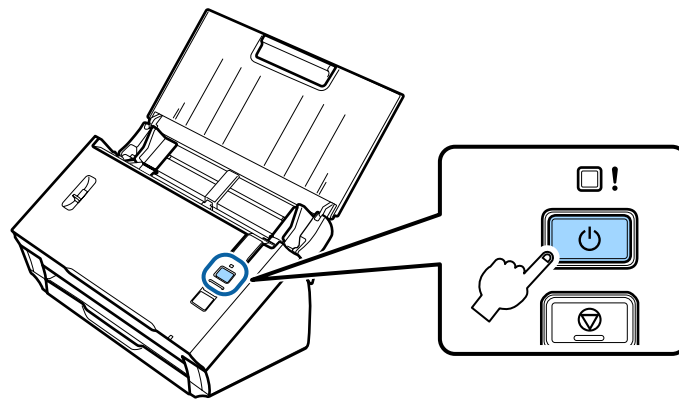


## Using Product via Network

- 2 Open the input tray.

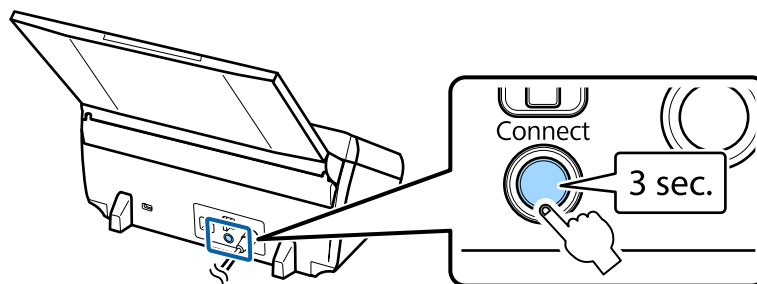


- 3 Turn on the product.



- 4 Hold down the **Connect** button on the product for at least three seconds until the **Status** and Error lights on the product flash alternately.

The product enters standby status for WPS connection for two minutes, and the **Status** light stays on.



- 5 On the device you want to connect the product to, press the WPS button or start the WPS function.

**Note:**

*You need to finish this step within approximately two minutes. Otherwise, the standby status for WPS connection is cancelled.*

Check whether or not connection has been established correctly on your computer or device.

## Using Product via Network

To scan you need to configure the scanning software on your computer.

➔ “Configuring Scanning Software on Your Computer” on page 19

**Note:**

See the following section if Wi-Fi setup fails.

➔ “Cannot connect to access point” on page 25

# Configuring Scanning Software on Your Computer

If you are setting up the product without the CD installer, you need to configure scanning software on your computer. Register the product’s IP address in the scanner driver.

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## Setting up the scanner driver

This section describes how to setup scanning software on your computer.

Check the following settings before you start.

- Epson Scan is installed on your computer.  
If it is not installed, install it from the software disc or download it from the following web site.  
<http://support.epson.net/setupnavi/>
- You have the IP address of the product you want to use if there are multiple scanners in your network. See the following section for information on how to check the IP address.  
➔ “Checking the product’s IP address” on page 21
- Your product is turned on and 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:**

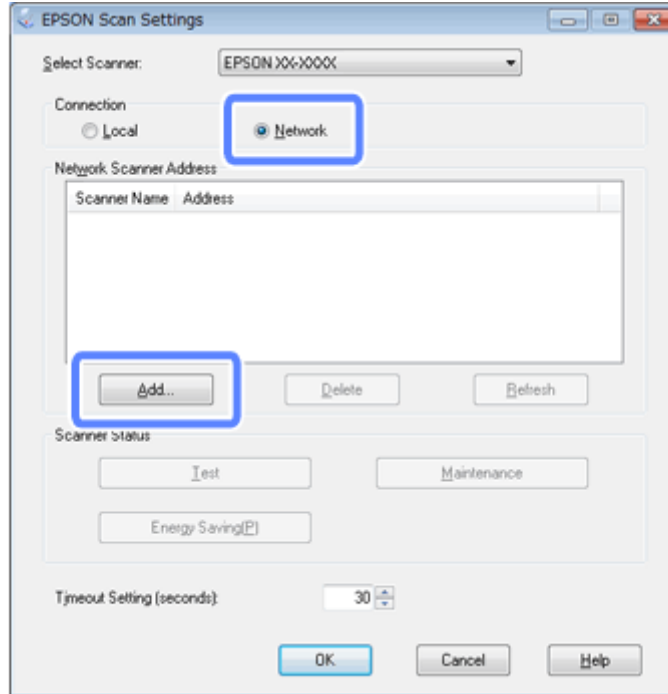
Start > All Programs or Programs > EPSON > EPSON Scan > EPSON Scan Settings

**Mac OS X:**

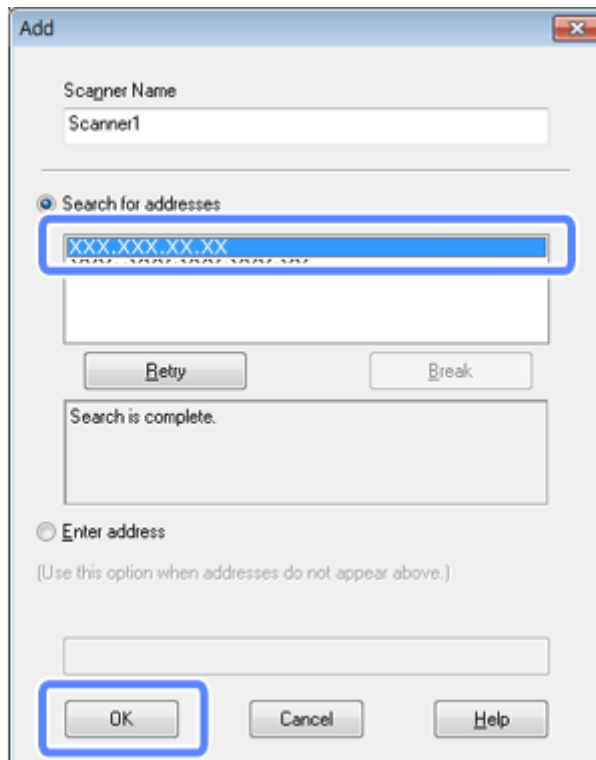
Select Applications > EPSON Software > EPSON Scan Settings.

### Using Product via Network

- 2 Select your scanner from the **Select Scanner** drop-down list.
- 3 Select **Network**, then click **Add**.



- 4 In the Add window, choose the product's IP address under Search for addresses. Then click **OK**.



## Using Product via Network

**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.

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## Checking the product's IP address

This section describes how to check your product's IP address.

Check the following points before you start.

- EpsonNet Config is installed on your computer.  
If it is not installed, install it from the software disc or download it from the following web site.  
<http://support.epson.net/setupnavi/>
- The product is turned on and connected to a wireless network.

- 1** Start EpsonNet Config on your computer.

**Windows 8.1/Windows 8:**

**Start** screen > **Apps** > **EpsonNet** > **EpsonNet Config**

**Windows 7/Windows Vista/Windows XP:**

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

**Mac OS X:**

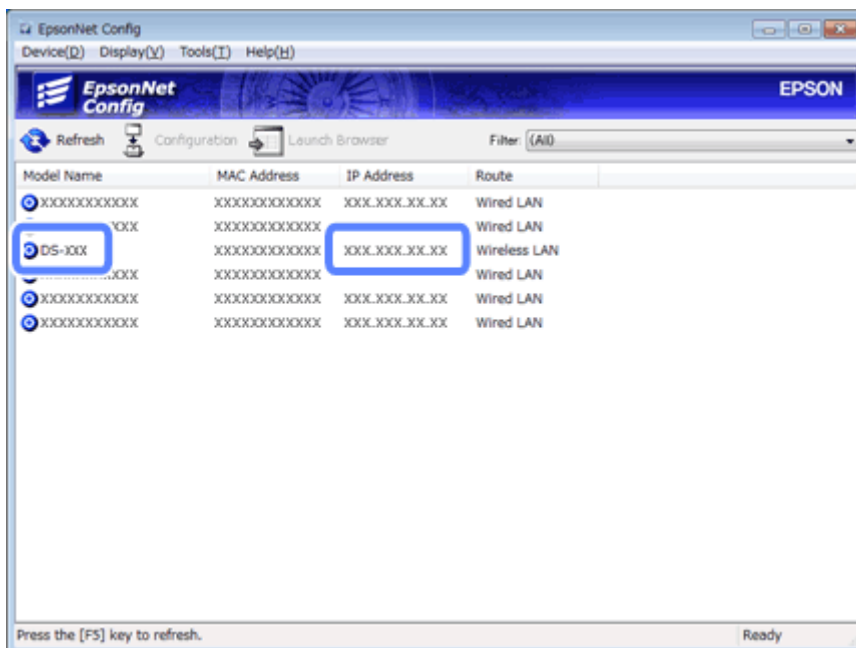
Select **Applications** > **Epson Software** > **EpsonNet** > **EpsonNet Config VX\*** > **EpsonNet Config**.

\* Where "X" is the software version.

## Using Product via Network

**2**

Find your product in the list displayed, and then check the product's IP address.

**Note:**

You need the product's IP address if you want to check the connection using a Ping command.

➔ ["Checking the communication using the Ping command" on page 24](#)

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# Troubleshooting

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## Tips for Solving Network Problems

Network problems may be caused by the network environment, computer, and product. To help resolve problems, you can check and confirm the network status using the following methods.

**Note:**

*When changes are made to the network settings, it takes about 30 to 60 seconds to reflect the setup changes. (The time until the changes are reflected varies depending on the setting method, wireless router, access point, and so on.)*

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## Checking product settings

Make sure the connection mode switch on your product is set correctly.

If you are using infrastructure mode, set it to **Wi-Fi**. If you are using direct Wi-Fi connection set it to **AP mode**.

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## Updating product firmware

Network problems may be resolved by updating the product firmware. Confirm that you are using the latest version of the product firmware. Check the Epson web site for the latest firmware update releases. If there is no firmware information on the Epson web site, you are already using the latest firmware.

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

<http://www.epson.jp/download>

**Important:**

*Do not turn off the product while the firmware is updating. Otherwise, the firmware may not be updated correctly.*

**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 23

➔ “Checking the Wi-Fi module firmware version” on page 24

## Checking the scanner’s main firmware version

**1**

Start Epson Scan Settings.

**Windows 8.1/Windows 8:**

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

## Troubleshooting

**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.

**Windows 8.1/Windows 8:**

**Start screen > Apps > EpsonNet > EpsonNet Config**

**Windows 7/Windows Vista/Windows XP:**

**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.

**2**

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

**3**

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

**4**

Click **Software Information....**

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## Checking the communication using the Ping command

You can use this feature to confirm whether communication is established between the computer and the product.

This method is only available if you have acquired the product's IP address in advance, such as in the following situations.

- You have set a static IP address for the product and have taken a note of it.
- You took a note of the product's IP address when you setup the network, and it has not been changed by settings on the access point or the product.

For more details about operating the computer, refer to ["Ping command" on page 24](#).

### Ping command

In the TCP/IP network environment, confirm the IP addresses set on the computer and product, then check whether communication is established between the computer and product.



## Troubleshooting

### Confirming in Windows 8.1/8/7/Vista/XP

- 1 Make sure you have the product's IP address.
- 2 For Windows 8.1/8: **Start** screen > **Apps** > **Command Prompt**  
For Windows 7/Vista/XP: Click the Start button or **start**, **All Programs** or **Programs, Accessories**, and then **Command Prompt**.
- 3 Type 'ping', a space, and '<the product's IP address>', then press the Enter key.
- 4 If a communication is established, **Reply from <the product's IP address>** is displayed.  
If communication is not established, **Destination host unreachable** or **Request timed out** is displayed. Check the device's network settings on the computer.

### Confirming in Mac OS X

- 1 Make sure you have the product's IP address.
- 2 Double-click **Macintosh HD**, **Applications**, **Utilities**, and then **Network Utility**.
- 3 Click the **Ping** tab.
- 4 Enter the product's IP address in the network address field.
- 5 Click **Ping**.
- 6 If communication is established, all signals are returned and **0% packet loss** is displayed.  
If communication is not established, no signal is returned, and **100% packet loss** is displayed. Check the device's network settings on the computer.

## Setup Problems

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### Connecting to Wi-Fi

#### Cannot connect to access point

- Is the product far from the access point, or is there an obstacle between them?**  
Move the product close to the access point, or remove the obstacle.

## Troubleshooting

- ❑ **Is the password correct?**  
The password is case-sensitive. Verify that the entered password is correct. A password may be called a “WEP key”, a “WPA passphrase”, a “Pre-Shared Key”, and so on according to the access point or security system being used.
- ❑ **Is the DHCP function for the access point enabled?**  
If it is disabled, change it to enabled. For more information on checking the settings or changing settings, see the manual supplied with your access point (or wireless router).
- ❑ **Are access restrictions set on the access point?**  
If access restrictions are set on the access point (wireless router, etc.), register the product’s MAC address or IP address on the access point to allow communication. For details, see the access point user’s guide.
- ❑ **Are usable wireless channels restricted on the WLAN-equipped computer?**  
Usable wireless channels may be restricted on a wireless-equipped computer. See the computer’s or wireless card’s user’s guide to confirm usable wireless channels. Verify that wireless channels confirmed above include channels set to the access point. If not, change the access point wireless channels.
- ❑ **Is the security mode set for your access point supported by your product?**  
If it is not, change the security mode to one that is supported by the product. For more information on checking the settings or changing settings, see the manual supplied with your access point (or wireless router).
- ❑ **Does the access point allow communication between wireless devices?**  
If the product and your computer are connected to the same access point and cannot communicate, the access point may be blocking communication between wireless devices connected to it. Allow communication between wireless devices on the access point. For more details, see the documentation supplied with the access point.

## Cannot connect to network

- ❑ **Does your computer have more than one network interface?**  
The scanner may not be able to communicate with computers that have multiple network interfaces. To communicate with the scanner, disable all network interfaces on your computer except for the interface connected to the scanner.
- ❑ **When using TCP/IP, is the IP address set correctly for your environment?**  
The factory setting is not available as is. To use this IP address, delete it once and reenter the same address. Change the product’s IP address as appropriate for your environment.

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## Connecting with direct Wi-Fi connection

### Cannot access the internet when connecting a product to a computer which has multiple network interfaces by using direct Wi-Fi connection

- ❑ **Is the network adapter connected to the Internet set to low priority?**  
If you connect a computer to the product by using direct Wi-Fi connection (access point mode) while using a low-speed Internet connection, you may not be able to access the internet.

**1**

Display the Windows Network Connections screen.

For Windows 8.1/8: Select **Desktop > Settings** charm > **Control Panel**, and then select **View network status and tasks > Change adapter settings**

## Troubleshooting

For **Windows 7**: Click **Start > Control Panel > Network and Internet > Network and Sharing Center > View network status and tasks > Change adapter settings**

For **Windows Vista**: Click **Start > Control Panel > Network and Internet > Network and Sharing Center > View network status and tasks > Manage network connections**

For **Windows XP**: **Start > Control Panel > Network and Internet Connections > Network Connections**

**2** Right-click **Wireless Network Connection (DIRECT-xxxxxxx)**, and then select **Properties**.

**3** Select **Internet Protocol Version 4 (TCP/IPv4)**, and then click **Properties**.

**4** Click **Advanced**.

**5** Clear **Automatic metric**, enter "100" in **Internet metric**, and then click **OK**.

**Note:**

*If you still cannot connect to the Internet, perform the same operations from step 3 for **Internet Protocol Version 6 (TCP/IPv6)**.*

## Scanning Problems

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### Connecting to Wi-Fi

#### Cannot start, set or scan with EPSON Scan

- Are you using the product's button?**  
When using a wireless connection, launch Epson Scan on your computer before scanning from the product button.
- Was the connection test successful?**  
If it fails, verify that there are no problems with the network.
- Is the message " Network product is not available: currently being used by user." displayed?**  
There may be a communication error between the product and your computer. Turn off the product, and then turn it back on.
- Are you using an IPv6 network?**  
Epson Scan does not support networks that use IPv6 only. Use Epson Scan on a network that uses IPv4.
- Is the IP address set correctly on the computer?**  
For details on network settings such as the IP address, see "[Setup Problems](#)" on page 25.
- Was the communication disconnected?**  
If the communication was disconnected during EPSON Scan startup, exit EPSON Scan, and restart after a while. If EPSON Scan cannot restart, turn the product off and back on, then retry.  
Check the **Timeout Setting** in **EPSON Scan Settings**. For details, see the EPSON Scan Help.

## Troubleshooting

- ❑ **Is the Firewall function active in Windows XP or later, or commercially available security software?**  
If the Firewall function is active, the search may not work in **EPSON Scan Settings**. In this case, click **EPSON Scan Settings - Add - Enter address**, and directly enter the IP address.
- ❑ **Are you scanning a wide range in high resolution?**  
If a wide range is scanned in high resolution, a communication error may occur. If the scan did not work, lower the resolution.

## Software Problems

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### Unblocking Epson software

- ❑ **Did you click the Keep Blocking button on the Firewall screen?**  
If you clicked the **Keep Blocking** button on the Windows Security Alert window during or after installation of the Epson software, follow the steps below to unblock Epson software.

- 1** For Windows 8.1/8: Select **Desktop > Settings** charm > **Control Panel**, and then select **System and Security**.  
For Windows 7: Click **Start > Control Panel**, and then click **System and Security**.  
For Windows Vista: Click **Start > Control Panel**, and then click **Security**.  
For Windows XP: Click **start > Control Panel**, and then click **Security Center**.
- 2** For Windows 8.1/8: Select **Allow an app through Windows Firewall**.  
For Windows 7: Click **Allow a program through Windows Firewall**.  
For Windows Vista: Click **Allow a program through Windows Firewall**.  
For Windows XP: Click **Windows Firewall**.
- 3** For Windows 8.1/8: Select **Change settings**, and then select **Allow another app**.  
For Windows 7: Click **Allow another program**.  
For Windows Vista: Click the **Exceptions** tab, and then click **Add Program**.  
For Windows XP: Click the **Exceptions** tab, and then click **Add Program**.

**Note for Windows Vista users:**

Click **Change settings** if you cannot find the **Exceptions** tab.

- 4** Select Epson software from the list, and then select **Add** (for 8/7) or **OK** (for Vista/XP).
- 5** Confirm that the Epson software check box is selected in **Allow apps and features** (for 8), **Allowed programs and features** (for 7), **Programs or port** (for Vista), or **Programs and Services** (for XP), and then select **OK**.

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