



DS-860

User's Guide

NPD4958-01 EN

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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, Windows XP x64, Windows Server 2012, Windows Server 2008 R2, Windows Server 2008, and Windows Server 2003.**

- ❑ 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.
- ❑ Windows Server 2012 refers to Windows Server 2012 Essentials Edition and Windows Server 2012 standard Edition.
- ❑ Windows Server 2008 R2 refers to Windows Server 2008 R2 x64 Standard Edition and Windows Server 2008 R2 x64 Enterprise Edition.
- ❑ Windows Server 2008 refers to Windows Server 2008 Standard Edition, Windows Server 2008 Enterprise Edition, Windows Server 2008 x64 Standard Edition, and Windows Server 2008 x64 Enterprise Edition.
- ❑ Windows Server 2003 refers to Windows Server 2003 Standard Edition, Windows Server 2003 Enterprise Edition, Windows Server 2003 x64 Standard Edition, and Windows Server 2003 x64 Enterprise Edition.

Safety Instructions

Important Safety Instructions

In this document, important and notes indicate the following:

**Important:**

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, leave more than 10 cm between the back of the product and the wall. The product will not operate properly if it is tilted at an angle.
- Avoid places subject to dust, shocks, or vibrations.
- 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 that comes with your product. Using any other adapter could cause fire, electrical shock, or injury.
- The AC adapter is designed for use with the product with which it was included. Do not attempt to use it with other electronic devices unless specified.
- Use only the type of power source indicated on the AC adapter's label, and always supply power directly from a standard domestic electrical outlet with the AC adapter that meets the relevant local safety standards.
- When connecting this product to a computer or other device with a cable, ensure the correct orientation of the connectors. Each connector has only one correct orientation. Inserting a connector in the wrong orientation may damage both devices connected by the cable.
- Avoid using outlets on the same circuit as photocopiers or air control systems that regularly switch on and off.

Safety Instructions

- ❑ If you use an extension cord with the product, make sure the total ampere rating of the devices plugged into the extension cord does not exceed the cord's ampere rating. Also, make sure the total ampere rating of all devices plugged into the wall outlet does not exceed the wall outlet's ampere rating.
- ❑ Never disassemble, modify, or attempt to repair the AC adapter, product, or product 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.
- ❑ If damage occurs to the plug, replace the cord set or consult a qualified electrician. If there are fuses in the plug, make sure you replace them with fuses of the correct size and rating.
- ❑ Unplug the product and the AC adapter, and refer servicing to qualified service personnel under the following conditions: The AC adapter or plug is damaged; liquid has entered the product or the AC adapter; the product or the AC adapter has been dropped or the case has been damaged; the product or the AC adapter does not operate normally or exhibits a distinct change in performance. (Do not adjust controls that are not covered by the operating instructions.)
- ❑ Unplug the product and the AC adapter before cleaning. Clean with a damp cloth only. Do not use liquid or aerosol cleaners.
- ❑ If you are not going to use the product for a long period, be sure to unplug the AC adapter from the electrical outlet.
- ❑ After replacing consumable parts, dispose of them correctly following the rules of your local authority. Do not disassemble them.

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

Safety Instructions

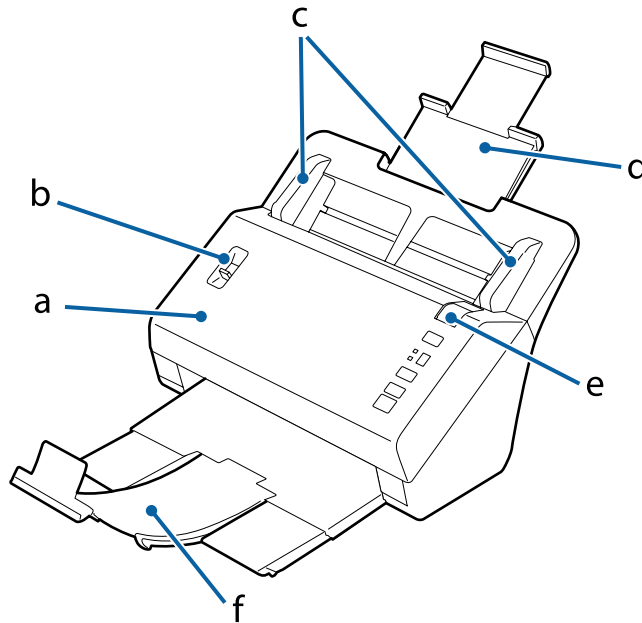
Products can be misused by improperly copying copyrighted materials. Unless acting on the advice of a knowledgeable attorney, be responsible and respectful by obtaining the permission of the copyright holder before copying published material.

Getting to Know Your Product

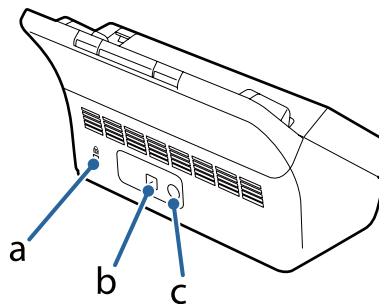
Product Parts

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

! Important:
When carrying your product, hold it by the scanner body and not the input tray.

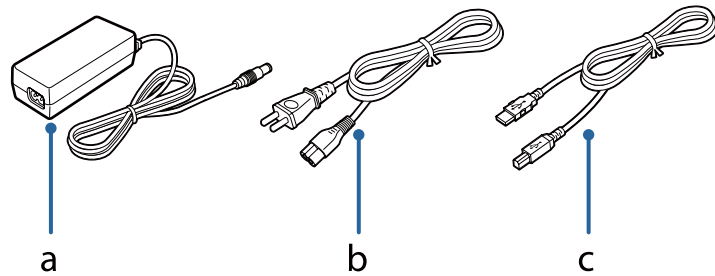


- a. scanner cover
- b. page separation lever
- c. edge guides
- d. input tray
- e. cover open lever
- f. output tray



Getting to Know Your Product

- a. security slot
- b. USB interface connector
- c. DC inlet



- a. AC adapter
- b. AC power cord
- c. USB cable

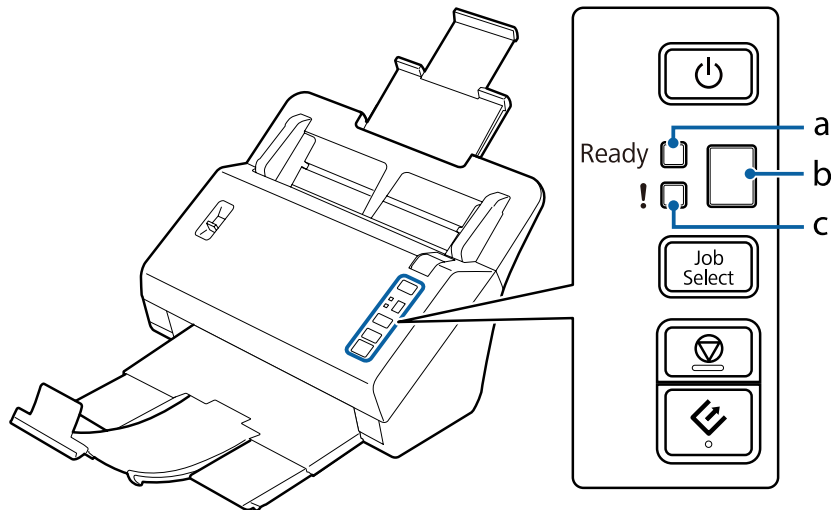
Note:

Epson Scan works with the optional Network Interface Unit (B12B808451/B12B808461) to enable direct control of all features of your scanner in a network environment.

See the User's Guide for more information on setting up the Network Interface Unit. You can download the User's Guide from the following Website.

➔ <http://support.epson.net/netscan/>

Status Light and Display



- a. Ready light
- b. display
- c. Error light

Status light

The Status light indicates whether the product is operating normally.

Getting to Know Your Product

Light	Indicator Status	Meaning
Ready (Blue)	On	The product is ready to scan.
	Flashing	The product is initializing or scanning.
Ready (Blue) and Error (Amber)	Flashing (alternately)	The firmware is being updated.
	Flashing (simultaneously)	A fatal error has occurred. Contact your dealer.
Error (Amber)	On	An error has occurred. ➔ "Problems Indicated by status light" on page 50
Ready (Blue) and Error (Amber)	Off	The product is off.

Display

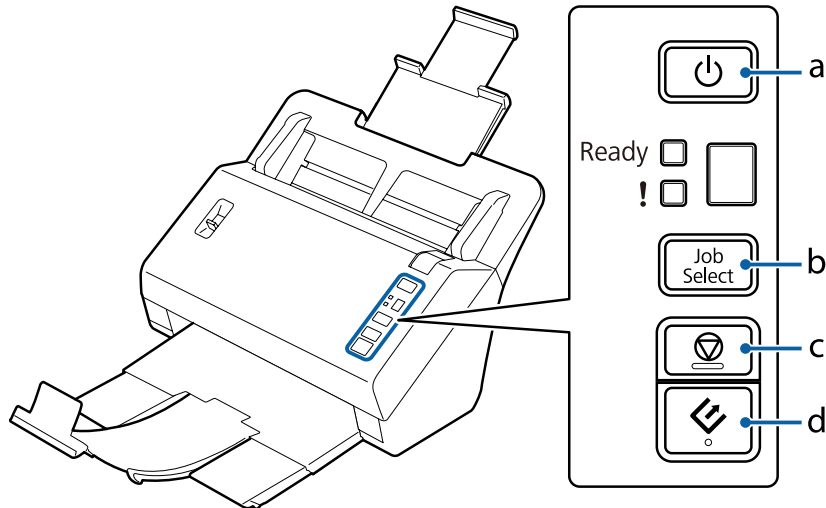
This display shows the job numbers assigned in Document Capture Pro. You can select the job you want to start by using the Job Select button.

➔ ["Document Capture Pro" on page 35](#)

Button

The product has four buttons for scanning operations.

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



- a. Power Button
- b. Job Select Button
- c. Stop Button
- d. Start Button

Getting to Know Your Product

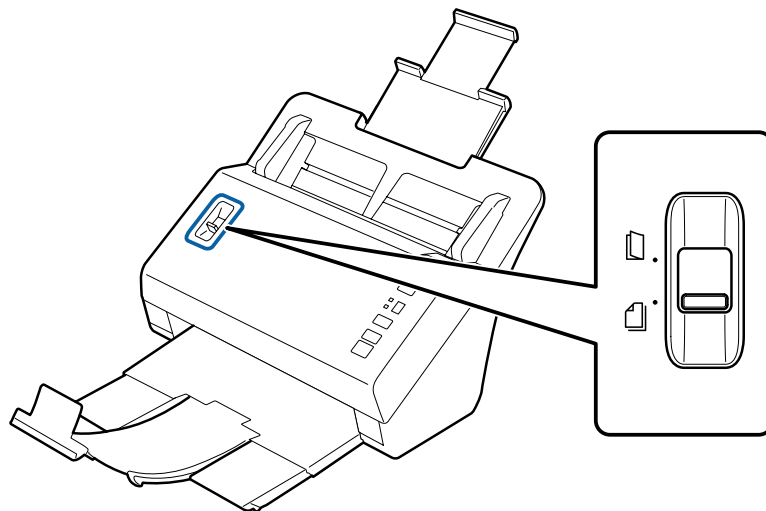
Button	Function
⏻ Power Button	Turns the product on if pressed once. Turns the product off if pressed again.
Job Select Button	Selects the job you want to start from the display. You can assign jobs to this button in Document Capture Pro. ➔ "Document Capture Pro" on page 35
⏹ Stop Button	Cancels scanning.
⏪ Start Button	Starts scanning.

You can customize the Start button using Document Capture Pro.

➔ "Document Capture Pro" on page 35

Page Separation Lever

Change the position of the page separation lever depending on the type of document you are going to scan.



	<p>Separation feeding</p>	<p>You should normally use separation feeding. Documents with multiple pages are fed one sheet at a time.</p> <p>➔ "Loading Documents" on page 14</p> <p>Use this mode when scanning standard plastic cards. You cannot scan embossed cards.</p> <p>➔ "Loading Cards" on page 19</p>
	<p>Non Separation feeding</p>	<p>Use this mode when scanning special documents such as folded documents, plastic cards (embossed cards), carrier sheets, and so on.</p> <p>Scanning is performed without separating the document.</p> <p>➔ "Loading Cards" on page 19</p> <p>➔ "Loading Special Documents" on page 22</p>

Placing Originals on the Product

Placing Originals on the Product

Loading Documents

Document specifications

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

Paper Size	Measurements	Paper Thickness	Paper Type	Loading Capacity
A4	210 × 297 mm (8.3 × 11.7 inches)	40 to 210 g/m ²	Plain paper, fine paper, recycled paper	40 g/m ² : 100 sheets 80 g/m ² : 80 sheets 210 g/m ² : 30 sheets (The loading capacity varies depending on the paper type.)
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)			
B7 (horizontal)	91 × 128 mm (3.6 × 5.0 inches)			
A7 (horizontal)	74 × 105 mm (2.9 × 4.1 inches)			
B8 (horizontal)	64 × 91 mm (2.5 × 3.6 inches)			
A8 (horizontal)	52 × 74 mm (2.0 × 2.9 inches)	127 to 210 g/m ²		
Business card (horizontal)	-	210 g/m ²	-	30 sheets

See the following for more information on loading special documents such as plastic cards.

- ➔ [“Loading Cards” on page 19](#)
- ➔ [“Loading Special Documents” on page 22](#)

Placing Originals on the Product

You cannot load the following documents:

- Thermal paper
- Coated paper
- Document with an uneven surface
- Photos
- Document with wet ink
- Ripped, wrinkled, or curled documents
- Document with staples or paper clips (which may damage the paper source)
- Documents with holes (not including punched holes)
- Bound documents
- Documents with carbon paper on the back
- Non-paper document (such as clear files)
- Transparent documents
- Glossy documents
- Carbon-less paper
- Perforated documents
- 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. When scanning such originals, make sure you use the carrier sheet (sold separately).

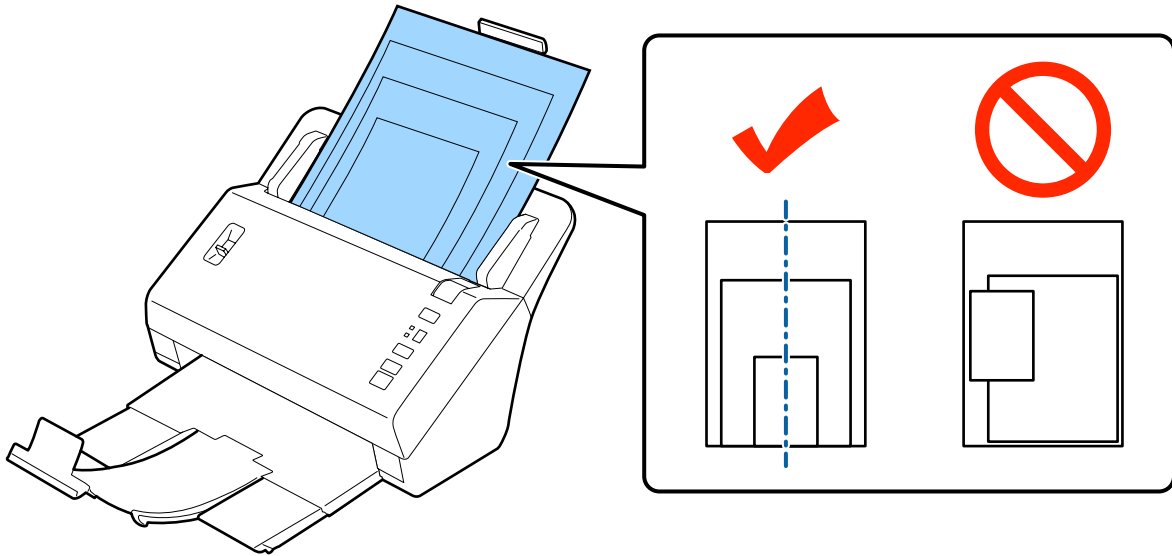
Loading a mixture of documents at different sizes

You can load a mixture of documents at different sizes. When loading documents, follow the notes below.

- You can load a mixture of documents from A6 to A4/letter size.
- Load the documents in the input tray in descending order of paper size with the largest at the back and the smallest at the front.

Placing Originals on the Product

- ❑ Load the documents at the center of the input tray with the edges of the documents aligned.

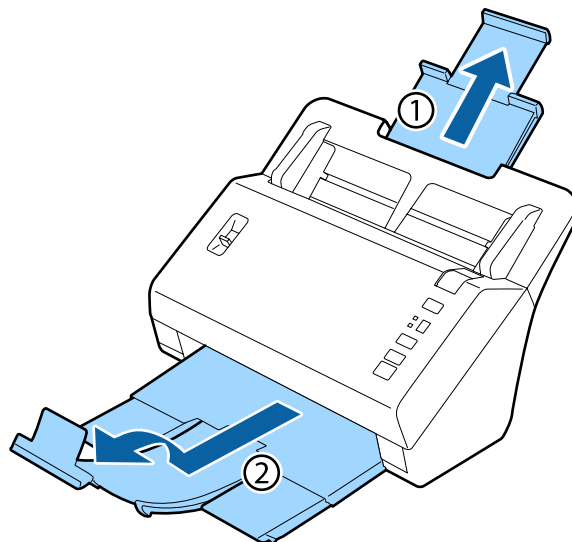


- ❑ Slide the edge guides to fit the edges of the widest document.

Loading documents

Follow the steps below to load the document.

- 1 Extend the input tray, slide out and extend the output tray, and then raise the stopper.

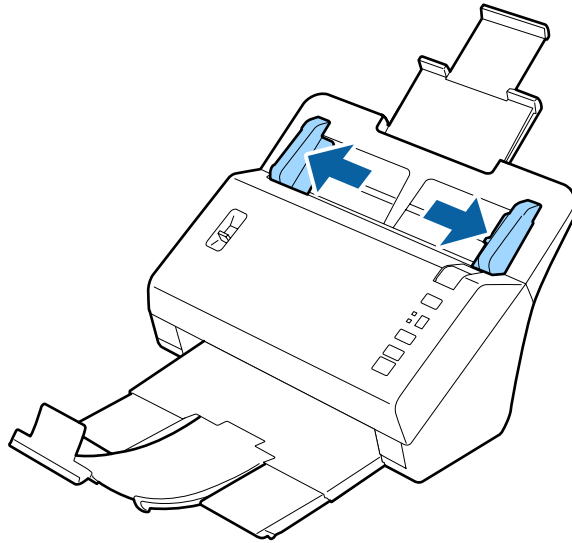


Note:

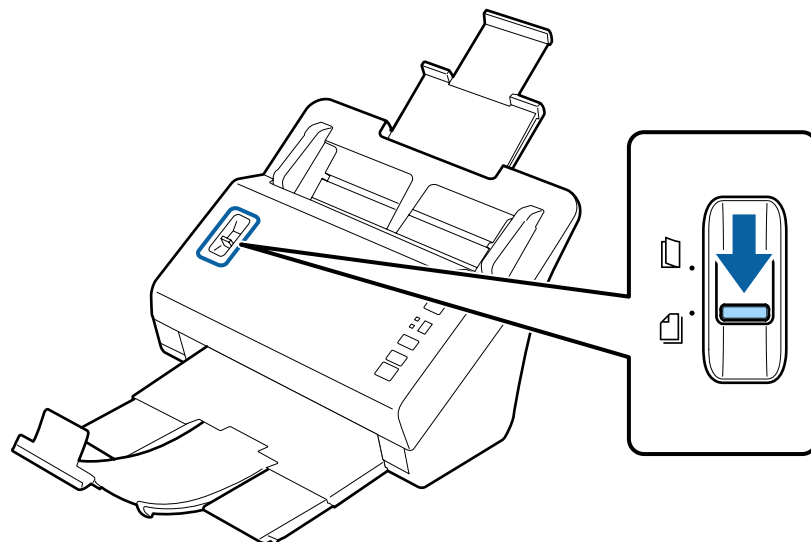
- ❑ When scanning documents that are A6 size or larger, extend the input tray all the way.
- ❑ When scanning documents larger than A4 size, do not raise the stopper.
- ❑ Extend the output tray and use the stopper to match the size of the document you are scanning.

Placing Originals on the Product

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

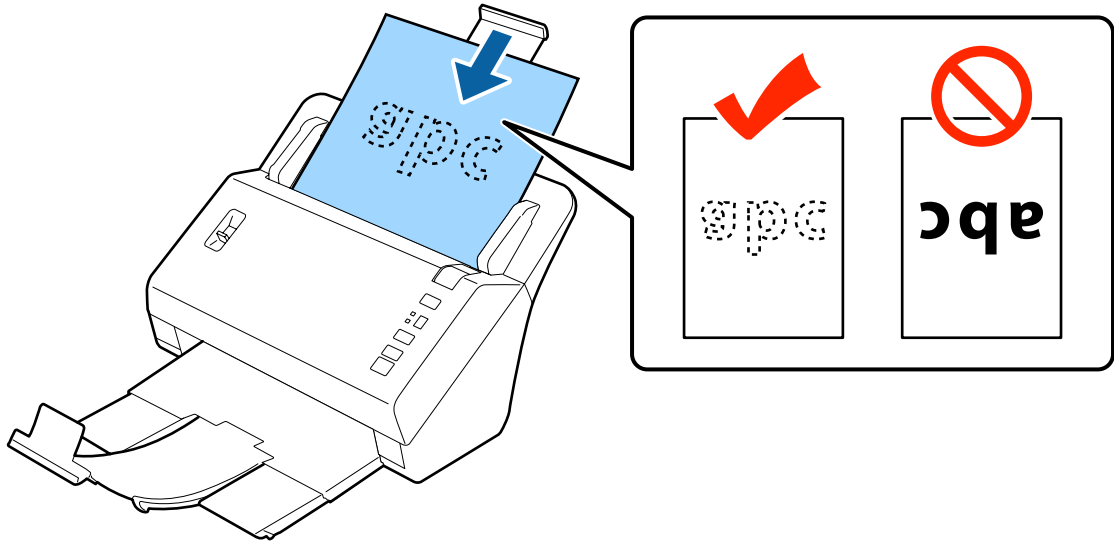


- 3 Make sure that the page separation lever is lowered.



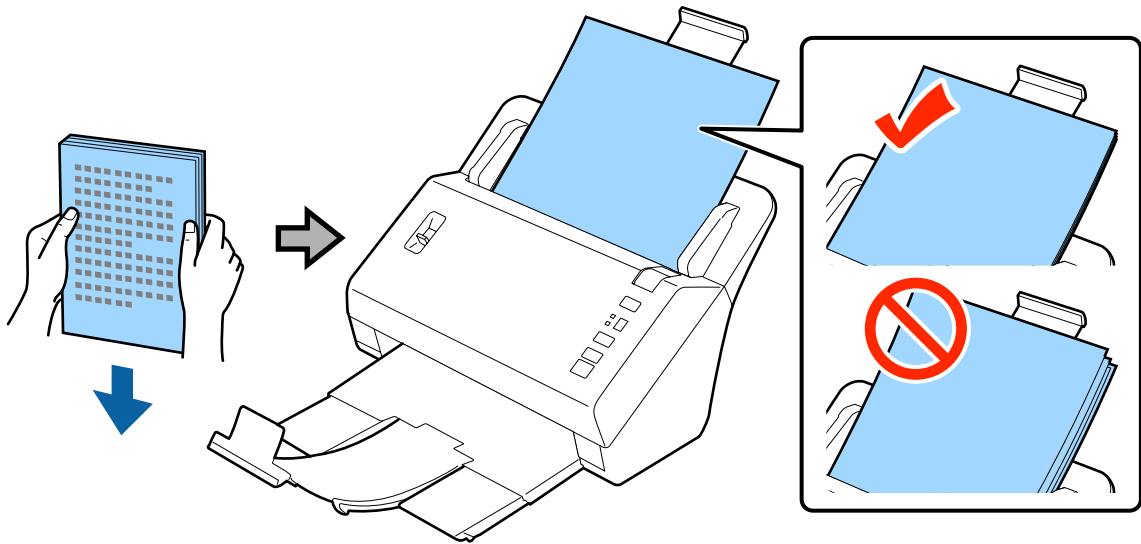
Placing Originals on the Product

- 4** Load only the first page of your documents into the input tray with the printed side facing down and the top edge facing into the feeder. Slide the paper into the feeder until it meets resistance.



Note:

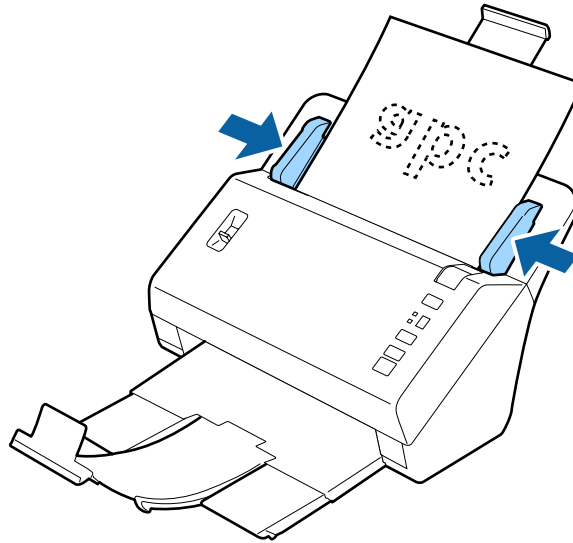
- Load business cards horizontally.
- Align the edges of the documents; otherwise a paper jam may occur.



- Smooth out the folding lines on the documents before loading them.

Placing Originals on the Product

- 5** Slide the edge guides to fit the edge of the paper.



- ➔ “Scanning Using Document Capture Pro” on page 27
- ➔ “Scanning Using Epson Scan ” on page 28

Loading Cards

Note:
 Scan results are not guaranteed for plastic cards with shiny surfaces.

You can load plastic cards with the following specifications into the product.

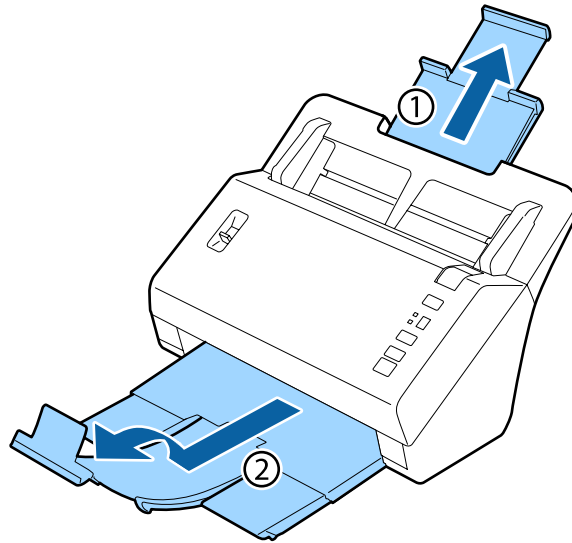
Type	Plastic card (including embossed cards)*
Size	54 × 85.6 mm (2.1 × 3.3 inches)
Loading capacity	Standard cards: Up to 3 Embossed cards: 1
Loading direction	Horizontal
Paper thickness	Up to 1.24 mm thick (including emboss)

* ISO7810 compliant

Follow the steps below to load plastic cards.

Placing Originals on the Product

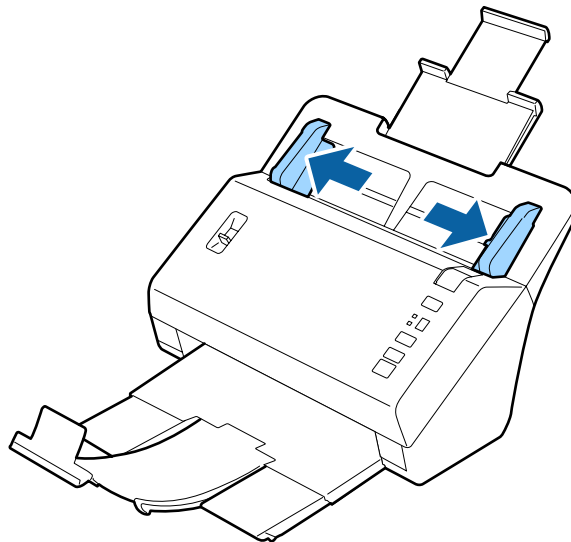
- 1 Extend the input tray, slide out and extend the output tray, and then raise the stopper.



Note:

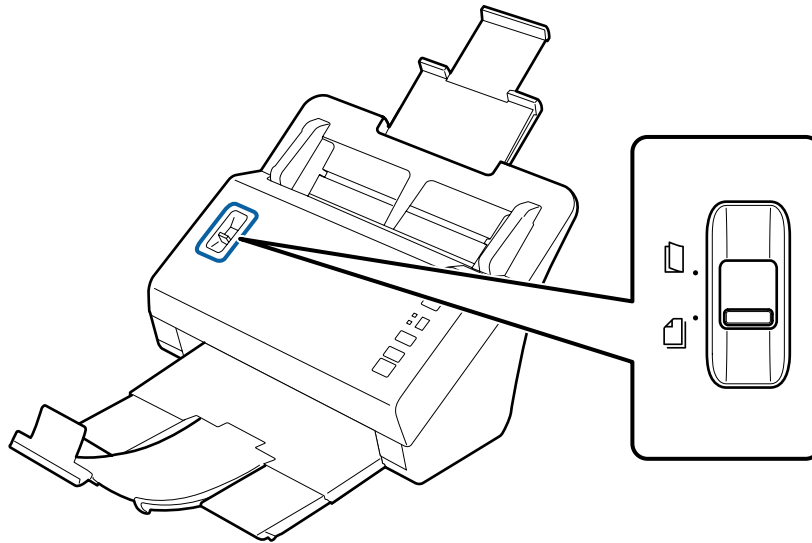
Extend the output tray and use the stopper to match the size of the card you are scanning.

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



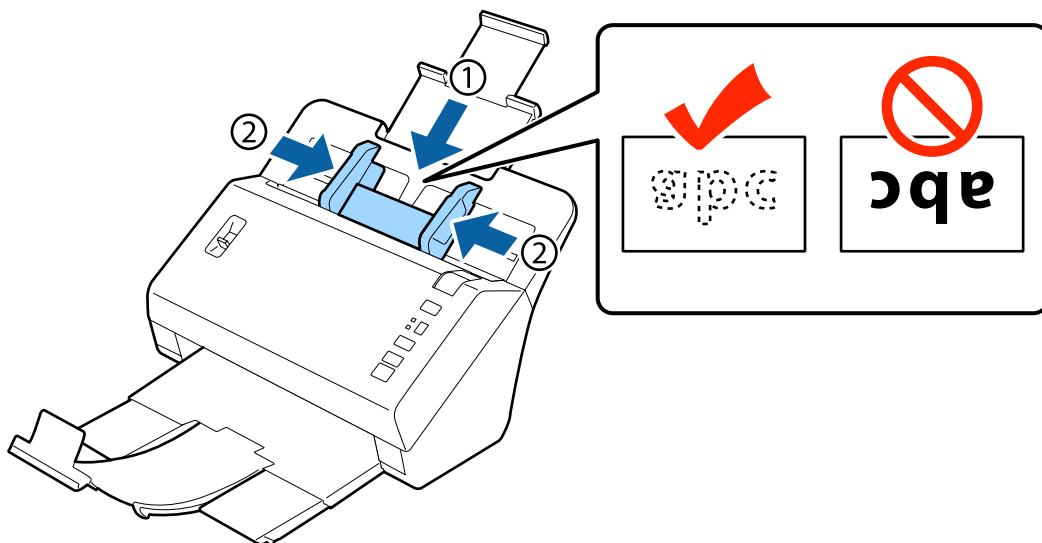
Placing Originals on the Product

- 3** Change the position of the page separation lever to match the type of card you are going to scan.

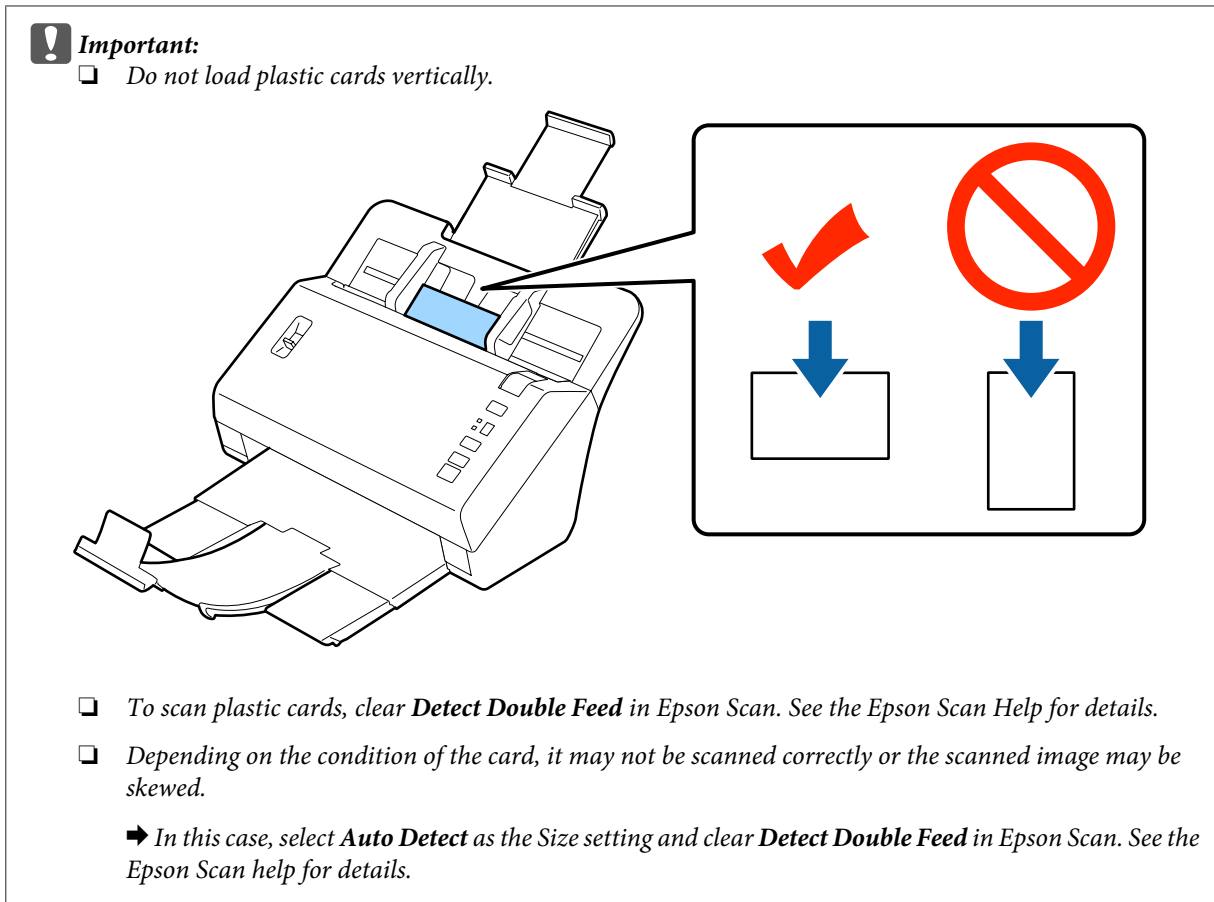


	<p>Standard cards (up to 3)</p>
	<p>Embossed cards (only one card)</p>

- 4** Load the card into the input tray with the printed side facing down and the top edge facing into the feeder. Slide the card into the feeder until it meets resistance. Then slide the edge guides to fit the edge of the card.



Placing Originals on the Product



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

- ➔ [“Scanning Using Document Capture Pro” on page 27](#)
- ➔ [“Scanning Using Epson Scan ” on page 28](#)

Lower the page separation lever after scanning.

Loading Special Documents

Raise the page separation lever to scan paper that has been folded in half, envelopes, or non-standard size documents.

The following table provides a list of supported paper types and sizes.

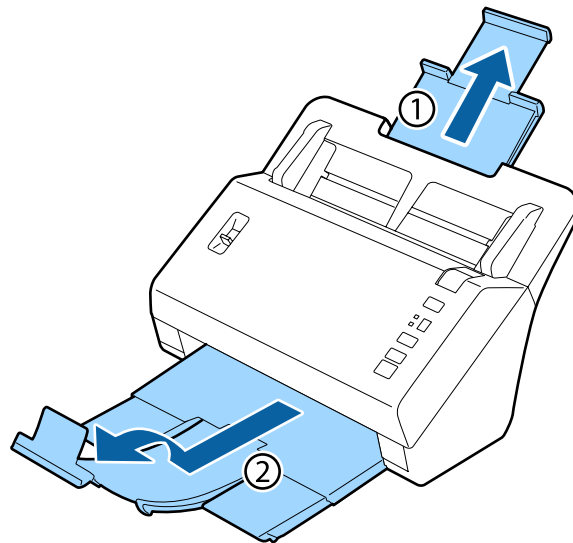
Placing Originals on the Product

Paper type	Measurements	Paper Thickness	Loading Capacity
Plain paper, fine paper, recycled paper (long paper)	Width: 50.8 to 215.9 mm Length: 355.6 to 3048 mm	40 to 210 g/m ²	1 sheet
Plain paper, fine paper, recycled paper (folded in half)	A6 to A3	40 to 210 g/m ²	
Envelope*	C6: 114 × 162 mm (standard size) DL: 110 × 220 mm (standard size)	Up to 0.38 mm thick	
Carrier sheet (sold separately)	A8 to 216 × 297 mm	Up to 0.3 mm thick (not including carrier sheet)	

* Envelopes with special shapes cannot be loaded. Depending on the envelope type, it may not be fed correctly. Check before scanning.

Follow the steps below to load a document.

- 1 Extend the input tray, slide out and extend the output tray, and then raise the stopper.

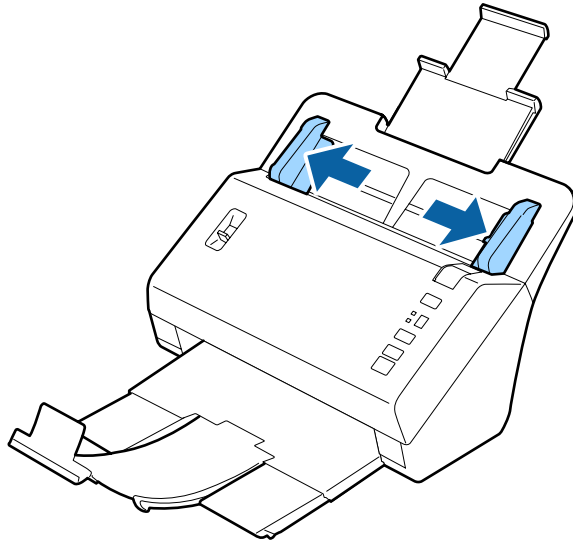


Note:

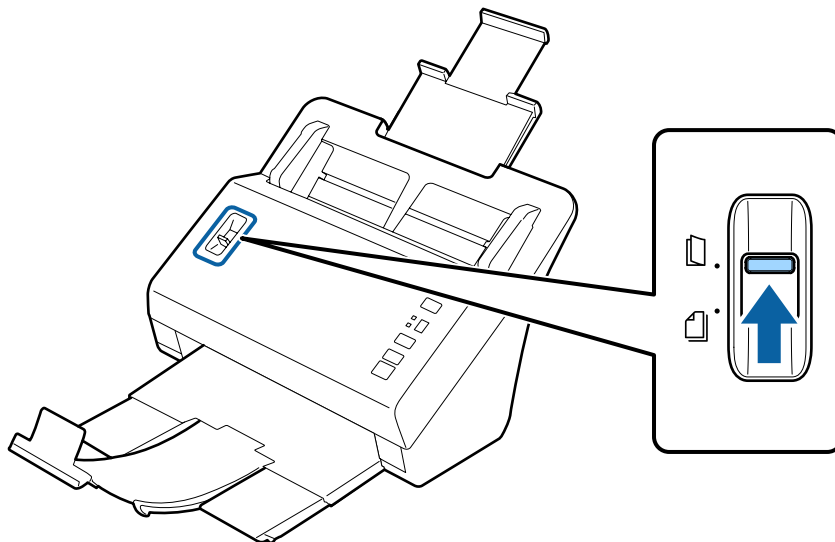
- When scanning documents that are A6 size or larger, extend the input tray all the way.
- When scanning documents larger than A4 size, do not raise the stopper.
- Extend the output tray and use the stopper to match the size of the document you are scanning.

Placing Originals on the Product

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

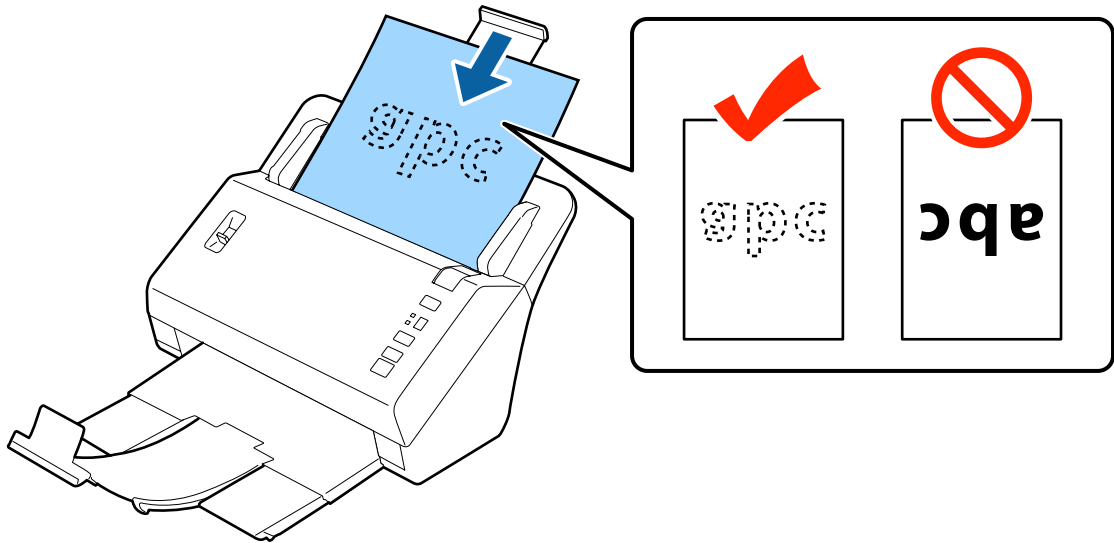


- 3 Raise the page separation lever.

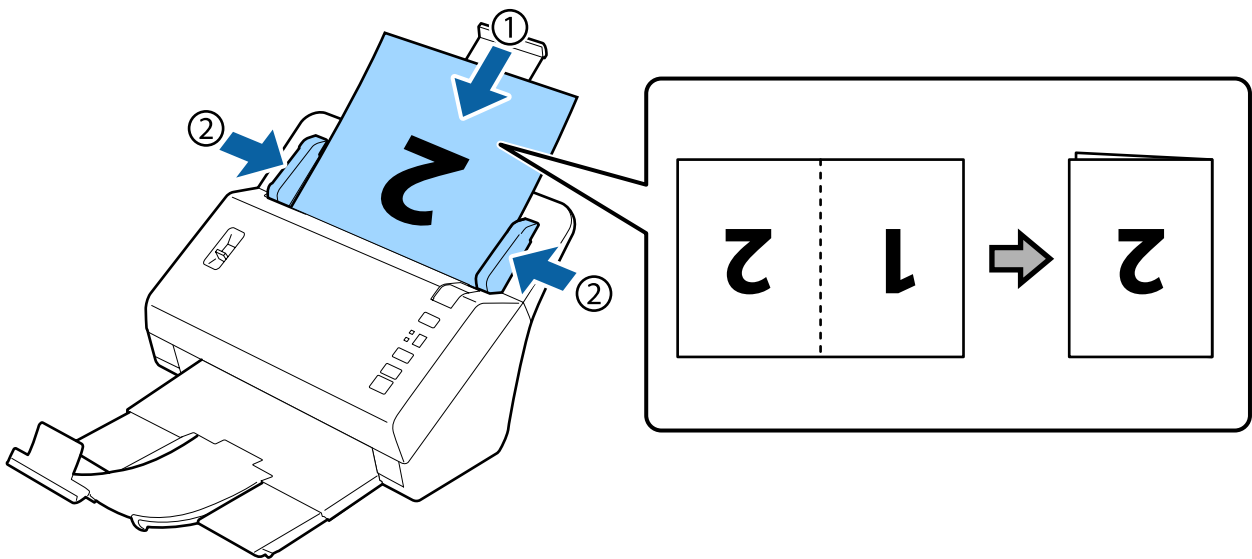


Placing Originals on the Product

- 4** Load the documents into the input tray with the printed side facing down and the top edge facing into the feeder. Slide the paper into the feeder until it meets resistance.

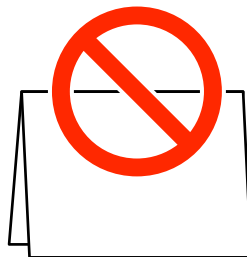


When loading a document that is folded in half, fold it as shown below.



! **Important:**

- ❑ Do not load the document with the open side facing down.



- ❑ To scan special documents, clear **Detect Double Feed** in Epson Scan. See the Epson Scan Help for details.

Placing Originals on the Product

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

- ➔ “Scanning Using Document Capture Pro” on page 27
- ➔ “Scanning Using Epson Scan ” on page 28

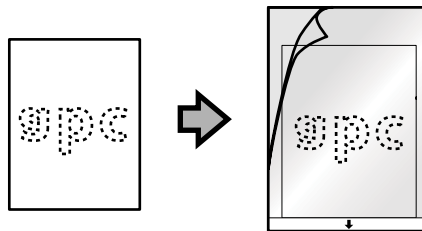
Lower the page separation lever after scanning.

Note:

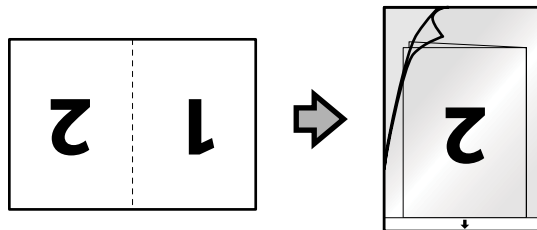
When loading a photo or paper that is an irregular shape, use the carrier sheet (sold separately). You cannot use a clear file instead of the carrier sheet.

See the following for more information on placing the document in the carrier sheet.

- If the document is smaller than A4 size, insert it into the center of the carrier sheet with the side to be scanned facing down.



- If the document is larger than A4 size, fold it in half so that the side to be scanned is facing out, with the right side at the front.




Basic Scanning

Scanning from the Button


The product starts the job assigned on the Job Settings window in Document Capture Pro.

➔ [“Assigning a Specified Scanning Setting to a Program” on page 31](#)

- 1** Load the document(s).
 - ➔ [“Loading Documents” on page 14](#)
 - ➔ [“Loading Cards” on page 19](#)
 - ➔ [“Loading Special Documents” on page 22](#)
- 2** Press the **Job Select** button to select the job you want to start from the display.
- 3** Press the  Start button.

The product starts scanning the job you selected.

Note:

- You can select a job from jobs 1 to 9 assigned in Document Capture Pro.
- When the product is connected to the Network Interface Unit, you cannot select a job from the display. In this case,  is displayed on the display.

Scanning Using Document Capture Pro

This section explains basic scanning procedures using Document Capture Pro.

See the Help for details on Document Capture Pro.

- 1** Load the document(s).
 - ➔ [“Loading Documents” on page 14](#)
 - ➔ [“Loading Cards” on page 19](#)
 - ➔ [“Loading Special Documents” on page 22](#)
- 2** Start Document Capture Pro.
 - ➔ [“Document Capture Pro” on page 35](#)

Basic Scanning

3 Click  (**Scan**) icon.

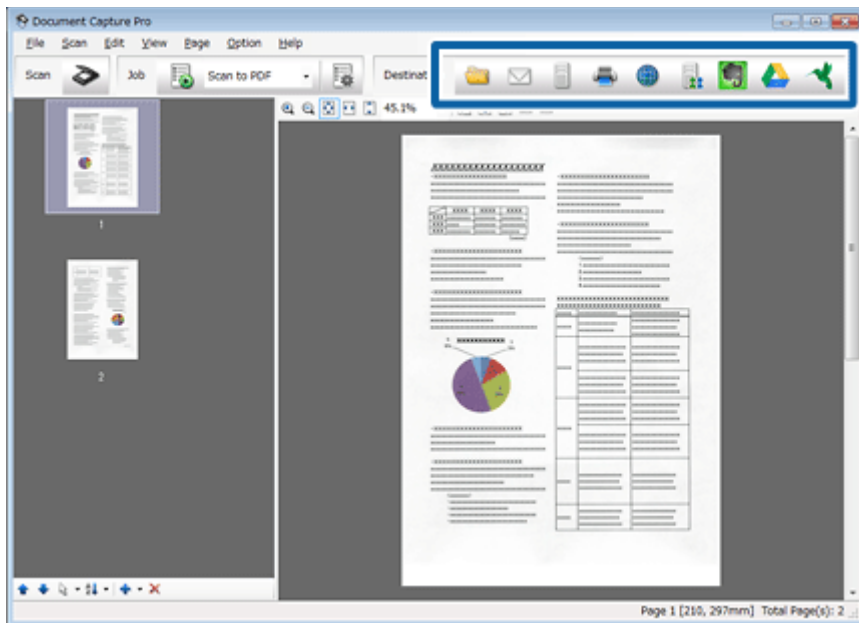
4 Set all of the items, and then click **Scan**.

If you want to make detailed settings such as image quality, click **Detailed Settings** to display the “Epson Scan” scanner driver screen, and then make the necessary settings.

The scanned document is displayed in Document Capture Pro.

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**.

Note:
 On the Batch Save window or the Transfer Settings window, click **File Name Settings** and then select **Apply job separation** to sort the documents into separate files by detecting blank pages or barcodes in your scanned images.

The scanned image is saved to the folder you specified.

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.

Basic Scanning

- 1 Load the document(s).
 - ➔ “Loading Documents” on page 14
 - ➔ “Loading Cards” on page 19
 - ➔ “Loading Special Documents” on page 22

- 2 Start Epson Scan.
 - ➔ “How to start” on page 35

- 3 Make settings for each item in Main Settings.

- 4 Click **Preview**.
The Preview window displays the scanned image.

**Important:**

The first page is ejected and the scanned image is displayed in the preview window. Reload the ejected page, 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.

Note:

When Auto Detect is selected as the Size setting, depending on the value of the Brightness or the Contrast, the scanning area may not be detected correctly.

In this case, select a size of the scanning area other than Auto Detect as the Size setting.

- 6 Click **Scan**.

- 7 In the File Save Settings window, make settings for each item 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

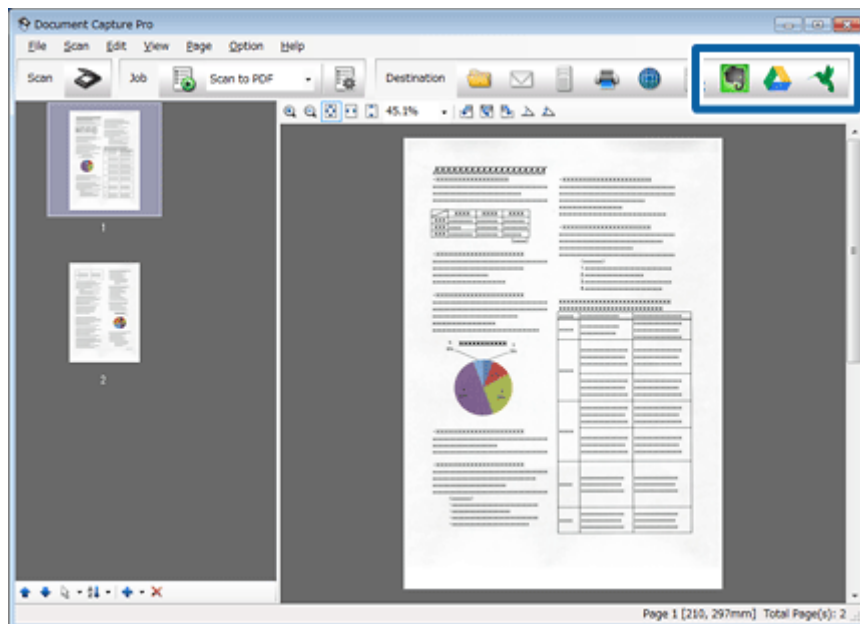
Scanning to SharePoint or Cloud Service

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

Note:

You need to create a cloud service account before using this function.

- 1 Start Document Capture Pro and scan your document.
 - ➔ “Scanning Using Document Capture Pro” on page 27 steps 1 to 5
- 2 On the Main window of Document Capture Pro, click the destination icon.
 - See the Help for details on Document Capture Pro.



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

The image is uploaded to the target server.

Scanning Multiple Documents to Separate Files

This function sorts documents into separate files by using a variety of detection methods such as blank pages or barcodes inserted between the scanned images.

Various Types of Scanning

Note:

The actual operations may differ depending on the destination selected.

- 1 Load a document into the input tray including indicators, such as blank pages, between the pages where you want to separate the data.
- 2 Start Document Capture Pro and scan your document.
 - ➔ “[Scanning Using Document Capture Pro](#)” on page 27 steps 2 to 6
- 3 Click **File Name Settings** on the Batch Save window or the Transfer Settings window.
- 4 Select **Apply job separation**, and then click **Separation Settings**.
- 5 Select the separation method and the method for specifying the folder name on the Job Separation Settings window, and then click **OK**.


See the Help for details on Document Capture Pro.
- 6 Make other settings on the File Name Settings window, and then click **OK**.
- 7 Make other settings on the Batch Save window or the Transfer Settings window, and then click **OK** or **Send**.

Scanned images are saved separately based on the separation method selected.

Assigning a Specified Scanning Setting to a Program

By registering a specific scanning operation to a scanner button, you can perform that operation by simply pressing the scanner button. The operation number is displayed on the scanner and you can select the operation you want to start.

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

- 1 Start Document Capture Pro.
 - ➔ “[Document Capture Pro](#)” on page 35
- 2 Click the  (**Manage Job**) icon on the main window.
- 3 On the Job Management window, click **Add**.
- 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.

Various Types of Scanning

- 5 Click **Event Settings** on the Job Management window.
- 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.

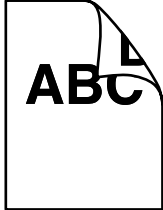
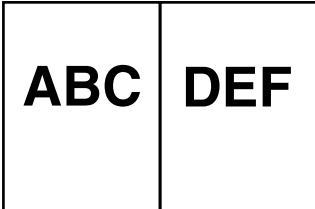
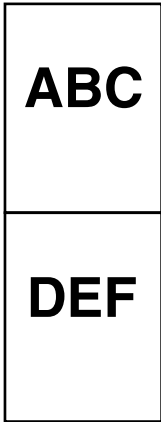
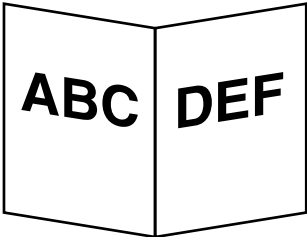
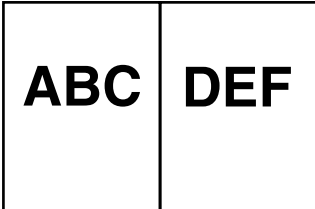
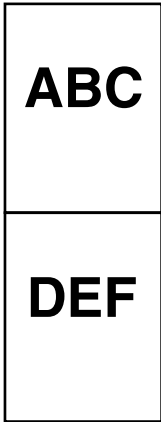
This completes the procedure for assigning a job to the scanner button. You can select the job you want to start from the scanner display.

➔ [“Scanning from the Button” on page 27](#)

Scanning Stitched Images


Stitch Images allows you to stitch together both sides of a double-sided document or a folded document, and save them as one sheet.

The following shows how the sheets are stitched together.

Direction	Document	Stitch Image Direction: Left&Right	Stitch Image Direction: Top&Bottom
Double-Sided			
Folded			

- 1 Load the document.
 - ➔ [“Loading Documents” on page 14](#)
 - ➔ [“Loading Cards” on page 19](#)
 - ➔ [“Loading Special Documents” on page 22](#)
- 2 Start **Document Capture Pro**.
 - ➔ [“How to start” on page 35](#)

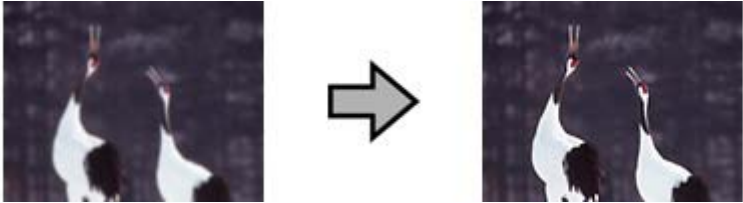
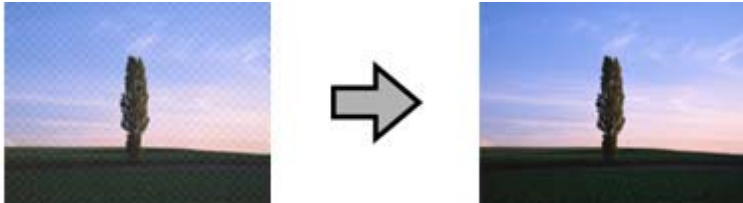
Various Types of Scanning

- 3 Click the  (Scan) icon.
- 4 Click **Detailed Settings** and display EPSON Scan.
- 5 Select **Double-Sided** from Document Source on the Main Settings tab.
- 6 Select the document size from Size.
- 7 Select **Top&Bottom** or **Left&Right** from Stitch Images, and then click **OK**.
- 8 Click **Scan**.
The scanned image is displayed in Document Capture Pro.
- 9 Check the scanned image, and then save it.
➔ [“Scanning Using Document Capture Pro” on page 27](#) steps 5 to 7


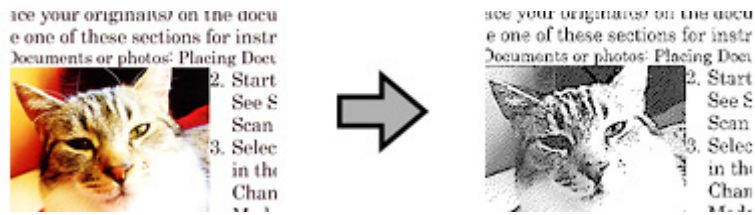
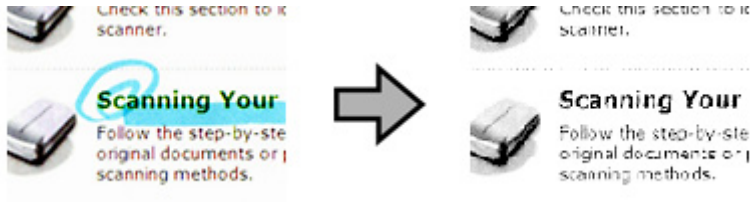
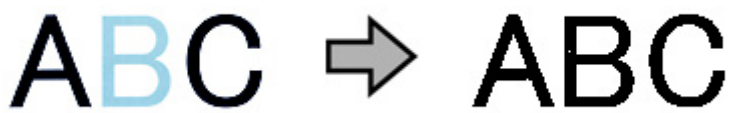
Note:
If the images are not stitched together in the intended direction, check **Binding Position (for Double-Sided Scanning)** on the EPSON Scan Configuration screen.

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> 

Various Types of Scanning

<p>Text Enhancement</p>	<p>Enhances text recognition when scanning text documents.</p> 
<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

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.

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 **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.

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.

How to access the help

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

Another Scanning Software

For inquiries about other scanning software, contact the manufacturer of the software.

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

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

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.

Installing the software

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

Uninstalling Your Software

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

Software Information

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.
- 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**.

Maintenance

Cleaning the Product

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

! **Important:**

- Never use alcohol, 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 AC adapter from the product.
- 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.

Cleaning inside the scanner

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

! **Important:**

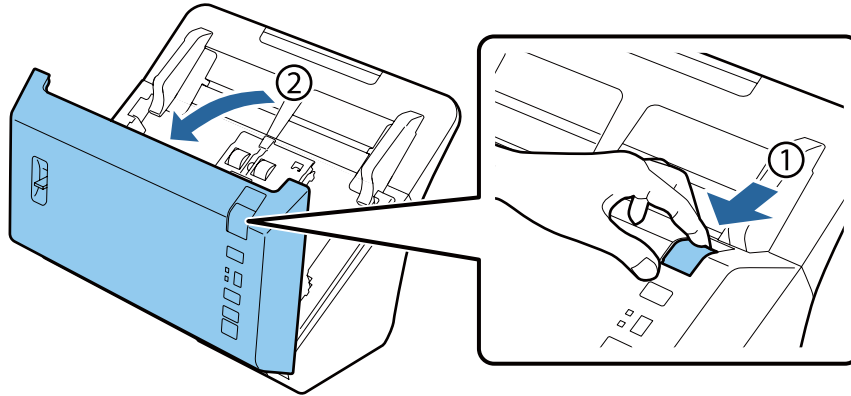
- Do not place too much force on the glass surface inside the product.
- Be careful not to scratch or damage the glass surface inside the product, and do not use a hard or abrasive brush to clean it. A damaged glass surface can decrease the scan quality.
- Never use alcohol, thinner, or corrosive solvent to clean the scanner. These chemicals can damage the scanner components and the case.
- Be careful not to spill liquid into the scanner mechanism or electronic components. This could permanently damage the mechanism and circuitry.
- Do not spray lubricants inside the scanner.

- 1** Turn off the product.

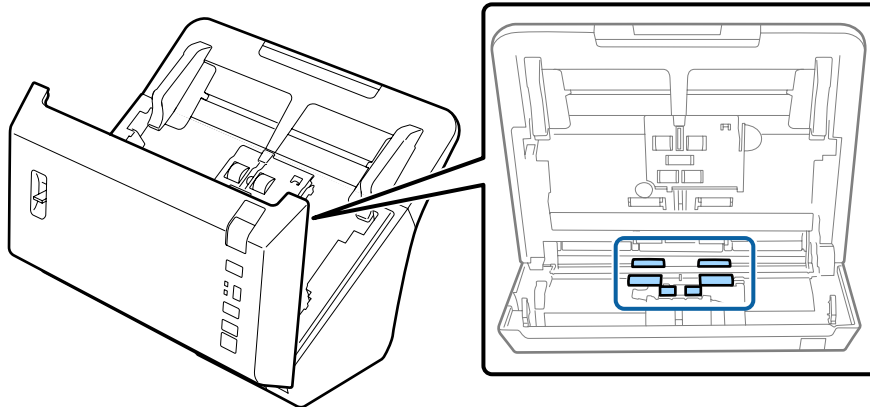
Maintenance

2 Unplug the AC adapter from the product.

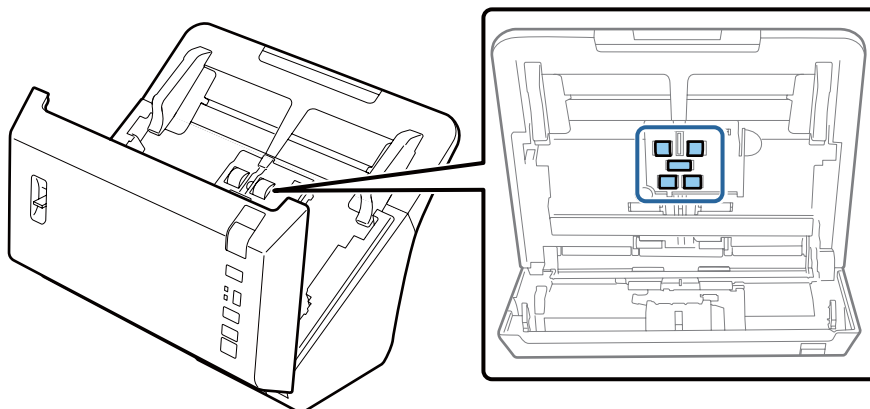
3 Pull the cover open lever and open the scanner cover.



4 Use a soft cloth to wipe off any stains on the roller on the Scanner cover side.





5 Wipe off any stains on the pickup roller.

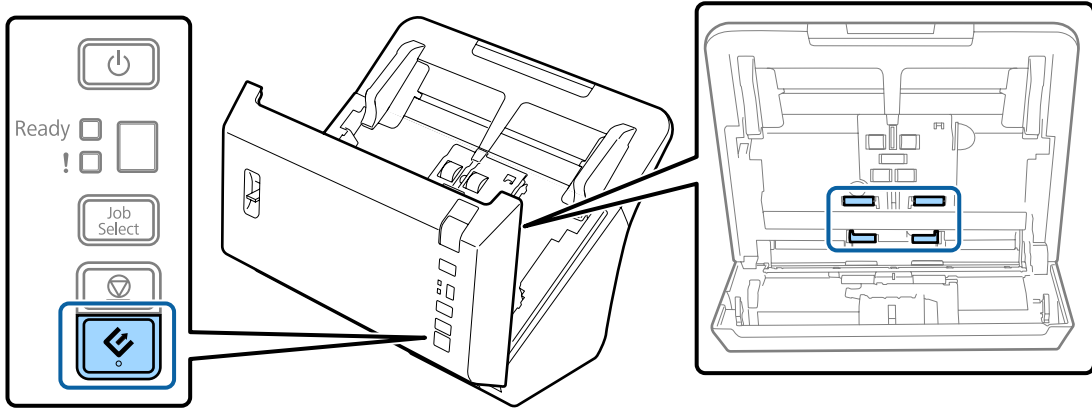


6 Plug the AC adapter, and then turn on the scanner.

Maintenance

- 7** Wipe off any stains on the four rollers on the bottom.

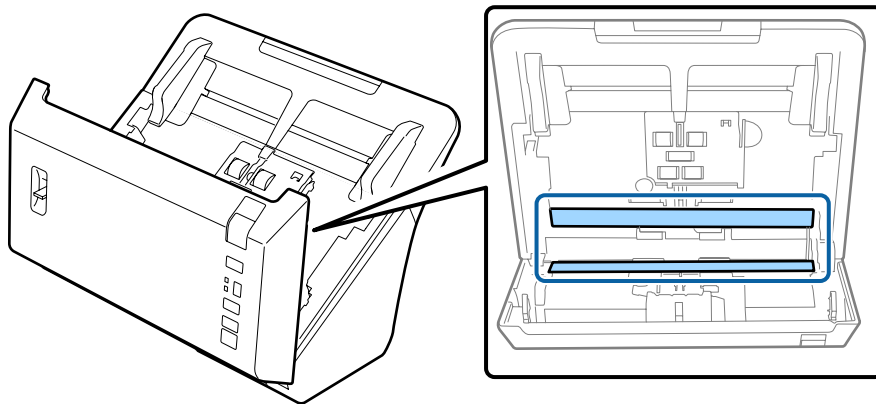
Hold down the  button for at least two seconds. Press the  button several times to rotate the roller and wipe off any stains on the roller.



- 8** Turn off the product. Unplug the AC adapter from the product.

- 9** Wipe off any stains on the glass surface.

Make sure that dust does not build up on the glass surface. Dust can cause spots and straight lines in your scanned images.



! **Important:**
Do not spray glass cleaner directly on the glass surface.

- 10** Close the Scanner cover.

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

Replacing the Roller Assembly Kit

You need to replace the parts on the Roller Assembly Kit after scanning every 200,000 times.

Note:

Make sure you replace all of the rollers at the same time.

Removal part	Part number	Number of scanning
Roller Assembly Kit	B12B813581	200,000

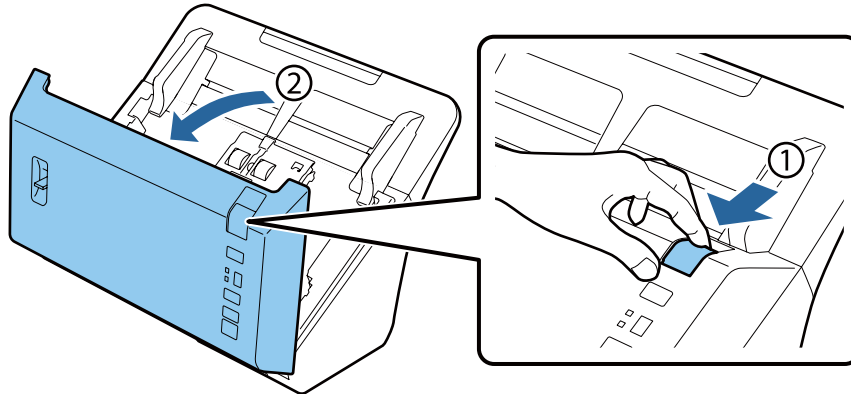
To replace the Roller Assembly Kit, follow the steps below.



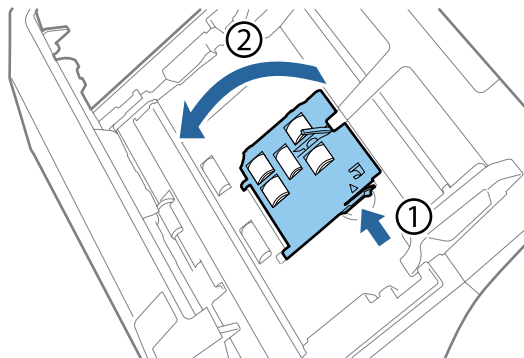
Important:

Do not touch the surface of the roller.

- 1 Turn off the scanner.
- 2 Unplug the AC adapter from the product.
- 3 Pull the cover open lever and open the scanner cover.



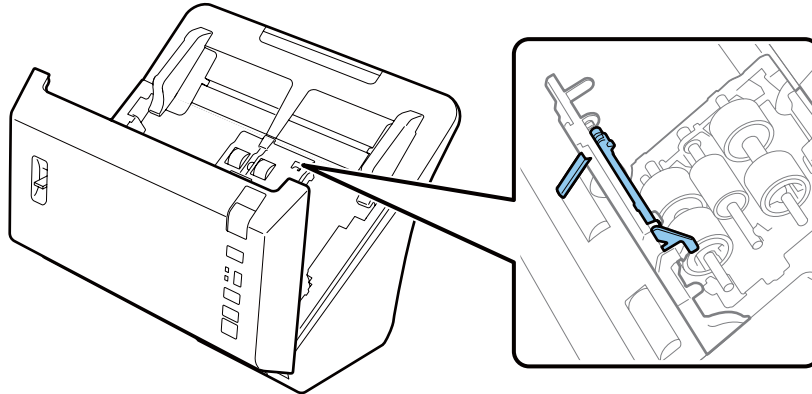
- 4 Press the hook on the right side of the pickup roller cover, and then open the cover.



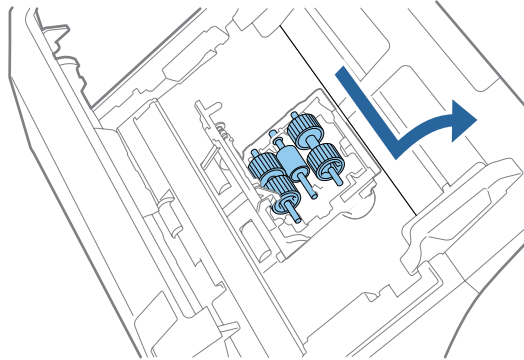
Maintenance

! *Important:*

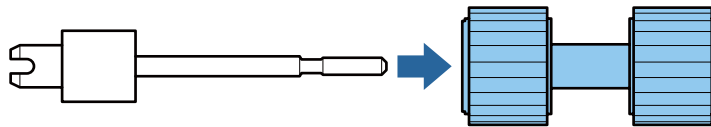
Do not place too much force on the arm when replacing the pickup roller. Doing so may break the arm.



5 Slide and remove the installed pickup rollers.

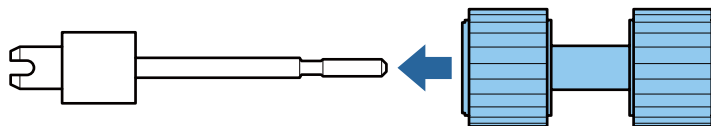


6 Remove the upper pickup roller from the axis.



7 Attach the new upper pickup roller to the axis.

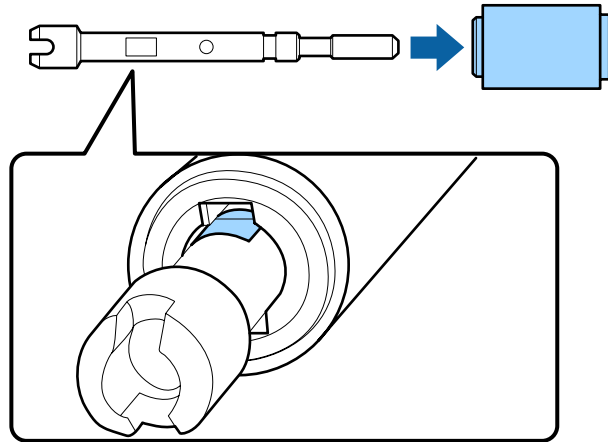
Rotate the roller and slide it all the way onto the axis.



Maintenance

- 8** Remove the middle pickup roller from the axis.

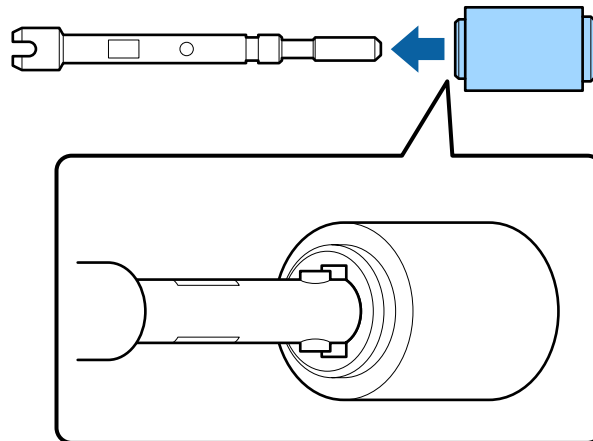
Align the grooves in the roller with the slots on the axis, and then remove the roller.



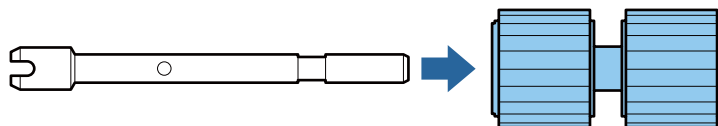
- 9** Attach the new middle pickup roller to the axis.

Align the holes on the roller with the projecting parts on the axis, and then slide the roller onto the axis until it clicks into place.

If you cannot attach the roller, rotate it and then slide it all the way onto the axis.



- 10** Remove the lower pickup roller from the axis.

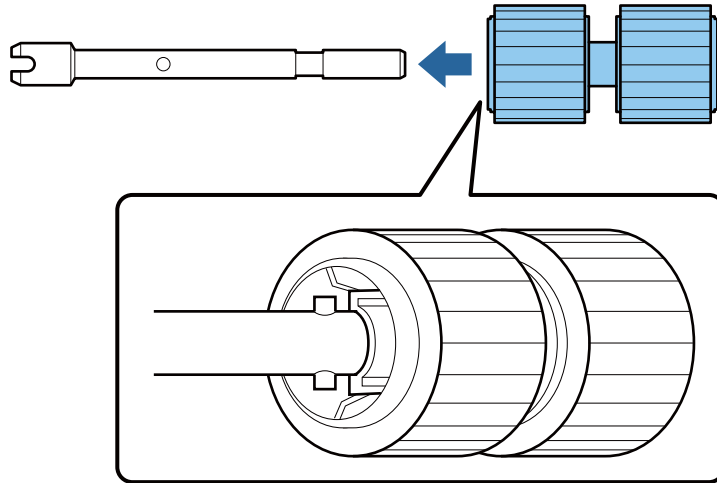


Maintenance

- 11** Attach the new lower pickup roller to the axis.

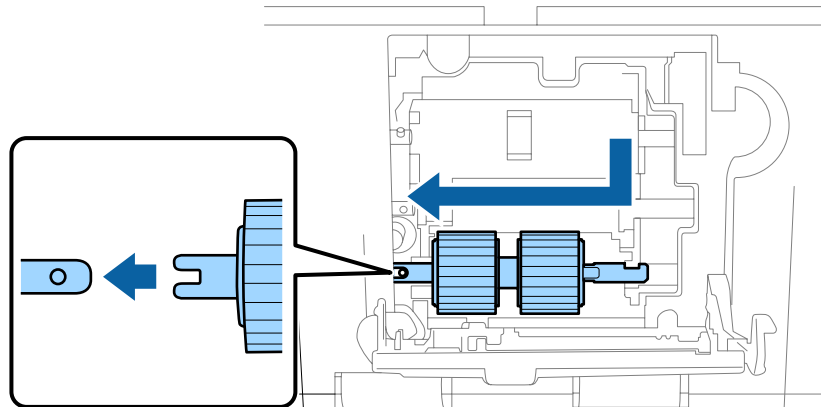
Align the holes on the roller with the projecting parts on the axis, and then slide the roller onto the axis until it clicks into place.

If you cannot attach the roller, rotate it and then slide it all the way onto the axis.



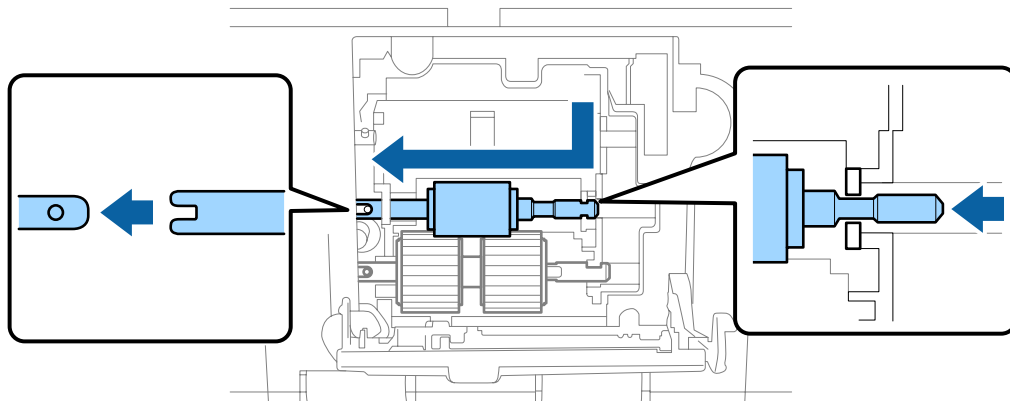
- 12** Attach the new lower pickup roller in the correct position.

Make sure the notches are aligned.



- 13** Attach the new middle pickup roller in the correct position.

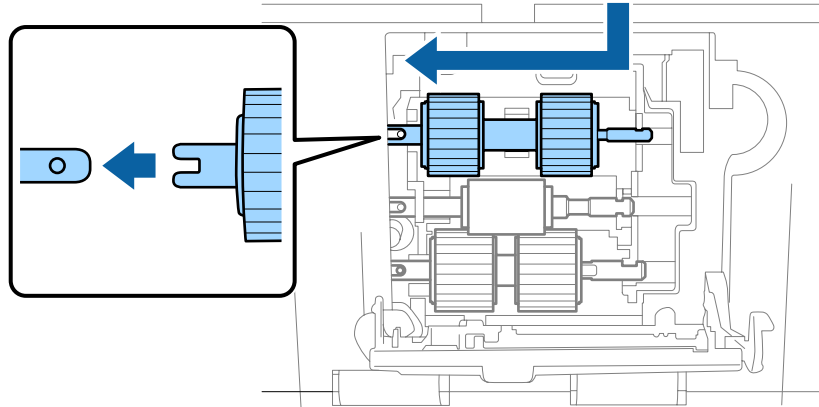
Make sure the notches are aligned.



Maintenance

14 Attach the new upper pickup roller in the correct position.

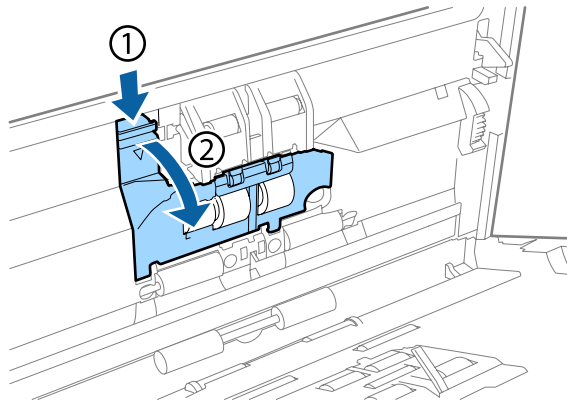
Make sure the notches are aligned.



15 Close the pickup roller cover.

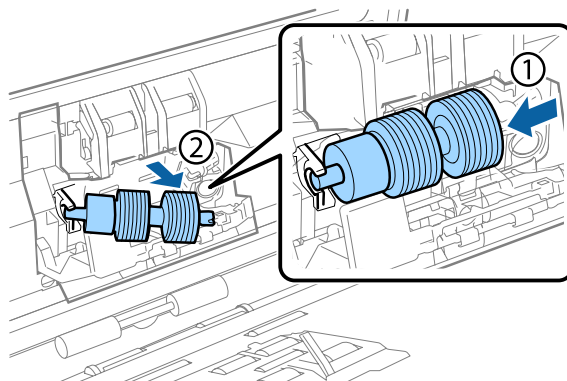
If you cannot close the cover, check that you have performed steps 12 to 14 correctly.

16 Press in the hooks on up sides of the separation roller cover, and then open the cover.



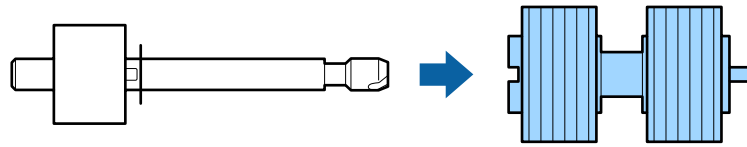
! **Important:**
Do not apply too much force when opening the cover. Doing so may break the cover.

17 Slide and remove the installed separation roller.



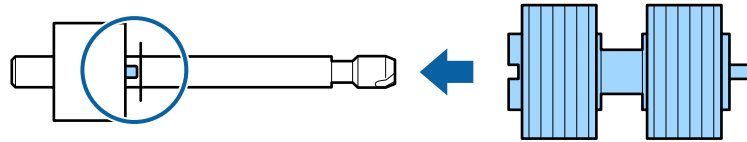
Maintenance

Remove the roller from the axis.

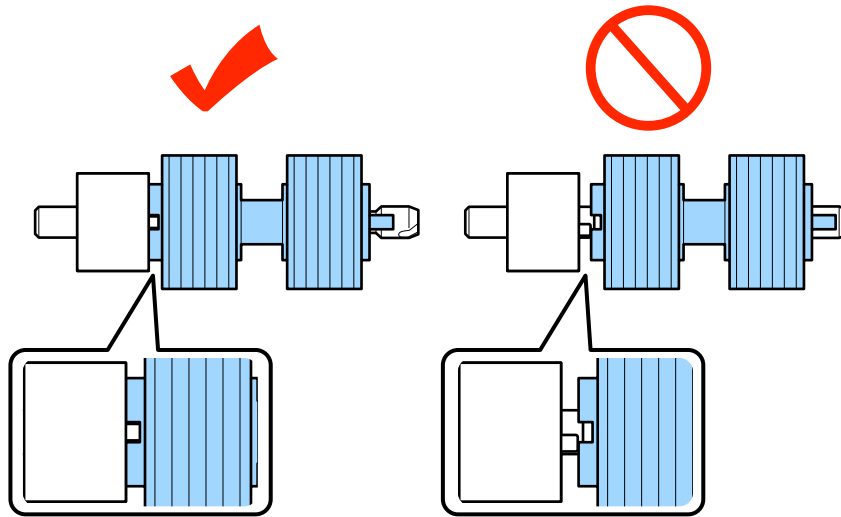


18

Attach the new separation roller to the axis, and make sure the notches align.

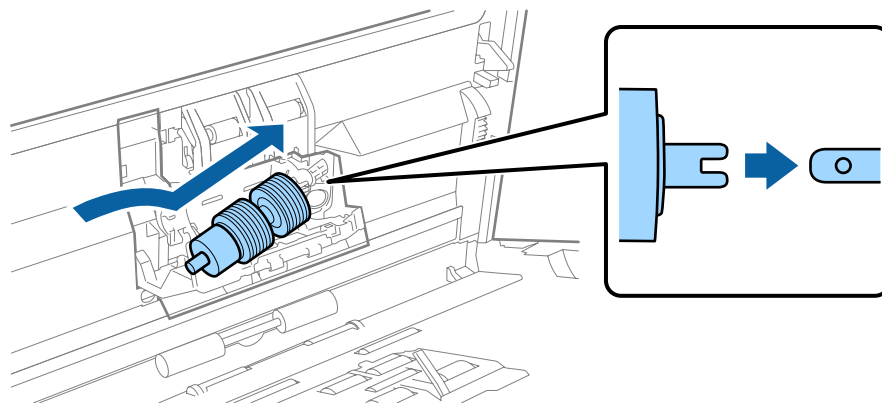


Check that there are no gaps. Make sure the roller does not come off the axis.



19

Attach the new separation roller to the correct position. Make sure the notches align.



20

Close the separation roller cover.

If you cannot close the cover, check that you have performed step 18 correctly.

21

Close the scanner cover.

Maintenance

22 Plug the AC adapter, and then turn on the scanner.

23 Start Epson Scan Settings.

Windows 8.1/ Windows 8:

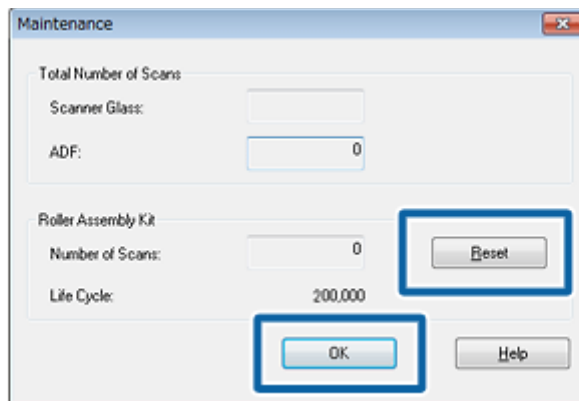
Start screen > **Apps** > **Epson** > **Epson Scan Settings**.

Windows 7/ Windows Vista/ Windows XP:

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

24 Click **Maintenance**.

25 Click **Reset**, and then click **OK**.



Important:

Make sure you reset the counter after replacing the Roller Assembly Kit.

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.

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**.

2 Click **Energy Saving**.

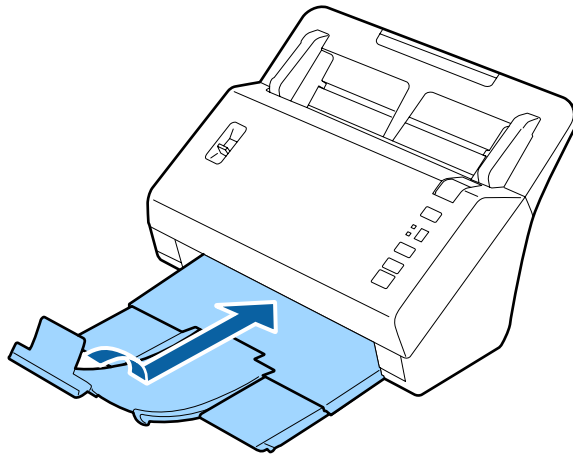
Maintenance

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

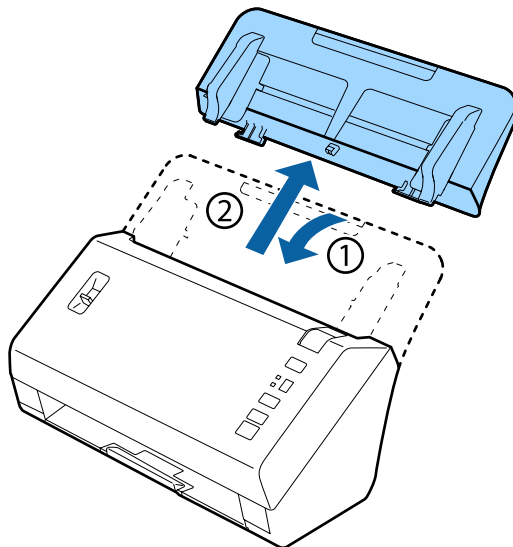
Note:
If you want to turn off the Power Off Timer, set it to 0.

Transporting the Product

- 1 Turn off the product, then unplug the AC adapter.
- 2 Disconnect the USB cable from the product.
- 3 Close the output tray.



- 4 Remove the input tray by pulling it towards the scanner cover.



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

Maintenance

- 5 Attach the packing materials that came with the product, then repack the product in its original box or a similar box that fits the product snugly.

Using Security Slot

The security slot is compatible with the Microsaver Security System manufactured by Kensington.

See the following for more details on the Microsaver Security System.

➔ <http://www.kensington.com/>

Updating the Firmware

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

➔ <http://www.epson.com>



Important:

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

Troubleshooting

Problems Indicated by status light

- Make sure the scanner cover is closed.
- Make sure there is no jammed paper.
- Make sure the product is connected to your computer properly.
- 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.
- Contact your dealer if you cannot clear the error.

Problems When Starting a Scan

- Make sure the scanning software is fully installed.
See the paper manual for instructions on installing the scanning software.
- Check the status light and make sure the product is ready to scan.
- Make sure your cables are securely connected to the product and a working electrical outlet.
- Check that the electrical outlet is working. Plug another device into the electrical outlet and check that you can turn the power on.
- Turn off the product and computer, and then check the interface cable connection between them to make sure it is secure.
- Make sure you select the correct product if a scanner list is displayed when starting to scan.
- 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 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 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 36](#)
- If the light source has reached the end of its service life, it must be replaced by a professional. For details, contact your dealer.
➔ ["Contacting Epson Support" on page 58](#)

Troubleshooting

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 31
- ❑ Check that compatible scanning software is installed.
 - ➔ “Checking the software installed on your computer” on page 36
- ❑ If you have clicked the **Keep Blocking** button in the Windows Security Alert window during or after installation of the Epson Software, unblock Document Capture Pro.
 - ➔ “How to unblock Document Capture Pro” on page 51

Note:

You can select a job from jobs 1 to 9 assigned in Document Capture Pro.

Using the Network Interface Unit

- ❑ When the product is connected to the Network Interface Unit, you cannot select a job from the display. In this case,  is displayed on the display.
- ❑ You need to install the latest firmware for the Network Interface Unit before scanning. Go to the Epson home page to download the Epson Firmware Updater for the Network Interface Unit.
 - ➔ <http://www.epson.com>
 After downloading, start Epson Firmware Updater, and then follow the on-screen instructions. If the latest firmware is already installed on the Network Interface Unit, you do not need to update the firmware.

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**.

Troubleshooting

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, such as Adobe Photoshop Elements, make sure that the correct product is selected as the Scanner or Source setting.
- If you cannot scan using any TWAIN-compliant scanning programs, such as Adobe Photoshop Elements, uninstall the TWAIN-compliant scanning program and then reinstall it.
 - ➔ [“Uninstalling Your Software” on page 36](#)

Problems When Feeding Paper

The paper gets dirty

Clean the interior of the product.

- ➔ [“Cleaning inside the scanner” on page 38](#)

Multiple sheets of paper are fed

- Make sure the page separation lever is lowered.
- If you load unsupported paper, the product may feed more than one sheet of paper at a time.
 - ➔ [“Loading Documents” on page 14](#)

Troubleshooting

- ❑ Clean the product.
 - ➔ “Cleaning the Product” on page 38
 - ➔ “Replacing the Roller Assembly Kit” on page 41

Note:

When scanning small documents that are less than 85 mm wide, Detect Double Feed in EPSON Scan is not available.

Double feed error has occurred

- ❑ When scanning normal documents, make sure the page separation lever is lowered.
 - ➔ “Page Separation Lever” on page 13
- ❑ When scanning plastic cards and special documents (folded documents, envelopes, and so on), clear **Detect Double Feed** in Epson Scan.
 - ➔ See the Epson Scan Help for details.
 - ➔ When scanning documents using a job registered in Document Capture Pro, you need to edit the job. Select the job from the Job Management window in Document Capture Pro, and then click **Edit** to open the Job Settings window. Click **Detailed Settings**, and clear **Detect Double Feed** on the Document tab in the Configuration window.

Note:

When scanning plastic cards (embossed cards) and special documents (folded documents, envelopes, and so on), make sure the page separation lever is raised.

- ➔ “Page Separation Lever” on page 13

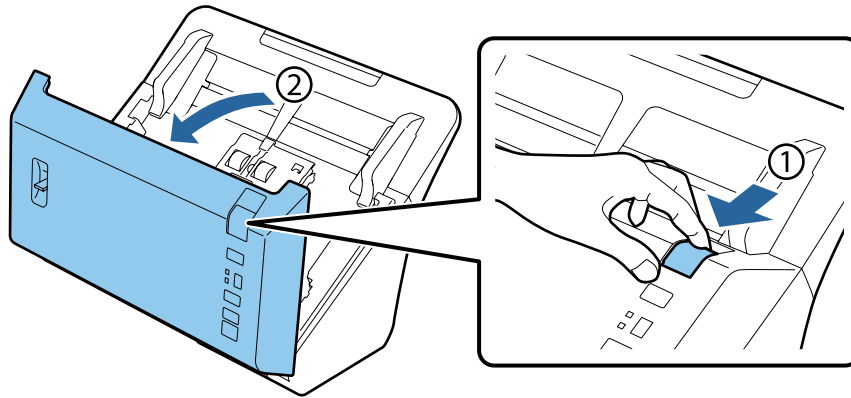
Paper jams in the product

If paper jams inside the product, follow the steps below to remove jammed paper.

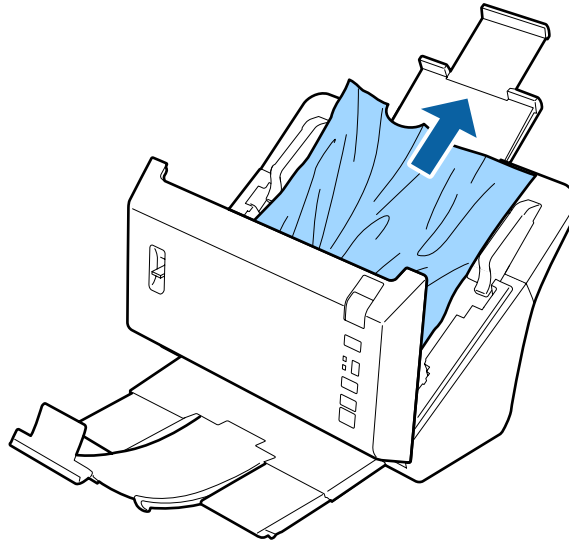
- 1 Turn off the product.
- 2 Remove all paper from the input tray.

Troubleshooting

- 3** Pull the cover open lever and open the scanner cover.



- 4** Remove any jammed paper.



Important:

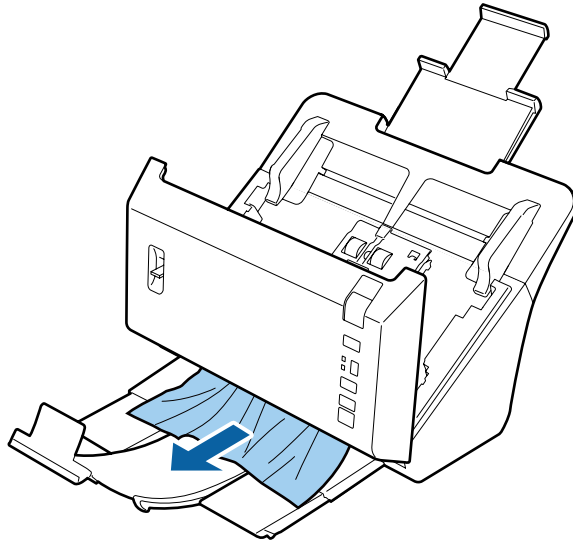
Make sure you open the scanner cover before removing jammed paper. If you do not open the cover, the documents may be damaged.

Note:

Remove any pages remaining inside the scanner.

Troubleshooting

- 5** If there is paper jammed in the output tray, gently pull the paper out in the direction shown.



- 6** Close the scanner cover.

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 68](#)
- ❑ Scanning at a high resolution takes a long time.
- ❑ 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

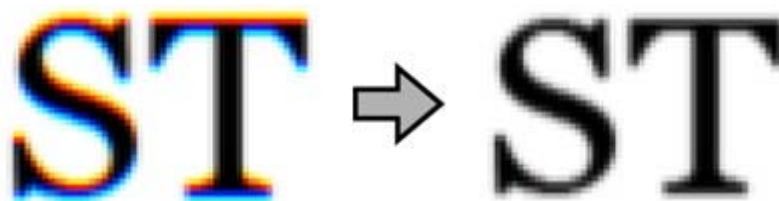
Scan quality can be improved by changing the current settings or adjusting the scanned image.

- ➔ [“Adjusting the Scanned Image” on page 33](#)

Troubleshooting

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.

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)

Place the document so that it is straight on the document glass. If the document is skewed, it may not be recognized correctly.

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 **Descreening** as the image quality setting.
- Try changing the **Resolution** setting.

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

Clean the product.

Troubleshooting

➔ [“Cleaning the Product” on page 38](#)

The scanned image is unsatisfactory or skewed when scanning cards

Select **Auto Detect** as the Size setting and clear **Detect Double Feed** in Epson Scan. See the Epson Scan help for details.

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

Where To Get Help

Help for Users in Indonesia

Contacts for information, support, and services are:

World Wide Web

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

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

Epson Hotline

Phone: +62 1500-766

Fax: +62-21 808 66-799

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

- Sales enquiries and product information
- Technical support

Epson Service Center

Province	Company Name	Address	Phone E-mail
DKI JAKARTA	ESS Jakarta MG. DUA	RUKO MANGGA DUA MALL NO. 48 JL. ARTERI MANGGA DUA - JAKARTA UTARA- DKI	(+6221)62301104 jkt-technical1@epson-indonesia.co.id
NORTH SUMATERA	ESC Medan	Kompleks Graha Niaga, Jl. Bambu II No. A-4, Medan- 20114	(+6261)42066090/42066091 mdn-technical@epson-indonesia.co.id
WEST JAWA	ESC Bandung	JL. CIHAMPELAS NO. 48A-BANDUNG JABAR 40116	(+6222)4207033 bdg-technical@epson-indonesia.co.id
DI YOGYAKARTA	ESC Yogyakarta	YAP Square, Blok A No.6 Jl. C Simanjutak YOGYAKARTA - DIY	(+62274)581065 ygy-technical@epson-indonesia.co.id
EAST JAWA	ESC Surabaya	HITECH MALL LT.2 BLOK A NO. 24 JL. KUSUMA BANGSA NO. 116 -118 - SURABAYA JATIM	(+6231)5355035 sby-technical@epson-indonesia.co.id
SOUTH SULAWESI	ESC Makassar	JL. GUNUNG BAWAKARAENG NO. 68E - MAKASSAR SULSEL	(+62411)328212 mksr-technical@epson-indonesia.co.id

Where To Get Help

Province	Company Name	Address	Phone E-mail
WEST KALIMANTAN	ESC Pontianak	JL. NUSA INDAH I NO. 40A PONTIANAK KALBAR 78117	(+62561)735507 pontianak-technical@epson-indonesia.co.id
PEKANBARU	ESC PEKANBARU	JL. TUANKU TAMBUSAI NO. 353 - PEKANBARU RIAU	(+62761)21420 pkb-technical@epson-indonesia.co.id
DKI JAKARTA	ESS JAKARTA KEIAI	WISMA KEIAI LT. 1 JL. JEND. SUDIRMAN KAV. 3 JAKPUS DKI JAKARTA	(+6221)5724335 ess.support@epson-indonesia.co.id
EAST JAWA	ESS SURABAYA	JL. JAWA NO. 2-4 KAV. 29, RUKO SURYA INTI, SURABAYA - JATIM	(+6231)5014949 esssby.support@epson-indonesia.co.id
BANTEN	ESS SERPONG	Ruko mall WTC MATAHARI no. 953 SERPONG - Banten	(+6221)53167051 esstag.support@epson-indonesia.co.id
CENTRAL JAWA	ESS SEMARANG	Komplek Ruko Metro Plaza Blok C20 , Jl. MT Haryono No 970 Semarang - Jawa tengah	(+6224)8313807 esssmg.support@epson-indonesia.co.id
EAST KALIMANTAN	ESC SAMARINDA	Jl. KH. Wahid Hasyim (M. Yamin) Kel. Sempaja Selatan Kec. Samarinda Utara Samarinda- Kalimantan Timur (samping kantor pos)	(+62541)7272904 escsmd.support@epson-indonesia.co.id
SOUTH SUMATERA	ESC PALEMBANG	Jl. H.M. Rasyid Nawawi no.249, kelurahan 9 ilir Palembang - Sumsel	(+62711)311330 escplg.support@epson-indonesia.co.id
EAST JAWA	ESC JEMBER	Jl. Panglima Besar Sudirman No.1 D JEMBER - JAWA TIMUR (Depan Balai Penelitian dan Pengolahan Kakao)	(+62331) 486468,488373 jmr-admin@epson-indonesia.co.id jmr-technical@epson-indonesia.co.id
NORTH SULAWESI	ESC MANADO	Tekno @Megamall, Megamall LG TK-21 Jl. Piere Tendean Kawasan Megamas Boulevard Manado 95111	(+62431)7210033 MND-ADMIN@EPSON-INDONESIA.CO.ID

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

Help for Users in Hong Kong

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

Where To Get Help

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

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

Where To Get Help

- ❑ 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
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:

Where To Get Help

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

System Requirements

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

System	Microsoft Windows 8.1, Windows 8, Windows 7, Windows Vista, Windows XP Home Edition, Windows XP Professional Edition, Windows XP Professional x64 Edition, Windows Server 2012, Windows Server 2008 R2, Windows Server 2008, Windows Server 2003
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.)

Product Specifications

Note:

Specifications are subject to change without notice.

General

Scanner type	Sheet Feed, one pass duplex A4 color scanner
Photoelectric device	CIS
Effective pixels	5,100 × 8,400 pixels at 600 dpi
Document size	Max: 215.9 × 3048 mm (8.5 × 120 inches) Min: 50.8 × 50.8 mm (2.0 × 2.0 inches)
Paper input	Face-down loading
Paper output	Face-down ejection
Paper capacity	80 sheets of paper at 80 g/m ²
Scanning resolution	600 dpi (main scan) 600 dpi with Micro Step (sub scan)
Output resolution	75, 100, 150, 200, 240, 300, 400, 600, 1200 dpi (in increments of 1 dpi)

Technical Specifications

Image data	16 bits per pixel per color internal 1 bit, 8 bits per pixel per color external
Interface	One Hi-speed USB port
Light source	RGB LED

Mechanical

Dimensions	Width: 300.0 mm (11.8 inches) Depth: 166.0 mm (6.5 inches) Height: 158.0 mm (6.2 inches) * Not including input tray
Weight	Approx. 4.0 kg (8.8 lb)

Electrical

Product

Rated input current	2.00 A
Rated input voltage	DC 24 V
Rated input frequency	50 to 60 Hz
Power consumption	Approx. 42.0 W Operating Approx. 8.0 W Ready Mode Approx. 1.6 W Sleep Mode Approx. 0.4 W Power off

Note:

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

AC Adapter

AC adapter model	A421H
Rated input voltage	AC 100 to 240 V
Rated input current	AC 1.20 A
Rated input frequency	50 to 60 Hz
Rated output voltage	DC 24 V
Rated output current	2.00 A

Technical Specifications

Note:

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

Environmental

Temperature	Operating	5 to 35 °C (41 to 95 °F)
	Storage	-25 to 60 °C (-13 to 140 °F)
Humidity	Operating	10 to 80%, without condensation
	Storage	10 to 85%, 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.

Interfaces

USB Interface

Interface type	Universal Serial Bus Specification Revision 2.0
Electrical standard	Full Speed mode (12 Mbits per second) and Hi-Speed mode (480 Mbits per second) of Universal Serial Bus Specification Revision 2.0.
Connector type	One Type B port

Standards and approvals

Product

U.S. model:

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

EMC Directive 2004/108/EC	EN 55022 Class B EN 55024 EN 61000-3-2 EN 61000-3-3
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Australian model:

EMC	AS/NZS CISPR22 Class B
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Technical Specifications

AC adapter

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

European model:

Low Voltage Directive 2006/95/EC	EN 60950-1
EMC Directive 2004/108/EC	EN 55022 Class B EN 55024 EN 61000-3-2 EN 61000-3-3

Australian model:

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